

**Tyne and Wear Fire
and Rescue Service**
Creating the Safest Community



Performance Report

2022/23

1st April to 31st March





1st April 2022 to 31st March 2023

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

2022/23

1st April to 31st March 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 section was ran 24/04/2023

Q4 2022/23 Operational performance highlights compared with Q4 2021/22:

- 18,729 incidents attended, this was an increase of 5% (17922), (LI32).
- Injuries from all fires decreased by 14% (19, (LI05).
- Injuries from accidental dwelling fires increased by 8 (LI03).
- 29% (10) injuries from accidental dwelling fires were caused by cooking appliance – cooker incl. oven. (LI03).
- Males aged 50-79 accounted for 21% of the injuries from accidental dwelling fires.
- 2% (8) increase in accidental dwelling fires (LI08).
- In 89% of accidental dwelling fires had a smoke alarm present.
- In 65% of accidental dwelling fires the smoke alarm activated.
- 3% (169) increase in deliberate fires (LI33).
- False alarms in domestic premises (LI23) have increased by 14% (386) and false alarms in non-domestic premises have increased by 6% (80).

**TWFRS Performance Against Targets
(plus 10% tolerance)
1st April 2022 to 31st March 2023**

4

Deaths from Accidental Dwelling Fires 10 Target 0	Deaths from All Fires 10 Target 0	Injuries from Accidental Dwelling Fires 34 Target 33	Injuries from All Fires 120 Target 129
Accidental Fires in Dwellings 470 Target 492	Accidental Kitchen Fires in Dwellings 233 Target 272	Accidental Non Kitchen Fires in Dwellings 237 Target 220	Deliberate Secondary Fires 5469 Target 4351
Deliberate Refuse Fires 3171 Target 3091	Malicious False Alarms Attended 207 Target 198	AFA's to Non Domestic premises 1539 Target 1467	AFA's to Domestic premises 3020 Target 2613
Fire Calls 8655 Target 7062	Primary Fires 1825 Target 1746	Total Incidents 18729 Target 16607	Fires in Non Domestic premises 195 Target 191

TWFRS Performance Summary

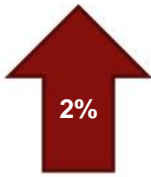
1st April 2022 to 31st March 2023

Fires



8655

2%



Previous

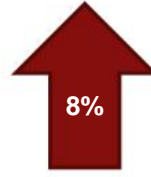
8493

False Alarms



6852

8%



Previous

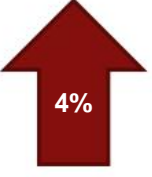
6320

Special Service



3222

4%



Previous

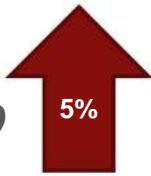
3109

Total Incidents



18729

5%



Previous

17922

Fire Injuries



120

-14%



Previous

139

Fire Fatalities



10

9



Previous

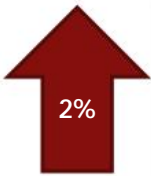
1

Accidental Dwelling Fires



470

2%



Previous

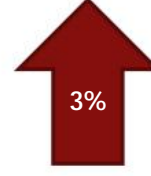
462

Deliberate Fires



6380

3%



Previous

6211

Non Domestic Fires



195

1%



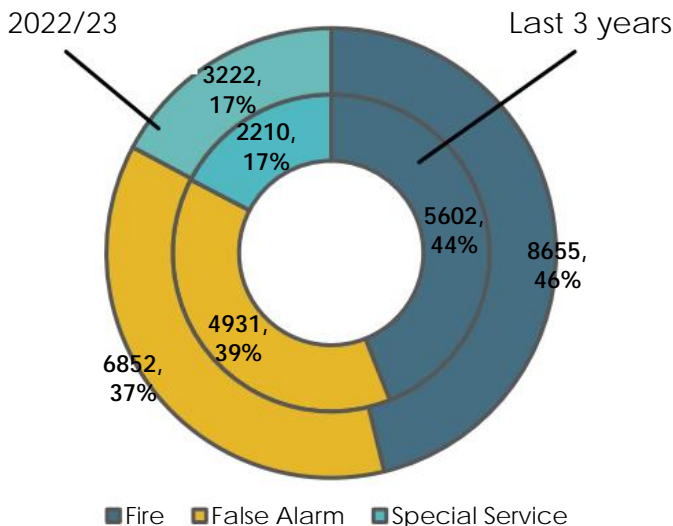
Previous

193

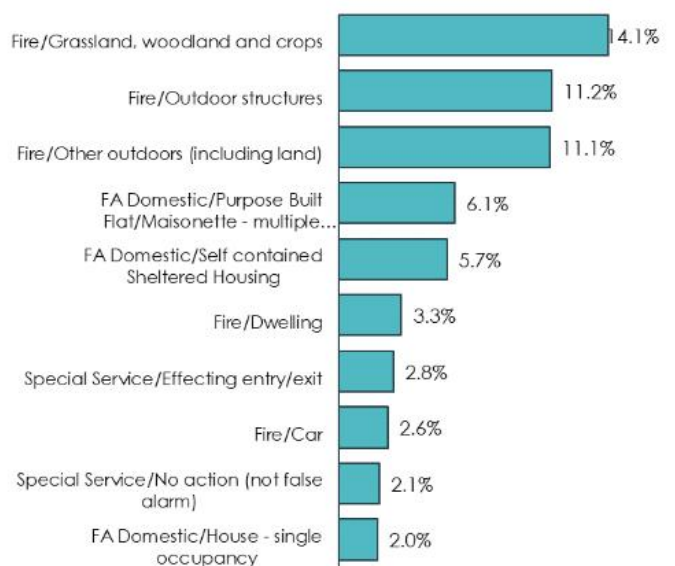
Incidents by Time of Day

	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	72	58	55	40	42	40	36	59	53	67	67	78	92	101	97	136	182	248	239	252	255	170	109	101
Tue	74	78	48	52	41	37	41	51	48	53	78	54	74	81	117	101	140	210	234	278	222	169	113	98
Wed	89	65	61	53	42	45	40	47	53	73	65	81	68	85	86	135	123	171	227	251	193	181	114	77
Thur	69	74	61	40	39	23	50	55	58	61	69	81	87	101	104	140	152	223	257	266	243	186	126	94
Fri	62	61	51	46	51	42	39	75	60	59	78	79	77	91	118	110	152	185	199	243	218	206	140	110
Sat	94	86	73	46	58	58	44	61	43	64	78	77	103	106	127	167	183	252	263	271	237	192	134	117
Sun	100	85	66	64	43	44	50	48	57	65	71	92	105	129	172	173	242	236	250	294	261	171	114	86

