



2014/15 Performance Report

End of Quarter Three Summary

April to December

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1 Executive Summary

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

During Quarter Three 2014/15 in comparison to Quarter Three 2013/14 we saw:

- 25.5% (906) fewer **Deliberate Secondary Fires** ↓
- 24% (988) fewer **Deliberate Fires** ↓
- 20% (1052) fewer **All Fire Calls Attended** ↓
- 4.9% (61) fewer **Primary Fires** ↓
- 10.8% (175) fewer **Special Services** ↓
- 6.8% (3) fewer **Injuries from Accidental Dwelling Fires** ↓

However, we have also experienced:

- 2% (9) more **Accidental Dwelling Fires** ↑
- 20% (35) more **Malicious False Alarms Attended** ↑
- 2.7% (52) more **NON DOMESTIC Automatic False Alarms Attended** ↑
- 2.4% (48) 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 Performance data from other Mets is not currently available for this report.

1.5 Performance measurement forecasting indicates we are currently expected to meet our targets in the following areas.

- LI10: Number of accidental non kitchen fires in dwellings. (Forecast: 191, Target: 202)
- LI16: Number of deliberate secondary fires. (Forecast: 3418, Target: 4000)
- LI18: Number of deliberate refuse fires. (Forecast: 2575, Target: 2683)
- LI24: Total number of fire calls attended. (Forecast: 5521, Target: 6097)
- LI26: Number of primary fires involving road vehicles. (Forecast: 434, Target: 434)
- LI33: Number of all deliberate fires. (Forecast: 3937, Target: 4571)

1.6 Forecasting indicates we are not currently expected to meet 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 future.

- LI1: Number of deaths from accidental dwelling fires. (Forecast: 3, Target: 0)
- LI2: Number of deaths from all fires. (Forecast: 5, Target: 0)
- LI3: Number of injuries from accidental fires in dwellings, excluding precautionary checks. (Forecast: 61, Target: 53)
- LI8: Number of accidental fires in dwellings. (Forecast: 598, Target: 540)
- LI9: Number of accidental kitchen fires in dwellings. (Forecast: 407, Target: 338)
- LI21: Number of malicious false alarms attended. (Forecast: 279, Target: 206)
- LI22: Number of false alarm calls due to automatic fire alarms from non-domestic premises. (Forecast: 2477, Target: 2333)
- LI23: Number of false alarm calls due to automatic fire alarms from domestic premises. (Forecast: 2555, Target: 2411)
- LI29: Number of primary fires attended. (Forecast: 1559, Target: 1508)

1.7 This report details this analysis and associated local intelligence for Quarter Three 2014/15.

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

2.2 This data is analysed quarterly and local intelligence added to the statistical analysis. This report details findings of this joint approach to performance management in TWFRS and includes cumulative data as at the end of Quarter Three 2014/15. 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 population or 10,000 dwellings), this is to ensure an effective comparison can be made.

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

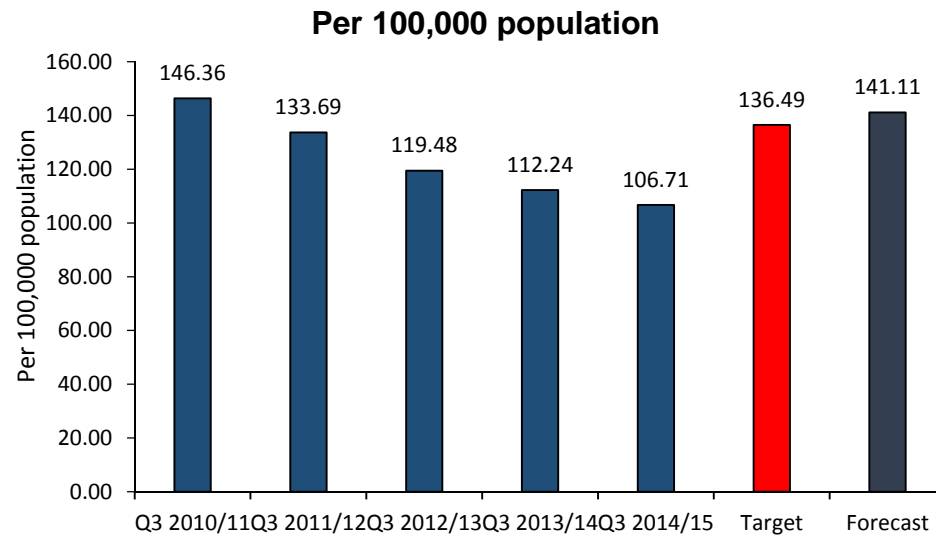
- Deliberate Fires
 - Deliberate Primary Fires
 - Deliberate Secondary Fires

- Malicious False Alarms (Hoax Calls)

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

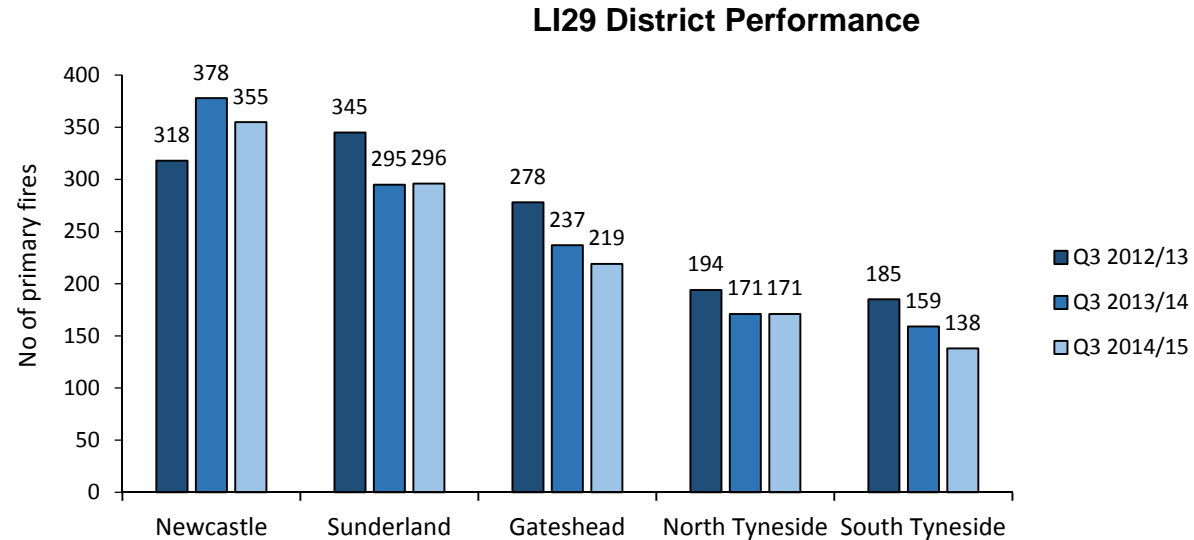
3.1 (LI29) Primary Fires per 100,000 Population

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 made up 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 By the end of Quarter Three 2014/15 we attended 1179 primary fires, which is a reduction of 61 incidents (4.9%) from the same period last year. We have seen a 27% reduction of primary fires over the last five years.

(LI29) Primary Fires District Performance - Quarter Three 2014/15

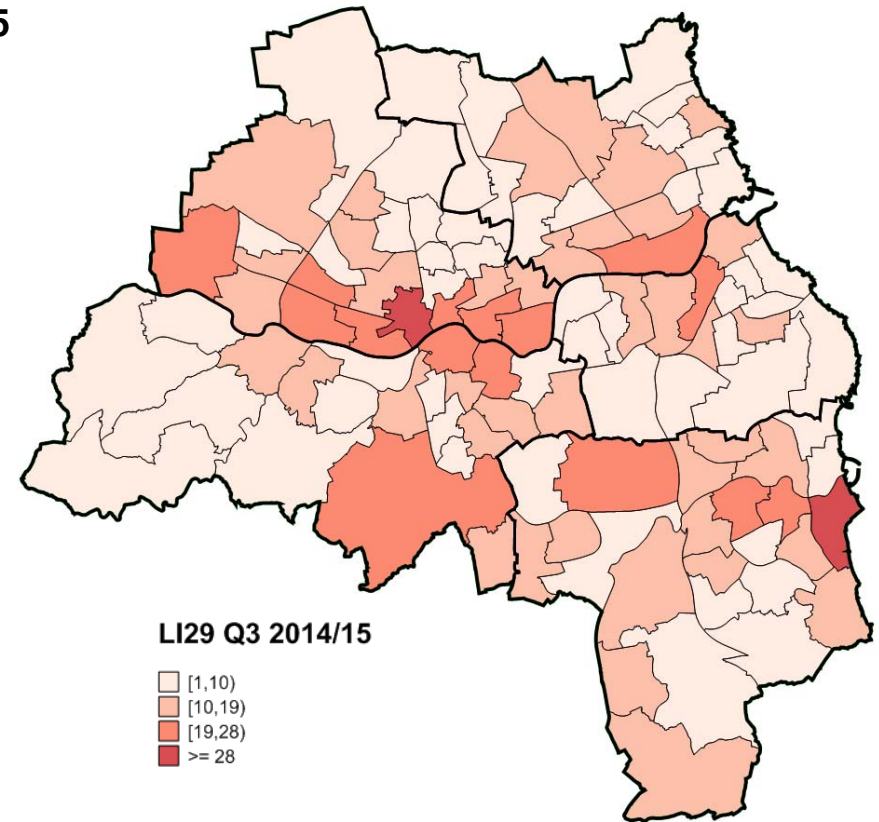


3.1.3 Three districts recorded a reduction in comparison to the same period last year, Newcastle saw a reduction of 23 incidents (6%), Gateshead a reduction of 18 incidents (7.6%) and South Tyneside a reduction of 21 incidents (13%). North Tyneside recorded the same number as last year and Sunderland showed a very minor increase of 1 (0.3%). Newcastle District continues to have the most primary fires.

