



2015/16 Performance Report

End of Quarter Two Summary

1st April to 30th September 2015

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1 Executive Summary

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

By the end of Quarter Two 2015/16 in comparison to Quarter Two 2014/15 we saw:

- 4% (12) fewer **Accidental Dwelling Fires** ↓
- 20.7% (6) fewer **Injuries from Accidental Dwelling Fires** ↓
- 18.7% (26) fewer **Malicious False Alarms Attended** ↓
- 28.4% (374) fewer **NON DOMESTIC Automatic False Alarms Attended** ↓
- 11% (145) fewer **DOMESTIC Automatic False Alarms Attended** ↓

However, we have also experienced:

- 14.1% (250) more **Deliberate Secondary Fires** ↑
- 15.4% (317) more **Deliberate Fires** ↑
- 15.6% (450) more **All Fire Calls Attended** ↑
- 6.5% (53) more **Primary Fires** ↑
- 4.6% (45) more **Special Services** ↑

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 by comparing against the previous five years performance (historical).
- 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 data from the 1st April 2015 to the 30th September 2015. 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.

3 Performance against Community Outcome Key Performance Indicators

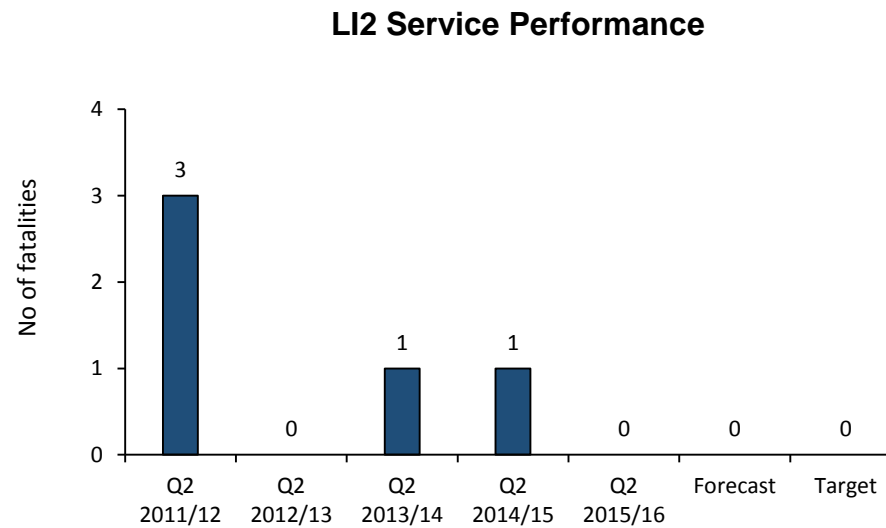
3.1 Our Community Outcome KPIs relate to incidents, specifically fires and the associated deaths and injuries. They reflect the organisational priorities for 2015/16, and are broken down as follows:

- Deaths and Injuries
 - Deaths from accidental dwelling fires
 - Deaths from all fires
 - Injuries from accidental dwelling fires
 - Injuries from all fires
- Fire Attendance
 - Fire calls attended
 - Primary fires
 - Primary fires involving road vehicles
- Accidental Fires
 - Accidental fires in dwellings
 - Accidental kitchen fires in dwellings
 - Accidental non kitchen fires in dwellings
- Deliberate Fires
 - All deliberate fires
 - Deliberate secondary fires
 - Deliberate refuse fires
- False Alarms
 - Non domestic false alarms
 - Domestic false alarms
 - Malicious false alarms (hoax calls)
- Others
 - Fires in non domestic properties
 - Number of HSCs delivered
 - Proportion of working days / shifts lost to sickness absence by all staff

4 Deaths and Injuries Quarter Two 2015/16

4.1 (LI2) Number of Fatalities from All Fires Service Performance Quarter Two 2015/16

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

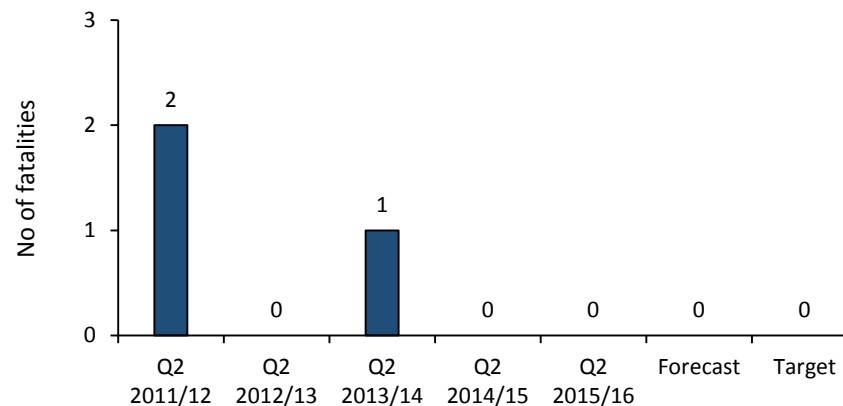


4.1.2 There were no fatalities from all fires (not just accidental) during Quarter Two 2015/16.

4.2 (LI1) Number of Fatalities from Accidental Fires in Dwellings Service Performance Quarter Two 2015/16

4.2.1 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.

LI1 Service Performance

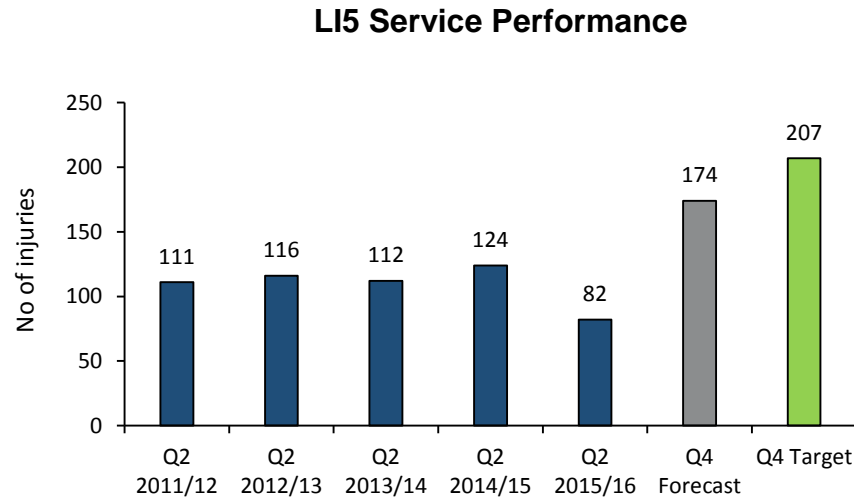


4.2.2 This is the second consecutive year that TWFRS has recorded zero accidental fire deaths in Quarter Two. We continue to take active steps to ensure we reduce the risk of deaths from accidental fires by continuing to refine our targeting of prevention and education work. We strive to improve the use of our data to understand current risk and by using community advocates, volunteers and operational staff to improve intelligence and provide a better understanding of our communities and also improving our targeting through working with partners.

4.2.3 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 then reviewed internally, prior to a case conference with partners to identify if any actions can be taken to prevent the occurrence of a similar event in future.

4.3 (LI5) Injuries from All Fires Service Performance Quarter Two 2015/16

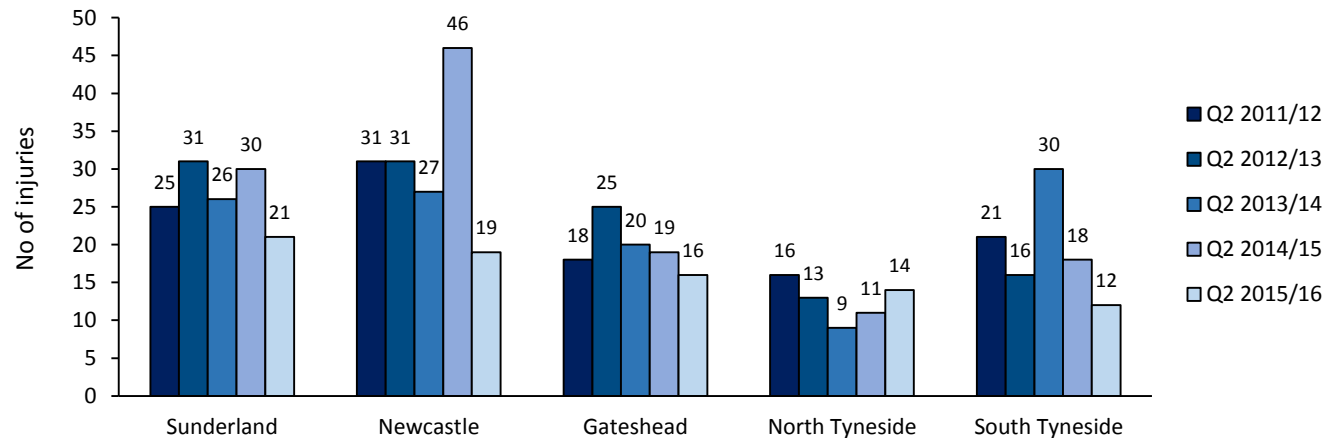
4.3.1 This indicator highlights our performance in relation to the number of injuries from all fires. An injury must be recorded as being the result of the fire (or smoke). These statistics include precautionary checks or first aid given at scene.



4.3.2 We recorded 82 injuries from all fires during Quarter Two 2015/16, this is a reduction of 42 injuries (34%) from the same period of the previous year. We are currently expecting to meet our end of year target of 207 injuries from all fires.

4.3.3 Of the 82 injuries from all fires, 42 (51%) of the victims were treated with first aid at the scene or recommended a precautionary check, 33 (40%) of the victims required hospital attendance with slight injuries and 7 (9%) of the victims required hospital attendance with serious injuries.

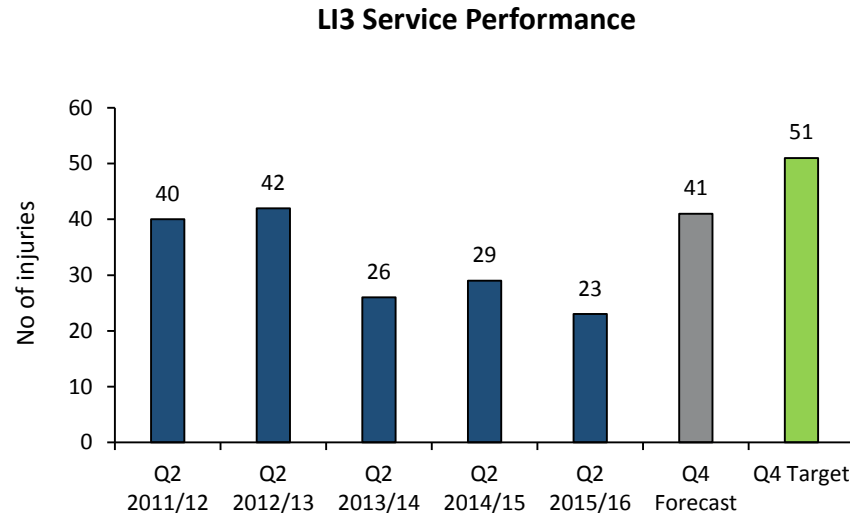
4.3.4 The largest cause of injuries from all fires is 'heat source and combustibles brought together deliberately' with a total of 17, this is an increase of 7 injuries in comparison to Quarter Two of the previous year. The second highest cause is 'cooking – other' with 15 injuries, however this is a significant reduction of 21 injuries (58%) in comparison to Quarter Two of the previous year.

(LI5) Injuries from All Fires District Performance Quarter Two 2015/16**LI5 District Performance**

- 4.3.5 All districts with the exception of North Tyneside saw a reduction in this indicator, with Newcastle having the biggest reduction of 27 injuries from the previous year.
- 4.3.6 The contributing factor for reductions in Newcastle district is as a result of less incidents requiring either precautionary checks or first aid being administered at the scene. In Quarter Two 2014/15 there were 17 occasions where first aid was required at the scene and 22 where precautionary checks were recommended. This year during Quarter Two, these figures are 3 and 6.
- 4.3.7 North Tyneside saw a slight increase of 3 incidents in comparison to the same period of the previous year, four of these were accidental dwelling fires and the remainder were either first aid given at scene or precautionary check recommended.

4.4 (LI3) Injuries from Accidental Dwelling Fires Service Performance Quarter Two 2015/16

4.4.1 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.

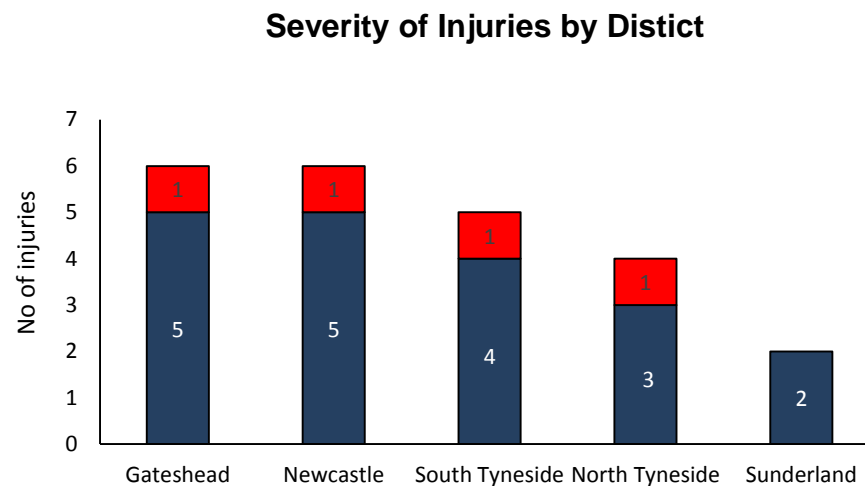
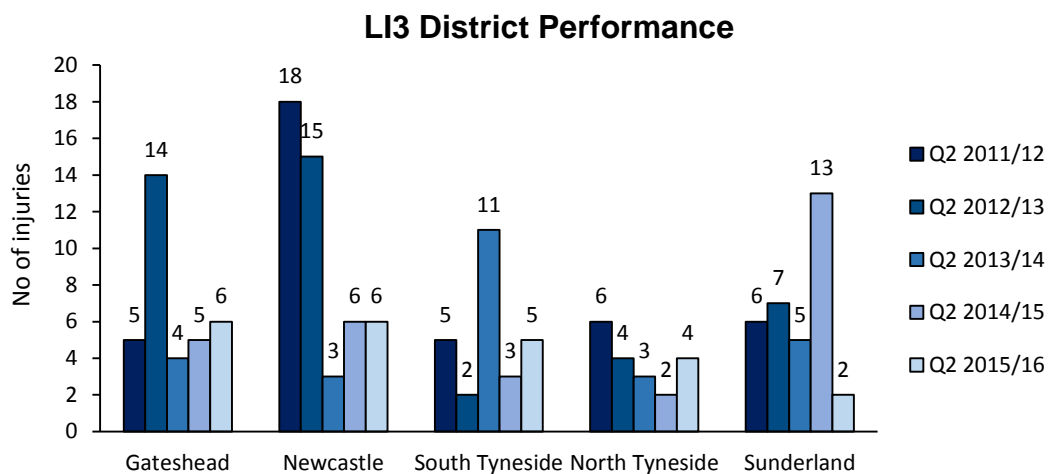


4.4.2 We recorded 23 injuries from accidental dwelling fires in 23 incidents during Quarter Two 2015/16, this is a reduction of 6 injuries (20.7%) from the same period of the previous year. We are currently expecting to meet our end of year target of 51 injuries from accidental dwelling fires.

