

**TYNE AND WEAR FIRE AND RESCUE AUTHORITY
PERFORMANCE AND REVIEW COMMITTEE
MEETING: 30th April 2007**

SUBJECT: Station Plans 2007/08

**JOINT REPORT OF THE CHIEF FIRE OFFICER, CLERK TO THE
AUTHORITY, THE FINANCE OFFICER**

1. PURPOSE

- 1.1 The purpose of this report is to provide Members of the Performance Review Committee with information to agree a structure for the Station Plans 2007/08 (Appendix A).

2. BACKGROUND

- 2.1 In order for the Authority to monitor performance at Station level it develops Station targets that are reported in the annual Station Plans.
- 2.2 The Station Plans are produced in order to highlight the performance of individual stations against their targets via the use of supporting information provided by Community Safety (CS), Arson Task Force (ATF) and Operational Watches.
- 2.3 The Station Plans are continuously developing in order to reflect the Authority's growth in its commitment to embracing a Performance Management culture.

3. DELIVERY

- 3.1 In order to allow for the Authority to provide station targets based on validated data we have revised the publication date of our Station Plans.
- 3.2 The Station Plans will be published on the 1st July 2007 with validated performance data from 2006/07 and targets for 2007/08. As a result of this we will be able to monitor station performance against actual data rather than forecasted data.
- 3.3 In addition to this the Authority will publish a performance summary to all stations on the 1st April. This will provide a snap shot of each station's performance over the past 12 months against their targets based on provisional and unvalidated data.
- 3.4 The performance of the Stations will be monitored throughout the year via the Performance Management System, Functional Management Teams (FMTs) and Watch Manager meetings.
- 3.5 An end of year report 2007/08 will be provided to the Committee highlighting the overall performance of each station.

- 3.6 Through a greater understanding of Station Plans the Committee will have a more enhanced knowledge of the relationship between the target setting process and Station performance reporting process.
- 3.7 The Station Plans will be published on the 1st July via the internet and intranet. This will be followed up by a communication campaign within all station areas highlighting the publication of the station plans.
- 3.8 The Station Plans have been developed by the Performance Management Officer in conjunction with the staff of all 17 Stations.

4. RECOMMENDATIONS

- 4.1 The committee is requested to:
- a) Provide feedback on the structure and development of the Station Plans.
 - b) Endorse the Station Plans 2007/08 subject to (a) above.

South Shields Community Fire Station

Station Plan 2007/08

'creating the safest community'

providing those who reside, work and visit the station area with a modern and effective service with the highest standard of fire safety, fire-fighting and rescue service available

Welcome to the 2007/08 Station Plan for South Shields Community Fire Station (CFS). The importance of each stations performance and contribution to the delivery of our services is vital to the overall success of our Fire and Rescue Service. Through the development of this Station Plan I hope that you are able to recognise the valuable services delivered by South Shields CFS.

The Station Plan not only highlights the past performance of the Community Fire Station but it also demonstrates the achievements and successes of the Arson Task Force and Community Safety teams within the station area. Through the use of performance indicators we are able to measure and monitor the number of incidents we attend along with other aspects of work carried out by station personnel, enabling us to react to areas of performance that may need attention.

The Station Plans form a vital part of our Performance Management Process and with them in place we are able monitor the performance of each station and ensure that we manage our resources effectively and efficiently.

I would like to thank all station personnel and members of the community for their continued support and efforts in making their area a safer place to live. Please feel free to contact South Shields Community Fire Station if you have any questions or comments relating to the issues highlighted within this Station Plan.



Chief Fire Officer – Richard Bull CBE

As Station Manager it is my responsibility to ensure that South Shields Community Fire Station delivers the most effective and efficient services possible to our community.

In meeting the challenge of 'Creating the Safest Community' our performance will be monitored against a number of key performance indicators, in particular those relating to deliberate property fires, malicious calls, deaths and injuries. Together our aim is to reduce the number of incidents we attend and raise Fire Safety awareness in the community through local initiatives and partnerships.

Some of our work has already had an impact such as the vehicle uplift schemes involving targeted work by our local Arson Task Force Team. Other examples are the Community Safety roadshows and the 'Elderly' festival which has allowed us to engage with another of our 'hard to reach' groups. Continuing on these successes with vulnerable groups we will be working closely with the recently appointed 'Advocate' to enable us to actively engage with ethnic minorities and faith groups. These specific initiatives compliment the existing involvement by all Watches in the delivery of the substantial Home Fire Risk Assessment programme, as well as more specific Watch initiatives.

Through the use of statistics, incident data and consultation we are acutely aware of the issues and concerns that affect our community most and through evaluation continue to seek improvements to the services we offer in order to further reduce risk and still provide value for money.

I shall regularly engage with our community and will attend the Community Area Forum (CAF) meetings which provide an ideal opportunity for local residents to express their views and raise any issues directly with me. This also allows me the opportunity to promote the work of Tyne and Wear Fire and Rescue Service and more specifically the excellent work undertaken in particular CAF areas by personnel from South Shields Community Fire Station.

