

Tyne and Wear Fire and Rescue Service



Quarter 3 Performance Report

01 April 2023 to 31 December 2023



2023/24

01 April 2023 to 31 December 2023

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

2023/24

01 April 2023 to 31 December 2023

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 10/01/2024

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

- 13,244 incidents attended, this was a decrease of 13% (1972), (LI32).
- Injuries from all fires increase 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) 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 was 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).



















TWFRS Performance Against Targets

01 April 2023 to 31 December 2023

<p style="text-align: center;">Deaths from Accidental Dwelling Fires (LI01)</p> <p style="text-align: center;">4 Target: 0</p>	<p style="text-align: center;">Deaths from all Fires (LI02)</p> <p style="text-align: center;">4 Target: 0</p>	<p style="text-align: center;">Injuries from Accidental Dwelling Fires (LI03)</p> <p style="text-align: center;">21 Target: 25 (-16%)</p>	<p style="text-align: center;">Injuries from all Fires (LI05)</p> <p style="text-align: center;">95 Target: 108 (-12%)</p>
<p style="text-align: center;">Accidental Fires in Dwellings (LI08)</p> <p style="text-align: center;">352 Target: 356 (-1.1%)</p>	<p style="text-align: center;">Accidental Kitchen Fires in Dwellings (LI09)</p> <p style="text-align: center;">211 Target: 192 (+9.9%)</p>	<p style="text-align: center;">Accidental Non Kitchen Fires in Dwellings (LI10)</p> <p style="text-align: center;">141 Target: 164 (-14%)</p>	<p style="text-align: center;">Deliberate Secondary Fires (LI16)</p> <p style="text-align: center;">3,026 Target: 3,865 (-21.7%)</p>
<p style="text-align: center;">Deliberate Refuse Fires (LI18)</p> <p style="text-align: center;">2,056 Target: 2,448 (-16%)</p>	<p style="text-align: center;">Malicious False Alarms Attended (LI21)</p> <p style="text-align: center;">176 Target: 139 (+26.6%)</p>	<p style="text-align: center;">AFA's to Non Domestic premises (LI22)</p> <p style="text-align: center;">1,267 Target: 1,148 (+10.4%)</p>	<p style="text-align: center;">AFA's to Domestic premises (LI23)</p> <p style="text-align: center;">2,591 Target: 2,092 (+23.9%)</p>
<p style="text-align: center;">Fire Calls (LI24)</p> <p style="text-align: center;">5,095 Target: 6,268 (-18.7%)</p>	<p style="text-align: center;">Primary Fires (LI29)</p> <p style="text-align: center;">1,294 Target: 1,339 (-3.4%)</p>	<p style="text-align: center;">Total Incidents (LI32)</p> <p style="text-align: center;">13,244</p>	<p style="text-align: center;">Fires in Non Domestic premises (LI35)</p> <p style="text-align: center;">137 Target: 146 (-6.2%)</p>

TWFRS Performance Summary

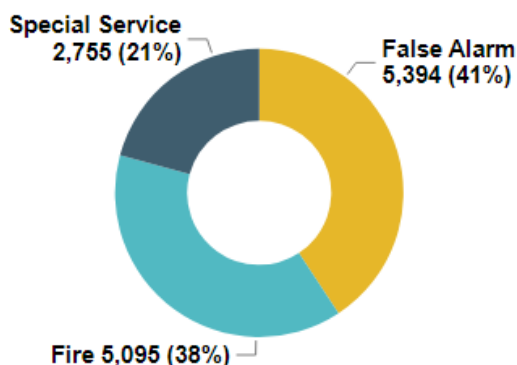
01 April 2023 to 31 December 2023

Fires  5,095  Previous 7,318 -30 %	False Alarms  5,394  Previous 5,434 -1 %	Special Service  2,755  Previous 2,464 12 %
Total Incidents  13,244  Previous 15,216 -13 %	Fire Injuries  95  Previous 87 9 %	Fire Fatalities  4  Previous 6 -2
Accidental Dwelling Fires  352  Previous 338 4 %	Deliberate Fires  3,666  Previous 5,452 -33 %	Non Domestic Fires  137  Previous 146 -6 %

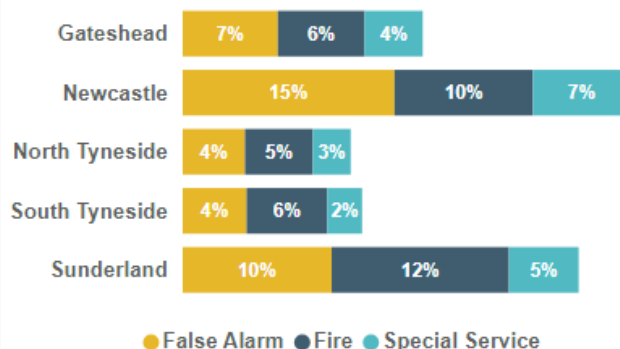
Incidents by Time of Day

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	52	42	50	43	31	28	25	53	38	49	56	50	64	69	84	66	95	150	178	185	152	119	82	74
Tuesday	45	44	48	38	37	40	20	41	47	56	56	40	44	77	72	84	105	144	160	176	159	128	84	71
Wednesday	53	55	47	32	39	24	36	53	28	45	51	56	68	55	56	79	92	118	150	166	151	116	81	72
Thursday	69	64	31	22	40	45	38	36	37	35	72	68	58	69	76	72	102	125	159	159	136	124	92	74
Friday	77	72	53	36	37	39	31	52	34	47	57	66	66	57	80	80	115	119	161	141	161	116	93	80
Saturday	86	68	61	56	47	49	29	36	53	59	64	72	75	85	92	108	128	144	124	153	152	121	92	79
Sunday	77	56	50	42	45	43	29	25	45	57	64	67	89	94	102	148	130	177	185	181	157	122	111	68

