



**POLICY AND PERFORMANCE COMMITTEE**

Meeting of the POLICY AND PERFORMANCE COMMITTEE to be held in the Main Authority Room at the Fire and Rescue Service Headquarters, Nissan Way, Barmston Mere, Sunderland on **MONDAY 13 November 2023 at 10.30am**

**A G E N D A**

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2. <b>Declarations of Interest</b>	
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(Copy attached).	
4. <b>Quarter Two Performance Report 2023/24</b>	<b>7</b>
Joint Report Of The Chief Fire Officer/Chief Executive (The Clerk To The Authority), The Finance Director And The Personnel Advisor To The Authority	
(Copy Attached)	

PETER HEATH  
Chief Fire Officer/Chief Executive (Clerk to the Authority)

2 November 2023



**Tyne and Wear Fire  
and Rescue Authority**



## **POLICY AND PERFORMANCE COMMITTEE**

Minutes of the meeting of the POLICY AND PERFORMANCE COMMITTEE held in the Fire Authority Rooms, Fire and Rescue Service Headquarters, Nissan Way, Barmston Mere, Sunderland on MONDAY 10 JULY 2023 at 10.30am

### **Present:**

Councillor Dodds in the Chair.

Councillors Kilgour, Usher, Wood and Woodwark.

### **Apologies for Absence**

An apology for absence was submitted to the meeting on behalf of Councillor Burdis.

### **Declarations of Interest**

There were no declarations of interest.

### **Minutes**

1. RESOLVED that the minutes of the meeting of the Policy and Performance Committee held on 20 February 2023 be confirmed and signed as a correct record.

## **2022/23 END OF YEAR / QUARTER FOUR PERFORMANCE REPORT**

The Chief Fire Officer/Chief Executive (Clerk to the Authority), the Finance Director and the Personnel Advisor to the Authority submitted a joint report to provide the Policy and Performance Committee with information relating to Tyne and Wear Fire and Rescue Service's (TWFRS) performance for End of Year / Quarter 4 (Q4) 2022/23 (Appendix A of the report).

ACFO McVay advised Members that the End of Year / Q4 performance report 2022/23 provided a comprehensive overview of Service performance in relation to Key Performance Indicators (KPIs) and Corporate KPI's for 1 April 2022 to 31 March 2023.

The Service had achieved or were within 10% of achieving 10 of the 16 targets.

Members were then referred to P14 and were advised that next year the reporting would look different in that an amber status would be included as opposed to just red and green.

In relation to deaths from accidental dwelling fires a report would be submitted to a future meeting of the Fire Authority. Unfortunately, there had been 10 confirmed deaths in total, 6 males and 4 females. There were 9 incidents in total and 1 fire where sadly two people lost their lives. 80% of these fatalities were aged over 70. 6 of the 10 were living in single occupancy housing with smoking materials being involved in 40% of cases. Smoke alarms were fitted in 89% of the properties with alarms being activated in 63% of cases. A key area of focus for the service was therefore continued community safety work and also work with vulnerable households.

Councillor Kilgour referred to smoke related cases and questioned whether the Service knew the cause of the other 6. AM Leach advised that the source of ignition was unknown.

The Chair queried why the alarms had not activated and was advised that this was likely to be due to the positioning of the alarm. Smoke alarms were often positioned at the top of the stairs however some vulnerable and elderly people did not always sleep upstairs therefore in an ideal world, there should be one on each level.

AM Leach added that some of the deceased were found to be not in the same room as the origin of the fire therefore they had managed to move to another room.

In relation to injuries from accidental dwellings (34) an increase of 8.29% had been seen and injuries were mainly as a result of cooking. Again, this was another key area of focus. Injuries from all fires had decreased by 14%.

ACFO McVay explained that deliberate secondary fires continued to be a significant issue (5469) as with AFA's to domestic premises (3020). The total number of incidents had also increased to 18729.

The number of incidents by time of day continued to peak between 5-9pm which had always been the case historically and Members were advised that the incidents by type had seen an increase in special service due to more calls been received from NEAS.

Grassland/Woodland and crops accounted for 14.1% of incidents which was very hard for the Service to have any influence over however work was undertaken with Local Authorities and the Forestry Commission.

The injury severity from all fires was slight with a precautionary check taking place in 19% of cases and First Aid being delivered at the scene in 46% of cases. Injuries were mainly caused from cooking.

ACFO McVay then referred to the injuries from accidental fires (34) and the operational performance initiatives as follows: -

- **Deaths from Fires** - Hot strikes were carried out in the surrounding areas after all fatalities to ascertain whether neighbouring properties needed any advice. Emollient education was continuing to local watches and to Sheltered Accommodation and Care homes.

Councillor Kilgour suggested that work also be undertaken with health care providers and in addition to this, also the private sector.

- **Injuries from Fires** - All accidental dwelling fires were given a follow up visit by Prevention & Education (P&E) to deliver key fire safety messages to occupants with a particular focus being on kitchen safety.
- **Accidental Dwelling Fires** - P&E North and TWFRS Community Engagement Team attended a large scale EID celebration in Newcastle, delivering key fire safety messages.
- **Deliberate Fires** - within the Newcastle district a fire safety educational talk was delivered to the young people attending Northbourne Youth, to deliver key messages around ASB. Watches from Newcastle West had developed strong links with local primary schools and had delivered educational talks.

AM Leach added that with the zero-tolerance approach, issues of ASB in West Denton had reduced by 70%.

- **False Alarms** – Fire safety had carried out follow up engagements with residential homes to continue to reduce UWFS. Engagement with Student Accommodation also continued to provide education on key areas such as cooking. Engagement also continued with non-domestic premises to reduce actuations. Fire safety continued to carry out post fire activities. These engagements supported the main post firework following significant or prominent fires. Staff visited the surrounding premises in a hot strike strategy to raise awareness of timely issues. In derelict premises the department would contact those responsible for the premises as they had a responsibility to ensure it was secured.

Members were then advised that with regards to accidental dwelling fires, a slight increase had been seen, however the trend had decreased over a 3-year period. The main source of ignition being cooking appliances, with smoke alarms being present in 89% of properties.

In relation to deliberate fires, an increase had been seen since the end of the COVID Pandemic.

The main property type being refuse (including gardens). Engagement work was therefore being undertaken with Local Authorities, with ACFO McVay explaining that any influence from local and ward Councillors would be greatly appreciated.

Councillor Usher advised the Committee of Sunderland's free bulky waste collection scheme. ACFO McVay thanked Councillor Usher for this information and agreed to bring this to the attention of stations.

In relation to non-domestic fires, there had been an increase of 2 with a significant increase being seen in South Tyneside and Sunderland. The main property type was retail and Members were advised that the service always 'call challenged'. If there was no sign of fire the service would not respond, however if confirmation could not be given the service always would respond. AM Leach added that hot strike was also undertaken whereby the business and surrounding businesses were provided with advice.

There had been a significant increase in domestic AFA's for which the service always attended and if it was a false alarm, advice was given.

Councillor Woodwark referred to the fact that AFA's were significantly higher than those of other districts and questioned whether there was any obvious reason for this. ACFO McVay advised that Newcastle had the largest population and also the highest number of activations in student properties.

With regards to internal performance monitoring Members were advised that in relation to safe and well visits, the Service had a priority list who may have been highlighted by partner agencies as well as occupier requests, hot strikes etc.

60% of the yearly target (1189) of fire safety audits had been undertaken which was an incredible amount of work from the Team. In addition, there was a 95% PDR completion rate with the outstanding 5% being due to sickness absence. Critical training compliance rate was 98% again with the outstanding 2% being due to sickness absence or waiting for courses.

In relation to sickness absence, there had been a reduction in 442 shifts lost which was positive as the Service was below the national average but the number was still high. ACFO McVay explained that mental health was a key area of focus and it was now mandatory for all staff to receive a health and wellbeing talk.

Councillor Woodwark commented that stress was the main reason for absence and asked what attempts were being made to lower this. ACFO McVay advised that a lot of cases were caused by external factors for which there was very little the Service could do other than offer support. For cases which were work related, the Service did as much as they possibly could. Work was also underway nationally whereby the NFCC were looking at a 24 hour hotline in which Firefighters could call for support as this was a national not a local issue.

Councillor Kilgour queried why stress and anxiety were separated out and was advised that this was likely to be due to how it had been recorded on the fit note.

Referring to the emergency response times, these were still low when compared to the national average.

There had been 54 accidents reported which was an area for improvement as it was increasing therefore every accident was investigated to see what could be done to prevent it happening again in the future.

There had been a decrease in near miss reports and also attacks on Firefighters and in relation to vehicle accidents the main time was on route to an incident (blue lights on). The majority of attacks on Firefighters related to objects being thrown.

ACFO McVay advised the Committee that in relation to carbon monitoring the gas costs had decreased however the electricity costs had increased. The Finance Director explained that the electricity costs would have been significantly higher had energy saving light fittings not been installed.

Councillor Woodwark referred to the overtime costs in particular why the costs fluctuated throughout the start and end of the year in 2021/22 and was advised that new recruits courses could cause a dip in overtime and also that recruitments and retirements did not always happen at exactly the same time.

The Committee was then referred to Appendix B of the report (2022/2023 Mets Comparison Performance Report) and were advised that when looking at the statistics, whilst they were a concern, they may not be a fair reflection. If for e.g., London was called out to a deliberate secondary fire, the incident would not be recorded as a deliberate secondary fire unless the individuals were seen to be at the fire. As TWFRS did, there was a lot of inconsistency in terms of reporting.

2. RESOLVED that the contents of the report be noted.

(Signed) K. DODDS  
Chair







**MEETING: POLICY AND PERFORMANCE COMMITTEE**

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**SUBJECT: QUARTER TWO 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 Two 2023/24 (Appendix A) to Policy and Performance Committee.

**2 BACKGROUND**

- 2.1 The Quarter Two 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 30 September 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 TWO OPERATIONAL PERFORMANCE**

- 3.1 The Service has achieved, or are within 10% of achieving 11 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
  - LI22 – Number of false alarms to non-domestic property
  - LI24 – Total number of fire calls
  - LI29 – Number of primary fires attended
  - LI35 – Number of Fires in non-domestic premises



## 3.2 Q2 2023/24 Operational Performance highlights compared with Q2 2022/23:

- 9,138 incidents attended, this is a decrease of 18% (1952), (LI32).
- Injuries from all fires remained the same, 63 (LI05).
- Injuries from accidental dwelling fires decreased by 29% (5) (LI03).
  - 3 of the injuries were from accidental dwelling fires were caused by Cooker incl. oven (LI03).
  - Males accounted for 67% of the injuries from accidental dwelling fires.
- There was an increase of 1 accidental dwelling fire (LI08).
  - An alarm was present in 85% 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 37% (1616) decrease in deliberate fires (LI33).
- False alarms in domestic premises (LI23) have increased by 14% (214) and false alarms in non-domestic premises have decreased by 7% (60).
- The overall average response time was 5 minutes 40 seconds, this is ten seconds quicker than in Q2 2022/23.

## 3.3 Q2 2023/24 Internal Performance highlights compared with Q2 2022/23:

- A total of 11,615 Safe and Well visits carried out, an increase of 489 (4.4%).
- Staff sickness reduced by 18.4% (3,741 shifts lost, 842 less compared to Q2 2022/23).
- Total of 16,994 Emergency Calls, a (4089) decrease on Q2 2022/23, of the 16,994 calls 97% were answered within seven seconds.
- The average response time for the first appliance to Risk Level 1 was 5 minutes 15 seconds, this is 2 seconds quicker than in Q2 2022/23.
- 17 accidents to TWFRS personnel were reported, a reduction of 12 (41%) from Q2 2022/23.
- 30 near miss reports were submitted to Health and Safety, a reduction of 17 (36%).
- 28 attacks on Firefighters, a reduction of 1 (3.8%) from Q2 2022/23.
- 842 Fire Safety Audits carried out, 42% of yearly target.
- Pumping appliances were available 96.6% of the time during Q2, this compares to 93.4% in Q2 2023/23.



