

Tyne and Wear Fire and Rescue Service

Creating the Safest Community



Performance Report

Quarter 2 2022/23

1st April to 30th September





Quarter 2 2022/23

1st April to 30th September 2022

Our Indicators focus on incidents and fires attended by Tyne and Wear Fire and Rescue and a number of other corporate indicators. These indicators are managed, analysed and reported on throughout the year this work helps Tyne and Wear Fire and Rescue deliver:-

Our Vision

“Creating the Safest Community”

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

Our Mission

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

Our mission will help us to secure this vision;

Our Strategic Goals



Service Effectiveness



Efficiency



People

TWFRS 2025 Programme

To help us achieve our Vision and Strategic Goals, the Service has developed the TWFRS 2025 Programme that will drive and direct Service transformation over the next five years. There are three strategic priorities of this programme:



Inclusion



All Hazards Approach to Firefighter Safety



Digital and Data



Local Indicators

Quarter 2 2022/23

1st April to 30th September 2022

Our local Indicators focus on incidents and fires attended by Tyne and Wear Fire and Rescue Service. These include fire-related fatalities, casualties from those fires and response times to those fires, dwelling fires, false alarms and a number of other indicators.

The data contained in this section was ran 06/10/2022

Q2 2022/23 Operational performance highlights compared with Q2 2021/22:

- 11,092 incidents attended, this was an increase of 20% (1878), (LI32).
- Injuries from all fires reduced by 21% (17), (LI05).
- Injuries from accidental dwelling fires increased by 4 (LI03).
- 35% (6) injuries from accidental dwelling fires were caused by cooking appliance – cooker incl. oven. (LI03).
- Males aged 50-79 accounted for 35% of the injuries from accidental dwelling fires.
- 2% (4) decrease in accidental dwelling fires (LI08).
- In 14% (32) of accidental dwelling fires (233) no smoke alarm was fitted
- In 28% (57) of accidental dwelling fires where a smoke alarm was fitted (201) the device did not activate. The most common reason for non-activation was the fire not being close enough to the detector.
- 36% (1,138) increase in deliberate fires (LI33).
- False alarms in domestic premises (LI23) have increased by 15% (193) and false alarms in non-domestic premises have increased by 13% (94).
- The average response time for the first appliance was 5 minutes 50 seconds, this is seven seconds quicker than in Q2 2021/22.

TWFRS Performance Against Targets Q2 (plus 10% tolerance)

1st April 2022 to 30th September 2022

Deaths from Accidental Dwelling Fires 2 Q2 Target 0	Deaths from All Fires 2 Q2 Target 0	Injuries from Accidental Dwelling Fires 17 Q2 Target 14	Injuries from All Fires 63 Q2 Target 53
Accidental Fires in Dwellings 233 Q2 Target 242	Accidental Kitchen Fires in Dwellings 120 Q2 Target 135	Accidental Non Kitchen Fires in Dwellings 113 Q2 Target 107	Deliberate Secondary Fires 3821 Q2 Target 2392
Deliberate Refuse Fires 1871 Q2 Target 1517	Malicious False Alarms Attended 87 Q2 Target 103	AFA's to Non Domestic premises 837 Q2 Target 746	AFA's to Domestic premises 1491 Q2 Target 1331
Fire Calls 5819 Q2 Target 3738	Primary Fires 980 Q2 Target 887	Total Incidents 11092 Q2 Target 8762	Fires in Non Domestic premises 102 Q2 Target 100

TWFRS Performance Summary Q2

1st April 2022 to 30th September 2022

Fires



5819



Previous 4462

False Alarms



3664

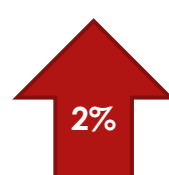


Previous 3174

Special Service



1609



Previous 1578

Total Incidents



11092



Previous 9214

Fire Injuries



63



Previous 80

Fire Fatalities



2



Previous 0

Accidental Dwelling Fires



233



Previous 237

Deliberate Fires



4334

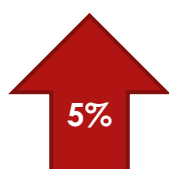


Previous 3196

Non Domestic Fires



102

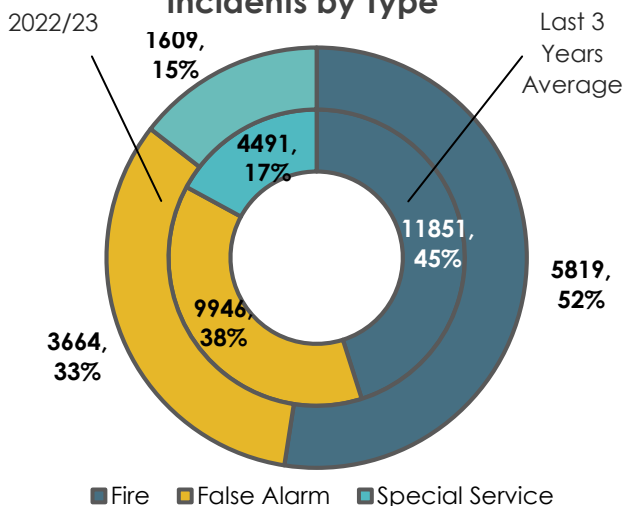


Previous 97

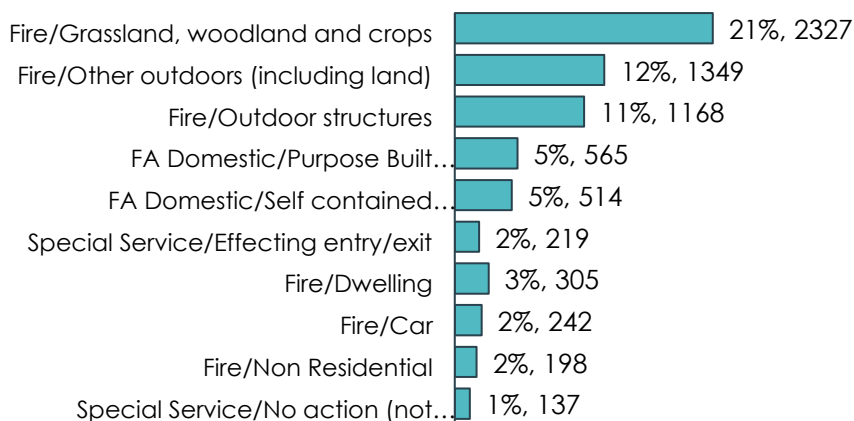
Incidents by Time of Day

	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	37	32	28	28	27	26	31	23	25	39	26	33	48	42	46	70	63	86	115	140	114	83	55	44
Tue	41	29	39	28	24	20	17	38	22	26	25	44	27	38	44	54	81	91	111	112	117	97	63	43
Wed	44	39	29	23	30	14	21	24	19	26	24	31	38	38	61	54	75	89	123	129	121	95	60	47
Thur	41	28	30	22	21	21	17	31	26	38	45	31	32	48	58	57	63	108	100	129	137	97	70	49
Fri	31	36	33	23	16	25	28	30	29	16	43	37	41	42	56	60	66	86	103	125	123	87	65	63
Sat	64	30	32	34	26	20	23	23	20	31	42	37	47	51	70	78	77	92	135	144	140	111	72	46
Sun	55	53	36	29	26	22	15	25	19	30	37	42	51	68	64	82	100	106	134	152	112	88	62	52