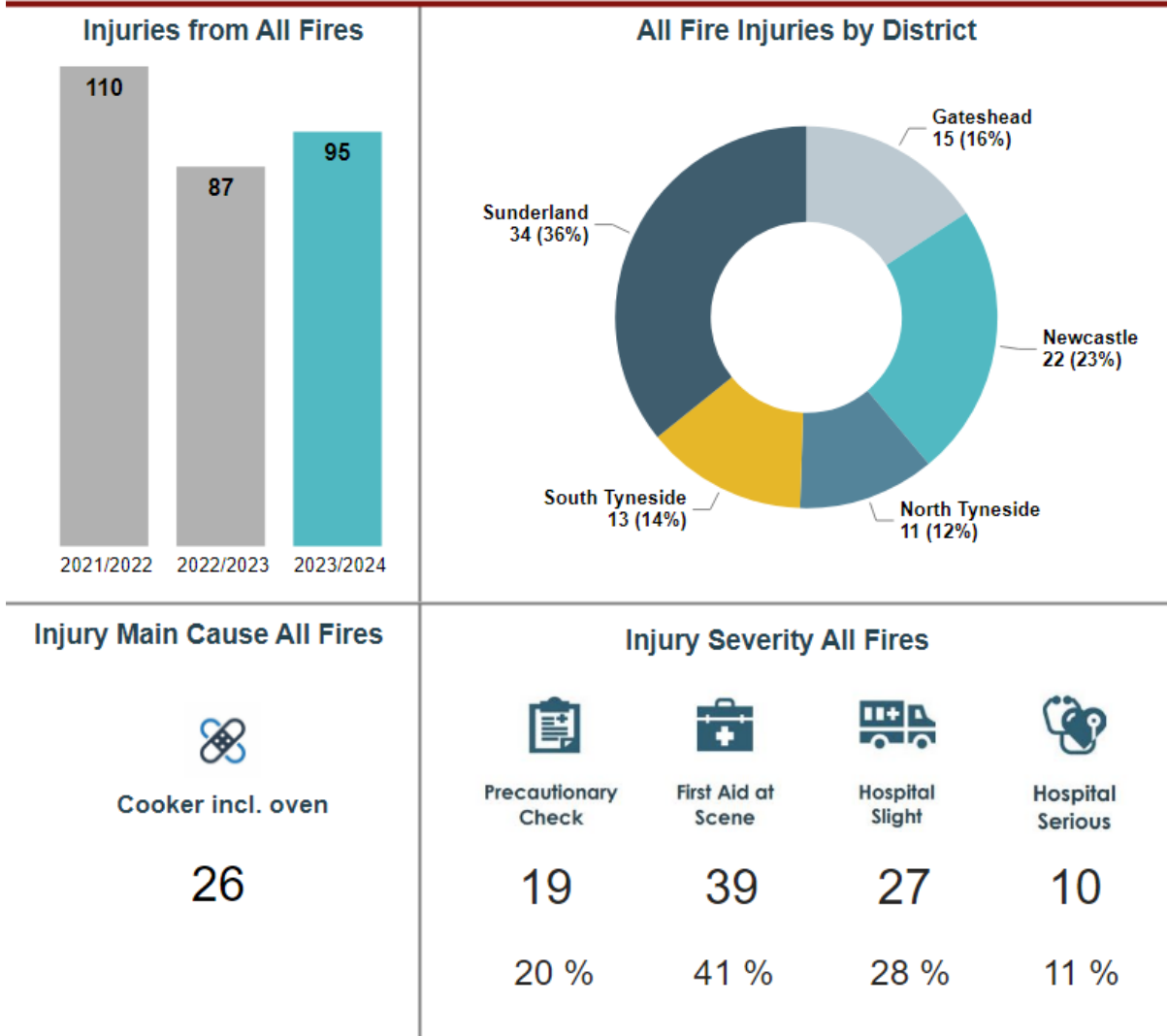
Incidents by Type



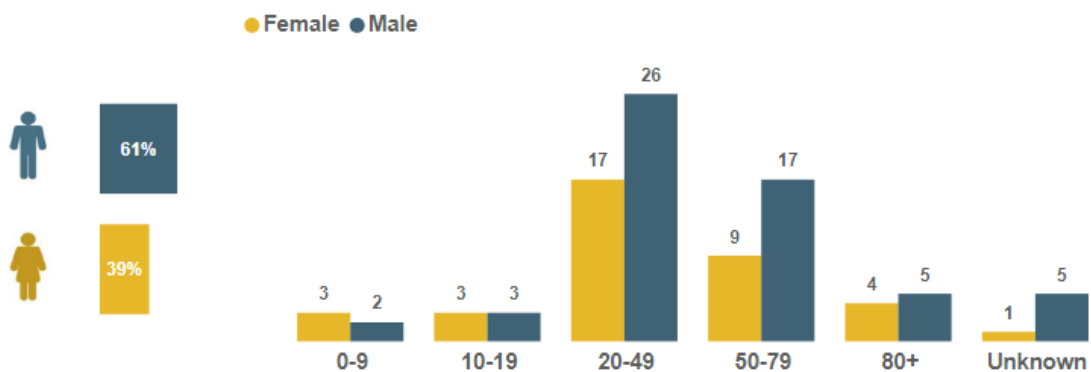
Incident Types by District



Injuries from all Fires
Including first aid and precautionary checks
01 April 2023 to 31 December 2023



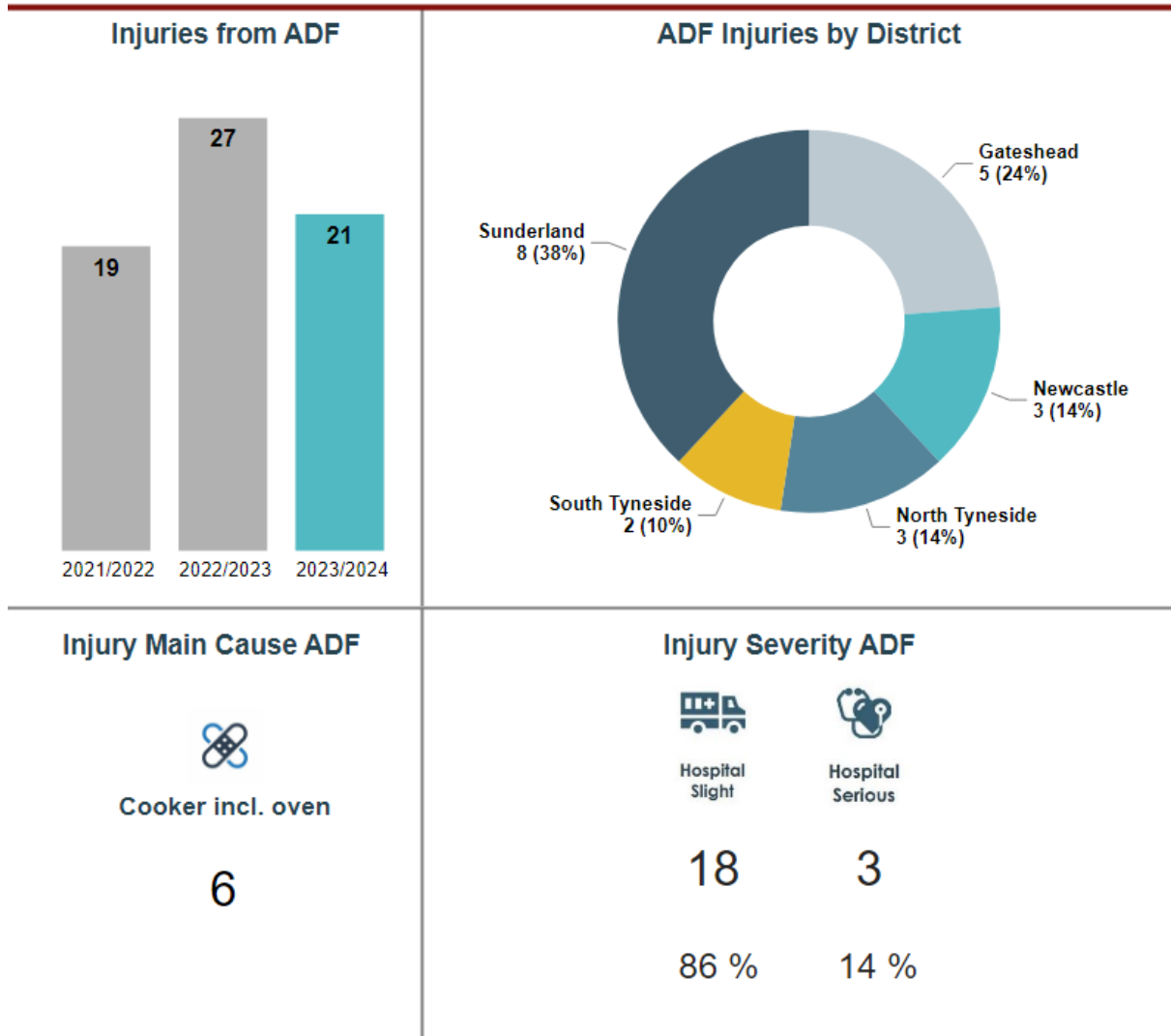
Victim Age / Gender All Fires



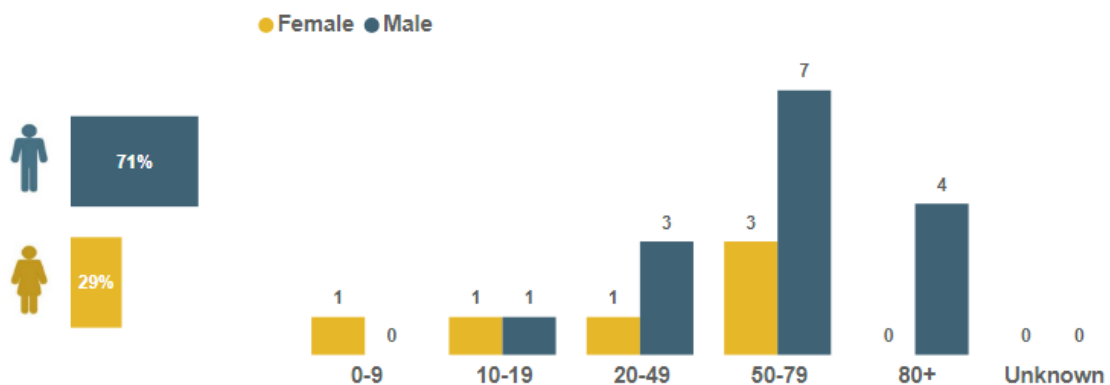
Injuries from Accidental Dwelling Fires (ADF)

Excluding first aid and precautionary checks

01 April 2023 to 31 December 2023



Victim Age / Gender ADF Injuries



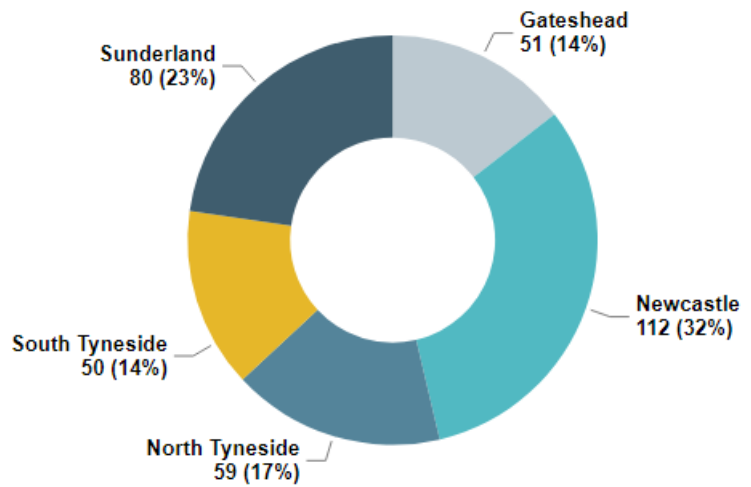
Accidental Dwelling Fires (ADF)

01 April 2023 to 31 December 2023

ADF by Year



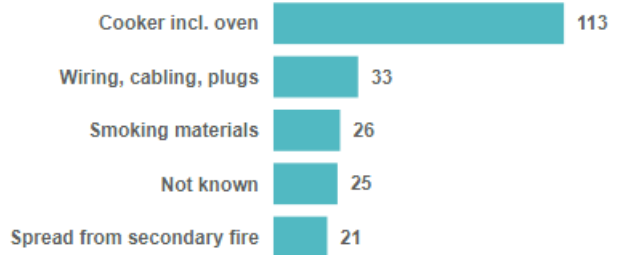
ADF by District



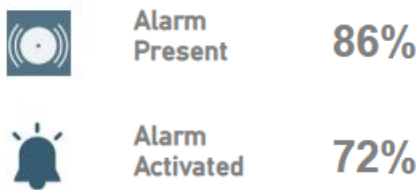
Performance Summary

	Same Period Last Year	3 Year Average
Gateshead	-7 %	-8 %
Newcastle	12 %	-0 %
North Tyneside	5 %	0 %
South Tyneside	0 %	8 %
Sunderland	4 %	-7 %
Service	4 %	-3 %

