

Appendix A

Newcastle District Plan 2009/10

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Our Vision and Mission

Tyne and Wear Fire and Rescue Service have a Vision that will be achieved by providing the people of Tyne and Wear with the Services they need, to the highest possible standard:

- **Vision Statement:** “Creating the Safest Community”
- **Our Mission will help us to secure this Vision:** “To save life, reduce risk, provide humanitarian service and protect the environment”

Through the development of its Integrated Risk Management Plan (IRMP) and the Strategic Community Safety Plan (SCSP) the Authority identifies priorities to respond to the needs of its communities, staff and the environment we live in. In addition to these priorities all Fire and Rescue Authorities are measured against two National Indicators (NI's). Tyne and Wear Fire and Rescue Authority ensures that it achieves its corporate goals through implementing these priorities and measuring them to reflect the overall performance of the Service, as highlighted below:

Goal One: To prevent loss of life and injury from fires and other emergencies and promote community wellbeing

- **Reduce the number of deliberate primary fires and secondary fires**

The Authority aims to continue with the successful delivery of its initiatives and build on partnerships to further reduce such incidents. The Authority aims to achieve its Public Service Agreement target of a 10% reduction by 2010 based on our figure reported in 2001/02.

- **Reduce the number of primary fires and related fatalities and non fatal casualties (excluding precautionary checks)**

The Authority aims to reduce the number of deaths and injuries from related incidents and exceed the Public Service Agreement target of a 20% reduction in the number of accidental fire-related deaths in the home by 2010 based on our figure reported in 2001/02.

Goal Two: To respond appropriately to the risk

- **Respond to the challenge of climate change and take all necessary steps to protect the environment.**

Through the development and implementation of indicators to measure the level of CO₂ emitted from fires the Authority will be able demonstrate its response to such incidents.

Goal Three: To plan and prepare for exceptional events

- **Work in partnership with key stakeholders to prevent the incidence of fire and other emergencies to make strong, safe and prosperous communities**

USAR, Flooding, etc. To be completed by Performance and Statistics

Goal Four: To deliver a modern, effective service, ensuring value for money with staff who reflect the communities we serve

- **Ensure we have an appropriate, trained, competent workforce representative of the community we serve and who are capable of performing the challenging roles in a high performing Fire and Rescue Service**

Through providing a high level of service the Authority is able to respond to risks and the demands of the community, this includes challenging potentially malicious calls and providing tailored support via the Home Safety Check procedure.

- **Provide a modern, well managed service that delivers value for money.**

The Authority has implemented a robust process of evaluation in order to ensure that all initiatives and projects are reviewed for the effectiveness and to demonstrate value for money and efficiency savings.

Further information relating to the corporate goals and our planning process can be found within the Strategic Community Safety Plan which is available on our website, twfire.gov.uk.

An introduction from your District Manager

As Group Manager for Newcastle it is my responsibility to ensure that the staff of the Community Fire Stations (CFS) in Newcastle provide the highest standards of service to the community we serve.

Newcastle is the most diverse district in the Tyne & Wear Fire Service area consisting of large amounts of residential property, ranging from isolated pockets of deprivation to substantial commercial and industrial premises. These include major hospitals, universities, a large indoor retail shopping complex, a variety of entertainment establishments, transport networks and other large typical city centre risks. However we are more than aware that people are most at risk from fire whilst they are in their own home, and as a district Newcastle has approximately 111,000 homes.

All of our 4 CFS located within the District work together and share resources to ensure that they effectively target the risks identified in our area. It is my belief that preventing a fire occurring in the first place is far better than dealing with the consequences of that fire.

The work we carry out is extremely diverse and includes:

- **Operational Response** - A large part of our role is responding to many different types of emergency incidents. Operational firefighters have an assortment of skills which allow them to react appropriately at any given incident. These incidents include fires, road traffic collisions and chemical release to name but a few. Within Newcastle we have firefighters that are also trained in Swift water rescue, Heavy Rescue, Aerial appliances and Command Support.

Operational firefighters also carry out other vital tasks to reduce the risk to the community of Newcastle. The delivery of Home Safety Checks is key to our goal of preventing loss of life from fires and other emergencies. This is a proactive approach to reducing the risk of a fire occurring in the home. Last year in Newcastle over 8,000 successful HSC were carried out.

- **Prevention and Education** - We have a dedicated P.E team based at Byker and Colby Court. Their primary focus is to educate the community of Newcastle as to the dangers of fire. These stations also include a Community Safety centre, boasting a 60 capacity auditorium with state of the art IT presentation capabilities, and a smaller meeting room. The entire facility has been designed to be fully accessible and hence, enable usage by all of our visitors.

