



TYNE AND WEAR FIRE AND RESCUE AUTHORITY

Item No 4

MEETING: POLICY AND PERFORMANCE COMMITTEE 20 FEBRUARY 2023

SUBJECT: 2022/23 QUARTER THREE YTD PERFORMANCE REPORT

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

1 INTRODUCTION

- 1.1 The purpose of this report is to provide the Policy and Performance Committee with information relating to Tyne and Wear Fire and Rescue Service's (TWFRS) performance for Quarter 3 2022/23.

2 BACKGROUND

- 2.1 The Q3 performance report 2022/23, provides a comprehensive overview of Service performance in relation to Key Performance Indicators (KPIs) for 1 April 2022 to 31 December 2022.
- 2.2 Data contained in the operational performance report is extracted from the Incident Recording System (IRS) and Community Fire Risk Management Information System (CFRMIS) in relation to incident data and Safe and Well Checks. Corporate key performance monitoring is extracted from the relevant Power BI dashboards.

3 YEAR TO DATE 2022/23 OPERATIONAL PERFORMANCE

- 3.1 The Service have achieved, or are within 10% of achieving 8 of the priority Operational targets:
- LI05 – Number of Injuries from all fires
 - LI08 – Number of accidental fires in dwellings
 - LI09 – Number of accidental kitchen fires in dwellings
 - LI10 – Number of accidental non kitchen fires in dwellings
 - LI21 – Malicious false alarms attended
 - LI22 – Number of false alarms to non domestic property
 - LI29 – Number of primary fires attended



- LI35 – Number of fires in a non domestic property

3.2 Year to date (YTD) Q3 2022/23 Operational performance highlights are compared with YTD Q3 2021/22:

- 15,205 incidents attended, this was an increase of 12% (1653), (LI32).
- Injuries from all fires decreased by 22% (24), (LI05).
- Injuries from accidental dwelling fires increased by 8 (LI03).
- 37% (10) injuries from accidental dwelling fires were caused by cooking appliance – cooker incl. oven. (LI03).
- Males aged 50-79 accounted for 33% of the injuries from accidental dwelling fires.
- 4% (14) decrease in accidental dwelling fires (LI08).
- In 12% (40) of accidental dwelling fires (335) no smoke alarm was fitted
- In 30% (90) of accidental dwelling fires where a smoke alarm was fitted (296) the device did not activate. The most common reason for non-activation was the fire not being close enough to the detector.
- 20% (891) increase in deliberate fires (LI33).
- False alarms in domestic premises (LI23) have increased by 15% (301) and false alarms in non-domestic premises have increased by 6% (71).
- The overall average response time was 5 minutes 42 seconds, this is ten seconds quicker than in Q3 2021/22.

3.3 YTD Q3 2022/23 Corporate performance highlights compared with YTD Q3 2021/22:

- A total of 15,766 Safe and Well visits carried out, an increase of 9,300 (144%).
- 773 Fire Safety Audits carried out, 39% of yearly target.
- 92% of staff have a completed PDR.
- Critical training compliance rate of 97.72%.
- Staff sickness 7,145 shifts lost, 108 less compared to Q3 2021/2022.
- The average response time for the first appliance to Risk Level 1 was 5 minutes 19 seconds, this is four seconds quicker than in Q3 2021/22.
- 40 accidents to TWFRS personnel, an increase of 11 from Q3 2021/2022.
- 61 attacks on Firefighters, an increase of six.
- 16 vehicle accidents, a reduction of 18 from Q3 2021/22.



- Total of 62,334 Emergency Calls, a 5% (2,907) increase on Q3 2021/2022, of the 62,334 calls 81% were answered within seven seconds.

