



# 2014/15 Performance Report

## End of Quarter Two Summary

(April – September)

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

OFFICIAL

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

## Contents

<b>1</b>	<b>Executive Summary .....</b>	<b>4</b>
<b>2</b>	<b>Introduction .....</b>	<b>6</b>
<b>3</b>	<b>Performance against Community Outcome Key Performance Indicators.....</b>	<b>7</b>
3.1	(LI29) Primary fires per 100,000 population .....	8
3.2	(LI2) Number of fatalities from all fires per 100,000 population: .....	12
3.3	(LI1) Number of fatalities from accidental fires in dwellings per 100,000 population:.....	13
3.4	(LI 8) Accidental dwelling fires per 10,000 dwellings .....	14
3.5	(LI3) Injuries from accidental dwelling fires per 100,000 population .....	19
3.6	(LI33) Number of all deliberate fires per 10,000 population.....	23
3.7	(LI16) Number of deliberate secondary fires per 10,000 population .....	25
3.8	(LI21) Number of malicious false alarm calls attended.....	30
3.9	(LI22) Number of false alarm calls due to automatic fire alarms from non-domestic premises per 1,000 non domestic .....	32
3.10	(LI23) Total number of false alarm calls due to automatic fire alarms, either by person responding to an alarm actuated by fire detection equipment or fixed FF equipment from domestic premises per 1000 domestic premises .....	36
<b>4</b>	<b>Appendix A .....</b>	<b>41</b>

# 1 Executive Summary

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

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

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

However;

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

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

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

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

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

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

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

## 2 Introduction

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

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

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

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

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

---

<sup>1</sup> When we compare ourselves to other Metropolitan FRS, the actual figures are divided by population or premises (per e.g. 10,000 pop or 10,000 dwellings), this is to ensure an effective comparison can be made.

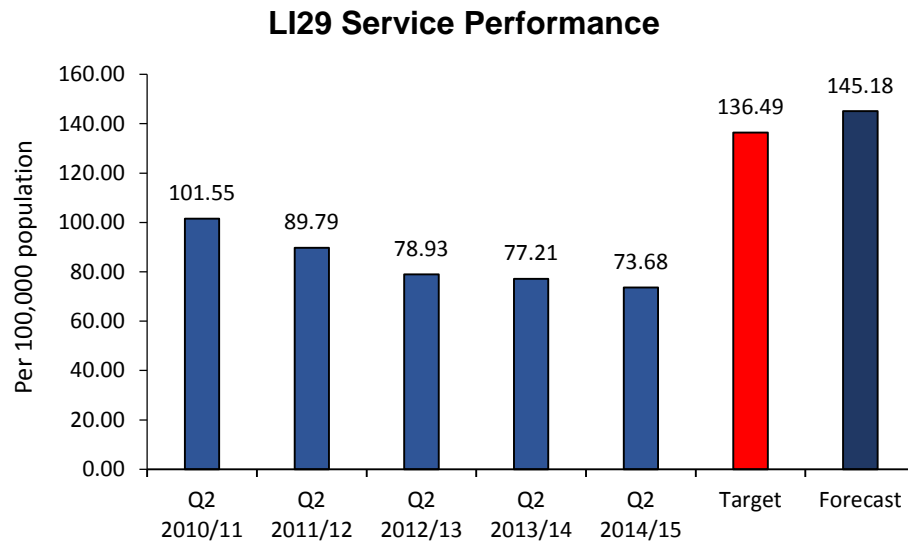
### 3 Performance against Community Outcome Key Performance Indicators

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

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

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

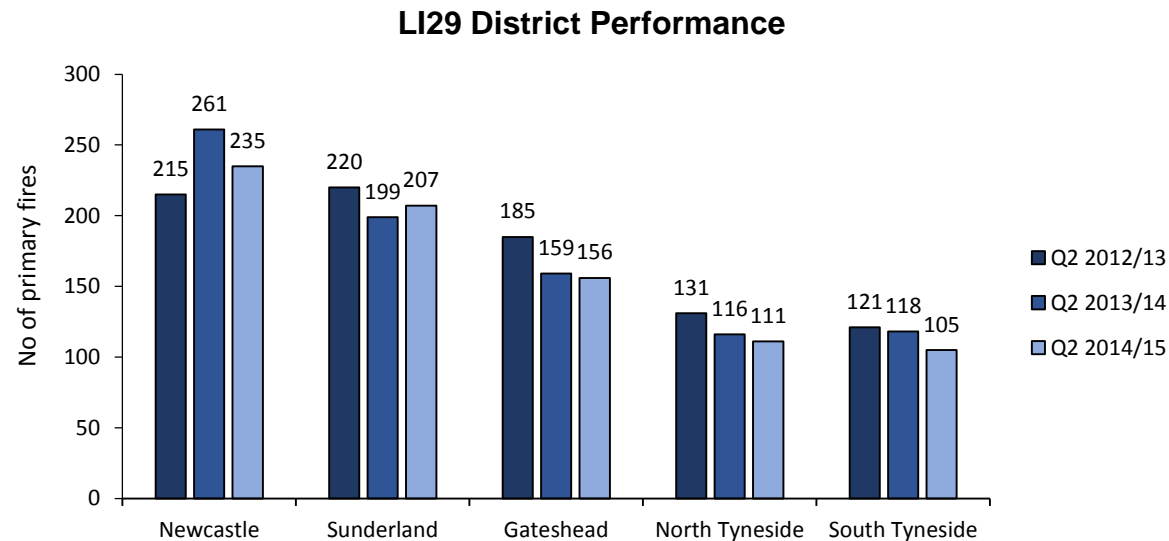
3.1.1 Primary fires include all fires in buildings, vehicles and outdoor structures or any fire involving casualties, rescues, or fires attended by five or more appliances. LI29 is a high level indicator, and is made up of LI8; accidental dwelling fires, LI17; deliberate primary fires and LI35 non domestic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