## 3.4 Operational Performance Narrative

- 3.5 **Deaths from Fires** – There were two confirmed fatalities during the reporting period, both occurring during the first three months of the year. Case conferences have been held in order to better understand the events leading up to these incidents occurring and ‘Hot Strikes’ were carried out in both areas.
- 3.6 Injuries from Fires – Following an Injury in the Newcastle District involving the charging of an E-bike, a social media campaign was initiated to highlight the dangers associated with charging these in the home.
- 3.7 Within the North Tyneside District work continues with Healthcare partners to promote safety advice when using petroleum based emollients. Prescribers of this medication now receive a pop up message to give advice to the recipient of the dangers of this type of medication.
- 3.8 Following a number of incidents involving faulty charging of electrical equipment within the Gateshead district we have highlighted the dangers of this practice through a number of social media posts and reinforced the message during our Safe and Well checks. This will be further reinforced with a multi-agency campaign, including; Police and Trading Standards highlighting the potential issues with e-technology and associated charging in the run up to the Christmas period.
- 3.9 **Accidental Dwelling Fires** – A communication article is planned for the Your Homes Newcastle newsletter that will highlight cooking safety and the cleaning and maintenance of appliances following incidents involving tumble driers and faulty wiring within the Newcastle District.
- 3.10 Within the North Tyneside District our Prevention and Education (P&E) staff have attended several events including the RNLI open day where fire safety advice and chip pan demonstrations were given to attendees.
- 3.11 Within the South Tyneside District a trend has been identified with an increase in the number of incidents involving grill pans that have not been correctly cleaned; a communication article is planned with South Tyneside Homes (STH) to highlight the dangers and the importance of correct maintenance of kitchen appliances. South Tyneside Prevention teams have also delivered Fire Safety in the Home training to approximately 240 frontline STH staff and delivered training to South Tyneside council Adults Workforce and Change team. Within the Sunderland District Operational Crews and P&E teams are focussing on kitchen and smoking related safety messages due to a number of these types of incidents over the reporting period.



- 3.12 P&E teams in Sunderland have worked closely with and delivered Fire Safety in the Home awareness training to Sunderland Council Staff, these include Social Workers, Sunderland Care and Support, Occupational Therapists. We have also delivered the same training but with more emphasis on the dangers of individuals who are smokers, restricted mobility or immobile and use petrol based creams regularly, to District Nurses.
- 3.13 **Deliberate Fires** – Within the North Tyneside District we continue to engage with partner agencies such as North Tyneside Council, Northumbria Police and Probation Service to target hotspot areas for deliberate fires. Work has also been undertaken with North Tyneside Environmental Health to clear all combustible materials from a problem site which has not had any further incidents since being cleared. Work is ongoing with partner agencies in Newcastle District to secure funding to establish a community hub in a hotspot area of the District.
- 3.14 Fortnightly Operational Planning Group meetings are attended within the Gateshead District which bring together partners to reduce the impact and harm from fires and wider ASB across the District.
- 3.15 Service Delivery Managers within South Tyneside continue to work with Safer Neighbourhood Teams to identify trends and develop reduction strategies for ASB and deliberate fires.
- 3.16 Within the Sunderland District we have worked with Northumbria Police to implement Operation Rhine in part of the north area of the District. This has led to a number of dispersal orders, additional wardens and high Police presence in the hotspot area.
- 3.17 **False Alarms** – Training to Care Call staff has been delivered within the Gateshead District; this is with the aim of decreasing the number of false alarms but also increasing the number of Safe and Well check referrals from vulnerable members of the community. Sheltered accommodation across Newcastle and North Tyneside have been visited with fire safety education delivered to residents and staff within them.
- 3.18 Newcastle’s ‘Fresher’s Week’ was attended by Prevention and Education and Fire Safety Teams, to deliver key fire safety messages to students and accommodation managers.
- 3.19 Every non domestic premise within South Tyneside who has a false alarm is sent a letter and this has resulted in several businesses contacting us for fire Safety advice in order to reduce the number of activations.
- 3.20 Within the Sunderland District our Fire Safety department have worked closely with Gentoo to resolve a number of system faults in order to reduce the number of activations within their premises.



### **3.21 Internal Performance Summary**

- 3.22 There has been a total of 11,615 Safe and Well visits carried out in across the Service area in Q2, this is an increase of 489 (4.4%). Our priority target lists make up the majority of our visits followed by Hot Strikes and Occupier Requests.
- 3.23 The Service lost 3,741 shifts due to sickness in Q2 2023/24, this is a reduction of 842 (18.4%) when compared to Q2 2022/23. 'Mental Health – Stress' is the main cause of shifts lost (1062 shifts, 28.4%) followed by 'Musculo Skeletal – Lower Limb' (403 shifts, 10.8%). The Service continues to look for ways to reduce this, including promoting the use of the Trauma Support Team and increasing the number of Mental Health First Aiders.
- 3.24 There has been 28 attacks on Firefighters reported at incidents in Q2 2023/24, this is a reduction of 1 (3.8%). 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.
- 3.25 Our average response time to Risk Level one incidents was 5 minutes 15 seconds, this is 2 seconds quicker than Q2 2022/23, with our average response time to all incidents being 5 min 40 seconds. This is 10 seconds quicker than in Q2 2022/23. Pumping Appliances were available for 96.6% of the time in Q2 2023/24 compared to 93.4% in Q2 2022/23.
- 3.26 There were 17 accidents to TWFRS personnel reported in Q2 2023/24, this is a reduction of 12 (41%) from Q2 2022/23. 1 RIDDOR reportable injury occurred (fractured finger with over 7 days absence injury) with the most common injury type was 'sprains/strains' with 6, followed by 'lacerations and open wounds' with 5 injuries. All accidents are investigated to ensure that lessons are learned in order to reduce these events in the future.

## **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 from the Data and Intelligence Team.



# Tyne and Wear Fire and Rescue Service



## Quarter 2 Performance Report 2023/24

01 April 2023 to 30 September 2023

2023/24

01 April 2023 to 30 September 2023

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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 2023 to 30 September 2023

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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 10/10/2023

Q2 2023/24 Operational Performance highlights compared with Q2 2022/23:

- 9,138 incidents attended, this is a decrease of 18% (1952), (LI32).
- Injuries from all fires remained the same, 63 (LI05).
- Injuries from accidental dwelling fires decreased by 29% (5) (LI03).
- 3 of the injuries from accidental dwelling fires were caused by Cooker incl. oven. (LI03).
- Males accounted for 67% of the injuries from accidental dwelling fires.
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- An alarm was present in 85% 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 37% (1616) decrease in deliberate fires (LI33).
- False alarms in domestic premises (LI23) have increased by 14% (214) and false alarms in non-domestic premises have decreased by 7% (60).
- The overall average response time was 5 minutes 40 seconds, this is ten seconds quicker than in Q2 2022/23.



















## TWFRS Performance Against Targets

01 April 2023 to 30 September 2023

<p style="text-align: center;"><b>Deaths from Accidental Dwelling Fires (LI01)</b></p> <p style="text-align: center;"><b>2</b> Target: 0</p>	<p style="text-align: center;"><b>Deaths from all Fires (LI02)</b></p> <p style="text-align: center;"><b>2</b> Target: 0</p>	<p style="text-align: center;"><b>Injuries from Accidental Dwelling Fires (LI03)</b></p> <p style="text-align: center;"><b>12</b> Target: 15 (-20%)</p>	<p style="text-align: center;"><b>Injuries from all Fires (LI05)</b></p> <p style="text-align: center;"><b>63</b> Target: 71 (-11.3%)</p>
<p style="text-align: center;"><b>Accidental Fires in Dwellings (LI08)</b></p> <p style="text-align: center;"><b>234</b> Target: 238 (-1.7%)</p>	<p style="text-align: center;"><b>Accidental Kitchen Fires in Dwellings (LI09)</b></p> <p style="text-align: center;"><b>137</b> Target: 130 (+5.4%)</p>	<p style="text-align: center;"><b>Accidental Non Kitchen Fires in Dwellings (LI10)</b></p> <p style="text-align: center;"><b>97</b> Target: 109 (-11%)</p>	<p style="text-align: center;"><b>Deliberate Secondary Fires (LI16)</b></p> <p style="text-align: center;"><b>2,277</b> Target: 2,859 (-20.4%)</p>
<p style="text-align: center;"><b>Deliberate Refuse Fires (LI18)</b></p> <p style="text-align: center;"><b>1,462</b> Target: 1,619 (-9.7%)</p>	<p style="text-align: center;"><b>Malicious False Alarms Attended (LI21)</b></p> <p style="text-align: center;"><b>114</b> Target: 88 (+29.5%)</p>	<p style="text-align: center;"><b>AFA's to Non Domestic premises (LI22)</b></p> <p style="text-align: center;"><b>777</b> Target: 753 (+3.2%)</p>	<p style="text-align: center;"><b>AFA's to Domestic premises (LI23)</b></p> <p style="text-align: center;"><b>1,705</b> Target: 1,354 (+25.9%)</p>
<p style="text-align: center;"><b>Fire Calls (LI24)</b></p> <p style="text-align: center;"><b>3,766</b> Target: 4,643 (-18.9%)</p>	<p style="text-align: center;"><b>Primary Fires (LI29)</b></p> <p style="text-align: center;"><b>881</b> Target: 911 (-3.3%)</p>	<p style="text-align: center;"><b>Total Incidents (LI32)</b></p> <p style="text-align: center;"><b>9,138</b></p>	<p style="text-align: center;"><b>Fires in Non Domestic premises (LI35)</b></p> <p style="text-align: center;"><b>79</b> Target: 98 (-19.4%)</p>

# TWFRS Performance Summary

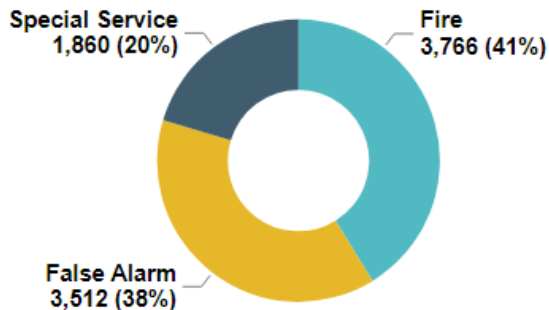
01 April 2023 to 30 September 2023

<b>Fires</b>  <b>3,766</b>  Previous 5,817 -35 %	<b>False Alarms</b>  <b>3,512</b>  Previous 3,663 -4 %	<b>Special Service</b>  <b>1,860</b>  Previous 1,610 16 %
<b>Total Incidents</b>  <b>9,138</b>  Previous 11,090 -18 %	<b>Fire Injuries</b>  <b>63</b>  Previous 63 0 %	<b>Fire Fatalities</b>  <b>2</b>  Previous 2 0
<b>Accidental Dwelling Fires</b>  <b>234</b>  Previous 233 0 %	<b>Deliberate Fires</b>  <b>2,716</b>  Previous 4,332 -37 %	<b>Non Domestic Fires</b>  <b>79</b>  Previous 102 -23 %

