

# Tyne and Wear Fire and Rescue Service



## Quarter 1 Performance Report

01 April 2024 to 30 June 2024



**2024/25**

**01 April 2024 to 30 June 2024**

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Our Indicators focus on incidents and fires attended by Tyne and Wear Fire and Rescue Service and a number of other corporate indicators. These indicators are managed, analysed and reported on throughout the year this work helps Tyne and Wear Fire and Rescue Service deliver:-

### **Our Vision**

**“Creating the Safest Community”**

### **Our Mission**

**“To Save Life, Reduce Risk, Provide Humanitarian Services and Protect the Environment”**

### **Our Strategic Goals**



**Service Effectiveness**



**Efficiency**



**People**

### **TWFRS 2025 Programme**

To help us achieve our Vision and Strategic Goals, the Service has developed the TWFRS 2025 Programme that drives and directs Service transformation over a five year period. There are three strategic priorities of this programme:



**Improving Inclusion and Diversification**



**Continuing an All Hazards Approach to Firefighter Safety**



**Enhancing our use of Digital and Data**

## 01 April 2024 to 30 June 2024

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Our Local indicators focus on incidents and fires attended by Tyne and Wear Fire and Rescue Service. These include fire related fatalities, casualties from those fires and response times to those fires, dwelling fires, false alarms and a number of other indicators.

The data contained in this report was ran on 09/07/2024.

Q1 Operational Performance highlights compared with Q1 2023/24:

- 4,307 incidents attended, decreased by 8% (358) and 8% compared to Q1 2023/24 (4665) (LI32).
- Injuries from all fires decreased by 18% (6) compared to Q1 2023/24 (LI05)
- Injuries from accident dwelling fires increased to 8 (LI03) compared to 2023/24 (5).
- 10 of the 28 injuries from all fires were related to cooking.
- The number of accidental dwelling fires has increased by 12% (13) compared to Q1 2023/24 (107)
- An alarm was present in 87% of accidental dwelling fires.
- In 69% of accidental dwelling fires the alarm activated.
- Deliberate fires decreased by 20%, 1232 in Q1 2024/25 compared to 1535 in Q1 2023/24.
- Non domestic fires have increased by 14 (54) of these 24 (44%) were accidental.
- False alarms in domestic premises (LI23) has seen a slight increase of 19 (817) compared to Q1 2023/24 (798). The main reason for activation is 'Cooking/burnt toast.
- False alarms in non-domestic premises have also seen a slight increase of 25 from 347 in Q1 2023/24 to 372 in Q1 2024/25. The main reason for activation is 'Faulty'.
- The overall average response time was 5 minutes 38 seconds, this is 5 seconds faster than Q1 2023/24.
- The average response time for the first appliance to Risk Level 1 was 5 minutes 29 seconds, this is sixteen seconds slower than in Q1 2023/24.
- Appliance availability was 96% for Q1 2024/25 compared to 96.7% for Q1 2023/24.
- 6 attacks on Firefighters, a reduction of 7 from Q1 2023/24.
- A total of 6,877 Safe and Well visits carried out, an increase of 1,072 (18%).
- 394 Fire Safety Audits carried out, 26% of yearly target.



















## TWFRS Performance Against Targets

01 April 2024 to 30 June 2024

<b>Deaths from Accidental Dwelling Fires (LI01)</b>  <span style="font-size: 2em; color: green;">0</span> Target: 0	<b>Deaths from all Fires (LI02)</b>  <span style="font-size: 2em; color: green;">0</span> Target: 0	<b>Injuries from Accidental Dwelling Fires (LI03)</b>  <span style="font-size: 2em; color: red;">8</span> Target: 5 (+60%)	<b>Injuries from all Fires (LI05)</b>  <span style="font-size: 2em; color: green;">28</span> Target: 37 (-24.3%)
<b>Accidental Fires in Dwellings (LI08)</b>  <span style="font-size: 2em; color: red;">120</span> Target: 109 (+10.1%)	<b>Accidental Kitchen Fires in Dwellings (LI09)</b>  <span style="font-size: 2em; color: red;">66</span> Target: 56 (+17.9%)	<b>Accidental Non Kitchen Fires in Dwellings (LI10)</b>  <span style="font-size: 2em; color: orange;">54</span> Target: 51 (+5.9%)	<b>Deliberate Secondary Fires (LI16)</b>  <span style="font-size: 2em; color: green;">991</span> Target: 1,488 (-33.4%)
<b>Deliberate Refuse Fires (LI18)</b>  <span style="font-size: 2em; color: green;">683</span> Target: 862 (-20.8%)	<b>Malicious False Alarms Attended (LI21)</b>  <span style="font-size: 2em; color: green;">34</span> Target: 42 (-19%)	<b>AFA's to Non Domestic premises (LI22)</b>  <span style="font-size: 2em; color: red;">372</span> Target: 316 (+17.7%)	<b>AFA's to Domestic premises (LI23)</b>  <span style="font-size: 2em; color: red;">817</span> Target: 620 (+31.8%)
<b>Total Fires Attended (LI24)</b>  <span style="font-size: 2em; color: green;">1,740</span> Target: 2,376 (-26.8%)	<b>Primary Fires (LI29)</b>  <span style="font-size: 2em; color: orange;">473</span> Target: 434 (+9%)	<b>Total Incidents (LI32)</b>  <span style="font-size: 2em;">4,307</span>	<b>Fires in Non Domestic premises (LI35)</b>  <span style="font-size: 2em; color: orange;">54</span> Target: 51 (+5.9%)

# TWFRS Performance Summary

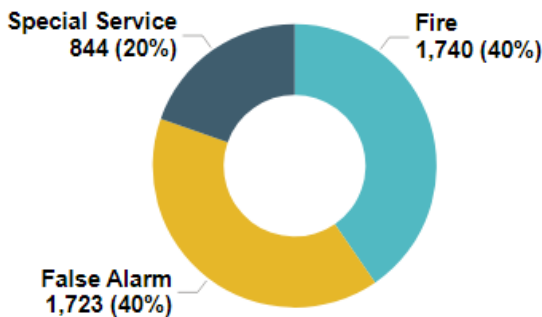
01 April 2024 to 30 June 2024

<b>Fires</b>  <b>1,740</b>  Previous 2,088 -17 %	<b>False Alarms</b>  <b>1,723</b>  Previous 1,676 3 %	<b>Special Service</b>  <b>844</b>  Previous 901 -6 %
<b>Total Incidents</b>  <b>4,307</b>  Previous 4,665 -8 %	<b>Fire Injuries</b>  <b>28</b>  Previous 34 -18 %	<b>Fire Fatalities</b>  <b>0</b>  Previous 3 -3
<b>Accidental Dwelling Fires</b>  <b>120</b>  Previous 107 12 %	<b>Deliberate Fires</b>  <b>1,232</b>  Previous 1,535 -20 %	<b>Non Domestic Fires</b>  <b>54</b>  Previous 40 35 %

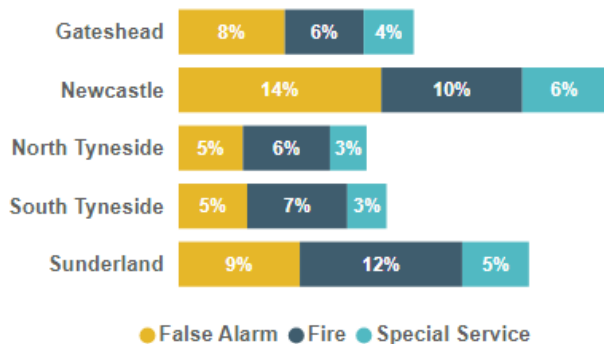
## Incidents by Time of Day

Day & Hour	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Monday	16	20	16	18	12	7	8	14	9	12	12	18	21	22	21	28	29	40	53	48	54	43	31	18
Tuesday	15	20	16	10	7	11	5	12	22	17	30	18	9	19	20	33	27	47	55	59	54	37	29	19
Wednesday	21	11	18	12	9	4	8	9	12	13	22	19	15	19	20	21	33	45	51	65	47	50	27	33
Thursday	23	15	17	12	8	7	5	6	14	10	13	16	28	19	24	24	26	36	44	56	49	36	34	20
Friday	20	21	12	11	5	10	8	13	12	17	20	10	17	18	32	25	31	38	38	58	55	56	40	27
Saturday	31	16	17	11	16	7	9	13	14	15	21	22	28	35	36	39	42	51	53	57	68	47	54	33
Sunday	32	24	19	20	12	12	11	12	11	16	11	28	35	25	34	30	54	52	45	57	59	36	37	19

