

Tyne and Wear Fire and Rescue Service



Quarter 2 Performance Report

01 April 2024 to 30 September 2024



2024/25

01 April 2024 to 30 September 2024

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

2024/25

01 April 2024 to 30 September 2024

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 15/10/2024.

Q2 Operational Performance highlights compared with Q2 2023/24:

- 9,071 incidents attended, this is a decrease of 2% (142), (LI32).
- Injuries from all fires increased by 3% (62 to 64) (LI05).
- Injuries from accidental dwelling fires increased by 1 (13) (LI03).
- 4 of the injuries from accidental dwelling fires were caused by Cooker incl. oven. (LI03).
- Females accounted for 62% of the injuries from accidental dwelling fires.
- There was a decrease of 6.4% (15) accidental dwelling fires (LI08).
- An alarm was present in 87% of accidental dwelling fires.
- In 69% of accidental dwelling fires the alarm activated.
- There was a 1% (30) decrease in deliberate fires (LI33).
- Non domestic fires have increased by 22% (22) from 98 in 2023/24 to 120 in 2024/25.
- False alarms in domestic premises (LI23) have increased by 2% (35) and false alarms in non-domestic premises have increased by 1% (8).
- Special Services have reduced by 9% from 1876 in 2023/24 to 1700 in 2024/25.
- 20 attacks on Firefighters, a reduction of 8 from Q2 2023/24.
- A total of 14,059 Home Safety Engagements were carried out, an increase of 2443 (21%).
- The overall average response time was 5 minutes 39 seconds, this is two seconds slower than in Q2 2023/24.
- Pumping appliances were available 95.6% of the time during Q2, this compares to 96.6% in Q2 2023/24.
- 735 Fire Safety Audits carried out, 49% of yearly target.
- 31 Prohibition Notices were served in Q2.


















TWFRS Performance Against Targets

01 April 2024 to 30 September 2024

Deaths from Accidental Dwelling Fires (LI01) 0 Target: 0	Deaths from all Fires (LI02) 3 Target: 0	Injuries from Accidental Dwelling Fires (LI03) 13 Target: 12 (+8.3%)	Injuries from all Fires (LI05) 64 Target: 62 (+3.2%)
Accidental Fires in Dwellings (LI08) 221 Target: 231 (-4.3%)	Accidental Kitchen Fires in Dwellings (LI09) 129 Target: 126 (+2.4%)	Accidental Non Kitchen Fires in Dwellings (LI10) 92 Target: 102 (-9.8%)	Deliberate Secondary Fires (LI16) 2,242 Target: 2,859 (-21.6%)
Deliberate Refuse Fires (LI18) 1,510 Target: 1,619 (-6.7%)	Malicious False Alarms Attended (LI21) 71 Target: 86 (-17.4%)	AFA's to Non Domestic premises (LI22) 790 Target: 753 (+4.9%)	AFA's to Domestic premises (LI23) 1,755 Target: 1,351 (+29.9%)
Total Fires Attended (LI24) 3,746 Target: 4,623 (-19%)	Primary Fires (LI29) 910 Target: 888 (+2.5%)	Total Incidents (LI32) 9,071	Fires in Non Domestic premises (LI35) 120 Target: 91 (+31.9%)

TWFRS Performance Summary

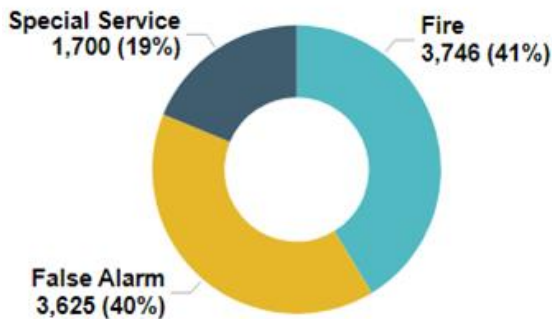
01 April 2024 to 30 September 2024

Fires  3,746  Previous 3,793 -1 %	False Alarms  3,625  Previous 3,544 2 %	Special Service  1,700  Previous 1,876 -9 %
Total Incidents  9,071  Previous 9,213 -2 %	Fire Injuries  64  Previous 62 3 %	Fire Fatalities  3  Previous 3 0
Accidental Dwelling Fires  221  Previous 236 -6 %	Deliberate Fires  2,706  Previous 2,736 -1 %	Non Domestic Fires  104  Previous 79 32 %

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	33	46	28	31	30	16	19	24	24	26	29	37	48	45	42	73	79	98	122	125	92	97	70	43
Tuesday	35	36	32	25	16	29	12	22	42	23	48	45	28	44	45	72	77	86	108	118	109	77	61	37
Wednesday	40	33	34	22	20	13	18	21	23	30	46	39	45	44	51	50	69	88	103	143	94	89	55	65
Thursday	38	31	32	30	29	21	20	22	32	23	32	33	50	41	52	51	64	75	99	109	92	76	70	40
Friday	41	38	27	23	18	21	20	26	26	36	41	36	32	43	66	55	65	101	79	125	117	108	78	71
Saturday	49	47	32	24	34	19	21	26	25	38	39	52	51	58	70	69	84	97	101	124	126	90	94	70
Sunday	65	38	39	30	24	23	22	32	23	33	33	56	65	53	72	68	103	107	101	131	111	83	81	44