Mentioned above is only a snapshot of some of the areas in which we are engaged. In the future there will be opportunities for a much wider involvement in meeting the needs of our community and through the innovative and proactive work of all our personnel we will continue to focus on achieving our Station Plan.

Please take the time to read this and see for yourself how your dedicated work contributes to our vision.

Regards

Steve Lamb (Station Manager)

Introduction

This Station Plan has been produced in order to provide the personnel of Tyne and Wear FRS with a snap shot of Station and Service performance in 2006/07 and what their targets will be for 2007/08.

In order to ensure that we provide an accurate and true reflection of the incidents attended in 2006/07 we have delayed the publication of the Station Plans 2007/08 to provide you with validated incident data. The information provided within this Station Plan is based on validated data from April 2006 to March 2007.

Through the use of validated data we are also able to provide targets at station level based on actual data rather than using un-validated or forecasted data. As a result of this we are also able to provide examples of the effective prevention work carried out by the Community Safety Teams and Arson Task Force Teams against actual performance.

The following pages outline the improvement of each Performance Indicator at station level for 2005/06, 2006/07 and the stations targets set for 2006/07 and 2007/08.

In order to highlight the performance of South Shields CFS against its 2006/07 target we have used the following traffic light system throughout the Station Plan:

- Green = Greater than or equal to target
- Amber = No more than 2.5% less than target
- Red = Less than 2.5% below target

The Station Plan has been written for both members of the general public and employees of the Tyne and Wear Fire and Rescue Service. It is hoped that both audiences will be able to understand the key areas of performance highlighted throughout the plan. If you have any questions with regard to the Station Plan we would be more than happy to answer them and provide a further explanation.

Built in 2001, South Shields Community fire station was the first of the purpose built Community Stations built by Tyne and Wear Fire Authority. The station is located on John Reid Road, South Shields and covers the east side of South Tyneside District Council and part of Sunderland County Council North. The station covers several council wards; Beacon and Bents, Biddick Hall, Biddick and All Saints, Boldon Colliery, Cleadon and East Boldon, Cleadon Park, Harton, Horsley Hill, Simonside and Rekendyke, West Park, Westoe, Whitburn and Marsden and Whiteleas.



The Community Fire Station houses 2 fire fighting appliances and a total of 56 fire-fighting and support staff. This station is one of only two that provide Tyne and Wear with a rope rescue capability in addition to the community firefighters responding to all types of emergencies. The staff are also the main asset in undertaking a range of Community Safety (CS) activities that are primarily aimed at preventing fires and deaths and injuries in fires.

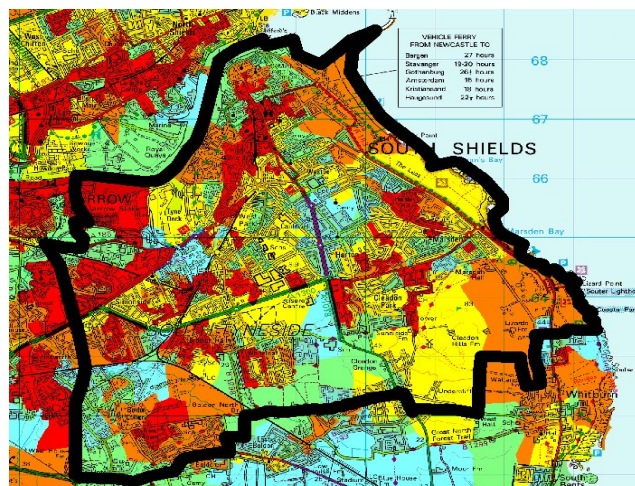
The Community Safety Centre houses the Community Safety Team, Centre Administrator, Young Firefighters Association (YFA), the Arson Task Force (ATF, a collaboration between Fire and Rescue Service and Police personnel) and South Tyneside Council Community Team.

The Community Safety Centre also boasts a full media prepared auditorium seating 120, one meeting room and a computer suite for further educational learning. This entire facility is integrated within a fully functional fire station and accessible to all members of our community.

The population, based on South Tyneside council figures 2001, shows that approximately 87500 people live in the area, predominantly from an Anglo-Saxon background (97%) with small groups (3%) composed primarily of Asian, Black and Chinese. There are in the of 39,700 homes with approximately: -

- > 56% Owner occupied
- > 34% Local authority rented
- > 4% private rented
- > 6% Housing associations

Single parent families occupy of dwelling, with 17.9% single pensioner households. Also of dwellings are households have 3 or more dependant children. Levels of unemployment across the area are 15.8% for the male population and 9.3% for the female population. These figures reflect the socio-economic groups residing within the individual neighbourhoods which can link to the risk of dwelling fires occurring within the area. This is illustrated in the map where the red indicates areas where the risk of having a dwelling fire is well above average, orange is above average, yellow is average, blue is below average and green is well below average.



region

9.6%

29.8% that

The geographical area served by South Shields Community Fire Station varies greatly from: -

- Council areas of South Tyneside and Sunderland north with both private and public dwelling covering approximately 10 square miles.
- A seaside resort with large B&B accommodation and fairground attractions.
- Large sea and riverside risks, with extensive cliff coastline.
- River industries, oilrig, ship repair, ship building.
- Large dockland area.
- Commercial/shopping centres.
- Extensive Industrial estates.
- The Metro Rail and stations.