## Incidents by Type



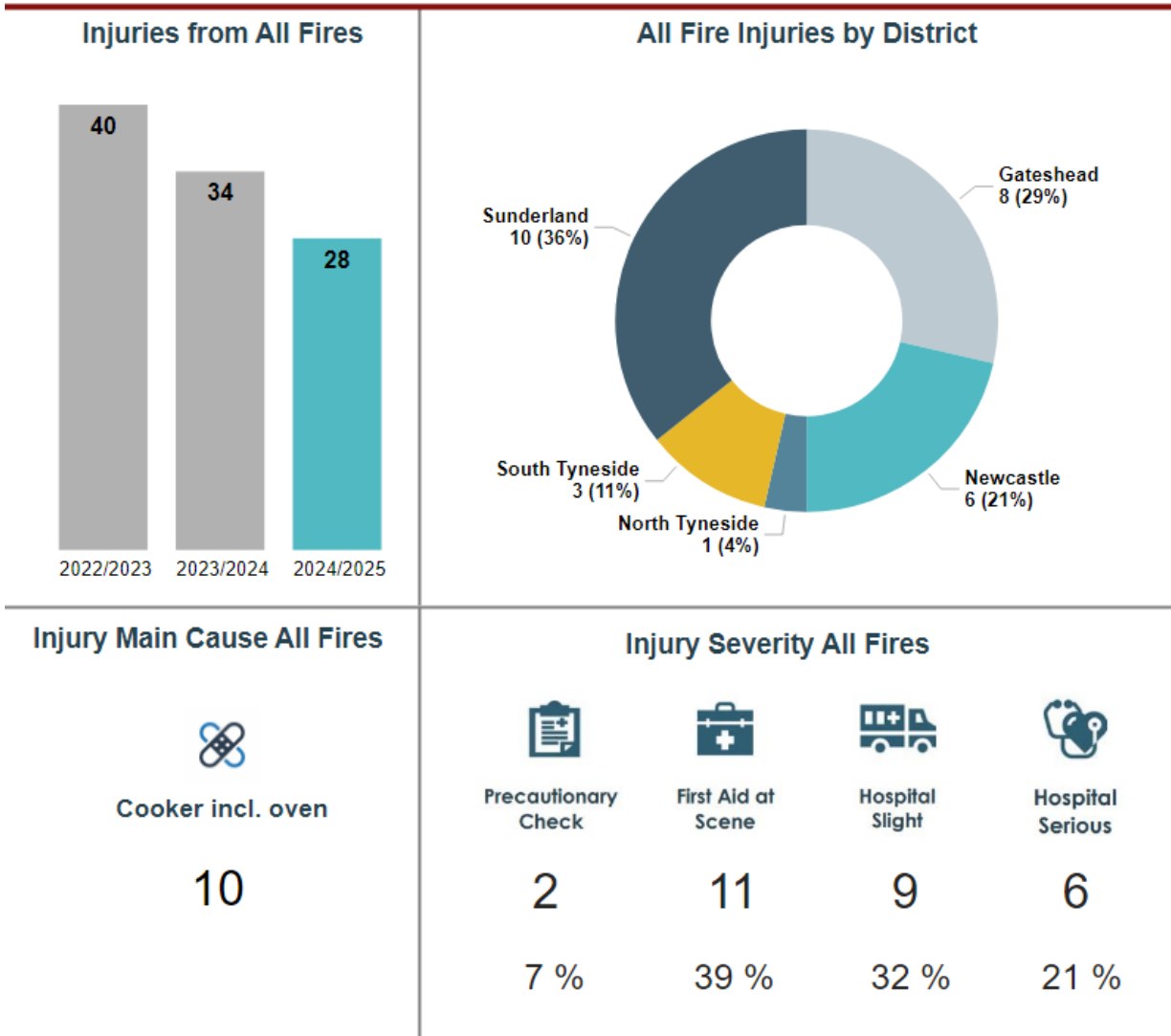
## Incident Types by District



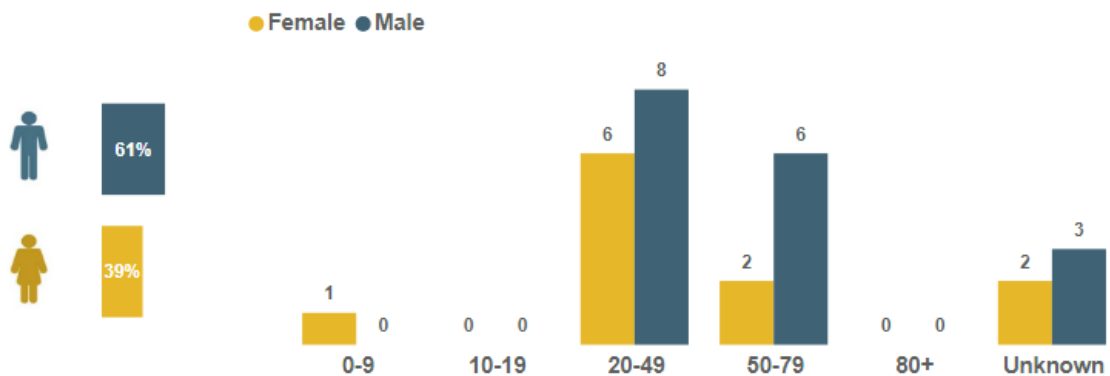
## Injuries from all Fires

Including first aid and precautionary checks

01 April 2024 to 30 June 2024



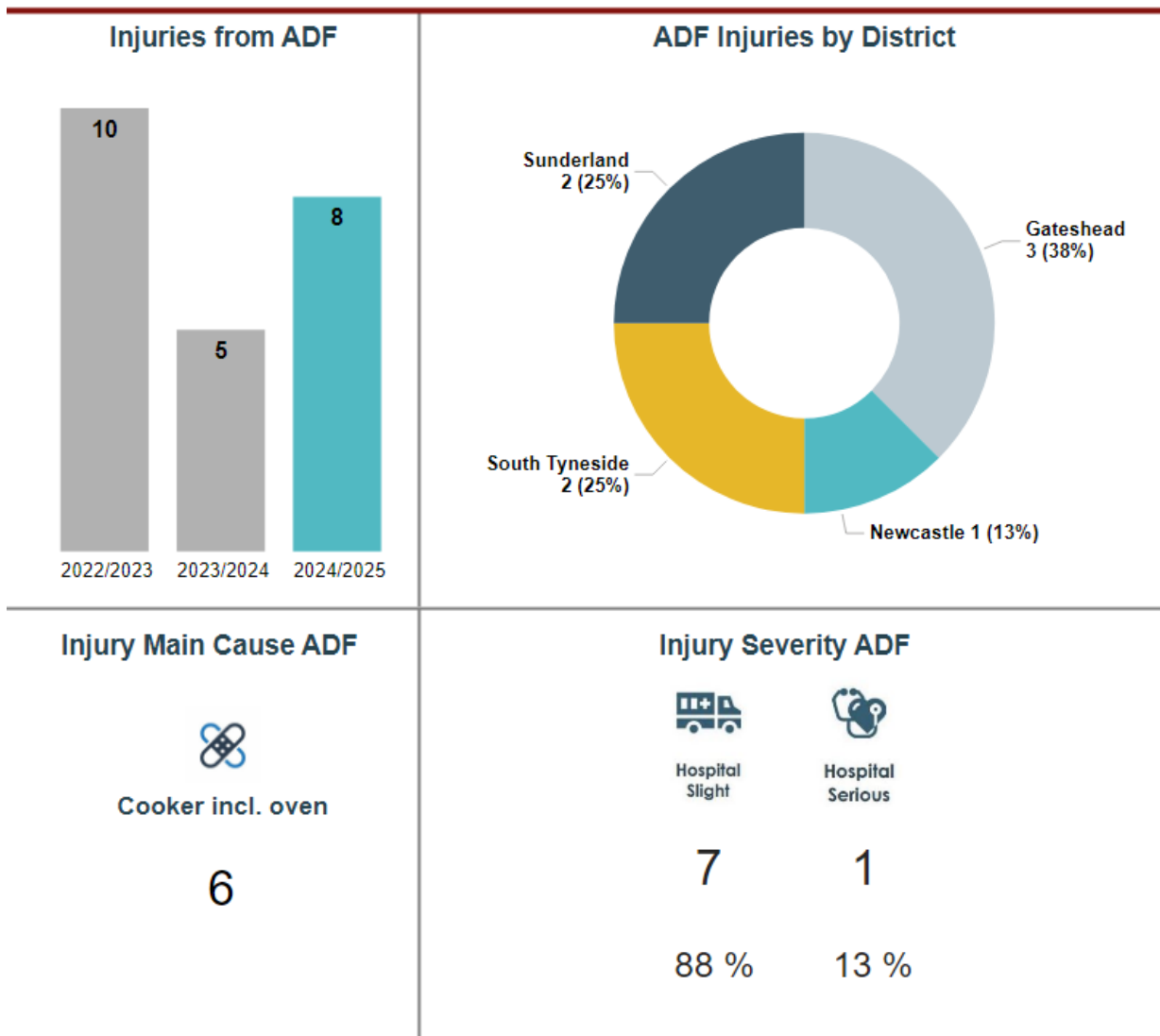
### Victim Age / Gender All Fires



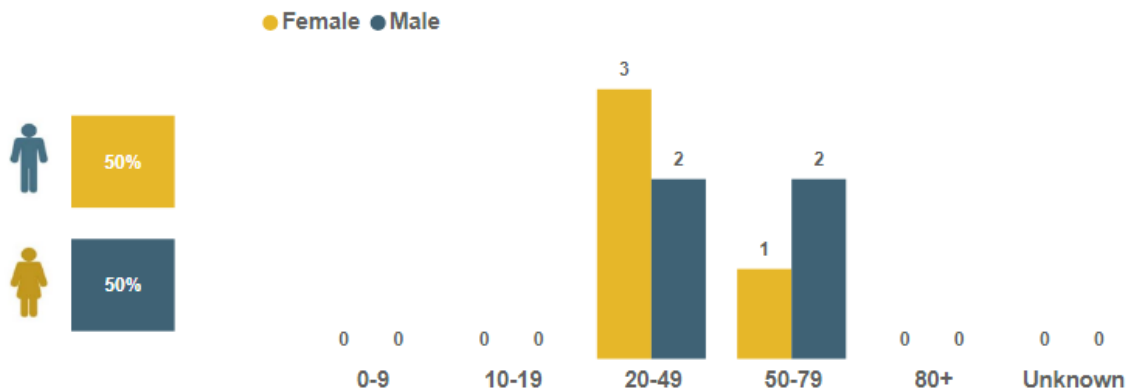
# Injuries from Accidental Dwelling Fires (ADF)

