

Tyne and Wear Fire and Rescue Service

Creating the Safest Community



Performance Report

Quarter 1 2022

1st April to 30th June





Quarter 1 2022

1st April to 30th June

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 1 2022

1st April to 30th June

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 10/07/2022

Q1 2022/23 Operational performance highlights compared with Q1 2021/22:

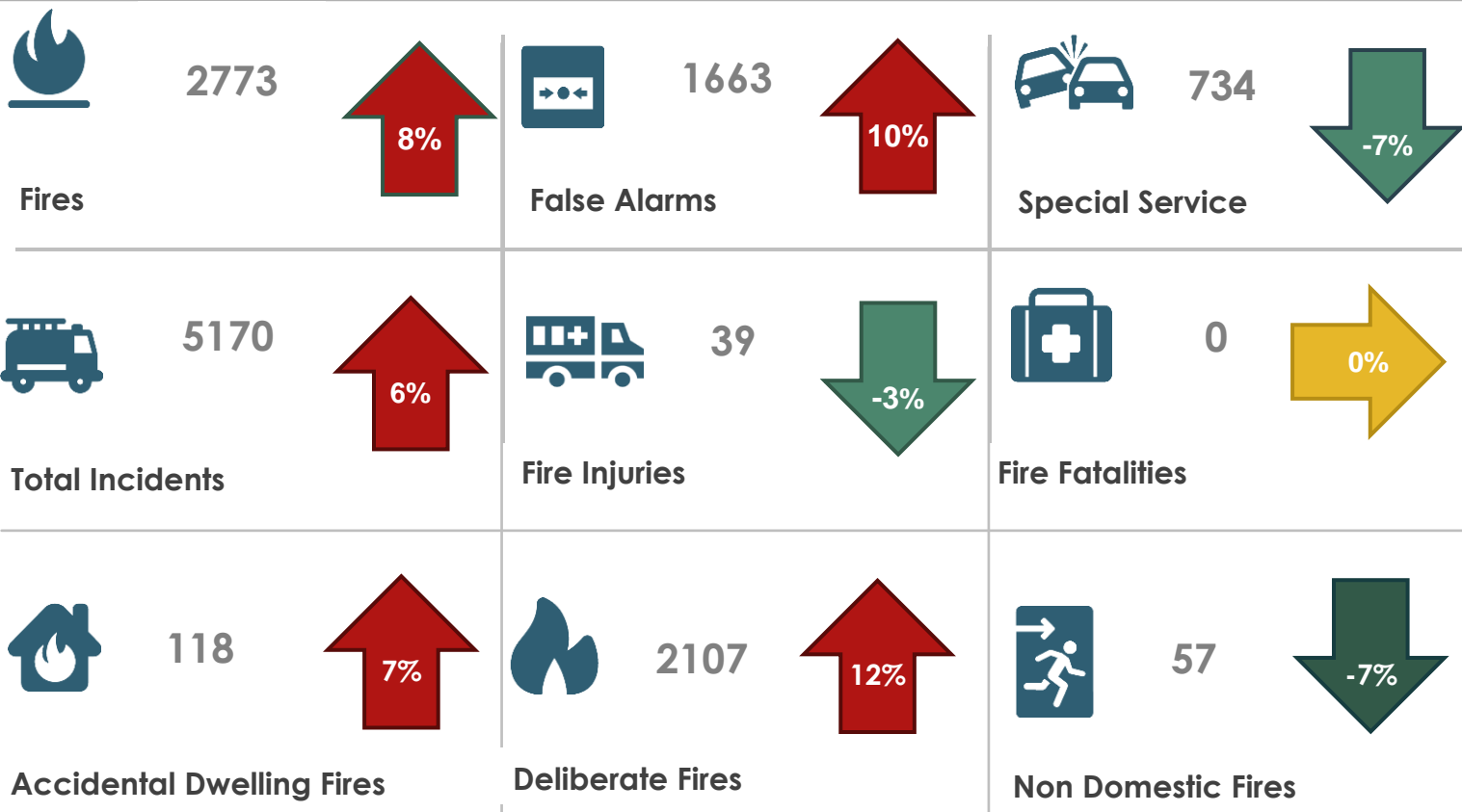
- 5,170 incidents attended, this was an increase of 6% (292).
- Injuries from accidental dwelling fires increased by 3.
- 50% (5) injuries from accidental dwelling fires were caused by candles. (LI03).
- Males aged 50-79 accounted for 40% of the injuries from accidental dwelling fires.
- 7% (8) increase in accidental dwelling fires (LI08).
- In 14% (17) of dwelling fires no smoke alarm was fitted (LI13), in 65% of dwelling fires a smoke alarm was fitted but did not activate (LI12). The most common reason for non-activation was the fire not being close enough to the detector.
- 12% (233) increase in deliberate fires (LI33)
- False alarms in domestic premises (LI23) have increased by 18% (108) and false alarms in non-domestic premises have increased by 22% (67)
- The average response time for the first appliance was 5 minutes 41 seconds, this is 36 seconds quicker than in Q1 2021/22.

TWFRS Performance Against Targets Q1
(plus 10% tolerance)
1st April 2022 to 30th June 2022

Deaths from Accidental Dwelling Fires 0 Target: 0 LI01	Deaths from All Fires 0 Target: 0 LI02	Injuries from Accidental Dwelling Fires 10 Target: 7 LI03	Injuries from All Fires 39 Target: 33 LI05
Accidental Fires in Dwellings 118 Target: 121 LI08	Accidental Kitchen Fires in Dwellings 59 Target: 64 LI09	Accidental Non Kitchen Fires in Dwellings 59 Target: 56 LI10	Deliberate Secondary Fires 1871 Target: 1426 LI16
Deliberate Refuse Fires 1009 Target: 823 LI18	Malicious False Alarms Attended 50 Target: 45 LI21	AFA's to Non Domestic premises 372 Target: 310 LI22	AFA's to Domestic premises 697 Target: 619 LI23
Fire Calls 2773 Target: 2063 LI24	Primary Fires 473 Target: 439 LI29	Total Incidents 5170 Target: 4460 LI32	Fires in Non Domestic premises 57 Target: 58 LI35