Station Performance

- Accidental Fires & Fire Casualties
 - Community Safety
- Deliberate Fires & Unwanted Calls
 - Arson Task Force
- Emergency Response
- Home Fire Risk Assessments

The tables below highlights the performance of South Shields CFS in 2005/06, 2006/07, the targets they have been working towards in 2006/07 and the targets that have been set for them to work towards in 2007/08.

Accidental Fires and Fire Casualties:

Accidental Fires and Fire Casualties	2005/06	2006/07*	2006/07 Target**	2007/08 Target***
Number of deaths from accidental dwelling fires	0	0	0	0
Number of injuries arising from accidental fires in dwellings	3	8	3	8
Number of accidental kitchen fires in a domestic property	84	98	81	96
Number of accidental non kitchen fires in a domestic property	27	27	26	27

*The 2006/07 figure is a forecast based on the total number of incidents from 1st April 2006 to 28th February 2007.

** The 2006/07 target was calculated based on the actual performance of the station between 1st April 2005 and 13th March 2006.

*** 2007/08 target was calculated based on the forecasted performance of the station between 1st April 2006 and 28th February 2007.

The key areas of performance to highlight are:

- The continued reporting of 0 deaths from accidental dwelling fires in the station area. In order to reflect the Authority's aim to report 0 deaths each year the station has been set a target of 0 deaths in 2007/08.
- The number of injuries arising from accidental fires in dwellings has more than doubled in 2006/07 with South Shields reporting the 4th highest number of injuries in any of our station areas. In order to set a realistic target for 2007/08 and to provide the station with the resources to tackle all fire related issues they have been set a target of 8 injuries next year, however, they will be working to reduce that number even further.
- An increase of 17% in the number of accidental kitchen fires attended in a domestic property and as a result the station has missed its target of 81 such incidents by 21%. A target of 96 accidental kitchen fires has been set for 2007/08, this should provide the station with an achievable target.
- Although South Shields CFS has reported the same number of accidental non kitchen fires in a domestic property in 2006/07 as in 2005/06 they have still missed their target for the year by 1 incident. A realistic target of 27 accidental non kitchen fires has been set for 2007/08.

Community Safety

In order to provide a safer community the CS team are responsible for the delivery of Home Fire Risk Assessments to properties identified in the station area. In 2006/07 the CS team delivered 126 HFRAs to properties in the South Shields CFS station area, 21 were to properties identified as being high risk (including the elderly and rented accommodation) and 105 were to properties in area classed as less risk.

Deliberate Fires and Unwanted Calls:

South Shields CFS have a higher ratio of deliberate fires when compared with other types of incidents in other station areas. As a result the station will be given more challenging targets to achieve in the second version of the Station Plans which will be published in July 2007.

Deliberate Fires and Unwanted Calls	2005/06	2006/07*	2006/07 Target**	2007/08 Target***
Number of property fires started deliberately	108	93	108	92
Number of vehicle fires started deliberately	98	114	94	114
Number of secondary fires (anti social behaviour) started deliberately	623	722	602	705
Number of malicious false alarm calls attended	30	55	36	50
Number of false alarms due to automatic fire detection from non-domestic premises	342	163	366	147

*The 2006/07 figure is a forecast based on the total number of incidents from 1st April 2006 to 28th February 2007.

** The 2006/07 target was calculated based on the actual performance of the station between 1st April 2005 and 13th March 2006.

*** 2007/08 target was calculated based on the forecasted performance of the station between 1st April 2006 and 28th February 2007.

The key areas of performance to highlight are:

- Although the station area attend a high proportion of deliberate fires they have reduced the number of deliberate property fires attended in 2006/07 by 14% (15 incidents) and as a result they have exceeded their target of 108 such incidents.
- The reduction in the number of deliberate fires started in vehicles has not been reflected in the number of properties fires started deliberately. In 2006/07 the station reported an increase of 16% (16 incidents) compared with the previous year and as a result they missed their target of 94 such incidents by 21%. The Authority have set a provisional target of 114 deliberate vehicle fires but this is likely to change once we have the validated data at the end 2006/07.
- The majority of stations within the Tyne and Wear area have reported a noticeable increase in the number of secondary fires started deliberately. This is reflected within the South Shields CFS area. In 2006/07 we have seen an increase of 16% (99 incidents) on the previous year. In order to reflect the Authority's aim to impact on such incidents the station has been set a challenging target of 705, a reduction of at least 2%.
- The station has seen an increase of 83% in the number of malicious false alarm calls attended in 2006/07. As a result it has missed its target of 36 calls attended by 53% (19 incidents). A realistic target of 50 calls attended has been set for 2007/08, this represents a reduction of 9%.

