

## **POLICY AND PERFORMANCE COMMITTEE**

Meeting of the POLICY AND PERFORMANCE COMMITTEE to be held in the Fire Authority Rooms at the Fire and Rescue Service Headquarters, Nissan Way, Barmston Mere, Sunderland on MONDAY, 24 February, 2014 at 10.30 a.m.

### **A G E N D A**

#### **Part I**

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<b>1. Apologies for Absence</b>	
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Report of the Chief Fire Officer (copy attached)	

Dave Smith,  
Clerk to the Authority.

Civic Centre,  
SUNDERLAND.

14 February 2014



## **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 11  
NOVEMBER at 10.30 a.m.

### **Present:**

Councillor N.Forbes in the Chair

Councillors Burdis, M.Forbes and Stockdale

### **Apologies for Absence**

There were no apologies for absence

### **Declarations of Interest**

None.

### **Minutes**

1. RESOLVED that the minutes of the meeting of the Policy and Performance Committee held on 17 June 2013 (circulated) be confirmed and signed as a correct record.

### **End of Q2 (April – September) Performance Report 2013/2014**

The Committee considered a report from the Chief Fire Officer to present the Quarter 2 (April – September) Performance of the Authority against the targets for 2013/14. Members of the Performance and Policy Committee were requested to consider and scrutinise the contents of the report and provide comments.

The Chairman welcomed Joy Brindle, Assistant Chief Fire Officer, John Pratt, Area Manager and Nina Griffiths, Area Manager and invited them to present the report.

Nina Griffiths advised the Committee that Based on Quarter 2 performance data, the Authority was maintaining its overall trajectory of improvement and is set to meet the majority of the targets set for the current financial year. This includes, based on a comparison with the same period 2012/13:

- 2% fewer **Primary Fires**
- 2% fewer **Accidental Dwelling Fires**
- 38% fewer **Injuries from Accidental Dwelling Fires**
- 26% fewer **Malicious False Alarms Attended**

The first two quarters of 2013-14 have seen an increase in deliberate fires when compared with the same period last year. This has also affected the All Fires figures. However this should be viewed in the context if the wider trend over a number of years, where the trajectory of deliberates is still downwards; as the tables within the report show, 2012-13 was an exceptionally good year for deliberate levels across all Mets.

The report was based on applying performance management against service wide targets that have been set over a three year period as featured in the Strategic Community Safety Plan. However, for the purposes of this report performance was only reported against the target set for 2013/14

In order to reflect the delivery of services and performance at a lower level the report also contained data relating to district performance. Through the provision of such data the Committee would be able to identify any issues which were contributing to the overall performance of the service and take remedial action if necessary

To reflect the overall performance of TWFRS in comparison with other Metropolitan FRS a comparison had been provided in the report.

This level of comparative performance had also been reflected at district level to highlight the performance of each district when compared against each other.

The Community Outcome Indicators were considered in turn:-

#### **Number of primary fires per 100,000 population (LI 29):**

- By the end of Quarter 2 2013/2014 the Authority attended 852 primary fires, this was a reduction of 20 (2%) from the previous year. They were forecast to attend 153.06 primary fires per 100,000 population in 2013/14 meaning they were not expected to meet the target but if this performance continued will be within 2.5%

of it. They were the third best performing Met FRS in this indicator for Q2 2013/14.

- Despite seeing a reduction in the overall number of primary fires the Authority had seen an increase of 10 primary fires that were started deliberately. Deliberate primary fires accounted for 42% of all primary fires by the end of Q2 2013/14.
- All districts with the exception of Newcastle recorded a reduction in primary fires compared to Q2 last year; Newcastle recorded an increase of 44 incidents, the majority of which were deliberately started. There were 30 more deliberately started primary fires in Newcastle by the end of Q2 than there were for the same period last year.

#### **Number of fatalities due to primary fires per 100,000 population (LI 2):**

- Sadly during Quarter 2 there were two fatalities due to all fires (not just accidental). One was in Newcastle and involved an elderly lady aged 85 with mobility problems; smoking materials were involved in this incident. The other was a 49 year old man in Gateshead; this incident is still being investigated.
- Both of these incidents were still awaiting a verdict from the coroner following the relevant inquests.

#### **(LI2) Number of fatalities from all fires per 100,000 population**

The Authority were not currently expected to meet the target for this indicator; they were equal third best performing Met FRS for Q2 2013/14 in relation to fatalities from accidental dwelling fires.

When a fatality occurred an incident profile was produced providing details of the victim, the location, the incident, MOSAIC profile and details of incidents in the area. This information was used in a case conference with partners to identify if any actions could be taken to prevent the occurrence of a similar event. As a result of this review a number of properties were identified as being higher risk and they were revisited by Authority staff for an updated HSC

#### **(LI 8) Accidental dwelling fires per 10,000 dwellings**

- The Authority attended 271 accidental dwelling fires, 6 less in comparison to the end of Q2 last year; this was a reduction of 2%. They were the second best performing Met FRS in this indicator for Q2 2013/14 and only one of three to see a reduction during the same period last year.
- The Authority were forecast to attend 11.99 accidental dwelling fires per 100,000 population in 2013/14. If this performance continues they were not expected to meet the target but be within 2.5% of it.

Three districts continued to show a reduction in accidental dwelling fires when compared to Q2 last year with Sunderland showing the greatest improvement.

**South Tyneside** recorded an increase of 13 incidents (39%) in Q2 2013/14 when compared to the same period last year. 30 of these fires were in the kitchen and this reinforces the need to promote cooking safety during Home Safety Checks (HSC). South Tyneside personnel would continue to highlight the hazards and risks associated with fire via the HSC initiative. This data continued to inform the targeting strategy, and where it was identified that a particular person was at a greater risk from having a dwelling fire every effort would be made to carry out an HSC at that premise. Partnership working also plays a key part in this targeting strategy locally. Plans for South Tyneside personnel to provide smoking cessation information were also part of the HSC initiative.

**Newcastle** district recorded an increase of 9 incidents (11%) in Q2 2013/14. There have been days of action in Q2 when the Service Volunteers have assisted Newcastle District P&E Dept to target areas in Newcastle where there have been higher incidents of accidental dwelling fires. These days have proven to be extremely productive for obtaining HSC referrals. In Q3 and Q4 Newcastle District will be looking to replicate this in the other station areas.

**Gateshead** district recorded a reduction of 11 incidents (18%) in Q2 2013/14. Safety messages are given during HSC's and visits to sheltered accommodation and schools. HSC's are a huge priority in the District and, as well as P&E staff and operational crews, GMBC's provider CareCall is carrying out HSC's. Important data is referred back (e.g. particularly at risk cases) and action taken accordingly by P&E. Gateshead have a pilot scheme underway with GMBC's maintenance contractor Mears to fit Smoke Alarms in void properties that are being prepared for re-let.

**North Tyneside** recorded a reduction of one incident (2%) in Q2 2013/14. The HSC process along with other core business such as; sheltered accommodation talks to residents and schools education talks are carried out to assist with the reduction of this indicator.

**Sunderland** recorded a reduction of 16 incidents (26%) in Q2 2013/14. Sunderland Prevention and Education staff have started refresher Fire Safety Awareness training with Gentoo. All Housing Managers and Gentoo Wellbeing staff are participating in this. This is expected to be an on-going venture to further drive down the number of accidental dwelling fires occurring in the Sunderland district.

- By the end of Q2 2013/14 there were 6 less accidental dwelling fires from smoking materials, 6 less from wiring, cabling and plugs however there were 19 more cooking related accidental dwelling fires, this correlates to the above graph which clearly shows a peak during evening mealtimes. Cooking remains our main cause for concerns and accounts for 53% of all accidental dwelling fires which occurred in Q2 2013/14. Kitchen safety awareness continues to be delivered via the HSC programme.

### **(LI3) Injuries from accidental dwelling fires per 100,000 population**

- By the end of Q2 2013/14 there were 26 injuries from accidental dwelling fires, this was a reduction of 16 injuries (38%) in comparison with the previous year. This was a positive reduction which directly contributes to the achievement of one of the strategic objectives.
- The Authority were currently expected to meet the target of 5.88 injuries from accidental dwelling fires set for this year, being the third best performing Met FRS for this indicator.
- All districts showed a reduction in this indicator with the exception of South Tyneside. Although South Tyneside saw an increase of 9 injuries in comparison with the previous year, 8 of these injuries occurred in just 2 incidents both in student accommodation and involved cooking.
- Of the 26 injuries only 3 were serious; this was a reduction of 67% in comparison to last year. Of the 26 injuries 18 (69%) were cooking related. Details of the serious injuries were as follows:
  - 61 year old female in Gateshead who was taken to hospital after being overcome by fumes/smoke from a fire that started in the kitchen, the cause of which is suspected to be a faulty refrigerator. The victim was rescued from her bedroom.
  - 48 year old female in South Tyneside who suffered burns following a gas explosion in her kitchen. The cause is under investigation.
  - 52 year old female suffered from cuts/lacerations sustained whilst attempting to escape from a fire in her bedroom. The fire was caused by an iron being left turned on in the bedroom and being placed too close to clothing.
- **South Tyneside** district had an increase of 9 compared to the same period last year, 5 of these occurred in one incident where the victims of a cooking related fire all suffered from smoke inhalation and attended hospital. It has been noted that a number of the victims had English as their second language and further fire safety education has been arranged for them and their fellow residents as well as their landlord in order to reduce their risk from fire in the future.
- It was pleasing to note that early detection and warning at all of these incidents by the operation of a working smoke alarm ensured that the injuries were not as serious as might have been had the fire gone undetected.
- **Sunderland** saw a reduction of two injuries in comparison to Q2 of the previous year.
- **Gateshead** district saw a reduction of 10 injuries (71%) from Q2 2012/13 and have Partner referral procedures in place to identify at-risk occupants.

- **North Tyneside** district saw a reduction of 1 (25%) injuries from Q2 2012/13. Continued education with 'fire in the home' guidance is carried out by the district to ensure injuries from accidental dwelling fires continue to reduce.
- **Newcastle** district saw a significant reduction of 12 injuries (80%) from Q2 2012/13. On a monthly basis the district team in Newcastle monitor all incidents against mosaic codes to assist with informing future targeting strategy.

#### **Number of all deliberate fires per 10,000 population (LI 33):**

- By the end of Q2 2013/14 the Authority attended 2,915 deliberate fires (26.4 per 10,000 population). This was an increase of 968 (49%) from Q2 2012/13 and the Authority were currently not expecting to meet their target of 32.7 per 10,000 population. This needed to be put in the context of an exceptionally good year in 2012/13 which was experienced across all of the Met FRS.
- All Met FRS had experienced an increase in this indicator in 2013/14; Tyne and Wear continues to have the second highest number of deliberate fires for Q2 2013/14 whilst also experiencing the second highest increase.
- During this period the Authority saw an increase of 10 deliberate primary fires compared with the same period last year. Newcastle district saw an increase of 30 deliberate primary fires during this period. Analysis of these incidents has identified no trends in location, cause or property type involved in these incidents. It would appear to be an overall increase in incidents with no specific cause. Newcastle's performance over the past five years has seen a steady reduction in these types of incidents and the Q2 2013/14 figure compared with Q2 2011/12 shows a reduction in this type of incident.
- Although all districts were showing a significant increase in comparison to last year, when compared over the previous five years deliberate fires were showing a downward trend with only two districts showing an increase from Q2 2011/2012.

#### **Number of deliberate secondary fires per 10,000 population (LI 16):**

- By the end of Q2 2013/14 the Authority attended 2,555 deliberate secondary fires (23.1 per 10,000 population). This was an increase of 958 (60%) from Q2 2012/13. Although all districts were showing a significant increase in comparison to last year, when compared over the previous five years deliberate fires were showing a downward trend similar to LI33.

The Chairman commented that the London figures appeared to be very low in comparison to the others due to the fact they had a different way of recording performance, which made it difficult to include them as a comparative Met.



### **(LI21) Number of malicious false alarm calls attended**

- The Authority attended 100 false alarms by the end of Q2 2013/14 which was a reduction of 36 incidents (26%) from Q2 2012/13.
- Malicious false alarms had continued to reduce over the last five years; the Authority was expected to meet the target of 241 malicious false alarms attended.
- With the exception of South Yorkshire all Met FRS were showing similar performance for this indicator with Tyne and Wear making the third highest improvement.
- Only two properties had more than two malicious false alarms by the end of Q2 2013/14. Cherry Knowles Hospital in Sunderland had three and Four Lane Ends Metro Station in North Tyneside had four, all other properties had two or less.
- The Call Challenge procedure, carried out by Mobilising Control, continued to be applied resulting in 46 calls challenged in Q2 and non-attendance at 25 of these.
- The service wide Schools Education programme continued to emphasise the consequences of hoax calls.

In response to a question from Councillor Stockdale, John Pratt advised that intelligence regarding the areas where malicious calls were being made from had vastly improved and the information available was much richer.

The Chairman enquired whether legal action was pursued against people making malicious calls and was advised that it depended on the age of the perpetrators and whether they were persistent offenders.

### **(LI22) Number of false alarm calls due to automatic fire alarms from non-domestic premises per 1,000 non domestic premises**

- The Authority attended 1,281 (39.91 per 1,000 non domestics) up to the end of Q2 2013/14 reflecting a reduction of 77 (6%) on last year's Q2 figures. These incidents were a waste of resources and the fact that this was the fifth year in a row that the numbers have reduced is a positive indication that our strategies were having an effect. The challenge was to maintain these reductions going forward which would be achieved by continuing to work with partners such as hospitals and universities.
- Hospitals remain the main premises type throughout the Service however the ratio is decreasing. Hospitals accounted for 18% in Q2 2013/14 compared to 19% in Q2 2012/13.

- Research and analysis was currently being undertaken to determine the differences between our policies for false alarms and that of other Metropolitan FRS. For example, West Midlands no longer respond to false alarm calls between 08:00 hours and 20:00 hours unless the call is confirmed by a 999 call or if the property has a specified life risk.
- **Newcastle** district has seen a reduction of 30 incidents in this indicator. Discussions have taken place between the District Team and Fire Safety to identify any underlying causes and potential actions to address this indicator. In Q3, Newcastle District Prevention and Education Teams will be carrying out initiatives at universities and student accommodation in an effort to maintain the downward trend in Li22 in these premises.
- **Sunderland** district has seen a decrease of 3 incidents in this indicator. Intervention work is on-going with Sunderland Royal Hospital who account for 13% of the districts figure for incidents of this type.
- **Gateshead** district has seen a reduction of 8 incidents compared to Q2 2012/13. Ongoing work with Metro Centre and QE Hospital will continue in an effort to further drive down these incidents.

Joy Brindle advised that a piece of work was currently being carried out to determine the different policies for false alarms amongst the Metropolitan Authorities

Councillor Burdis enquired as to whether there was a particular age group of malicious callers and was advised by John Pratt that it was difficult to determine unless you could engage the caller for a period of time on the phone.

**(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 fire fighting equipment from domestic premises per 1000 domestic premises**

- The Authority attended a total of 1,320 incidents of this type by the end of Q2 2013/14; this was a reduction of 119 in comparison to Q2 of the previous year. Sheltered accommodation were responsible for 562 (43%) of these.
- Although this reduction was a positive step the Authority experienced the highest number of these calls in comparison to the other Met FRS who report on this indicator.
- **North Tyneside** district saw an increase of 5 incidents of this type in comparison with Q2 of the previous year. Work is on-going with the Prevention and Education team visiting all sheltered accommodation within North Tyneside to discuss safety in kitchen, electrical etc as these appear to be the main cause of the increase. All managers are aware of the strain this puts on our resources, poor maintenance, testing and system faults have increased our turnouts within this indicator. Letters will be sent to overall managers for those premises with a high number of calls in an effort to reduce the numbers within this indicator.

