



## 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 10<sup>th</sup> NOVEMBER 2014 at 10.30 a.m.

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Dave Smith,  
Clerk to the Authority.

Civic Centre,  
SUNDERLAND.

31<sup>st</sup> October 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 7  
JULY 2014 at 10.30 a.m.

### **Present:**

Councillor N. Forbes in the Chair,

Councillors M. Forbes, Padgett, Perry and Stockdale.

### **Apologies for Absence**

Apologies for absence were submitted to the meeting on behalf of Councillor Harrison.

### **Declaration of Interest**

There were no declarations of interest.

### **Minutes**

1. RESOLVED that the minutes of the meeting of the Policy and Performance Committee held on 24 February 2014 (circulated) be confirmed and signed as a correct record.

### **Performance Report 2013/2014**

The Chief Fire Officer submitted a report providing the performance of the Authority against targets for 2013/2014. Members of the Policy and Performance Committee were requested to consider and scrutinise the contents of the report and provide comments.

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

The report was based on applying performance management against Service wide targets that had been set for 2013/2014 as featured in the Strategic Community Safety Plan.

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 it was considered that the Committee would be able to identify any issues that were contributing to the overall performance of the Service and take remedial action where necessary.

Members were advised that all incidents from 2009/10 to 2013/2014 highlighted that overall projectory was a downward trend. There was a low number of outdoor fires due to higher rainfall last year and Tyne and Wear had the lowest figures when compared to regional fire and rescue services.

Sadly, there had been five fatalities from all fires during 2013/2014. Three of which had occurred in Newcastle, one in Gateshead and one in South Tyneside. This meant that the target for this indicator had not been met, however despite that, Members were assured that Sunderland continued to have the lowest number of fatalities from all fires compared to the other fire and rescue services.

Members were informed that active steps were being taken to ensure the risk of deaths from accidental fires was reduced, including the refinement of targeting prevention and education work, improving the use of data to understand current risk by using community advocates, volunteers and operational staff to understand communities and improve targeting through working with partners.

It was reported that 568 accidental dwelling fires were attended in 2013/2014, a reduction of 21 from the previous year therefore Tyne and Wear had met its target.

Of the 568 accidental dwelling fires, it was reported that 241 were caused by cooking appliances, including the oven with the second largest being smoking related with 31 incidents. It had been recognised that cooking related fires were an issue across the service therefore Members were assured that this would be an area of focus for Operational and P&E staff in 2014/2015.

The Chair enquired if there was any knowledge of the tenure of properties that were targeted. Nina Griffiths responded advising that home safety checks would help to pick up this type of information.

Members were advised that there had been a reduction in injuries from accidental dwelling fires for the last three years. In 2013/2014 there had been 56 injuries from accidental dwelling fires, which was a reduction of 14 injuries

from the previous year. Details of the serious injuries from accidental dwelling fires were listed within the report.

Of the five local authorities, it was reported that South Tyneside was the only exception in the reduction of injuries with an increase of 50% when compared to the previous year. These all involved multiple victims, the details of the injuries sustained were included within the report.

John Pratt explained that investigations took place to look at individuals and how they were affected. Work also took place with the young people at the college whose first language was not English to explain safety messages.

In relation to deliberate fires, Members were advised that in 2013/2014 4,800 fires had been attended to, which was an increase of 993 from 2012/2013, therefore the target had not been met.

All fire and rescue services had reported an increase to the previous year, however with the exception of London, Tyne and Wear recorded the highest percentage increase and had the second highest number of deliberate fires.

Moving onto primary fires, Tyne and Wear had recorded a reduction of 47 deliberate primary fires compared to last year. Newcastle was the only district to report an increase in deliberate primary fires.

John Pratt stated that there was a downward trend in deliberate fires and that the Service was working continuously to combat this further. It was reported that many deliberate fires took place on grassland and scrub land in areas of Sunderland and Newcastle and that work was underway with the police in those areas. A table outlining the types of deliberate fires attended to since 2009/2010 to date was included within the report.

The Chair stated that one of the problems in Newcastle was that wheelie bins were often left out and set on fire and added that the issue of wheelie bins being left out could be in view of the cuts that had been made in environmental services.

Councillor Stockdale recalled that at a previous meeting Members had agreed that it would be useful if a piece of work could be undertaken to demonstrate what affect changes in environmental services had had on the Fire and Rescue Service.

The Chief Fire Officer responded advising that a large amount of work had been undertaken with students, partners and other local authorities to assess changes following the cuts.

Nina Griffiths reported that in 2013/2014 the Service attended 4,200 deliberate secondary fires, which happened to be a significant increase of 1,041 from 2012/2013.

Members were advised that when Tyne and Wear compare its performance to the other Metropolitan Fire and Rescue Services it had the most deliberate secondary fires in 2013/2014. Tyne and Wear also had the greatest increase compared to the previous year.

It was confirmed that work was underway within Service to combat deliberate secondary fires.

Members were advised that the Service had attended 10% less malicious false alarm calls in 2013/2014 compared to 2012/2013. However despite this positive performance, the Service continued to report the highest number of these incidents when compared to other authorities.

It was reported that in 2013/2014 the number of false alarm calls attended to due to automatic fire alarms from non-domestic premises was 2,450, which was a reduction of 221 on the previous years figures. With the exception of London this was reported to be the next highest number of automatic false alarm calls.

John Pratt explained that an Unwanted Fire Signals Group and a Fire Safety Officer Group were in place, both of which looked closely at investigation times of automatic false alarm calls. Work was underway with commercial premises where the calls came in from.

In terms of domestic fires, Members were advised that burnt toast had been the main cause over the last five years.

A summary was provided to highlight where performance was improving and how many fewer fires there had been in specific areas. The summary also provided an explanation of the work that was being undertaken to target areas where there had been more fires compared to previous years.

The Chair commented that the report was very interesting and that relationships at authority level were valuable. He stated that the report evidenced that there had been some excellent achievements and that all of the good performance should be celebrated. The chair requested that thanks be expressed to all staff for their hard work.

Councillor Stockdale enquired whether linkages with the police at ward level could be used by the Fire and Rescue Service to assist in improving local fire safety knowledge across the region. The Chair responded advising that local councillors tended to be the linkages with local communities and the way in which the Fire and Rescue Authority can support councillors was always a priority.

Members were advised that the Service liaised at a local level with partners regarding fire intelligence on the ground and it was anticipated that further work would be done around this as part of the organisational structural review. Overall, based on the performance data presented, 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 in 2012/2013: -

- 6% fewer Primary Fires
- 3.6% fewer Accidental Dwelling Fires
- 20% fewer Injuries from Accidental Dwelling Fires
- 8% fewer Non Domestic Automatic False Alarms Attended

2. RESOLVED that:-

- i) the contents of the report be noted and endorsed; and
- ii) the publication of the Performance Report be approved

(Signed) N. FORBES  
Chairman





**POLICY AND PERFORMANCE COMMITTEE: 10 NOVEMBER 2014**

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**SUBJECT: END OF Q2 (APRIL – SEPTEMBER) PERFORMANCE REPORT 2014/15**

**REPORT OF THE CHIEF FIRE OFFICER**

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**1 PURPOSE**

- 1.1 This report provides the Quarter 2 (April – September) performance of the Authority against the targets for 2014/15. 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 HR data such as sickness absence, women and ethnic minority communities in the workforce are also measured; unfortunately the HR data is not available in this report.
- 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. However, for the purposes of this report performance is only reported against the target set for 2014/15.
- 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.
- 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 actions 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 envisage

### **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 EQUALITY 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 2 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 2013/14:

- 31% fewer **Deliberate Secondary Fires**
- 30% fewer **Deliberate Fires**
- 24% fewer **All Fire Calls Attended**
- 4.6% fewer **Primary Fires**

11.2 The first two quarters of 2014/15 have seen an increase in malicious false alarms attended, injuries from accidental dwelling fires and accidental dwelling fires when compared with the same period last year.

11.3 The Committee is requested to:

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





# 2014/15 Performance Report

## End of Quarter Two Summary

(April – September)

Data and Information Audit	
Data compiled by:	KR
Checked by:	RH
Data valid at:	03/10/2014 1200hrs
Approved for Publication	
Approved by:	GA
Date Approved by:	17/10/2014

OFFICIAL

Please note that as the attached dataset may contain personal data this data should not be used for anything other than its intended purpose / audience, and should not be re-circulated without permission of TWFRS.

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## 1 Executive Summary

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

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

- 31% (796) fewer **Deliberate Secondary Fires** ↓
- 30% (879) fewer **Deliberate Fires** ↓
- 24% (923) fewer **All Fire Calls Attended** ↓
- 4.6% (39) fewer **Primary Fires** ↓
- 10% (109) fewer **Special Services** ↓
- 0.8% (10) fewer **DOMESTIC Automatic False Alarms Attended** ↓

However;

- 10% (28) more **Accidental Dwelling Fires** ↑
- 11.5% (3) more **Injuries from Accidental Dwelling Fires** ↑
- 37% (37) more **Malicious False Alarms Attended** ↑
- 1.6% (20) more **NON DOMESTIC Automatic False Alarms Attended** ↑

1.2 HR data such as sickness absence, women and workforce representation from our ethnic minority communities are also measured; unfortunately this data is not available for this report.

1.3 Mobilising data is also not available in this report, due the implementation of the new Mobilising System.

1.4 Performance data from other Mets is not currently available for this report.



Performance measurement forecasting indicates we are not currently expected to meet our targets in the following areas. Commentary is provided in this report as to how we intend to address these issues, and focus on achieving our targets in future.

- LI1: Number of deaths from accidental dwelling fires. (Forecast: 4, Target: 0)
- LI2: Number of deaths from all fires. (Forecast: 6, Target: 0)
- LI3: Number of injuries from accidental fires in dwellings, excluding precautionary checks. (Forecast: 65, Target: 53)
- LI8: Number of accidental fires in dwellings. (Forecast: 585, Target: 540)
- LI9: Number of accidental kitchen fires in dwellings. (Forecast: 397, Target: 338)
- LI21: Number of malicious false alarms attended. (Forecast: 270, Target: 206)
- LI22: Number of false alarm calls due to automatic fire alarms from non-domestic premises. (Forecast: 2432, Target: 2333)
- LI23: Number of false alarm calls due to automatic fire alarms from domestic premises. (Forecast: 2562, Target: 2411)

1.5 This report details this analysis and associated local intelligence for Quarter Two 2014/15.

## 2 Introduction

2.1 This performance report provides a comprehensive overview of the organisation's performance against Community Outcome Indicators.

For each indicator, we measure performance in the following ways:

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

2.2 This data is analysed quarterly and local intelligence added to the statistical analysis. This report details findings of this joint approach to performance management in TWFRS and includes cumulative data as at the end of Quarter Two 2014/15. All data is compared to the same time period of the previous year.

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

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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

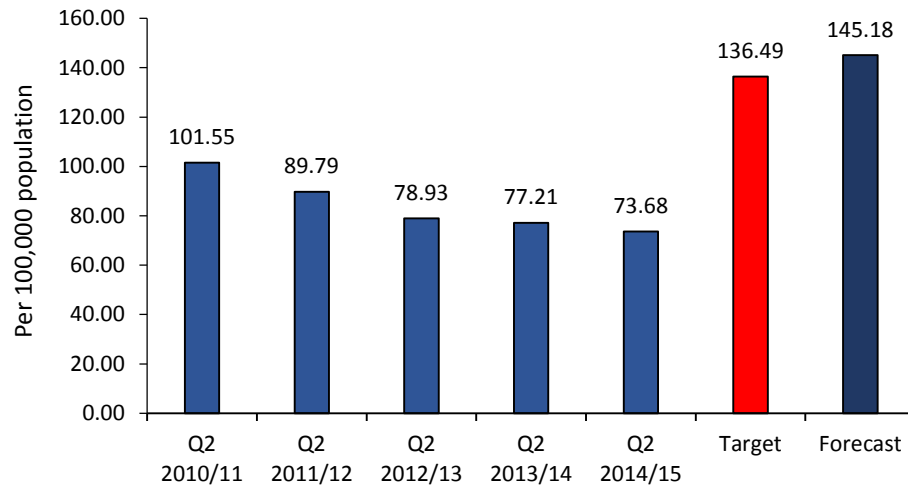
Our Community Outcome KPIs relate to incidents, specifically fires and the associated deaths and injuries. They reflect the organisational priorities for 2014/15, and are broken down as follows:

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

### 3.1 (LI29) Primary Fires per 100,000 Population

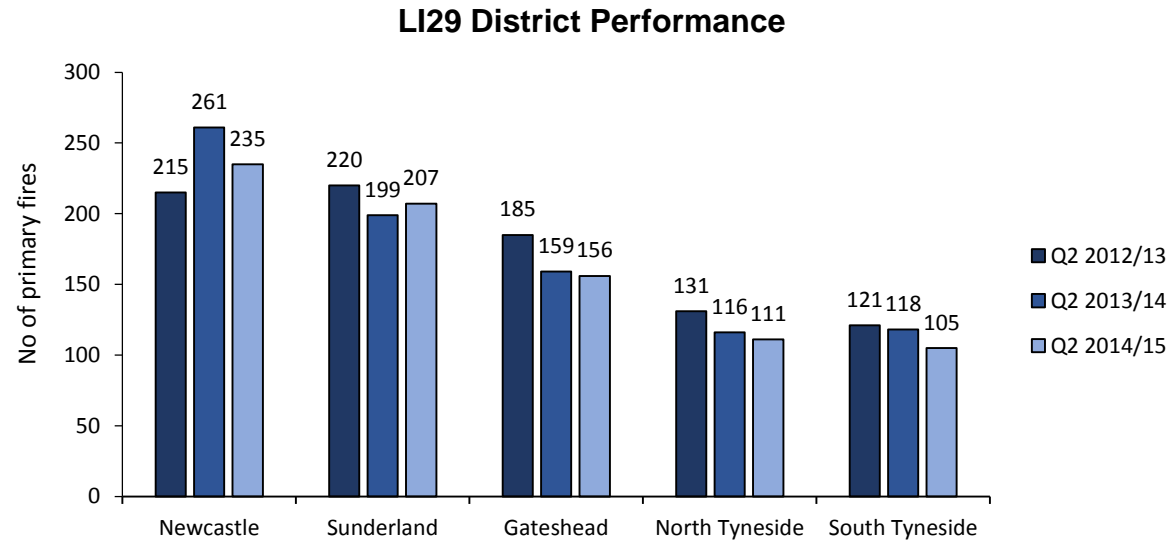
3.1.1 Primary fires include all fires in buildings, vehicles and outdoor structures or any fire involving casualties, rescues, or fires attended by five or more appliances. LI29 is a high level indicator, and is made up of LI8; accidental dwelling fires, LI17; deliberate primary fires and LI35 non domestic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

**LI29 Service Performance**



3.1.2 By the end of Quarter Two 2014/15 we attended 814 primary fires, which is a reduction of 39 (4.6%) from the same period last year. We have seen a 27.5% reduction of primary fires over the last five years.

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



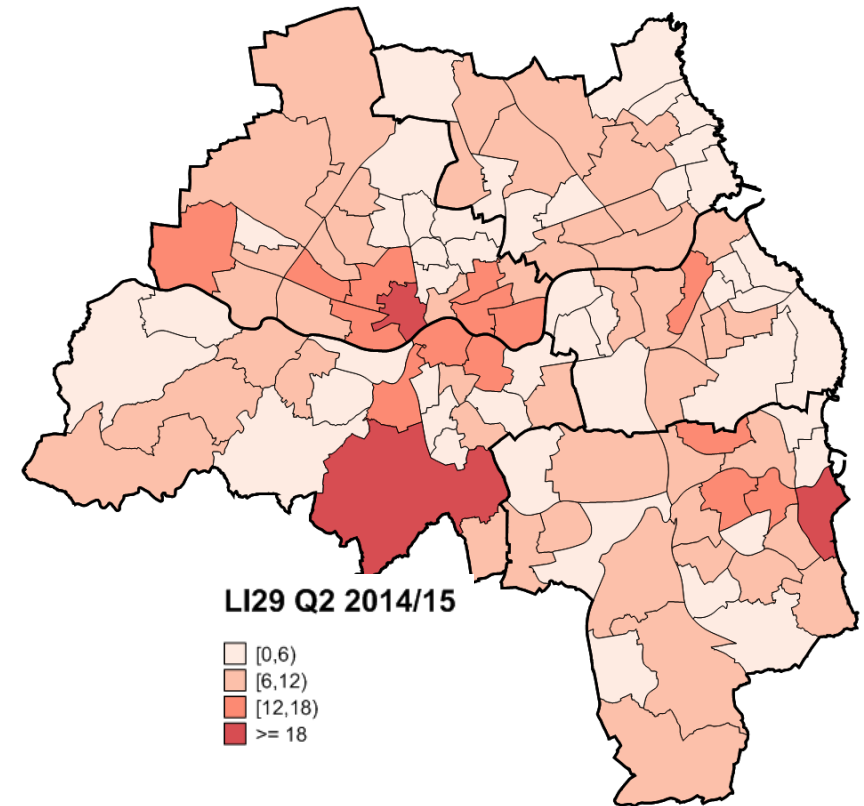
3.1.3 Four districts recorded a reduction in primary fires compared to the same period last year, with Gateshead, North Tyneside and South Tyneside showing year on year improvement for three consecutive years. Sunderland District recorded a slight increase of 8 incidents (4%); however Newcastle District continues to have the most primary fires.

3.1.4 Following analysis of the data there has been an increase in the number of primary fires where the source of ignition was cooking appliance – cooker inc oven, rising by 16 from the same period of the previous year, 15 of these additional incidents occurred in Newcastle District.

3.1.5 Sunderland saw an increase in electricity supply – wiring, cabling and plugs as the source of ignition rising from 6 to 12, as did Gateshead who saw an increase of 9 incidents relating to wiring, cabling and plugs.

**(LI29) Primary fires district performance Quarter Two 2014/15**

District	Ward	Q2 2012/13	Q2 2013/14	Q2 2014/15
Sunderland	Hendon Ward	19	7	25
Gateshead	Lamesley Ward	15	12	24
Newcastle	Westgate Ward	25	27	23
Newcastle	Fenham Ward	8	12	17
Newcastle	Elswick Ward	18	20	17
Sunderland	Millfield Ward	21	15	15
Gateshead	Lobley Hill and Bensham Ward	9	15	15
Newcastle	Newburn Ward	6	14	15
Newcastle	Byker Ward	13	16	15
Sunderland	Pallion Ward	13	8	15



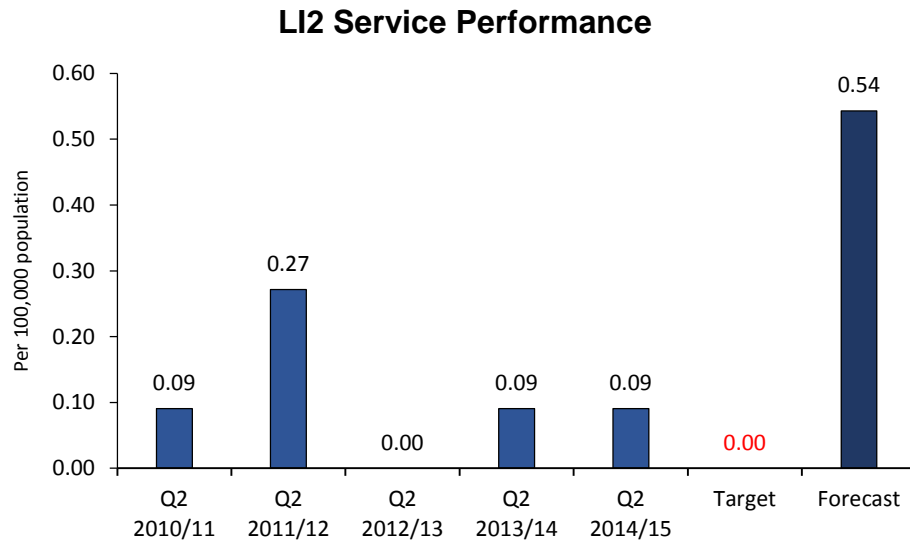
3.1.6 The above table shows the wards with the highest number of primary fires throughout the service by the end of Quarter Two 2014/15. Hendon ward has the highest number of incidents with an increase of 18 from the same period of the previous year. Of the 25 primary fires in Hendon ward, 14 of these incidents were accidental, 10 deliberate and 1 unknown. Further analysis shows there have been 9 vehicle fires, 5 cooking related fires and 3 incidents related to electricity supply. Police investigate every deliberate vehicle fire however no intelligence has been fed back to the district regarding any identifiable trend. HSC activity in this area continues to focus on kitchen safety and particularly hob related fires. Work is ongoing with Gentoo regarding a pilot whereby ad hoc inspections are to take place by qualified staff from the company to see if there are any concerns relating to their tenants electricity installation.

**(LI29) Primary fires district performance Quarter Two 2014/15**

- 3.1.7 Lamesley ward also saw a significant increase, rising from 12 to 24. Work is ongoing in Lamesley ward – this was an unexpected spike which is now being considered. There has been a spate of vehicle fires (7) which are being investigated by the Police. There was no specific trend within this indicator; all other issues have been identified.
- 3.1.8 Five of the wards in the above table are in Newcastle District and account for 40% of the district's total number of primary fires.

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

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

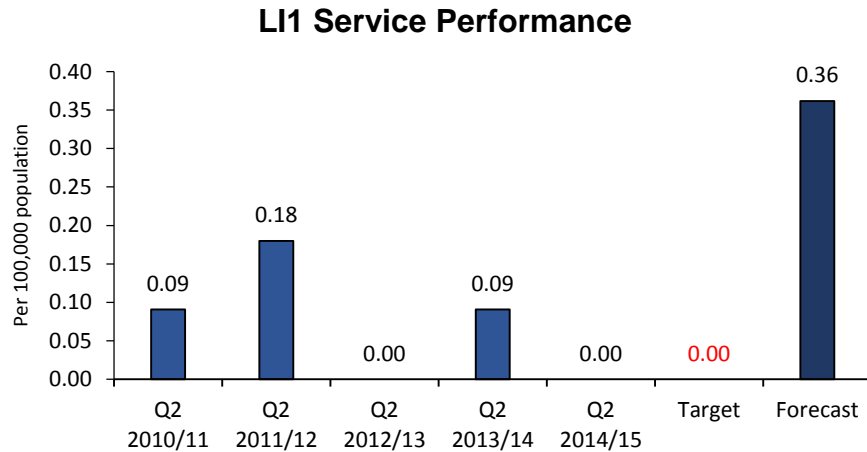


3.2.2 Sadly there was one fatality from all fires (not just accidental) which occurred in April 2014 and was reported on in the previous report. This incident occurred in Gateshead and was caused by heat source and combustibles brought together deliberately. This incident is currently being investigated by Northumbria Police. There were no fatalities during the Quarter Two period 2014/15. (June to September).



### 3.3 (L1) Number of fatalities from accidental fires in dwellings per 100,000 population:

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



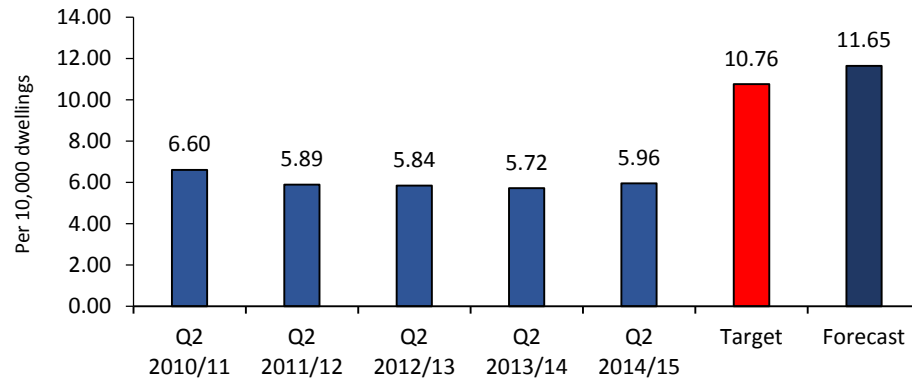
3.3.2 TWFRS recorded zero accidental fire deaths by the end of Quarter Two 2014/15. We continue to take active steps to ensure we reduce the risk of death from accidental fires by continuing to refine our targeting of prevention and education work, improving the use of our data to understand current risk and by using community advocates, volunteers, prevention and education and operational staff to improve intelligence and provide a better understanding of our communities and also improving our targeting through working with partners.

3.3.3 When a fatality occurs an incident profile is produced providing details of the victim, the location, the incident, MOSAIC profile and details of any other incidents in the area. This information is used in a case conference with partners to identify if any actions can be taken to prevent the occurrence of a similar event in future.

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

3.4.1 An accidental fire is defined as 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**



3.4.2 We attended 299 accidental dwelling fires by the end of Quarter Two 2014/15, an increase of 28 (10%) from the same period last year. Of the 299 accidental dwelling fires that occurred 220 (74%) started in the kitchen. The most common cause being cooking appliance – cooker including oven, this increased by 7 incidents (5.7%) from the previous year. The second largest cause being cooking appliance – grill/toaster which increased by 16 incidents. It has been recognised that cooking related fires is an issue across the service and will remain an area of focus for Operational and Prevention and Education staff in 2014/15.

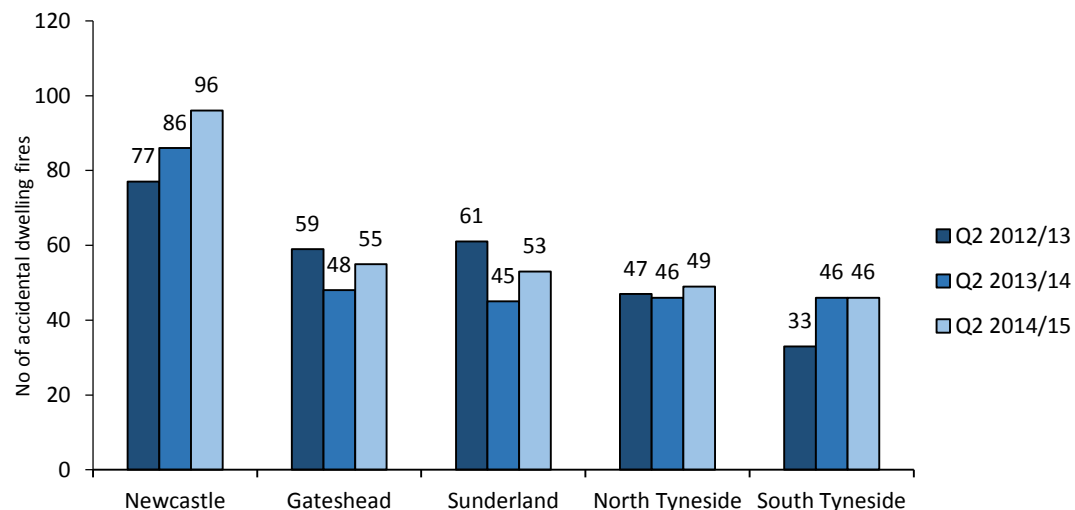
3.4.3 It is pleasing to note that the number of accidental dwelling fires caused by smoking materials saw a reduction of 14% by the end of Quarter Two 2014/15 when compared to the same period of the previous year.

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

- 3.4.4 No firefighting or small means was the main FRS action in 65% of the accidental dwelling fires that occurred by the end of Quarter Two 2014/15.
- 3.4.5 Smoke alarms were present in 87% of the dwellings where an accidental fire occurred by the end of Quarter Two 2014/15 compared to 71% during the same period of the previous year. A smoke alarm activated in 201 of the 299 incidents. (67%)
- 3.4.6 By the end of Quarter Two 2014/15 slight reductions were recorded in the number of accidental dwelling fires in property types Owner Occupied and Private Rented. Social Rented Housing saw an increase of 52% from the same period of the previous year accounting for 44% of the total number of incidents.

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

LI8 District Performance



District	Ward	Q2 2012/13	Q2 2013/14	Q2 2014/15
Newcastle	Fenham Ward	5	4	11
Gateshead	Lobley Hill and Bensham Ward	3	3	9
Newcastle	Elswick Ward	3	10	8
Newcastle	Byker Ward	7	5	8
Newcastle	South Heaton Ward	4	5	7
Gateshead	Lamesley Ward	1	1	7
Newcastle	Walkergate Ward	2	3	7
Sunderland	Hendon Ward	9	2	7

3.4.7 All districts recorded increases in this indicator by the end of Quarter Two 2014/15, with the exception of South Tyneside who remained consistent with 2013/14 performance.

