

Tyne and Wear Fire and Rescue Service

Creating the Safest Community



Performance Report

Quarter 3 2022/23

1st April to 31st December



Quarter 3 2022/23

1st April to 31st December 2022

Our Indicators focus on incidents and fires attended by Tyne and Wear Fire and Rescue 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 deliver:-

Our Vision

“Creating the Safest Community”

Our vision for the community will be achieved by providing the people of Tyne and Wear with the services they want and need, to the highest possible standard;

Our Mission

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

Our mission will help us to secure this vision;

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 will drive and direct Service transformation over the next five years. There are three strategic priorities of this programme:



Inclusion



All Hazards Approach to Firefighter Safety



Digital and Data



Local Indicators

Quarter 3 2022/23

1st April to 31st December 2022

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 section was ran 04/01/2023

Q3 2022/23 Operational performance highlights compared with Q3 2021/22:

- 15,205 incidents attended, this was an increase of 12% (1653), (LI32).
- Injuries from all fires decreased by 22% (24), (LI05).
- Injuries from accidental dwelling fires increased by 8 (LI03).
- 37% (10) injuries from accidental dwelling fires were caused by cooking appliance – cooker incl. oven. (LI03).
- Males aged 50-79 accounted for 33% of the injuries from accidental dwelling fires.
- 4% (14) decrease in accidental dwelling fires (LI08).
- In 12% (40) of accidental dwelling fires (335) no smoke alarm was fitted
- In 30% (90) of accidental dwelling fires where a smoke alarm was fitted (296) the device did not activate. The most common reason for non-activation was the fire not being close enough to the detector.
- 20% (891) increase in deliberate fires (LI33).
- False alarms in domestic premises (LI23) have increased by 15% (301) and false alarms in non-domestic premises have increased by 6% (71).
- The overall average response time was 5 minutes 42 seconds, this is ten seconds quicker than in Q3 2021/22.

TWFRS Performance Against Targets Q3
(plus 10% tolerance)
1st April 2022 to 31st December 2022

Deaths from Accidental Dwelling Fires 6 Q3 Target 0	Deaths from All Fires 6 Q3 Target 0	Injuries from Accidental Dwelling Fires 27 Q3 Target 23	Injuries from All Fires 86 Q3 Target 83
Accidental Fires in Dwellings 335 Q3 Target 365	Accidental Kitchen Fires in Dwellings 172 Q3 Target 205	Accidental Non Kitchen Fires in Dwellings 163 Q3 Target 160	Deliberate Secondary Fires 4735 Q3 Target 3346
Deliberate Refuse Fires 2646 Q3 Target 2370	Malicious False Alarms Attended 145 Q3 Target 150	AFA's to Non Domestic premises 1235 Q3 Target 1150	AFA's to Domestic premises 2338 Q3 Target 2011
Fire Calls 7312 Q3 Target 5322	Primary Fires 1393 Q3 Target 1333	Total Incidents 15205 Q3 Target 12742	Fires in Non Domestic premises 146 Q3 Target 149

TWFRS Performance Summary Q3

1st April 2022 to 31st December 2022

Fires



7312



Previous 6264

False Alarms



5432

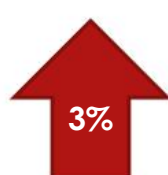


Previous 4907

Special Service



2461



Previous 2381

Total Incidents



15205



Previous 13552

Fire Injuries



86



Previous 110

Fire Fatalities



6



Previous 0

Accidental Dwelling Fires



335



Previous 349

Deliberate Fires



5447



Previous 4556

Non Domestic Fires



146

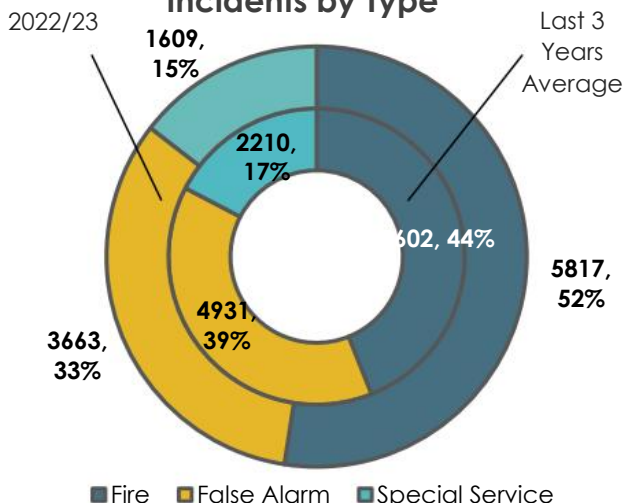


Previous 153

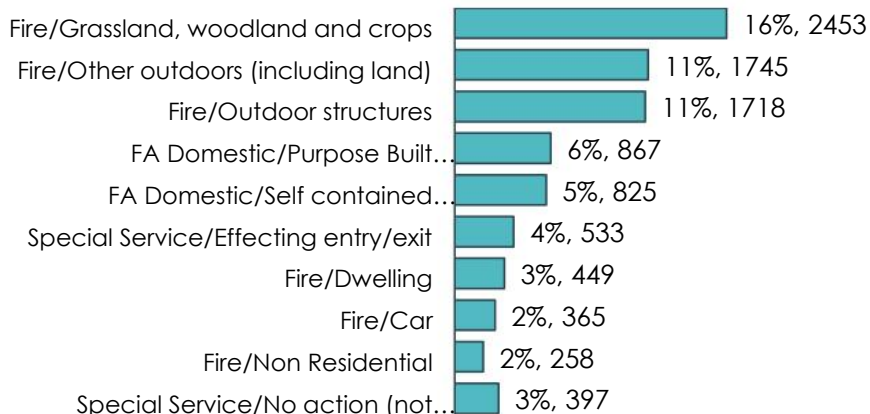
Incidents by Time of Day

	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
Mon	47	50	50	38	42	38	36	34	33	55	42	48	68	61	72	96	102	133	174	192	165	122	97	68
Tue	55	49	63	41	35	31	26	48	31	43	46	73	39	54	71	88	118	133	164	175	150	122	91	60
Wed	57	54	41	40	37	19	33	37	39	46	36	54	55	61	82	74	102	129	189	177	156	118	87	70
Thur	56	39	41	33	31	30	34	53	38	48	64	49	50	70	84	86	88	144	173	177	185	131	95	77
Fri	48	55	42	39	28	29	43	52	42	32	59	57	57	57	81	79	106	142	175	199	186	138	118	94
Sat	94	65	53	50	34	29	38	35	38	47	64	57	73	74	94	110	140	145	194	201	199	150	103	69
Sun	70	78	55	45	44	39	25	33	27	45	59	62	74	86	94	127	143	157	197	202	154	126	85	73

