

## WHAT WILL YOU FIND IN OUR YEAR IN REVIEW?

'Our Year in Review' has been produced to provide a snap shot of what 2022/23 looked like for Tyne and Wear Fire and Rescue Service and the communities we serve. In this document we intend to present to you the services we provided between April 1st 2022 and March 31st 2023, how we performed in those 12 months and what we achieved.

You may already know, this will be the last time I provide an annual review after I announced earlier this year that I will retire from my position as Chief Fire Officer in October 2023. I was born in Gateshead, raised in Gateshead and joined my first watch at Gateshead Community Fire Station back in 1997. Tyne and Wear has always been in my blood.

A lot has changed in my 26 year career but I have been as passionate about keeping communities safe as Chief Fire Officer, as I was when I first joined this wonderful Service as a recruit. I firmly believe this is the best Fire and Rescue Service in the country and I am confident that it will continue to meet those high expectations under the stewardship of my replacement, Peter Heath.

My decision to leave has been made easier knowing he will replace me when I do leave. He shares the same passion for community safety as I do and has been by my side over the last 12 months and we have faced big challenges standing side-by-side.

In this review, you will learn about some of those challenges, but you will also see how we are continuing to perform highly when it comes to keeping the people of Tyne and Wear safe. We continue to be the fastest responding fire and rescue service in the country and answer your 999 calls at an incredibly quick rate.

I hope you find this review reassuring and that it gives you the confidence I have that all the staff at Tyne and Wear Fire and Rescue Service are working hard every single day to keep you safe.

If you want to find more information about what we achieved in 2022/23 then why not read our Statement of Assurance. That includes a more in depth look at our activity, including an overview of our budgets and investments.

Thank you for all your support over the last 12 months, and for the support you have shown me in my 26 years with this Service.



**Chris Lowther QFSM**  
Chief Fire Officer and Chief Executive

*Our Vision*

**'Creating the Safest Community'**

*Our Mission*

**'To save life, reduce risk, provide humanitarian services and protect the environment.'**

## WHAT YOU SAID ABOUT OUR SERVICE

*"To the fire crew who saved my house. Thank you."*

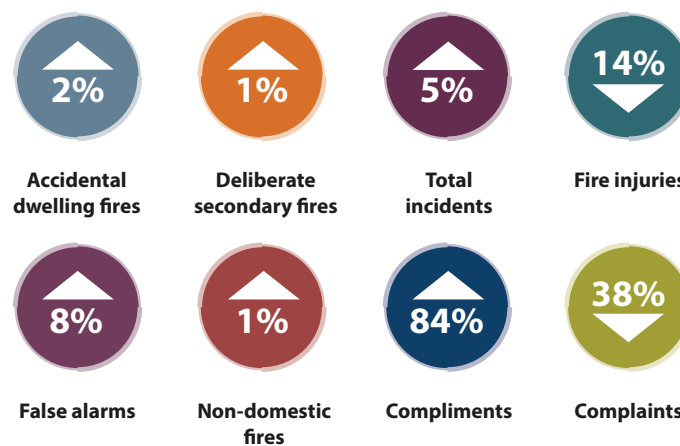
*"I would like to take this opportunity to say a huge thank you to Tyne and Wear fire service. I called them on a weekend as my elderly Mother's smoke detectors had started bleeping intermittently. They had just been fitted in May so I was unsure if they were faulty. Three of the most friendly, helpful fire fighters arrived on a Saturday evening to replace the detectors. They took time to do a fire safety check and brief talk about slips and falls. Talk about service with a smile!"*

*"Today I had to go to South Shields Fire Station for help and they were brilliant. I lost my hubby 15 years ago and my three children brought me a gold ring with his ashes in obviously it means the world to me as I felt he was always beside me. Tomorrow I am having a operation on my hand and I could not get my ring off. I was absolutely gutted. I've cried buckets. I went down and they managed to get my ring off without cutting it off. I so grateful as it was inscribed inside cutting it might of caused damage. I can't thank them enough."*

*"Thank you to Ben for showing my little boy Archie around his fire engine today whilst doing safety checks in my area. You've made his day!"*

*"Would just like to leave a quick thank you and well done for everything you all do, 999 was phoned this morning after a small grass fire had started across the road from the nursery on our nearby housing estate in Jarrow, the children were fascinated watching you put the fire out and none stop talked about that you do all day, the fire we saw was nothing compared to what some of you are tackling at the minute but it goes to show your work doesn't go unnoticed."*

## HOW DO YOU THINK WE DID?



Percentage changes in relation to figures 2021/22

## YOUR VIEWS AND OPINIONS MATTER TO US AND WE WANT YOUR FEEDBACK

If you would like our plan in another format or language, please contact **0191 444 1500**.