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



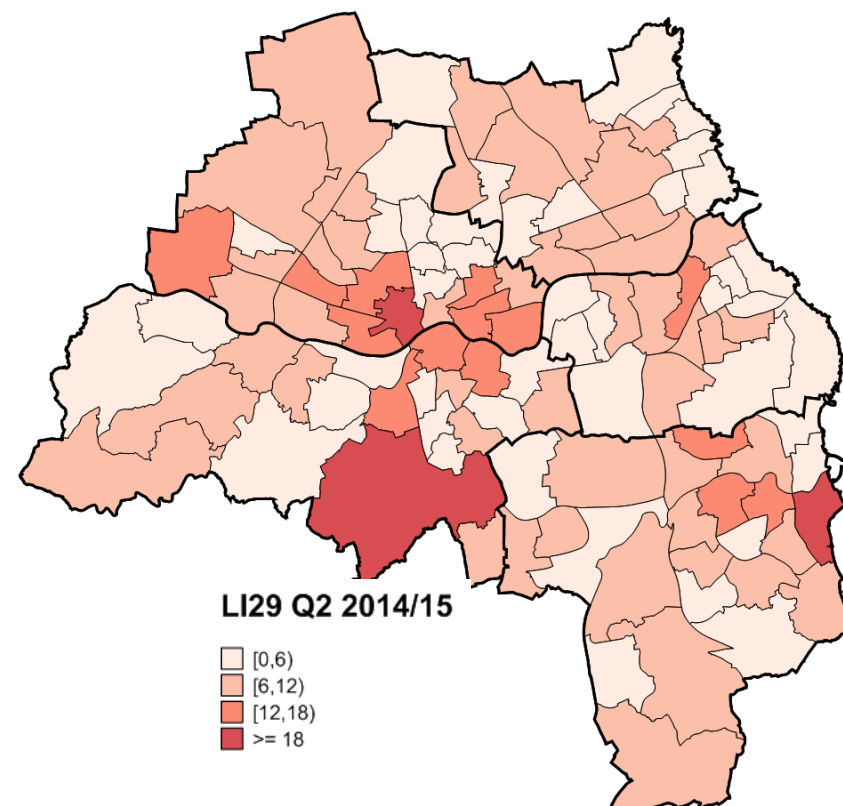
## (LI29) Primary Fires District Performance - Quarter Two 2014/15



- 3.1.3 Four districts recorded a reduction in primary fires compared to the same period last year, with Gateshead, North Tyneside and South Tyneside showing year on year improvement for three consecutive years. Sunderland District recorded a slight increase of 8 incidents (4%); however Newcastle District continues to have the most primary fires.
- 3.1.4 Following analysis of the data there has been an increase in the number of primary fires where the source of ignition was cooking appliance – cooker inc oven, rising by 16 from the same period of the previous year, 15 of these additional incidents occurred in Newcastle District.
- 3.1.5 Sunderland saw an increase in electricity supply – wiring, cabling and plugs as the source of ignition rising from 6 to 12, as did Gateshead who saw an increase of 9 incidents relating to wiring, cabling and plugs.

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

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



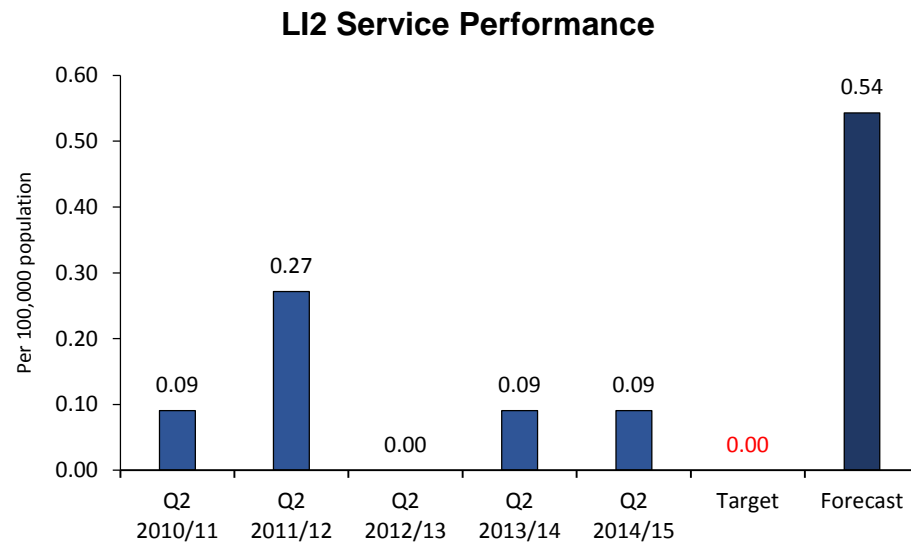
3.1.6 The above table shows the wards with the highest number of primary fires throughout the service by the end of Quarter Two 2014/15. Hendon ward has the highest number of incidents with an increase of 18 from the same period of the previous year. Of the 25 primary fires in Hendon ward, 14 of these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

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

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

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

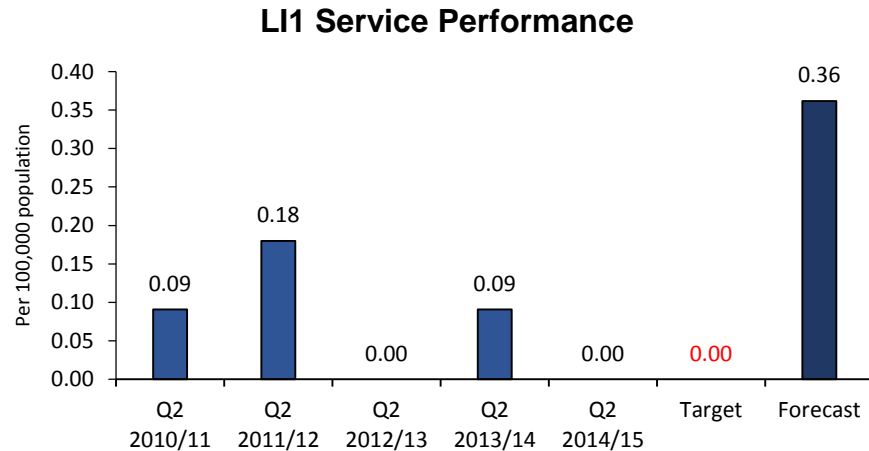
3.2.1 The following indicator outlines our performance in relation to the number of fatalities due to all fires that we attend: accidental and deliberate.