3.1.4 Following analysis of the data there has been an increase in the number of primary fires where the source of ignition was cooking appliance – cooker inc oven, rising by 17 from the same period of the previous year. Whilst most districts saw a reduction or only a very minor increase, Newcastle district saw an increase of 20 (34.5%) primary fires where cooking appliance – cooker inc oven was the source of ignition.

(LI29) Primary Fires District Performance Quarter Three 2014/15

District	Ward	Q3 2012/13	Q3 2013/14	Q3 2014/15
Sunderland	Hendon Ward	28	18	37
Newcastle	Westgate Ward	42	39	29
Newcastle	Elswick Ward	26	29	28
Gateshead	Lamesley Ward	21	19	27
Newcastle	Fenham Ward	10	14	24
Newcastle	Walker Ward	35	27	23
Sunderland	Pallion Ward	17	10	22
Newcastle	Byker Ward	24	23	22
South Tyneside	Simonside and Rekendyke Ward	18	22	21
Gateshead	Bridges Ward	17	21	21



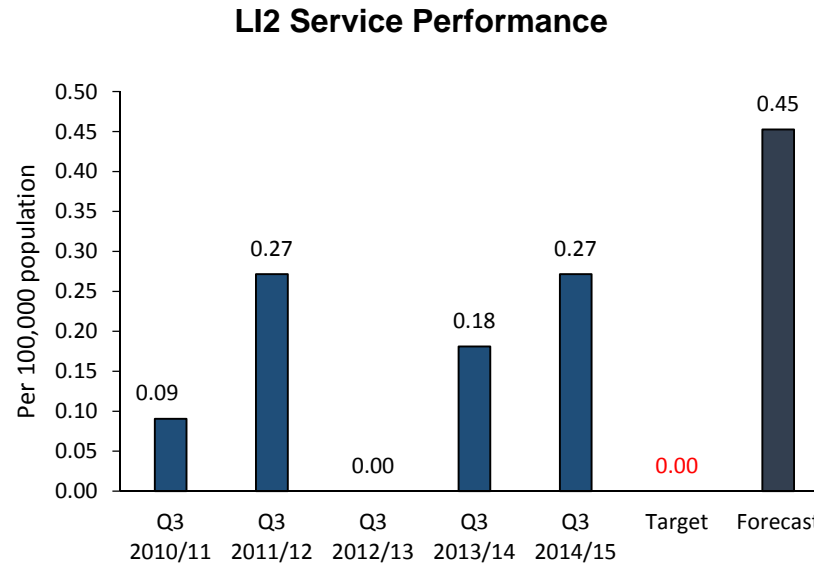
3.1.5 The above table shows the wards with the highest number of primary fires throughout the Service by the end of Quarter Three 2014/15. Hendon ward in Sunderland has the highest number of incidents with an increase of 19 from the same period of the previous year. Pallion ward in Sunderland also saw a significant increase of 12 incidents. Vehicles accounted for the largest increase in Pallion ward with 16 incidents. Each and every incident is analysed and action has been taken locally both internally and externally with our partners in order to tackle these increases.

(LI29) Primary Fires District Performance Quarter Three 2014/15

- 3.1.6 Lamesley ward in Gateshead saw an increase, rising from 19 to 27. Work is ongoing in Lamesley ward – this was an unexpected spike which is now being considered. There has been a spate of vehicle fires which are being investigated by the Police.
- 3.1.7 Fenham ward in Newcastle has seen an increase of 10 incidents. Five of the wards in the above table are in Newcastle District and these account for 35.5% of the district's total number of primary fires.

3.2 (LI2) Number of Fatalities from All Fires per 100,000 Population:

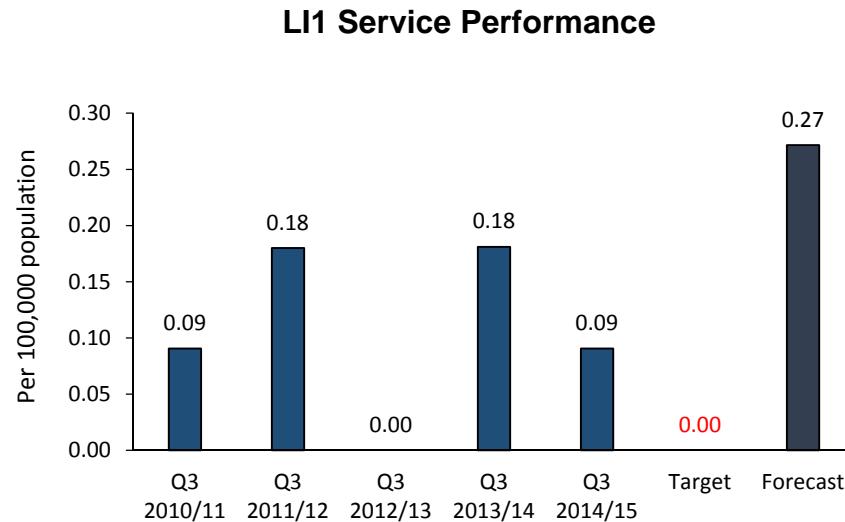
3.2.1 The following indicator outlines our performance in relation to the number of fatalities due to all fires that we attend: accidental and deliberate.



3.2.2 Sadly there were 3 fatalities from all fires (not just accidental) by the end of Quarter Three 2014/15. The first occurred in April 2014 in Gateshead. The second fatality occurred in November 2014 in North Tyneside and the third fatality occurred in December 2014 in Sunderland. All three of these are still being investigated

3.3 (LI1) Number of fatalities from accidental fires in dwellings per 100,000 population:

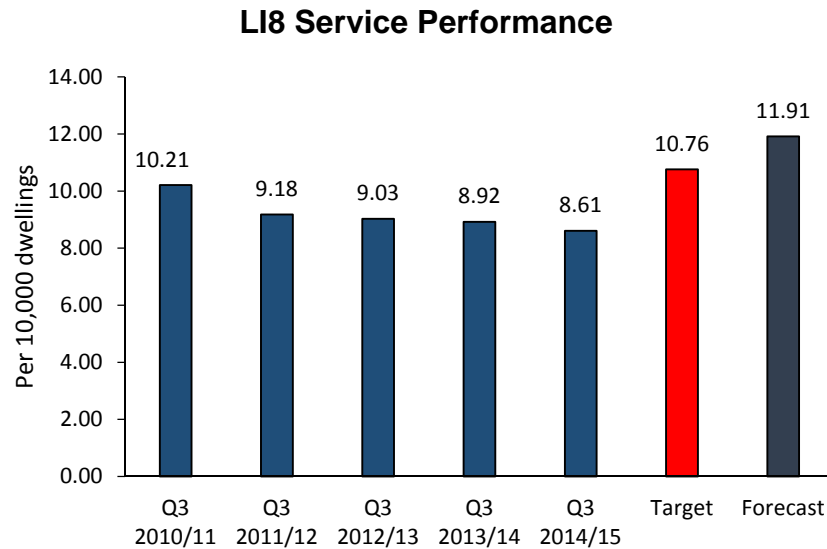
- 3.3.1 The following indicator outlines our performance in relation to the number of fatalities due to accidental dwelling fires that we attend. A fatality must be recorded as being the result of the fire (or smoke). A death can be attributed to a fire even if the death occurred weeks or months later.



- 3.3.2 TWFRS recorded 1 accidental fire death by the end of Quarter Three 2014/15. This occurred in December in Sunderland and is currently still under investigation.
- 3.3.3 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, improving the use of our data to understand current risk and by using community advocates, volunteers, prevention and education and operational staff to improve intelligence and provide a better understanding of our communities and also improving our targeting through working with partners.
- 3.3.4 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 (LI 8) Accidental Dwelling Fires per 10,000 Dwellings

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 432 accidental dwelling fires by the end of Quarter Three 2014/15, although this looks like a reduction on the above graph this is actually an increase of 9 (2%) from the same period last year, a reduction is showing on the graph due to an increase in the number of dwellings recorded in Tyne and Wear.