Incidents by Type



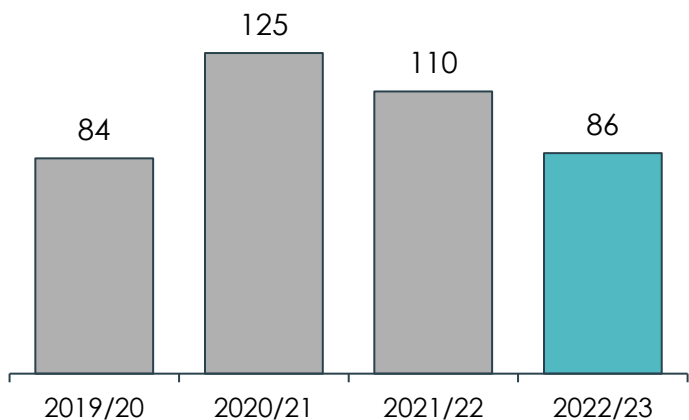
Top 10 Incidents



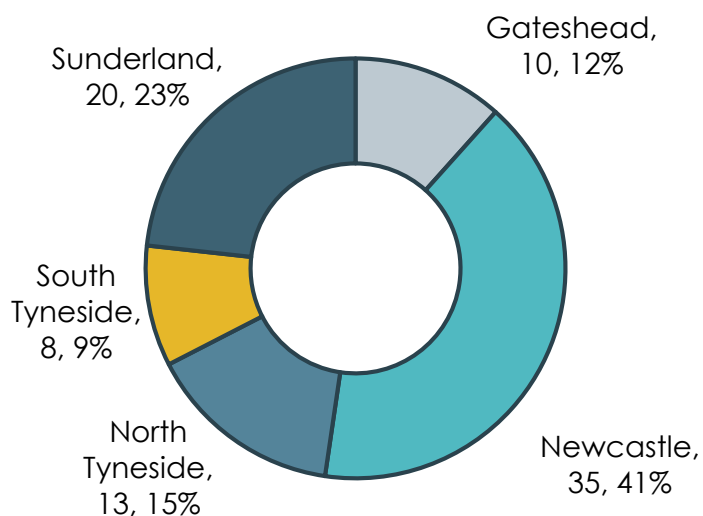
Injuries from All Fires Q3

Including first aid and precautionary checks

Injuries from All Fires



All Fire Injuries by District



Injury Main Cause All Fires



**Cooking appliance -
Cooker incl. oven**

26

30%

Injury Severity All Fires



**Precautionary
Check**

18

21%



**First Aid at
Scene**

36

42%



**Hospital
Slight**

21

24%



**Hospital
Serious**

11

13%

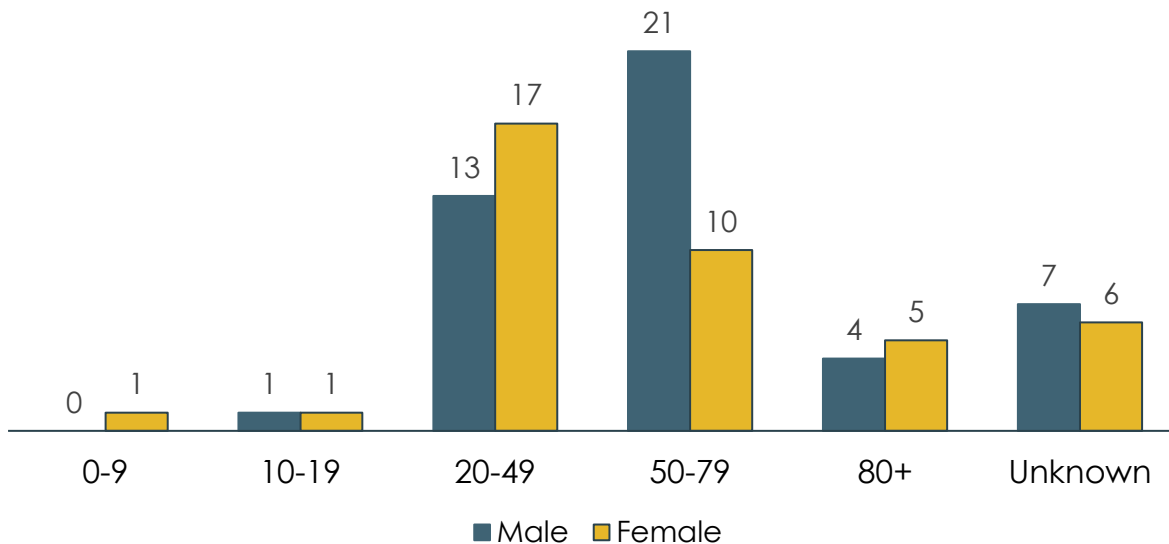
Victim Age / Gender All Fires



53%



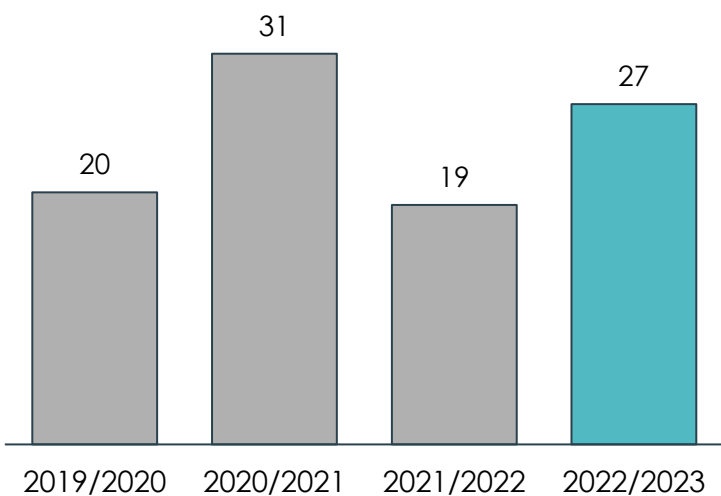
47%



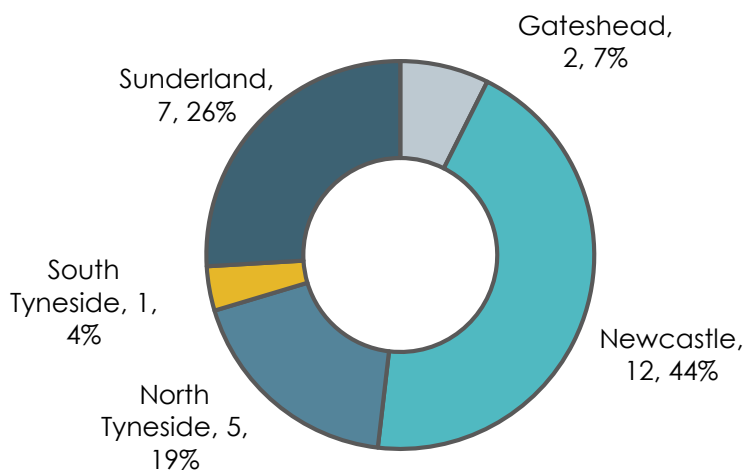
Injuries from Accidental Dwelling Fires (ADF) Q3