- Although the table reflects a reduction of 52% for the number of false alarms due to automatic fire detection it should be noted that this is due to a new recording procedure and not due to a reduction in the number of such incidents attended. With the new recording system in place we are now able to report more accurately and as a result we have set a target of 147 such incidents in 2007/08, representing a minimum reduction of 10%

Arson Task Force

Boldon Colliery; initiative to tackle ASB fires; multi agency task force; foot patrols to remove dumper furniture, refuse, secure void properties; work with LA, Home Housing, Environmental; four fortnightly patrols planned; April – August 78 ASB and Sept – Jan 31 ASB

West Harton and Simonside; 10 fires in 1 weekend around All Saints Community Centre; all incidents occurred during afternoon and early evening before community centre opened; engage with youths to make aware of emergencies and consequences; to reduce ASB fires and ASB against FF; involving WM Ray Craig and LA CS department and All Saints CC; WW targeted youths at CC; YOS delivered leaflets to target areas; increased police patrols and Community Wardens: ATF to patrol; 35 ASB in Nov, 3 in Dec and 2 in Jan

West Harton; 7 wheelie bin fires in back lanes in Sept 19th – 30th; night before refuse collection between 11pm and 2am; high proportion leave their wheelie bins in back lane all times; target to get people to take bins in; leaflet distribution by YOS in Oct; Streetscape sent out letters to all residents Oct; police patrol during hours of 11pm – 2am; wheelie bin stickers placed on wheelie bins left out. 5 ASB fires over next 4 months.

Emergency Response:

The table below provides you with a snap shot of South Shields CFS performance and the additional number of incidents attended during 2006/07. Due to reasons beyond our control we are not able to target incidents such as road traffic collisions and Special Service incidents.

Emergency Response	2005/06	2006/07*	2006/07 Target**	2007/08 Target***
Total number of incidents attended:				
Number of accidental domestic property fires	101	125	107	123
Number of all fires started deliberately	829	929	804	911
Number of all unwanted calls	372	218	402	197
Number of all road traffic collisions	26	23		
Number of Special Services	157	172		

*The 2006/07 figure is a forecast based on the total number of incidents from 1st April 2006 to 28th February 2007.

** The 2006/07 target was calculated based on the actual performance of the station between 1st April 2005 and 13th March 2006.

*** 2007/08 target was calculated based on the forecasted performance of the station between 1st April 2006 and 28th February 2007.

The key areas of performance to highlight are:

- Due to an increase in the number of accidental kitchen fires and a continuation in the number of accidental non kitchen fires the station has seen an increase in its total number of accidental domestic property fires. As a result of last years performance the Authority has set a realistic target of 123 such incidents in 2007/08.
- The number of all fires started deliberately has increase by 12% compared with the previous year. This increase can largely be put down to the increase in the number of secondary fires started deliberately. The Authority have set the station a realistic target of 911 deliberate fires for 2007/08, representing a minimum reduction of 2%.
- Due to the new recording procedure for the number of false alarms due to automatic fire detection in non domestic premises South Shields CSF have achieved their target for the total number of unwanted calls. The Authority have set South Shields CFS a challenging target of 197 unwanted calls in 2007/08.
- Although we do not target road traffic collisions we do monitor their occurrence within station areas. In 2006/07 South Shields CFS attend 12% (3 collisions) fewer such incidents. Not only does this reflect a safer community but it also enables the station to utilise their time more effectively in order to train and prepare for other incidents.

The Authority have continued to put considerable effort into reviewing its approach to emergency response, which has been documented in the organisation's Integrated Risk Management Plan (IRMP) 2007/08, a copy of which is available on our web-site, www.twfire.gov.uk. This has been subject to full consultation with representatives of all of our service users. Our primary aim is to ensure that we respond to all emergencies in a manner that is appropriate to the risk involved.

Inspections and Assessments:

In order to provide a safer community the Authority are committed to the delivery of Home Fire Risk Assessments (HFRA's) throughout the Tyne and Wear area. The purpose of a HFRA is to provide fire safety advice to the residents of Tyne and Wear with greater emphasis placed on those who are identified as being at the greatest risk of becoming a dwelling fire casualty.

In 2006/07 the Authority set a minimum target of 1000 'high risk' HFRA's to be carried out within each of its 17 station areas. A 'high risk' HFRA consists of an inspection carried out at a dwelling that is identified as being 'high risk' by the Geographical Information System (GIS).

As a result of this target being set South Shields CFS are set to miss their target by 3%. Based on the Stations performance to the end of February 2007 we forecast that they will deliver 970 HFRAs to high risk properties within their own station area.