Incidents by Type



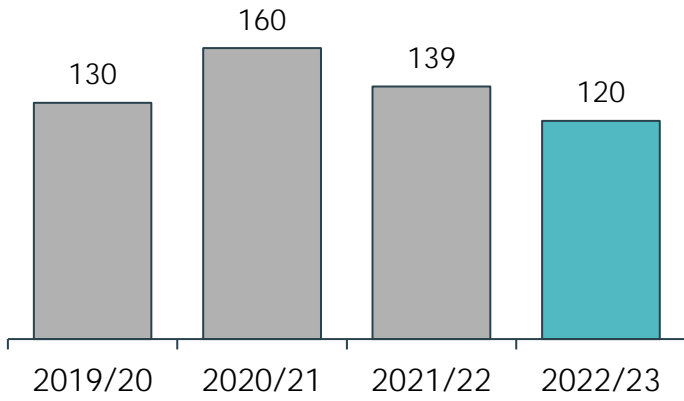
Top 10 Incidents



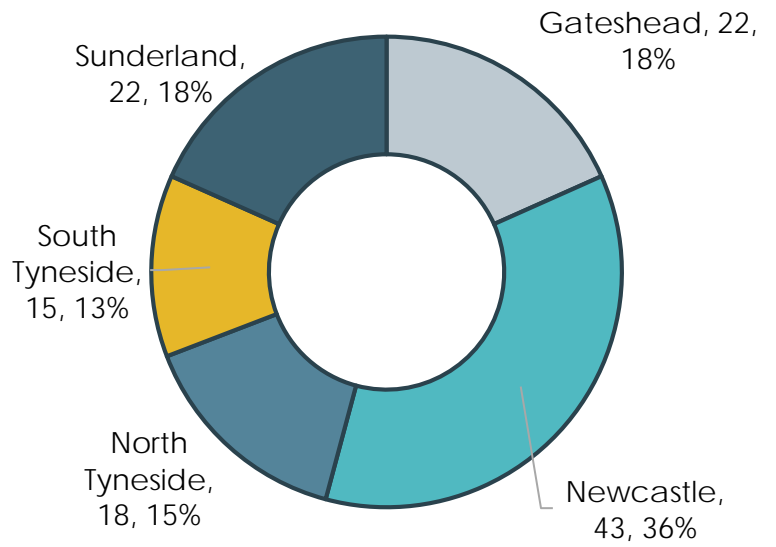
Injuries from All Fires

Including first aid and precautionary checks

Injuries from All Fires District



All Fire Injuries by District



Injury Main Cause All Fires



Cooking appliance -
Cooker incl. oven

36

30%

Injury Severity All Fires



Precautionary
Check

23

19%



First Aid at
Scene

55

46%



Hospital
Slight

26

22%



Hospital
Serious

16

13%

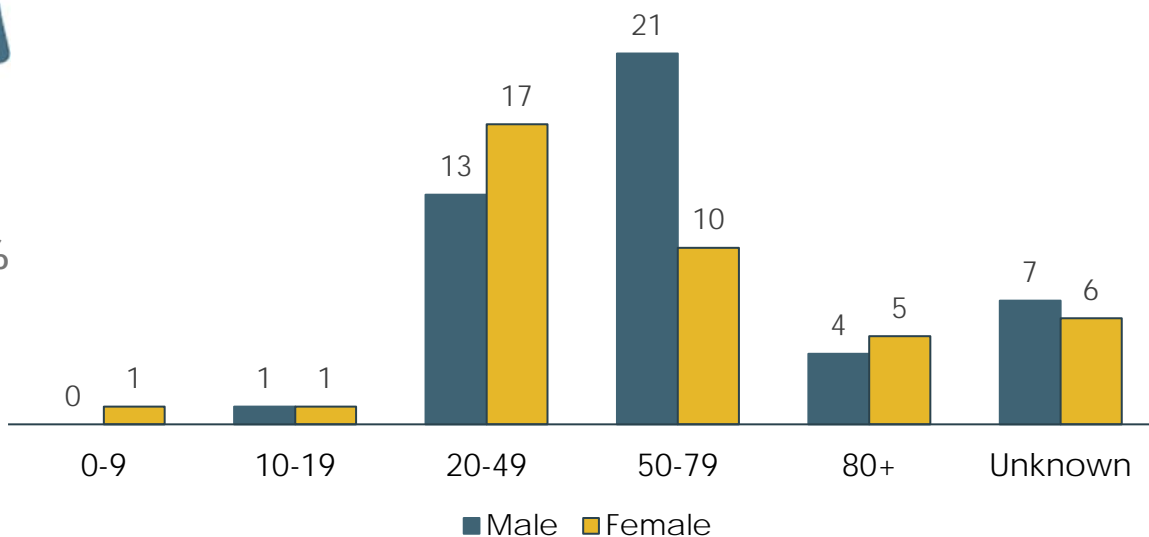
Victim Age / Gender All Fires



53%



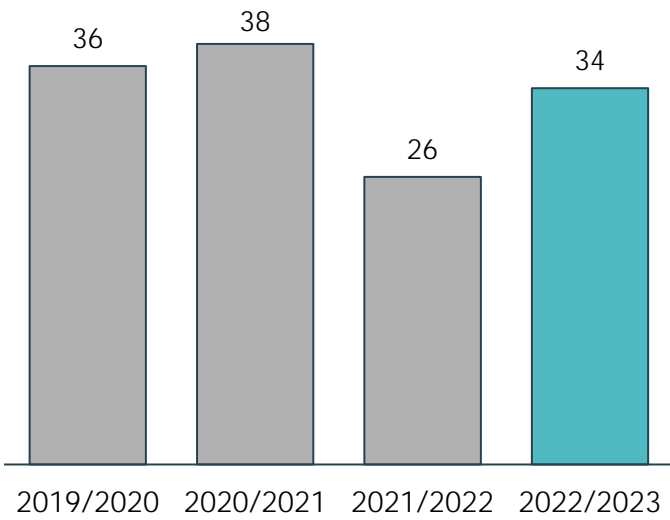
47%



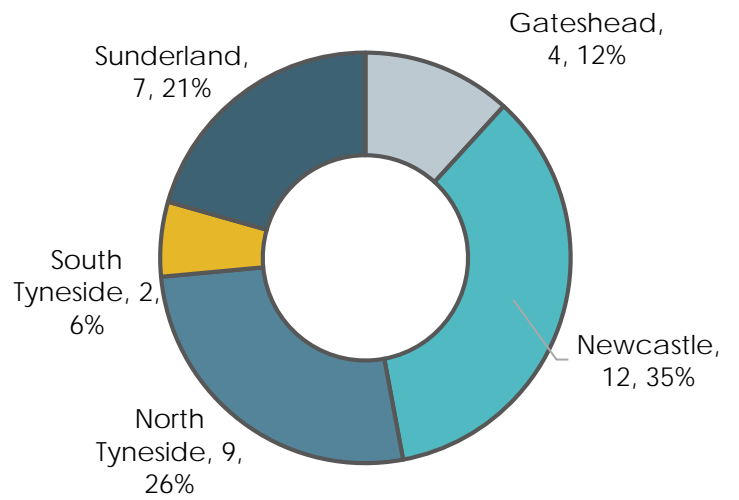
Injuries from Accidental Dwelling Fires (ADF)

