

Tyne and Wear Fire and Rescue Service



Quarter 2 Performance Report 2023/24

01 April 2023 to 30 September 2023



2023/24

01 April 2023 to 30 September 2023

Our Indicators focus on incidents and fires attended by Tyne and Wear Fire and Rescue Service 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 Service deliver:-

Our Vision

“Creating the Safest Community”

Our Mission

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

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 drives and directs Service transformation over a five year period. There are three strategic priorities of this programme:



Improving Inclusion and Diversification



Continuing an All Hazards Approach to Firefighter Safety



Enhancing our use of 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 report was ran on 10/10/2023

Q2 2023/24 Operational Performance highlights compared with Q2 2022/23:

- 9,138 incidents attended, this is a decrease of 18% (1952), (LI32).
- Injuries from all fires remained the same, 63 (LI05).
- Injuries from accidental dwelling fires decreased by 29% (5) (LI03).
- 3 of the injuries from accidental dwelling fires were caused by Cooker incl. oven. (LI03).
- Males accounted for 67% of the injuries from accidental dwelling fires.
- There was an increase of 1 accidental dwelling fire (LI08).
- An alarm was present in 85% of accidental dwelling fires.
- In 72% of accidental dwelling fires the alarm activated, the main reason for non-activation was 'the fire not close enough to detector'.
- There was a 37% (1616) decrease in deliberate fires (LI33).
- False alarms in domestic premises (LI23) have increased by 14% (214) and false alarms in non-domestic premises have decreased by 7% (60).
- The overall average response time was 5 minutes 40 seconds, this is ten seconds quicker than in Q2 2022/23.



















TWFRS Performance Against Targets

01 April 2023 to 30 September 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	12 Target: 15 (-20%)	63 Target: 71 (-11.3%)
Accidental Fires in Dwellings (LI08)	Accidental Kitchen Fires in Dwellings (LI09)	Accidental Non Kitchen Fires in Dwellings (LI10)	Deliberate Secondary Fires (LI16)
234 Target: 238 (-1.7%)	137 Target: 130 (+5.4%)	97 Target: 109 (-11%)	2,277 Target: 2,859 (-20.4%)
Deliberate Refuse Fires (LI18)	Malicious False Alarms Attended (LI21)	AFA's to Non Domestic premises (LI22)	AFA's to Domestic premises (LI23)
1,462 Target: 1,619 (-9.7%)	114 Target: 88 (+29.5%)	777 Target: 753 (+3.2%)	1,705 Target: 1,354 (+25.9%)
Fire Calls (LI24)	Primary Fires (LI29)	Total Incidents (LI32)	Fires in Non Domestic premises (LI35)
3,766 Target: 4,643 (-18.9%)	881 Target: 911 (-3.3%)	9,138	79 Target: 98 (-19.4%)

TWFRS Performance Summary

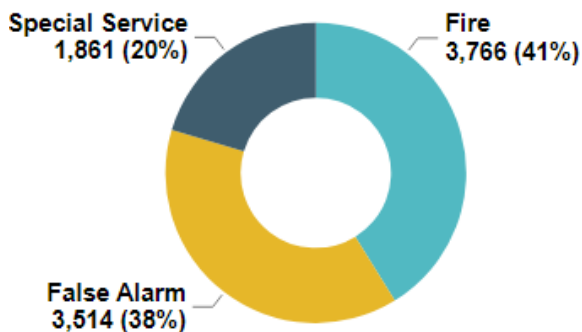
01 April 2023 to 30 September 2023

Fires  3,766  Previous 5,817 -35 %	False Alarms  3,514  Previous 3,663 -4 %	Special Service  1,861  Previous 1,610 16 %
Total Incidents  9,141  Previous 11,090 -18 %	Fire Injuries  63  Previous 63 0 %	Fire Fatalities  2  Previous 2 0
Accidental Dwelling Fires  234  Previous 233 0 %	Deliberate Fires  2,715  Previous 4,332 -37 %	Non Domestic Fires  79  Previous 102 -23 %

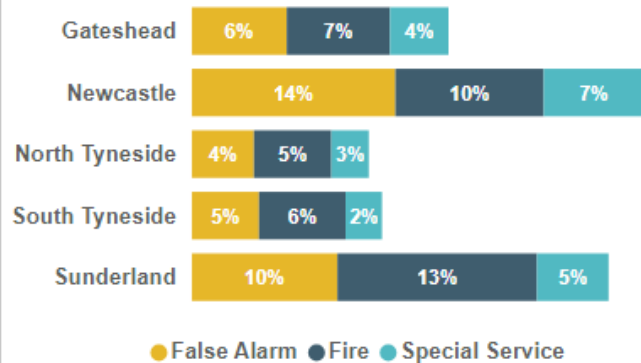
Incidents by Time of Day

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	39	26	31	24	23	17	20	34	21	38	37	24	45	49	54	35	61	101	117	135	110	85	60	50
Tuesday	35	30	23	23	26	28	15	25	34	38	38	29	28	48	55	58	71	96	115	123	125	97	54	57
Wednesday	33	38	23	20	22	14	26	37	20	32	34	36	48	42	40	59	65	86	97	113	118	90	49	53
Thursday	45	48	23	12	25	31	26	24	28	26	54	44	48	53	55	56	67	84	121	116	112	81	66	51
Friday	51	46	41	26	25	24	19	32	26	32	43	43	50	41	58	57	69	86	107	101	122	83	70	61
Saturday	59	48	44	39	29	36	18	20	32	38	39	50	45	60	68	74	85	91	89	105	113	84	76	58
Sunday	45	35	38	26	29	27	19	20	32	40	45	48	64	53	69	107	78	110	122	124	114	78	63	44

Incidents by Type



Incident Types by District

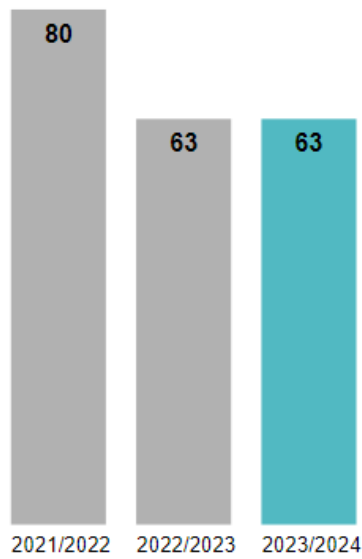


Injuries from all Fires

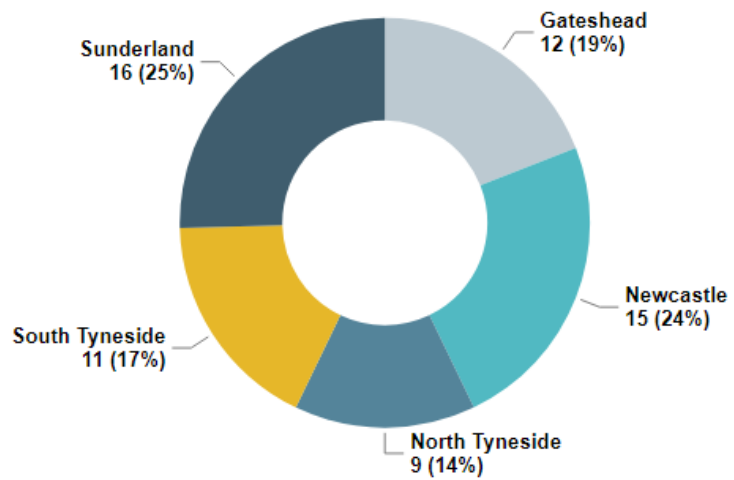
Including first aid and precautionary checks

