



POLICY AND PERFORMANCE COMMITTEE

Meeting of the POLICY AND PERFORMANCE COMMITTEE to be held in the Fire Authority Rooms at the Fire and Rescue Service Headquarters, Nissan Way, Barmston Mere, Sunderland on MONDAY 10 FEBRUARY 2020 at 10.30am

A G E N D A

Part I

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1.	Apologies for Absence	
2.	Receipt of Declarations of Interest (if any)	
3.	Minutes	1
	Minutes of the Meeting of the Committee held on 25 November 2019 (copy attached) for confirmation.	
4.	Quarter 3 Performance Report 2019/2020	5
	Joint Report of the Chief Fire Officer/Chief Executive (Clerk to the Authority, the Strategic Finance Manager and the Personnel Advisor to the Authority (copy attached)).	
5.	HMICFRS Inspection of Fire and Rescue Services in England 2018/2019	47
	Joint Report of the Chief Fire Officer/Chief Executive (Clerk to the Authority, the Strategic Finance Manager and the Personnel Advisor to the Authority (copy attached)).	

6. Incident Response Standards – Quarter 3 Pilot Update

57

Joint Report of the Chief Fire Officer/Chief Executive (Clerk to the Authority, the Strategic Finance Manager and the Personnel Advisor to the Authority (copy attached).

Chris Lowther
Chief Fire Officer and Chief Executive
Clerk to the Authority

30 January 2020

Item No. 3

POLICY AND PERFORMANCE COMMITTEE

Minutes of the meeting of the POLICY
AND PERFORMANCE COMMITTEE held
in the Fire Authority Rooms, Fire and
Rescue Service Headquarters, Nissan
Way, Barmston Mere, Sunderland on
MONDAY 25 NOVEMBER 2019 at
10.30 am

Present:

Councillor Forbes in the Chair.

Councillor Duggan.

Apologies for Absence

Apologies for absence were submitted to the meeting on behalf of Councillors
Dodds, Pickard, Purvis and Samuels.

Declarations of Interest

There were no declarations of interest.

Minutes

4. RESOLVED that the minutes of the meeting of the Policy and Performance
Committee held on 8 July 2019 be confirmed and signed as a correct record.

Quarter Two Performance Report 2019/2020

The Chief Fire Officer/Chief Executive (Clerk to the Authority), the Strategic Finance
Manager and the Personnel Advisor to the Authority submitted a joint report to

provide the Committee with information relating to Tyne and Wear Fire and Rescue Service's (TWFRS) performance for Quarter Two 2019/2020.

The Committee noted the incidents during the Bonfire Period between 1st and 6th November 2019, which were tabled for information.

The attention of Members was drawn to the following statistics within TWFRS, and they were asked to provide feedback on the new format of the report: -

- Unfortunately, there was one fatality (LI02) from all fires. This was as a result of an accidental dwelling fire (LI01).
- Injuries from all fires (LI05) had decreased by 40% (36). Injures from accidental dwelling fires (LI03) had decreased by 52% (13) when compared to Q2 2018/19.
- There was an 8% (310) reduction in the number of fire calls attended (LI24).
- During Q2 2019/20, accidental dwelling fires (LI08) had decreased by 5% (12) compared to the same period last year.
- There had been a 6% (155) decrease in deliberate secondary fires (LI16).
- False alarms in non-domestic premises (LI22) had decreased by 14% (131) and false alarms in domestic premises had increased by 8% (108).
- 25% (203) automatic false alarms in non-domestic premises were to educational premises (LI22).

Members were advised that the proactive, targeted intervention and prevention work with communities and partners had helped to reduce the number of fires in the home and businesses.

Area Manager (AM) Phil Clark reported that it was difficult to analyse trends in deaths from fire due to the low numbers however explained that case conferences were held following a death from fire and a review undertaken to identify if anything could have been done better.

The Committee noted the ongoing targeted work and mitigation to reduce the number of smoking related incidents, including the Smoke Alarm Campaign.

In addition, it was noted that TRVs were located to areas based upon risk level and peak times for deliberate secondary fires across the region. Area Manager (AM) John Pratt referred to the attendance time by risk level which suggested that the deployment of resources was having a positive impact and that it would continue to be monitored.

The Chairman questioned whether there was a correlation between TWFRS KPI targets and Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) targets. AM Phil Clark advised that the Inspection Team focused on methodology and outcomes rather than targets.

Members were advised that Newcastle's ward boundaries had changed and the District Performance report had been aligned accordingly.

The Committee's attention was drawn to the Accidental Dwelling Fires in North Tyneside and noted that there had been a decrease, not increase, as stated in the report.

5. RESOLVED that:-

- (i) the contents of the report be noted and endorsed; and
- (ii) further reports be received as appropriate.

Improvement and Assessment Plan

The Chief Fire Officer/Chief Executive (Clerk to the Authority), the Strategic Finance Manager and the Personnel Advisor to the Authority submitted a joint report to provide Members with an update on the progress made against the Assessment and Improvement Plan (Appendix A).

Members were advised that good progress had been made against the Improvement Plan. Since November 2018 the highlights and key updates were as follows: -

- Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) conducted an inspection of the Service between December 2018 and February 2019. There were three pillars of inspection focussing on effectiveness, efficiency and leadership. Fire and Rescue Services are judged in the following categories: outstanding, good, requires improvement or inadequate. TWFRS were categorised as 'good' across all pillars of inspection.
- Investors in People (IiP) conducted their 24 month review during April and May 2019, which confirmed that the Service continued to be recognised as an IiP Gold organisation.
- In July 2019, the Service achieved a Royal Society for the Prevention of Accidents (RoSPA) Gold Achievement Award.
- In July 2019, the Service achieved a North East Better Health at Work Silver Award.
- To note that the Stonewall Workplace Equality Index staff feedback survey was live during October 2019, and asked staff about their thoughts on lesbian, gay, bisexual, and transgender (LGBT) equality in the workplace.
- To note that the Services Employee Survey 2019, would be going live in November 2019, and analysis of outcomes would be shared with members.

- To note that in August 2018, the Services' Cyber Essentials accreditation was confirmed and TWFA are currently in the process of refining the submission for 2019 with a view to submitting in November 2019.

The Chairman commented that this was excellent activity and acknowledged the significance of the inspection programme.

6. RESOLVED that:-

- (i) the contents of the report be noted; and
- (ii) further reports be received as appropriate.

(Signed) N FORBES
Chair

TYNE AND WEAR FIRE AND RESCUE AUTHORITY

Item No. 4

MEETING: POLICY AND PERFORMANCE COMMITTEE 10 FEBRUARY 2020

SUBJECT: QUARTER THREE PERFORMANCE REPORT 2019/20

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

1 INTRODUCTION

- 1.1 The purpose of this report is to provide the Policy and Performance Committee with information relating to Tyne and Wear Fire and Rescue Service's (TWFRS) performance for Quarter Three (Q3) 2019/20.

2 BACKGROUND

- 2.1 The Q3 Performance Report 2019/20 provides a comprehensive overview of the organisation's performance in relation to key performance indicators for April to December 2019.
- 2.2 Data contained in the report is extracted from the Incident Recording System (IRS) and Community Fire Risk Management Information System (CFRMIS) in relation to incident data and Home Safety Checks (HSCs) respectively.
- 2.3 During Q3 2019/20, we received 21,887 emergency calls and attended 12,842 incidents – a decrease of 929 (4%) emergency calls and 417 (3%) incidents compared to Q3 last year.

3 Q3 2019/20 PERFORMANCE

- 3.1 Unfortunately, there were 4 fire fatalities (LI02) from all fires. All were as a result of accidental dwelling fires (LI01).
- 3.2 Injures from accidental dwelling fires (LI03) have decreased by 44% (16) when compared to Q3 2018/19.
- 3.3 During Q3 2019/20, accidental dwelling fires (LI08) decreased by 10% (38) compared to the same period last year.
- 3.4 There has been a 9% (342) decrease in deliberate secondary fires (LI16).
- 3.5 False alarms in non-domestic premises have decreased by 10% (141) and false alarms in domestic premises have increased by 6% (113).

- 3.6 26,001 HSC's have been delivered in Q3 2019/20, (20,438 by TWFRS and 5,563 by partners). This compares to 19,482 last year (16,508 by TWFRS and 2,974 by partners).
- 3.7 The Service have achieved, or are within 10% of achieving 14 of the 16 targets:
- LI03 – Number of injuries from accidental fires (excl. first aid and precautionary checks)
 - LI05 – Number of injuries from all fires
 - LI08 – Number of accidental dwelling fires
 - LI09 – Number of accidental kitchen fires in dwellings
 - LI10 – Number of accidental non kitchen fires in dwellings
 - LI16 – Number of deliberate secondary fires
 - LI18 – Number of deliberate refuse fires
 - LI21 – Number of malicious false alarm calls attended
 - LI22 – Number of AFAs to non domestic premises
 - LI23 – Number of AFAs to domestic premises
 - LI24 – Number of fire calls attended
 - LI29 – Number of primary fires
 - LI32 – Number of incidents
 - LI35 – Number of fires in a non domestic property

4 RISK MANAGEMENT

- 4.1 A risk assessment has been undertaken to ensure that the risk to the Authority has been minimised as far as practicable. The assessment has considered an appropriate balance between risk and control, the realisation of efficiencies, the most appropriate use of limited resources and a comprehensive evaluation of the benefits. The risk to the authority has been assessed as low utilising the standard risk matrix based on control measures being in place.

5 FINANCIAL IMPLICATIONS

- 5.1 There are no financial implications in respect of this report.

6 EQUALITY AND FAIRNESS IMPLICATIONS

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

7 HEALTH AND SAFETY IMPLICATIONS

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

8 RECOMMENDATIONS

8.1 Members are recommended to:

- a) Endorse the contents of this report
- b) Receive further reports as appropriate.

BACKGROUND PAPERS

- Quarter One Performance Report 2019/20
- Quarter Two Performance Report 2019/20

Tyne and Wear Fire and Rescue Service

Creating the Safest Community



2019/20 Performance Report

Quarter Three YTD

(1st April to 31st December 2019)

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Our vision is to create the safest community. To make this happen we operate a risk-based approach which prioritises how and where we focus our resources.

Our targets are ambitious; but even as a high performing service we want to continue to improve for our communities.

Our approach to our response prioritises those in greatest need. We aim to get to an incident as quickly as we can. We aim to get to people who need us as fast as we can. We closely monitor our speed of response times and review how we can remain amongst the fastest responders within our available resources.



Our targeted prevention work plays a major role in keeping people safe. Our Home Safety Checks (HSC) and other extensive preventative work with partners, helps reduce the number of fires in the home. This can be seen in our performance at incidents within dwellings. This proactive work is also undertaken in our fire safety activity, risk based inspection programme and operational health checks. This is where we engage with the business sector to keep people safe in their working environment.

However, Tyne and Wear includes areas which are disproportionately high in deprivation and unemployment. Local authorities and blue light services have seen reductions in their budgets and many community activities are no longer available.



This report outlines how we are working to keep our communities safe, but also how we are working collaboratively with partners, for example through agreed multi-agency actions from our anti-social behaviour conference, to address the wider social issues that result in deliberate fires.

The period 1st April 2019 to 31st December 2019 will be referred to as quarter three, Q3 for the remainder of the document. This report provides a comparison of the data from quarter one, two and three in 2019/20 to quarter one, two and three in 2018/19 and to previous years where relevant.

Operational Performance Indicators

2019/20 Q3

Service			
Indicator	Indicator Description	Incidents	Target
LI01	Number of deaths from accidental fires in dwellings*	4	0
LI02	Number of deaths from all fires*	4	0
LI03	Number of injuries from accidental fires in dwellings, excluding precautionary checks	20	32
LI05	Number of injuries from all fires	83	135
LI08	Number of accidental fires in dwellings	361	399
LI09	Number of accidental kitchen fires in dwellings	205	223
LI10	Number of accidental non kitchen fires in dwellings	156	180
LI16	Number of deliberate secondary fires	3339	3565
LI18	Number of deliberate refuse fires	2412	2606
LI21	Number of malicious false alarm calls attended	178	210
LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises	1235	1326
LI23	Number of false alarm calls due to automatic fire detection from domestic premises	2103	1997
LI24	Total number of fire calls attended	5320	5540
LI29	Number of primary fires attended	1379	1393
LI32	Total number of incidents (recorded at time of call)	12842	12999
LI35	Number of fires in a non domestic property	157	155

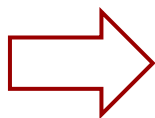
Key

Target not achieved

Target within 10%

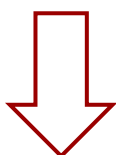
Target achieved

*Awaiting the outcome of Coroner's inquests, one fire death in Gateshead, two fire deaths in Newcastle and one fire death in North Tyneside.



Fatalities

There has been 4 fire fatalities (LI02) within the TWFRS Service area from an accidental dwelling fire (LI01). One fire death in Gateshead, one fire death in North Tyneside and two fire deaths in Newcastle.



Injuries

There has been a **39%** (53) decrease in the number of injuries from all fires (LI05). There has been a **44%** (16) decrease in injuries from accidental dwelling fires (LI03).



Injuries from dwelling fires

40% (8) of the victims who went to hospital were aged between 41 and 52 (LI03).



Injuries from dwelling fires

35% (7) Injuries from accidental dwelling fires occurred in the living room, the majority of which were smoking related. 30% (6) of the injuries occurred in the kitchen (LI03).

Deaths and Injuries

Below are our performance indicators relating to deaths and injuries for the Service.