To ensure that each of the 4 Watches contributes towards their own stations target they are each allocated 250 HFRAs to be carried out over the 12 month period (April – March). As you can see from the table below each of the Watches delivered a considerable number of HFRAs but it is only the White Watch who are set to achieve their target. We do not set HFRA targets for the Community Safety teams to achieve as their main role in the process is to deliver HFRAs to individuals identified as being less at risk of becoming a dwelling fires casualty.

Home Fire Risk Assessments	2006/07*	2006/07 Target	2007/08 Target**
Number of HFRAs delivered to 'high risk' properties in the station area:			
Blue Watch	235	250	250
Red Watch	233	250	250
Green Watch	208	250	250
White Watch	275	250	250
Community Safety	19		
Total	970	1000	1000

*2006/07 figure is forecasted based on the total figure from 1st April 06 – 28th February 07

*** 2007/08 target is set for the 4 operational watches only

In order to give the stations greater flexibility towards achieving their target of 1000 'high risk' HFRAs in 2007/08 the Authority agreed to apply a weighting of 80/20. This would result in each station being required to deliver 80% (minimum of 800) of their HFRAs to 'high risk' properties as identified via the GIS but 20% (minimum of 200) will be allowed to be delivered to properties perceived to be 'high risk'.

The decision as to whether a particular property is a 'perceived high risk' will come down to the officer in charge and ultimately the Station Manager will be responsible for the management of the target over the 12 month period (April – March).

For us to ensure that our response services are effective we are required to carry out regular inspections. These inspections include that of the water hydrants used to fight fires to make sure that they are in working order. The approach is to work in partnership with the Operations Department who inspect 20% of hydrants each year.

The CFS personnel will check that the remaining 80% are still in place and that there are no obvious problems, in particular, they are not damaged. This will require us to inspect 81 hydrant routes containing, on average, 20 hydrants per route this year.

To ensure the Health and Safety of our fire-fighters, a total of 27 risk assessment inspections will be carried out on the properties identified as constituting some form of risk when involved in fire.

This together with the inspection workloads detailed in the previous section, will be divided up as equally as is possible, between the four Watches based at the CFS, with inspections being rotated year on year to ensure all personnel are familiar with all the risk critical aspects of the station ground.

Capability

As an organisation we strive to ensure that all members of staff, irrespective of their role, have the necessary knowledge, skills and equipment to carry out their duties effectively and safely. We achieve this through a variety of carefully managed training, health and safety and personal development programmes.

The Government is particularly interested in reducing sickness absence levels throughout public service as these can have a significant effect on capability. Tyne and Wear Fire and Rescue Service (FRS) has embraced this aim and all stations have an objective of minimising their sickness absence levels. For South Shields CFS, our aim is to achieve no more than 2.79 shifts per person in 2007/08. The stations forecast for 2006/07 is estimated to be a total of 3.49 shifts per person lost to sickness. The forecasts and targets for each watch can be seen in the table on the following page.

In order to ensure that effective action is taken to react to fluctuations in sickness a management process is in place. It is the responsibility of the Watch Manager to report any sickness issues to the Group Manager where appropriate action would be taken.

Community Engagement

South Shields Community Safety Centre has been open for 5 years and sees a vast number of local companies attending the Centre to hold meetings, seminars and training events. As well as providing a venue, the staff is able to give safety advice in the form of talks and presentations.

Reducing Accidents at Play (RAP)

During October the Centre once again hosted the RAP road show (Reduction of Accidents at Play). The event gives an entertaining way of delivering important safety messages to year 6 school children from around South Tyneside. This year it was decided to expand the event by an additional 2 days to allow more schools from the borough to be invited. The 7 day long initiative covers the following important issues:

- Fire Safety - TWFRS
- Drug awareness – Primary Care Trust School Nurses
- Water safety – Coastguard
- Electrical safety – CE Electric UK
- Safety around rail tracks – Nexus
- First aid – North East Ambulance Service
- Road safety – South Tyneside Council, Road Safety Team

The success of the event is recognised by all agencies involved; in 2006 we had 1081 pupils attend the event.

Older Persons Event

For the second year, South Shields Community Fire Station welcomed 80 'older' people in November 2006 as part of a special afternoon event organised by staff at the Community Safety Centre and South Tyneside Council's Road Safety Team. Building on the previous year's success, people within our community from local shelters, residential bungalow complexes and pensioner associations were invited to attend for a fun and enjoyable afternoon which included some very important community safety messages.

Young Fire-fighters Association

The YFA has now been established 4 years at South Shields and has been successful in the personal development of over 40 young people. The highlights of the branch are 2 High Sheriff Awards for services within the community. The aims and objectives have changed very little in 15 years and include; to aid in personal development, mentally, physically and socially, to help develop leadership qualities and to try new experiences to help develop team qualities and to try new experiences to help develop team skills with mutual support. Anyone interested in joining should contact the station on 4441827.