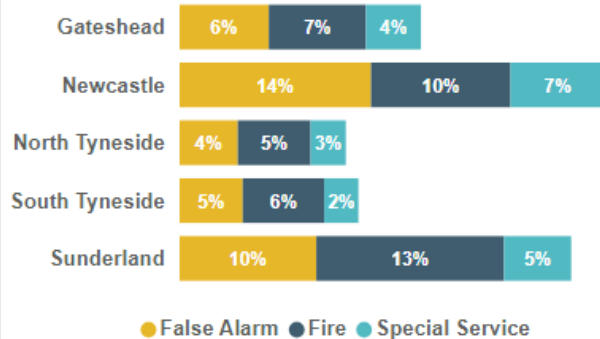
## Incidents by Time of Day

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	39	26	31	24	23	17	20	34	21	38	37	24	45	49	54	35	61	101	116	135	110	85	60	5
Tuesday	35	30	23	23	26	28	15	25	34	38	38	29	28	48	55	58	71	96	115	123	125	97	54	5
Wednesday	33	38	23	20	22	14	26	37	20	32	34	36	48	42	40	59	65	86	97	113	118	90	49	5
Thursday	45	48	23	12	25	31	26	24	28	26	53	44	48	53	55	56	67	84	121	116	112	81	66	5
Friday	51	46	41	26	25	24	19	32	26	32	43	43	50	41	58	57	69	86	107	101	122	83	70	6
Saturday	59	48	44	39	29	36	18	20	32	38	39	50	45	60	68	74	85	91	89	105	113	84	76	5
Sunday	45	35	38	26	29	27	19	20	32	40	45	48	64	53	69	107	78	110	122	124	114	78	63	4

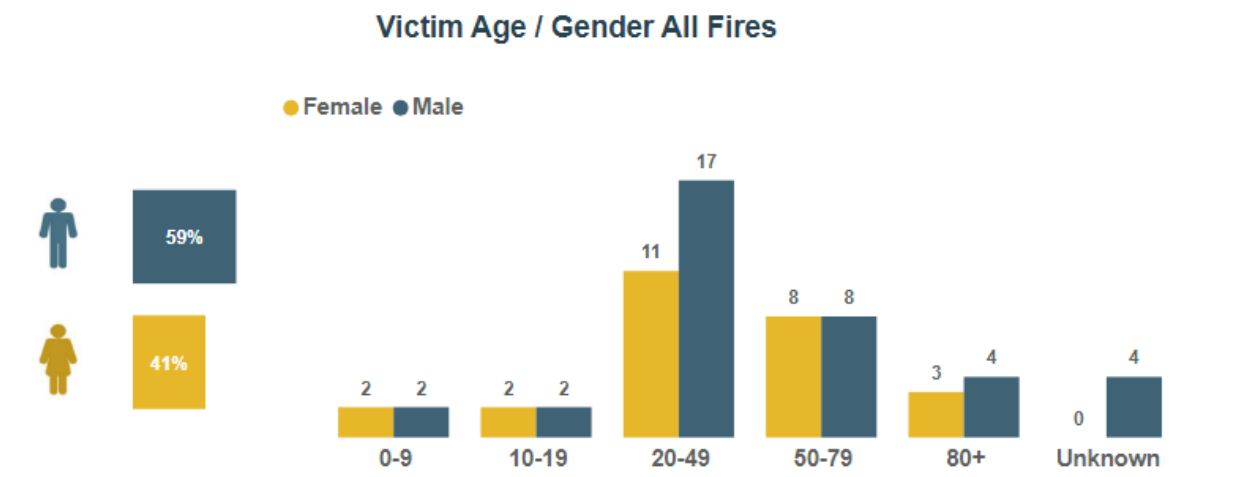
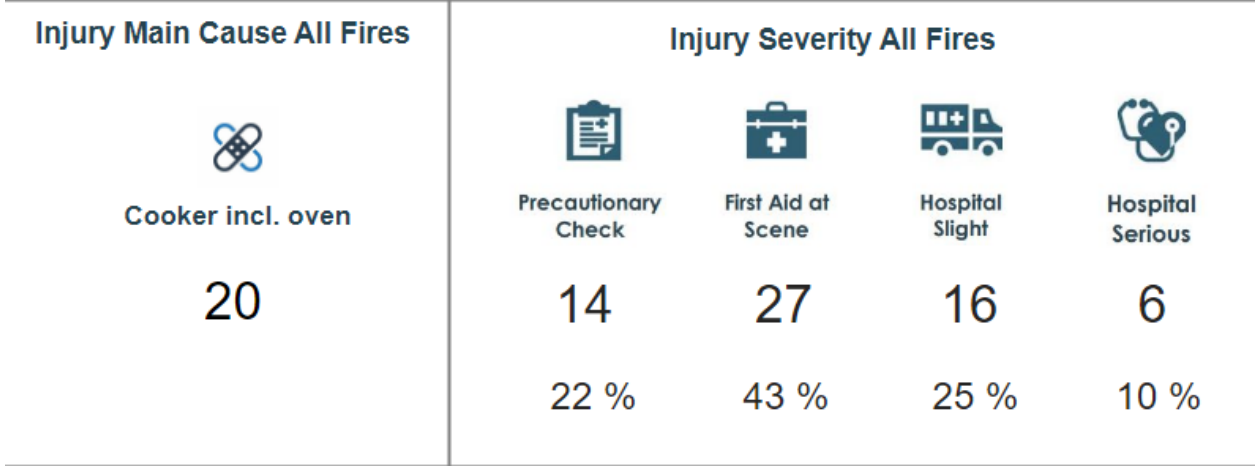
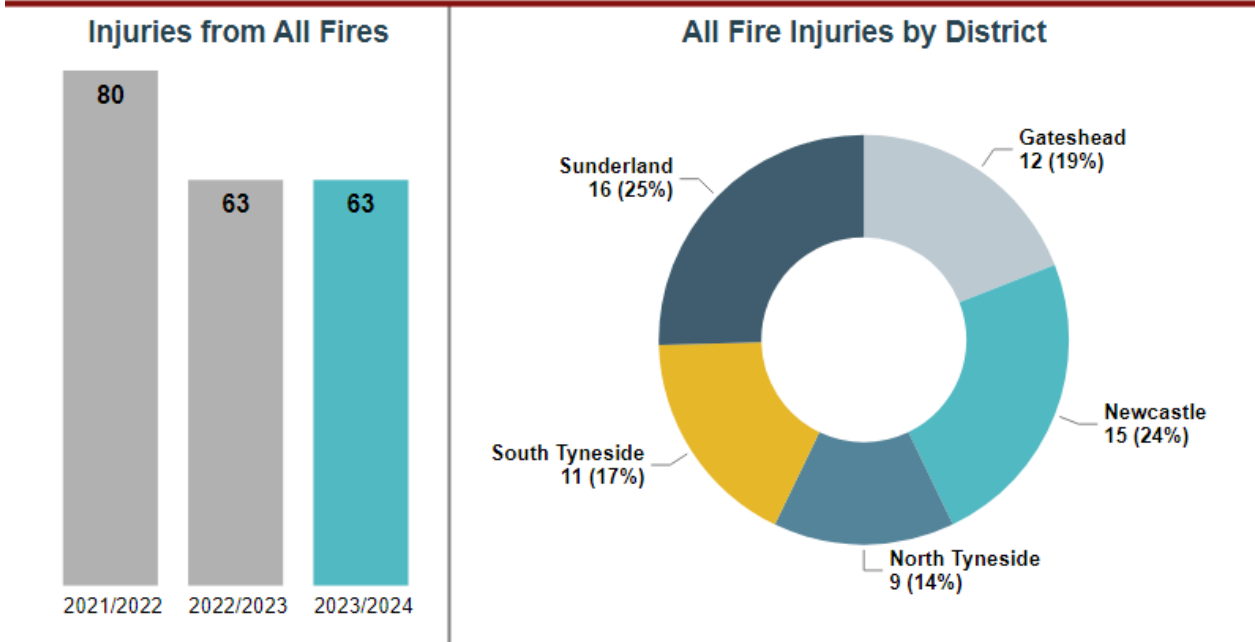
## Incidents by Type



## Incident Types by District



**Injuries from all Fires**  
Including first aid and precautionary checks  
01 April 2023 to 30 September 2023

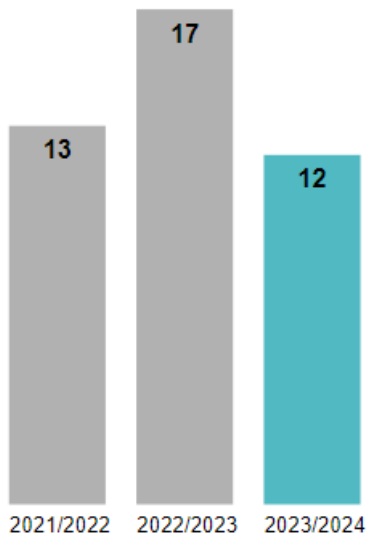


# Injuries from Accidental Dwelling Fires (ADF)

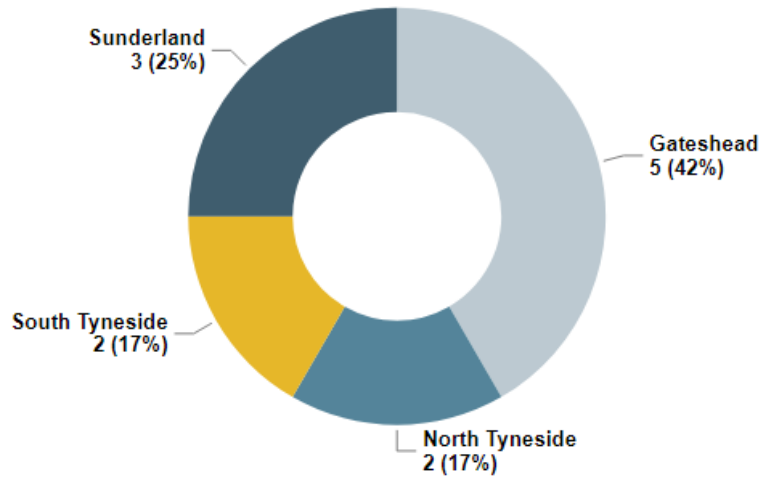
Excluding first aid and precautionary checks