- **Protection and Technical** - The department ensures that fire precautions standards are maintained in non-domestic premises by carrying out a program of risk based fire safety inspections, they also provide advice to educate business/commerce on fire safety issues and utilise enforcement action if and when deemed necessary.

- **Safety Works** - Is an interactive multi-agency safety centre, provided and led by Tyne and Wear Fire and Rescue Authority (TWFR). Housed in a large open storage area which has been transformed to become an inner urban environment, including a house, street scene, metro and building site, the centre provides fully interactive, experiential activities for Tyne and Wear citizens of all ages, backgrounds and abilities.
- **Neighbourhood Fire Team** –They have a specific aim to drive down crimes such as arson and Anti Social Behaviour (ASB) fires making the city of Newcastle a safer place to live, work and visit. The Neighbourhood Fire team work closely with Northumbria Police and the Street Wardens ensuring the threat of ASB fires and arson is reduced.
- **Partnership** - As a Service we are aware that the reduction of risk to our community can not be the responsibility of one agency; safety is enhanced by a multi agency approach. We work with a number of partner agencies including the Newcastle Partnership, Safe Newcastle, Northumbria Police, Street Wardens, and Your Homes Newcastle (YHN) to identify innovative ways to improve the safety of the people of Newcastle. This approach enables us to provide services tailored to the needs and risks of the local community we serve, thus striving for our vision of “Creating the Safest Community”. Our Vision for the community will be achieved by providing the people of Newcastle with the services they need, to the highest possible standard.

What's a Priority at District Level?

In order to deliver the Authority's priorities and to focus on the specific risks within the district area a set of priorities have been established. Through measuring these priorities the Authority is able to monitor the performance of the district and demonstrate the success of the initiatives and partnerships within the area. The district priorities have been established by the District Managers and reflect not only the priorities of Tyne and Wear Fire and Rescue Service but also those of the Local Authority where appropriate.

The risk of incidents occurring within the Tyne and Wear area are factored in to the decision making process when priorities are being agreed and set at district and station level. The maps below clearly highlight the risk of incidents occurring in relation to the fire related National Indicators, the number of deliberate secondary fires (figure 1) and primary fires (figure 2) attended between April 2008 and March 2009.

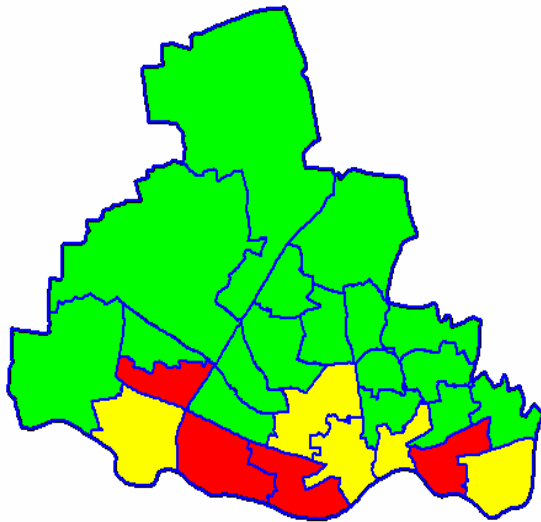


Figure 1 Number of secondary fires started deliberately (April 2008-March 2009)

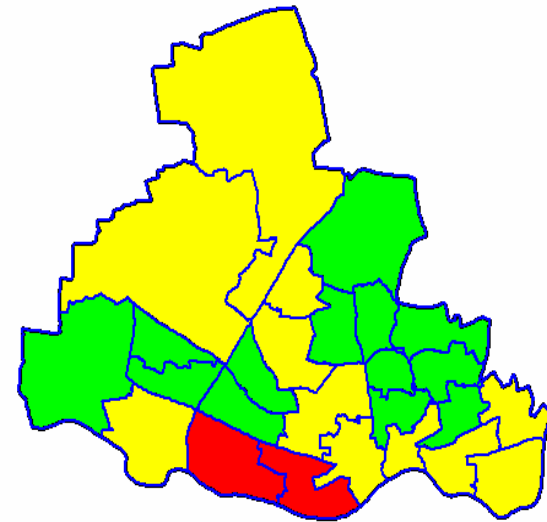


Figure 2 Number of property fires started deliberately (April 2008-March 2009)

In order to achieve the National Indicators set as service level priorities each one has been separated to enable each specific area to be monitored as a Local Indicator (LI) at district level. The table below clearly highlights the two National Indicators which are implemented at Service level and performance managed at district level. The performance and targets for these priorities are clearly highlighted within this District Plan.

