

Tyne and Wear Fire and Rescue Service

Creating the Safest Community



Lift rescue incidents 01/01/2022 to 31/12/2023

Data, Intelligence and Safety

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1 Request

Request received:

Provide the figures in plain numbers, not percentages.

1) How many times was the Tyne and Wear Fire and Rescue Service called out to lift/elevator-related incidents in 2023? (1st Jan-31st Dec)

1a) How many of these total call outs required the fire service to rescue, or help to rescue, one or more parties stuck in a lift/elevator?

1b) How many of these total call outs were deemed as an emergency by the fire service?

1c) How many of these total call outs were deemed as a non-emergency by the fire service?

2) How many times was the Tyne and Wear Fire and Rescue Service called out to lift/elevator-related incidents in 2022? (1st Jan-31st Dec)

2a) How many of these total call outs required the fire service to rescue, or help to rescue, one or more parties stuck in a lift/elevator.

2b) How many of these total call outs were deemed as an emergency by the fire service?

2c) How many of these total call outs were deemed as a non-emergency by the fire service?

2 Reply and totals

- 2.1 The following information is taken from Tyne and Wear Fire and Rescue Service (TWFRS) Incident Recording System (IRS). An IRS incident record is completed by the Officer in Charge for every incident attended.
- 2.2 From the table below you can see there was **466** lift/elevator rescue incidents for the calendar years 2022 & 2023. **381** of these incidents were incidents where people were rescued from the lift/elevator. The remaining **85** incidents are where the persons trapped were already released when crews arrived or the lift/elevator at the scene was empty and operational and there was no one to rescue.

Calendar Year	Number of lift call outs	Number of no service rendered	Number of lift rescues
2023	247	41	206
2022	219	44	175
Total	466	85	381

1) How many times was the Tyne and Wear Fire and Rescue Service called out to lift/elevator-related incidents in 2023? (1st Jan-31st Dec) - **247**

1a) How many of these total call outs required the fire service to rescue, or help to rescue, one or more parties stuck in a lift/elevator? – **206**

1b) How many of these total call outs were deemed as an emergency by the fire service? - **247**

2) How many times was the Tyne and Wear Fire and Rescue Service called out to lift/elevator-related incidents in 2022? (1st Jan-31st Dec) - **219**

2a) How many of these total call outs required the fire service to rescue, or help to rescue, one or more parties stuck in a lift/elevator? – **175**

2b) How many of these total call outs were deemed as an emergency by the fire service? - **219**

All lift/elevator rescue call outs are classed as emergency for TWFRS so this would make questions 1c & 2c irrelevant.