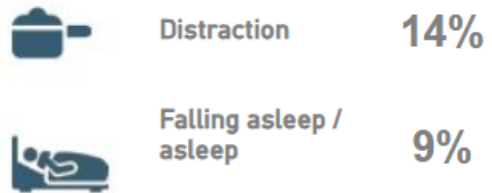
ADF by Source of Ignition (Top five)



Alarm Detection and Actuation



Human Factors



Main Reason for Non Activation

Fire not close enough to detector

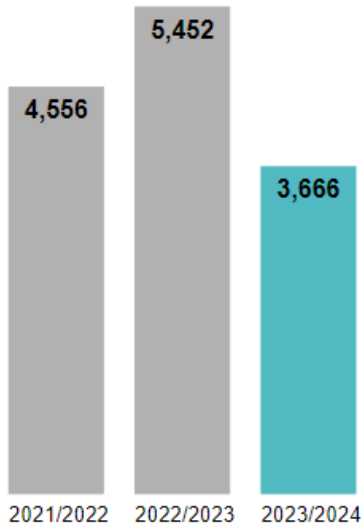
Alcohol/Drug Impairment



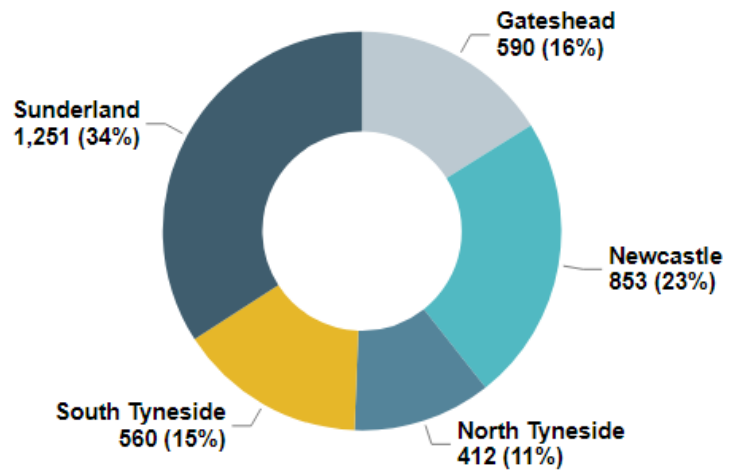
Deliberate Fires

01 April 2023 to 31 December 2023

Deliberate Fires by Year



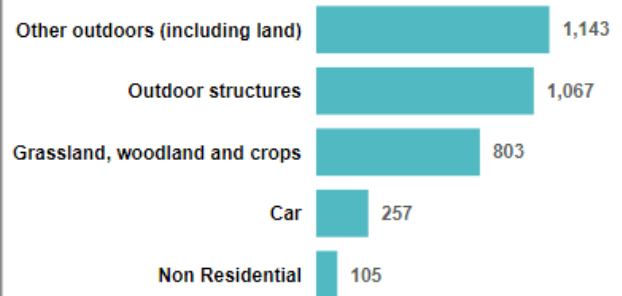
Deliberate Fires by District



Performance Summary

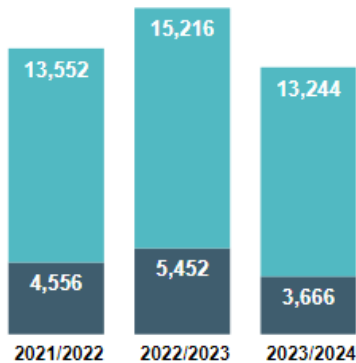
	Same Period Last Year	3 Year Average
Gateshead	-17 %	2 %
Newcastle	-41 %	4 %
North Tyneside	-33 %	11 %
South Tyneside	-18 %	17 %
Sunderland	-38 %	6 %
Service	-33 %	6 %

Deliberate Fires by Property Type (Top five)



Deliberate Fires Compared to All Incidents

● Total Deliberate ● Total Incidents



Deliberate Fires by Classification

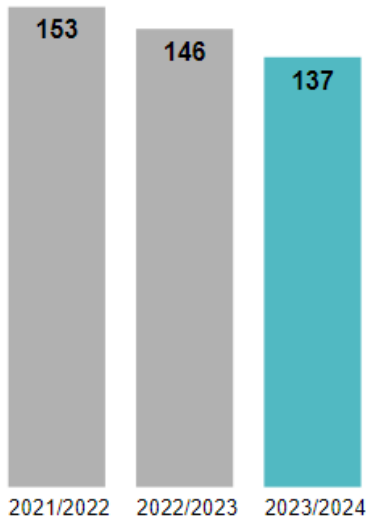
● Primary ● Secondary



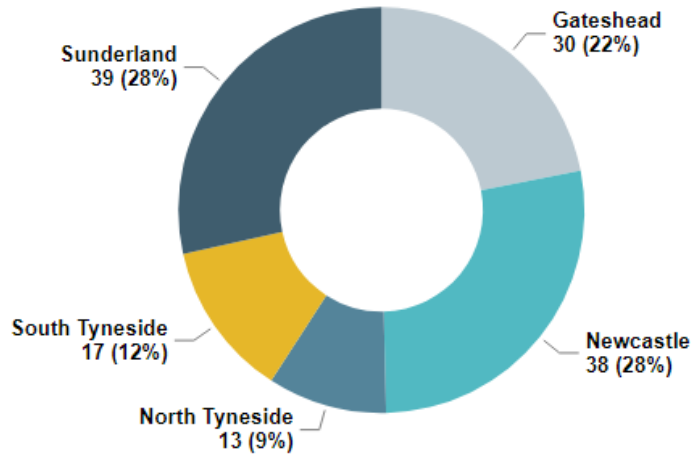
Non Domestic Fires

01 April 2023 to 31 December 2023

Non Domestic Fires by Year



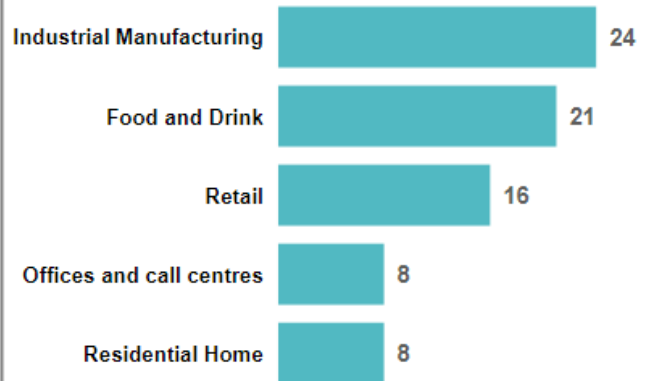
Non Domestic Fires by District



Performance Summary

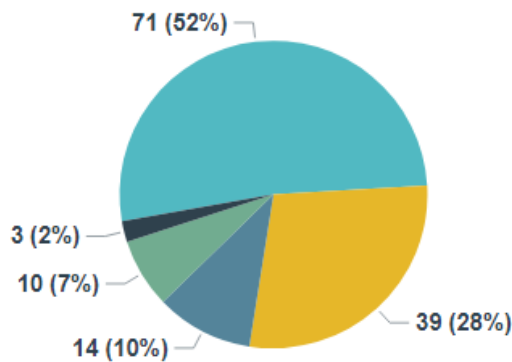
	Same Period Last Year	3 Year Average
Gateshead	11 %	5 %
Newcastle	-16 %	5 %
North Tyneside	-28 %	-16 %
South Tyneside	-26 %	3 %
Sunderland	18 %	5 %
Service	-6 %	0 %

Non Domestic Fires Property Type (Top five)