Service	District	Newcastle	North Tyneside	Gateshead	South Tyneside	Sunderland
<ul style="list-style-type: none"> Reduce the number of deliberate primary fires and secondary fires 	<ul style="list-style-type: none"> Reduce the number of secondary fires (not involving property or road vehicles) started deliberately Reduce the number of property fires (excluding deliberate vehicle fires) started deliberately Reduce the number of deliberate vehicle fires 					
<ul style="list-style-type: none"> Reduce the number of primary fires and related fatalities and non fatal casualties (excluding precautionary checks) 	<ul style="list-style-type: none"> Reduce the number of primary fires attended Reduce the number of property fires (excluding road vehicles) Reduce the number of fires involving road vehicles Reduce the number of deaths from all fires Reduce the number of non fatal casualties (excluding precautionary checks) Deliver 150 Home Safety Checks per appliance per station 					

This enables the Authority to manage the performance of its services throughout the year in order to achieve the priorities of the Fire and Rescue Service and those of its key stakeholder and partners.

In addition to the set priorities identified each District also targets specific reductions to reflect local risk. The risks identified for each District are highlighted below. Each of the Districts have been allocated priorities to enable managers to direct the work and initiatives delivered with partners on a local level. For example, as you can see from the table below **the Newcastle District will be prioritising a reduction in the number ofthroughout 2009/10.**

District Priorities	Newcastle	North Tyneside	Gateshead	South Tyneside	Sunderland
Deaths					
Reduce the number of deaths from accidental fires in dwellings					
Reduce the number of fire related deaths in a non domestic property					
Injuries					
Reduce the number of injuries arising from accidental fires in dwellings (excluding precautionary checks)					
Reduce the number of injuries from accidental fires in dwellings					
Reduce the number of injuries from all fires					
Reduce the number of fire related injuries in public buildings and industrial premises					
Accidental Fires					
Reduce the number of accidental fires in dwellings					
Reduce the number of accidental kitchen fires in a domestic property					
Reduce the number of accidental non kitchen fires in a domestic property					
Reduce the number of accidental fires in a non domestic property					
Increase the % of people in accidental dwelling fires who escape unharmed without FRA assistance					
Deliberate Fires					
Reduce the number of property fires started deliberately (excluding deliberate vehicle fires)					
Reduce the number of vehicle fires started deliberately					
Reduce the number of fires (anti social behaviour) not involving property or road vehicles started deliberately					
Reduce the number of refuse fires started deliberately					
Reduce the number of non domestic property fires started deliberately					
False Alarms					
Reduce the number of malicious false alarm calls attended					
Reduce the number of malicious false alarm calls not attended					
Reduce the number of false alarms due to automatic fire detection from domestic premises					
Reduce the number of false alarms due to automatic fire detection from non domestic premises					
Reduce the number of properties with more than 1 attendance by the FRS					

Reduce the % of calls which are to a property with more than one attendance

Smoke Alarm Ownership

Increase the % of fires attended in dwellings where a smoke alarm had activated

Reduce the % of fires attended in dwellings where a smoke alarm was fitted but did not activate

Reduce the % of fires attended in dwellings where no smoke alarm was fitted

The measure highlighted above clearly demonstrate the districts contribution to preventing loss of life and injury but in addition the district also contributes to the other corporate goals through the delivery of specific initiatives and training.

To be completed by the District. Please state how your District contributes to the Goals of the organisation. For example, preparing for exceptional events through USAR training.

District Priorities	Newcastle	North Tyneside	Gateshead	South Tyneside	Sunderland
Absence					
Proportion of days/shifts lost to sickness absence by wholetime uniformed staff					
Proportion of days/shifts lost to sickness absence by rider staff (operational appliance crew)					
Proportion of days/shifts lost to sickness absence by non rider staff (community safety)					
Proportion of days/shifts lost to sickness absence by all staff					
Proportion of days/shifts lost to sickness absence by corporate staff					

In order to contribute to an improvement in service delivery the district is committed to reducing sickness levels through developing a well managed workforce, demonstrating its contribution to achieving the corporate goals. From the table above the Newcastle District has been requested to prioritise a reduction in the number of days/shift lost to sickness absence by

To be completed by the District. Please state how your District contributes to the Goals of the organisation. For example, by reducing sickness the district contributes to goal four

How do we work with the Local Authority and other partners?

Since our districts were aligned with local authority boundaries we have actively sought to participate in the Newcastle Partnership by contributing to Newcastle 2021, the Sustainable Community Strategy, which outlines the key challenges facing the City of Newcastle. It sets out the vision, aims, and priority objectives that partners wish to work together to deliver in the coming years.