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

### 3.3 (LI1) Number of fatalities from accidental fires in dwellings per 100,000 population:

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



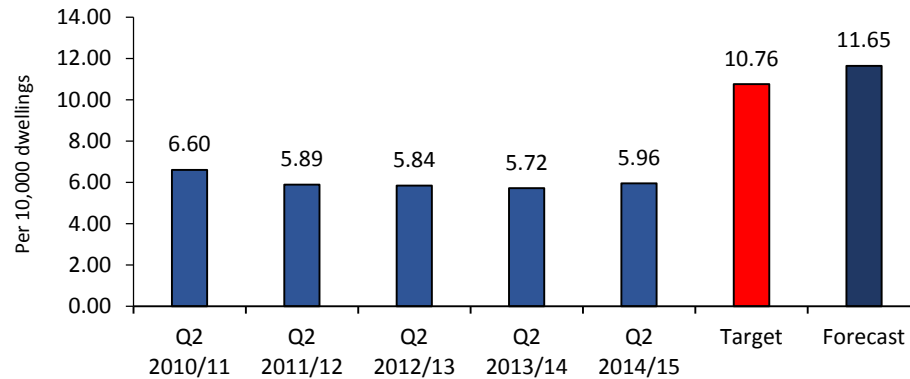
3.3.2 TWFRS recorded zero accidental fire deaths by the end of Quarter Two 2014/15. We continue to take active steps to ensure we reduce the risk of death from accidental fires by continuing to refine our targeting of prevention and education work, improving the use of our data to understand current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

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

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

- 3.4.1 An accidental fire is defined as caused by accident or carelessness (not thought to be deliberate) this includes fires which accidentally get out of control. A dwelling is defined as a building occupied by households, excluding residential institutions and short-stay accommodation e.g. hotels/motels and hostels. The definition of a dwelling (for fire reporting purposes) includes non-permanent structures used solely as a dwelling, such as caravans, houseboats and mobile homes.

**LI8 Service Performance**



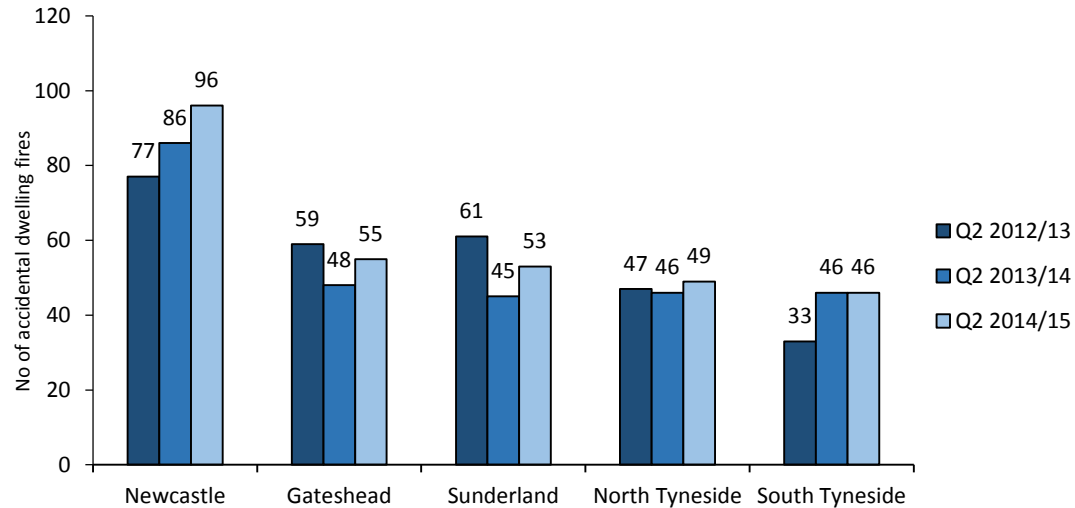
- 3.4.2 We attended 299 accidental dwelling fires by the end of Quarter Two 2014/15, an increase of 28 (10%) from the same period last year. Of the 299 accidental dwelling fires that occurred 220 (74%) started in the kitchen. The most common cause being cooking appliance – cooker including oven, this increased by 7 incidents (5.7%) from the previous year. The second largest cause being cooking appliance – grill/toaster which increased by 16 incidents. It has been recognised that cooking related fires is an issue across the service and will remain an area of focus for Operational and Prevention and Education staff in 2014/15.
- 3.4.3 It is pleasing to note that the number of accidental dwelling fires caused by smoking materials saw a reduction of 14% by the end of Quarter Two 2014/15 when compared to the same period of the previous year.

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

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

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

LI8 District Performance



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

- 3.4.7 All districts recorded increases in this indicator by the end of Quarter Two 2014/15, with the exception of South Tyneside who remained consistent with 2013/14 performance.
- 3.4.8 The table above shows the wards with the highest number of accidental dwelling fires by the end of Quarter Two 2014/15. Five of the 8 wards are in Newcastle and account for 43% of the districts total. Fenham ward saw the biggest increase, closely followed by Lobley Hill and Bensham and Lamesley Ward.