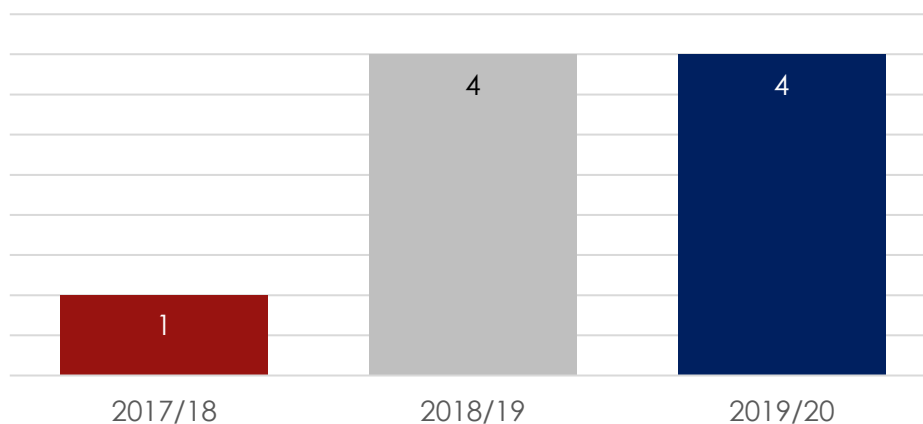
2019/20

Q3

Deaths from accidental dwelling fires

Q3
Target
0

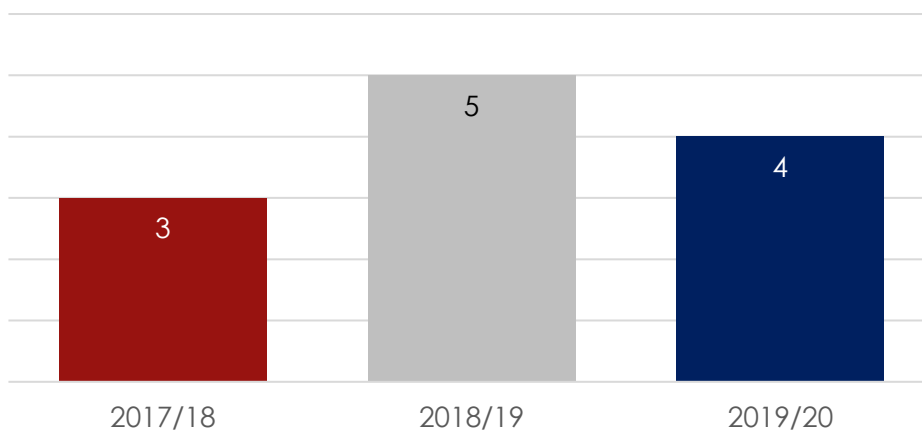
LI01 Incidents



Deaths from all fires

Q3
Target
0

LI02 Incidents



Deaths and Injuries

Below are our performance indicators relating to deaths and injuries for the Service.

2019/20

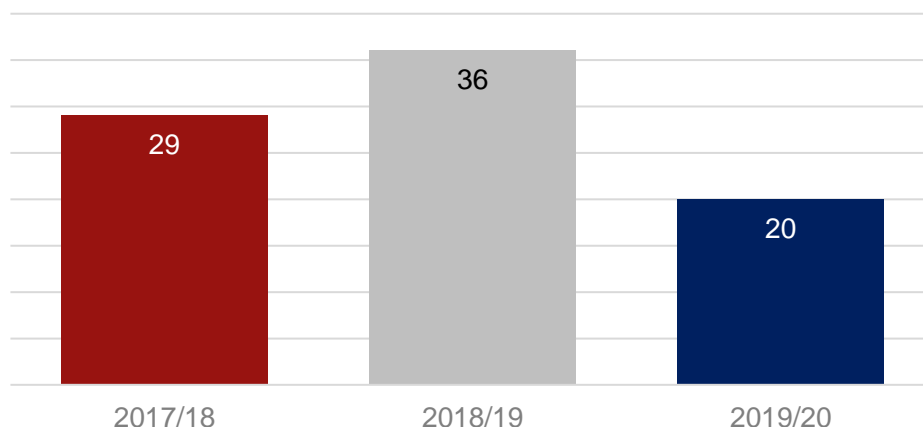
Q3

Injuries from accidental dwelling fires*

* Excluding first aid and precautionary checks

Q3
Target
32

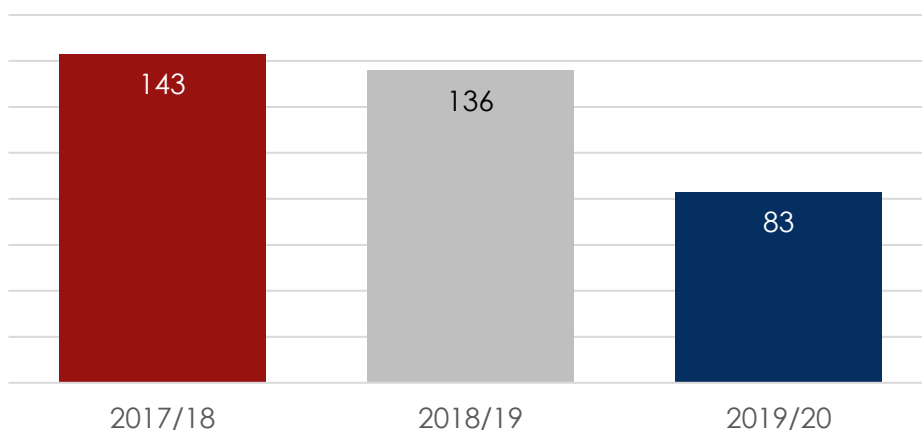
LI03 Incidents

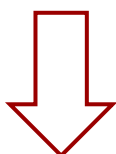


Injuries from all fires

Q3
Target
135

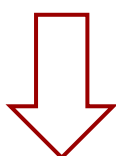
LI05 Incidents





Fire calls

8% (471) decrease in fire calls (LI24).



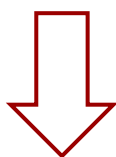
Primary fires

2% (34) reduction in number of primary fires (LI29).



Vehicle fires

43% (597) of primary fires had a property type 'road vehicle'. **1%** (6) increase in the number of vehicle fires.



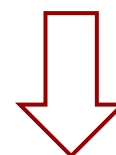
Accidental Dwelling Fires

10% (38) reduction in accidental dwelling fires (LI08).



Firefighter action

59% (212) of accidental dwelling fires required no firefighter action or were extinguished by small means (LI08).



Deliberate Secondary Fires

9% (342) reduction in deliberate secondary fires (LI16).

Fire Attendances

Below are our performance indicators relating to fire attendances for the Service

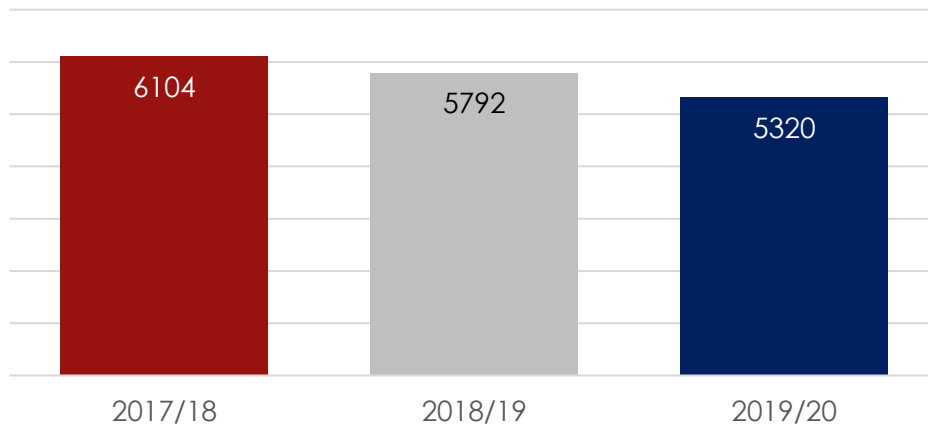
2019/20

Q3

All fire calls

Q3
Target
5540

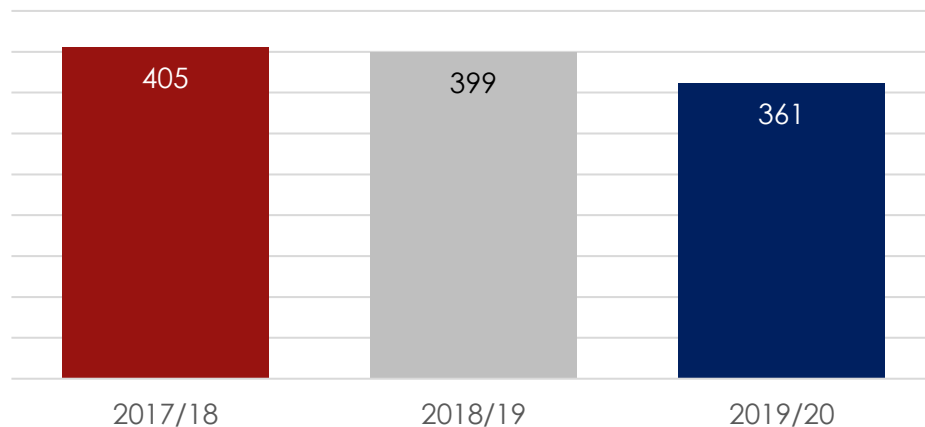
LI24 Incidents



Accidental dwelling fires

Q3
Target
399

LI08 Incidents



Fire Attendances

Below are our performance indicators relating to fire attendances for the Service

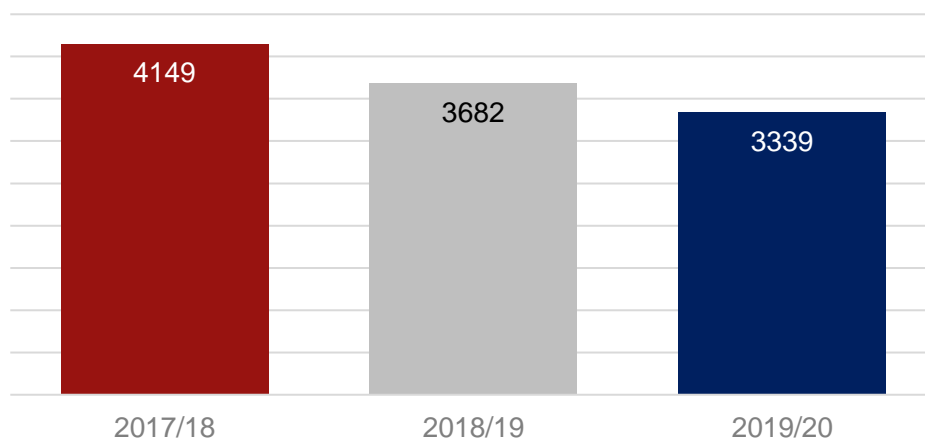
2019/20

Q3

Deliberate Secondary fires

Q3
Target
3565

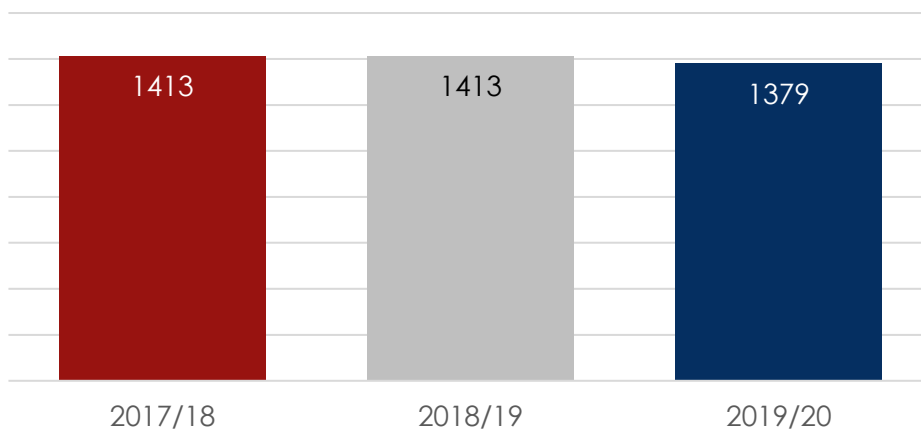
LI16 Incidents

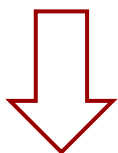


Primary fires

Q3
Target
1393

LI29 Incidents





AFAs from non domestic premises

10% (141) decrease in automatic false alarms from non-domestic premises (LI22).



Alarm faults

32% (399) automatic false alarms in non-domestic premises were due to faulty alarms (LI22).



Education premises

20% (251) automatic false alarms in non-domestic premises to an education premises (LI22).



AFAs from domestic premises

6% (113) increase in automatic false alarms from domestic premises (LI23).



Cooking and burnt toast

43% (898) automatic false alarms in domestic premises were due to cooking or burnt toast. (LI23).