Newcastle's Local Area Agreement sets challenging improvement targets and describes what the Partnership will do to achieve them. We will make an active contribution to these national indicators:

- **NI 141 Increased number of vulnerable people achieving independent living**

With the agreement of T&WFRS policy Newcastle District will strive to support this measure by:

Home Safety Checks (HSC) undertaken by our personnel will focus predominantly on vulnerable people. A minimum of 4,800 HSC will be carried out in 2009-10, making these residents safer in their own home. If necessary chip pans will be exchanged for deep fat fryers and fire retardant bedding may be issued.

A protocol with Community Care Alarm Services, YHN will ensure that we will train their mobile wardens to undertake HSC. Up to 6,500 HSC will be carried out by CCAS. A two way referral system has been put in place where individuals considered at high risk from fire will be referred to T&WFRS. We will refer individuals to CCAS if it is felt that they are vulnerable and would benefit from their services.

Individuals who are identified as suffering from hearing difficulties will either have a smoke alarm for the deaf fitted or be referred to Sensory support.

Referrals for persons at threat from domestic violence received from Newcastle Community Safety department will receive an enhanced HSC concentrating on the threat of arson as well as their own safety.

- **NI 111 First time entrants into the youth justice system aged 10 – 17.**

Working with partners and with agreement from the Service we will focus our resources towards this indicator, examples of where we support this measure include:

- Phoenix Project - a scheme run at West Denton in partnership with Newcastle Youth Offending team. This scheme works with young people who are known to be offending and those at risk of offending between the ages of 12 and 17. The main focus of the course is to raise awareness of fire safety and anti social behaviour including deliberate firesetting. Life skills and direction are provided enabling young people to become more responsible in their approach to citizenship and their own role in their community.

- FLAME – A 2 day course for young BME. This course raises awareness of anti-social behaviour. It also encourages individuals to become more responsible in their approach to citizenship and their own role in their community.
- Fireteam – a project ran in conjunction with Walbottle School which is based solely on teamwork and Fire Service ethos.
- Young Firefighter Association - a scheme designed for young people between the ages of 11 and 17. It aims to provide personal development opportunities, self-discipline, develop leadership skills and a sense of citizenship. At present there are 3 branches in Newcastle at Byker, Colby Court and West Denton Community Fire Stations.
- Princes Trust – A scheme run at Gosforth in partnership between the Fire Service and the Prince's Trust for 16-25 year olds that focuses on communication, motivation and teamwork.

NI 195 Improved Street and environmental cleanliness

We will support this indicator in partnership with other agencies in Newcastle

- The Neighbourhood Fire Team have a specific aim to drive down crimes such as arson and ASB fires, making the city of Newcastle a safer place to live, work and visit. We work closely with the Street Wardens and Northumbria Police in this area. The role of the Street Wardens is pivotal in the success of this strategy. They along with the other partners report and arrange removal of abandoned vehicles, fly tipping, and ensure empty premises are secured. This not only assists with the cleanliness of the City but also drives down ASB fires.

What's a Priority at Station level?

The table below highlights the relationship between the district priorities and those of the station. In order to achieve the Authority's vision and mission all districts and stations are expected to reduce the number of deaths and injuries as a priority. In addition to this each station is also designated individual priorities in order to address local risks and to achieve the overall district priorities. For example, as you can see from the table below **Colby Court Community Fire Station has been challenged to reduce the number of**

Service	District	Community Fire Station			
		Colby Court	West Denton	Gosforth	Fossway
<ul style="list-style-type: none"> Reduce the number of deliberate primary fires and secondary fires 	<ul style="list-style-type: none"> To reduce the number of secondary fires (not involving property or road vehicles) started deliberately 				
	<ul style="list-style-type: none"> To reduce the number of property fires (excluding deliberate vehicle fires) started deliberately 				
	<ul style="list-style-type: none"> Reduce the number of deliberate vehicle fires 				
<ul style="list-style-type: none"> Reduce the number of primary fires and related fatalities and non fatal casualties (excluding precautionary checks) 	<ul style="list-style-type: none"> Reduce the number of primary fires attended 				
	<ul style="list-style-type: none"> Reduce the number of property fires (excluding road vehicles) 				
	<ul style="list-style-type: none"> Reduce the number of fires involving road vehicles 				
	<ul style="list-style-type: none"> Reduce the number of deaths from all fires 	•	•	•	•
	<ul style="list-style-type: none"> Reduce the number of non fatal casualties (excluding precautionary checks) 	•	•	•	•
	<ul style="list-style-type: none"> Deliver 150 Home Safety Checks per appliance per station 	•	•	•	•

In addition to the set priorities identified each Community Fire Station also targets specific reductions to reflect local risk. The risks identified for each Community Fire Station are highlighted below. Each of the stations have been allocated priorities to enable managers to direct the work and initiatives delivered with partners on a local level. For example, as you can see from the table below Colby Court Community Fire Station will be prioritising a reduction in the number ofthroughout 2009/10.