3.4.8 The table above shows the wards with the highest number of accidental dwelling fires by the end of Quarter Two 2014/15. Five of the 8 wards are in Newcastle and account for 43% of the districts total. Fenham ward saw the biggest increase, closely followed by Lobley Hill and Bensham and Lamesley Ward.

## **(LI 8) Accidental Dwelling Fires District Performance - Quarter Two 2014/15**

3.4.9 **Newcastle** District recorded an increase of 10 incidents (11.6%) by the end of Quarter Two 2014/15 in comparison to the same period last year.

Fenham ward saw an increase of 7 incidents in comparison to the same period last year. Eight of the 11 incidents in Fenham ward were in two separate sheltered housing premises.

Of these incidents there have been 75 kitchen fires and 21 non-kitchen fires. During the same period last year there were 47 kitchen fires and 39 non-kitchen fires. Kitchen fires have increased by 59.6% during this reporting period and has been identified at District Performance Action Group meetings as an emerging issue.

The District is working closely with YHN to identify vulnerable occupants, especially those that have had false alarm near miss incidents.

They have trained several partner agencies including Carers, Medical Professionals and Care Planners, with regard to fire safety hazard awareness. This results in partners delivering fire safety advice to their clients and sign posting vulnerable clients for intervention by the Prevention and Education team.

Work with partners has ensured that on a monthly basis a fire safety article is placed in the Byker Community Trust Newsletter.

3.4.10 **Gateshead** District recorded an increase of 7 incidents (14.6%) by the end of Quarter Two 2014/15 when compared to the same period last year, the emerging trend within this indicator is kitchen fires. The district will continue to emphasise dangers in the kitchen and explaining good housekeeping during HSC's and post-incident hot-strikes. Clusters of incidents will be identified and "Fire Safety In The Home" booklets will be delivered to these streets using volunteers. Fire safety advice will also become a regular feature in *Council News*.

Gateshead is to be home to nearly 1,000 Northumbria University students and we are working with relevant organisations to ensure that fire safety messages are given. Prevention and Education staff are attending and presenting at freshers' meetings and this will continue for some time.

## **(LI 8) Accidental Dwelling Fires District Performance - Quarter Two 2014/15**

The district uses Carecall to carry out annual HSC's at their properties, (nearly 5,000) so far this year and is engaging with the drink & drug abuse agency Turning Point to establish a MoU for them to do the same. TGHC contractor Mears already places our smoke alarms in void properties that they are refurbishing.

- 3.4.11 **Sunderland** District recorded an increase of 8 incidents (17.8%) by the end of Quarter Two 2014/15 when compared to the same period last year, 41 of these incidents originated in the kitchen an increase of 6 compared to the same period last year and district prevention focus will continue to remind those most at risk of the dangers associated with cooking via the HSC programme.

Following any Accidental Dwelling Fire, advice is given at the scene where appropriate. This is particularly relevant when it is a minor fire in order to educate the occupiers and prevent a possible reoccurrence.

Hot Strikes are always carried out by operational crews at an appropriate time following a dwelling fire in order to highlight key issues such as kitchen safety and educate the immediate neighbourhood locally.

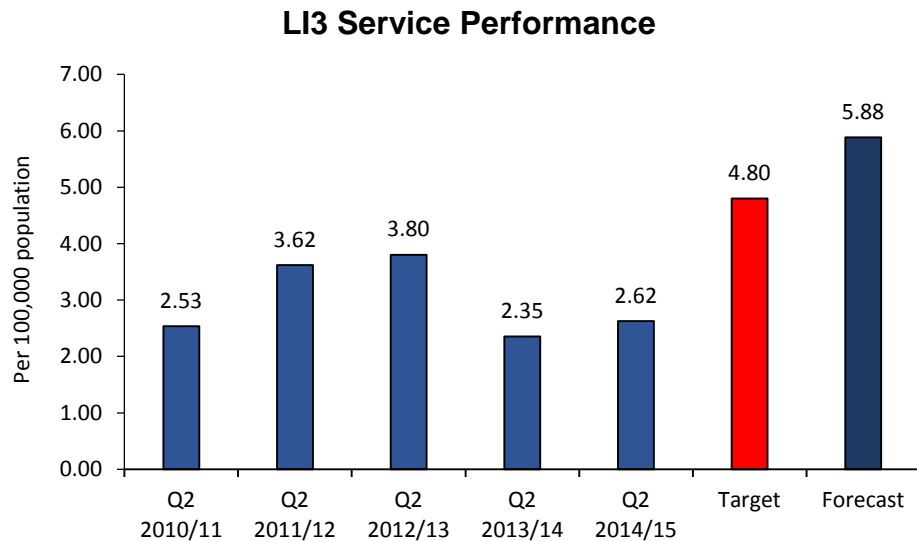
- 3.4.12 **North Tyneside** recorded an increase of 3 incidents (6.5%) by the end of Quarter Two 2014/15 in comparison to the same period of the previous year. The district has provided a magazine article for Our North Tyneside to reinforce the message around kitchen safety.

The district will continue to target this indicator group by utilising the information provided for the 1:1 priority lists based upon Mosaic code. Chip pan fire demonstrations to be carried out at Sainsbury stores in Monkseaton and Northumberland Park as part of Sainsbury's Fire Safety week (w/c 13<sup>th</sup> October). Following a multi-agency initiative that ran from 26 to 29 Aug 2014 in Battle Hill over 40 HSCs were completed. The district will continue to canvas support amongst partners for the provision of Carecall to protect those most vulnerable from fire.

- 3.4.13 **South Tyneside** District remained constant with 46 incidents by the end of Quarter Two 2014/15 when compared to the same period last year. South Tyneside continue to note the proportion of kitchen fires remains high and we use this information to shape HSC delivery particularly in the immediate hot strikes post incident. This influences updates to partners who focus attention on reducing accidental fires in dwellings on our behalf.

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

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

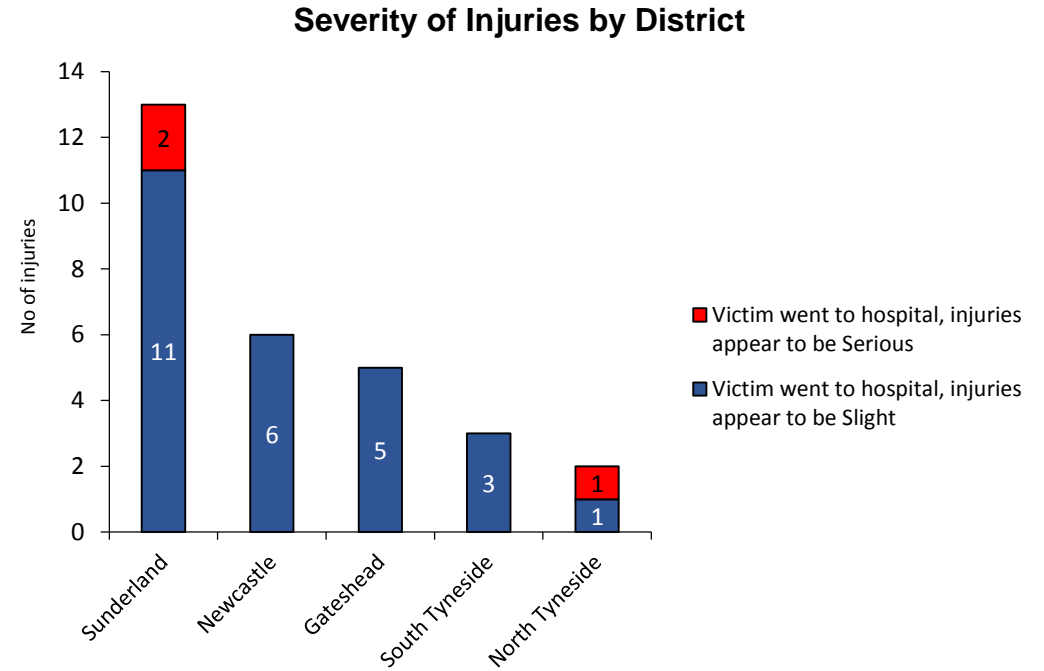
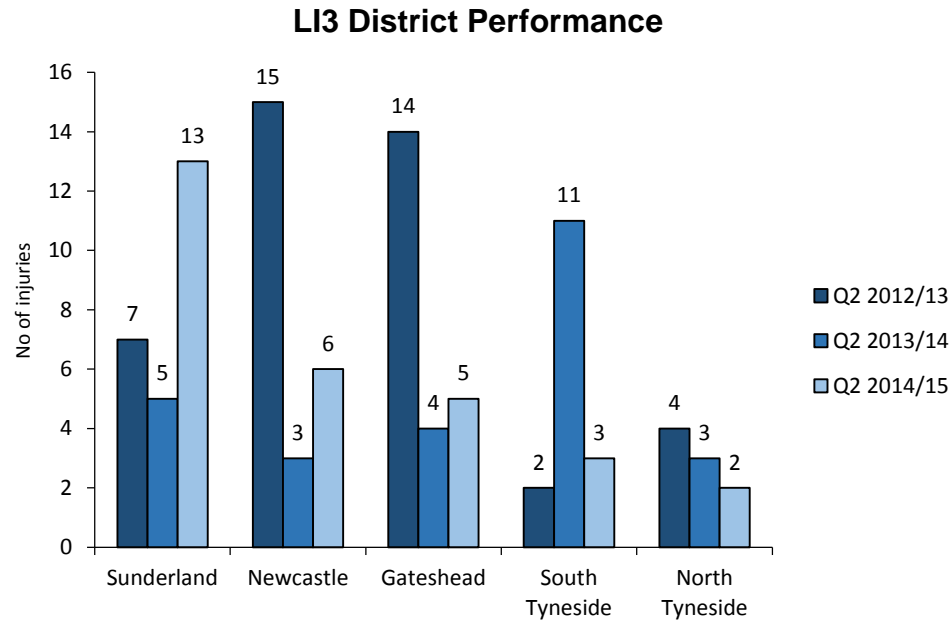


3.5.2 We have seen an increase in injuries from accidental dwelling fires from 26 to 29 (11.5%) in comparison to the same period of the previous year.

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

3.5.4 Of the 29 injuries in Quarter Two 2014/15 41% occurred in persons over the age of 65 and 16 (55.2%) were caused by cooking.

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



3.5.5 North and South Tyneside both saw a reduction in this indicator; all other districts saw an increase with Sunderland having the highest increase of 8.



### **(LI3) Injuries from Accidental Dwelling Fires District Performance – Quarter Two 2014/15**

3.5.6 **Sunderland** District recorded 13 injuries by the end of Quarter Two 2014/15, an increase of 8 in comparison to the same period of the previous year. Watches understand the importance of carrying out hot strikes where/when appropriate and in all cases where a referral is made to Prevention and Education department from watches, these incidents are analysed/visited and progressed via partner agencies.

3.5.7 **Newcastle** District recorded 6 injuries by the end of Quarter Two 2014/15 an increase of 3 in comparison to the same period of the previous year, although this is a reduction of 9 when compared to Quarter Two 2012/13. There have been no serious injuries and 6 slight injuries. Two of these injuries occurred at the same incident and one of the persons injured was in the over 55 category.

A press release was issued following an incident in Newcastle East's area highlighting the dangers associated with unattended tea lights. Prevention and Education staff carried out a HSC and battery operated tea lights were issued to the family and additional detection provided. The male occupant of this property received burns to his hand and foot extinguishing the fire.

3.5.8 **Gateshead** District recorded 5 injuries by the end of Quarter Two 2014/15, an increase of 1 in comparison to the same period of the previous year, although this is a reduction of 9 when compared to Quarter Two 2012/13. The district is aware that the trend is the elderly and with partners help will continue trying to identify and target those most at risk. As well as carrying out targeted HSC's, there will be educational visits to sheltered accommodation and kitchen fire safety advice placed in *Council News*. The "Let Someone Know" initiative (whereby Partner's staff are encouraged to share information about the vulnerable that they encounter) will be re-launched as part of the expected review of the Fire Response Protocol that we have agreed with GMBC.

The district is working with GMBC and intends to trial a procedure where adjacent access is available to a TWFRS PC and a Safeguarding Adults PC, both based at Gateshead Civic Centre, enabling immediate cross-referral of the information on the vulnerable.

The district uses Carecall to carry out annual HSC's at their properties (nearly 5,000) so far this year and is engaging with the drink & drug abuse agency Turning Point to establish a MoU for them to do the same. TGHC contractor Mears already places our smoke alarms in void properties that they are refurbishing.

### **(LI3) Injuries from Accidental Dwelling Fires District Performance – Quarter Two 2014/15**

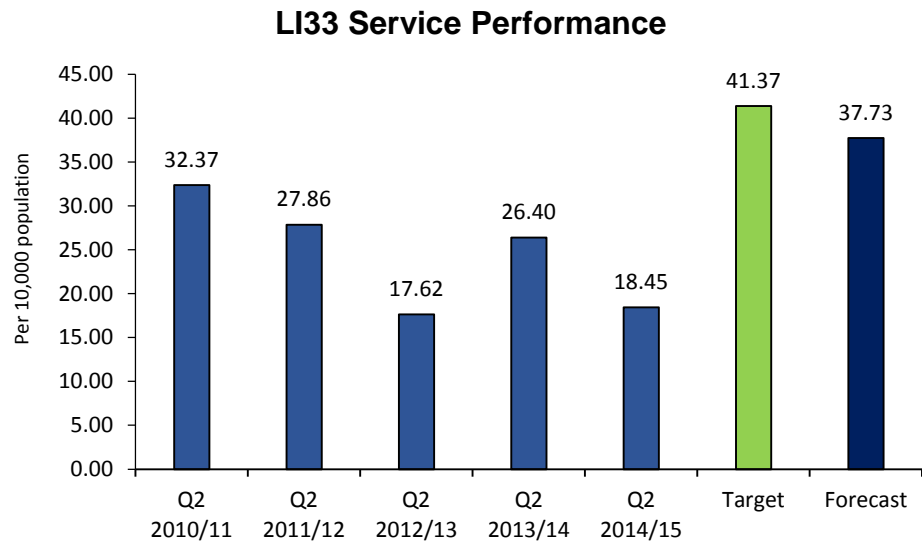
3.5.9 **South Tyneside** District recorded 3 injuries by the end of Quarter Two 2014/15, a reduction of 8 in comparison to the same period of the previous year. South Tyneside Crews and Community Safety Department continue to highlight the importance of the escape plan aspect of HSCs to encourage people to leave a property where fire has been discovered and thus reduce the potential for fire related injuries in dwellings.

Reducing accidents at play (RAP) is a CHILD-safety project in South Tyneside which aims to help more than 1,000 youngsters to stay safe as they play. RAP week takes place from 30<sup>th</sup> September to October 11<sup>th</sup> at South Shields Fire Station. The RAP scenario relating to fire will also highlight the need to leave a property upon discovering a fire and reduce the potential for injury from firefighting.

3.5.10 **North Tyneside** District recorded 2 injuries by the end of Quarter Two 2014/15, a reduction of 1 injury in comparison to the same period of the previous year. Both injuries occurred in Quarter One 2014/15 and North Tyneside have had no injuries over the last three months.

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

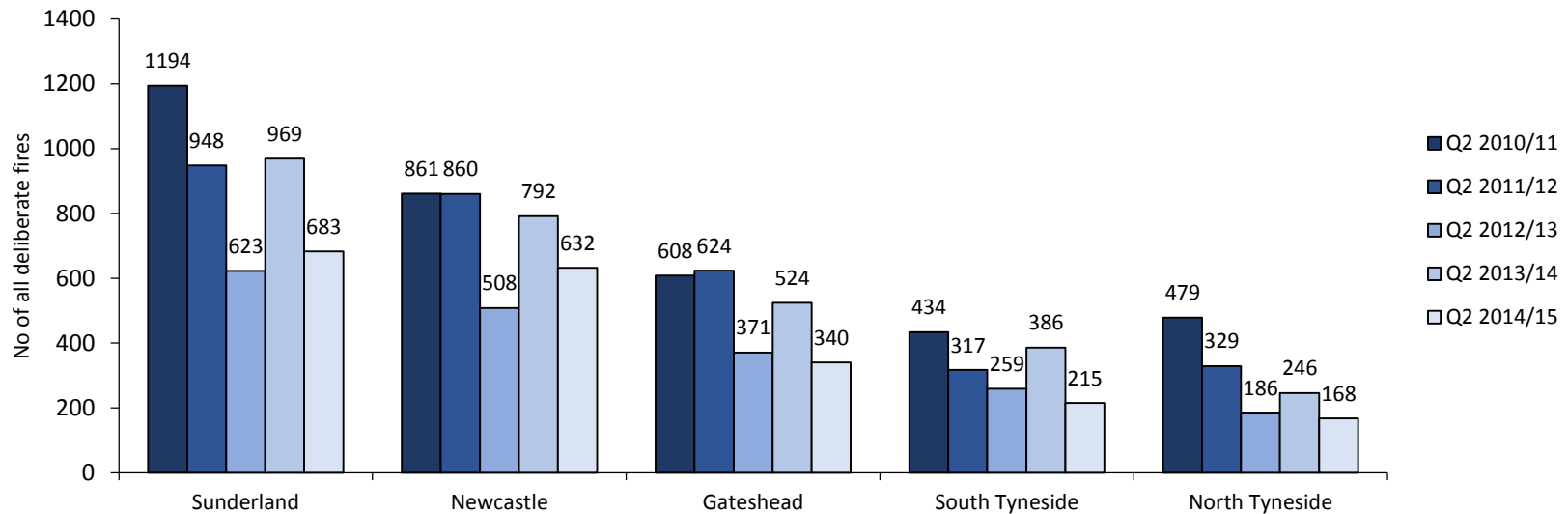
3.6.1 The following indicator outlines our performance in relation to the number of all deliberate fires that we attend. A deliberate fire is defined as an incident where the cause of the fire is suspected to be non-accidental. This indicator includes fires that are both reported as being a primary and secondary fire. A secondary fire is reported as one which does not involve property (including derelict property and vehicles) or a casualty.



3.6.2 By the end of Quarter Two 2014/15 TWFRS attended 2038 deliberate fires, this is a substantial reduction of 879 incidents (30%) in comparison to the same period last year and shows a 43% reduction in deliberate fires during Quarter Two over the last five years.

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

**LI33 District Performance**

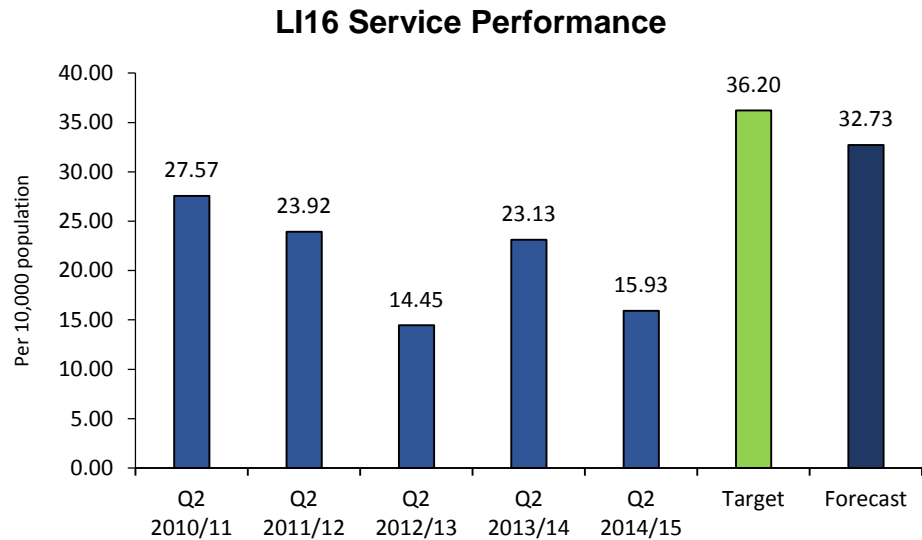


3.6.3 All districts have recorded exceptional reductions by the end of Quarter Two in comparison to the same period last year with South Tyneside having the biggest reduction of 44.3%, Gateshead with 35.1%, North Tyneside with 31.7%, Sunderland with 29.5% and Newcastle with 20.2%.

3.6.4 The following indicator details deliberate **secondary** fires, which form part of this indicator. There has also been a significant decrease in this area.

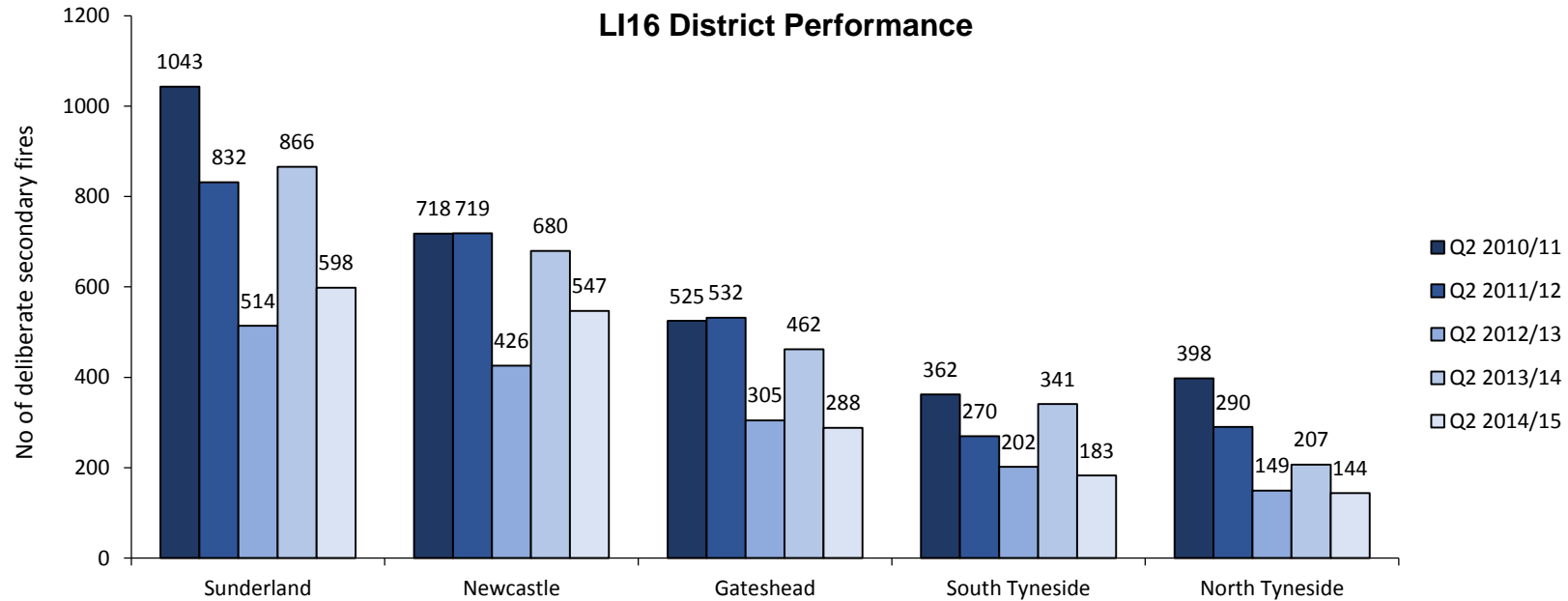
### 3.7 (LI16) Number of Deliberate Secondary Fires per 10,000 Population

3.7.1 This indicator outlines our performance in relation to the number of deliberate secondary fires (anti-social behaviour) that we attend. A deliberate fire is where the cause is suspected to be non-accidental. (NB Once more than four pumps are involved in an incident the incident will be classified as a primary fire)



3.7.2 By the end of Quarter Two 2014/15 TWFRS attended 1760 deliberate secondary fires, this is a significant reduction of 796 incidents (31%) in comparison to the same period of the previous year and shows a 42.2% reduction in deliberate secondary fires during Quarter Two over the last five years.

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



3.7.3 This graph shows the number of deliberate secondary fires that occurred by the end of Quarter Two over the last five years broken down by district. All districts are showing considerable decreases in comparison to the same period last year and are showing a remarkable reduction over the last five years. Gateshead, South Tyneside and North Tyneside have recorded their lowest figures for five years.

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

## **(LI16) Number of Deliberate Secondary Fires District Performance - Quarter Two 2014/15**

3.7.5 **Sunderland** District recorded a reduction of 268 incidents (30.9%) when compared to the same period last year with two months in 2014/15 in particular showing spikes (April 139 incidents and September 122 incidents).

When compared with the same period the previous year there have been substantial reductions. In Quarter Two 2013/14 there were 295 refuse related fires, 169 grassland, 98 wheeled bins, and 23 skip fires. The same comparisons for Quarter Two 2014/15 are 249 refuse related, 64 grassland, 91 wheeled bins and 10 skip fires.

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

3.7.6 **Newcastle** District recorded a reduction of 133 incidents (19.6%) when compared to the same period last year.

During Quarter Four of 2013/14, funding was secured through Safe Newcastle to run a 'Lighter Nights Campaign' that involved Safety Works and Phoenix in Elswick Ward Area. This was supported with target based anti social behaviour reduction activity by watches and a Service Delivery Initiative.

During the year watch based activity has been directed by Station Managers to areas identified at monthly DPAG using 'Hotspot Maps'. This may be a contributory factor towards reductions in loose refuse fires.

September has seen a marked increase in deliberate secondary fires in Elswick, Westgate and Byker. In Elswick and Byker there have been increases in fires in loose refuse and prior to this and during September watches have increased anti social behaviour reduction work in Newcastle South's area with watches being allocated specific localities to target. Areas in Byker and Walker have also seen notable increases and watches are to be allocated specific localities to target.

By the end of Quarter Two 2014/15, wheelie bin fires increased by 93.5% and there has been a total year to date of 141 compared to 88 in 2013. Fires involving loose refuse, small refuse containers, grassland and skips have all had reductions.

Loose refuse and wheelie bins in the Elswick Ward and Wingrove Wards have been targeted during September for a week of activity involving TWFRS Personnel and Partners. A revised design of wheelie bin stickers has also been produced and used during the initiative. This work has received positive feedback from the local community and ward councillors. Newcastle East 'Hotspot Areas' will be targeted with a similar initiative during Quarter Three.

## **(LI16) Number of Deliberate Secondary Fires District Performance - Quarter Two 2014/15**

Newcastle District Action Performance Group identified areas of the city where the build of rubbish increases following students leaving private rented accommodation. These areas have been target hardened by watches and Prevention and Education. An information session is being planned to deliver to students during this current academic year to raise their awareness of possible sanctions and also the effect on the community. TWFRS work has received positive feedback from local councillors and partner agencies.

Funding secured through Safe Newcastle from PCC has been allocated to support the annual 'Darker Nights Campaign'. Newcastle Prevention and Education also continue to support the annual Walker Park Bonfire however due to lack of resources the annual Bonfire in Elswick is not going ahead this year. Elswick has been identified by the district as a ward with increased fire related activity in Quarter Two.

- 3.7.7 **Gateshead** District recorded a reduction of 174 incidents (37.7%) compared to the same period of the previous year. Anti social behaviour monitoring will continue and increase during the Bonfire Period campaign. The district are also carrying out School Assembly fire safety talks with the Police and these include the consequences for the perpetrator of Arson clearly given (e.g. the video "Jack's Story"). We are leading the Bonfire Period planning process for the Borough.

Parent Mail will be extended and used for seasonal fire safety messages within district. This is directed at the parents of children to ensure that where possible safety procedures are followed (fireworks) and other information related to the consequences of ASB. We also use social media to get fire safety messages across to the community within Gateshead borough.

The district are involved in a major new initiative called Vanguard. GMBC completed 7,216 fly tipping uplifts last year at a cost of £450,000. Vanguard has been established as the uplifts are increasing year on year yet the budget for such work is diminishing. Vanguard replaces the Street Action Enforcement Team (SAET) and takes over their responsibilities but applying different techniques. Vanguard intend to charge those responsible for fly tipping rather than just collect refuse. Initially, we may see an increase in this indicator until Vanguard procedures have been established within GMBC.