01 April 2023 to 30 September 2023

## Injuries from ADF



## ADF Injuries by District



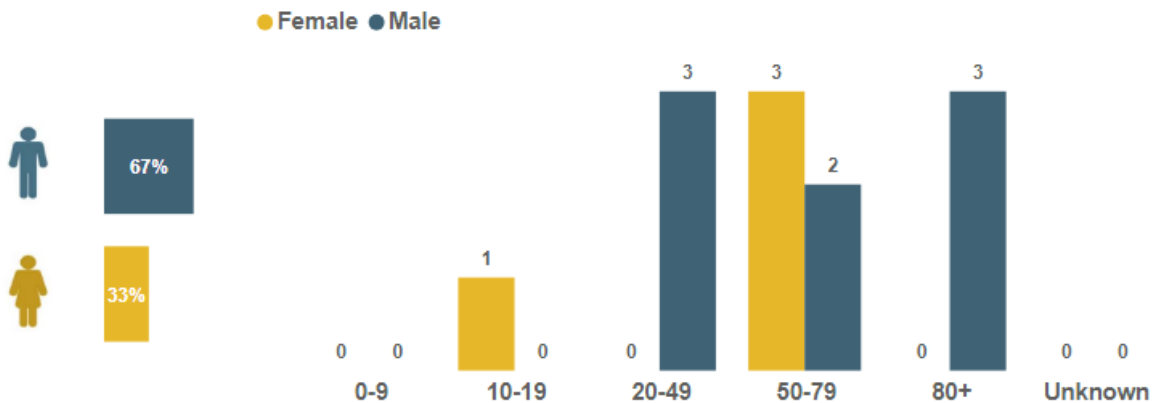
## Injury Main Cause ADF



## Injury Severity ADF

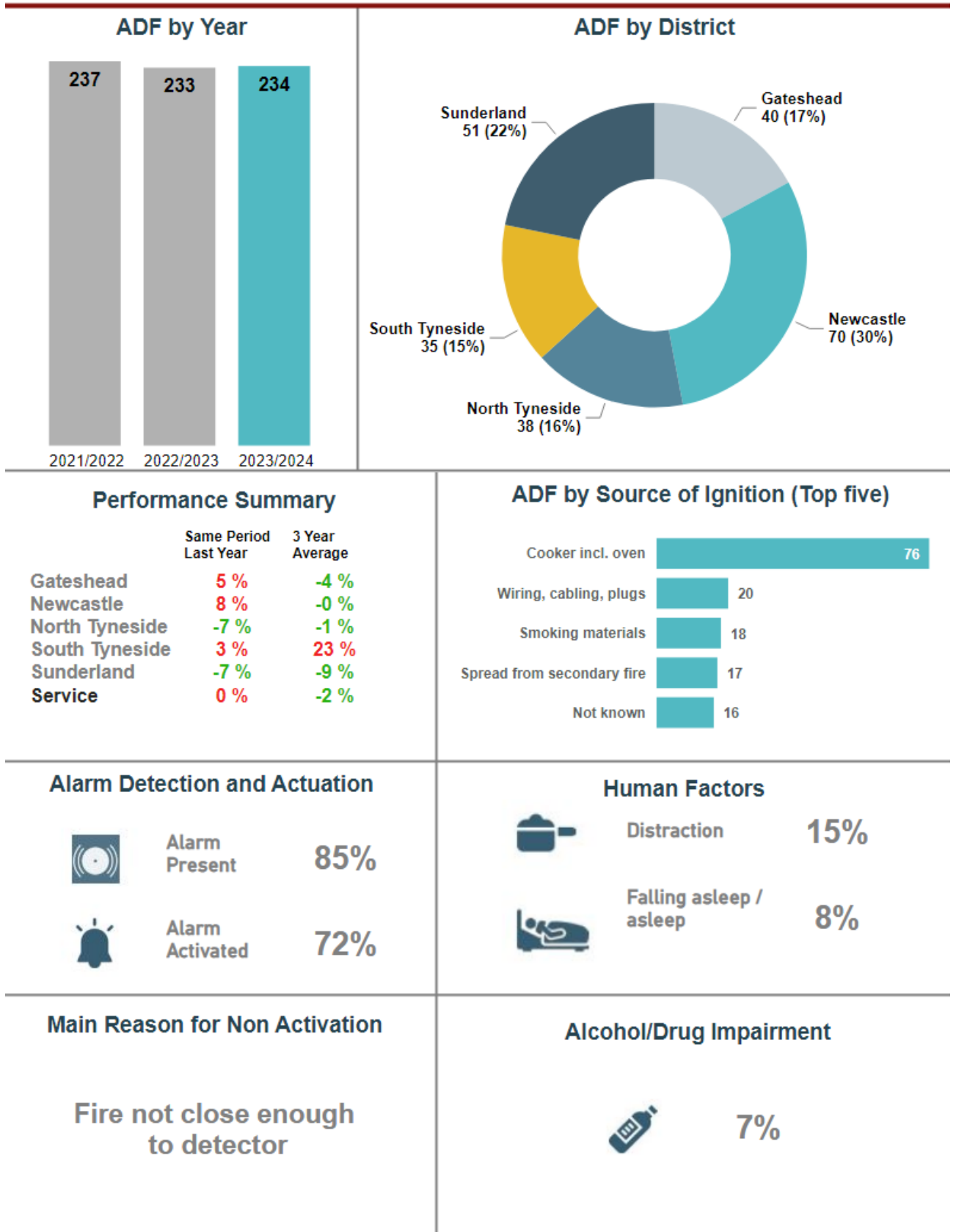


## Victim Age / Gender ADF Injuries



# Accidental Dwelling Fires (ADF)

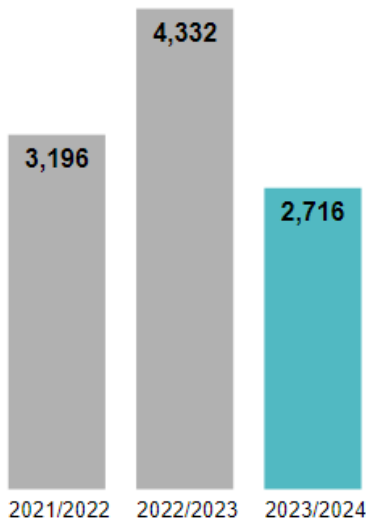
01 April 2023 to 30 September 2023



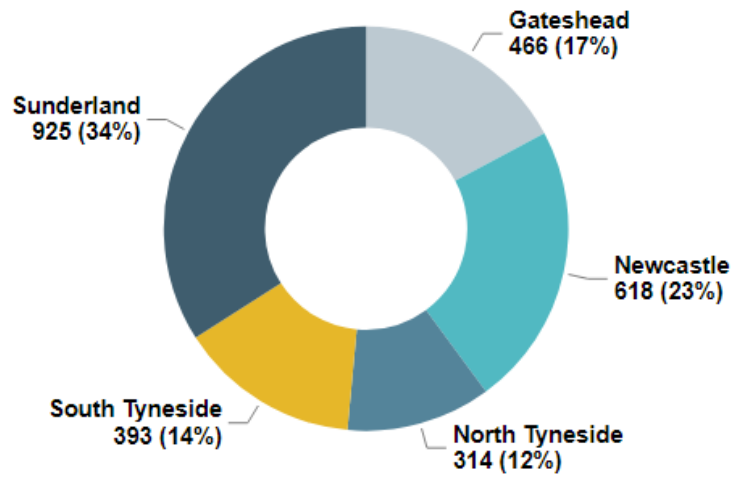
## Deliberate Fires

01 April 2023 to 30 September 2023

### Deliberate Fires by Year



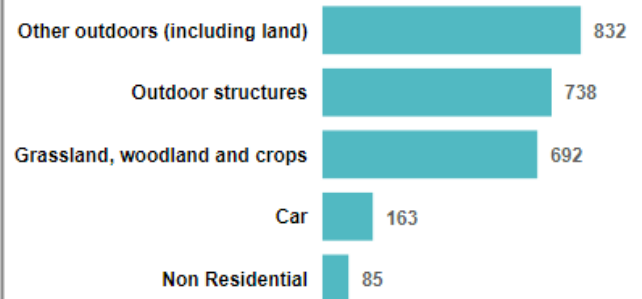
### Deliberate Fires by District



### Performance Summary

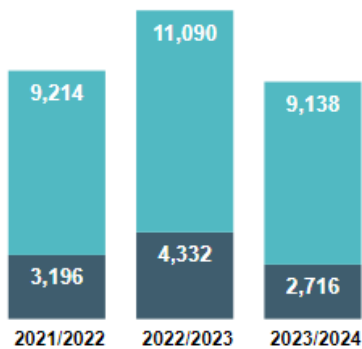
	Same Period Last Year	3 Year Average
Gateshead	-18 %	7 %
Newcastle	-41 %	11 %
North Tyneside	-36 %	19 %
South Tyneside	-23 %	22 %
Sunderland	-46 %	16 %
Service	-37 %	12 %

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



### Deliberate Fires Compared to All Incidents

● Total Deliberate ● Total Incidents



### Deliberate Fires by Classification

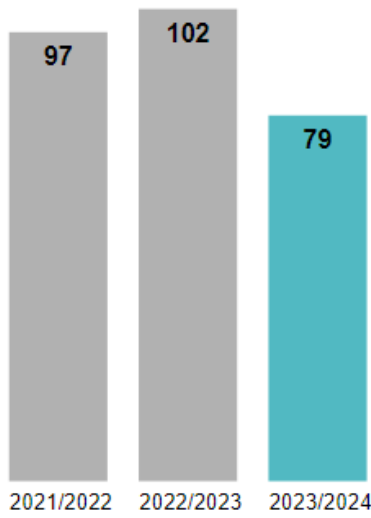
● Primary ● Secondary



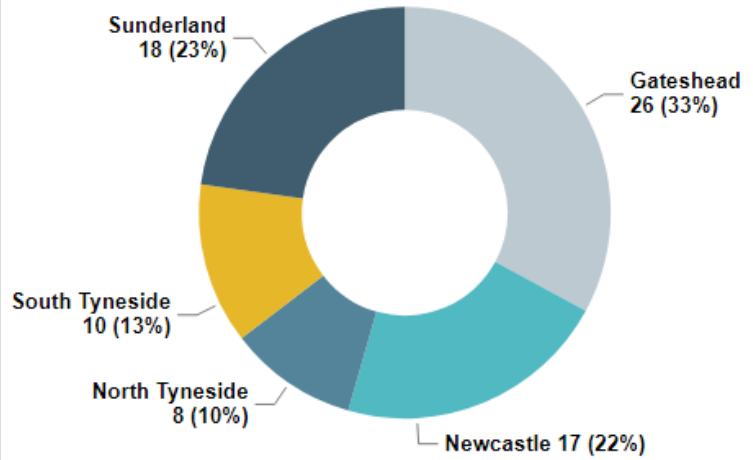
# Non Domestic Fires

01 April 2023 to 30 September 2023

## Non Domestic Fires by Year



## Non Domestic Fires by District



## Performance Summary

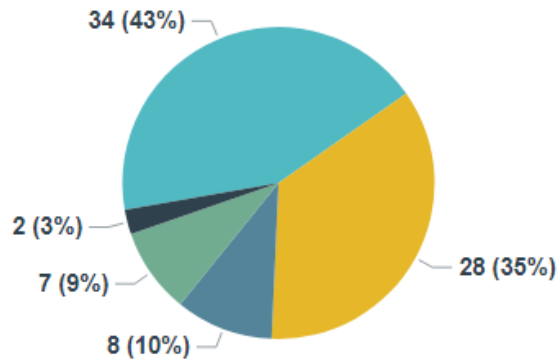
	Same Period Last Year	3 Year Average
Gateshead	24 %	5 %
Newcastle	-48 %	9 %
North Tyneside	-20 %	-21 %
South Tyneside	-29 %	-2 %
Sunderland	-25 %	-4 %
Service	-23 %	-4 %