Excluding first aid and precautionary checks

Injuries from ADF



ADF Injuries by District



Injury Main Cause ADF



**Cooking appliance -
Cooker incl.
oven**

10
37%

Injury Severity ADF



**Hospital
Slight**

19
70%



**Hospital
Serious**

8
30%

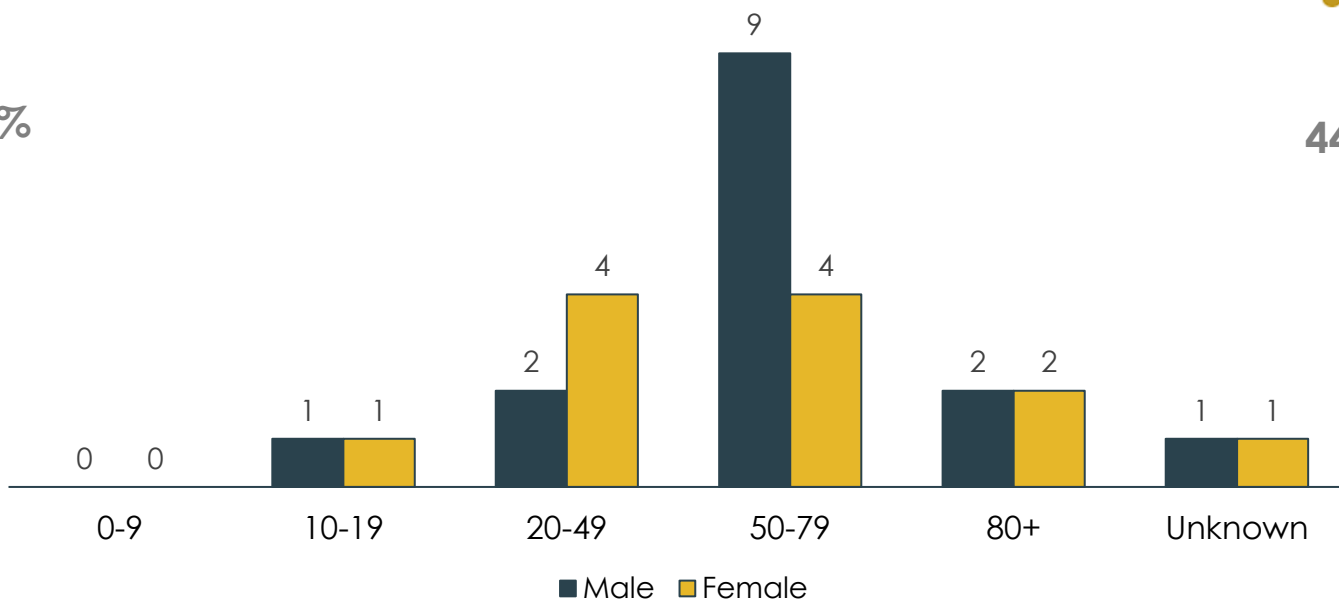
Victim Age / Gender ADF



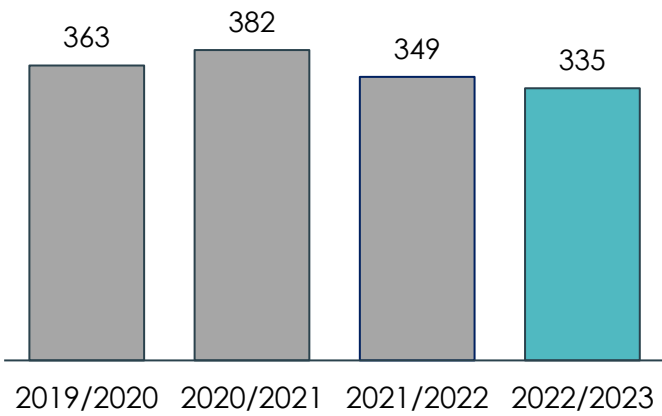
56%



44%



ADF by Year

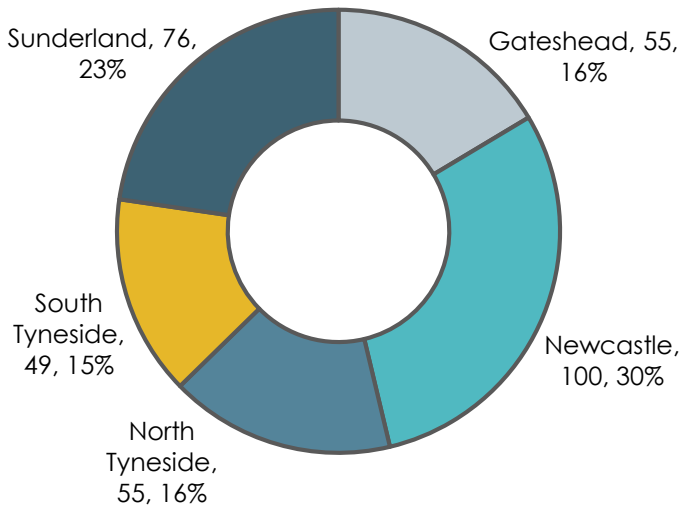


- Increase
- No change
- Decrease

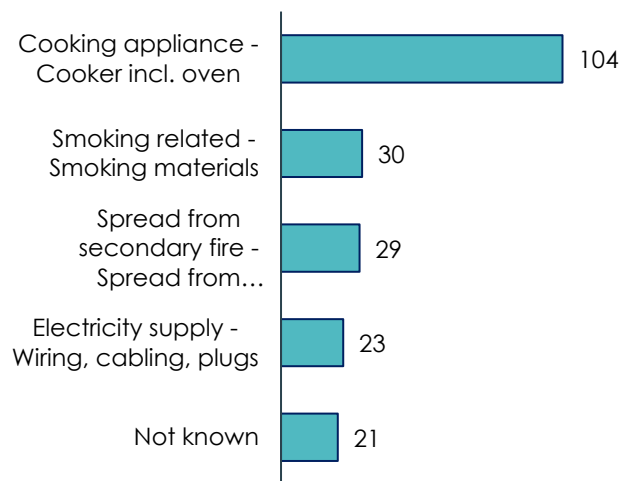
Performance Summary

Service	Previous Year	3 Year Average
Service	-4% ●	-4% ●
Gateshead	4% ●	-4% ●
Newcastle	-9% ●	-1% ●
North Tyneside	-11% ●	-5% ●
South Tyneside	17% ●	-4% ●
Sunderland	-7% ●	-5% ●

ADF by District



ADF by Source of Ignition (Top five)



Alarm Detection and Actuation



Alarm Present 88%



Alarm Activated 70%

Main Reason for Non Activation

Fire not close enough to detector

Human Factors



Distraction 16%



Falling asleep/asleep 9%

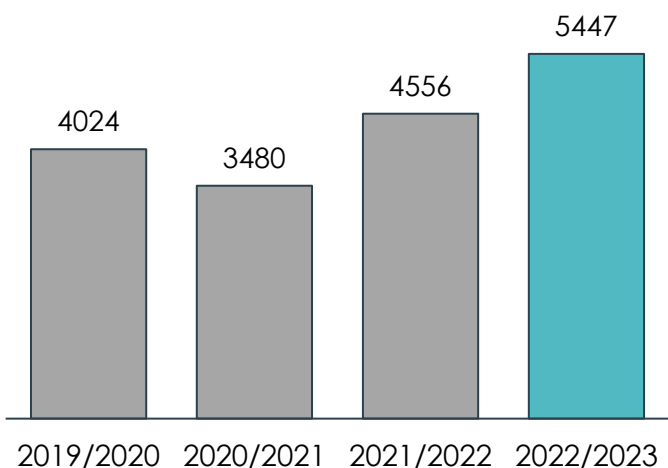
Alcohol/Drug Impairment



7%

Deliberate Fires Q3

Deliberate Fires by Year

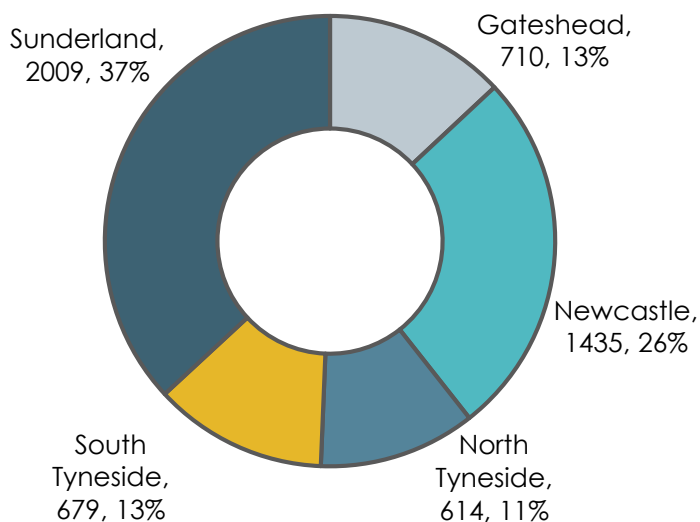


Performance Summary

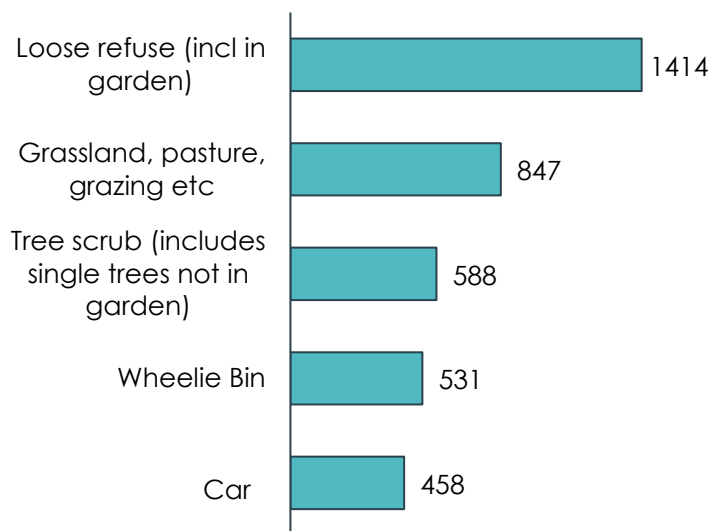
● Increase
● No change
● Decrease

Service	Previous Year	3 Year Average
Service	20% ●	3% ●
Gateshead	-5% ●	0% ●
Newcastle	5% ●	5% ●
North Tyneside	12% ●	13% ●
South Tyneside	34% ●	8% ●
Sunderland	45% ●	2% ●