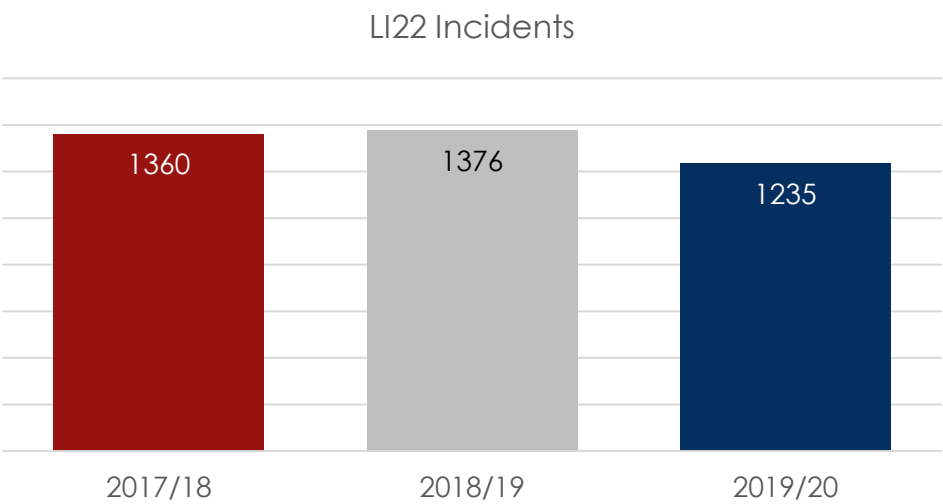
False Alarms

Below are our performance indicators relating to false alarms for the Service

2019/20
Q3

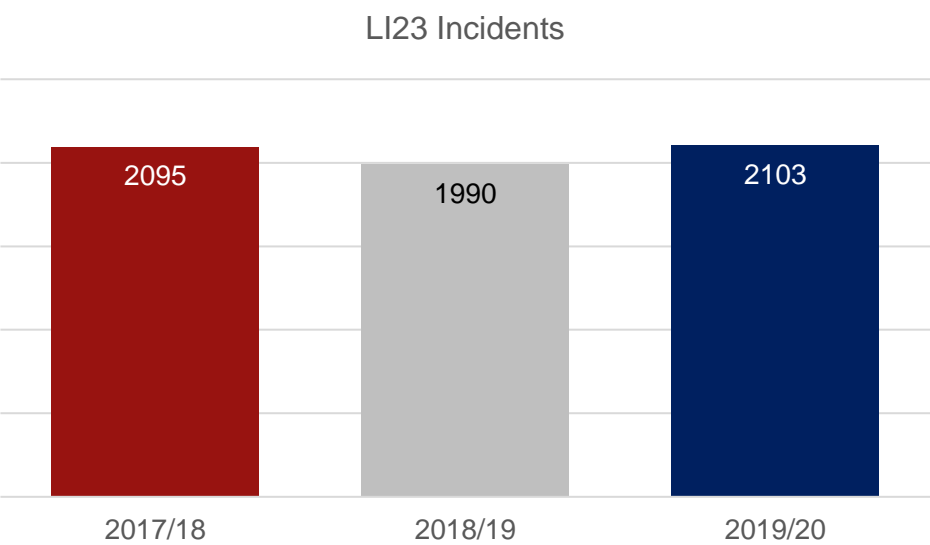
Automatic false alarms to non domestic premises

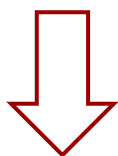
Q3
Target
1326



Automatic false alarms to domestic premises

Q3
Target
1997





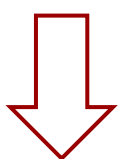
Total incidents attended

3% (417) decrease in total number of incidents attended (LI32).



Non domestic premises

1% (2) increase in fires in non domestic premises (LI35)



Incidents attended by a TRV

45% (1268) reduction in incidents attended by TRV's (LI36).



26,001 Home Safety Checks

33% (6519) increase in the number of Home Safety Checks carried out. (LI37).



5 minutes 49 seconds

Average attendance time **23** seconds quicker. (Time = mobilised to in attendance)

Additional Information

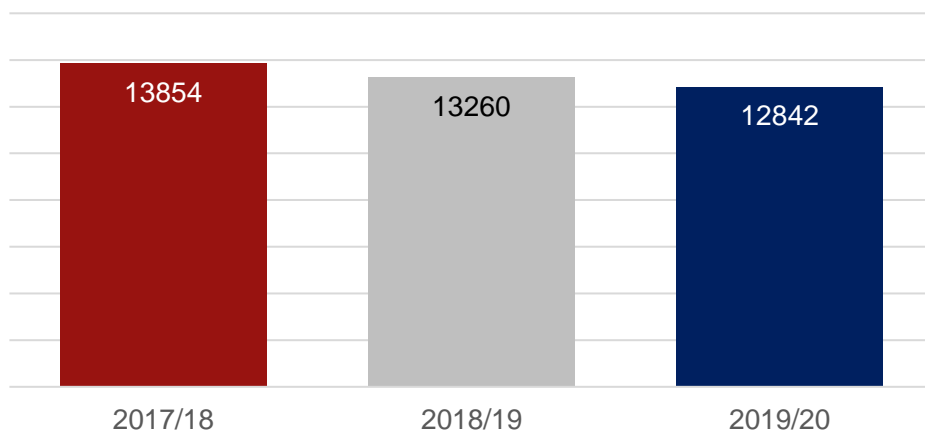
Below are some of our other performance indicators for the Service

2019/20
Q3

Total incidents attended

Q3
Target
12999

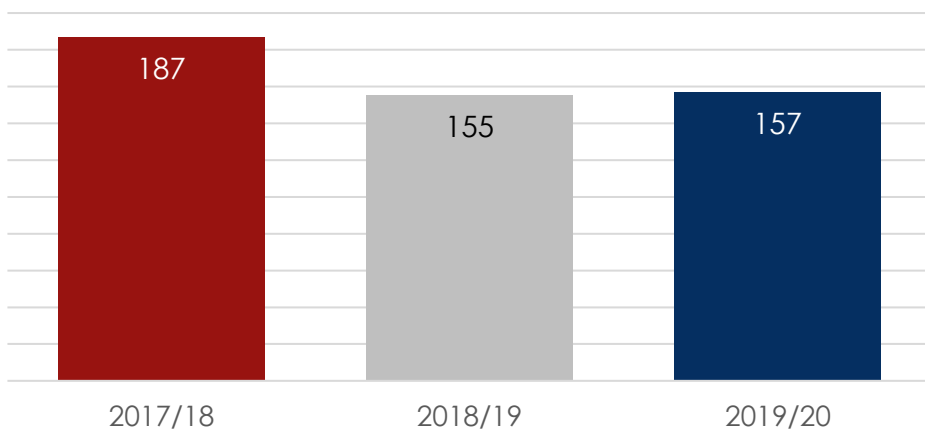
LI32 Incidents



Fires in a non domestic premises

Q3
Target
155

LI35 Incidents



Additional Information Cont.

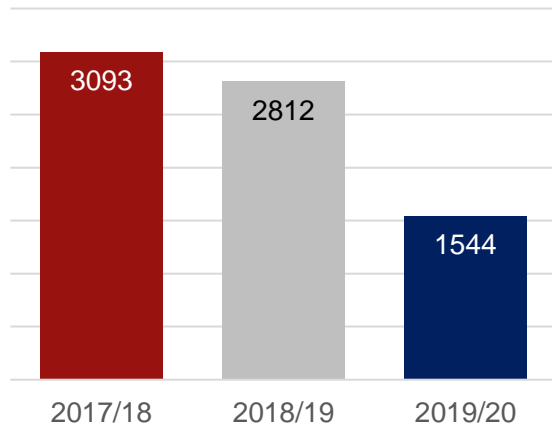
Below are some of our other performance indicators for the Service

2019/20

Q3

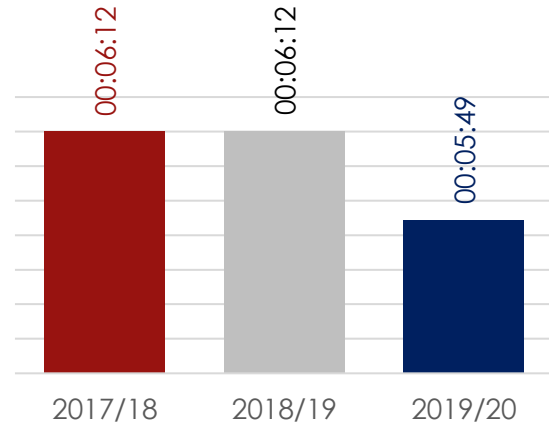
Incidents attended by a TRV

LI36 Incidents



Average attendance time

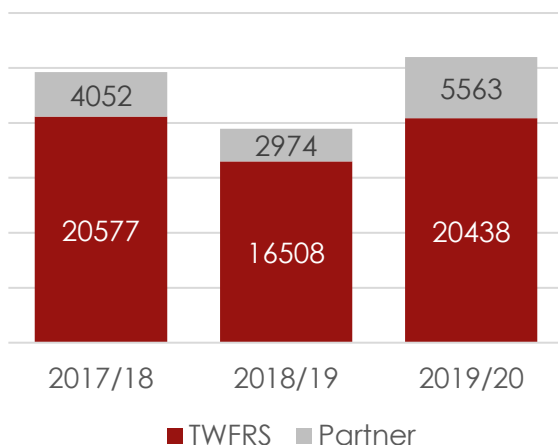
Average Attendance Times



Time = Mobilised to in attendance

HSC's carried out

LI37



■ TWFRS ■ Partner

Attendance time by risk level*

Year	Risk Level 1	Risk Level 2	Risk Level 3	Risk Level 4
2017/18	00:05:10	00:05:36	00:05:21	00:07:29
2018/19	00:05:16	00:05:45	00:05:24	00:07:27
2019/20	00:05:06	00:05:35	00:05:14	00:06:46

* 1st pump in attendance (CAT1/CAT2)



In Gateshead, we work with local partner agencies to educate people on how to prevent fire and where necessary, safely react to an emergency. The area varies from relatively affluent residential to medium industrial use. It also includes attractions such as the Baltic Arts Centre, the Sage and the Metro Centre. All Gateshead staff continue to drive down incidents of fire within the district. Our performance shows positive reductions in most indicators. This is due to proactive partnership working which is being carried out on a daily basis.

Overall quarter three shows positive reductions across most of our local indicators. This is extremely pleasing to note. Work continues within the service as we strive to reduce our indicators even further to support our communities. Operational managers currently attend weekly meetings with Gateshead Operations Group to discuss anti-social behaviour fires, issues and trends with our local partners; Police, Social Services and Local Housing managers. This work supports the community and links directly to the boroughs 'Thrive' agenda. Working in collaboration to make Gateshead a greater place to live work and visit.

Following a number of incidents we continue to work closely with The Gateshead Housing Company (TGHC) in relation to household refuse bins being stored close to certain properties. There are five specific locations in which we are seeking to resolve this issue. TWFRS records show that in-depth HSC's have been carried out post incident.

In relation to our High Rise premises, operational crews have worked alongside TGHC to assess Fire Safety measures within Gateshead's High Rise properties. Crews have also provided free Home Safety Checks and home fire safety advice to residents at these locations. This initiative will continue within our High Rise premises during 2020.

Sadly we have to report that following a house fire one of the residents has since passed away whilst in hospital. We have held an internal 'case conference' to discuss this incident in depth, this is standard procedure following a loss of life. Crews and prevention teams carried out a hot strike in the local area.

Following an assault on two serving firefighters during a casualty rescue in Bensham back in 2019, the assailant has since been awarded a seven year custodial sentence for his actions on the day in question. This will hopefully inform and deter relevant parties that assaults on emergency service workers will not be tolerated.

Over the bonfire period Gateshead Council supported the community with the removal of 33 tonnes of refuse across the borough. This has once again played a significant part with the reduction of deliberate secondary fires this quarter. Work has begun on a 'data led' anti-social fire campaign within the borough. We intend to target areas of high ASB (refuse fires) from March 2020 as historically this is one of our busiest times for ASB activities.

Gateshead			
Indicator	Indicator Description	Incidents	Target
LI01	Number of deaths from accidental fires in dwellings	1	0
LI02	Number of deaths from all fires	1	0
LI03	Number of injuries from accidental fires in dwellings, excluding precautionary checks	6	7
LI05	Number of injuries from all fires	10	28
LI08	Number of accidental fires in dwellings	61	62
LI09	Number of accidental kitchen fires in dwellings	30	36
LI10	Number of accidental non kitchen fires in dwellings	31	31
LI16	Number of deliberate secondary fires	468	681
LI18	Number of deliberate refuse fires	299	456
LI21	Number of malicious false alarm calls attended	18	19
LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises	216	224
LI23	Number of false alarm calls due to automatic fire detection from domestic premises	305	298
LI24	Total number of fire calls attended	797	1034
LI29	Number of primary fires attended	229	242
LI32	Total number of incidents (recorded at time of call)	2106	2275
LI35	Number of fires in a non domestic property	33	23

Key

Target not achieved

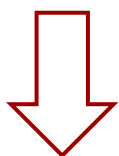
Target within 10%

Target achieved



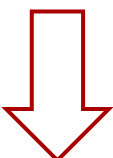
Fatalities

There has been one fire fatality (LI02) within the Gateshead area. This was as a result of an accidental dwelling fire (LI01).



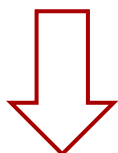
Injuries

There has been a **64%** (18) reduction in the number of injuries from all fires (LI05). **20%** (1) increase in injuries from accidental dwelling fires (LI03).



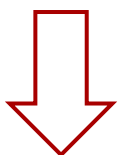
Accidental Dwelling Fires

There were 61 accidental dwelling fires, a **2%** (1) reduction on 2018/19 (LI08).



Deliberate Secondary Fires

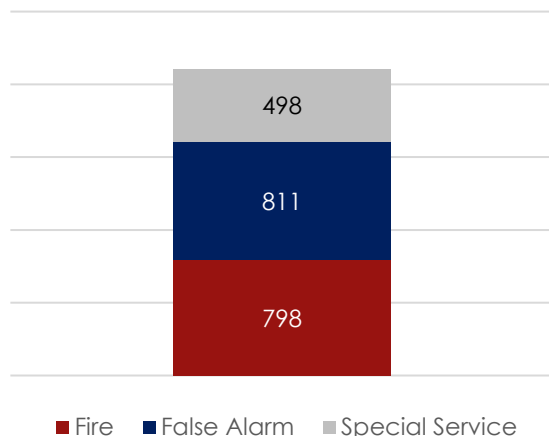
There were 468 deliberate secondary fires, a **33%** (232) reduction on 2018/19 (LI16).



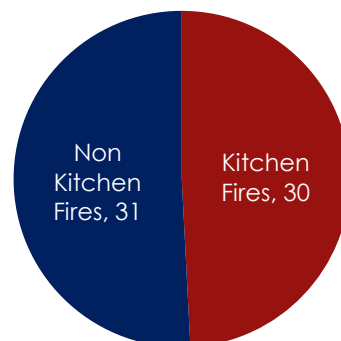
False Alarms

AFA's from non domestic premises have decreased by **7%** (16) from the previous year (LI22).