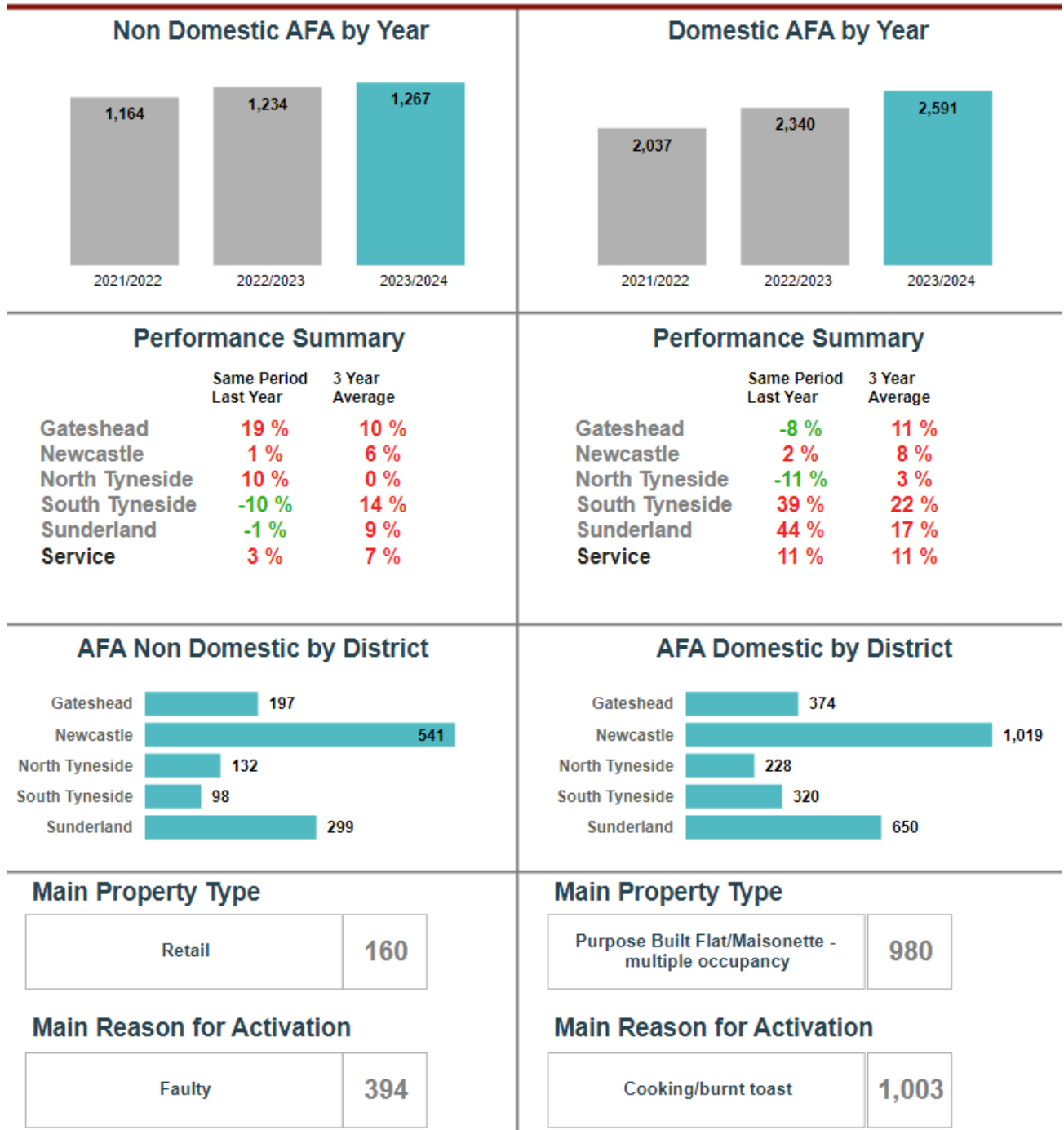
Non Domestic Fires by Motive

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

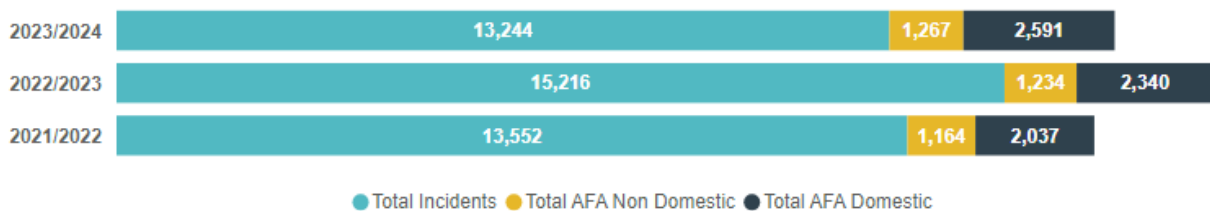


Automatic False Alarms (AFA)

01 April 2023 to 31 December 2023

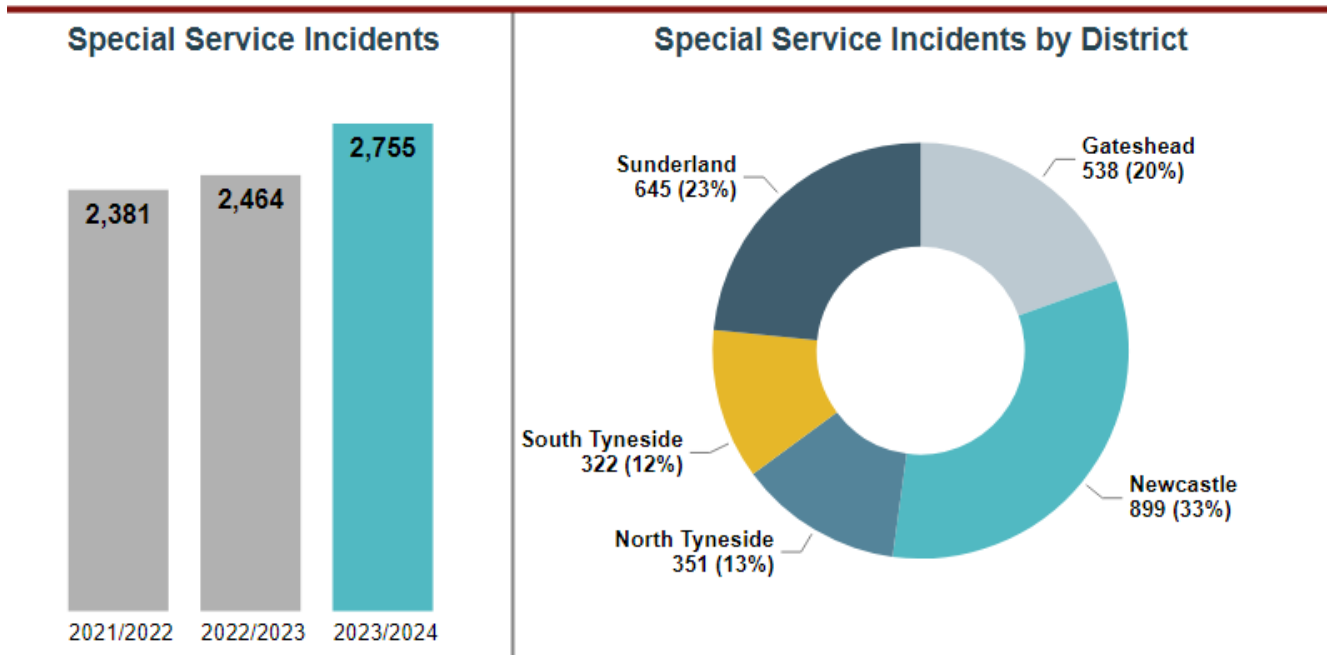


AFA's Compared to all Incidents

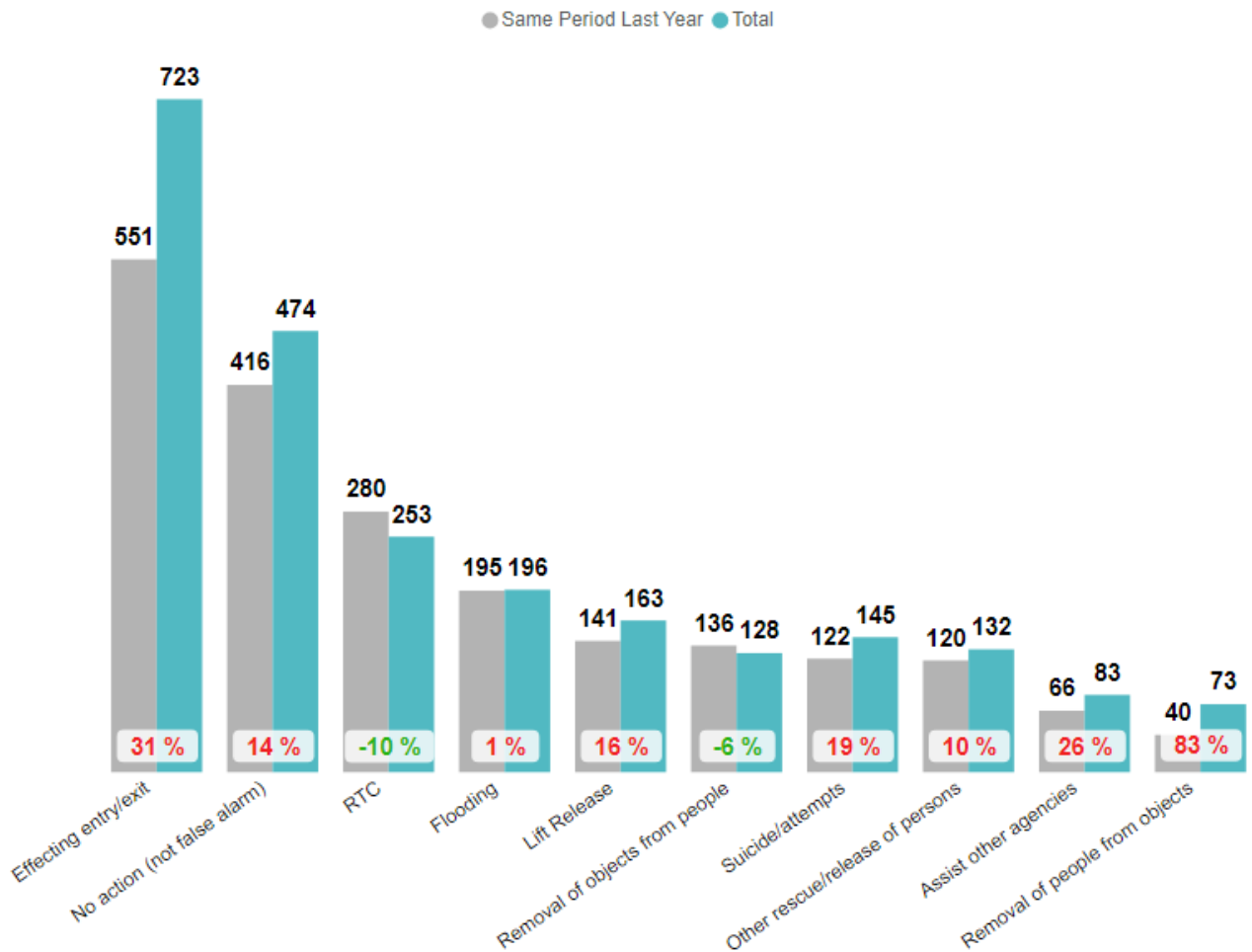


Special Service Incidents

01 April 2023 to 31 December 2023



Special Service by Type (including % change)



Internal Performance Monitoring

01 April 2023 to 31 December 2023

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 10/01/2024

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 6,237 shifts lost, 926 (12.9%) less compared to Q3 2022/23. 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.
- Total of 24,512 Emergency Calls, a (4226) decrease on Q3 2022/23, of the 24,512 calls 97% were answered within seven seconds, this has been achieved due to more robust training and a review of ways of working within Control.
- 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%). 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.
- 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 2022/23.
- 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.