4.4.3 Four of the injuries were classed as serious; one more than the previous year. These occurred in 4 incidents and were caused by a 'cigarette lighter', 'candles', a 'microwave oven', and 'electric lighting'. All victims were male and aged 28, 47, 51 and 66.

4.4.4 'Cooking' remains the main cause of injuries from accidental dwelling fires accounting for 12 injuries (52%). Persons aged 60 and over accounted for 7 of the 23 injuries (30%). Males accounted for 15 of the 23 injuries (65%) and females 8 (35%).

(LI3) Injuries from Accidental Dwelling Fires District Performance Quarter Two 2015/16



4.4.5 Sunderland saw a significant reduction of 11 injuries in comparison to the previous year. All other districts stayed the same or saw an increase.

(LI3) Injuries from Accidental Dwelling Fires District Performance Quarter Two 2015/16

- 4.4.6 **Gateshead** district recorded 6 injuries during Quarter Two 2015/16, an increase of 1 in comparison to the same period of the previous year. Of the 6 injuries, 5 (83%) were classed as slight and were cooking related, 2 of these were as a result of falling asleep during cooking and 2 were as a result of distraction. One injury was classed as serious which was caused by the accumulation of flammable material involving a cigarette lighter.

Kitchen fires have been a target in the district for 2015/16 with Operational Crews emphasising this during HSCs and leaflet drops being carried out in key areas. Work is ongoing with the Data and Information department to analyse trends and areas where we can focus the necessary resources. The District Manager is currently working with the Clinical Commissioning Group (CCG), to obtain more specific and targeted data from District Nurses, Midwives and GP Surgeries. This will enable us to work with partners directly in assisting vulnerable persons, in addition to our targeting strategy.

- 4.4.7 **Newcastle** district recorded 6 injuries during Quarter Two 2015/16, no change in comparison to the same period of the previous year. Of the 6 injuries, 2 (33%) were cooking related and 2 (33%) were smoking related, 1 was serious and 5 slight. The serious injury occurred during Quarter One and was due to a microwave overheating and the occupier falling asleep. The victim has been subject to a number of partnership discussions and is to be rehoused in Newcastle. Your Homes Newcastle (YHN) have confirmed they are to install a sprinkler system at the property due to risks associated with the occupant that have been identified by partner agencies. The adjacent property will also be fitted with sprinklers.

Although an injury recorded in September is from an accidental dwelling fire it was as a result of a fire in the garden of the property, with heat and smoke damage to the dwelling from fire spread.

- 4.4.8 **South Tyneside** district recorded 5 injuries during Quarter Two 2015/16, an increase of 2 in comparison to the same period of the previous year. Of the 5 injuries, 4 (75%) were slight and 1 serious which was caused by a reading lamp overheating.

South Tyneside Crews and the Prevention and Education (P & E) 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. We will also continue to advise partners and landlords on best practice to keep residents safe from fire.

(LI3) Injuries from Accidental Dwelling Fires District Performance Quarter Two 2015/16

- 4.4.9 **North Tyneside** district recorded 4 injuries during Quarter Two 2015/16, an increase of 2 in comparison to the same period of the previous year. Of the 4 injuries, 3 (75%) were slight and caused by cooking, there was 1 serious injury which was caused by candles. These injuries will be addressed by targeted HSCs and working with partnership agencies.

The district is coordinating a new initiative in conjunction with North Tyneside Council and district P&E team. “Home Heating Heroes” identifies vulnerable persons at risk of fuel poverty. It is a 3 month trial and is about developing an opportunity for emergency services front line staff to become fuel poverty champions and help an existing council scheme by referring householders for direct support. It targets home owners and tenants of private landlords during HSCs and provides a two way referral mechanism.

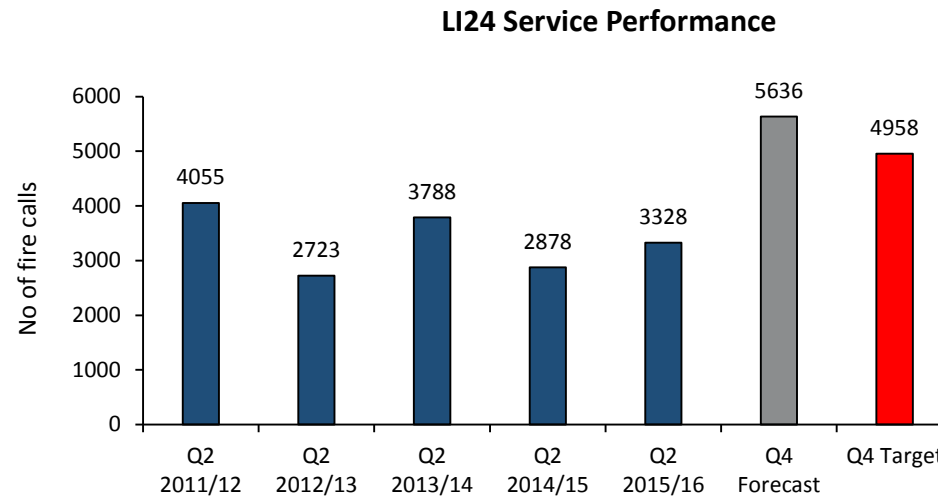
- 4.4.10 **Sunderland** district recorded 2 injuries during Quarter Two 2015/16, a significant reduction of 11 in comparison to the same period of the previous year. Both injuries were slight, 1 was caused by ‘faulty leads to an appliance’ and 1 by cooking. Every accidental fire is analysed and bespoke advice is given to the occupier on how they can reduce their risk from having a fire.

Watches understand the importance of carrying out hot strikes where and when appropriate. These incidents are analysed / visited and progressed via partner agencies where appropriate.

5 Fire Attendance Quarter Two 2015/16

5.1 (LI24) Total Number of Fire Calls Attended Service Performance Quarter Two 2015/16

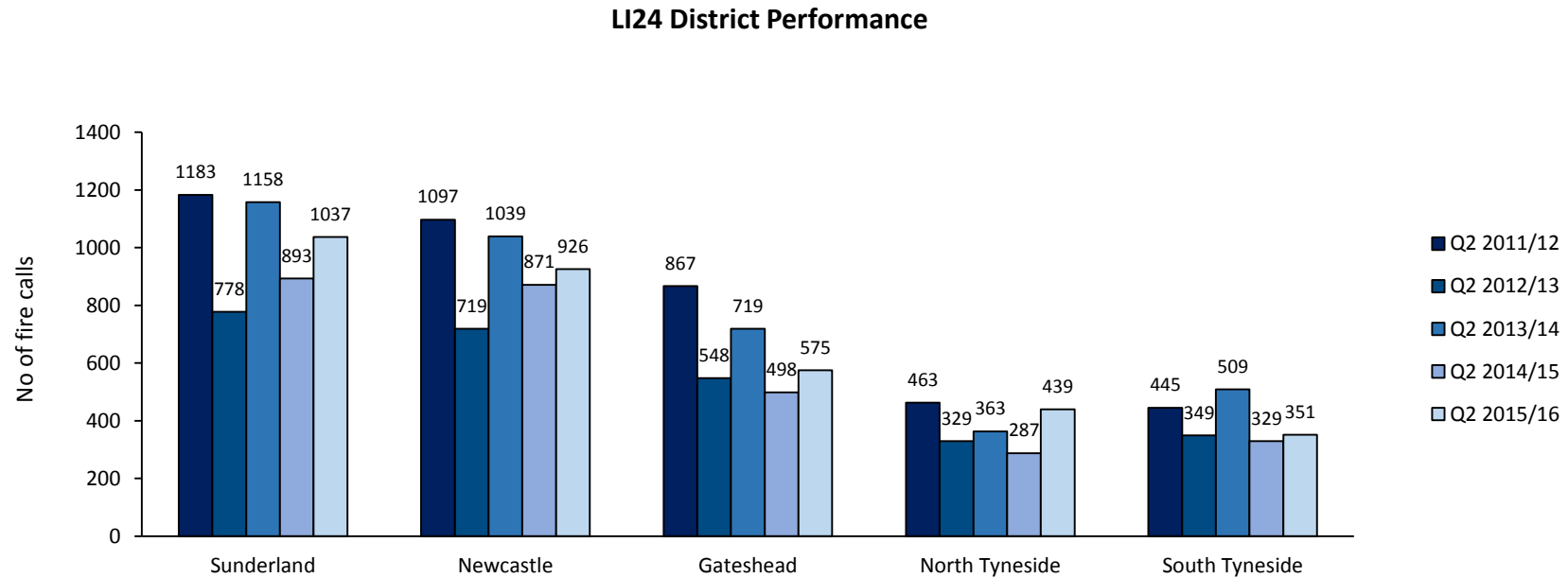
5.1.1 This indicator reflects the total number of fire calls attended and excludes false alarms and special service incidents. Incidents are only included where an appliance booked in attendance.



5.1.2 We attended a total of 3328 fire calls during Quarter Two 2015/16, this is an increase of 450 incidents (15.6%) in comparison to the same period last year and can be mostly attributed to the increase in secondary fires. We are not currently expecting to meet our end of year target of 4958 fire calls.

5.1.3 Of these incidents 2459 (73.9%) were secondary fires, 866 (26%) were primary fires and 3 (0.1%) were chimney fires.

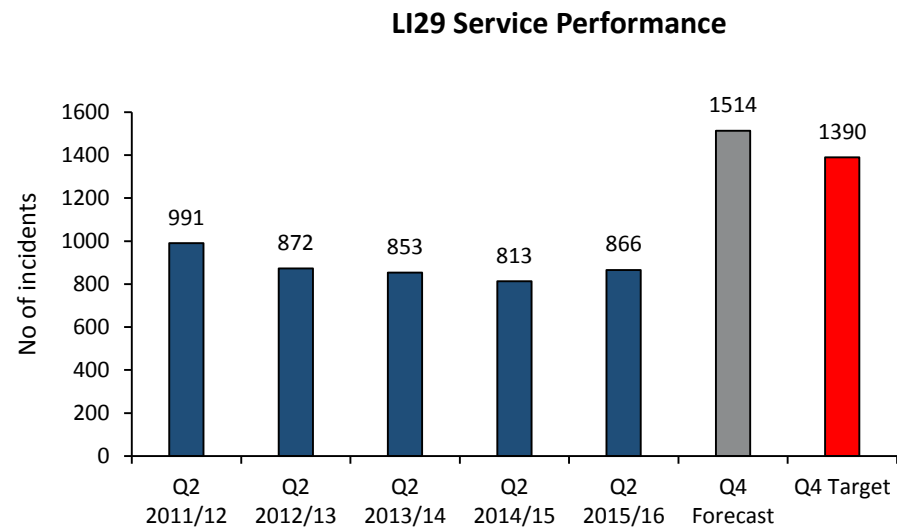
(LI24) Total Number of Fire Calls Attended District Performance Quarter Two 2015/16



5.1.4 All districts saw an increase in this indicator, this is primarily due to the increase in secondary fires across the Service.

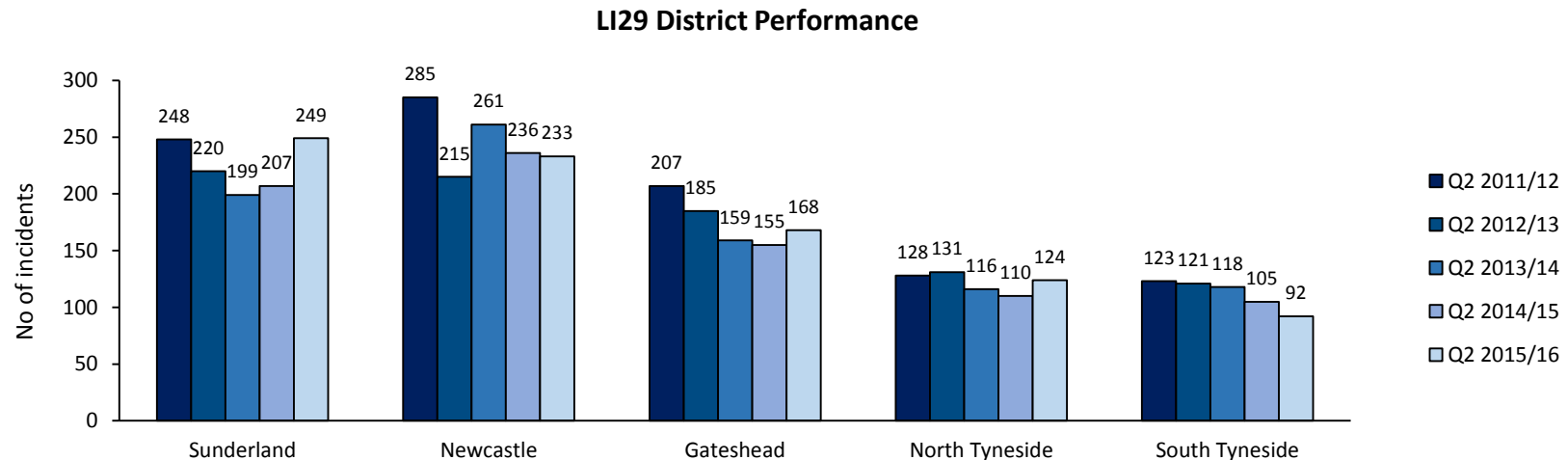
5.2 (LI29) Primary Fires Service Performance Quarter Two 2015/16

5.2.1 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 composed 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.



5.2.2 During Quarter Two 2015/16 we attended 866 primary fires, which is an increase of 53 incidents (6.5%) from the same period last year. We are currently not expecting to meet our end of year target of 1390 primary fires.