## **(LI16) Number of Deliberate Secondary Fires District Performance - Quarter Two 2014/15**

- 3.7.8 **South Tyneside** District recorded a reduction of 158 incidents (46.3%) when compared to the same period last year. The collection of fire related, anti social behaviour evidence by crews, Prevention and Education and making this evidence available to partners helps shape local strategy for partnership work and development of local resources. Examples of where this information is used include; Police activity, the deployment of local wardens, the Darker Nights Campaign, specifically Bonfire related work all with the emphasis on anti social behaviour fires and anti social behaviour activity. Locally we are conscious that due to restructuring of Local Authority departments, with new faces around the table we may see a change in how this intelligence is acted upon by partners. The district continues to monitor performance in relation to this activity.
- 3.7.9 **North Tyneside** District recorded a reduction of 63 incidents (30.4%) when compared to the same period last year. The district took part in a week long initiative in Battle Hill which saw partners and young people come together to improve the local area collecting over half a tonne of litter during a clean-up event, reducing the risk of anti-social behaviour fires in the area. Estate clean ups continue to remove combustible fuel that could lead to secondary fires. We will continue with this approach with North Tyneside Council as it is effective as a strategy to reduce deliberate secondary fires.

The district identified an issue due to the refurbishment of the Seine Boat Public House to convert it to a supermarket. Compromised security of the site lead to both the site being affected by deliberate fire and also the removal of combustible refuse from the site which lead to numerous secondary fires. Partnership working with Police and the Local Authority has now reduced these occurrences and identified two known fire setters that have been referred for specialist medical intervention beyond that of the education previously provided under the JFEP.

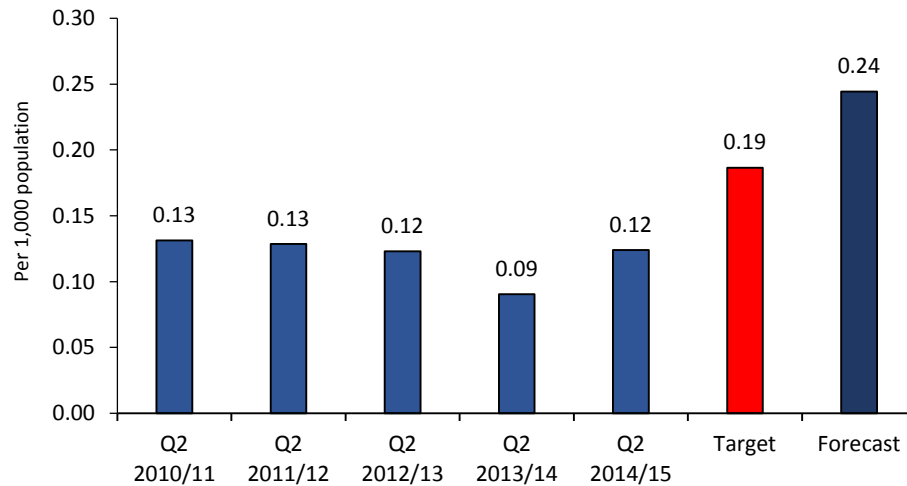
A recent magazine article provided for Our North Tyneside provided educational messages in preparation for Bonfire Season.

The District will continue to work with secondary schools to deliver targeted education in preparation for the bonfire season whilst providing the Crucial Crew program at Tynemouth Community Fire Station; an event that will see over 1000 school children receive community safety messages around firework and bonfire safety.

### 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).

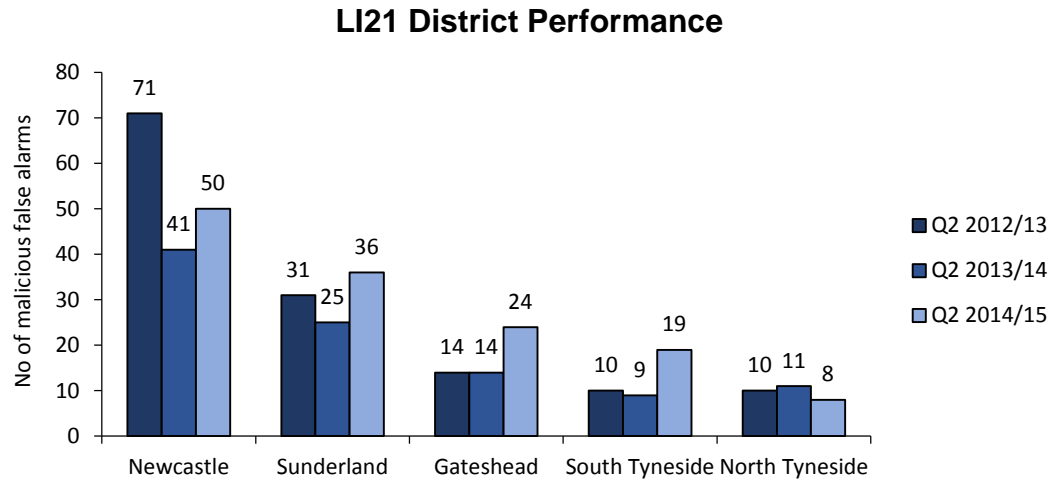
**LI21 Service Performance**



3.8.2 We attended 137 malicious false alarms by the end of Quarter Two 2014/15 which is an increase of 37 incidents (37%) from the same period last year.

3.8.3 The service wide schools education programme continues to emphasise the consequences of hoax calls and the Call Challenge procedure carried out by Control continues to be applied in an effort to reduce these incidents.

**(LI21) Number of Malicious False Alarm Calls Attended District Performance – Quarter Two 2014/15**



District	Building	Total
Newcastle	Regent Centre Metro Station	8
Newcastle	Hawthorn Primary School	2
Newcastle	Premier Inn New Bridge Street West	2
Sunderland	Sunderland Royal Hospital	2
Sunderland	Clanny House	2
Gateshead	Derwentwater Ct	2
South Tyneside	Bishop Ramsey Court	2
North Tyneside	Four Lane Ends Metro Station	2

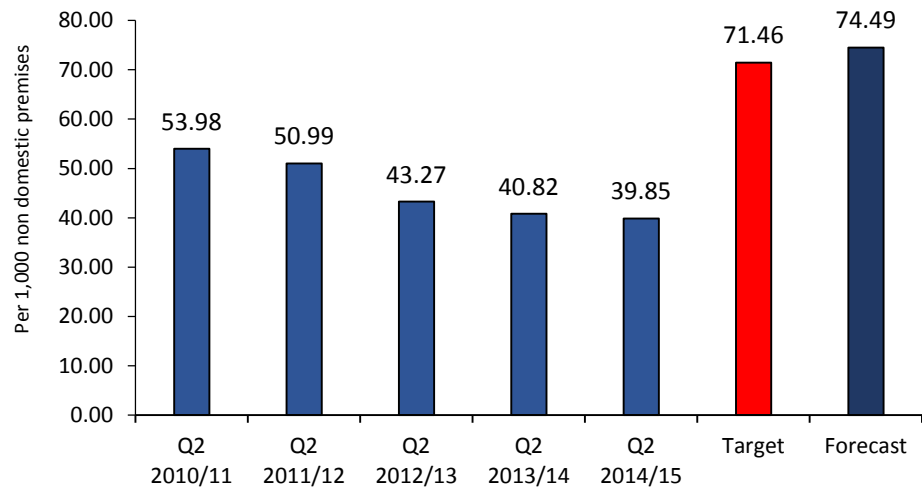
3.8.4 All districts saw an increase in this indicator with the exception of North Tyneside who recorded a reduction of 3 incidents.

3.8.5 The above table shows the number of properties with 2 or more malicious false alarms by the end of Quarter Two 2014/15. Three of these properties are in Newcastle District with Regent Centre Metro Station having 8 malicious false alarm calls accounting for 16% of the district’s total.

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

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

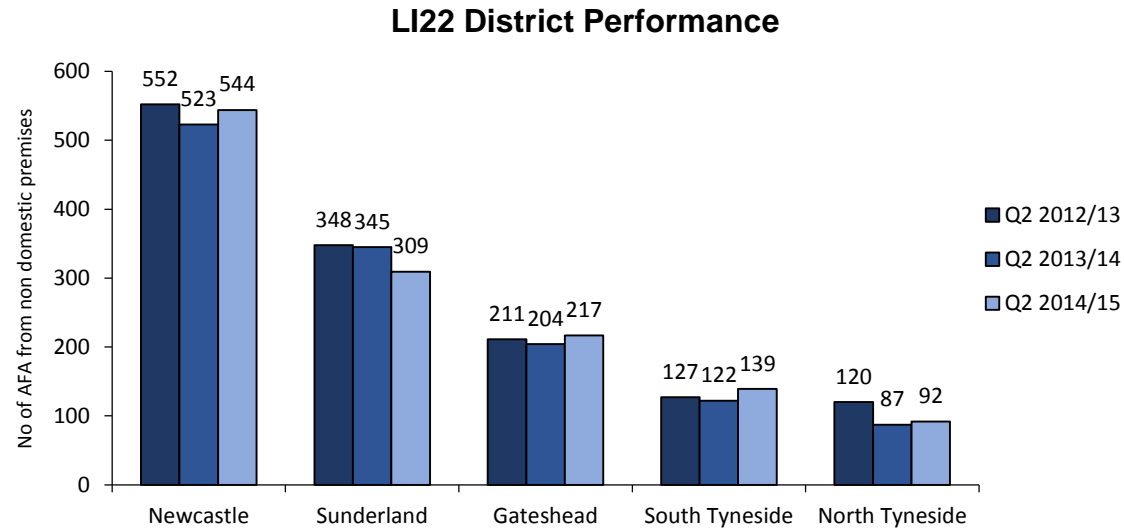
**LI22 Service Performance**



3.9.2 We attended 1301 incidents by the end of Quarter Two of 2014/15, this is actually an increase from the previous year of 20 incidents however is showing as a reduction in the above graph due to the number of non-domestic premises in Tyne and Wear increasing (rising from 31,381 to 32,647).

3.9.3 Of the 1301 incidents 434 (38%) were caused by system faults an increase of 36 from the same period of the previous year. The second highest reason for alarm activation being accidentally/carelessly set off with 172 incidents (15%), an increase of 6.

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



- 3.9.4 Hospitals and medical care continues to be the main premises type throughout the Service, with 217 incidents accounting for 17% of the service total; however, in comparison to the same period last year this has reduced by 6% reflecting the good working relationships that Fire Safety staff continue to foster with colleagues within the NHS trusts in Tyne and Wear.
- 3.9.5 Education premises saw the second highest number of false alarms due to automatic fire alarms from non-domestic premises with 190 incidents or 15% of the service total. Again this is a reduction from the same period of the previous year of 14%.
- 3.9.6 201 (15%) of the incidents were classed as other residential with the majority of these (53%) being in residential homes. This premises type has increased from 76 to 106 incidents (39%) in comparison to the same period last year.

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

3.9.7 **Newcastle** District recorded 544 incidents by the end of Quarter Two 2014/15 an increase of 21 (4%) in comparison to the same period of the previous year. The main reason for the increase is single offenders. Repeat offenders are contacted by Station Managers to provide guidance and advice. There have been positive responses from a number of premises during the year.

Incidents at Hospitals and Medical Care have seen a slight increase, Fire Safety meet regularly with Hospital Managers to discuss false alarms and any other issues associated with fire safety at these locations.

The cumulative 6 month total for Education Premises has reduced by 19.4% and by 15% for Student Halls of Residence. Work had been ongoing in the district relating to alarm calls to Education Premises across the District to identify any good practice that can be shared. Fresher's Student Talks have been delivered as core business for Newcastle Prevention and Education at the end of Quarter Two and will continue into Quarter Three to raise awareness of false alarms and fire safety to new students. This is supported with delivery of other issues by partners. Some Halls of Residence have opted not to have talks this year and incidents at these premises will be monitored for any trends.

3.9.8 **Sunderland** District recorded 309 incidents by the end of Quarter Two 2014/15, a reduction of 36 in comparison to the same period of the previous year. 78 (25%) of these incidents occurred in hospitals and 69 (22%) in education establishments however both have seen a reduction in comparison to the previous year. The district will continue to monitor, give advice on every occasion and will liaise with fire safety internally and management of the differing establishments to identify where improvements can be made and ensure where feasible these are acted on.

3.9.9 **Gateshead** District recorded 217 incidents by the end of Quarter Two 2014/15, an increase of 13 in comparison to the same period last year. Crews and Station Managers will continue to follow up incidents to ensure that corrective action has been taken by premises managers and AFA providers. We now discuss and inform premises owners and /or managers the cost and potential consequence of TWFRS attending FAA's.

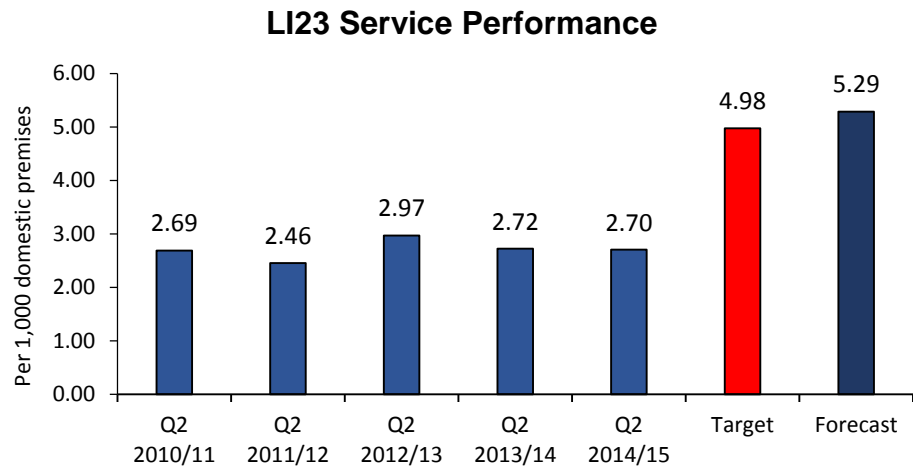
**(LI22) Number of False Alarm Calls due to Automatic Fire Alarms from Non-Domestic Premises District Performance – Quarter Two 2014/15**

3.9.10 **South Tyneside** District recorded 139 incidents by the end of Quarter Two 2014/15, an increase of 17 in comparison to the same period of the previous year. The ongoing drive in the district is to reduce the number of unknowns for this indicator to help shape a clearer strategy for the reduction of false alarms in non-domestic premises.

3.9.11 **North Tyneside** District recorded 92 incidents by the end of Quarter Two 2014/15, an increase of 5 in comparison to the same period of the previous year. There continues to be no repeat offenders for this indicator and there is no geographical pattern in terms of providing education. The district will continue to monitor these occurrences for patterns.

**3.10 (LI23) Total Number of False Alarm Calls due to Automatic Fire Alarms, either by Person Responding to an Alarm Actuated by Fire Detection Equipment or Fixed Firefighting Equipment from Domestic Premises per 1000 Domestic Premises**

3.10.1 This indicator reflects the total number of false alarm calls due to automatic fire alarms (either by person responding to, an alarm actuated by fire detection equipment or fixed firefighting equipment) from domestic premises. A domestic premises can be classified 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.



3.10.2 We attended a total of 1310 incidents by the end of Quarter Two 2014/15; this is a reduction of 10 incidents (0.8%) in comparison to the same period last year.

3.10.3 Of these incidents 589 (45%) were caused by cooking / burnt toast. This has been the main cause for the last five years. In comparison to the same period last year there has been a 31% increase in incidents caused by faults in the system.

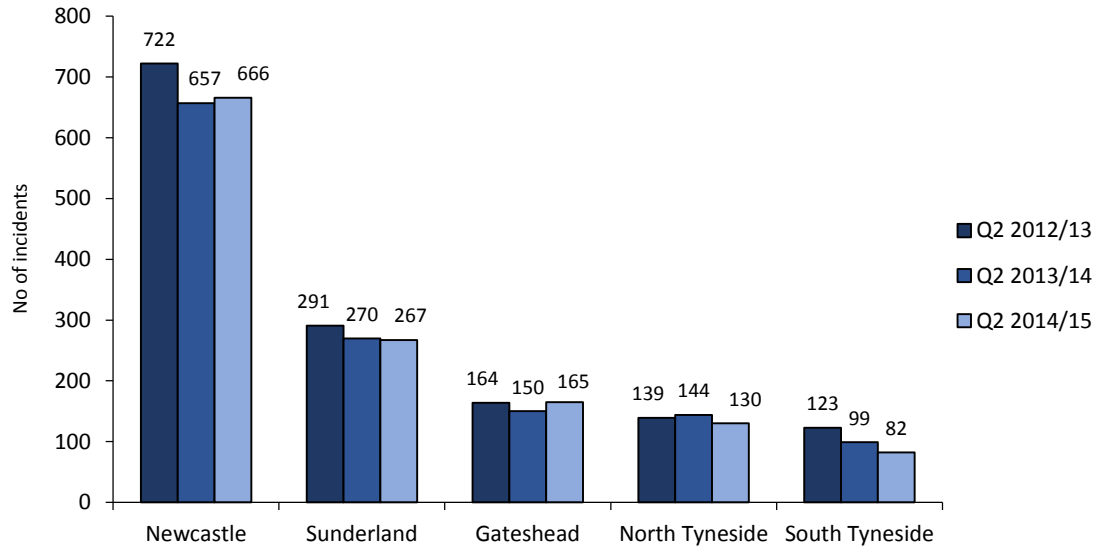


**(LI23) Total Number of False Alarm Calls due to Automatic Fire Alarms, either by Person Responding to an Alarm Actuated by Fire Detection Equipment or Fixed Firefighting Equipment from Domestic Premises per 1000 Domestic Premises**

- 3.10.4 Purpose built flat/maisonette – multiple occupancy is now the most frequent property type accounting for 474 of the 1310 incidents (36%) an increase of 28% from the same period last year. Self-contained sheltered housing is the second most common property type with 452 (35%) of the incidents however this property type has reduced by 20% from the same period of the previous year.
- 3.10.5 As we encourage the fitting of Telecare/ Carecall alarm systems this indicator has the potential to increase. For example, following one incident, North Tyneside in June, Carecall attended the property and installed monitored smoke alarms.
- 3.10.6 On 29/09/2014 a call was received from Carecall Control. Fire appliances were despatched and were in attendance in less than 6 minutes from the initial time of call, preventing a fire incident.

**(LI23) Total Number of False Alarm Calls due to Automatic Fire Alarms, either by Person Responding to an Alarm Actuated by Fire Detection Equipment or Fixed Firefighting Equipment from Domestic Premises District Performance - Quarter Two 2014/15**

**LI23 District Performance**



Newcastle District			
Property Type	Building Name	Q2 2013/14	Q2 2014/15
Self-contained sheltered accommodation	Iris Steedman House	19	18
Purpose built flat/maisonette - multiple occupancy	Todds Nook	1	15
Purpose built flat/maisonette - multiple occupancy	Hexham House	0	14
Self-contained sheltered accommodation	Margaret Collins House	21	14
Purpose built flat/maisonette - multiple occupancy	Church Walk House	0	14
Self-contained sheltered accommodation	Conewood House	9	13
Self-contained sheltered accommodation	Bamburgh House	14	13
Self-contained sheltered accommodation	Theresa Russell House	20	12
Self-contained sheltered accommodation	Belvedere House	12	12

3.10.7 Newcastle District accounted for 51% of all false alarms due to automatic fire alarms from domestic premises by the end of Quarter Two 2014/15 . The table above shows the worst offenders in the district.

**(LI23) Total Number of False Alarm Calls due to Automatic Fire Alarms, either by Person Responding to an Alarm Actuated by Fire Detection Equipment or Fixed Firefighting Equipment from Domestic Premises District Performance - Quarter Two 2014/15**

3.10.8 **Newcastle** District recorded 666 incidents by the end of Quarter Two 2014/15 an increase of 9 in comparison to the same period of the previous year. The highest numbers of activations have been in YHN Sheltered Accommodation and High Rise Properties. Increases coincide with considerable reductions against 'Call Challenge' figures and the reasons for these are being discussed at the Your Homes Newcastle Fire Safety Management Group meeting to identify any reasons for these figures reducing.

Earlier in the year tests of fire alarms were carried out with YHN, ADT and TWFRS present. These tests have been subject to a report that is available in the evidence log and was also filmed by Corporate Communications and a DVD produced. The tests highlighted that the fire alarms are operating as required for the type of system installed.

YHN are working through refurbishment of all sheltered schemes and evaluating adjustments to design that could potentially reduce unwanted alarm calls. The installation of sprinkler systems was also considered for two schemes but exceeded the budget allocated to the projects.

All incidents are monitored on a monthly basis by District Administration and Prevention and Education are informed weekly of repeat offenders or causes of concern to prompt visits.

Refurbishment of all residential High Rise managed by YHN is ongoing and involves a phased removal of Local Concierge Services. During the early phases of this refurbishment from 2013 onwards many issues were identified and reported by watch based personnel to Station Managers. Meetings took place with YHN Technical Team who have been committed to resolving these with positive results. There have been component and system amendments, information sessions with watches and Station Manager at Newcastle South and all watches from Newcastle South and Newcastle East have attended YHN Customer Enquiry Centre to observe how calls are processed. This has received positive feedback from watches and YHN.

As a result of this extensive partnership working there were 10 incidents for monitored blocks in Station Newcastle South's area in August and September 2014 compared to 30 for the same period in 2013.

**(LI23) Total Number of False Alarm Calls due to Automatic Fire Alarms, either by Person Responding to an Alarm Actuated by Fire Detection Equipment or Fixed Firefighting Equipment from Domestic Premises District Performance - Quarter Two 2014/15**

- 3.10.9 **Sunderland** District recorded 267 incidents by the end of Quarter Two 2014/15, a reduction of 3 in comparison to the same period of the previous year. We will continue monitor trends and liaise with the management of the differing premises to identify where improvements can be made. For example Gentoo have substantially reduced the number of calls that come through to the fire service via their call challenge policy.
- 3.10.10 **Gateshead** District recorded 165 incidents by the end of Quarter Two 2014/15, an increase of 15 in comparison to the same period of the previous year. The district works closely with our partner Carecall who call-challenge their properties. Repeat offenders are identified and Prevention and Education visit to offer advice to management and/or residents. Crews & Station Managers will continue to follow up incidents to ensure that corrective action has been taken by premises managers and automatic fire alarm providers.
- 3.10.11 **North Tyneside** District recorded 130 incidents by the end of Quarter Two 2014/15, a reduction of 14 in comparison to the same period of the previous year. There is no pattern to the occurrence of these incidents to enable targeted education to be undertaken.

Of note is an UWFS attendance to one property which although was an UWFS, it is a success as the intervention provided by Prevention and Education working with Carecall alerted the fire service to a developing situation in the kitchen of the property that, had it not been for the Carecall system, would have developed into the second fire within 6 months at the same property. The District will continue to work with North Tyneside Council to obtain the addresses of a further 1068 premises with Carecall that are not currently provided with smoke detection that is monitored.

- 3.10.12 **South Tyneside** District recorded 82 incidents by the end of Quarter Two 2014/15, a reduction of 17 in comparison to the same period of the previous year. We note the continued reduction in false alarms in domestic premises. Watches have responded well to Station Manager input on identifying causes with no unknowns reported. South Tyneside District continues to enjoy a good working relationship with South Tyneside Homes with sharing positive exchanges aimed at reducing false alarms.

### **3 Appendix A**

A performance summary of all Local Indicators for Quarter Two 2014/15

## Appendix A

Performance summary of all Local Indicators for Quarter Two 2014/15

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

Incident Data taken 13 October 2014 from the Performance Management System	A 09/10	A 10/11	A 11/12	A 12/13	A 13/14	Actual 14/15	Forecast 14/15	% Variance from target	Target 2014/15
--	------------	------------	------------	------------	------------	-----------------	-------------------	---------------------------------	-------------------

### Deaths and Injuries

<b>LI1</b> Number of deaths from accidental fires in dwellings	1	1	2	0	1	0	4	n/a	0
<b>LI2</b> Number of deaths from ALL fires	2	1	3	0	1	1	6	n/a	0
<b>LI3</b> Number of injuries from accidental fires in dwellings excluding precautionary checks	30	28	40	42	26	29	65	23%	53

### Fire Attendance

<b>LI24</b> Total number of fire calls attended	4692	4622	4056	2723	3788	2865	5778	-5.23%	6097
<b>LI25</b> Number of primary fires excluding road vehicles (part 1 of LI29)	820	745	648	596	592	588	1125	4.75%	1074
<b>LI26</b> Number of primary fires involving road vehicle (part 2 of LI29)	470	377	344	276	261	226	479	10.37%	434
<b>LI29</b> Number of primary fires attended	1290	1122	992	872	853	814	1604	6.37%	1508

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A 09/10	A 10/11	A 11/12	A 12/13	A 13/14	Actual 14/15	Forecast 14/15	% Variance from target	Target 2014/15
------------	------------	------------	------------	------------	-----------------	-------------------	---------------------------------	-------------------

**Accidental Fires**

<b>LI8</b> Number of accidental fires in dwellings	357	313	279	277	271	299	585	8.33%	540
<b>LI9</b> Number of accidental kitchen fires (part 1 of LI8)	225	202	176	164	174	220	397	17.46%	338
<b>LI10</b> Number of accidental non kitchen fires (part 2 of LI8)	132	111	103	113	97	79	188	-6.93%	202

**Deliberate Fires**

<b>LI33</b> Number of deliberate primary fires and secondary fires	3615	3576	3078	1947	2917	2038	4169	-8.79%	4571
<b>LI16</b> Number of deliberate secondary fires	2957	3046	2643	1596	2556	1760	3616	-9.60%	4000
<b>LI18</b> Number of refuse fires started deliberately	1876	1824	1789	1200	1495	1247	2660	-0.86%	2683

**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)*	1709	1694	1600	1358	1281	1301	2432	4.24%	2333
<b>LI23</b> Number of false alarms due to automatic fire detection from domestic premises	1270	1303	1190	1439	1320	1310	2562	6.26%	2411





**1 PURPOSE**

- 1.1 The purpose of this report is to inform Policy and Performance Committee Members of the latest findings of the Fire Statistics Monitor.

**2 FIRE STATISTICS MONITOR**

- 2.1 The Fire Statistics Monitor report provides a more focused view of how the metropolitan fire and rescue services (FRSs) are performing both nationally and in comparison to each other.
- 2.2 The report is based on analysis from fire and rescue incidents and for casualty data for England relating to the financial year 2013/14. Its source is the records of all incidents attended by fire and rescue services. Source: Fire Statistics Monitor: England April 2013 to March 2014 (DCLG; Fire and Rescue Statistical Release; 2 July 2014)

**3 2013/14 PERFORMANCE**

- 3.1 The key performance outcomes for TWFRS during 2013/14 were:
- There were 6,446 fires attended by TWFRS, an increase of 21% (1,125) from 2012/13 and a 63% (10,903) reduction from 2001/02
  - There were 7,004 False Alarms attended by TWFRS, a reduction of 3% (233) from 2012/13 and a 27% (2,647) reduction from 2001/02
  - There were 2,091 non-fire (Special Service) incidents attended by TWFRS, a reduction of 6% (133) from 2012/13 and an 18% (446) reduction from 2001/02
  - There were 15,541 incidents attended by TWFRS, an increase of 5% (759) from 2012/13 and a 47% (13,976) reduction from 2001/02
- 3.2 When compared with the national statistics TWFRS' figures are comparable, with total incidents attended by TWFRS falling by 47% over the last 10 years.

3.3 It is positive to see mainly reductions for both Tyne and Wear and England when figures are compared to the previous year. All of the above indicators look positive except for fire incidents. The increase in fire incidents attended by TWFRS (21%) has been higher than the national statistic (10%) however we have achieved a 63% reduction since 2001/02.

#### **4 LEGISLATIVE IMPLICATIONS**

4.1 There are no legislative implications in respect of this report.

#### **5 LEARNING AND DEVELOPMENT IMPLICATIONS**

5.1 There are no learning and development implications in respect of this report.

#### **6 ICT IMPLICATIONS**

6.1 There are no ICT implications in respect of this report.

#### **7 FINANCIAL IMPLICATIONS**

7.1 There are no financial implications in respect of this report.

#### **8 RISK MANAGEMENT IMPLICATIONS**

8.1 There are no risk management implications in respect of this report.

#### **9 STRATEGIC COMMUNITY SAFETY PLAN LINK**

9.1 The production of the Fire Statistics report links directly to the performance of the Service which is referred to in the SCSP.

#### **10 EQUALITY AND FAIRNESS IMPLICATIONS**

10.1 No specific Equality and Fairness implications are envisaged.

10.2 The Fire Statistics report is available in alternative formats and languages upon request.

#### **11 HEALTH AND SAFETY IMPLICATIONS**

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

## **12 RECOMMENDATIONS**

12.1 The Committee is requested to:

- a) Note and endorse the contents of this report
- b) Receive further reports as appropriate.