Internal Performance Monitoring

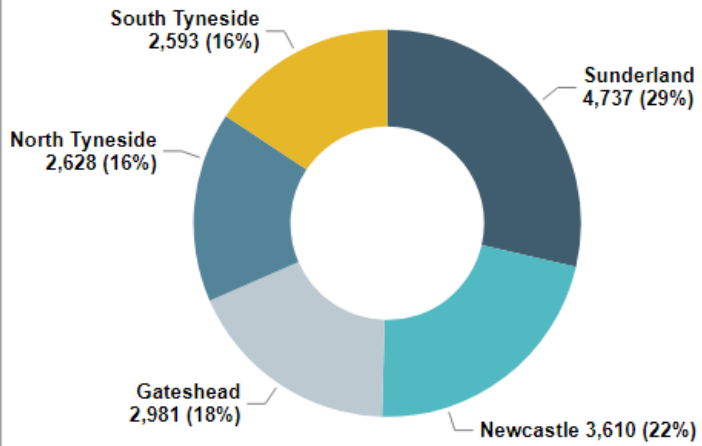
01 April 2023 to 31 December 2023

Safe and Well Visits

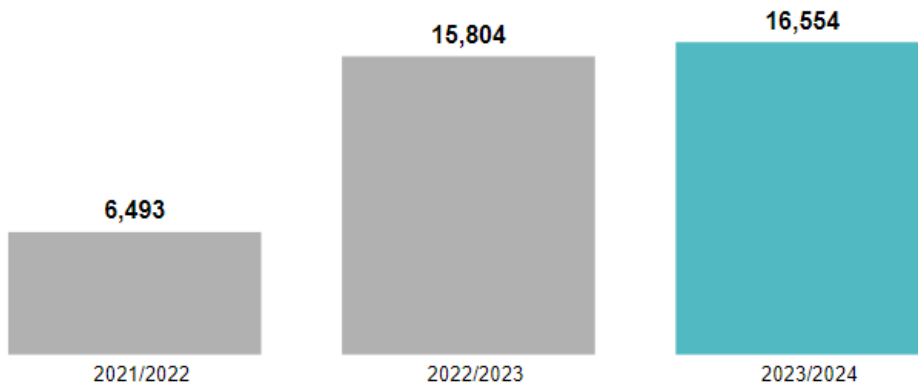


16,554

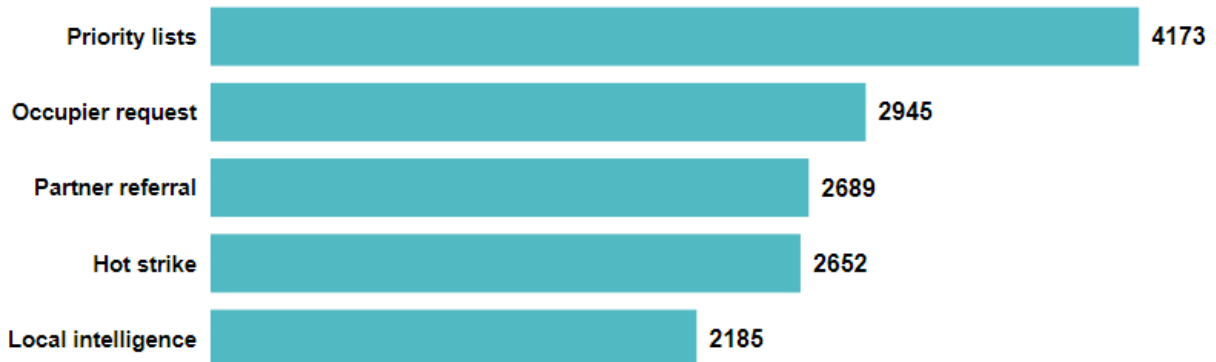
Safe and Well Visits by District



Safe and Well Visits



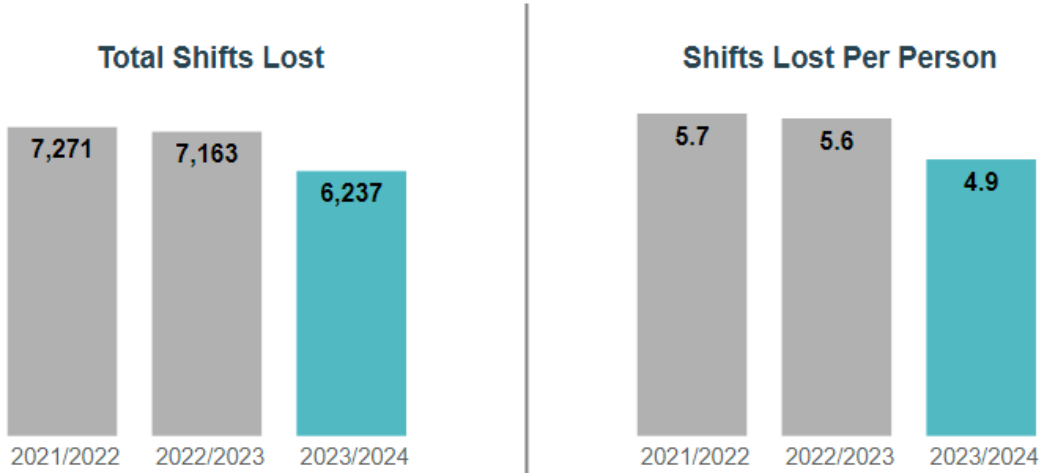
Reason for Visit (Top five)



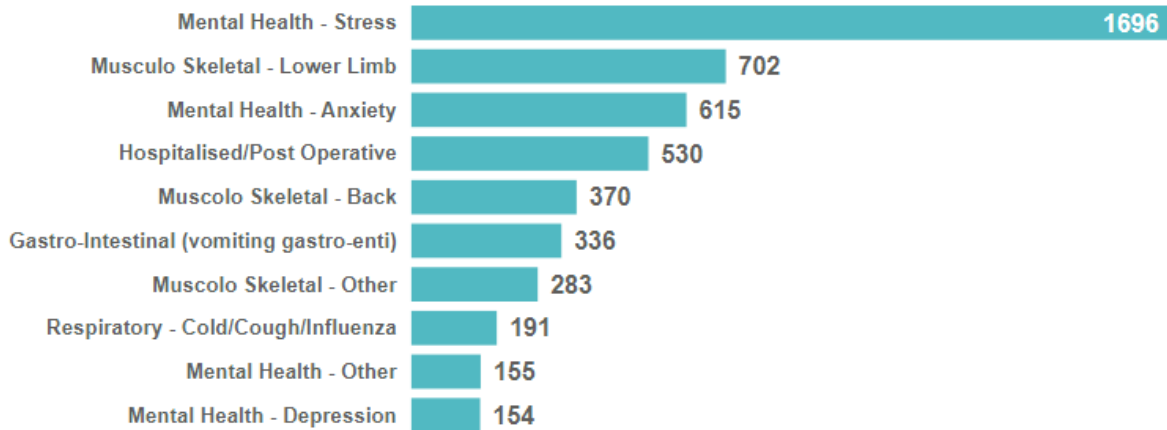
Internal Performance Monitoring

01 April 2023 to 31 December 2023

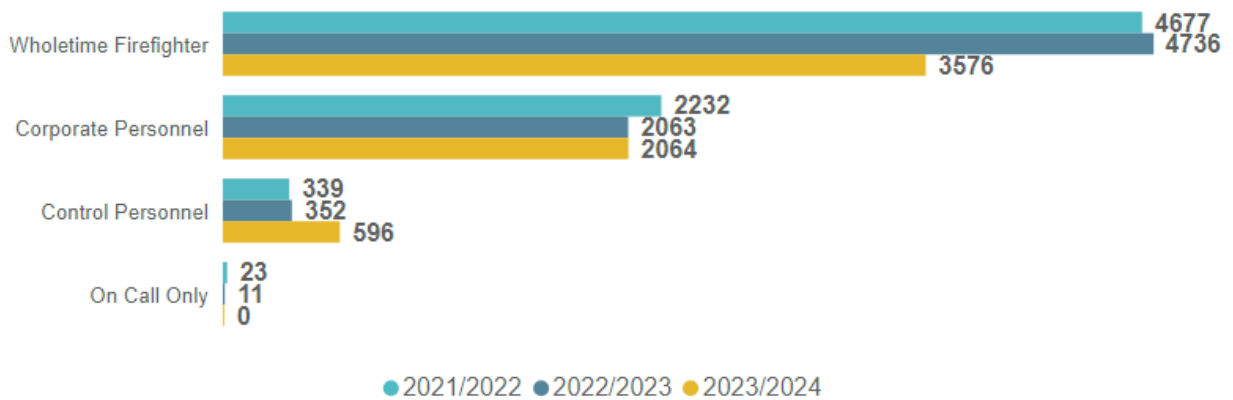
Staff Sickness Absence



Shifts Lost Main Reason for Absence




Shifts Lost by Category



Internal Performance Monitoring

01 April 2023 to 31 December 2023

Total Emergency Calls  24512	Fiscal Year	Number of Calls	Number of Calls Answered in Under 7 Seconds	%
	2023/2024	24512	23711	97 %
	2022/2023	28738	27600	96 %
	2021/2022	24866	23301	94 %