Incidents by Type



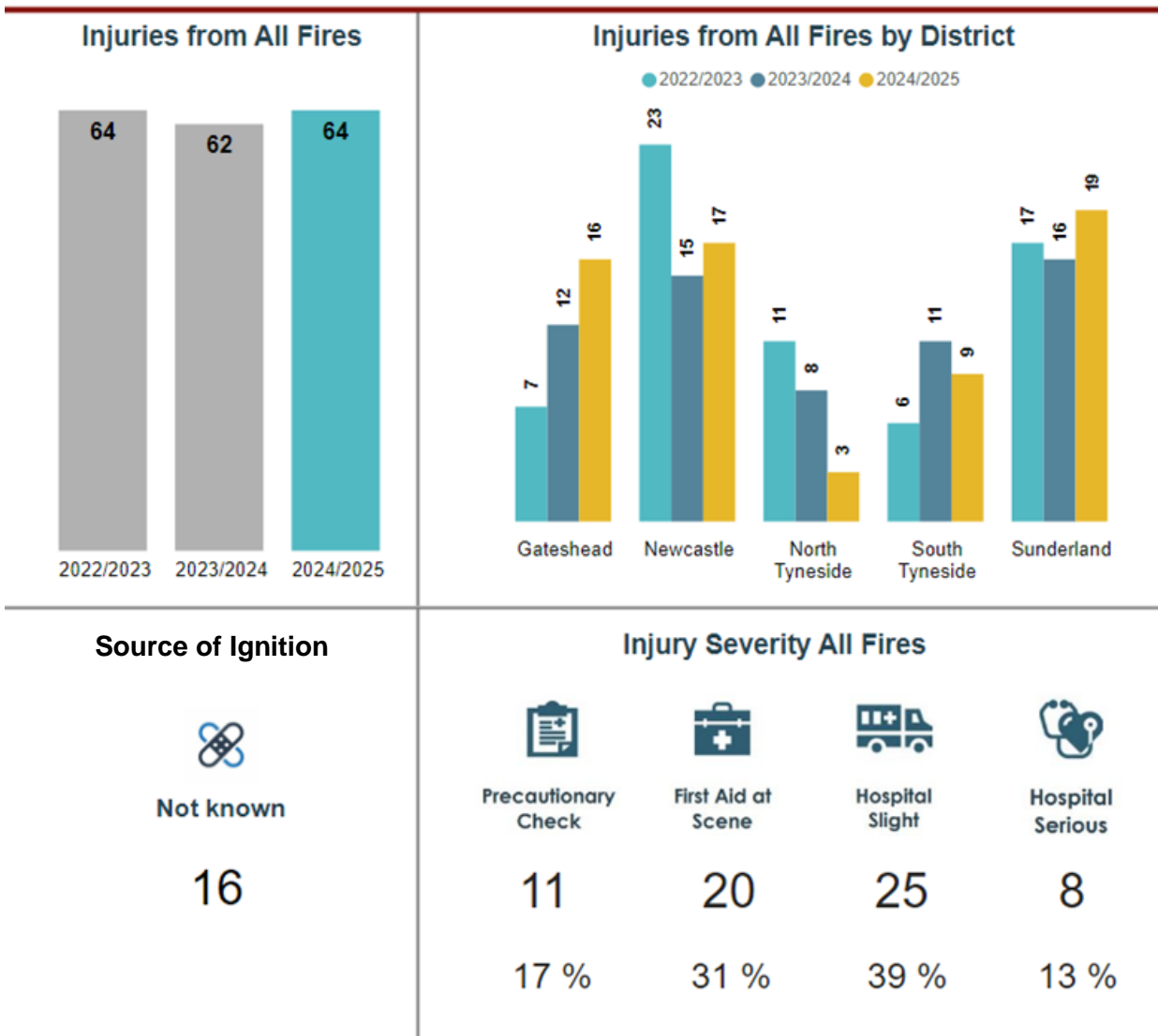
Incident Types by District



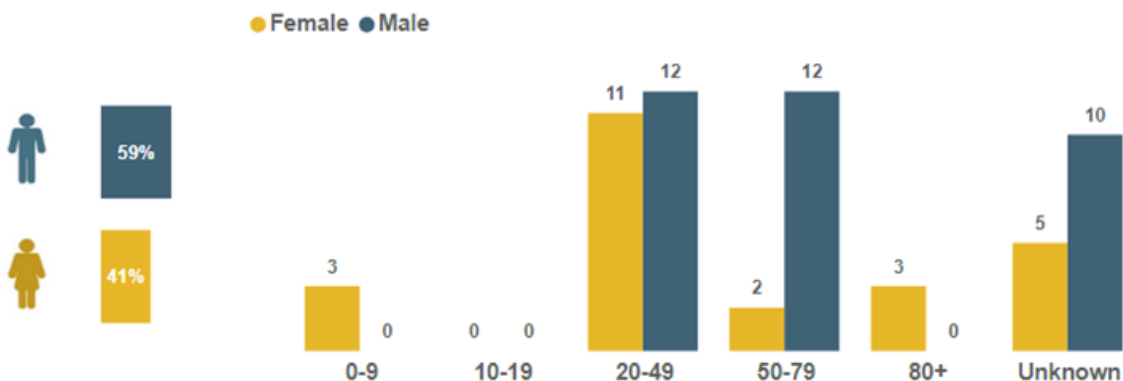
Injuries from all Fires

Including first aid and precautionary checks

01 April 2024 to 30 September 2024



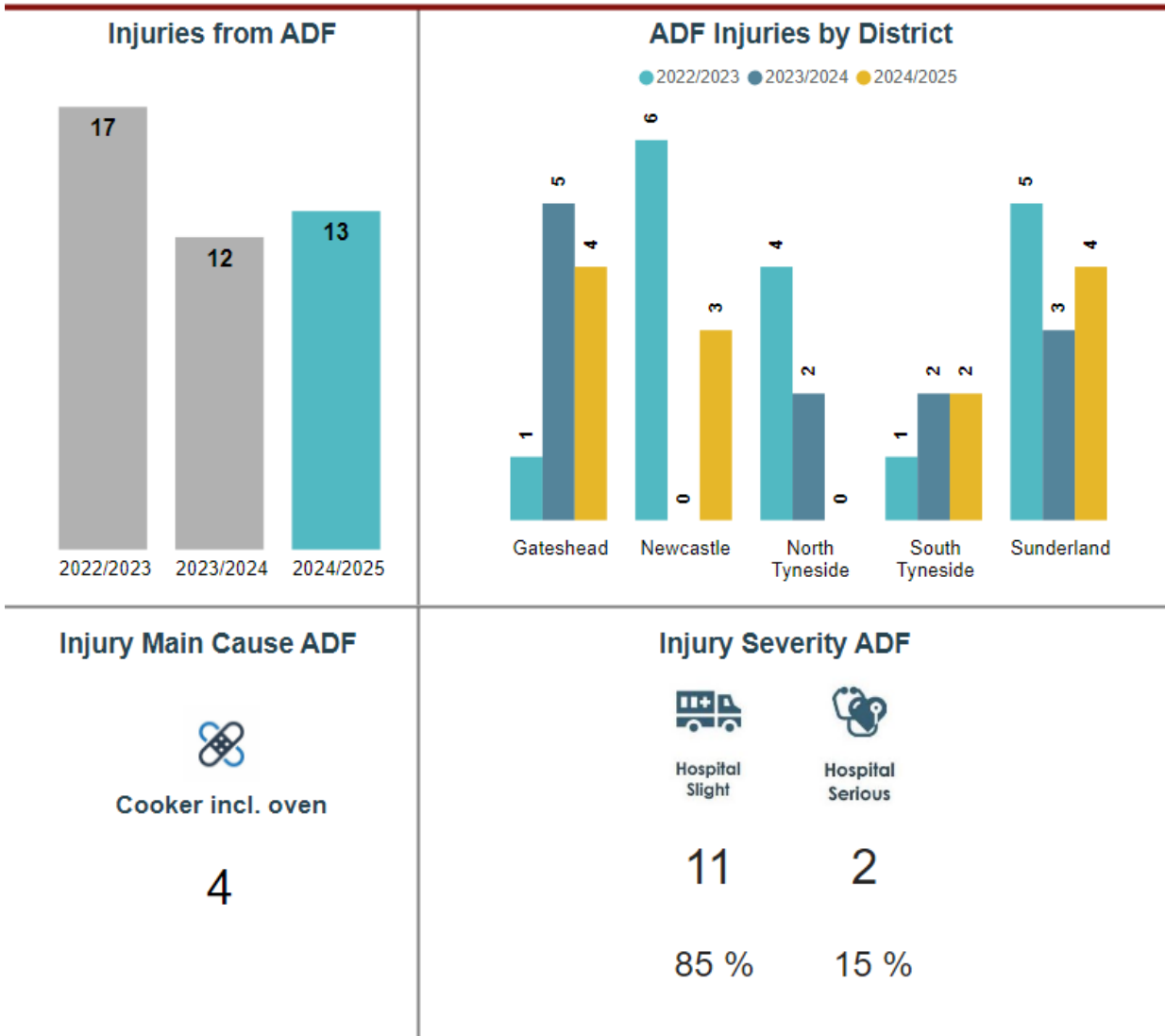
Victim Age / Gender All Fires



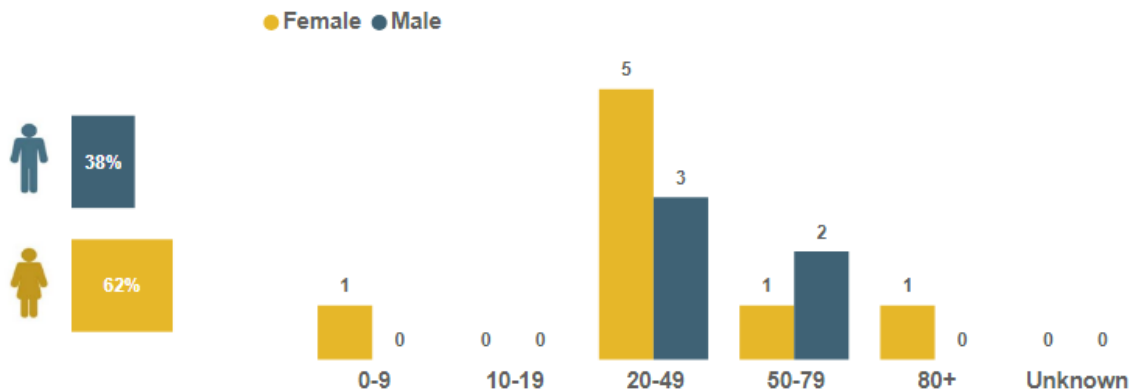
Injuries from Accidental Dwelling Fires (ADF)

Excluding first aid and precautionary checks

01 April 2024 to 30 September 2024



Victim Age / Gender ADF Injuries



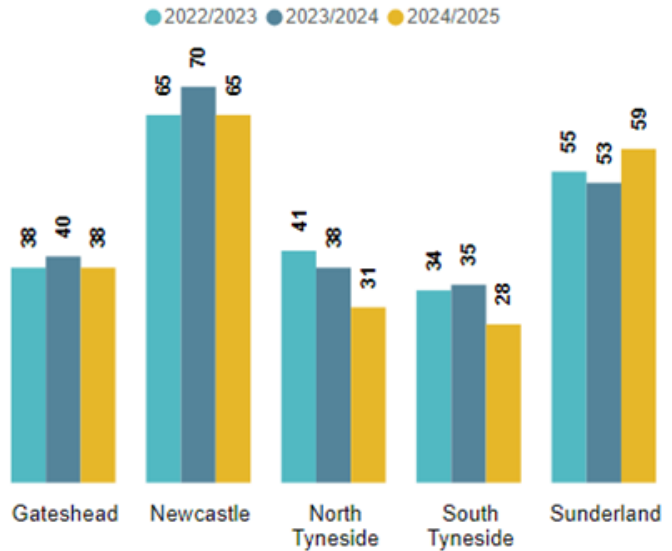
Accidental Dwelling Fires (ADF)

01 April 2024 to 30 September 2024

ADF by Year



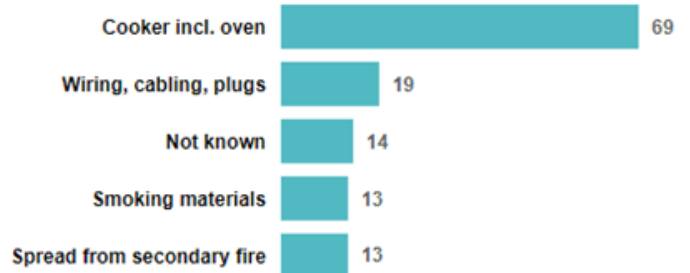
ADF by District



ADF by Main FRS Action (Top five)

FRS Main Action	Count
Hosereel (high pressure) (HRJ) - tank supply only	88
No firefighting	68
Removal from/of heat source	14
Water - domestic supply	8
Disconnection of fuel supply	7

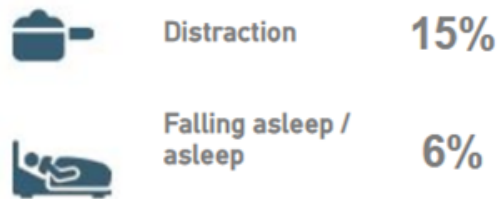
ADF by Source of Ignition (Top five)