Incidents by Type



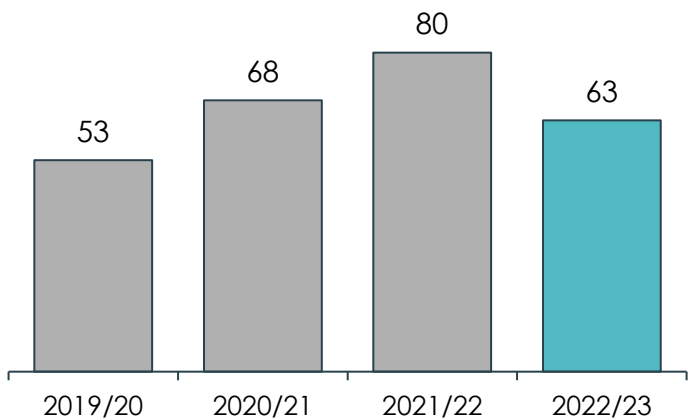
Top 10 Incidents



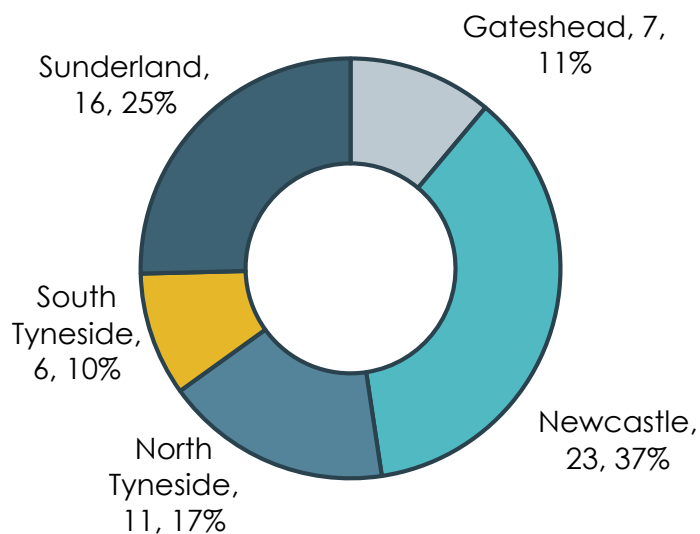
Injuries from All Fires Q2

Including first aid and precautionary checks

Injuries from All Fires



All Fire Injuries by District



Injury Main Cause All Fires



Cooking appliance
- Cooker incl. oven

20

32%

Injury Severity All Fires



Precautionary
Check

13

18%



First Aid at
Scene

29

47%



Hospital
Slight

14

24%



Hospital
Serious

7

11%

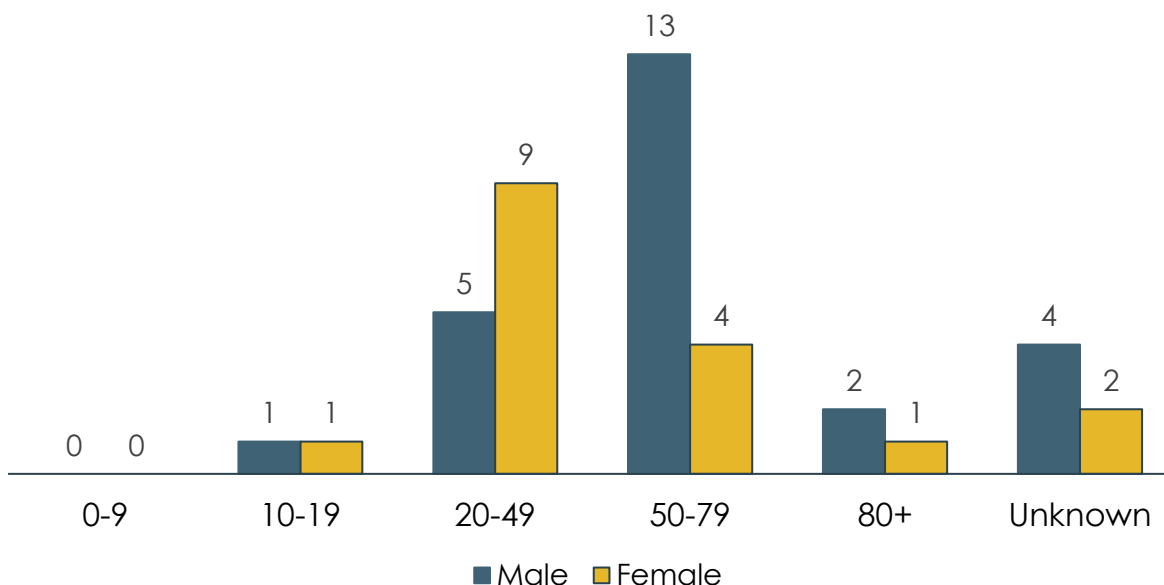
Victim Age / Gender All Fires



60%



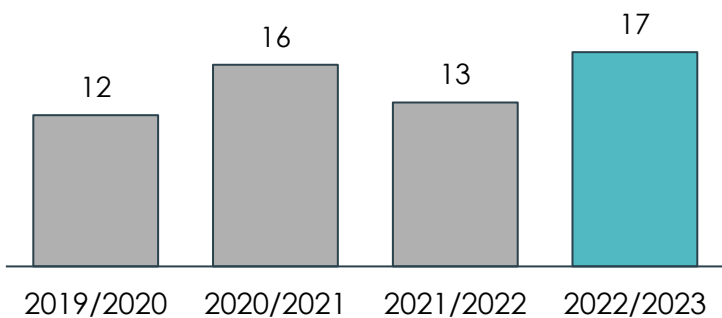
40%



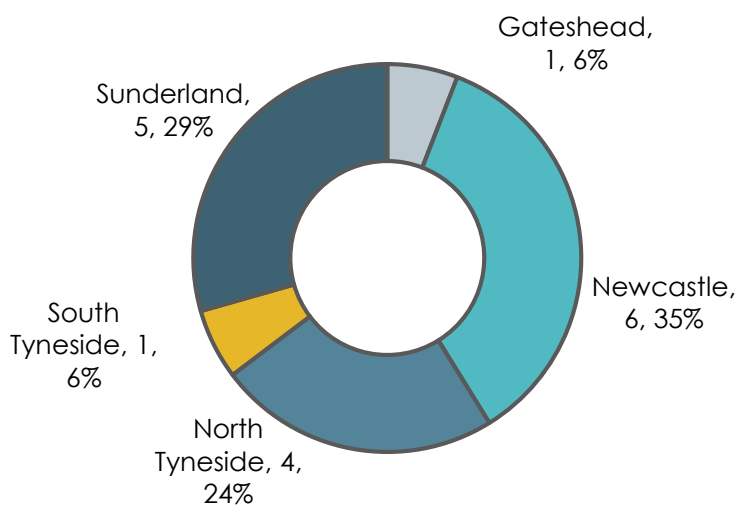
Injuries from Accidental Dwelling Fires (ADF) Q2