Excluding first aid and precautionary checks

Injuries from ADF



ADF Injuries by District



Injury Main Cause ADF



Cooking appliance - Cooker incl. oven
10
29%

Injury Severity ADF



Hospital Slight
21
62%



Hospital Serious
13
38%

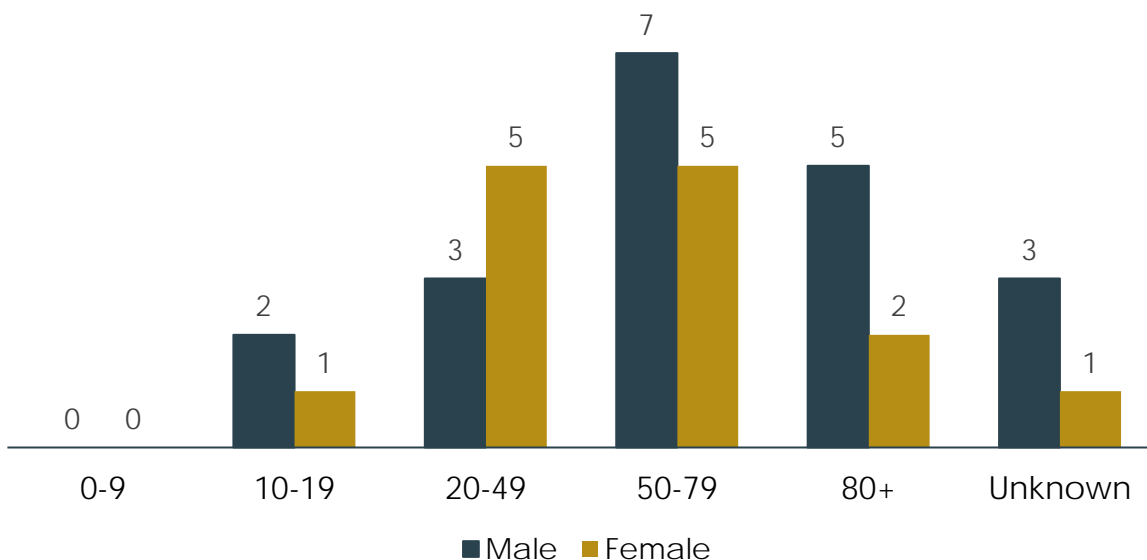
Victim Age / Gender ADF



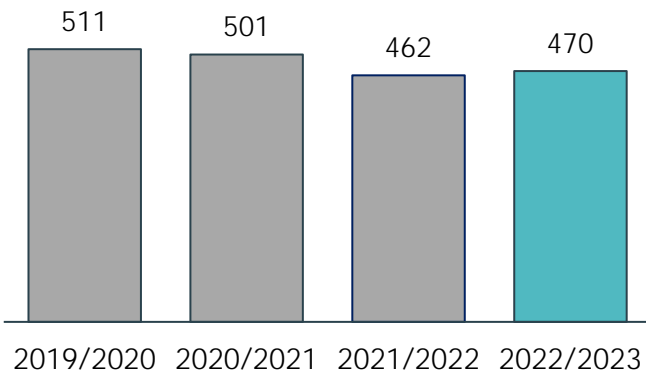
59%



41%



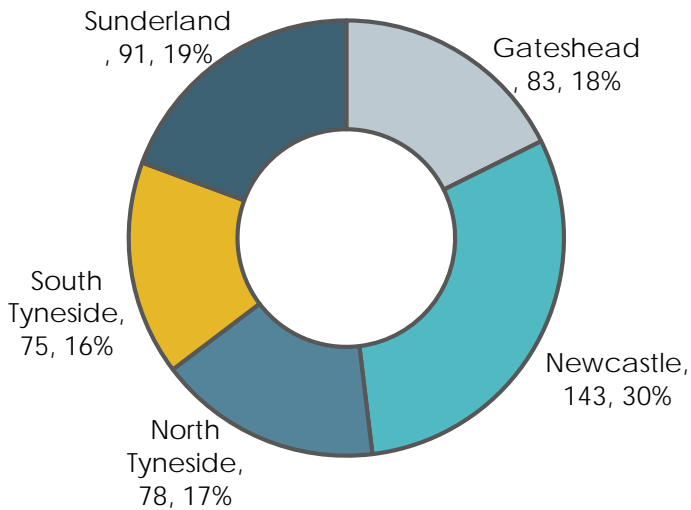
ADF by Year



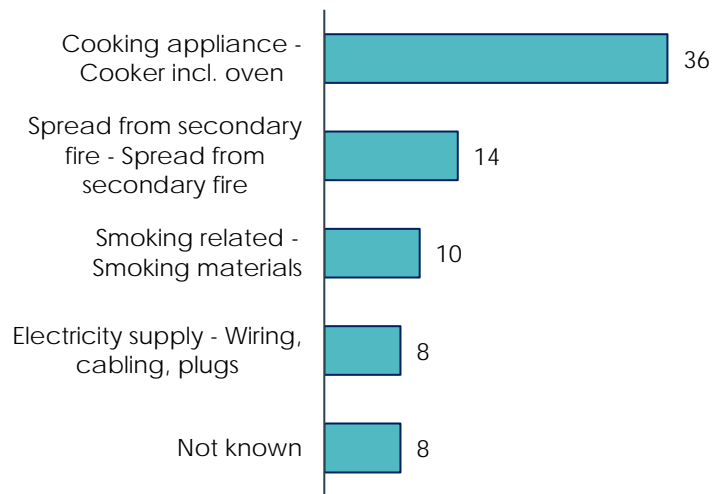
Performance Summary

Service	Previous Year	3 Year Average
Service	2%	-5%
Gateshead	17%	-5%
Newcastle	-3%	-3%
North Tyneside	0%	-7%
South Tyneside	39%	-7%
Sunderland	-18%	-5%

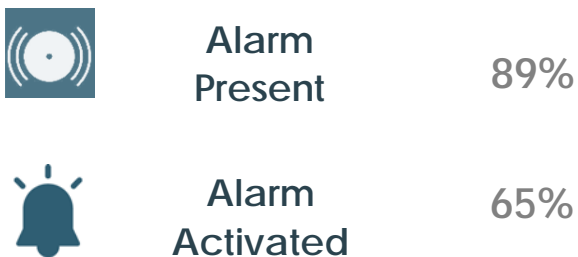
ADF by District



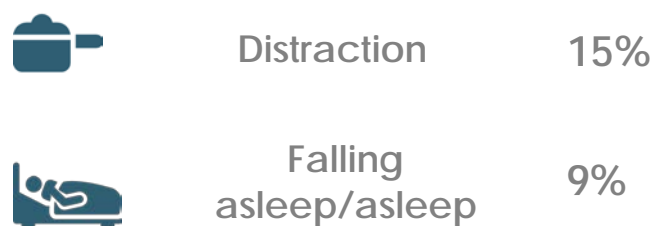
ADF by Source of Ignition (Top five)