Excluding first aid and precautionary checks

01 April 2024 to 30 June 2024



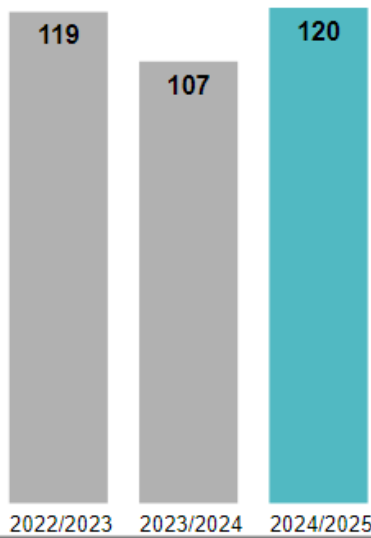
## Victim Age / Gender ADF Injuries



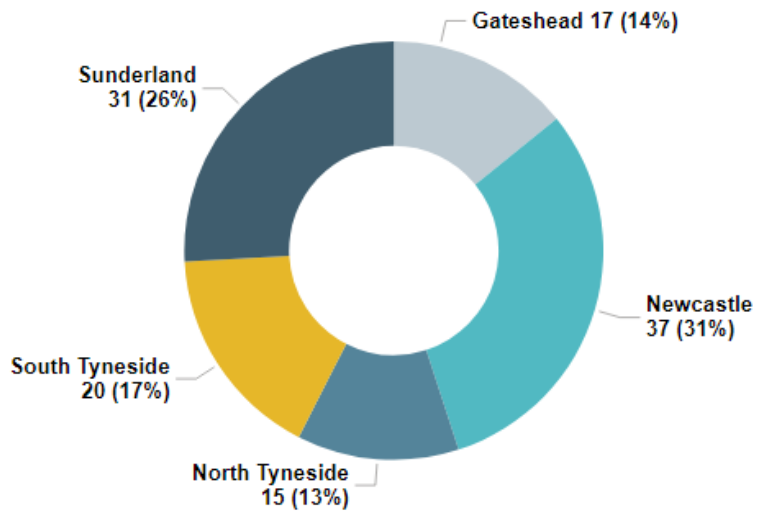
# Accidental Dwelling Fires (ADF)

01 April 2024 to 30 June 2024

### ADF by Year



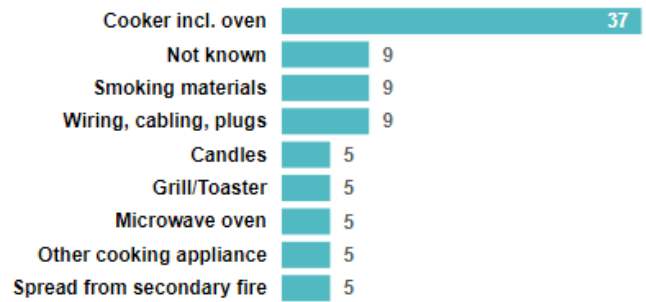
### ADF by District



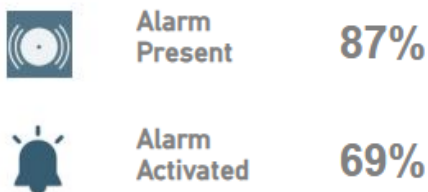
### ADF by Main FRS Action (Top five)

FRS Main Action	Count
Hosereel (high pressure) (HRJ) - tank supply only	52
No firefighting	35
Removal from/of heat source	8
Water - domestic supply	6
Main branch/Jet (J)	3

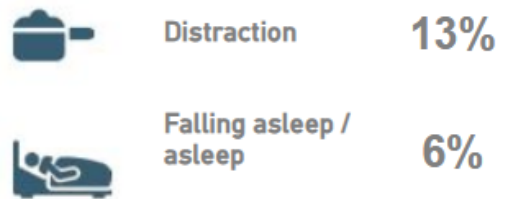
### ADF by Source of Ignition (Top five)



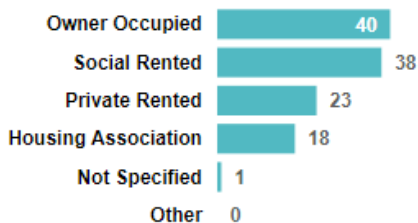
### Alarm Detection and Actuation



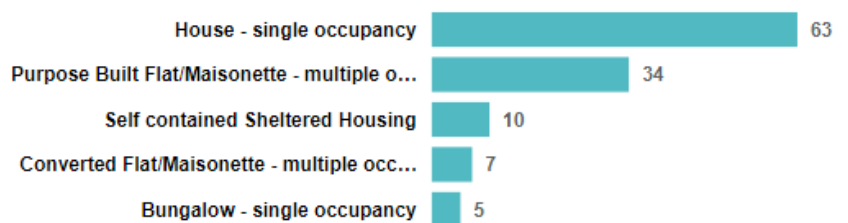
### Human Factors



### ADF by Property Tenure



### ADF by Property Type (Top five)

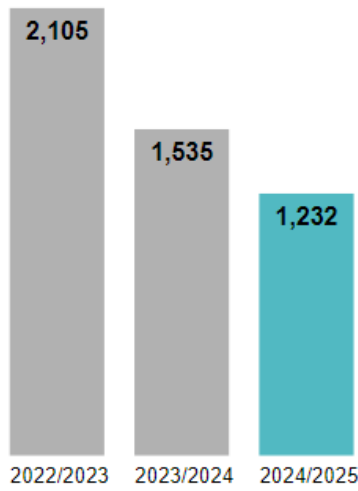




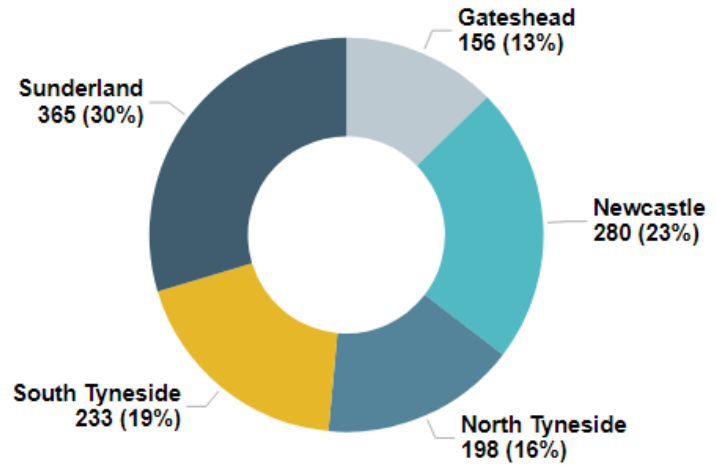
# Deliberate Fires

01 April 2024 to 30 June 2024

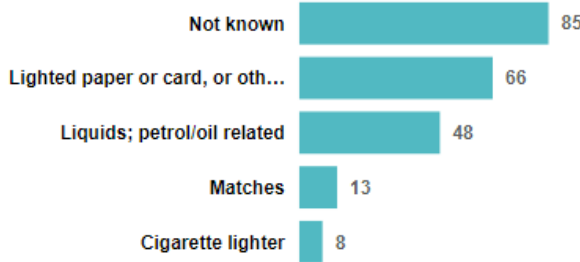
### Deliberate Fires by Year



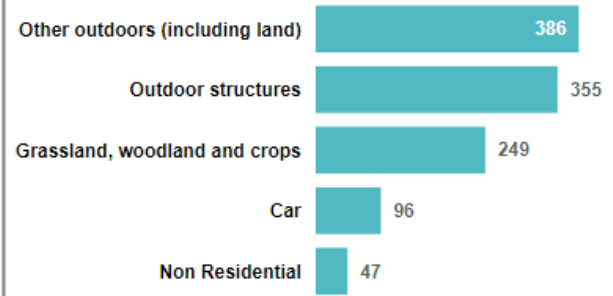
### Deliberate Fires by District



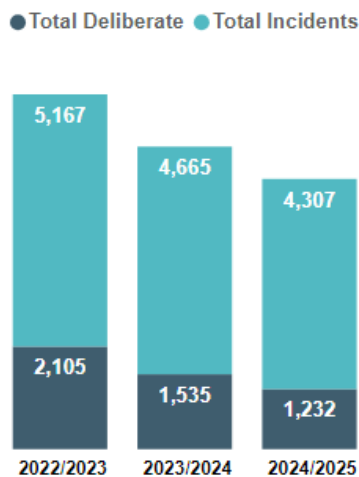
### Deliberate Fires by Ignition Source (Top five)



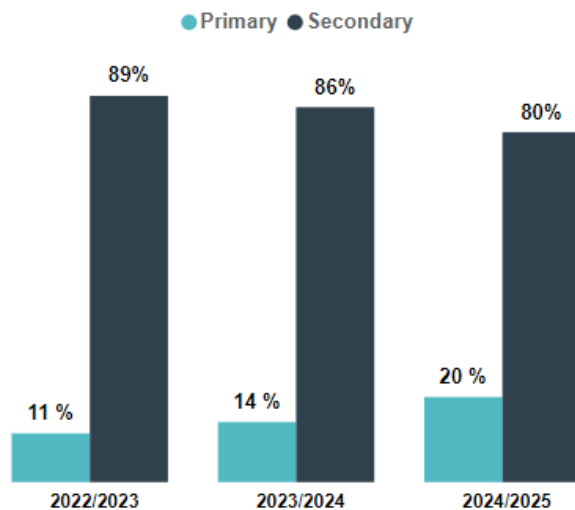
### Deliberate Fires by Property Type (Top five)