Excluding first aid and precautionary checks

Injuries from ADF



ADF Injuries by District



Injury Main Cause ADF



**Cooking appliance -
Cooker incl.
oven**

6
35%

Injury Severity ADF



**Hospital
Slight**

12
72%



**Hospital
Serious**

5
28%

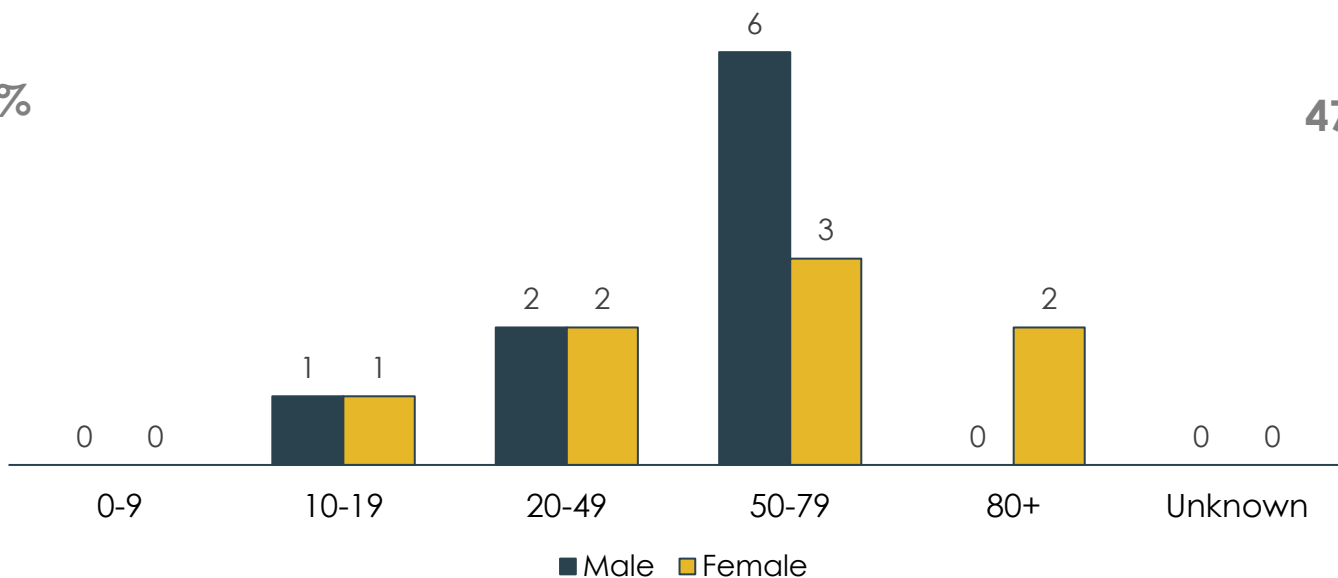
Victim Age / Gender ADF



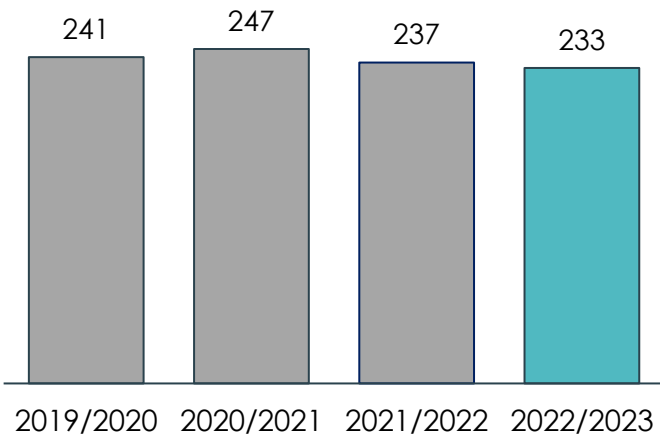
53%



47%



ADF by Year

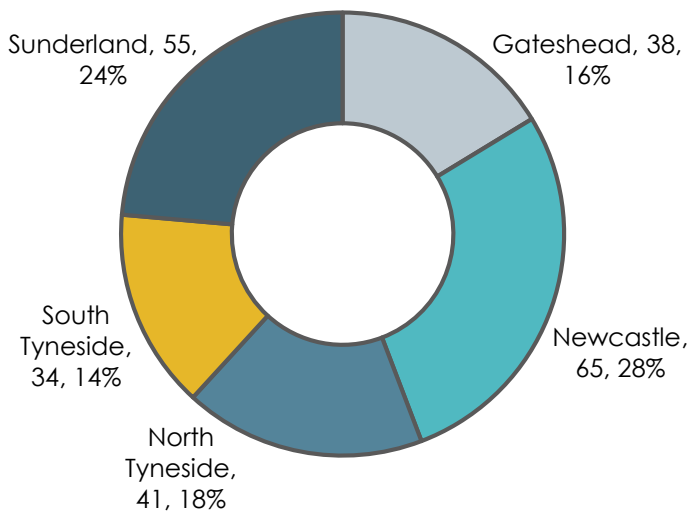


- Increase
- No change
- Decrease

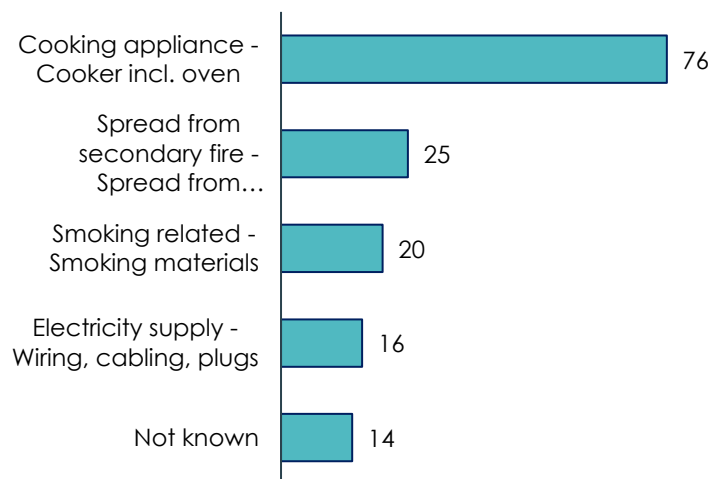
Performance Summary

Service	Previous Year		3 Year Average	
Service	-2%	●	-2%	●
Gateshead	6%	●	-7%	●
Newcastle	-10%	●	1%	●
North Tyneside	3%	●	-3%	●
South Tyneside	-6%	●	10%	●
Sunderland	4%	●	-1%	●

ADF by District



ADF by Source of Ignition (Top five)