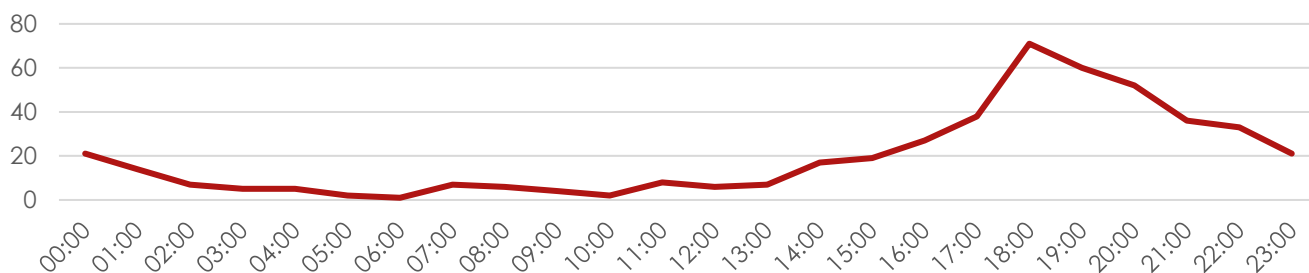
Incident Type



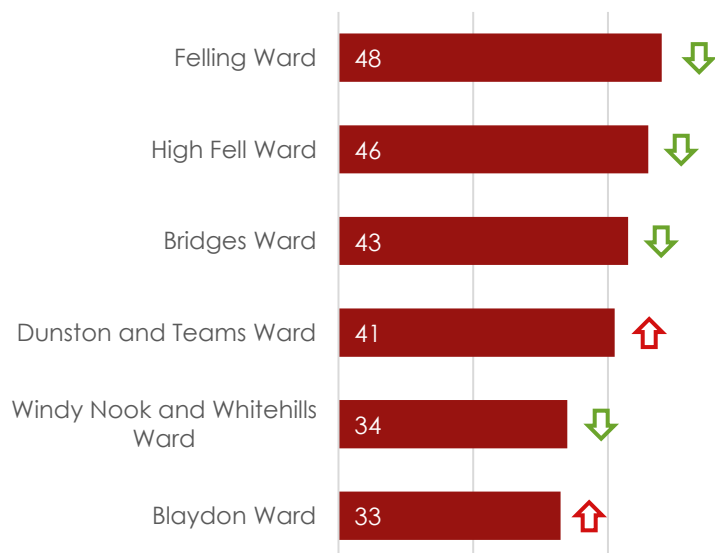
Accidental Dwelling Fire
Room of Origin



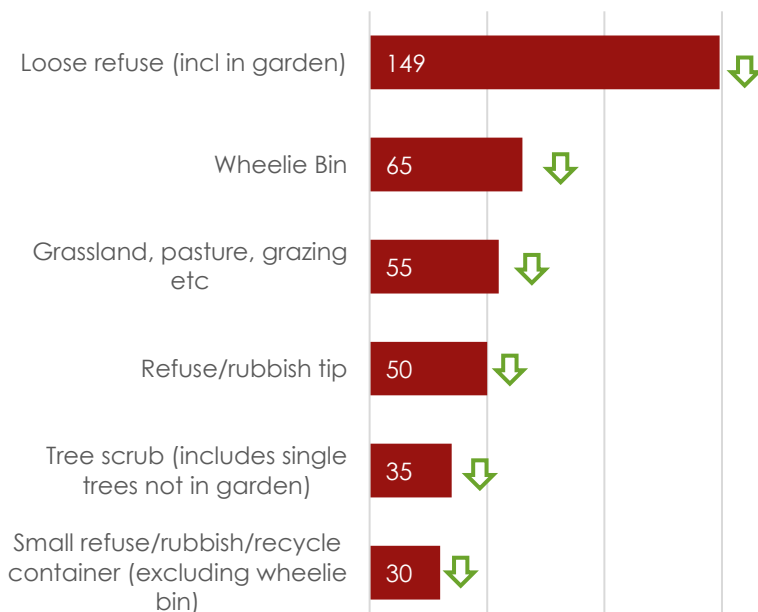
Deliberate Secondary Fires Time of Day



Deliberate Secondary Fires
Wards



Deliberate Secondary Fires
Property Types





Newcastle is the most diverse district in the area we cover. It includes large amounts of residential property, ranging from isolated pockets of deprivation to substantial commercial and industrial premises.

In November 2016 the Local Government Boundary Commission for England concluded their electoral review of Newcastle. The number of councillors and wards remained the same however the shape and size of wards changed because of housing developments and changes to the city's population. The new Newcastle boundaries were established in May 2018 and the new wards feature in this report.

In relation to our High Rise premises, operational crews have worked alongside YHN to assess Fire Safety measures within Newcastle High Rise properties. Crews have also provided free Home Safety Checks and home fire safety advice to residents at these locations. This initiative will continue within our High Rise premises during 2020.

Sadly, in Q3 and during the month of December there have been two deaths to report from fires in the kitchen. These incidents both involved female casualties. Internal Case Studies have commenced following both tragic events as we seek to learn from these incidents and if deemed appropriate refine our response, prevention activities and Home Safety Check (HSC) Targeting Strategy. Operational Crews and our Prevention and Education Teams supported by Community Advocates have carried out early engagement activities whilst considering cultural sensitivities with the communities involved. This work will continue into Q4.

Accidental dwelling fires and both kitchen related and non-kitchen fires have recorded reductions from the previous reporting year and are at the lowest levels since 2010. Our HSC delivery has been subject to increased quality assurance during Q3 and training days have been introduced for both Prevention and Education Teams and Operational Crews as we seek continual improvement in this area.

All ward areas in Newcastle have recorded reductions in deliberate secondary fires and deliberate refuse fires from last year. Fires in large refuse containers and wheelie bins have increased and engagement activities with the local authority are planned in Q4 and in the lead in to 'lighter nights' to target harder areas of higher activity. An initiative in November 2019 in the outer west leading up to the bonfire period has shown reductions in these wards. Partnership working on the 4th and 5th of November also successfully supported a reduction in deliberate secondary fires in Newcastle East and Newcastle West on these days.

Newcastle			
Indicator	Indicator Description	Incidents	Target
LI01	Number of deaths from accidental fires in dwellings	2	0
LI02	Number of deaths from all fires	2	0
LI03	Number of injuries from accidental fires in dwellings, excluding precautionary checks	6	9
LI05	Number of injuries from all fires	21	31
LI08	Number of accidental fires in dwellings	107	113
LI09	Number of accidental kitchen fires in dwellings	64	67
LI10	Number of accidental non kitchen fires in dwellings	43	49
LI16	Number of deliberate secondary fires	955	1089
LI18	Number of deliberate refuse fires	755	876
LI21	Number of malicious false alarm calls attended	69	87
LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises	495	539
LI23	Number of false alarm calls due to automatic fire detection from domestic premises	968	954
LI24	Total number of fire calls attended	1486	1667
LI29	Number of primary fires attended	342	395
LI32	Total number of incidents (recorded at time of call)	4163	4573
LI35	Number of fires in a non domestic property	34	52

Key

Target not achieved

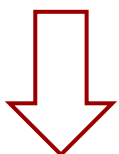
Target within 10%

Target achieved



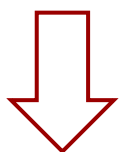
Fatalities

There have been two fire fatalities (LI02) within the Newcastle area. These were as a result of accidental dwelling fires (LI01).



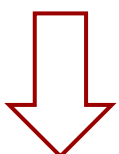
Injuries

There has been a **32%** (10) reduction in the number of injuries from all fires (LI05). There has been a **25%** (2) reduction in injuries from accidental dwelling fires (LI03).



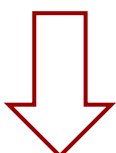
Accidental Dwelling Fires

There were 107 accidental dwelling fires, a **5%** (6) reduction on 2018/19 (LI8).



Deliberate Secondary Fires

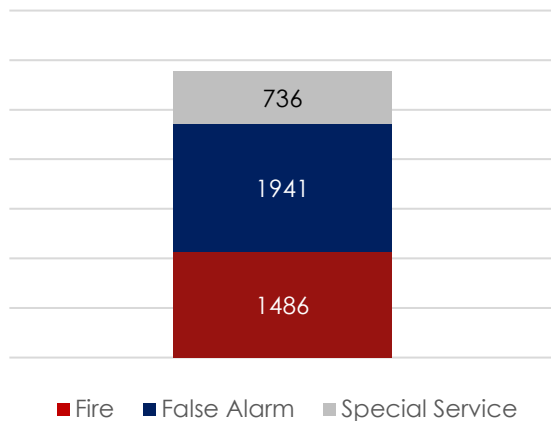
There were 955 deliberate secondary fires, an **18%** (211) decrease on 2018/19 (LI16).



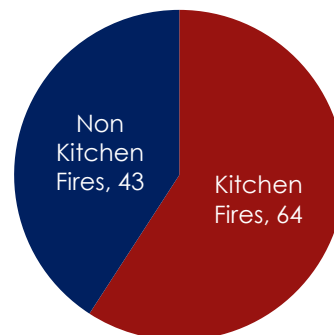
False Alarms

AFAs from non domestic premises have decreased by **11%** (64) from the previous year (LI22).

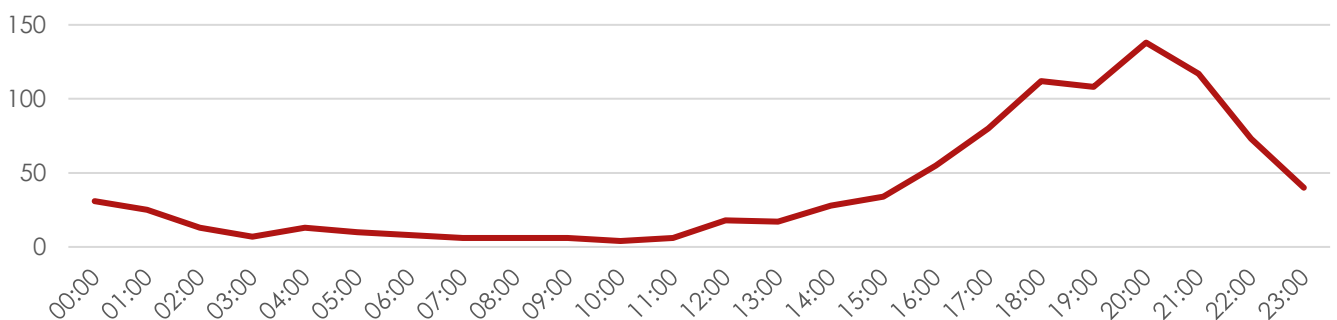
Incident Type



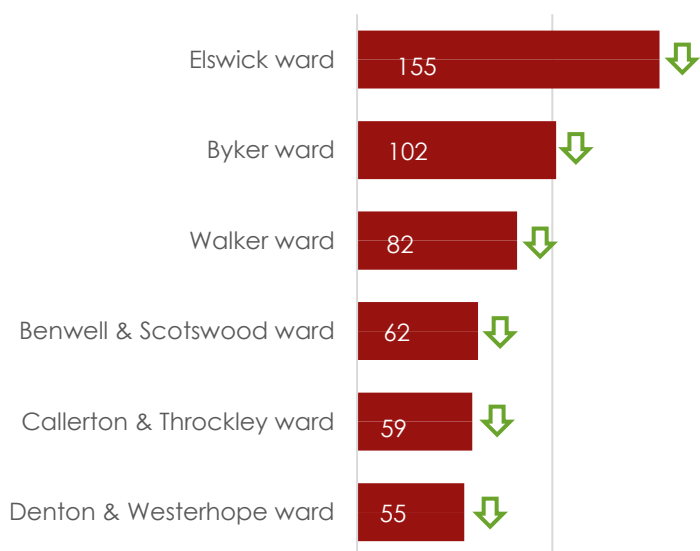
Accidental Dwelling Fire
Room of Origin



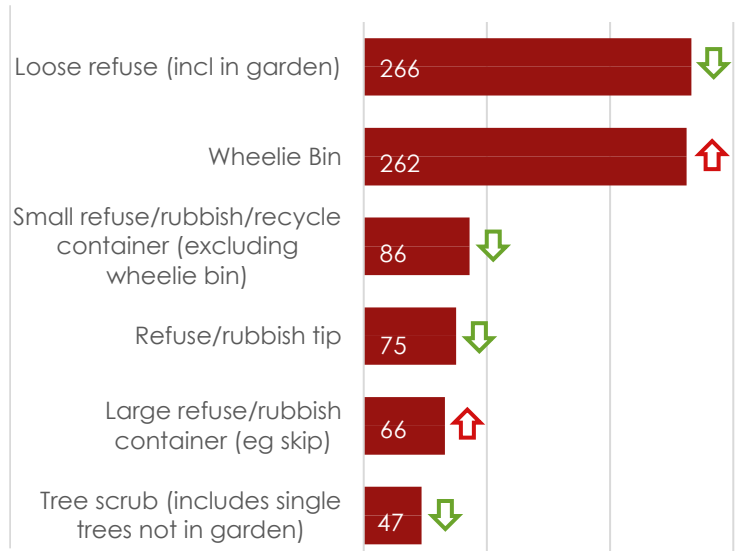
Deliberate Secondary Fires Time of Day



Deliberate Secondary Fires
Wards



Deliberate Secondary Fires
Property Types





Reducing risk to our community isn't just one organisation's responsibility. In North Tyneside, we work closely with a number of partner agencies including the North Tyneside Strategic Partnership to keep everyone safe.

In relation to our High Rise premises, operational crews have worked alongside North Tyneside Homes to assess Fire Safety measures within North Tyneside High Rise properties. Crews have also provided free Home Safety Checks and home fire safety advice to residents at these locations. This initiative will continue within our High Rise premises during 2020.

Sadly, we report that one person has lost their life in an accidental dwelling fire in Q1. We have worked closely with partners to investigate the cause of this tragic incident and an internal case study has been carried out to identify any potential areas for improvement in how we target our resources to deliver prevention activities.

Accidental dwelling fires and injuries from accidental dwelling fires are showing a reduction from the same period in 2018/19. There has been an increase of 2 incidents of accidental kitchen fires with the reductions in accidental dwelling fires recorded against non-kitchen fires.