## Non Domestic Fires Property Type (Top five)



## Non Domestic Fires by Motive

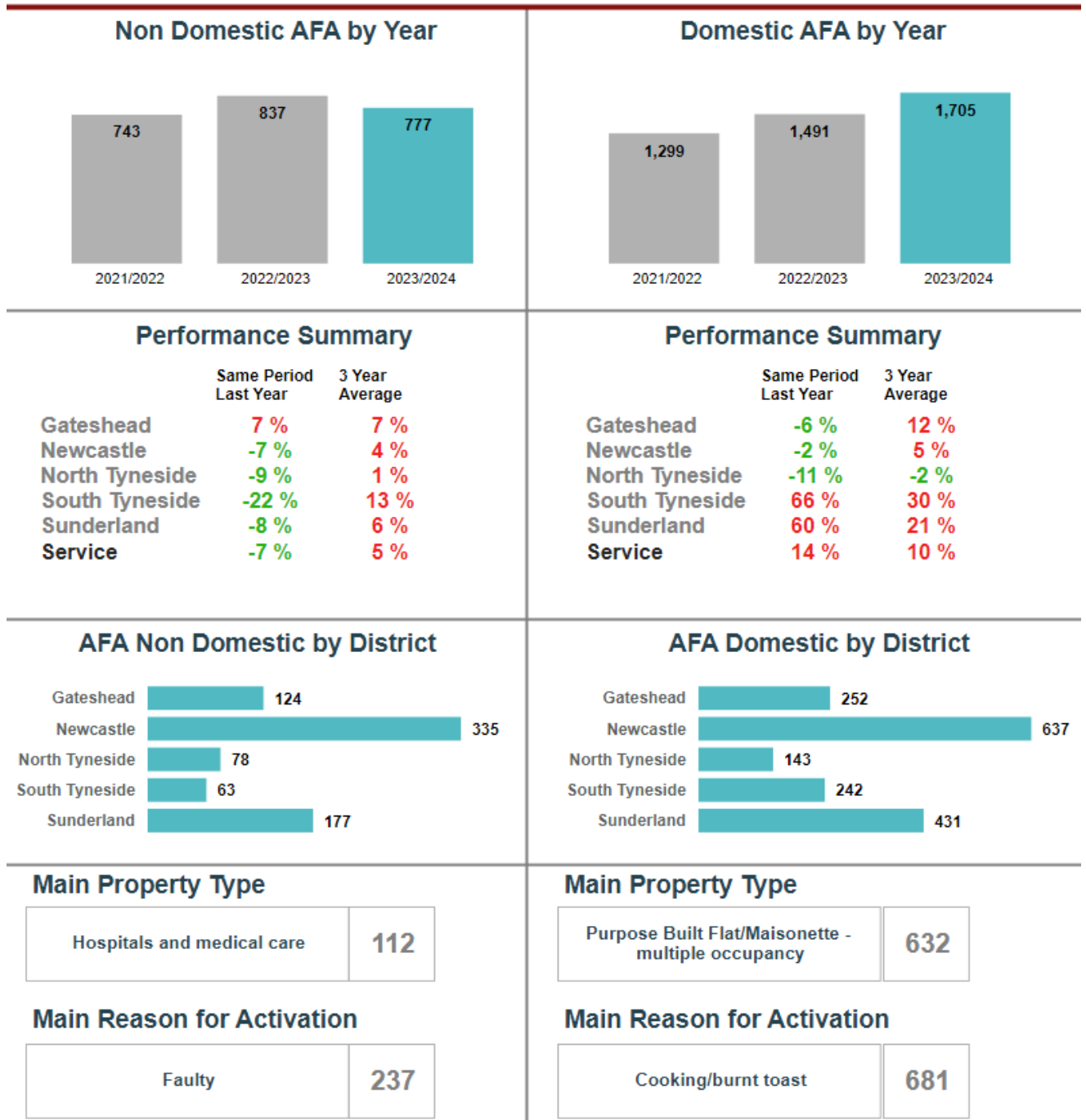
● Accidental ● Deliberate - others property ● Not known ● Deliberate - unknown owner ● Deliberate - own property



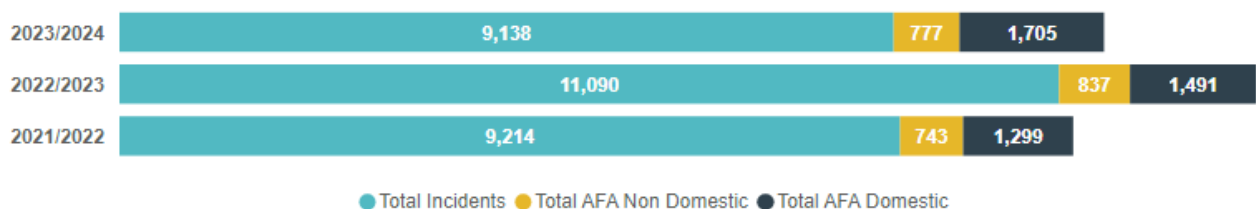


## Automatic False Alarms (AFA)

01 April 2023 to 30 September 2023

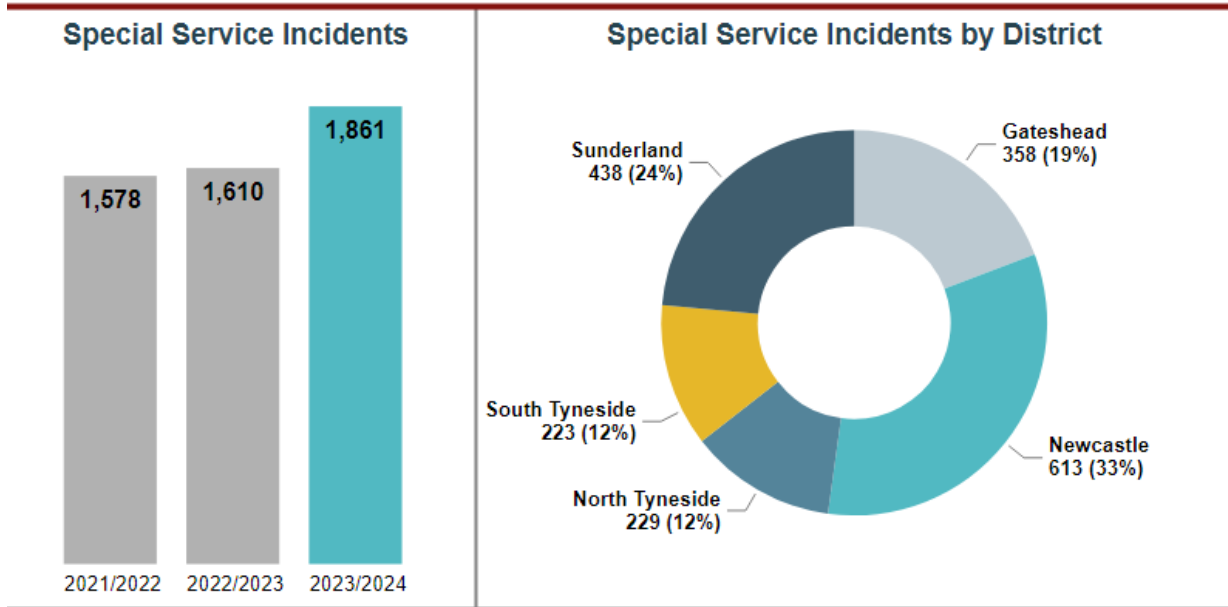


### AFA's Compared to all Incidents

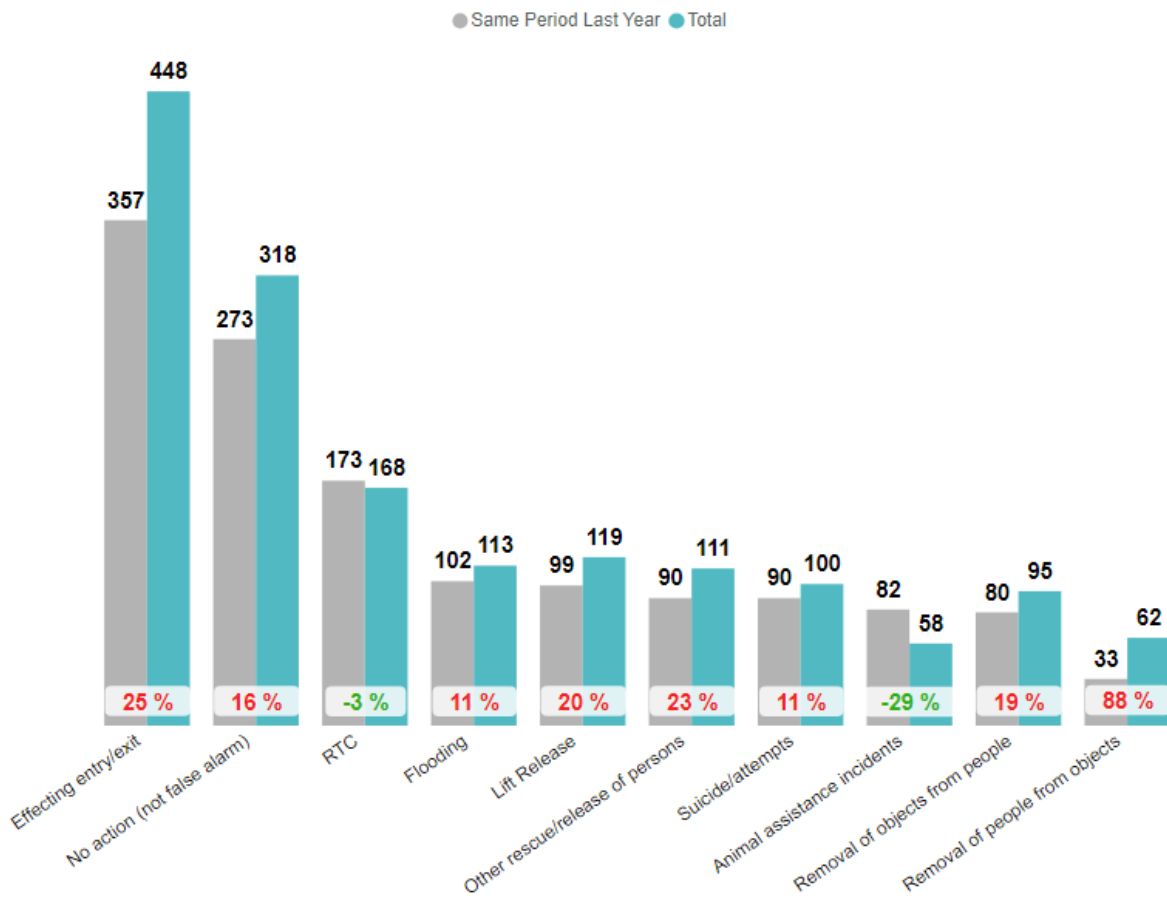


## Special Service Incidents

01 April 2023 to 30 September 2023



### Special Service by Type (including % change)



# Internal Performance Monitoring

01 April 2023 to 30 September 2023

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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.