Alarm Detection and Actuation



Alarm Present 86%



Alarm Activated 72%

Main Reason for Non Activation

Fire not close enough to detector

Human Factors



Distraction 18%



Other medical condition/illness 7%

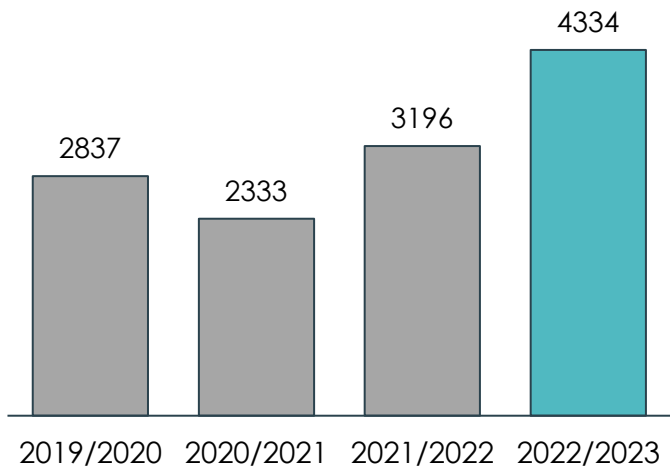
Alcohol/Drug Impairment



6%

Deliberate Fires Q2

Deliberate Fires by Year

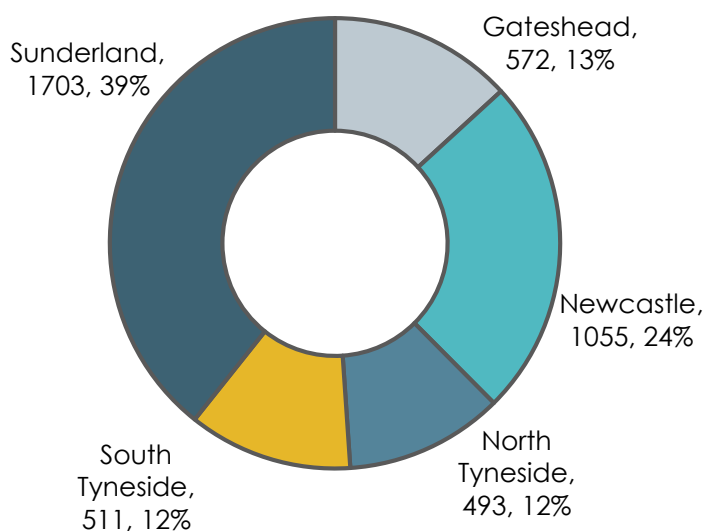


Performance Summary

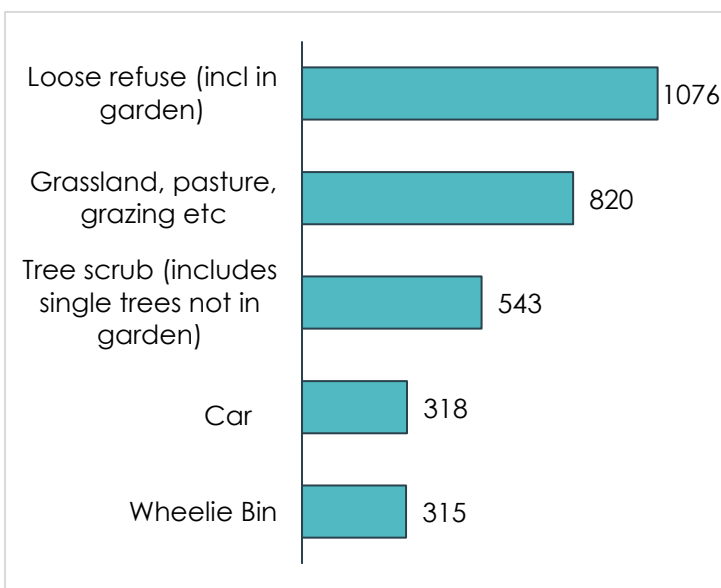
- Increase
- No change
- Decrease

Service	Previous Year		3 Year Average	
Service	36%	●	5%	●
Gateshead	2%	●	3%	●
Newcastle	10%	●	8%	●
North Tyneside	19%	●	18%	●
South Tyneside	41%	●	10%	●
Sunderland	88%	●	1%	●

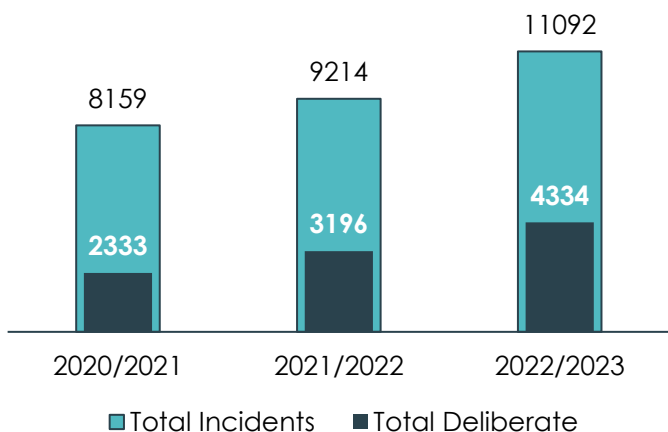
Deliberate Fires by District



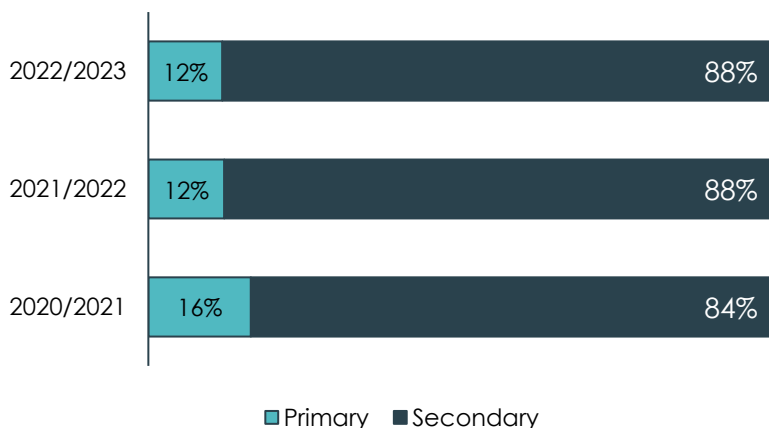
Deliberate Fires by Property Type (Top five)



Deliberate Fires Compared to All Incidents



Deliberate Fires by Classification



Non Domestic Fires by Year

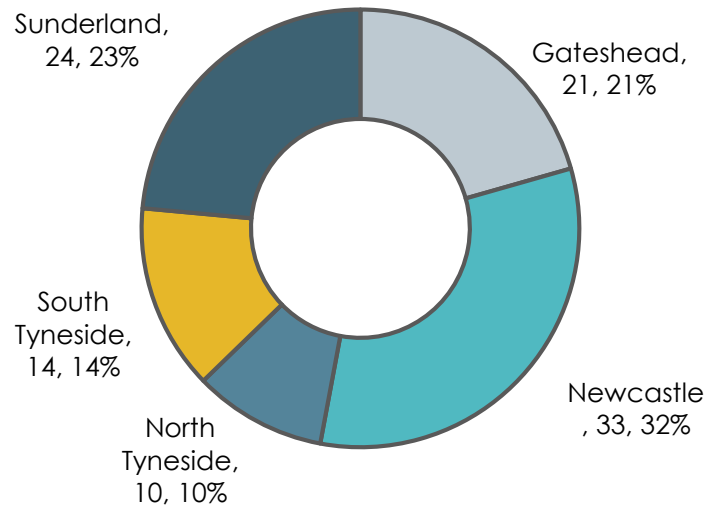


Performance Summary

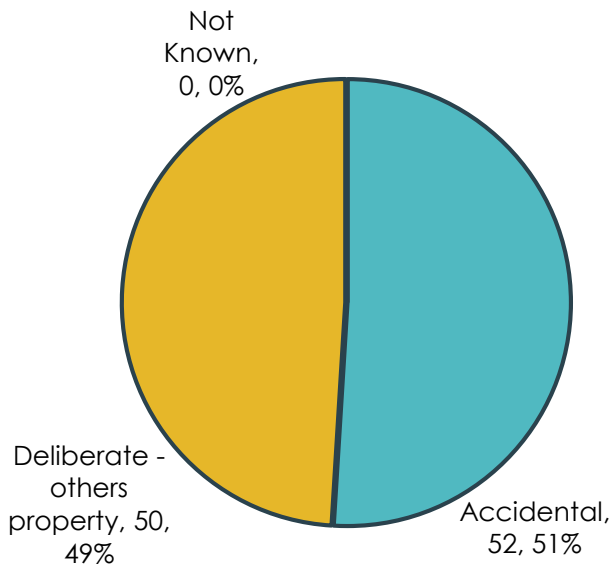
- Increase
- No change
- Decrease

Service	Previous Year	3 Year Average
Service	5% ●	-4% ●
Gateshead	-13% ●	18% ●
Newcastle	14% ●	2% ●
North Tyneside	-38% ●	3% ●
South Tyneside	40% ●	-1% ●
Sunderland	33% ●	-13% ●