In Q3 our Home Safety Check targeting strategy has been supported by 'Operation Volcano' delivered by Prevention and Education Teams and Operational Crews with the aim to raise awareness of kitchen related home fire safety, increasing smoke alarm ownership and reinforcing the need to regularly test smoke alarms. This initiative took place in the Wallsend Ward over 5 days and was informed by year to date data for Q1 and Q2. Over 700 properties were visited during the initiative and the outcome will be evaluated in Q4.

Deliberate secondary fires and deliberate refuse fires have increased this year compared to 2018/19. We have continued as a team to support the North Tyneside Council (NTC) approved Chirton/Riverside initiative and we are working with partners on delivery of the Wallsend/Howdon initiative that has also been instructed by NTC.

It is pleasing to report that deliberate secondary fires have reduced in the Chirton and Riverside Wards. Working with our partners in Northumbria Police it has been identified that anti-social behaviour in Wallsend and Howdon has increased considerably and this is also reflected in deliberate secondary fires in these wards. Partnership activity is planned in Q4 to target harden areas within these wards.

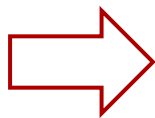
North Tyneside			
Indicator	Indicator Description	Incidents	Target
LI01	Number of deaths from accidental fires in dwellings	1	0
LI02	Number of deaths from all fires	1	0
LI03	Number of injuries from accidental fires in dwellings, excluding precautionary checks	4	4
LI05	Number of injuries from all fires	14	27
LI08	Number of accidental fires in dwellings	68	74
LI09	Number of accidental kitchen fires in dwellings	40	38
LI10	Number of accidental non kitchen fires in dwellings	28	32
LI16	Number of deliberate secondary fires	351	319
LI18	Number of deliberate refuse fires	245	215
LI21	Number of malicious false alarm calls attended	22	26
LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises	118	133
LI23	Number of false alarm calls due to automatic fire detection from domestic premises	206	220
LI24	Total number of fire calls attended	639	602
LI29	Number of primary fires attended	206	204
LI32	Total number of incidents (recorded at time of call)	1532	1468
LI35	Number of fires in a non domestic property	16	24

Key

Target not achieved

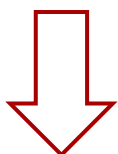
Target within 10%

Target achieved



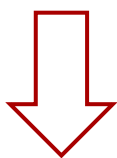
Fatalities

There has been one fire fatality (LI02) within the North Tyneside area. This was as a result of an accidental dwelling fire (LI01).



Injuries

There has been a **48%** (13) reduction in the number of injuries from all fires (LI05). There has been a **43%** (3) reduction the number of injuries from accidental dwelling fires (LI03).



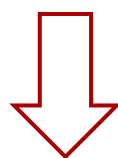
Accidental Dwelling Fires

There were 68 accidental dwelling fires, an **8%** (2) reduction on 2018/19 (LI08).



Deliberate Secondary Fires

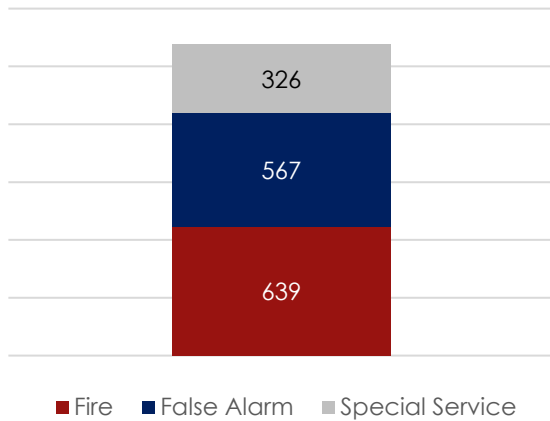
There were 351 deliberate secondary fires, a **2%** (8) increase on 2018/19 (LI16).



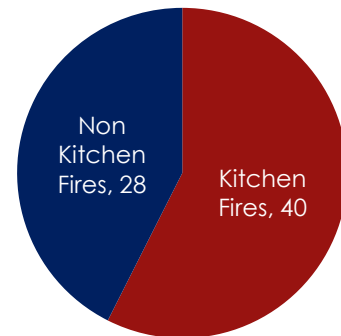
False Alarms

AFA's from non domestic premises have decreased by **14%** (20) from the previous year (LI22).

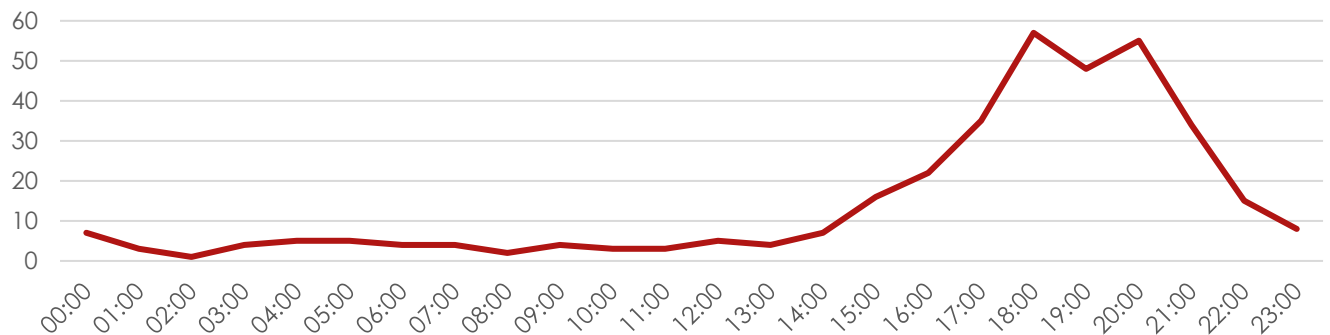
Incident Type



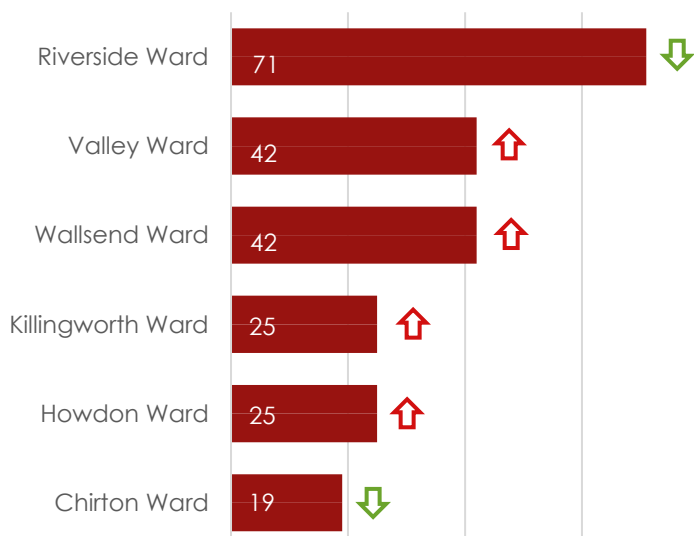
Accidental Dwelling Fire
Room of Origin



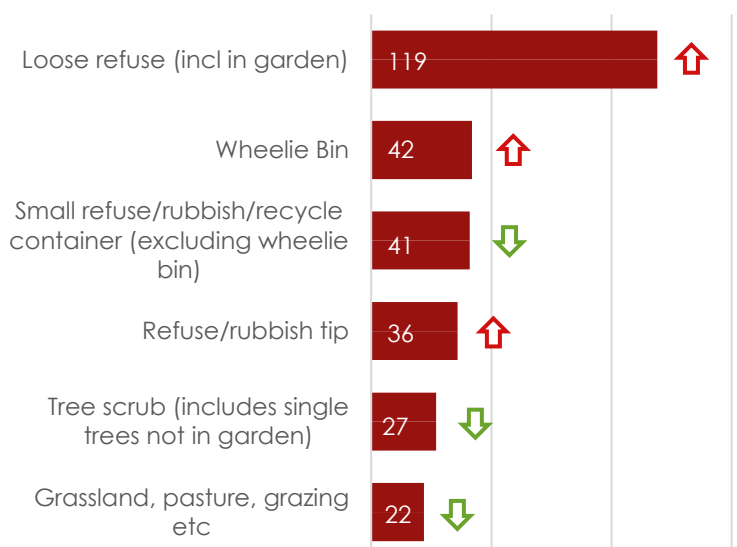
Deliberate Secondary Fires Time of Day

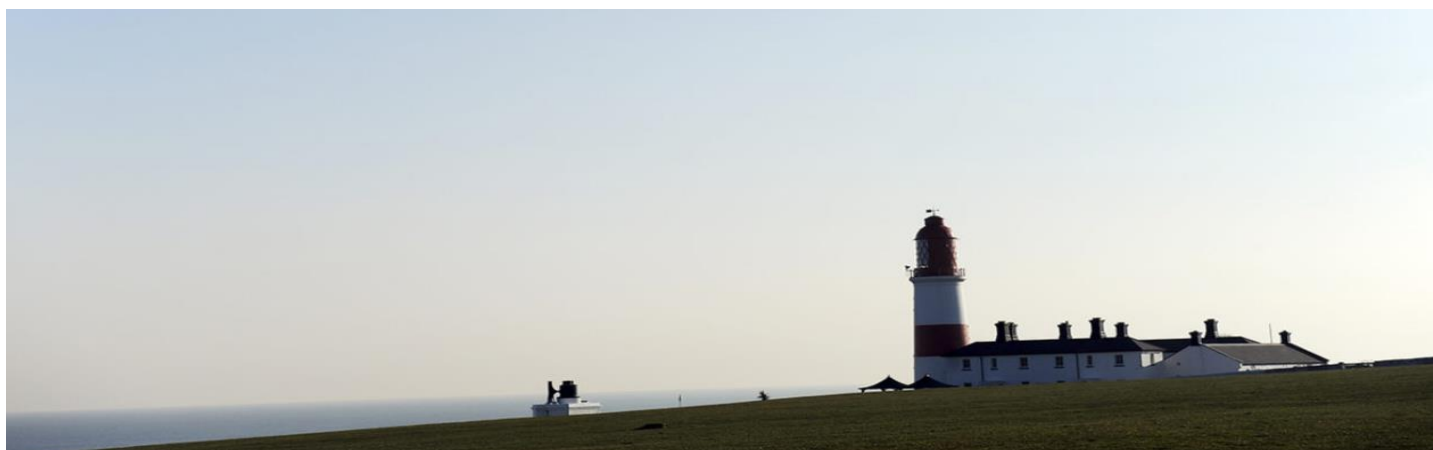


Deliberate Secondary Fires
Wards



Deliberate Secondary Fires
Property Types





We work very closely with our partners – including the NHS, the borough council, Police and many others – to improve safety in South Tyneside.

In relation to our High Rise premises, operational crews have worked alongside South Tyneside Homes to assess Fire Safety measures within South Tyneside High Rise properties. Crews have also provided free Home Safety Checks and home fire safety advice to residents at these locations. This initiative will continue within our High Rise premises during 2020.

South Tyneside district has seen zero fire deaths and a pleasing reduction in a number of important indicators such as injuries, accidental dwelling fires, false alarms and deliberate secondary fires.

Crews continue to target areas where there has been Accidental dwelling fires with specific advice around the dangers of leaving food unattended. South Tyneside Homes (STH) gas fitters attended training exercise at South Shields fire Station where they were shown how to identify potential fire issues and address this through referral process with fire service.

A multi-agency meeting was held with all the head teachers (Safer Schools) of South Tyneside high schools during which anti-social behaviour and deliberate fire setting was discussed. An agreement was made to engage as and when with specific schools if incidents increase around school perimeters, following this a joint presentation was given to pupils from Boldon Colliery school by fire service and police.

A Station manager attended Marsden Road Hub to discuss deliberate Fire setting and Anti-social behaviour with youths attending the hub following incidents at the location

To reduce the number of alarm calls from Sheltered accommodation, STH, Prevention and Education (P&E) and Service delivery targeted an accommodation in Monkton ward where occupiers attended a presentation and Home Safety Checks were carried out this has seen a reduction over the quarter to zero incidents at this location.

Following success at reducing incident numbers at sheltered accommodation premises a quarterly meeting is planned with STH to review alarm actuations and carry out similar interventions.

Further initiatives will be discussed with P&E around Accidental Dwelling Fire reduction similar to initiatives carried out in North Tyneside.

South Tyneside			
Indicator	Indicator Description	Incidents	Target
LI01	Number of deaths from accidental fires in dwellings	0	0
LI02	Number of deaths from all fires	0	0
LI03	Number of injuries from accidental fires in dwellings, excluding precautionary checks	1	3
LI05	Number of injuries from all fires	10	19
LI08	Number of accidental fires in dwellings	41	48
LI09	Number of accidental kitchen fires in dwellings	24	27
LI10	Number of accidental non kitchen fires in dwellings	17	23
LI16	Number of deliberate secondary fires	315	338
LI18	Number of deliberate refuse fires	169	211
LI21	Number of malicious false alarm calls attended	20	27
LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises	120	128
LI23	Number of false alarm calls due to automatic fire detection from domestic premises	178	165
LI24	Total number of fire calls attended	548	574
LI29	Number of primary fires attended	170	158
LI32	Total number of incidents (recorded at time of call)	1359	1345
LI35	Number of fires in a non domestic property	24	15

Key

Target not achieved

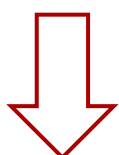
Target within 10%

Target achieved



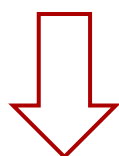
Zero Fatalities

There has been no fire fatalities (LI02) within the South Tyneside area.



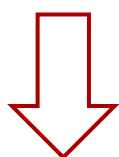
Injuries

There has been a **50%** (10) reduction in the number of injuries from all fires (LI05). There has been a **86%** (6) reduction in the number of injuries from accidental dwelling fires (LI03).



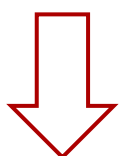
Accidental Dwelling Fires

There were 41 accidental dwelling fires, a reduction of **15%** (7) on 2018/19 (LI08).