Summary:

Comparison on previous year using emergency response figures

In 2006/07 the Tyne and Wear Fire and Rescue Service went through a period of restructure and throughout 2007/08 we will see the benefits of the restructure. As part of the restructure each Station will see the introduction of a Station Manager who will be responsible for the delivery of the Station Plan and the overall performance of their particular station.

The Authority will also be moving towards a more structured approach to service delivery based on the five Local Authority areas. As a result of this each station will work towards the needs of its Local Authority area(s).

Performance against average of stations throughout FRS

Summary of
South Shields CFS
Performance & Targets

Performance Summary: South Shields CFS	2006/07*	Target 2006/07	Target 2007/08**
Accidental Fires and Fire Casualties:			
Total number of incidents attended	1881		
Number of deaths from accidental dwelling fires	0	0	
Number of injuries arising from accidental fires in dwellings	8	3	
Number of accidental kitchen fires in a domestic property	98	81	
Number of accidental non kitchen fires in a domestic property	27	26	
Number of accidental fires in a non-domestic premise	To be published July 01 st 2007		
Deliberate Fires/Unwanted Calls:			
Number of property fires started deliberately	93	108	
Number of non-domestic fires started deliberately	To be published July 01 st 2007		
Number of vehicle fires started deliberately	114	94	
Number of secondary (anti social behaviour) fires started deliberately	722	602	
Number of refuse fires started deliberately	To be published July 01 st 2007		
Number of malicious false alarm calls attended	55	36	
Number of false alarms due to automatic fire detection from non-domestic premises	163	366	
Number of false alarms due to automatic fire detection from domestic premises	To be published July 01 st 2007		
Emergency Response:			
% of occasions that the fire is confined to the room of origin	90.7	96.2	95.6

Inspections and Risk Assessments:				
Number of HFRAs delivered to a high risk property		970	1000	1000
Number of Hi – Rise inspections carried out		1	0	0
Number of Residential Care inspections carried out		16	36	63
Number of Licensed inspections carried out		22	88	41
Number of Explosives (Fireworks) inspections carried out		10	32	24
Number of Risk Assessment (72d) inspections carried out		10	27	17
Number of Hydrant routes inspections carried out		33	81	80
Capability :				
Reduce levels of sickness absence (shifts per station)		4.32	2.79	
W	Reduce levels of sickness absence (shifts per watch)	3.69	1.83	
B	Reduce levels of sickness absence (shifts per watch)	5.20	2.6	
R	Reduce levels of sickness absence (shifts per watch)	3.86	4.1	
G	Reduce levels of sickness absence (shifts per watch)	4.53	2.8	

Summary of **Tyne & Wear FRS** **Performance & Targets**

Station Totals (forecast*) 2006/07

Accidental Fires and Fire Casualties		A	C	E	F	G	H	J	K	M	N	Q	S	T	V	W	Y	Z	Total
KPI4b	Total number of deaths from accidental dwelling fires	0	0	1	0	0	0	1	0	0	0	0	0	0	1	0	0	0	3
CFS3	Total number of injuries arising from accidental fires in dwellings	5	2	3	1	7	1	11	8	1	1	2	5	0	9	2	12	2	72
LI5	Total number of accidental kitchen fires in domestic properties	149	103	90	252	41	22	65	98	67	61	37	46	70	93	17	50	3	1264
CFS1	Total number of accidental non kitchen fires in a domestic property	16	28	26	38	9	8	23	27	16	15	8	15	13	27	7	20	1	297
LFS5	Total number of accidental fires in a non domestic property (new 2007)	to be published July 07																	
Deliberate Fires/Unwanted Calls		A	C	E	F	G	H	J	K	M	N	Q	S	T	V	W	Y	Z	
LI2	Total number of property fires started deliberately	71	76	43	66	35	25	66	93	41	73	32	34	55	70	36	56	9	881
LFS4	Total number of non-domestic fires started deliberately (new 2007)	to be published July 07																	
LI3	Total number of vehicle fires started deliberately	106	100	42	82	59	47	71	114	75	103	128	63	79	58	33	46	3	1209
KPI1c	Total number of secondary fires started deliberately	546	622	304	811	503	279	493	722	601	767	660	618	610	569	386	455	57	9003
LI10	Total number of refuse fires started deliberately (new 2007)	to be published July 07																	
LI4	Total number of malicious false alarm calls attended	32	117	49	71	13	9	27	55	32	58	35	33	33	62	10	16	1	653
LI6	Total number of false alarms due to automatic fire detection from non-domestic premises	80	743	300	155	63	61	140	163	96	514	154	145	144	177	67	163	0	3165
LI11	Total number of false alarms due to automatic fire detection from domestic premises (new 2007)	to be published July 07																	
Inspections and Assessments		A	C	E	F	G	H	J	K	M	N	Q	S	T	V	W	Y	Z	
Total number of HFRAs delivered to a high risk property		1209	1382	955	1198	915	985	1078	970	881	720	924	1064	973	1055	978	1085	97	16469
Total number of hi-rise inspections carried out		3	13	3	12	1	0	0	1	15	7	2	1	7	30	4	6	0	105
Total number of residential care inspections carried out		10	12	27	15	9	13	44	16	15	16	4	8	21	22	13	28	1	274
Total number of public entertainment inspections carried out		11	72	11	13	1	12	19	22	21	91	9	14	24	26	1	0	0	347
Total number of explosives inspections carried out		10	13	16	17	13	1	25	11	7	16	6	14	19	7	4	23	3	205
Total number of risk assessments (7 2 d) inspections carried out		15	34	23	32	30	4	33	10	14	39	6	47	23	38	31	16	0	395
Total number of hydrant routes inspections carried out		86	74	100	74	67	24	90	33	51	54	59	65	67	75	27	124	9	1079
Emergency Response		A	C	E	F	G	H	J	K	M	N	Q	S	T	V	W	Y	Z	
% occasions fire confined to room of origin		98.9	95.0	95.6	96.1	86.1	96.3	86.7	90.7	91.4	97.3	89.1	84.7	100	97.3	96.3	83.9	100	95.6
Capability		A	C	E	F	G	H	J	K	M	N	Q	S	T	V	W	Y	Z	
Level of sickness absence (Station)		9.44	5.68	8.01	5.72	5.53	4.17	10.29	4.32	6.40	6.27	6.72	5.11	4.91	6.77	6.04	6.12	n/a	
Level of sickness absence (W)		6.84	4.16	6.43	3.19	6.25	0.32	11.11	3.69	2.98	5.68	3.17	11.20	1.87	4.51	7.48	5.85	n/a	
Level of sickness absence (B)		14.67	5.32	7.83	8.64	2.67	4.99	2.38	5.20	4.85	7.01	7.04	4.66	7.48	6.82	10.29	4.66	n/a	
Level of sickness absence (R)		5.55	4.03	11.20	7.30	9.62	5.61	1.79	3.86	9.72	3.20	2.18	1.58	5.85	11.05	4.36	9.33	n/a	
Level of sickness absence (G)		10.71	9.21	5.85	3.77	3.57	5.77	25.89	4.53	8.03	9.20	14.48	2.98	4.44	4.70	2.03	4.66	n/a	