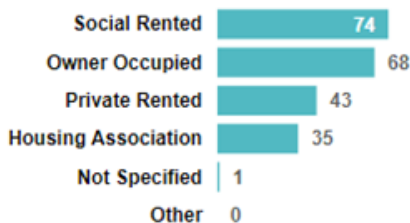
Alarm Detection and Actuation



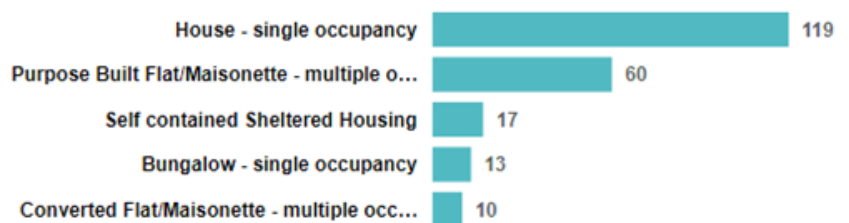
Human Factors



ADF by Property Tenure



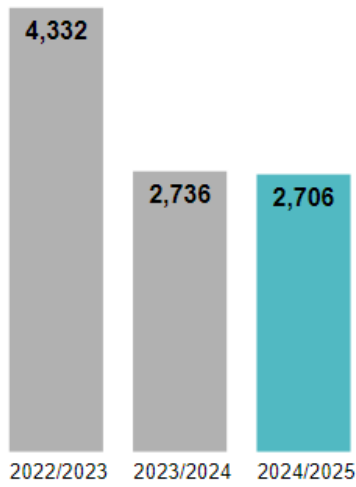
ADF by Property Type (Top five)



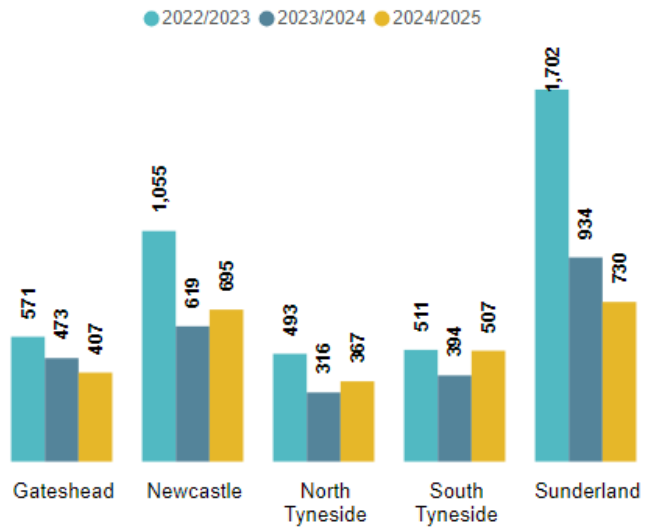
Deliberate Fires

01 April 2024 to 30 September 2024

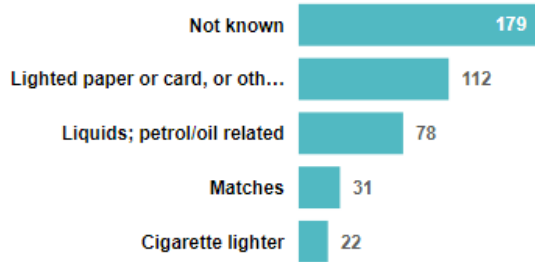
Deliberate Fires by Year



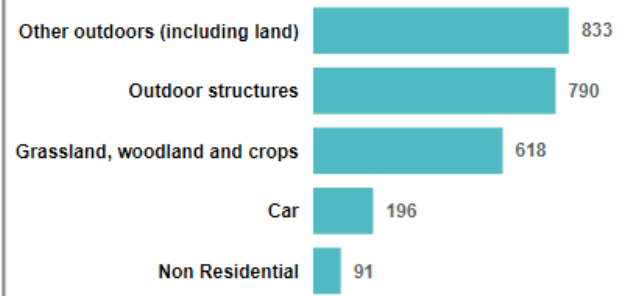
Deliberate Fires by District



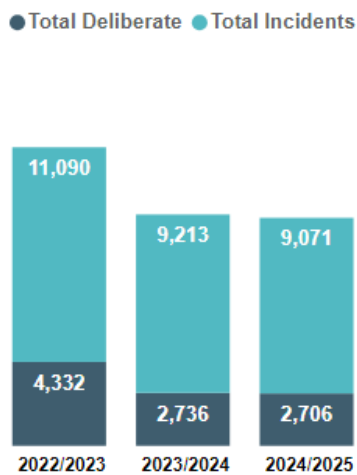
Deliberate Fires by Ignition Source (Top five)



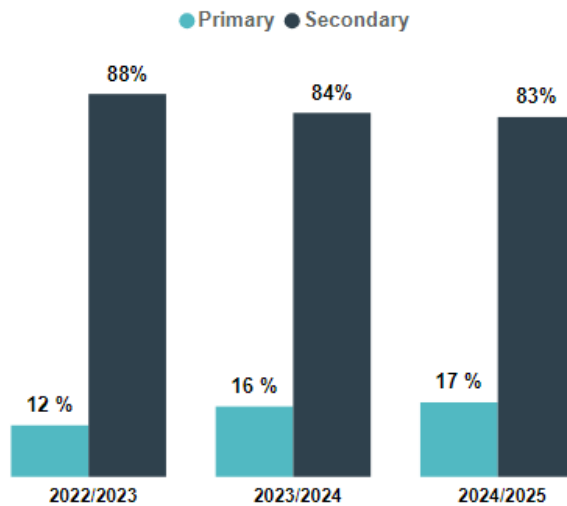
Deliberate Fires by Property Type (Top five)



Deliberate Fires Compared to All Incidents



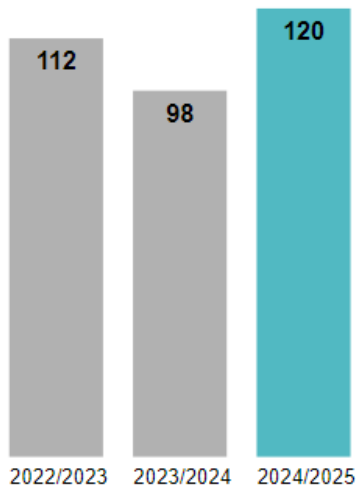
Deliberate Fires by Classification



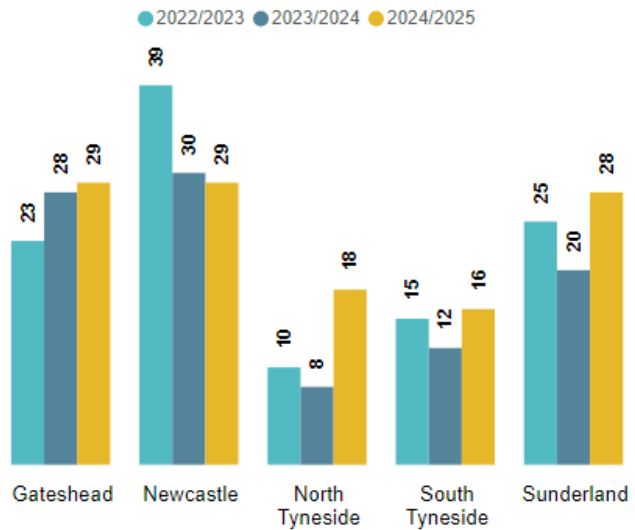
Non Domestic Fires

01 April 2024 to 30 September 2024

Non Domestic Fires by Year



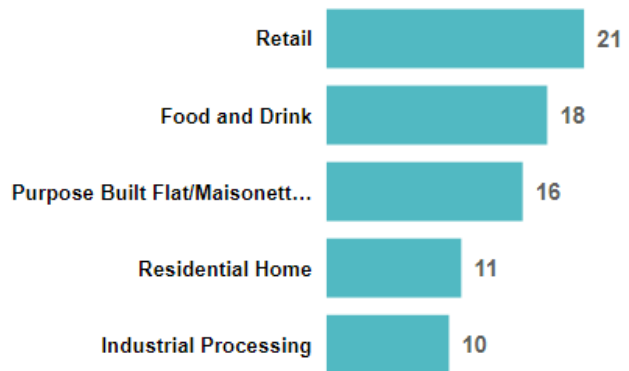
Non Domestic Fires by District



NDF Main Cause (Top five)

Main Fire Cause	Count
Heat source and combustibles brought together deliberately	61
Fault in equipment or appliance	14
Overheating, unknown cause	10
Faulty fuel supply - electricity	8
Other	8

NDF Property Type (Top five)



Non Domestic Fires by Motive

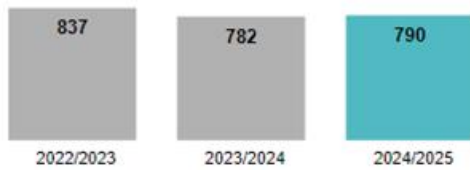
● Accidental ● Deliberate - others property ● Deliberate - unknown owner ● Not known ● Deliberate - own property



Automatic False Alarms (AFA)