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

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

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

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

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

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

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

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

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

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

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

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

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

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

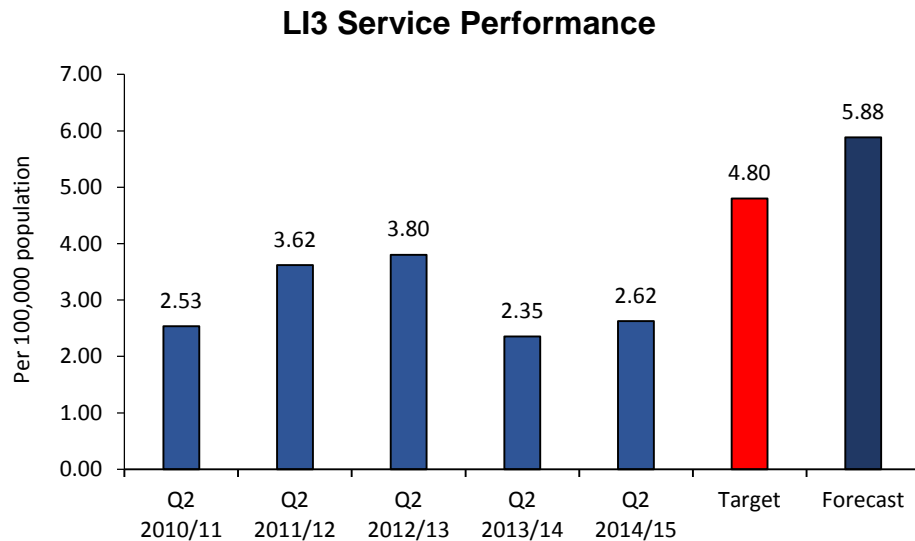
- 3.4.12 **North Tyneside** recorded an increase of 3 incidents (6.5%) by the end of Quarter Two 2014/15 in comparison to the same period of the previous year. The district has provided a magazine article for Our North Tyneside to reinforce the message around kitchen safety.

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

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

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

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

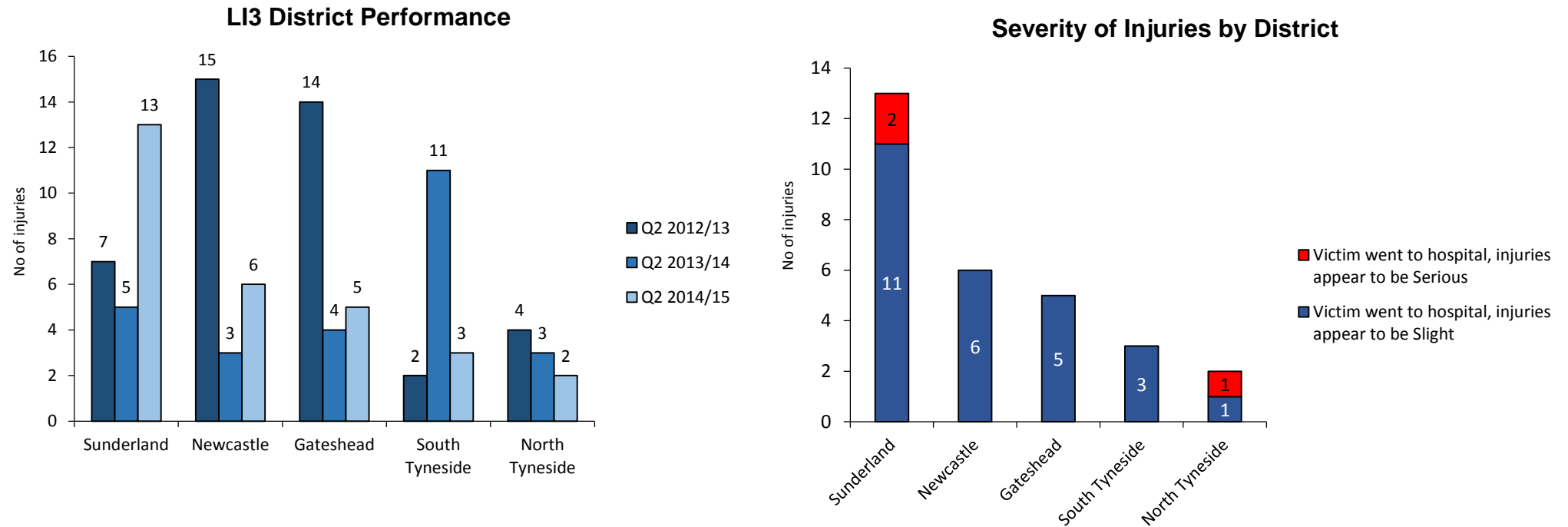


3.5.2 We have seen an increase in injuries from accidental dwelling fires from 26 to 29 (11.5%) in comparison to the same period of the previous year.

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

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

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



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

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

- 3.5.6 **Sunderland** District recorded 13 injuries by the end of Quarter Two 2014/15, an increase of 8 in comparison to the same period of the previous year. Watches understand the importance of carrying out hot strikes where/when appropriate and in all cases where a referral is made to Prevention and Education department from watches, these incidents are analysed/visited and progressed via partner agencies.
- 3.5.7 **Newcastle** District recorded 6 injuries by the end of Quarter Two 2014/15 an increase of 3 in comparison to the same period of the previous year, although this is a reduction of 9 when compared to Quarter Two 2012/13. There have been no serious injuries and 6 slight injuries. Two of these injuries occurred at the same incident and one of the persons injured was in the over 55 category.