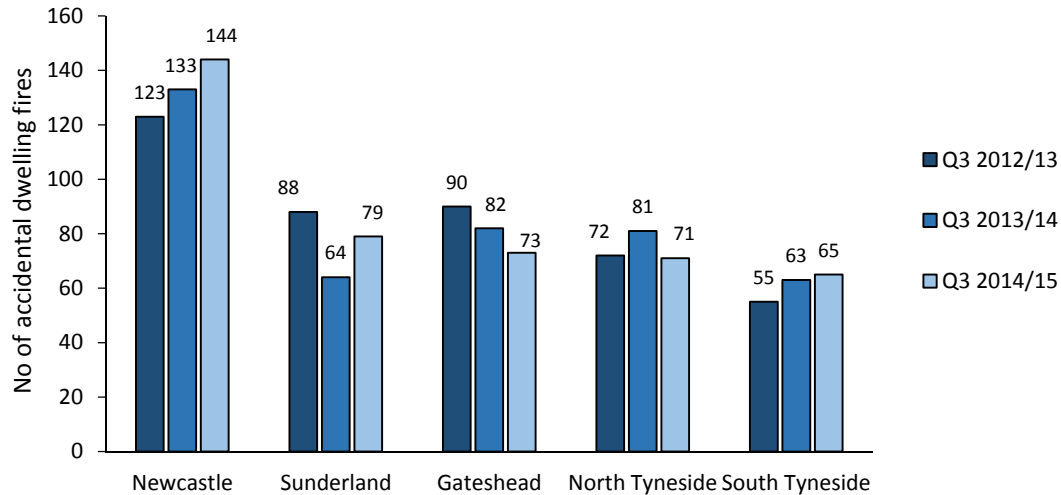
3.4.3 Of the 432 accidental dwelling fires that occurred 304 (70%) started in the kitchen. The most common cause being cooking appliance – cooker including oven, this increased by 5 incidents (2.7%) from the previous year.

(LI 8) Accidental Dwelling Fires per 10,000 Dwellings

- 3.4.4 Cooking appliance – grill/toaster increased by 8 incidents and cooking appliance – microwave oven increased by 7 incidents across the Service. It has been recognised that cooking related fires is an issue across the Service and will remain an area of focus for Operational and Prevention and Education staff in 2014/15.
- 3.4.5 The second largest cause of accidental dwelling fires is now electricity supply – wiring, cabling and plugs which increased by 15 incidents, Sunderland saw the biggest increase with 6 additional incidents followed by Gateshead with 5.
- 3.4.6 No firefighting or small means was the main FRS action in 65% of the accidental dwelling fires that occurred by the end of Quarter Three 2014/15.
- 3.4.7 Smoke alarms were present in 87% of the dwellings where an accidental fire occurred by the end of Quarter Three 2014/15 compared to 83% during the same period of the previous year. A smoke alarm activated in 301 of the 432 incidents (70%).

(LI8) Accidental Dwelling Fires District Performance - Quarter Three 2014/15

LI8 District Performance



District	Ward	Q3 2012/13	Q3 2013/14	Q3 2014/15
Newcastle	Fenham Ward	6	5	15
Newcastle	Byker Ward	12	6	12
Newcastle	Walkergate Ward	2	5	11
Newcastle	Elswick Ward	5	12	11
South Tyneside	Simonside and Rekendyke Ward	6	10	10
Gateshead	Bridges Ward	5	8	9
Sunderland	Hendon Ward	10	5	9
Gateshead	Lobley Hill and Bensham Ward	3	5	9

3.4.8 North Tyneside saw the biggest reduction of 10 incidents (12%) closely followed by Gateshead with a reduction of 9 incidents (11%). South Tyneside saw a slight increase of 2 incidents (3%), Newcastle saw an increase of 11 incidents (8%), however Sunderland had the highest increase of 15 incidents (23%).

3.4.9 The table above shows the wards with the highest number of accidental dwelling fires by the end of Quarter Three 2014/15. Four of the 8 wards are in Newcastle and account for 34% of the districts total. Fenham ward saw the biggest increase, closely followed by Byker ward and Walkergate ward.

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

3.4.10 **Newcastle** District recorded an increase of 11 incidents (8%) by the end of Quarter Three 2014/15 in comparison to the same period last year.

Fenham ward saw an increase of 10 incidents in comparison to the same period last year, 10 of the 15 incidents in Fenham ward occurred in two separate sheltered housing premises. Byker ward and Walkergate ward both recorded an increase of 6 incidents in comparison to the same period last year.

Newcastle has seen an increase in accidental dwelling fires where the cause was cooking appliance – microwave oven; rising from 3 to 9 and also in cooking appliance – grill / toaster; rising from 8 to 13.

The district is working closely with Your Homes Newcastle (YHN) to identify vulnerable occupants, especially those that have had false alarm near miss incidents. They have trained several partner agencies including carers, medical professionals and care planners with regard to fire safety hazard awareness. This results in partners delivering fire safety advice to their clients and signposting vulnerable clients for intervention by the Prevention and Education team.

Smoke alarms have been installed at 125 of the 144 dwellings involved in incidents and Newcastle district Prevention and Education department continue to follow up all accidental dwelling fires. All of the priority HSCs have been completed and Prevention and Education and Operational Crews are on course to exceed the minimum required numbers for HSC delivery.

3.4.11 **Sunderland** District recorded an increase of 15 incidents (23%) by the end of Quarter Three 2014/15 when compared to the same period last year.

Hendon ward had the highest number of incidents in the district with 9 incidents, an increase of 4 from the same period last year. Within the Hendon ward, advocates, operational crews and Prevention and Education staff have been working with the community with 517 engagements taking place to date.

Sunderland has seen an increase in accidental dwelling fires where the cause is electricity supply – wiring, cabling and plugs rising from 4 to 10 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 and residents have been leafleted to give them advice to ensure consumer units are well ventilated.

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

Following any accidental dwelling fire advice is given at the scene were 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 highlight key issues such as kitchen safety and educate the immediate neighbourhood.

- 3.4.12 **Gateshead** District recorded a reduction of 9 incidents (11%) by the end of Quarter Three 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 3 to 8 incidents in comparison with the same period last year. The number of incidents caused by cooking appliance – microwave oven has also increased rising from 2 to 8.

The district will continue to emphasise dangers in the kitchen and explaining good housekeeping during HSCs and post-incident hot strikes. Clusters of incidents will be identified and “Fire Safety in the Home” booklets will be delivered to these streets using volunteers. Fire safety advice will also become a regular feature in *Council News*.

Carecall is used within the district to carry out annual HSC’s. The district is also engaging with the drink and drug abuse agency Turning Point to establish a MoU for them to also deliver HSCs on our behalf. The Gateshead Housing Company (TGHC) contractor Mears already places our smoke alarms in void properties that they are refurbishing.

- 3.4.13 **North Tyneside** recorded a reduction of 10 incidents (12%) by the end of Quarter Three 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 4 to 9. The district has provided a magazine article for Our North Tyneside to reinforce the message around kitchen safety.

The district will continue to target indicator groups by utilising the information provided for the 1:1 priority lists based upon Mosaic code.

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

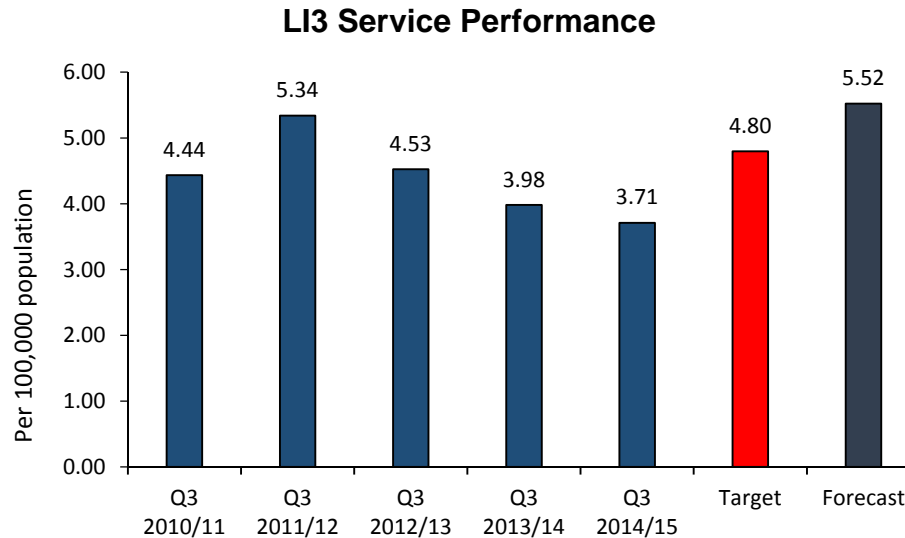
3.4.14 **South Tyneside** District recorded an increase of 2 incidents (3%) by the end of Quarter Three 2014/15 when compared to the same period last year.

The number of accidental dwelling fires in South Tyneside caused by smoking materials has increased from 1 to 7 in comparison to the same period last year.

Following an increase in cooking fires the district is collecting information from a partner and considering an initiative to reduce or eliminate grill pan fires. This data and information supports HSC delivery particularly in the immediate hot strikes post incident. This influences updates to partners who focus attention on reducing accidental fires in dwellings on our behalf.

3.5 (LI3) Injuries from Accidental Dwelling Fires per 100,000 Population

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.