- **Newcastle** district saw a reduction of 65 incidents in comparison to Q2 of the previous year. A significant contributing factor to the high numbers in Q2 last year were as a result of new alarm systems being installed in sheltered accommodation premises. These premises continue to account for high numbers of false alarm calls due to automatic fire detection from domestic premises. When the data is analysed further a high percentage of Li23 calls continue to be as a result of burnt toast or faulty systems in sheltered accommodation and discussions have taken place between the alarm providers and the housing providers to identify any potential modifications to the system that could help to reduce these. Call Challenge is in place in sheltered accommodation managed by Your Homes Newcastle and in Q2 2013/14 there have been 144 calls challenged by Your Homes Newcastle.
- There have been increases against LI23 in Newcastle Central in Q2 and in particular calls in Riverside Dene, High Rise properties accounted for 33% of the monthly total in September for this station area. These statistics have prompted the housing provider to meet with the district team to identify reasons for these increases that have been linked directly to the removal of concierge services in the blocks concerned. The technical advisors have identified some of the underlying reasons and are working to make changes to the system to address the problem.
- **Sunderland** district saw a reduction of 21 incidents in this indicator from Q2 of the previous year. Fire safety, Prevention and Education and Operational watches continue to work together to reduce these incidents through fire prevention and safety advice to occupants. The district also works closely with Telecare and Gentoo to reduce calls through their Call Challenge Procedure.
- **Gateshead** district saw a reduction of 14 incidents of this type compared to Q2 2012/13. Monthly statistics from the Performance Monitor are analysed and repeat offenders reported to P&E. Visits and talks to groups of residents (a high percentage are SA's) are then undertaken. Gateshead district also have an arrangement with CareCall whereby they challenge fire calls before they are referred.
- **South Tyneside** saw a reduction of 24 incidents of this type in comparison with Q2 of the previous year. The vast majority of incidents occurred in Sheltered Accommodation Schemes (Housing Plus in South Tyneside). The prevention and education team continue to target these premises and carry out an annual visit to residents in order to convey fire safety education messages to residents and advice to scheme managers on how to reduce these activations.

In Summary the Committee noted that, based on Quarter 2 performance data, the Authority was maintaining its overall trajectory of improvement and was set to meet the majority of the targets set for the current financial year. This included, based on a comparison with the same period 2012/13:

- 2% fewer **Primary Fires**

- 2% fewer **Accidental Dwelling Fires**
- 38% fewer **Injuries from Accidental Dwelling Fires**
- 26% fewer **Malicious False Alarms Attended**

The first two quarters of 2013-14 had seen an increase in deliberate fires when compared with the same period last year. This had also affected the All Fires figures. However this should be viewed in the context of the wider trend over a number of years, where the trajectory of deliberates was still downwards; as the tables within the report showed, 2012-13 was an exceptionally good year for deliberate levels across all Mets.

Members commented that they liked the format of the report and the ability to compare with other Mets and districts.

In response to a comment from Councillor Forbes regarding the problem of deliberate fires and the need to educate young people, Joy Brindle advised that a large proportion of perpetrators did not get caught. There was a junior fire setting course as well as the Phoenix project; however the numbers of people who went through this course was small. Furthermore, resource in this kind of activity was diminishing and if such programmes were left to fall the chances are they would be lost.

Councillor Stockdale stated that it would be useful to look at comparative statistics between, for example, local authorities who charge for additional refuse removal and whether this contributed to deliberate fires.

The Chairman stated that it was important to ensure the Fire Authority was not seen as a stand alone service.

In response to an enquiry from Councillor M. Forbes regarding whether comparisons in figures were made with other countries, Joy Brindle advised that they collected statistics in very different ways.

### 3. RESOLVED that

- i) the content of the report is noted.
- ii) the Performance Report be published

(Signed) N. Forbes  
Chairman

**POLICY AND PERFORMANCE COMMITTEE: 24 FEBRUARY 2014**

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**SUBJECT: End of Q3 (April – December) Performance Report 2013/14**

**REPORT OF THE CHIEF FIRE OFFICER**

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**1 PURPOSE**

- 1.1 This report provides the Quarter 3 (April – December) performance of the Authority against the targets for 2013/14. Members of the Policy and Performance Committee are requested to consider and scrutinise the contents of this report and provide comments.

**2 PERFORMANCE MANAGEMENT REPORT**

- 2.1 The report has been structured to demonstrate the Authority's performance in relation to key performance indicators reflecting organisational priorities. The full suite of performance indicators has been provided within Appendix A.
- 2.2 It should be noted that performance against HR indicators will be reported at Q4. Mobilising data, such as the number of callers engaged within 7 seconds, will also be reported at Q4 due the implementation of the new Mobilising System.
- 2.3 The report is based on applying performance management against Service wide targets that have been set over a three year period as featured in the Strategic Community Safety Plan (SCSP). However, for the purposes of this report performance is only reported against the targets set for 2013/14
- 2.4 In order to reflect the delivery of services and performance at a lower level this report also contains data relating to district performance. Through the provision of such data the Committee will be able to identify any issues which are contributing to the overall performance of the Service and take remedial action if necessary
- 2.5 To reflect the overall performance of TWFRS in comparison with other Metropolitan FRS a comparison has been provided. The data for this is gathered through the informal "Mets group" of FRS which meets regularly to compare performance.
- 2.6 This level of comparative performance has also been reflected at district level to highlight the performance of each district when compared against each other.

2.7 The performance of each indicator (Appendix A) has been colour coded to reflect forecasted performance against the end of year target. The following traffic light system has been adopted to highlight the performance related to each of the indicators:



Where the target is likely to be missed by more than 2.5%, the colour is **red**;



Where the projected figure is within -2.5% of the target, the colour is **yellow**;



Where the target is forecast to be achieved the colour is **green**.



Where no target has been set the cell remains **white**

2.8 The report also contains action plans based on commentary provided by the relevant head of service. This will enable members of the committee to scrutinise the delivery of services in relation to performance and provide those delivering the services to highlight what is being done to improve and react to performance.

### **3 LEGISLATIVE IMPLICATIONS**

3.1 No additional implications are envisaged.

### **4 LEARNING AND DEVELOPMENT IMPLICATIONS**

4.1 No additional implications are envisaged.

### **5 ICT IMPLICATIONS**

5.1 No additional implications are envisaged.

### **6 FINANCIAL IMPLICATIONS**

6.1 No additional implications are envisaged.

### **7 RISK MANAGEMENT IMPLICATIONS**

7.1 The risk management implications associated with the implementation of the performance report have been assessed as **LOW** risk.

### **8 STRATEGIC COMMUNITY SAFETY PLAN LINK**

8.1 The production of the performance report is related directly to the SCSP. The performance measures identified within the performance report are referred to within the SCSP.

## **9 QUALITY AND FAIRNESS IMPLICATION**

9.1 No additional implications are envisaged.

9.2 The performance report is available in alternative formats and languages upon request.

## **10 HEALTH AND SAFETY IMPLICATIONS**

10.1 No additional implications are envisaged.

## **11 CONCLUSION AND RECOMMENDATIONS**

11.1 Based on Quarter 3 performance data, the Authority is maintaining its overall trajectory of improvement and is set to meet the majority of the targets set for the current financial year. This includes, based on a comparison with the same period 2012/13:

- 6.2% fewer **Primary Fires**
- 1.1% fewer **Accidental Dwelling Fires**
- 12% fewer **Injuries from Accidental Dwelling Fires**
- 17.6% fewer **Malicious False Alarms Attended**

11.2 However, we have seen an increase in the number of deliberate fires we have attended but we believe 2012/13 was an exceptionally good year for performance in this area. If we look back over the last five years there is a consistent downward trend.

11.3 The Committee is requested to:

- Note and endorse the contents of this report.
- Agree to the publication of the Performance Report.







# 2013/14 Performance Report

End of Quarter 3 Summary  
(April – December)

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## 1. Executive Summary

- 1.1. We have a set of key performance indicators (KPIs) that we use to measure performance in reducing community risk, including fires, associated deaths and injuries, and false alarms. Each year we set a target for improvement for each community outcome KPI. In Q3 2013/14 we are expected to meet or perform better than 10 (56%) of our targets and one is expected to be within the 2.5% tolerance of the target.
- 1.2. This report details this analysis and associated local intelligence up to the end of Q3 2013/14 and all figures used throughout the report, including comparisons are cumulative i.e. they are the total for Q1, Q2 and Q3.
- 1.3. By the end of Q3 2013/14 in comparison to Q3 2012/13 we saw:
- 6.2% (82) fewer **Primary Fires** ↓
  - 1.1% (5) fewer **Accidental Dwelling Fires** ↓
  - 12% (6) fewer **Injuries from Accidental Dwelling Fires**
  - 5.5% (98) fewer **Special Services** ↓
  - 6.6% (139) fewer **DOMESTIC Automatic False Alarms Attended.** ↓
  - 6.6% (135) fewer **Non-Domestic Automatic False Alarms attended** ↓
  - 17.6% (38) fewer **Malicious False Alarms Attended** ↓
- 1.4. However, we have seen an increase of 29% in the number of deliberate fires we have attended when compared with the same 9 month period in 2012-13. This is disappointing, however it does need to be placed in the context of the last 5 years

1.5. Current indications suggest that we are not on track to meet our target in the following areas, if performance maintains the same. Commentary is provided in this report as to how we intend to address these issues, and focus on achieving our targets.

- LI1: Number of deaths from accidental fires in dwellings (Forecast: 2, Target: 0)
- LI2: Number of deaths from all fires (Forecast: 3, Target: 0)
- LI4: Number of injuries from accidental fires in dwellings (Forecast: 179, Target: 162)
- LI5: Number of injuries from all fires (Forecast: 218, Target: 209)
- LI9: Number of accidental kitchen fires in dwelling fires. (Forecast: 369, Target: 350)
- LI16: Number of deliberate secondary fires. (Forecast: 4121, Target: 3001)
- LI18: Number of deliberate refuse fires. (Forecast: 2795, Target: 2389)
- LI24: Total number of fire calls attended. (Forecast: 6320, Target: 5102)
- LI33: Number of all deliberate fires. (Forecast: 4714, Target: 3617)

1.7

It should be noted that performance against HR indicators will be reported at Q4. Mobilising data, such as the number of callers engaged within 7 seconds, will also be reported at Q4 due the implementation of the new Mobilising System.

## 2. Introduction

2.1. This performance report provides a comprehensive overview of the organisation's performance in making the community safer. For each area, 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')<sup>1</sup>.

2.2. This data is analysed monthly and local intelligence added to the statistical analysis. This report details findings of the joint approach to performance management in TWFRS.

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

2.4. The data used in this report was extracted from the Performance Management System on 08 January 2014.

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

### 3. Performance against Community Outcome Key Performance Indicators

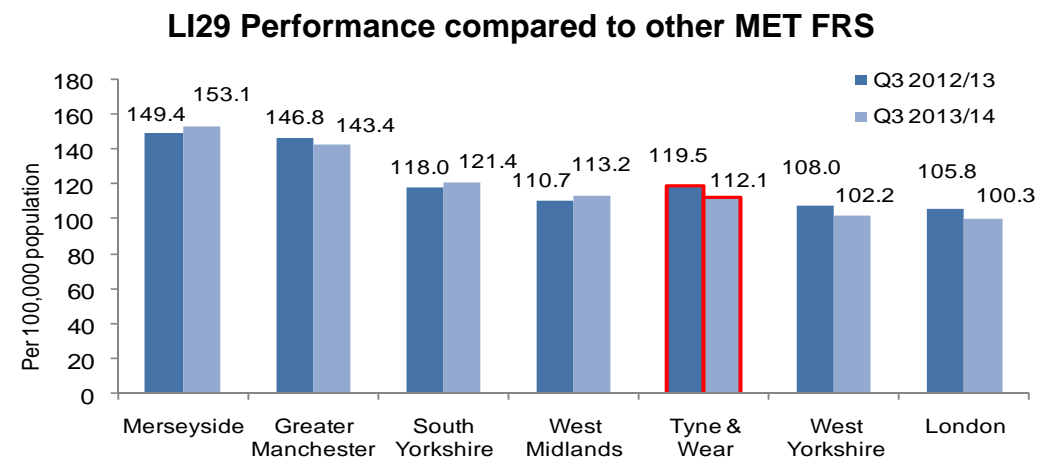
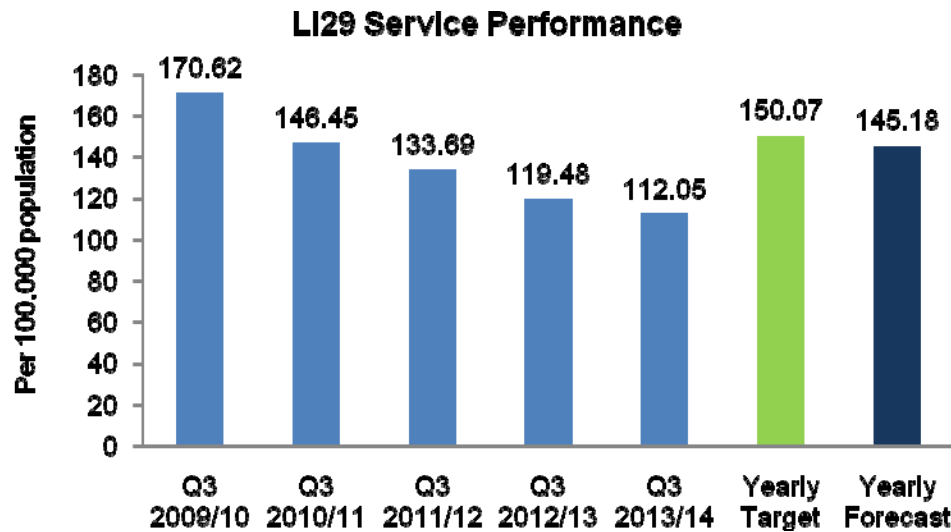
Reflecting the performance indicators that have been set as organisational priorities for 2013/14

**Community Outcome Indicators.** Our Community Risk Indicators relate to incidents, specifically fires and the associated deaths and injuries. They are broken down as follows:

- Primary Fires
  - Fatalities
  
- Accidental Dwelling Fires
  - Fatalities in Accidental Dwelling Fires
  - Injuries in Accidental Dwelling Fires
  
- Deliberate Fires
  - Deliberate Secondary Fires
  
- Malicious False Alarms (Hoax Calls)
  
- Automatic False Alarms
  - Non Domestic False Alarms
  - Domestic False Alarms

### 3.1. (LI29) Primary fires per 100,000 population:

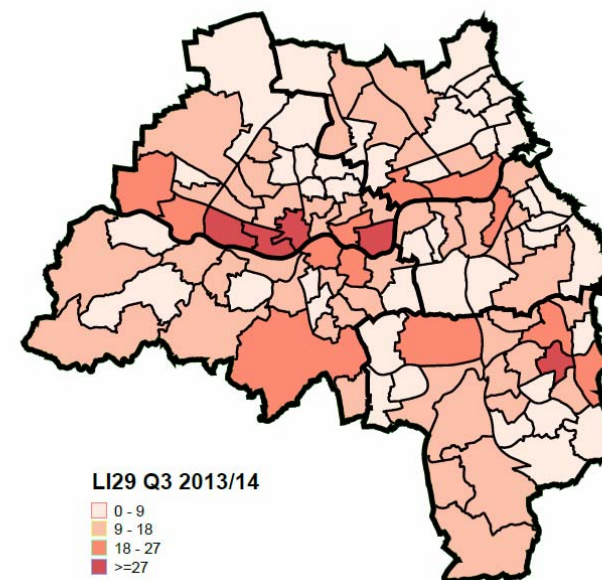
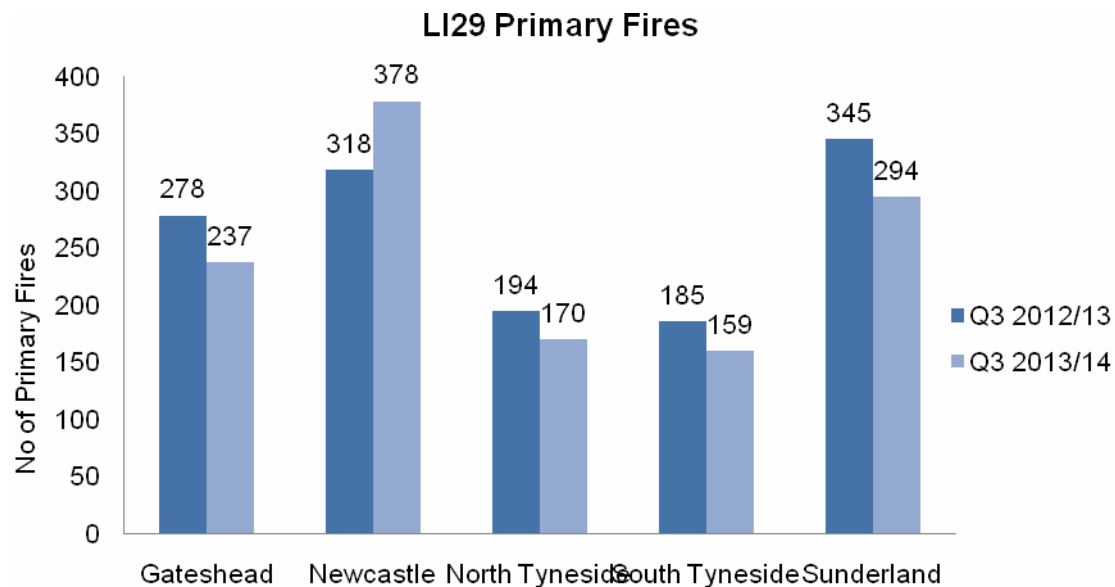
3.1.1. Primary fires include all fires in buildings, vehicles and outdoor structures or any fire involving casualties, rescues, or fires attended by five or more appliances. LI29 is a high level indicator, and is made up of LI8 accidental dwelling fires, LI17 deliberate primary fires and LI35 non-domestic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



3.1.2. By the end of Quarter 3 2013/2014 we attended 1,238 primary fires, this is a reduction of 82 (6.2%) from the previous year. We are forecast to attend 145.18 primary fires per 100,000 population in 2013/14 meaning we are expected to meet the target. We are the third best performing Met FRS in this indicator for Q3 2013/14.