### Deliberate Fires Compared to All Incidents

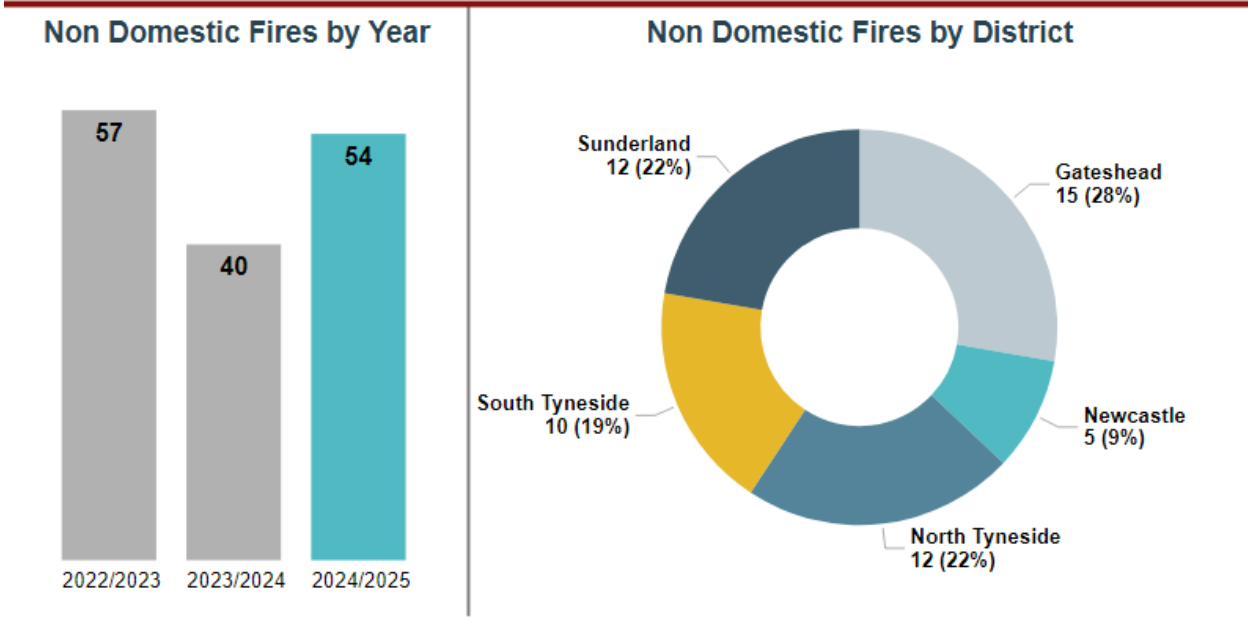


### Deliberate Fires by Classification



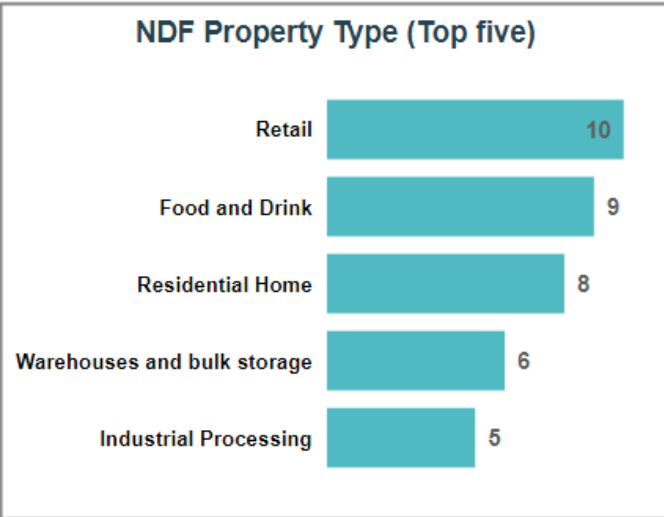
## Non Domestic Fires

01 April 2024 to 30 June 2024



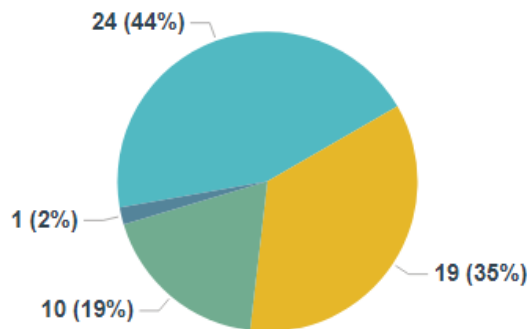
### NDF Main Cause (Top five)

Main Fire Cause	Count
Heat source and combustibles brought together deliberately	28
Fault in equipment or appliance	6
Overheating, unknown cause	5
Other	4
Faulty fuel supply - electricity	3



### Non Domestic Fires by Motive

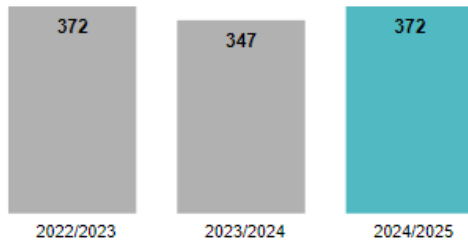
● Accidental 
 ● Deliberate - others property 
 ● Deliberate - unknown owner 
 ● Not known 
 ● Deliberate - own property



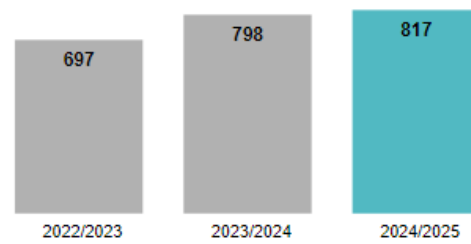
## Automatic False Alarms (AFA)

01 April 2024 to 30 June 2024

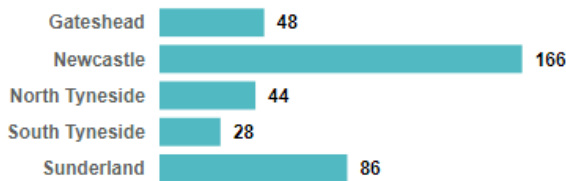
### Non Domestic AFA by Year



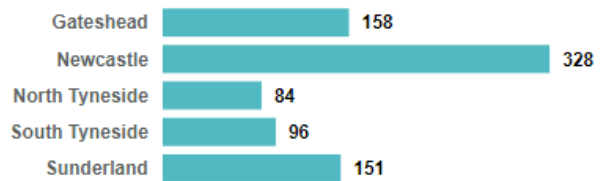
### Domestic AFA by Year



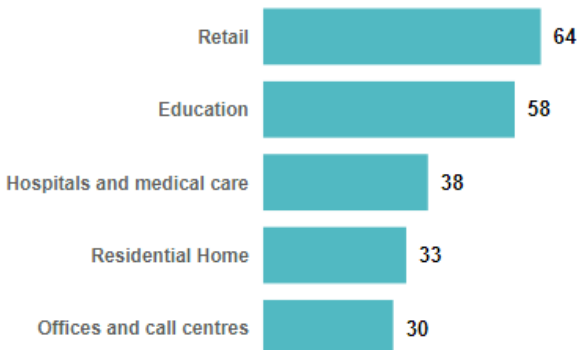
### AFA Non Domestic by District



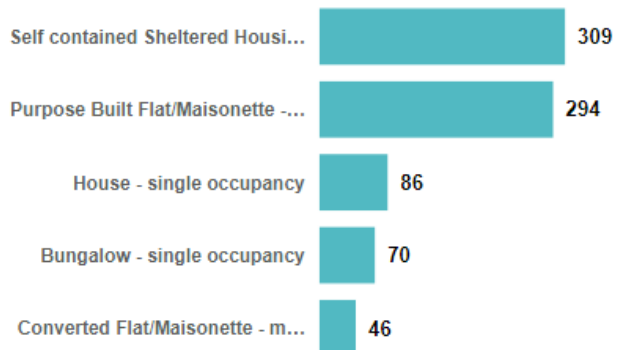
### AFA Domestic by District



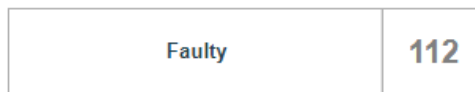
### Main Property Types (Top five)



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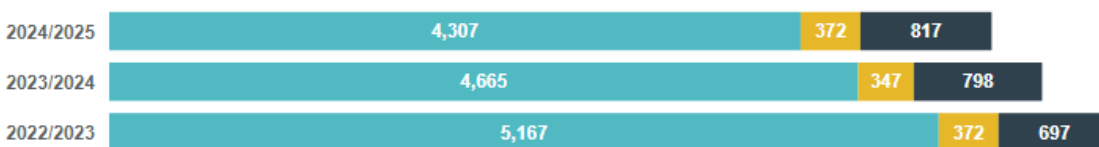
### Main Reason for Activation