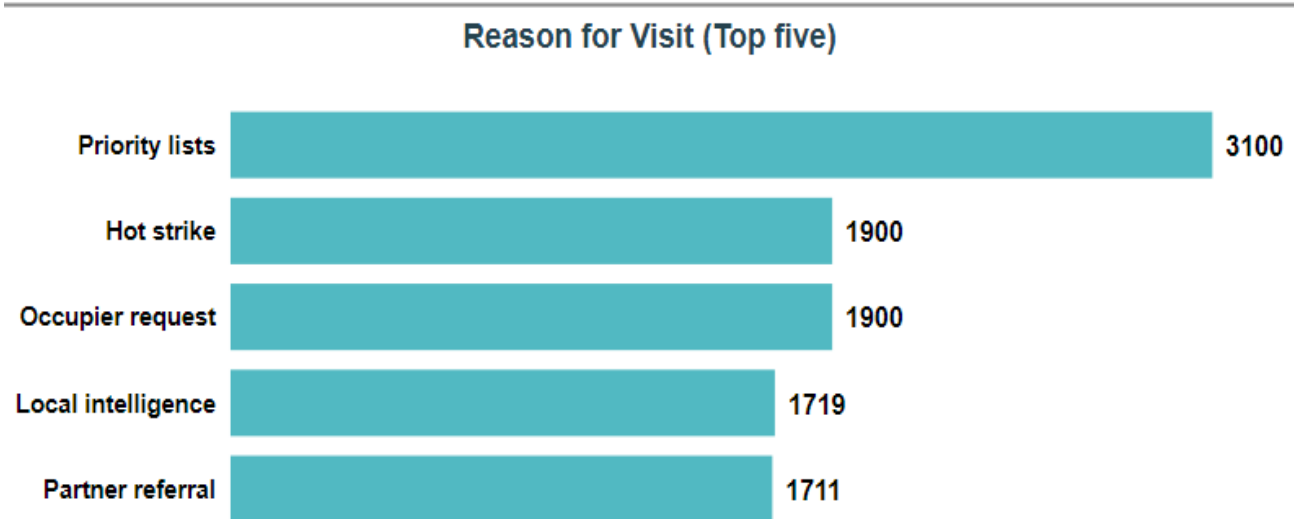
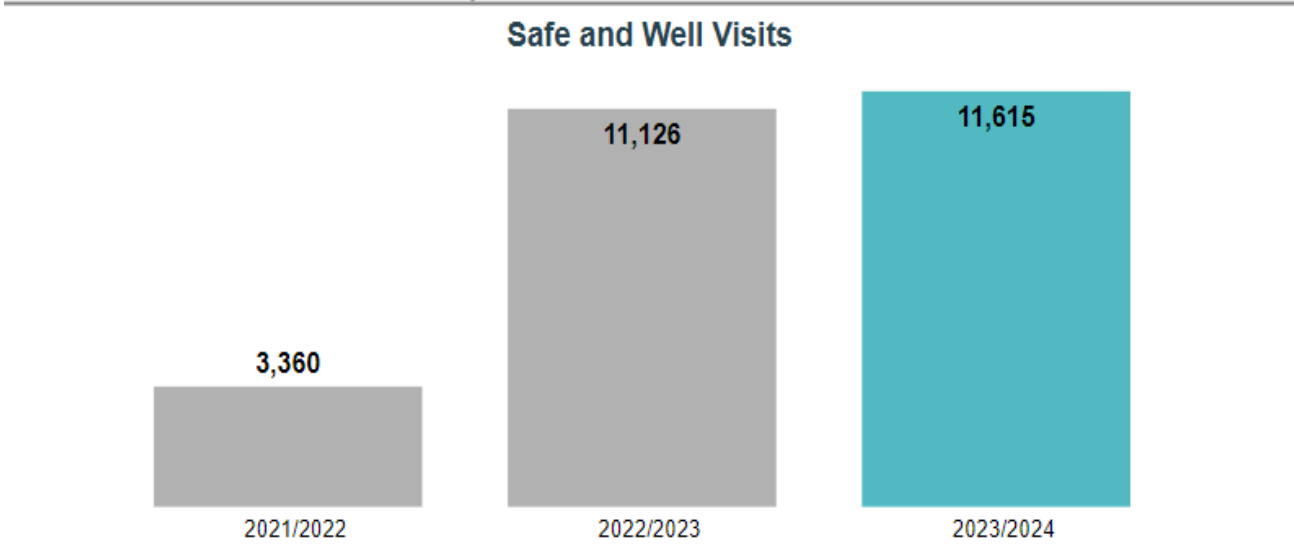
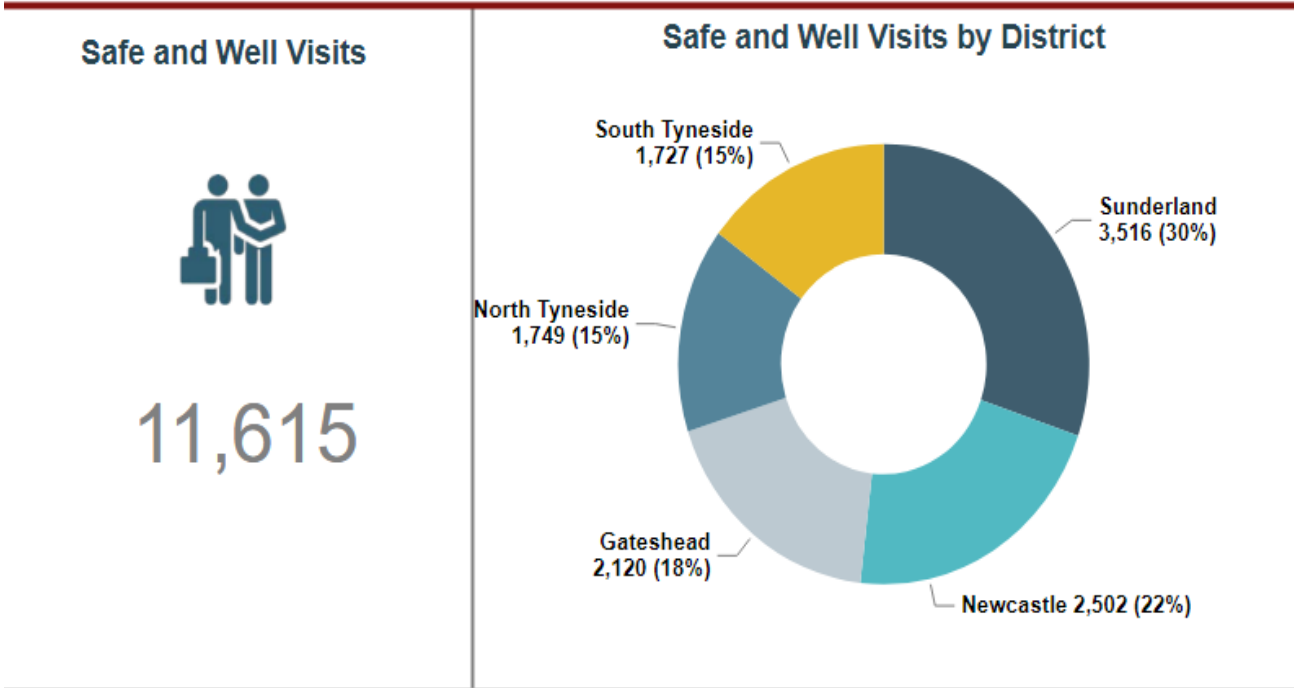
The data contained in this section was ran on 10/10/2023

Q2 2023/24 internal performance highlights compared with Q2 2022/23:

- A total of 11,615 Safe and Well visits carried out, an increase of 489 (4.4%).
- Staff sickness 3,741 shifts lost, 842 (18.4%) less compared to Q2 2022/23.
- Total of 16,994 Emergency Calls, a (4089) decrease on Q2 2022/23, of the 16,994 calls 97% were answered within seven seconds.
- The average response time for the first appliance to Risk Level 1 was 5 minutes 15 seconds, this is 2 seconds quicker than in Q2 2022/23.
- 17 accidents to TWFRS personnel were reported, a reduction of 12 (41%) from Q2 2022/23.
- 30 near miss reports were submitted to Health and Safety, a reduction of 17 (36%).
- 28 attacks on Firefighters, a reduction of 1 (3.8%) from Q2 2022/23.
- 842 Fire Safety Audits carried out, 42% of yearly target.
- Pumping appliances were available 96.6% of the time during Q2, this compares to 93.4% in Q2 2022/23.

# Internal Performance Monitoring

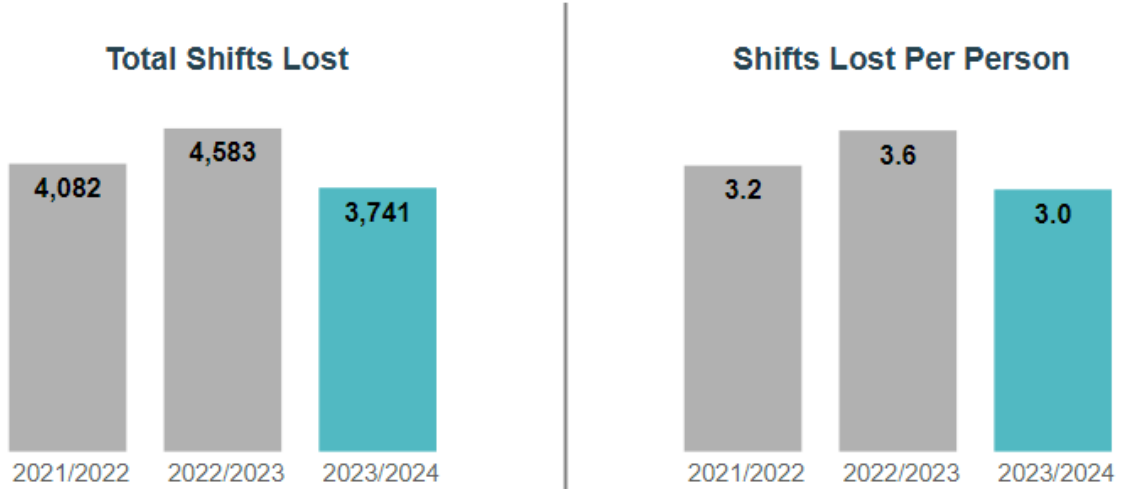
01 April 2023 to 30 September 2023



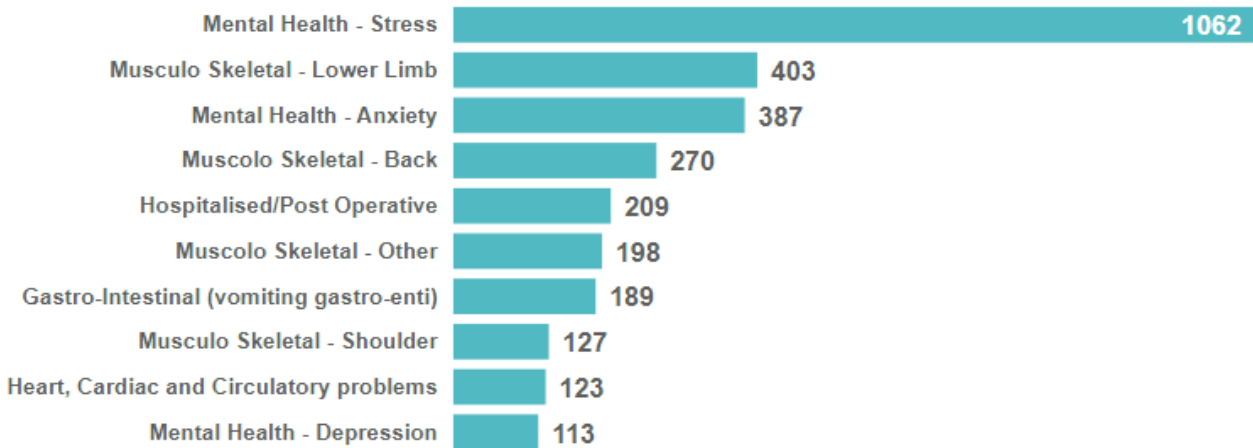
# Internal Performance Monitoring

01 April 2023 to 30 September 2023

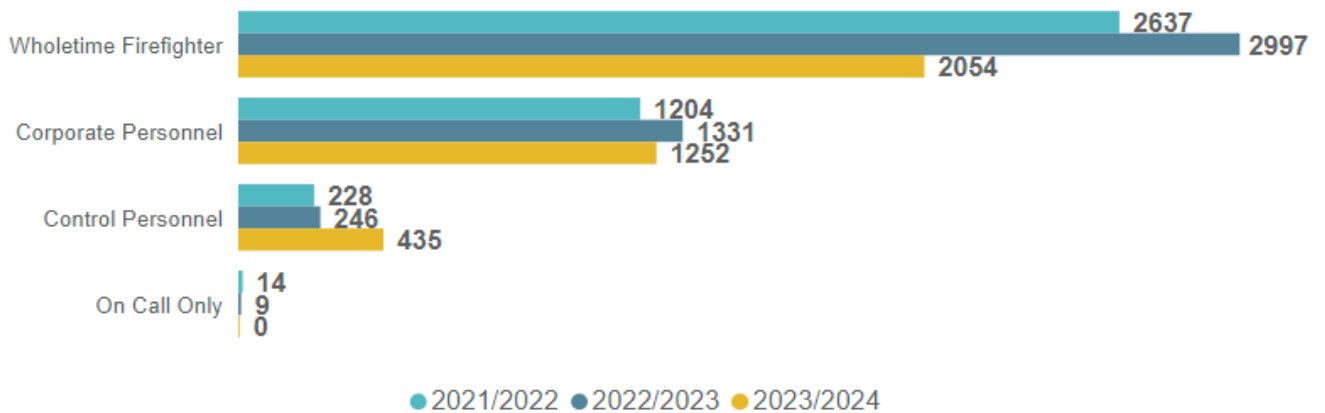
## Staff Sickness Absence



## Shifts Lost Main Reason for Absence



## Shifts Lost by Category



## Internal Performance Monitoring

01 April 2023 to 30 September 2023

 <p><b>Total Emergency Calls</b></p> <p><b>16994</b></p>	Fiscal Year	Number of Calls	Number of Calls Answered in Under 7 Seconds	%
	2023/2024	16994	16433	97 %
	2022/2023	21083	20176	96 %
	2021/2022	16882	15808	94 %