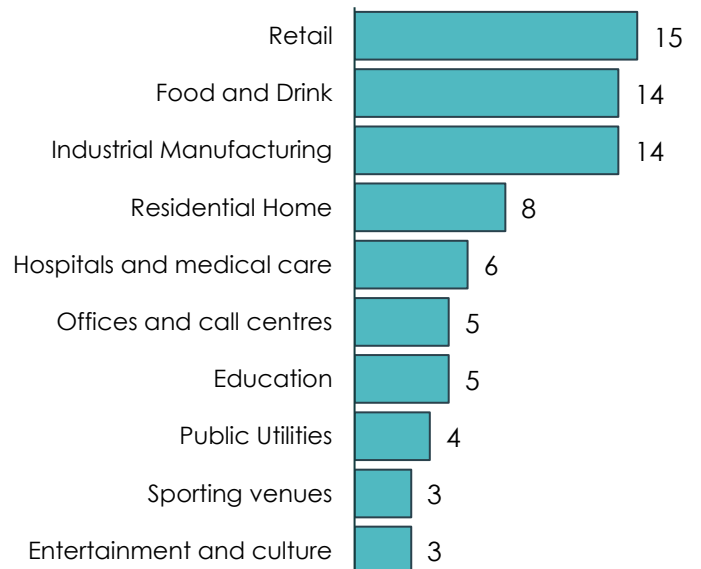
Non Domestic Fires by District



Non Domestic Fires by Motive



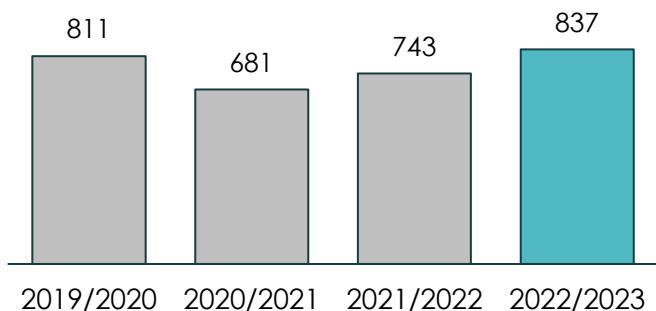
Non Domestic Fires by Premises Type (Top 10)



Automatic False Alarms (AFA) Q2

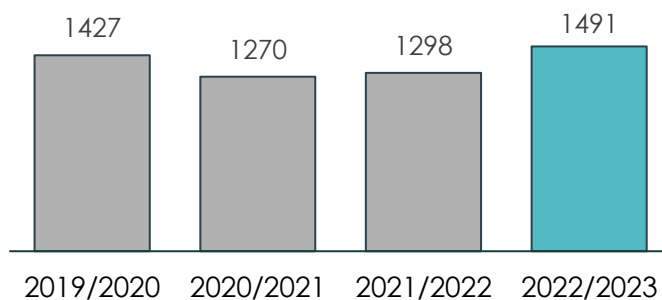
Non Domestic

Non Domestic AFA by Year



Domestic

Domestic AFA by Year



- Increase
- No change
- Decrease

Performance Summary

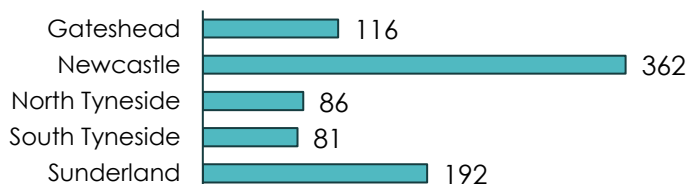
Service	Previous Year		3 Year Average	
Service	13%	●	-7%	●
Gateshead	-10%	●	-6%	●
Newcastle	14%	●	-5%	●
North Tyneside	21%	●	-7%	●
South Tyneside	50%	●	-14%	●
Sunderland	12%	●	-5%	●

- Increase
- No change
- Decrease

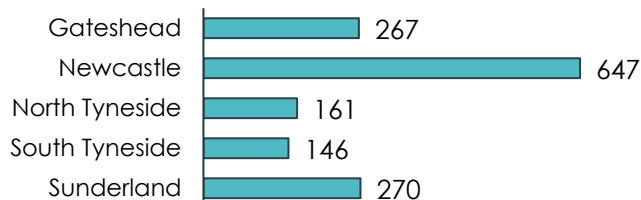
Performance Summary

Service	Previous Year		3 Year Average	
Service	15%	●	0%	●
Gateshead	33%	●	2%	●
Newcastle	11%	●	-2%	●
North Tyneside	-3%	●	5%	●
South Tyneside	28%	●	1%	●
Sunderland	16%	●	0%	●

AFA Non Domestic by District



AFA Domestic by District



Main Property Type



Education 118 14%

Main Reason For Activation

Faulty 290 35%

Main Property Type



Purpose Built Flat/Maisonette - multiple occupancy 565 38%

Main Reason For Activation

Cooking/burnt toast 653 44%

AFA's Compared to all Incidents



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



Corporate Key Performance Monitoring

Quarter 2 2022/23

1st April to 30th September

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.

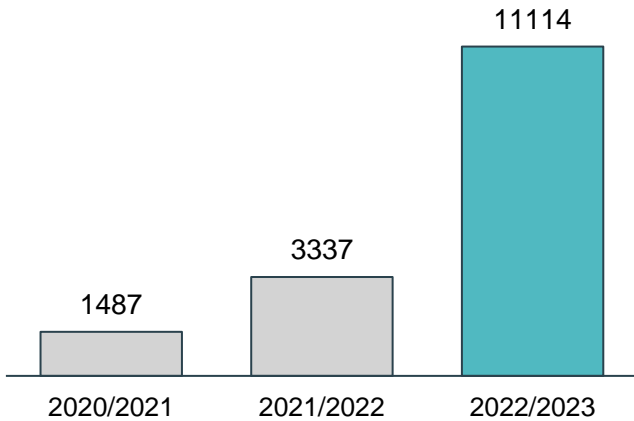
The data contained in this section was ran 04/10/2022

Q2 2022/23 Corporate performance highlights compared with Q2 2021/22:

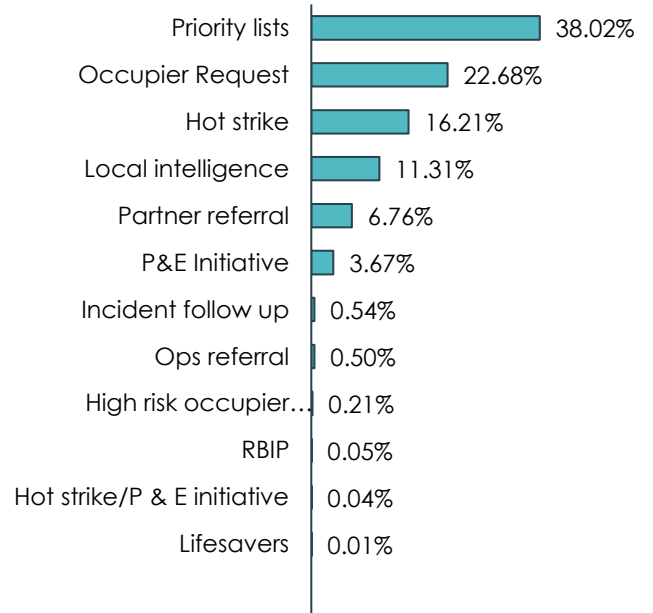
- A total of 11,114 Safe and Well visits carried out, an increase of 7,777 (233%).
- 395 Fire Safety Audits carried out, 20% of yearly target.
- 91% of staff have a completed PDR.
- Critical training compliance rate of 96%.
- Staff sickness 4,602 shifts lost, 517 more compared to Q2 2021/2022.
- 82% of calls were answered within 7 seconds.
- The average response time for the first appliance to Risk Level 1 was 5 minutes 17 seconds, this is seven seconds quicker than in Q2 2021/22.
- 17 accidents to TWFRS personnel, a reduction of five from Q2 2021/2022.
- 29 attacks on Firefighters, a reduction of four.
- 11 vehicle accidents, a reduction of eight from Q2 2021/22.
- Total of 20,913 Emergency Calls, a 25% (4,228) increase on Q2 2021/2022, of the 20,913 calls 82% were answered within seven seconds.