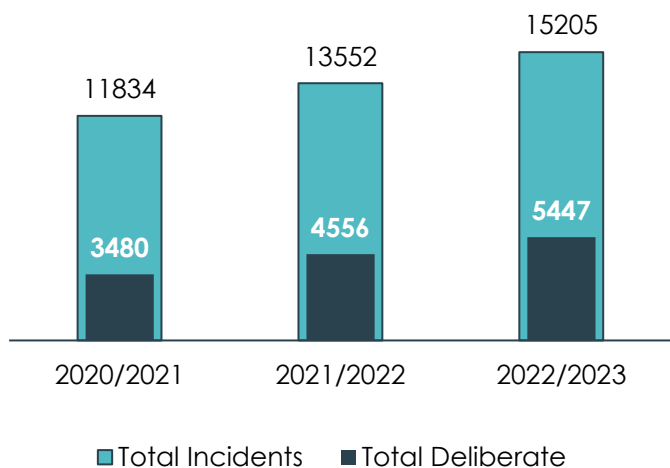
Deliberate Fires by District



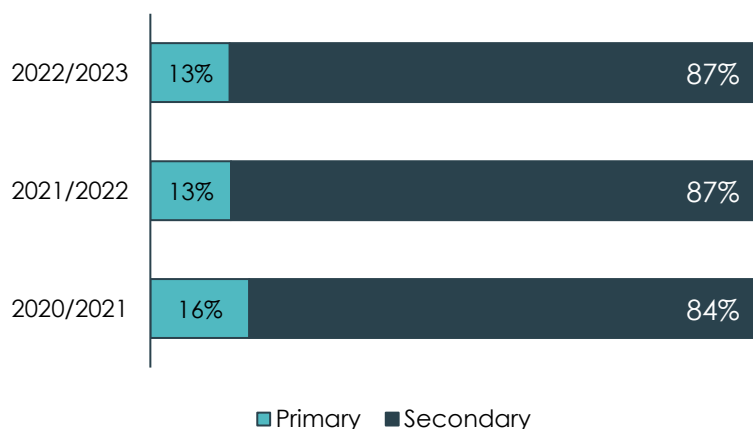
Deliberate Fires by Property Type (Top five)



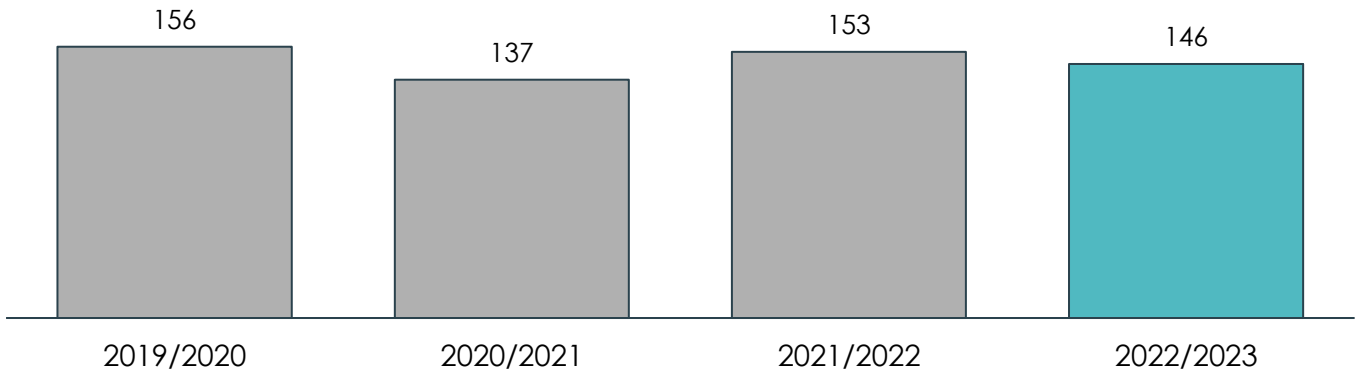
Deliberate Fires Compared to All Incidents



Deliberate Fires by Classification



Non Domestic Fires by Year

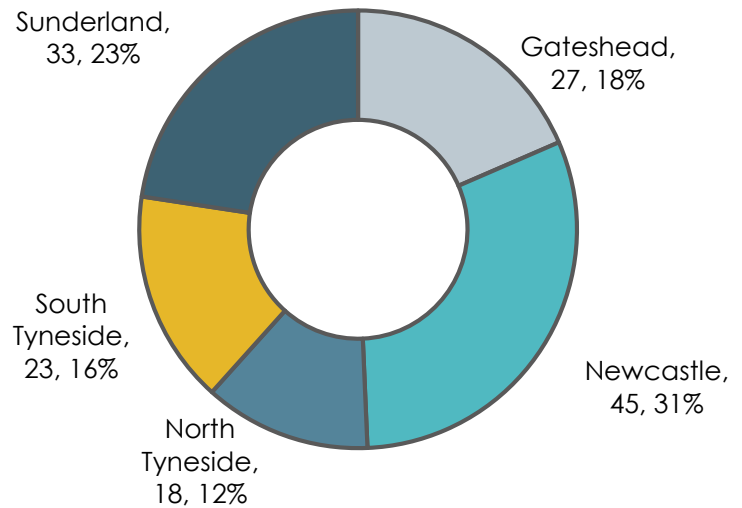


Performance Summary

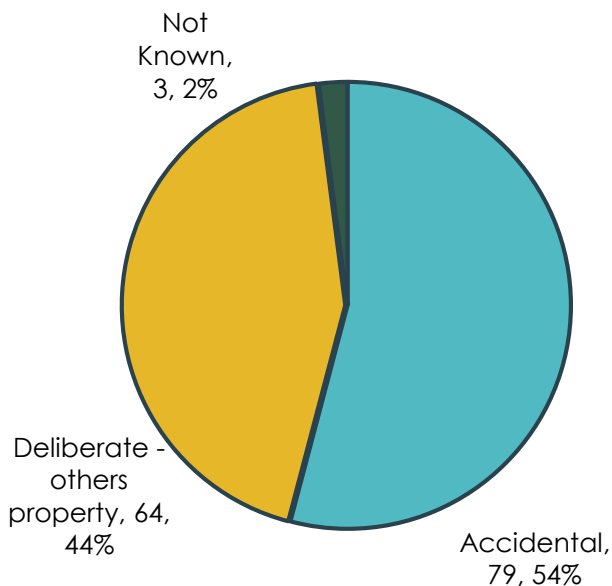
- Increase
- No change
- Decrease

Service	Previous Year		3 Year Average	
	-5%	●	0%	●
Gateshead	-21%	●	16%	●
Newcastle	-6%	●	2%	●
North Tyneside	-25%	●	5%	●
South Tyneside	35%	●	10%	●
Sunderland	10%	●	-7%	●