Community Fire Station Priorities	Colby Court	West Denton	Gosforth	Fossway
Deaths				
To reduce the number of deaths from accidental fires in dwellings				
To reduce the number of fire related deaths in a non domestic property				
Injuries				
To reduce the number of injuries arising from accidental fires in dwellings (excluding precautionary checks)				
To reduce the number of injuries from accidental fires in dwellings				
To reduce the number of injuries from all fires				
To reduce the number of fire related injuries in public buildings and industrial premises				
Accidental Fires				
To reduce the number of accidental fires in dwellings				
To reduce the number of accidental kitchen fires in a domestic property				
To reduce the number of accidental non kitchen fires in a domestic property				
To reduce the number of accidental fires in a non domestic property				
To increase the % of people in accidental dwelling fires who escape unharmed without FRA assistance				
Deliberate Fires				
To reduce the number of property fires started deliberately (excluding deliberate vehicle fires)				
To reduce the number of vehicle fires started deliberately				
To reduce the number of fires (anti social behaviour) not involving property or road vehicles started deliberately				
To reduce the number of refuse fires started deliberately				
To reduce the number of non domestic property fires started deliberately				
False Alarms				
To reduce the number of malicious false alarm calls attended				
To reduce the number of malicious false alarm calls not attended				
To reduce the number of false alarms due to automatic fire detection from domestic premises				

To reduce the number of false alarms due to automatic fire detection from non domestic premises

To reduce the number of properties with more than 1 attendance by the FRS

To reduce the % of calls which are to a property with more than one attendance

Smoke Alarm Ownership

To increase the % of fires attended in dwellings where a smoke alarm had activated

To reduce the % of fires attended in dwellings where a smoke alarm was fitted but did not activate

To reduce the % of fires attended in dwellings where no smoke alarm was fitted

Through the Community Fire Stations achieving their priorities they contribute to the overall success of the district enabling the Authority to achieve the corporate goals. It is clear to see the impact that one Community Fire Stations performance can have on the success of the Authority. Through devolving the priorities down to Community Fire Station level the ownership and recognition for performance can be achieved.

To be completed by the Districts Please state how your Stations support the District in contributing to the Goals of the organisation. For example, preparing for exceptional events through USAR training at station level.

Community Fire Station Priorities	Colby Court	West Denton	Gosforth	Fossway
Absence				
To reduce the proportion of days/shifts lost to sickness absence by wholetime uniformed staff				
To reduce the proportion of days/shifts lost to sickness absence by rider staff (operational appliance crew)				
To reduce the proportion of days/shifts lost to sickness absence by non rider staff (community safety)				

In order to contribute to an improvement in service delivery the Community Fire Stations are committed to reducing sickness levels through providing a well managed workforce, demonstrating its contribution to achieving the corporate goals. From the tables above it is clear to see that **Gosforth Community Fire Station has been requested to prioritise a reduction in the number of days/shift lost to sickness absence by**

To be completed by the District. Please state how your District contributes to the Goals of the organisation. For example, by reducing sickness the district contributes to goal four.

How is the District Performing?

The following information will provide you with an overview of how well the Newcastle District and its Community Fire Stations have performed over the past three years. In order to provide a comprehensive picture of performance and to demonstrate how well the district has tackled its risks this summary will first highlight the performance of the district related to its priorities.

Compared against its Priorities:

District to provide an overview of its own district performance related to its priorities

Compared against other Districts:

District to provide an overview of its own district performance related to the performance of the other districts

Compared between its Stations:

District to provide an overview of district performance related to the performance of its stations

Performance and Targets

In order to ensure that we provide an accurate and true reflection of the incidents attended in 2008/09 the information provided within this plan is based on validated data from April 2008 to March 2009.

Through the use of validated data we are also able to provide targets at Station level based on actual data rather than using unvalidated or forecasted data. As a result of this we are also able to provide examples of the effective prevention work carried out by the Prevention and Education Team and Arson Task Force Team against actual performance.

The following pages outline the improvement of each Performance Indicator at district and station level for 2006/07, 2007/08, 2008/09 and the district and stations targets set for 2008/09 and 2009/10.

In order to highlight the performance of the district and stations against its 2008/09 target we have used the following traffic light system throughout the plan:

- Green = Greater than or equal to target
- Amber = No more than 2.5% less than target
- Red = Less than 2.5% below target

The Authority sets its targets to reflect its priority of saving life, reducing risk, providing humanitarian services and to protect the environment. To ensure that these targets are effective it is important that they are applied appropriately to the risk at district and station level.

In order to tackle the issues within the district and station area the Authority generate targets based on the ratio of incident types attended by the individual stations. For example, a station who attends more false alarms than the majority of other stations will be expected to tackle that specific issue through the setting of a more challenging target.