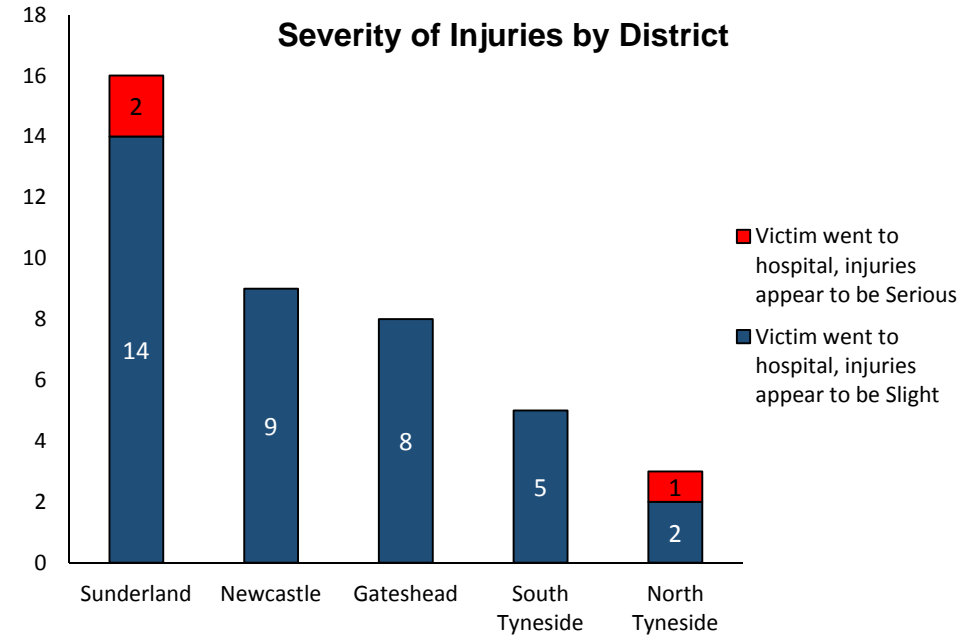
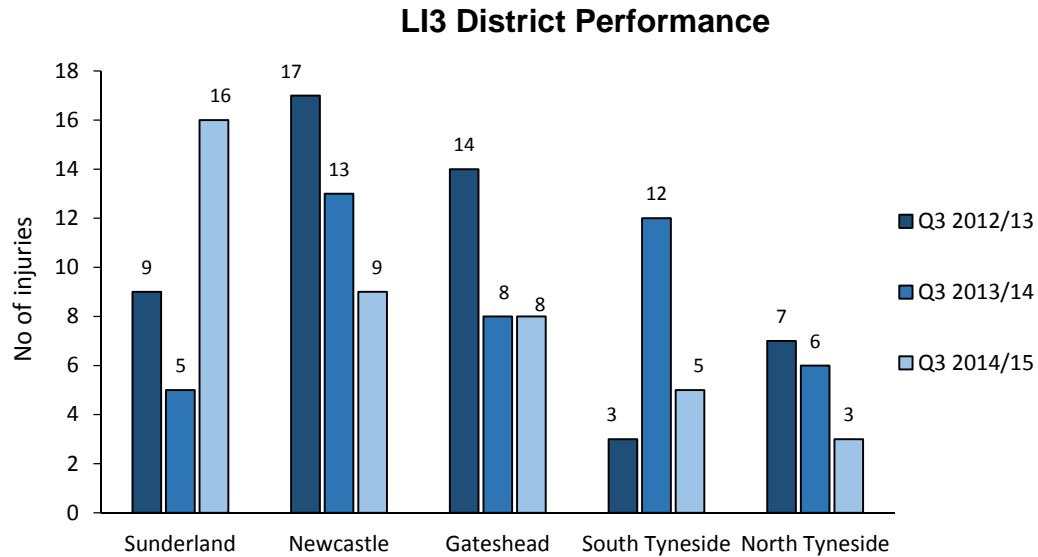


3.5.2 We have seen a reduction in injuries from accidental dwelling fires falling from 44 to 41 (6.8%) in comparison to the same period of the previous year.

3.5.3 Three of the injuries were classed as serious; these occurred in Quarter One in 2 incidents; one caused by smoking materials and the other by candles, all were over the age of 65, it is pleasing to note that there have been no serious injuries since June.

3.5.4 Of the 41 injuries in Quarter Three 2014/15 34% occurred in persons over the age of 65 and 32% occurred in persons between the age of 20 – 40, cooking was the main cause in 23 (56%) of the incidents.

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



3.5.5 Newcastle, South Tyneside and North Tyneside all saw a reduction in this indicator. Gateshead remained consistent with the previous year's performance and Sunderland saw a significant increase of 11 injuries.

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

- 3.5.6 **Sunderland** District recorded 16 injuries by the end of Quarter Three 2014/15, an increase of 11 in comparison to the same period of the previous year. Of the 16 injuries 8 (50%) were cooking related.

Watches understand the importance of carrying out hot strikes where/when appropriate and in all cases where a referral is made to Prevention and Education department from watches, these incidents are analysed/visited and progressed via partner agencies.

- 3.5.7 **Newcastle** District recorded 9 injuries by the end of Quarter Three 2014/15 a reduction of 4 in comparison to the same period of the previous year. Of the 9 injuries 8 (89%) were cooking related.

During Quarter Three 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 remained consistent with the previous year's performance with a total of 8 injuries, of which 4 (50%) were cooking related.

The district have entered into a multi - agency partnership, namely a MASH (multi- agency safeguarding hub) within the Borough. This entails working with partners to ensure a joint approach to any individual who becomes vulnerable for whatever reason. This 'joint approach' ensures the district is not working in silos with these people and our work streams are tailored to ensure they (the individual/s) receive the best possible support from all relevant partners.

A dedicated desk, TWFRS PC and a MASH PC (not linked in any way) are in place at Gateshead Civic Centre. This allows all members of the 'MASH' to sit together within the Community Safety department of the Council to raise and discuss and action plan for those most vulnerable.

To date the district has intervened with partners on three separate occasions to supply fire advice, guidance and equipment, in the form of smoke detectors to individuals highlighted. Gateshead have a file dedicated solely to the MASH to ensure we audit the process from its inception.

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

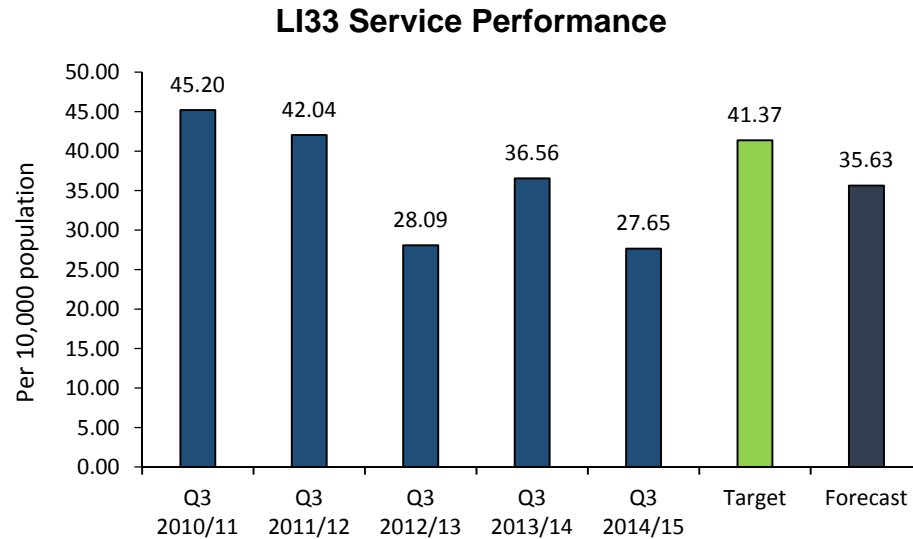
3.5.9 **South Tyneside** District recorded 5 injuries by the end of Quarter Three 2014/15, a reduction of 7 in comparison to the same period of the previous year. Of the 5 injuries, 2 (40%) were cooking related.

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 3 injuries by the end of Quarter Three 2014/15, a reduction of 3 injuries in comparison to the same period of the previous year. Of the 3 injuries, 1 (33%) was cooking related.

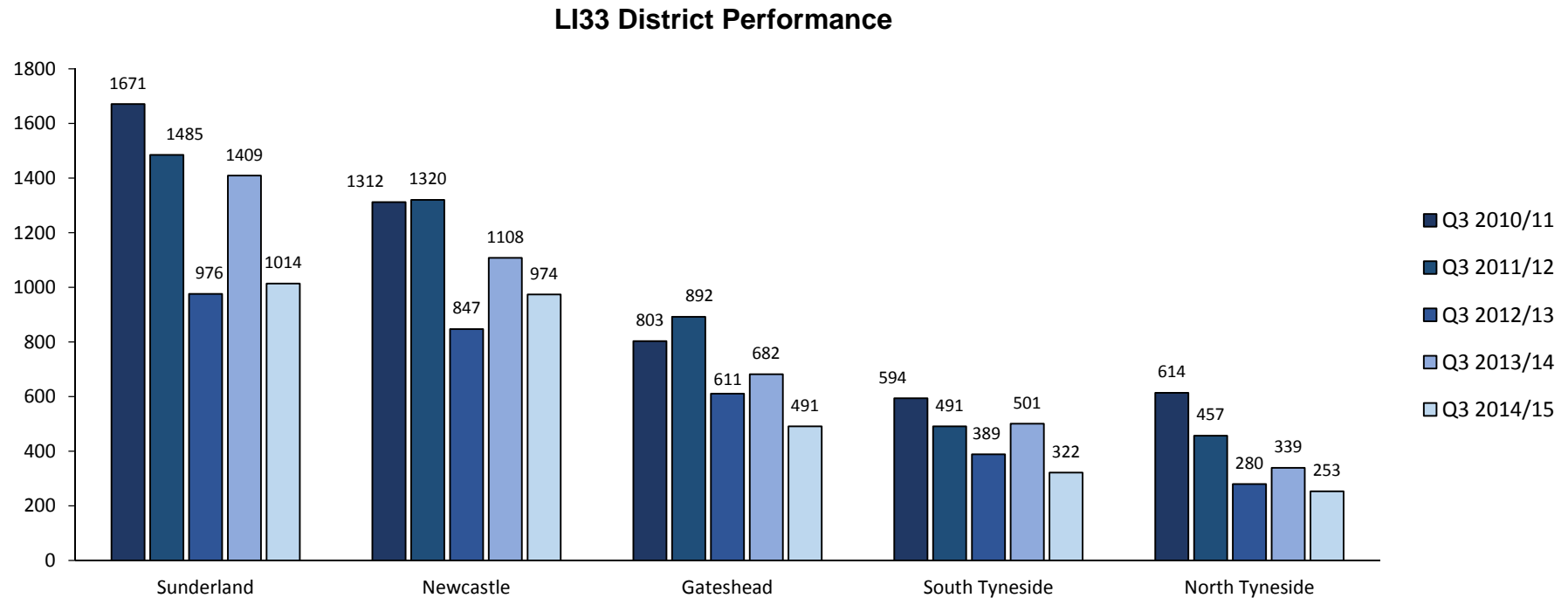
3.6 (LI33) Number of All Deliberate Fires per 10,000 Population