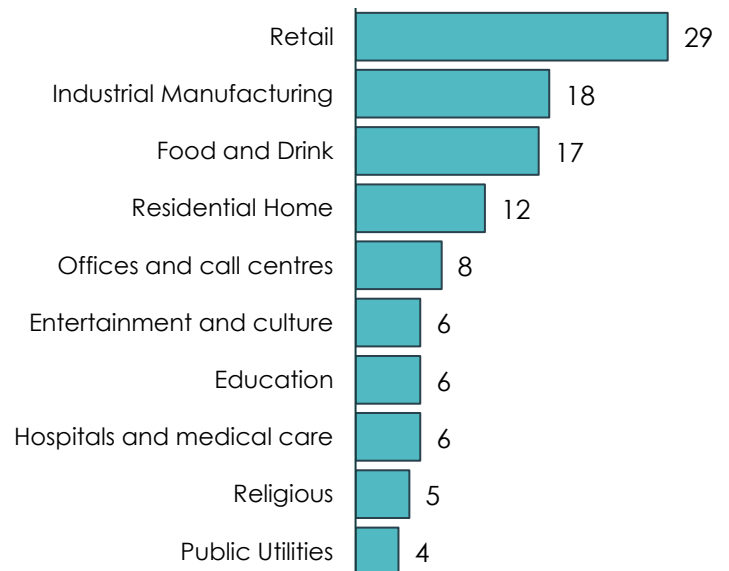
Non Domestic Fires by District



Non Domestic Fires by Motive



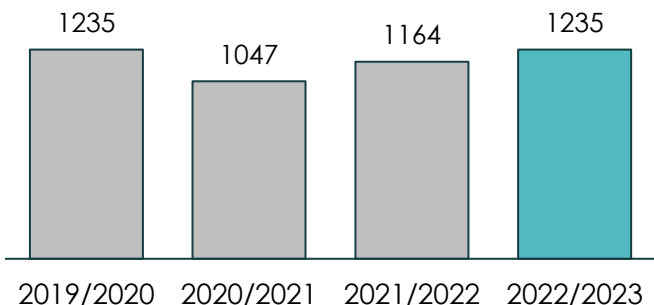
Non Domestic Fires by Premises Type (Top 10)



Automatic False Alarms (AFA) Q3

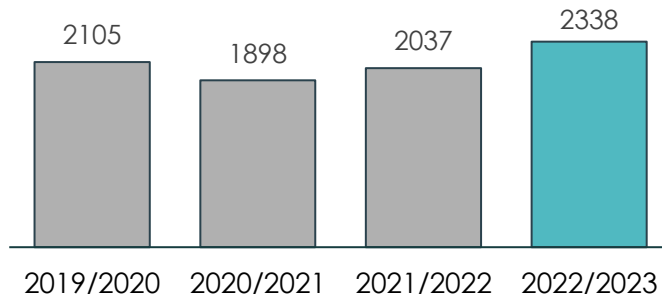
Non Domestic

Non Domestic AFA by Year



Domestic

Domestic AFA by Year



Performance Summary

- Increase
- No change
- Decrease

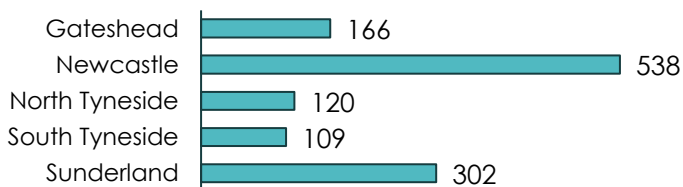
Service	Previous Year		3 Year Average	
	6%	●	-5%	●
Gateshead	-14%	●	-3%	●
Newcastle	7%	●	-3%	●
North Tyneside	0%	●	-4%	●
South Tyneside	30%	●	-10%	●
Sunderland	14%	●	-5%	●

Performance Summary

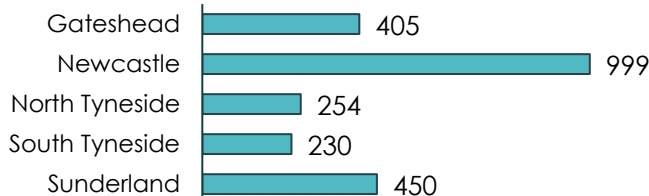
- Increase
- No change
- Decrease

Service	Previous Year		3 Year Average	
	15%	●	1%	●
Gateshead	31%	●	0%	●
Newcastle	12%	●	-1%	●
North Tyneside	0%	●	8%	●
South Tyneside	27%	●	3%	●
Sunderland	13%	●	5%	●

AFA Non Domestic by District



AFA Domestic by District



Main Property Type



Education 158 13%

Main Reason For Activation

Faulty 423 34%

Main Property Type



Purpose Built Flat/Maisonette - multiple occupancy 867 37%

Main Reason For Activation

Cooking/burnt toast 971 42%

AFA's Compared to all Incidents



■ Total Incidents ■ Total AFA Non Dom ■ Total FA Dom



Corporate Key Performance Monitoring

Quarter 3 2022/23

1st April to 31st December

Key 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.

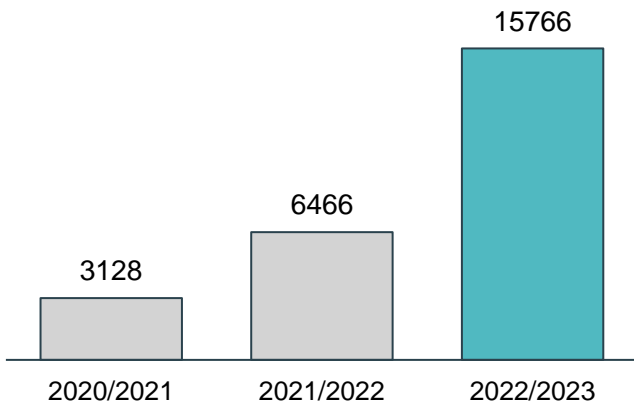
The data contained in this section was ran 05/01/2023

Q3 2022/23 Corporate performance highlights compared with Q3 2021/22:

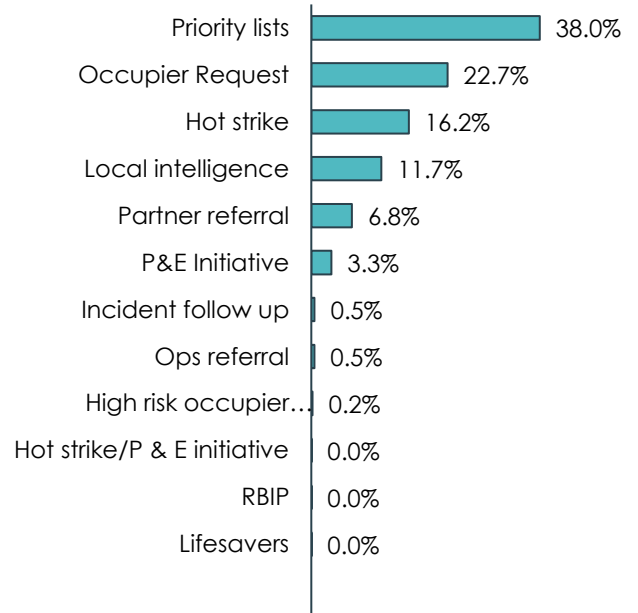
- A total of 15,766 Safe and Well visits carried out, an increase of 9,300 (144%).
- 773 Fire Safety Audits carried out, 39% of yearly target.
- 92% of staff have a completed PDR.
- Critical training compliance rate of 97.72%.
- Staff sickness 7,145 shifts lost, 108 less compared to Q3 2021/2022.
- The average response time for the first appliance to Risk Level 1 was 5 minutes 19 seconds, this is four seconds quicker than in Q3 2021/22.
- 40 accidents to TWFRS personnel, an increase of 11 from Q3 2021/2022.
- 61 attacks on Firefighters, an increase of six.
- 16 vehicle accidents, a reduction of 18 from Q3 2021/22.
- Total of 62,334 Emergency Calls, a 5% (2,907) increase on Q3 2021/2022, of the 62,334 calls 81% were answered within seven seconds.