Corporate Key Performance Monitoring Q2

Safe and Well Visits



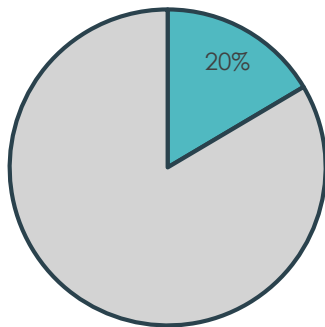
Reason for Visit



Fire Safety Audits

395

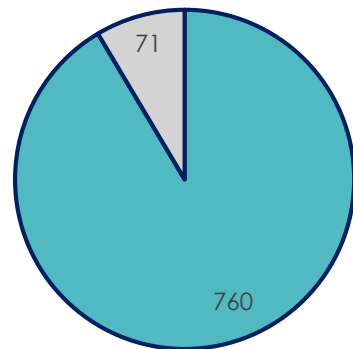
% of Yearly Target



■ Completed ■ Not Completed

PDR Completion

91%



■ Completed ■ Not Completed

Critical Training Compliance Rate

L&D Compliance Factor **96%**

2022/23 Target 95%

Compliance with National Fire Standards

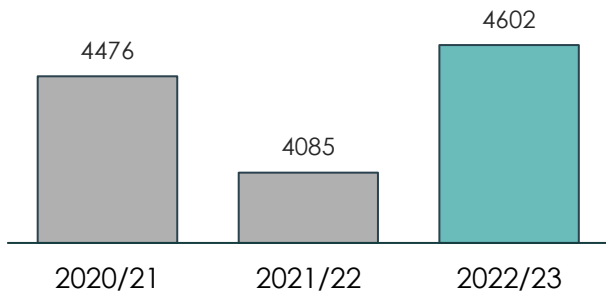
86%

There are currently 12 Fire Standards published and FRS' have an 18 month period to ensure full implementation. The first four were due for full compliance on 16 August 2022 and the figure quoted is the current compliance rate.

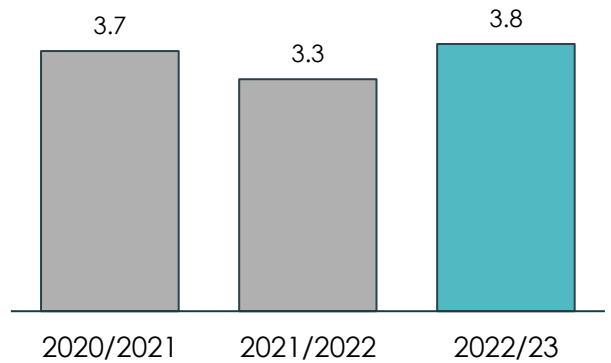
The next two are due for compliance within Q3 and are progressing well. Assurance work has now commenced on the standards where the 18 month implementation threshold has passed to ensure we are meeting the expected standards as outlined by the Fire Standards Board.