Emergency Response Time

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

Average response time to all Incidents

5m 39s

Previous

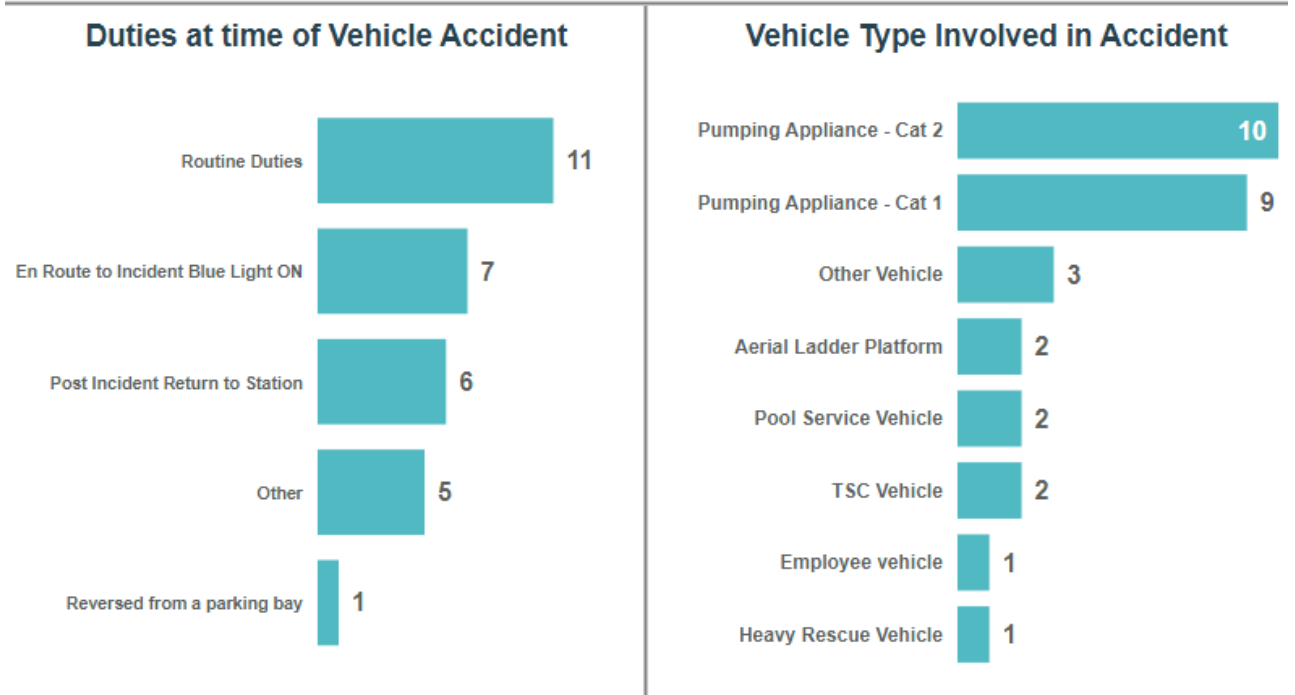
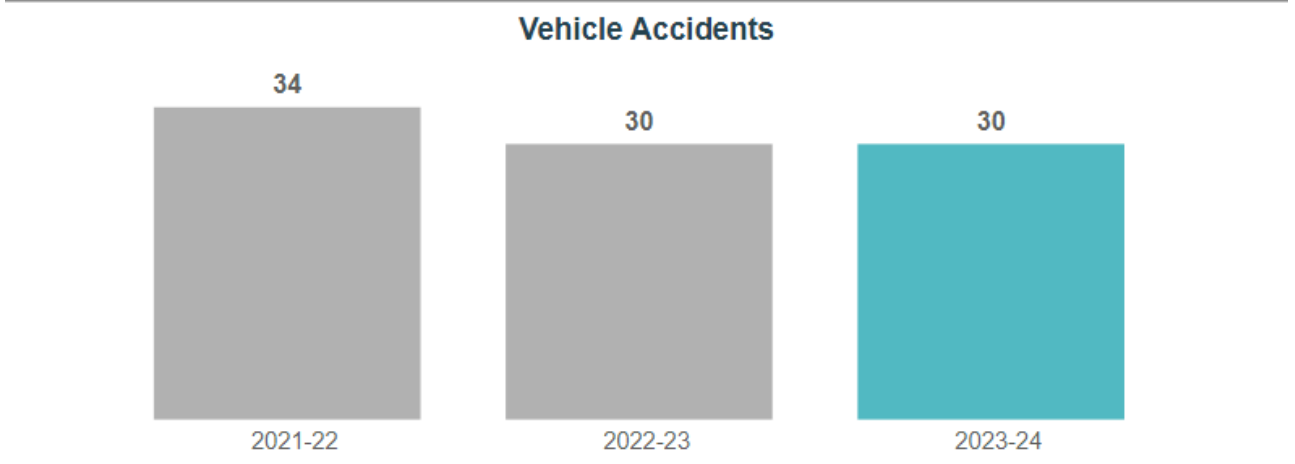
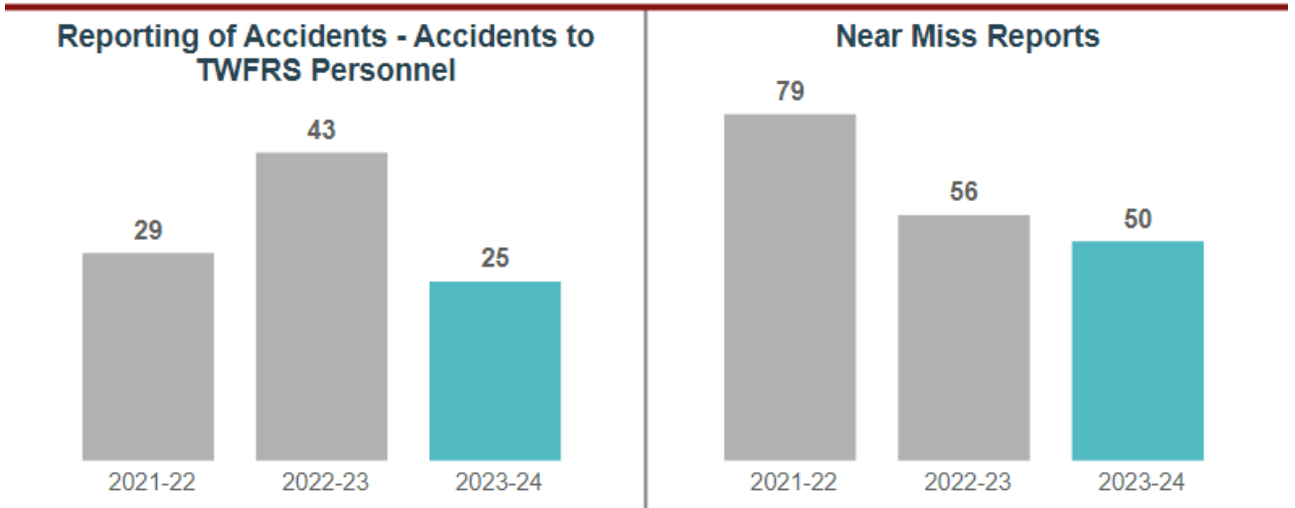
5m 46s