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 and 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 By the end of Quarter Three 2014/15, TWFRS attended 3054 deliberate fires, this is a substantial reduction of 985 incidents (24%) in comparison to the same period last year and shows a 39% reduction in deliberate fires for Quarter Three over the last five years.

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

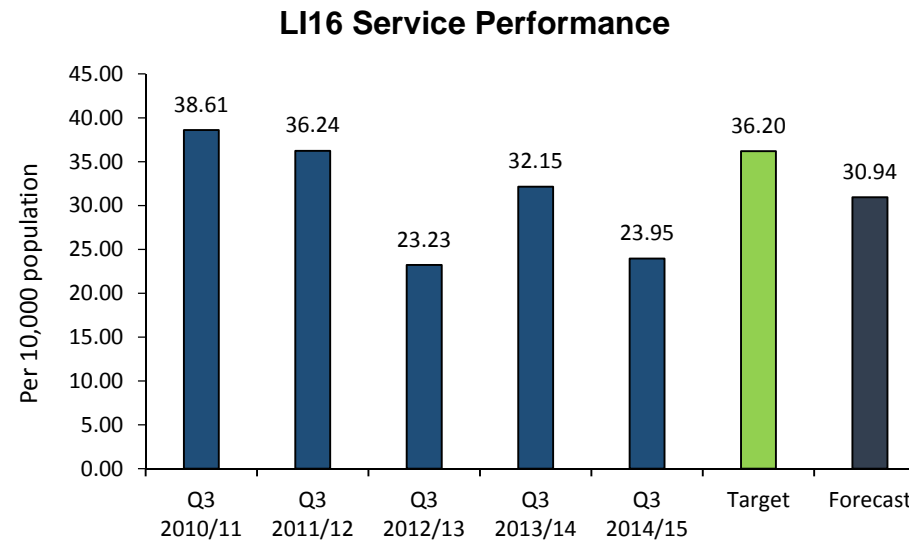


3.6.3 All districts have recorded exceptional reductions by the end of Quarter Three in comparison to the same period last year with South Tyneside having the biggest reduction of 36%, Sunderland and Gateshead with 28%, North Tyneside with 25%, and Newcastle with 12%.

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.

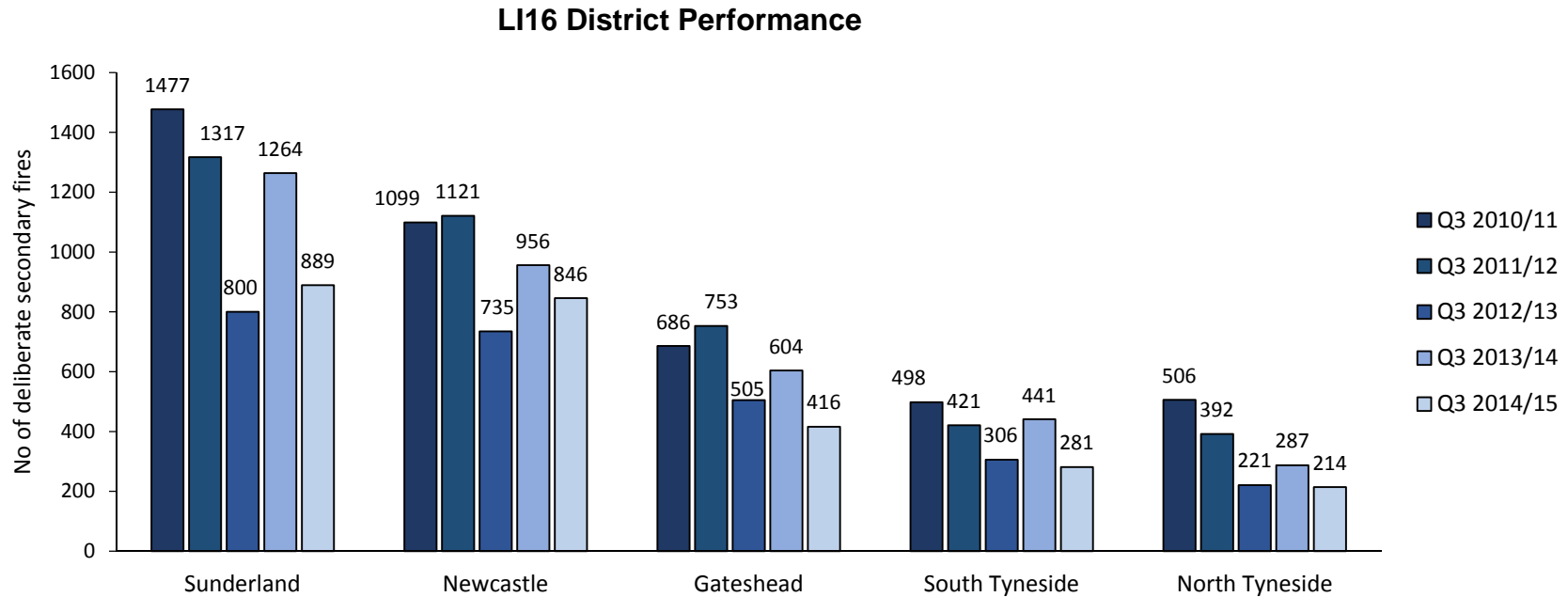
3.7 (LI16) Number of Deliberate Secondary Fires per 10,000 Population

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



3.7.2 By the end of Quarter Three 2014/15 TWFRS attended 2646 deliberate secondary fires, this is a significant reduction of 906 incidents (25.5%) in comparison to the same period of the previous year and shows a 37.9% reduction in deliberate secondary fires over the last five years.

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



3.7.3 This graph shows the number of deliberate secondary fires that occurred by the end of Quarter Three 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, South Tyneside and North Tyneside have recorded their lowest figures for five years.

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

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

- 3.7.5 A service wide darker night's campaign ran in the weeks preceding bonfire night. Local area meetings were established within each District, with representatives from Northumbria Police and Local Authority's to ensure effective delivery of the objectives within each community.
- 3.7.6 Prevention and Education staff and Safetyworks delivered a risk based education programme utilising a new DVD entitled 'Jacks Story' which was produced and was delivered to 11-14 year olds in all targeted secondary schools. Educational resource packs were also sent to all primary schools in Tyne and Wear. Approximately 20,000 young people across Tyne and Wear received input as part of this diversionary education programme.
- 3.7.7 A Service-wide communications campaign, including social media, was launched to encourage residents to stay safe and have an enjoyable Bonfire period. This resulted in our largest ever success on Facebook when we posted Dylan's Firework injury story.
- 3.7.8 Local Authority bonfire uplift schemes were in operation throughout the period. On the whole, Service Delivery now run Lighter Nights as 'Core Business'. This process runs from March through to September and rolls into the Darker Nights campaign from October onwards. All Operational Crews & Prevention and Education staff in all districts give daily (if necessary) refuse returns to their respective Local Authority (LA) environmental teams who act upon this information and remove the reported refuse at their earliest convenience. These returns are the result of drive-bys completed by FRS vehicle movements within the service area. Ultimately this has a huge impact on the amount of refuse and materials which could become involved in fire. This process has seen marked reductions in LI16 which in turn has influenced LI29 (primary fires) through secondary fires spreading to property, which in turn become primary fires incidents.
- 3.7.9 Furthermore the Service registered and issued 152 licences to retailers for the storage and sale of fireworks. All new applicants for registrations or licences and a sample of independent retailers were inspected by Fire Safety personnel.

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

District	Ward	Q3 2012/13	Q3 2013/14	Q3 2014/15
Newcastle	Elswick Ward	50	93	96
Sunderland	Southwick Ward	27	120	94
Newcastle	Benwell and Scotswood Ward	59	105	81
Sunderland	Hendon Ward	95	110	79
Newcastle	Byker Ward	130	100	77
Sunderland	Washington North Ward	41	71	74
Newcastle	Westgate Ward	48	63	74
Newcastle	Wingrove Ward	23	43	70

- 3.7.5 The table above shows the wards with the highest number of deliberate secondary fires by the end of Quarter Three 2014/15. Five of the 8 wards are in Newcastle and account for 47% of the districts total. The remaining 3 wards account for 28% of Sunderland's district total.
- 3.7.6 Whilst most of the above wards have shown a reduction from the previous year or only a slight increase, Wingrove ward recorded an increase of 27 incidents and Westgate ward an increase of 11.