(LI29) Primary Fires District Performance Quarter Two 2015/16



5.2.3 Two districts recorded a reduction in comparison to the same period last year, South Tyneside saw a reduction of 13 incidents (12.4%) and Newcastle saw a reduction of 3 incidents (1.3%). Sunderland recorded an increase of 42 incidents (20%), North Tyneside an increase of 14 (12.7%) and Gateshead an increase of 13 (8.4%). Sunderland district experienced the most primary fires during Quarter Two 2015/16.

5.2.4 The main cause of primary fires in Tyne and Wear is ‘heat source and combustibles brought together deliberately’ accounting for 340 of the 866 incidents (39%), an increase of 65 incidents compared to the previous year.

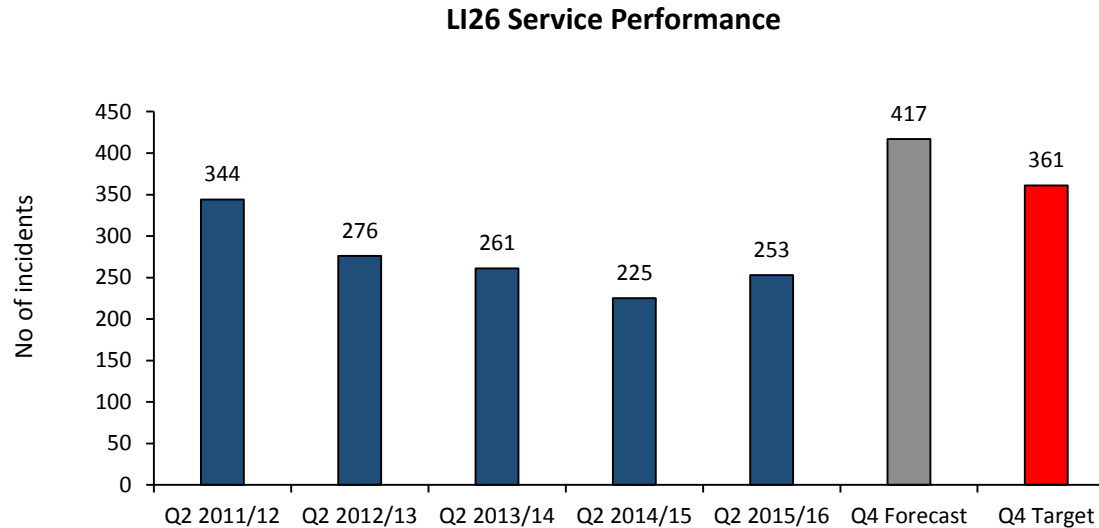
5.2.5 Analysis of the data shows an increase in the number of primary fires where the ignition cause was related to ‘spread from a secondary fire’, rising by 51 incidents from the previous year. All districts saw an increase in this cause. Sunderland had the most with an increase of 21. Out of the 249 incidents in Sunderland, 26 spread from a secondary source to a property, the main causes were related to deliberately ignited wheeled bins (5), piles of refuse (4) and discarded mattresses (3).

5.2.6 Newcastle had the second highest increase of primary fires related to ‘spread from secondary fires’ with an increase of 13. The main reason for these incidents were ‘Heat source and combustibles brought together deliberately’ and ‘Careless handling - due to careless disposal’.

5.2.7 The number of incidents caused by cooking has reduced by 41 incidents in comparison to the previous year.

5.3 (LI26) Primary Fires Involving Road Vehicles Service Performance Quarter Two 2015/16

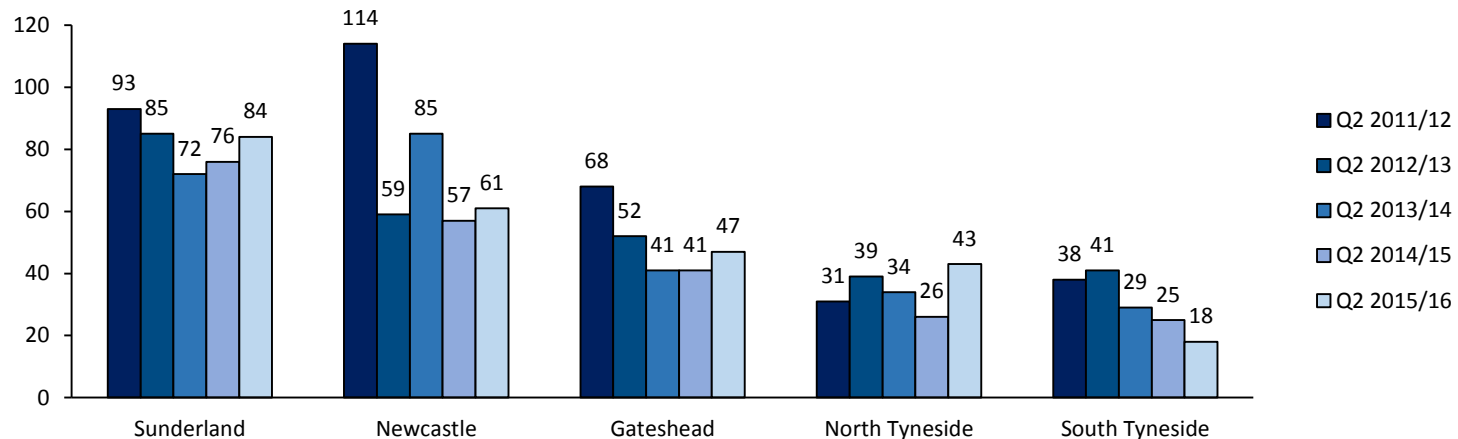
5.3.1 This indicator reflects the total number of primary fires involving road vehicles (road vehicles only, excluding derelict vehicles)



5.3.2 During Quarter Two 2015/16 we attended 253 primary fires involving road vehicles, which is an increase of 28 incidents (12.4%) from the same period last year. We are not currently expecting to meet our end of year target of 361 primary fires involving vehicles.

(LI26) Primary Fires Involving Road Vehicles District Performance Quarter Two 2015/16

LI26 District Performance



5.3.3 All districts with the exception of South Tyneside saw increases in this indicator with North Tyneside having the biggest increase of 17 incidents. South Tyneside recorded a reduction of 7 incidents in comparison to the same period last year.

5.3.4 **Sunderland** recorded an increase of 8 incidents (10.5%). Hendon ward has the highest number of incidents (13) and saw an increase of 3 in comparison to the previous year, Silksworth and Houghton wards also saw increases of 3 incidents. St Chad’s ward saw a reduction of 4 incidents and Pallion and Southwick both saw a reduction of 3 incidents. Analysis has shown that 6 of the incidents in August were linked. Police are investigating a family feud and have made two arrests and served notices on two further people. Following partner liaison at LMAPS with the Station Manager a 3G camera has also been installed in the identified hot spot area and no further incidents have occurred in this area to date.

5.3.5 **Newcastle** saw an increase of 4 incidents (7%) when compared to the same period of the previous year with Byker ward having the highest number (9) and seeing an increase of 6 incidents. Both Castle and Denton wards saw a reduction of 3 incidents. During 2014/15 vehicle crime (not all fire related) showed a reduction of 25.4% across the city from the previous year. This year to date, vehicle crime is up by 23.7%.

(LI26) Primary Fires Involving Road Vehicles District Performance Quarter Two 2015/16

5.3.6 **Gateshead** recorded an increase of 6 incidents (14.6%), Dunston and Teams ward saw an increase of 4 incidents, however, Lamesley ward continues to have the most incidents (9) and saw an increase of 1. Deckham and Bridges wards both saw a reduction of 4 incidents. Crews are robust in reporting vehicle fires to the Police to ensure they are investigated appropriately. All vehicle fires are discussed at Safer Neighbourhoods Group (SNG) to enable partners to work together to identify common trends and linked motives.

It has been noted that neighbourhood disputes account for a number of these vehicle fires. Crews have been advised to report suspected stolen abandoned vehicles as part of their ASB work. On every occasion the Police are advised of suspected stolen / abandoned vehicles.

5.3.7 **North Tyneside** recorded an increase of 17 incidents (65%), of these only 5 were recorded as deliberate with the remainder being accidental. Valley ward saw an increase of 6 incidents however Riverside ward has the highest number of incidents (8) and saw an increase of 3 in comparison to the previous year.

During Quarter Two a fire investigation was carried out at one incident involving two vehicles to support a Police investigation into local crime. Operational Crews continue to report abandoned vehicles to Envirolink as part of ASB work.

5.3.8 **South Tyneside** recorded a reduction of 7 incidents (28%) in comparison to the same period of the previous year. Simonside and Rekendyke and Whiteleas wards both saw reductions of 4 incidents. Fellgate and Hedworth ward saw an increase of 5 incidents.

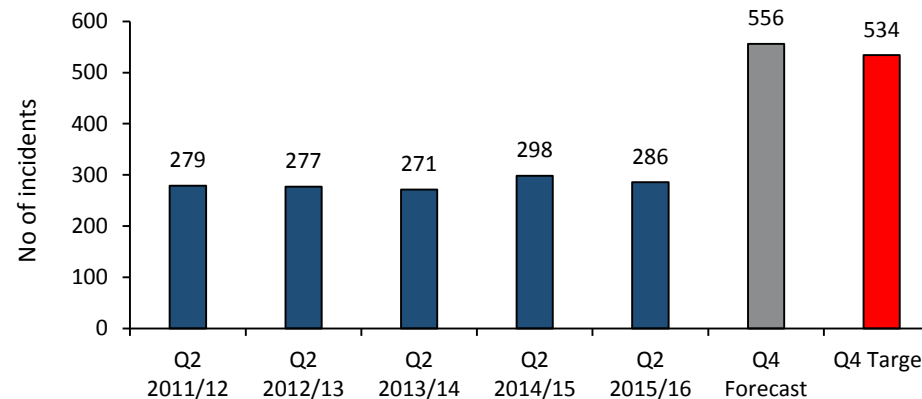
Northumbria Police are made aware of all deliberate vehicle fires. Searches have been made to consider historical fires at these addresses; however no evidence exists to support any link to previous incidents.

6 Accidental Fires Quarter Two 2015/16

6.1 (LI8) Accidental Dwelling Fires Service Performance Quarter Two 2015/16

6.1.1 An accidental fire is defined as being 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 is a high level indicator and is composed of LI9; accidental kitchen fires and LI8; accidental non kitchen fires.

LI8 Service Performance



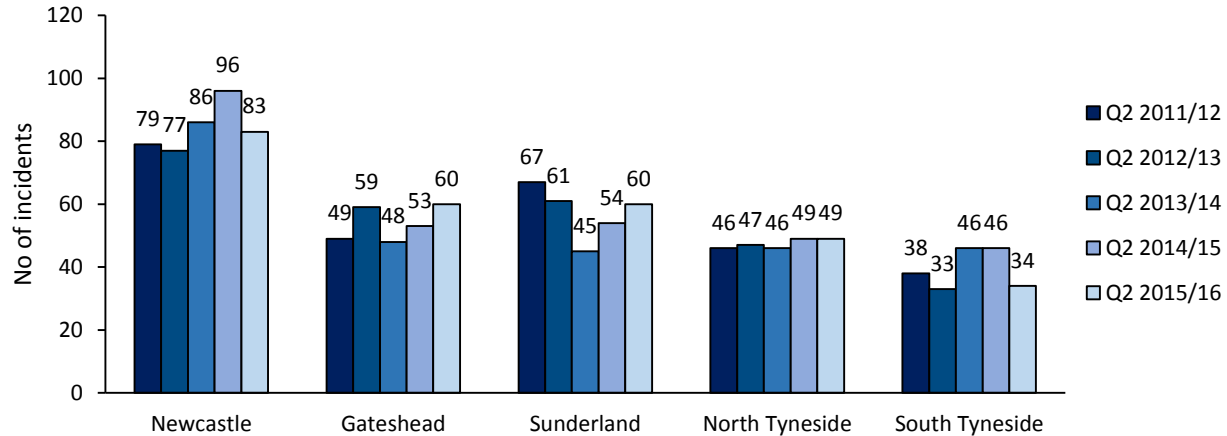
6.1.2 We attended 286 accidental dwelling fires during Quarter Two 2015/16, a reduction of 12 incidents (4%) from the previous year. We are not currently expecting to meet our end of year target of 534 accidental dwelling fires.

6.1.3 No firefighting or small means was the main Service action in 55% of accidental dwelling fires that occurred during Quarter Two 2015/16.

6.1.4 Smoke alarms were present in 81.2% of dwellings where an accidental fire occurred during Quarter Two 2015/16. A smoke alarm activated in 172 of the 286 incidents (60%). The main reason for non activation of a smoke alarm was due to the fire not being close enough to the detector (41%).

(LI8) Accidental Dwelling Fires District Performance Quarter Two 2015/16

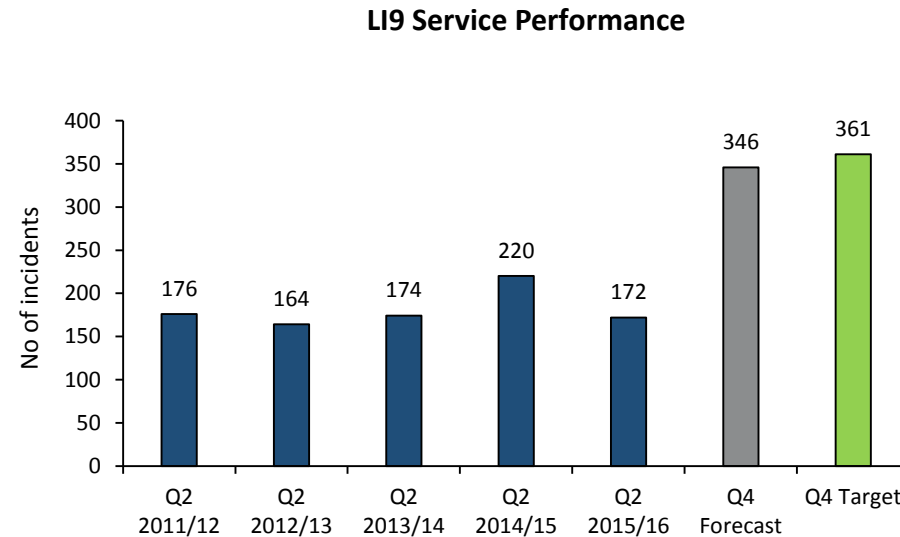
LI8 District Performance



6.1.5 Newcastle saw the biggest reduction of 13 incidents (13.5%) followed by South Tyneside with a reduction of 12 incidents (26.1%). Gateshead saw an increase of 7 incidents (13.2%) and Sunderland an increase of 6 incidents (11.1%). North Tyneside stayed the same as the previous year.

