

**TYNE AND WEAR FIRE AND RESCUE AUTHORITY**

**Item No 4**

**MEETING: POLICY AND PERFORMANCE COMMITTEE: 22<sup>ND</sup> FEBRUARY 2021**

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**SUBJECT: QUARTER THREE PERFORMANCE REPORT 2020/21**

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

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## **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 (TWFRS) performance for Quarter Three (Q3) 2020/21.

## **2 BACKGROUND**

- 2.1 The Q3 Performance Report 2020/21 provides a comprehensive overview of the organisation's performance in relation to key performance indicators for 01 April 2020 to 31 December 2020.
- 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 The COVID-19 pandemic and local and national lockdown restrictions had an impact on our prevention and protection activity and our performance indicators.

## **3 Q3 2020/21 PERFORMANCE**

- 3.1 The Service have achieved, or are within 10% of achieving 13 of the 16 performance indicator targets.
- 3.2 Q3 2020/21 performance highlights are compared with Q3 2019/20:
- Zero fire fatalities in accidental dwelling fires (LI01)
  - One fatality from all fires (LI02)
  - 5% (17) increase in accidental dwelling fires
  - 41% (34) increase in injuries from accidental dwelling fires
  - 52% (16) injuries from accidental dwelling fires occurred in the kitchen.
  - 7% (94) decrease in primary fires



- 3.3 The total number of emergency calls received (20,774) and total number of incidents attended (11,829) have both seen reductions in comparison to the previous year, with calls reducing by 5% (1,151) and incidents reducing by 8% (1,016).
- 3.4 There are areas of significant positive performance such as reductions in secondary fires, false alarms and primary fires.
- 3.5 It is pleasing to note that there have been zero deaths in accidental dwelling fires (LI01) even though people are spending an increased amount of time in their homes due to the restrictions associated with the COVID-19 pandemic. This is a significant achievement as there were 3,528 HSCs carried out which is a reduction of 83% on the same period last year. This reduction can be attributed to the COVID-19 restrictions in place. Our prevention and education teams have adapted their ways of working and now carry out a pre-visit fire risk assessment over the telephone, with a visit only made to the property if the occupier is deemed at higher risk and responses determine that a visit is required. We will be using this way of working as the basis for reviewing our HSC programme and how we will go about this in the future.
- 3.6 It is notable that indicators relating to dwelling fires (LI08, LI09 and LI10) and injuries (LI03 and LI05) are either red or amber in relation to their target for this reporting period. This could be linked to more people being at home for longer periods of time during the pandemic and thereby increasing the risk of fire and associated injuries at home.
- 3.7 One of the driving factors in the reduction in LI16 deliberate secondary fires of 13% (430) can be attributed to the COVID-19 lockdown measures, which has required the public to limit travel and outdoor activity with Police taking enforcement action if rules are broken.
- 3.8 All Districts have reported 'Loose Refuse' as the highest type for deliberate secondary fires. Changes to the provision of Local Authorities waste management/recycling facilities during the pandemic has resulted in an increase in fly-tipping of refuse. Although these sites have since re-opened there remains restrictions on the number of items that can be disposed of and in many cases, appointments must be pre-booked.
- 3.9 Changes to our Risk Based Attendance Policy (RBAP) affecting Education Premises continues to have a positive impact on performance in attendance at non-domestic false alarms which have decreased by 15% (185).  
To further support the work to drive down unwanted false alarms from non-residential premises the Fire Authority approved the introduction of a charging

policy for repeated false alarms from non-domestic and residential property at its January 2021 meeting.

- 3.10 Our Fire Safety teams have commenced initiatives with the business community to promote self-assessments for some premises during the COVID-19 restrictions. Several videos have also been produced which were presented to the Federation of Small Businesses in order to maintain meaningful engagement with the business community during the pandemic.
- 3.11 Our Corporate Communications team continue to have success in promoting fire safety messages. During Q3, a notable example was a Facebook post relating to a kitchen fire in South Tyneside which reached over 150,000 people and had over 40,000 engagements. The post also reached South Tyneside residents groups and was shared over 700 times. Comments were received from people intending to change their behaviour as a result of the post.
- 3.12 Other significant press releases and Social media posts gave advice pertinent to performance trends identified and high profile incidents, bonfire campaign (including firework seizures) and a call for more body worn cameras to tackle firefighter attacks.

## **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.

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## **BACKGROUND PAPERS**

- Quarter One Performance Report 2020/21
- Quarter Two Performance Report 2020/21