01 April 2024 to 30 September 2024

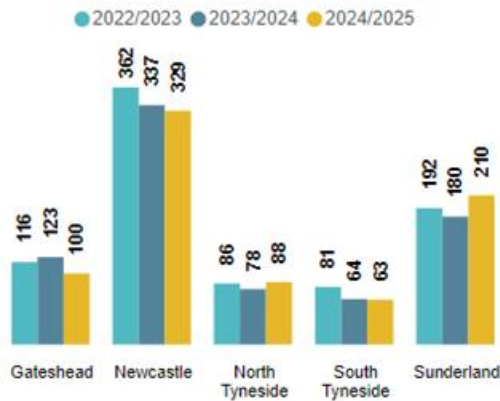
Non Domestic AFA by Year



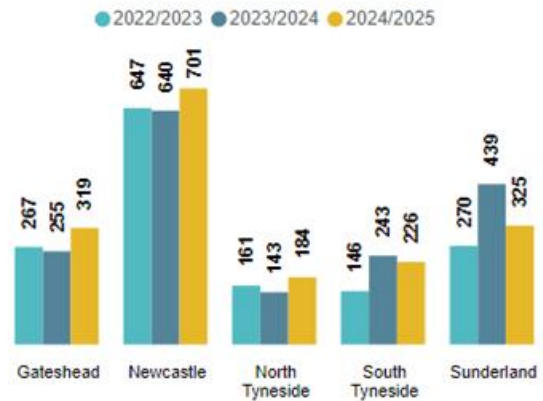
Domestic AFA by Year



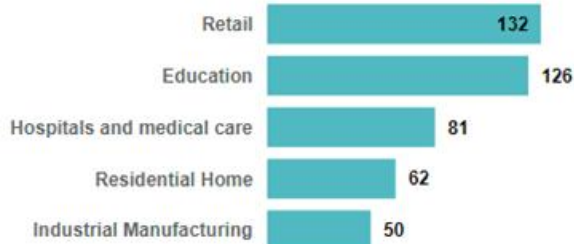
Non Domestic AFA by District



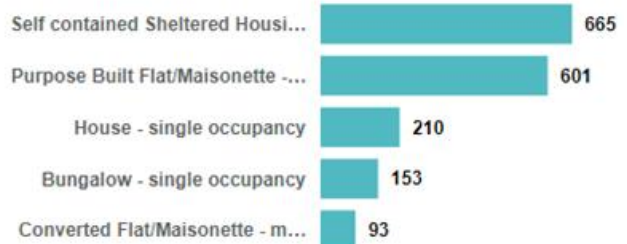
Domestic AFA by District



Main Property Types (Top five)



Main Property Types (Top five)