Alarm Detection and Actuation



Human Factors



Main Reason for Non Activation

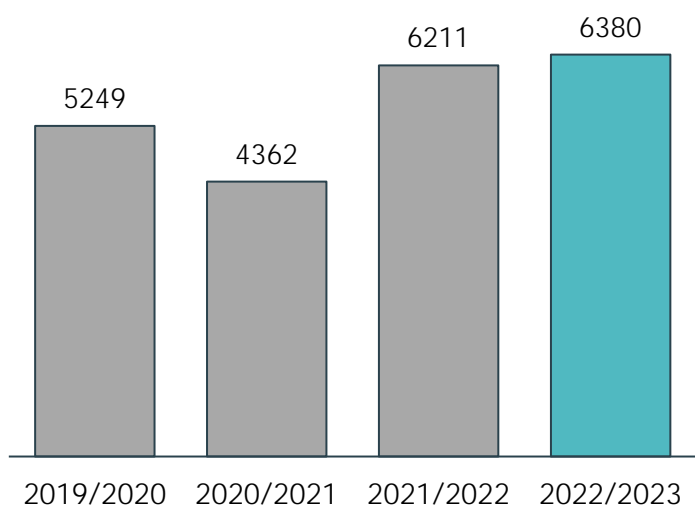
Fire not close enough to detector

Alcohol/Drug Impairment



Deliberate Fires

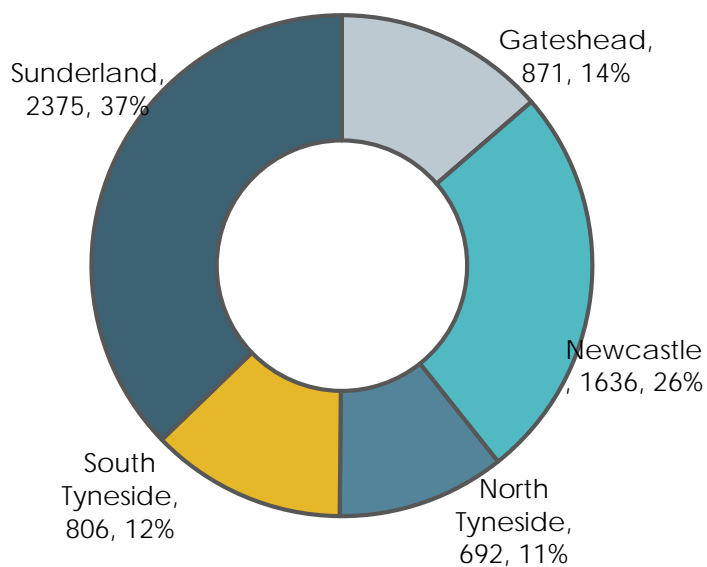
Deliberate Fires by Year



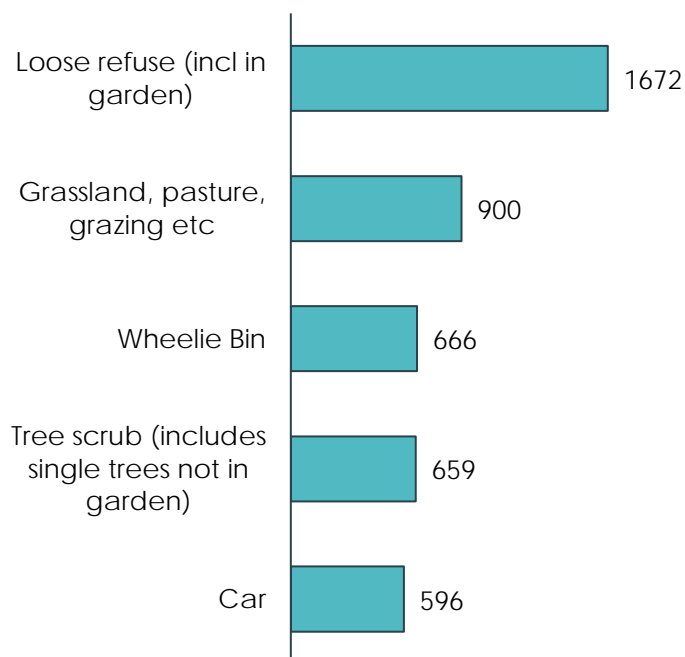
Performance Summary

Service	Previous Year	3 Year Average
Service	12% ●	20% ●
Gateshead	-19% ●	17% ●
Newcastle	-14% ●	29% ●
North Tyneside	7% ●	30% ●
South Tyneside	-2% ●	29% ●
Sunderland	72% ●	15% ●

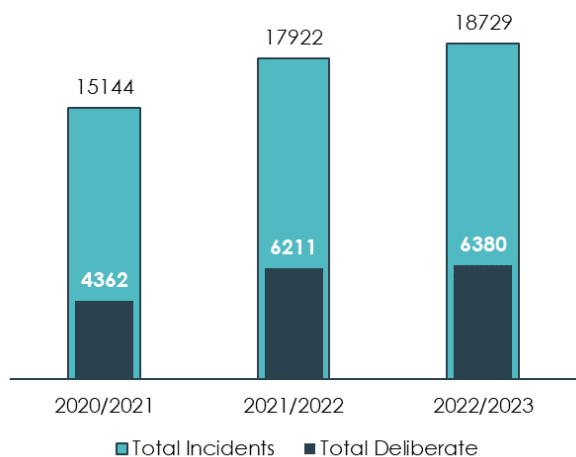
Deliberate Fires by District



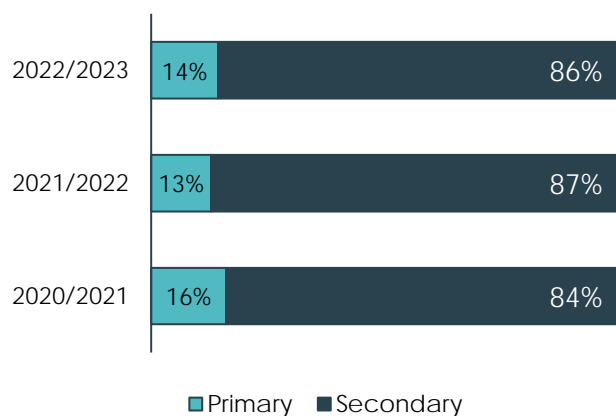
Deliberate Fires by Property Type



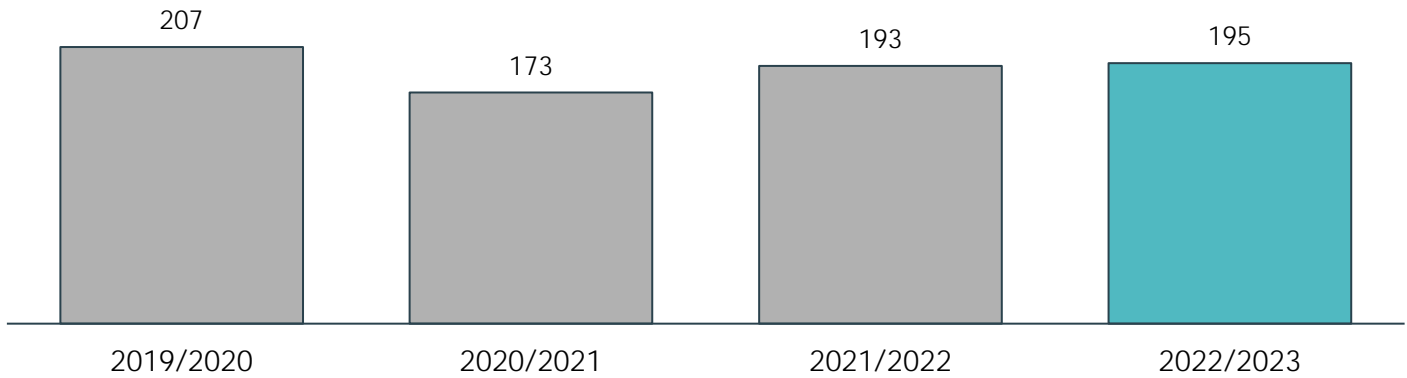
Deliberate Fires Compared to All Incidents