You can make a complaint, compliment, or tell us how we've done by visiting **[www.twfire.gov.uk](http://www.twfire.gov.uk)**

You can also follow us on social media at:



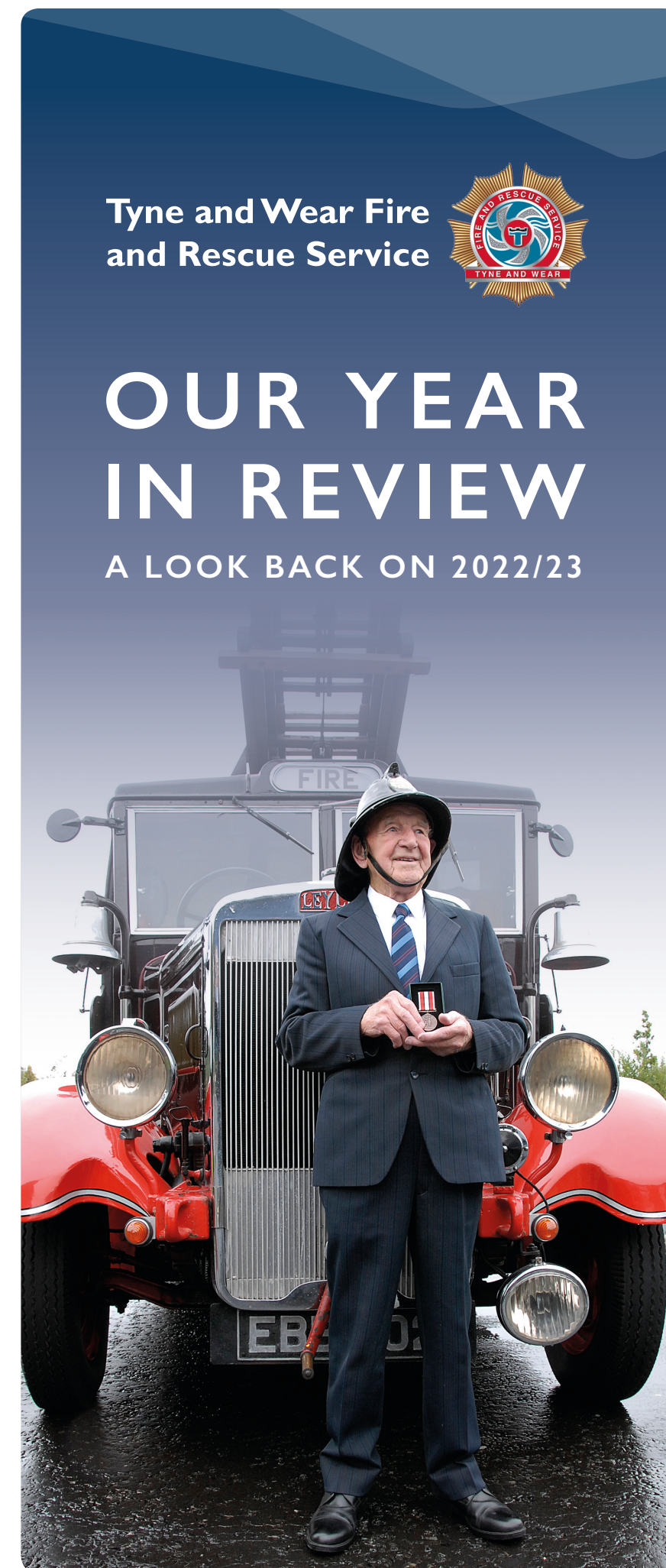
@Tyne\_Wear\_FRS



@TWFRS

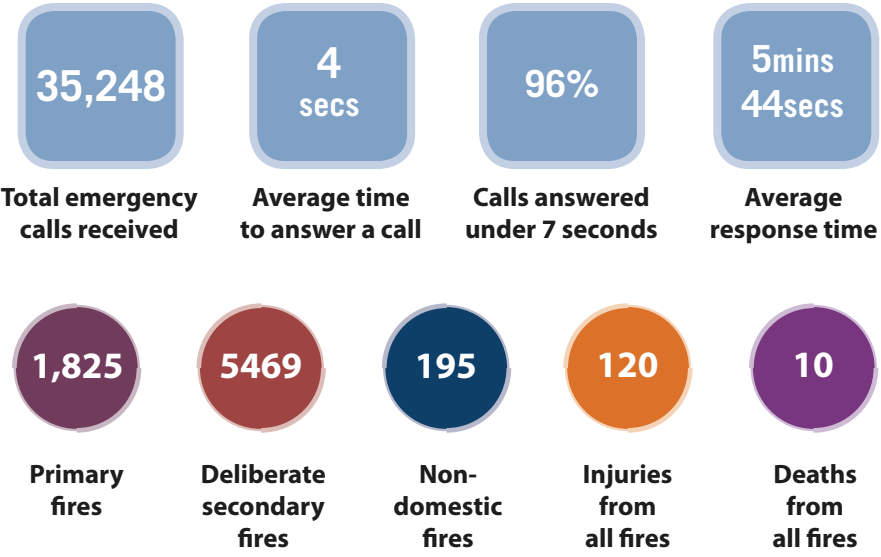


@TWFRS

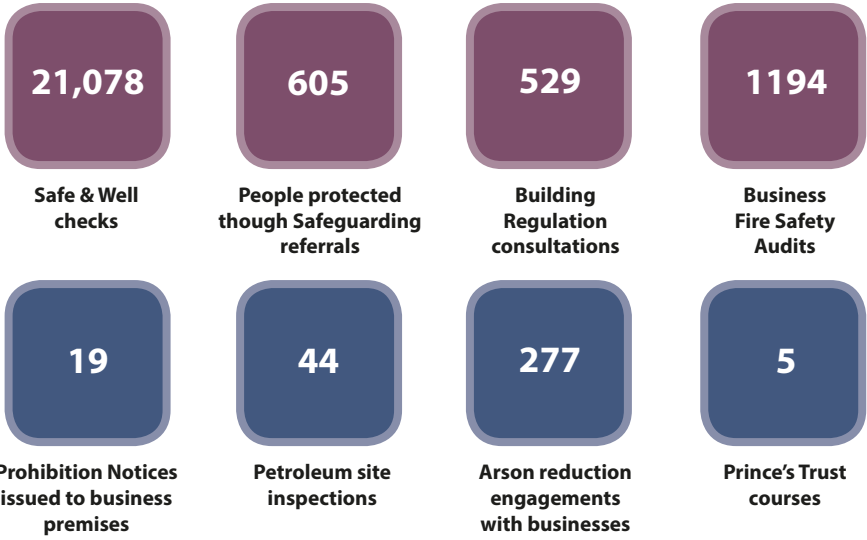




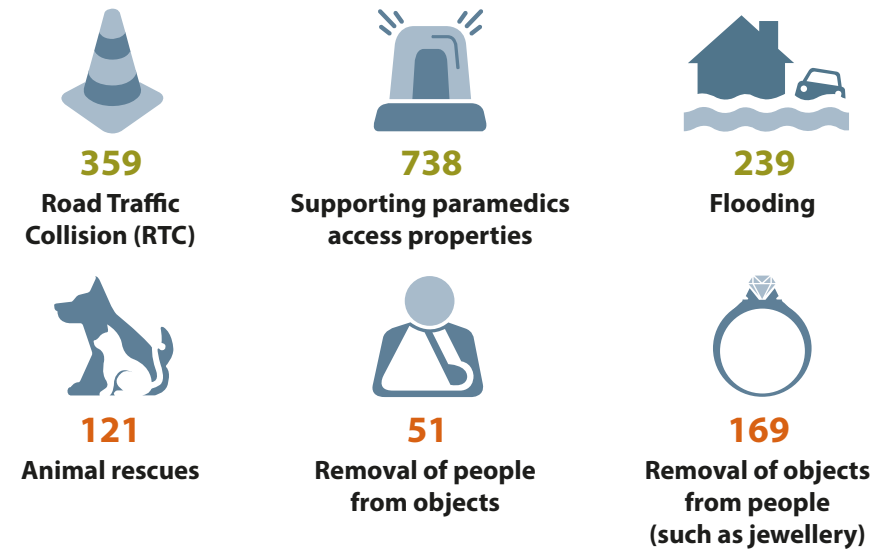
OUR RESPONSE



OUR PREVENTION WORK

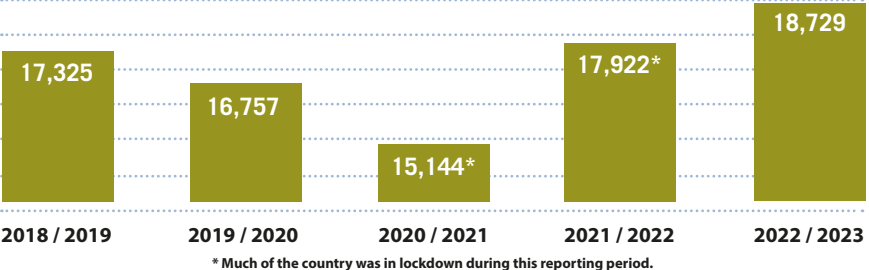


HOW ELSE WE KEPT YOU SAFE

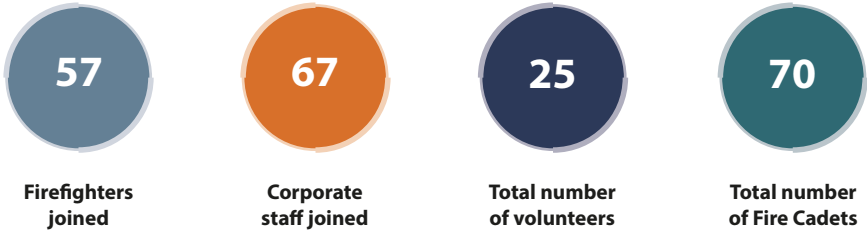


\* Figures show each time we responded to a call of that nature

TOTAL NUMBER OF INCIDENTS



OUR STAFF



TOP CAUSES OF ACCIDENTAL FIRES IN THE HOME



APR / MAY

- 18 new whole-time firefighters passed their recruits course and deployed on station
- Multi-agency exercise held to test a major fire at a COMAH chemical plant in North Tyneside
- Community open day held at South Shields Fire Station with hundreds of families attending
- Firefighters spend seven hours tackling a fire at derelict Stereo Bar in Newcastle City Centre



JUN / JUL