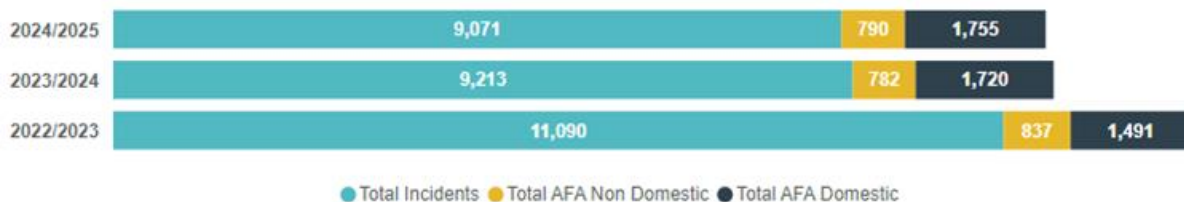
Main Reason for Activation



Main Reason for Activation

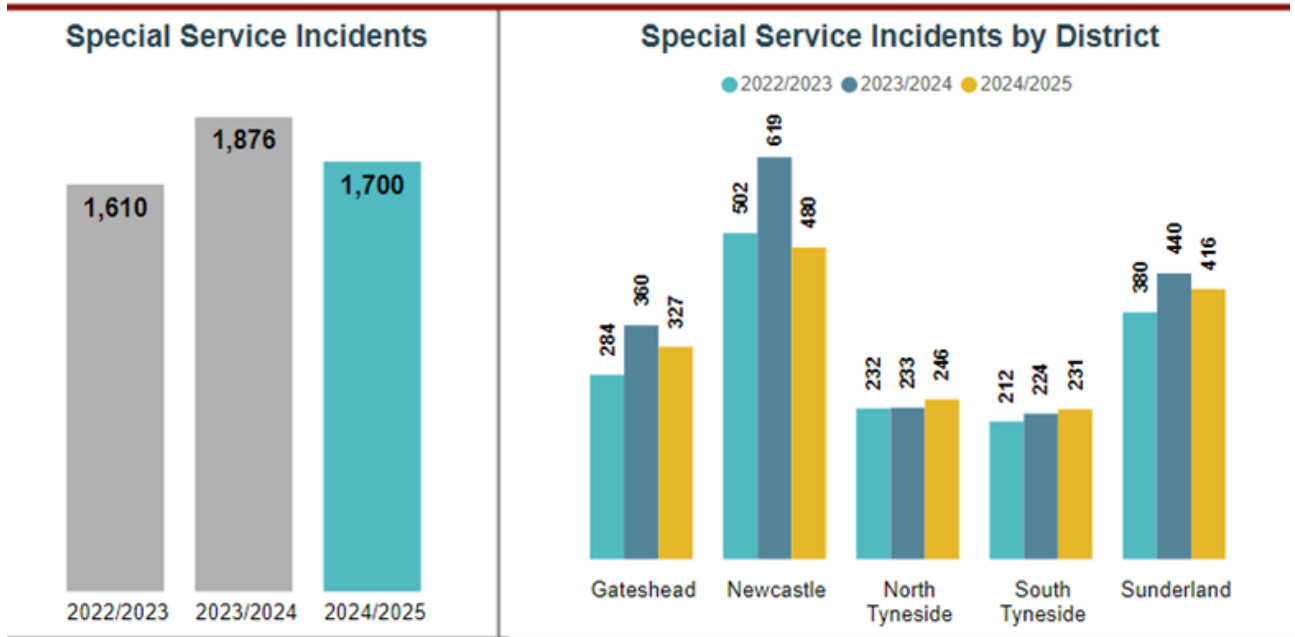


AFA's Compared to all Incidents

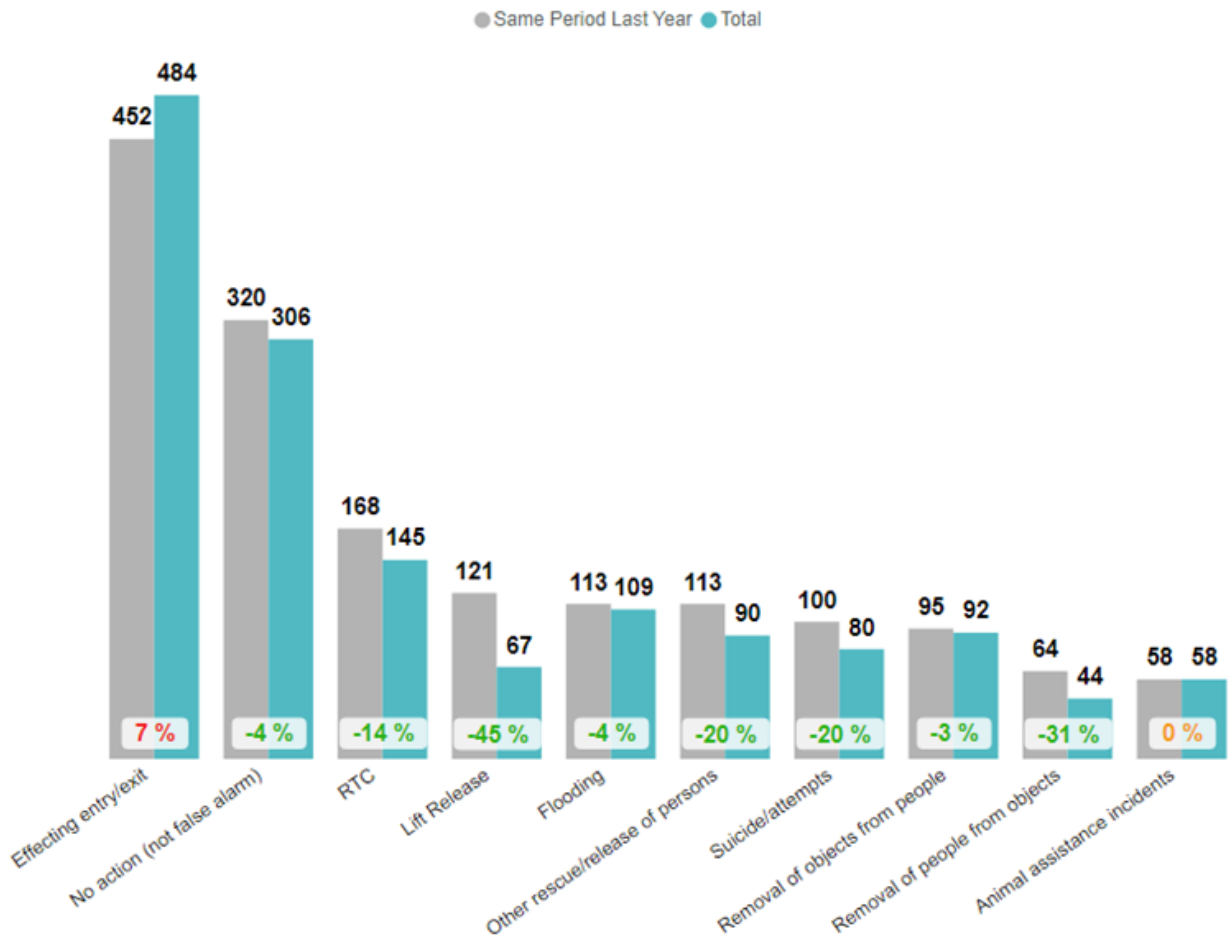


Special Service Incidents

01 April 2024 to 30 September 2024

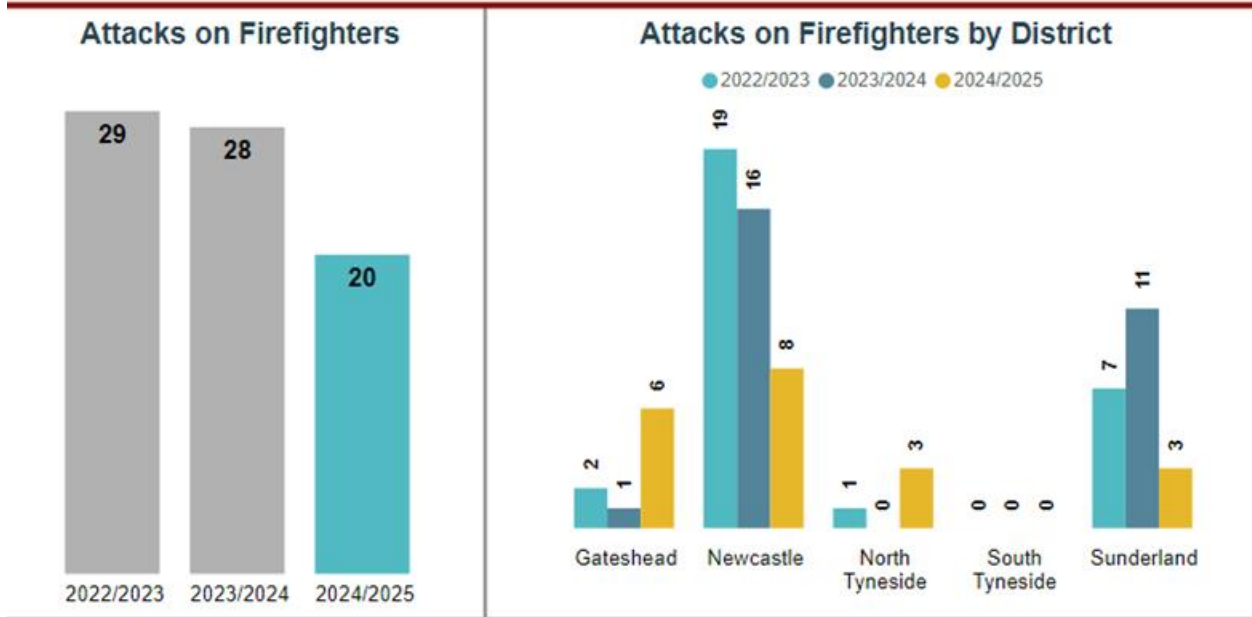


Special Service by Type (including % change)

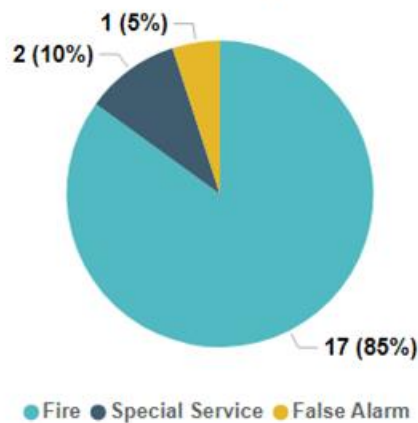


Attacks on Firefighters

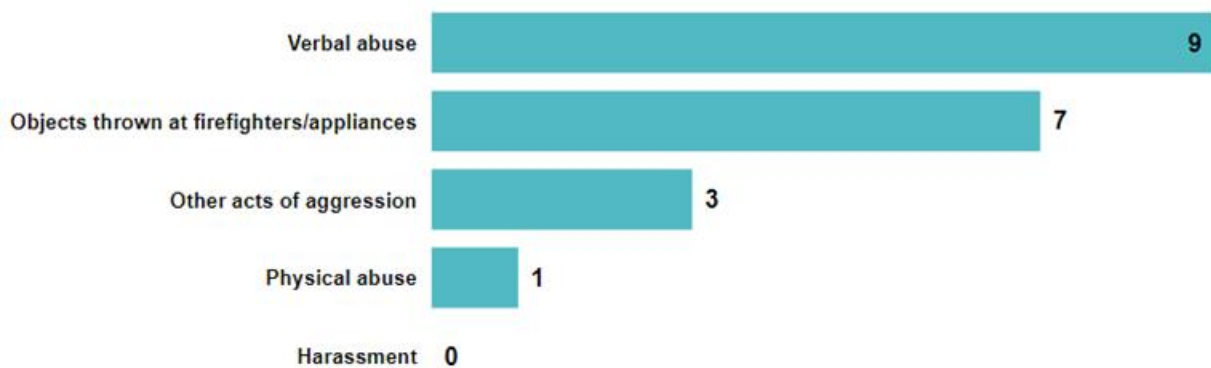
01 April 2024 to 30 September 2024



Incident Type



Types of Attacks



Prevention and Education Activities

01 April 2024 to 30 September 2024

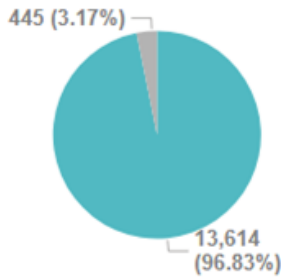
Home Safety Engagements



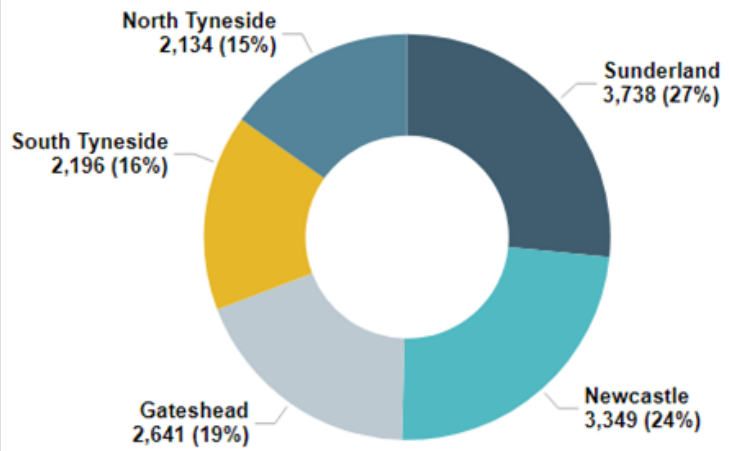
Total Home Safety Engagements

14,059

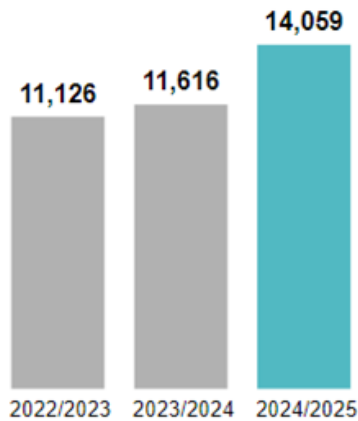
Completed S&W Checks Other Engagements



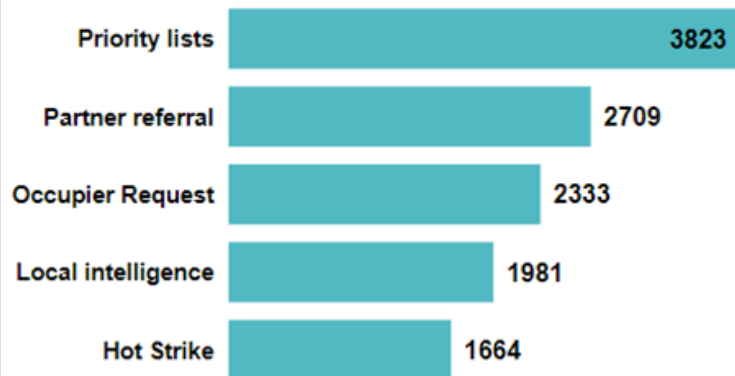
Home Safety Engagements by District



Home Safety Engagements

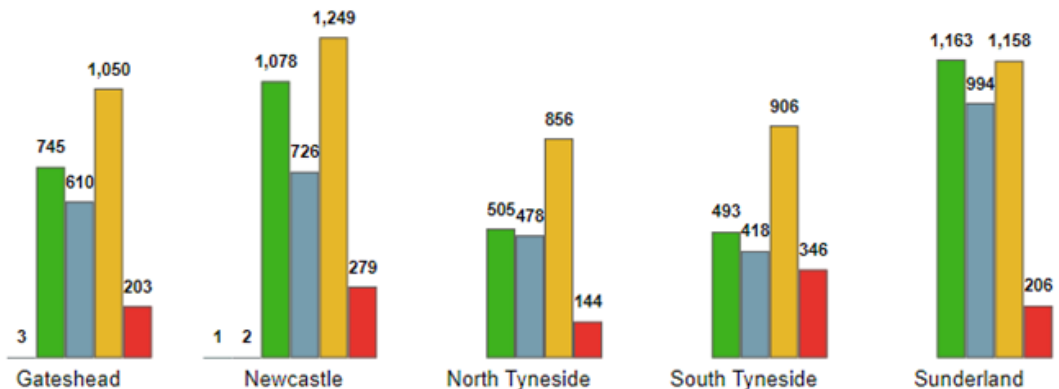


Reason for Visit (Top five)