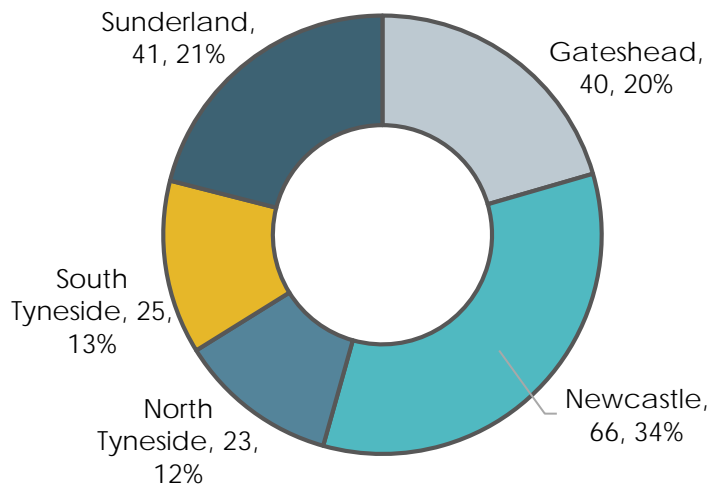
Deliberate Fires by Classification



Non Domestic Fires by Year



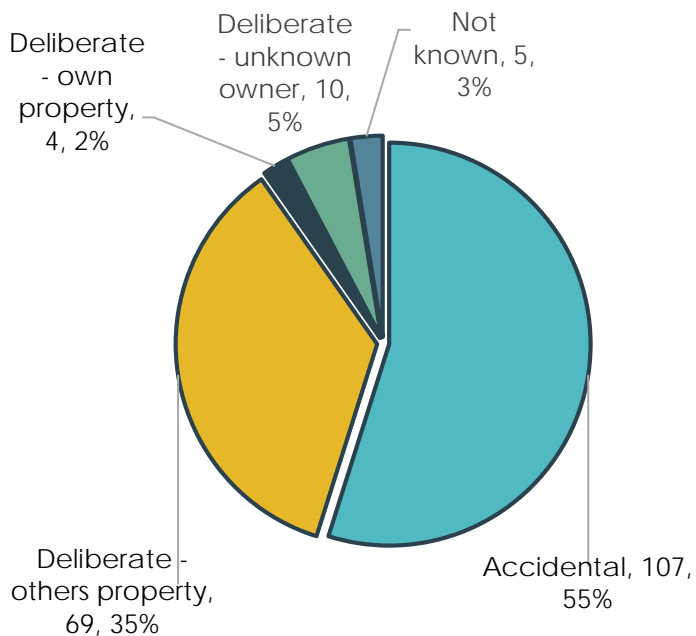
Non Domestic Fires by District



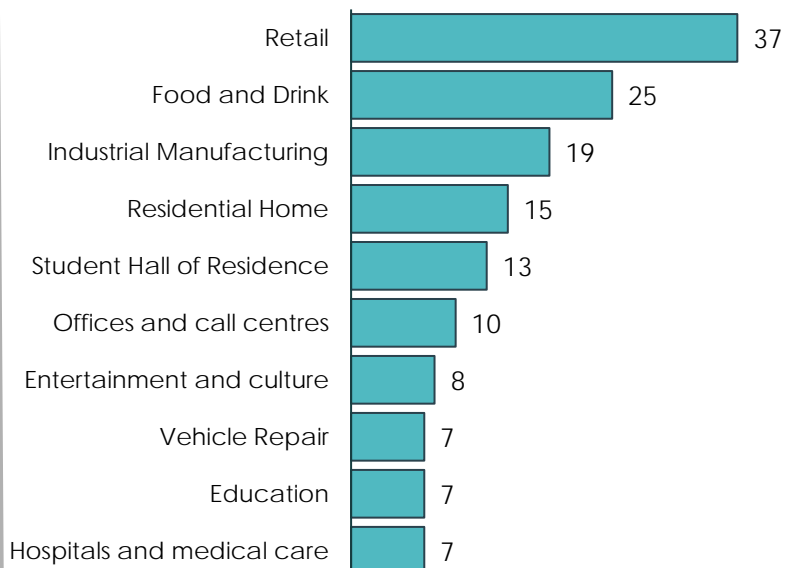
Performance Summary

Service	Previous Year	3 Year Average
Overall	-7%	6%
Gateshead	-7%	38%
Newcastle	-14%	29%
North Tyneside	-56%	16%
South Tyneside	67%	81%
Sunderland	11%	-16%

Non Domestic Fires by Motive

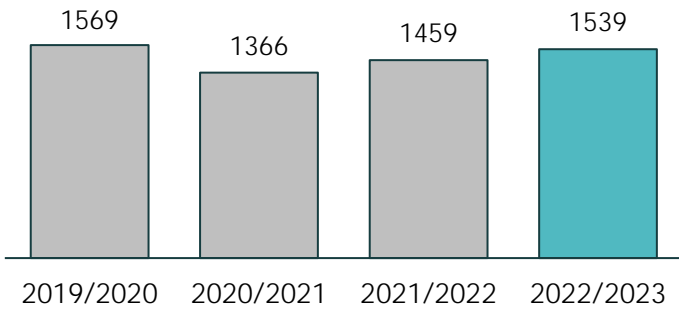


Non Domestic Fires by Property Type

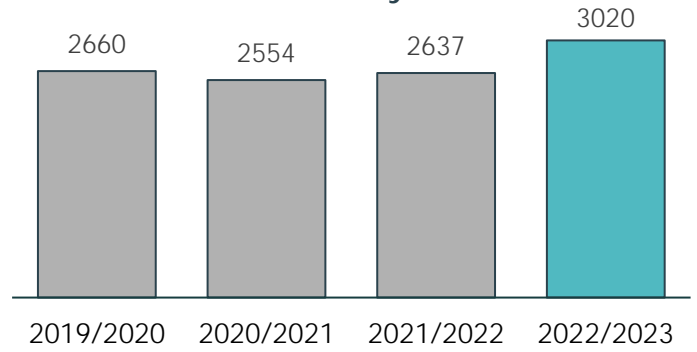


Automatic False Alarms (AFA)

Non Domestic AFA by Year



Domestic AFA by Year



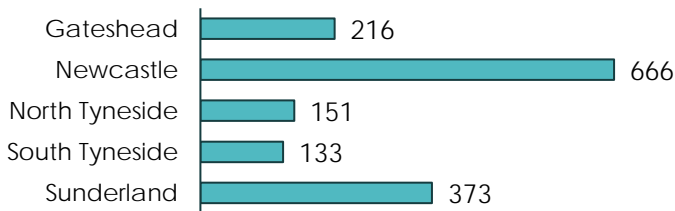
Performance Summary

Service	Previous Year	3 Year Average
Service	5% ●	-5% ●
Gateshead	-16% ●	0% ●
Newcastle	8% ●	-4% ●
North Tyneside	5% ●	-6% ●
South Tyneside	17% ●	-6% ●
Sunderland	13% ●	-6% ●

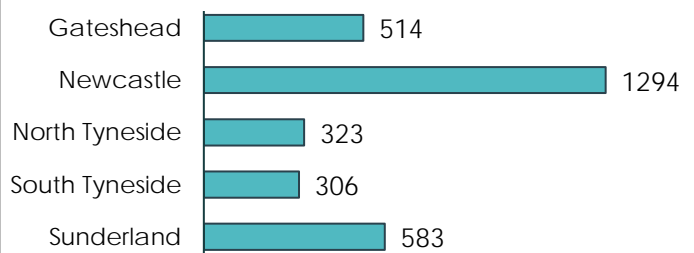
Performance Summary

Service	Previous Year	3 Year Average
Service	18% ●	-1% ●
Gateshead	17% ●	-2% ●
Newcastle	22% ●	-2% ●
North Tyneside	-11% ●	7% ●
South Tyneside	38% ●	-2% ●
Sunderland	22% ●	2% ●

AFA Non Domestic by District



AFA Domestic by District



Main Property Type



Education

18
12%

Main Reason For Activation



Faulty

499
32%

Main Property Type



Purpose Built
Flat/Maisonette -
multiple occupancy

1135
37%

Main Reason For Activation



Cooking/burnt
toast

1250
41%

AFA's Compared to all Incidents



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



Internal Performance Monitoring

2022/23

1st April to 31st March

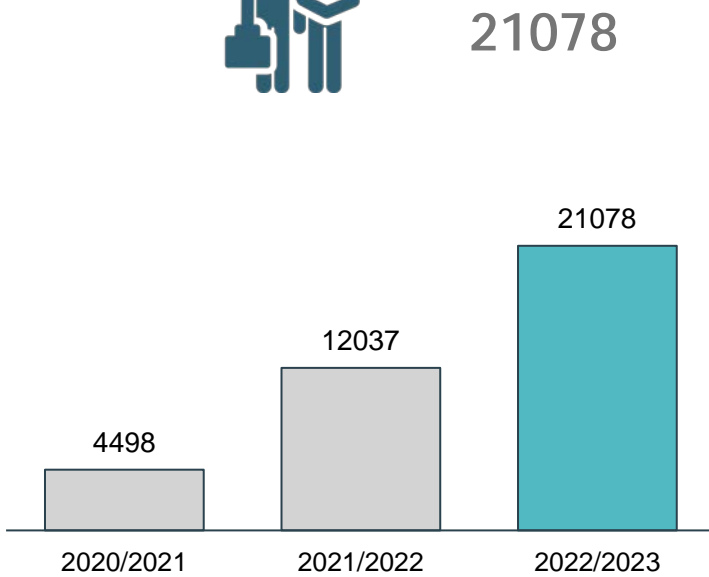
Key performance indicators measure areas of performance that are important to us and are essential in helping us understand how well we are serving our communities. They set expectations to help managers to monitor and adapt to changing situations to assist in achieving our objectives.