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

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

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

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

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

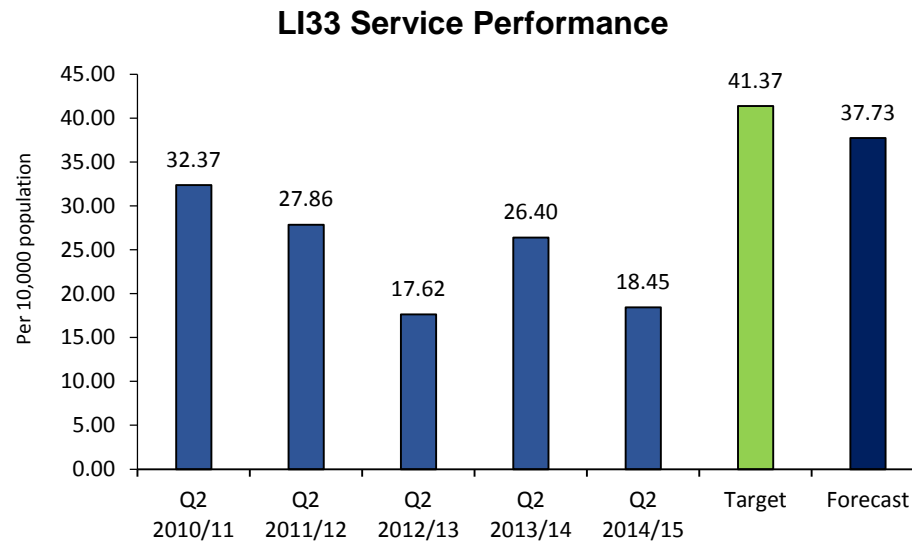
- 3.5.9 **South Tyneside** District recorded 3 injuries by the end of Quarter Two 2014/15, a reduction of 8 in comparison to the same period of the previous year. South Tyneside Crews and Community Safety Department continue to highlight the importance of the escape plan aspect of HSCs to encourage people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

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

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

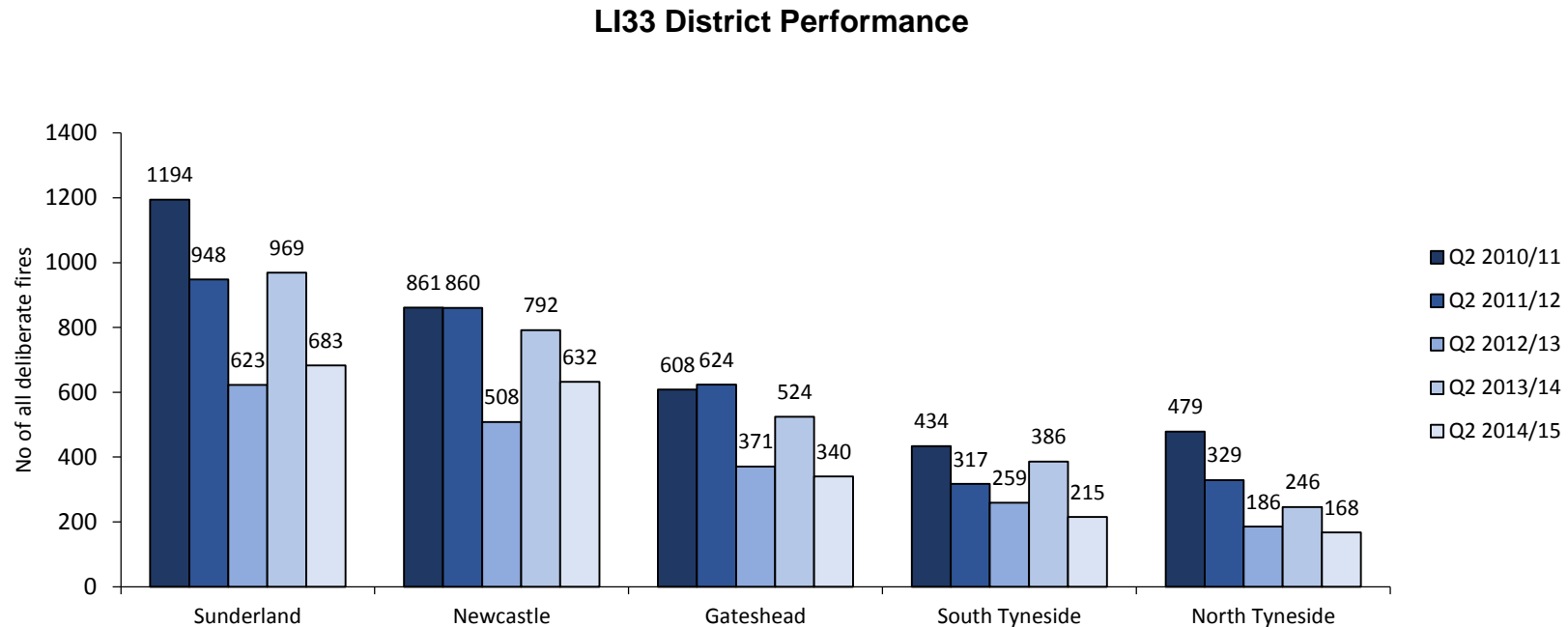
### 3.6 (LI33) Number of All Deliberate Fires per 10,000 Population

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



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

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



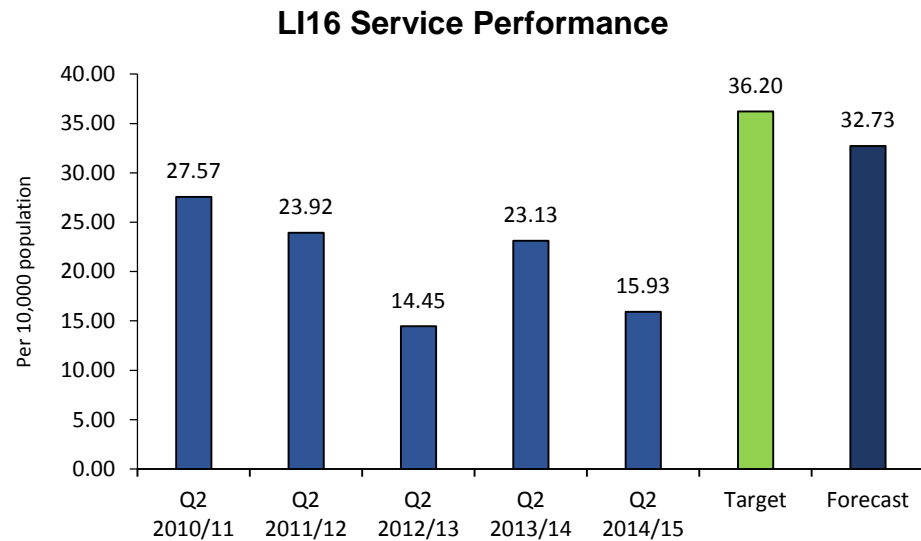
3.6.3 All districts have recorded exceptional reductions by the end of Quarter Two in comparison to the same period last year with South Tyneside having the biggest reduction of 44.3%, Gateshead with 35.1%, North Tyneside with 31.7%, Sunderland with 29.5% and Newcastle with 20.2%.