### Main Reason for Activation



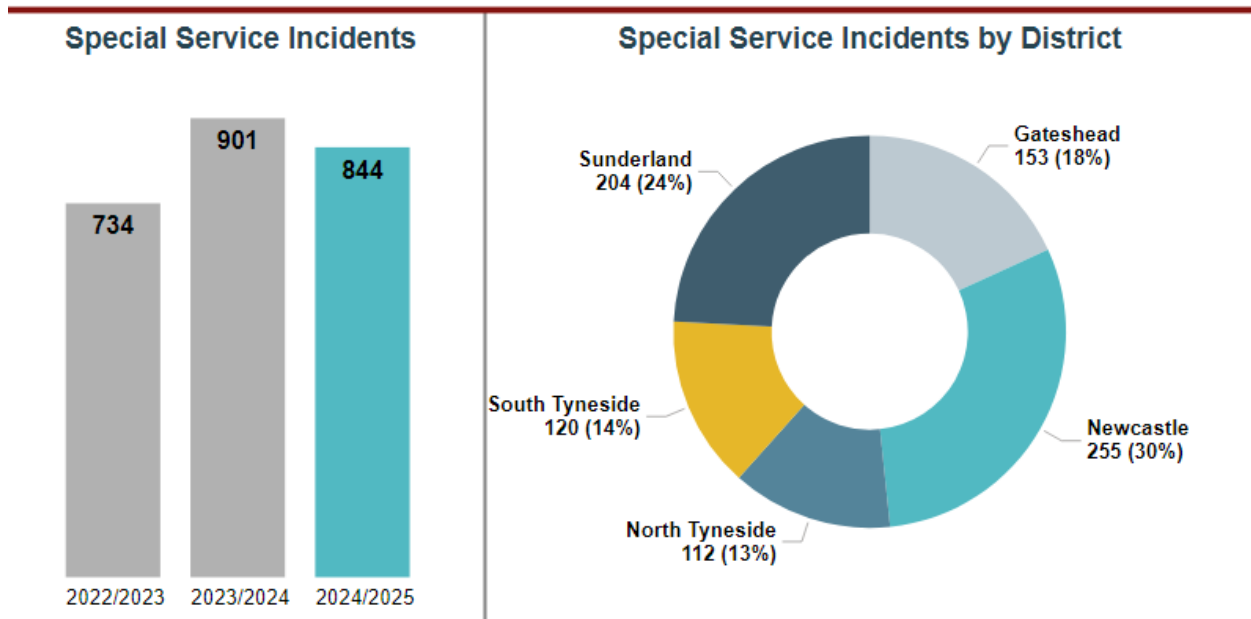
### AFA's Compared to all Incidents



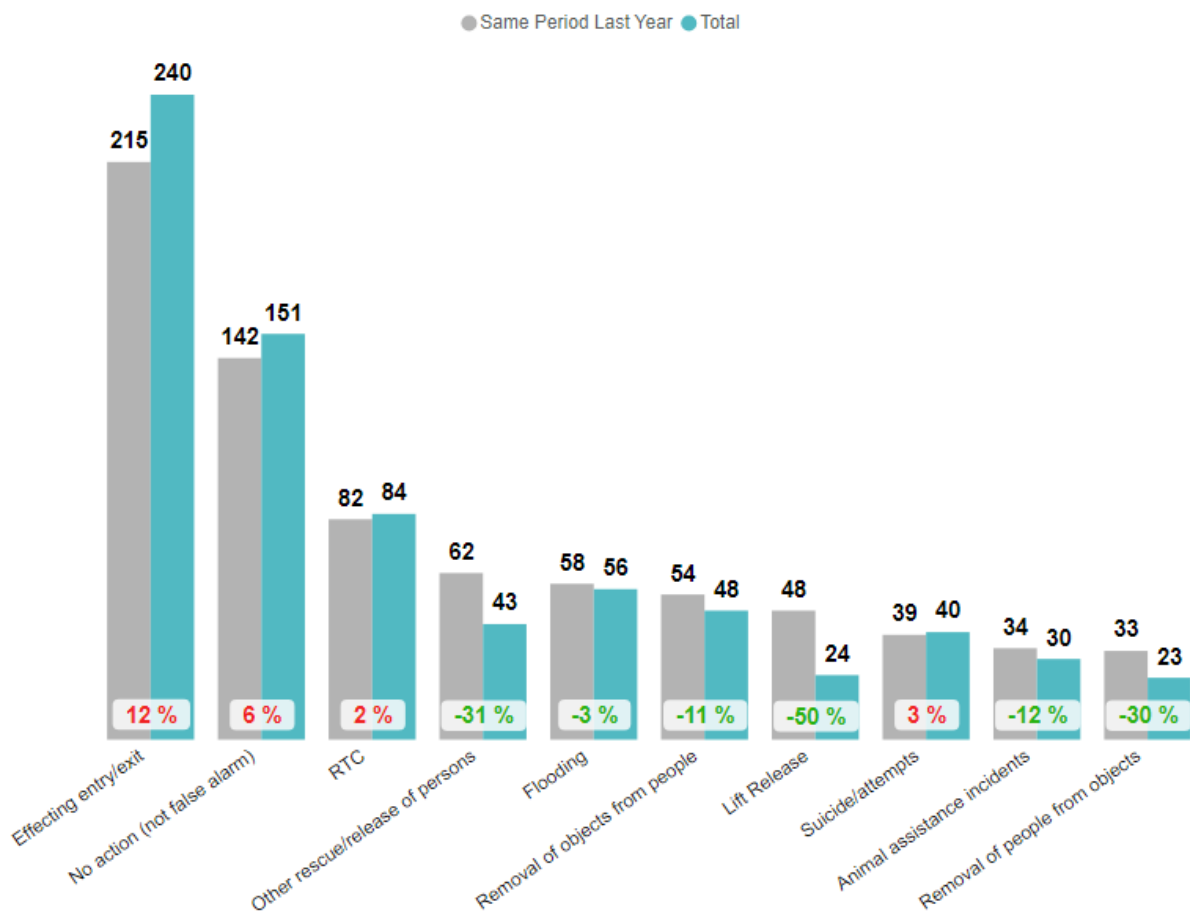
● Total Incidents ● Total AFA Non Domestic ● Total AFA Domestic