3.1.3. This reduction is supported by a reduction of primary fires started **deliberately** which accounted for 39% of all primary fires by the end of Q3 2013/14. We recorded 486 of these incidents by the end of Quarter 3 2013/2014; this is a 9.3% reduction on the 536 incidents that we attended in the same period last year.

**(LI29) Primary fires district performance Q3 2013/14**



District	Ward	Q3 2012/13	Q3 2013/14
Newcastle	Westgate	42	39
Newcastle	Elswick	26	29
Newcastle	Benwell&Scotswood	20	28
Sunderland	Millfield	33	27
North Tyneside	Riverside	16	26
Newcastle	Walker	35	26
Sunderland	Southwick	16	24

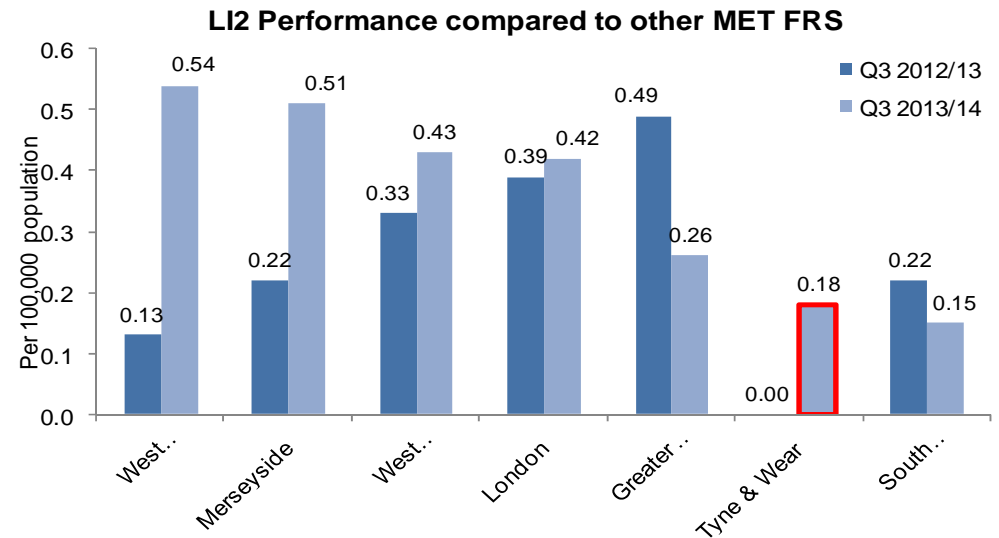
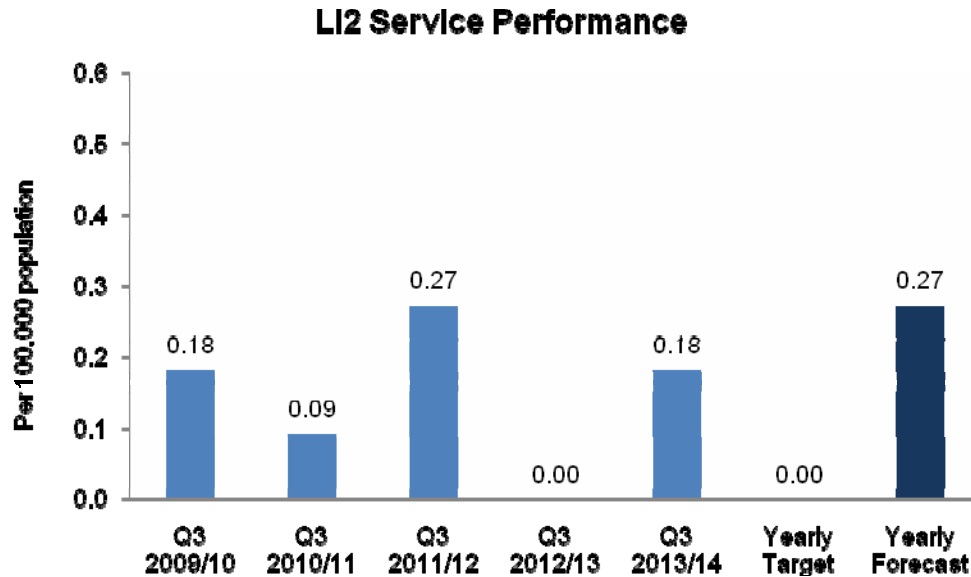


3.1.4. All districts with the exception of Newcastle recorded a reduction in primary fires compared to Q3 last year; Newcastle recorded an increase of 60 incidents, the majority of which were deliberately started. There were 40 more deliberately started primary fires in Newcastle by the end of Q3 than there were for the same period last year. However, analysis of these incidents revealed no trends in area, type or time.

Newcastle	Byker	24	23
South Tyneside	Simonside&Rekendyke	18	22
Gateshead	Bridges	17	21

### 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.



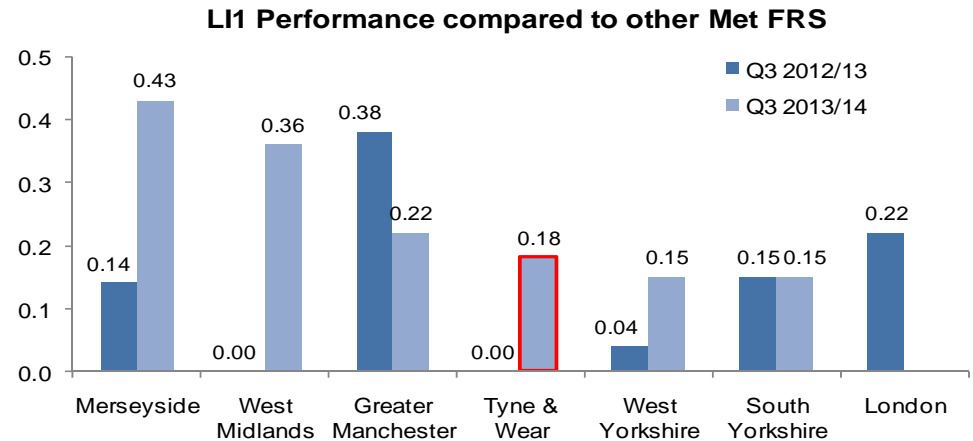
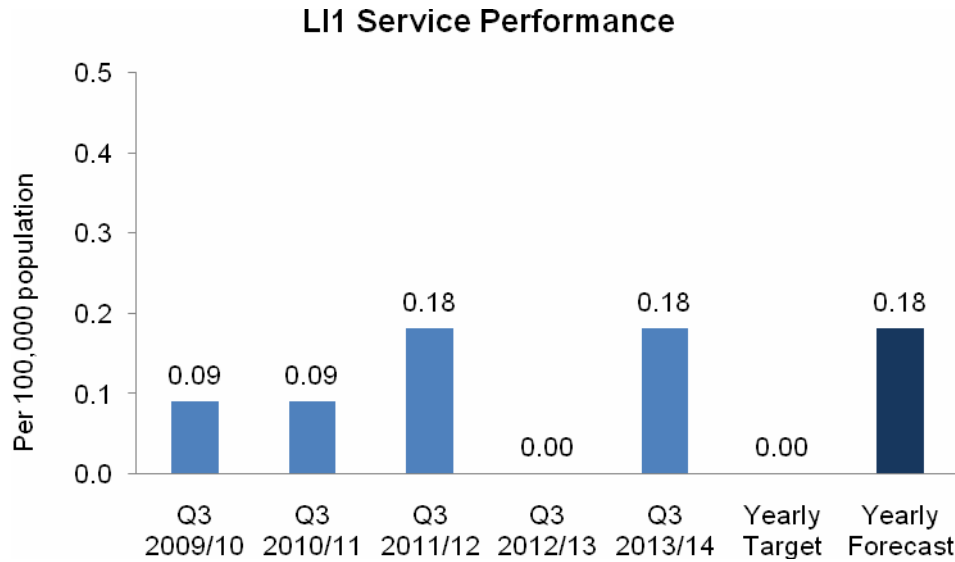
3.2.2. Sadly during Quarter 3 there was a fatality due to all fires (not just accidental) bringing the total for the year to 2. This incident occurred in Newcastle and involved an 85 year old man and a fire that started in his kitchen, the likely cause being an electrical appliance.

3.2.3. The other incident occurred during Q2 and the victim was a 49 year old man in Gateshead; this incident is still being investigated.

3.2.4. Please note that these incidents are still awaiting a verdict from the coroner following the relevant inquests.

**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.



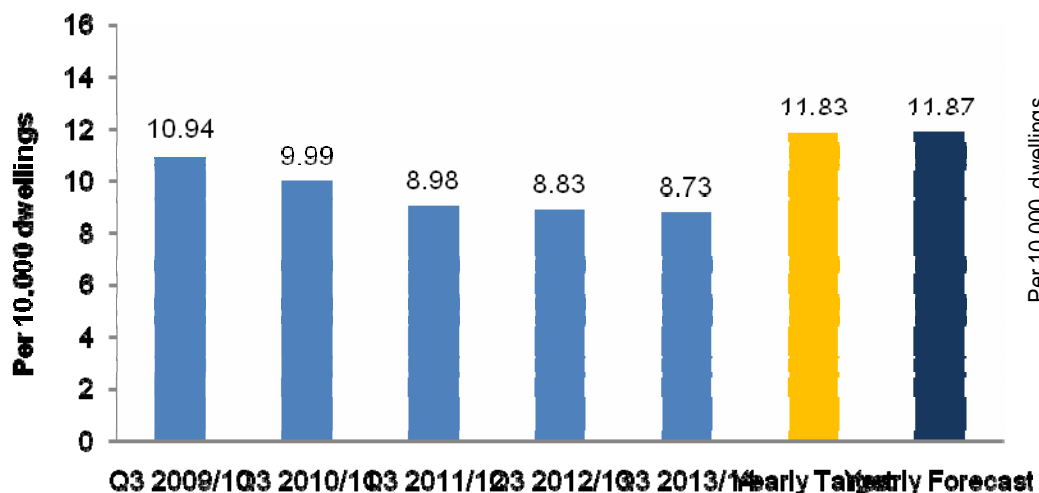
3.3.2. We will not meet our target for this indicator; we are third best performing Met FRS for Q3 2013/14 in relation to fatalities from accidental dwelling fires. London did not report their Q3 figures.

3.3.3. When a fatality occurs an incident profile is produced providing details of the victim, the location, the incident, MOSAIC profile and details of incidents in the area. This information is used in a case conference with partners to identify if any actions can be taken to prevent the occurrence of a similar event. As a result of this review a number of properties were identified as being higher risk and they were revisited by our staff for an updated HSC.

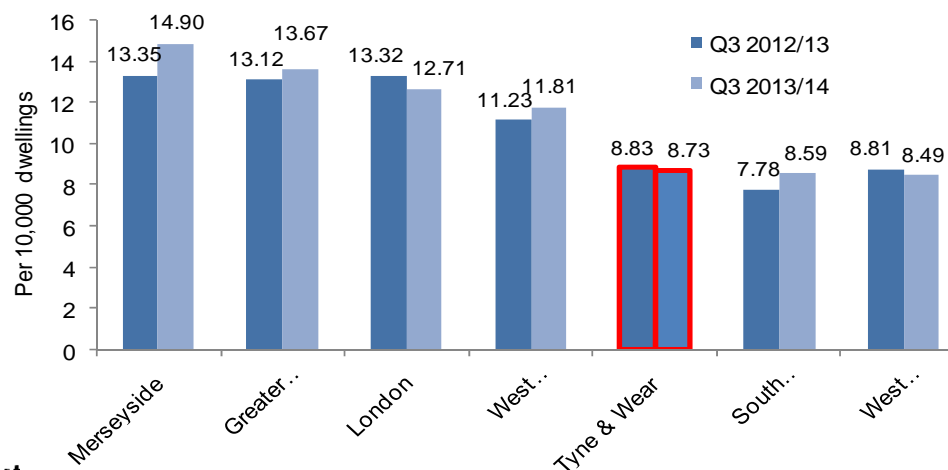
### 3.4. (LI 8) Accidental dwelling fires per 10,000 dwellings:

3.4.1. An accidental fire is defined as 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.

**LI8 Service Performance**



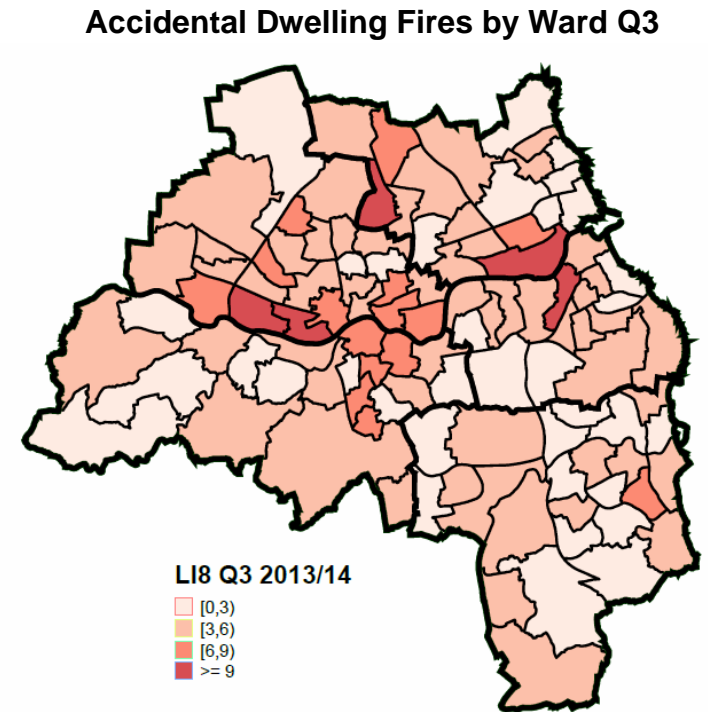
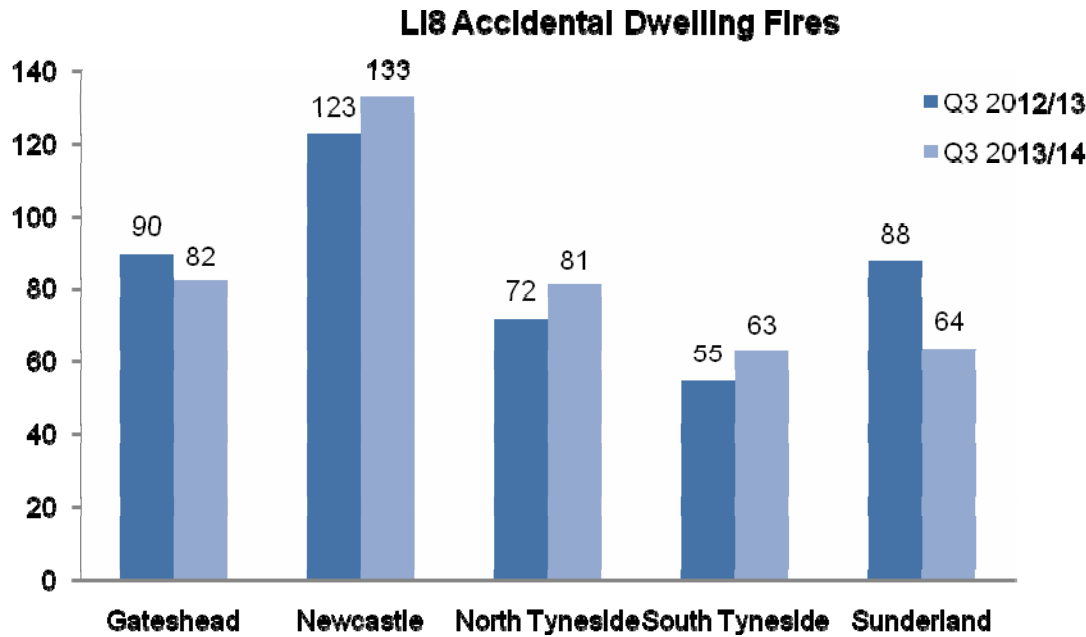
**LI8 Performance compared to other MET FRS**



3.4.2. We attended 423 accidental dwelling fires, 5 less in comparison to the end of Q3 last year; this is a reduction of 1%. We are the third best performing Met FRS in this indicator for Q3 2013/14 and only one of three to see a reduction during the same period last year. It should be noted that a number of Met FRS are seeing increases in this indicator this year.