Completed S&W Checks by District & Risk Level

None Very Low Low Medium High Very High



Response Times

01 April 2024 to 30 September 2024

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
92.6 %	93.8 %	94.1 %

Emergency Response Times

Average response time to all Incidents

5m 39s

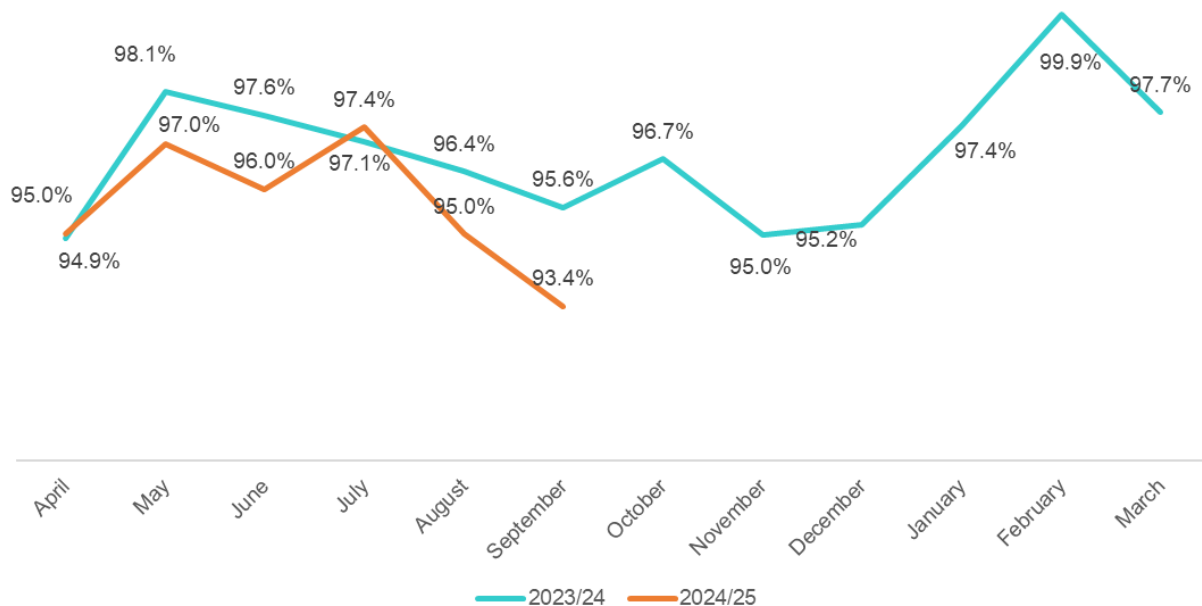
Previous

5m 37s

Average response time to Risk Level
1 Incidents

Risk Level	2022/2023	2023/2024	2024/2025
1	00:05:17	00:05:15	00:05:29

Appliance Availability



Internal Performance Monitoring

01 April 2024 to 30 September 2024

Total Fire Safety Activities

3335

<p>All Activities completed by specialist fire safety officers</p> <p>2392</p>	<p>Healthcheck visits completed by operational crews</p> <p>775</p>																
<p>Fire Safety Audits</p> <table border="0"> <tr> <td>FSA's Completed</td> <td>Yearly Target</td> </tr> <tr> <td>735</td> <td>1500</td> </tr> </table>  <p>% Of Yearly Target Completed</p> <p>49%</p>	FSA's Completed	Yearly Target	735	1500	<p>Other Fire Safety Activities completed by specialist fire safety officers</p> <p>1659</p> <table border="1"> <thead> <tr> <th>Examples of Activities</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>Building Regulations Consultations</td> <td>386</td> </tr> <tr> <td>Complaint/ Cause for Concern</td> <td>170</td> </tr> <tr> <td>Desk Based Queries</td> <td>174</td> </tr> <tr> <td>Post Fire</td> <td>90</td> </tr> <tr> <td>Arson Reduction</td> <td>90</td> </tr> </tbody> </table>	Examples of Activities	Number	Building Regulations Consultations	386	Complaint/ Cause for Concern	170	Desk Based Queries	174	Post Fire	90	Arson Reduction	90
FSA's Completed	Yearly Target																
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Building Regulations Consultations	386																
Complaint/ Cause for Concern	170																
Desk Based Queries	174																
Post Fire	90																
Arson Reduction	90																

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.

31

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.

220

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 September 2024

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.

The data contained in this section was ran on 15/10/2024

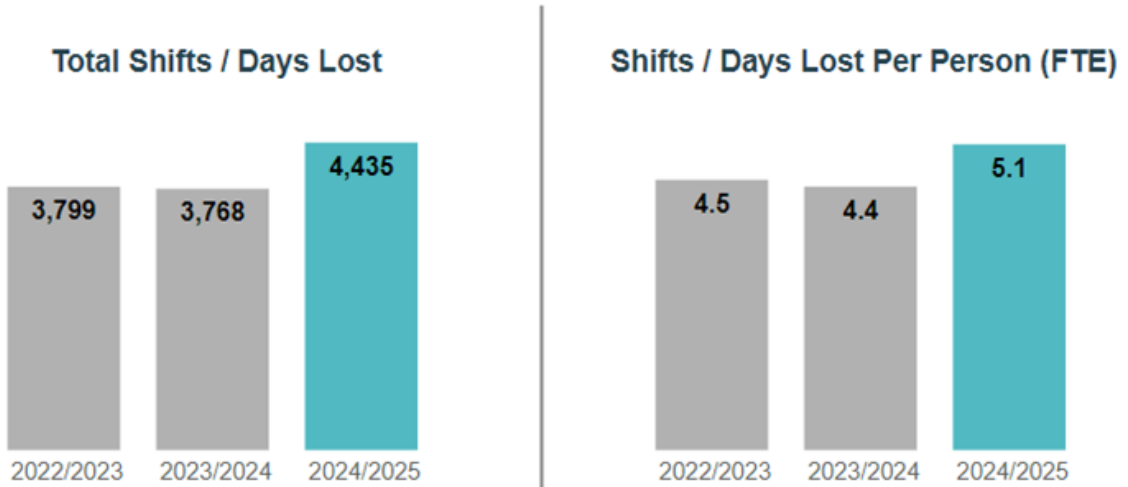
Internal performance highlights compared with Q2 2023/24:

- Staff sickness 4,435 shifts lost, 667 (18%) increase on Q2 2023/24.
- The main reason for shifts/days lost is non work related 'mental health'.
- 18 accidents to TWFRS personnel were reported, an increase of 3.
- 30 near miss reports were submitted to Health and Safety, a reduction of 7.
- Of the 34 vehicle accidents recorded in Q2 14 involved a pumping appliance Cat 1
- There has been a total of £657,373.94p paid in overtime costs.
- There has been a reduction of £19,716 in gas costs when compared to Q2 2023/24 and a reduction of £80,654 in electricity costs.
- Total of 17132 Emergency calls, number of calls answered in under 7 seconds 16609 (97%) from Q2 2023/24