TWFRS Performance Summary Q1

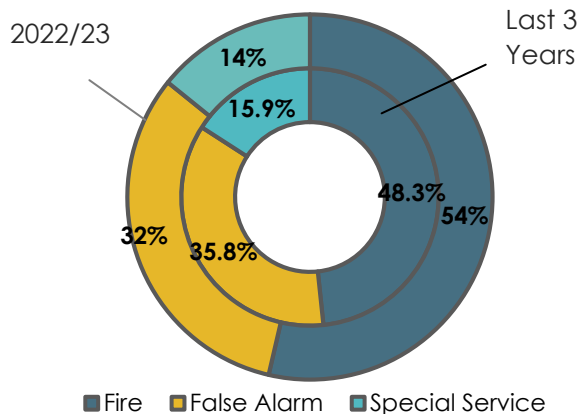
1st April 2022 to 30th June 2022



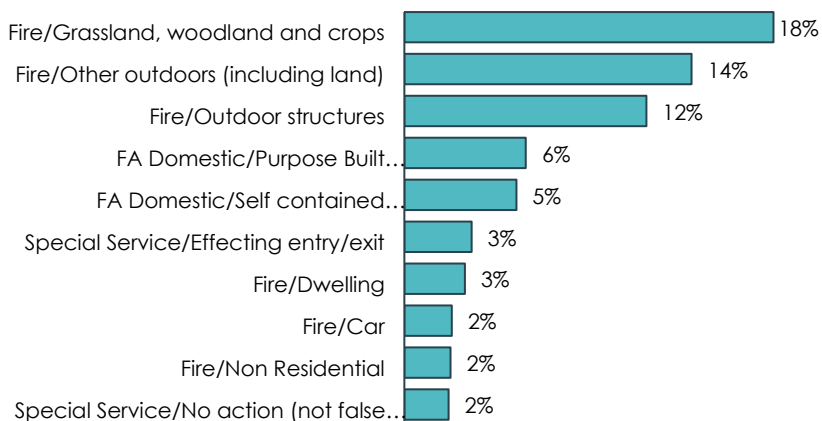
Incidents by Time of Day

	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	18	15	14	19	15	16	9	11	7	18	9	17	27	21	25	40	25	50	60	78	62	37	25	24
Tue	22	16	22	11	13	11	10	25	11	16	14	20	16	20	25	31	37	53	53	61	69	48	34	17
Wed	21	14	13	14	14	2	10	11	10	13	15	13	26	17	35	29	47	54	67	82	72	52	30	25
Thur	16	10	16	8	12	9	7	10	7	22	23	11	21	30	33	32	27	50	53	69	66	58	37	20
Fri	17	16	16	9	6	13	15	14	11	5	22	16	19	20	29	36	31	50	46	67	84	43	42	30
Sat	31	16	15	16	12	7	15	10	11	15	25	14	23	34	40	47	51	56	79	78	83	64	31	29
Sun	28	29	14	16	8	11	9	11	9	11	19	20	24	44	36	54	56	63	73	82	62	51	34	25

Incidents by Type

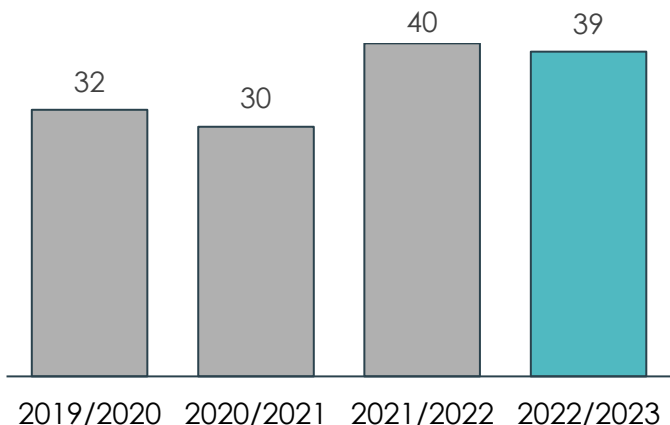


Top 10 Incidents by %

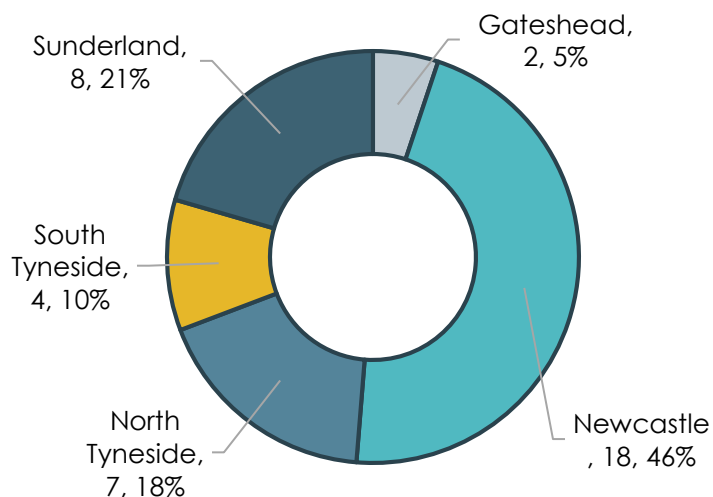


Injuries from All Fires Q1

Injuries from All Fires



All Fire Injuries by District



Injury Main Cause All Fires



Cooker incl. oven

31%

Injury Severity All Fires



Precautionary Check

21%



First Aid at Scene

46%



Hospital Slight

18%



Hospital Serious

15%

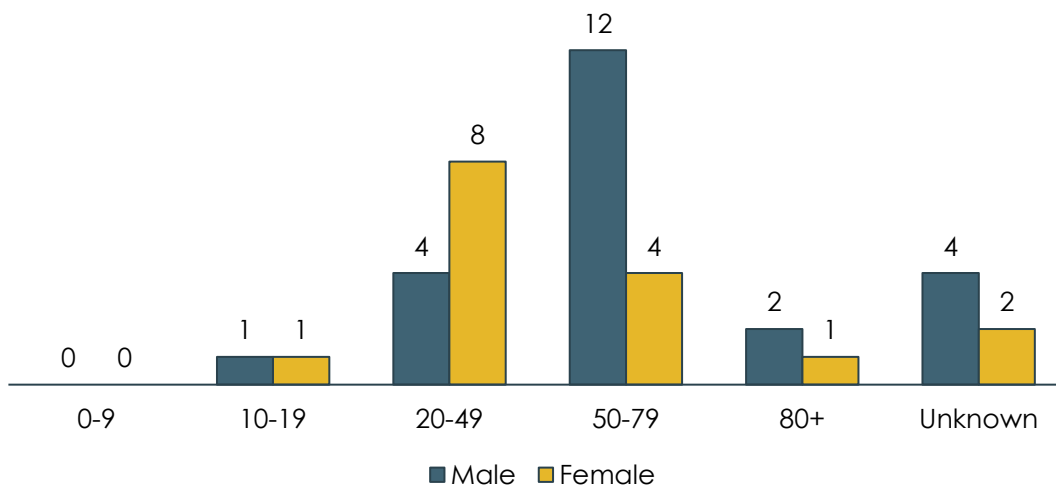
Victim Age / Gender All Fires



59%



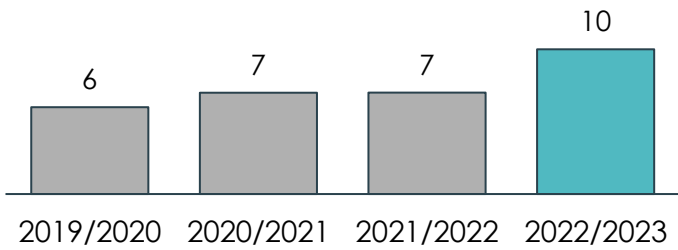
41%



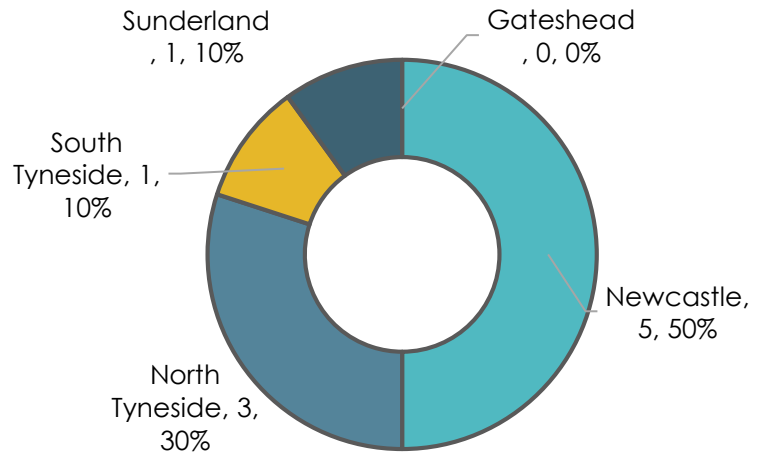
Injuries from Accidental Dwelling Fires (ADF) Q1

