



TYNE AND WEAR FIRE AND RESCUE AUTHORITY

Item No 4

MEETING: POLICY AND PERFORMANCE COMMITTEE 10 JULY 2023

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

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

1 INTRODUCTION

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

2 BACKGROUND

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

3 Q4 YEAR TO DATE 2022/23 OPERATIONAL PERFORMANCE

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



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

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

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

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

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



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

4 Operational Performance Initiatives

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



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

5 Corporate Performance Summary

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



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

6 Mets Comparison

6.1 In comparison to other Metropolitan FRS'-

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



7 Supporting TWFRS vision and values

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

8 Risk analysis

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

9 People Impact Assessment

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

10 Resource implications

10.1 There are no resource implications associated with this report.

11 Background papers

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