01 April 2023 to 30 September 2023

Injuries from All Fires



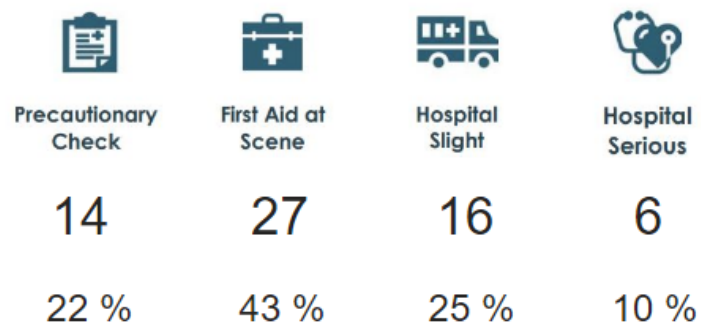
All Fire Injuries by District



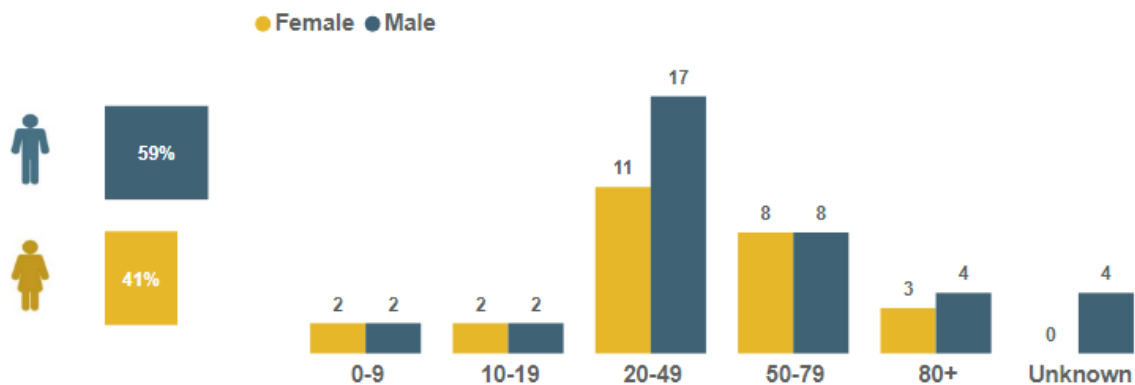
Injury Main Cause All Fires



Injury Severity All Fires



Victim Age / Gender All Fires

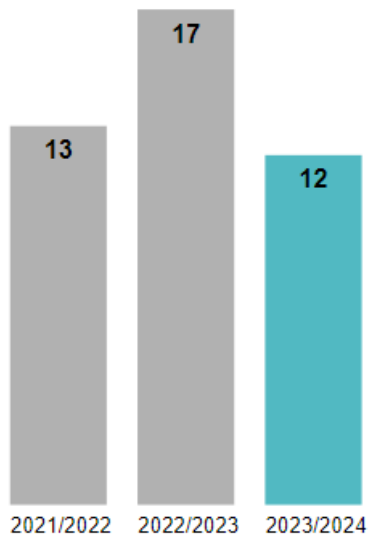


Injuries from Accidental Dwelling Fires (ADF)

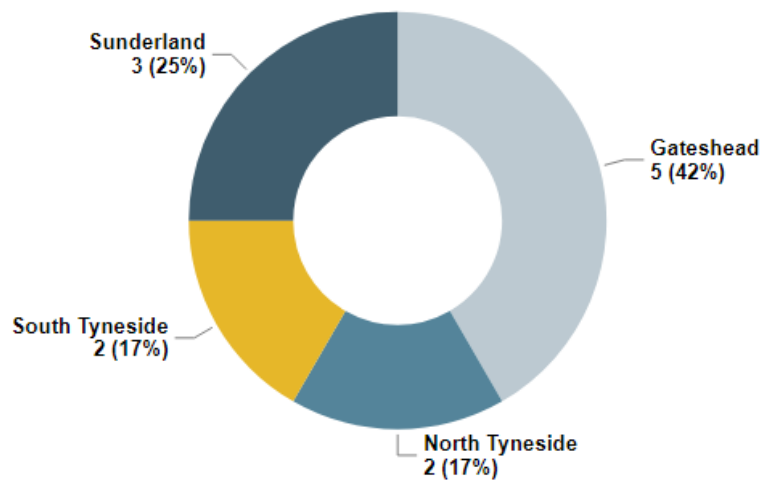
Excluding first aid and precautionary checks

01 April 2023 to 30 September 2023

Injuries from ADF



ADF Injuries by District



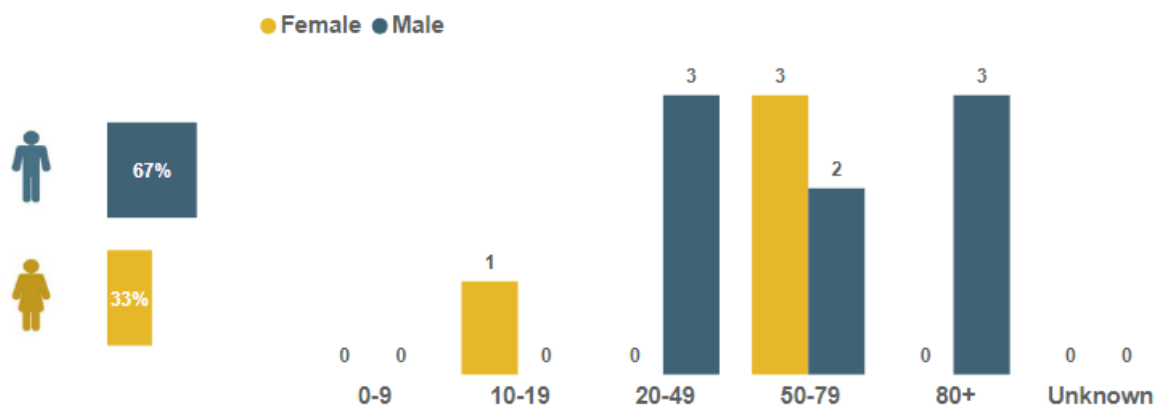
Injury Main Cause ADF



Injury Severity ADF



Victim Age / Gender ADF Injuries



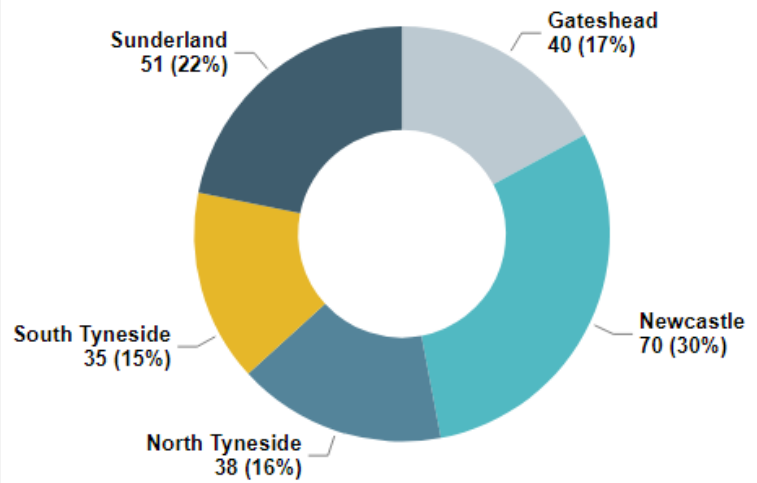
Accidental Dwelling Fires (ADF)

01 April 2023 to 30 September 2023

ADF by Year



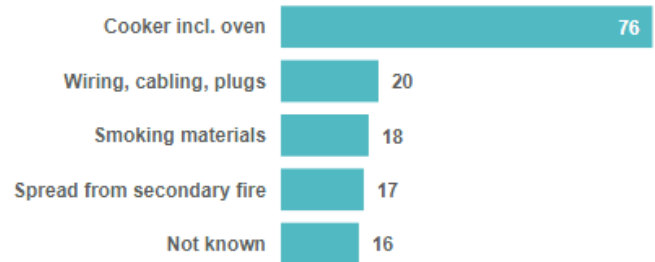
ADF by District



Performance Summary

	Same Period Last Year	3 Year Average
Gateshead	5 %	-4 %
Newcastle	8 %	-0 %
North Tyneside	-7 %	-1 %
South Tyneside	3 %	23 %
Sunderland	-7 %	-9 %
Service	0 %	-2 %

ADF by Source of Ignition (Top five)