Excluding first aid and precautionary checks

Injuries from ADF



ADF Injuries by District



Injury Main Cause ADF



Candles 50%

Injury Severity ADF



Hospital Slight

60%



Hospital Serious

40%

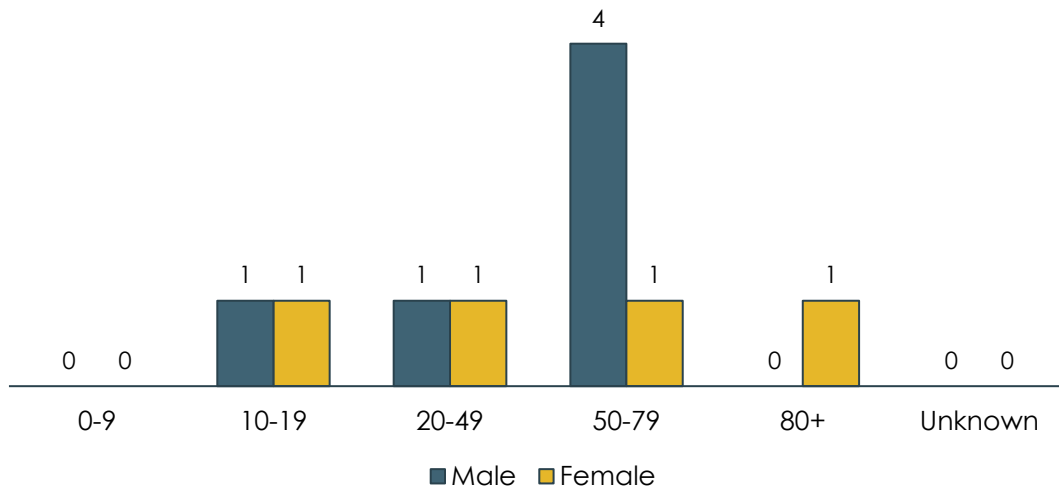
Victim Age / Gender ADF



60%

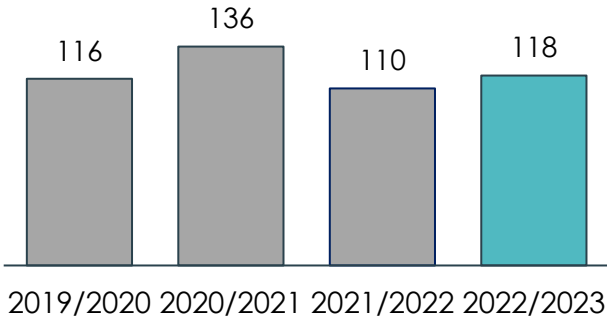


40%



Accidental Dwelling Fires Q1

ADF by Year

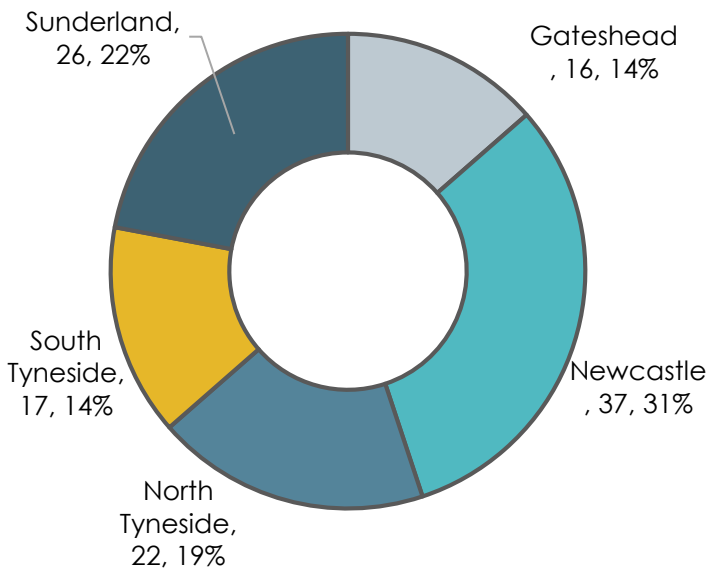


Performance Summary

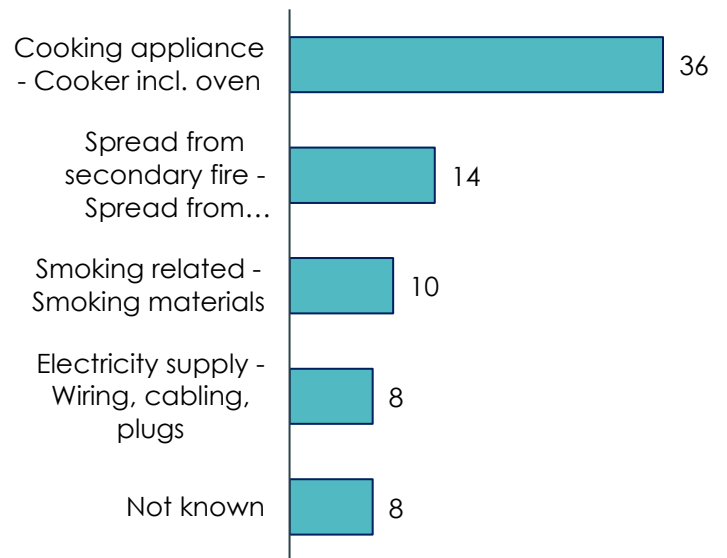
Service	Previous Year	3 Year Average
Overall	7% ●	-4% ●
Gateshead	0% ●	-10% ●
Newcastle	-10% ●	7% ●
North Tyneside	0% ●	-5% ●
South Tyneside	21% ●	3% ●
Sunderland	53% ●	-1% ●

● Increase
● No change
● Decrease

ADF by District



ADF by Source of Ignition (Top five)