4 Operational Performance Summary

- 4.1 There has been six confirmed fire fatalities. Each one was as a result of an accidental dwelling fire. Two occurred in North Tyneside, two in South Tyneside and two occurred at the same incident in Sunderland. Following a case conference and findings of the fire investigator for one of the fatalities on north Tyneside our Prevention and Education team have worked with sheltered accommodation to raise awareness of the potential dangers of emollients. P&E staff are also to attend a GP seminar to discuss these risks and create an article for GP bulletins. Hot strikes were carried out in the surrounding areas after all fatalities.
- 4.2 Injuries from all fires (LI05) reduced by 22% (24) when comparing to last year's figure of 110. Gateshead Councils' Spring edition magazine which is distributed to over 95'000 properties in the borough will feature specific advice around safety in the home focussing on faulty equipment in the kitchen area, candle use in the bedroom and alternative fuel use as people seek alternate means of heating homes. All accidental dwelling fires are followed up by P&E and, in order to reduce the risks posed by the current cost of living crisis include the distribution of Green Doctor leaflets to signpost our community to money saving advice and safe energy-saving devices. P&E Newcastle supported burns nurses at the RVI Northern Regional Burns Centre focusing on fire and burns prevention. Reinforced not tackling fires and the dangers of loose clothing when near cookers/fires.
- 4.3 Accidental dwelling fires (LI08) have decreased by 4% (14). Crews in Newcastle have used Safe and Well visits to enforce the dangers of homemade lithium Battery chargers for E bikes, and charging multiple bikes and scooters and are also trialling Dementia Packs following several incidents where dementia was part of the cause of the fire, posters have been distributed to dementia groups in the area.
- 4.4 The Service has seen a 20% (891) increase in deliberate fires (LI33). Within the Sunderland district, Crews have been allocated hotspot ward areas within their station areas. ASB reduction will be carried out in these areas, including; multi agency working, ASB tours and fly tipping removal. CCTV will also be sited in problematic areas within Sunderland. Within North Tyneside as part of Operation Vulcan, P&E staff and police officers attended numerous secondary



and high schools visited by both operational staff, P&E and NTC Community Protection Team to deliver Bonfire Campaign presentations.

5 Corporate Performance Summary

- 5.1 There has been a total of 15,766 Safe and Well visits carried out across the Service by our Prevention and Education (P&E) Teams as well as Operational personnel. This is an increase of 9,300 (144%) when compared with last year. Targeted Priority lists equated for 38% of these visits. Occupier requests remain popular and campaigns such as Lifesaver continue to publicise our Safe and Well visits. Hot strikes continue to be undertaken following incidents where local residents are visited by Operational crews and P&E staff.
- 5.2 Critical training compliance (97.72%) is calculated taking into account all operational personnel including flexi duty officers being in date for all training and maintaining competencies. This includes personnel who are absent from work due to leave periods or short periods of absence.
- 5.3 The Service has lost 7,145 shifts lost to staff sickness with Mental Health – Stress being the highest number, this is a reduction of 108 shifts when compared to the same period in 2021/22. The Service continues to look for ways to reduce this including a Health and Wellbeing Hub on the intranet, Trauma Support teams and mental health first aiders are some of the ways the Service looks to support.
- 5.4 There have been 61 attacks on firefighters with appliance CCTV and body worn footage provided to the police to assist in investigations of these occasions. This is an increase of 6 compared to the same period last year and the Service is committed to reduce the number of these occurrences by working with Police and partners. A community engagement team will be working from West Denton fire station under the Better Lives Safer Communities (BLSC) initiative to assist with ASB issues.
- 5.5 The Service has seen a reduction of 18 vehicle accidents to 16, full investigations are undertaken by Station Managers to ensure lessons are learnt and shared with the Vehicle Training School.
- 5.6 Our Fire Control have received 62,334 emergency calls with 81% of these calls answered within 7 seconds. Maintaining pumping appliance availability above 88.6% the Service have provided an average response time of 5 minutes and 46 seconds for the first appliance to attend all incidents. Our



average response time to risk level 1 incidents is 5 minutes 19 seconds which is 4 seconds quicker than 2021/2022.

- 5.7 Our Carbon Monitoring continues to show reduction in Gas and Electricity usage, however due to the costs of energy we have seen a significant rise in Electricity costs.

6 Supporting TWFRS vision and values

- 6.1 Effective monitoring and analysis of our Performance support our vision, values, goals and priorities.

7 Risk analysis

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

8 People Impact Assessment

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

9 Resource implications

- 9.1 There are no resource implications

10 Background papers

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

**Tyne and Wear Fire
and Rescue Authority**