*forecast is based on data taken from 1st April 2006 - 28th February 2007

Station Targets (forecast*) for 2007/08

Accidental Fires and Fire Casualties		A	C	E	F	G	H	J	K	M	N	Q	S	T	V	W	Y	Z	Total
KPI4b	Total number of deaths from accidental dwelling fires	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CFS3	Total number of injuries arising from accidental fires in dwellings	5	2	3	1	7	1	11	8	1	1	2	5	0	9	2	12	2	72
LI5	Total number of accidental kitchen fires in domestic properties	145	100	85	237	40	21	64	96	65	59	36	45	68	91	17	49	3	1221
CFS1	Total number of accidental non kitchen fires in a domestic property	16	28	26	38	9	8	23	27	16	15	8	15	13	27	7	20	1	297
LFS5	Total number of accidental fires in a non domestic property (new 2007)	to be published July 07																	
Deliberate Fires/Unwanted Calls		A	C	E	F	G	H	J	K	M	N	Q	S	T	V	W	Y	Z	Total
LI2	Total number of property fires started deliberately	71	76	43	66	34	25	65	92	40	73	31	33	54	65	35	55	9	867
LFS4	Total number of non-domestic fires started deliberately (new 2007)	to be published July 07																	
LI3	Total number of vehicle fires started deliberately	106	100	42	82	59	47	71	114	75	103	128	63	79	58	33	46	3	1209
KPI1c	Total number of secondary fires started deliberately	541	617	302	804	491	273	482	705	587	760	645	603	596	522	377	444	55	8804
LI10	Total number of refuse fires started deliberately (new 2007)	to be published July 07																	
LI4	Total number of malicious false alarm calls attended	28	103	45	65	13	9	24	50	32	51	35	33	33	55	10	15	1	602
LI6	Total number of false alarms due to automatic fire detection from non-domestic premises	69	645	271	140	62	59	127	147	92	448	151	142	141	154	66	147	0	2861
LI11	Total number of false alarms due to automatic fire detection from domestic premises (new 2007)	to be published July 07																	
Inspections and Assessments		A	C	E	F	G	H	J	K	M	N	Q	S	T	V	W	Y	Z	Total
	Total number of HFRA's delivered to a high risk property	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	1000	65	16065
	Total number of hi-rise inspections carried out	12	40	12	19		0	0	0	9	15	7	2	7	31	6	3	0	163
	Total number of residential care inspections carried out	33	48	75	50	36	24	92	63	29	43	20	19	22	75	17	52	0	698
	Total number of public entertainment inspections carried out	10	55	11	15	5	11	30	41	20	50	18	20	20	25	0	0	0	331
	Total number of explosives inspections carried out	8	19	17	19	16	12	40	24	15	14	9	15	3	3	2	6	0	222
	Total number of risk assessments (7 2 d) inspections carried out	20	46	24	41	27	6	27	17	12	41	11	39	33	39	30	15	0	428
	Total number of hydrant routes inspections carried out	71	62	99	72	60	31	86	80	44	54	67	75	80	88	31	103	17	1120
Emergency Response		A	C	E	F	G	H	J	K	M	N	Q	S	T	V	W	Y	Z	Total
	% occasions fire confined to room of origin	95.6	95.6	95.6	95.6	95.6	95.6	95.6	95.6	95.6	95.6	95.6	95.6	95.6	95.6	95.6	95.6	95.6	95.6
Capability		A	C	E	F	G	H	J	K	M	N	Q	S	T	V	W	Y	Z	Total
	Level of sickness absence (Station)	5.96	5.04	6.49	5.22	4.80	4.00	4.33	4.15	5.48	5.61	4.71	4.01	4.71	5.57	5.13	5.44	n/a	
	Level of sickness absence (W)	5.20	3.99	6.43	3.06	6.00	0.30	7.20	3.54	2.86	5.46	2.98	7.20	1.79	4.24	7.18	5.61	n/a	
	Level of sickness absence (B)	7.20	5.11	7.05	7.20	2.57	4.79	1.66	5.00	4.66	6.73	6.61	4.47	7.18	6.41	7.20	4.47	n/a	
	Level of sickness absence (R)	4.22	3.86	7.20	7.01	7.20	5.38	1.25	3.71	7.20	3.07	2.05	1.52	5.61	7.20	4.19	7.20	n/a	
	Level of sickness absence (G)	7.20	7.20	5.26	3.62	3.42	5.54	7.20	4.35	7.20	7.20	7.20	2.86	4.26	4.42	1.95	4.47	n/a	