Alarm Detection and Actuation



Main Reason for Non Activation

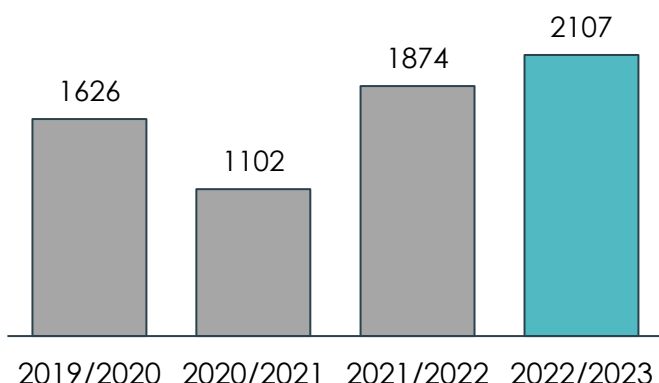
Fire not close enough to the detector

Human Factors



Deliberate Fires Q1

Deliberate Fires by Year

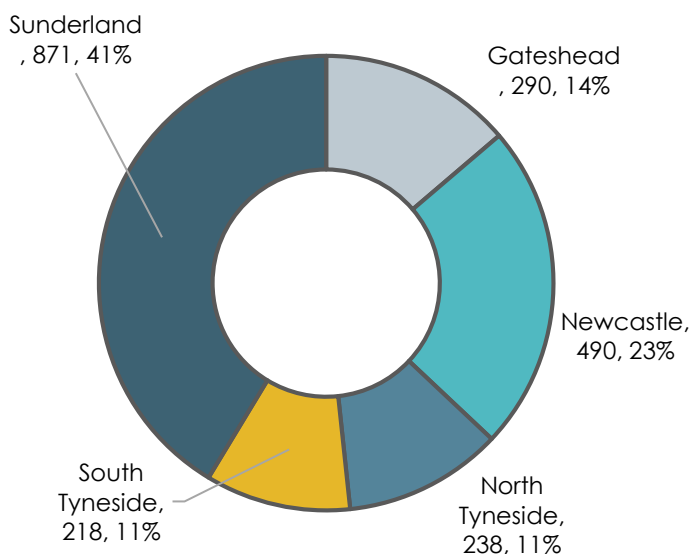


Performance Summary

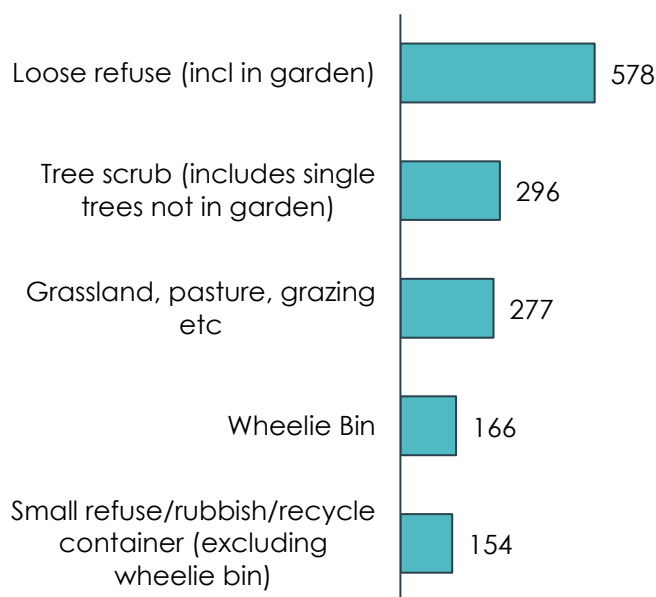
Service	Previous Year	3 Year Average
Service	12%	20%
Gateshead	-19%	17%
Newcastle	-14%	29%
North Tyneside	7%	30%
South Tyneside	-2%	29%
Sunderland	72%	15%

- Increase
- No change
- Decrease

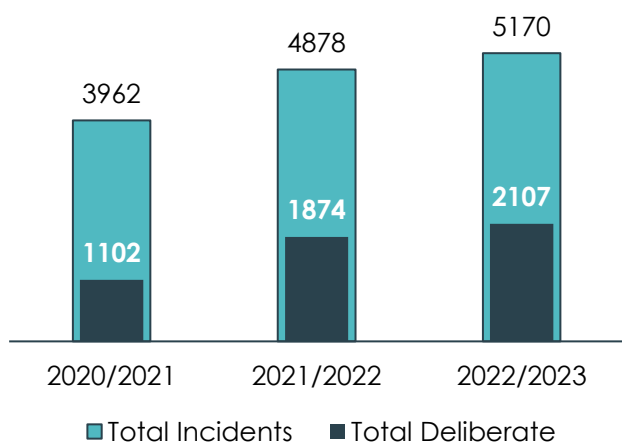
Deliberate Fires by District



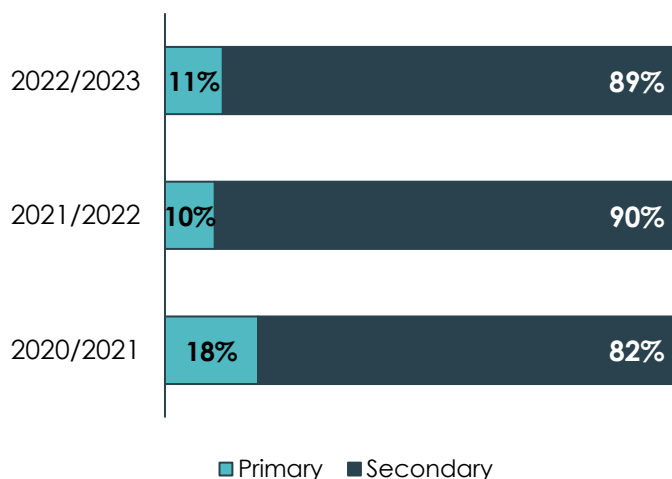
Deliberate Fires by Property Type (Top five)



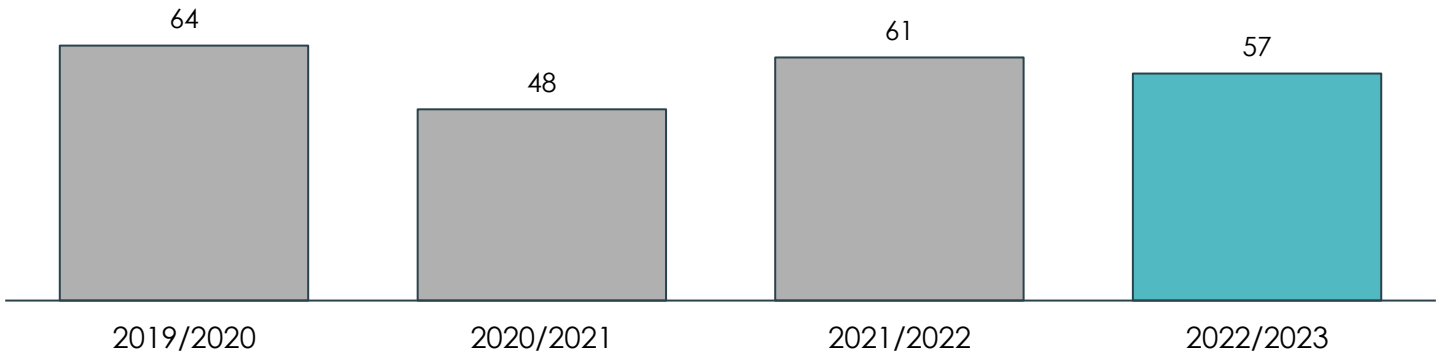
Deliberate Fires Compared to All Incidents