Alarm Detection and Actuation



Alarm Present

85%



Alarm Activated

72%

Human Factors



Distraction

15%



Falling asleep / asleep

8%

Main Reason for Non Activation

Fire not close enough to detector

Alcohol/Drug Impairment

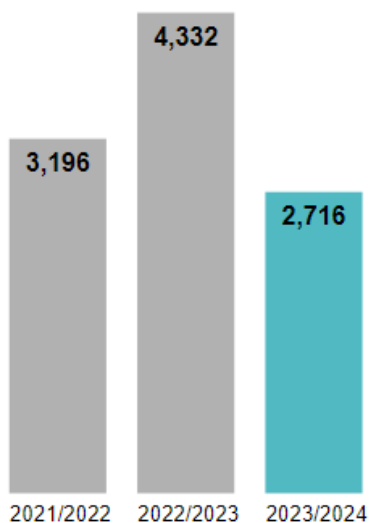


7%

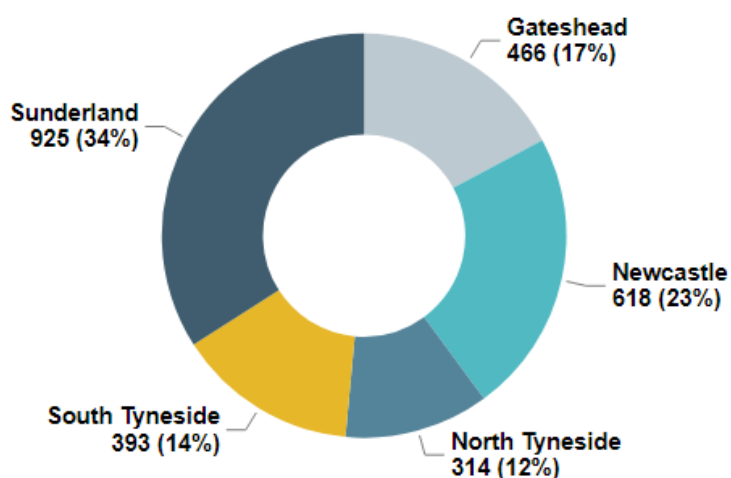
Deliberate Fires

01 April 2023 to 30 September 2023

Deliberate Fires by Year



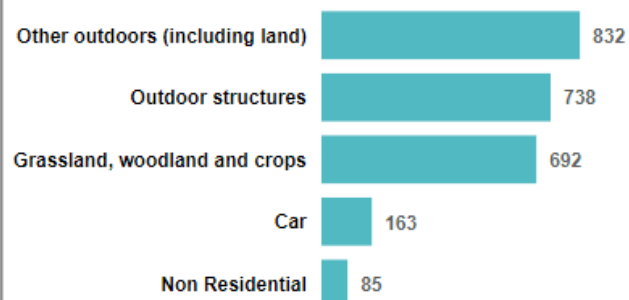
Deliberate Fires by District



Performance Summary

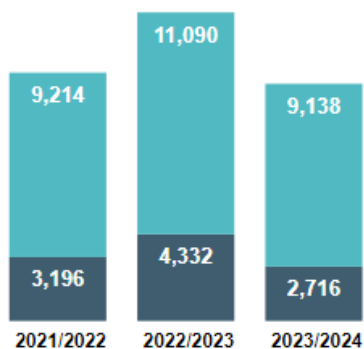
	Same Period Last Year	3 Year Average
Gateshead	-18 %	7 %
Newcastle	-41 %	11 %
North Tyneside	-36 %	19 %
South Tyneside	-23 %	22 %
Sunderland	-46 %	16 %
Service	-37 %	12 %

Deliberate Fires by Property Type (Top five)



Deliberate Fires Compared to All Incidents

● Total Deliberate ● Total Incidents



Deliberate Fires by Classification

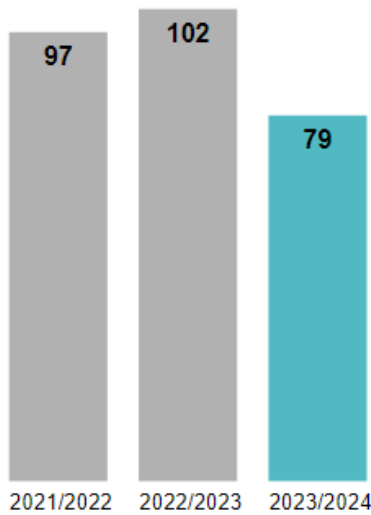
● Primary ● Secondary



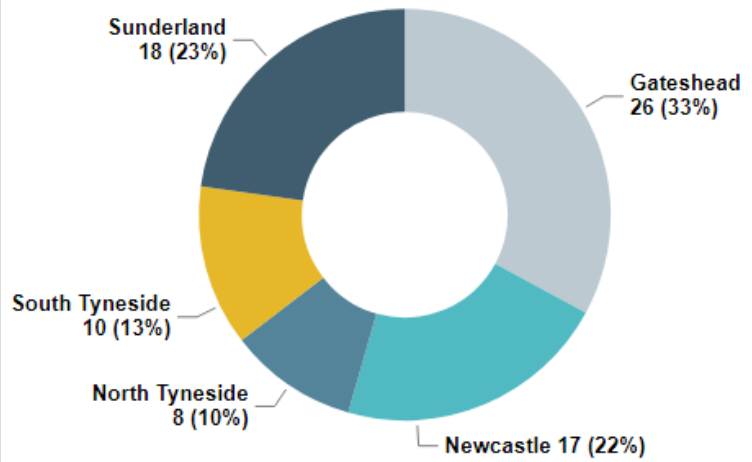
Non Domestic Fires

01 April 2023 to 30 September 2023

Non Domestic Fires by Year



Non Domestic Fires by District



Performance Summary

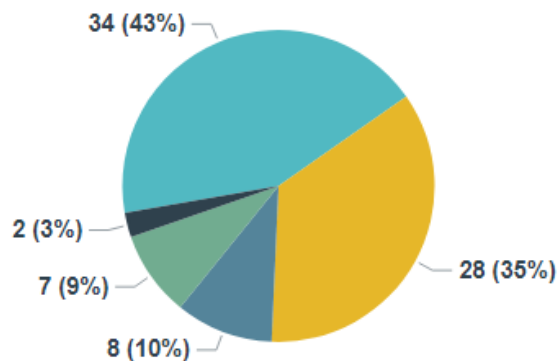
	Same Period Last Year	3 Year Average
Gateshead	24 %	5 %
Newcastle	-48 %	9 %
North Tyneside	-20 %	-21 %
South Tyneside	-29 %	-2 %
Sunderland	-25 %	-4 %
Service	-23 %	-4 %

Non Domestic Fires Property Type (Top five)



