

Tyne and Wear Fire and Rescue Service

Creating the Safest Community



Quarter 1 Performance Report

01 April 2023 to 30 June 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

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 20/07/2023

Q1 2023/24 Operational performance highlights compared with Q1 2022/23:

- 4,662 incidents attended, decreased by 10% (506), (LI32).
- Injuries from all fires decreased by 10% (4), (LI05).
- Injuries from accidental dwelling fires decreased by 50% (5) (LI03).
- 2 of injuries from accidental dwelling fires were caused by oil/incense burners. (LI03).
- Males accounted for 60% of the injuries from accidental dwelling fires.
- 10 % (12) decrease in accidental dwelling fires (LI08).
- An alarm was present in 82% of accident dwelling fires.
- In 74% of accidental dwelling fires the alarm activated, the main reason for non-activation was 'the fire not close enough to detector'.
- 27% (571) a decrease in deliberate fires (LI33).
- False alarms in domestic premises (LI23) have increased by 14% (100) and false alarms in non-domestic premises have decreased by 7% (25).
- The overall average response time was 5 minutes 46 seconds, this is five seconds slower than in Q1 2022/23.



















TWFRS Performance Against Targets

01 April 2023 to 30 June 2023

Deaths from Accidental Dwelling Fires (LI01)	Deaths from all Fires (LI02)	Injuries from Accidental Dwelling Fires (LI03)	Injuries from all Fires (LI05)
2 Target: 0	2 Target: 0	5 Target: 8 (-38%)	35 Target: 71 (-50.7%)
Accidental Fires in Dwellings (LI08)	Accidental Kitchen Fires in Dwellings (LI09)	Accidental Non Kitchen Fires in Dwellings (LI10)	Deliberate Secondary Fires (LI16)
107 Target: 121 (-12%)	62 Target: 61 (+2%)	45 Target: 60 (-25%)	1,324 Target: 1,488 (-11%)
Deliberate Refuse Fires (LI18)	Malicious False Alarms Attended (LI21)	AFA's to Non Domestic premises (LI22)	AFA's to Domestic premises (LI23)
828 Target: 862 (-4%)	61 Target: 42 (+45%)	347 Target: 316 (+10%)	797 Target: 623 (+28%)
Fire Calls (LI24)	Primary Fires (LI29)	Total Incidents (LI32)	Fires in Non Domestic premises (LI35)
2,087 Target: 2,391 (-13%)	415 Target: 456 (-9%)	4,662	39 Target: 56 (-30%)

TWFRS Performance Summary

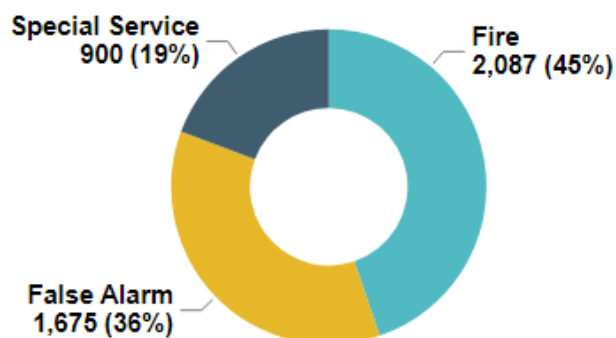
01 April 2023 to 30 June 2023

Fires  2,087  Previous 2,771 -25 %	False Alarms  1,675  Previous 1,662 1 %	Special Service  900  Previous 734 23 %
Total Incidents  4,662  Previous 5,167 -10 %	Fire Injuries  35  Previous 39 -10 %	Fire Fatalities  2  Previous 0 2
Accidental Dwelling Fires  107  Previous 119 -10 %	Deliberate Fires  1,534  Previous 2,105 -27 %	Non Domestic Fires  39  Previous 57 -32 %

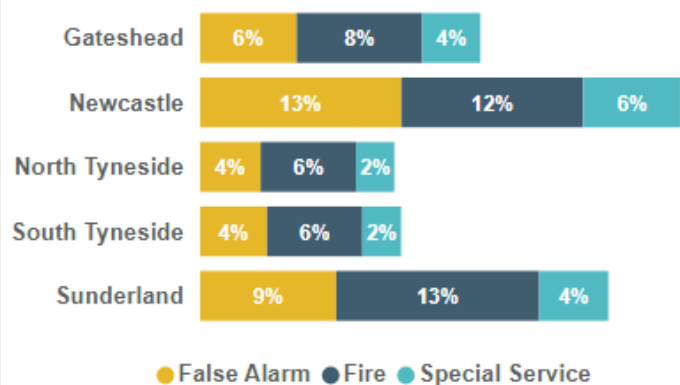
Incidents by Time of Day

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	19	13	16	8	12	10	13	19	12	18	22	11	22	28	27	18	30	45	62	79	68	48	33	23
Tuesday	16	20	12	10	10	10	8	13	15	18	18	16	17	23	36	28	42	55	54	69	76	40	29	28
Wednesday	14	21	13	8	11	4	13	17	12	16	18	18	24	17	13	30	27	48	52	52	68	42	20	26
Thursday	21	22	11	8	11	12	12	13	8	14	28	20	21	24	27	24	40	40	66	59	59	44	35	26
Friday	24	23	26	13	10	8	9	12	15	16	23	26	25	21	29	28	34	57	56	50	64	42	32	32
Saturday	19	14	21	13	8	21	7	10	11	15	21	22	19	31	42	36	43	35	43	58	58	49	35	37
Sunday	27	14	17	17	10	12	8	12	16	20	27	28	39	34	37	53	43	60	74	60	62	47	32	22

Incidents by Type



Incident Types by District

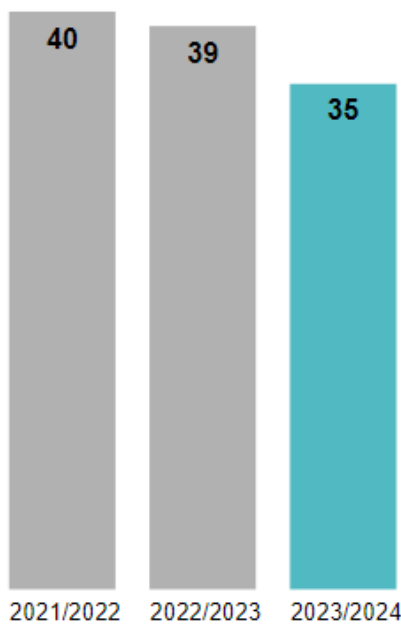


Injuries from all Fires

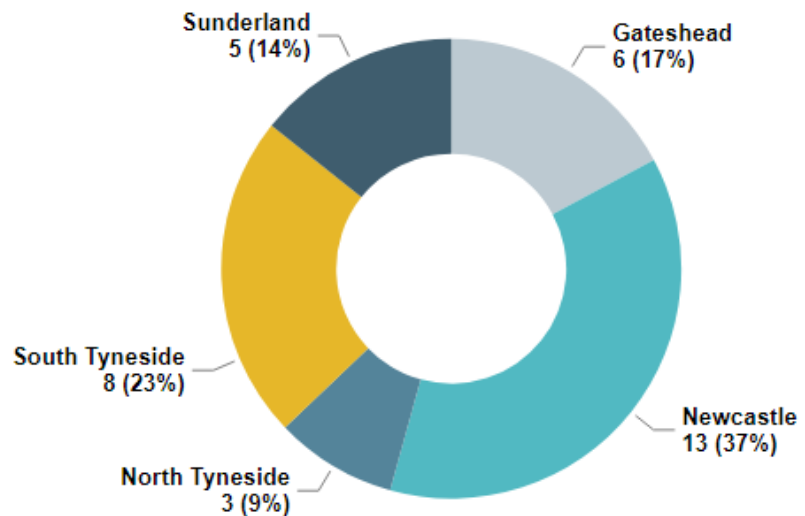
Including first aid and precautionary checks