Deliberate Fires by Classification



Non Domestic Fires by Year

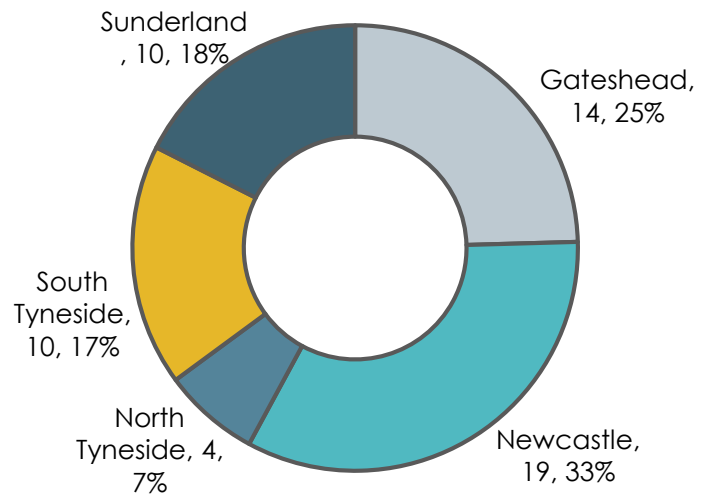


Performance Summary

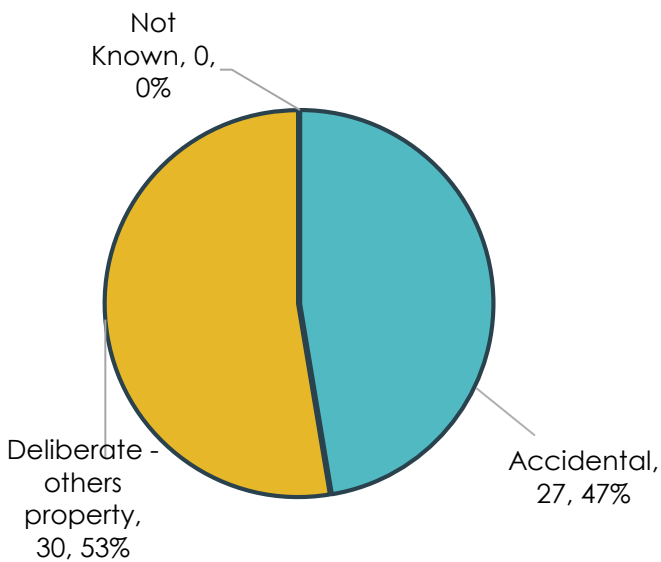
- Increase
- No change
- Decrease

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

Non Domestic Fires by District

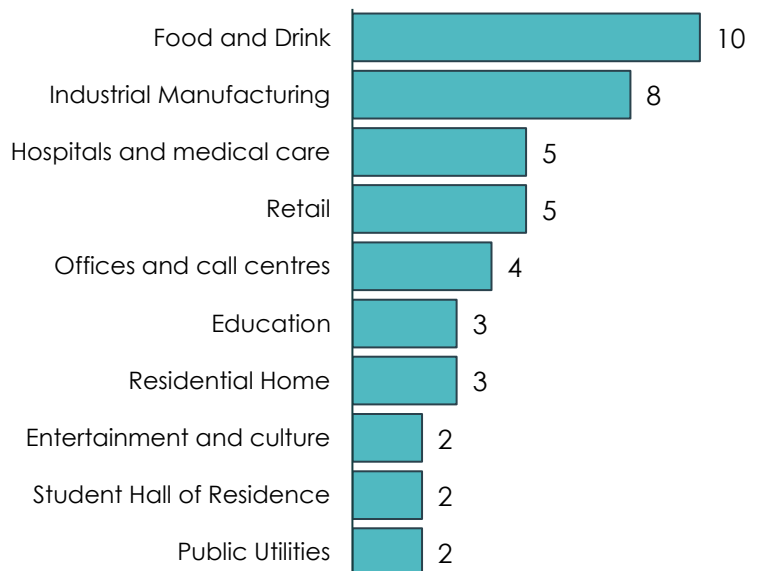


Non Domestic Fires by Motive



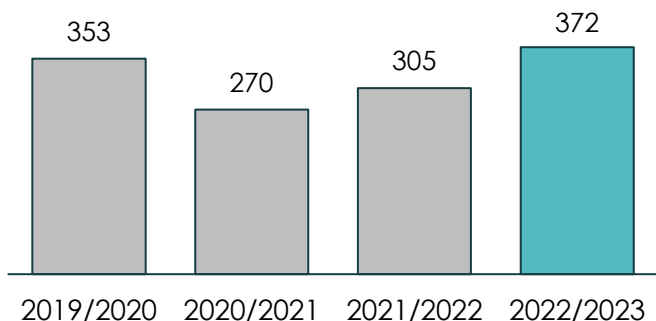
Non Domestic Fires by Premises Type

(Top 10)



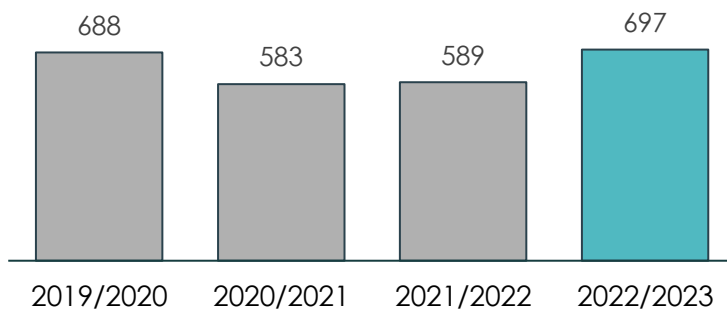
Non Domestic

Non Domestic AFA by Year



Domestic

Domestic AFA by Year



Performance Summary

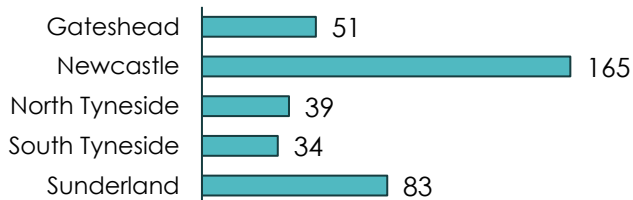
- Increase
- No change
- Decrease

Service	Previous	Year	3 Year Average
Service	22%	●	-9% ●
Gateshead	-18%	●	-3% ●
Newcastle	27%	●	-11% ●
North Tyneside	50%	●	-14% ●
South Tyneside	48%	●	-6% ●
Sunderland	30%	●	-7% ●

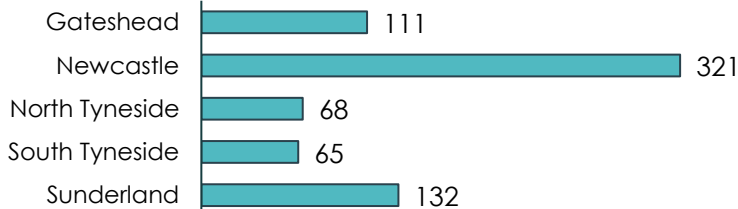
Performance Summary

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



Student Hall of Residence 12%

Main Reason For Activation

Faulty 30%

Main Property Type



Purpose Built Flat/Maisonette - multiple occupancy 39%

Main Reason For Activation

Cooking/burnt toast 45%

AFA's Compared to all Incidents





Corporate Key Performance Monitoring

Quarter 1 2022

1st April to 30th June

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.

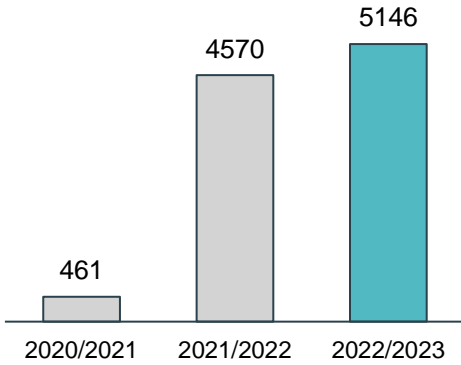
The data contained in this section was ran 18/07/2022.

