



**TYNE AND WEAR FIRE AND RESCUE AUTHORITY**

**Item No 4**

**MEETING: POLICY AND PERFORMANCE COMMITTEE**

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**SUBJECT: QUARTER THREE PERFORMANCE REPORT 2023/24**

**JOINT REPORT OF THE CHIEF FIRE OFFICER/CHIEF EXECUTIVE (THE CLERK TO THE AUTHORITY) THE FINANCE DIRECTOR AND THE PERSONNEL ADVISOR TO THE AUTHORITY**

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## **1 INTRODUCTION**

- 1.1 The purpose of this paper is to present Tyne and Wear Fire and Rescue Service's (TWFRS) Performance Report for Quarter Three 2023/24 (Appendix A) to Policy and Performance Committee.

## **2 BACKGROUND**

- 2.1 The Quarter Three Performance Report 2023/24 provides a comprehensive overview of Service performance in relation to Key Performance Indicators (KPIs) and internal department KPI's for 1 April 2023 to 31 December 2023.
- 2.2 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, internal department data is extracted from the relevant Power BI dashboards and department system.

## **3 QUARTER THREE OPERATIONAL PERFORMANCE**

- 3.1 The Service has achieved, or are within 10% of achieving 10 of the 15 KPI's:
- LI03 – Number of Injuries from accidental dwelling fires
  - LI05 – Number of Injuries from all fires
  - LI08 – Number of accidental fires in dwellings
  - LI09 – Number of accidental kitchen fires in dwellings
  - LI10 – Number of accidental non kitchen fires in dwellings
  - LI16 – Number of deliberate secondary fires
  - LI18 – Deliberate refuse fires
  - LI24 – Total number of fire calls
  - LI29 – Number of primary fires attended
  - LI35 – Number of Fires in non-domestic premises



**3.2 Q3 2023/24 Operational Performance highlights compared with Q3 2022/23:**

- 13,244 incidents attended, this is a decrease of 13% (1972), (LI32).
- Injuries from all fires increased by 9% (8) (LI05).
- Injuries from accidental dwelling fires decreased by 23% (6) (LI03).
  - 6 injuries from accidental dwelling fires were caused by Cooker incl. oven (LI03).
  - Males accounted for 71% of the injuries from accidental dwelling fires.
- There was an increase of 4% (14) in accidental dwelling fires (LI08).
  - An alarm was present in 86% of accidental dwelling fires.
  - In 72% of accidental dwelling fires the alarm activated, the main reason for non-activation was 'the fire not close enough to detector'.
- There was a 33% (1786) decrease in deliberate fires (LI33).
- False alarms in domestic premises (LI23) have increased by 11% (251) and false alarms in non-domestic premises have increased by 3% (33).

**3.3 Q3 2023/24 Internal Performance highlights compared with Q3 2022/23:**

- A total of 16,554 Safe and Well visits carried out, an increase of 750 (4.7%).
- Staff sickness reduced by 12.9% (6,237 shifts lost, 926 less).
- Total of 24,512 Emergency Calls, a (4226) decrease on Q3 2022/23, of the 24,512 calls 97% were answered within seven seconds.
- The average response time for the first appliance to Risk Level 1 was 5 minutes 20 seconds, this is 1 seconds slower than in Q3 2022/23.
- 25 accidents to TWFRS personnel were reported, a reduction of 18 (42%) from Q3 2022/23.
- 50 near miss reports were submitted to Health and Safety, a reduction of 6 (11%).
- 41 attacks on Firefighters, a reduction of 20 (33%) from Q3 2022/23.
- 1193 Fire Safety Audits carried out, 60% of yearly target.
- Pumping appliances were available 96.1% of the time during Q3, this compares to 94.3% in Q3 2023/23.



### 3.4 **Operational Performance Narrative**

- 3.5 **Deaths from Fires** – There were four fatalities during the reporting period, two occurring during the first three months of the year and two occurring in December. Case conferences have been held in order to better understand the events leading up to these incidents. One of the deaths occurred in a sheltered accommodation within the Sunderland District; this has since been visited to provide Safe and Well checks for residents. Training and awareness will also be provided to staff within the accommodation.
- 3.6 **Injuries from Fires** – Within the Newcastle District, Prevention and Education (P&E) are engaging with the manager of a Sheltered Accommodations following an injury to a resident who was using a chip pan. Advice and guidance will be provided to wardens within the property regarding referring other residents for Safe and Well checks.
- 3.7 Within the Gateshead District P&E are working with partner agencies following the identification of a vulnerable adult who was injured during a fire and is in need of additional support.
- 3.8 **Accidental Dwelling Fires** – Within the North Tyneside District, P&E have initiated a social media message to promote kitchen fire safety, with partner organisations being asked to share the message to increase awareness.
- 3.9 P&E within the Newcastle District have worked with Your Homes Newcastle (YHN) to deliver training to staff to provide awareness regarding Safe and Well referral mechanisms to those residents at greater risk of fire. A day of action is planned with partner agencies including YHN, Northumbria Police and Changing lives at three 'tall buildings' in the Walker area where education and engagement will take place, including the chip pan demonstration unit to educate residents on kitchen fire safety.
- 3.10 Within the Gateshead District firefighters from Gateshead Community Fire Station spent time with officers from Gateshead Council engaging with residents to promote safe storage and charging of e-scooters and e-bikes
- 3.11 **Deliberate Fires** – P&E teams within the Sunderland District have targeted secondary schools in hotspot areas for educational talks to reduce secondary fires over the 'darker nights' period.
- 3.12 Within the Walker area of Newcastle engagement continues with the EPiC (Empowering People in Communities) project. This engagement includes on site meetings and walkabouts to engage with the local community with