The data contained in this section was ran 24/04/2023

Q4 2022/23 Corporate performance highlights compared with Q4 2021/22:

- A total of 21078 Safe and Well visits carried out, an increase of 9041 (75%), from 12037.
- 1189 Fire Safety Audits carried out, 60% of yearly target.
- 95% of staff have a completed PDR.
- Critical training compliance rate of 98%.
- Staff sickness 9438 shifts lost, 442 less compared to Q4 2021/2022.
- The average response time for the first appliance to Risk Level 1 was 5 minutes 19 seconds, this is two seconds quicker than in Q4 2021/22.
- The average response time to all incidents is 5 minutes 44 seconds.
- 54 accidents to TWFRS personnel, an increase of 15 from Q4 2021/2022.
- 71 attacks on Firefighters, a reduction of 11.
- 45 vehicle accidents, a reduction of 2 from Q4 2021/22.
- Total of 35,248 Emergency Calls, a 7% (2257) increase on Q4 2021/2022, of the 35,248 calls 96% were answered within seven seconds.

Safe and Well Visits



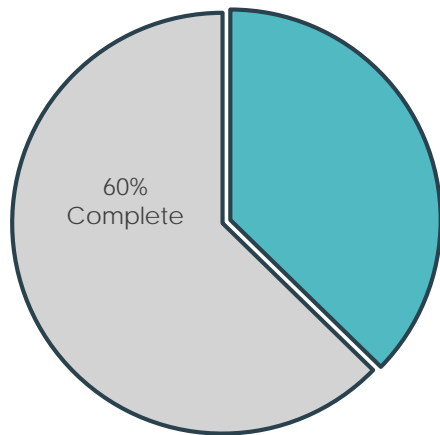
Reason for Visit



Fire Safety Audits

% of Yearly Target

1189



PDR Completion

95%



Critical Training Compliance Rate

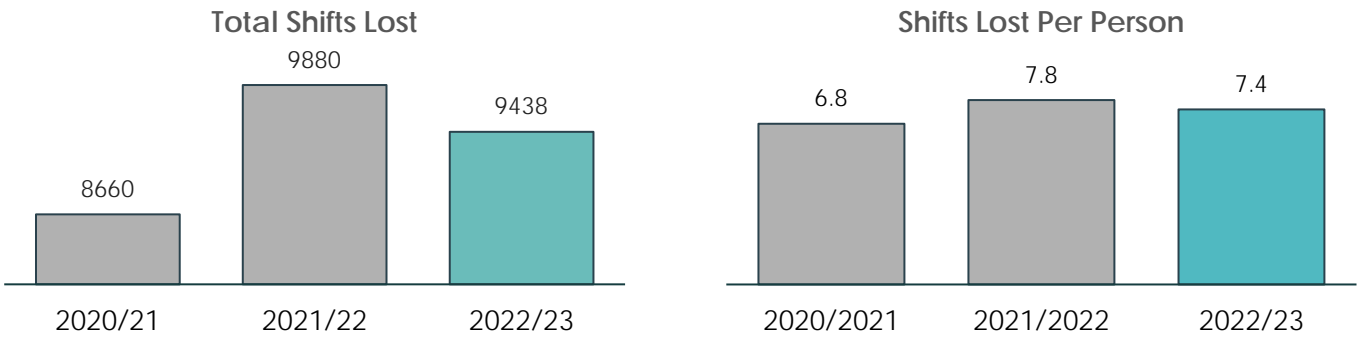
98%

Compliance with National Fire Standards

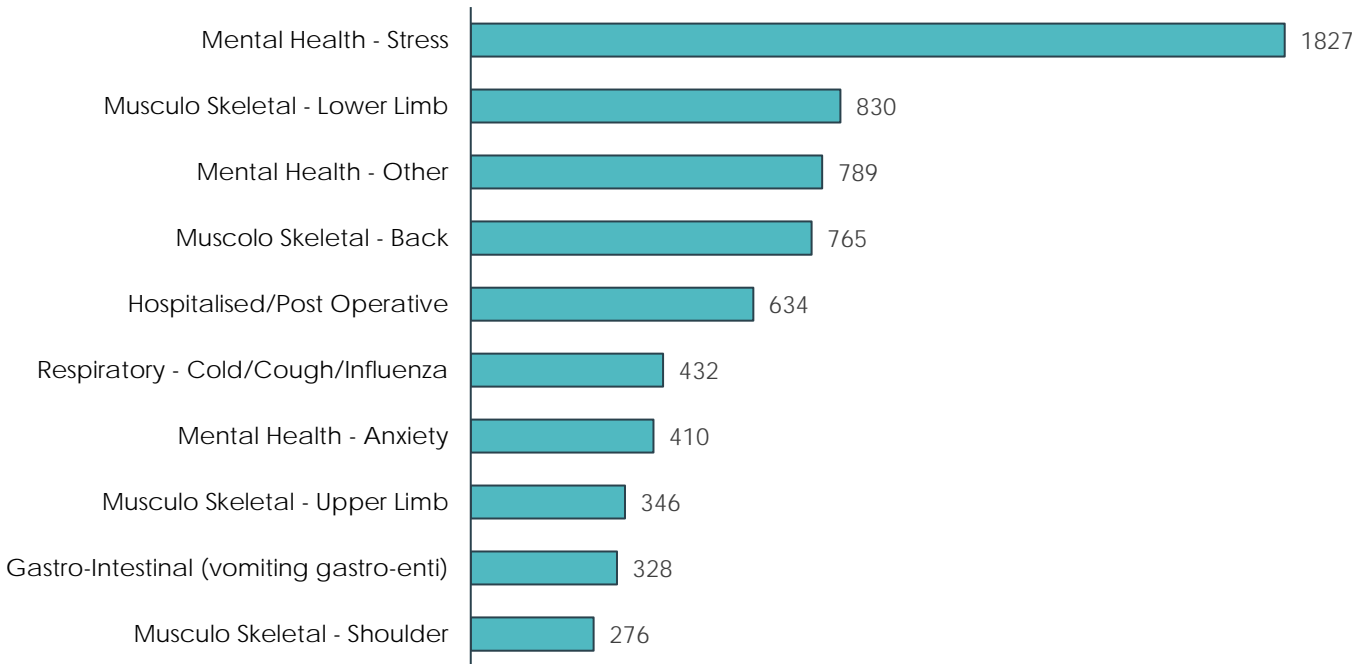
74%

By the end of Q4, 14 Fire Standards were implemented by the Fire Standards Board, (with an additional two Standards introduced on 30 March which have not yet been included for monitoring.) Compliance rate at Q4 is 72 %, a reduction from Q3. Fire Standards compliance is reported to, and monitored by, the Corporate Governance Board and Service Improvement and Transformation Board, and a paper was presented to April 2023 ELT to ensure corporate oversight. Each Fire Standard is assigned a strategic lead (ELT Member) to progress implementation in the Service.