3.4.3. We are forecast to attend 11.87 accidental dwelling fires per 100,000 population in 2013/14. If this performance continues we are not expected to meet the target but be within 2.5% of it.

**(LI 8) Accidental dwelling fires district performance Q3 2013/14:**



3.4.4. Gateshead and Sunderland districts continue to show a reduction in accidental dwelling fires when compared to Q3 last year with Sunderland showing the greatest improvement.

3.4.5. The 63 incidents recorded by **South Tyneside** were an increase of 8 incidents (14%) by the end of Q3 2013/14 when compared to the same period last year. 48 of these incidents occurred in the kitchen. The main causes being leaving

It is clear that the highest risk room within the home is the kitchen. South Tyneside Personnel will continue to highlight the hazards and risks associated with fire through the Home Safety Check (HSC) initiative. This data continues to inform our targeting strategy, and where it is identified that a particular person is at a greater risk from having a dwelling fire we will make every effort to carry out an HSC at that home

It is pleasing to note that early detection and warning at all of these incidents by the operation of a working smoke alarm ensured that the injuries were not as serious as might have been had the fire gone undetected.

3.4.6. **Newcastle** district recorded an increase of 10 incidents (8%) by the end of Q3 2013/14; this is the third successive year that there has been an increase in this indicator. There have been days of action in when the Service Volunteers have assisted Newcastle District P&E Dept to target areas in Newcastle where there have been higher incidents of accidental dwelling fires. These days have proven to be extremely productive for obtaining HSC referrals.

3.4.7. **Gateshead** district recorded a reduction of 8 incidents (9%) in Q3 2013/14. Safety messages are given during HSC's and visits to sheltered accommodation and schools. HSC's are a huge priority in the District and, as well as P&E staff and operational crews, GMBC's provider CareCall is carrying out HSC.

The district has develop a fire response protocol which is used to analyse each accidental fire and results in events being dealt with on varying levels depending on the circumstances of the incident. The levels can vary from intervention by our staff (eg Hot Strike) to multi agency intervention.

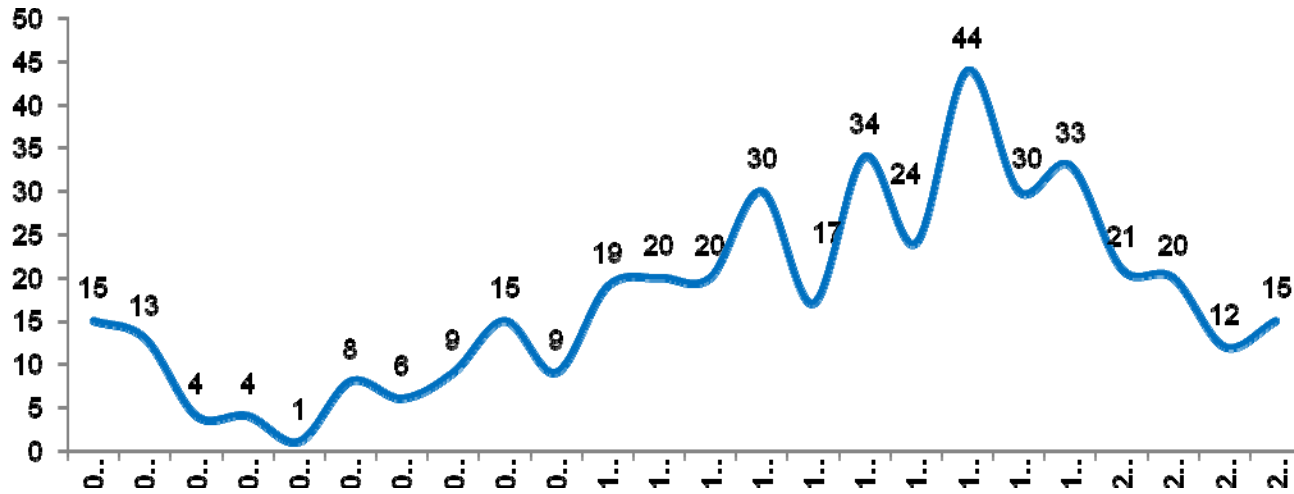
The work on this protocol has resulted in engagement with private landlords in Gateshead who own approximately 16,000 properties. Work is ongoing to have HSC carried out on these properties.

3.4.8. **North Tyneside** recorded an increase of 9 incidents (12.5%) in Q3 2013/14. 72% (58) of these incidents occurring in the kitchen. There has been, however, a 23% reduction in the number of accidental fires starting in other rooms of houses.

3.4.9. **Sunderland** recorded a reduction of 24 incidents (27%) by the end of Q3 2013/14. 48 (75%) of these incidents occurred in the kitchen and the vast majority (40) involved cooking. Once again it is clear that the room with the highest risk is the kitchen and this is emphasised by staff during the delivery of HSC.



**LI8 Accidental dwelling fires time of day Q3 2013/14**



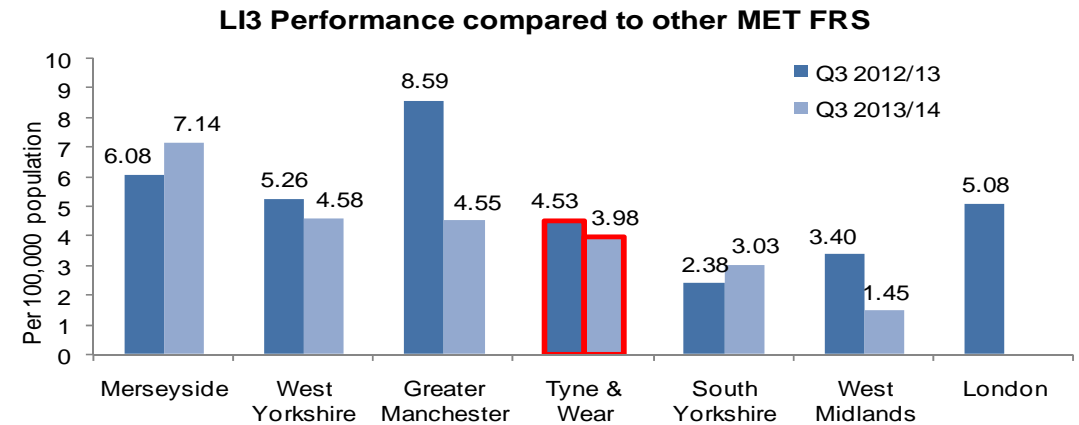
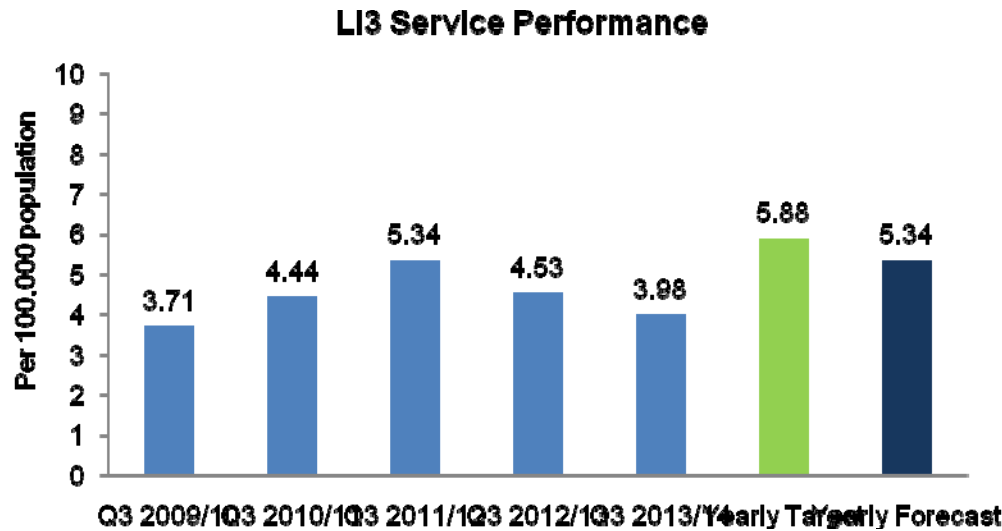
3.4.10. By the end of Q3 2013/14 there were 7 fewer accidental dwelling fires from smoking materials, 13 less from wiring, cabling and plugs however there were 25 more cooking related accidental dwelling fires, this correlates to the above graph which clearly shows a peak during evening mealtimes. Cooking remains our main cause for concerns and accounts for 65% of all accidental dwelling fires which occurred in Q3 2013/14. Kitchen safety awareness continues to be delivered via the HSC programme.

3.4.11. The table below details the main sources of ignition for accidental dwelling fires.

<b>LI8 Source of Ignition - Q3 2013/14</b>	<b>Total</b>	<b>%</b>
Cooking appliances	236	55.8%
Other domestic appliances	47	11%
Smoking related	29	6.9%
Electricity supply - wiring, cabling, plugs	22	5.2%
Heating equipment – fires/heaters	17	4%

### 3.5. (LI3) Injuries from accidental dwelling fires per 100,000 population:

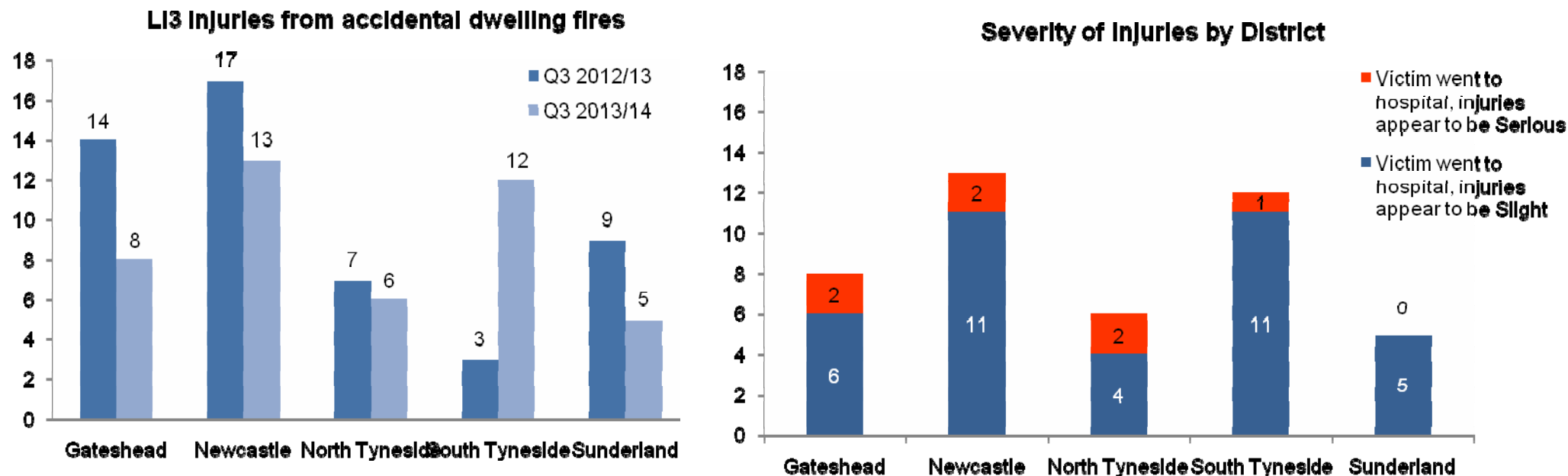
3.5.1. This indicator highlights our performance in relation to the number of injuries from accidental dwelling fires. An accidental fire also includes incidents where the cause was unknown. An injury must be recorded as being the result of the fire (or smoke). These statistics exclude precautionary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



3.5.2. By the end of Q3 2013/14 there were 44 injuries from accidental dwelling fires, this a reduction of 6 injuries (12%) in comparison with the previous year. This is a positive reduction which directly contributes to the achievement of one of our strategic objectives.

3.5.3. We are currently expected to meet the target of 5.88 injuries from accidental dwelling fires set for this year. We are the third best performing Met FRS for this indicator. London did not report on this indicator.

**(LI3)Injuries from accidental dwelling fires district performance Q3 2013/14**



3.5.4. All districts showed a reduction in this indicator with the exception of South Tyneside. Although South Tyneside saw an increase of 9 injuries in comparison with the previous year, 8 of these injuries occurred in just 2 incidents both in student accommodation and involved cooking. It is also worth noting that there was only one injury in South Tyneside during Q3 (01 Oct to 31 Dec).

3.5.5. Of the 44 injuries only 7 were serious; this is a reduction of 30% in comparison to last year. 26 of the 44 injuries (59%) were cooking related. Details of the serious injuries are as follows:

- Firefighter in Gateshead taken to hospital with a hand injury sustained when tackling a fire.
- 55 year old female in Newcastle who was suffering from breathing difficulties caused by a chip pan fire.
- 77 year old female in Newcastle who fell headfirst into a gas fire sustaining burns and a head injury.
- 23 year old male in North Tyneside. He was playing with a gas canister (for refuelling lighters) which was ignited by an unspecified heat source causing burns to his hands and face.
- 61 year old female in Gateshead who was taken to hospital after being overcome by fumes/smoke from a fire that started in the kitchen, the cause of which is suspected to be a faulty refrigerator. The victim was rescued from her bedroom.
- 48 year old female in South Tyneside who suffered burns following a gas explosion in her kitchen. The cause is under investigation.
- 52 year old female in North Tyneside suffered from cuts/lacerations sustained whilst attempting to escape from a fire in her bedroom. The fire was caused by an iron being left turned on in the bedroom and being placed too close to clothing.

3.5.6. **South Tyneside** reported 12 injuries from 5 separate incidents, all were accidental and all related to cooking appliances. 2 of these incidents involved multiple victims.

In July, 5 of these injuries were sustained at one particular incident. All victims went to hospital suffering from the effects of smoke, none were serious. In September there were 3 injuries. Again all 3 were victims of a single incident

an accidental, cooking related kitchen fire in a commercial property, beneath accommodation. It was noted that the victims had English as their second language and further appropriately delivered fire safety education was arranged for the victims, their fellow residents and their landlord to reduce their risk from fire in the future.