Corporate Key Performance Monitoring Q3

Safe and Well Visits



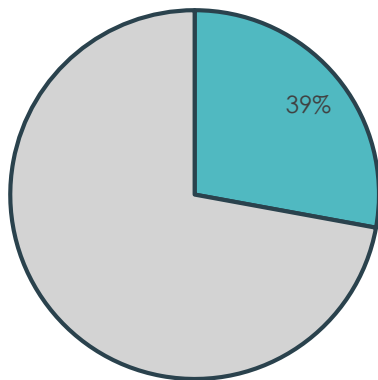
Reason for Visit



Fire Safety Audits

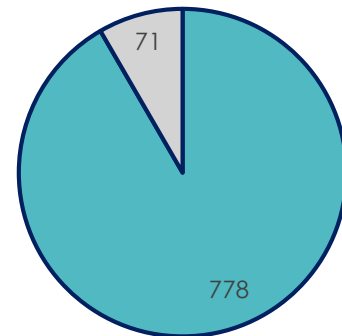
773

% of Yearly Target



PDR Completion

92%



■ Completed ■ Not Completed

Critical Training Compliance Rate

L&D Compliance Factor **97.72%**

2022/23 Target 95%

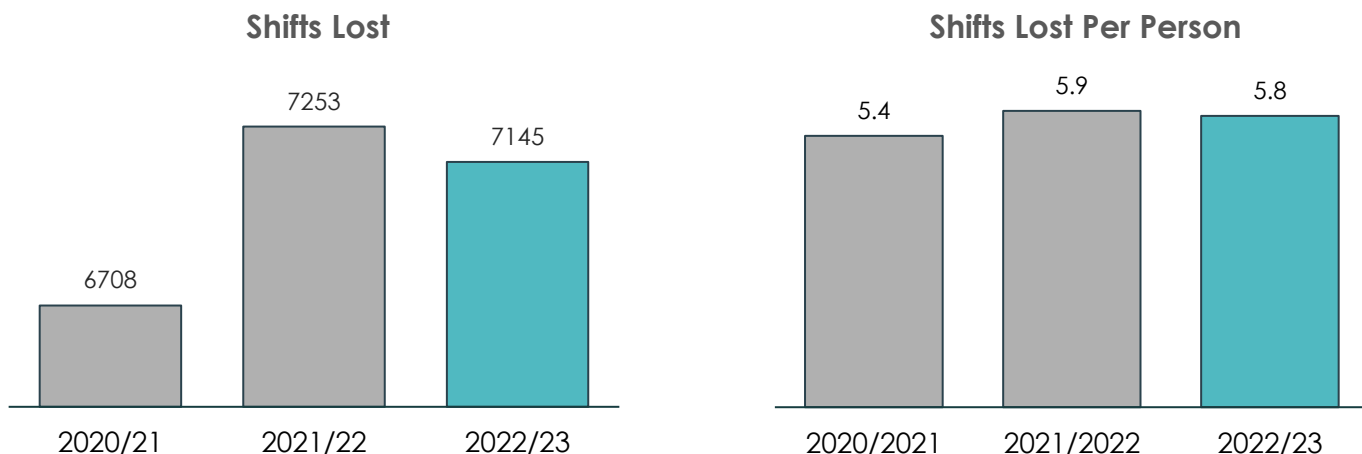
Compliance with National Fire Standards

98%

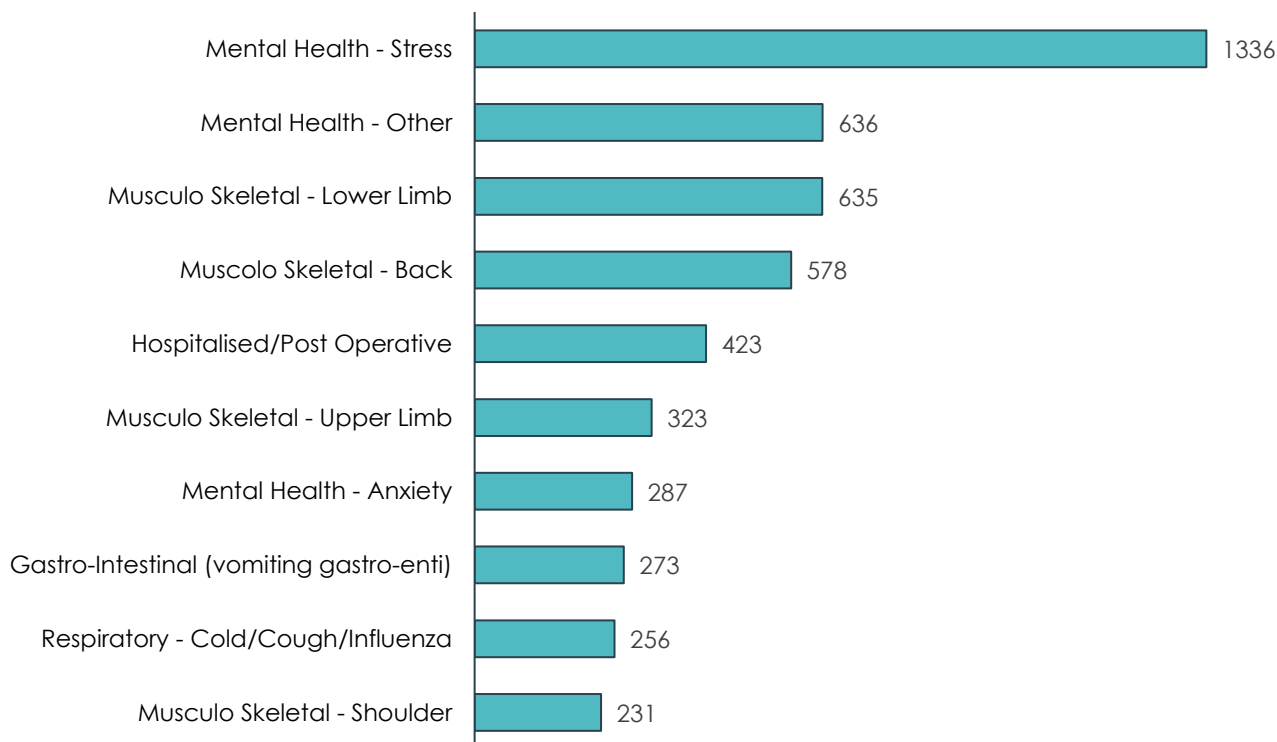
There are currently 6 Fire Standards that are implemented where full (100%) compliance is expected (i.e. published 18 months or more ago): Operational Preparedness, Operational Learning, Operational Competence, Emergency Repose Driving, Code of Ethics, and Community Risk Management Planning.

The current compliance rate reported for the Code of Ethics Standard is 89%, however further evidence is required to enable quality assurance. 100% compliance is recorded for the other five Standards listed above.