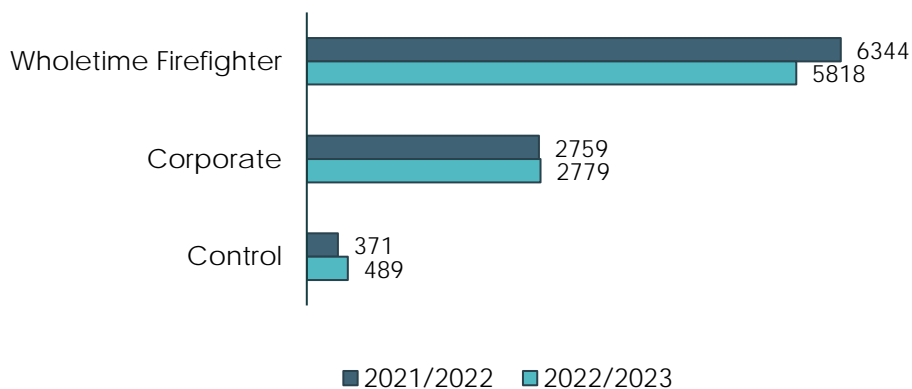
Staff Sickness Absence



Shifts Lost Main Reason for Absence



Shifts Lost by Category

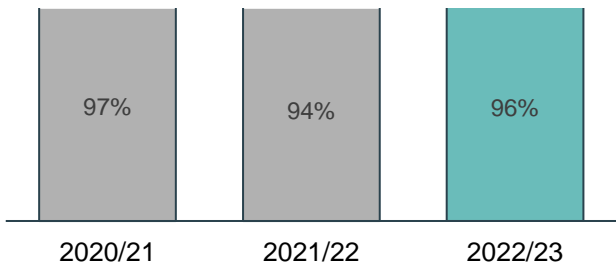


Total Emergency Calls



35248

% Calls Answered Within 7 Seconds



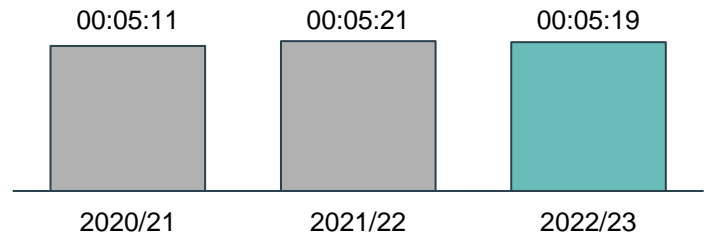
Emergency Response Time



Average response time to all Incidents

5m 44s

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

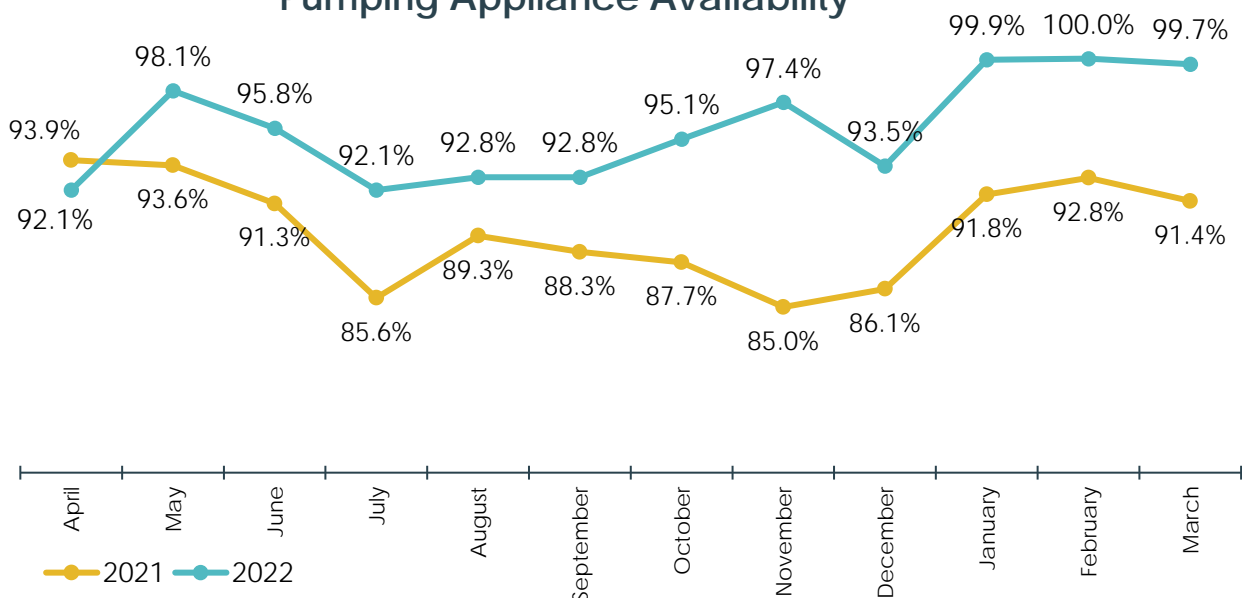
First Appliance at a Risk Level 1* Incident on Scene Within 6 Minutes **70.84%**

First Appliance at Risk Level 1 & 2* Incidents on Scene Within 8 Minutes **88.26%**

Second Appliance at a Risk Level 1* Incident on Scene Within 8 Minutes **67.35%**

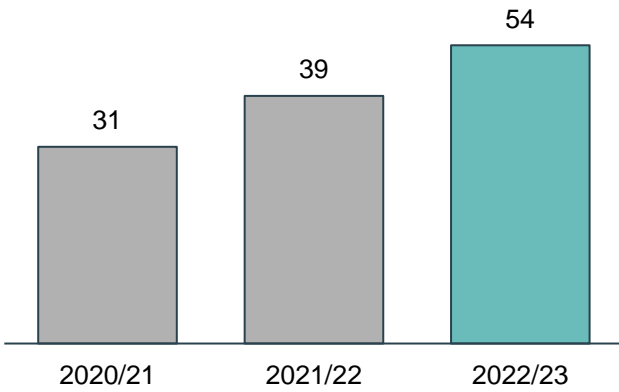
First Appliance at Risk Level 1 & 2* Incidents on Scene Within 10 Minutes **95.37%**

