

TYNE AND WEAR FIRE AND RESCUE AUTHORITY

Item No 4

MEETING: POLICY AND PERFORMANCE COMMITTEE 8 NOVEMBER 2021

SUBJECT: 2021/22 QUARTER TWO 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 Two (Q2) 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 30 September 2021.
- 2.2 The Covid-19 Pandemic has affected the work of the Service in the first two quarters as we continue our recovery and reintroduced our physical presence in the community as government restrictions eased.
- 2.3 A lot 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, this has subsequently had an effect on some of our operational and organisational performance indicators although we are increasingly returning to our main functions.

- 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, or are within 10% of achieving 12 of the 16 Operational targets which is a similar position to that of this time in the previous reporting period.
- 3.2 Q2 2021/22 performance highlights are compared with Q2 2020/21:
- There have been 0 fire fatalities
 - Whilst there has been a 4% (10) reduction in the number of accidental dwelling fires, Injuries resulting from them decreased by 19% (3)
 - 62% (8) injuries from accidental dwelling fires occurred in the kitchen.
 - 44% (854) increase in deliberate secondary fires
 - The average response time for the first appliance was 6 minutes and 16 seconds, this is 15 seconds slower than 2020/21
 - 3330 Safe and Well checks have been delivered to a high risk household. This is an 85% increase from 2020/21

4 OPERATIONAL PERFORMANCE SUMMARY

- 4.1 There have been zero deaths from fires (LI02).
- 4.2 The total number of incidents attended (9,202) has increased by 13% (1,043) in comparison to the previous Q2 and we believe a contributing factor is due to the easing of lockdown restrictions compared to the previous year.
- 4.3 Safe and Well visits in the community continue to be triaged to ensure the highest risk households are targeted whilst Service Delivery have recommenced their Safe and Well Visits which amounts to a total of 3330. Most of the safe and well visits completed have been since the start of September as operational crews re-engaged in this activity following the easing of Covid-19 restrictions. This is an increase of 85% on the same period in the previous year. We expect this figure to increase as we continue our recovery into a new normality.
- 4.4 We have seen a 44% (854) increase in deliberate secondary fires across the Service area. We believe a contributing factor is related to the easing of lockdown measures which impacted on last year's performance. When considering year on year performance on this matter for this period of time, these are the highest figures since 2009/10. For this reason, it will be an area of increasing focus and hard targeting for the service and we will seek to work

in partnership and collaboration with partners in driving these types of fires down as they represent a serious anti-social behaviour issue for communities.

- 4.5 All Districts have reported 'Loose Refuse' as the highest property type for deliberate secondary fires. Working with partners and local problem solving groups, we will continue to focus on the uplift of loose refuse by local authorities as a priority. We have recently had success in this regard in the Beacon Lough area of Gateshead. The Service is now reporting accumulations of refuse using the 'Report it' tool.
- 4.6 Social media has been utilised extensively throughout Q2 with posts highlighting the dangers associated with cooking and general kitchen fires, as well as the use of tea lights, reaching over 50,000 people over the period. More recently, a media campaign related to 'darker nights' and the scourge of anti-social behaviour associated with deliberate secondary fires has attracted both local and region wide press interest.
- 4.7 False alarms in domestic premises (LI23) have increased by 2% (26). Throughout the Service area we continue to work with housing providers to reduce alarms activating in domestic premises with Gentoo challenging 77% of actuations from their monitored housing stock as well as delivering fire safety leaflets to their high rise buildings. We consider this good / leading practice in driving down demand on the service.
- 4.8 False alarms in non-domestic premises have increased by 9% (62). Action has been taken in North Tyneside where contact has been made with non-domestic premises who have had multiple attendances. This has resulted in contractors carrying out remedial work on the buildings alarm system. These buildings have had no further attendances following this work. Members will be aware that many commercial premises were closed for periods of time in the 2020/21 reporting period.
- 4.9 Average response times for the reporting period have increased by 15 seconds to 6 minutes 16 seconds when compared to last year. This continues to be more than two minutes faster than the average response time to property fires across English FRS which is reported as 8 minutes and 43 seconds. For TWFRS, response times fluctuate within a time range but have and continue to be consistently lower than the national average and represent a first class response to emergencies when called by the public.

5 COVID-19 ACTIVITY

- 5.1 Members will recall that in March 2020 a Logistics Cell was established to support the community response to the Covid-19 pandemic. The purpose of the Cell was to manage requests for support from our own departments, as well as from external partners. This cell has now been stood down but could be reinstated if the community need changes. Outputs and outcomes from the activity of the logistics cell are reported within the YTD report.

5.2 The tasks carried out by the Logistics Cell have evolved throughout the course of the pandemic but they include:

- Coordination and logistical support to vaccination sites within Tyne and Wear
- Administering vaccinations
- Delivery of PPE
- Lateral Flow testing
- Delivery of supplies to support vulnerable members of the community.
- The service continues to operate a public collection point for lateral flow tests for Sunderland City Council.

5.3 From w/c 29 March 2021 to w/c 27 September 2021 TWFRS staff volunteers:

- Administered 19,705 lateral flow tests (1020 hours)
- Carried out 14,076 vaccinations (5716 hours)

5.4 In total since the beginning of the pandemic TWFRS Staff volunteers have:

- Administered 23,685 lateral flow tests (1212 hours)
- Carried out 18,510 vaccinations (8942 hours)

We consider these to be key community safety activities in the context of the public emergency from covid-19 and highly valued by our partners.

6 Looking forward into Quarter 3

6.1 As part of the Digital Transformation of the Service and TWFRS 2025, we will soon be launching virtual safe and well checks where members of the public will be able to access in depth prevention advice via our website. This is being developed presently by our ICT Developers. We see this complementing our existing face to face delivery approach.

6.2 The Service recognises the increases in deliberate fires and in particular deliberate secondary fires involving loose refuse. We are committed to reducing these occurrences and will continue to work with Local Authority partners to reduce the impact on our communities from this anti-social behaviour. We will seek to continue to be a key and leading partner amongst other organisations in coordinating and directing a joint approach to reducing anti-social behaviour and deliberate fire setting.

6.3 Our Covid-19 Logistics Cell has stood down but the Service remains Ready, Willing and Able to support partners as we work together amidst the pandemic as we enter the winter flu season.

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 30th September 2021)