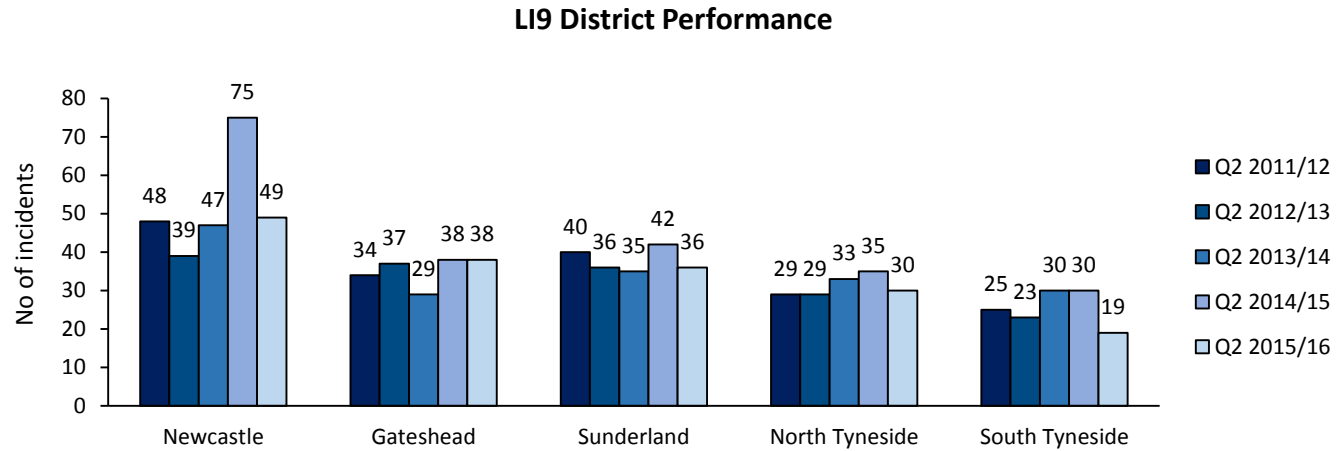
6.1.6 District commentary for LI8 is detailed in the following pages under LI9; accidental kitchen fires and LI10; accidental non kitchen fires, which form part of this indicator.

6.2 (LI9) Accidental Kitchen Fires in Dwellings Service Performance Quarter Two 2015/16



- 6.2.1 We attended 172 accidental kitchen fires in dwellings during Quarter Two 2015/16, a reduction of 48 incidents (21.8%) from the previous year. Kitchen fires accounted for 60% of all accidental dwelling fires during Quarter Two 2015/16. We are currently expecting to meet our end of year target of 361 accidental kitchen fires in dwellings.
- 6.2.2 Cooking was the main cause of accidental kitchen fires with 144 incidents during Quarter Two 2015/16. Fires caused by 'grill / toaster' have reduced by 19 incidents (70%) in comparison to the previous year. Cooking related fires will continue to be an area of focus for Operational Crews and P & E staff during 2015/16.
- 6.2.3 'Lone person of pensionable age', previously the most common occupancy category saw 24 fewer incidents when compared to the same period last year, a reduction of 39%.
- 6.2.4 'No firefighting or small means' was the main Service action in 73% of the accidental kitchen fires in dwellings that occurred during Quarter Two 2015/16.

(LI9) Accidental Kitchen Fires in Dwellings District Performance Quarter Two 2015/16



6.2.5 All districts saw a reduction in this indicator during Quarter Two 2015/16 with the exception of Gateshead who remained the same as the previous year. Newcastle saw the biggest reduction in incident numbers of 26 (34.7%) followed by South Tyneside with a reduction of 11 incidents (36.7%), Sunderland with a reduction of 6 incidents (14.3%) and North Tyneside with a reduction of 5 (14.3%).

(LI9) Accidental Kitchen Fires in Dwellings District Performance Quarter Two 2015/16

6.2.6 **Newcastle** district recorded a reduction of 26 incidents (34.7%) during Quarter Two 2015/16 in comparison to the same period last year.

Of the 49 accidental kitchen fires, 46 (94%) were cooking related with 'cooking appliance – cooker incl. oven' accounting for 36 incidents, however this has reduced by 25% compared to the same period last year. The remaining 3 incidents were caused by 'smoking', 'fuel / chemicals' and 'wiring, cabling, plugs'.

'Lone persons / parents' accounted for 67% of all accidental kitchen fires in Quarter Two 2015/16 with 'lone person under pensionable age' having the highest number of incidents (29%).

Newcastle has also seen improvements across a number of wards in comparison to the same period of the previous year with Fenham, South Heaton and Elswick all showing significant improvements.

There have been successful post fire follow up visits delivered by P & E that have resulted in multi-agency involvement to improve the safety of those persons involved. There has also been safeguarding referrals made and a number of HSCs delivered during post incident 'hot strikes'.

6.2.7 **Gateshead** district recorded the same number of incidents as the previous year (38).

Of the 38 accidental kitchen fires, 32 (84%) were cooking related with 'cooking appliance – cooker incl. oven' accounting for 26 incidents, a slight increase of 2 compared to the same period last year.

'Lone persons / parents' accounted for 55% of all accidental kitchen fires in Quarter Two 2015/16. 'Lone persons under pensionable age' had the highest number with 16 (42%) of the total.

The Community Safety strategy includes targeting hot spot areas with kitchen specific fire safety leaflets, delivered in partnership with the Youth Offending Team (YOT).

(LI9) Accidental Kitchen Fires in Dwellings District Performance Quarter Two 2015/16

A large number of incidents are caused by carelessness whilst cooking. Operational Crews and P & E are being asked to focus and put emphasis on not leaving cooking unattended and not cooking under the influence of alcohol or drugs. Also to get into the habit of turning cooking appliances off at the mains. This is something we will also discuss during our ongoing discussions with the CCG and explore the feasibility of midwives, district nurses and health visitors assisting us with this issue. Each incident is analysed and appropriate action taken by Operational Crews, P & E and partners where appropriate. On every occasion the opportunity is taken to carry out a hot strike to raise awareness.

The district will be looking to do more targeted initiatives relating to kitchen fires by analysing data supplied by the Data and Information department to see if there is any trend in time of day, location or person demographic and then targeting resources to both leaflet and give specific kitchen fire safety information

6.2.8 **Sunderland** district recorded a reduction of 6 incidents (14.3%) during Quarter Two 2015/16 when compared to the same period last year.

Of the 36 accidental kitchen fires, 31 (86%) were cooking related with 'cooking appliance – cooker incl. oven' accounting for 26 incidents an increase of 4 compared to the same period last year.

'Lone persons / parents' accounted for 53% of all accidental kitchen fires in Quarter Two 2015/16 with 'lone person over pensionable age' having the highest number of incidents (22%) followed by 'couple with dependent children' (19%).

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.

(LI9) Accidental Kitchen Fires in Dwellings District Performance Quarter Two 2015/16

6.2.9 **North Tyneside** district recorded a reduction of 5 incidents (14.3%) during Quarter Two 2015/16 when compared to the same period last year.

Of the 30 accidental kitchen fires, 21 (70%) were cooking related with 'cooking appliance – cooker incl. oven' accounting for 18 incidents, a reduction of 1 incident from the same period last year. Incidents involving 'wiring cabling, plugs' increased from 1 to 7 in comparison to the previous year.

'Lone persons / parents' accounted for 53% of all accidental kitchen fires in Quarter Two 2015/16. 'Lone persons over pensionable age' had the highest number with 7 (23%) of the total.

Cooking safety messages are re-enforced during HSCs delivered by both Operational Crews and P&E personnel.

The district will continue to prioritise by utilising the information provided for the priority lists based upon MOSAIC code supported by data received from North Tyneside Council regarding CareCall monitoring and a more targeted approach in the district.

P & E teams are completing HSCs on vulnerable persons as part of the CareCall initiative which will assist in reducing the instances of accidental dwelling fires within this group. They are also utilising volunteers to target priority premises to gain contact details to assist in a structured approach to addressing our HSCs for the district. This approach will assist in addressing these accidental dwelling fires by promoting fire safety issues through HSCs.

6.2.10 **South Tyneside** district recorded a reduction of 11 incidents (36.7%) during Quarter Two 2015/16 when compared to the same period last year.

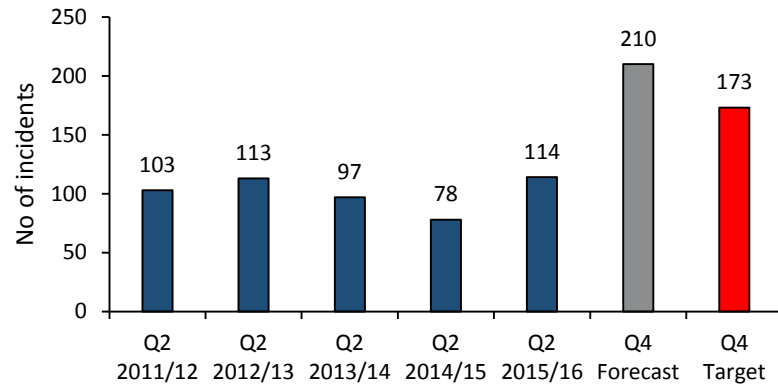
Of the 19 accidental kitchen fires, 14 (74%) were cooking related with 'cooking appliance – cooker incl. oven' accounting for 11 incidents, a reduction of 6 compared to the same period last year.

'Lone persons / parents' accounted for 53% of all accidental kitchen fires in Quarter Two 2015/16.

It is noted that the sources of ignition continue to pivot around cooking appliances in the main. This information supports our delivery of HSCs and fire safety awareness training to partners.

6.3 (LI10) Accidental Non Kitchen Fires in Dwellings Service Performance Quarter Two 2015/16

LI10 Service Performance

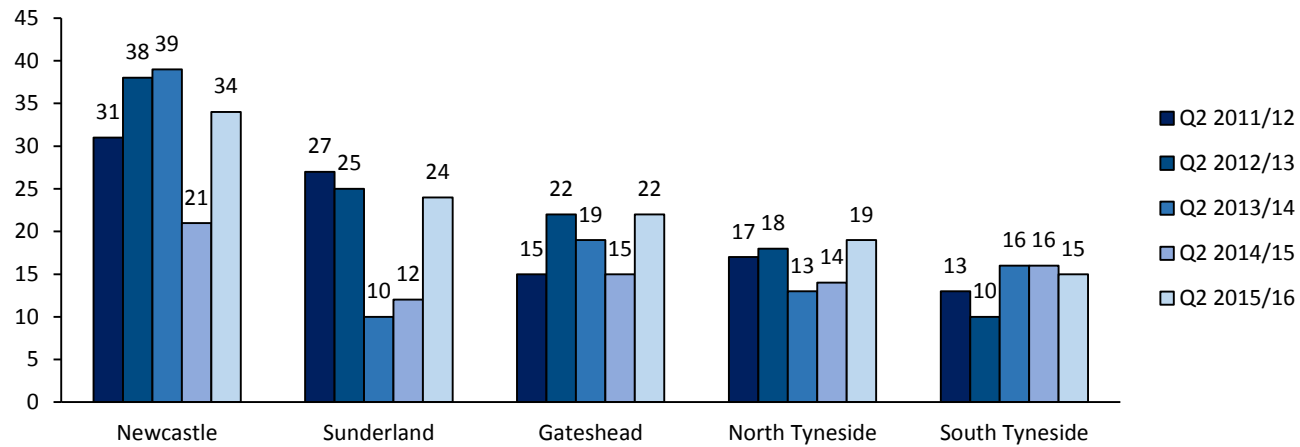


Room of Origin	Q2 2011/12	Q2 2012/13	Q2 2013/14	Q2 2014/15	Q2 2015/16
Bedroom	24	25	13	16	20
Living room	18	20	21	14	18
External fittings	3	7	12	6	16
Bathroom/Toilet	9	10	6	5	9
External Structures	5	3	6	5	9
Roof	4	3	2	1	9

- 6.3.1 We attended 114 accidental non kitchen fires in dwellings during Quarter Two 2015/16, an increase of 36 incidents (46.2%) from the previous year. We are not currently expecting to meet our end of year target of 173 accidental non kitchen fires in dwellings.
- 6.3.2 The table above shows the rooms of origin with the highest number of incidents. The bedroom is the main area of origin of accidental non kitchen fires with 20 incidents, 6 of these were caused by smoking and 4 by candles and oil / incense burners. The second highest is the living room with 18 incidents, 5 of which were caused by careless handling of smoking materials.
- 6.3.3 ‘Careless handling – due to careless disposal’ accounted for 32% of accidental non kitchen fires and has increased from 16 incidents in Quarter Two 2014/15 to 37 in 2015/16, an increase of 131%.
- 6.3.4 The occupancy categories ‘lone person / parent’ had the highest number of incidents with 40 (35%).
- 6.3.5 A hose reel was the main Service action, used in 66% of the accidental non kitchen fires that occurred during Quarter Two 2015/16.

(LI10) Accidental Non Kitchen Fires in Dwellings District Performance Quarter Two 2015/16

LI10 District Performance



6.3.6 All districts saw an increase in this indicator during Quarter Two 2015/16 with the exception of South Tyneside who saw a slight reduction of 1 incident.

(L110) Accidental Non Kitchen Fires in Dwellings District Performance Quarter Two 2015/16

- 6.3.7 **Newcastle** district saw an increase of 13 incidents (61.9%) in comparison to the same period of the previous year. The main room of origin is bedroom with 7 incidents (21%), 2 were due to candles and 2 were due to smoking. The most common cause of non kitchen fires in dwellings within the district is smoking, which increased by 4 incidents from the previous year.
- 6.3.8 **Sunderland** district saw an increase of 12 incidents (100%) in comparison to the same period of the previous year. The main rooms of origin are living room and refuse store with 4 incidents each. Two of the living room fires were due to careless handling of smoking materials, one was caused by a faulty e-cigarette and one was caused by chimney blocked by a birds nest. The causes of the 4 refuse store fires are unknown and are currently under investigation.
- 6.3.9 **Gateshead** district saw an increase of 7 incidents (46.7%) in comparison to the same period of the previous year. The main room of origin is the living room accounting for 6 incidents (27%), 3 of these incidents were caused by 'wiring, cabling and plugs' and 2 were caused by lightning strikes.

A number of incidents were caused by careless behaviours for example; cables under the carpet and fire being left on, careless use of blow lamp, carelessly discarded cigarette and careless handling of a bonfire. Operational Crews in all cases spoke to residents / those who caused the fires and carried out HSCs / hot strikes to raise awareness of how easily these incidents can happen. A continued approach to raise awareness of such issues through our HSC programme and education programme (using case studies such as these, along with potential consequences) will continue to spearhead our approach to reducing such incidents.