01 April 2023 to 30 June 2023

Injuries from All Fires



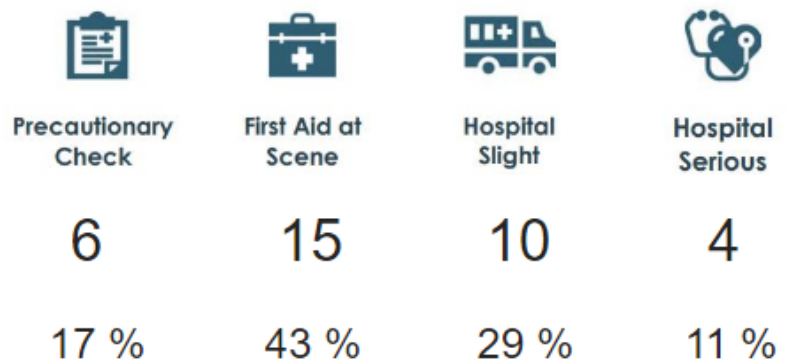
All Fire Injuries by District



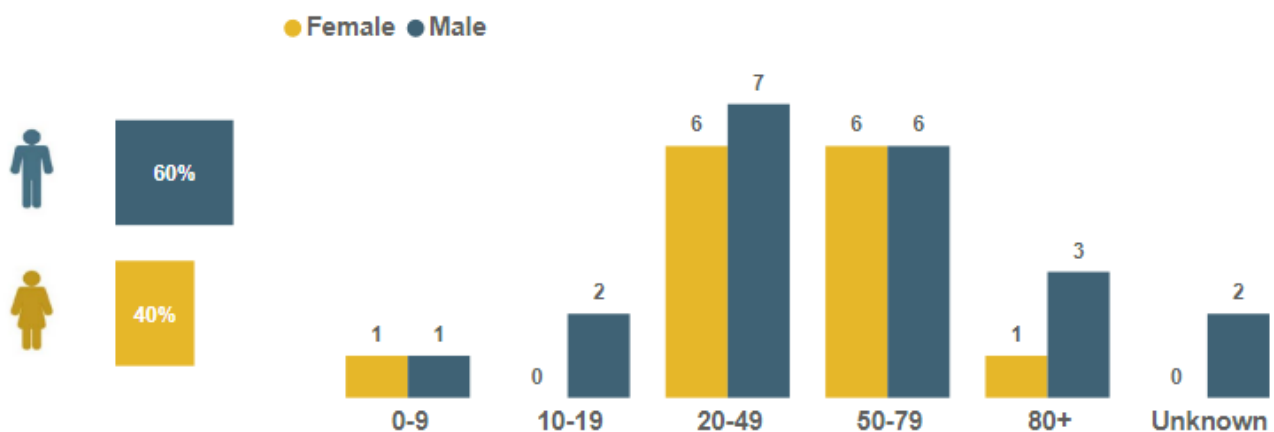
Injury Main Cause All Fires



Injury Severity All Fires



Victim Age / Gender All Fires

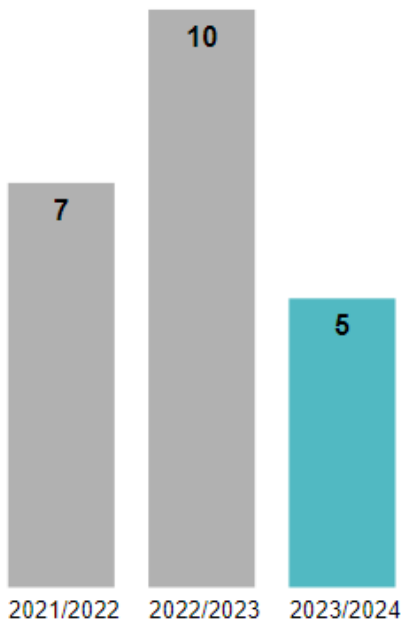


Injuries from Accidental Dwelling Fires (ADF)

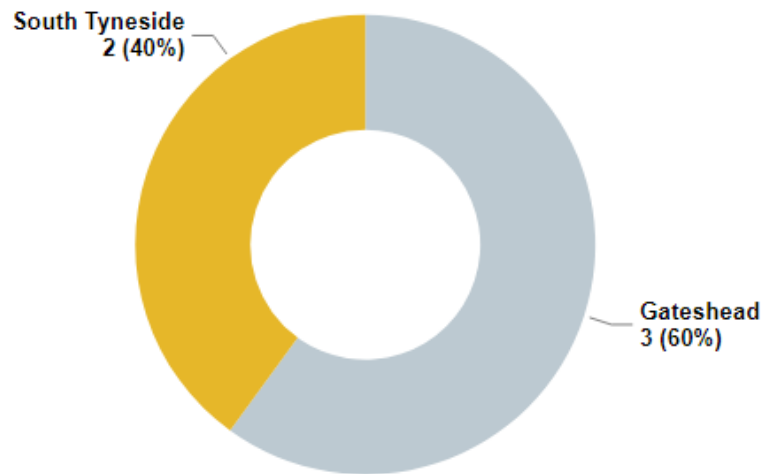
Excluding first aid and precautionary checks

01 April 2023 to 30 June 2023

Injuries from ADF



ADF Injuries by District



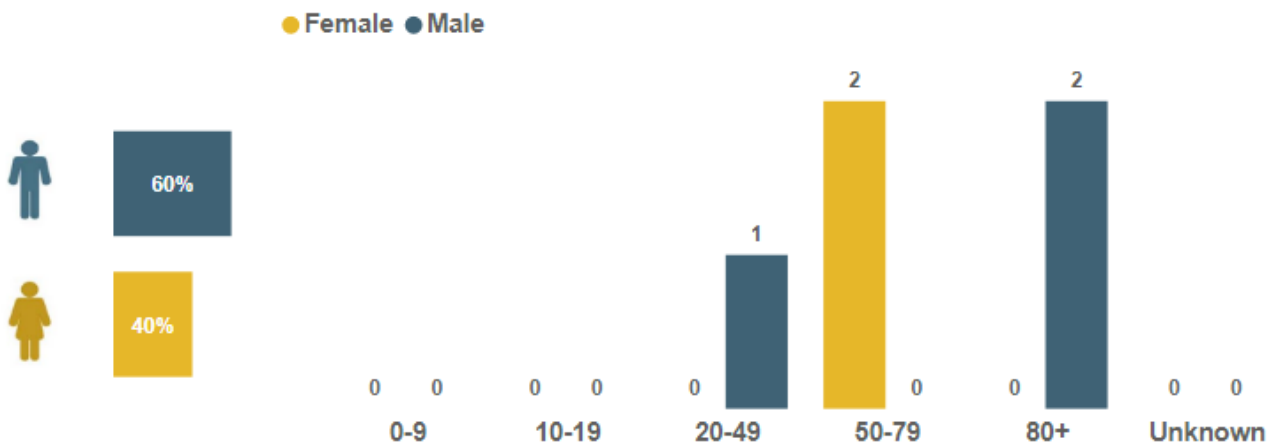
Injury Main Cause ADF



Injury Severity ADF



Victim Age / Gender ADF Injuries



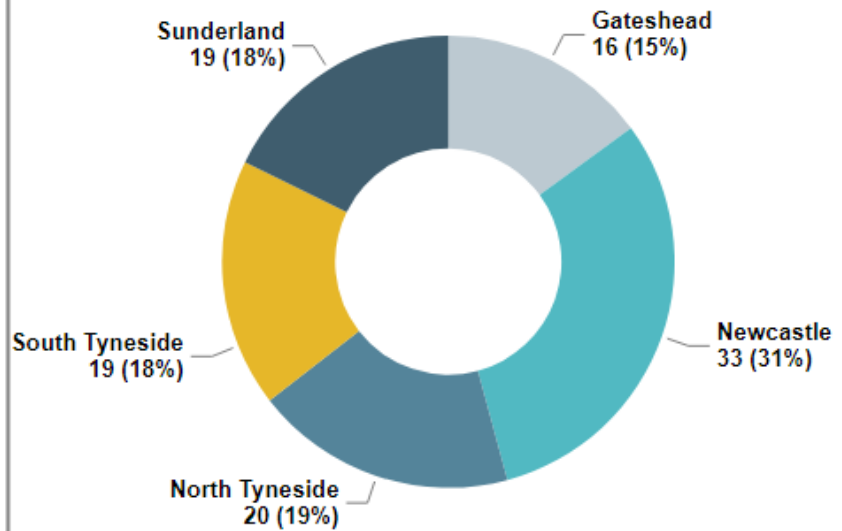
Accidental Dwelling Fires (ADF)