Deliberate Secondary Fires

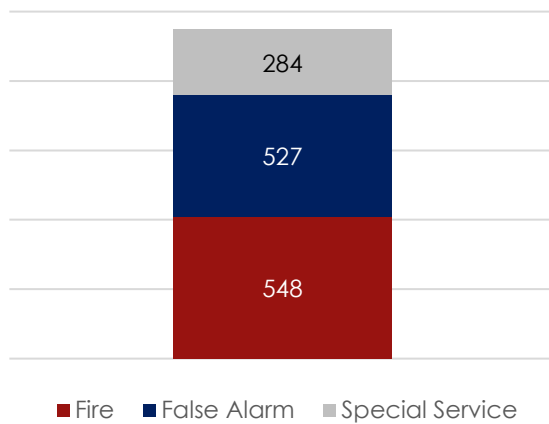
There were 315 deliberate secondary fires, an **11%** (40) reduction on 2018/19 (LI16).



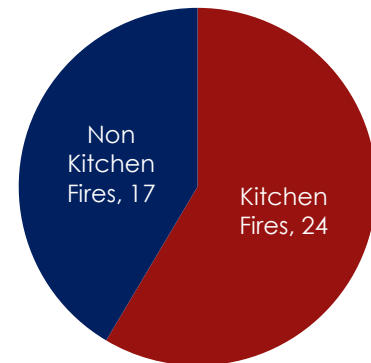
False Alarms

AFAs from non domestic premises have decreased by **10%** (13) from the previous year (LI22).

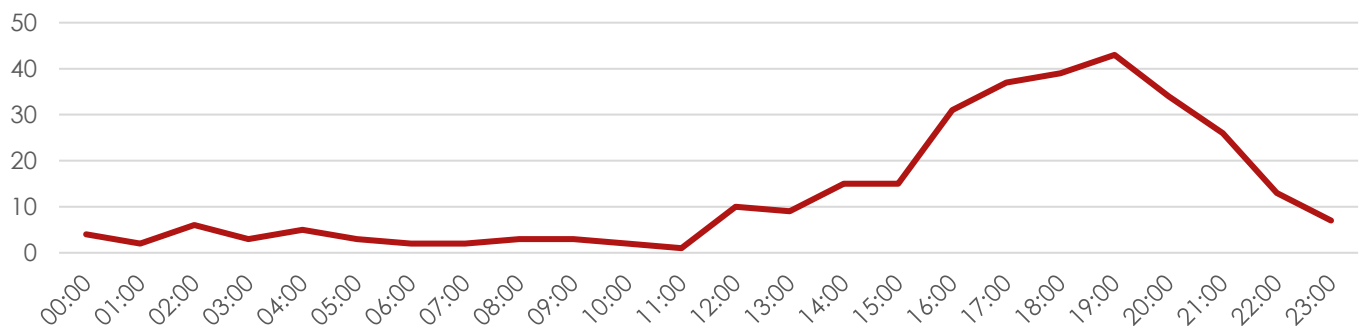
Incident Type



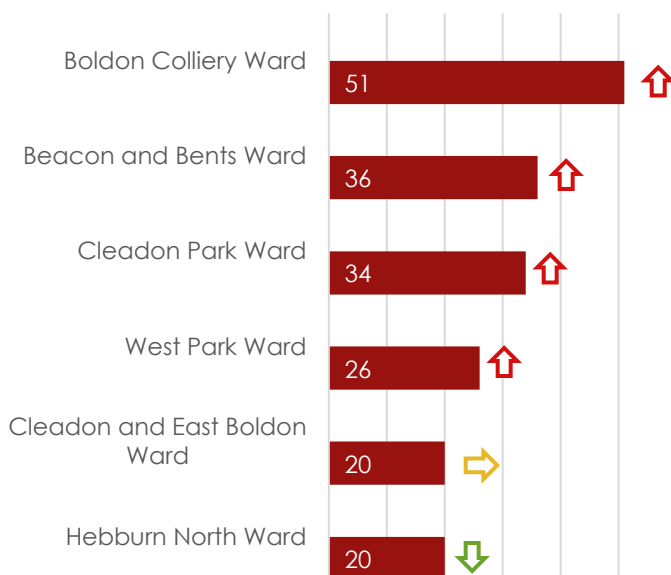
Accidental Dwelling Fire
Room of Origin



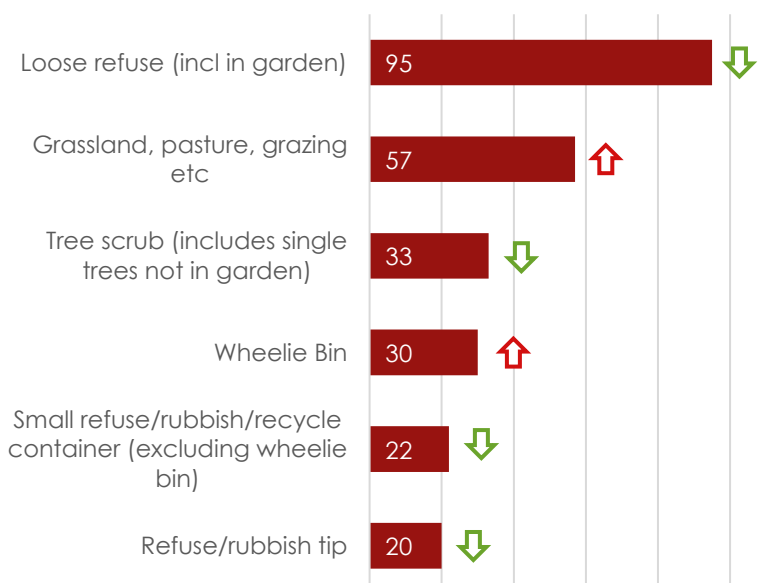
Deliberate Secondary Fires Time of Day



Deliberate Secondary Fires
Wards



Deliberate Secondary Fires
Property Types





To identify those who are most at risk from fire, we work closely with Sunderland City Council, the NHS, social services and other agencies to offer practical support to our residents.

Operational crews and Prevention and Education staff are working hard across the district to provide Fire Safety Advice to the most vulnerable and those affected by fire and to date this has proven successful with an 18% reduction in number of accidental dwelling fires across Sunderland and a 67% decrease in the number of injuries from dwelling fires.

In relation to our High Rise premises, operational crews have worked alongside Gentoo to assess Fire Safety measures within Sunderland High Rise properties. Crews have also provided free Home Safety Checks and home fire safety advice to residents at these locations. This initiative will continue within our High Rise premises during 2020.

The number of Primary fires year to date was 432, 172 of these involved deliberate vehicle fires, an 8% increase on previous year 159 – 172. The service works with partners to identify any trends through problem solving groups and local meetings and through this type of work an individual has been identified and is currently under investigation for incidents within the Grangetown area.

The number of calls attended year to date has increased by 9% with secondary fires increasing by 12% although the Service has held initiatives with partners across the district in ward areas such as Hendon, Southwick and Hetton the initiatives have immediate success with a reduction across deliberate fires and Anti Social Behaviour, once these initiatives are complete normally 3 months, and the collaborative effort ceases the issues reappear, to counter this partners are in the process of organising a long term strategy for Southwick and initial scoping meetings have been held.

Following an increase of deliberate secondary fires around an unused sports pavilion in Hetton the Station Manager worked with local councillors to have the pavilion demolished, following the completion of this the number of incidents in this area has reduced.

Crews around the district worked with internal and external partners around Bonfire campaign and attended local schools to address assemblies, this was successful in Southwick ward which only had 5 small fires over the bonfire period.

An initiative was undertaken in Hetton during October and November where Fire Service, Police DVLA, Gentoo, HM Customs and Excise, Gentoo and council targeted known areas of fly-tipping and action taken included uplifts , prosecutions for fly-tipping illegal road vehicles and use of red diesel.

Following the success of the Southwick initiative partners met to discuss future long term strategies for the area to ensure the good work continues and to involve the community in improving the area.

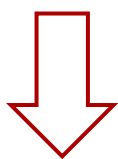
Sunderland			
Indicator	Indicator Description	Incidents	Target
LI01	Number of deaths from accidental fires in dwellings	0	0
LI02	Number of deaths from all fires	0	0
LI03	Number of injuries from accidental fires in dwellings, excluding precautionary checks	3	9
LI05	Number of injuries from all fires	28	30
LI08	Number of accidental fires in dwellings	84	102
LI09	Number of accidental kitchen fires in dwellings	47	55
LI10	Number of accidental non kitchen fires in dwellings	37	45
LI16	Number of deliberate secondary fires	1250	1138
LI18	Number of deliberate refuse fires	944	847
LI21	Number of malicious false alarm calls attended	49	50
LI22	Number of false alarm calls due to automatic fire alarms from non domestic premises	286	302
LI23	Number of false alarm calls due to automatic fire detection from domestic premises	446	360
LI24	Total number of fire calls attended	1850	1663
LI29	Number of primary fires attended	432	395
LI32	Total number of incidents (recorded at time of call)	3683	3338
LI35	Number of fires in a non domestic property	50	41

Key

Target not achieved

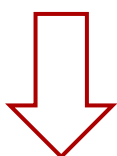
Target within 10%

Target achieved



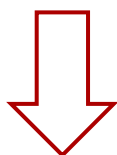
Fatalities

There were no fire fatalities (LI02) within the Sunderland area.



Injuries

A reduction of **7%** (2) in the number of injuries from all fires (LI05). There has been a **67%** (6) reduction in the number of injuries from accidental dwelling fires (LI03).



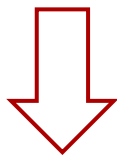
Accidental Dwelling Fires

There were 84 accidental dwelling fires, a reduction of **18%** (18) on 2018/19 (LI08).



Deliberate Secondary Fires

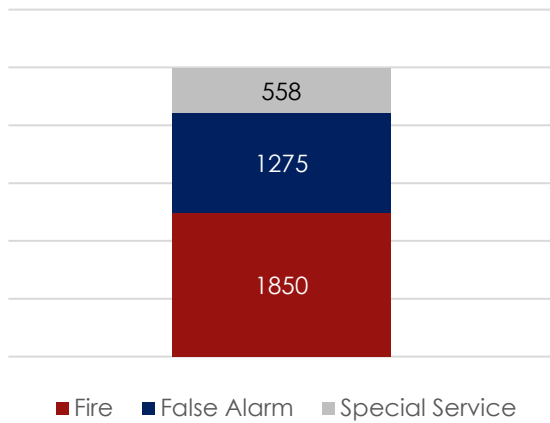
There were 1250 deliberate secondary fires, a **12%** (132) increase on 2018/19 (LI16).



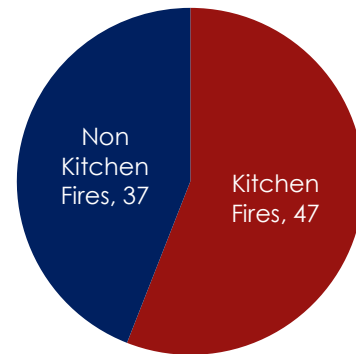
False Alarms

AFAs from non domestic premises have decreased by **9%** (28) from the previous year (LI22).

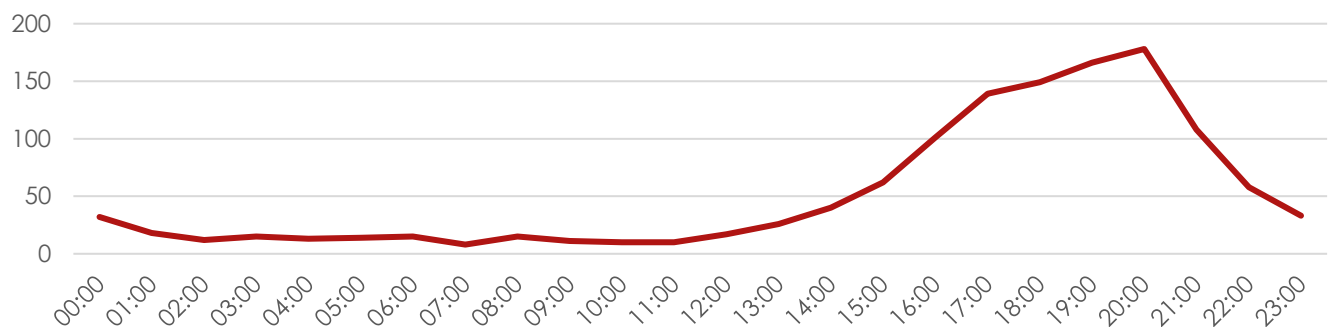
Incident Type



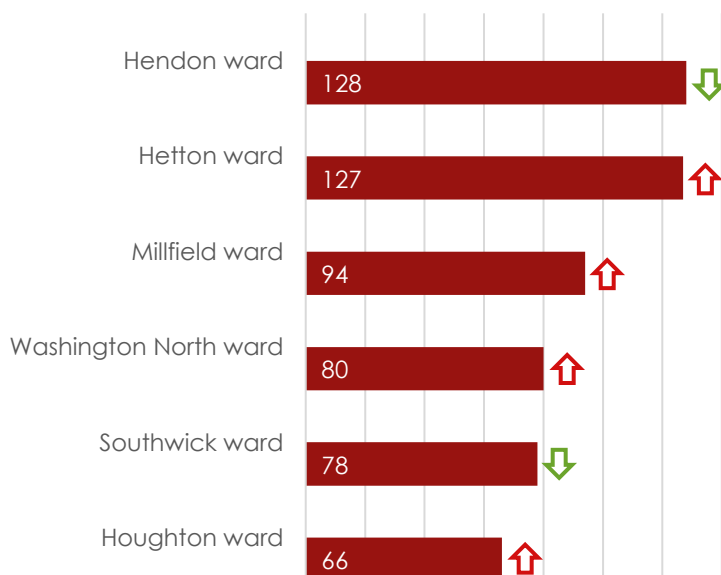
Accidental Dwelling Fire
Room of Origin



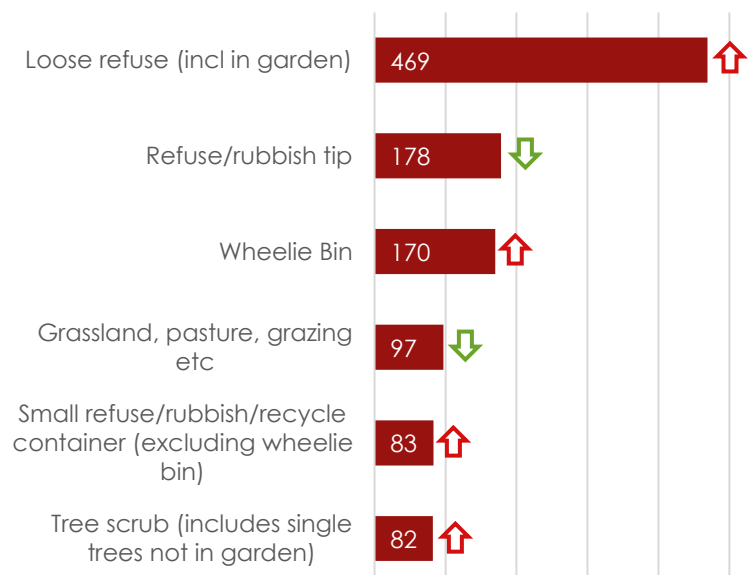
Deliberate Secondary Fires Time of Day



Deliberate Secondary Fires
Top Wards



Deliberate Secondary Fires Top
Property Types





Tyne and Wear Fire and Rescue Service

Creating the Safest Community

Data and Information Audit	
Data compiled by:	KR
Checked by:	PA
Data valid at:	07/01/2020
Approved for Publication	
Approved by:	JR
Date Approved by:	27/01/2020