A number of incidents were also caused by electrical faults therefore we will be highlighting (using case studies) to residents during HSCs the importance of electrical safety, not leaving appliances turned on and having an effective night time routine.

- 6.3.10 **North Tyneside** district saw an increase of 5 incidents (35.7%) in comparison to the same period of the previous year. The main room of origin is the bedroom with 5 incidents (26%), 3 of these were smoking related.

Following incidents in sheltered accommodation premises, intervention by the District Management Team and the Fire Safety department has resulted in the consideration of ultraguard installations for the most vulnerable clients, which they will fund when advised by TWFRS.

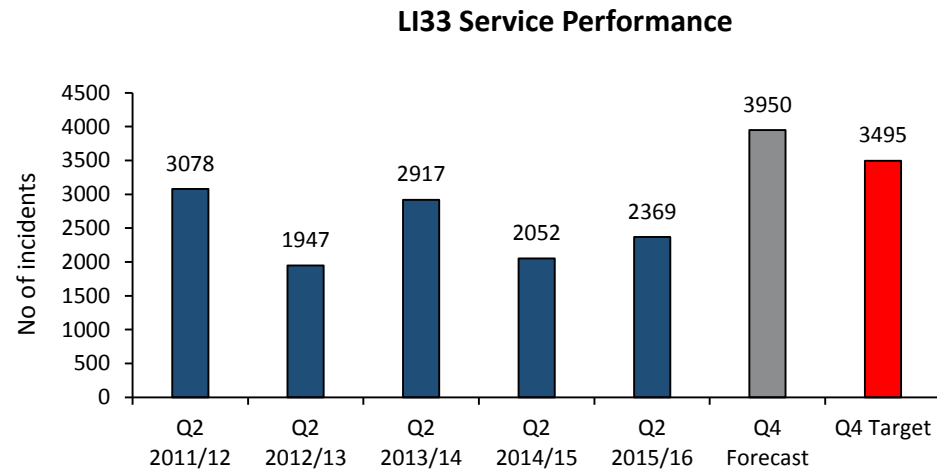
(LI10) Accidental Non Kitchen Fires in Dwellings District Performance Quarter Two 2015/16

6.3.11 **South Tyneside** district saw a slight reduction of 1 incident (6.3%) in comparison to the same period of the previous year. The main room of origin is the living room accounting for 3 incidents. Of the 15 non kitchen fires, 4 were 'spread from secondary fires' and 3 were smoking related.

7 Deliberate Fires Quarter Two 2015/16

7.1 (LI33) Number of All Deliberate Fires Service Performance Quarter Two 2015/16

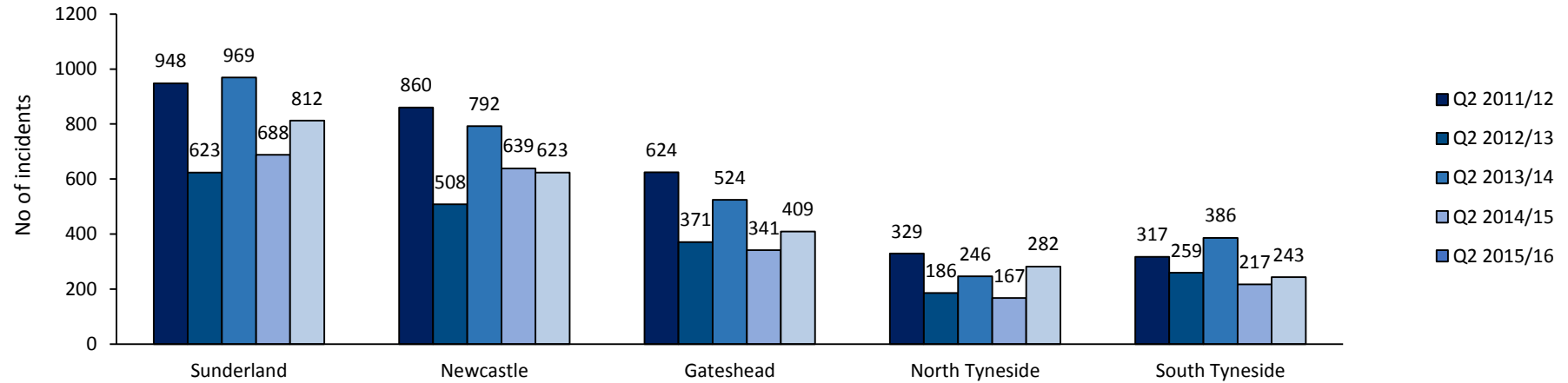
7.1.1 The following indicator outlines our performance in relation to the number of all deliberate fires that we attend. A deliberate fire is defined as an incident where the cause of the fire is suspected to be non-accidental. This indicator includes fires that are both reported as being a primary or a secondary fire. A secondary fire is reported as one which does not involve property (including derelict property and vehicles) or a casualty. LI33 is a high level indicator and includes data from LI16; deliberate secondary fires and LI18; deliberate refuse fires.



7.1.2 During Quarter Two 2015/16, TWFRS attended 2369 deliberate fires. This is an increase of 317 incidents (15.4%) in comparison to the same period last year and demonstrates a 23% reduction in deliberate fires over the last five years. We are currently not expecting to meet our end of year target of 3495 deliberate fires.

(LI33) Number of All Deliberate Fires District Performance Quarter Two 2015/16

LI33 District Performance

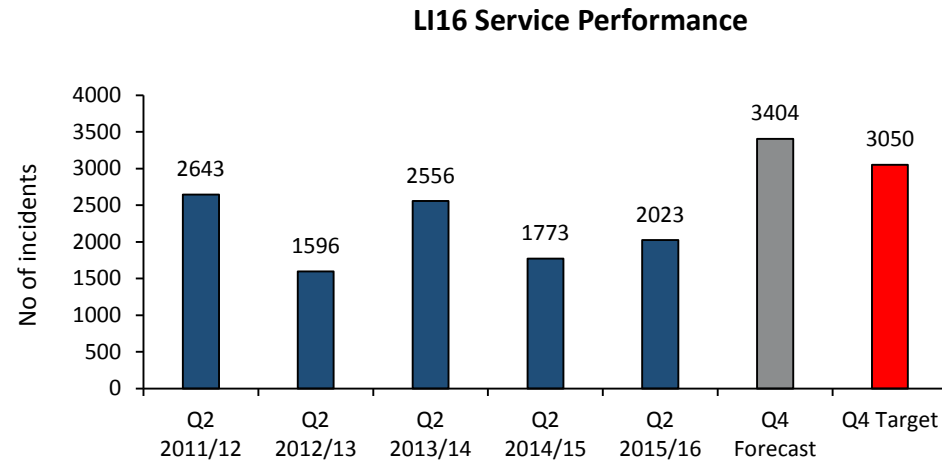


7.1.3 All districts have recorded an increase in comparison to the same period last year with the exception of Newcastle district who saw a reduction of 16 incidents (2.5%). Sunderland had the biggest increase of 124 incidents (18%) followed by North Tyneside with an increase of 115 incidents (68.9%), Gateshead with an increase of 68 incidents (19.9%) and South Tyneside with an increase of 26 incidents (11.9%).

7.1.4 The following indicator details deliberate secondary fires which incorporates deliberate refuse fires and forms part of this indicator.

7.2 (LI16) Number of Deliberate Secondary Fires Service Performance Quarter Two 2015/15

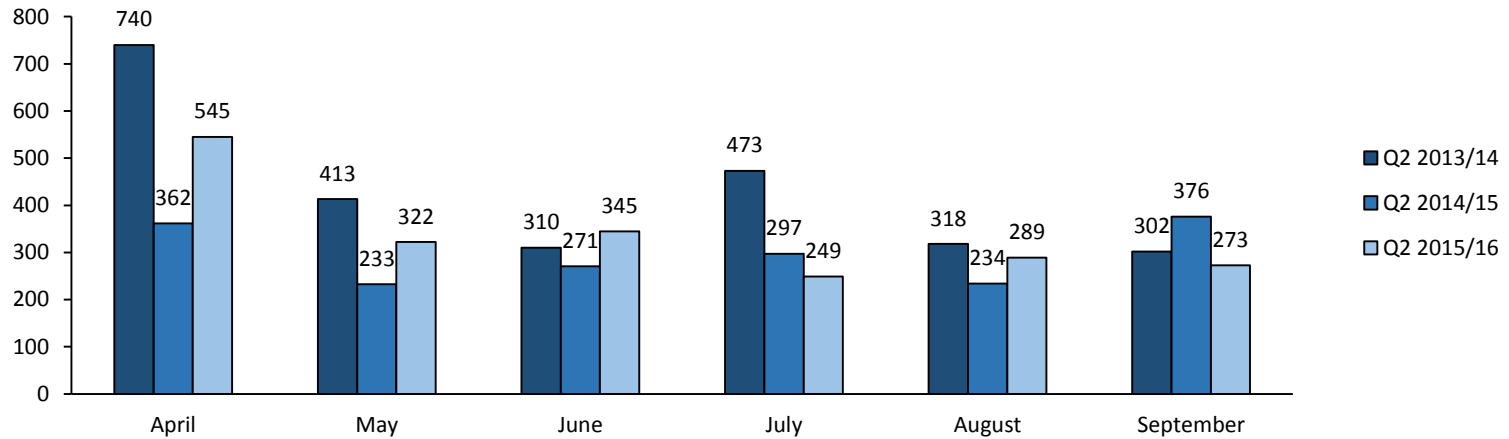
7.2.1 This indicator outlines our performance in relation to the number of deliberate secondary fires (anti-social behaviour) that we attend. A deliberate fire is where the cause is suspected to be non-accidental. (NB. when more than four pumps are involved in an incident the incident will be classified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



7.2.2 During Quarter Two 2015/16 TWFRS attended 2023 deliberate secondary fires, an increase of 250 incidents (14.1%) in comparison to the same period of the previous year. However this demonstrates a 23.5% reduction in deliberate secondary fires over the last five years. We are currently not expecting to meet our end of year target of 3050 deliberate secondary fires.

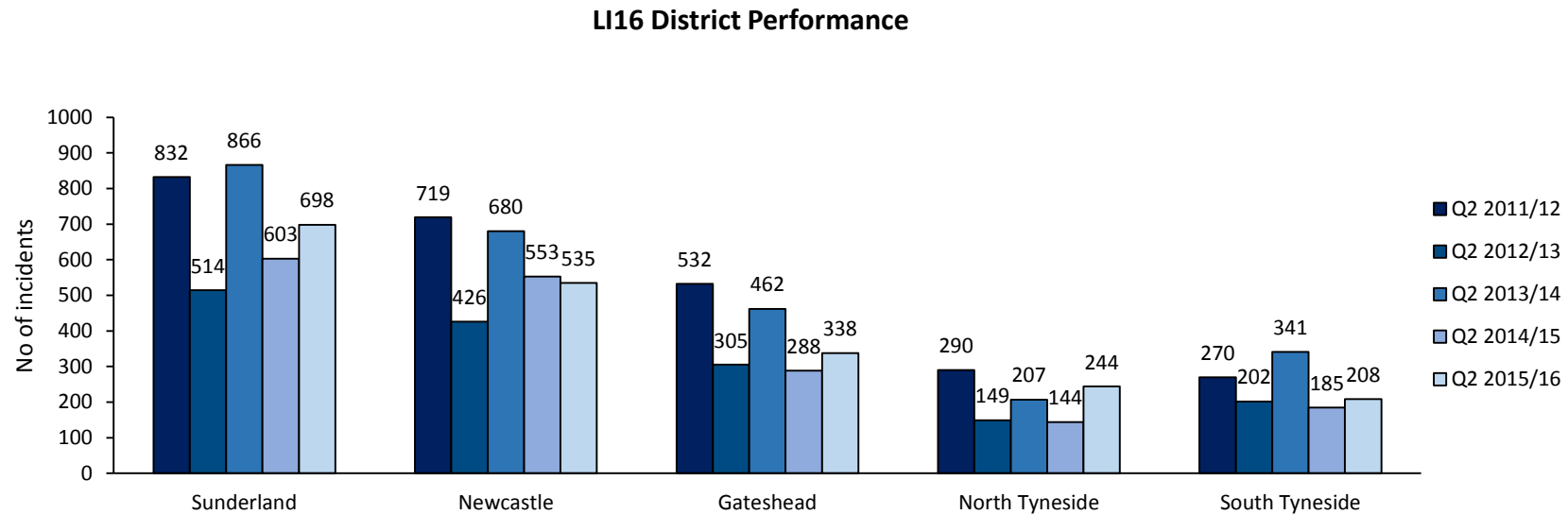
(LI16) Number of Deliberate Secondary Fires Performance Quarter Two 2015/16

LI16 by Month



7.2.3 The above graph shows the number of incidents by month and demonstrates that although incident numbers increased during Quarter One, Quarter Two has seen reductions in comparison to the previous year.

(LI16) Number of Deliberate Secondary Fires District Performance Quarter Two 2015/16



7.2.4 This graph shows the number of deliberate secondary fires that occurred over the last five years broken down by district. All districts are showing increases in comparison to the same period last year with the exception of Newcastle who saw a reduction of 18 incidents (3.3%).

7.2.5 North Tyneside saw the biggest increase of 100 incidents (69.4%) followed by Sunderland with an increase of 95 incidents (15.8%), Gateshead with an increase of 50 incidents (17.4%), and South Tyneside with an increase of 23 incidents (12.4%).

(LI16) Number of Deliberate Secondary Fires District Performance Quarter Two 2015/16

District	Ward	Q2 2011/12	Q2 2012/13	Q2 2013/14	Q2 2014/15	Q2 2015/16
Sunderland	Hendon Ward	96	65	78	54	66
Newcastle	Byker Ward	75	68	60	58	61
Newcastle	Westgate Ward	35	30	45	48	56
Sunderland	Southwick Ward	43	14	86	67	49
Newcastle	Elswick Ward	65	35	67	66	47
Sunderland	Washington West Ward	32	11	20	23	47
Gateshead	Dunston and Teams Ward	35	44	43	36	42
Newcastle	Benwell and Scotswood Ward	56	32	81	54	41
Sunderland	Washington East Ward	20	16	25	16	39
Sunderland	Castle Ward	99	27	31	27	38
South Tyneside	Boldon Colliery Ward	53	17	69	26	38
Sunderland	Pallion Ward	51	31	37	28	36
Sunderland	Hetton Ward	43	19	57	24	36
North Tyneside	Riverside Ward	43	24	29	21	35
Gateshead	Lamesley Ward	46	17	27	15	35
Newcastle	South Heaton Ward	32	19	24	29	34
Newcastle	Denton Ward	33	25	29	24	34
Newcastle	Newburn Ward	39	24	47	15	34
Sunderland	Washington North Ward	38	31	31	55	33
Sunderland	Redhill Ward	42	36	69	43	33
Sunderland	Millfield Ward	77	50	60	37	31
North Tyneside	Chirton Ward	25	14	19	33	31
North Tyneside	Killingworth Ward	16	6	18	11	31

7.2.6 The table above shows the wards with 30 or more deliberate secondary fires during Quarter Two 2015/16. Ten of the 23 wards are in Sunderland and account for 58% of the district's total. Seven of the wards are in Newcastle and account for 57.4% of the Newcastle district total.