01 April 2023 to 30 June 2023

ADF by Year



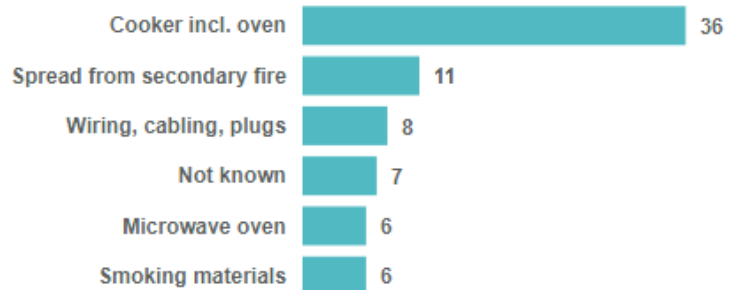
ADF by District



Performance Summary

	Same Period Last Year	3 Year Average
Gateshead	0 %	-10 %
Newcastle	-11 %	-7 %
North Tyneside	-9 %	0 %
South Tyneside	6 %	20 %
Sunderland	-27 %	-11 %
Service	-10 %	-7 %

ADF by Source of Ignition (Top five)



Alarm Detection and Actuation



Alarm Present **82%**



Alarm Activated **74%**

Human Factors



Distraction **16%**



Falling asleep / asleep **8%**

Main Reason for Non Activation

Fire not close enough to detector

Alcohol/Drug Impairment

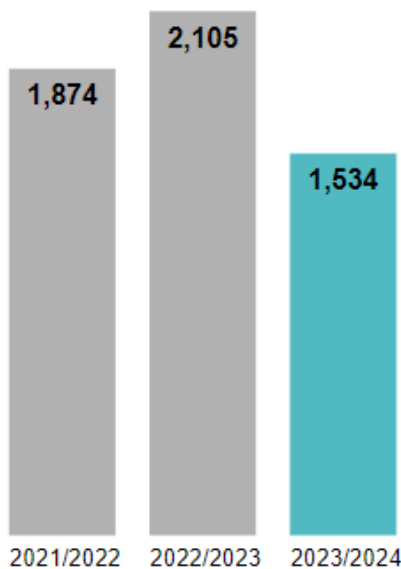


9%

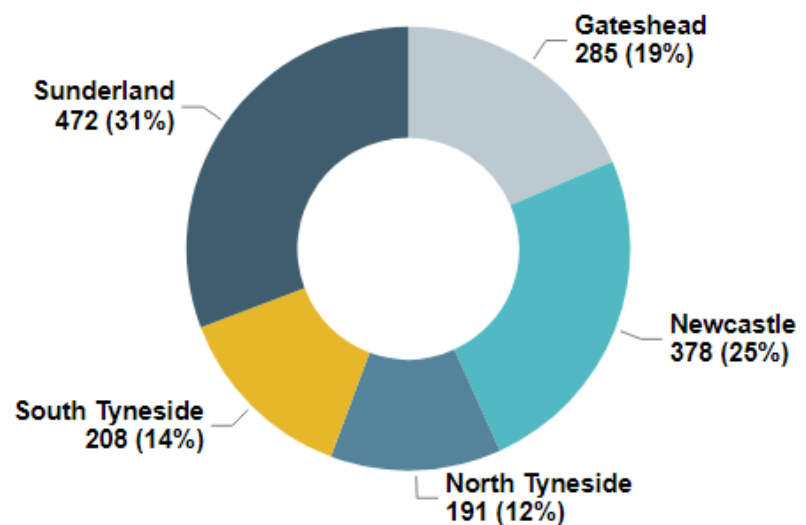
Deliberate Fires

01 April 2023 to 30 June 2023

Deliberate Fires by Year



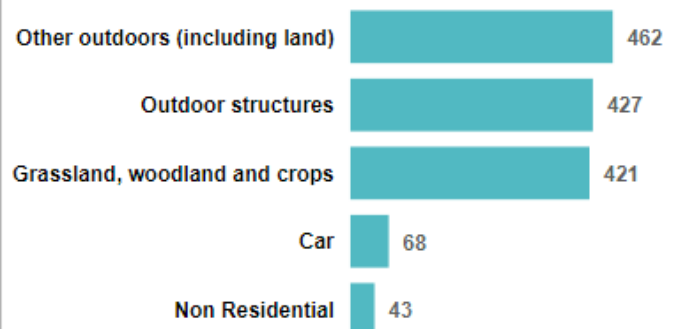
Deliberate Fires by District



Performance Summary

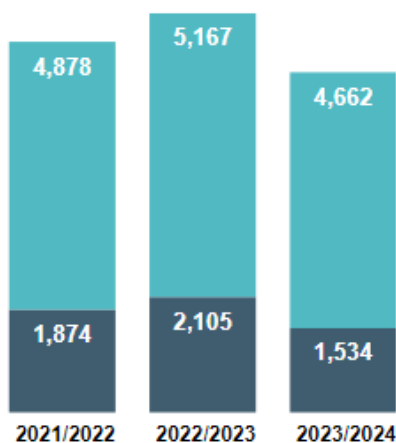
	Same Period Last Year	3 Year Average
Gateshead	-1 %	17 %
Newcastle	-23 %	31 %
North Tyneside	-20 %	32 %
South Tyneside	-5 %	21 %
Sunderland	-46 %	17 %
Service	-27 %	18 %

Deliberate Fires by Property Type (Top five)



Deliberate Fires Compared to All Incidents

● Total Deliberate ● Total Incidents



Deliberate Fires by Classification

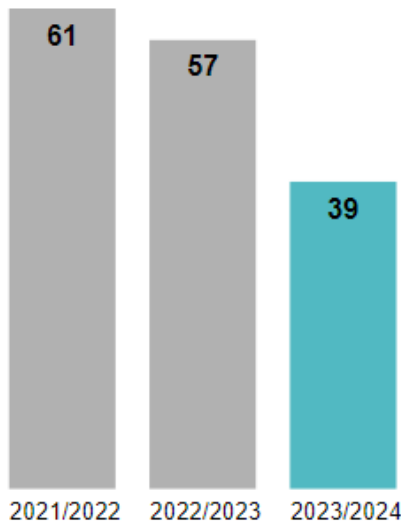
● Primary ● Secondary



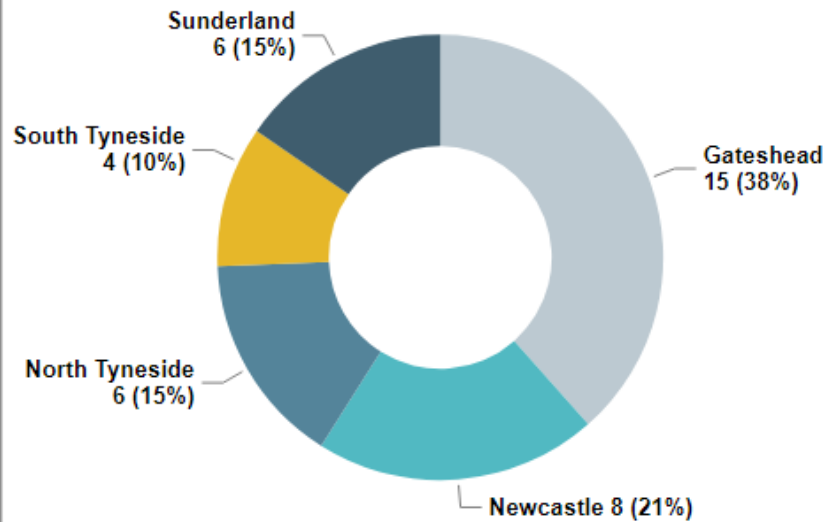
Non Domestic Fires

01 April 2023 to 30 June 2023

Non Domestic Fires by Year



Non Domestic Fires by District



Performance Summary

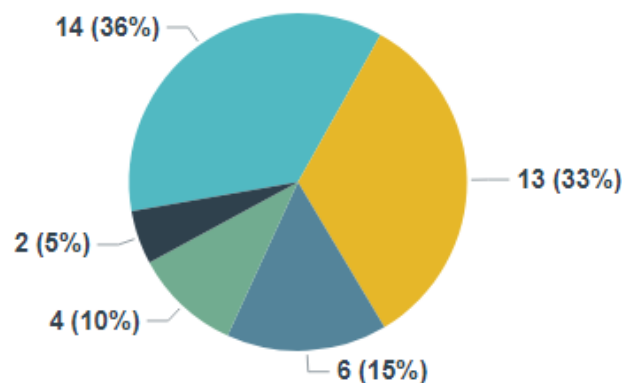
	Same Period Last Year	3 Year Average
Gateshead	7 %	22 %
Newcastle	-58 %	24 %
North Tyneside	50 %	8 %
South Tyneside	-60 %	-6 %
Sunderland	-40 %	-23 %
Service	-32 %	-4 %