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



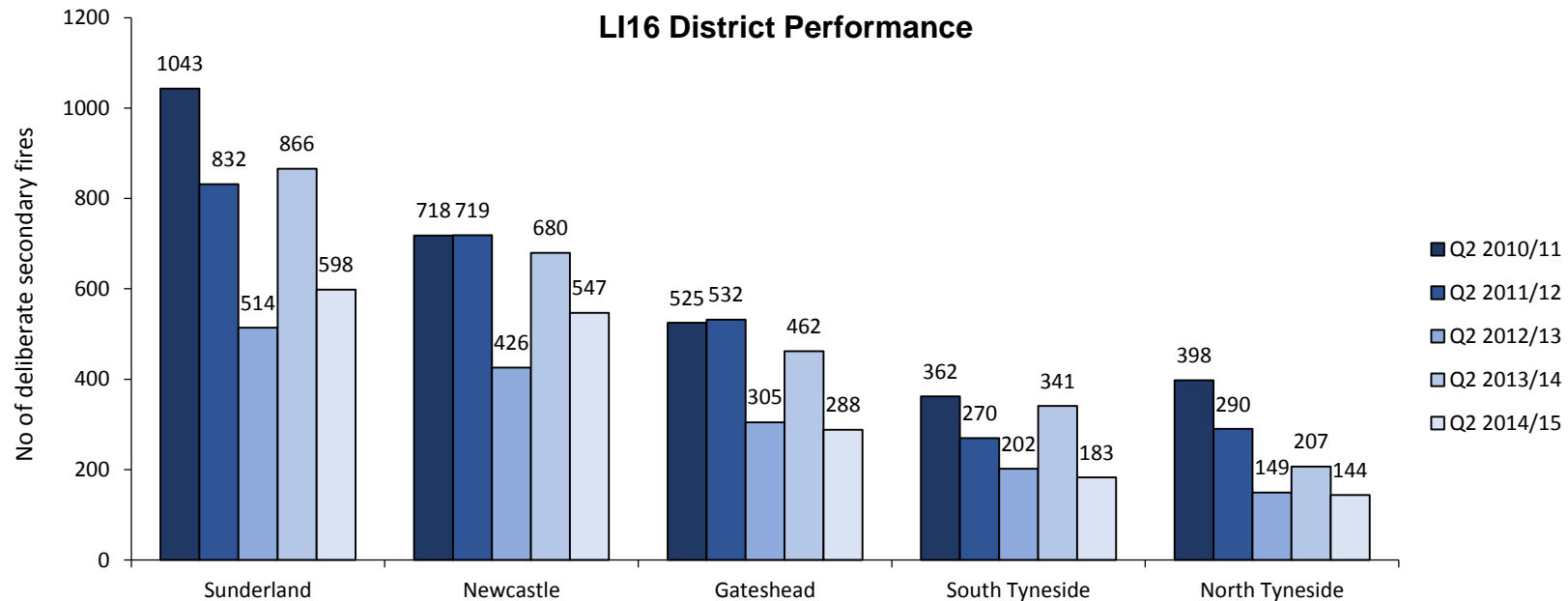
### 3.7 (LI16) Number of Deliberate Secondary Fires per 10,000 Population

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



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

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



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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

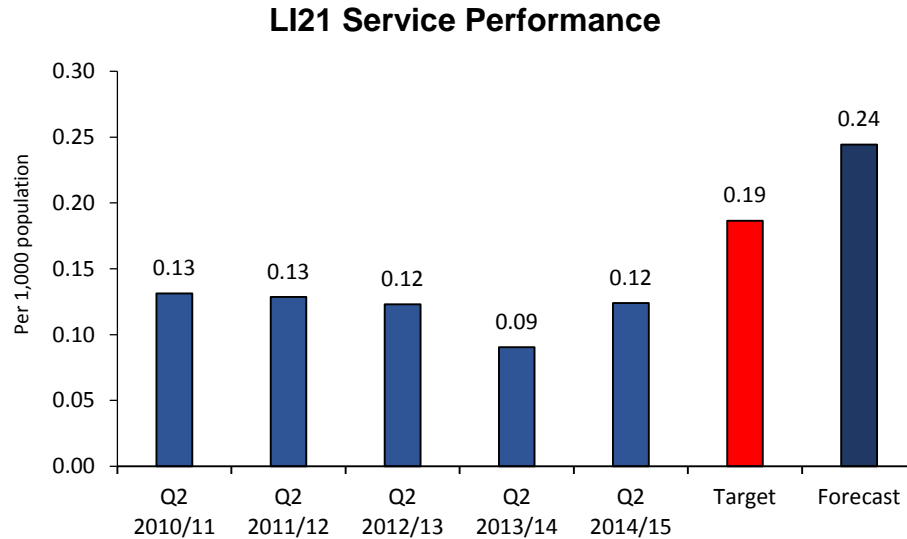
The district identified an issue due to the refurbishment of the Seine Boat Public House to convert it to a supermarket. Compromised security of the site lead to both the site being affected by deliberate fire and also the removal of combustible refuse from the site which lead to numerous secondary fires.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