### Emergency Response Time

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

Average response time to all Incidents

**5m 40s**

Previous

5m 50s

Average response time to Risk Level 1 Incidents

Risk Level	2021/2022	2022/2023	2023/2024
1	00:05:24	00:05:17	00:05:15

### Emergency Response Time - Risk Level

First Appliance at a Risk Level 1\* Incident on Scene within 6 Minutes **71.52%**

First Appliance at a Risk Level 1 & 2\* Incidents on Scene within 8 Minutes **88.18%**

Second Appliance at a Risk Level 1\* Incident on Scene within 8 Minutes **68.01%**

First Appliance at a Risk Level 1 & 2\* Incidents on Scene within 10 Minutes **95.06%**

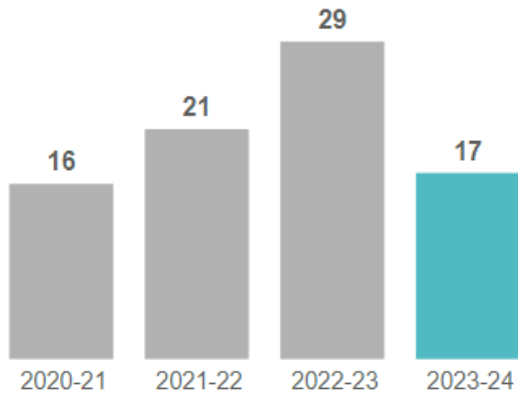
\*Risk Level 1 - High level of risk to human life