Non Domestic Fires Property Type (Top five)



Non Domestic Fires by Motive

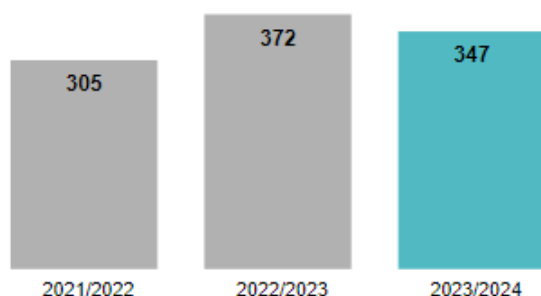
● Accidental ● Deliberate - others property ● Not known ● Deliberate - unknown owner ● Deliberate - own property



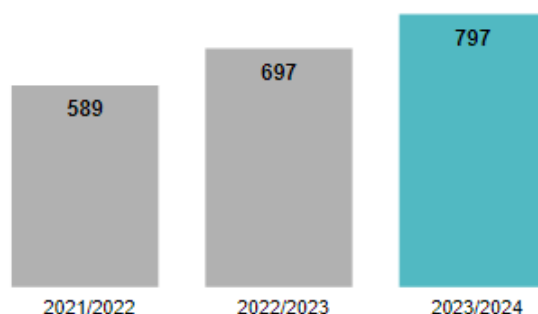
Automatic False Alarms (AFA)

01 April 2023 to 30 June 2023

Non Domestic AFA by Year



Domestic AFA by Year



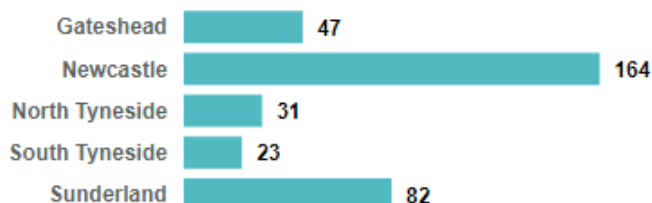
Performance Summary

	Same Period Last Year	3 Year Average
Gateshead	-8 %	2 %
Newcastle	-1 %	10 %
North Tyneside	-21 %	6 %
South Tyneside	-32 %	5 %
Sunderland	-1 %	22 %
Service	-7 %	9 %

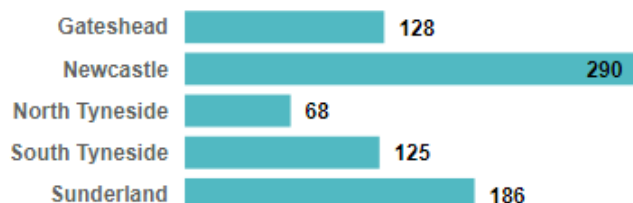
Performance Summary

	Same Period Last Year	3 Year Average
Gateshead	15 %	17 %
Newcastle	-10 %	5 %
North Tyneside	0 %	-4 %
South Tyneside	92 %	39 %
Sunderland	41 %	19 %
Service	14 %	11 %

AFA Non Domestic by District



AFA Domestic by District



Main Property Type

Hospitals and medical care	55
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Main Property Type

Purpose Built Flat/Maisonette - multiple occupancy	291
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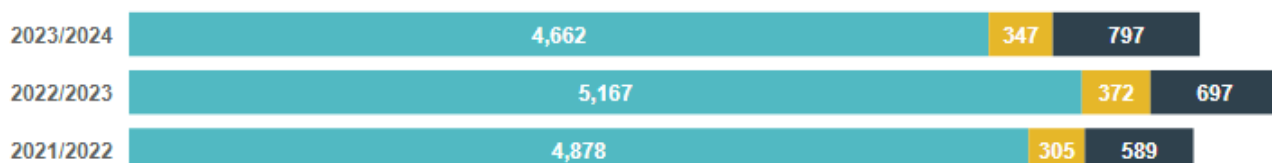
Main Reason for Activation

Faulty	98
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Main Reason for Activation

Cooking/burnt toast	329
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AFA's Compared to all Incidents



● Total Incidents ● Total AFA Non Domestic ● Total AFA Domestic

Internal Performance Monitoring

01 April 2023 to 30 June 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 20/07/2023

Q1 2023/24 Internal performance highlights compared with Q1 2022/23:

- A total of 5,793 Safe and Well visits carried out, an increase of 639 (12%).
- Staff sickness 1,602 shifts lost, 474 less compared to Q1 2022/2023.
- Total of 8,501 Emergency Calls, a 5% (731) decrease on Q1 2022/2023, of the 8,501 calls 96% were answered within seven seconds.
- The average response time for the first appliance to Risk Level 1 was 5 minutes 14 seconds, this is seven seconds slower than in Q1 2022/23.
- 12 accidents to TWFRS personnel, an increase of 3 from Q1 2022/23.
- 13 vehicle accidents, an increase of 7 from Q1 2022/2023.
- 13 attacks on Firefighters, a reduction of 3 from Q1 2022/23.
- 433 Fire Safety Audits carried out, 22% of yearly target.