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

3.7.7 **Sunderland** District recorded a reduction of 375 incidents (30%) when compared to the same period last year. Southwick, Hendon and Washington North wards have the highest number of deliberate secondary fires in the district.

Loose refuse (incl in garden) continues to be the highest property type accounting for 43% of incidents however the number of loose refuse incidents has reduced by 93 (19%) from the previous year. Within Sunderland uplifts continue with 62 uplifts / 30 Tonnes of combustible materials being 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 hotspots so that they can proactively direct their clean up teams.

Deliberate secondary fires involving wheelie bins has reduced by 35 incidents (20%) in comparison to the previous year.

Schools education (and the highlighting of anti social behaviour to pupils) will continue as well as identifying trends quickly and engaging with our partners effectively, to ensure actions are taken to reduce anti social behaviour fires wherever possible.

3.7.8 **Newcastle** District recorded a reduction of 110 incidents (12%) when compared to the same period last year.

Loose refuse (incl in garden) continues to be the highest property type accounting for 33% of incidents, however this number has reduced by 34 incidents (11%) from the previous year. During the year watch based activity has been directed by Station Managers to areas identified at monthly DPAG using 'Hotspot Maps'. This may be a contributory factor towards reductions in loose refuse fires.

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 17 to 46 in 2014/15.

Wingrove ward recorded an increase of 27 incidents from the previous year and has seen an increase of 21 wheelie bin fires.

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

Westgate ward recorded an increase of 11 incidents from the previous year and has also seen an increase in wheelie bin fires of 21 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.

3.7.9 Gateshead District recorded a reduction of 188 incidents (31%) compared to the same period of the previous year.

Loose refuse (incl in garden) continues to be the highest property type accounting for 42% of incidents, however this number has reduced by 46 incidents (21%) from the previous year. Wheelie bin fires in the district have also seen a significant improvement reducing from 62 to 27 (56%).

Dunston and Teams ward has the highest number of incidents in the district with a total of 53 however this has reduced by 20 incidents (27%) from the previous year.

Birtley ward recorded an increase in deliberate secondary fires rising from 15 to 22, loose refuse fires in this ward have increased by 11 in comparison to the previous year.

The district continues to liaise closely with Partners and especially the Vanguard team at GMBC (Vanguard is the GMBC team that replaced the Street Action Enforcement Team in November 2014. They are now the contact for ASB / fly-tipping issues). Fly-tipping and other ASB issues encountered are reported to them via a dedicated e-mail account that they frequently check. We are seeking to formalise improved feedback arrangements to ensure that crews know that their ASB work has positive effect. Since November 2014 there have been two prosecutions and one CCTV system installed as a result of the districts contributions.

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

3.7.10 **South Tyneside** District recorded a reduction of 160 incidents (36%) when compared to the same period last year.

Loose refuse (incl in garden) continues to be the highest property type accounting for 37% of incidents, however this number has reduced by 20 incidents (16%) from the previous year. Wheelie bin fires in the district have also seen an improvement reducing from 38 to 26 (32%).

Boldon Colliery ward has the highest number of deliberate secondary fires in the district however has shown a substantial reduction from 74 to 37 incidents (50%) compared to the previous year.

The majority of wards in the district have recorded a reduction in this indicator compared to Quarter Three 2013/14 with the exception of Cleadon Park ward and Horsley Hill ward who recorded a very small increase of 5 incidents in total and Cleadon Park and East Boldon ward and Westoe Ward who remained consistent with last year's performance.

The district will continue to report ASB evidence collected by crews and the Fire Safety Department and make this evidence available to partners. This helps shape local strategy for partnership work and deployment of local resources. We continue to monitor the restructuring of Local Authority departments in anticipation of influences on work related to reducing this indicator.

3.7.11 **North Tyneside** District recorded a reduction of 73 incidents (25%) when compared to the same period last year.

As with all other districts loose refuse (incl in garden) continues to be the highest property type accounting for 34% of incidents, however this number has reduced by 17 incidents (19%) from the previous year. Wheelie bin fires in the district have also seen an improvement reducing from 39 to 29 (26%).

Chirton ward has the highest number of deliberate secondary fires in the district and saw an increase of 6 incidents in comparison to Quarter Three 2013/14.

Camperdown ward saw the largest increase in the district rising from 7 to 14.

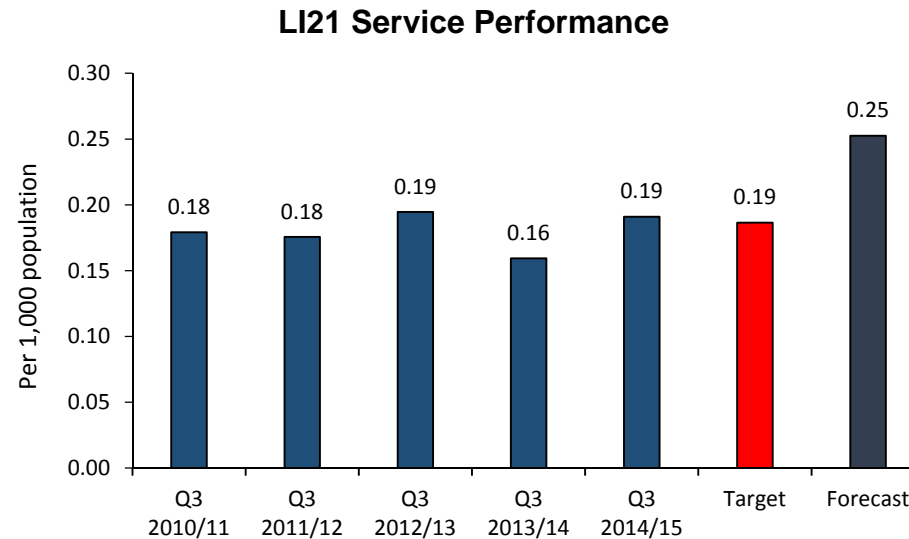
(LI16) Number of Deliberate Secondary Fires District Performance - Quarter Three 2014/15

It is pleasing to note Collingwood ward saw a significant reduction of 22 incidents (76%) when compared to the end of Quarter Three last year.

The district has taken a collaborative approach with partners during lighter/darker nights campaigns and targeted hotspot campaigns during Quarters One to Three.

3.8 (LI21) Number of Malicious False Alarm Calls Attended per 1,000 population

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).

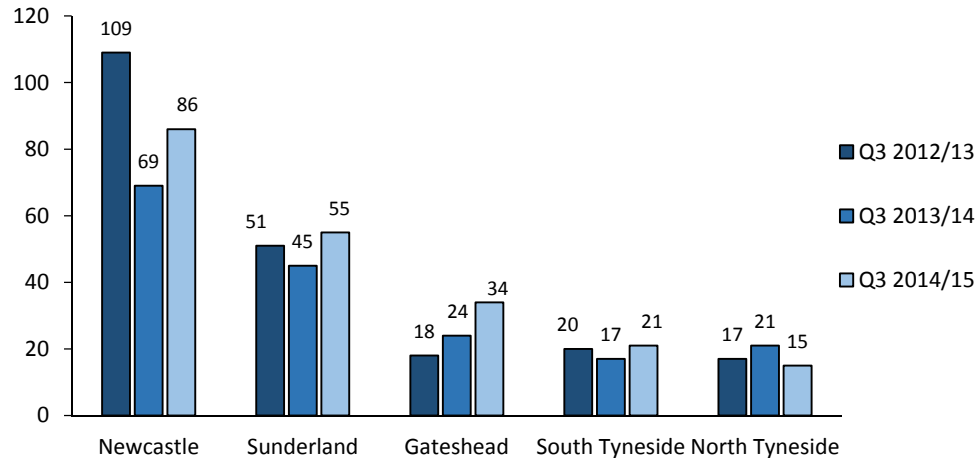


3.8.2 We attended 211 malicious false alarms by the end of Quarter Three 2014/15, which is an increase of 35 incidents (20%) from the same period last year.