Further information regarding our services can be found on our website:

TYNE AND WEAR FIRE AND RESCUE AUTHORITY

Item No. 5

MEETING: POLICY AND PERFORMANCE COMMITTEE 10 FEBRUARY 2020

**SUBJECT: HMICFRS INSPECTION OF FIRE AND RESCUE SERVICES IN
ENGLAND 2018/19**

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

1 INTRODUCTION

- 1.1 The purpose of this report is to inform Members of the 'Her Majesty's Inspectorate of Constabulary and Fire and Rescue Service (HMICFRS) 'State of Fire and Rescue: Annual Assessment of Fire and Rescue Services in England 2019' report, incorporating an overview from the 2018/19 inspection programme.

2 BACKGROUND

- 2.1 Members will be aware that during 2018/19 HMICFRS conducted their first cycle of inspections of all 45 FRS in England, over three tranches, with the final (tranche 3) inspection reports published in December 2019.
- 2.2 Members will recall that Tyne and Wear Fire and Rescue Service (TWFRS) was inspected in tranche 2 and were judged as 'Good' across the three pillars of inspection, namely: Effectiveness, Efficiency and People (minute 17/19 refers).
- 2.3 In bringing together the three tranches of FRS inspections, HMICFRS published the 'State of Fire and Rescue: The Annual Assessment of Fire and Rescue Services in England 2019' report on 15 January 2020, hereafter referred to as the State of Fire and Rescue Report. This is the first report by Her Majesty's Chief Inspector of Fire and Rescue Services, Sir Thomas Winsor, under s.28B of the Fire and Rescue Services Act. The link to the full report has previously been circulated to Members.

3 STATE OF FIRE AND RESCUE REPORT

- 3.1 The State of Fire and Rescue report highlights that there is much that Services should be proud of, acknowledging that the FRS has many strengths and is admired by the public. The determination and dedication to protect life and property is described as 'second to none', which is a positive reflection on the professionalism, passion, and commitment of all our staff. The report also acknowledges that staff are highly skilled to respond to fires and other emergencies.

- 3.2 The report highlights that the reduction in the number of fire incidents has allowed FRS' to diversify into other activities to benefit the wider community, which is something that Tyne and Wear has worked hard to do for several years to improve the safety of our communities.
- 3.3 The report acknowledges the considerable financial disparity regarding the funding position between Services, recognising that some Services have been protected from budget reductions, whilst others have had to make considerable savings, which could be detrimental to the services provided to the public. Members and Officers of this Authority have lobbied regarding the disparity in funding and levels of cuts for a number of years and continue this work in seeking a fair funding formula.
- 3.4 The report also highlights the need for reform across the sector, calling for improvement. It further notes barriers to Services becoming more efficient and effective, including; the lack of consensus as to what firefighter and FRS should do; references unclear demarcation between political oversight and operational leadership, and a considerable influence of trade unions. The report further highlights:
- 3.4.1 Significant reform is needed to modernise the sector and the role of the fire and rescue service needs greater clarity, as there is a lack of consensus nationally over the role of firefighter and the responsibilities of the FRS.
- 3.4.2 That national terms and conditions need reviewing, questioning whether the 'grey book' is still workable. The report acknowledging that discussions between FRS, Employers and the Government, about the role of firefighter and pay, have been ongoing for several years and all parties would benefit from these being satisfactorily resolved.
- 3.4.3 Whilst recognising the importance of strong union representation to protect and improve members' rights, the report states that trade union influence is not always in the best interests of the public and is sometimes contrary to public interest. The cessation of the Emergency Medical Response (EMR) trial is used as an example.
- 3.4.4 There are several different governance models in place for Fire and Rescue Services across England, including Mayoral, Police and Crime Commissioner, county council, and Fire Authority.
- 3.4.5 Chief Fire Officers need operational independence to run services effectively and efficiently to meet the priorities and commitments in their integrated risk management plans. The report stated that Police Chief Constables have operational independence, however Chief Fire Officers do not, which has led to some CFOs being prevented from implementing changes at a local level, that would improve effectiveness and efficiency for the community.
- 3.4.6 The report also highlights out of date working practices, a 'regrettable lack of diversity' across FRS' and the impact of localism at the expense of national standards.

3.4.7 In drawing a range of themes together, Sir Thomas Winsor makes four recommendations, as set out below:

4 STATE OF FIRE AND RESCUE REPORT: RECOMMENDATIONS

1. By June 2020, the Home Office, in consultation with the fire and rescue sector, should review and with precision determine the roles of a) fire and rescue services and b) those who work within them.
 2. By June 2020, The Home Office, the Local Government Association, the National Fire Chief's Council and trade unions should consider whether the current pay negotiation machinery requires fundamental reform. If so, they should include the need for an independent review body and the future of the 'grey book'.
 3. By September 2020, the Home Office should consider the case for legislating to give Chief Fire Officers operational independence. In the meantime it should offer clear guidance, possibly through an amendment to the Fire and Rescue National Framework for England, on the demarcation between those responsible for governance and operational decision making by the CFO.
 4. By December 2020, the National Fire Chief's Council, with the Local Government Association, should produce a code of ethics for the Fire and Rescue Services. The code should be adopted by every service in England and considered as part of each employee's progression and annual performance appraisal.
- 4.1 The 2018/19 inspection programme provides further context to the observations and recommendations of Sir Thomas Winsor.

5 HMICFRS INSPECTION PROGRAMME 2018/19

- 5.1 As Members will be aware, HMICFRS grade Services across three pillars of inspection; Effectiveness, Efficiency and People. Each Service receives a judgement for each pillar. The judgements range from 'Inadequate', 'Requires Improvement', 'Good' and 'Outstanding'. Further detail regarding the methodology and grading were reported to members in July 2019 (minute 17/19 refers).
- 5.2 Of the 45 Services inspected, 16 received the grade of 'Good' for all three pillars. TWFRS is one of 16 judged as 'Good', being positioned in the top third of FRS's in England. Appendix A sets out the full 2018/19 inspection results.
- 5.3 No FRS attained the grade of 'Outstanding' for a pillar in the first round of inspections, however three FRS received the grade of 'Inadequate' for a pillar: Avon FRS (People); Surrey (Efficiency); West Sussex (People). These FRS's were in receipt of 'Cause for Concern' notices and have been subject to re-visit by HMICFRS since their inspection.

- 5.4 The information below provides extracts from the report relating to the three pillars of inspection, together with observations from within the overview of the report:

5.5 **Pillar 1 – Effectiveness**

The report highlights that 29 FRS were judged as 'Good' for effectiveness, including TWFRS. 16 FRS were judged as 'Requires improvement'.

- 5.5.1 Operational response is one of the FRS's 'greatest strengths', together with response to national risk (resilience); an area in which TWFRS performed strongly.
- 5.5.2 To understand local response further, HMICFRS have stated they will further consider levels of appliance availability in the next round of inspections. (TWFRS appliance availability is currently 93%, which was omitted from the published report due to an HMICFRS reporting discrepancy. Notwithstanding this, TWFRS availability is within the top quartile of all FRS's).
- 5.5.3 There is a need to improve Protection (Fire Safety) work, with some FRS not doing enough to comply with Fire Safety regulations and having a poor record of Enforcement; whilst failing to meet their own targets with the resources they have allocated. Over half of FRS were graded as 'Requires Improvement' or 'Inadequate' in this area.
- 5.5.4 Members will be aware that TWFRS have a risk-based inspection programme, which together with the performance of our Fire Safety activities, was acknowledged as a strength by HMICFRS. The report acknowledges FRS's may need additional resources in fire protection to make improvements and stated this is something for Government to consider.
- 5.5.5 The degree of variation between FRS is undesirable, as a result of Government's direction towards Localism. HMICFRS have recommended greater consistency across England, in particular in the areas of professional standards, training, how FRS determine risk and measure emergency response standards.
- 5.5.6 The NFCC and Fire Standards Board are cited as a step in the right direction to support and promote sector wide change, however acknowledges that there is limited capacity on both; and that FRS are under no legal duty to comply with standards produced by the Fire Standards Board.
- 5.5.7 The report highlighted that the future of on-call model also needs attention.

5.6 **Pillar 2 – Efficiency**

- 5.7 The report highlights that 26 FRS were judged as 'Good' for efficiency, including TWFRS. 18 FRS were judged as 'Requires Improvement'. One FRS (Surrey FRS) received 'Inadequate'. Metropolitan FRS were generally judged as 'Good' in the efficiency pillar, with the exception of London Fire Brigade and Manchester FRS.

- 5.7.1 It is stated that some FRS are financially strapped, whilst others are inefficient; with some operating in a very tight financial environment, which is having a detrimental impact on the services they provide to their communities. The report acknowledges the current funding model is based on an outdated model, and results in financial disparity.
- 5.7.2 Furthermore, it is highlighted that FRS's do not have much medium term financial certainty, which is a barrier to longer term planning; and notes that reserves have grown significantly over recent years and that the intended use may not be sustainable.
- 5.7.3 FRS need to do more to ensure their workforce is productive, stating that the 2:2:4 shift system is not always the most effective and efficient. Collaboration in some cases don't go far enough; and there should a focus on evaluation to determine whether money is well spent; with an observation that significant savings could be achieved through combining FRS – the report notes '45 fire and rescue services is probably too many'.
- 5.7.4 It is noted that the sector is missing opportunities to use of data and technology, including in understanding risk, demand and vulnerability, acknowledging that the NFCC has commenced work to enhance how the sector uses data. Further opportunities exist in virtual reality training, together with educating the public in fire and other risks.
- 5.7.5 In considering the above, TWFRS will continue to focus on maintaining and improving how we use resources to manage risk, and work with Members to lobby for funding reforms, to secure an affordable way of managing risk now, and in future.

5.8 **Pillar 3 – People**

- 5.8.1 The report highlights that 18 FRS were judged as 'Good' for the people pillar; 25 'Requires Improvement' and 2 'Inadequate' (Avon FRS and West Sussex FRS). This pillar was highlighted as an area for concern and in need of improvement across the FRS, with examples of bullying and harassment in some FRS.
- 5.8.2 There have been some outstanding examples of a positive culture, and whilst not directly mentioned, we consider TWFRS to be among these. However, the culture in some FRS's was described as 'toxic'. Inspectors reported witnessing significant negative characteristics of the watch system creating subcultures; however also noted positive aspects regarding teamwork, outcomes for the public and support for colleagues.
- 5.8.3 The report clearly states the lack of diversity is striking and must be addressed - the lack of diversity amongst firefighters is described as 'woeful'.
- 5.8.4 The report identified examples for improvement including the structure for promoting leadership and capability; together with fairness, diversity and culture, stating that Services need to do more to understand this area and would benefit from a code of ethics.

- 5.8.5 The report acknowledges the NFCC People Strategy should start to address a number of the 'people' pillar issues; noting the need for better performance and talent management.
- 5.8.6 The report also highlights the positive developments in wellbeing provision, something that this Service has a proud tradition of, through both our Occupational Health Unit and Trauma Support Team.
- 5.8.7 In considering the above, TWFRS core values and Leadership Bond have been positive in developing the Services culture and promoting positive behaviours; with the approach continuing to further embed ownership of development and improvement at all levels.
- 5.8.8 TWFRS also continue to promote values and culture, in ensuring fairness, equality and inclusion. Work to improve the recording and monitoring of training and skills has been undertaken within TWFRS and robust quality assurance implemented.

6 PUBLIC PERCEPTIONS OF FIRE AND RESCUE SERVICES IN ENGLAND 2019

- 6.1 In addition to the above, during 2019 HMICFRS commissioned 'BMG research' to undertake a study of the public perceptions of local fire and rescue services across England. The Survey concentrated on the public's views of local fire and rescue services' activities.
- 6.2 The public perception survey in Tyne and Wear highlighted 89% of respondents perceived TWFRS to be an effective Service; the national average was 86%.

7 LOOK FORWARD

- 7.1 HMICFRS have now confirmed that the second cycle of inspections will commence in spring 2020, with TWFRS being allocated into inspection tranche 1: spring / summer 2020.
- 7.2 Inspection activities will commence from February 2020, including engagement visits from our newly appointed Service Liaison Lead (SLL) and existing HMI. As with the first inspection, comprehensive data and information submissions, together with a full review of our strategic documentation will form part of the process. Key elements of the inspection include Discovery Week (6 June 2020) and Fieldwork Week (27 July 2020).

8 CONCLUSION

- 8.1 HMICFRS have identified in The State of Fire and Rescue Report a significant variation in operational effectiveness, efficiency and Services' approach to people management across the Sector.
- 8.2 Specifically for TWFRS it has provided the opportunity to identify improvement opportunities, which will support the Service in achieving the vision of '*Creating the Safest Community*'.