(LI16) Number of Deliberate Secondary Fires District Performance Quarter Two 2015/16

7.2.7 **Sunderland** district recorded 698 incidents during Quarter Two 2015/16 an increase of 95 incidents (15.8%) when compared to the same period last year.

Hendon ward has the highest number of deliberate secondary fires with 66 incidents, showing an increase of 12 incidents in comparison to the previous year. Property type 'loose refuse (including in garden)' has seen an increase from 27 to 33 incidents in Hendon ward. P & E teams are engaged in reducing ASB fires in this specific area and are working closely with local Police and visiting schools in the immediate area.

Washington West has seen the biggest increase of 24 incidents, 'loose refuse (including in garden)' is the most common property type rising from 9 to 22 in comparison with the same period last year.

Washington East has the second largest increase of 23 incidents. 51% of incidents in the Washington East ward occurred in April and 'loose refuse (including in garden)' is the most common property type rising from 6 to 14 in comparison with the same period last year.

Doxford ward has the third biggest increase of 20 incidents. This ward saw a significant increase of 14 incidents relating to derelict buildings, these incidents occurred on an estate currently under demolition by Gentoo. Security on this estate has been stepped up since these fires.

Washington North saw the largest reduction with 22 less incidents and a reduction of 5 'loose refuse (including in garden)' incidents. Southwick ward recorded a reduction of 18 incidents, with 6 less 'loose refuse (including in garden)' incidents and 4 less wheelie bin fires. Copt Hill ward reduced by 17 incidents with 7 less 'loose refuse (including in garden)' incidents.

'Loose refuse (including in garden)' continues to be the highest property type accounting for 37% of incidents across the district. The district has good working relationships with partners in Sunderland and works locally with Streetscene in Sunderland to identify Anti Social Behaviour (ASB) hot spots so that they can proactively direct their clean up teams. Whilst carrying out HSCs advice is given regarding loose refuse and garden waste and the safe disposal of these items to prevent deliberate fires.

(LI16) Number of Deliberate Secondary Fires District Performance Quarter Two 2015/16

Deliberate secondary fires involving wheelie bins have reduced by 27 incidents (29.7%) in comparison to Quarter Two of the previous year. Responsive Local Services (RLS) have recently resourced an extra member of staff and a vehicle, to follow refuse collections, to ensure any extra bagged waste and / or wheeled bins that have been put out late are also collected to reduce the risk of refuse related fires.

Of the 698 incidents in Sunderland, 193 (28%) occurred in April, 394 (56%) occurred during the hours of 17:00 to 22:00 and 17% of deliberate secondary fires in the district occur on a Thursday.

Target Response Vehicles (TRVs) are directed to hot spot areas when available and will bring these areas to the attention of their Watch Managers for reporting / recording purposes. Work is also ongoing with RLS regarding proactive litter picks in hot spot areas.

Schools education (and the highlighting of ASB to pupils) will continue as well as identifying trends quickly and engaging with our partners effectively, to ensure actions are taken to reduce ASB fires wherever possible. P & E have worked with Police in hot spot areas such as Southwick and Hendon, visiting schools and addressing ASB.

7.2.8 **Newcastle** district recorded 535 incidents during Quarter Two 2015/16, a reduction of 18 incidents (3.3%) when compared to the same period last year and was the only district to record a reduction.

Byker ward had the highest number of deliberate secondary fires in the district with 61 incidents and recorded an increase of 3 incidents. Fires involving 'loose refuse (including in garden)' have increased by 3 and property type 'small refuse / rubbish / recycle container (excluding wheelie bin)' increased by 5. Wheelie bin fires have reduced by 9 in comparison to the previous year.

Westgate ward had the second highest number of deliberate secondary fires in the district with 56 incidents and recorded an increase of 8 incidents, wheelie bin fires have increased in this ward from 14 to 17. Fires involving 'small refuse / rubbish / recycle container (excluding wheelie bin)' also increased from 8 to 12.

Newburn ward saw the biggest increase of 19 incidents in comparison to the previous year, the most common property type in the ward is 'tree scrub (includes single trees not in garden)' which increased to 11 incidents from zero.

(LI16) Number of Deliberate Secondary Fires District Performance Quarter Two 2015/16

Wingrove ward saw a reduction of 26 incidents with wheelie bin fires decreasing from 22 to 8 incidents. Elswick ward also saw a reduction of 19 incidents with wheelie bin fires down from 33 to 13.

'Loose refuse (including in garden)' continues to be the highest property type accounting for 35% of incidents across the district. This property type increased by 5 incidents in comparison to the same period of the previous year. Deliberate secondary fires involving wheelie bins have reduced by 48 incidents (34%). Crews continue to report uplifts to the Local Authority for removal in hot spot locations.

Of the 535 incidents in Newcastle, 28% occurred in April, 281 (53%) occurred during the hours of 17:00 to 22:00 and Mondays and Tuesdays have the highest number of deliberate secondary fires with 87 incidents each.

Issues involving waste build up in the City Centre have been reported to Safe Newcastle and discussed with Regulatory Services. All ward data is provided to watches on a monthly basis to inform ASB activity and reporting of uplifts. Areas such as South Heaton, Benwell and Scotswood and Elswick have been targeted by watches and uplifts reported via new Envirolink contact

Following Walker SNAPS meeting in August, Northumbria Police increased patrols of Pottery Bank and Riverside at the request of the Station Manager following a 'spike' in secondary fires. There were no further incidents in this locality during September.

Specific premises in the City Centre have been identified by crews during ASB reduction work as having poor housekeeping in relation to refuse disposal. The collection of refuse is carried out by private contractors and the District Manager has raised concerns with Regulatory Services. This is being progressed by Newcastle City Council.

Crews continue to report uplifts to the Local Authority for removal in hot spot locations. There have been reductions against fires involving wheelie bins by 33.3% and also small refuse containers by 8.96%. Partnership engagement in Wingrove Ward over the last 12 months with two known fire setters has contributed to a proportion of this reduction.

(LI16) Number of Deliberate Secondary Fires District Performance Quarter Two 2015/16

7.2.9 **Gateshead** district recorded 338 incidents in Quarter Two 2015/16, an increase of 50 incidents (17.4%) compared to the same period of the previous year.

'Loose refuse (including in garden)' continues to be the highest property type accounting for 36% of incidents, this number has reduced by 7 incidents from the previous year. Wheelie bin fires in the district have seen an increase from 12 to 21.

Dunston and Teams ward has the highest number of deliberate secondary fires in the district with 42 incidents and recorded an increase of 6 incidents, fires in premises type derelict 'Purpose Built Flat / Maisonette - multiple occupancy' increased from 1 to 7 in this ward. This is due to a new phase of demolition around Clasper Village and work is ongoing with the managers of the scheme and with the Local Authority to increase security and manage waste more effectively.

Lamesley ward has the second highest number of incidents in the district with a total of 35, this has increased by 20 incidents from the same period of the previous year. The most common property type in the ward is 'loose refuse (including in garden)' which increased from 6 to 15 incidents when compared to the previous year.

Of the 338 incidents in Gateshead, 178 (53%) occurred during the hours of 17:00 to 22:00, June had the highest number of incidents accounting for 23% and Saturdays and Thursdays have the highest number of deliberate secondary fires with 61 incidents each.

A lot of work is being undertaken in the district to reduce deliberate secondary fires. This includes targeted drive-bys by crews and reporting to Vanguard any waste which is a fire risk. The Gateshead Housing Company (TGHC) and Home Group estates officers identify to residents as part of their Tenancy Agreement to keep waste to a minimum, and work is underway with the Project Manager at TGHC about possible initiatives such as clean-ups, community skips and neighbourhood engagement in high-risk areas. Vanguard are putting pressure on private landlords to stop putting rubbish in back lanes and are being robust with their enforcement notices. We are also in discussion with Vanguard and SNG's regarding the £20 charge for removal of garden waste and looking at ways to mitigate any increase as low-income households are less likely to take up this scheme.

The district will be getting involved with the Junior Estate tours in conjunction with TGHC. This engagement with local residents will look at recycling, waste management, disposing of rubbish and educating on the impact of inappropriate disposal of waste. The darker nights campaign has also started with schools education visits commencing in September for all high school children in years 7, 8 and 9.

(LI16) Number of Deliberate Secondary Fires District Performance Quarter Two 2015/16

We have highlighted our hot spot areas to SNG partners and security measures have been stepped up on the Clasper Village development. In addition we have looked at waste ground areas at Lamesley and High Fell and brought the state of these areas (overgrown) to Gateshead Council's attention.

7.2.10 **North Tyneside** district recorded 244 incidents, an increase of 100 (69.4%) when compared to the same period last year.

As with all other districts, 'loose refuse (including in garden)' continues to be the highest property type accounting for 90 (37%) of incidents, this number has increased by 38 incidents from the previous year. 'Refuse / rubbish tip', 'small refuse', 'scrub land' and 'tree scrub' property types have also seen significant increases.

Riverside ward has the highest number of deliberate secondary fires in the district with 35 and saw an increase of 14 incidents in comparison to the same period of the previous year. Property types 'loose refuse (including in garden)' and 'tree scrub' have both increased by 4 across this ward.

Killingworth ward saw the biggest increase of 20 incidents in comparison to the same period of the previous year, with property type 'loose refuse (including in garden)' increasing from 3 to 16 incidents.

Valley ward saw an increase of 16 incidents in comparison to the same period of the previous year with incidents involving 'mines and quarries – buildings above ground' increasing from zero to 5 and 'loose refuse (including in garden)' increasing by 4.

Of the 244 incidents in North Tyneside, 154 (63%) occurred during the hours of 17:00 to 22:00, Saturdays have the highest number of deliberate secondary fires and 24% occurred in April.

Following a meeting with the District Management Team and North Tyneside Councils Environmental Services department it was agreed that the Data and Information team would produce a monthly hot spot report of all LI16/18 activity within North Tyneside District for them which will enable effective targeting of local authority resources to ensure uplifts and estate cleaning carried out.

Envirolink to be contacted to establish the number of uplift requests made. Station Managers will also ensure operational personnel also record this information on the ASB activity log.

(LI16) Number of Deliberate Secondary Fires District Performance Quarter Two 2015/16

Work is ongoing with the Neighbourhood Police Team who report year to date a 20% increase in recorded crime in the North Shields area, including increases in criminal damage.

TWFRS are working in partnership with North Tyneside Council to encourage residents in hot spot areas to bring their wheelie bins in straight after refuse collection to prevent ASB fires.

7.2.11 **South Tyneside** district recorded 208 incidents, an increase of 23 (12.4%) when compared to the same period last year.

'Loose refuse (including in garden)' continues to be the highest property type accounting for 34% of incidents and has seen a slight increase of 4 incidents. 'Grassland, pasture, grazing etc.' has seen an increase of 26 incidents in comparison to the same period of the previous year.

Boldon Colliery ward has the highest number of deliberate secondary fires in the district and has seen an increase from 26 to 38 incidents compared to the previous year. Fires involving 'grassland, pasture, grazing etc.' have increased in this ward from 3 to 14. Monkton ward also saw an increase rising from 5 to 18, with 'loose refuse (including in garden)' fires increasing from 2 to 10.

Of the 208 incidents in South Tyneside, 112 (54%) occurred during the hours of 17:00 to 22:00. Tuesdays have the highest number of incidents and 35% of the deliberate secondary fires occurred in April.

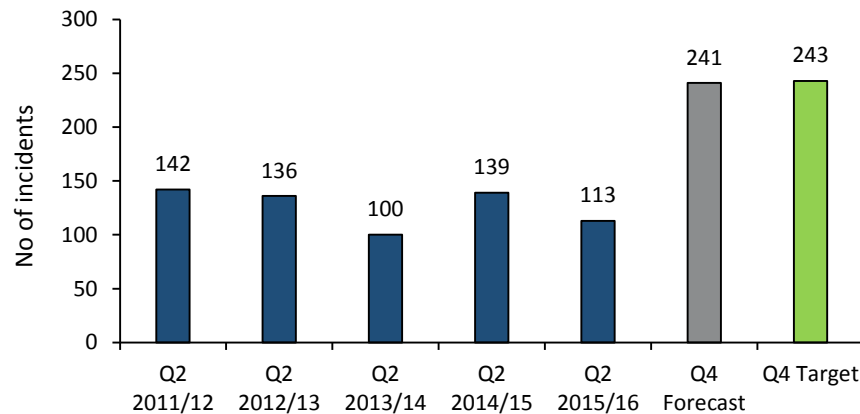
Local initiatives with TWFRS Volunteers and Partners are aimed at reducing these fires by encouraging the community to take a responsible and proactive approach to move bins to a secure place and thus remove the potential for such fires. The district will continue to report ASB evidence collected by crews and the P & E team and make this evidence available to partners. This helps shape local strategy for partnership work and deployment of local resources. We continue to monitor the restructuring of Local Authority departments in anticipation of influences on work related to reducing this indicator.