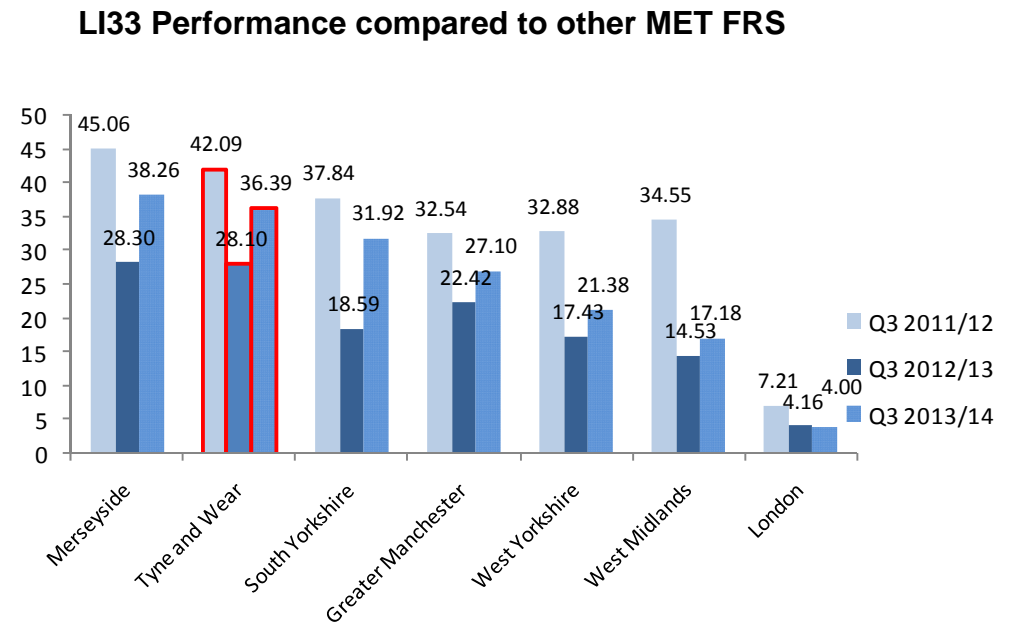
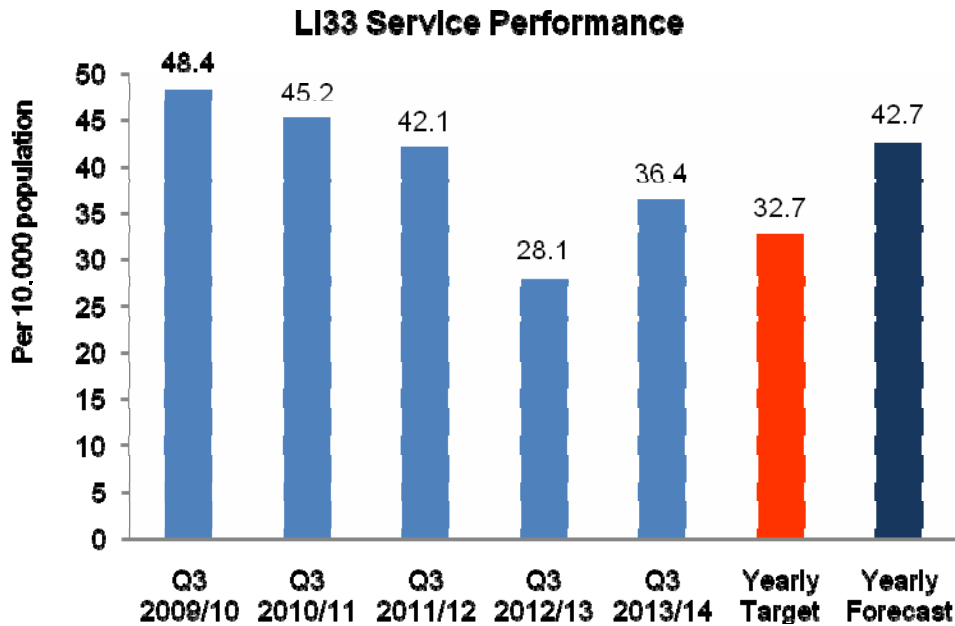
Intelligence gathered and processed following this fire identified overseas Students attending a local marine facility, for whom English was not their first language, as potentially at risk from fire and at risk of causing unwanted fire signals. As a result training was arranged that delivered a clear fire safety message to this valued part of our community, an issue that the district continues to monitor.

It is pleasing to note that early detection and warning at all of these incidents by the operation of a working smoke alarm ensured that the injuries were not as serious as might have been had the fire gone undetected.

- 3.5.7. **Sunderland** district recorded 5 injuries by the end of Q3, a reduction of 4 injuries in comparison to Q3 of the previous year. It is noteworthy that there were no injuries in Sunderland during Q3. The 5 injuries are attributable to kitchen fires with various causes; all injuries were slight and not serious.
- 3.5.8. **Gateshead** district saw a reduction of 6 injuries (43%) from Q3 2012/13 and have partner referral procedures in place to identify at-risk occupants. The fire response protocol will also be used in the event of an accidental dwelling fire related injury.
- 3.5.9. **North Tyneside** district saw a reduction of 1 (14%) injury from Q3 2012/13. Continued education with 'fire in the home' guidance is carried out by the district to ensure injuries from accidental dwelling fires continue to reduce.
- 3.5.10. **Newcastle** district saw a reduction of 4 injuries (23.5%) from Q3 2012/13. During Q3 there were 10 injuries with four of them occurring in one incident. On a monthly basis the district team in Newcastle monitor all incidents against mosaic codes to assist with informing future targeting strategy.

### 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.



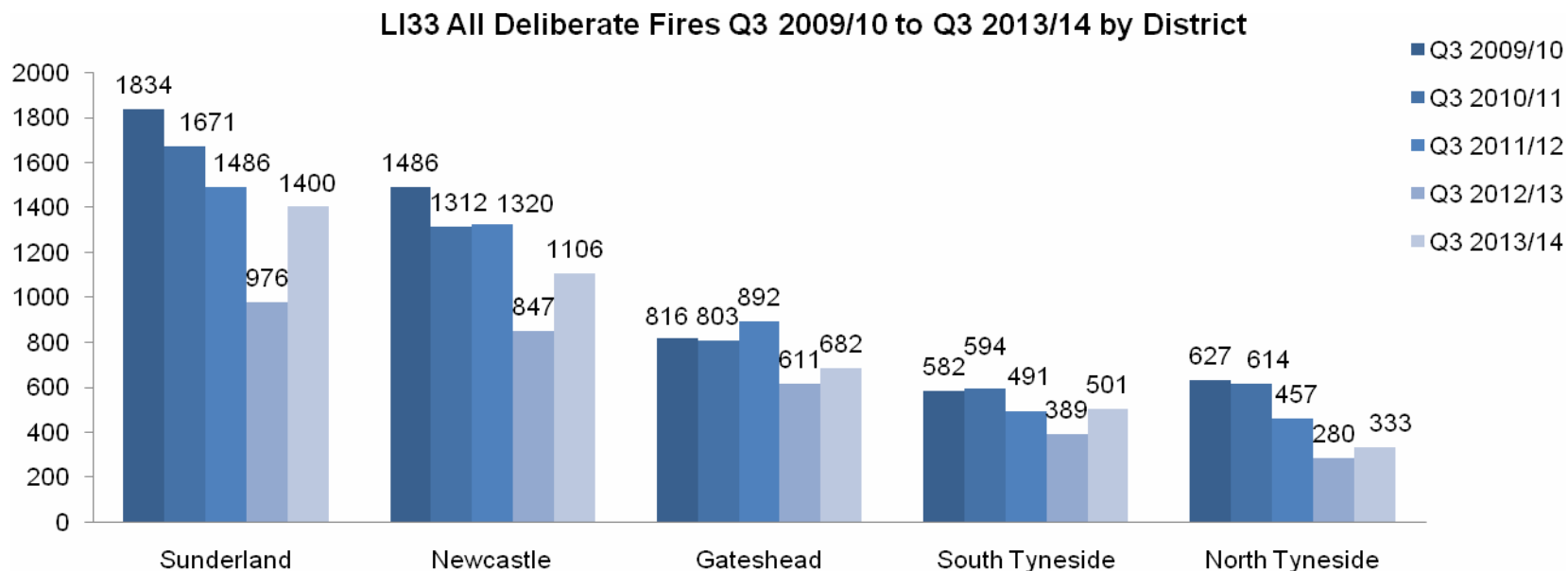
3.6.2. By the end of Q3 2013/14 we attended 4,020 deliberate fires (36.4 per 10,000 population). This is an increase of 917 (29.5%) from Q3 2012/13 and we are currently not expecting to meet our target of 32.7 per 10,000 population. This

does need to be put in the context of an exceptionally good year in 2012/13 which was experienced across all of the Met FRS.

3.6.3. All Met FRS have experienced an increase in this indicator in 2013/14; Tyne and Wear continue to have the second highest number of deliberate fires for Q3 2013/14. It should be noted that South Yorkshire experienced the largest increase when compared to the previous year.

3.6.4. During this period we have seen a reduction of 9.3% deliberate primary fires compared with the same period last year. Despite this reduction Newcastle district saw an increase of 40 deliberate primary fires during this period. Analysis of these incidents has identified no trends in area, type or time involved in these incidents. It would appear to be an overall increase in incidents with no specific cause. Newcastle's performance over the past five years has seen a steady reduction in these types of incidents and the Q3 2013/14 figure compared with Q3 2011/12 shows a reduction in this type of incident.

**(LI33) Number of all deliberate fires district performance Q3 2013/14**



3.6.5. Although all districts are showing a significant increase in comparison to last year, when we compare over the previous five years deliberate fires are showing a downward trend with only South Tyneside showing an increase from Q3 2011/2012.



3.6.6. The table below shows the top ‘types’ of deliberate fires at Q3 and we are actively engaged in taking positive steps to address this including targeted activities to reduce incidents of anti-social behaviour related fires in hotspot areas.

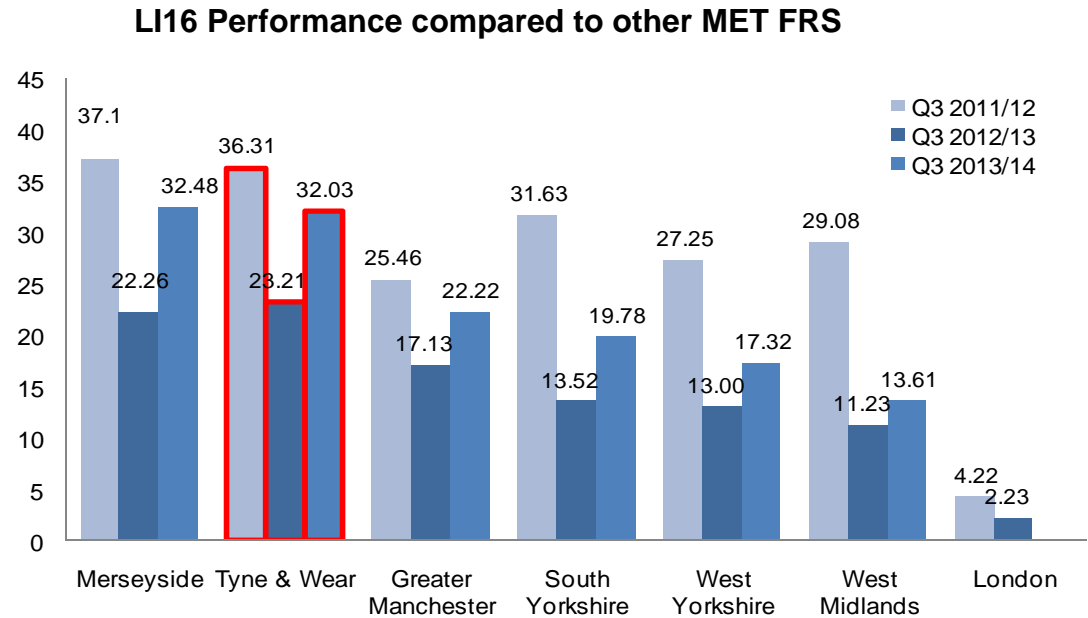
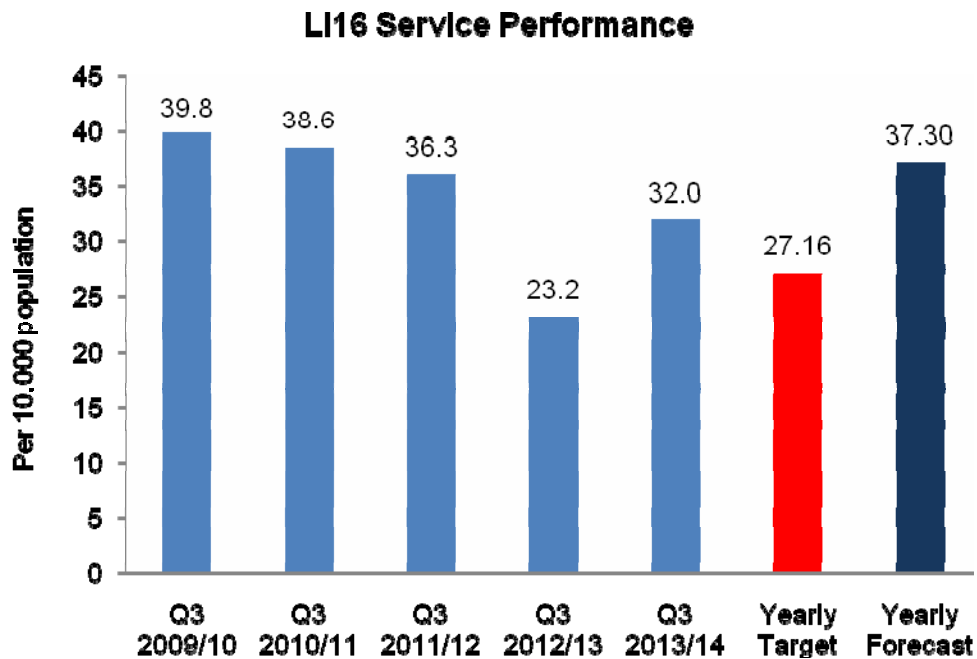
LI33 property Type	Q3 2013/14	Q3 2012/13	Q3 2011/12
Loose refuse (including in garden)	1215	925	1548
Grassland, pasture, grazing etc.	469	100	192
Wheelie Bin	463	396	n/a*
Small refuse/rubbish/recycle container (excluding wheelie bin)	294	352	801
Refuse/rubbish tip	276	295	489
Scrub land	195	39	102
Tree scrub (includes single trees not in garden)	162	86	362
Large refuse/rubbish container (eg skip)	120	113	182

3.6.7. The following indicator details deliberate **secondary** fires, which form part of this indicator. There has also been a significant increase in this area and the following section provides more detailed commentary on this performance and action to address this increase.

*\*Did not record this category in 2011/12*

### 3.7. (LI16) Number of deliberate secondary fires per 10,000 population:

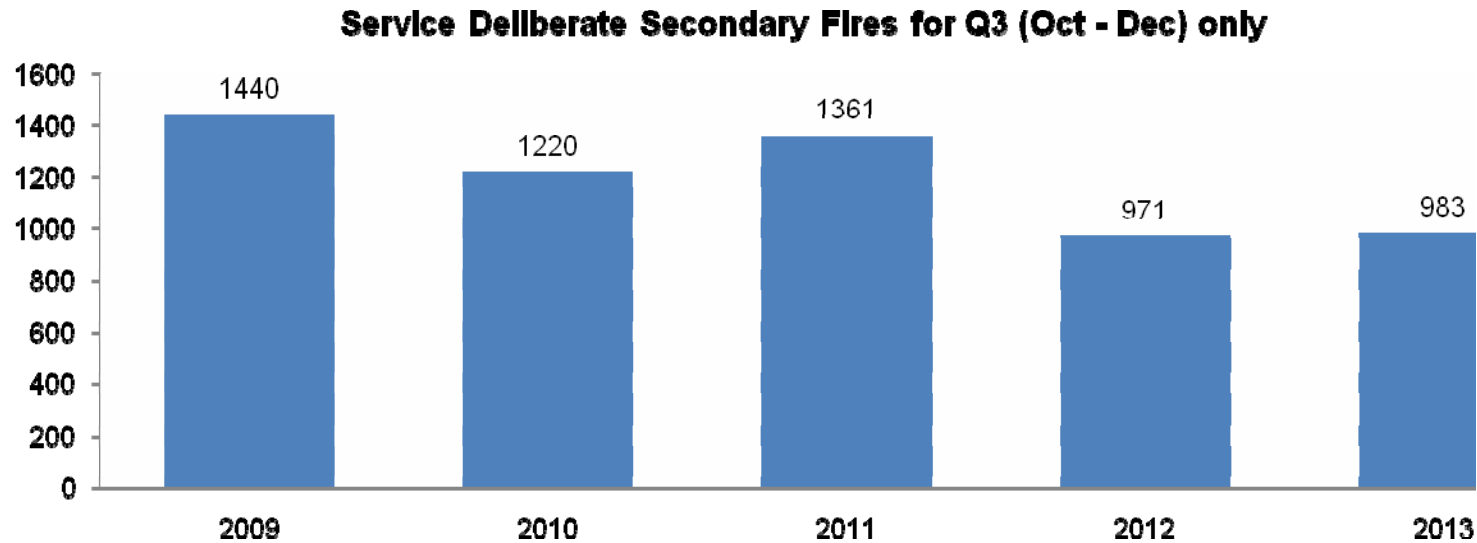
3.7.1. This indicator outlines our performance in relation to the number of deliberate secondary fires (anti-social behaviour) that we attend. A deliberate fire is where the cause is suspected to be non-accidental. Deliberate secondary fires make up the majority of all deliberate fires in Tyne and Wear.