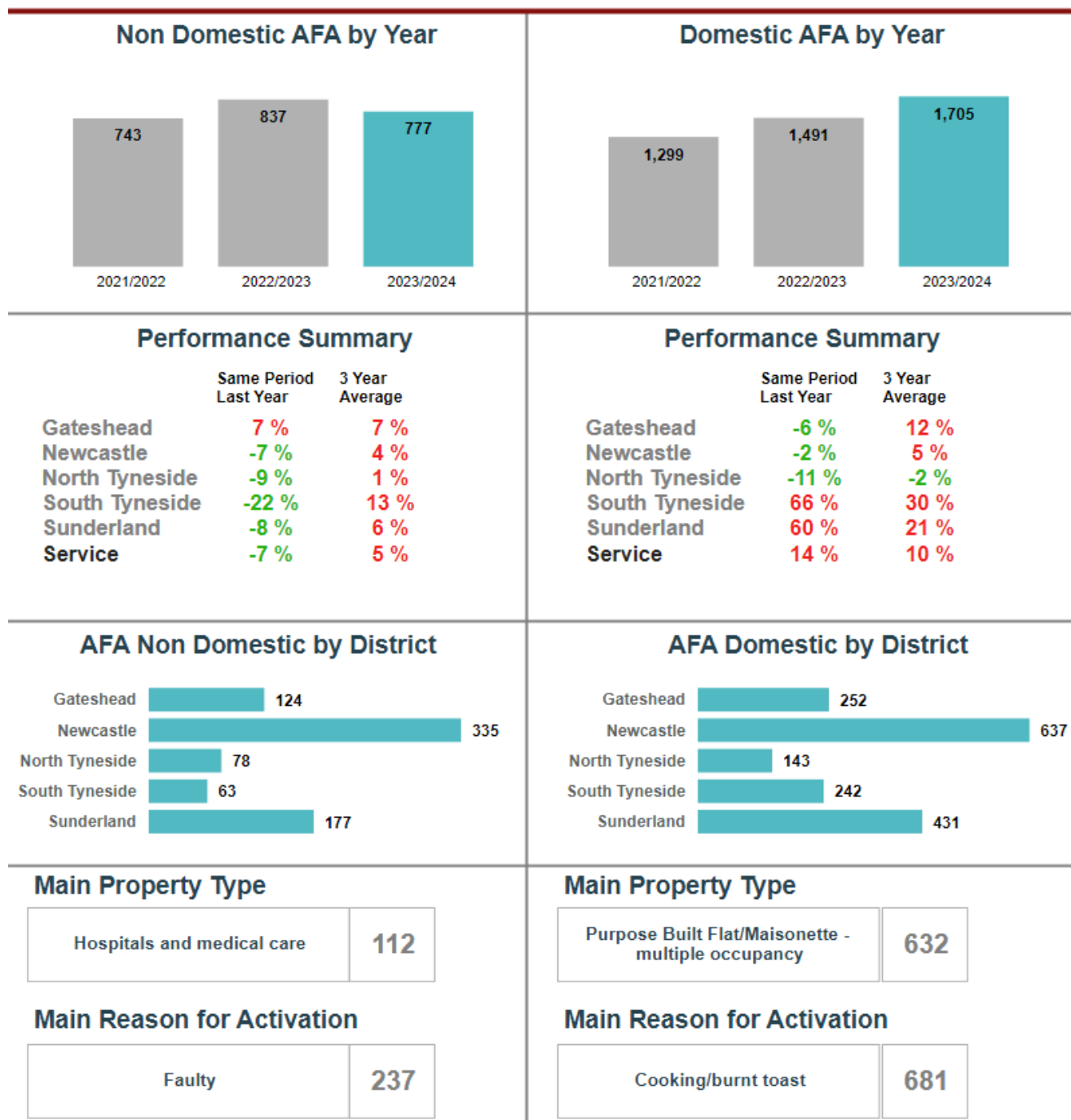
Non Domestic Fires by Motive

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

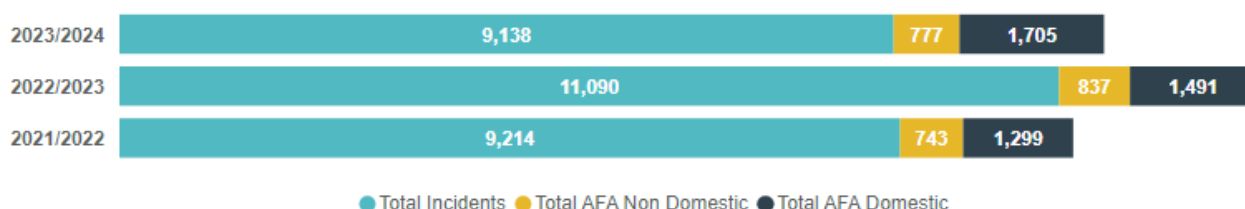


Automatic False Alarms (AFA)

01 April 2023 to 30 September 2023

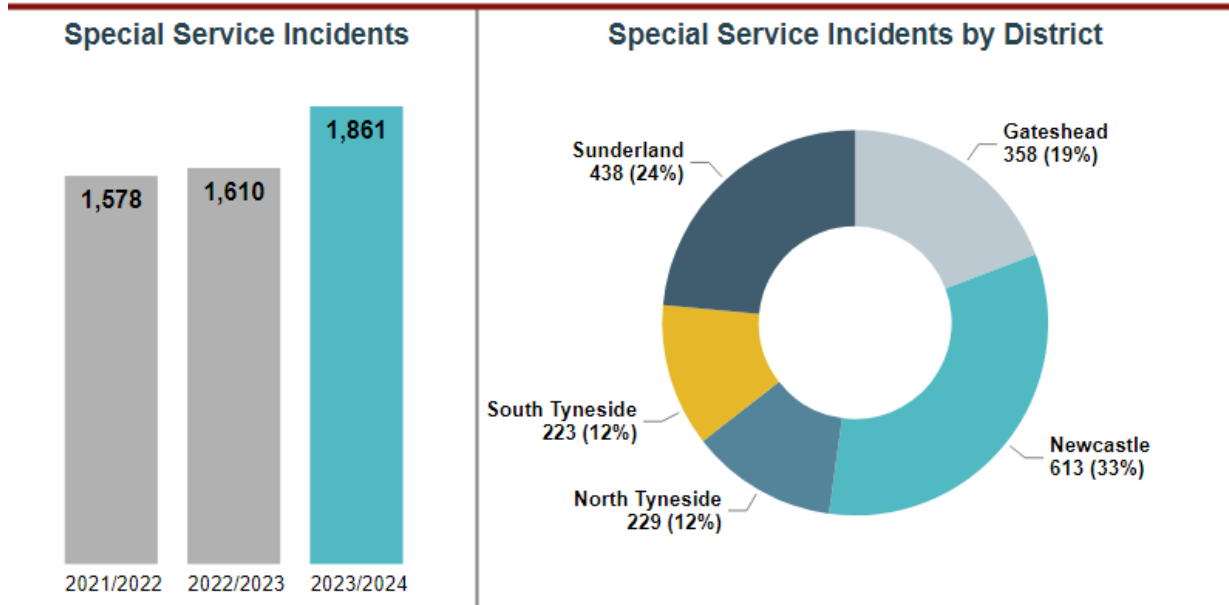


AFA's Compared to all Incidents

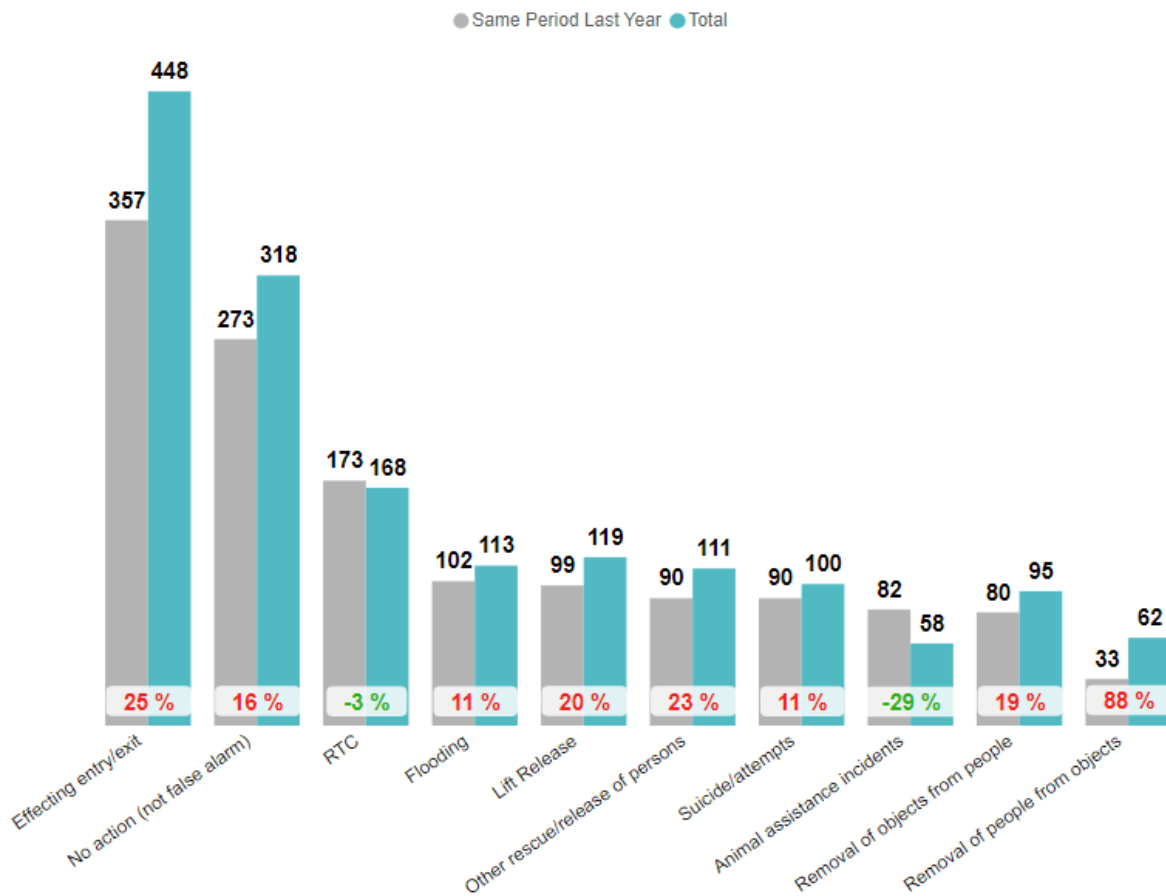


Special Service Incidents

01 April 2023 to 30 September 2023



Special Service by Type (including % change)



Internal Performance Monitoring

01 April 2023 to 30 September 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 on 10/10/2023

Q2 2023/24 internal performance highlights compared with Q2 2022/23:

- A total of 11,615 Safe and Well visits carried out, an increase of 489 (4.4%).
- Staff sickness 3,741 shifts lost, 842 (18.4%) less compared to Q2 2022/23.
- Total of 16,994 Emergency Calls, a (4089) decrease on Q2 2022/23, of the 16,994 calls 97% were answered within seven seconds.
- The average response time for the first appliance to Risk Level 1 was 5 minutes 15 seconds, this is 2 seconds quicker than in Q2 2022/23.
- 17 accidents to TWFRS personnel were reported, a reduction of 12 (41%) from Q2 2022/23.
- 30 near miss reports were submitted to Health and Safety, a reduction of 17 (36%).
- 28 attacks on Firefighters, a reduction of 1 (3.8%) from Q2 2022/23.
- 842 Fire Safety Audits carried out, 42% of yearly target.
- Pumping appliances were available 96.6% of the time during Q2, this compares to 93.4% in Q2 2022/23.