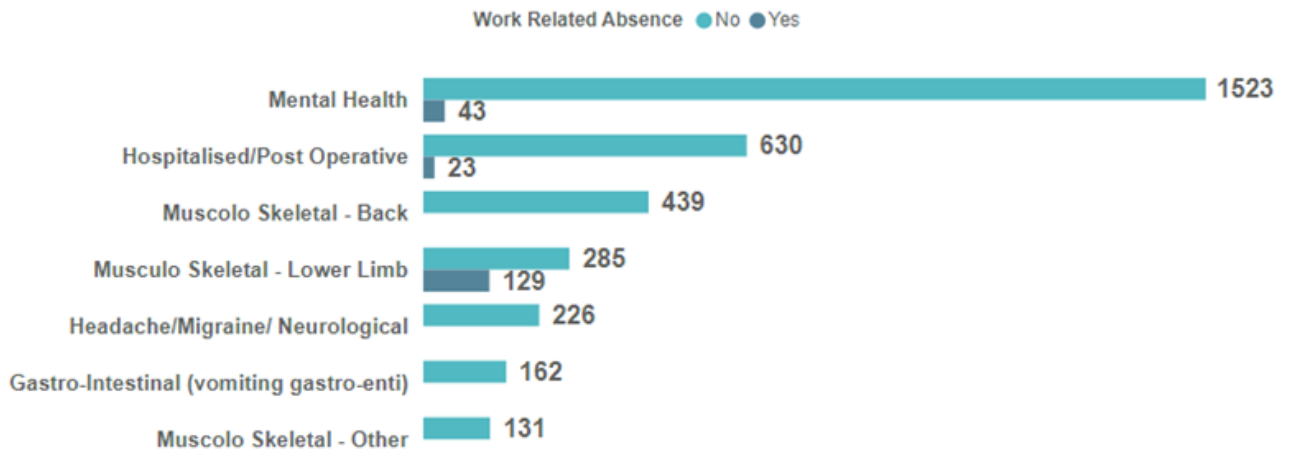
Internal Performance Monitoring

01 April 2024 to 30 September 2024

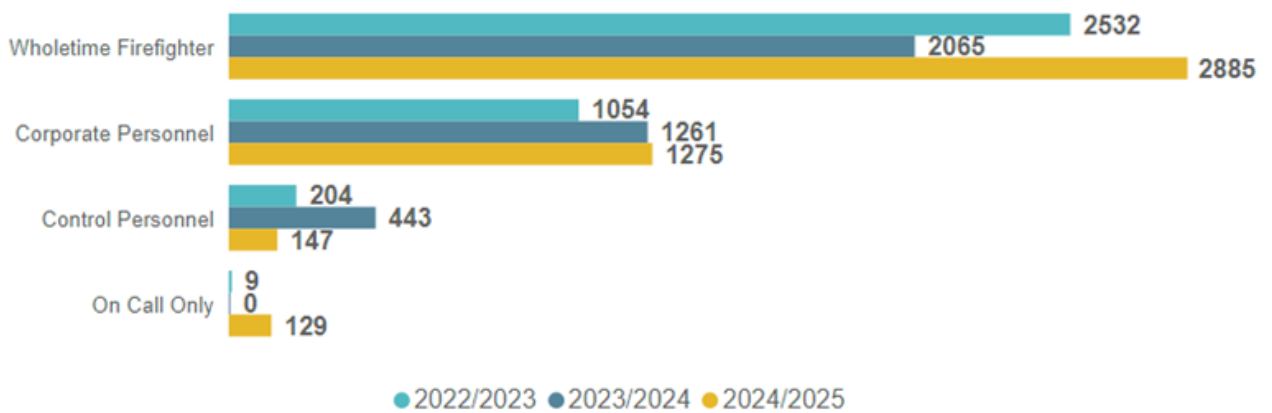
Staff Sickness Absence



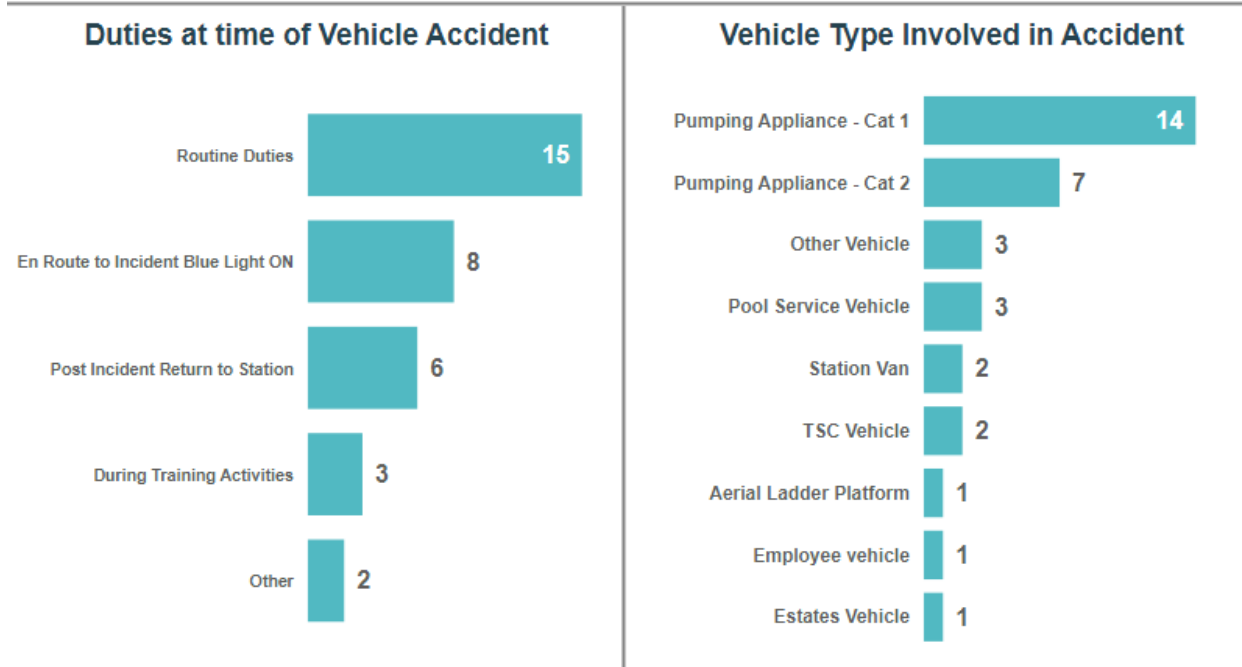
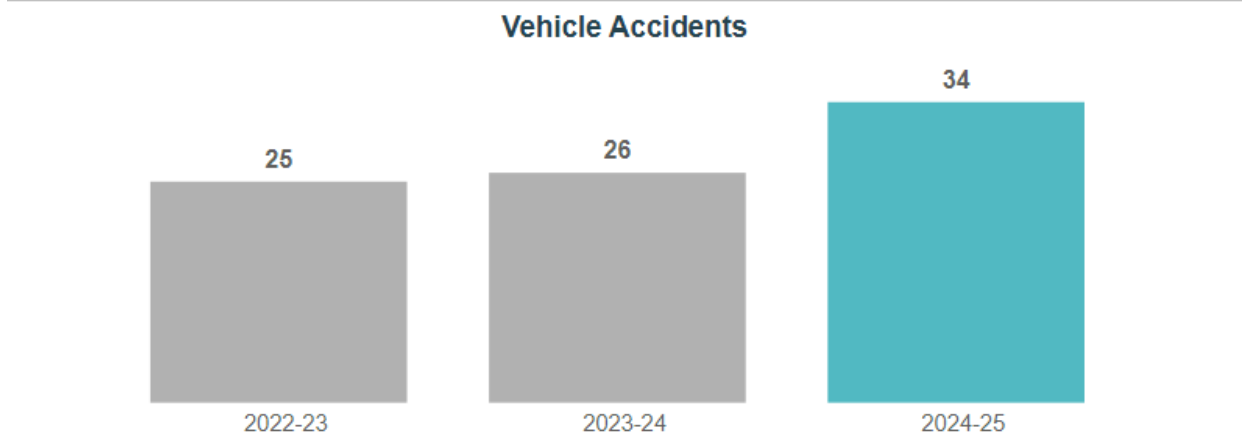
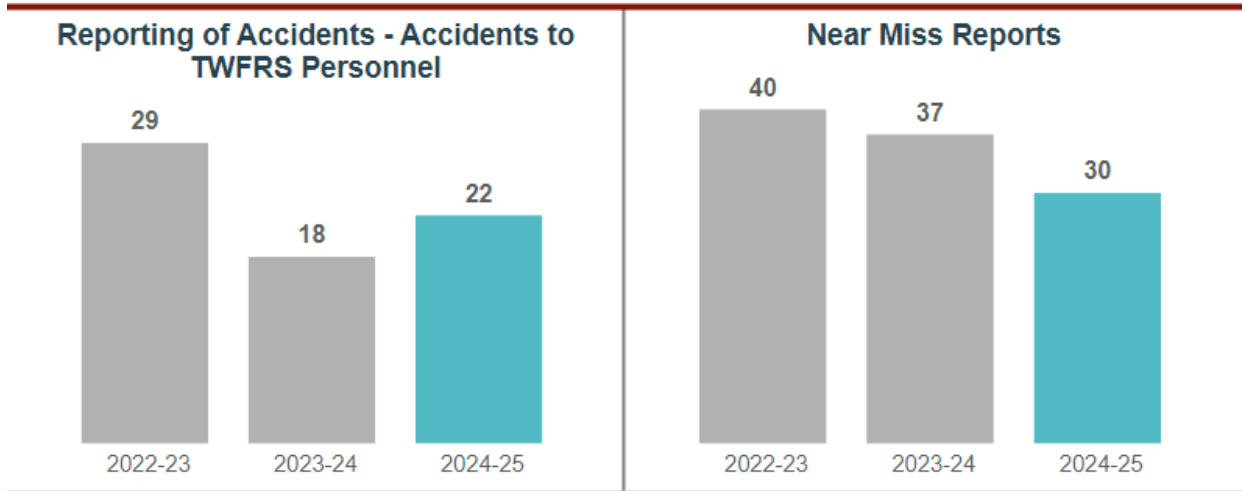
Shifts / Days Lost Main Reason for Absence (top 10)