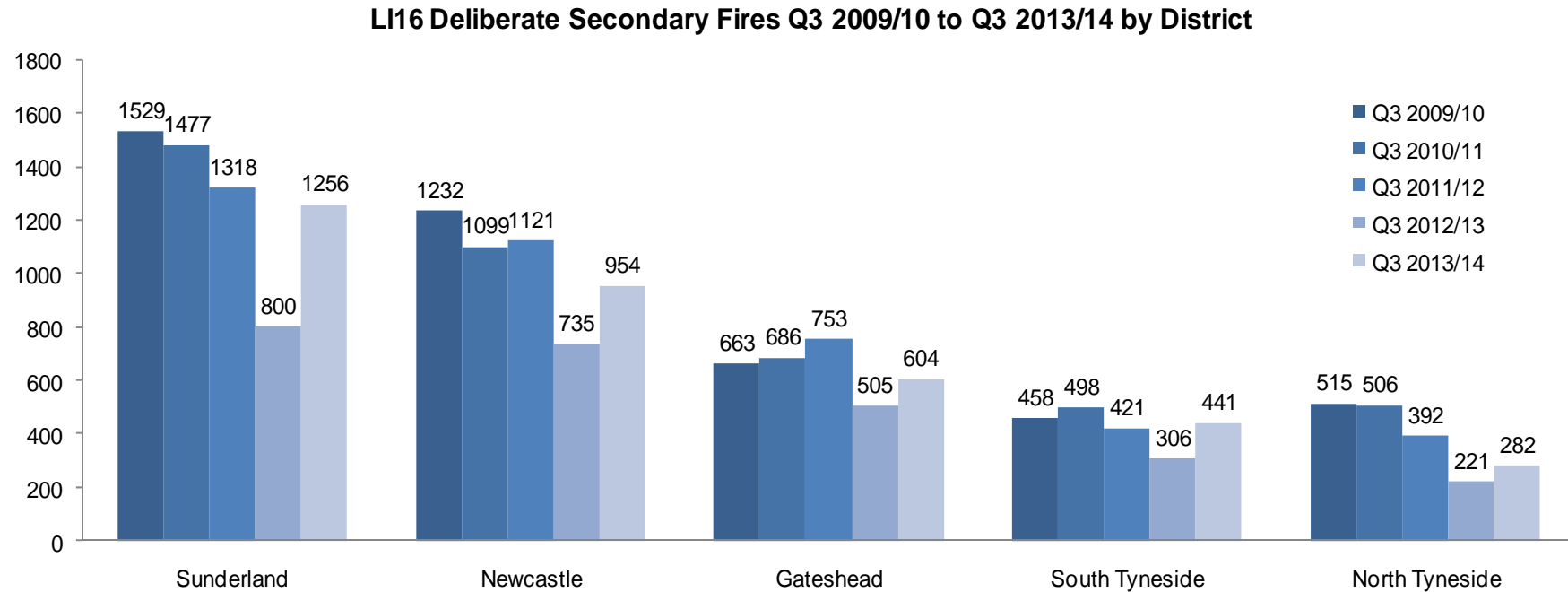
3.7.2. By the end of Q3 2013/14 we attended 3,539 deliberate secondary fires (32.0 per 10,000 population). This is an increase of 972 (37.9%) from Q3 2012/13. Although all districts (and other Mets) are showing a significant increase in

comparison to last year, when we compare over the previous five years deliberate fires are showing a downward trend similar to LI33.

3.7.3. If we look at Q3 (Oct – Dec) in isolation we will see on the next chart that we have only seen an increase of 12 (1.2%) deliberate secondary fires when compare to the same period last year reflecting the positive impact our actions are having in this area at this time of year which includes the bonfire period. The figure for Oct – Dec 2013 is the second best that the Service has recorded.



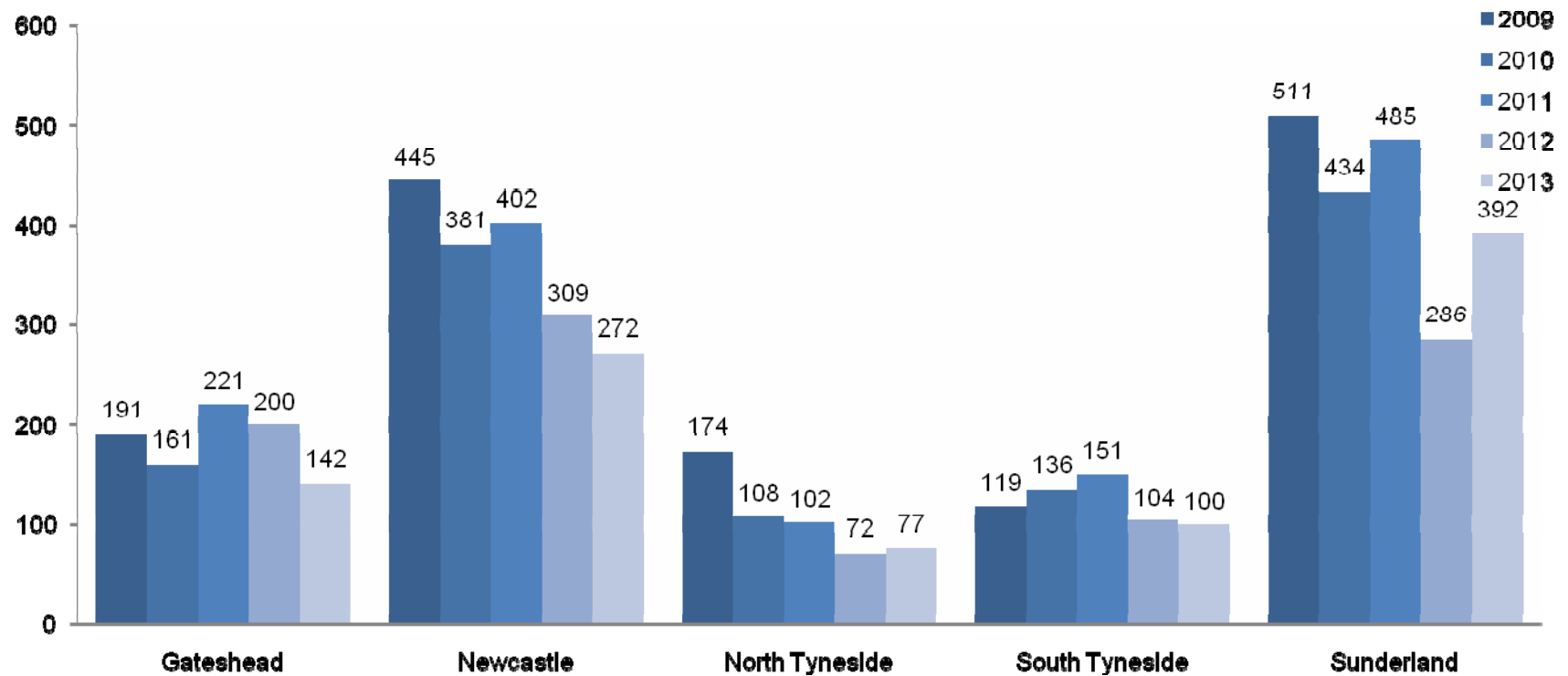
**(LI16) Number of deliberate secondary fires per 10,000 population district performance:**



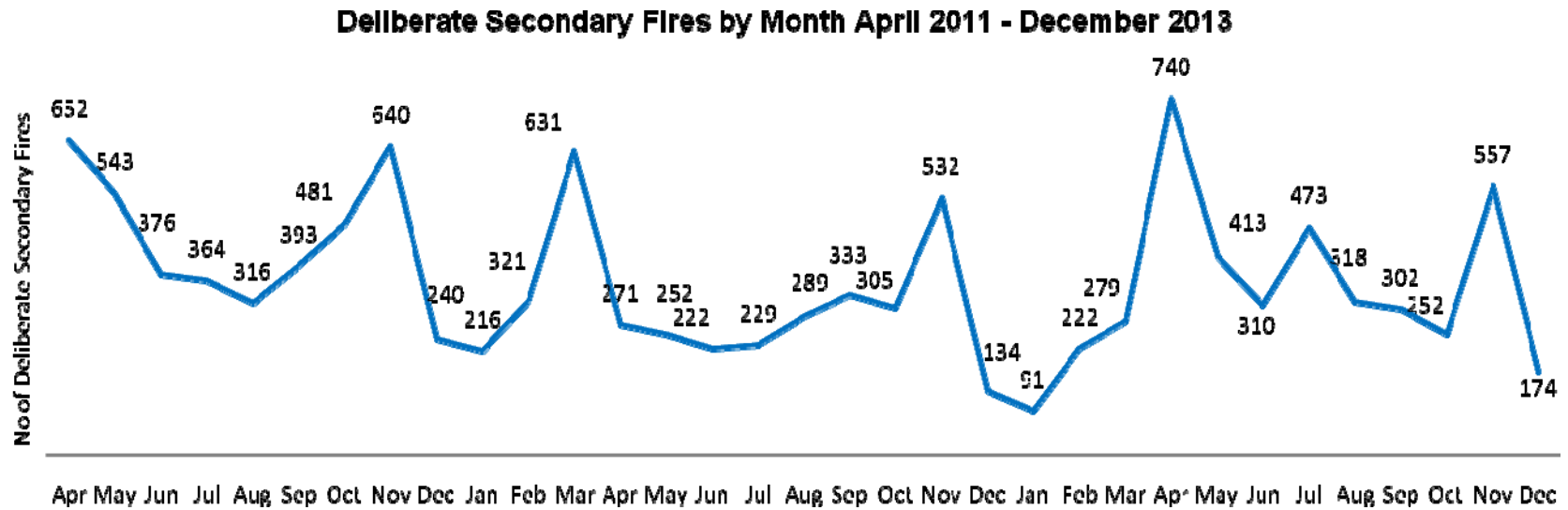
3.7.4. This graph shows the number of deliberately started secondary fires up to the end of Q3 for the last five years broken down into districts. It reflects the same picture that we saw for LI33 on page 11 with all districts showing significant increases in comparison to last year but when we examine performance over the last five years there is a downward trend.

3.7.5. The next graph shows district performance for just Q3. As with the graph in para 3.7.3, this shows a continued downward trend at this time of year including the Bonfire period, although Sunderland had more incidents this year than in 2012-13.

**District Deliberate Secondary Fires for Q3 (Oct - Dec) only**



3.7.6. When we examine the month on month performance for this indicator in the graph below you can see that there are two periods of the year when we see a dramatic increase in incidents. These two periods include the Bonfire period in November and the period that coincides with lighter nights.



3.7.7. The following table details district performance further including actions taken and any issues encountered.

District	% Increase	Commentary	Activities	Potential Issues
<b>South Tyneside</b>	<b>30.6%</b>	<p>There have been 441 deliberate fires in South Tyneside; there were 306 in the same period last year.</p> <p>By far the greatest proportion of deliberate secondary fires involved the deliberate ignition of loose refuse and bins, or grass and vegetation. This issue is closely linked to ASB and a key focus of our partnership work and multi-agency problem solving groups in the area.</p>	<p>Delivery of the Lighter Nights campaign in Q1.</p> <p>Hedworth week of action in Q2.</p> <p>ST Council Handy Estates Team initiative which focuses on many of the community issues that surround ASB and the related fires we see indicated here. This team is able to respond to data and information we provide and intelligence collected by fire crews to reduce deliberate fires.</p> <p>Having identified hot spots relating to young people and deliberate fires, the district, as part of an initiative aimed at reducing ASB and reoffending, are to deliver on two OpenCollege Network accredited training courses to young people, this is supported by the Police and Crime Commissioner's office and are built around, crime and ASB awareness and understanding the relationship between crime and victims.</p>	<p>Reduced resources available to all partners (e.g. Warden Services, youth work) may impact negatively on ASB incident levels.</p>

District	% Increase	Commentary	Activities	Potential Issues
North Tyneside	27.6%	North Tyneside had the lowest number of deliberate fires and also had the lowest increase out of all districts.	<p>The district continues with the initiative of having one member of P&amp;E as the single point of contact with the local enforcement and Envirolink managers. Together they target specific areas using 'historical' and 'new' data to remove refuse and other items which may contribute to an increase in deliberate fires within district.</p> <p>There are currently 5 areas for commercial and business premises and a further 3 community areas where joint ventures with the Fire Service, Police and Envirolink are working to reduce ASB, deliberate fires and the public's perceptions of crime.</p> <p>Derelict properties – we work with Building Control to identify vulnerable buildings and ensure they are boarded up.</p>	



District	% Increase	Commentary	Activities	Potential Issues
Newcastle	30%	<p>Newcastle had 954 deliberate fires by the end of Q3 indicating an increase of 30%. This is a vast improvement on the figures reported at the end of Q2 where Newcastle had reported an increase of 55%. This is particularly pleasing because Q3 includes the Bonfire period.</p> <p>Funding has been secured through Safe Newcastle to run a 'Lighter Nights' initiative in Q4 when historical data highlights increases in anti social behaviour and secondary fires. The services of Safetyworks! and Newcastle Youth Offending Team are being utilised for delivery of this initiative.</p>	<p>Astandalone problem solving group has been set up to tackle one of the ASB hotspot areas</p> <p>CCTV locations moved to areas identified.</p> <p>Environmental Services identified a particular area and allocated all of their resources on a Friday afternoon to remove refuse and fly tipping prior to the weekend.</p> <p>In December intensive policing took place in Walker Ward and as result secondary fires in or around Walker showed a significant reduction.</p> <p>Your Homes Newcastle have provided skips to assist with clearing up certain identified neighbourhoods. This has been supported by leaflet drops and monitoring and reporting of areas for concern by operational fire crews.</p> <p>Operational crews and fire service volunteers have also attended a number of evening projects to promote fire safety.</p>	<p>Due to financial constraints Newcastle City Council have reduced bin collections to fortnightly across the city,youth diversionary work has been reduced and both Neighbourhood Response Teams and Street Wardens have had staffing levels reduced.</p> <p>Crews have reported an increase in loose refuse despite this being reported.</p> <p>Frequency of SNAP meetings are being reduced.</p>

District	% Increase	Commentary	Activities	Potential Issues
Sunderland	57%	<p>Sunderland district had 1,256 deliberate fires. This was their second lowest recording for Q3 for the last five years.</p> <p>The main cause of deliberate secondary fires in Sunderland is loose refuse accounting for over 37% of these incidents. Staff are actively involved in reporting incidences of fly-tipping and inappropriate disposal of refuse.</p>	<p>The district has carried out a schools education programme with funding and support from the local authority and Northumbria Police. ASB themed training has been delivered to almost all Year 6 children in Sunderland. 1780 children have visited Safetyworks! to participate in this training.</p> <p>All personnel within the district are engaged in reducing anti-social behaviour by reporting abandoned vehicles, buildings requiring boarding up and loose refuse to the relevant authorities using our reporting facility via Sunderland City Council (SCC).</p> <p>Crews continue to apply arson prevention stickers to wheelie bins following an increase in wheelie bin fires.</p> <p>The district has led in the coordination of Sunderland City Council enforcement teams as new staff assume responsibility for enforcement. Incident statistics are passed to SCC monthly, in order to provide enforcement teams with information on where trends emerge in secondary fire-setting.</p>	<p>2013/14 has seen Sunderland City Council undergo considerable organisational change as part of the Government Spending Review. As partners, we have sought to continue joint activities in the management of anti-social behaviour fire-setting; however some communication difficulties have been experienced as staff change roles.</p>

District	% Increase	Commentary	Activities	Potential Issues
<b>Gateshead</b>	<b>19.6%</b>	Gateshead had 604 deliberate fires by the end of Q3. With the exception of last year this was the lowest figure reported by the district in the last 5 years.	<p>Funding was secured from partners for school visits to Safetyworks! during the Bonfire period. The impact of this initiative is currently being evaluated.</p> <p>Follow up work to the Wetherby Grove incident has resulted in engagement with volunteers who work in the Gateshead area resulting in community fire safety messages reaching a wider audience.</p>	Gateshead's Street Action Enforcement Teams activities are being reduced. This may impact on frequency of patrols of hotspots and the time taken to respond to reports of fly tipping.