Average response time to Risk Level 1 Incidents

Risk Level	2021/2022	2022/2023	2023/2024
1	00:05:23	00:05:19	00:05:20

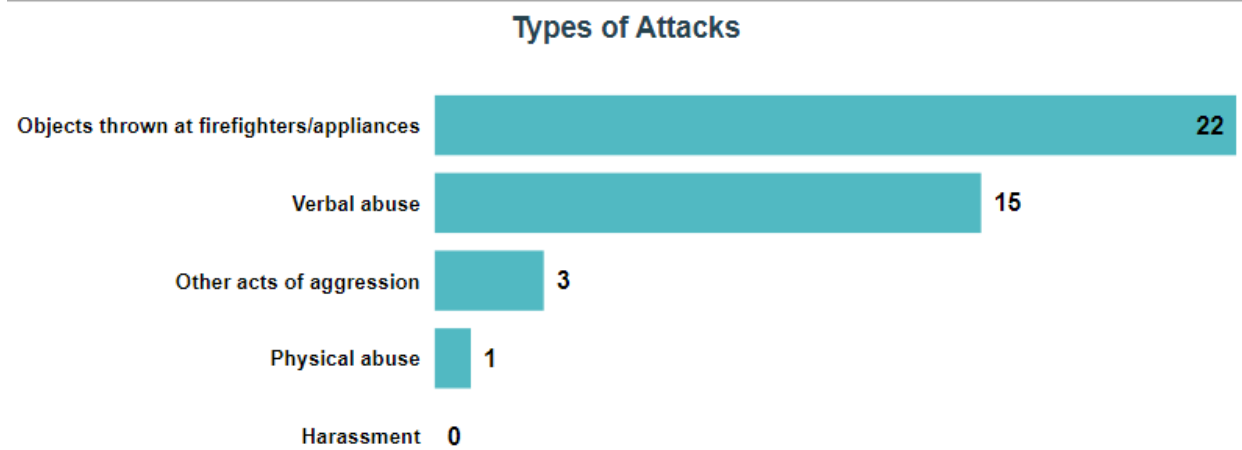
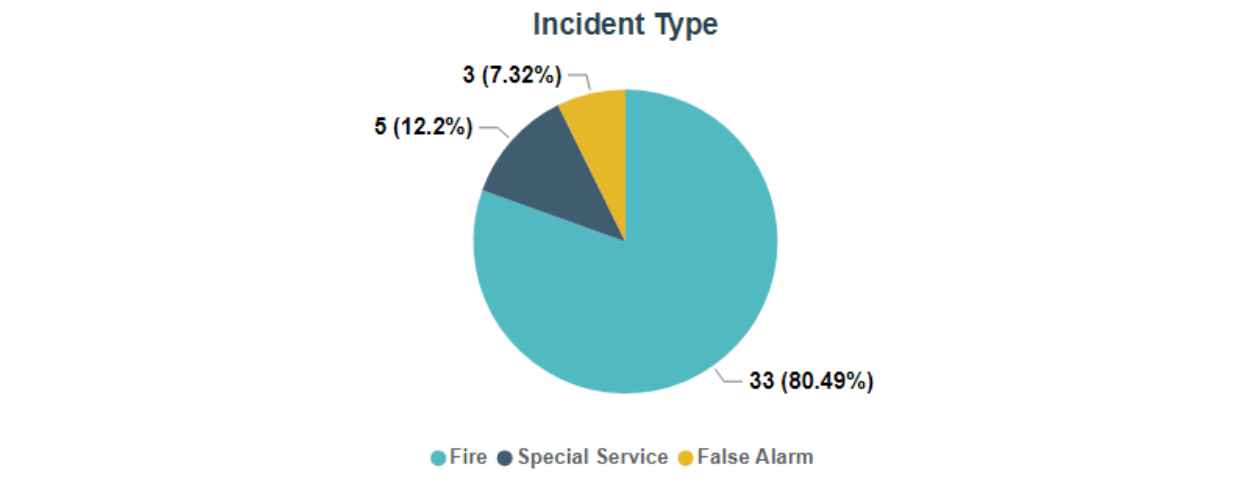
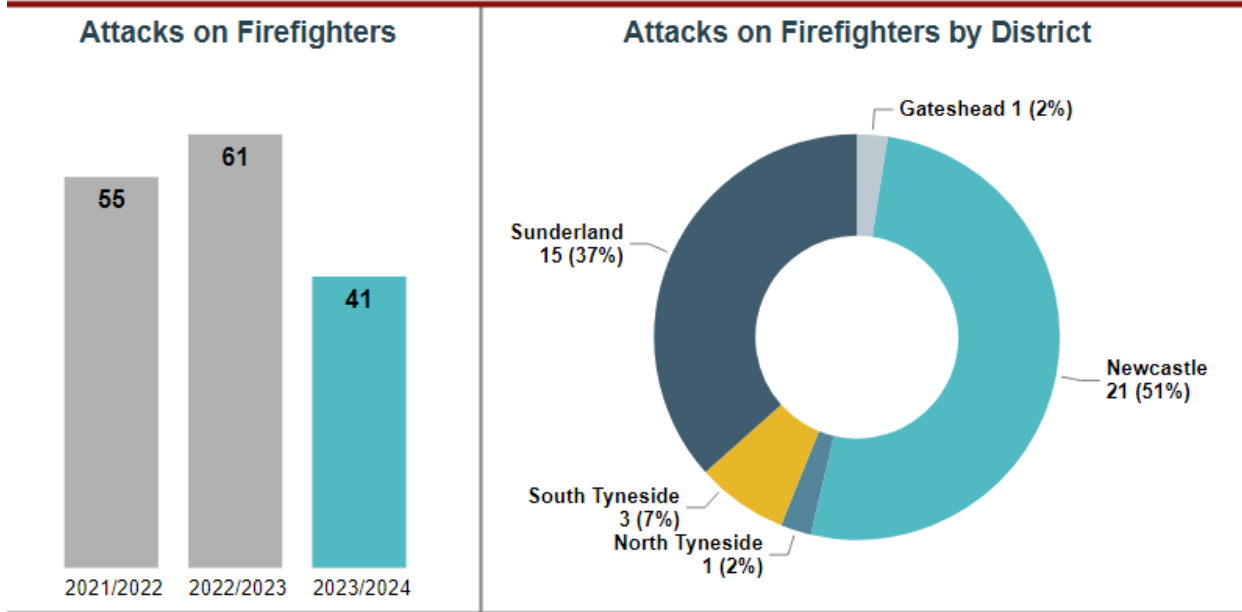
Internal Performance Monitoring