*Targets are based on data taken from 1st April 2006 - February 28th 2007

Target Setting for 2007/08

In order to tackle the issues within the South Shields CFS area the Authority generate targets based on the ratio of incidents types attended by the individual stations. For example, a station who attends more false alarms than the majority of other stations will be expected to tackle that specific issue through the setting of a more challenging target.

When this methodology is applied to South Shields CFS the following incident types are highlighted as being more likely to occur in the station area::

- **Level 1 - Deliberate Fires**
- **Level 2 - False Alarms**
- **Level 3 - Accidental Fires**

As a result of the stations past performance the CFS have been set more challenging targets based on the level of occurrence of the incident types. The lower the level the more challenging the target will be for that particular station.

It is important to note that **all incident types are important** and need to be tackled but in order for the Authority to address all incident types they need to tackle specific incidents at station level to achieve its overall aims, goals and targets.

As an Authority we do not apply the same criteria as above to deaths and injuries as these types of incidents are a priority for all stations regardless of how well a station has or is performing.

Contacting your local Community Fire Station:

The Tyne and Wear Fire & Rescue Service encourage the integration of their Fire Stations within local communities. We would welcome any questions or requests from residents and the local workforce.

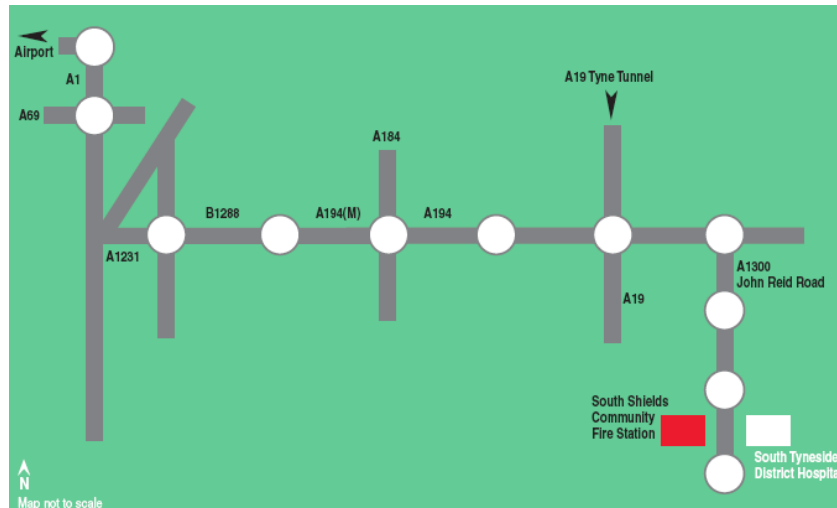
Our Community Fire Stations are equipped with suitable meeting and recreational facilities, if you would like to find out more about the facilities on offer or you would just like to ask any member of the CFS a question please use one of the methods highlighted below:

Post: South Shields Community Fire Station
John Reid Road
South Shields
NE34 8FS

Telephone: 0191 444 1820

Email: station.kilo@twfire.gov.uk

or you can call in



If you have any comments or questions relating to this document please contact:

Chris Maude
Performance Management Officer

Telephone: 0191 444 1547

Email: chris.maude@twfire.gov.uk

www: <http://intranet/performance>