operational Crews being involved in a number of youth group visits in the area. Also within the Newcastle District, multi-agency work is being carried out to identify up to 6 locations for multi-sport play zones funded by external agencies.

- 3.13 Within Gateshead District regular Operational Planning Group meetings are attended with partners from Gateshead Council community Safety Team, Social Services, youth Justice, Social Services and Northumbria Police to tackle harm from fires and anti-social behaviour across the District.
- 3.14 Within North Tyneside engagement has been carried out with a Pupil Referral Unit with all year groups receiving education on the dangers and consequences of deliberate fire setting and anti-social behaviour towards Emergency Services workers.
- 3.15 When a fire occurs in a derelict non domestic property Fire Safety contact those responsible for the premises as they have legal responsibility to ensure the property is secured with. Over 20 premises were engaged in this way.
- 3.16 **False Alarms** – Within the Gateshead District engagement has been carried out with repeat offenders, including a school which was visited by Fire Safety and had an audit carried out. This premises will be monitored for future actuations.
- 3.17 Fire Safety continue to meet with Hospitals Officers to reduce the number of actuations in these premises. The last performance meeting discussed the need for continuing with the dedicated group due to the significant reductions in this premises type over the last 10 years.
- 3.18 **Non-Domestic Fires** - Following a number of significant fires both nationally and internationally where foliage has been identified as an aggravating factor Fire Safety have engaged with 21 premises across Newcastle and Sunderland Districts area to ensure compliance is maintained and risks are mitigated. This engagement is to be extended to all Districts.
- 3.19 **Internal Performance Summary**
- 3.20 There has been a total of 16,554 Safe and Well visits carried out in across the Service area in Q3, this is an increase of 750 (4.7%). Our priority target lists make up the majority of our visits followed by Hot Strikes and Occupier Requests.



- 3.21 The Service lost 6,237 shifts due to sickness in Q3 2023/24, this is a reduction of 926 (12.9%) when compared to Q3 2022/23. 'Mental Health – Stress' is the main cause of shifts lost (1696 shifts, 27.2%) followed by 'Musculo Skeletal – Lower Limb' (702 shifts, 11.3%). The Service Management Team are confidently and proactively managing short and long term absence and providing support, guidance and coaching to employees to help them return to work. The Service is committed to carrying out more work to understand the reasons behind mental health related absence which will shape future interventions.
- 3.22 Our response time to Risk Level one incidents was 5 minutes 20 seconds, this is 1 second slower than Q3 2022/23, with our response time to all incidents being 5 min 39 seconds. This is 7 seconds quicker than in Q3 2022/23. Pumping Appliances were available for 96.1% of the time in Q3 2023/24 compared to 94.3% in Q3 2022/23.
- 3.23 Over 97% of calls taken by controlled were answered within 7 seconds, this has been achieved due to more robust training and a review of ways of working within Control.
- 3.24 There were 25 accidents to TWFRS personnel reported in Q3 2023/24, this is a reduction of 18 (42%) from Q3 2022/23. The Health and Safety department have carried out 1 IOSH 3 day training course with 14 attendees, 2 IOSH refresher course with a total of 25 attendees and have also carried out a Vehicle Safety and Accident Reduction intranet and poster campaign in November 2023.
- 3.25 There has been 41 attacks on Firefighters reported at incidents in Q3 2023/24, this is a reduction of 20 (33%). We continue to supply relevant Body Worn Video Camera and appliance CCTV footage to the Police where necessary and request Police support in high risk areas.
- 3.26 Overtime peaked at £137,543 for November 2023 which is the highest month of the last three years. This is due to factors including; cover for short term sick periods, a number of training courses which have impacted staffing levels and a number of leave groups being off at the same time.

## **4 RISK MANAGEMENT**

- 4.1 Effective monitoring and analysis of our Performance enables us to better manage and reduce the risks within our Communities.



## **5 FINANCIAL IMPLICATIONS**

5.1 There are no financial implications in respect of this report.

## **6 EQUALITY AND FAIRNESS IMPLICATIONS**

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

## **7 HEALTH AND SAFETY IMPLICATIONS**

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

## **8 RECOMMENDATIONS**

8.1 The Authority is recommended to:

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

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## **BACKGROUND PAPERS**

The under mentioned Background Papers refer to the subject matter of the above report: Previous Quarterly Performance Reports are available on the TWFRS website, or from the Data and Intelligence Team.