Internal Performance Monitoring

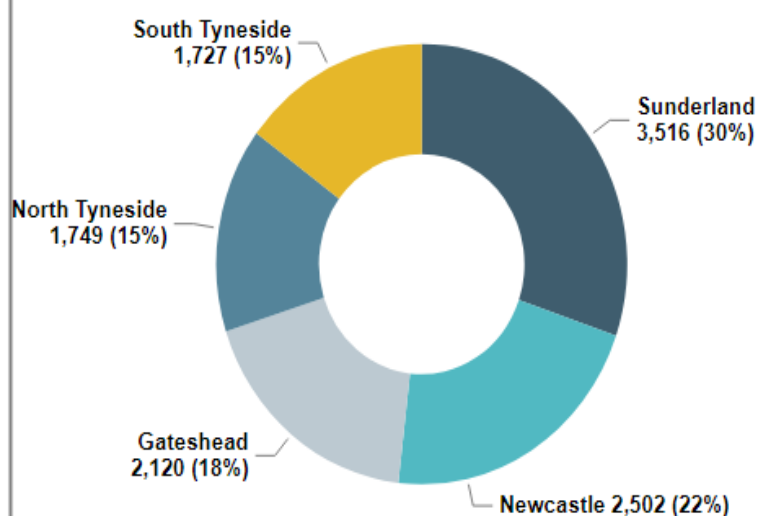
01 April 2023 to 30 September 2023

Safe and Well Visits

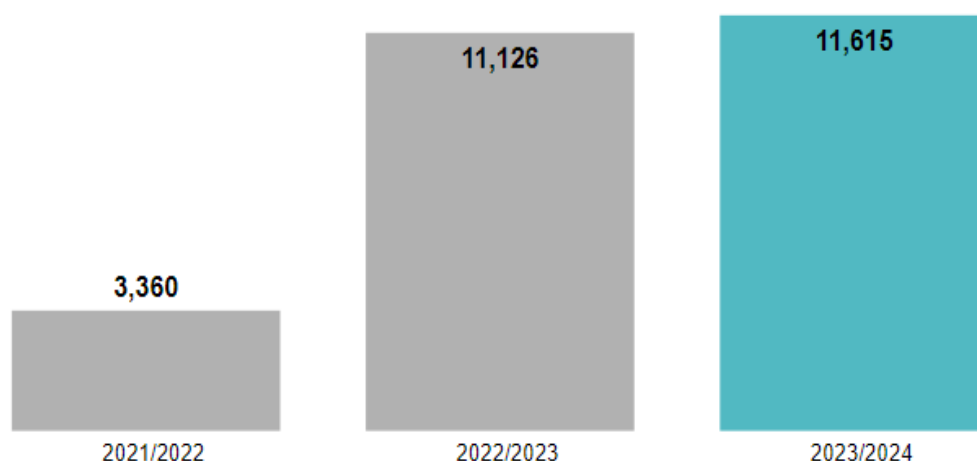


11,615

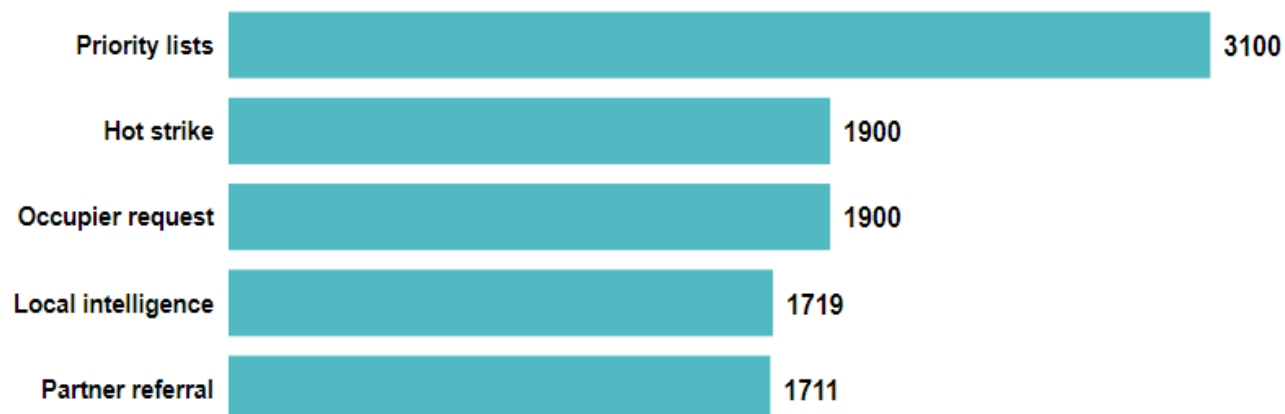
Safe and Well Visits by District



Safe and Well Visits



Reason for Visit (Top five)