## Special Service Incidents

01 April 2024 to 30 June 2024

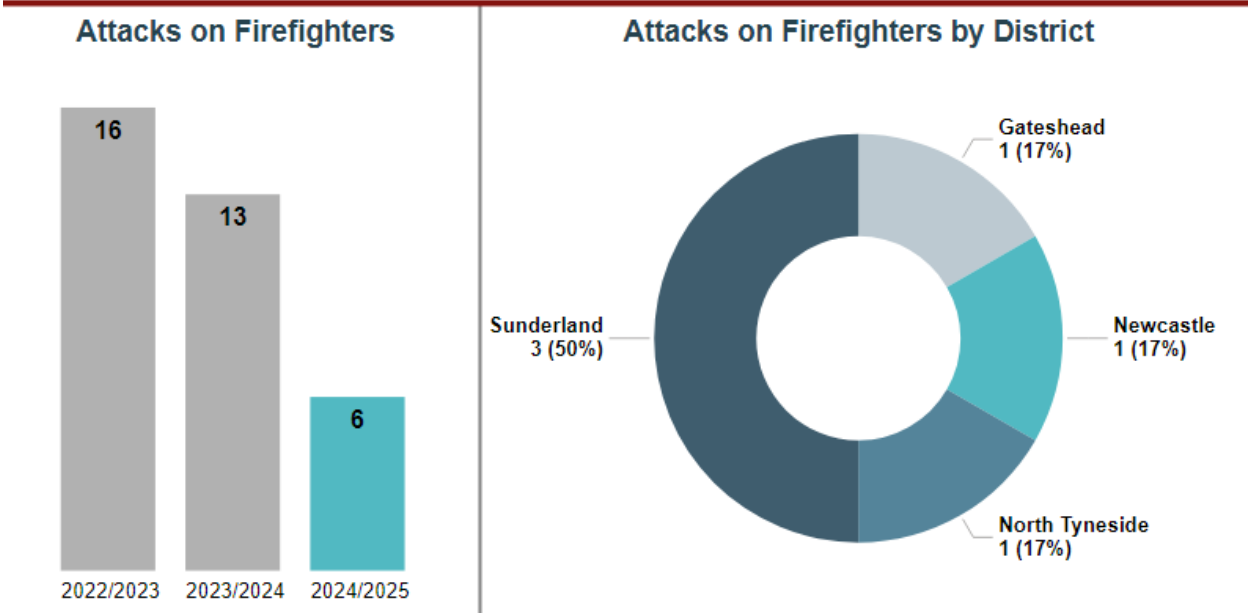


## Special Service by Type (including % change)

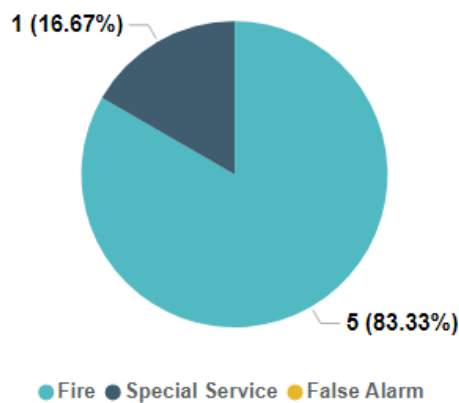


# Attacks on Firefighters

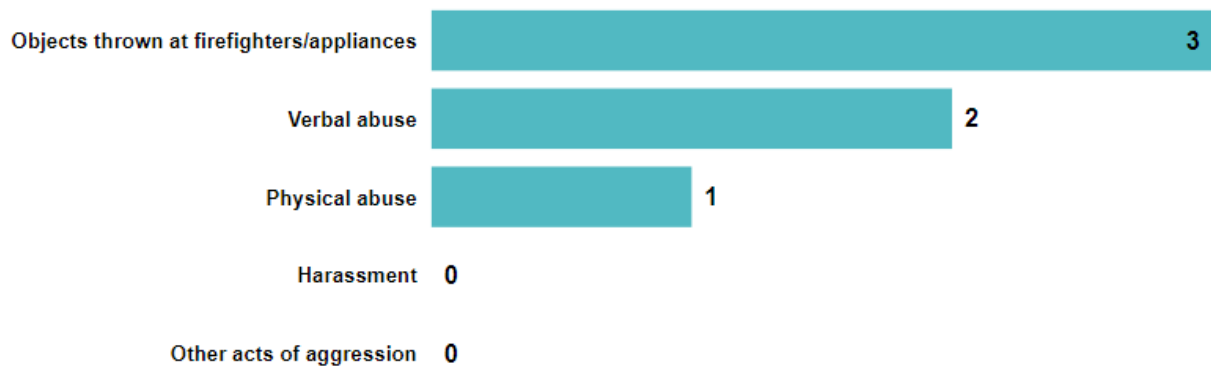
01 April 2024 to 30 June 2024



## Incident Type



## Types of Attacks



# Prevention and Education Activities

01 April 2024 to 30 June 2024

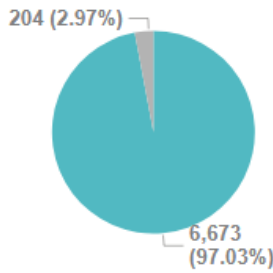
## Home Safety Engagements



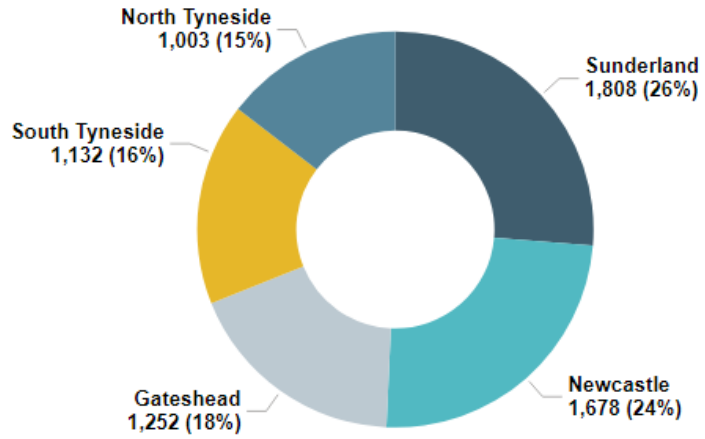
Total Home Safety Engagements

6,877

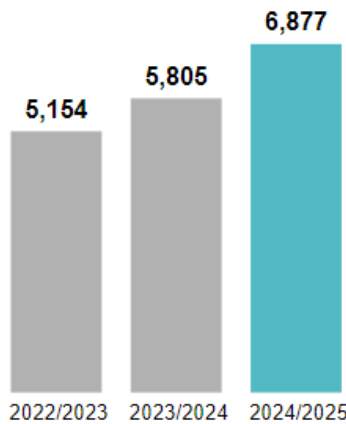
Completed S&W Checks Other Engagements



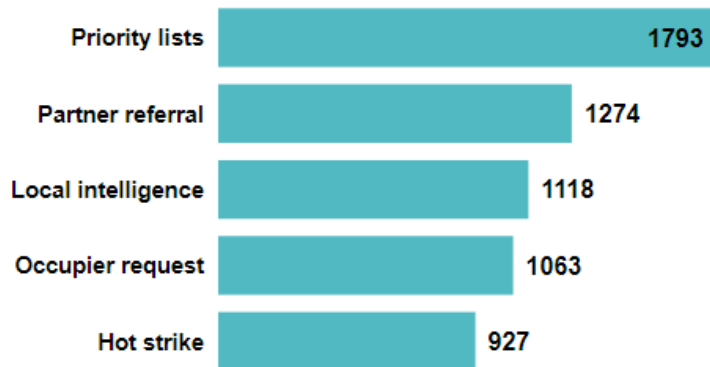
## Home Safety Engagements by District



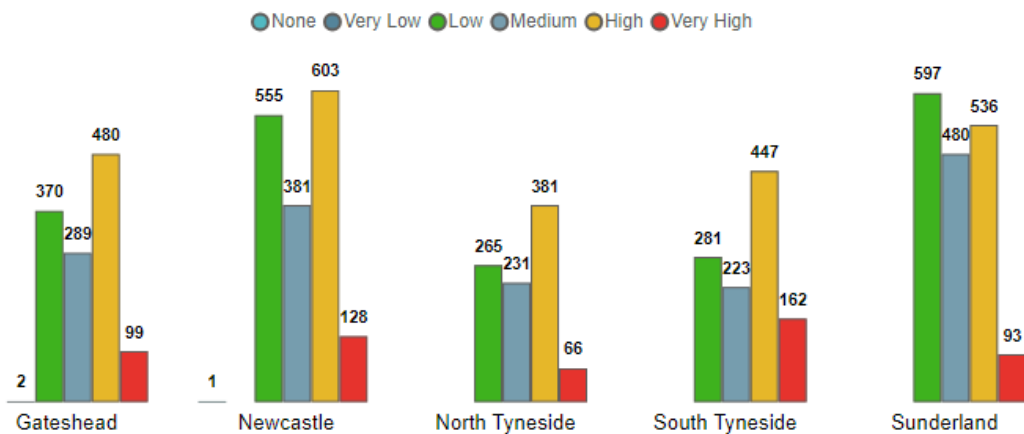
## Home Safety Engagements



## Reason for Visit (Top five)



## Completed S&W Checks by District & Risk Level



## Response Times

### Response Standard

Time = Mobilised to in Attendance  
(CAT1/ CAT2/ TRV)

CRMP action: To attend any life risk emergency in Tyne and Wear within 10 minutes on 90% of occasions

#### % of all Incidents attended within 10 Mins

2022/2023	2023/2024	2024/2025
94.1 %	93.0 %	94.0 %

### Emergency Response Times Average response time to all Incidents

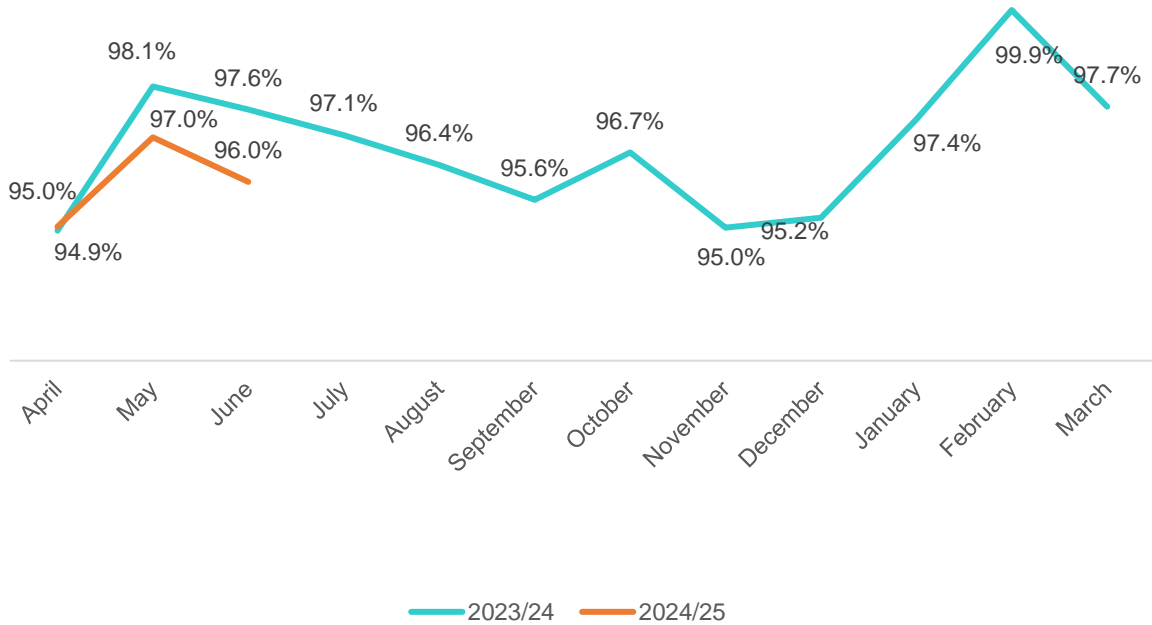
**5m 38s**

Previous  
**5m 43s**

#### Average response time to Risk Level 1 Incidents

Risk Level	2022/2023	2023/2024	2024/2025
1	00:05:07	00:05:13	00:05:29

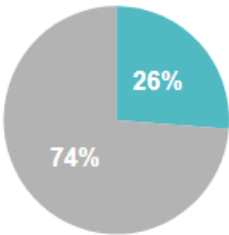
### Appliance Availability



## Fire Safety Activities

### Total Fire Safety Activities

# 1679

<p><b>All Activities completed by specialist fire safety officers</b></p> <h2 style="margin: 0;">1255</h2>	<p><b>Healthcheck visits completed by operational crews</b></p> <h2 style="margin: 0;">359</h2>																
<p><b>Fire Safety Audits</b></p> <table style="margin: 0 auto; border: none;"> <tr> <td style="padding: 0 10px;"><b>FSA's Completed</b></td> <td style="padding: 0 10px;"><b>Yearly Target</b></td> </tr> <tr> <td style="font-size: 2em; margin: 0;">394</td> <td style="font-size: 2em; margin: 0;">1500</td> </tr> </table> <div style="text-align: center; margin: 10px 0;">  <p style="margin: 0;">74%</p> </div> <p style="text-align: center; margin: 10px 0;"><b>% Of Yearly Target Completed</b></p> <h2 style="margin: 0; color: #008080;">26%</h2>	<b>FSA's Completed</b>	<b>Yearly Target</b>	394	1500	<p><b>Other Fire Safety Activities completed by specialist fire safety officers</b></p> <h2 style="margin: 0;">864</h2> <table border="1" style="margin: 10px auto; border-collapse: collapse; width: 80%;"> <thead> <tr style="background-color: #008080; color: white;"> <th style="padding: 5px;">Examples of Activities</th> <th style="padding: 5px;">Number</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">Building Regulations Consultations</td> <td style="text-align: center; padding: 5px;">191</td> </tr> <tr> <td style="padding: 5px;">Complaint/ Cause for Concern</td> <td style="text-align: center; padding: 5px;">84</td> </tr> <tr> <td style="padding: 5px;">Desk Based Queries</td> <td style="text-align: center; padding: 5px;">108</td> </tr> <tr> <td style="padding: 5px;">Post Fire</td> <td style="text-align: center; padding: 5px;">46</td> </tr> <tr> <td style="padding: 5px;">Arson Reduction</td> <td style="text-align: center; padding: 5px;">4</td> </tr> </tbody> </table>	Examples of Activities	Number	Building Regulations Consultations	191	Complaint/ Cause for Concern	84	Desk Based Queries	108	Post Fire	46	Arson Reduction	4
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### Workload Disposition



**Programmed**  
Scheduled jobs that are generated as part of our quarterly workload.

**Reactive**  
These jobs are unplanned and can come from a variety of sources including concerns from members of the public or local authority teams, referrals from operational crews, building regulations consultations, licensing applications.

# 11

**Prohibition Notices** were served on premises where the risk to people in case of fire was so serious that it was necessary to prohibit or restrict the use of all or part of the premises until the issues had been rectified.

# 111

**Informal Notifications** were sent to premises detailing areas of non-compliance. These letters offer advice and guidance on how to remediate the deficiencies.

Note: The total number of FSAs is more than RBIP. It can include post fires, cause for concerns, unwanted fire signals etc. and also includes those completed by operational crews. The number of health check visits by operational crews does not include those where a full check could not be completed but the overall total does. Building Regulations Consultations includes both statutory and non-statutory consultations.



## Internal Performance Monitoring

01 April 2024 to 30 June 2024

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Internal performance indicators measure areas of performance that are important to us and are essential in helping us understand how well we are serving our communities. They set expectations to help managers to monitor and adapt to changing situations to assist in achieving our objectives. At Tyne and Wear Fire and Rescue, we are committed to continually improving our performance through Service Excellence.