# Fire Statistics Monitor 2013/14

## August 2014

Data and Information Team

Data and Information Audit	
Compiled by:	AR
Checked by:	CMC
Data Valid at:	15/08/2014
Approved for Publication	
Approved by:	RH
Date Approved:	23/09/2014

Please note that the dataset contained in this report may contain personal data. This data should not be used for anything other than its intended purpose / audience, and should not be re-circulated without the permission of TWFRS.

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## 1 Executive Summary

- 1.1 In 2013/14 there were 6,446 Fires attended by TWFRS, an increase of 21% (1,125) from 2012/13 and a 63% (10,903) reduction from 2001/02.
- 1.2 In 2013/14 there were 7,004 False Alarms attended by TWFRS, a reduction of 3% (233) from 2012/13 and a 27% (2,647) reduction from 2001/02.
- 1.3 In 2013/14 there were 2,091 non-fire (Special Service) incidents attended by TWFRS, a reduction of 6% (133) from 2012/13 and an 18% (446) reduction from 2001/02.
- 1.4 Overall there were 15,541 incidents attended by TWFRS in 2013/14, an increase of 5% (759) from 2012/13 and a 47% (13976) reduction from 2001/02.
- 1.5 When compared with the national statistics TWFRS figures are comparable, with total incidents attended by TWFRS falling by 47% over the last 10 years.
- 1.6 Although there has been an overall increase in fire incidents attended nationally and by TWFRS when compared to the previous year this follows a downward trend from 2001/02. It is positive to see mainly reductions in key indicators when figures are compared to the previous year.



## **2 Introduction**

- 2.1 This Fire Statistics Monitor focuses on analysis of fire and rescue incidents and fire casualty data for England for the financial year 2013/14 (April 2013 to March 2014). Its source is the records of all incidents attended by local authority fire and rescue services.
- 2.2 The purpose of this report is to provide a more focused view of how the metropolitan FRS's are performing not only in comparison to each other but also nationally.

### 3 Incident Overview

Tyne and Wear	2013/2014	Change from 2012/13 to 2013/14	Change from 2001/02 to 2013/14
All fires	6446	+21%	-63%
False alarms	7004	-3%	-27%
Non-fire incidents	2091	-6%	-18%
Total incidents attended	15541	+5%	-47%

England	2013/2014	Change from 2012/13 to 2013/14	Change from 2001/02 to 2012/13
Fires	169971	+10%	-61%
Fire false alarms	223376	-4%	-43%
Non-fire incidents	130596	-3%	-21%
Total incidents attended	523943	+1%	-47%

#### 4 Fire Fatalities Analysis

- 4.1 In 2013/14 there were 5 fire fatalities recorded within Tyne and Wear, an increase of 4 from the previous year. When compared to 2001/02 this is a 38% reduction.
- 4.2 In Tyne and Wear there were 4 accidental dwelling fire fatalities during 2013/14, an increase of 4 from the previous year but a reduction of 3 from 2001/02.

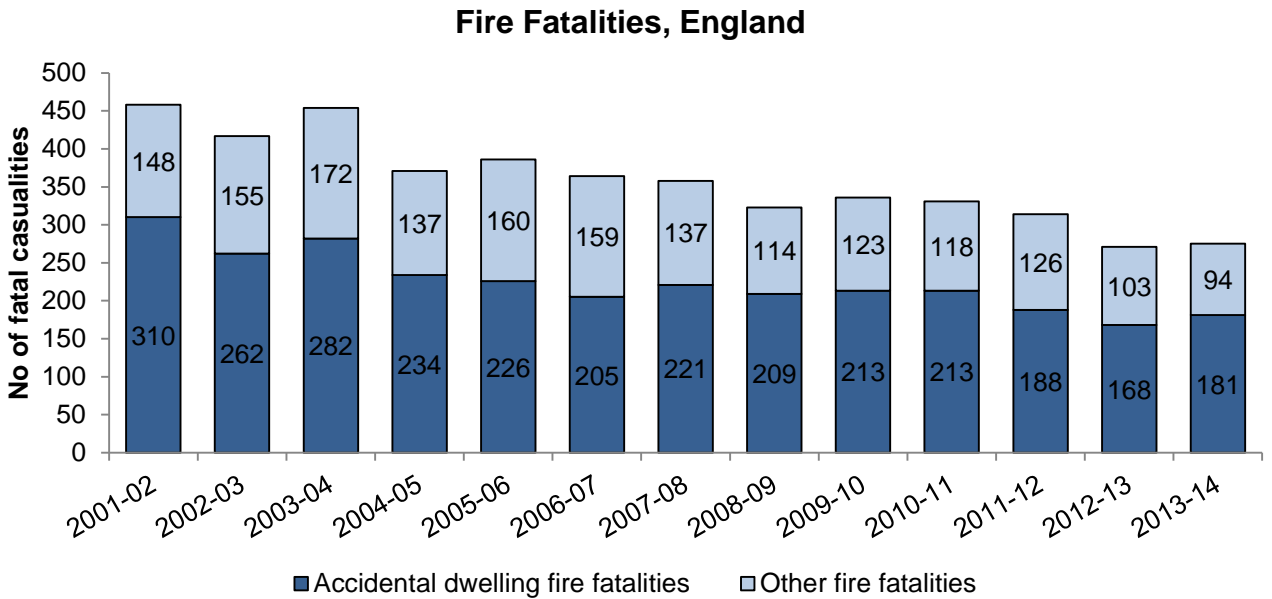
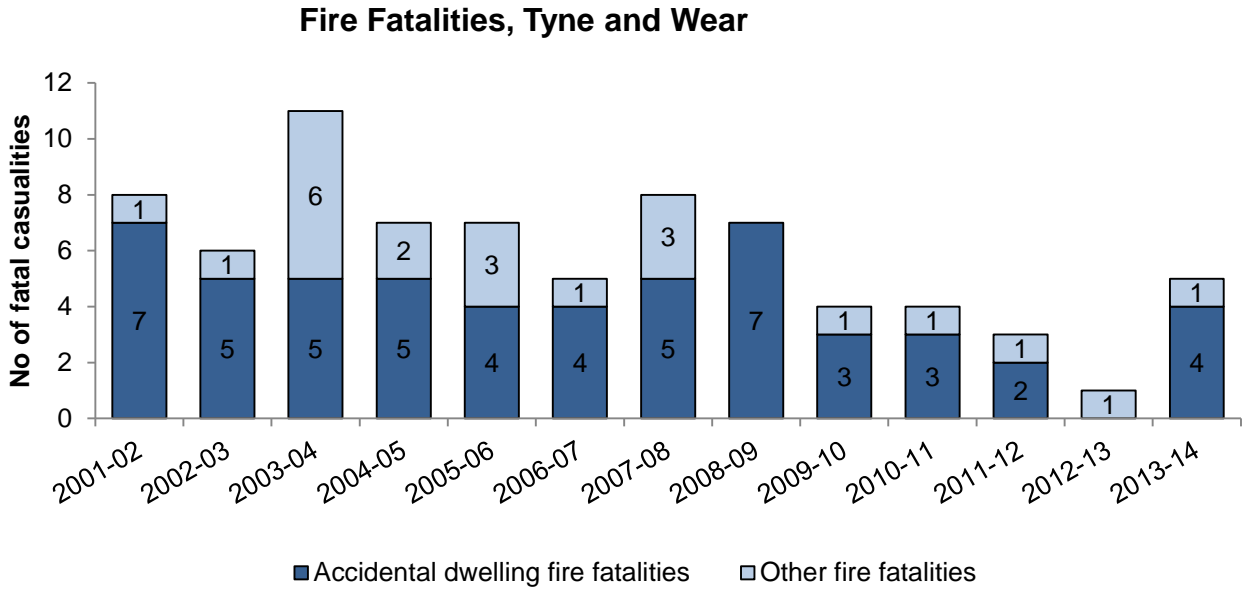
#### Fire fatalities and non-fatal casualties

<b>Tyne &amp; Wear</b>	2012-2013	2013-2014	Change from 2001-02 to 2013-14
Fire Fatalities	1	5 (+4)	-38%
of which in accidental dwelling fires	0	4 (+4)	-43%
non-fatal casualties, excluding precautionary checks recommended and first aid cases	94	86 (-8)	-72%

<b>England</b>	2012-2013	2013-2014	Change from 2001-02 to 2013-14
Fire Fatalities	289	+5%	-40%
of which in accidental dwelling fires	175	+3%	-42%
non-fatal casualties, excluding precautionary checks recommended and first aid cases	3814	-5%	-61%

Note: non fire related injuries/fatalities have been included due to inappropriate use.  
 Note: Excludes first aid and precautionary checks.

4.3 The below charts show the fluctuations in total from 2001/02 to 2013/14



4.4 In comparison to the national average Tyne and Wear's figures appear to show a considerable increase, this is mainly due to an exceptional year in 2012/13 when there were no accidental fire fatalities in Tyne and Wear.

## 5 Non-Fatal Fire Casualties

- 5.1 In Tyne and Wear there were 86 non-fatal casualties, excluding precautionary checks and first aid, in 2013/14. This is a reduction of 9% (8) from the previous year and an overall reduction of 72% (224) from 2001/02.
- 5.2 It is noted that there has been a decrease of 35% (40) in non-fatal casualties requiring first aid in 2013/14 when comparing against 2012/13.
- 5.3 In Tyne and Wear the total number of non-fatal casualties (including precautionary checks and first aid) from dwelling fires was 234 which is a reduction of 6% (14) from the previous year, and a reduction of 46% (202) from 2001/02.
- 5.4 There were 188 non-fatal casualties resulted from accidental dwelling fires in 2013/14, which is a reduction of 4% (8) from the previous year, and a reduction of 40% (125) from 2001/02.
- 5.5 The tables below detail the non-fatal casualties by type showing percentage change from 2001/02 to 2013/14.

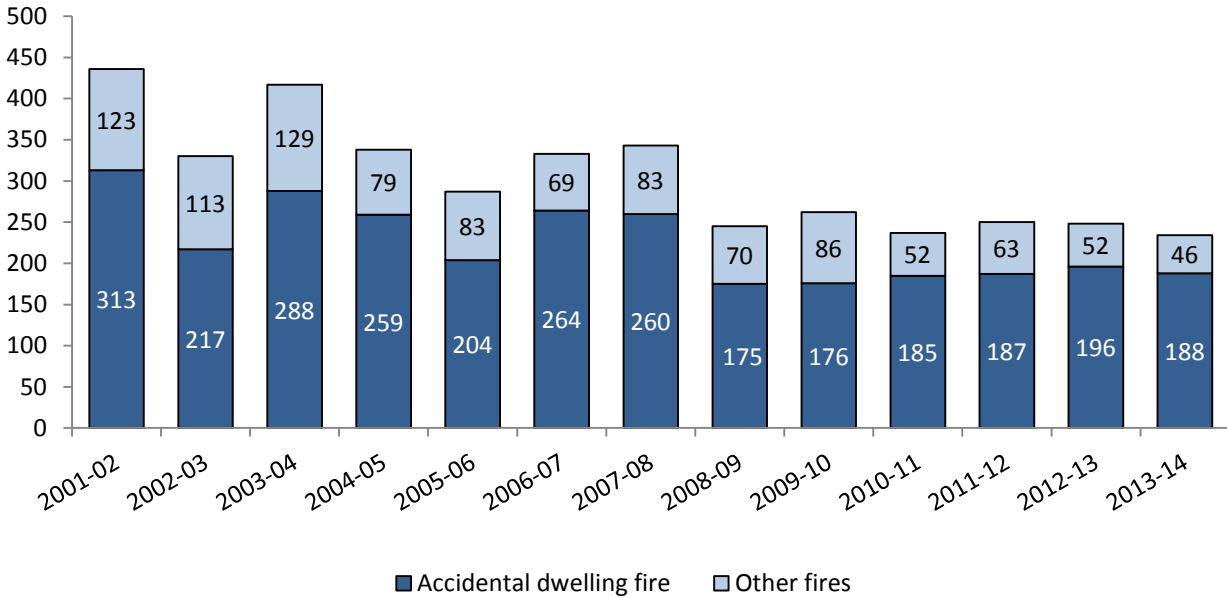
<b>Tyne and Wear</b>	2013-2014	Change from 2012-13 to 2013-14	Change from 2001-02 to 2013-14
Hospital severe	15	+15%	-
Hospital slight	71	-12%	-
<b>Non-fatal excluding precautionary checks and first aid</b>	86	-9%	-72%
First aid	75	-35%	-
<b>Non-fatal casualties excluding precautionary checks</b>	161	-23%	-
Precautionary checks recommended	73	+87%	-
Total non-fatal casualties	234	-6%	-46%
of which resulted from dwelling fires	198	-10%	-46%
of which resulted from accidental dwelling fires	188	-4%	-40%

<b>England</b>	2013-2014	Change from 2012-13 to 2013-14	Change from 2001-02 to 2013-14
Hospital severe	643	-3%	-
Hospital slight	2971	-6%	-
<b>Non-fatal excluding precautionary checks and first aid</b>	3614	-5%	-61%
First aid	2713	-2%	-
<b>Non-fatal casualties excluding precautionary checks</b>	6327	-4%	-
Precautionary checks recommended	1854	0%	-
Total non-fatal casualties	8182	-3%	-41%
of which resulted from dwelling fires	6,438	-4%	-40%
of which resulted from accidental dwelling fires	5724	-4%	-38%

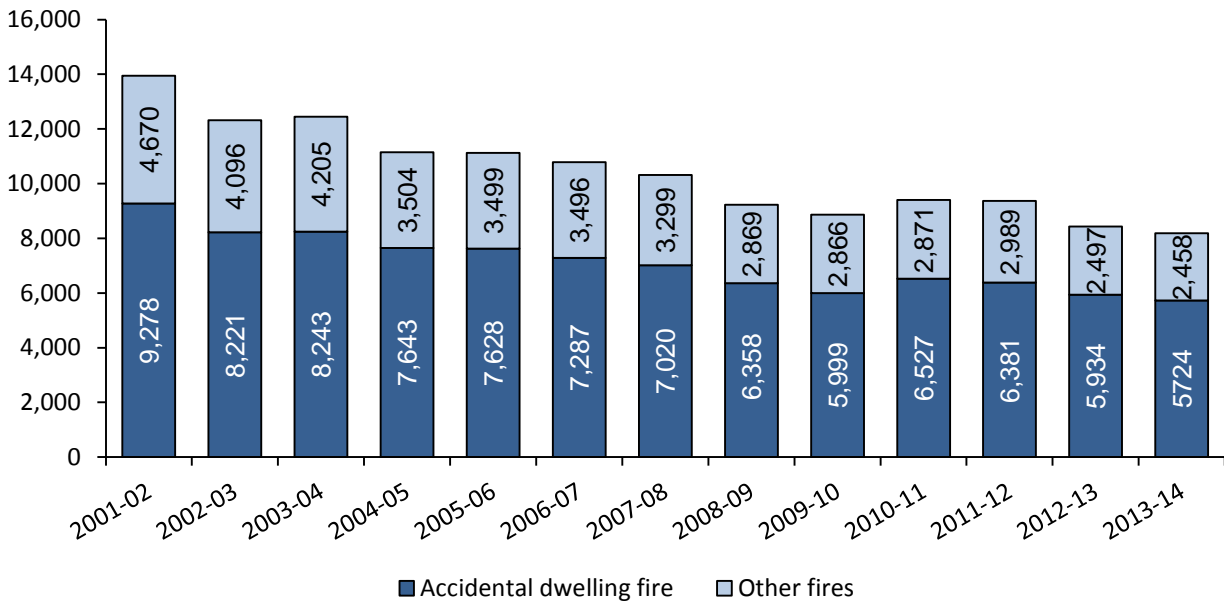
5.6 In Tyne and Wear, the total number of non-fatal casualties has been reduced by 46% (202) from 2001/02, with a slight reduction of 6% (14) from 2012/13 which is better than the decrease at national level which was 4% compared to last year.

5.7 The charts below show a downward trend in the number of non-fatal casualties for Tyne and Wear and England. There is a downward trend from 2001 to 2007, with a consistent number of non-fatal casualties from 2008 to 2013.

**Non-fatal casualties in Tyne and Wear**

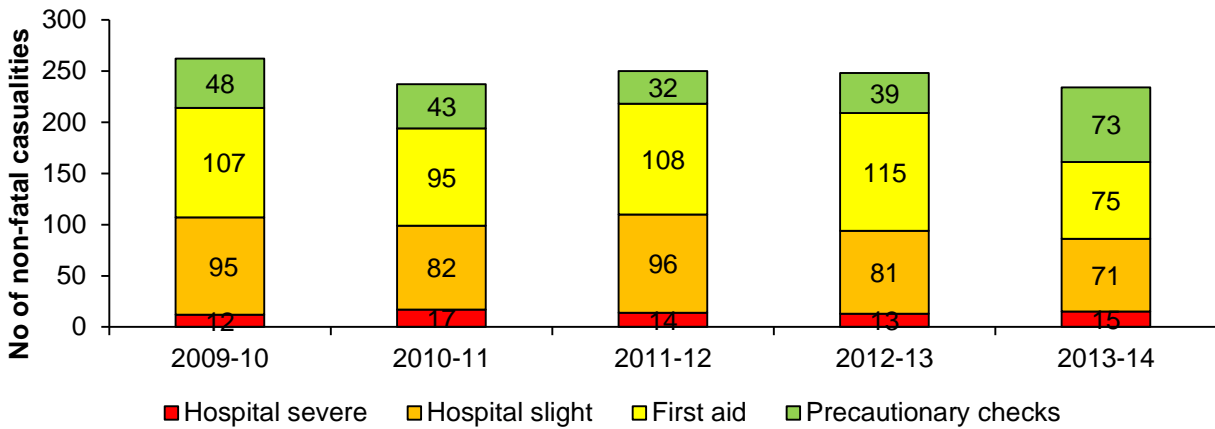


**Non-fatal casualties in England**

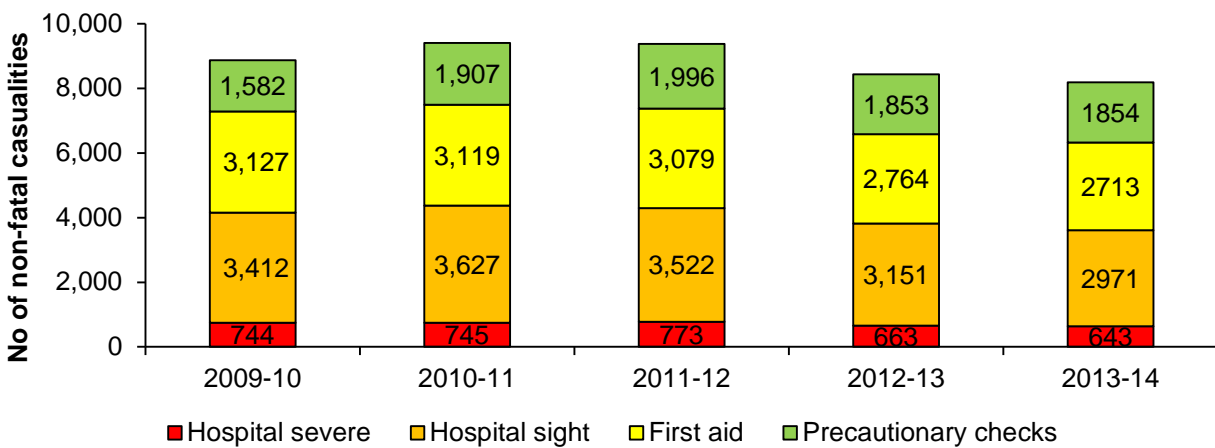


- 5.8 The charts presented below show non-fatal injuries from 2009/10 to 2013/14 from the IRS.
- 5.9 The objective of the charts is to show the proportion of injuries as per the classification.
- 5.10 There has been a drop in the total number of injuries from 2009/10 to 2013/14 in Tyne and Wear and England.

**Non-fatal casualties, Tyne & Wear**



**Non-fatal casualties, England**

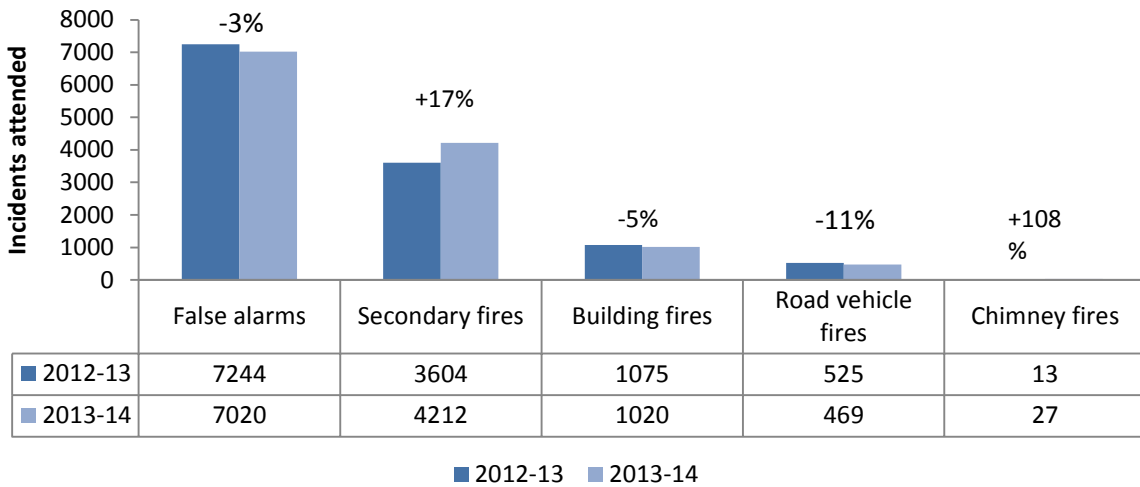


## 6 Fires and False Alarms

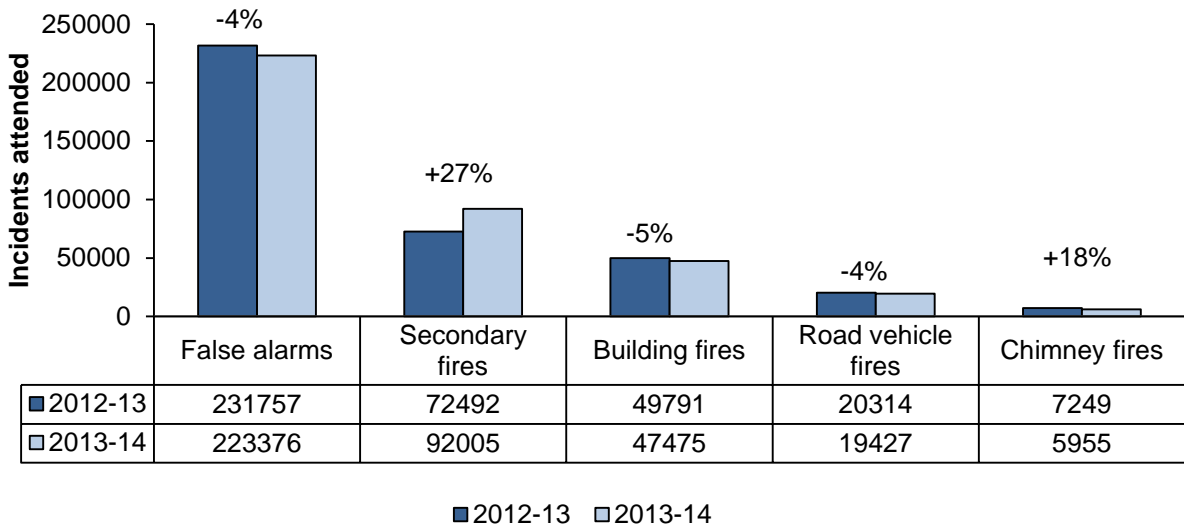
6.1 The below charts show the type of incidents measured between 2012/13 and 2013/14.

6.2 The majority of the incident types showed a reduction between 2012/13 and 2013/14 with an increase of 17% (608) in secondary fires. This increase is lower than the national data which showed an increase of 27% (19513) during the same period.

### Change in fire and false alarms, Tyne and Wear



### Change in fire and false alarms, England



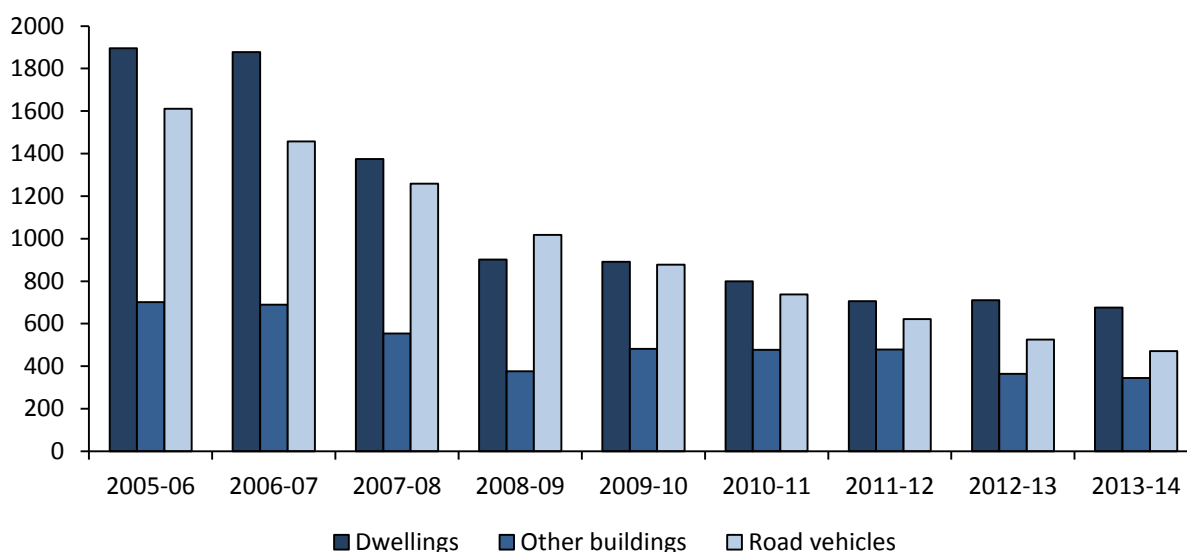


- 6.3 In 2013/14 there has been a 3% (19) reduction in accidental dwelling fires when compared against 2012/13, and a reduction of 66% (1091) from 2001/02.
- 6.4 In 2013/14 there was a reduction of 16% (2405) in total incidents within Tyne and Wear when compared against 2012/13 and a reduction of 42% (12351) from 2001/02.

Tyne and Wear – Incident types	2013-2014	Change from 2012-13 to 2013-14	Change from 2001-02 to 2013-14
Primary fires	1602	-6%	-75%
Building fires	1020	-5%	-68%
Dwelling fires	676	-5%	-70%
of which accidental	570	-3%	-66%
Other buildings	344	-5%	-65%
Road vehicles	471	-10%	-82%
Other	111	8%	-84%
Secondary fires	4817	34%	-55%
Chimney fires	27	108%	59%
Total fires	6446	21%	-63%
of which deliberate primary fires	5129	-7%	-85%
Fire false alarms	7020	-3%	-27%
Total fires and false alarms	15095	7%	-50%
Non-fire incidents	2091	-6%	-18%
Total incidents	17186	5%	-47%

- 6.5 From the chart below, it is obvious there is a general downward trend in Dwelling, Road vehicle and Other building fires.