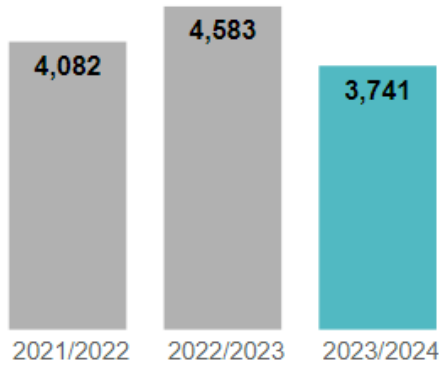


Internal Performance Monitoring

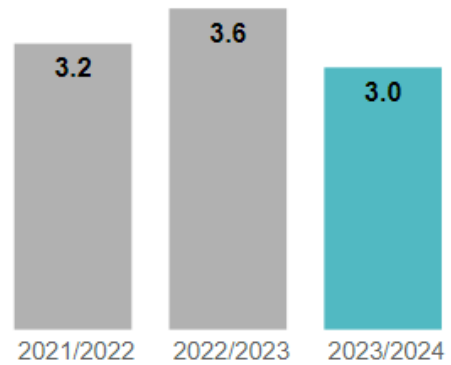
01 April 2023 to 30 September 2023

Staff Sickness Absence

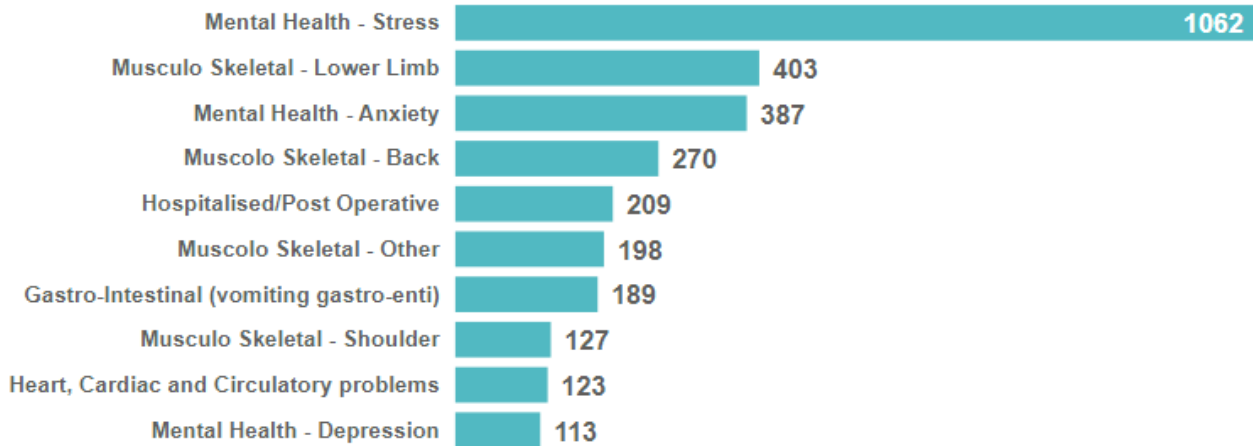
Total Shifts Lost



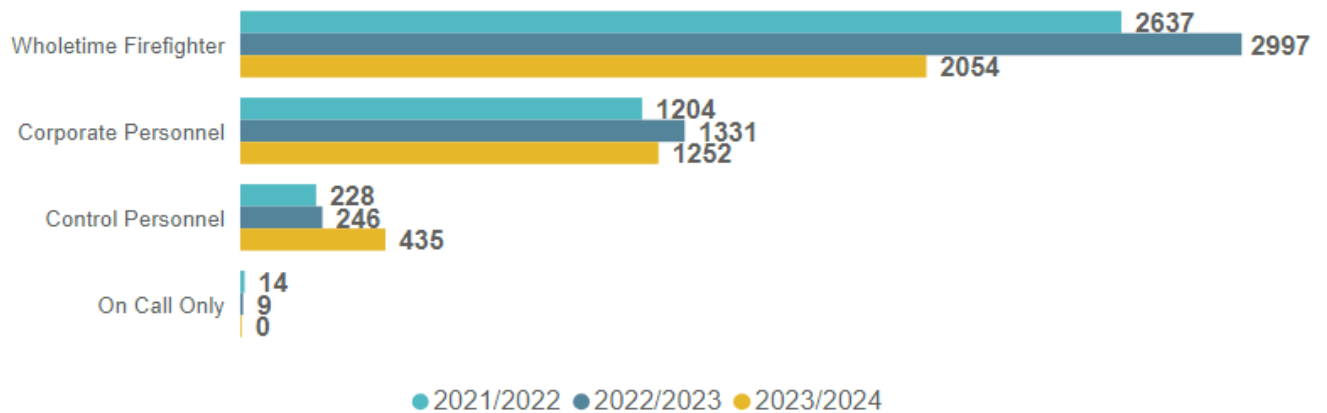
Shifts Lost Per Person



Shifts Lost Main Reason for Absence



Shifts Lost by Category



Internal Performance Monitoring

01 April 2023 to 30 September 2023

Total Emergency Calls		Fiscal Year	Number of Calls	Number of Calls Answered in Under 7 Seconds	%
	16994				
		2023/2024	16994	16433	97 %
		2022/2023	21083	20176	96 %
		2021/2022	16882	15808	94 %

Emergency Response Time

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

Average response time to all Incidents

5m 40s

Previous

5m 50s

Average response time to Risk Level 1 Incidents

Risk Level	2021/2022	2022/2023	2023/2024
1	00:05:24	00:05:17	00:05:15

Emergency Response Time - Risk Level

First Appliance at a Risk Level 1* Incident on Scene within 6 Minutes **71.52%**

First Appliance at a Risk Level 1 & 2* Incidents on Scene within 8 Minutes **88.18%**

Second Appliance at a Risk Level 1* Incident on Scene within 8 Minutes **68.01%**

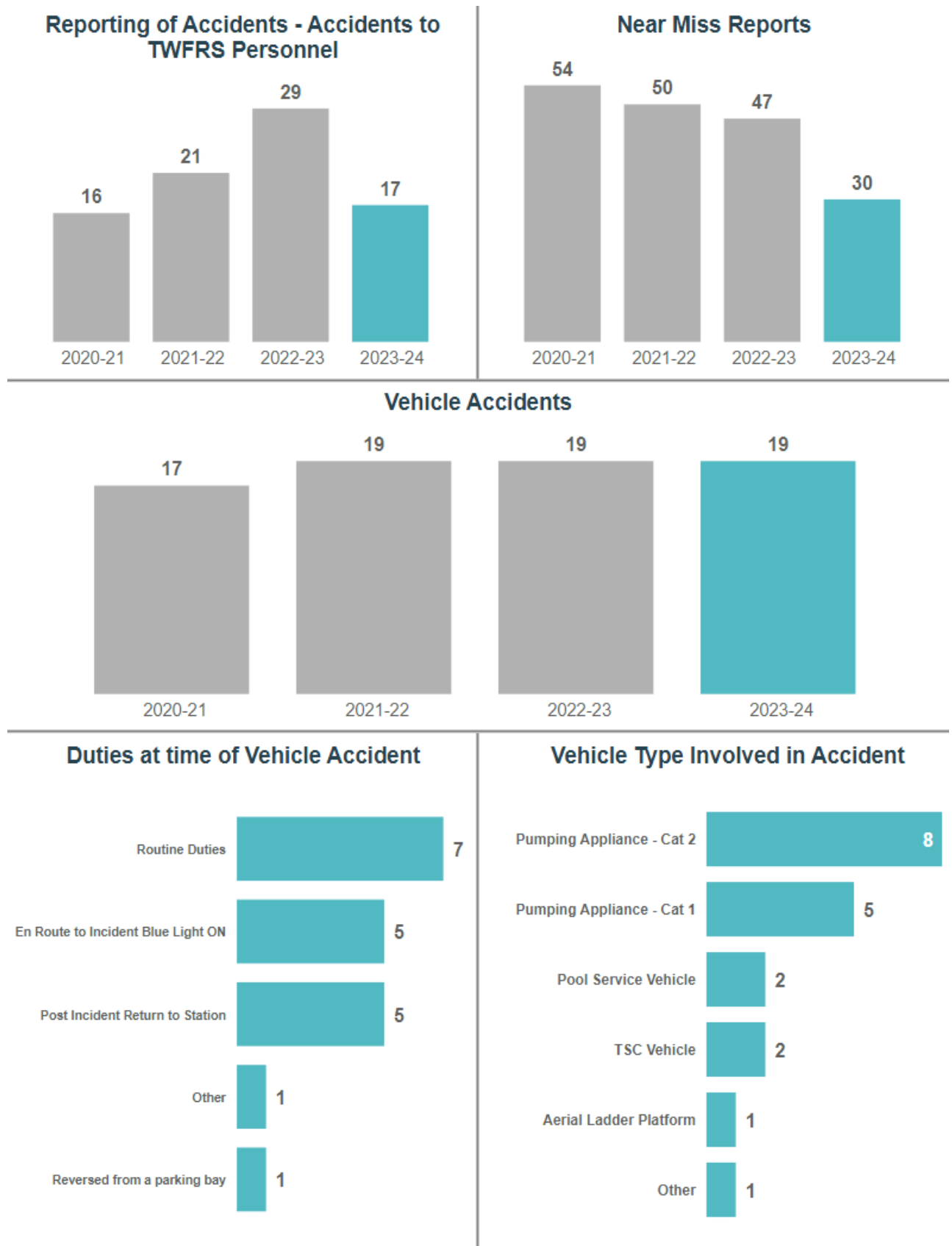
First Appliance at a Risk Level 1 & 2* Incidents on Scene within 10 Minutes **95.06%**