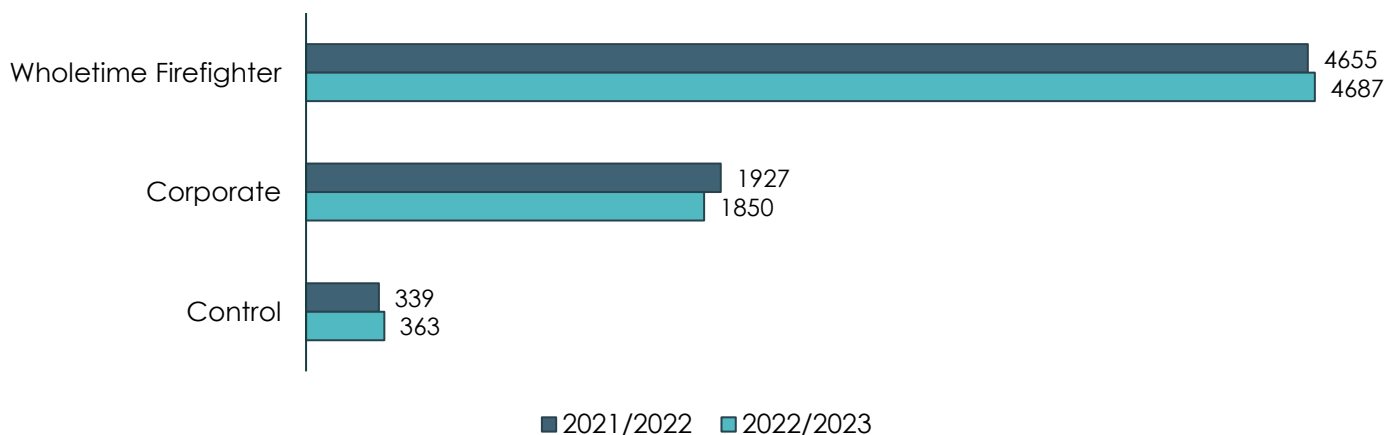
Staff Sickness Absence



Shifts Lost Main Reason for Absence



Shifts Lost by Category

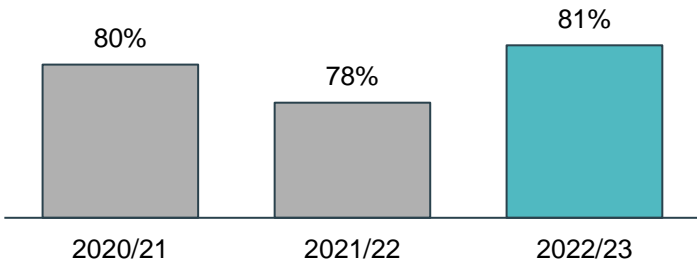


Total Emergency Calls



62,334

% Calls Answered Within 7 Seconds



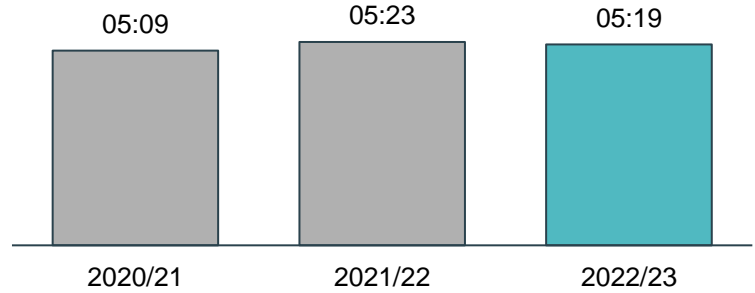
Emergency Response Time



Average response time to all Incidents

05:46

Average response time to Risk Level 1 Incidents

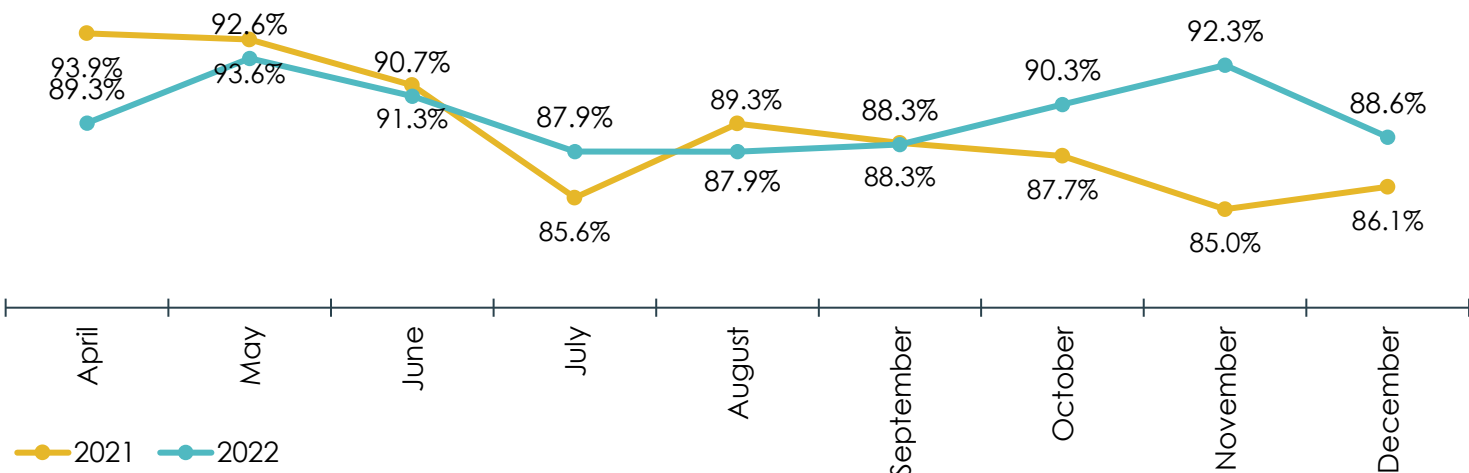


Emergency Response Time- Risk Level

*** Risk Level 1**
High level of risk to human life
Risk Level 2
Moderate life risk

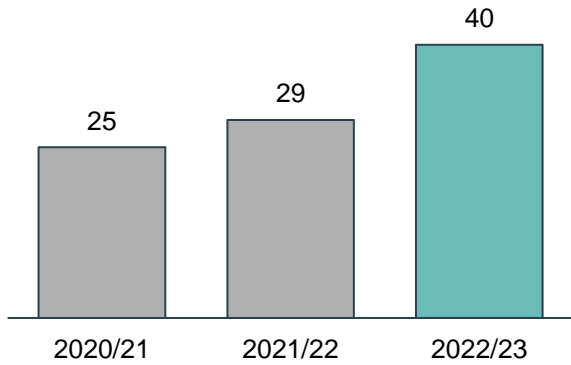
- First Appliance at a Risk Level 1* Incident on Scene Within 6 Minutes** **71%**
- First Appliance at Risk Level 1 & 2* Incidents on Scene Within 8 Minutes** **88%**
- Second Appliance at a Risk Level 1* Incident on Scene Within 8 Minutes** **66%**
- First Appliance at Risk Level 1 & 2* Incidents on Scene Within 10 Minutes** **95%**