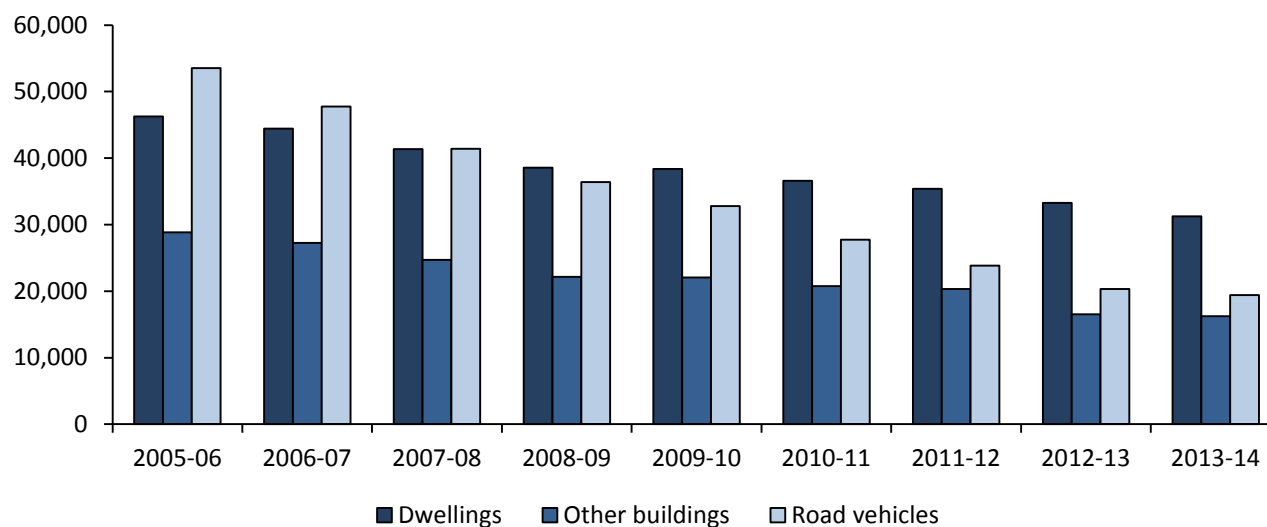
**Building and road vehicle primary fires Tyne and Wear**



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England – Incident types	2013-2014	Change from 2012-13 to 2013-14	Change from 2001-02 to 2013-14
Primary fires	72011	-4%	-62%
Building fires	47475	-5%	-48%
Dwelling fires	31246	-6%	-43%
of which accidental	28034	-5%	-35%
Other buildings	16229	-2%	-55%
Road vehicles	19427	-4%	-78%
Other	5109	11%	-53%
Secondary fires	92005	27%	-61%
Chimney fires	5955	-18%	-27%
Total fires	169971	10%	-61%
of which deliberate primary fires	17666	-9%	-83%
Fire false alarms	223376	-4%	-43%
Total fires and false alarms	393347	2%	-52%
Non-fire incidents	130596	-3%	-21%
Total incidents	523943	1%	-47%

**Building and road vehicle primary fires, England**



## 7 Non Fire Incidents (Special Services)

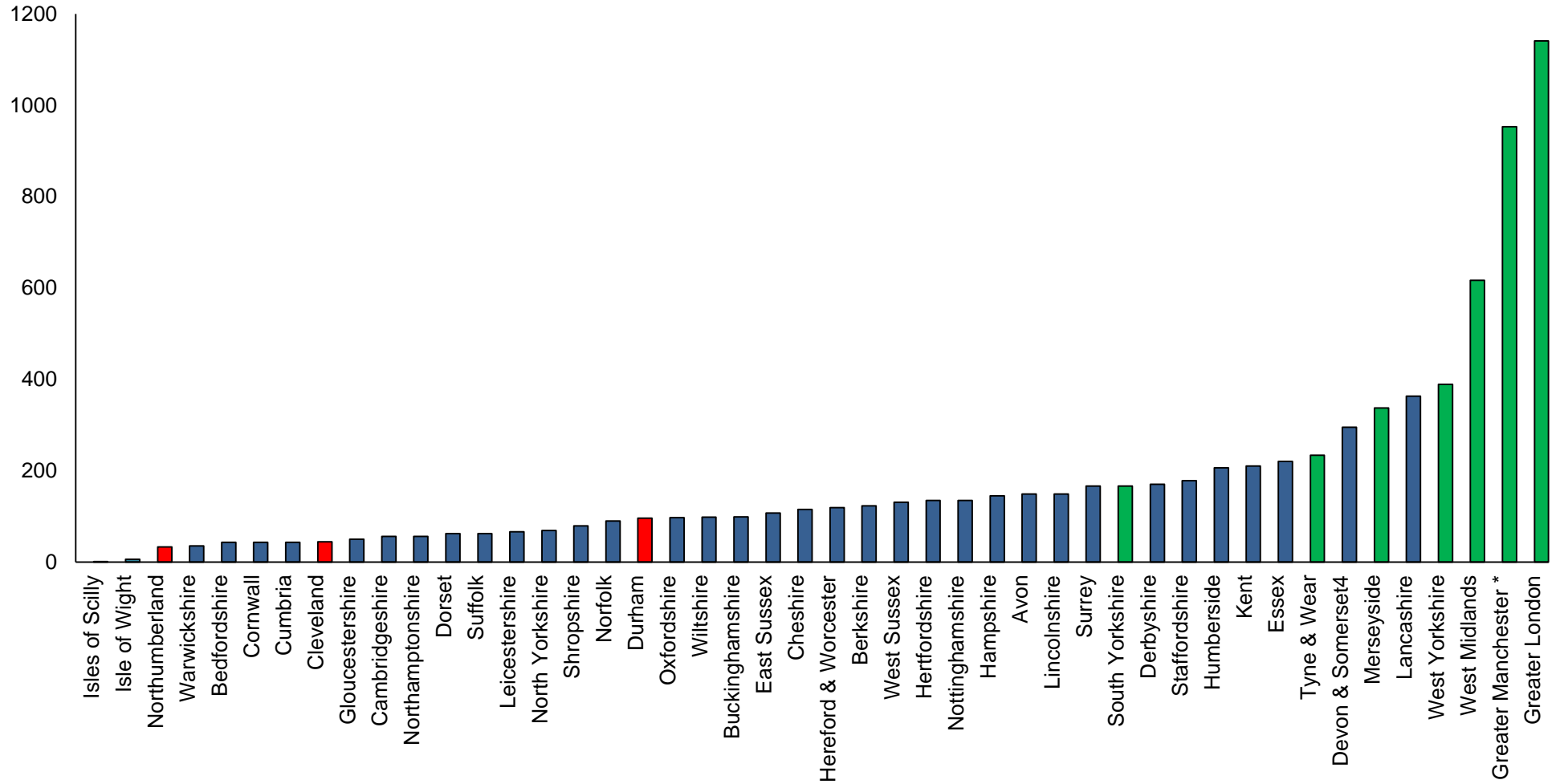
- 7.1 In 2013/14 we attended 334 road traffic incidents, which is a reduction of 14% (54) from 2012/13.
- 7.2 Road traffic incidents accounted for 18% of the total number of non-fire related incidents.
- 7.3 Flooding incidents reduced by 37% (119) in 2013/14 when compared against 2012/13. It is worth noting that the reduction in flooding incidents is almost twice the national average.
- 7.4 On the whole, the number of non-fire incidents has increased by 5% (103) in 2012/13, when compared against 2011/12.
- 7.5 The tables below details, by type, the non-fire related incidents comparing 2012/13 to 2013/14.

Type of non-fire incident Tyne and Wear	2013-14	Change from 2012/13 - 2013/14	Change from 2012/13 to 2013-14 in %
Road traffic incidents	334	-54	-14%
Non-road traffic incidents	1473	-363	-20%
of which:			
Lift Release	202	8	4%
Effecting entry/exit	177	-16	-8%
Flooding	200	-119	-37%
Animal assistance incidents	111	16	17%
Spills and Leaks (not RTC)	50	-8	-14%
Removal of objects from people	105	-4	-4%
Hazardous Materials incident	35	-1	-3%
Rescue or evacuation of persons from water	29	-9	-24%
Other	564	-230	-29%
Total non-fire incidents	1807	-417	-19%

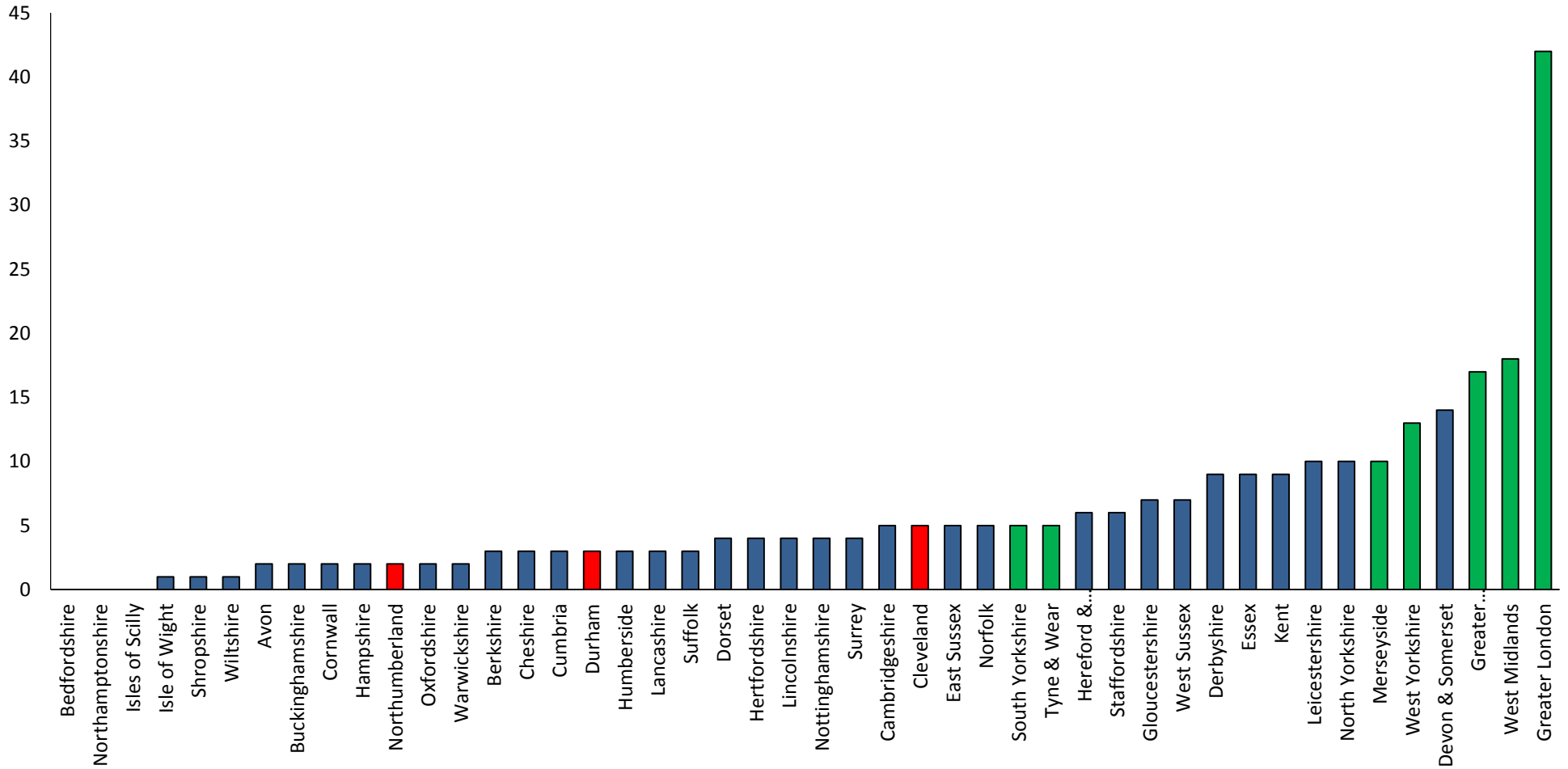
Type of non-fire incident England	2012-13	Change from 2012/13 - 2013/14	Change from 2012/13 to 2013/14 in %
Road Traffic Incidents	27847	-77	-0.3%
Non-road traffic incidents	96797	-11079	-10%
of which:			
Lift Release	11170	-1476	-12%
Effecting entry/exit	15067	-209	-1%
Flooding	14387	-3516	-20%
Animal assistance incidents	4858	-26	-1%
Spills and Leaks (not RTC)	4157	-388	-9%
Removal of objects from people	4491	236	6%
Hazardous Materials incident	1841	-159	-8%
Rescue or evacuation of persons from water	1374	-322	-19%
Other	39452	-5219	-12%
Total non-fire incidents	124644	-11156	-8%

## 8 Comparison Against Other FRS

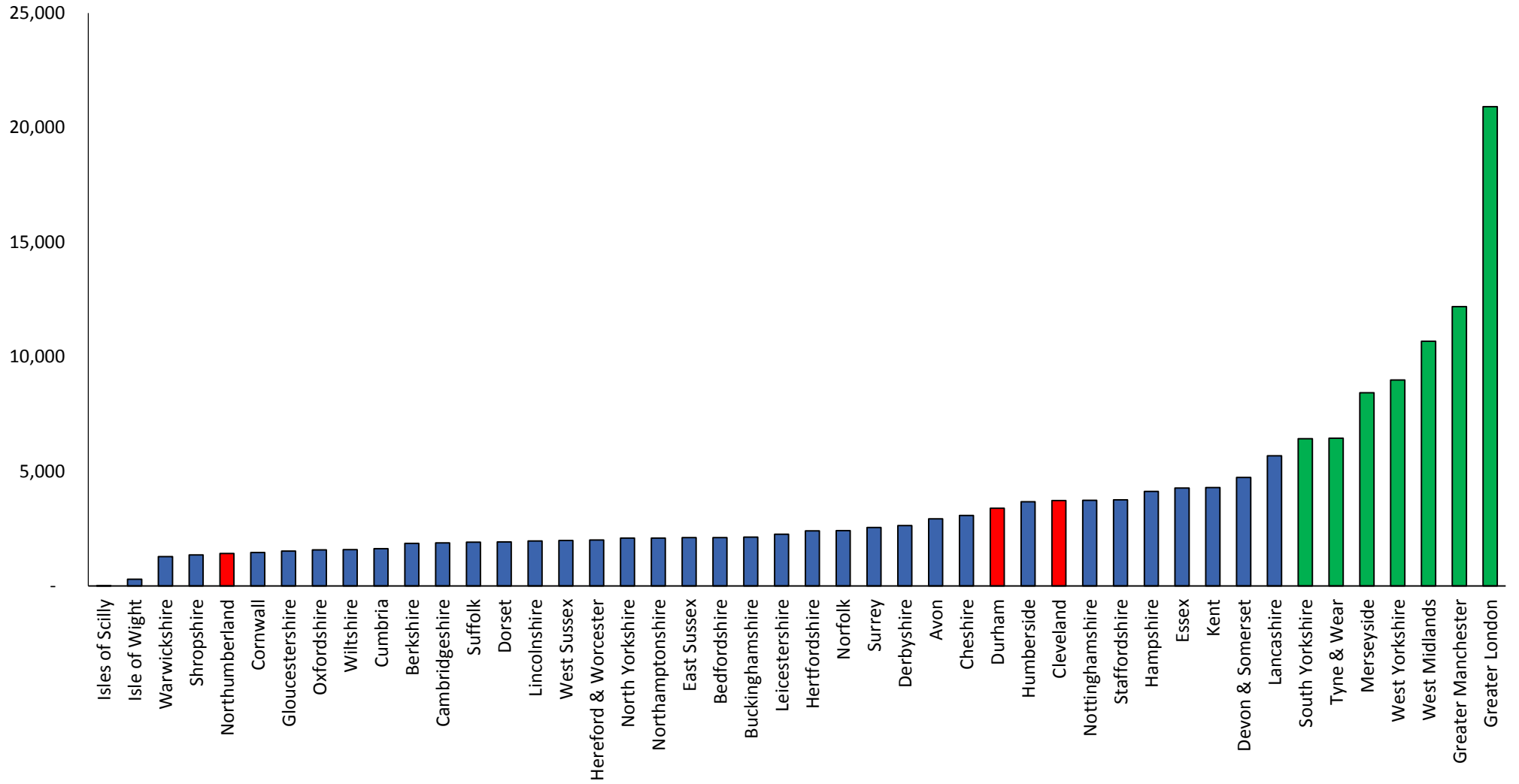
### Non Fatal Casualties by FRS 2013/14



### Fire Fatalities by FRS 2013/14

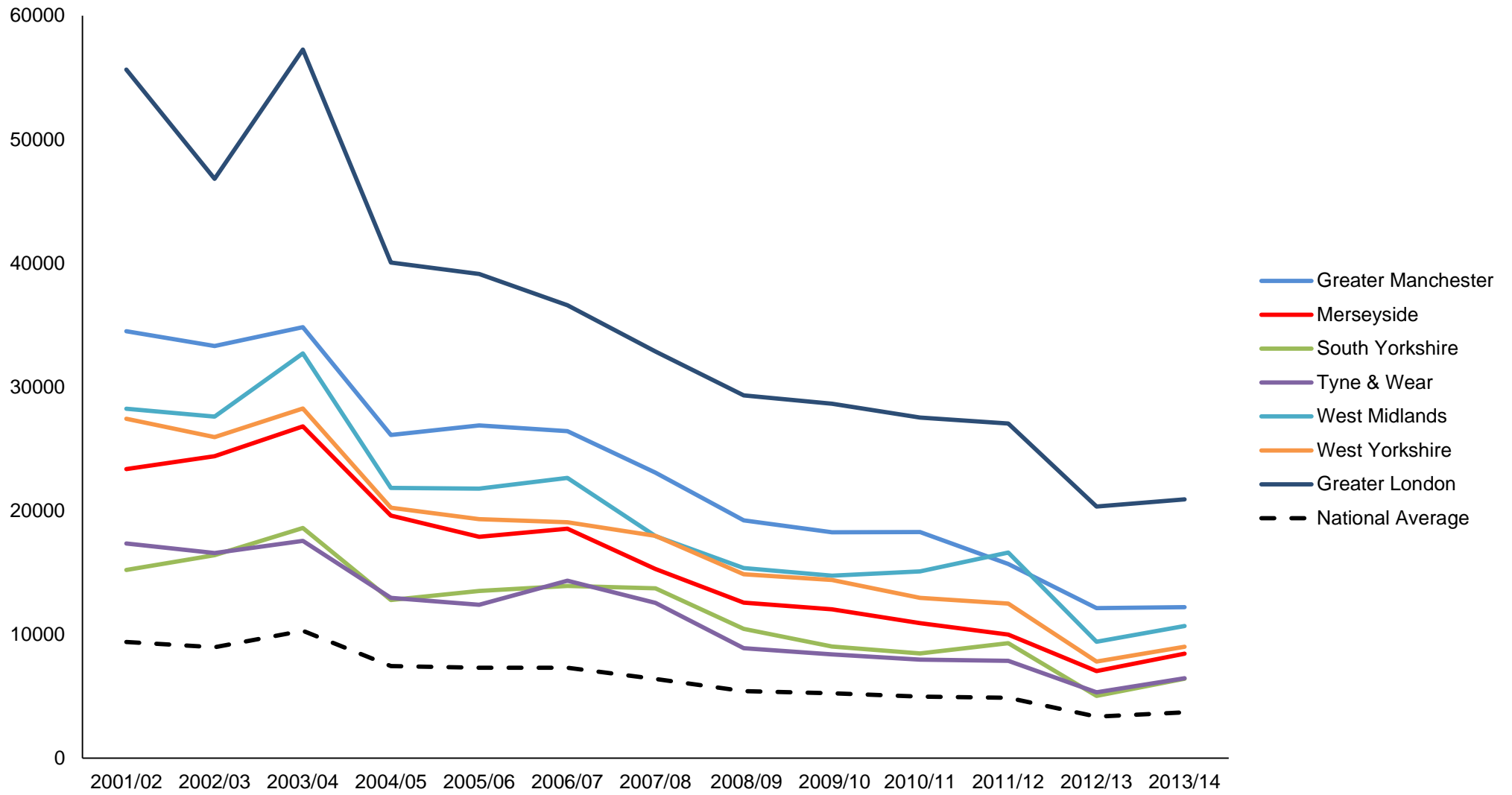


### Fires by FRS 2013-14

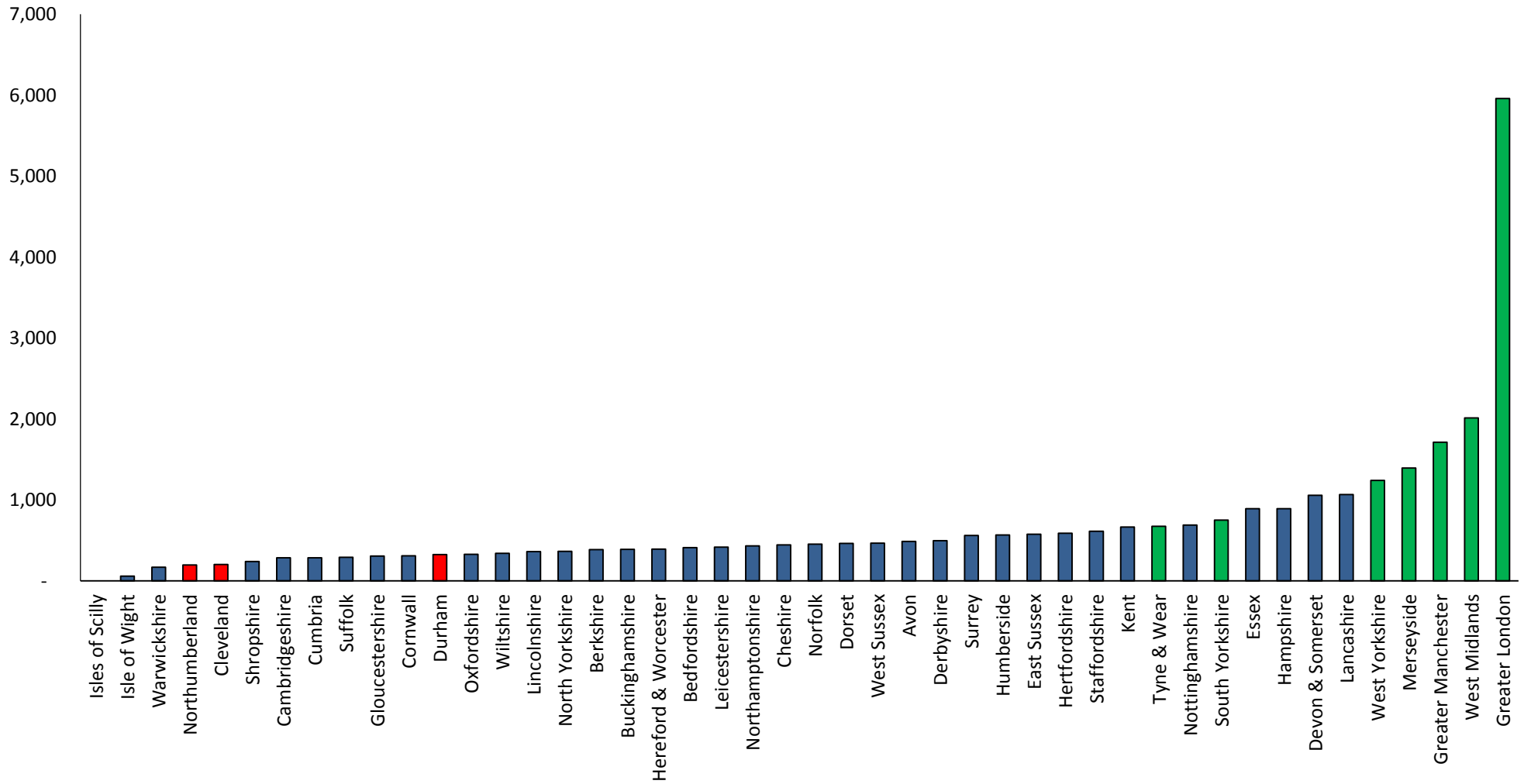


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### Fires attended per year by Met Authorities