8 False Alarms Quarter Two 2015/16

8.1 (LI21) Number of Malicious False Alarm Calls Attended Service Performance Quarter Two 2015/16

8.1.1 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

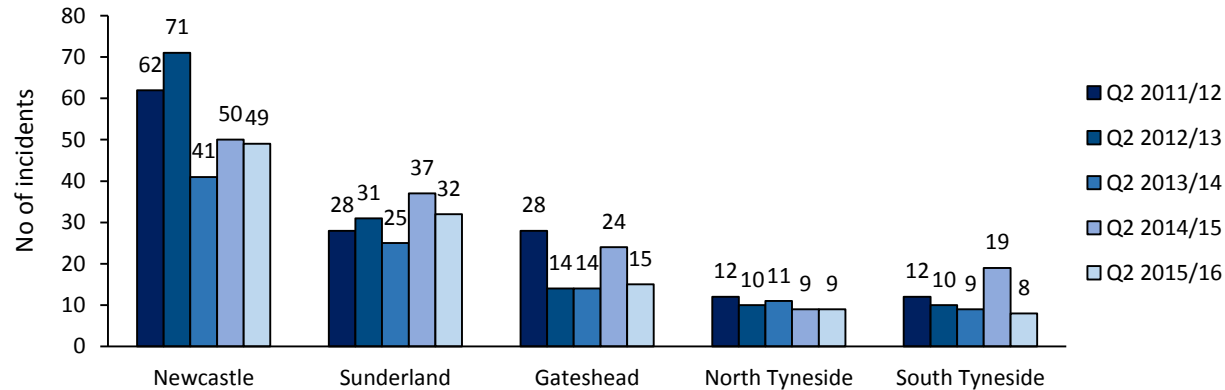


8.1.2 We attended 113 malicious false alarms during Quarter Two 2015/16, which is a reduction of 26 incidents (18.7%) from the same period last year. We are currently expecting to meet our end of year target of 243 malicious false alarms.

8.1.3 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. The call challenge procedure has recently been reinforced in Control and initial results are pleasing.

(LI21) Number of Malicious False Alarm Calls Attended District Performance Quarter Two 2015/16

LI21 District Performance

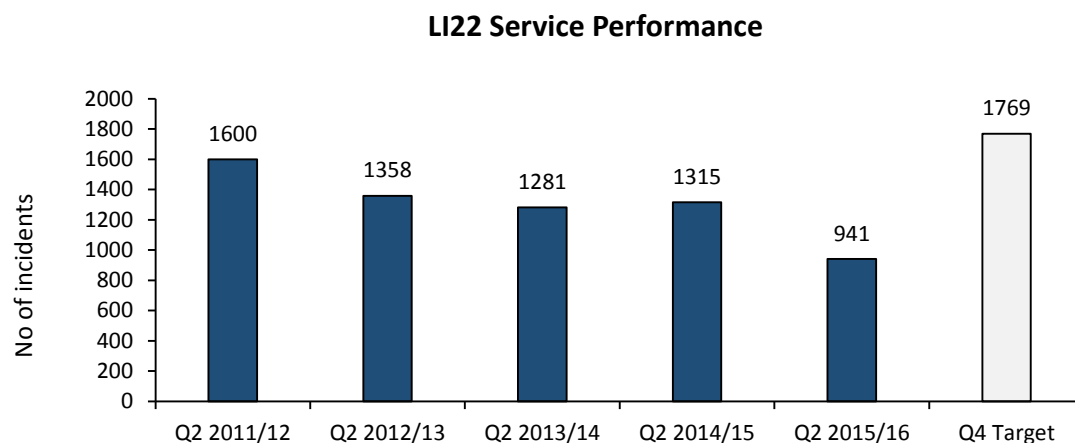


8.1.4 All districts saw a reduction in this indicator with the exception of North Tyneside who recorded the same number as the previous year.

8.1.5 Newcastle district has the highest number of incidents however has seen a slight reduction of 1 incident. ‘Purpose Built Flat / Maisonette - multiple occupancy’ is the main property type across the Service and increased from 16 to 24 in comparison to the previous year. 11 of these were in Newcastle. A spike in last year’s performance highlighted an increase during students returning to halls of residence in October. There has been work carried out with one of the property management companies to change tenancy agreements and additional talks are programmed in for Fresher Students in October.

8.2 (LI22) Number of False Alarm Calls due to Automatic Fire Alarms from Non-Domestic Premises Service Performance Quarter Two 2015/16

8.2.1 This indicator reflects the number of false alarm calls dispatched 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.



8.2.2 We attended 941 incidents during Quarter Two 2015/16, this is a reduction of 374 from the previous year (28.4%). Over the last five years we have seen a reduction of 659 incidents (41.2%).

8.2.3 Due to the introduction of the new policy part way through Quarter One we have not provided a Quarter Four forecast, however, analysis of performance indicates that we will meet our target by the end of the year.

8.2.4 Of the 941 incidents, 321 (34.1%) were caused by system faults however, this is a reduction of 117 from the same period of the previous year. The second highest reason for alarm activation is being 'accidentally / carelessly set off' accounting for 169 incidents (18%). 'Cooking / burnt toast' incidents reduced by 55 incidents (39.6%) in comparison to the previous year.

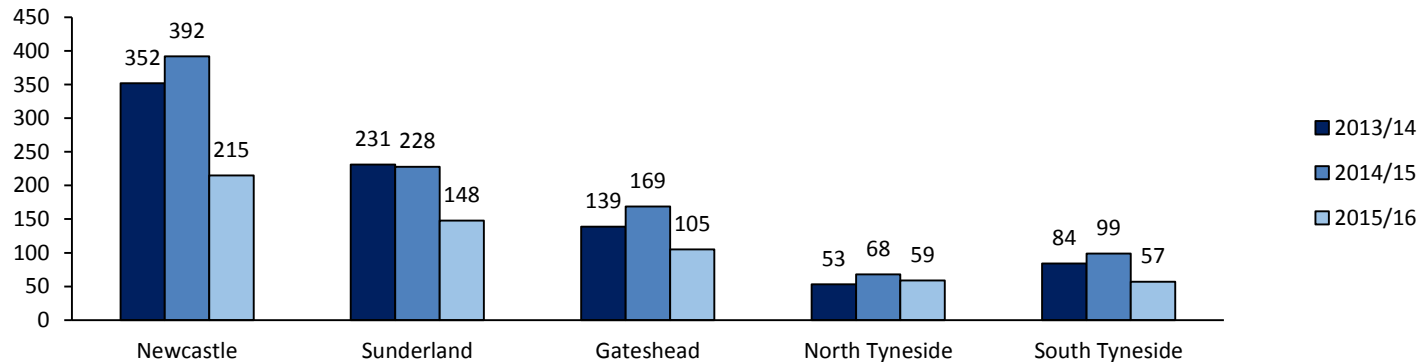
* Revised forecast

(LI22) Number of False Alarm Calls due to Automatic Fire Alarms from Non-Domestic Premises June Performance Quarter Two 2015/16

8.2.5 From the 1st June 2015, the Service changed its policy and now only attend alarm calls to non-residential properties between 08:00 hours and 17:59 hours when a backup call is received confirming a fire or a physical sign of fire (such as a smell of burning), although some premises are exempt. This change will enable us to respond according to the risk, using our resources effectively to ensure that those most vulnerable in our communities continue to get the fastest response in a real emergency.

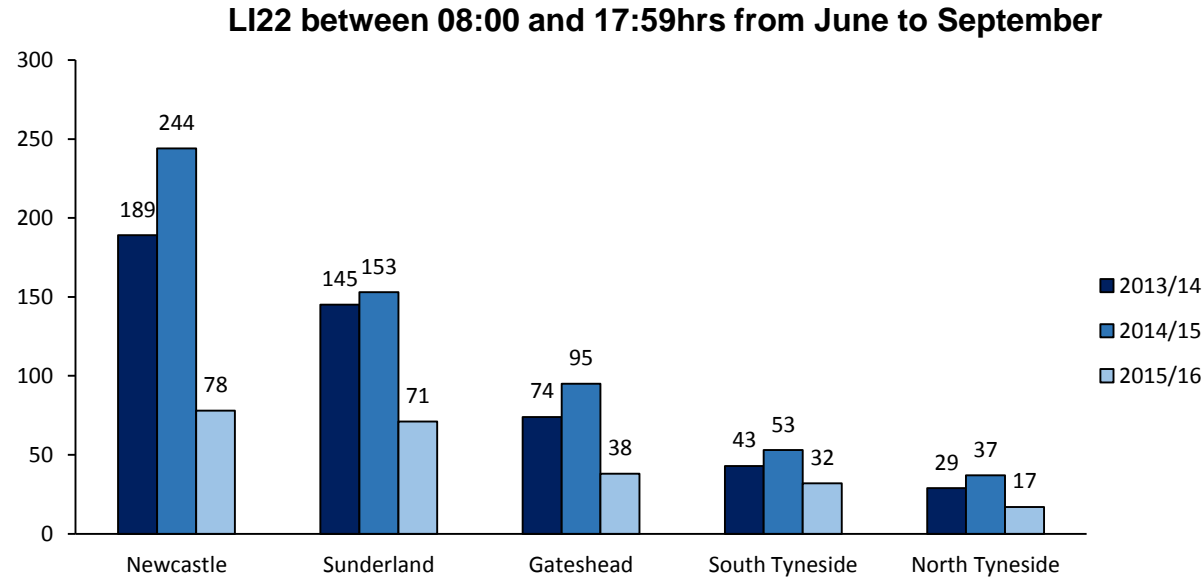
8.2.6 Due to the policy change the data below focuses on AFA calls from non domestic premises from June to the end of September 2015 only, with comparison to the same period of the previous years.

LI22 June to September 2013/14 to 2015/16



8.2.7 From June to the end of September 2015/16 we attended 584 AFA calls from non domestic premises, a reduction of 372 incidents (38.9%) from June to September of the previous year. Newcastle district saw the biggest reduction with a decrease of 177 incidents (45.2%) followed by Sunderland with a reduction of 80 incidents (35.1%). Gateshead saw a reduction of 64 incidents (37.9%), South Tyneside saw a reduction of 42 incidents (42.4%) and North Tyneside saw a reduction of 9 incidents (13.4%).

(LI22) Number of False Alarm Calls due to Automatic Fire Alarms from Non-Domestic Premises June to September Performance Quarter Two 2015/16



8.2.8 The chart above shows the number of AFA calls from non domestic premises from June to the end of September between the hours of 08:00 hours and 17:59 hours for the last three years. We experienced a significant reduction of 346 incidents (59.5%) across the Service when compared to the same period of the previous year. The number of incidents outside of these hours saw a reduction of 47 incidents (8.8%).

8.2.9 Newcastle district saw the biggest reduction with a decrease of 166 incidents (68%) followed by Sunderland with a reduction of 82 incidents (53.6%). Gateshead saw a reduction of 57 incidents (60%), South Tyneside a reduction of 21 (39.6%) and North Tyneside saw a reduction of 20 incidents (54.1%).

(LI22) Number of False Alarm Calls due to Automatic Fire Alarms from Non-Domestic Premises June to September Performance Quarter Two 2015/16

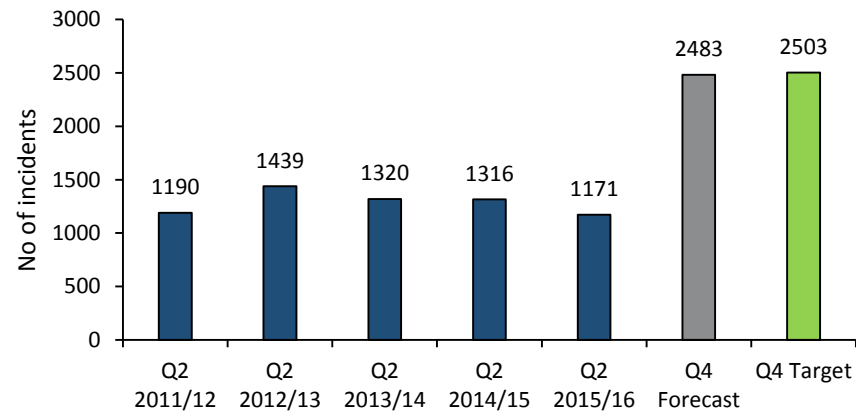
Property Type	Q2 2014/15	Q2 2015/16	
Education	101	81	↓
Hospitals and medical care	103	56	↓
Residential Home	49	37	↓
Student Hall of Residence	7	12	↑
Offices and call centres	77	9	↓
Sheltered Housing – not self contained	4	6	↑
Hotel/motel	6	5	↓
Food and Drink	24	4	↓
Entertainment and culture	32	4	↓
Retail	75	3	↓
Warehouses and bulk storage	17	3	↓
Transport buildings	0	3	↑
Other Residential Home	3	3	→
Public admin, security and safety	9	3	↓
Industrial Manufacturing	34	2	↓
Public Utilities	2	1	↓
Hostel (e.g. for homeless people)	1	1	→
Boarding House/B&B other	1	1	→
Sporting venues	10	1	↓
Nurses'/Doctors' accommodation	0	1	↑

8.2.10 The table above shows the property types with the highest number of incidents during the hours of 08:00 to 17:59 from June to the end of September for the last two years. The majority of premises type saw reductions with 'Retail', 'Industrial Manufacturing', 'Offices and call centres', 'Entertainment and culture', 'Food and Drink' and 'Warehouses and bulk storage' premises experiencing substantial reductions.

8.3 (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 - Service Performance Quarter Two 2015/16

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

LI23 Service Performance

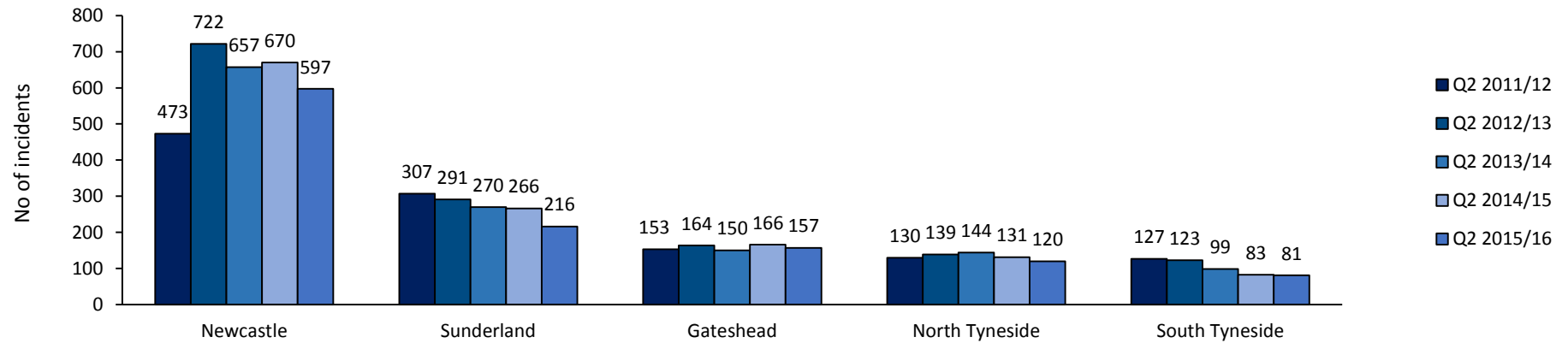


8.3.2 We attended a total of 1171 incidents during Quarter Two 2015/16, this is a reduction of 145 (11%) in comparison to the same period last year. We are currently expecting to meet our target of 2503 false alarm calls due to automatic fire alarms from domestic premises.