The tables on the following pages highlight the performance of the district and stations in 2006/07, 2007/08, 2008/09, the targets the district and stations have been working towards in 2008/09 and the targets set for 2009/10.

Within the tables specific performance indicators have been highlighted, where the indicator has been highlighted these reflect a priority for the Service and where a District or Station has been highlighted this reflects a priority at that level. The initiatives being delivered relating to these priorities are featured later on within this plan.

Deaths from fires

Deaths		Actual 06/07	Actual 07/08	Actual 08/09	Target 08/09	Target 09/10
Number of deaths from accidental fires in dwellings	District	1	1		0	
	West Denton	0	0		0	
	Coulby Court	0	0		0	
	Gosforth	1	1		0	
	Fossway	0	0		0	
Priority 1.0: Number of deaths from ALL fires	District	2			0	
	West Denton	1			0	
	Coulby Court	0			0	
	Gosforth	1			0	
	Fossway	0			0	
Number of fire related deaths in a non-domestic property	District	0	0		0	
	West Denton	0	0		0	
	Coulby Court	0	0		0	
	Gosforth	0	0		0	
	Fossway	0	0		0	

Injuries from fires

Injuries		Actual 06/07	Actual 07/08	Actual 08/09	Target 08/09	Target 09/10
Number of injuries arising from accidental fires in dwellings (excluding precautionary checks)	District	12	8		6	
	West Denton	5	2		2	
	Coulby Court	2	3		3	
	Gosforth	4	4		4	
	Fossway	2	1		1	
Number of injuries from accidental fires in dwellings	District	61	62		NTS	
	West Denton	19	8			
	Coulby Court	17	9			
	Gosforth	12	28			
	Fossway	17	28			
Number of injuries from ALL fires	District	72			NTS	
	West Denton	22				
	Coulby Court	21				
	Gosforth	13				
	Fossway	21				
Priority 2.0: Number of non-fatal casualties (excluding precautionary checks)	District	18	15		NTS*	
	West Denton	7	22			
	Coulby Court	3	16			
	Gosforth	4	11			
	Fossway	5	12			
Number of fire related injuries in public buildings and industrial premises	District	4	3		NTS	
	West Denton	0	0			
	Coulby Court	4	3			
	Gosforth	0	0			
	Fossway	0	0			

NTS No target set as target was previously set at Service level

NTS* No target set as measure introduced as of 2009/10

Accidental Fires

Accidentals		Actual 06/07	Actual 07/08	Actual 08/09	Target 08/09	Target 09/10
Number of accidental fires in dwellings	District	652	424		505	
	West Denton	171	120		115	
	Coulby Court	126	83		80	
	Gosforth	118	94		90	
	Fossway	284	167		159	
Number of accidental kitchen fires in a domestic property	District	557	315		407	
	West Denton	153	86		83	
	Coulby Court	98	59		57	
	Gosforth	92	61		59	
	Fossway	252	140		133	
Number of accidental non-kitchen fires in a domestic property	District	95	109		98	
	West Denton	18	34		32	
	Coulby Court	28	24		23	
	Gosforth	26	33		31	
	Fossway	32	27		25	
Number of accidental fires in a non-domestic property	District	205	173		190	
	West Denton	11	18		17	
	Coulby Court	123	81		77	
	Gosforth	44	41		39	
	Fossway	43	45		43	
The percentage of people in accidental dwelling fires who escape unharmed without FRA assistance	District				NTS	
	West Denton					
	Coulby Court					
	Gosforth					
	Fossway					

NTS No target set as target was previously set at Service level

Deliberate Fires

Deliberates		Actual 06/07	Actual 07/08	Actual 08/09	Target 08/09	Target 09/10
Number of property fires started deliberately (excluding deliberate vehicle fires)	District	238	209		229	
	West Denton	72	70		66	
	Coulby Court	75	65		61	
	Gosforth	39	45		43	
	Fossway	71	55		52	
Priority 3.0: Total number of deliberate primary fires	District	556	494		NTS*	
	West Denton	188	155			
	Coulby Court	179	158			
	Gosforth	79	94			
	Fossway	148	129			
Priority 3.1: Total number of secondary fires (anti social behaviour) not involving property or road vehicles started deliberately	District	1681	1788		1901	
	West Denton	578	511		500	
	Coulby Court	599	549		537	
	Gosforth	309	304		300	
	Fossway	810	579		566	
Number of vehicle fires started deliberately	District	318	285		283	
	West Denton	116	86		82	
	Coulby Court	104	93		89	
	Gosforth	40	49		48	
	Fossway	77	74		72	
Number of refuse fires started deliberately	District	961	1375		1487	
	West Denton	258	357		345	
	Coulby Court	484	476		459	
	Gosforth	206	203		198	
	Fossway	592	446		431	
Number of non-domestic property fires started deliberately	District	47	46		54	
	West Denton	11	12		11	
	Coulby Court	20	16		15	
	Gosforth	9	10		9	
	Fossway	12	13		12	