3.7.8. The following charts show the wards the highest number of deliberate secondary fires for each district over the last three years.

<b>SUNDERLAND</b>	<b>Q3 2011/12</b>	<b>Q3 2012/13</b>	<b>Q3 2013/14</b>
Southwick Ward	62	27	118
Hendon Ward	158	95	111
Redhill Ward	89	50	105
Millfield Ward	109	66	87
Hetton Ward	52	35	76
Washington North Ward	71	41	69
St. Anne's Ward	58	32	58
Pallion Ward	76	39	54
Washington East Ward	30	27	52
Houghton Ward	42	31	51
Castle Ward	144	47	43

<b>NEWCASTLE</b>	<b>Q3 2011/12</b>	<b>Q3 2012/13</b>	<b>Q3 2013/14</b>
Walker Ward	147	61	120
Benwell and Scotswood Ward	78	59	104
Byker Ward	98	130	100
Elswick Ward	122	50	93
Westgate Ward	64	48	63
Newburn Ward	48	43	56
Denton Ward	86	47	46
Wingrove Ward	38	23	42

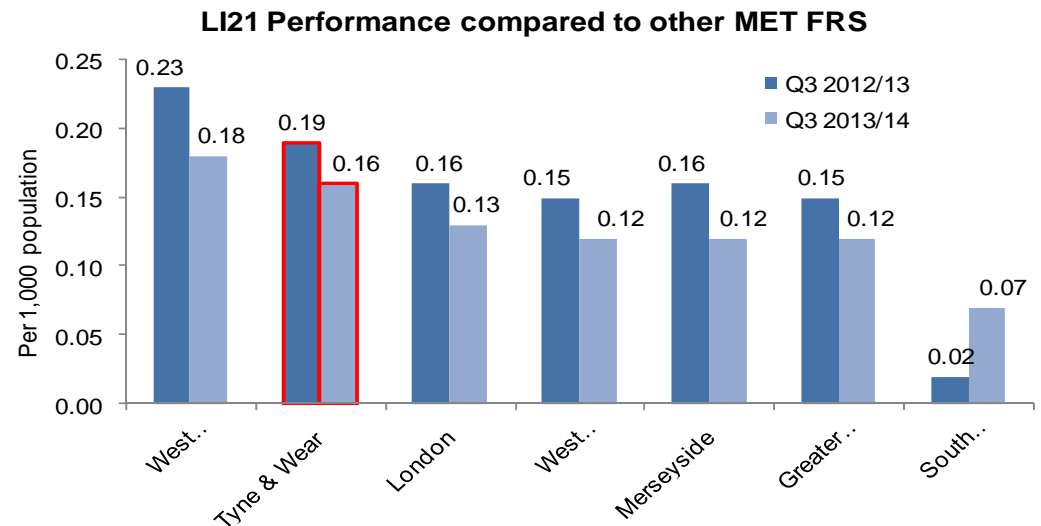
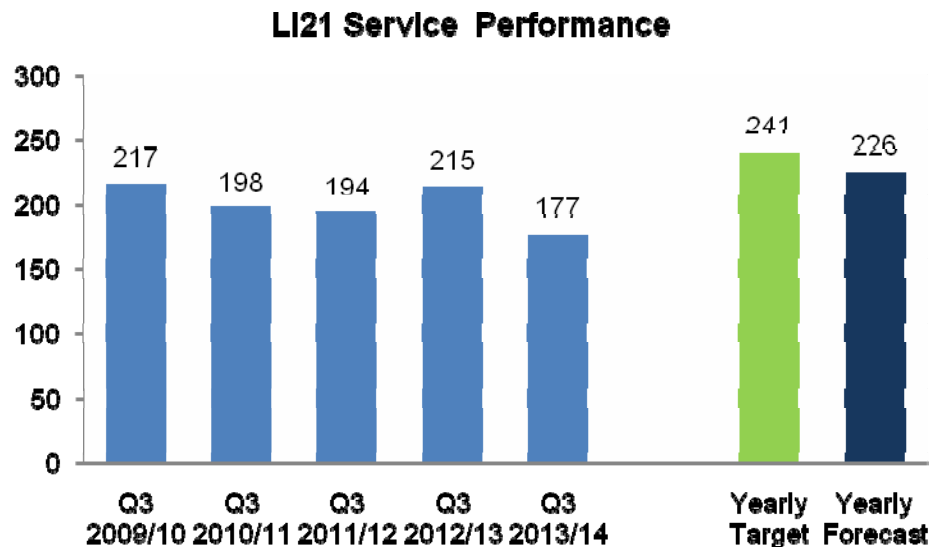
<b>SOUTH TYNESIDE</b>	<b>Q3 2011/12</b>	<b>Q3 2012/13</b>	<b>Q3 2013/14</b>
Boldon Colliery Ward	67	21	74
Simonside and Rekendyke Ward	30	25	47
Beacon and Bents Ward	42	22	44
Hebburn North Ward	25	32	34
Whiteleas Ward	27	8	34

<b>NORTH TYNESIDE</b>	<b>Q3 2011/12</b>	<b>Q3 2012/13</b>	<b>Q3 2013/14</b>
Riverside Ward	54	27	40
Chirton Ward	35	25	37
Wallsend Ward	62	14	37

<b>GATESHEAD</b>	<b>Q3 2011/12</b>	<b>Q3 2012/13</b>	<b>Q3 2013/14</b>
Dunston and Teams Ward	72	94	72
Bridges Ward	36	43	64
Deckham Ward	34	60	49
High Fell Ward	31	33	45
Felling Ward	86	30	45
Windy Nook and Whitehills Ward	37	22	44

### 3.8. (LI21) Number of malicious false alarm calls attended

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).

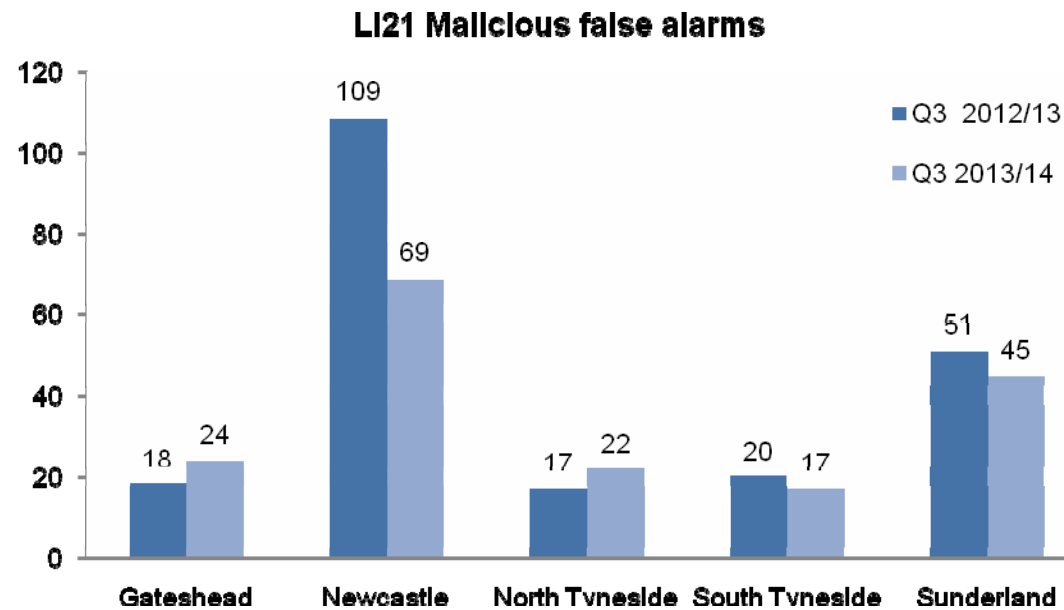


3.8.2. We attended 177 false alarms by the end of Q3 2013/14 which is a reduction of 38 incidents (17.6%) from Q3 2012/13.

3.8.3. Malicious false alarms have continued to reduce over the last five years; we are expected to meet our target of 241 malicious false alarms attended.

3.8.4. With the exception of South Yorkshire all Met FRS are showing similar performance for this indicator.

**(LI21) Number of malicious false alarm calls attended district performance:**



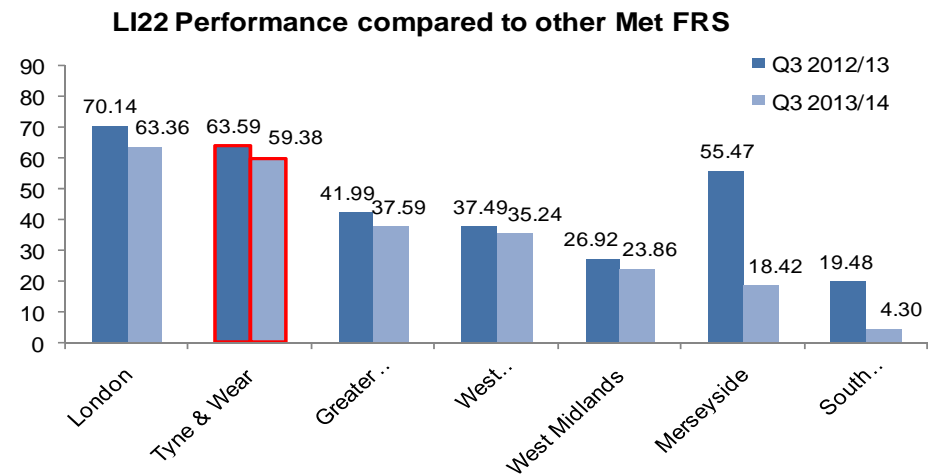
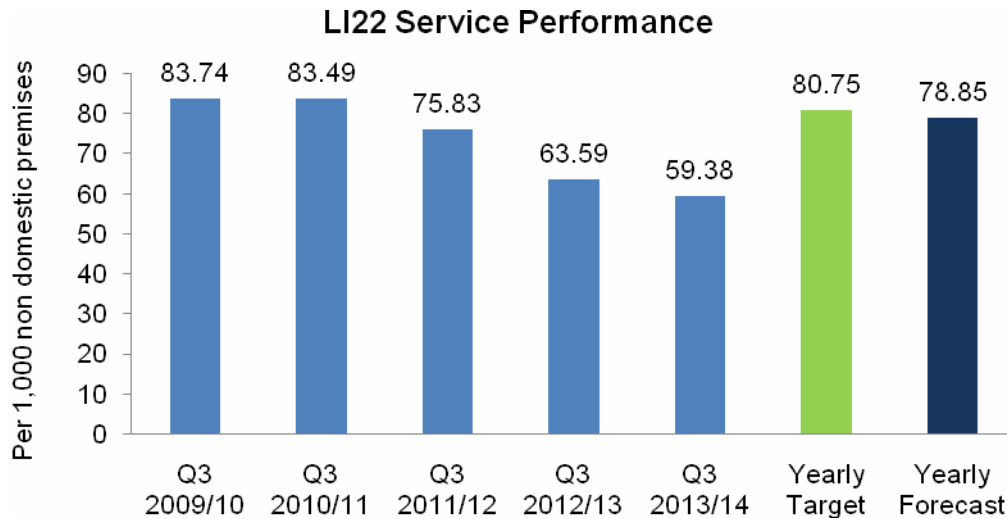
3.8.5. All districts with the exception of Gateshead and North Tyneside recorded reductions in the number of malicious false alarm calls attended when Q3 2013/14 is compared to Q3 2012/13.

3.8.6. Only two properties had more than two malicious false alarms by the end of Q3 2013/14. Cherry Knowles Hospital in Sunderland had three and Four Lane Ends Metro Station in North Tyneside had four, all other properties had two or less.

3.8.7. The service wide schools education programme continues to emphasise the consequences of hoax calls.

**3.9. (LI22) Number of false alarm calls due to automatic fire alarms from non-domestic premises per 1,000 non domestic premises**

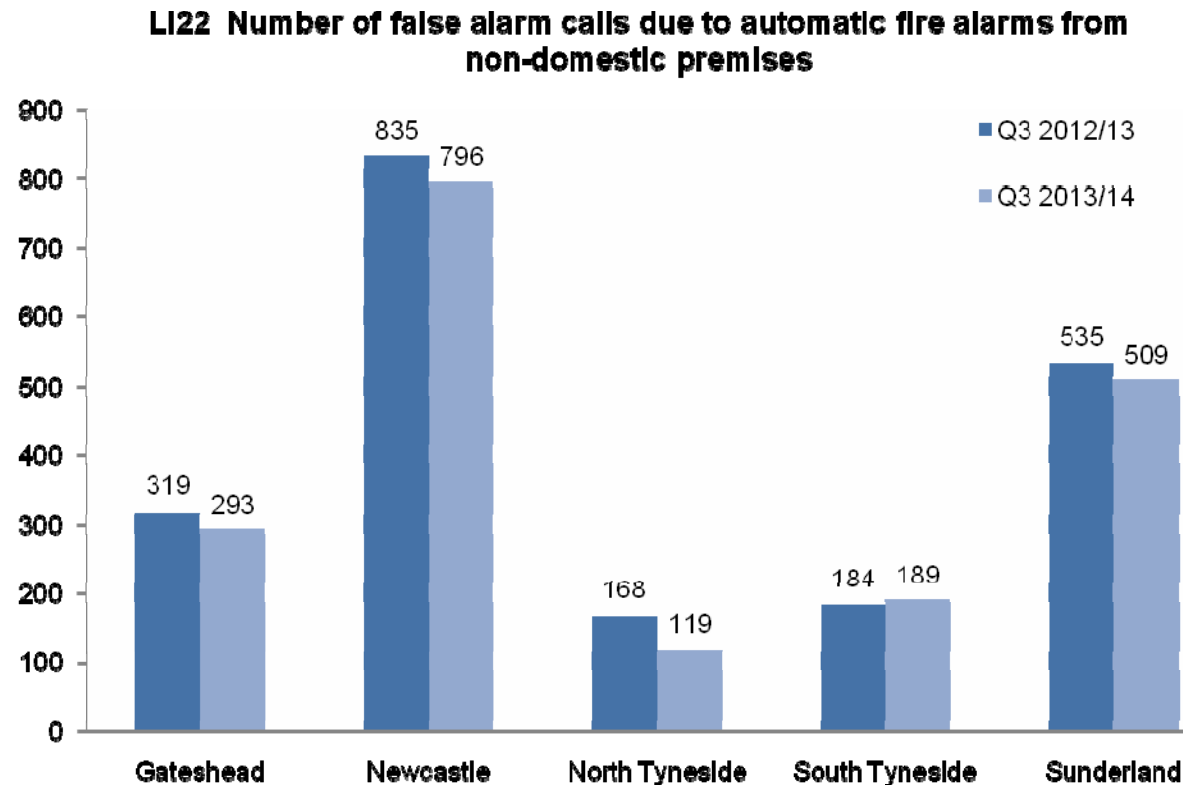
3.9.1. This indicator reflects the number of false alarm calls despatched to as a result of a call being activated by a person or automatic fire detection equipment or fixed fire fighting equipment. A non-domestic premise can be classified as a non-residential property, for example a public building,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



- 3.9.2. We attended 1,906 (59.38 per 1,000 non domestics) up to the end of Q3 2013/14 reflecting a reduction of 135 (6.6%) on last year's Q3 figures. These incidents are a waste of resources and the fact that this is the fifth year in a row that the numbers have reduced is a positive indication that our strategies are having an effect. The challenge is to maintain these reductions going forward which will be achieved by continuing to work with partners such as hospitals and universities.
- 3.9.3. We continue to have the second highest number of calls for this indicator compared to the other Mets. Merseyside has experienced a significant reduction following the introduction of a new policy for dealing with these incidents.
- 3.9.4. Hospitals remain the main premises type throughout the Service however the ratio is decreasing. Hospitals accounted for 18% in Q3 2013/14 compared to 18.5% in Q3 2012/13.