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

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

### 3.8 (LI21) Number of Malicious False Alarm Calls Attended

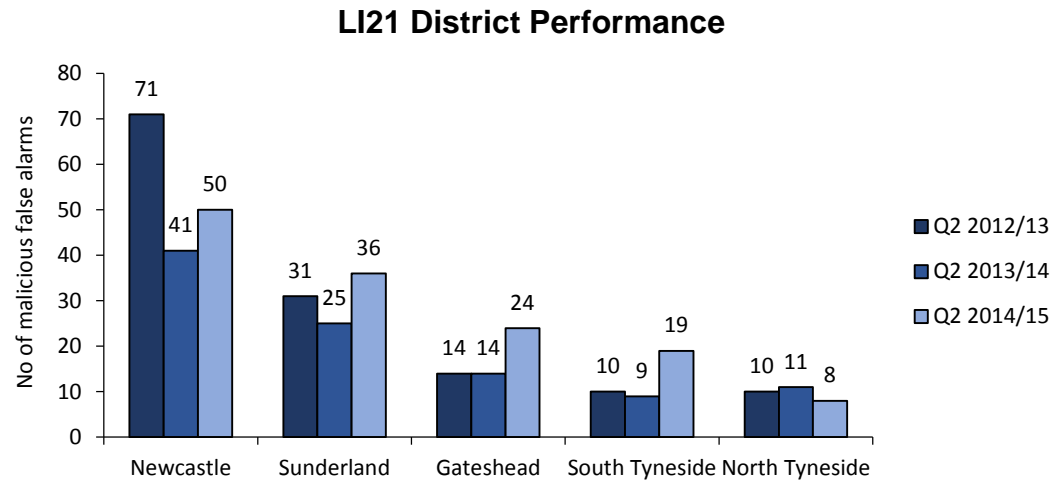
**3.8.1** The indicator reflects the number of malicious false alarm calls that we have attended (appliance despatched). A call is defined as being malicious when a call was made with the intent of getting us to attend a non-existent event (both fire and special service).



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

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

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



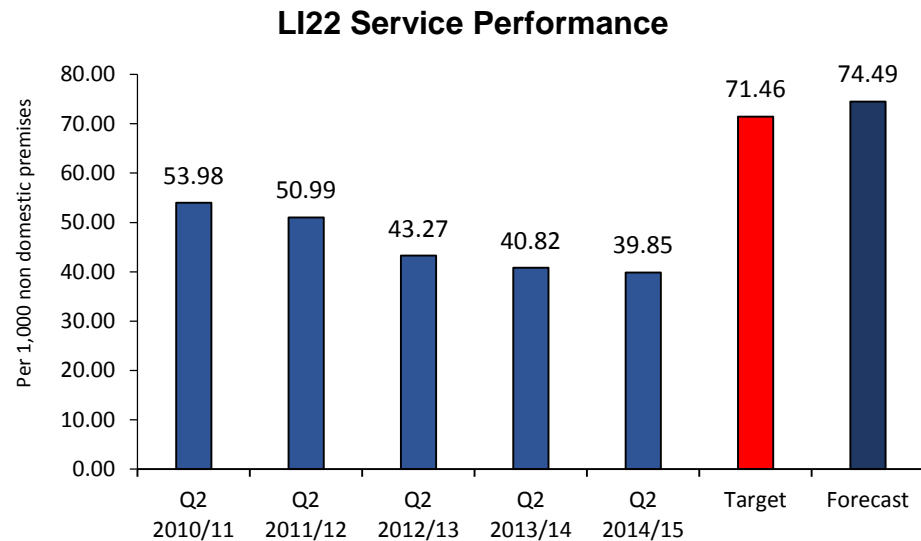
District	Building	Total
Newcastle	Regent Centre Metro Station	8
Newcastle	Hawthorn Primary School	2
Newcastle	Premier Inn New Bridge Street West	2
Sunderland	Sunderland Royal Hospital	2
Sunderland	Clanny House	2
Gateshead	Derwentwater Ct	2
South Tyneside	Bishop Ramsey Court	2
North Tyneside	Four Lane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

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

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

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

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

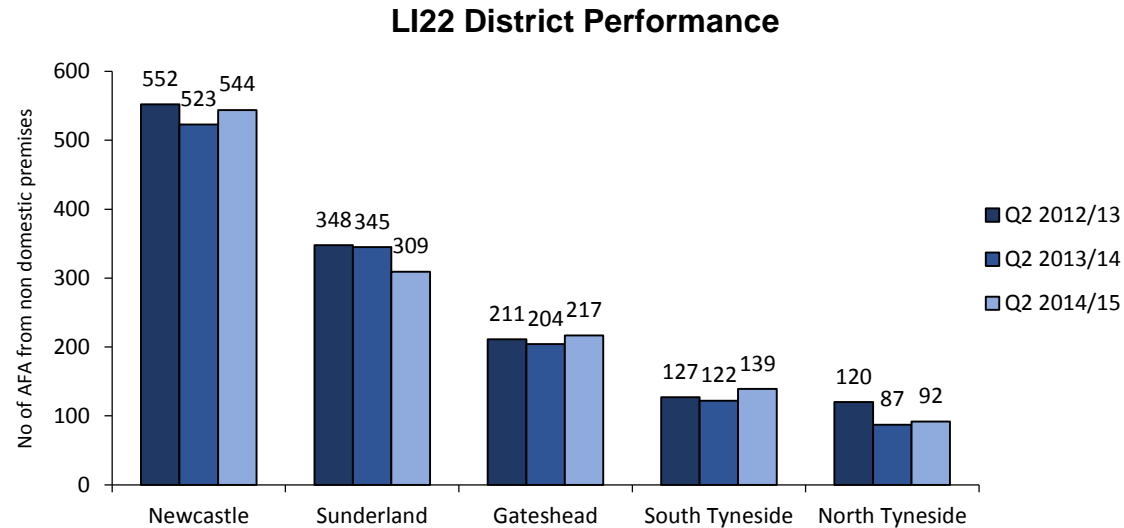


3.9.2 We attended 1301 incidents by the end of Quarter Two of 2014/15, this is actually an increase from the previous year of 20 incidents however is showing as a reduction in the above graph due to the number of non-domestic premises in Tyne and Wear increasing (rising from 31,381 to 32,647).