Q1 2022/23 Corporate performance highlights compared with Q1 2021/22:

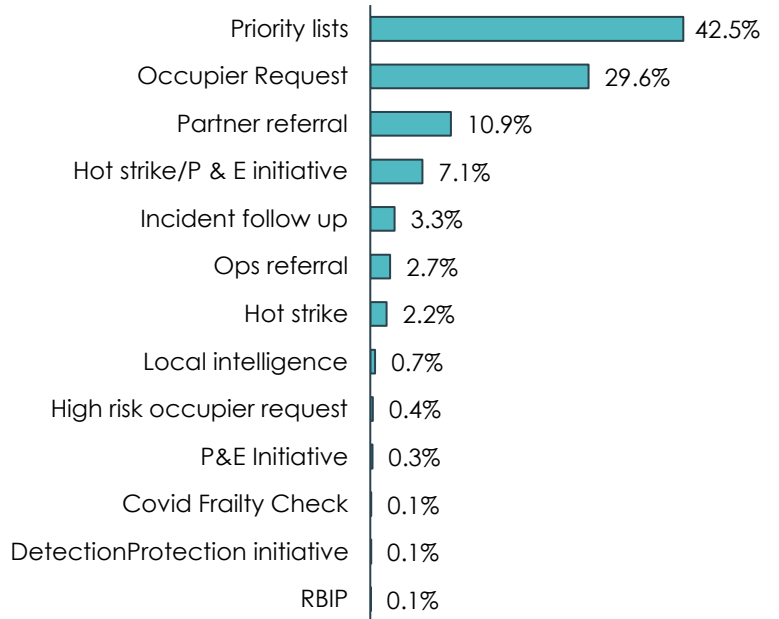
- A total of 5146 Safe and Well visits carried out, an increase of 576 (13%).
- 116 Fire Safety Audits carried out, 6% of yearly target.
- 74% of staff have a completed PDR.
- Staff sickness 2027 shifts lost, 507 more compared to Q1 2021/2022.
- 100% of Subject Access requests and FOI requests responded to in statutory timescales.
- 82% of calls were answered within 7 seconds.
- The average response time for the first appliance was 5 minutes 41 seconds, this is 36 seconds quicker than in Q1 2021/22.
- Nine accidents to TWFRS personnel, an increase of 2 from Q1 2021/2022.
- 16 attacks on Firefighters, a reduction of one.
- Six vehicle accidents, a reduction of four from Q1 2021/22.

Corporate Key Performance Monitoring Q1

Safe and Well Visits



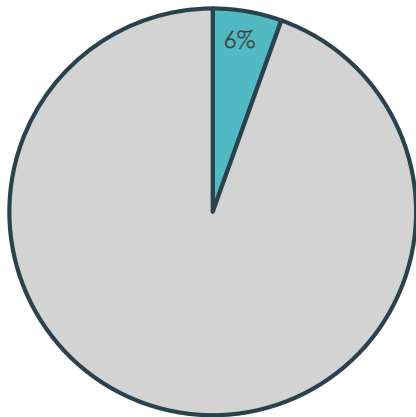
Reason for Visit



Fire Safety Audits

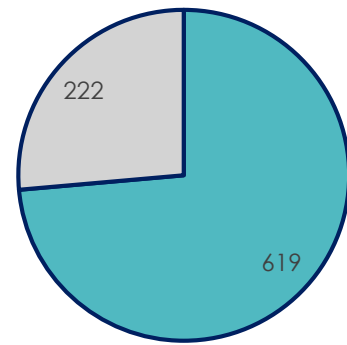
116

% of Yearly Target



PDR Completion

74%



■ Completed ■ Not Completed

Critical Training Compliance Rate

L&D Compliance Factor

91%

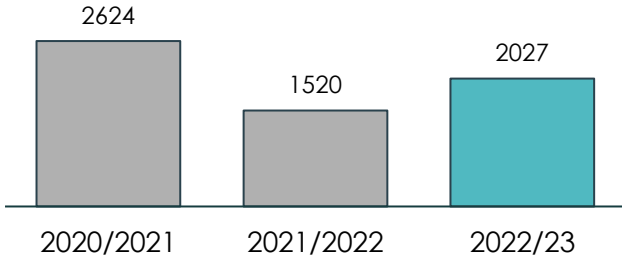
Compliance with National Fire Standards

0%

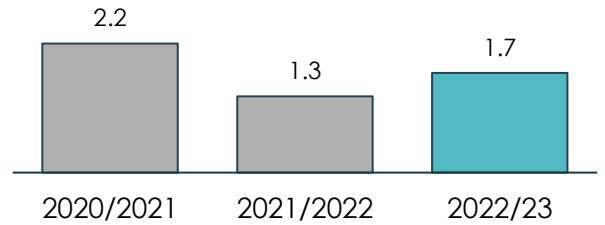
There are currently 11 Fire Standards published and FRS¹ have an 18 month period to ensure full implementation. The first 4 Fire Standards are due for full compliance on 16 August 2022. The Service is making good progress in implementing the first 4, and has a compliance monitoring tool that records evidence of this.

