

TYNE AND WEAR FIRE AND RESCUE AUTHORITY

Item No 4

MEETING: POLICY AND PERFORMANCE COMMITTEE 21 FEBRUARY 2022

SUBJECT: 2021/22 QUARTER THREE (YTD) PERFORMANCE REPORT

**JOINT REPORT OF THE CHIEF FIRE OFFICER/CHIEF EXECUTIVE (THE CLERK
TO THE AUTHORITY) THE FINANCE DIRECTOR 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) year to date performance until the end of Quarter Three (Q3) 2021/22.

2 BACKGROUND

- 2.1 This year to date performance report 2021/22, provides an overview of Service performance in relation to Key Performance Indicators (KPIs) for 1 April 2021 to 31 December 2021.
- 2.2 The Covid-19 Pandemic has affected the work of the Service in the first three quarters as we continue our recovery and reintroduced our physical presence in the community as government restrictions eased.
- 2.3 Much of our effectiveness in the community to resolve challenges with such matters as anti-social behaviour is reliant on a multi-agency co-ordinated approach. As Members will appreciate, these partners have also been working within the same constraints as the Service and as lockdown measures eased for all of our community we have seen an increase in activity related to anti-social behaviour and secondary fires. We expect and anticipate this area of work to be a renewed focus for the service and partners in the year ahead.
- 2.4 The Service has committed significant resources into supporting our community through the COVID-19 pandemic supporting the vaccination and testing programs, which has subsequently had an effect on some of our operational and organisational performance indicators.
- 2.5 Data contained in the operational performance report is extracted from the Incident Recording System (IRS) and Community Fire Risk Management Information System (CFRMIS) in relation to incident data and Safe and Well Checks (S&WC).

3 2021/22 OPERATIONAL PERFORMANCE

3.1 The Service have achieved 11 of the 16 Operational targets which remains a similar position to that of this time in the previous reporting period.

3.2 Q3 2021/22 performance highlights are compared with Q3 2020/21:

- There have been 0 fire fatalities
- There has been a 9% (35) reduction in accidental dwelling fires. Injuries resulting from them have decreased by 39% (12)
- 47% (9) injuries from accidental dwelling fires occurred in the kitchen
- There has been a 35% (1,033) increase in deliberate secondary fires
- The average response time for the first appliance was 5 minutes and 56 seconds, this is 4 seconds faster than 2020/21
- 6427 Safe and Well checks have been delivered to high risk households. This is a 106% increase from 2020/21

4 OPERATIONAL PERFORMANCE SUMMARY

4.1 The total number of incidents attended (13,529) has increased by 14% (1,695) in comparison to the previous Q3 with the increase being attributed to a rise in deliberate secondary fires (LI16). This indicator has seen an increase of 35% (1,033 incidents) which has impacted on the associated indicators of LI18 (deliberate refuse fires), LI24 (all fires), and LI32 (all incidents). This can be attributed to the easing of lockdown measures which impacted on last years' performance.

4.2 There has been no fire fatalities (LI02) even though the community have spent a significant amount of time in their homes related to Covid-19 restrictions and guidance. On 8th December 2021 the Prime Minister announced that the Government's 'Plan B' restrictions would be brought into effect which meant people working from their homes where possible.

4.3 Injuries from accidental dwelling fires (LI03) decreased by 39% (12). Within the Gateshead district an article on all aspects of fire safety in the home has been distributed to over 95,000 properties in the borough via the Gateshead Council magazine to further advise and protect our community.

4.4 47% (9) injuries from accidental dwelling fires occurred in the kitchen (LI03). Most fires occur within the Kitchen and one of the initiatives that has taken place during Q3 to target this type of incident includes the distribution of specific kitchen safety advice to Your Homes Newcastle (YHN) tenants.

4.5 There was a 9% (35) decrease in accidental dwelling fires (LI08). We continue to utilise social media and give on scene advice as well as carrying out follow up visits by our Prevention and Education teams to all accidental dwelling fires. These visits ensure working smoke detection is fitted in the property and appropriate fire safety advice is given to the occupiers to prevent future occurrences of this type of incident.