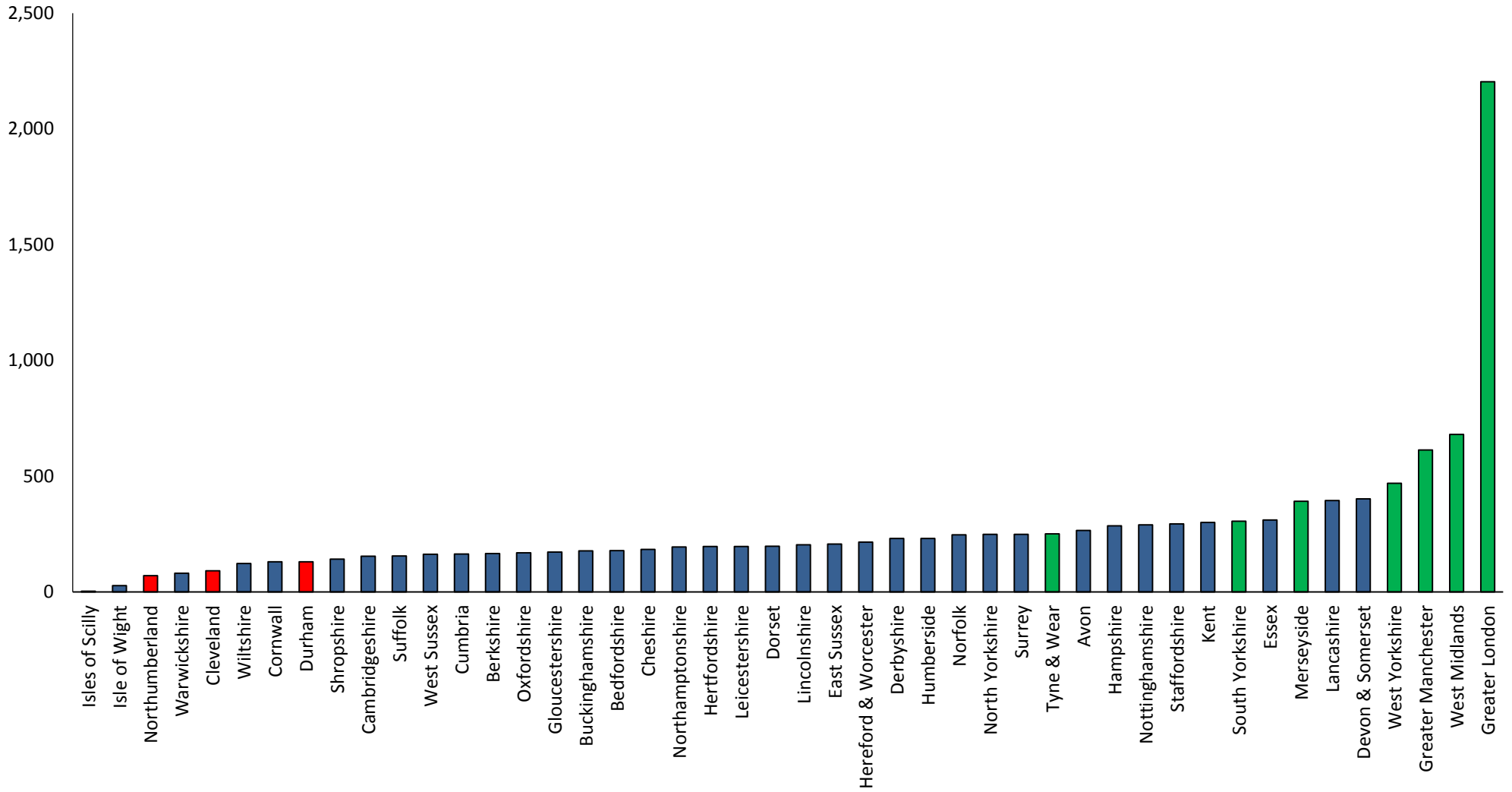


### Primary Dwelling Fires by FRS 2013 - 14

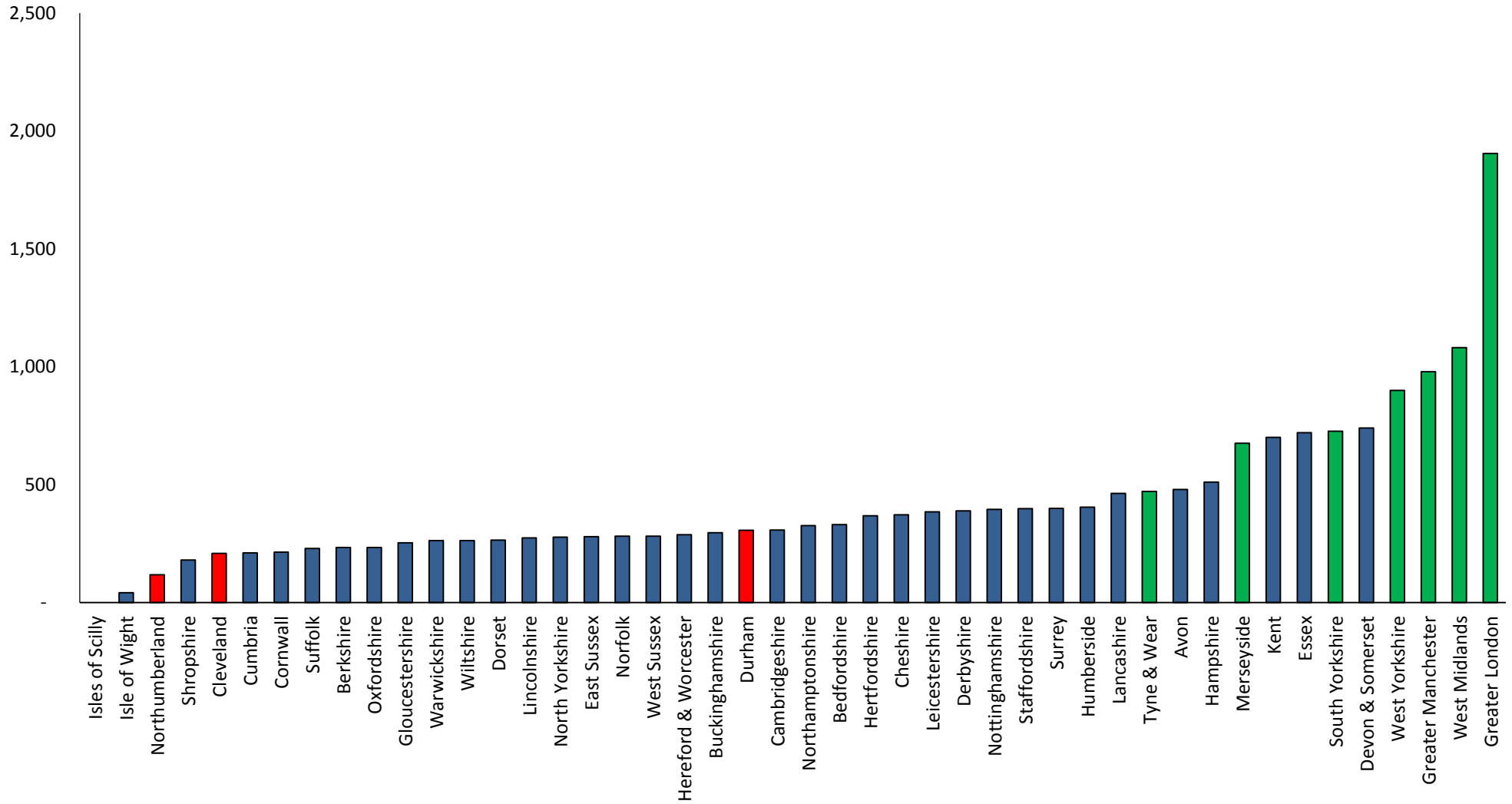




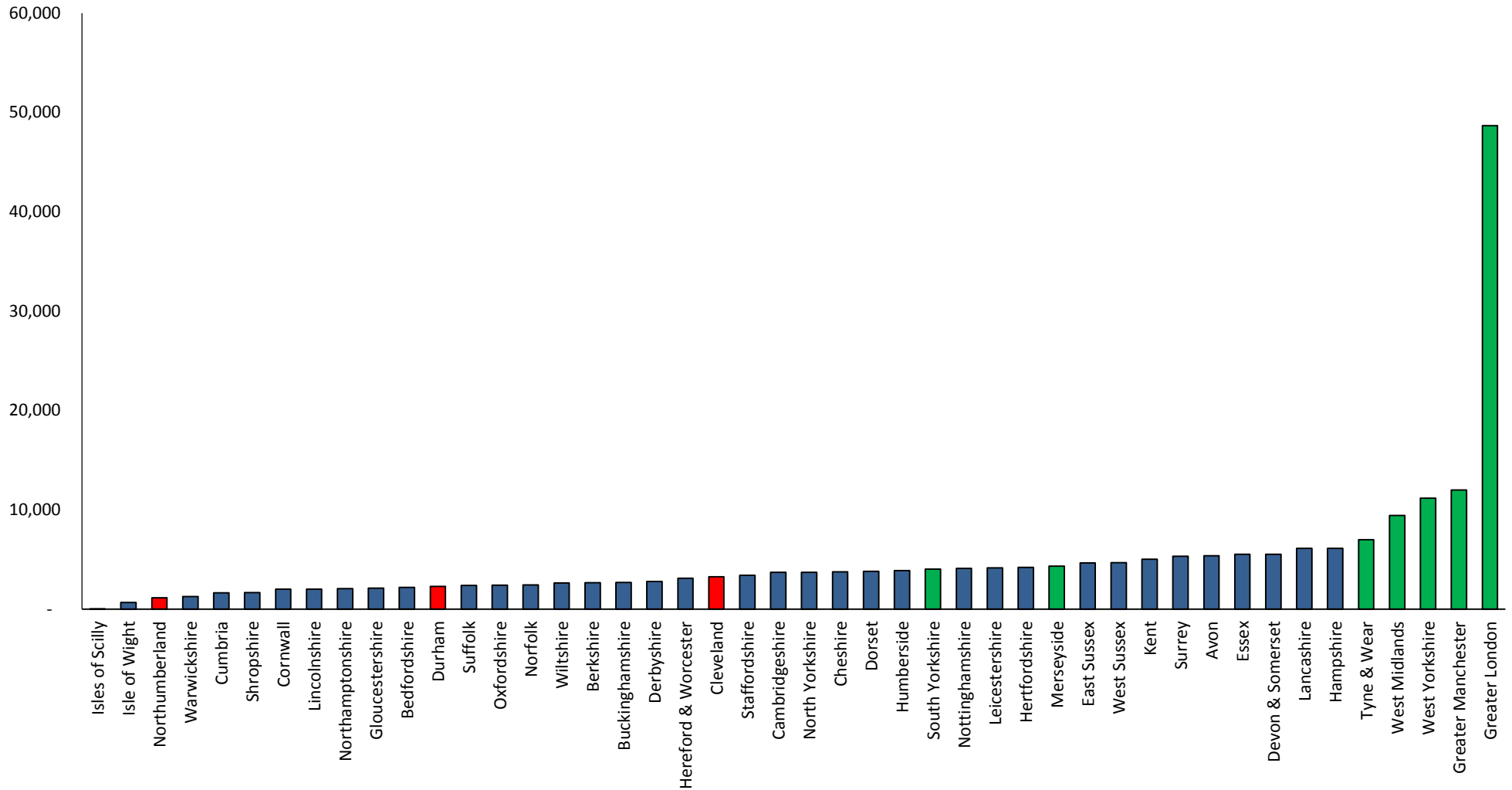
### Primary Other Building Fires by FRS 2013 - 14



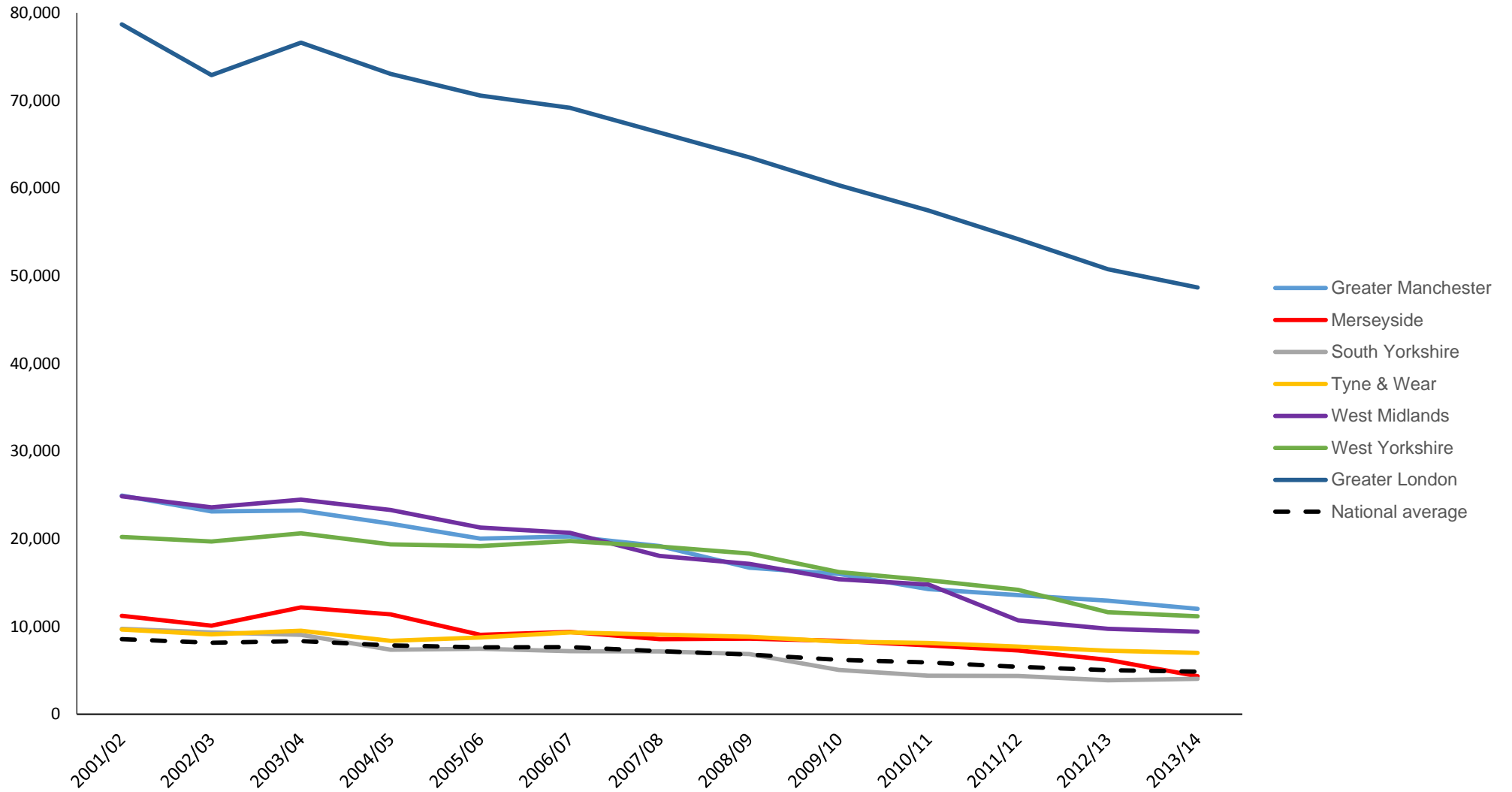
### Primary Vehicle Fires by FRS 2013 - 14



### False Alarms by FRS 2013 - 14



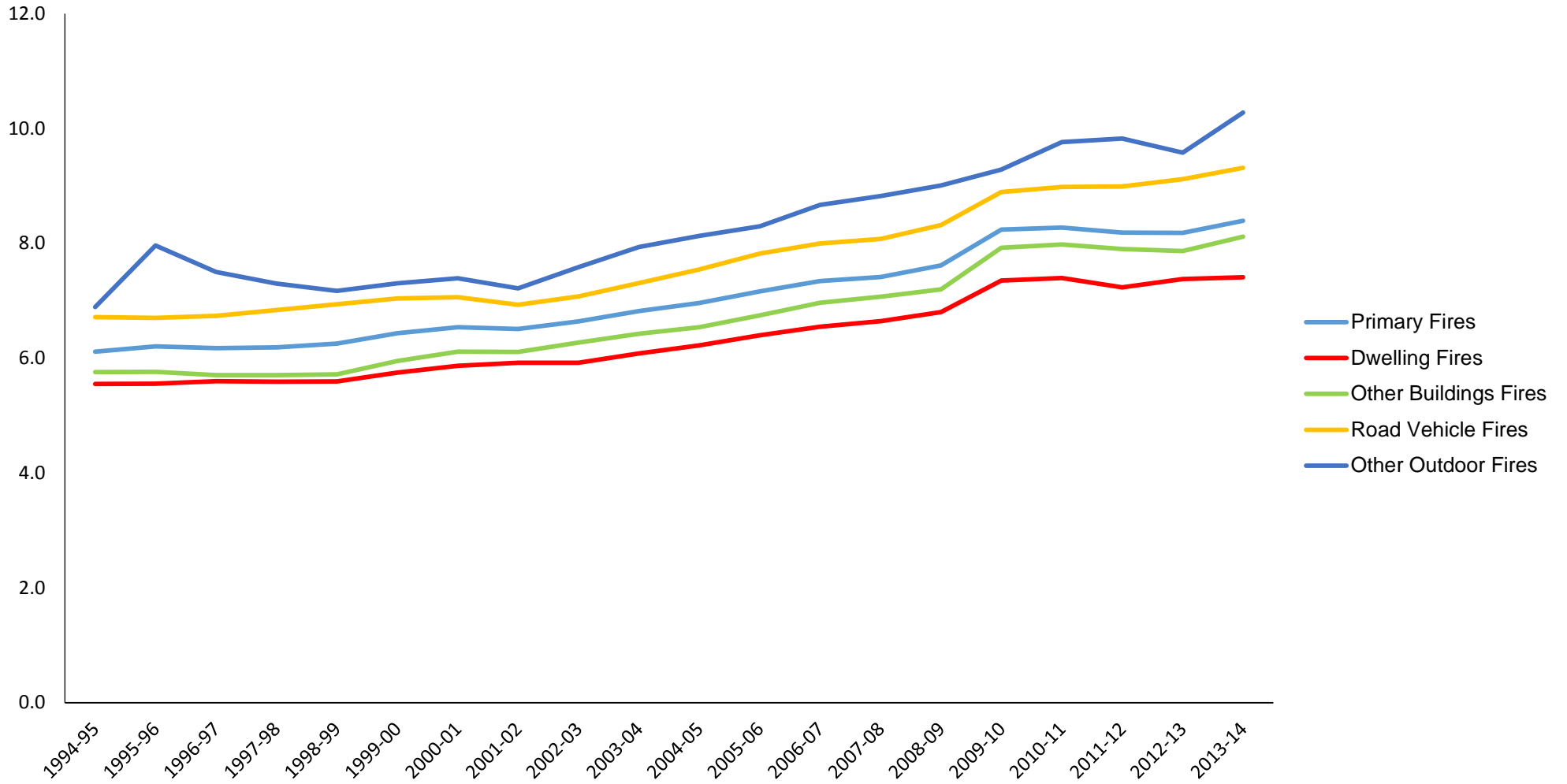
### False Alarms attended by Met FRS's



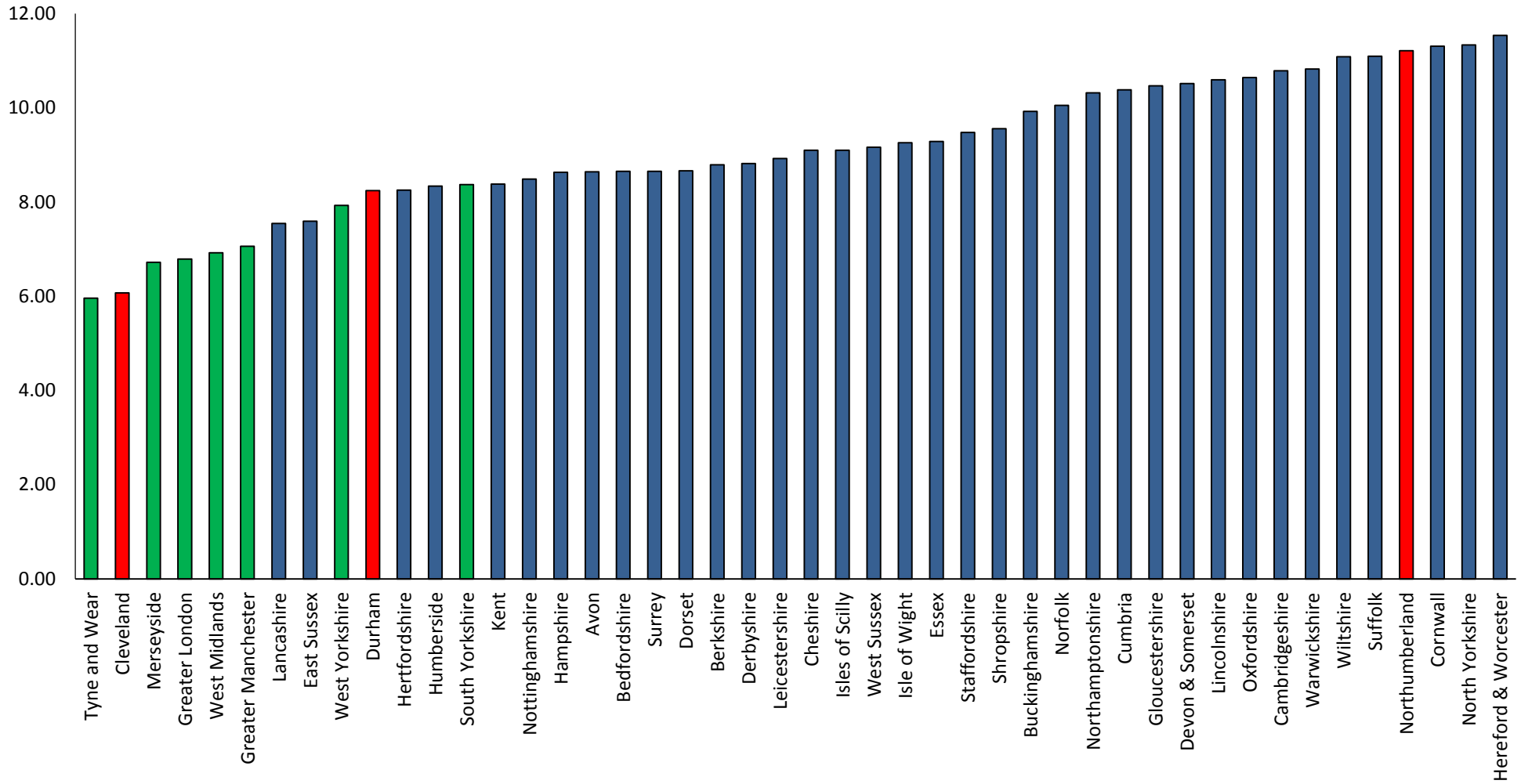
## 9 RESPONSE TIMES

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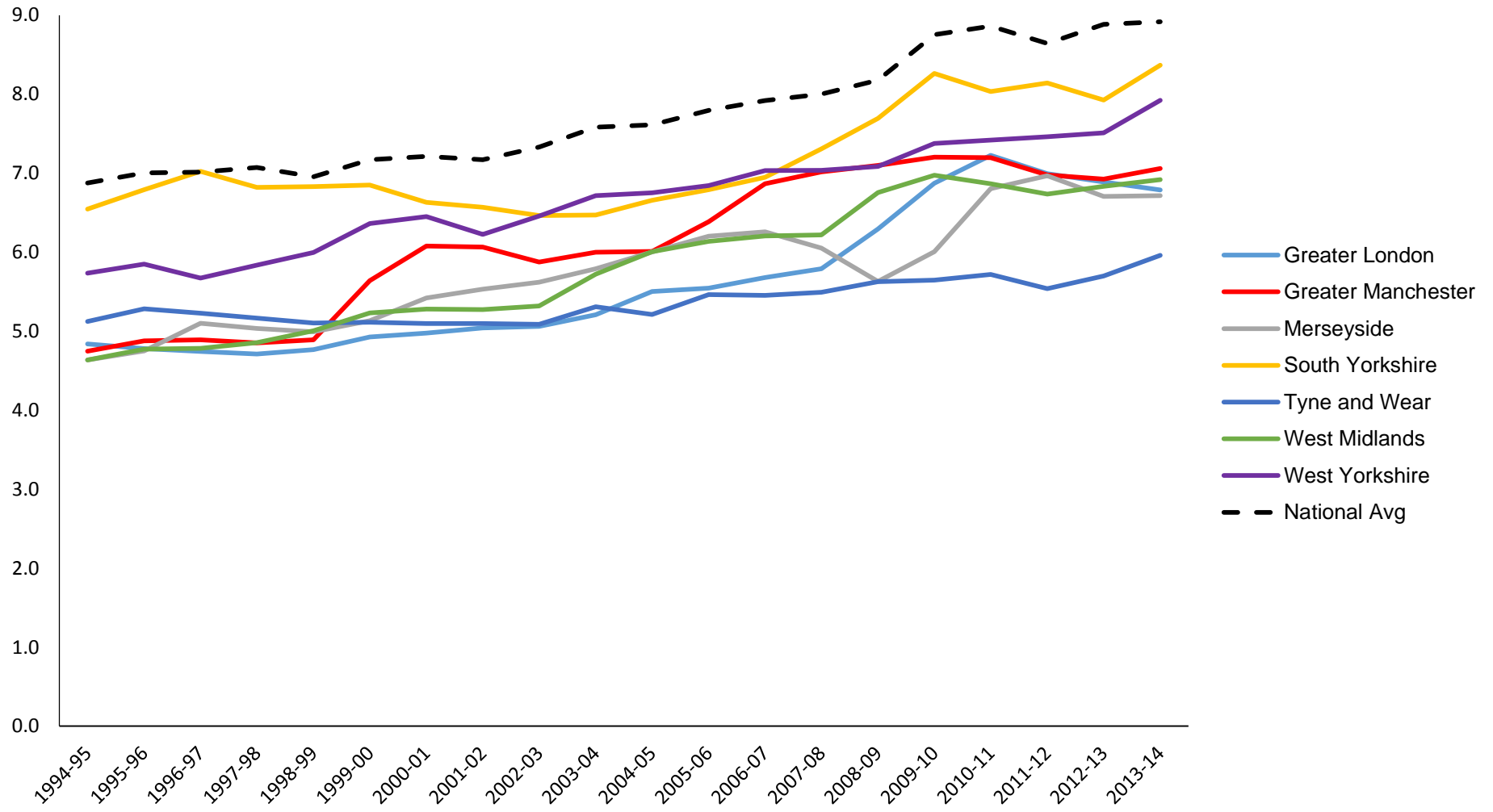
### Average National Response Times



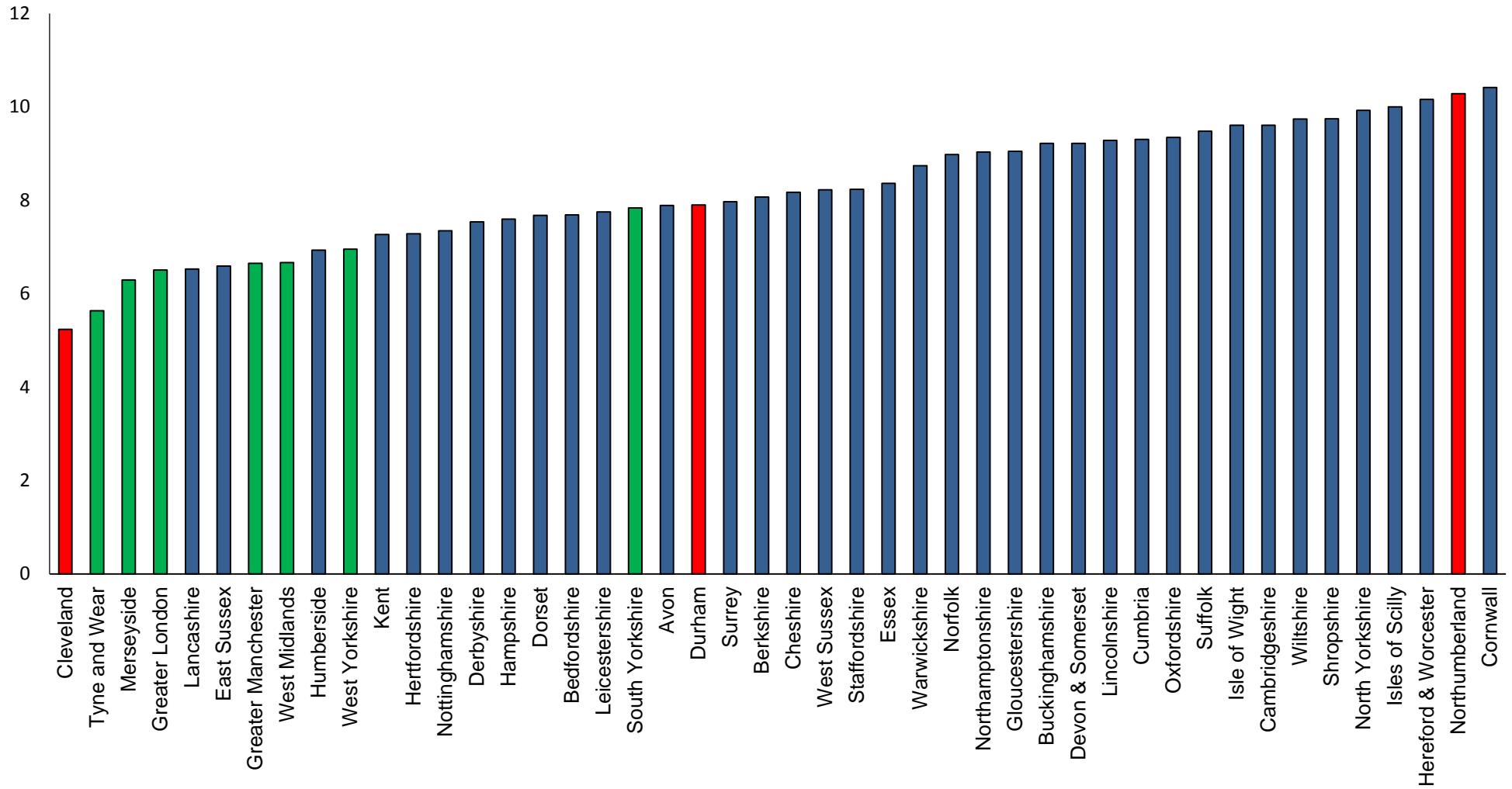
### Average response time to primary fires (Minutes) - all FRS's 2013 - 14



### Average Response time: primary fires (Mets)



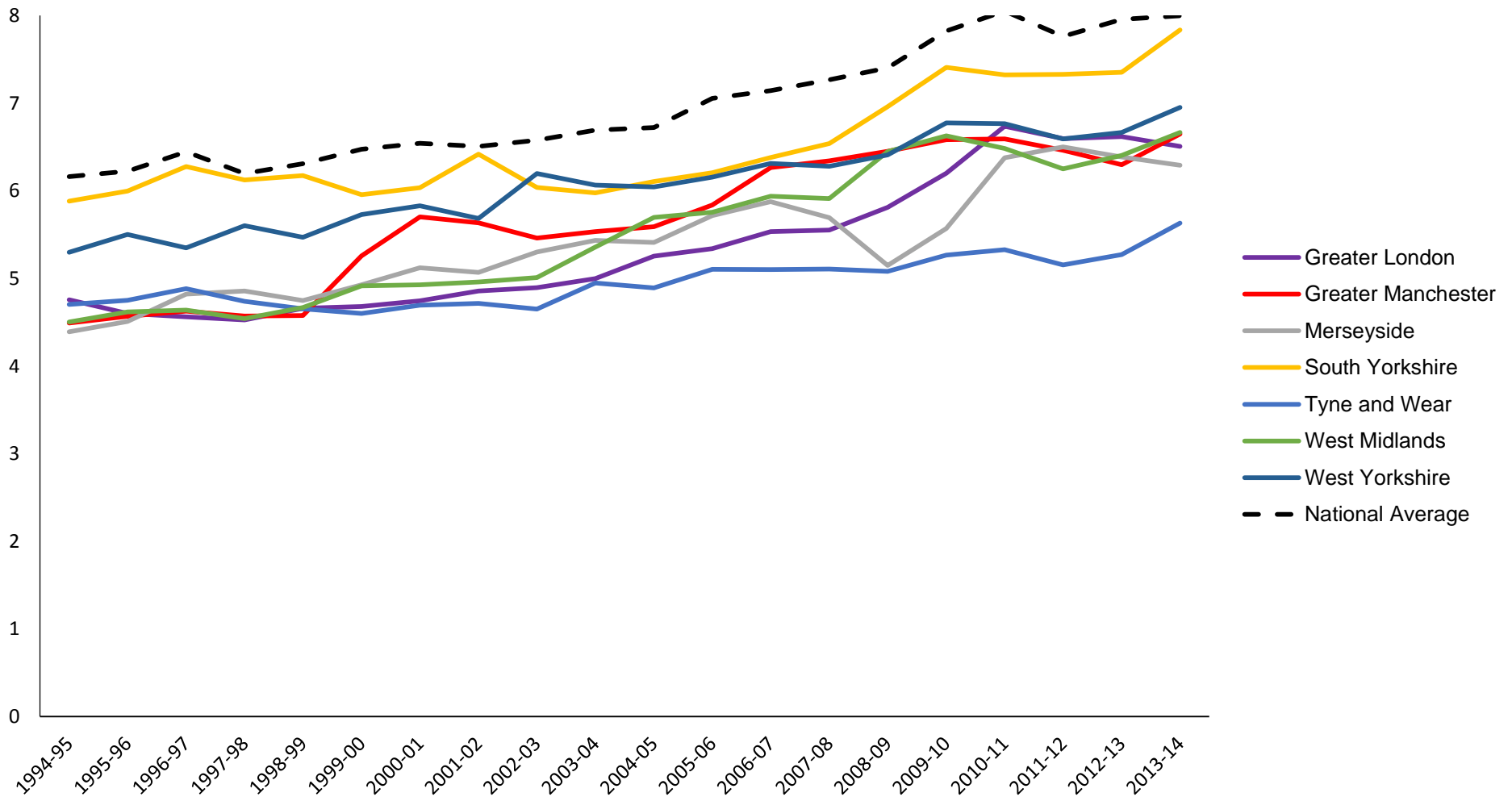
### Average Response Time to dwelling fires (Minutes) - all FRS's 2013 - 14