Internal Performance Monitoring

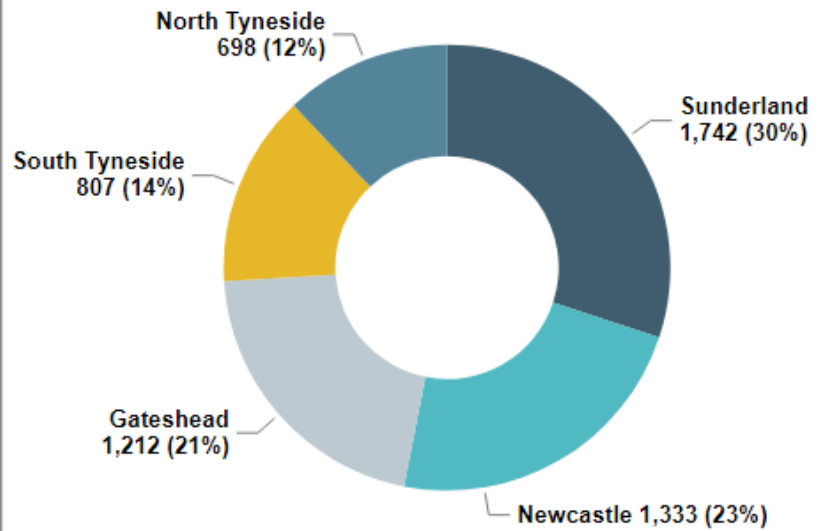
01 April 2023 to 30 June 2023

Safe and Well Visits

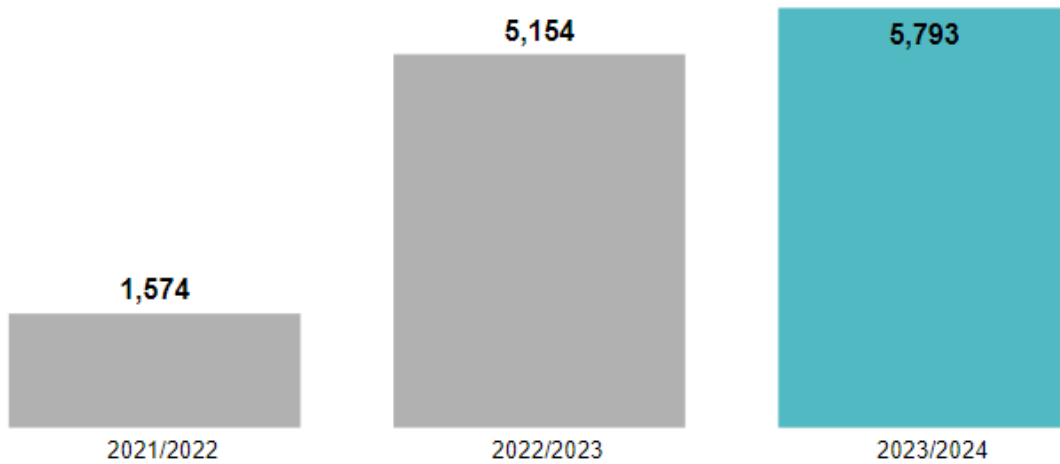


5,793

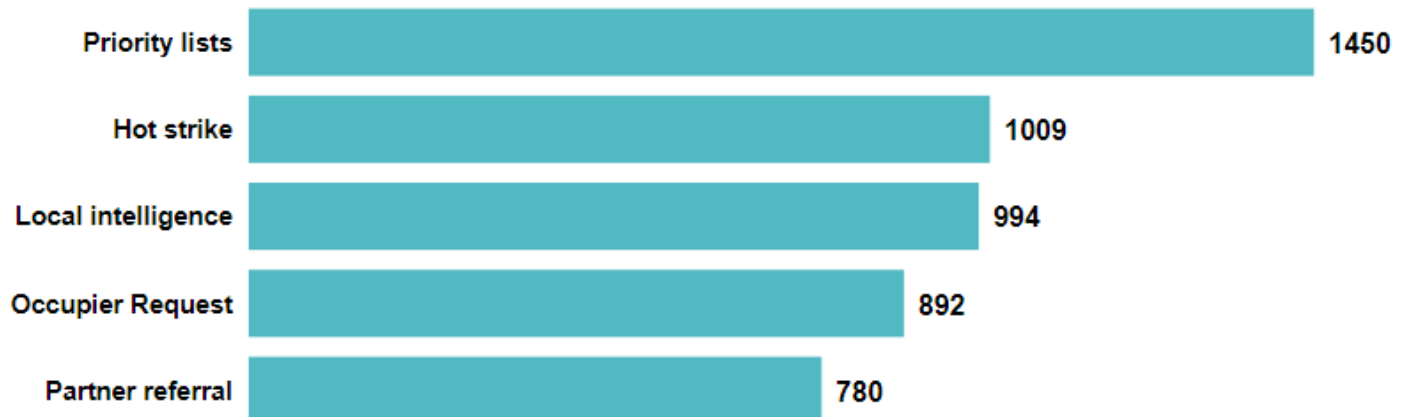
Safe and Well Visits by District



Safe and Well Visits



Reason for Visit (Top five)

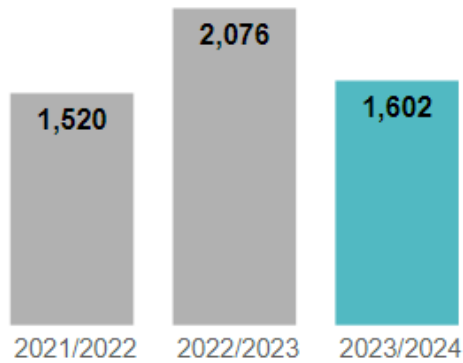


Internal Performance Monitoring

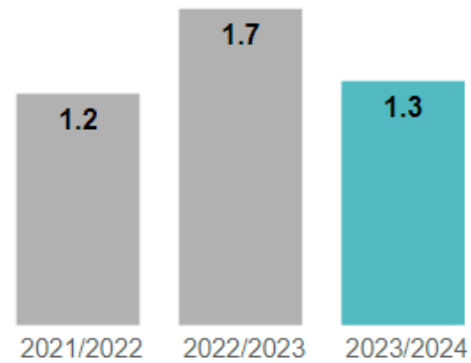
01 April 2023 to 30 June 2023

Staff Sickness Absence

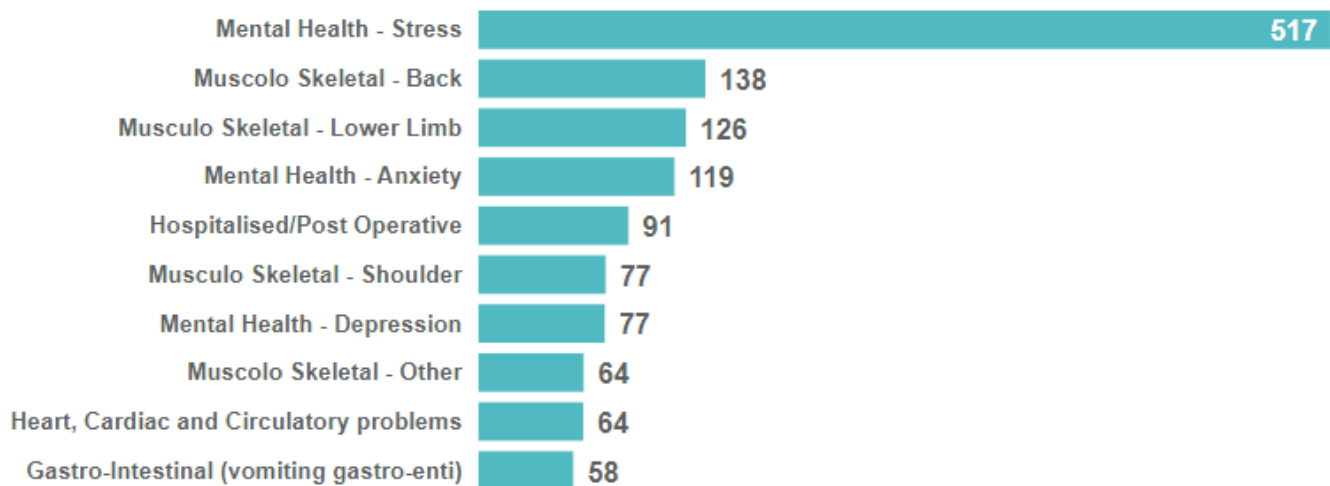
Total Shifts Lost



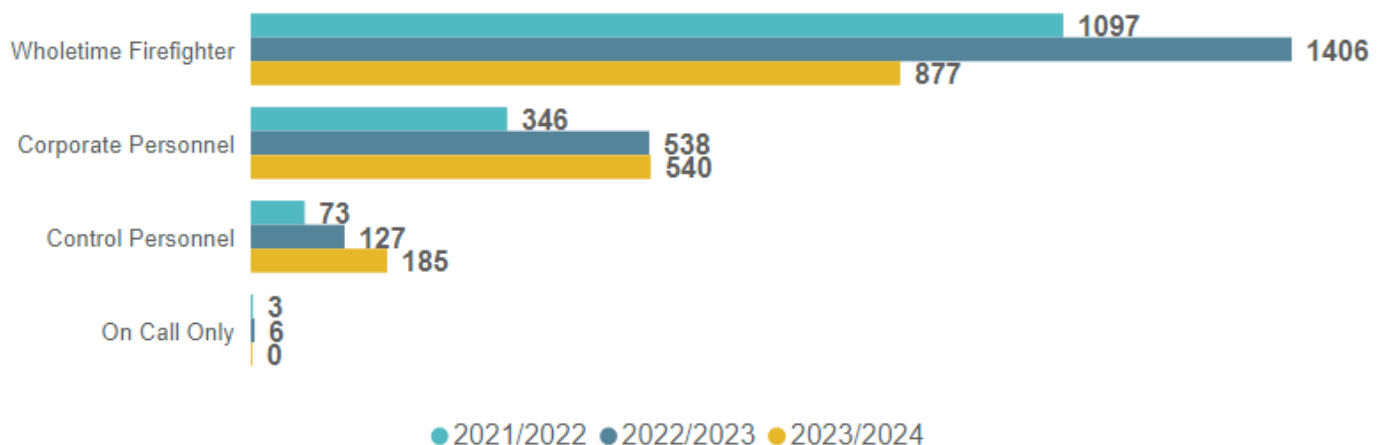
Shifts Lost Per Person



Shifts Lost Main Reason for Absence



Shifts Lost by Category



Internal Performance Monitoring

01 April 2023 to 30 June 2023

Total Emergency Calls



8501

Fiscal Year	Number of Calls	Number of Calls Answered in Under 7 Seconds	%
2023/2024	8501	8188	96 %
2022/2023	9232	8939	97 %
2021/2022	8611	8241	96 %