01 April 2023 to 31 December 2023



Internal Performance Monitoring

01 April 2023 to 31 December 2023

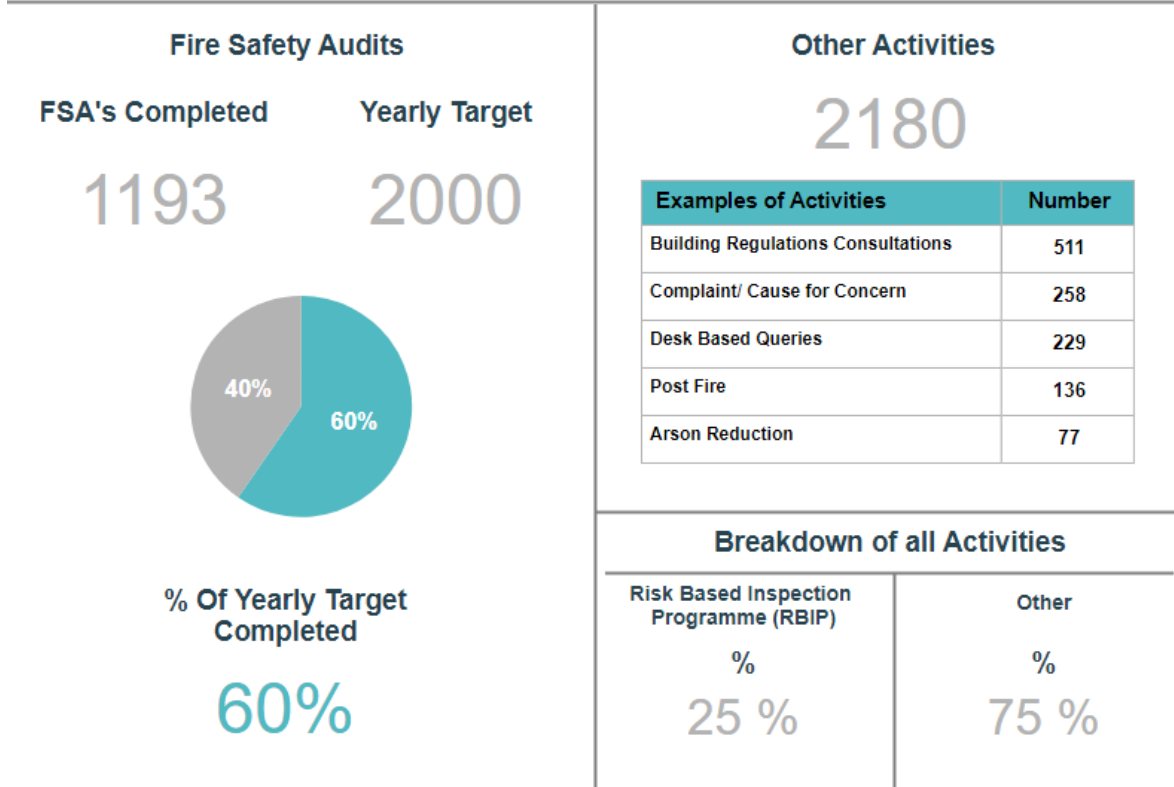


Internal Performance Monitoring

01 April 2023 to 31 December 2023

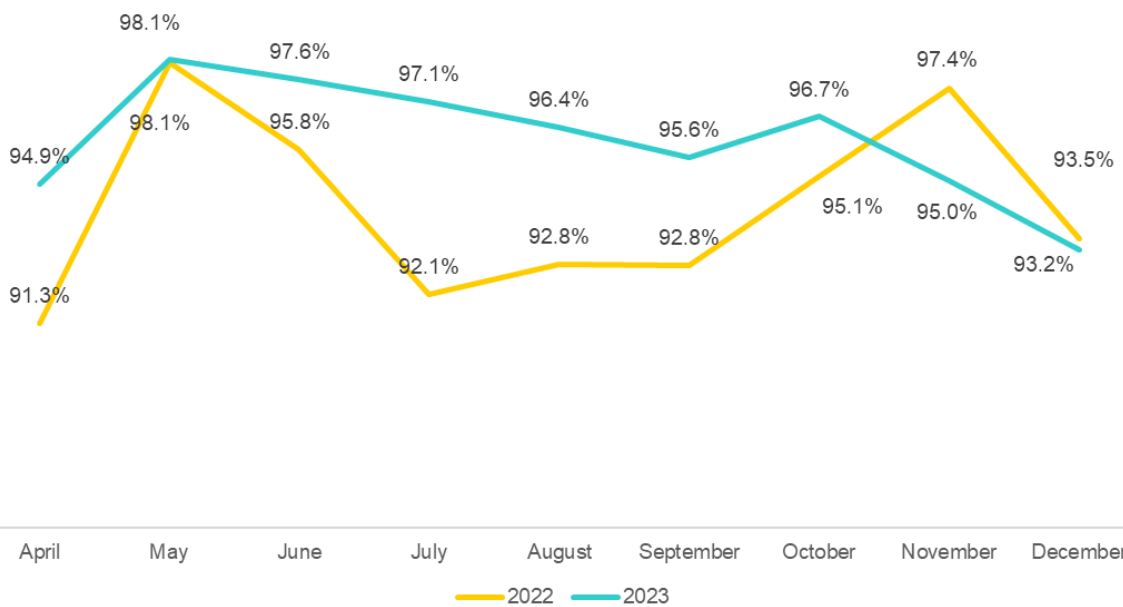
Total Fire Safety Activities

3373

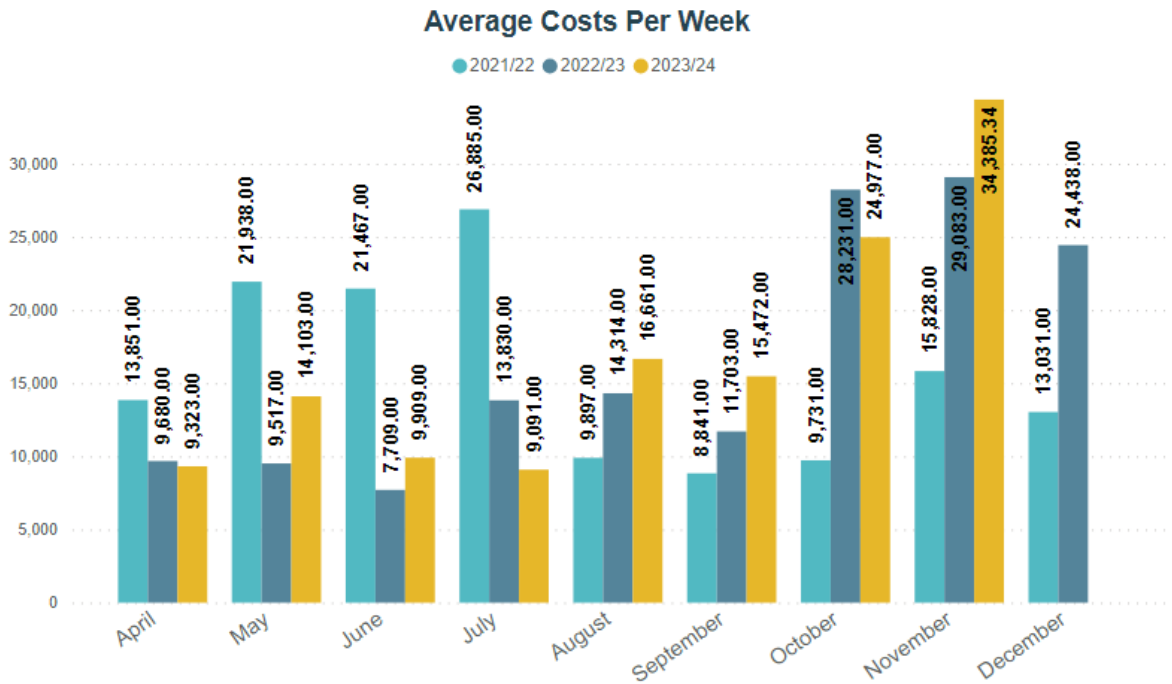
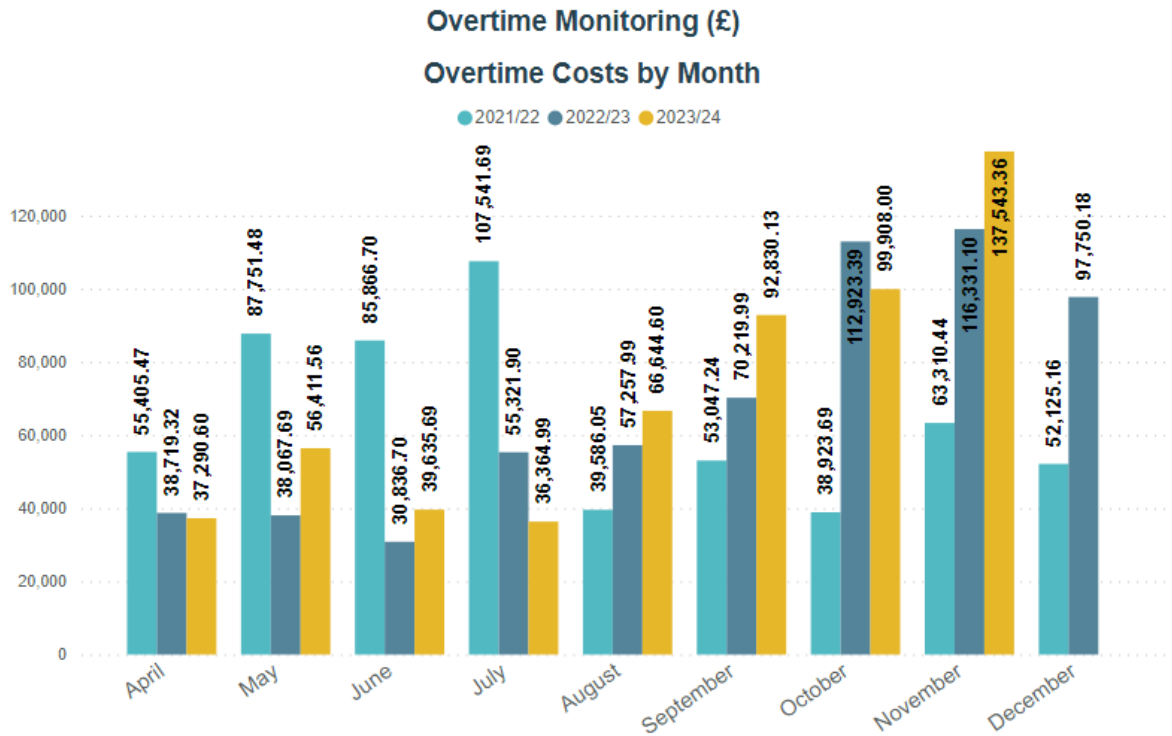


Note: The total number of FSAs is more than RBIP. It can include post fires, cause for concerns, unwanted fire signals etc. The Breakdown of all Activities shows the number of RBIP Fire Safety Audits completed in the timeframe specified compared with all other activities completed by the Fire Safety department. Building Regulations Consultations includes both statutory and non-statutory consultations.

Appliance Availability



Internal Performance Monitoring 01 April 2023 to 31 December 2023



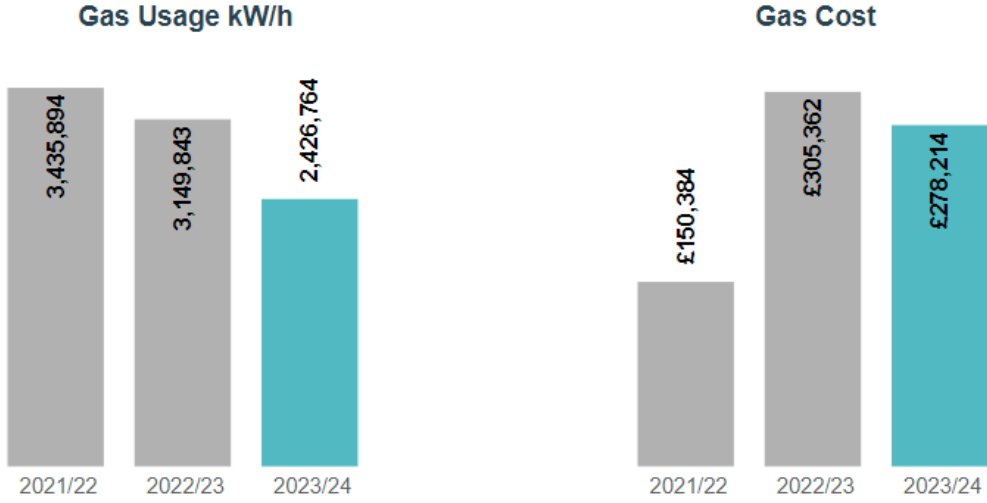
Please Note

- 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

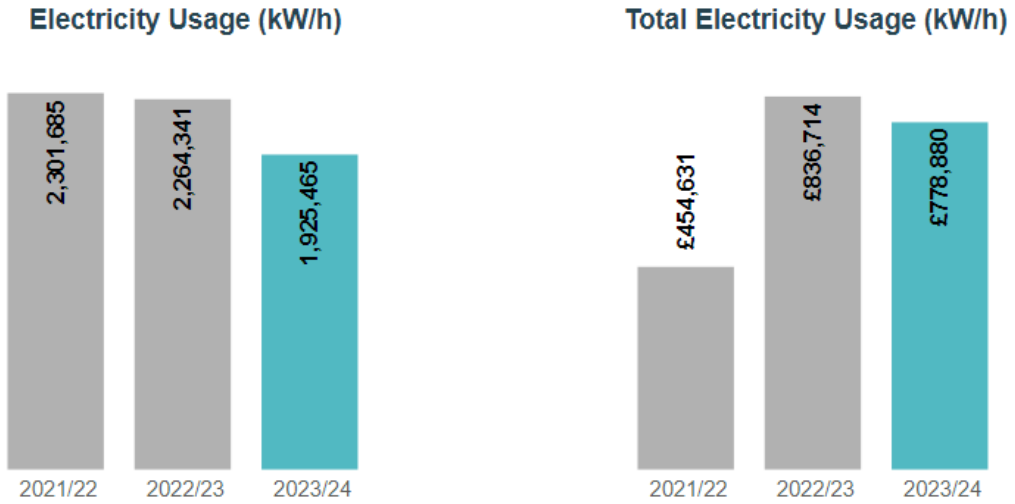
Internal Performance Monitoring

Carbon Monitoring

Gas Usage



Electricity Usage



Please Note

- Q3 Carbon figures cover the period 01 April 2023 to 30 November 2023. December's figures are currently not available.