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

Risk Level 2 - Moderate life risk

Internal Performance Monitoring

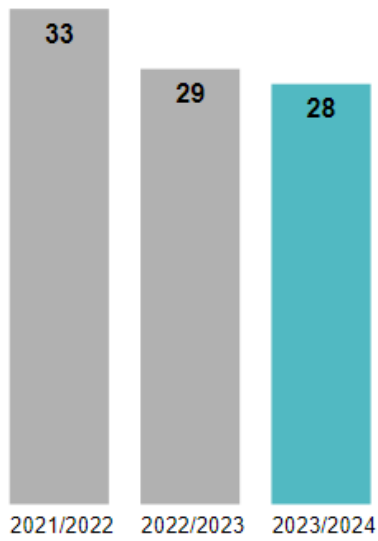
01 April 2023 to 30 September 2023



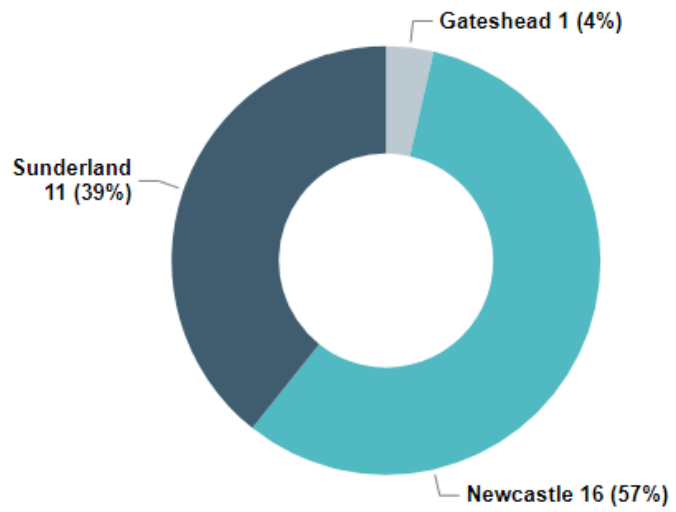
Internal Performance Monitoring

01 April 2023 to 30 September 2023

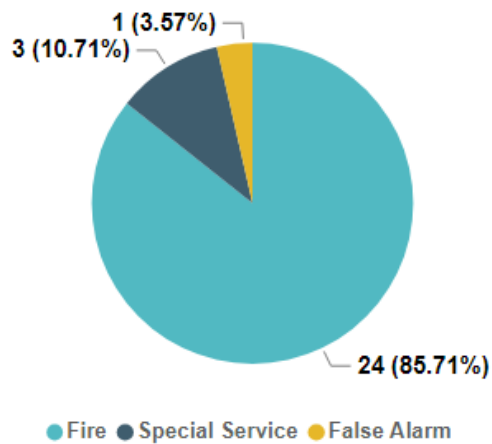
Attacks on Firefighters



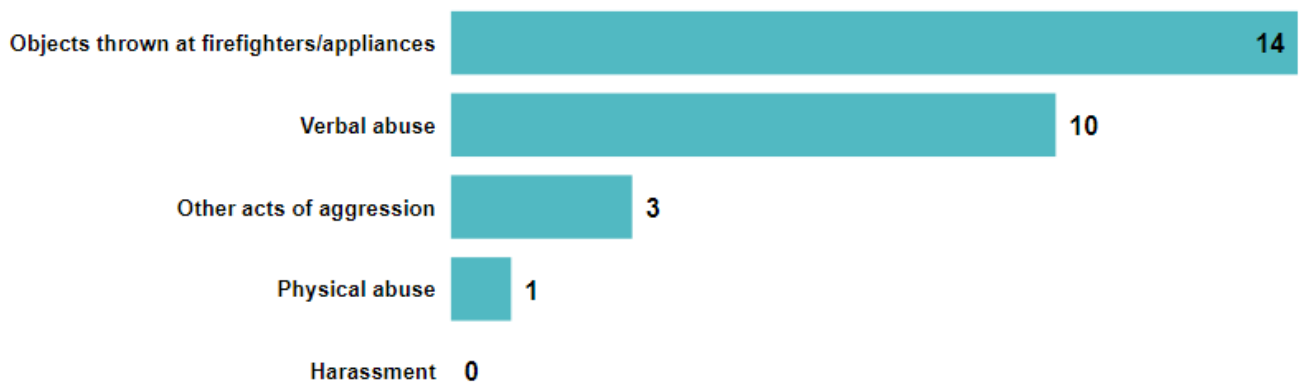
Attacks on Firefighters by District



Incident Type



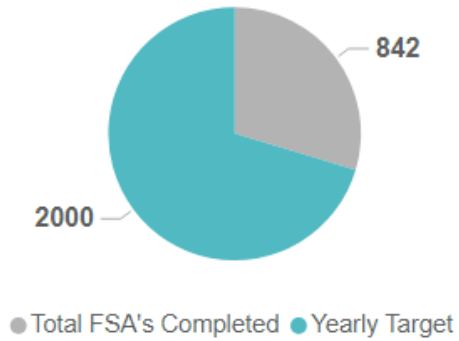
Types of Attacks



Internal Performance Monitoring

01 April 2023 to 30 September 2023

Fire Safety Audits



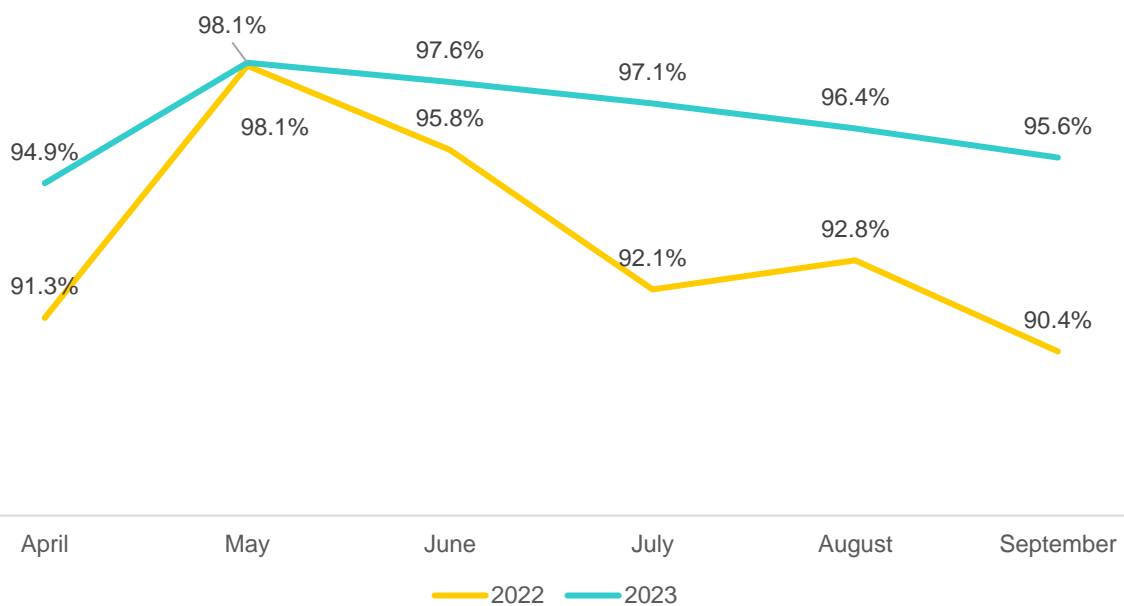
FSA's Completed

842

% Of Yearly Target
Completed

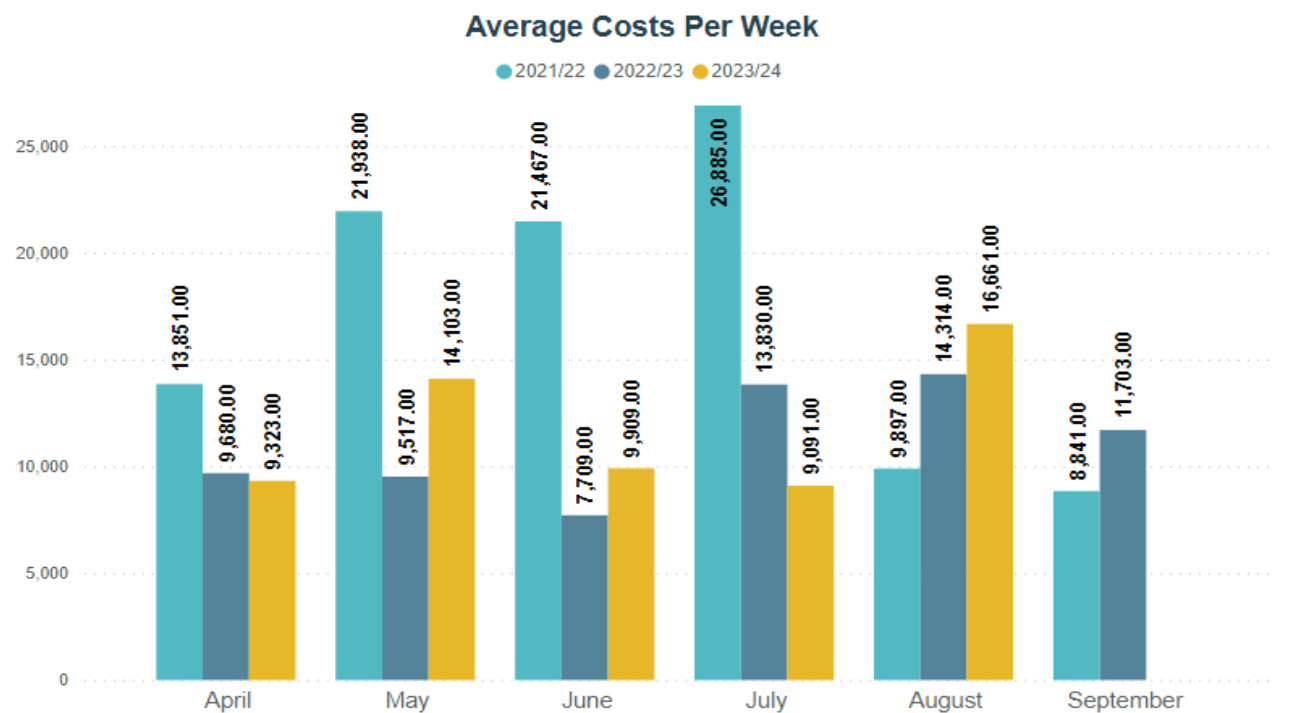
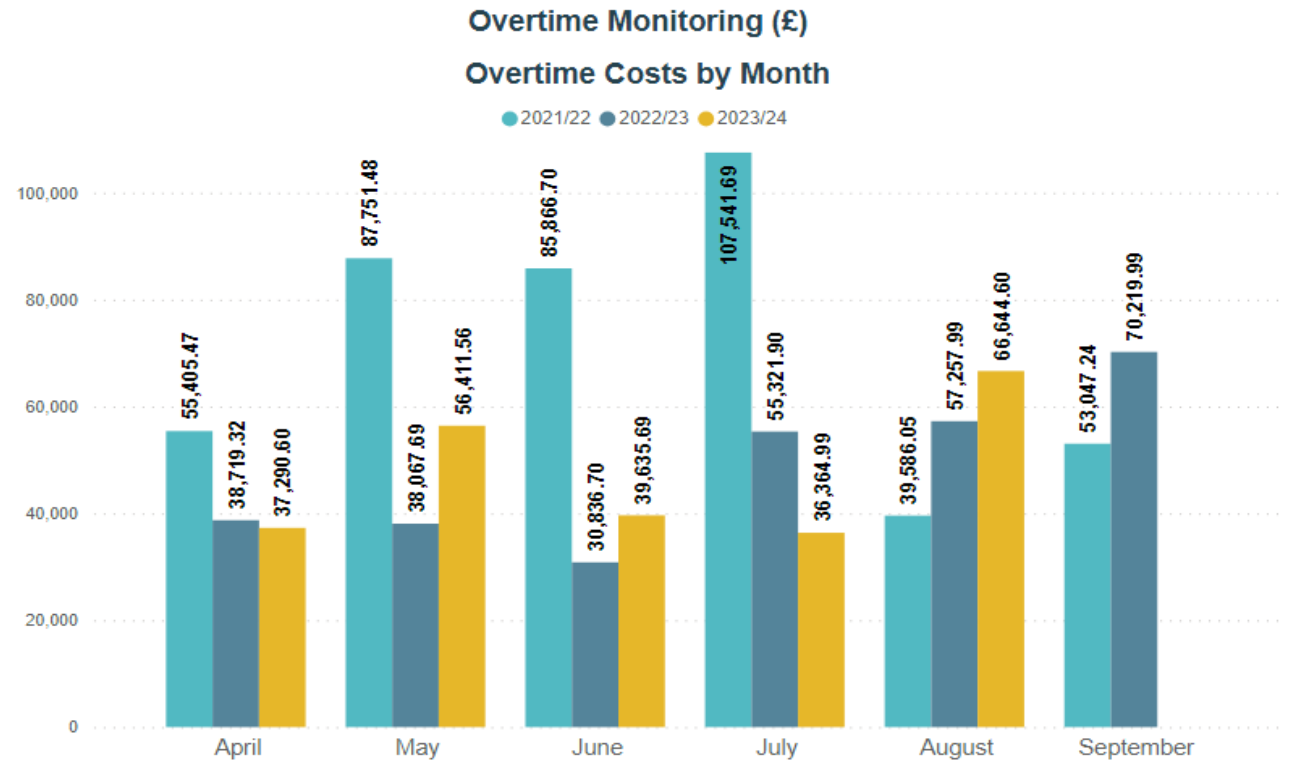
42.1%

Appliance Availability



Internal Performance Monitoring

01 April 2023 to 30 September 2023