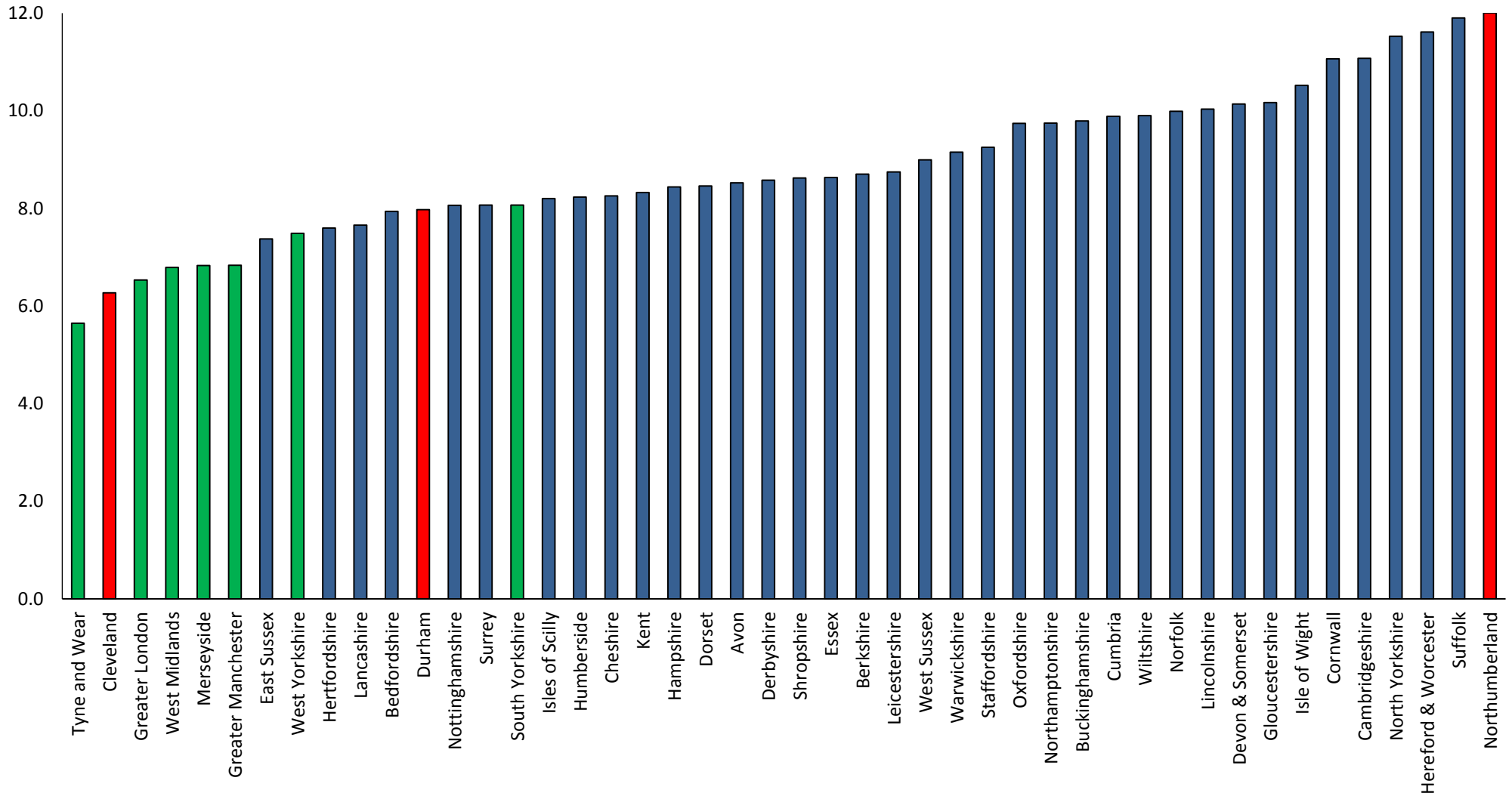


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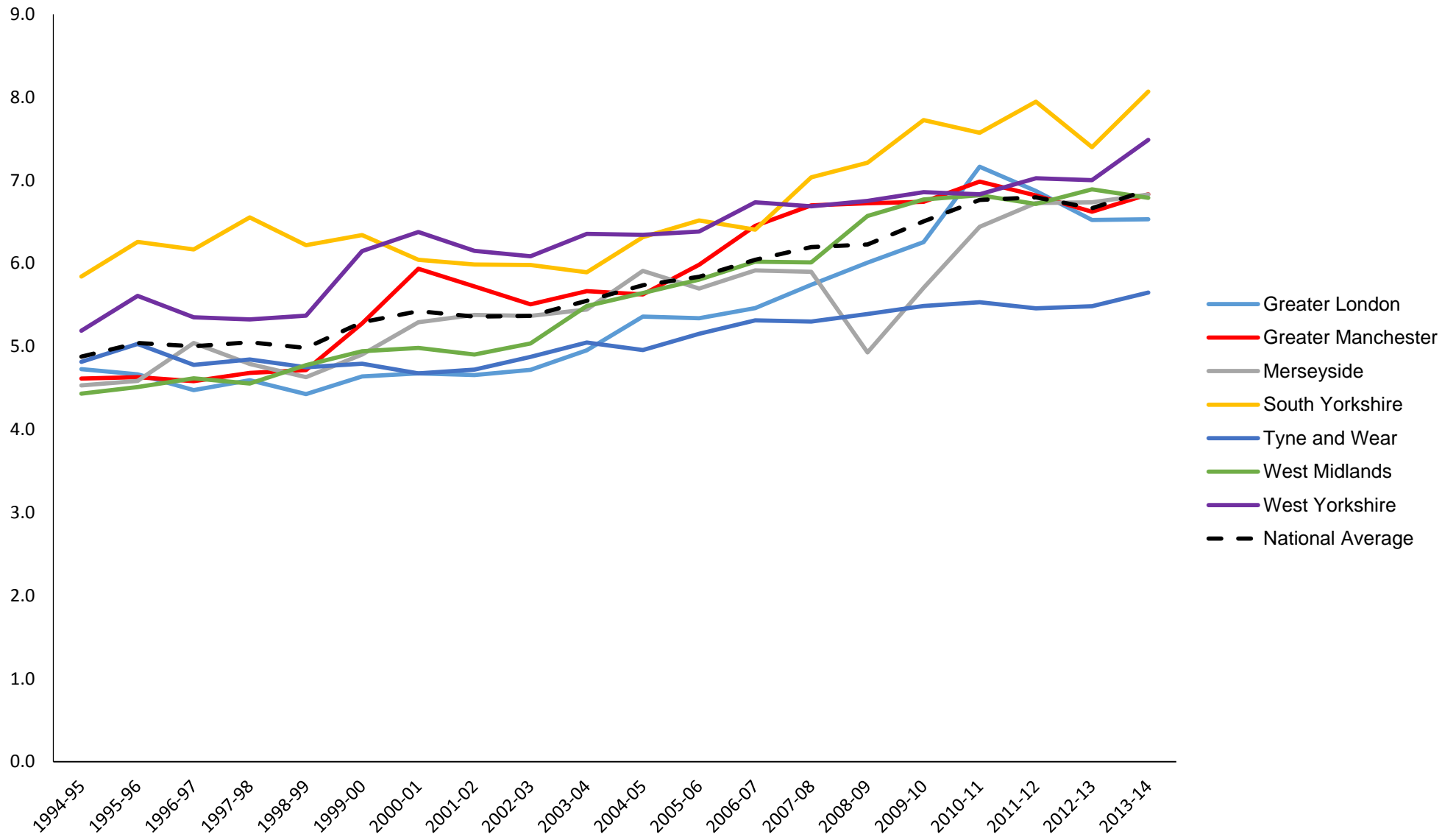
### Average response time: dwelling fires (Mets)



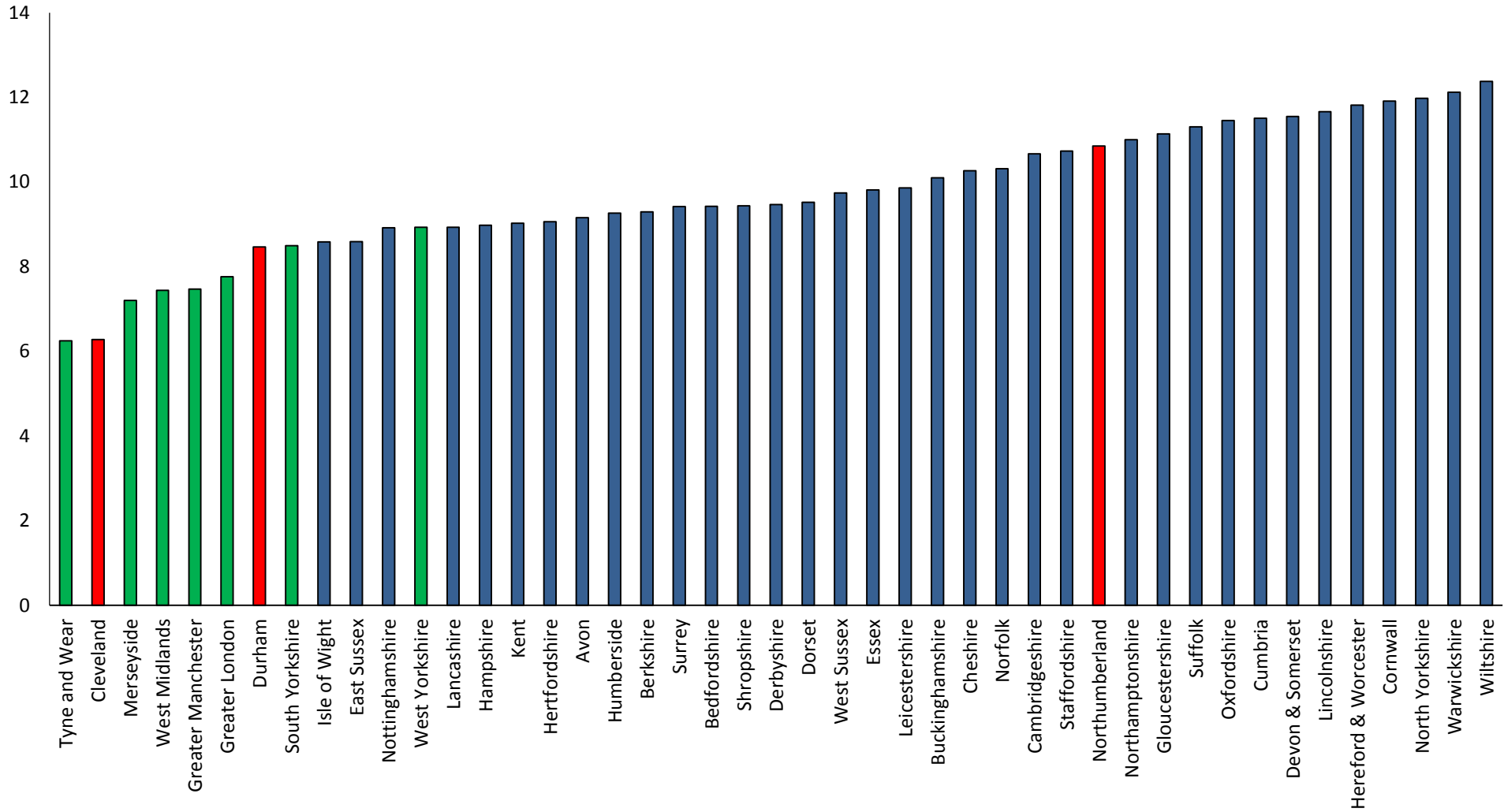
**Average response time to other building fires (Minutes) - all FRS's 2013 - 14**



### Average response time: other building fires (Mets)

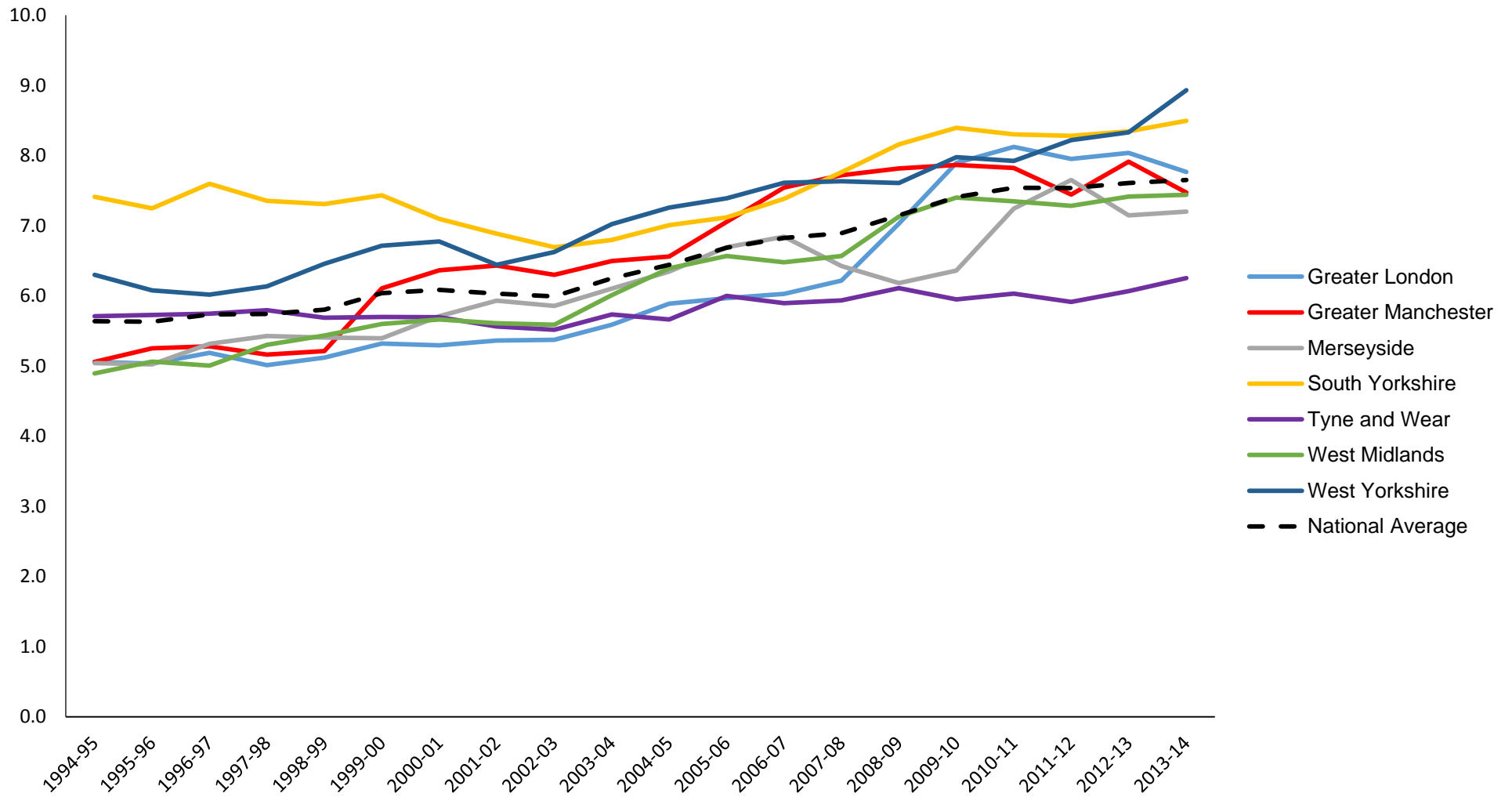


Average response time to vehicle fires (Minutes) - al FRS's 2013 - 14

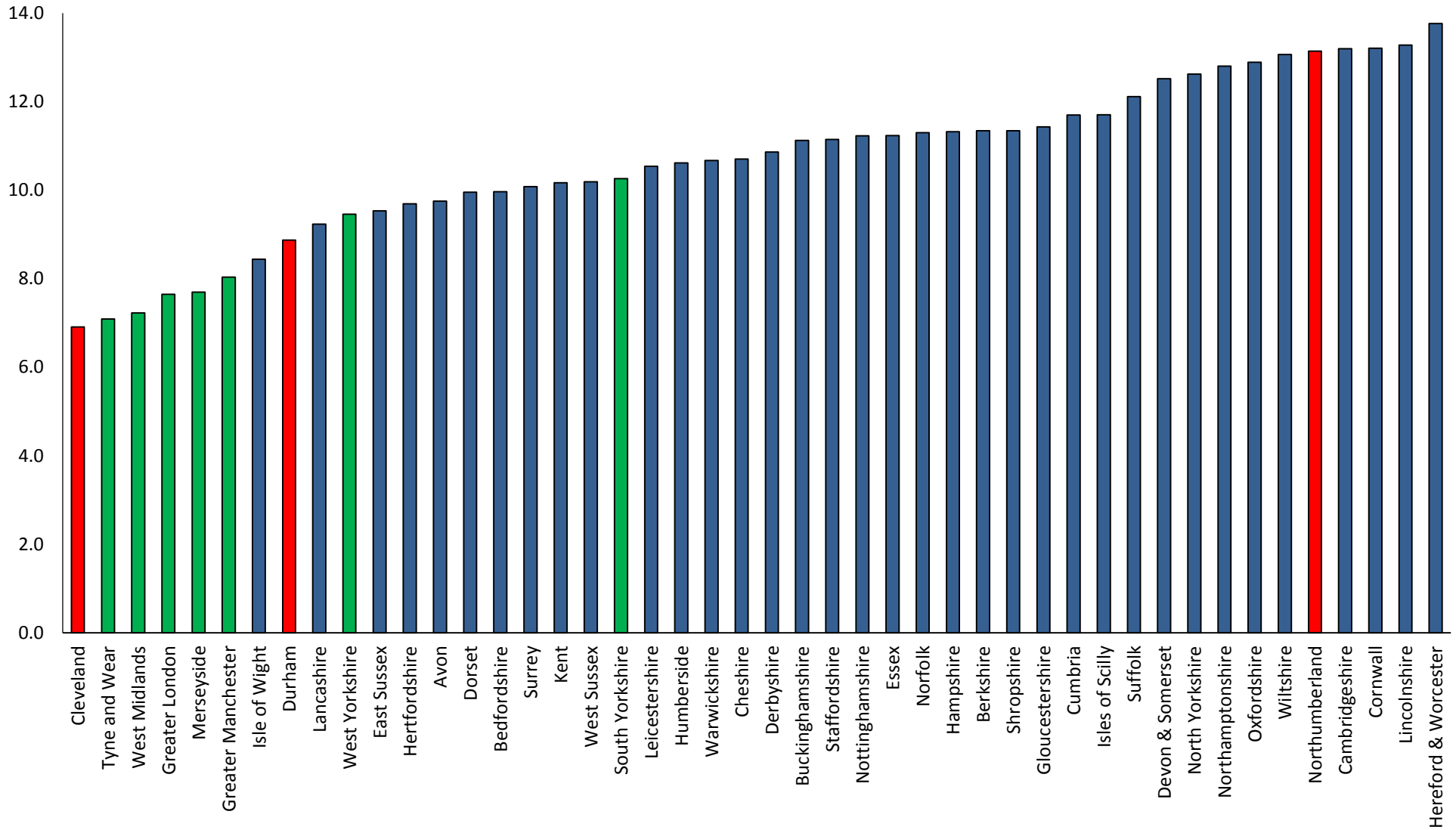


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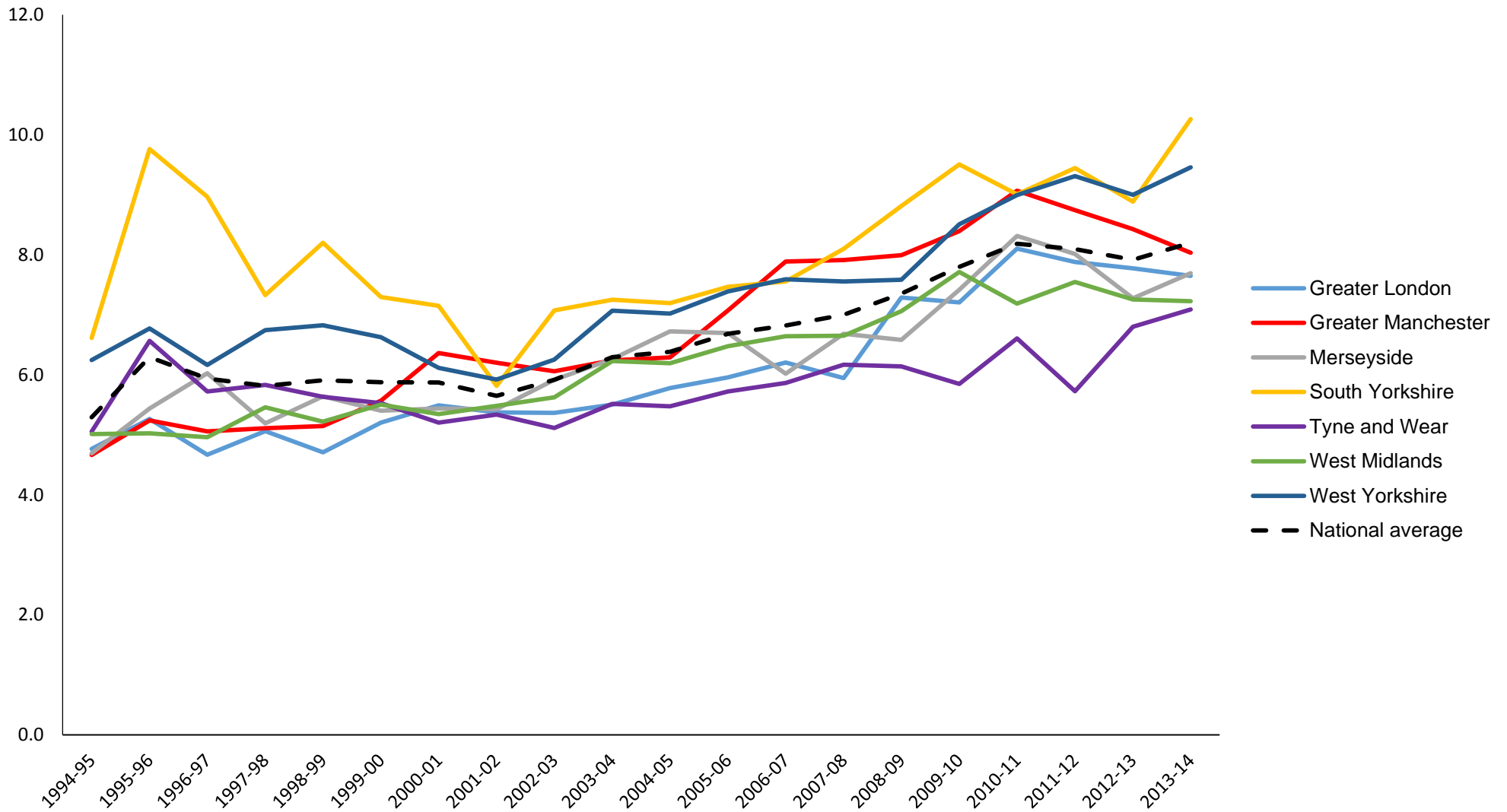
### Average response time: vehicle fires (Mets)



### Average response time to outdoor fires (Minutes) - all FRS's 2013 - 14



### Average response time: outdoor fires (Mets)



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**POLICY AND PERFORMANCE COMMITTEE: 10<sup>th</sup> NOVEMBER 2014**

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**SUBJECT: PROPERTY TENURE AND ACCIDENTAL DWELLING FIRES**

**REPORT OF THE CHIEF FIRE OFFICER**

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**1 PURPOSE**

- 1.1 This purpose of this report is to provide the Policy and Performance Committee Members with data analysis regarding accidental dwelling fires (LI 08) and property tenure.

**2 BACKGROUND**

- 2.1 The Policy and Performance Committee members, requested a piece of work to explore the relationship between accidental dwelling fires and property tenure. In addition, this report also considers the property type and source of ignition for such incidents.
- 2.2 Information regarding property tenure is obtained via the Incident Recording System (IRS) and was initially collected as part of the incident report in December 2011, therefore this report is based on performance information regarding accidental dwelling fires from 1 December 2011 – 30 November 2012 (Year One) and 1 December 2012 – 30 November 2013 (Year Two).
- 2.3 Due to the small dataset used, a further report is recommended at the end of 2014/15 to enable more statistically robust analysis. At present, comparators, for example, housing stock, are unavailable therefore complete, holistic analysis is not possible. However, it is possible to identify trends with regard to property tenure.
- 2.4 The main finding of this report is that, over the two year period, social rented properties account for 36% (414) of all accidental dwelling fires and therefore is the property type experiencing the highest number of such incidents during the reporting period.
- 2.5 In Year One, social rented properties experienced the highest number of accidental dwelling fires (39%, 222), in Year Two the number of incidents in social rented properties decreased by 14% (30) to 33% (192). Therefore, in Year Two, the property type experiencing the highest number of accidental dwelling fires was owner occupied properties (34%, 200).

### **3 LEGISLATIVE IMPLICATIONS**

3.1 There are no legislative implications in respect of this report.

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

4.1 There are no learning and development implications in respect of this report.

### **5 ICT IMPLICATIONS**

5.1 There are no ICT implications in respect of this report.

### **6 FINANCIAL IMPLICATIONS**

6.1 There are no financial implications in respect of this report.

### **7 RISK MANAGEMENT IMPLICATIONS**

7.1 There are no risk management implications in respect of this report.

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

8.1 The Property Tenure and Accidental Dwelling Fire Report links to Goal 1: To prevent loss of life and injury from fires and other emergencies and promote community wellbeing.

### **9 EQUALITY AND FAIRNESS IMPLICATIONS**

9.1 No specific Equality and Fairness implications are envisaged.

9.2 The Property Tenure and Accidental Dwelling Fire Report is available in alternative formats and languages upon request.

### **10 HEALTH AND SAFETY IMPLICATIONS**

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

### **11 RECOMMENDATIONS**

11.1 The Committee is requested to:

- a) Note and endorse the contents of this report
- b) Receive further reports as appropriate.



# Accidental Dwelling Fires and Property Tenure Data & Information Department

Date: October 2014

Version: Final

**01/12/2011 – 30/11/2013**

Data and Information Audit	
Data compiled by:	VV
Checked by:	JB
Data valid at:	14/10/2014 09:00hrs
Approved for Publication	
Approved by:	RH
Date Approved by:	15/10/2014 14:00hrs

Please note that as the attached dataset may contain personal data. This data should not be used for anything other than its intended purpose / audience, and should not be re-circulated without permission of TWFRS.

*Some incident data in this report may be un-validated and will be subject to change*

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  - 3.6. [Other](#)
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- 5.0 [Appendix Two](#)

## 1.0 Executive Summary

- 1.1 The purpose of this report is to provide findings from analysis regarding accidental dwelling fires (LI 08) and property tenure.
- 1.2 This report compares data from 1 December 2011 – 30 November 2012 (Year One) and 1 December 2012 – 30 November 2013 (Year Two).
- 1.3 Due to the small dataset used (two years data only), a further report is recommended at the end of 2014/15 to enable more statistically robust analysis / comparison with housing stock and property tenure within Tyne and Wear in relation to the number of accidental dwelling fires. Whilst it is possible to analyse the number and percentage of incidents per property tenure, property type and source of ignition, due to the relatively small data set and lack of comparators, complete, holistic analysis is not possible at this stage.
- 1.4 The main finding of this report is that, over the two year period, social rented properties account for 36% (414) of all accidental dwelling fires and therefore is the property tenure experiencing the highest number of such incidents during the reporting period.
- 1.5 This is followed by owner occupied properties which account for 405 (35%) of accidental dwelling fires over the two year period.
- 1.6 There is then a significant decrease in the number of properties that account for such incidents; private rented account for 208 (18%) over the two year period.
- 1.7 In Year One, social rented properties experienced the highest number of accidental dwelling fires (39%, 222), in Year Two the number of incidents in social rented properties decreased by 14% (30) to 33% (192). Therefore, in Year Two, the property tenure experiencing the highest number of accidental dwelling fires was owner occupied properties (34%, 200).
- 1.8 Over the two year period Newcastle district experienced the highest number of accidental dwelling fires (341, 30%); the majority of incidents in Newcastle district occurred in social rented properties (151, 44% of Newcastle district incidents).
- 1.9 Social rented properties also account for the property type to experience the highest number of accidental dwelling fires in Gateshead over the two year period (88, 40% of Gateshead district incidents).
- 1.10 Over the two year period the property type which experienced the highest number of accidental dwelling fires is 'house – single occupancy' which accounts for 50% (575) of all incidents.
- 1.11 Over the two year period, within social rented and owner occupied properties, the property type experiencing the highest number of accidental dwelling fires is also primarily 'house – single occupancy'.