**(LI22) Number of false alarm calls due to automatic fire alarms from non-domestic premises district performance Q3 2013/14**



3.9.5. **Newcastle** district has seen a reduction of 39 incidents in this indicator. During Q3 there have some successes and some concerns against this indicator. In September and October of 2013 the annual partnership talks were delivered to 'Fresher Students' with a particular focus on Fire safety and False Alarms. The P&E Watch Manager from Newcastle District personally delivered all of the talks and this was supported by a high profile press release that was coordinated with the release of an educational DVD about fire safety for students in particular. As a result incidents against LI22 in student halls of residence in Q3 were 22 compared to 46 in the previous year for Q3 and is a reduction of 52.2%

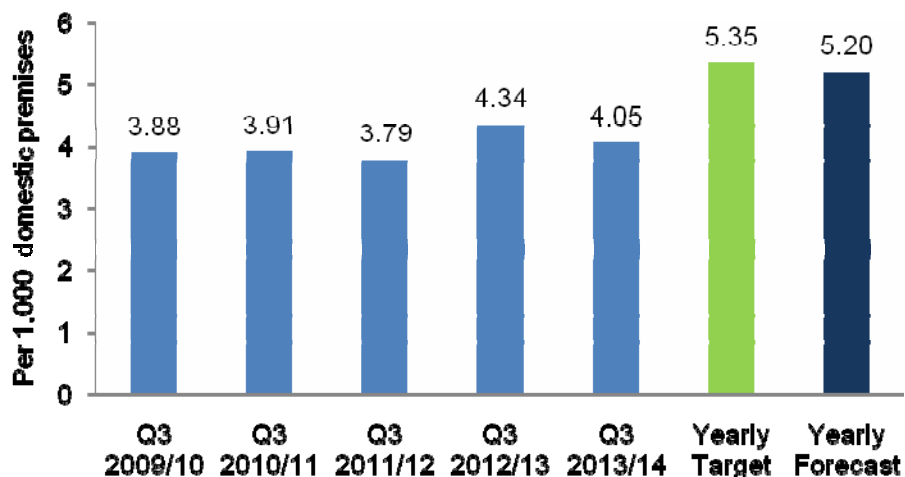
There have been increases recorded against LI22 for Hospitals and Medical Establishments from 41 in Q3, 2012/13 to 50 in the current reporting year for Q3. The establishments with the most frequent occurrences have been identified and staff will be meeting with the persons responsible for fire safety at the medical establishments identified during Q4 to identify any underlying reasons and potential solutions.

- 3.9.6. **Sunderland** district has seen a reduction of 26 incidents in this indicator; 32% (161) were caused by faulty systems. Intervention work is on-going with Sunderland Royal Hospital who account for 12% (62) of the districts figure for incidents of this type.
- 3.9.7. **Gateshead** district has seen a reduction of 26 incidents compared to Q3 2012/13. Ongoing work with Metro Centre and QE Hospital will continue in an effort to further drive down these incidents. Staff are also working on an individual basis with single occupiers of buildings (eg leisure centres). This has resulted in a reduction in calls. Work is also undertaken with occupiers who have repeat calls.
- 3.9.8. **South Tyneside** has seen an increase of 5 incidents. Using data available those with the highest number of calls have been identified and the issue was proactively addressed with key personnel. The latest feedback indicates a high degree of success by reducing unwanted fire signals with these organisations in South Tyneside including South Tyneside Hospital which has had 31 in total this year with only 7 in Q3.
- 3.9.9. **North Tyneside** saw a reduction of 49 incidents of this type compared to Q3 of the previous year. Letters continue to be sent to premises on their third call out. This quarter saw a reduction of 29% against the previous quarter (Q2).

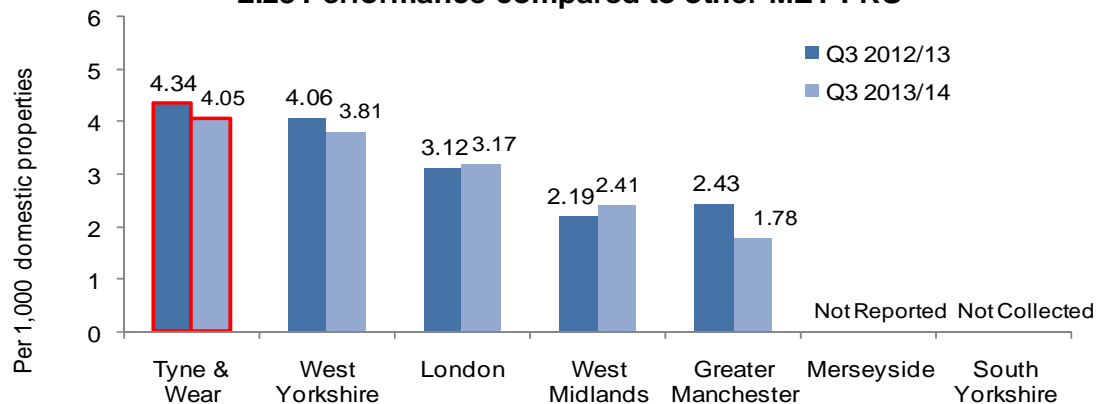
**3.10. (LI23) Total number of false alarm calls due to automatic fire alarms, either by person responding to an alarm actuated by fire detection equipment or fixed fire fighting equipment from domestic premises per 1000 domestic premises**

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 a property that is a place of residence i.e. occupied by households, excluding hotels, hostels and residential institutions. Includes non-permanent structures used solely as a dwelling, such as houseboats and caravans.

**LI23 Service Performance**



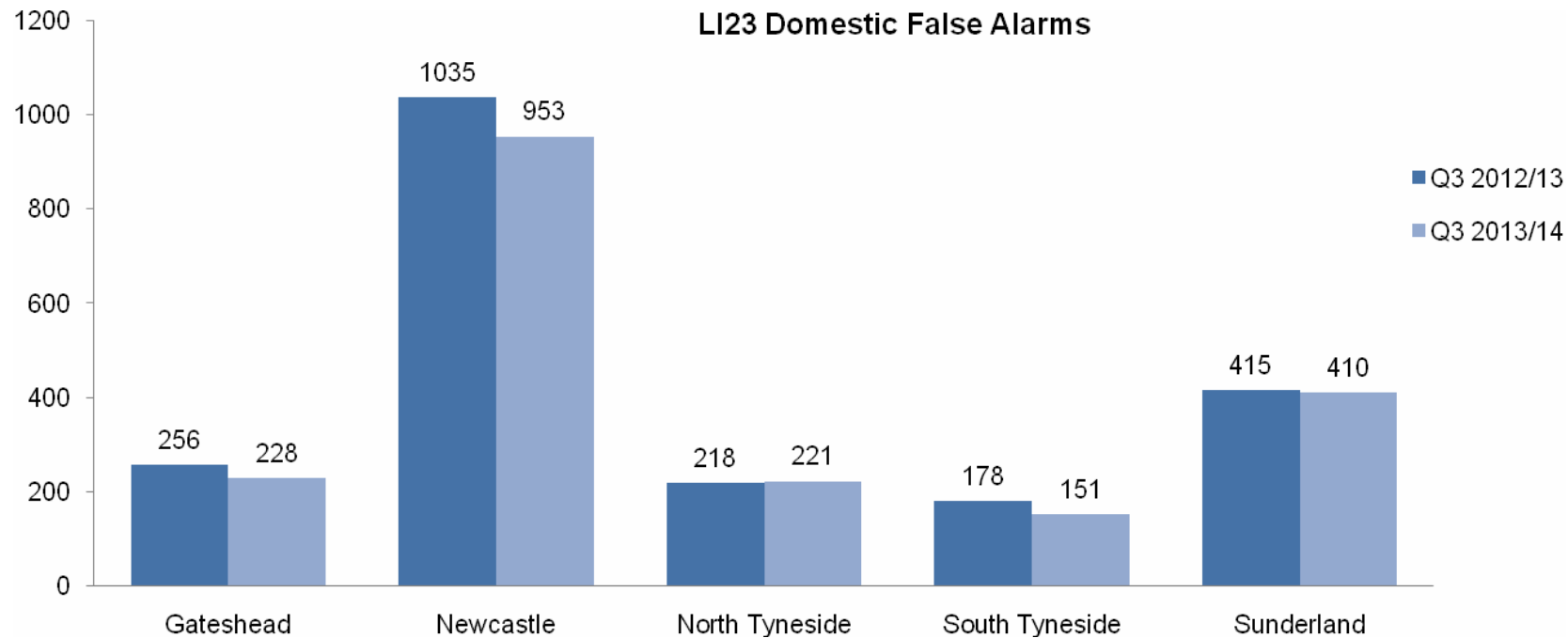
**LI23 Performance compared to other MET FRS**



3.10.2. We attended a total of 1,963 incidents of this type by the end of Q3 2013/14; this is a reduction of 139 (6.6%) in comparison to Q3 of the previous year. Sheltered accommodation were responsible for 808 (41%) of these.

3.10.3. Although this reduction is a positive step we experience the highest number of these calls in comparison to the other Met FRS who report on this indicator.

**(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 fire fighting equipment from domestic premises district performance Q3 2013/14**



- 3.10.4. **North Tyneside** district saw an increase of 3 incidents of this type in comparison with Q3 of the previous year with 48% of callouts being cooking related. Intervention with certain premises via our Fire Safety department should see a greater reduction in due course. This is a direct attempt to deliver education to the managers of these premises regarding detector 'types' and the most suitable locations for their use. Whilst still on target with this indicator, 222 against a target of 280, greater reductions are required in LI23.
- 3.10.5. **Newcastle** district saw a reduction of 82 incidents in comparison to Q3 of the previous year, demonstrating a continued downward trend. A significant contributing factor to the high numbers last year were as a result of new alarm systems being installed in sheltered accommodation premises.

In Newcastle the highest number of these incidents occur in sheltered accommodation managed by Your Homes Newcastle. The major cause of these is burnt toast. The District Manager has provided statistics to YHN and had meetings and site visits to identify potential means of reducing these calls. The technical team at YHN have been very proactive in fault finding and rectifying these faults and providing feedback.

Call Challenge is in place at sheltered schemes managed by YHN however less than one third of residents meet the criteria for call challenge. In addition to the incidents TWFRS have responded to, YHN have challenged 434 activations up to the end of November 2013.

Your Homes Newcastle Local Concierge Services are in the process of being removed from high rise premises across Newcastle and the calls directed to a central enquiry centre. This process has encountered some settling in problems and these have been identified by crews attending calls and reported to YHN through local contacts with some positive results in Q3.

- 3.10.6. **Sunderland** district saw 5 fewer incidents in this indicator from Q3 of the previous year. Fire safety, Prevention and Education and Operational watches continue to work together to reduce these incidents through fire prevention and

Bellingham House Sheltered Accommodation recorded 7 activations in Q3. Following intervention a meeting has been set up with with Bernacia Housing Group to address unwanted alarms. Operational personnel have also carried out fire safety talks with residents.

3.10.7. **Gateshead** district saw a reduction of 28 incidents of this type compared to Q3 2012/13. Monthly statistics from the Performance Monitor are analysed and repeat offenders reported to P&E. Visits and talks to groups of residents (a high percentage are SA's) are then undertaken. Gateshead district also have an arrangement with CareCall whereby they challenge fire calls before they are referred. Gateshead have a pilot scheme underway with GMBC's maintenance contractor Mears to fit review detection requirements in void properties that are being prepared for re-let.

3.10.8. **South Tyneside** saw a reduction of 27 incidents of this type in comparison with Q3 of the previous year. The vast majority of incidents occurred in sheltered accommodation. The district have identified the premises with the most calls and and communicated with responsible persons to focus attention on the issue of Unwanted fire signals from that property offering advice where needed.

## 4. Appendix A - Performance Summary

### 4.1. A performance summary of all Local Indicators for Q3 2013/14

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

Incident Data taken 08 January 2014 from the Performance Management System

A 08/09	A 09/10	A 10/11	A 11/12	A 12/13
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Actual 13/14	Forecast 13/14	Against 12/13?	% from target
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Target 2013/14
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#### Deaths and Injuries

<b>LI1</b>	Number of deaths from accidental fires in dwellings
<b>LI2</b>	Number of deaths from ALL fires
<b>LI3</b>	Number of injuries from accidental fires in dwellings excluding precautionary checks and first aid
<b>LI4</b>	Number of injuries from accidental fires in dwellings
<b>LI5</b>	Number of injuries from ALL fires

5	3	3	2	0
7	4	3	3	1
n/a	65	67	73	70
182	168	182	185	181
241	238	228	241	227

2	2	↑	n/a
2	3	↑	n/a
44	59	↓	-9%
140	179	↑	10%
175	218	↑	4%

<b>0</b>
<b>0</b>
<b>65</b>
<b>162</b>
<b>209</b>

#### Fire Attendance

<b>LI24</b>	Total number of fire calls attended
<b>LI25</b>	Number of primary fires excluding road vehicles (part 1 of LI29)
<b>LI26</b>	Number of primary fires involving road vehicle (part 2 of LI29)
<b>LI29</b>	Number of primary fires attended
<b>LI35</b>	Number of fires in non-domestic premise

8876	8382	7952	7864	5315
1558	1533	1401	1332	1178
1017	877	736	620	523
2575	2408	2137	1942	1701
382	336	333	301	241

5258	6320	↓	24%
863	1120	↓	-2%
260	484	↓	-5%
1238	1604	↓	-3%
193	244	↓	3%

<b>5102</b>
<b>1149</b>
<b>509</b>
<b>1658</b>
<b>236</b>

A 08/09	A 09/10	A 10/11	A 11/12	A 12/13	Actual 13/14**	Forecast 13/14	Against 12/13?	% from target	Target 2012/13
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**Accidental Fires**

<b>LI8</b>	Number of accidental fires in dwellings	704	710	649	574	589	423	575	↓	0.3%	573
<b>LI9</b>	Number of accidental kitchen fires (part 1 of LI8)	476	422	410	355	360	275	369	↑	5%	350
<b>LI10</b>	Number of accidental non kitchen fires (part 2 of LI8)	228	288	239	219	229	148	206	↓	-7%	223

**Deliberate Fires**

<b>LI33</b>	Number of deliberate primary fires and secondary fires	7007	6423	6068	6010	3807	4020	4714	↑	30%	3617
<b>LI16</b>	Number of deliberate secondary fires	5645	5272	5156	5173	3159	3539	4121	↑	37%	3001
<b>LI18</b>	Number of refuse fires started deliberately	4115	3685	3580	3796	2515	2367	2794	↑	17%	2389

**False Alarms**

<b>LI22</b>	Number of false alarm calls due to automatic fire alarms from non-domestic premises (LI22.1 as a whole number)*	2667	3475	3438	3094	2671	1906	2531	↓	-2%	2592
<b>LI23</b>	Number of false alarms due to automatic fire detection from domestic premises	2502	2451	2381	2445	2671	1963	2517	↓	-3%	2591



A 08/09	A 09/10	A 10/11	A 11/12	A 12/13	Actual 13/14	Forecast 13/14	Against 12/13?	% from target	Target 2012/13
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**Home Safety Checks**

<b>LI34</b>	Number of HSC successfully delivered by Operational Crews to a high priority dwelling	16657	17749	17779	18242	17799		18154		1%	<b>18000</b>
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**Control**

<b>LI20</b>	Number of malicious false alarm calls NOT ATTENDED	150	83	123	105	73					<b>100</b>
<b>LI21</b>	Number of malicious false alarm calls ATTENDED	596	282	271	260	268		177	226	↓ -6%	<b>241</b>
<b>LI41</b>	Percentage of emergency callers engaged within 7 seconds	98.30%	98.90%	99.40%	99.20%	96.50%					<b>99%</b>
<b>LI42</b>	Percentage of fire appliances despatched within 60 seconds	60.00%	51.50%	59.80%	62.60%	58.00%					<b>63%</b>

**Population:** 1104825 (Census 2011)  
**Dwellings:** 484500 (Census 2011)  
**Non Domestic:** 32098 (CFRMIS 2013)

\* Due to a revised definition of non-domestic premises performance prior to and after 2009/10 is not comparable