- 4.6 All Districts have reported 'Loose Refuse' as the highest property type for deliberate secondary fires. During the bonfire period within Gateshead an additional refuse uplift vehicle and crew was allocated to remove combustible materials. This vehicle removed approximately 21 tonnes across the borough. Within the Sunderland and South Tyneside districts CCTV, Police, FRS and Local Authority patrols have worked to identify, report and remove loose refuse. Social media messaging, fire stopper awareness as well as letter drops in hotspot areas have also been carried out to educate the community on their responsibilities. When read in conjunction with the paper 'Attacks on TWFRS Staff' (Feb 2022 PPC) these are the incidents that firefighters are most likely to be verbally abused or attacked at. As such, with the increase in deliberate secondary fires, there has also been an increase in attacks on firefighters.
- 4.7 False alarms in domestic premises (LI23) have increased by 7% (134). Throughout the Service area we continue to work with housing providers to reduce alarms. In the Newcastle district monthly meetings are held with housing providers and Prevention staff carry out direct contact with occupiers to offer safety advice. In the Sunderland district we continue to work with 'Gentoo' to challenge alarm actuations in their premises, along with ensuring direct intervention to tall building premises so that specific safety advice can be given to residents of this type of property.
- 4.8 False alarms in non-domestic premises (LI22) have increased by 11% (117). Leaflets giving cooking advice have been distributed to student accommodation within the Newcastle district with the aim of reducing these incidents. Our Fire Safety teams are working directly with hospitals with the aim of reducing actuations at this type of premises. All Trust Fire Officers have access to and are now utilising Power BI dashboards created by the Service as part of the Digital and Data element of TWFRS 2025, to view their performance. Feedback from the Trust Fire Officers in this regard has been very positive.
- 4.9 Our average response time has improved by 4 seconds to 5 minutes and 56 seconds. (This is the time an appliance is mobilised to the time the appliance is in attendance at the incident). A further piece of research has been tasked to Data and Information to consider our response time over a number of years and to consider the reasons for apparent fluctuations and variance. This paper will be presented to a future meeting and this will include National statistics relating to FRS response times.
- 4.10 Our delivery of Safe and Well checks has seen a significant increase in comparison to 2020/21 when it was severely impacted by the Covid-19 lockdown restrictions and the redeployment of staff to alternative Community Safety activity. We have successfully delivered 6427 Safe and Well checks to high risk premises, which is an increase of 106% from 2020/21 when lockdown restrictions reduced our Safe and Well check delivery.

- 4.11 In conclusion, there are several areas of positive performance. As Covid-19 restrictions are lifted, the Service and our partners are now re-establishing the full range of our comprehensive Prevention and Protection programmes, which we hope should further impact positively on our performance.

5 COVID-19 ACTIVITY

- 5.1 In the true spirit of Community Safety and to support partners in health, volunteers from across the Service, including recently retired staff, have offered their time to assist in COVID Community Safety Activity, and we are extremely grateful for the personal sacrifices they have made.
- 5.2 In March 2020 a Logistics Cell was established to support the community response to the Covid-19 pandemic. The purpose of the Cell is to manage requests for support from our own departments, as well as from external partners. In response to the Covid-19 Omicron variant and the booster vaccination uplift programme, we again stood up our Logistics Cell and deployed our excellent staff volunteers to support our partners and the community.
- 5.3 We have been leading vaccination clinics at Newcastle Racecourse and the Newcastle Eagles Vertu Arena, and we continue to issue lateral flow tests from our Headquarters site at Washington. More latterly we have seconded staff to the Lighthouse Laboratory in Gateshead to support the PCR testing program. The Lighthouse Laboratory is the North East Integrated Covid Hub which is part of the Newcastle upon Tyne NHS Foundation Trust.
- 5.4 From w/c 29 March to w/c 27 December 2021, TWFRS staff volunteers:
- Administered 26,220 lateral flow tests (1188 hours supporting testing)
 - Carried out 14,919 vaccinations (6070 hours supporting vaccination)

6 RISK MANAGEMENT

- 6.1 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.

7 FINANCIAL IMPLICATIONS

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

8 EQUALITY AND FAIRNESS IMPLICATIONS

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

9 HEALTH AND SAFETY IMPLICATIONS

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

10 RECOMMENDATIONS

10.1 Members are recommended to:

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

BACKGROUND PAPERS

The under mentioned Background Papers refer to the subject matter of the above report:

- YTD Quarterly Performance Report (1st April 2021 to 31st December 2021)
- Attacks on TWFRS Staff (PPC FEB 2022)