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



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



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

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

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

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

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

- 3.9.8 **Sunderland** District recorded 309 incidents by the end of Quarter Two 2014/15, a reduction of 36 in comparison to the same period of the previous year. 78 (25%) of these incidents occurred in hospitals and 69 (22%) in education establishments however both have seen a reduction in comparison to the previous year. The district will continue to monitor, give advice on every occasion and will liaise with fire safety internally and management of the differing establishments to identify where improvements can be made and ensure where feasible these are acted on.
- 3.9.9 **Gateshead** District recorded 217 incidents by the end of Quarter Two 2014/15, an increase of 13 in comparison to the same period last year. Crews and Station Managers will continue to follow up incidents to ensure that corrective action has been taken by premises managers and AFA providers. We now discuss and inform premises owners and /or managers the cost and potential consequence of TWFRS attending FAA's.

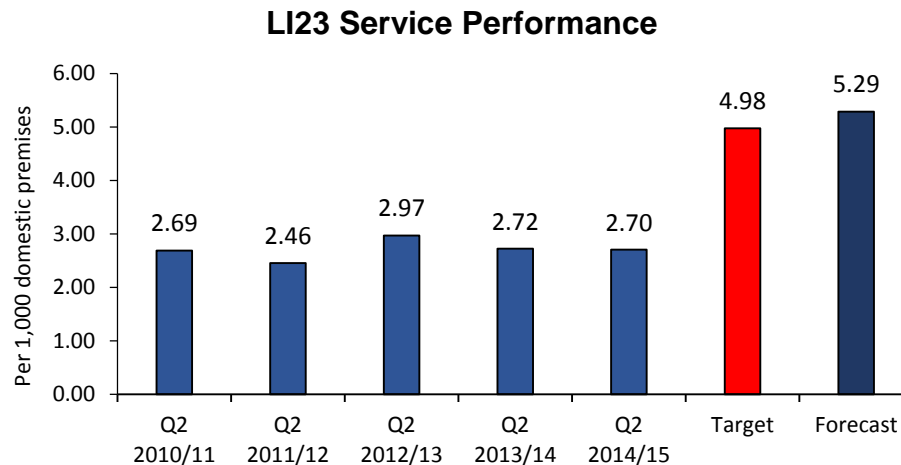
**(LI22) Number of False Alarm Calls due to Automatic Fire Alarms from Non-Domestic Premises District Performance – Quarter Two 2014/15**

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

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

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

3.10.1 This indicator reflects the total number of false alarm calls due to automatic fire alarms (either by person responding to, an alarm actuated by fire detection equipment or fixed firefighting equipment) from domestic premises. A domestic premises can be classified a property that is a place of residence i.e. occupied by households, excluding hotels, hostels and residential institutions. Includes non-permanent structures used solely as a dwelling, such as houseboats and caravans.



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

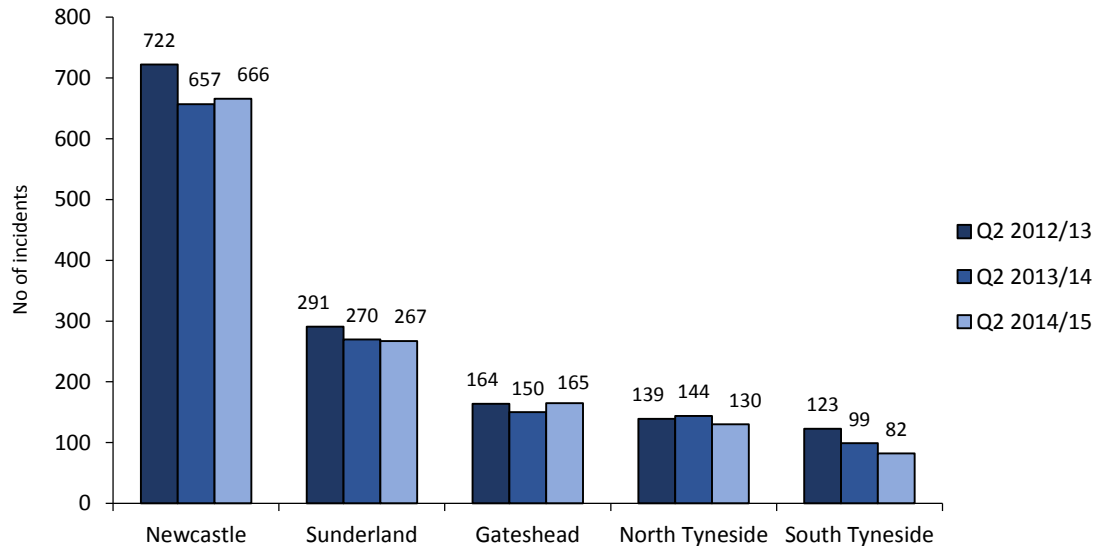
3.10.3 Of these incidents 589 (45%) were caused by cooking / burnt toast. This has been the main cause for the last five years. In comparison to the same period last year there has been a 31% increase in incidents caused by faults in the system.

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

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

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

**LI23 District Performance**



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

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

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

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

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

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

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

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

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

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

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

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

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



### **3 Appendix A**

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

## Appendix A

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

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

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

### Deaths and Injuries

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

### Fire Attendance

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

## OFFICIAL

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

**Accidental Fires**

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

**Deliberate Fires**

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

**False Alarms**

<b>LI22</b>	Number of false alarm calls due to automatic fire alarms from non-domestic premises (LI22.1 as a whole number)*	1709	1694	1600	1358	1281	1301	2432	4.24%	2333
<b>LI23</b>	Number of false alarms due to automatic fire detection from domestic premises	1270	1303	1190	1439	1320	1310	2562	6.26%	2411