Risk Level 2 - Moderate life risk

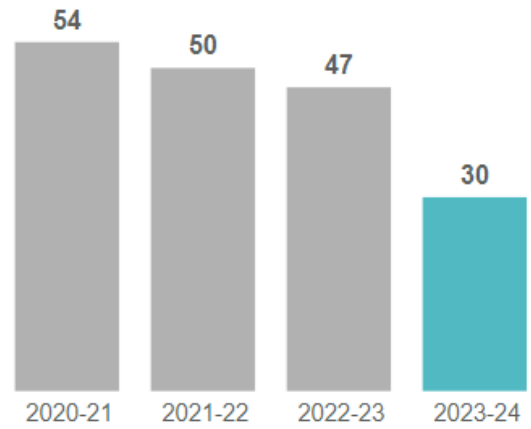
# Internal Performance Monitoring

01 April 2023 to 30 September 2023

Reporting of Accidents - Accidents to TWFRS Personnel



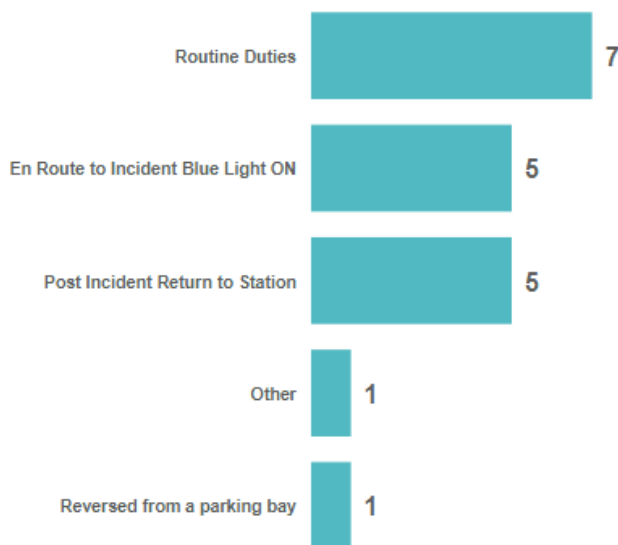
Near Miss Reports



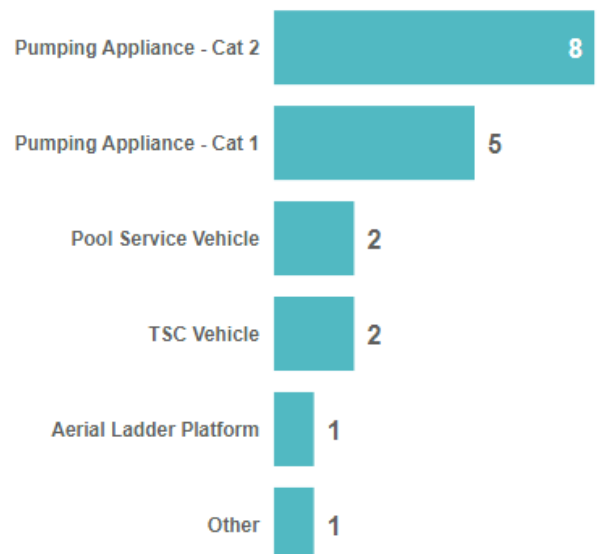
Vehicle Accidents



Duties at time of Vehicle Accident



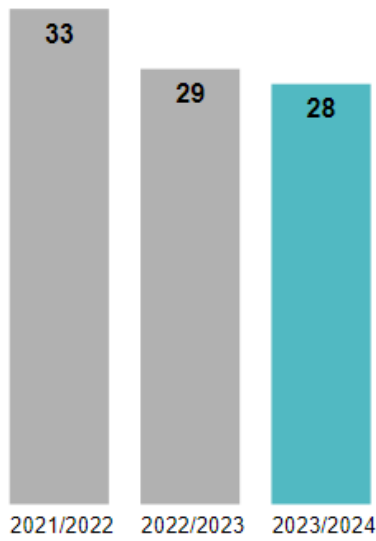
Vehicle Type Involved in Accident



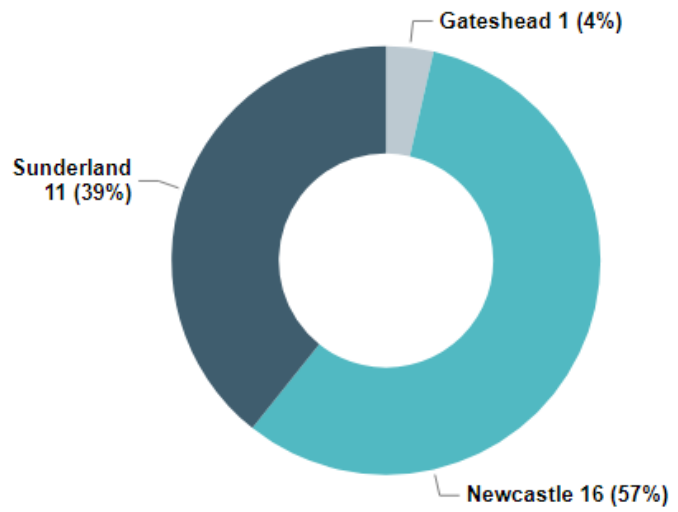
# Internal Performance Monitoring

01 April 2023 to 30 September 2023

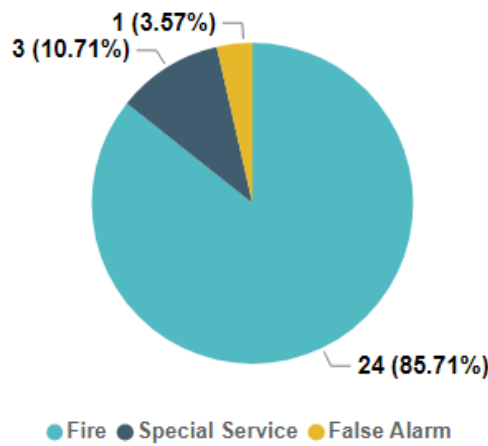
### Attacks on Firefighters



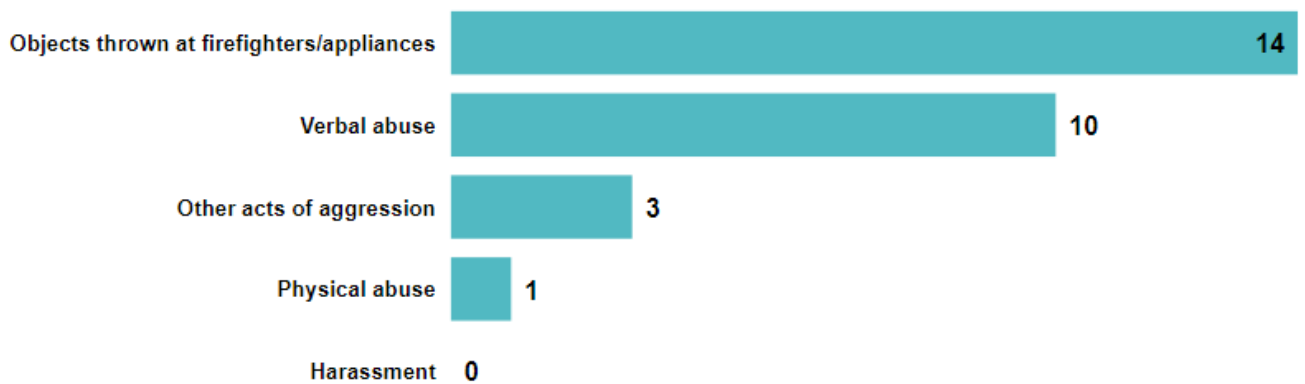
### Attacks on Firefighters by District



### Incident Type



### Types of Attacks

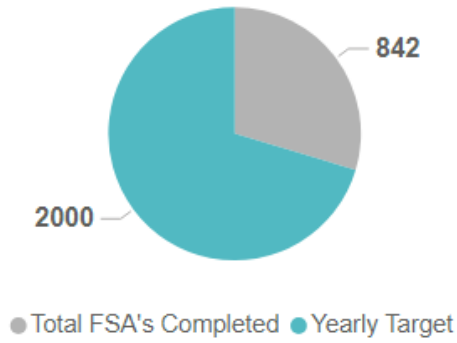




# Internal Performance Monitoring

01 April 2023 to 30 September 2023

## Fire Safety Audits



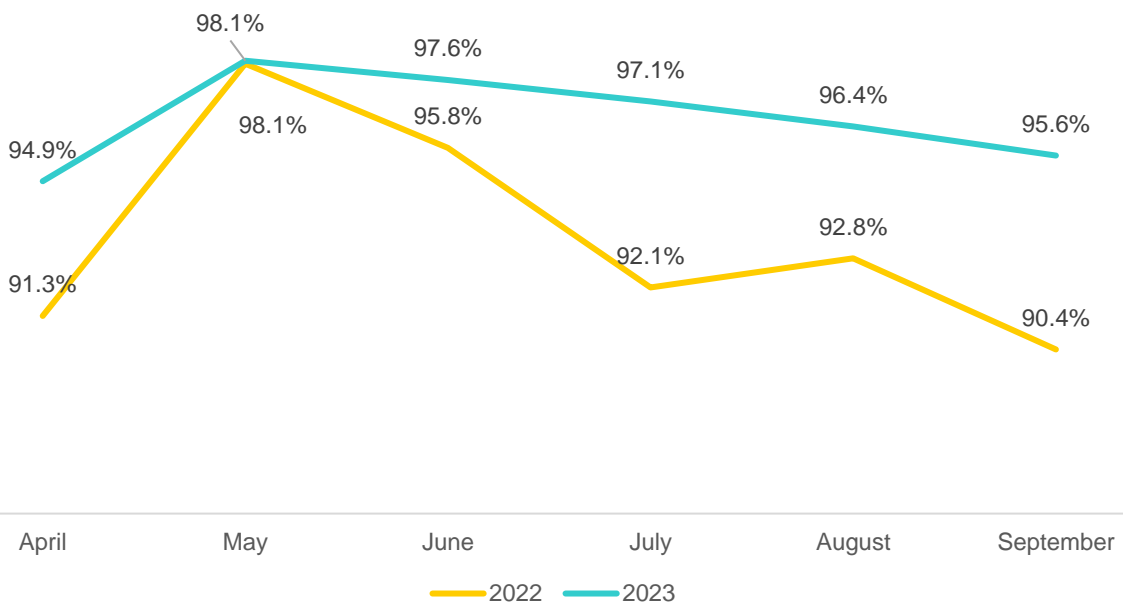
FSA's Completed

842

% Of Yearly Target Completed

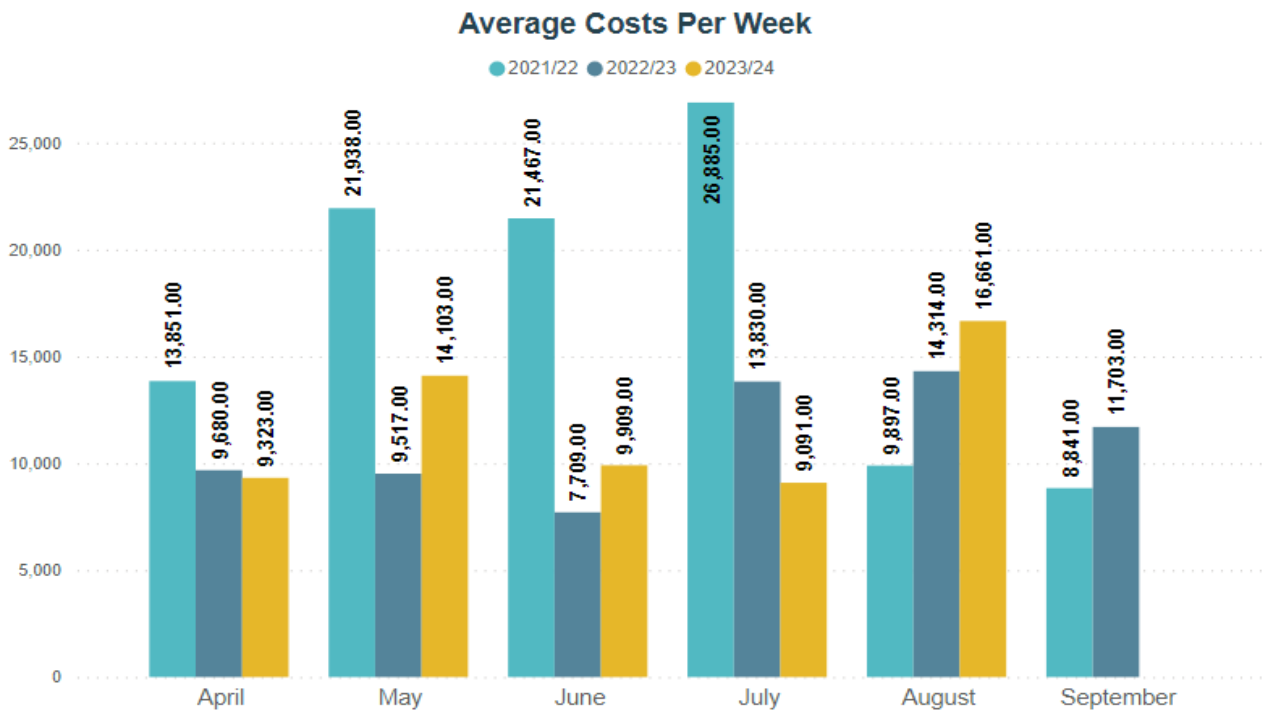
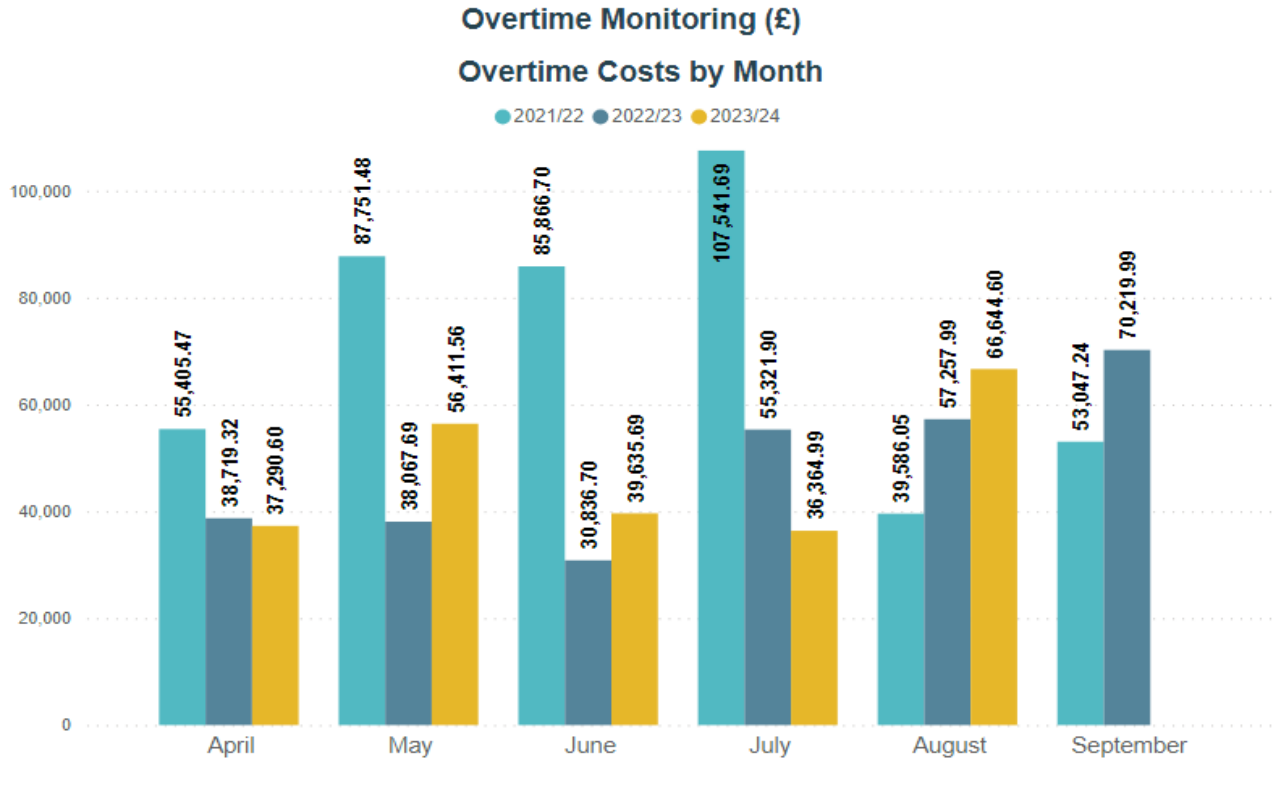
42.1%

## Appliance Availability



# Internal Performance Monitoring

01 April 2023 to 30 September 2023



**Please Note**

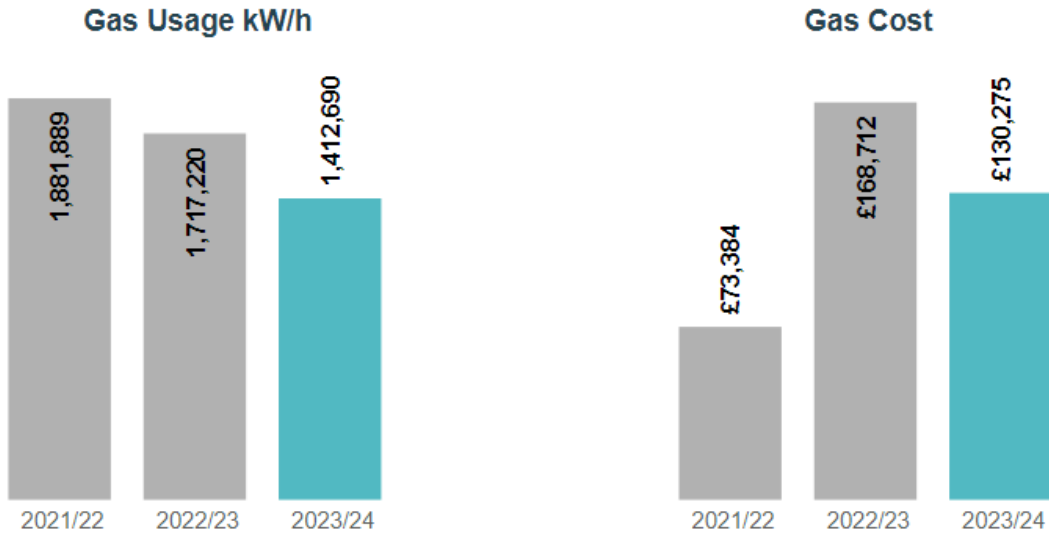
- Costs are shown for the month that the overtime was worked
- Overtime is paid in Arrears in accordance with Payroll Attendance records
- Costs are overtime payments only; no on costs are included
- September costs are not available until October's pay period
- August costs relate to the period 17/07/2023 – 13/08/2023

# Internal Performance Monitoring

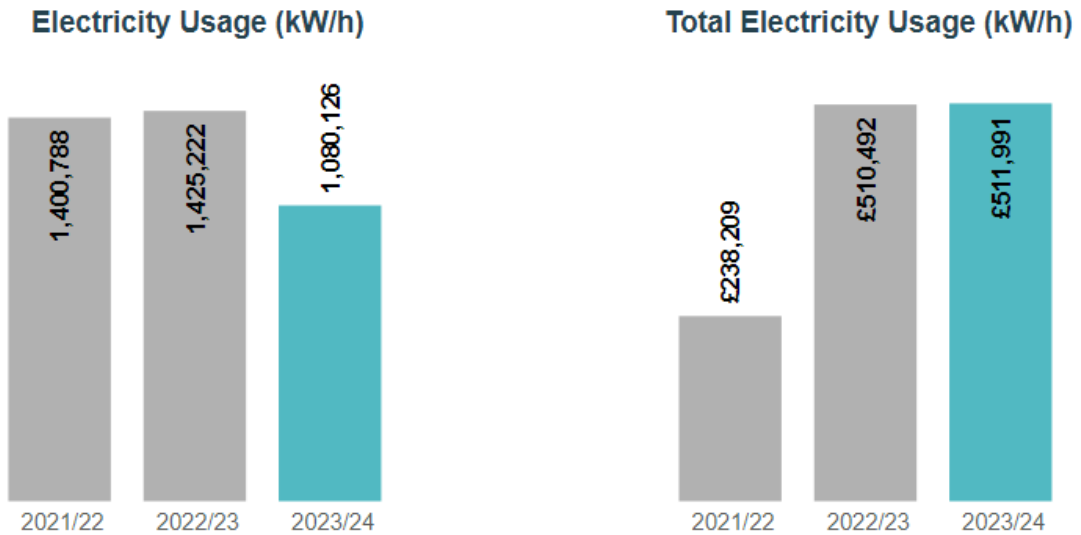
01 April 2023 to 30 September 2023

## Carbon Monitoring

### Gas Usage



## Electricity Usage



### Please Note

- 2023/204 consumption excludes September as data from Sunderland City Council and our PFI partners is not received until mid/end October.
- Gosforth, Hebburn and Rainton Bridge have no consumption or cost for Electricity for the month of July and August. Sunderland Council are liaising with the Electricity supplier who are investigating.