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 – Quarter Three 2014/15

LI21 District Performance



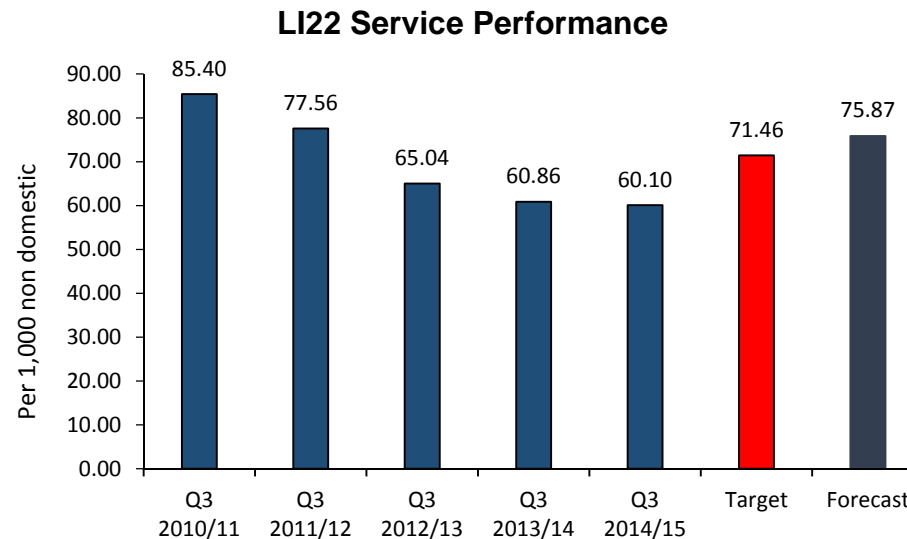
District	Building	Total
Newcastle	Regent Centre Metro Station	14
Newcastle	Hawthorn Primary School	3
Newcastle	Kenton School	3
Sunderland	Sunderland Royal Hospital	3
Gateshead	Baltic Quay	3
North Tyneside	Four Lane Ends Metro Station	3

3.8.4 All districts saw an increase in this indicator with the exception of North Tyneside who recorded a reduction of 6 incidents.

3.8.5 The above table shows the number of properties with 3 or more malicious false alarms by the end of Quarter Three 2014/15. Three of these properties are in Newcastle District, with Regent Centre Metro Station having 14 malicious false alarm calls accounting for 16% of the district’s total.

3.9 (LI22) Number of False Alarm Calls due to Automatic Fire Alarms from Non-Domestic Premises per 1,000 Non Domestic Premises

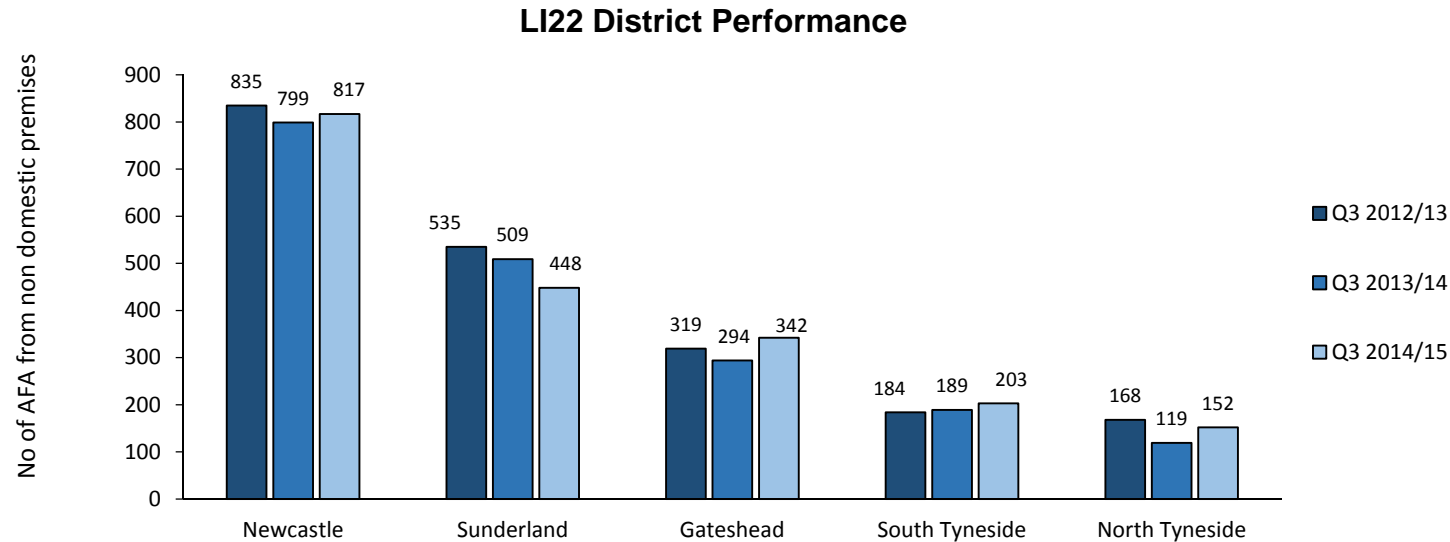
3.9.1 This indicator reflects the number of false alarm calls despatched to as a result of a call being activated by a person or automatic fire detection equipment or fixed firefighting equipment. A non-domestic premise can be classified as a non-residential property, for example a public building, hospital,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



3.9.2 We attended 1962 incidents by the end of Quarter Three of 2014/15, this is actually an increase from the previous year of 52 incidents, however it shows as a reduction in the above graph due to the number of non-domestic premises in Tyne and Wear increasing (rising from 31,381 to 32,647).

3.9.3 Of the 1962 incidents 635 (32%) were caused by system faults an increase of 37 from the same period of the previous year. The second highest reason for alarm activation being accidentally/carelessly set off with 281 incidents (14%), an increase of 16 incidents.

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



- 3.9.4 Hospitals and medical care continues to be the main premises type throughout the Service, with 318 incidents accounting for 16% of the Service total; however, in comparison to the same period last year this has reduced by 8% 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 297 incidents or 15% of the Service total. This is a 12% reduction from the same period of the previous year.
- 3.9.6 8% of the incidents were classed as residential homes. This premises type has increased from 115 to 147 incidents (28%) 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 – Quarter Three 2014/15

- 3.9.7 **Newcastle** District recorded 817 incidents by the end of Quarter Three 2014/15 an increase of 18 (2.3%) 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 has have seen a reduction of 6 incidents (4.7%) 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 25 (20.8%) although Student Halls of Residence has recorded an increase of 10 (17.5%). Work is ongoing with the relevant persons to consider a way forward in reducing these incidents.

- 3.9.8 **Sunderland** District recorded 448 incidents by the end of Quarter Three 2014/15, a reduction of 61 (12%) in comparison to the same period of the previous year. 104 (23%) of these incidents occurred in hospitals and 100 (22%) in education establishments however both have seen a reduction in comparison to the previous year.

The district will continue to monitor, give advice on every occasion and will liaise with Fire Safety internally and 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 342 incidents by the end of Quarter Three 2014/15, an increase of 48 (16.3%) in comparison to the same period last year.

Retail premises continue to have the highest number of incidents in the district (15%) but this number has reduced from 57 to 52 in comparison to the previous year. The biggest increase in incidents is Residential Home premises rising from 18 to 28 (56%) and in Education premise with an increase from 22 to 33 (50%).

(LI22) Number of False Alarm Calls due to Automatic Fire Alarms from Non-Domestic Premises District Performance – Quarter Three 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 the cost and potential consequence of TWFRS attending false alarms.

- 3.9.10 **South Tyneside** District recorded 203 incidents by the end of Quarter Three 2014/15, an increase of 14 (7.4%) in comparison to the same period of the previous year.

Education and Hospital / Medical premises continues to have the highest number of incidents in the district accounting for 40% of the districts 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 6 to 26.

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.

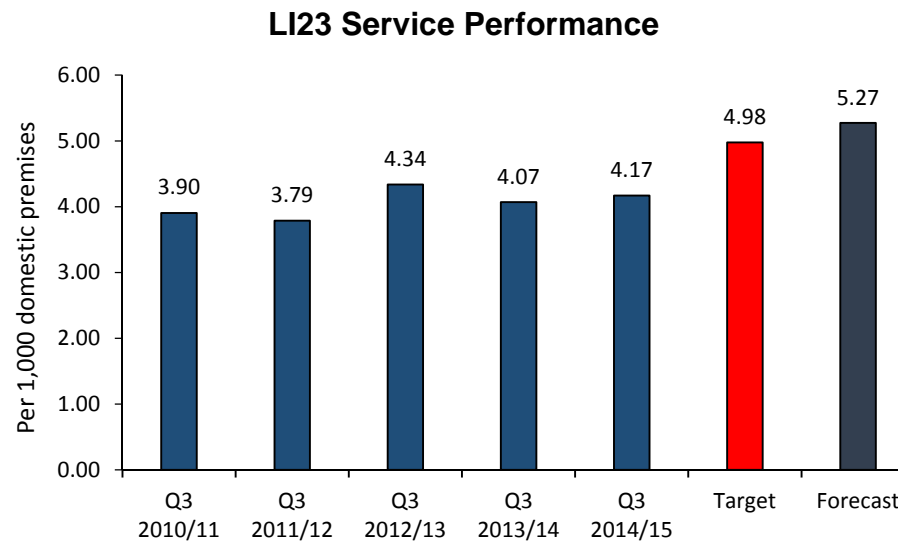
- 3.9.11 **North Tyneside** District recorded 152 incidents by the end of Quarter Three 2014/15, an increase of 33 (27.7%) in comparison to the same period of the previous year.

Retail premises have the highest number of incidents in the district this number has increased by 1 in comparison to the previous year. There has been a rise in incidents in Industrial Manufacturing premises rising from 8 to 20.

Although there is an increase in this area, there are only two premises that are repeat offenders, the remaining activations 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 UWFS and continue to monitor this indicator to identify occurrences for 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 per 1000 Domestic Premises

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.