Staff Sickness Absence

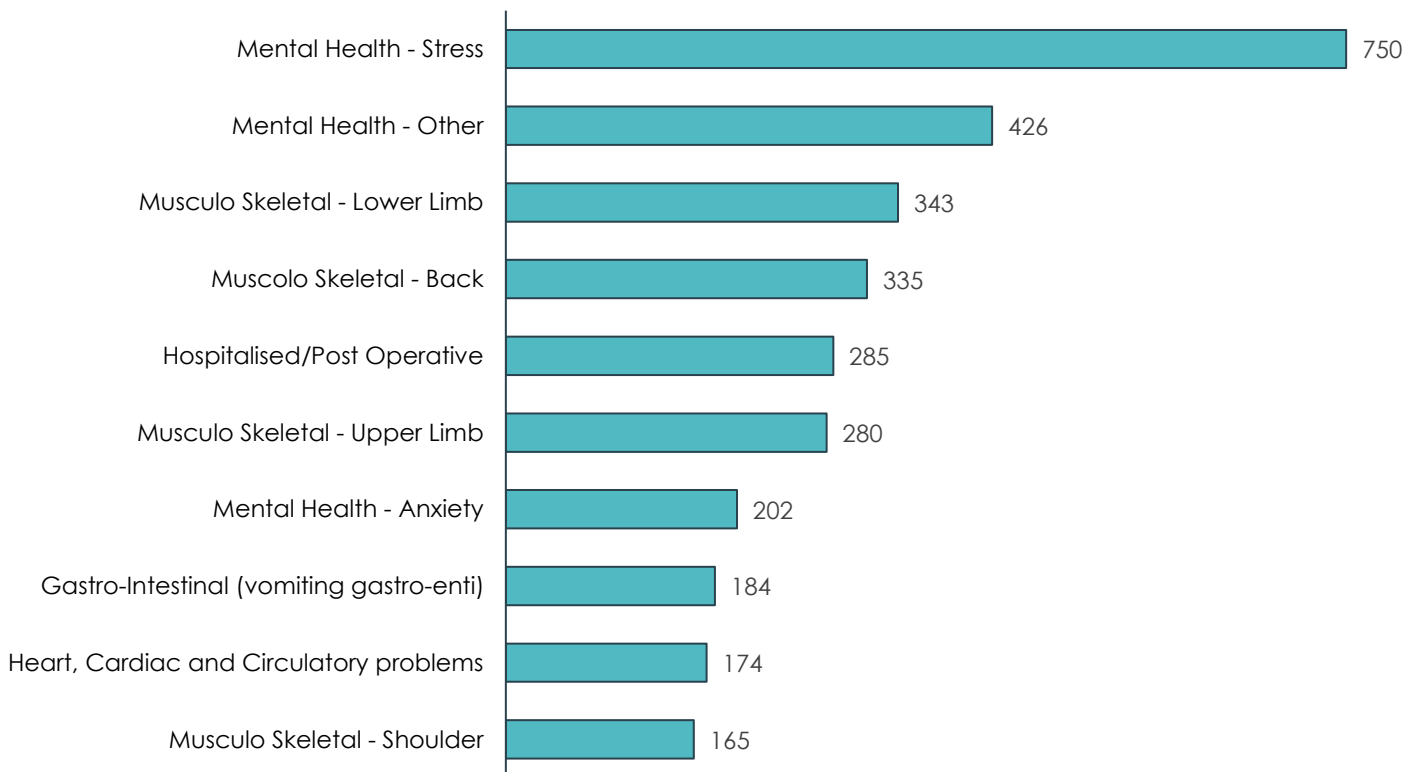
Shifts Lost



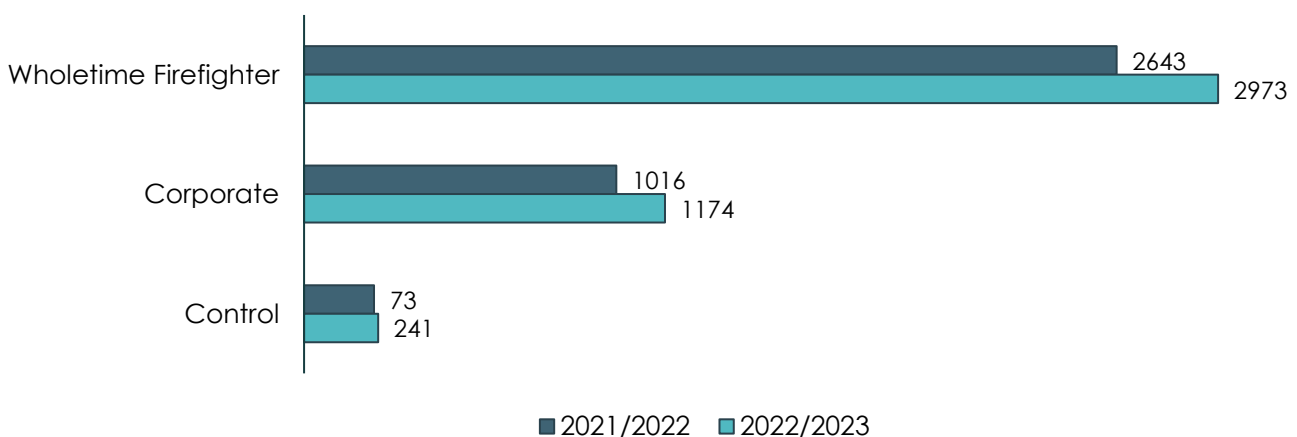
Shifts Lost Per Person



Shifts Lost Main Reason for Absence



Shifts Lost by Category



Total Emergency Calls



20913

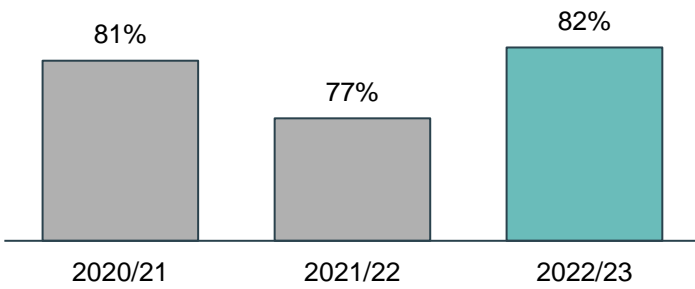
Emergency Response Time



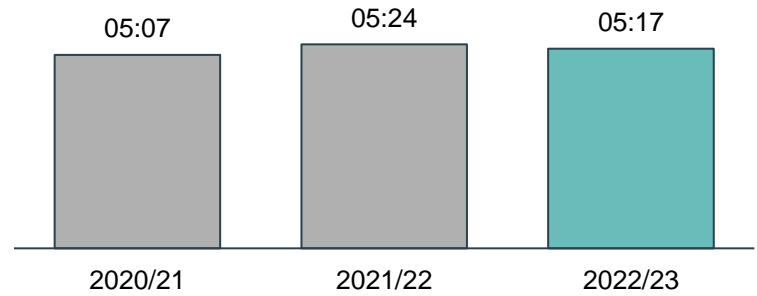
Average response time to all Incidents

05:50

% Calls Answered Within 7 Seconds



Average response time to Risk Level 1 Incidents



Emergency Response Time- Risk Level

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

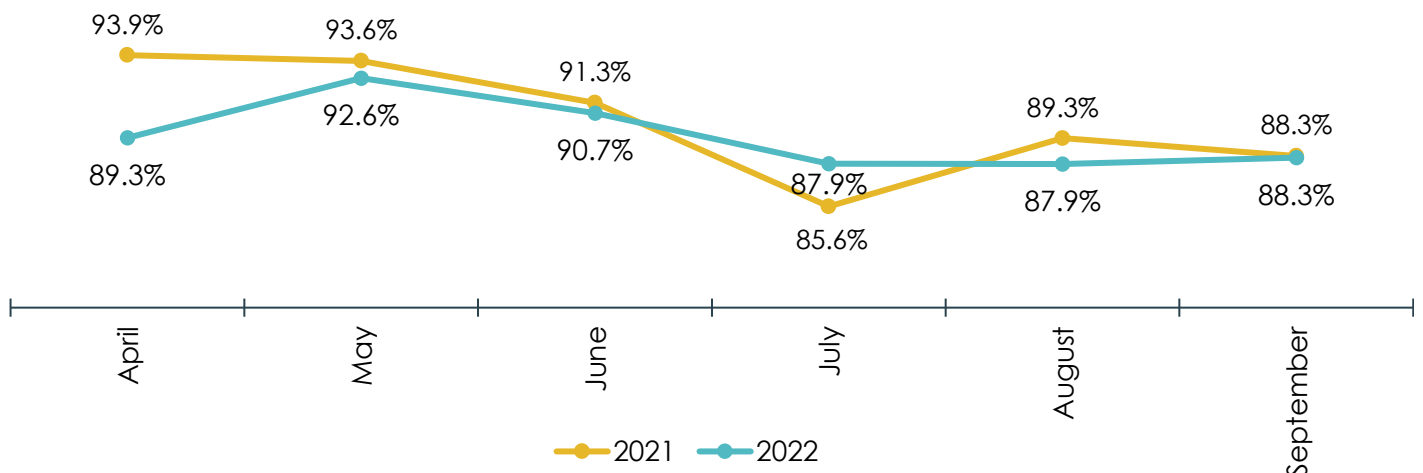
First Appliance at a Risk Level 1* Incident on Scene Within 6 Minutes **71%**

First Appliance at Risk Level 1 & 2* Incidents on Scene Within 8 Minutes **88%**

Second Appliance at a Risk Level 1* Incident on Scene Within 8 Minutes **66%**

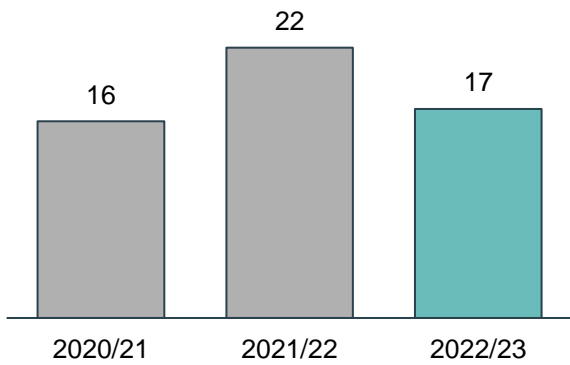
First Appliance at Risk Level 1 & 2* Incidents on Scene Within 10 Minutes **95%**