- Firefighter Dave Irwin raises £3,000 to help fund installation of new throwline board in memory of his son Ross
- TWFRS rated 'GOOD' by His Majesty's Inspectorate for Constabularies and Fire and Rescue Services (HMICFRS)
- Emergency services unite to issue water safety plea on World Drowning Prevention Day
- Crews from Birtley Fire Station praised after overseeing 83% reduction in deliberate secondary fires



AUG / SEP

- 'Lifesavers' campaign asks family, friends and neighbours of vulnerable residents to submit a referrals
- Incredible response to wildfires across the region as soaring temperatures lead to 500 calls in just 48 hours
- Firefighters deployed to Norfolk to support colleagues with their response to wildfires that destroyed homes
- Tributes paid to Her Majesty Queen Elizabeth II after the announcement of her death



OCT / NOV

- Our hard-hitting Darker Nights urges young people to behave responsibly over half term
- Fire cadets hailed as community heroes after raising hundreds of pounds for a local specialist school
- Joint seminar held alongside the FBU to explore health risks of firefighter exposure to contaminants
- Multi-agency exercise held at Newcastle Arena to test emergency services terror response



DEC / JAN

- Perfect Christmas gift for our communities as 24 new whole-time firefighters pass out
- Turf-cutting ceremony held at the site of the Hebburn Tri-Station as construction gets underway
- We said a sad goodbye to the world's oldest retired firefighter, and TWFRS hero, Joe Dixon
- Reports of vulnerable residents using their stove to keep warm during the winter as cost of energy spikes



FEB / MAR

- HMICFRS release water-shed report on culture in the fire and rescue sector
- Firefighters run from Newcastle to Leicester to raise £15,000 for cancer patient and nephew of serving firefighter
- We become the first to offer firefighters voluntary blood screening to support FBU-funded research into contaminants
- Chief Fire Officer Chris Lowther announces his intention to retire after 26 years of service in Tyne and Wear



FIND OUT ABOUT OUR ACCREDITATIONS



Tyne and Wear Fire and Rescue Service