Emergency Response Time

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

Average response time to all Incidents

5m 46s

Previous

5m 41s

Average response time to Risk Level 1 Incidents

Risk Level	2021/2022	2022/2023	2023/2024
1	00:05:22	00:05:07	00:05:14

Emergency Response Time - Risk Level

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

71.70%

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

88.38%

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

68.50%

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

95.15%

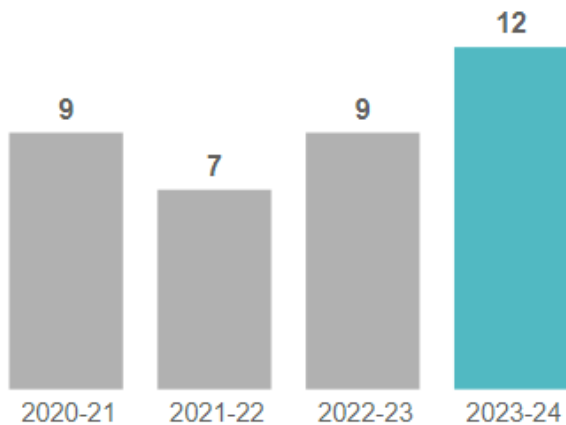
*Risk Level 1 - High level of risk to human life

Risk Level 2 - Moderate life risk

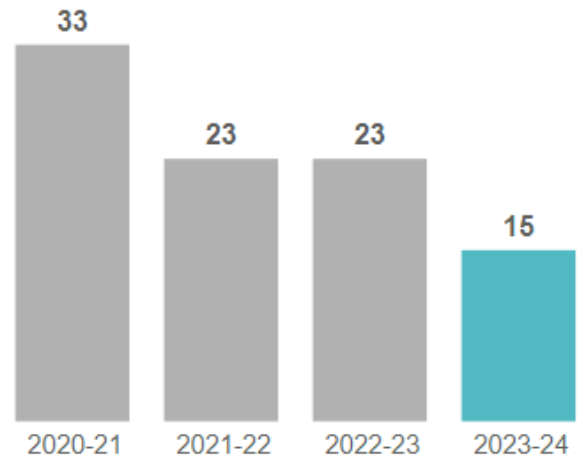
Internal Performance Monitoring

01 April 2023 to 30 June 2023

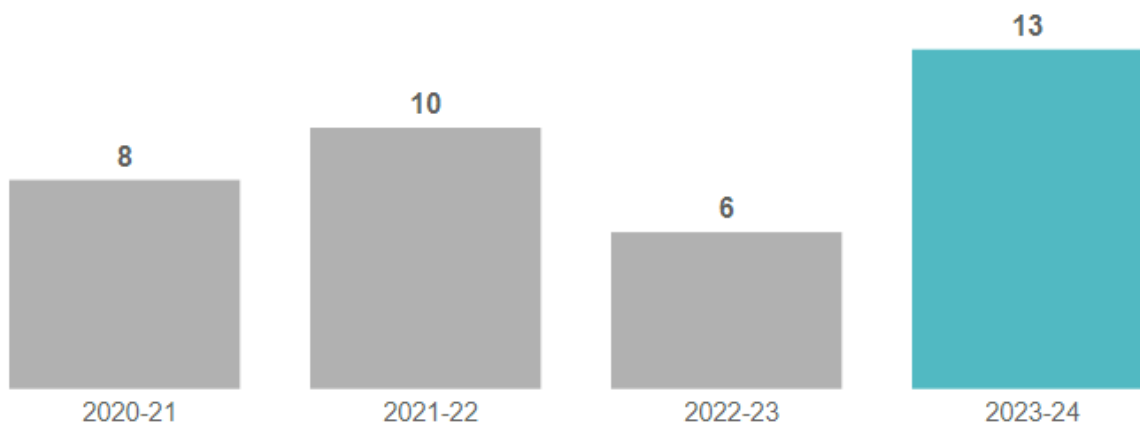
Reporting of Accidents - Accidents to TWFRS Personnel