The data contained in this section was ran on 19/07/2024

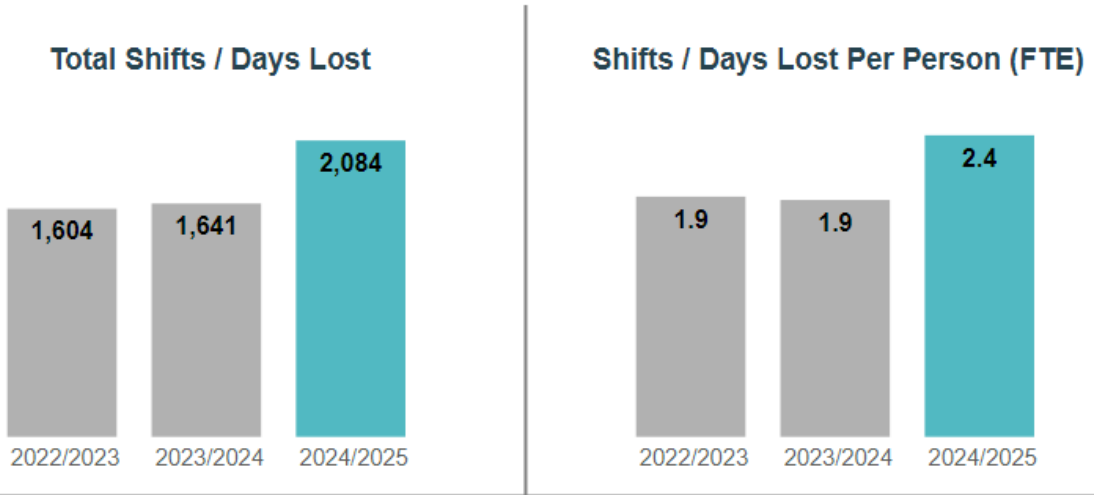
Internal performance highlights compared with Q1 2023/24

- There were a total of 2,084 shifts lost, an increase of 443 compared to Q1 2023/24.
- 13 accidents to TWFRS personnel, an increase of 1 from Q1 2023/24.
- 18 vehicle accidents, an increase of 4 from Q1 2023/2024.
- Total cost for overtime for Q1 2024/25 was £294,710.16, this compares to £133,337.85 in Q1 2023/24. This is a 121% increase.
- The total cost for Gas during Q1 2024/24 was £78,172, this is a reduction of £14,663 (15.8%) compared to Q1 2023/24 (£92,835). Electricity costs were £249,883 in Q1 2024/25, compared to £321,244 in Q1 2023/24, this is a reduction of £71,361 (22.2%)
- Total of 8,119 Emergency Calls, a 4.5% (382) decrease on Q1 2023/2024, of the 8,119 calls 97% were answered within seven seconds.

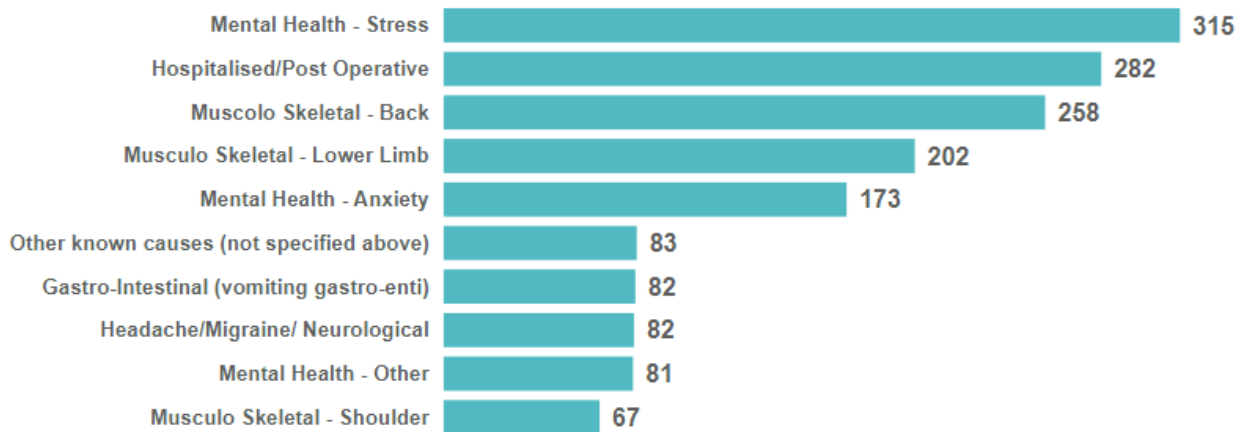
# Internal Performance Monitoring

01 April 2024 to 30 June 2024

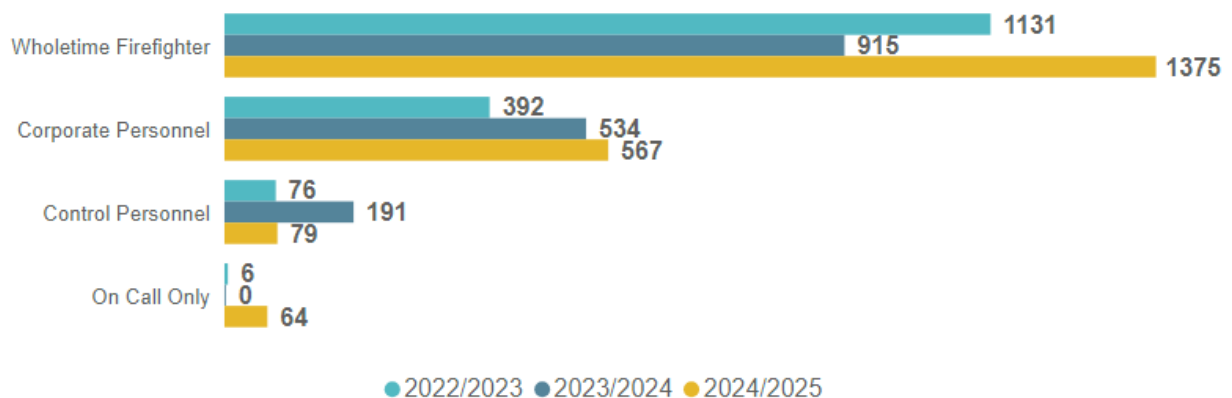
## Staff Sickness Absence



## Shifts / Days Lost Main Reason for Absence (top 10)

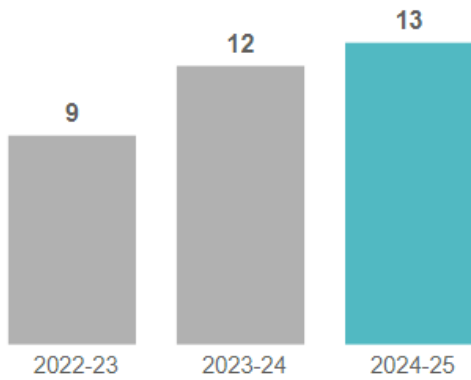


## Shifts / Days Lost by Category

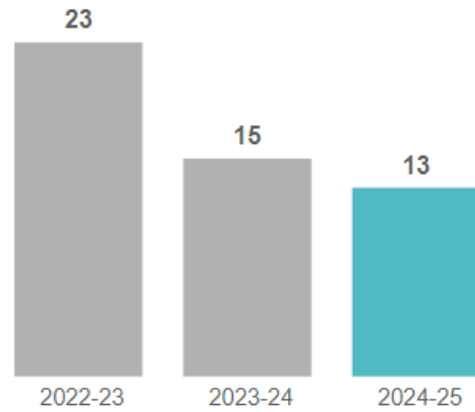


## Internal Performance Monitoring

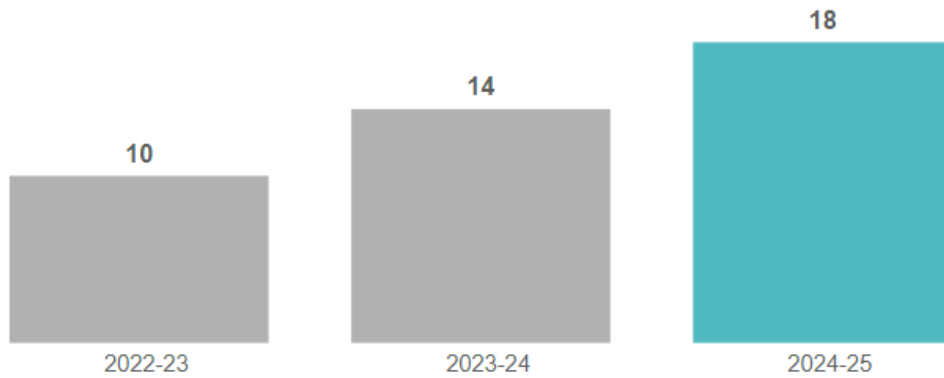
### Reporting of Accidents - Accidents to TWFRS Personnel