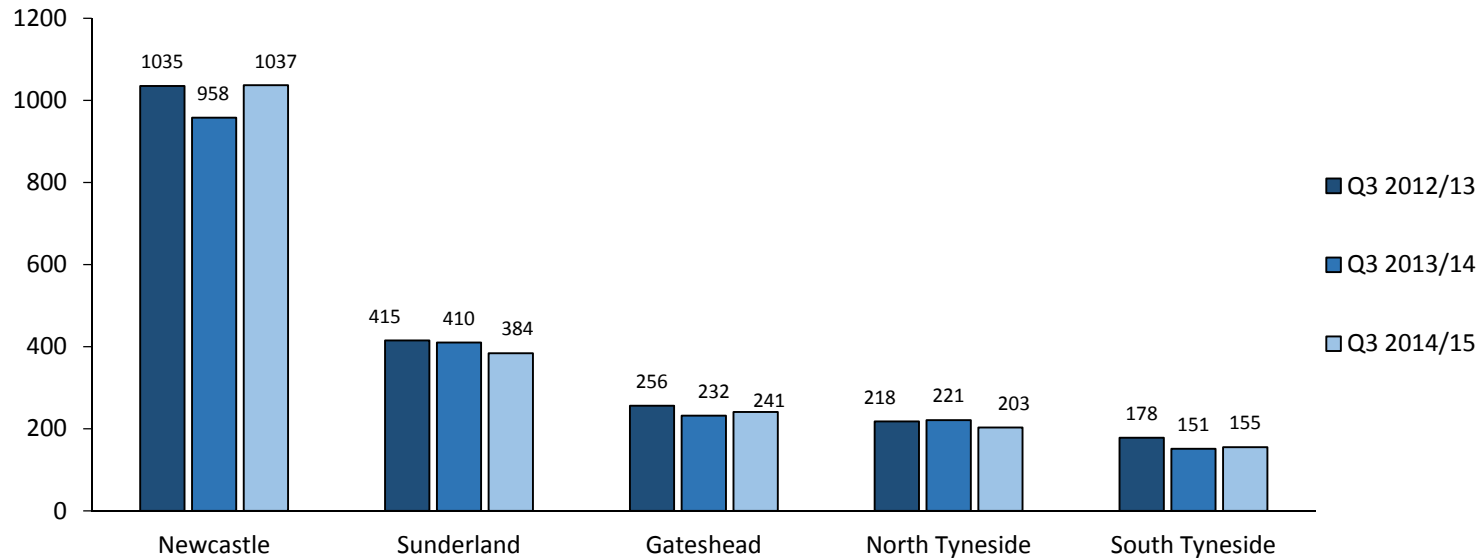


3.10.2 We attended a total of 2020 incidents by the end of Quarter Three 2014/15, this is an increase of 48 incidents (2.4%) in comparison to the same period last year.

3.10.3 Of these incidents 903 (45%) were caused by cooking / burnt toast. This has been the main cause for the last five years although this has reduced by 94 incidents (9.4%). When compared to the previous year the number of incidents caused by faults has increased by 121 incidents (26.8%).

(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 - Quarter Three 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 Quarter Three 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 - Quarter Three 2014/15

3.10.5 **Newcastle** District recorded 1037 incidents by the end of Quarter Three 2014/15, an increase of 79 (8.2%) in comparison to the same period of the previous year. All incidents are monitored on a monthly basis and Prevention and Education are informed weekly of repeat offenders or causes of concern.

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 meetings in Quarter Four to discuss potential changes to 'Call Challenge' that could assist with reduced mobilisation.

3.10.6 **Sunderland** District recorded 384 incidents by the end of Quarter Three 2014/15, a reduction of 26 (6.3%) in comparison to the same period of the previous year. We 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.

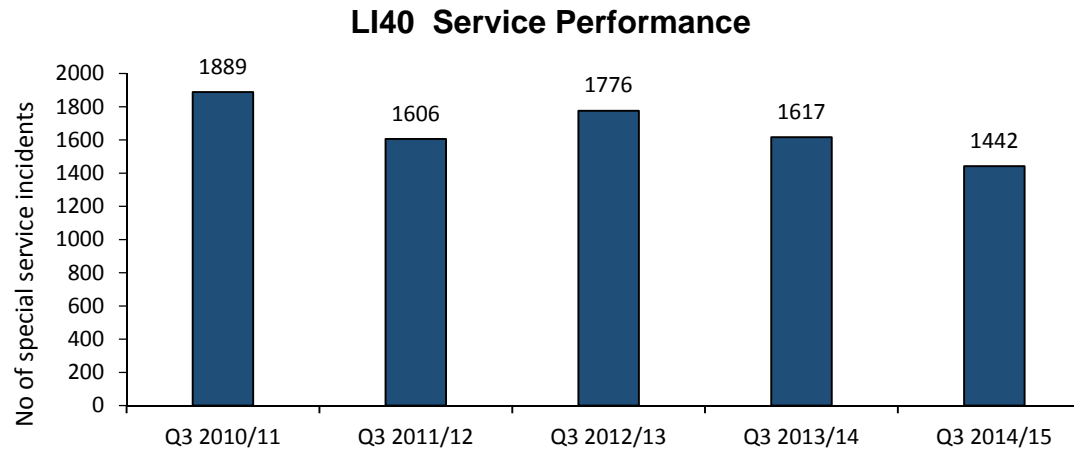
3.10.7 **Gateshead** District recorded 241 incidents by the end of Quarter Three 2014/15, an increase of 9 (3.9%) in comparison to the same period of the previous year. The district works closely with our partner Carecall who call challenge their properties. Repeat offenders are identified and Prevention and Education visit to offer advice to management and/or 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.

3.10.8 **North Tyneside** District recorded 203 incidents by the end of Quarter Three 2014/15, a reduction of 18 (8.1%) in comparison to the same period of the previous year. There is no pattern to the occurrence of these incidents to enable targeted education to be undertaken.

3.10.9 **South Tyneside** District recorded 155 incidents by the end of Quarter Three 2014/15, a reduction of 4 (2.6%) in comparison to the same period of the previous year. South Tyneside District continues to enjoy a good working relationship with South Tyneside Homes with sharing positive exchanges aimed at reducing false alarms.

3.11 (LI40) Number of Special Service Incidents Attended – Quarter Three 2014/15

3.11.1 This indicator reflects the total number of all special service (including RTC, Flooding, water rescue, animal assistance and spills and leaks).



3.11.2 We attended a total of 1442 incidents by the end of Quarter Three 2014/15; this is a reduction of 175 incidents (10.8%) in comparison to the same period last year.

3.11.3 The majority of special service categories showed a reduction in incidents or only a very slight increase with the exception of Hazardous Materials incidents which increased from 17 to 38 incidents and Suicide / attempts also showed an increase from 73 incidents to 95.

3.11.4 RTC continues to be the main incident type with a total of 253 incidents accounting for 18% of all special service incidents and recorded a slight increase of 8 incidents (3.3%) compared to the previous year.

3.11.5 The second main incident type for special services is No action (not false alarm) with a total of 225 incidents, this accounts for 16% of all special service incidents, 15% of these are in relation to RTC incidents.

Appendix A

A performance summary of all Local Indicators for Quarter Three 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 13 January 2015 from the Performance Management System	A 10/11	A 11/12	A 12/13	A 13/14	Actual 14/15	Annual Forecast 14/15	% Variance from target	Target 2014/15
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Deaths and Injuries

LI1 Number of deaths from accidental fires in dwellings	1	2	0	2	1	3	n/a	0
LI2 Number of deaths from ALL fires	1	3	0	2	3	6	n/a	0
LI3 Number of injuries from accidental fires in dwellings excluding precautionary checks	49	59	50	44	41	54	1.88%	53

Fire Attendance

LI24 Total number of fire calls attended	6418	6038	4242	5273	4221	5584	-13.24%	6097
LI25 Number of primary fires excluding road vehicles (part 1 of LI29)	1067	998	908	864	850	1114	3.72%	1074
LI26 Number of primary fires involving road vehicle (part 2 of LI29)	550	479	412	376	329	421	-3.08%	434
LI29 Number of primary fires attended	1617	1477	1320	1240	1179	1535	1.79%	1508

OFFICIAL

	A 10/11	A 11/12	A 12/13	A 13/14	Actual 14/15	Forecast 14/15	% Variance from target	Target 2014/15
Accidental Fires								
LI8 Number of accidental fires in dwellings	484	435	428	423	432	578	7.03%	540
LI9 Number of accidental kitchen fires (part 1 of LI8)	299	268	258	275	304	388	14.79%	338
LI10 Number of accidental non kitchen fires (part 2 of LI8)	185	167	170	148	128	190	-6.31%	202
Deliberate Fires								
LI33 Number of deliberate primary fires and secondary fires	4994	4645	3103	4039	3054	3823	-19.56%	4571
LI16 Number of deliberate secondary fires	4266	4004	2567	3552	2646	3301	-21.17%	4000
LI18 Number of refuse fires started deliberately	2908	3020	2080	2379	1997	2437	-4.17%	2683
False Alarms								
LI21 Number of malicious false alarm calls attended	198	194	215	176	211	277	34.46%	206
LI22 Number of false alarm calls due to automatic fire alarms from non-domestic premises (LI22.1 as a whole number)*	2680	2434	2041	1910	1962	2498	7.07%	2333
LI23 Number of false alarms due to automatic fire detection from domestic premises	1892	1835	2102	1972	2020	2600	7.83%	2411