False Alarm Calls

False Alarms		Actual 06/07	Actual 07/08	Actual 08/09	Target 08/09	Target 09/10
Number of malicious false alarm calls attended	District	274	104		238	
	West Denton	30	44		43	
	Coulby Court	122	114		109	
	Gosforth	51	46		45	
	Fossway	70	101		97	
Number of malicious false alarm calls not attended	District	nda	nda		NTS	
	West Denton	n/a	3			
	Coulby Court	n/a	9			
	Gosforth	n/a	3			
	Fossway	n/a	8			
Number of false alarms due to automatic fire detection from domestic premises	District	1308	nda		1097	
	West Denton	343	240		233	
	Coulby Court	361	370		355	
	Gosforth	277	251		243	
	Fossway	404	344		330	
Number of false alarms due to automatic fire detection from non-domestic premises	District	1150	nda		968	
	West Denton	75	64		63	
	Coulby Court	714	611		586	
	Gosforth	295	327		317	
	Fossway	154	122		119	
Number of properties with more than 1 attendance by the FRS	District				NTS	
	West Denton					
	Coulby Court					
	Gosforth					
	Fossway					
% of calls which are to a property with more than one attendance	District				NTS	
	West Denton					
	Coulby Court					
	Gosforth					
	Fossway					

Smoke Alarm Ownership

Smoke Alarm Ownership		Actual 06/07	Actual 07/08	Actual 08/09	Target 08/09	Target 09/10
The percentage of fires attended in dwellings where a smoke alarm had activated	District	359	335		nts	
	West Denton	153	94			
	Coulby Court	103	63			
	Gosforth	81	66			
	Fossway	251	141			
The percentage of fires attended in dwellings where a smoke alarm was fitted but did not activate	District	33	40		nts	
	West Denton	4	18			
	Coulby Court	9	10			
	Gosforth	9	9			
	Fossway	17	9			
The percentage of fires attended in dwellings where no smoke alarm was fitted	District	159	139		nts	
	West Denton	38	31			
	Coulby Court	49	45			
	Gosforth	38	36			
	Fossway	48	44			

Emergency Response

Emergency Response		Actual 06/07	Actual 07/08	Actual 08/09	Target 08/09	Target 09/10
Total number of fire calls attended	District	7944	3214		NTS	
	West Denton	1823	893			
	Coulby Court	2841	1013			
	Gosforth	1594	610			
	Fossway	2293	986			
Number of property fires excluding road vehicles	District	1125			NTS	
	West Denton	263				
	Coulby Court	329				
	Gosforth	209				
	Fossway	408				
Number of fires involving road vehicles	District	384			NTS	
	West Denton	133				
	Coulby Court	127				
	Gosforth	68				
	Fossway	87				
Priority 4.0: Total number of primary fires attended	District	1509	494		NTS	
	West Denton	396	155			
	Coulby Court	456	158			
	Gosforth	277	94			
	Fossway	495	129			
Priority 4.1: Total number of deliberate primary fires and deliberate secondary fires	District	2694	2292		NTS	
	West Denton	770	671			
	Coulby Court	783	709			
	Gosforth	389	399			
	Fossway	961	710			
Total number of accidental fires attended	District	857	597		695	
	West Denton	182	138		132	
	Coulby Court	249	164		157	
	Gosforth	162	135		129	
	Fossway	327	212		202	

Home Safety Checks

Home Safety Checks (HSC's)		Actual 06/07	Actual 07/08	Actual 08/09	Target 08/09	Target 09/10
Delivered by Operational Crews	District	nda	3973		4000	
	West Denton	1150	1238		1000	
	Coulby Court	1057	1080		1000	
	Gosforth	978	992		1000	
	Fossway	1060	1062		1000	
Delivered by Community Safety	District	nda	1010		NTS	
	West Denton	47	306			
	Coulby Court	312	199			
	Gosforth	24	446			
	Fossway	116	291			
Unallocated	District	nda	3		NTS	
	West Denton	0	2			
	Coulby Court	0	1			
	Gosforth	0	1			
	Fossway	0	0			
Total number of HSC's delivered in the District area:	District	nda	4986			
	West Denton	1197	1546			
	Coulby Court	1369	1280			
	Gosforth	1002	1439			
	Fossway	1176	1353			

NTS No target set as target was previously set at Service level

Home Safety Checks

Home Safety Checks (HSC) underpin the preventative work carried out by the Service at district level. It is essential that the work undertaken by Districts is carefully targeted taking into account both national research and local intelligence.