Shifts / Days Lost by Category



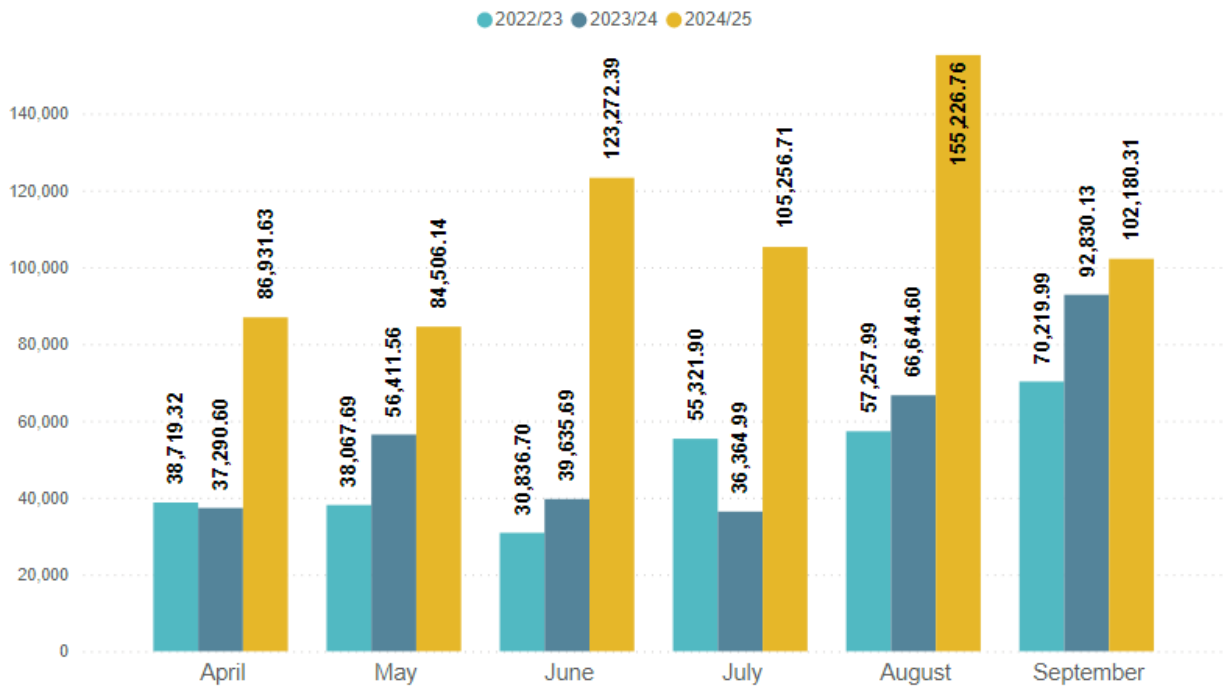
Internal Performance Monitoring



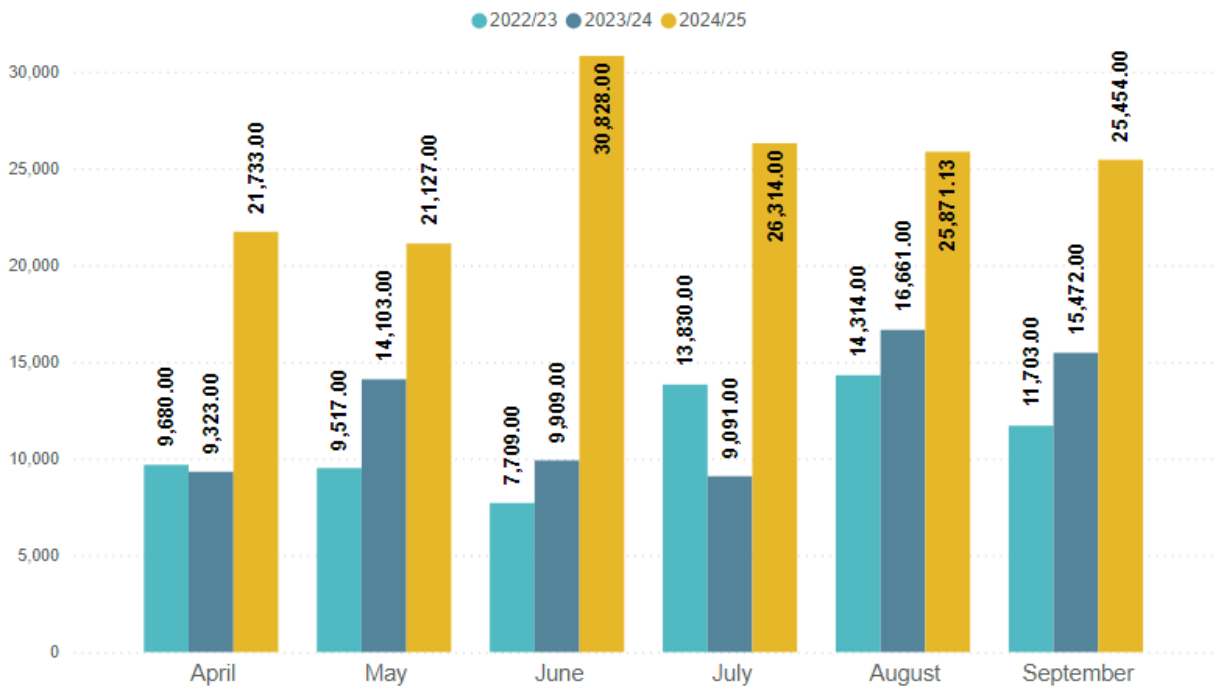
Internal Performance Monitoring

Operational Staff - Planned Overtime (£)

Overtime Costs by Month



Average Costs Per Week



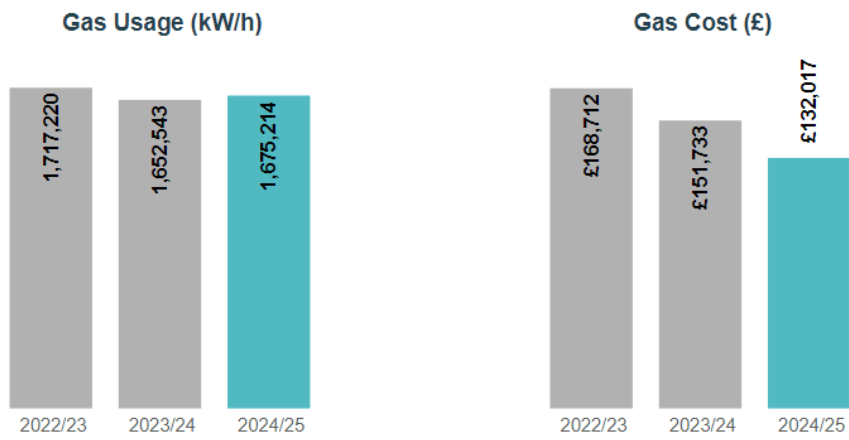
Please Note:

- Costs are shown for the month that the overtime was worked
- Overtime is paid in arrears in accordance with Payroll Attendance Records
- Costs are overtime payments only; no on costs are included

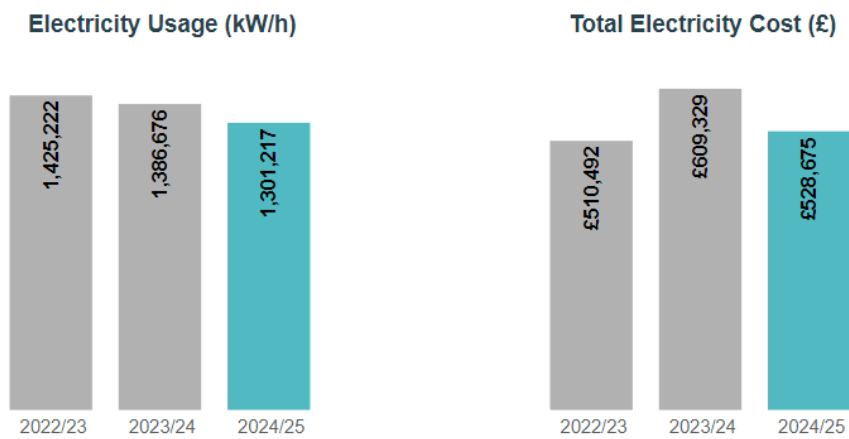
Internal Performance Monitoring

Carbon Monitoring

Gas Usage




Electricity Usage



Internal Performance Monitoring

01 April 2024 to 30 September 2024

<p>Total Emergency Calls</p>  <p>17132</p>	<table><thead><tr><th data-bbox="815 248 962 353">Fiscal Year</th><th data-bbox="962 248 1078 353">Number of Calls</th><th data-bbox="1078 248 1310 353">Number of Calls Answered in Under 7 Seconds</th><th data-bbox="1310 248 1385 353">%</th></tr></thead><tbody><tr><td data-bbox="815 353 962 398">2024/2025</td><td data-bbox="962 353 1078 398">17132</td><td data-bbox="1078 353 1310 398">16609</td><td data-bbox="1310 353 1385 398">97 %</td></tr><tr><td data-bbox="815 398 962 443">2023/2024</td><td data-bbox="962 398 1078 443">16994</td><td data-bbox="1078 398 1310 443">16433</td><td data-bbox="1310 398 1385 443">97 %</td></tr><tr><td data-bbox="815 443 962 488">2022/2023</td><td data-bbox="962 443 1078 488">21083</td><td data-bbox="1078 443 1310 488">20176</td><td data-bbox="1310 443 1385 488">96 %</td></tr><tr><td data-bbox="815 488 962 533">2021/2022</td><td data-bbox="962 488 1078 533">16882</td><td data-bbox="1078 488 1310 533">15808</td><td data-bbox="1310 488 1385 533">94 %</td></tr></tbody></table>	Fiscal Year	Number of Calls	Number of Calls Answered in Under 7 Seconds	%	2024/2025	17132	16609	97 %	2023/2024	16994	16433	97 %	2022/2023	21083	20176	96 %	2021/2022	16882	15808	94 %
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