Please Note

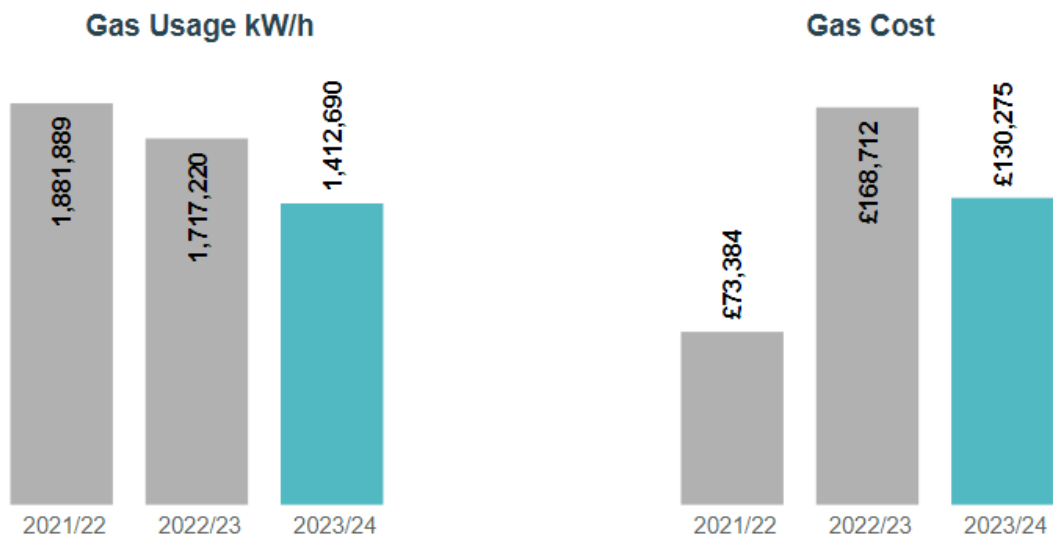
- Costs are shown for the month that the overtime was worked
- Overtime is paid in Arrears in accordance with Payroll Attendance records
- Costs are overtime payments only; no on costs are included
- September costs are not available until October's pay period
- August costs relate to the period 17/07/2023 – 13/08/2023

Internal Performance Monitoring

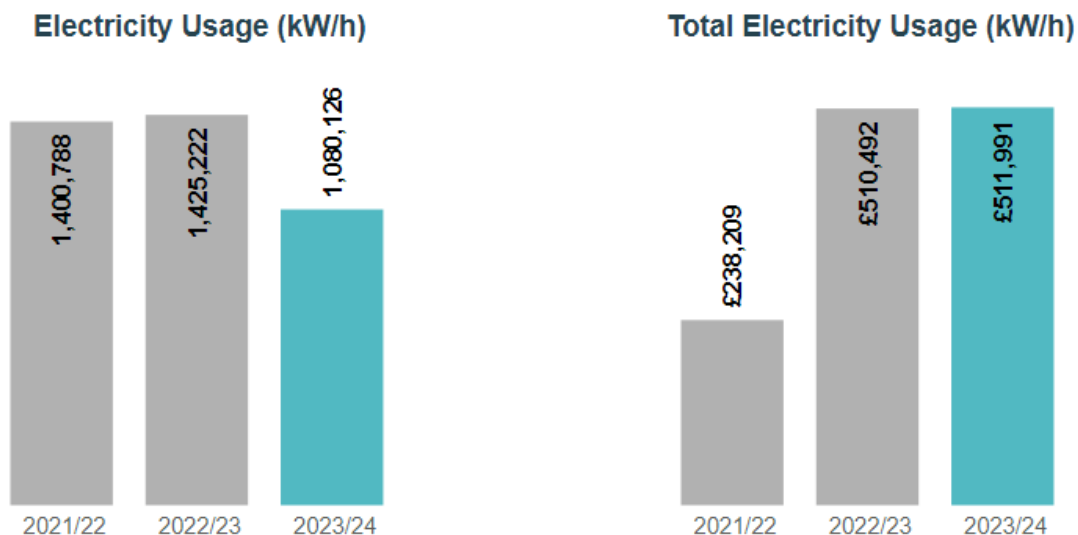
01 April 2023 to 30 September 2023

Carbon Monitoring

Gas Usage



Electricity Usage



Please Note

- 2023/204 consumption excludes September as data from Sunderland City Council and our PFI partners is not received until mid/end October.
- Gosforth, Hebburn and Rainton Bridge have no consumption or cost for Electricity for the month of July and August. Sunderland Council are liaising with the Electricity supplier who are investigating.