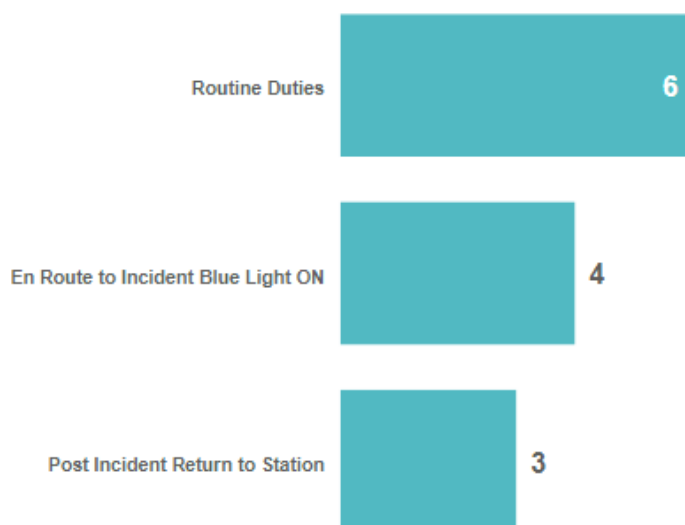
Near Miss Reports



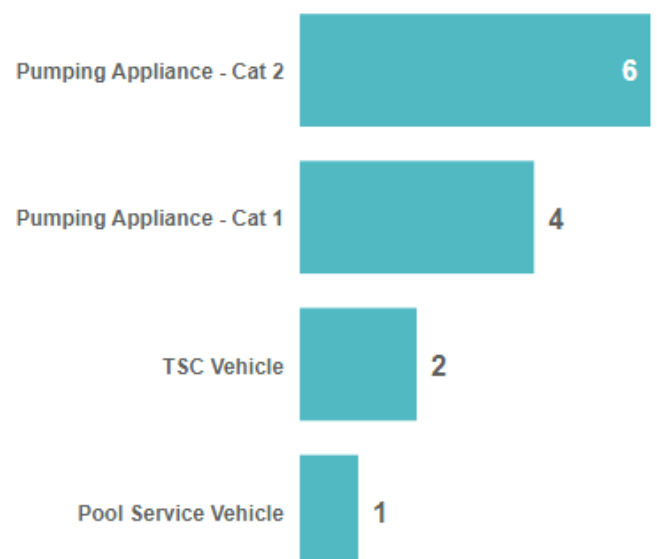
Vehicle Accidents



Duties at time of Vehicle Accident



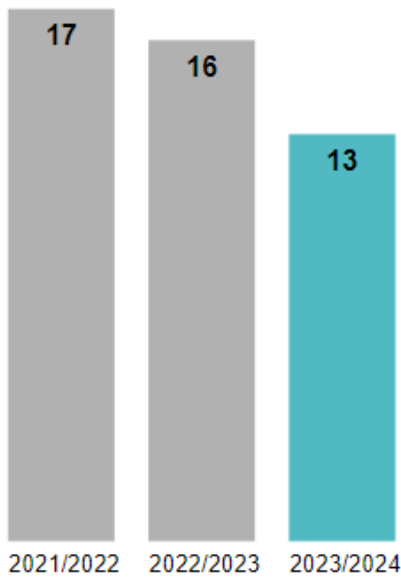
Vehicle Type Involved in Accident



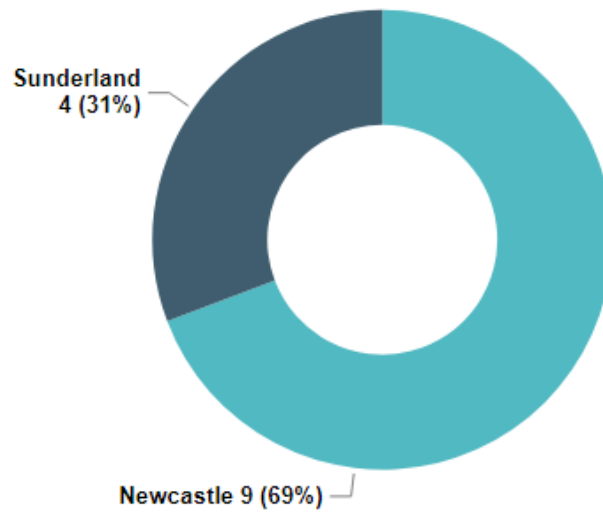
Internal Performance Monitoring

01 April 2023 to 30 June 2023

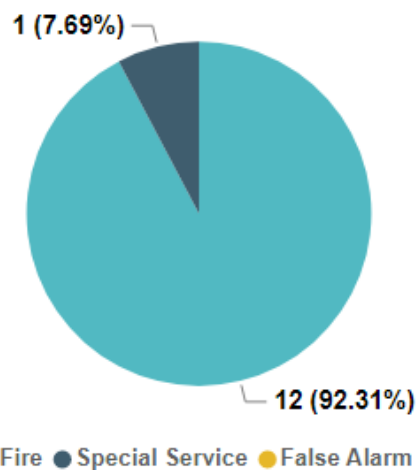
Attacks on Firefighters



Attacks on Firefighters by District

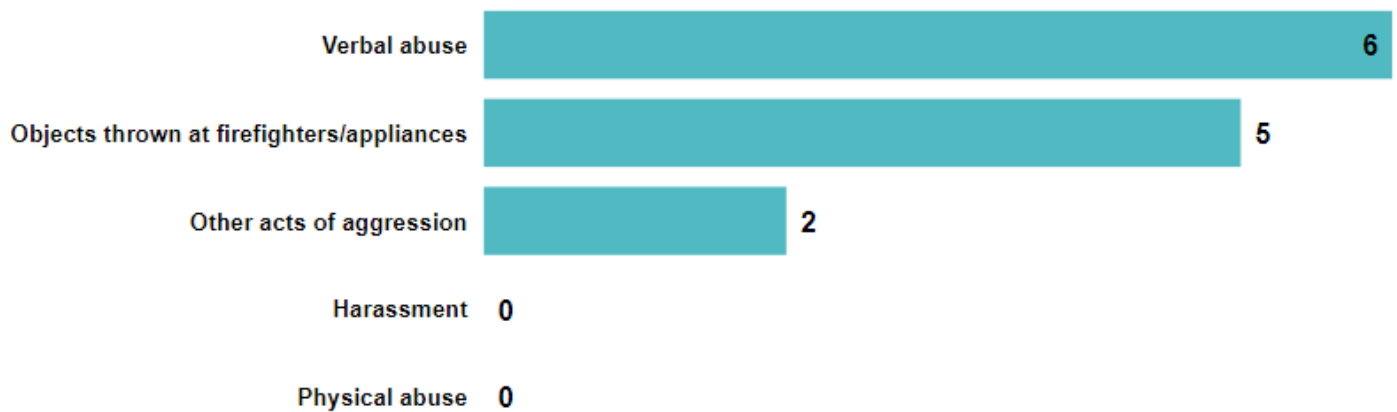


Incident Type



● Fire ● Special Service ● False Alarm

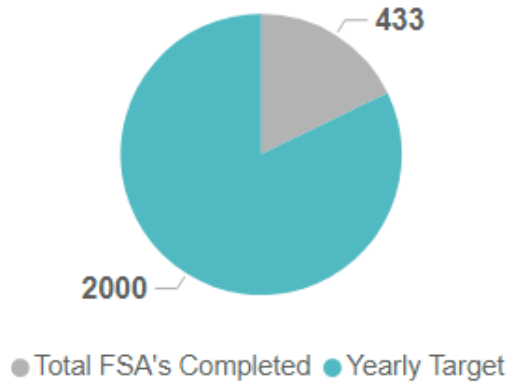
Types of Attacks



Internal Performance Monitoring

01 April 2023 to 30 June 2023

Fire Safety Audits



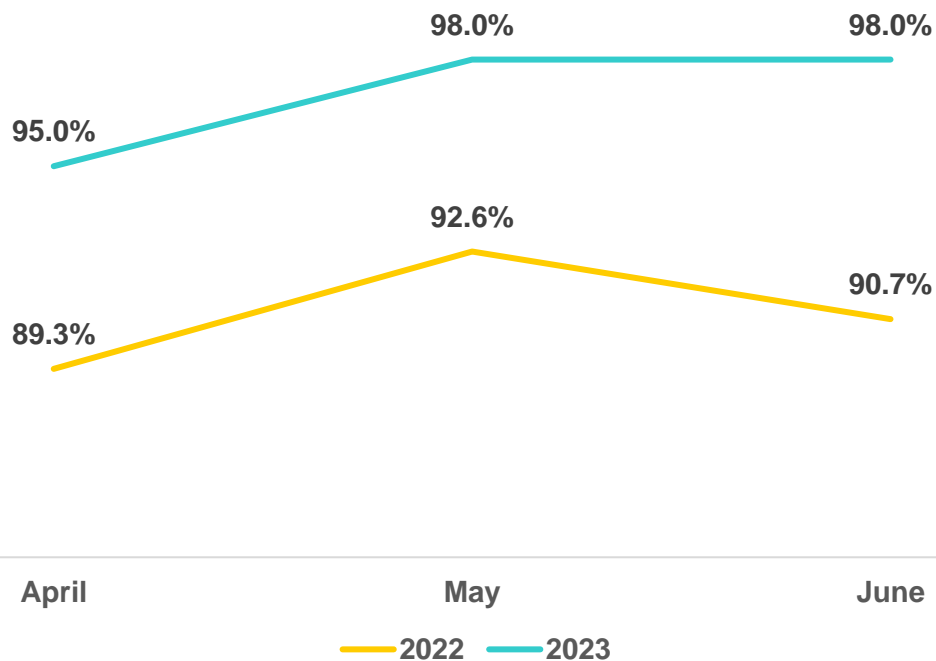
FSA's Completed

433

% Of Yearly Target Completed

21.7%

Appliance Availability

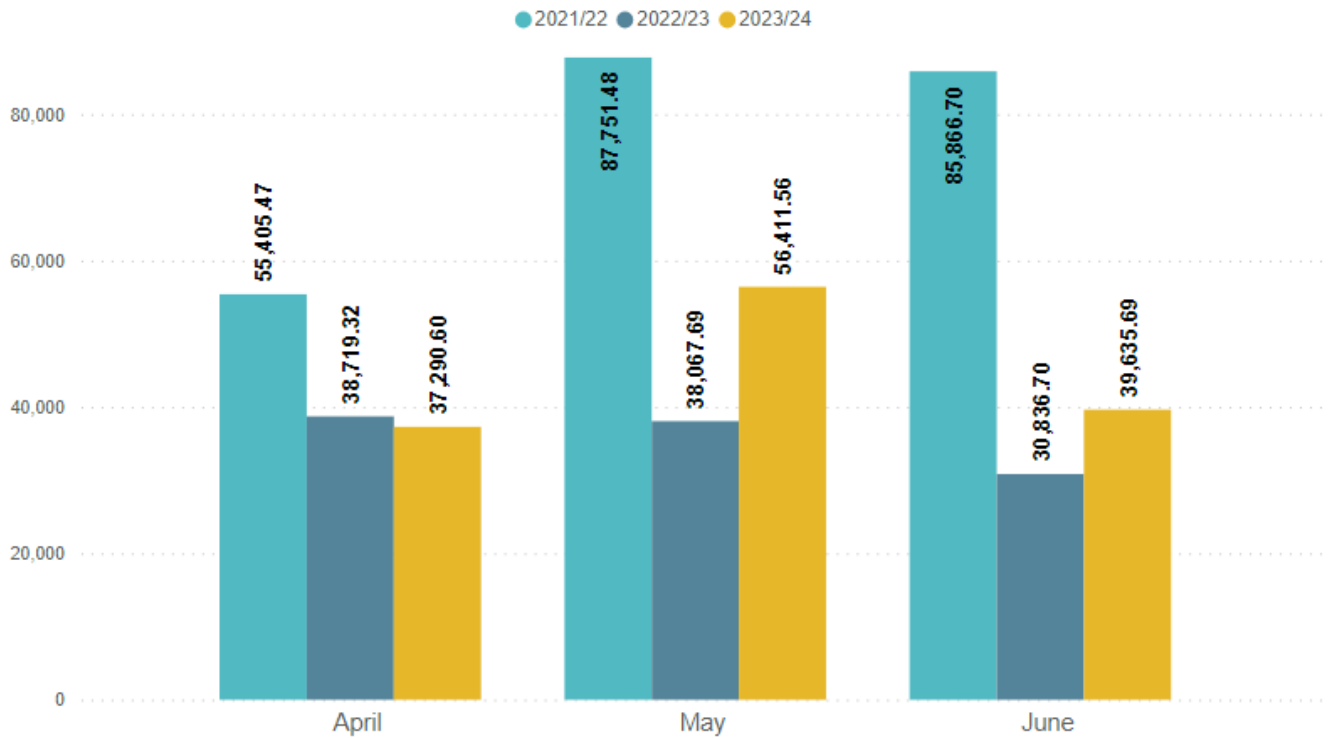