Pumping Appliance Availability

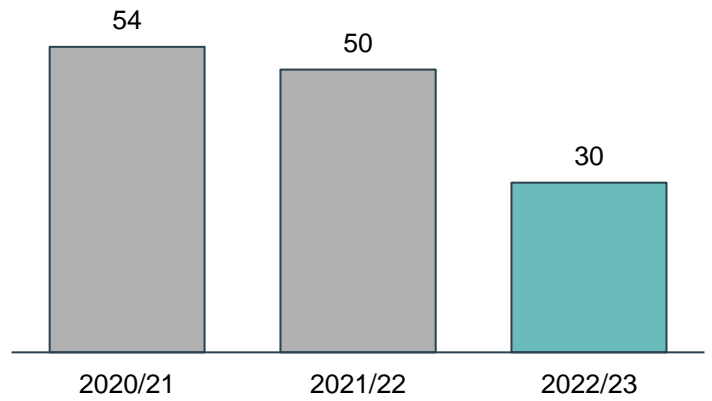


Reporting of Accidents

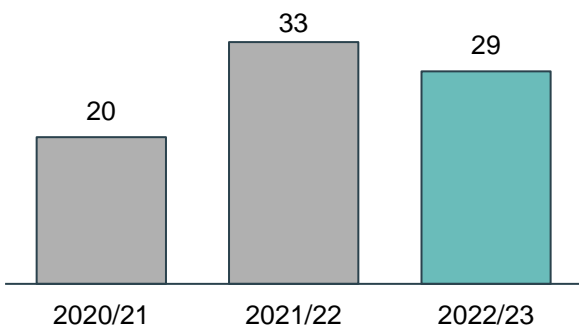
Accidents to TWFRS Personnel



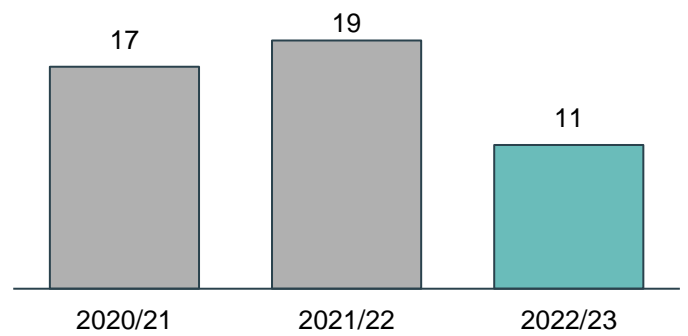
Near Miss Reports



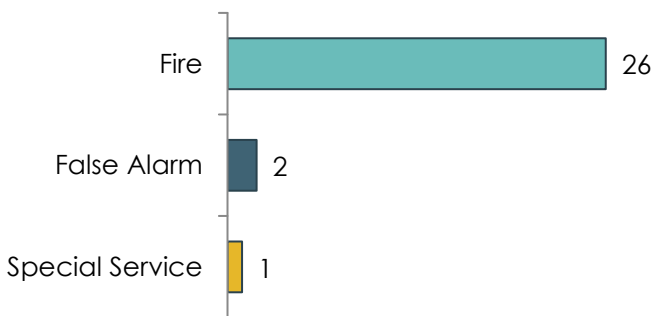
Attacks on Firefighters



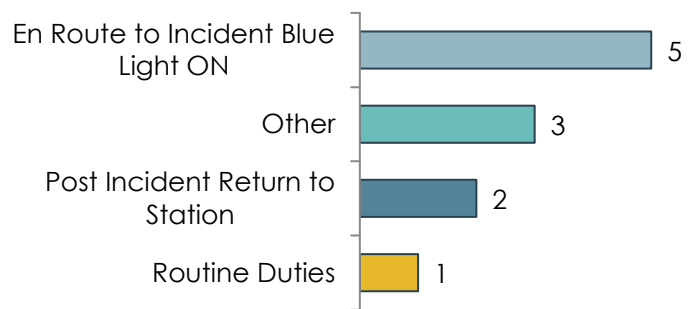
Vehicle Accidents



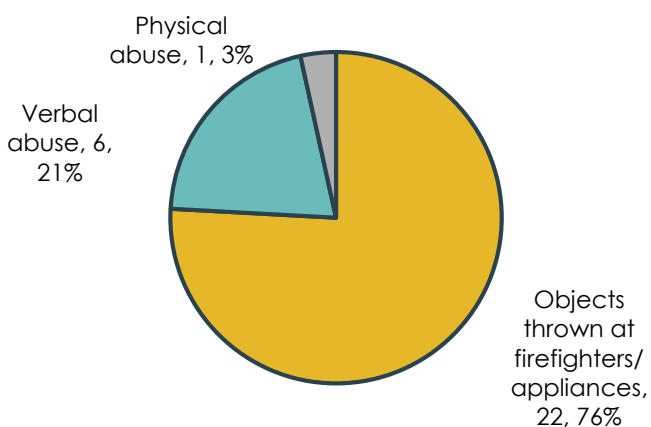
Incident Type



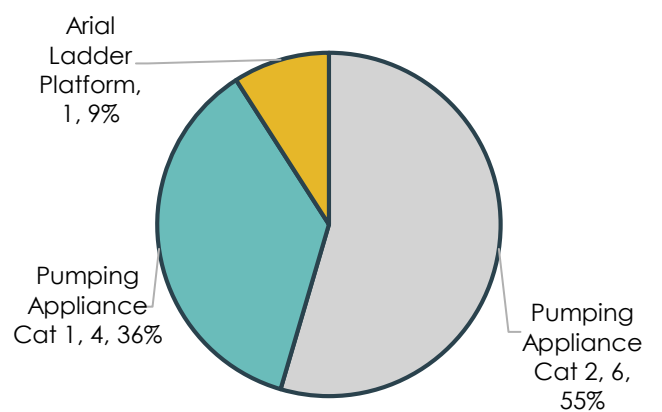
Duties at time of accident



Types of Attacks

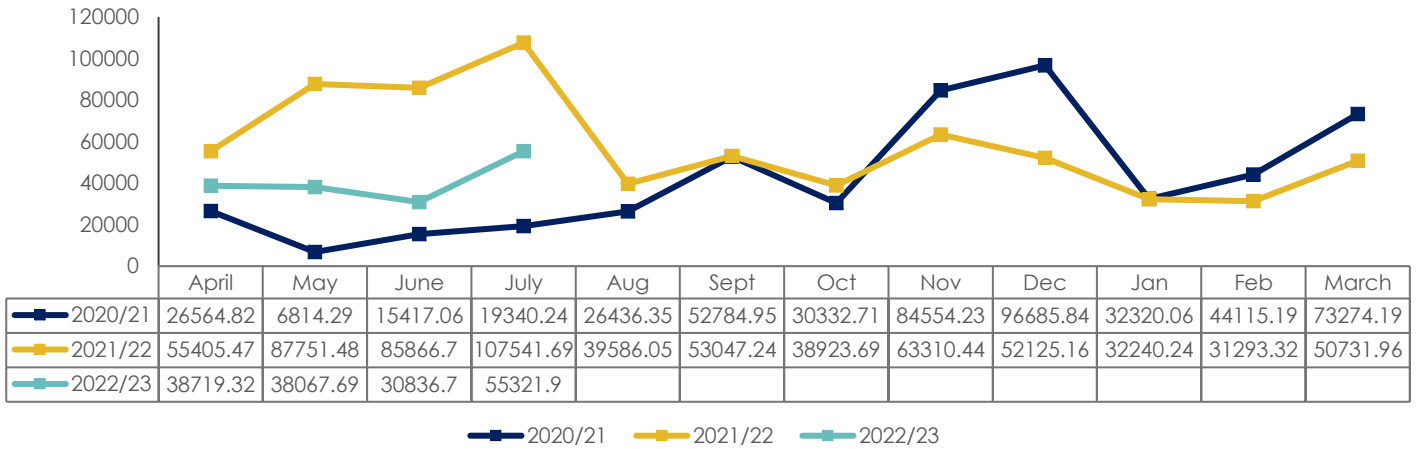


Vehicle Type

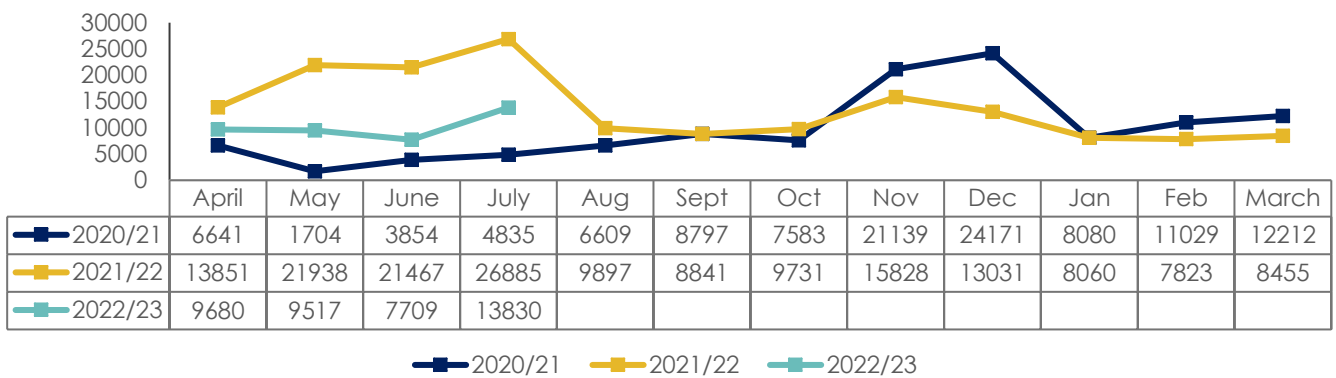


Overtime Monitoring

Overtime Costs by Month*



Average Costs Per Week*



***Please Note**

- Costs are shown for the month that the overtime was worked
- Overtime is paid in Arrears in accordance with Payroll Attendance records
- July costs relate to the period 19/06/2022 to 16/07/2022
- Costs are overtime payments only; no oncosts are included
- Due to several training courses during this period the following overtime was required as invocation of Admin 3.08 to maintain a sufficient level of cover: 56 dayshift O/T, 99 night shifts and 25 E days

Carbon Monitoring