Pumping Appliance Availability

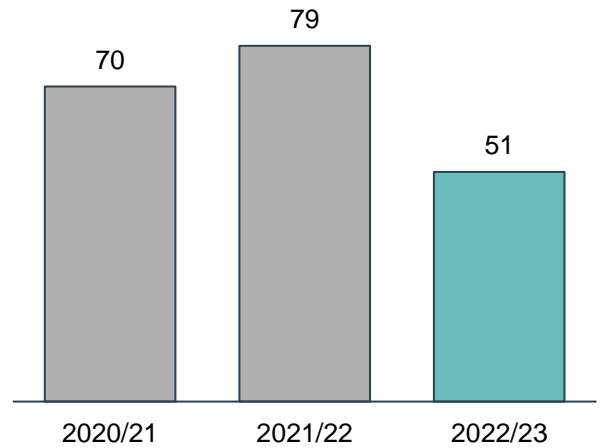


Reporting of Accidents

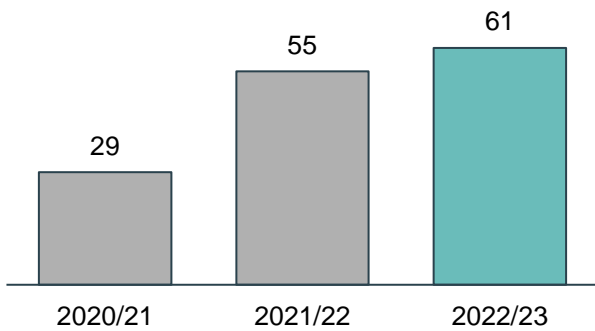
Accidents to TWFRS Personnel



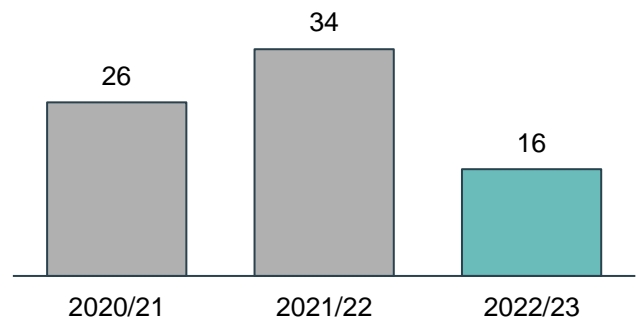
Near Miss Reports



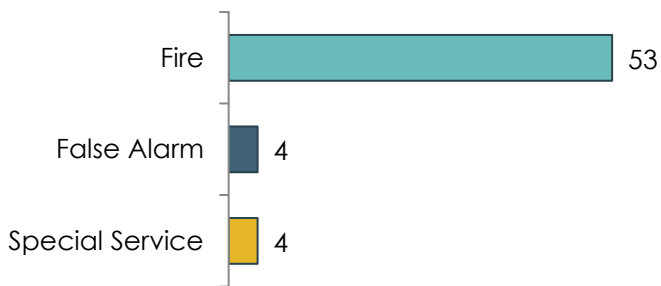
Attacks on Firefighters



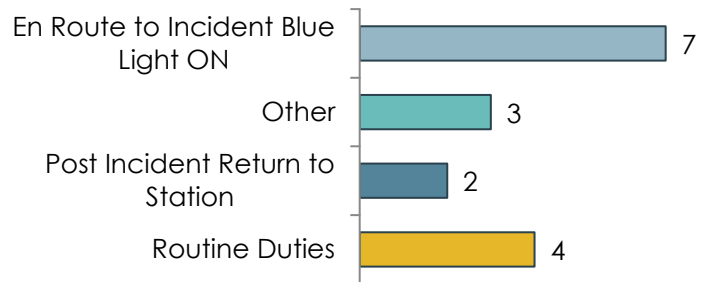
Vehicle Accidents



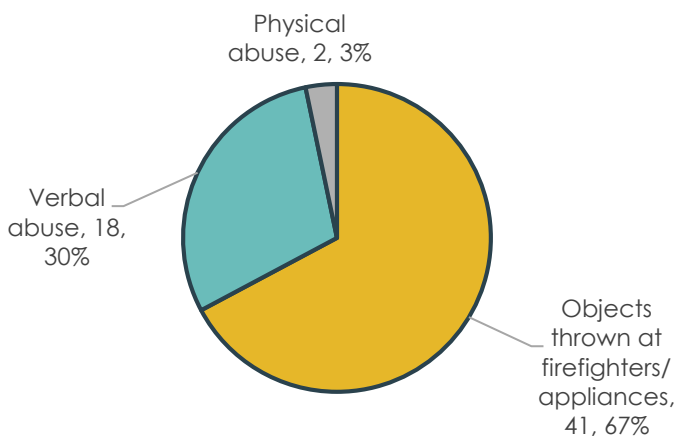
Incident Type



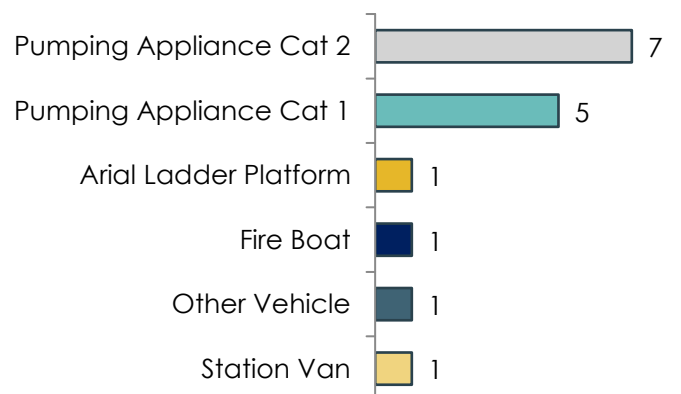
Duties at time of accident



Types of Attacks

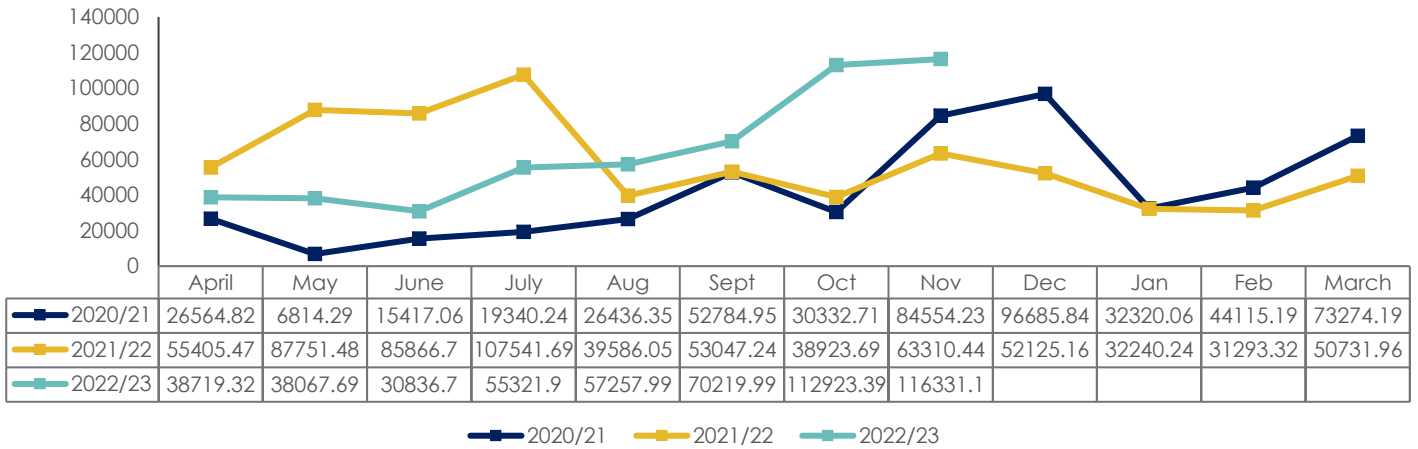


Vehicle Type

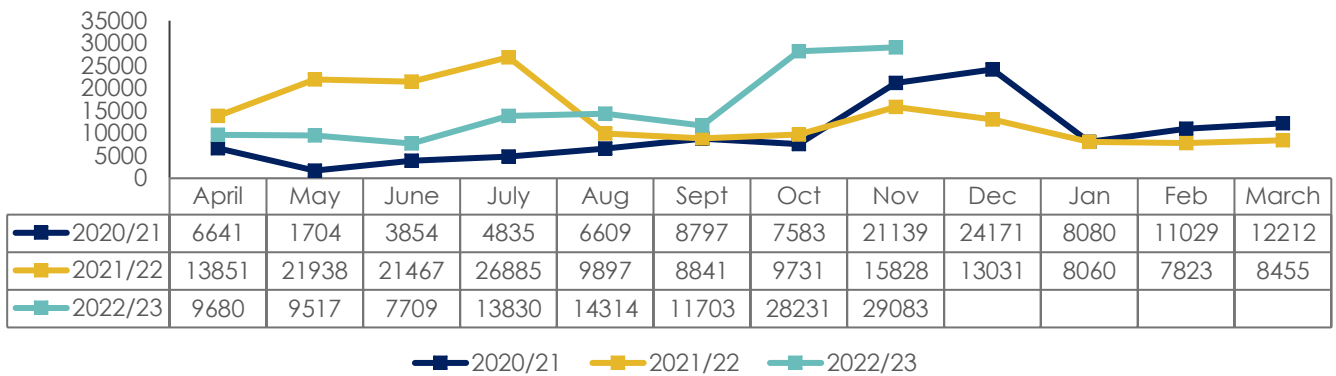


Overtime Monitoring

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
- November costs relate to the period 23/10/2022 to 19/11/2022
- Costs are overtime payments only; no oncosts are included

Carbon Monitoring