Staff Sickness Absence

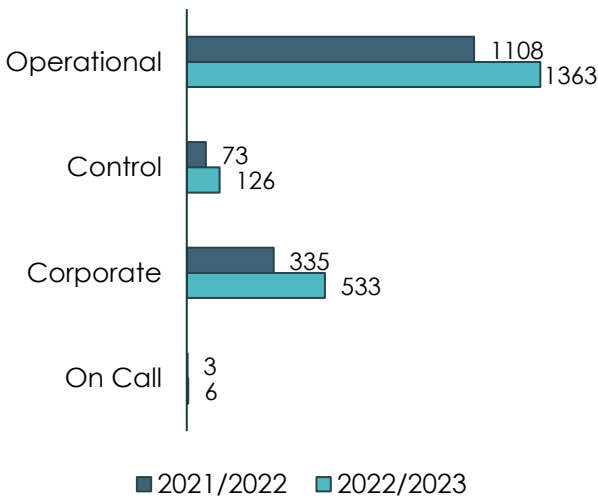
Shifts Lost



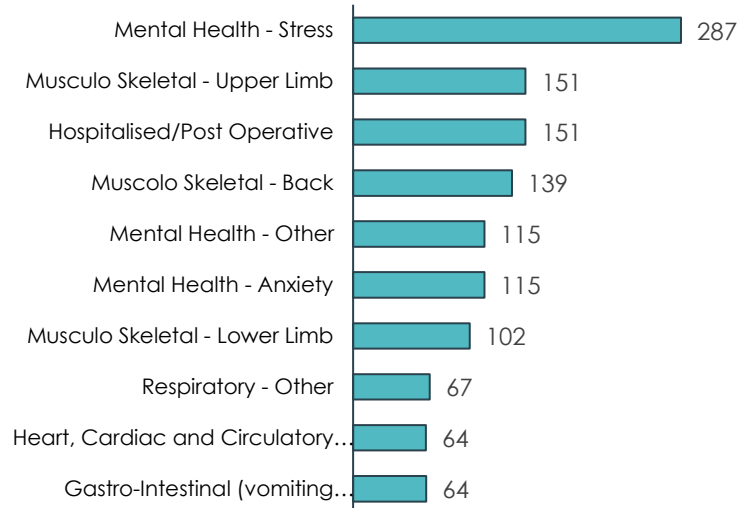
Shifts Lost Per Person



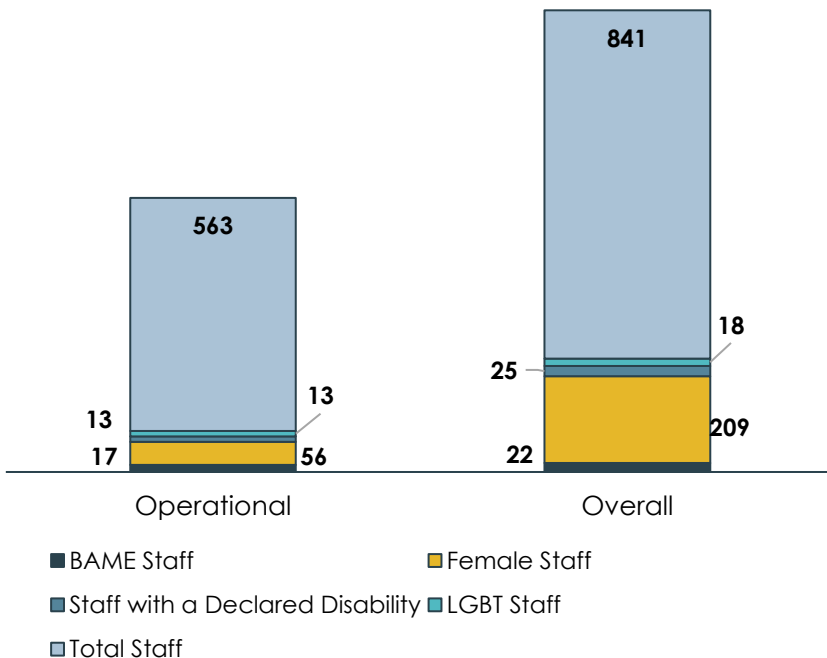
Shifts Lost by Category



Shifts Lost Top Reason for Absence



Number of Staff from a Minority Background



Management of Information Governance



Data Breaches Investigated in statutory timescale

2

Subject access requests responded to in statutory timescales

100%

1 ongoing and within statutory timescale

FOI requests receiving a final response in statutory timescales

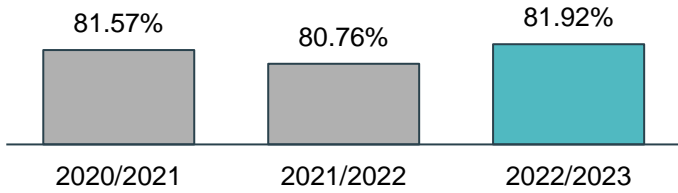
100%

3 ongoing and within statutory timescale

% Calls Answered Within 7 Seconds



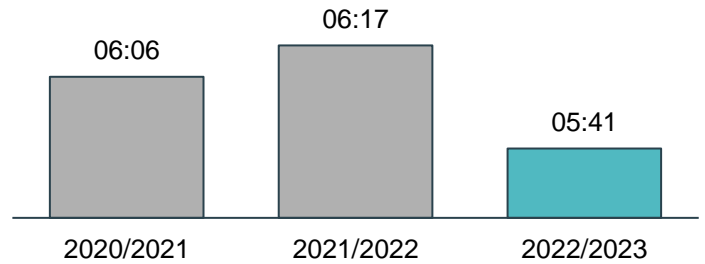
81.92%



Emergency Response Time Average response time to Risk Level 1 Incidents



05:41



Emergency Response Time- Risk Level



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

72%



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

91%



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

68%

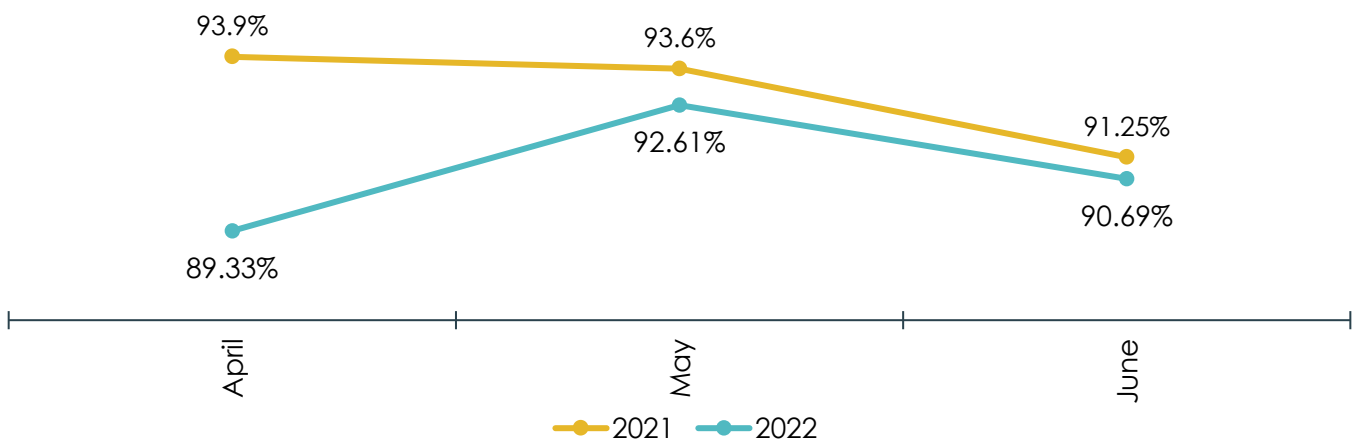


First Appliance at Risk Level 1 & 2* Incidents on Scene Within 10 Minutes

97%

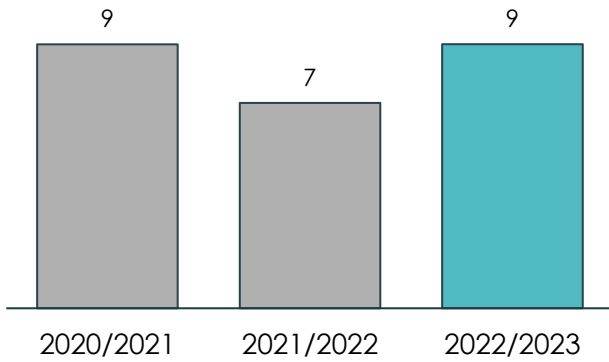
* Risk Level 1
High level of risk to human life
Risk Level 2
Moderate life risk