Internal Performance Monitoring

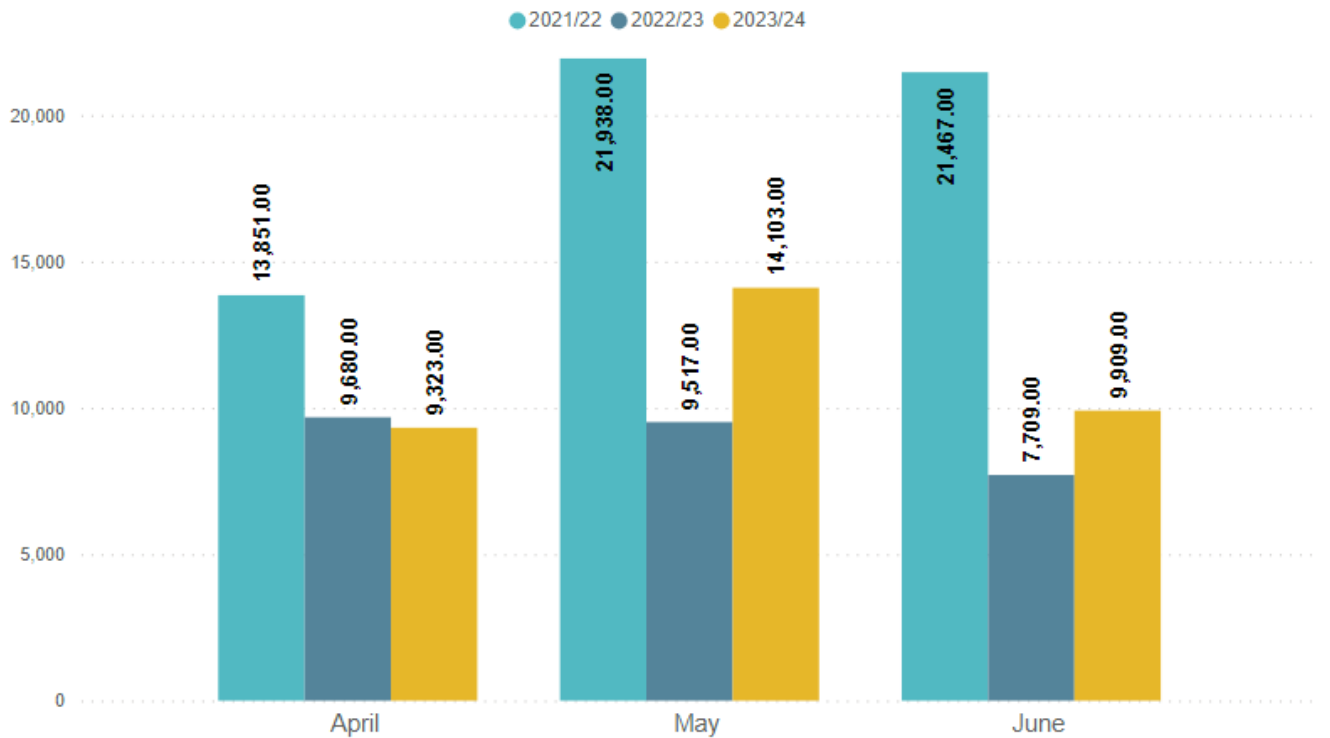
01 April 2023 to 30 June 2023

Overtime Monitoring (£)

Overtime Costs by Month



Average Costs Per Week



Please Note

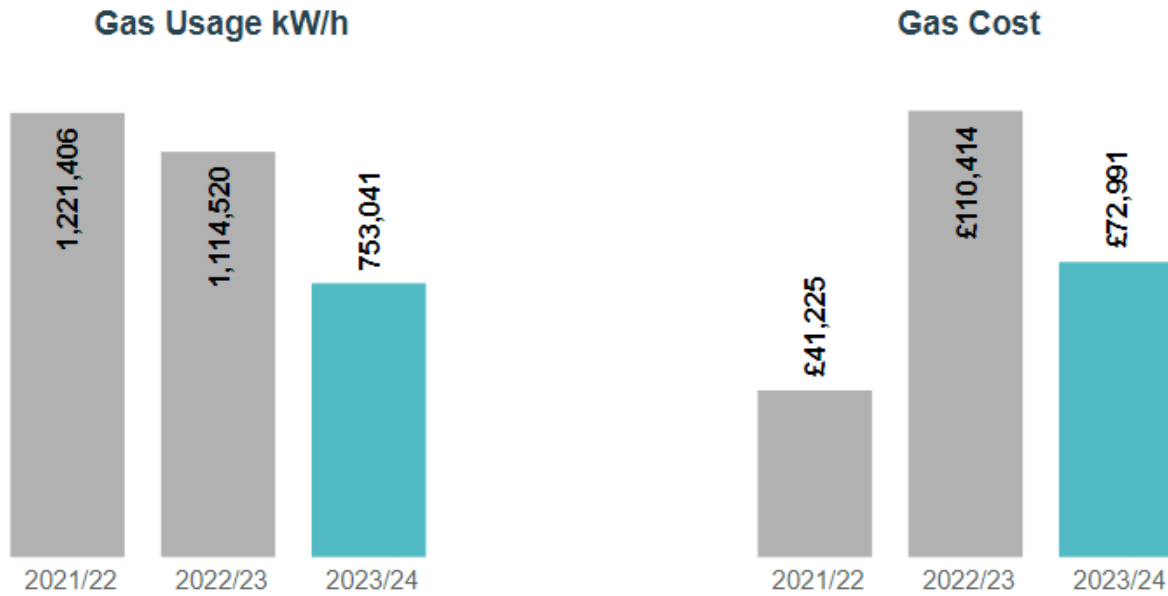
- Costs are shown for the month that the overtime was worked
- Overtime is paid in Arrears in accordance with Payroll Attendance records
- November costs relate to the period 23/10/2022 to 19/11/2022
- Costs are overtime payments only; no on costs are included

Internal Performance Monitoring

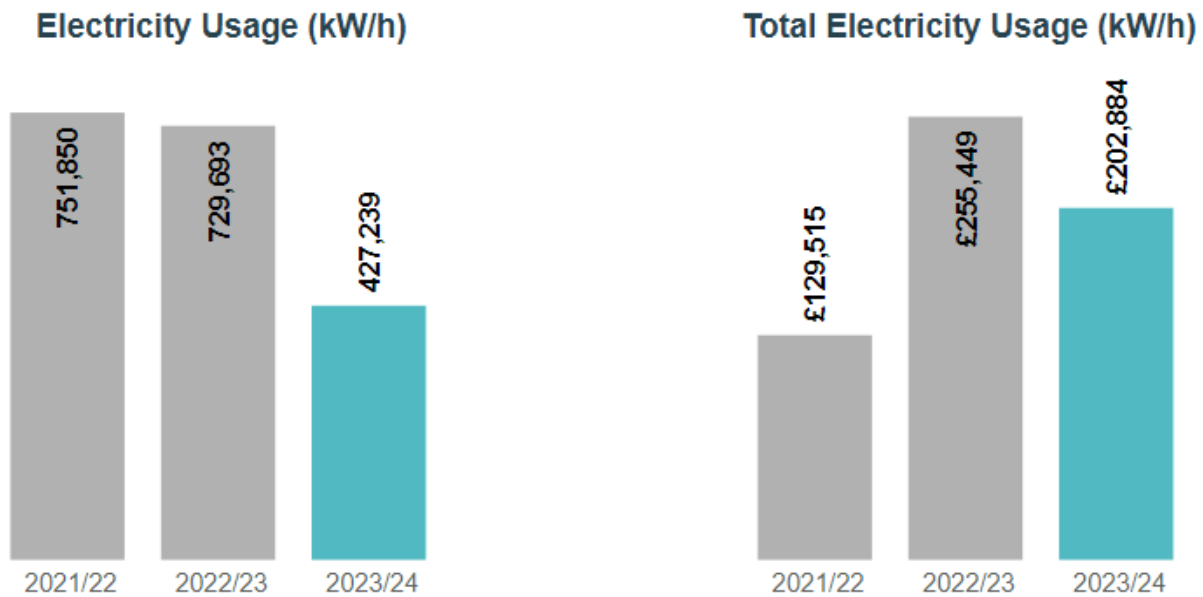
01 April 2023 to 30 June 2023

Carbon Monitoring

Gas Usage



Electricity Usage



Please Note

- Carbon consumption for 21/22 and 22/23 is for April, May and June
- 23/24 consumption has only been captured for April and May as data from Sunderland City Council and our PFI partners is not received until mid/end July.