- 8.3 As a result of the 2018/19 inspection of TWFRS, a self-identified Post Inspection Improvement Plan was formulated following receipt of our HMICFRS Inspection Report, setting out 32 improvement areas, with 85 specific improvement actions.
- 8.4 Positive progress against the actions has been made, with action and monitoring by the Senior Management Group (SMG). Of the 85 improvement actions, 54 have been completed to date, with the remaining actions broadly on target for completion, with a clear focus on ensuring the action plan is addressed as we prepare for the next round of inspection.
- 8.5 Ongoing internal review of our performance and evaluation of our processes will ensure the Service drives continuous improvement and addresses areas highlighted from HMICFRS inspections, as we seek to deliver in an effective, efficient and inclusive way.
- 8.6 The Service will now prepare for the second full HMICFRS Inspection, taking place in spring / summer 2020.

9 RISK MANAGEMENT

- 9.1 The Service has a robust improvement plan in place to ensure we address areas for improvement (AFI) presented by HMICFRS, as well as areas identified internally by our Senior Management Group.

10 FINANCIAL IMPLICATIONS

- 10.1 In managing the Services process to prepare for the HMICFRS Inspection and interactions with the Service Liaison Lead, a temporary team was established, comprising of a Station manager, Watch Manager and Administrative Assistant. The costs associated with this provision are equivalent to £141,081 per annum, at current rates of pay.
- 10.2 This coordination, support and engagement provision is currently being evolved to consider the benefits of a broader Business Improvement team, which will be evaluated to ascertain what substantive roles may be required going forward.

11 EQUALITY AND FAIRNESS IMPLICATIONS

- 11.1 The Authority and Service have a strong commitment to equality, diversity and inclusion. The findings of the first HMICFRS inspection cycle highlight that further work is needed across the Sector. By building on the recommendations, both those specific to TWFRS and those in the national report, the Authority will continue to strengthen its work in equality and inclusion as we seek to further diversify our workforce to better reflect the communities we serve.

12 HEALTH AND SAFETY IMPLICATIONS

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

13 RECOMMENDATIONS

13.1 The Authority is recommended to:

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

BACKGROUND PAPERS

The following Background Papers refer to the subject matter of this report:

- HMICFRS Report: An Inspection of Tyne and Wear Fire and Rescue Service 2018/19
- HMICFRS Report: State of Fire and Rescue Service: The Annual Assessment of Fire and Rescue Services in England 2019
- Public Perception of Fire and Rescue Services in England 2019
- Appendix A: HMICFRS Inspection 2018/19 – All FRS Grades

HMICFRS Inspection 2018/19 - ALL FRS GRADES

FRS	SUMMARY			EFFECTIVENESS					EFFICIENCY		PEOPLE				Tranche
	EFFECTIVENESS	EFFICIENCY	PEOPLE	Q1	Q2	Q3	Q4	Q5	Q1	Q2	Q1	Q2	Q3	Q4	
AVON	RI	RI	I	G	RI	I	RI	G	RI	G	I	G	I	RI	T1
BEDFORDSHIRE	G	RI	RI	G	RI	RI	G	G	RI	RI	RI	G	RI	RI	T1
BUCKINGHAMSHIRE	RI	RI	G	G	RI	RI	RI	G	RI	RI	G	G	G	RI	T3
CAMBRIDGESHIRE	G	G	G	G	G	G	G	G	G	G	G	G	G	G	T1
CHESHIRE	G	G	RI	G	G	G	G	G	G	G	RI	G	RI	G	T1
CLEVELAND	G	G	G	G	G	G	G	G	G	G	G	G	RI	G	T3
CORNWALL	RI	RI	G	RI	G	RI	I	G	RI	G	G	G	G	RI	T1
CUMBRIA	G	G	RI	G	G	G	G	G	G	G	RI	G	RI	RI	T3
DERBYSHIRE	G	G	G	RI	G	G	G	G	G	G	O	G	G	RI	T3
DEVON AND SOMERSET	G	RI	RI	G	G	G	RI	G	RI	G	RI	G	RI	RI	T3
DORSET AND WILTSHIRE	G	G	G	RI	G	G	G	G	G	G	G	G	G	G	T2
DURHAM AND DARLINGTON	G	G	RI	RI	G	RI	G	G	G	G	G	G	RI	RI	T3
EAST SUSSEX	RI	G	RI	RI	RI	RI	G	G	G	G	RI	RI	RI	RI	T3
ESSEX	RI	RI	RI	RI	RI	RI	G	G	RI	G	I	RI	RI	G	T3
GLOUCESTERSHIRE	RI	RI	RI	RI	RI	I	RI	RI	RI	RI	I	RI	RI	RI	T3
GREATER MANCHESTER	RI	RI	RI	G	RI	RI	G	RI	RI	G	RI	RI	I	RI	T2
HAMPSHIRE	G	G	RI	G	G	RI	G	G	G	G	RI	G	RI	RI	T1
HEREFORD AND WORCESTER	G	RI	RI	G	RI	G	G	G	RI	G	RI	G	RI	RI	T1
HERTFORDSHIRE	RI	RI	RI	RI	RI	G	G	G	RI	RI	RI	RI	RI	RI	T1
HUMBERSIDE	G	G	RI	G	G	RI	G	G	G	G	G	RI	RI	RI	T2
ISLE OF WIGHT	G	G	RI	G	G	RI	G	G	G	G	RI	G	RI	RI	T1
ISLES OF SCILLY	G	G	RI	G	G	RI	G	N/A	G	RI	RI	RI	RI	RI	T1
KENT	G	G	G	G	G	RI	G	G	G	G	G	RI	G	G	T2
LANCASHIRE	G	G	G	G	G	G	G	G	G	G	O	G	G	G	T1
LEICESTERSHIRE	RI	RI	RI	G	G	RI	RI	G	RI	G	RI	RI	RI	RI	T2
LINCOLNSHIRE	G	G	RI	G	G	RI	G	G	G	G	RI	RI	G	RI	T1
LONDON	RI	RI	RI	G	G	RI	RI	G	RI	RI	RI	I	RI	RI	T3
MERSEYSIDE	G	G	G	G	O	G	G	O	G	G	G	G	RI	G	T2
NORFOLK	RI	RI	RI	RI	RI	RI	G	G	RI	G	RI	G	RI	RI	T2
NORTH YORKSHIRE	G	RI	RI	RI	RI	G	G	G	RI	RI	G	G	RI	RI	T3
NORTHAMPTONSHIRE	RI	RI	RI	G	RI	RI	I	RI	RI	RI	G	I	RI	RI	T2
NORTHUMBERLAND	RI	RI	RI	RI	RI	RI	RI	G	RI	RI	RI	RI	RI	RI	T2
NOTTINGHAMSHIRE	RI	RI	RI	RI	RI	G	RI	G	RI	RI	RI	RI	RI	RI	T2
OXFORDSHIRE	G	G	G	RI	G	G	G	G	G	G	O	G	G	RI	T2
ROYAL BERKSHIRE	G	G	G	G	G	G	G	G	G	G	G	G	RI	G	T2
SHROPSHIRE	G	G	G	G	G	RI	G	G	G	G	G	G	G	RI	T2
SOUTH YORKSHIRE	G	G	G	G	G	G	G	G	G	RI	G	G	G	G	T3
STAFFORDSHIRE	G	G	G	G	G	G	G	G	G	G	O	G	G	G	T3
SUFFOLK	G	G	G	G	RI	RI	G	G	G	G	G	G	G	RI	T3
SURREY	RI	I	RI	G	RI	RI	RI	G	I	RI	RI	RI	RI	RI	T1
TYNE AND WEAR	G	G	G	G	RI	G	G	G	G	RI	G	RI	G	RI	T2
WARWICKSHIRE	G	G	RI	G	G	RI	G	G	G	G	G	G	RI	RI	T1
WEST MIDLANDS	G	G	G	G	G	G	O	G	G	G	RI	G	G	RI	T2
WEST SUSSEX	RI	RI	I	RI	RI	I	RI	RI	RI	RI	RI	RI	I	RI	T2
WEST YORKSHIRE	G	G	G	G	G	G	G	G	G	G	G	G	G	G	T3

Met FRS

Outstanding
Good
Requires Improvement
Inadequate

T1	14
T2	16
T3	15

TYNE AND WEAR FIRE AND RESCUE AUTHORITY

Item No. 6

MEETING: POLICY AND PERFORMANCE COMMITTEE: 10 FEBRUARY 2020

SUBJECT: INCIDENT RESPONSE STANDARDS – QUARTER 3 PILOT UPDATE

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

1 INTRODUCTION

- 1.1 The purpose of this report is to provide Members with an update regarding the pilot of incident response standards to the end of Quarter 3 (Q3), period 1 April 2019 to 31 December 2019 and seek an extension to the pilot to enable alignment with the review of the Integrated Risk Management Plan (IRMP).

2 BACKGROUND

- 2.1 The Authority's strategy has been to respond as quickly as possible to incidents whilst prioritising those where there is a higher risk to life and property. Our current strategy is:

'We aim to respond to emergency incidents as quickly as possible, prioritising our response to incidents where there is significant risk to life and property'

- 2.2 Members will recall the previously approved draft response standards as set out below (min 45/18 refers):

- to answer 96 per cent of 999 calls within 7 seconds;
- to dispatch resources to emergency incidents within an average 1 minute of answering the call;
- for the first fire engine to arrive within an average of 6 minutes from being dispatched to risk level 1 incidents;
- for the second fire engine (if required) to arrive within an average of 8 minutes from being dispatched to risk level 1 incidents;
- for the first fire engine to arrive at an incident in Tyne and Wear where there is significant risk to life and property within 8 minutes in more than 90 per cent of occasions; and

- for the first fire engine to arrive at an incident in Tyne and Wear where there is significant risk to life and property within 10 minutes in more than 95 per cent of occasions.
- 2.3 In addition to these standards our focus remains to respond to emergency incidents as quickly as possible, prioritising our response to incidents where there is significant risk to life and property.
- 2.4 An update was provided to Members at the end of Quarter 1 (Q1) for the period 1 April 2019 to 25 June 2019 (min 3/19 refers) where Members were advised that due to the relatively small data set that further detailed monitoring and analysis would continue throughout the pilot.
- 2.5 There remains a level of uncertainty regarding the medium to long term financial position of the service due to there being only a one year settlement for 2020/21. Added to this, the forthcoming Comprehensive Spending Review (CSR) is due to take place in summer 2020, the outcome of which will determine our financial settlement. Should further reductions in spending power result from this, the impact on our ability to meet our response standards may be challenging.

3 INCIDENT RESPONSE STANDARDS - PILOT UPDATE

- 3.1 Performance against the draft response standards is set out in table one and demonstrates that the public receive a swift response, with fire engines responding to our highest risk incidents well within the draft times set.
- 3.2 Taking account of the draft targets set for the pilot, the time for the arrival of the first fire appliance to risk level 1 incidents is well within the draft time set: target 6 minutes: actual 5 minutes 6 seconds.
- 3.3 A key aspect of the response standards pilot is to consider and evaluate the performance areas, as set out in table one below. Work is ongoing to analyse the factors influencing this performance, particularly the time to dispatch resources, where the data highlights the dispatch of resources to emergency incidents is outside of the draft target set for the pilot.
- 3.4 An initial review of time to despatch resources has confirmed that the call handling process ensures the correct and effective allocation of resources to each the incident type, providing assurance that the appropriate weight of initial response to an emergency incident achieved. Work will continue to analyse the processes of mobilisation of resources.

Description	Target	Actual
To answer 96 per cent of 999 calls within 7 seconds	96%	97%
To dispatch resources to emergency incidents within an average 1 minute of answering the call	00:01:00	00:01:30
First fire engine to arrive within an average of 6 minutes from being dispatched to risk level 1 incidents	00:06:00	00:05:06
Second fire engine (if required) to arrive within an average of 8 minutes from being dispatched to risk level 1 incidents	00:08:00	00:07:05
First fire engine to arrive at an incident in Tyne and Wear where there is significant risk to life and property within 8 minutes in more than 90 per cent of occasions	90%	89%
First fire engine to arrive at an incident in Tyne and Wear where there is significant risk to life and property within 10 minutes in more than 95 per cent of occasions	95%	95%

Table one: Performance against draft response standards: 1 April 2019 to 31 December 2019.

- 3.5 The data and information gathered from the pilot to date is supporting a detailed analysis of the response arrangements for the Service, following the implementation of previous IRMP reviews. There remains a requirement to further analyse the draft response standards to fully understand the information and what is influencing performance.

4 LOOK FORWARD

- 4.1 With the intelligence gathered to date and the current analysis and evaluation of the information in progress, further detailed work is required in conjunction with the update and refresh the services Community Risk Profile to inform our future IRMP. In aligning this work, Members are requested to agree extending this pilot for up to a period of 12 months.
- 4.2 In addition to the above, the ongoing financial uncertainty remains, as set out in section 2.5 of this report. The significant reduction in spending power over the past decade has been a significant challenge for this Service. No withstanding this, the dedicated and professional staff across the service are committed to continuous improvement. The extension of this pilot will further support our work in not only improving our Response arrangements but will also support our approach to the Prevention and Protection services to the Community we serve.

5 RISK MANAGEMENT

- 5.1 The extension of this pilot will provide the opportunity to both gather and analyse despatch, response and operational data and information for the Service. This data will be used in conjunction with the revised Community Risk Profile to inform the future Integrated Risk Management Plan.

6 FINANCIAL IMPLICATIONS

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

7 EQUALITY AND FAIRNESS IMPLICATIONS

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

8 HEALTH AND SAFETY IMPLICATIONS

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

9 RECOMMENDATIONS

9.1 The Authority is recommended to:

- a) Note the content of this report
- b) Agree an extension to the pilot response standards project of up to 12 months
- c) Receive further reports as necessary

BACKGROUND PAPERS

The under noted mentioned background papers refer to the subject matter of the above report:

- Incident Response Standards – December 2018
- Incident Response Standards – Pilot Update July 2019