Pumping Appliance Availability

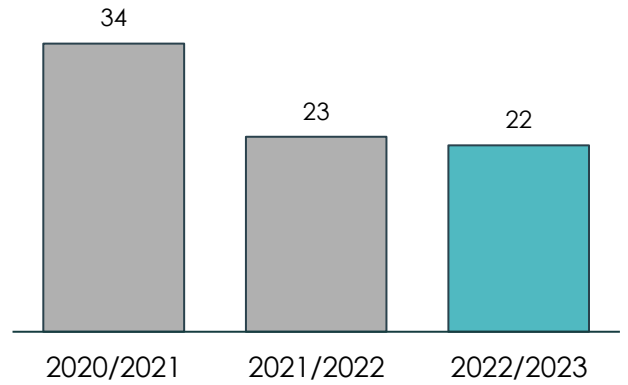


Reporting of Accidents

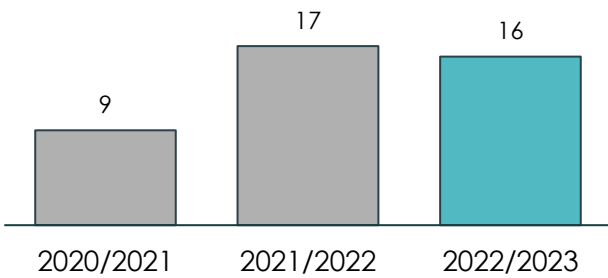
Accidents to TWFRS Personnel



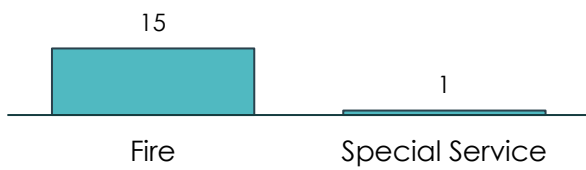
Near Miss Reports



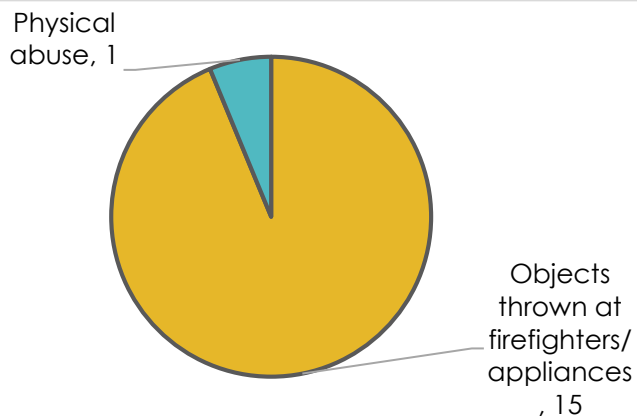
Attacks on Firefighters



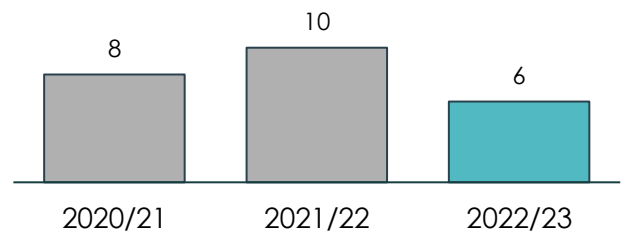
Incident Type



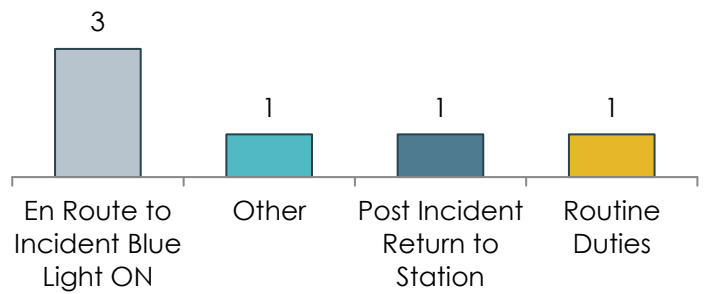
Types of Attacks



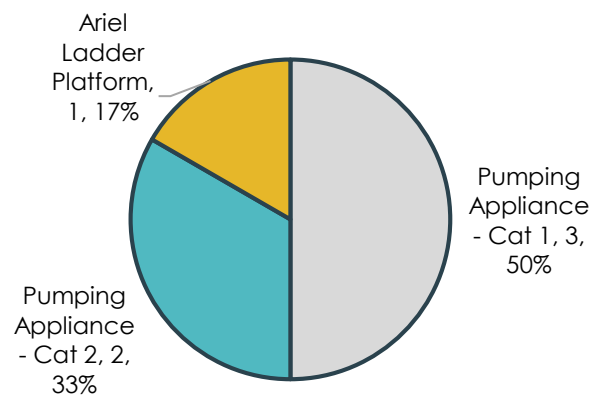
Vehicle Accidents



Duties at time of accident

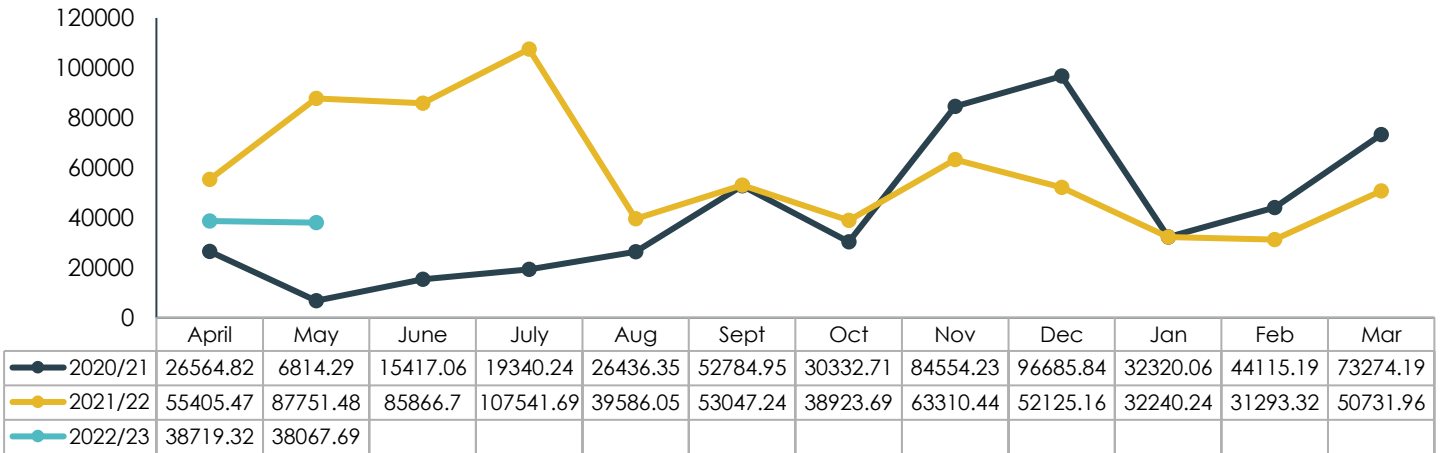


Vehicle Type

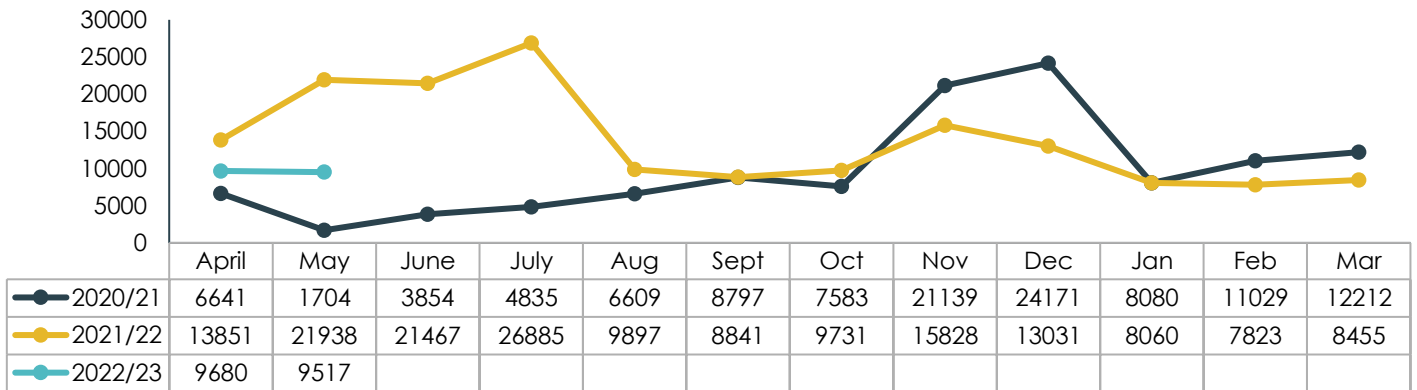


Overtime Monitoring

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
- May costs relate to the period 24/04/2022 to 21/05/2022
- Costs are overtime payments only; no oncosts are included
- Costs reduced slightly in line with vacancies

Carbon Monitoring