8.3.3 Of these incidents 537 (46%) were caused by cooking / burnt toast. This has been the main cause for the last five years although this has reduced by 56 incidents (9.4%). When compared to the previous year the number of incidents caused by faults has reduced by 100 incidents (26%).

(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 2015/16

LI23 District Performance



8.3.4 Newcastle district accounted for 51% of all false alarms due to automatic fire alarms from domestic premises by the end of Quarter Two 2015/16.

(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 2015/16

- 8.3.5 **Newcastle** district recorded 597 incidents during Quarter Two 2015/16, a reduction of 73 incidents (10.9%) in comparison to the same period of the previous year.

All incidents are monitored on a monthly basis and the P & E department are informed weekly of repeat offenders or causes for concern. Newcastle district team carry out follow up visits to repeat offenders and discuss improvement plans with housing providers. Station Managers have identified premises where higher numbers have been encountered. These have been allocated to specific watches to target with educational talks for residents and more frequent visits to discuss potential ways to reduce these calls.

In July, Your Homes Newcastle (YHN) Customer Enquiry Centre dealt with 977 activations in high rise premises without a request for TWFRS assistance. The figures for August and September will be provided when available. This highlights the partnership work carried out between YHN and TWFRS to reduce unwanted fire calls to their premises.

- 8.3.6 **Sunderland** district recorded 216 incidents during Quarter Two 2015/16, a reduction of 50 (18.8%) in comparison to the same period of the previous year.

The district will continue to 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.

- 8.3.7 **Gateshead** district recorded 157 incidents during Quarter Two 2015/16, a reduction of 9 (5.4%) from the previous year. The district works closely with our partner CareCall who call challenge their properties. Repeat offenders are identified and P & E visit to offer advice to management and / or residents. Operational Crews and Station Managers will continue to follow up incidents to ensure that corrective action has been taken by premises managers and automatic fire alarm providers.

(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 2015/16

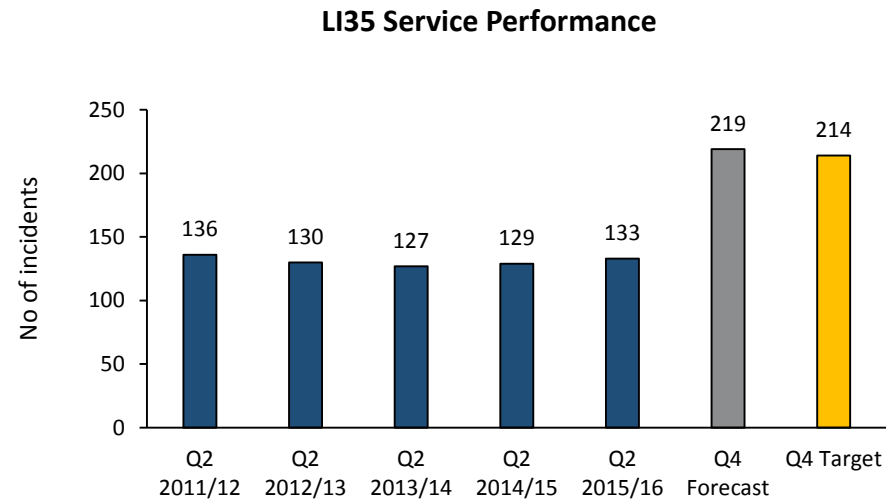
Sheltered accommodation premises account for a large number of these incidents. P & E teams follow up every alarm activation at these premises and frequently give talks to residents. Any alarm identified as faulty is followed up to ensure adequate repair or replacement has taken place.

- 8.3.8 **North Tyneside** district recorded 120 incidents during Quarter Two 2015/16, a reduction of 11 (8.4%) in comparison to the same period of the previous year. This indicator covers mainly sheltered accommodation within North Tyneside, the Local Authority are currently developing quality homes for older people which contain state of the art alarm systems. This will assist in driving down this indicator supported by targeted HSC from Operational Crews and P&E teams. As the sheltered accommodation building and refurbishment programme continues within the district, upgrades to fire alarm systems / incorporation of sprinklers will assist in decreasing this figure.
- 8.3.9 **South Tyneside** district recorded 81 incidents during Quarter Two 2015/16, a reduction of 2 (2.4%) in comparison to the same period of the previous year. South Tyneside district enjoys a good working relationship with South Tyneside Homes and other partners in the district and continues to strive to reduce calls to false alarms.

9 Other Quarter Two 2015/16

9.1 (LI35) Number of Fires in a Non Domestic Property Service Performance Quarter Two 2015/16

9.1.1 This indicator reflects the total number of primary fires in a non domestic property, (non domestic also includes student accommodation, e.g. halls or residence).

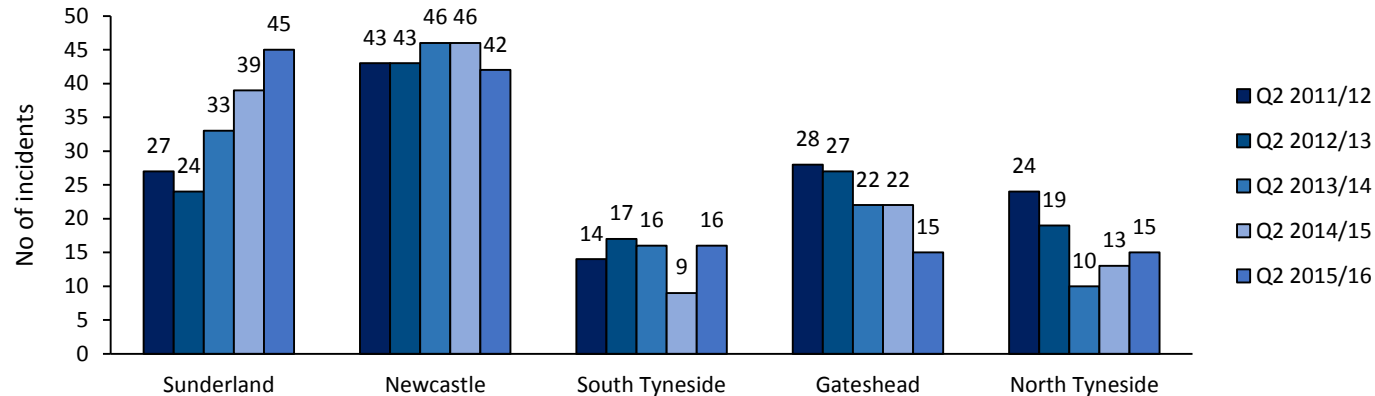


9.1.2 During Quarter Two 2015/16 we attended 133 fires in a non domestic property, which is an increase of 4 incidents (3.1%) from the same period last year. We are currently expecting to be within 2.5% variance of our end of year target of 214 fires in non domestic properties.

9.1.3 The most common property type across the Service for non domestic property fires is “Food and drink’ with a total of 22 which is the same as the previous year. Of these 22 incidents, 8 are to ‘Pub / wine bar / bars’. The second most common property type is ‘Retail’ with 19 incidents, a slight increase of 2 from the previous year. Fires in ‘Education premises’ have doubled from 5 to 10 in comparison to the previous year.

(LI35) Number of Fires in a Non Domestic Property District Performance Quarter Two 2015/16

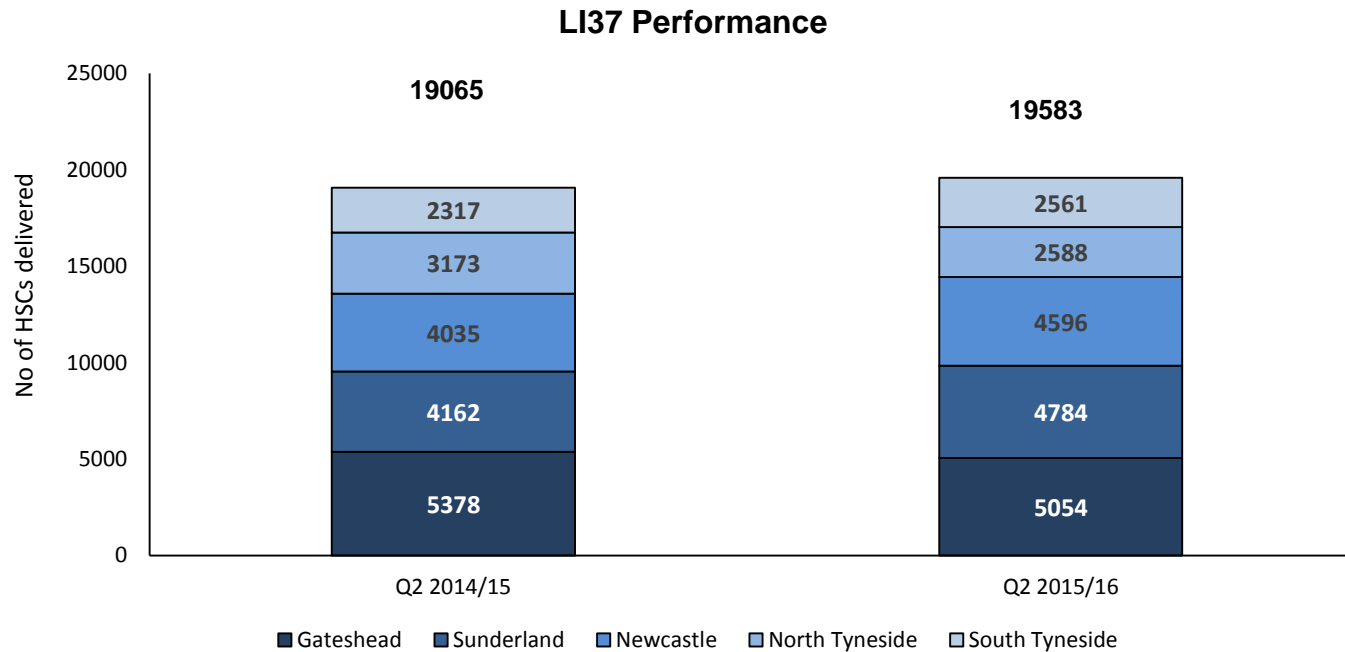
LI35 District Performance



- 9.1.4 Two districts recorded a reduction in comparison to the same period last year, Gateshead saw a reduction of 7 incidents (31.8%) and Newcastle saw a reduction of 4 incidents (8.7%).
- 9.1.5 South Tyneside recorded an increase of 7 incidents. Sunderland has the highest number of incidents and recorded an increase of 6, North Tyneside recorded an increase of 2 incidents.
- 9.1.6 Out of the 133 incidents within LI35, only 117 come under the Fire Safety Order (FSO); as 7 were empty buildings and 9 fall under the definition other non-domestic (stables, allotment, public toilets & waste container).
- 9.1.7 Of the 117 FSO incidents, 84 were recorded as accidental fires with the remaining 33 recorded as deliberate / unknown.
- 9.1.8 All 117 incidents have been actioned by Fire Safety with a Post Fire Audit, which has resulted in a number of FS outcomes, such as action plans, RRO4 and where possible rectifying the cause immediately, for example: 2 incidents on the same day at Sunderland Royal Hospital were caused by a faulty switch, which has been replaced and a review undertaken of similar fittings.

9.2 (LI37) Total Number of HSCs Delivered Quarter Two 2015/16

9.2.1 This indicator details the total number of HSCs that are delivered in Tyne and Wear by any member of an operational crew, member of the P & E team or a partner working on our behalf.



9.2.2 In collaboration with our partners we have successfully delivered 19,583 HSCs during Quarter Two 2015/16. This is an increase of 518 in comparison to the same period last year. TWFRS carried out 16,770 of these and our partners delivered a total of 2,813.

Appendix A – A performance summary of all Local Indicators for Quarter Two 2015/16

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

Performance Summary of all Local Indicators for Quarter Two 2015/16

Incident Data taken 05/10/2015 from the Performance Management System

Q2 2011/12	Q2 2012/13	Q2 2013/14	Q2 2014/15	Q2 2015/16
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Q4 Forecast	Q4 Target
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Deaths and Injuries

LI2	Number of deaths from ALL fires
LI1	Number of deaths from accidental fires in dwellings
LI5	Number of injuries from ALL fires
LI3	Number of injuries from accidental fires in dwellings excluding precautionary checks

3	0	1	1	0
2	0	1	0	0
111	116	112	124	82
40	42	26	29	23

3	0
1	0
174	207
41	51

Fire Attendance

LI24	Total number of fire calls attended
LI25	Number of primary fires excluding road vehicles (part 1 of LI29)
LI26	Number of primary fires involving road vehicle (part 2 of LI29)
LI29	Number of primary fires attended

4055	2723	3788	2878	3328
647	596	592	588	613
344	276	261	225	253
991	872	853	813	866

5636	4958
1007	1029
417	361
1514	1390

Performance Summary of all Local Indicators for Quarter Two 2015/16

Incident Data taken 05/10/2015 from the Performance Management System		Q2 2011/12	Q2 2012/13	Q2 2013/14	Q2 2014/15	Q2 2015/16	Q4 Forecast	Q4 Target
Accidental Fires								
LI8	Number of accidental fires in dwellings	279	277	271	298	286	556	534
LI9	Number of accidental kitchen fires (part 1 of LI8)	176	164	174	220	172	346	361
LI10	Number of accidental non kitchen fires (part 2 of LI8)	103	113	97	78	114	210	173
Deliberate Fires								
LI33	Number of deliberate primary fires and secondary fires	3078	1947	2917	2052	2369	3950	3495
LI16	Number of deliberate secondary fires	2643	1596	2556	1773	2023	3404	3050
LI18	Number of refuse fires started deliberately	1789	1200	1495	1253	1290	2356	2217
False Alarms								
LI21	Number of malicious false alarm calls attended	142	136	100	139	113	241	243
LI22	Number of false alarm calls due to automatic fire alarms from non-domestic premises	1600	1358	1281	1315	941	n/a	1769
LI23	Number of false alarms due to automatic fire detection from domestic premises	1190	1439	1320	1316	1171	2483	2503

Performance Summary of all Local Indicators for Quarter Two 2015/16

Incident Data taken 05/10/2015 from the Performance Management System

Q2 2011/12	Q2 2012/13	Q2 2013/14	Q2 2014/15	Q2 2015/16
---------------	---------------	---------------	---------------	---------------

Q4 Forecast	Q4 Target
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Other

LI35	Number of fires in a non domestic property
LI37	Number of HSCs delivered *

136	130	127	129	133
n/a	n/a	n/a	19179	19655

219	214
n/a	n/a

* Data pre 2014/15 not available