Pumping Appliance Availability

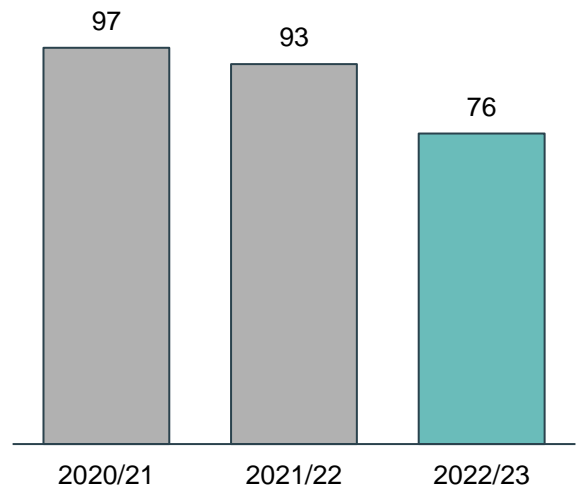


Reporting of Accidents

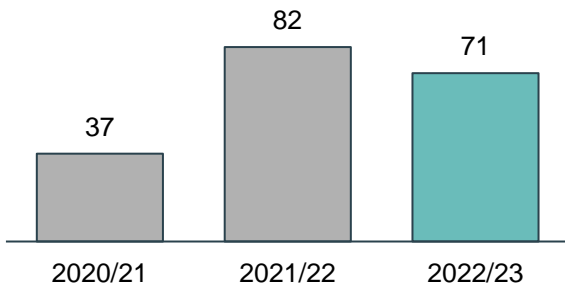
Accidents to TWFRS Personnel



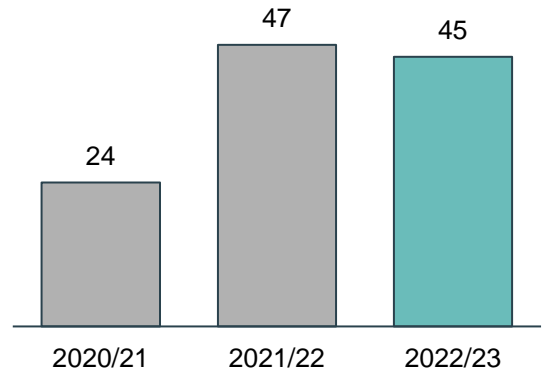
Near Miss Reports



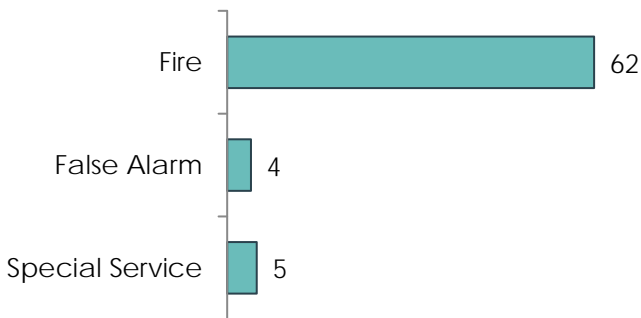
Attacks on Firefighters



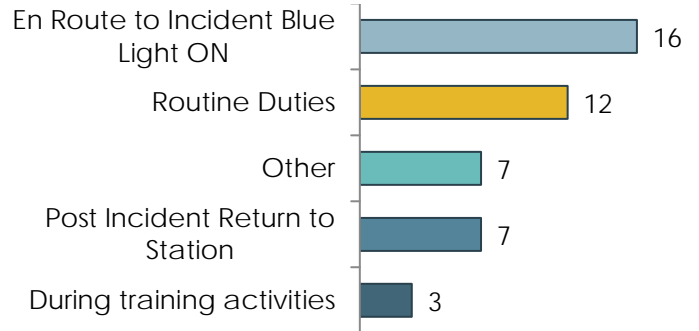
Vehicle Accidents



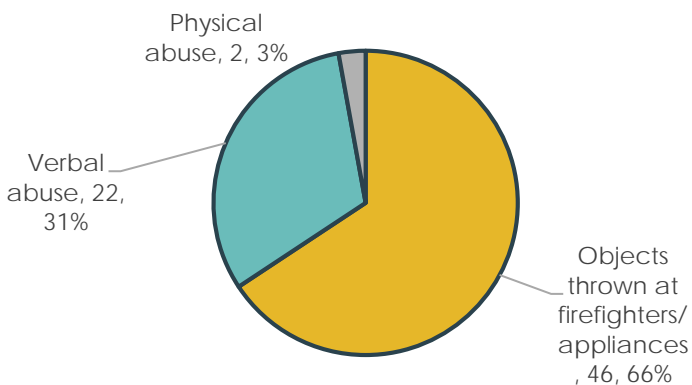
Incident Type



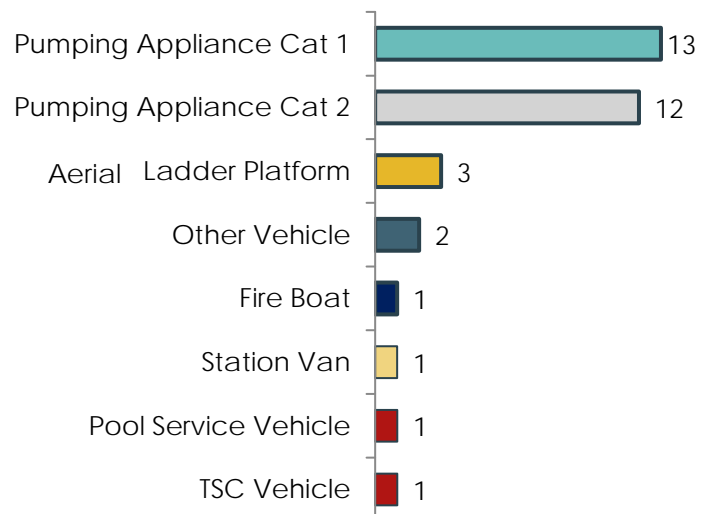
Duties at time of accident



Types of Attacks

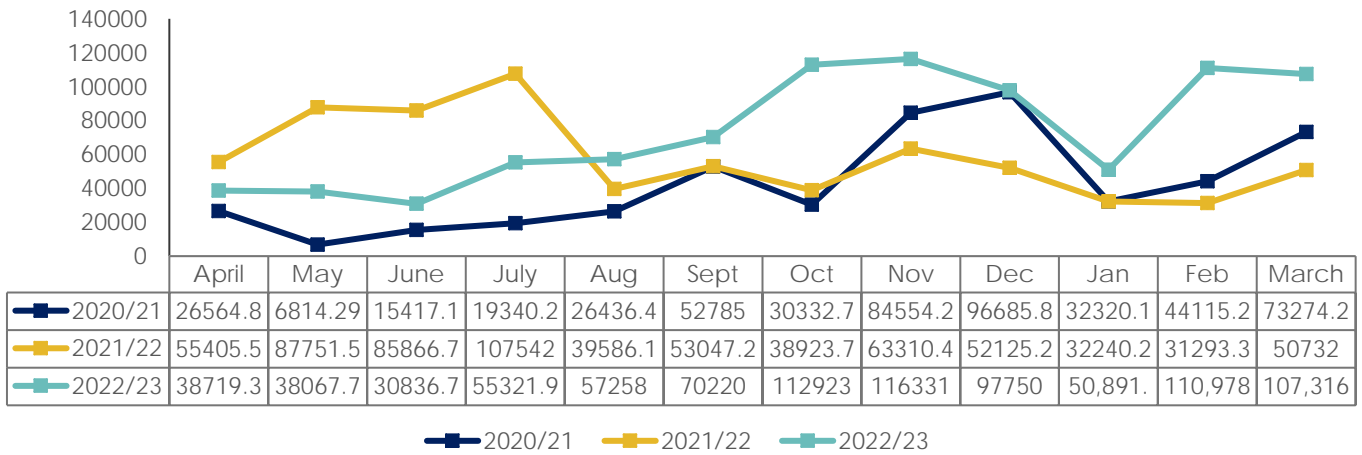


Vehicle Type

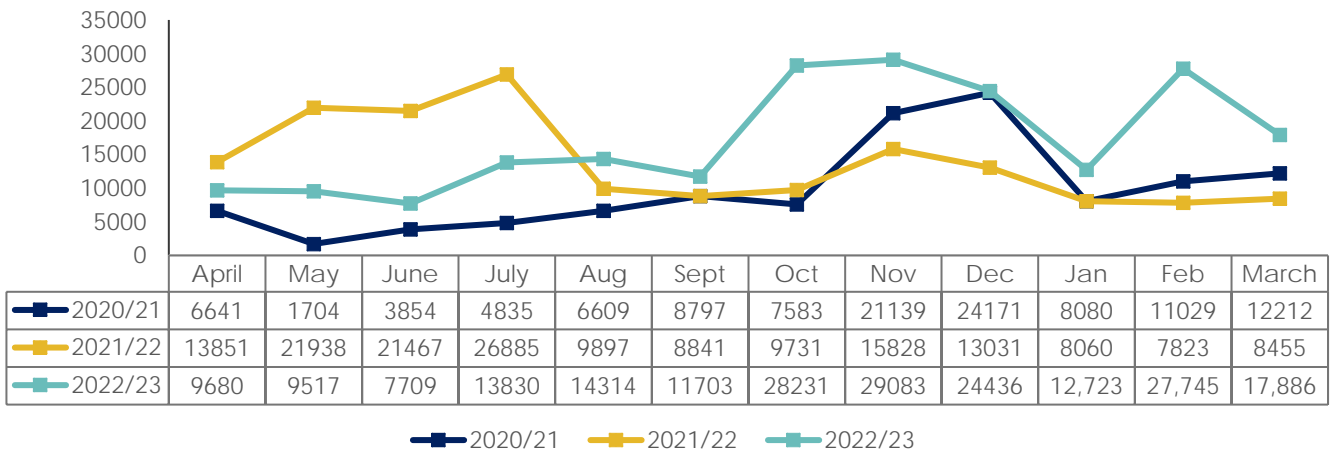


Overtime Monitoring (£)

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