As a service we look at a range of data; incident data, census data and other sources of information so that a risk map can be generated. The data collated in relation to the types of fires, the types of property affected, the number and nature of injuries, the gender and age profile of those injured or any fatalities as a result of the incidents that we attend is used to build up a picture of the risk within our community.

As a result a number of high priority groups have been identified throughout Tyne and Wear and will be targeted at district level, these include:

- Older people
- Children and young persons (including students)
- Black and Minority Ethnic (BME) Groups
- People with learning or physical difficulties
- Persons with mental illness or drug or alcohol problems
- Persons in rented accommodation
- People who smoke at home
- High risk areas using FSEC, Mosaic, Origins and five year fire data

In order to ensure that the Authority targets those members of the community at greatest risk any Community Fire Station will be delivering a HSC within their district area. Through the development of the HSC process and increased working with local partners and agencies the Authority aim to improve the process of delivery and the wealth of information provided, especially to those members of the public who are at greatest risk. For example, where a visually impaired member of the public may need extra support and guidance the Authority will refer them on to a specific worker.

The successful delivery and targeting of HSC's is reflected in the positive performance of a number of indicators, including those related to smoke alarm ownership and deaths and injuries from accidental fires. As you can see from the tables on the previous pages the district has reported **to be completed by the district.**

Sickness Absence

Absence		Actual 06/07	Actual 07/08	Actual 08/09	Target 08/09	Target 09/10
To reduce the proportion of days / shifts lost to sickness absence by whole – time uniformed staff	District					
	West Denton					
	Coulby Court					
	Gosforth					
To reduce the proportion of days / shifts lost to sickness absence by rider staff (Operational Appliance Crew)	District					
	West Denton					
	Coulby Court					
	Gosforth					
To reduce the proportion of days / shifts lost to sickness absence by non rider staff (Community Safety)	District					
	West Denton					
	Coulby Court					
	Gosforth					
To reduce the proportion of days / shifts lost to sickness absence by Control Staff	District					
	West Denton					
	Coulby Court					
	Gosforth					
To reduce the proportion of days / shifts lost to sickness absence by all staff	District					
	West Denton					
	Coulby Court					
	Gosforth					
To reduce the proportion of days / shifts lost to sickness absence by corporate staff	District					
	West Denton					
	Coulby Court					
	Gosforth					
	District					
	West Denton					
	Coulby Court					
	Gosforth					
	District					
	West Denton					
	Coulby Court					
	Gosforth					
	District					
	West Denton					
	Coulby Court					
	Gosforth					
	District					
	West Denton					
	Coulby Court					
	Gosforth					

How are we going to deliver on our priorities?

In order to achieve the priorities of the district it is vital that effective partnerships are established and initiatives delivered. Through delivering initiatives with the support of partnerships the Service is able to focus on particular risks within the community more effectively. For example, through working with the Youth Offending Team we are able to deliver targeted work at young people who are more likely to start a fire.

The table below clearly highlights the activities relating to the district priorities that are being carried out and those that are planned for future delivery in order to reduce the number of incidents attended by the operational crews based at the Community Fire Stations. In order to demonstrate the Services commitment to improving performance related to its district priorities each of the initiatives listed below is clearly linked to the priorities highlighted within the performance section of this plan.

Initiatives and Partnerships						
Priority	Title	Objective	Action	Key Milestones	Partnerships	Lead
1.0						
2.0						
3.0						
3.1						
4.0						
4.1						

The remainder of the section is to be completed by the districts.

Contact Us (Inside Back Cover)

If you have any further questions relating to the delivery of services in the Newcastle area you can contact the District Manager directly or one of the Community Fire Stations highlighted below:

- **Fossway (Newcastle East) Community Fire Station:**

Address: Union Road, Newcastle Upon Tyne, Tyne and Wear, NE6 1EH.

Telephone: 0191 444 1140 **Email:** station.foxtrot@twfire.gov.uk

- **Coulby Court (Newcastle West) Community Fire Station:**

Address: Colby Court, Elswick Road, Newcastle Upon Tyne, Tyne and Wear, NE4 6HL.

Telephone: 0191 444 1100 **Email:** station.charlie@twfire.gov.uk

- **Gosforth Community Fire Station:**

Address: Jubilee Road, Gosforth, Tyne and Wear, NE3 3EU.

Telephone: 0191 444 1080 **Email:** station.echo@twfire.gov.uk

- **West Denton Community Fire Station:**

Address: West Denton Way, West Denton, Tyne and Wear, NE5 2RB.

Telephone: 0191 444 1000 **Email:** station.alpha@twfire.gov.uk