- 1.12 Over the two year period, 'purpose built flat / maisonette – multiple occupancy up to three storeys' was the predominant property type for accidental dwelling fires in private rented properties, whereas housing association properties saw 'self-contained sheltered housing' as the predominant property type.
- 1.13 The predominant source of ignition within all property tenures is 'cooking appliance' (593, 52%). No other correlation can be seen between property tenure and source of ignition at this stage.

## 2.0 Introduction

- 2.1 The data obtained for this report has been extracted via the Incident Recording System (IRS). The questions that enable this data to be gathered were introduced in December 2011, therefore data relating to property tenure is only available from that point forward.
- 2.2 Whilst the Officer in Charge (OiC) of an incident will attempt to obtain factual information regarding property tenure, it has been highlighted that there may be inadvertent misrepresentations by the occupier of the property tenure.
- 2.3 Within the Incident Recording System (IRS), information is recorded as to 'who owns the property' (Q5.14a), a selection must be made; dependent upon the initial selection, further information is then required (see below);
- Owner Occupied
  - Private Rented
    - For example, Private Rented (Q5.14a) > Other (free text) (Q5.14a1)
  - Social Rented
    - For example, Social Rented (Q5.14a) > Newcastle (Q5.14a2) > Your Homes Newcastle (Q5.14a3)
  - Housing Association
    - For example, Housing Association (Q5.14a) > Other (free text) (Q5.14a1)
  - Other
    - For example, Other (Q5.14a) > Other (free text) (Q5.14a1)



### 3.0 Analysis

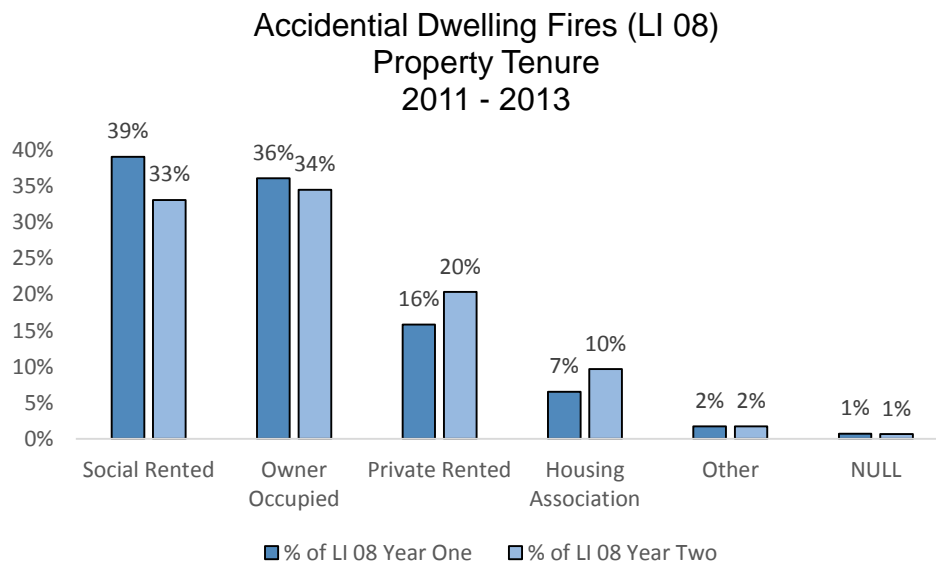
#### 3.1 All Property Tenures

3.1.1 Over the two year period, there have been 1,148 accidental dwelling fires of which 568 (49%) occurred in Year One and 580 (51%) occurred in Year Two. This equates to an increase of 12 incidents (2%) when compared to Year One.

3.1.2 The chart below highlights the number of accidental dwelling fires (LI 08) by property tenure. In Year One, most incidents occurred within social rented properties; 39% (222) of all incidents in that year. Whilst in Year Two, incidents in social rented properties decreased by 14% (30 incidents) to 192, equating to 33% of the total of all incidents that year.

3.1.3 In Year Two, most incidents occurred within owner occupied properties; 34% (200) of all incidents in that year, however this was lower in terms of number and percentage of incidents within owner occupied properties when compared to Year One; 205 incidents, 36% of all incidents in Year One.

3.1.4

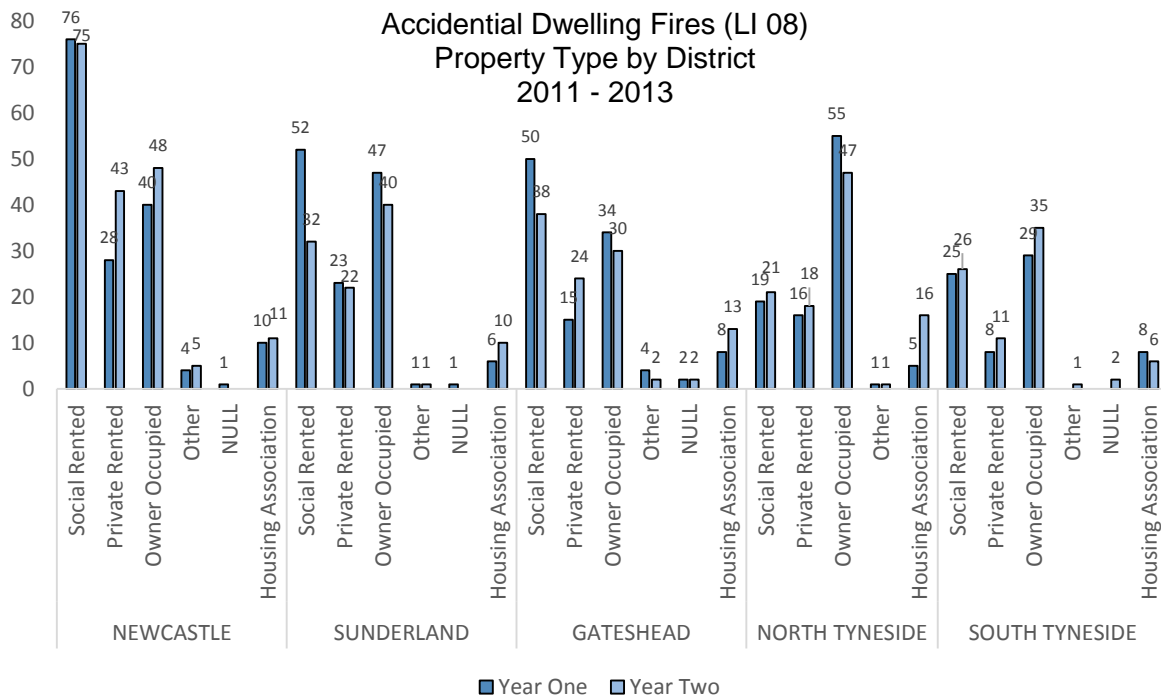


3.1.5 The table below details the number of, and percentage of, incidents by tenure:

	Year One	% of Year One	Year Two	% of Year Two	Total
<b>Social Rented</b>	222	39%	192	33%	414
<b>Owner Occupied</b>	205	36%	200	34%	405
<b>Private Rented</b>	90	16%	118	20%	208
<b>Housing Association</b>	37	7%	56	10%	93
<b>Other</b>	10	2%	10	2%	20
<b>NULL</b>	4	1%	4	1%	8
<b>Total</b>	<b>568</b>	<b>49% of Total</b>	<b>580</b>	<b>51% of Total</b>	<b>1148</b>

3.1.6 Within both years social rented properties accounted for the highest number / percentage of incidents per district for Gateshead and Newcastle. In Year One, Sunderland district experienced the highest number of incidents within social rented properties. In Year Two however, within Sunderland district, this was owner occupied properties. In both years, North Tyneside and South Tyneside both experienced the highest number of incidents within owner occupied properties.

3.1.7



- 3.1.8 [Appendix One](#) provides details of property tenure and district by year.
- 3.1.9 Over the two year period, within all property tenures, the property type with the highest number of incidents is ‘house – single occupancy’ with 575 (50%) of all accidental dwelling fires occurring in this property type. It should be noted however, that the ratio for property type within Tyne and Wear is unknown, therefore no significant correlation can be made between property type and the risk of fire.
- 3.1.10 In Year Two, the property tenures experiencing the majority of incidents within ‘house – single occupancy’ were owner occupied (158, 57%) and social rented (71, 26%). These figures are similar to Year One where owner occupied accounted for (164, 54%) and social rented (71, 26%) of incidents occurring in ‘house – single occupancy’.
- 3.1.11 Within all property tenures, over the two year period the primary source of ignition for accidental dwelling fires is ‘cooking appliance’ where at 593 (52%) of incidents this was the source.
- 3.1.12 The table below details figures for all property tenures; the percentage figure relates to the percentage of incidents within that year that were due to source of ignition ‘cooking appliance’.

<b>All Property Tenures</b>	<b>Year One</b>	<b>Year Two</b>	<b>Total</b>
Cooking appliance	281 (49%)	312 (54%)	593(52%)

- 3.1.13 [Appendix Two](#) provides further details of ‘source of ignition’ per property type and year.

## 3.2 Social Rented

- 3.2.1 Social rented properties accounted for 36% of all accidental dwelling fires across the Service during the two year period. For incidents occurring in Year One, social rented properties were the predominant property tenure (222, 39% of all incidents), whereas in Year Two this was owner occupied properties (200, 34% of all incidents).
- 3.2.2 Social rented properties have seen a decrease in the number and percentage of incidents when comparing Year One (222, 39%) and Year Two (192, 33%).
- 3.2.3 Newcastle District has the highest number of and percentage of incidents occurring in social rented properties over the two year period, 151 (13%) of all Service incidents occurred in social rented properties in Newcastle. In Year One this was 76 (48% of incidents in Newcastle) and Year Two this was 75 (41% of all incidents in Newcastle). As can be seen when comparing 3.2.2 and 3.2.3, the percentage of incidents occurring in social rented properties in Newcastle is higher than the Service average each year; it should be noted that the ratio of social rented properties has not been highlighted for comparison at this stage.
- 3.2.4 Of all incidents in the two year period in social rented properties (414), overall, the property type with the most incidents has been 'house - single occupancy'; in Year One there were 88 incidents which equates to 40% of all incidents in social rented properties. In Year Two there were 71 incidents which equates to 37% of all incidents in social rented properties occurring in this property type.
- 3.2.5 As a Service, over the two year period, the main source of ignition within social rented properties has been 'cooking appliance' (268, 65%). Within Year One, 'cooking appliance' accounted for 147 (66%) of all incidents, this figure was slightly lower in Year Two with 121 incidents (63%) however remains the most prevalent source of ignition within social rented properties.

### 3.3 Housing Association

- 3.3.1 Housing association properties accounted for 93 (8%) of all accidental dwelling fires across the Service during the two year period.
- 3.3.2 Housing association properties have seen an increase in the number and percentage of incidents when comparing Year One (37, 9%) and Year Two (56, 10%).
- 3.3.3 The district accounting for the highest number of incidents within housing association properties over the two year period is North Tyneside; 21 (11%) of all Service incidents occurred in housing association properties in North Tyneside.
- 3.3.4 The districts accounting for the highest number of incidents within housing association properties in Year One was Newcastle, with 27% (10) of all incidents in housing association properties. In Year Two 29% (16) of all incidents in housing association properties occurred in North Tyneside.
- 3.3.5 Of all incidents in the two year period in housing association properties (93), overall, the property type with the most incidents has been 'house – self-contained sheltered housing (66, 32%); in Year One there were 14 incidents which equates to 38% of all incidents in housing association properties. In Year Two there were 27 incidents which equates to 48% of all incidents in housing association properties occurring in this property type.
- 3.3.6 As a Service, over the two year period, the main source of ignition within housing association properties has been 'cooking appliance' (61, 66%). Within Year One, 'cooking appliance' accounted for 20 (54%) of all incidents, this figure is higher in Year Two with 41 incidents (73%).

### 3.4 Private Rented

- 3.4.1 Private rented properties accounted for 208 (18%) of all accidental dwelling fires across the Service during the two year period.
- 3.4.2 Private rented properties have seen an increase in the number and percentage of incidents when comparing Year One (90, 16%) and Year Two (118, 20%).
- 3.4.3 Newcastle District has the highest percentage of incidents occurring in private rented properties over the two year period, 71 (34%) of all Service incidents occurred in private rented properties in Newcastle.
- 3.4.4 Newcastle district also accounted for the highest number of incidents within private rented properties in both Year One; 17% (28) and Year Two 24% (43).
- 3.4.5 Of all incidents in the two year period in private rented properties (208), overall, the property type with the most incidents has been 'purpose built flat / maisonette, multiple occupancy up to three storeys'. However in Year One there were 33 incidents which equates to 37% of all incidents in housing association properties that occurred in 'house – single occupancy'. In Year Two there were 37 incidents which equates to 31% of all incidents in private rented properties occurring in 'purpose built flat / maisonette, multiple occupancy up to three storeys'.
- 3.4.6 As a Service, over the two year period, the main source of ignition within private rented properties has been 'cooking appliance' (90, 43%). Within Year One, 'cooking appliance' accounted for 33 (37%) of all incidents, this figure was higher in Year Two with 57 incidents (48%).

### 3.5 Owner Occupied

- 3.5.1 Owner occupied properties accounted for 405 (35%) of all accidental dwelling fires across the Service during the two year period.
- 3.5.2 Owner occupied properties have seen a decrease in the number and percentage of incidents when comparing Year One (205, 36%) and Year Two (200, 34%).
- 3.5.3 North Tyneside district has the highest number and percentage of incidents occurring in owner occupied properties in Year One, 55 (27%) and in Year Two, Newcastle district had the most incidents in this property type (48, 24%).
- 3.5.4 Of all incidents in the two year period in owner occupied properties (405), overall, the property type with the most incidents has been 'house – single occupancy' (322, 80%). In Year One there were 164 incidents (80%) and in Year Two there were 158 incidents (79%) of all incidents in owner occupied properties that occurred in 'house – single occupancy'.
- 3.5.5 As a Service, over the two year period, the main source of ignition within owner occupied properties has been 'cooking appliance' (163, 40%). Within Year One, 'cooking appliance' accounted for 77 (38%) of all incidents, this figure was higher in Year Two with 86 incidents (43%).

### 3.6 Other Property Tenure

- 3.6.1 Those properties that have been identified as 'other' contribute to a marginal proportion of the dataset (20 incidents (2%)) over the reporting period therefore it is not possible to make any statistically robust correlations for the two year reporting period.



#### 4.0 Appendix One – Property Tenure and District

	Year One	% of District Total Year One	Year Two	% of District Total Year Two	Total
<b>NEWCASTLE</b>	<b>159</b>	<b>28%</b>	<b>182</b>	<b>31%</b>	<b>341</b>
Social Rented	76	48%	75	41%	151
Owner Occupied	40	25%	48	26%	88
Private Rented	28	18%	43	24%	71
Housing Association	10	6%	11	6%	21
Other	4	3%	5	3%	9
NULL	1	1%		0%	1
<b>SUNDERLAND</b>	<b>130</b>	<b>23%</b>	<b>105</b>	<b>18%</b>	<b>235</b>
Owner Occupied	47	36%	40	38%	87
Social Rented	52	40%	32	30%	84
Private Rented	23	18%	22	21%	45
Housing Association	6	5%	10	10%	16
Other	1	1%	1	1%	2
NULL	1	1%		0%	1
<b>GATESHEAD</b>	<b>113</b>	<b>20%</b>	<b>109</b>	<b>19%</b>	<b>222</b>
Social Rented	50	44%	38	35%	88
Owner Occupied	34	30%	30	28%	64
Private Rented	15	13%	24	22%	39
Housing Association	8	7%	13	12%	21
Other	4	4%	2	2%	6
NULL	2	2%	2	2%	4
<b>NORTH TYNESIDE</b>	<b>96</b>	<b>17%</b>	<b>103</b>	<b>18%</b>	<b>199</b>
Owner Occupied	55	57%	47	46%	102
Social Rented	19	20%	21	20%	40
Private Rented	16	17%	18	17%	34
Housing Association	5	5%	16	16%	21
Other	1	1%	1	1%	2
<b>SOUTH TYNESIDE</b>	<b>70</b>	<b>12%</b>	<b>81</b>	<b>14%</b>	<b>151</b>
Owner Occupied	29	41%	35	43%	64
Social Rented	25	36%	26	32%	51
Private Rented	8	11%	11	14%	19
Housing Association	8	11%	6	7%	14
NULL		0%	2	2%	2
Other		0%	1	1%	1
<b>Total</b>	<b>568</b>	<b>49%</b>	<b>580</b>	<b>51%</b>	<b>1148</b>

## 5.0 Appendix Two – Source of Ignition

Property Tenure / Source of Ignition	Year One	Year Two	Total
<b>Social Rented</b>	<b>222</b>	<b>192</b>	<b>414</b>
Cooking appliance	147	121	268
Smoking related	22	19	41
Other domestic style appliance	12	21	33
Electricity supply	11	10	21
Not known	11	4	15
Matches and candles	5	4	9
Heating equipment	4	3	7
Electrical lighting	2	4	6
Naked flame	3	2	5
Spread from secondary fire	1	2	3
Industrial equipment	1	1	2
Fuel / chemical related	1	1	2
Natural occurrence	1		1
Office equipment	1		1
<b>Owner Occupied</b>	<b>205</b>	<b>200</b>	<b>405</b>
Cooking appliance	77	86	163
Other domestic style appliance	45	34	79
Electricity supply	21	18	39
Heating equipment	15	14	29
Smoking related	12	10	22
Matches and candles	9	8	17
Electrical lighting	10	6	16
Not known	3	6	9
Fuel / chemical related	3	5	8
Spread from secondary fire	4	3	7
Industrial equipment	2	4	6
Natural occurrence	2	1	3
Other appliance or equipment	1	2	3
Naked flame	1	1	2
Vehicles only - Electrical fault		1	1
Heat gun		1	1

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Property Tenure / Source of Ignition	Year One	Year Two	Total
<b>Private Rented</b>	<b>90</b>	<b>118</b>	<b>208</b>
Cooking appliance	33	57	90
Other domestic style appliance	17	14	31
Electricity supply	16	14	30
Smoking related	8	8	16
Matches and candles	4	5	9
Heating equipment	3	5	8
Not known	1	4	5
Electrical lighting	1	3	4
Naked flame	2	2	4
Industrial equipment	2	1	3
Spread from secondary fire		2	2
Chimney	1		1
Re-ignition	1		1
Fireworks		1	1
Other appliance or equipment		1	1
Fuel / chemical related		1	1
Natural occurrence	1		1
<b>Housing Association</b>	<b>37</b>	<b>56</b>	<b>93</b>
Cooking appliance	20	41	61
Smoking related	2	5	7
Electricity supply	4	2	6
Other domestic style appliance	3	2	5
Heating equipment	3	2	5
Spread from secondary fire	1	2	3
Matches and candles	1	1	2
Natural occurrence	2		2
Electrical lighting		1	1
Fuel / chemical related	1		1
<b>Other</b>	<b>10</b>	<b>10</b>	<b>20</b>
Cooking appliance	4	7	11
Not known	1	2	3
Office equipment	1		1
Naked flame	1		1
Industrial equipment	1		1
Electrical lighting		1	1
Smoking related	1		1
Matches and candles	1		1
<b>NULL</b>	<b>4</b>	<b>4</b>	<b>8</b>
Not known	2	1	3
Smoking related	1		1
Industrial equipment	1		1
Spread from secondary fire		1	1
Heating equipment		1	1
Other domestic style appliance		1	1
<b>Grand Total</b>	<b>568</b>	<b>580</b>	<b>1148</b>



MEETING: 10 NOVEMBER 2014

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**SUBJECT: RISK BASED ATTENDANCE POLICY FOR AUTOMATIC FIRE  
ALARMS IN NON- RESIDENTIAL PREMISES**

**REPORT OF THE CHIEF FIRE OFFICER**

---

## **1 INTRODUCTION**

- 1.1 The purpose of this report is to seek the approval of Members for TWFRS to adopt a revised, risk based attendance policy to calls for assistance from Automatic Fire Alarms (AFAs) in non-residential premises. The report will also set out the recommended implementation plan for this policy change should it be approved.

## **2 BACKGROUND**

- 2.1 TWFRS recognise the valuable contribution that an effective and correctly functioning Automatic Fire Alarm (AFA) system can have to public safety and to the protection of property, through an early call for assistance to the Fire and Rescue Service before a fire has become fully developed. However it is recognised that the majority of AFA calls TWFRS attends are not as a result of a fire. There are two main categories of AFA calls. These are to either residential or non-residential premises. This report only proposes changes to the way the Service responds to AFA calls from non-residential premises.
- 2.2 TWFRS categorise the actuation of an AFA which has not been caused by a fire as an Unwanted Fire Signal (UwFS) these are also commonly known as 'false alarms'. The reduction in the number of UwFS will have a positive effect on the region's business, community, other sectors, and will support frontline appliances being immediately available for life risk calls, crews carrying out prevention activities in the community, and undertaking risk critical firefighter training.
- 2.3 From 2009/10 to 2013/14 there were 13,504 AFA calls from non-residential premises and of these 13,214 (97.9%) were UwFS. These 13,214 false alarms equate to 16% of all incidents attended by TWFRS. Only 1.8% (249) of these calls in the five year period resulted in fires. Of these 249 fires, only 35 resulted in the use of a hose reel or greater and 18 were between 0800- 1800 hrs. This equates to 4 incidents per year.
- 2.4 There were 18,010 appliance mobilisations to these 13,214 false alarms. 10,893 of these mobilisations were during the hours 0800 – 1800hrs. TWFRS

believe this time band is important because non-domestic premises are in general occupied during these hours, and therefore a confirmation call can be made to 999 if there is a fire.

- 2.5 Despite the excellent work of the Fire Safety Department and Service Delivery managers focussing on premises which displayed a pattern of repeated false alarm actuations, reductions in this call type remain modest, as 48% of non-domestic false alarm calls were from properties which had generated only one or two false alarm calls. This is further compounded by the increase in the number of systems and detector heads being fitted in the Service area.
- 2.6 A number of Metropolitan FRS do not now attend all AFA calls. Benchmarking visits were made to West Yorkshire FRS, West Midlands FRS and Merseyside FRS. This was a valuable exercise, with learning shared by our Metropolitan family group helping to form the basis for TWFRS' proposed new policy.
- 2.7 Within the Metropolitan FRSs group there is only London Fire Brigade that currently attends more false alarms to non-domestic properties per 10,000 properties than TWFRS.

### **3. PROPOSED POLICY**

- 3.1 Between 0800 – 1800 hours TWFRS will not attend unconfirmed AFA calls to non-residential premises unless a backup call is received confirming a fire or physical sign of fire exists. Any call received reporting a confirmed fire or signs of fire will receive the full pre-determined attendance.
- 3.2 The following exemptions are proposed within the proposed policy. These premises will still receive the full pre-determined attendance:

#### **3.2.1 Hospitals**

Hospital premises will be exempt and will receive the current mobilisation of two pumping appliances for AFA calls, except ward blocks / areas which receive an increased attendance.

#### **3.2.2 Education premises**

Education premises such as universities, colleges and schools including pre-schools and nurseries will be exempt and will receive the current mobilisation of one pumping appliance for all AFA calls.

#### **3.2.3 COMAH sites**

The twenty COMAH sites in TWFRS area will be exempt and will receive the current pre-determined attendance for AFA calls.

#### **3.2.4 Specific High Risk premises (determined by local operational intelligence)**

Specific premises, identified by operational personnel where the extant risk requires the attendance of the full pre-determined attendance. Details of these premises are gathered by frontline staff as part of the Service's commitment to

gathering the most update information on the risk our crews face when fighting fires.

### **3.2.5 Premises Protected by Approved/Accredited Systems**

Modern AFA systems utilise the 'Coincidence' approach (as per BS 5839 part 1) whereby if a detector/ sensor operates then the alarm will not be raised until a second detector/ sensor operates thus confirming the likelihood of a fire and reducing unwanted actuations. The provision of such systems lies with the responsible person. Where such a system is provided in premises, depending on approval by the Fire Safety Department, TWFRS will respond in accordance with the full pre-determined attendance.

This exemption will however be reviewed and may be withdrawn after any mobilisation to false alarms.

### **3.2.6 Exceptional Exemptions**

This provides a further exemption process for premises that do not fit the above exemption criteria. Any responsible person that deems their premises have exceptional circumstances may submit a request to TWFRS.

Criteria will not be set for exceptional circumstances, each case will be considered on its own merits and the onus will be on the Responsible Person to submit their case to TWFRS, based upon high risk to persons resulting from the new Risk Based Attendance Policy.

## **4. BENEFITS OF PROPOSED POLICY**

- 4.1 Reductions in the number of mobilisations to fire calls generated by AFA systems would increase appliance availability to respond to life risk incidents, reduce road risk to the public and our staff, and allow more time to be spent on risk critical training, prevention and Fire Safety duties as well as gathering risk critical operational information, and reduce the Service's environmental impact.

## **5 RISK MANAGEMENT**

- 5.1 There is no legal requirement on TWFRS to respond to calls originating from an AFA system in order to establish if there is a fire.
- 5.2 The Regulatory Reform (Fire Safety) Order 2005 (the Fire Safety Order) states that the 'Responsible Person' at the premises is legally responsible and must have in place a Fire Risk Assessment that details, amongst other measures, what actions are to be taken upon actuation of the AFA system. It is not sufficient that the Fire Risk Assessment relies upon TWFRS to investigate the reason for the actuation of the AFA system but the Fire Risk Assessment should include action to notify TWFRS via the 999/112 system as soon as a fire, or physical signs of fire, are confirmed.

5.3 The proposed risk based approach to attendance to AFA will enhance our overall service to higher risk incidents in line with the IRMP Fire Cover Response Model Review.

## **6 IMPLEMENTATION PLAN**

6.1 An implementation plan for the proposed risk based attendance policy has been developed. This proposes go live in June 2015.

6.2 A key component of the implementation plan is the communication plan for key internal and external stakeholders. This plan will be integral to the successful implementation of the new policy. Key messages, resources and detailed milestones are included within the plan.

6.3 The implementation plan includes provision for the ongoing monitoring and evaluation of the impact of this new approach. From the go-live date, data from the mobilising system and Incident Recording System will be used to monitor and evaluate the impact of the policy. Further evaluation will include quality assurance of AFA calls received into the control room and monitoring feedback.

## **7 FINANCIAL IMPLICATIONS**

7.1 The estimated cost for delivering this plan is approx. £15,000. This relates to a mailshot to all non-domestic premises in TWFRS area.

7.2 If approved this policy change will become part of the high level implementation plan of the IRMP Fire Cover Response Model Review and this cost will be met from the Change Management Reserve.

## **8 LEGISLATIVE IMPLICATIONS**

8.1 The relevant legislation in relation to response to AFAs is:

- Regulatory Reform (Fire Safety) Order 2005
- Fire and Rescue Services Act 2004.

## **9 EQUALITY AND FAIRNESS IMPLICATIONS**

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

## **10 HEALTH AND SAFETY IMPLICATIONS**

10.1 Any Health and Safety incidents will be monitored as part of the evaluation following implementation of the proposed policy.



## **11 RECOMMENDATIONS**

11.1 The Authority is recommended to:

- a) Approve the introduction of the Risk Based Attendance Policy;
- b) Approve the implementation plan with a go-live date of June 2015;
- c) Receive further reports as appropriate.

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## **BACKGROUND PAPERS**

The under mentioned Background Papers refer to the subject matter of the above report:

- IRMP Review of the Fire Cover Response Model, 20<sup>th</sup> January 2014.