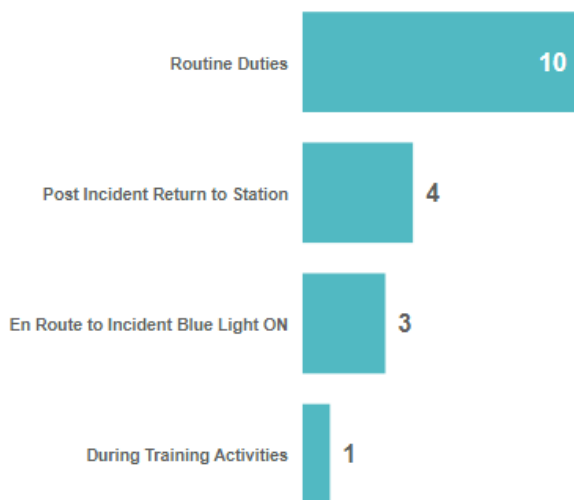
### Near Miss Reports



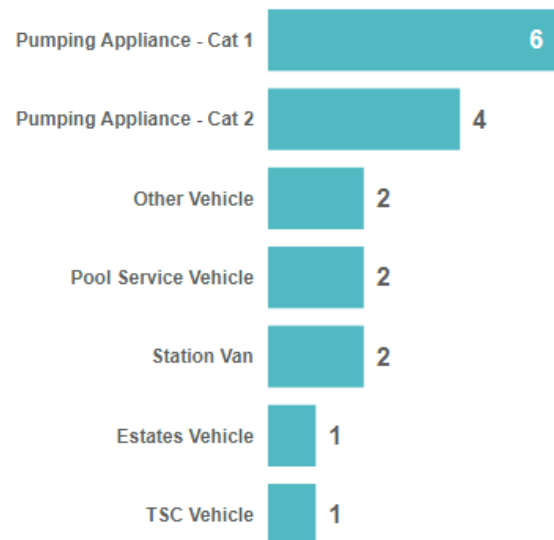
### Vehicle Accidents



### Duties at time of Vehicle Accident



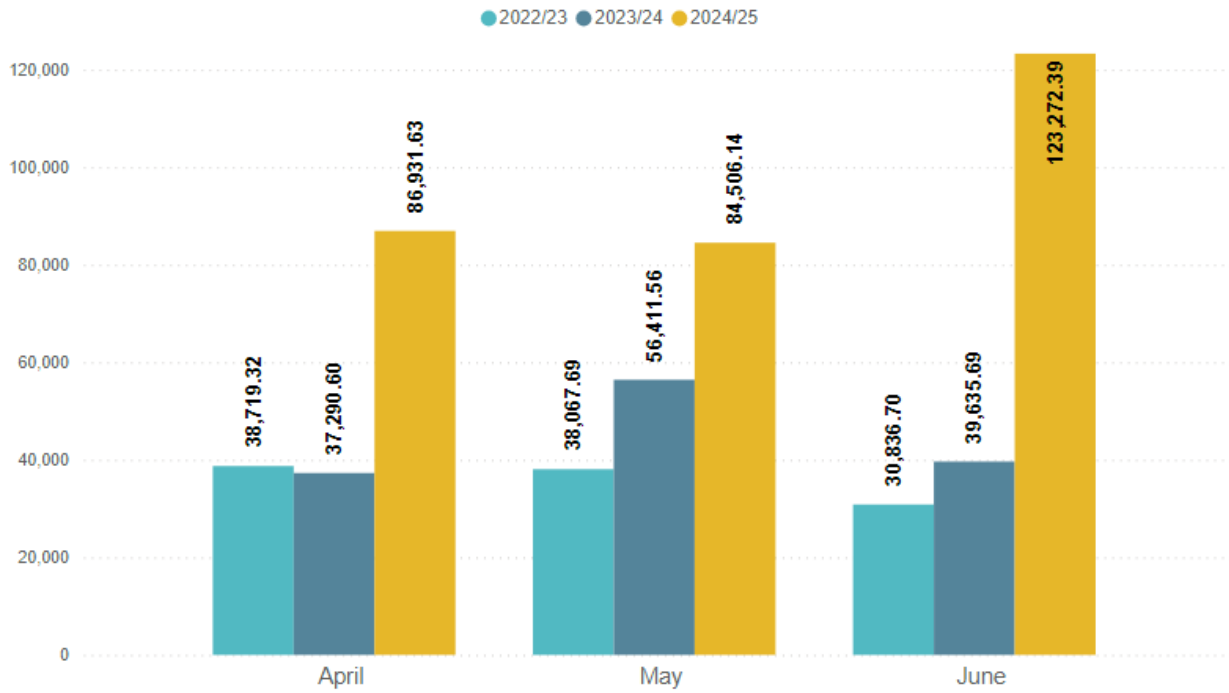
### Vehicle Type Involved in Accident



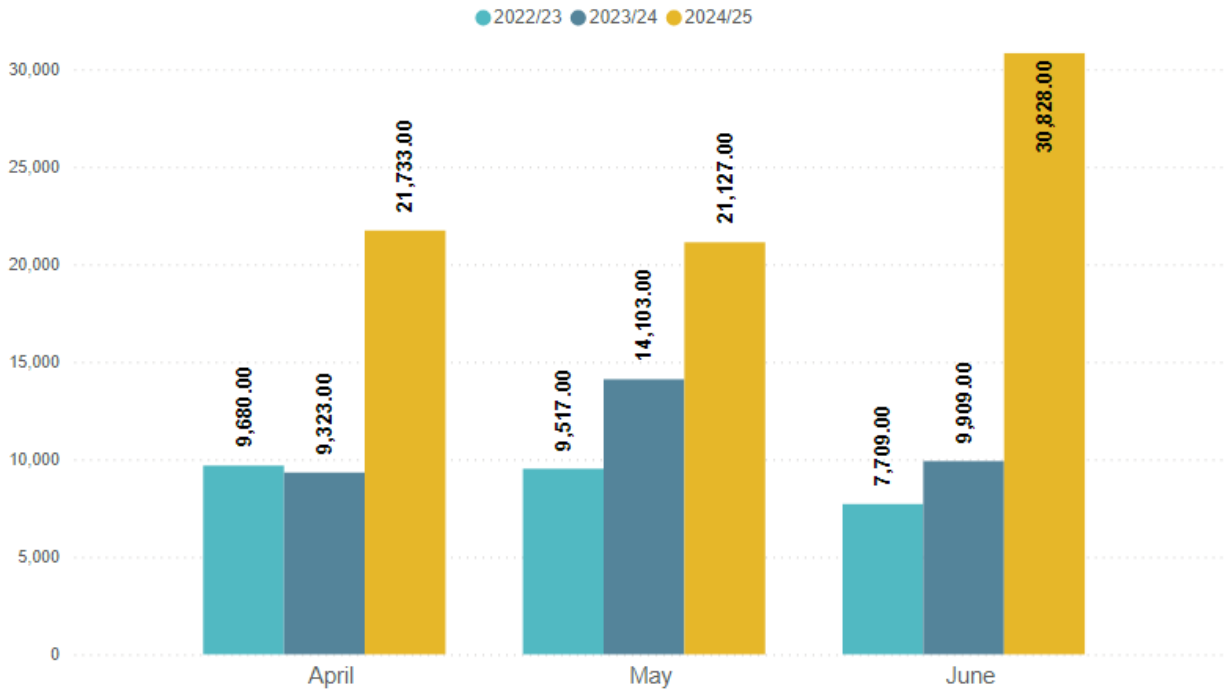
# Internal Performance Monitoring

## Operational Staff - Planned Overtime (£)

### Overtime Costs by Month



### Average Costs Per Week

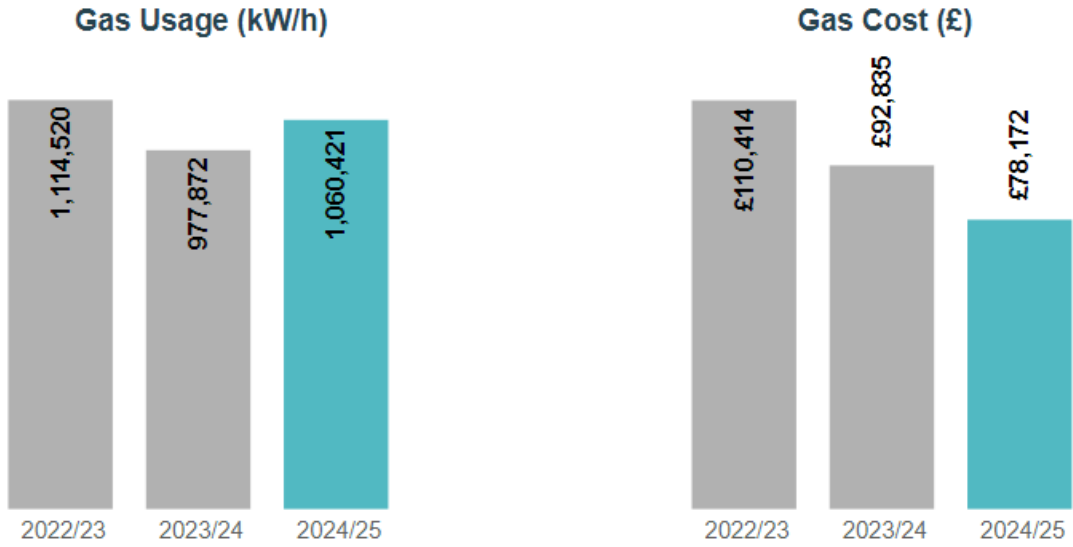


## Internal Performance Monitoring

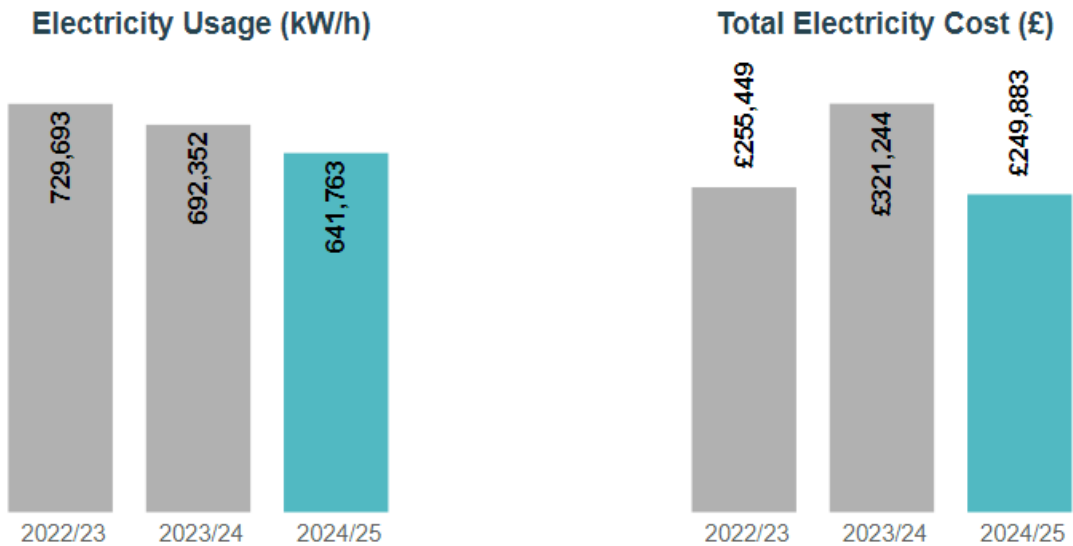
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### Carbon Monitoring

#### Gas Usage




### Electricity Usage



## Internal Performance Monitoring

01 April 2024 to 30 June 2024

<b>Total Emergency Calls</b>  <b>8119</b>	Fiscal Year	Number of Calls	Number of Calls Answered in Under 7 Seconds	%
	2024/2025	8119	7876	97 %
	2023/2024	8501	8188	96 %
	2022/2023	9232	8939	97 %
	2021/2022	8611	8241	96 %