

# **Tyne and Wear Fire and Rescue Service**



## **Quarter 3 Performance Report (Year to Date)**

**01 April 2024 to 31 December 2024**



**2024/25**

**01 April 2024 to 31 December 2024**

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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**

**01 April 2024 to 31 December 2024**

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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 09/01/2025.

Q3 Operational Performance highlights compared with Q3 2023/24:

- 13,457 incidents attended, this is an increase of 1% (141), (LI32).
- Injuries from all fires decreased by 5% (5) (LI05).
- Injuries from accidental dwelling fires increased by 14% (3) (LI03).
- 8 of the injuries from accidental dwelling fires where the cause of the fire was recorded as 'Unknown'. (LI03).
- Males accounted for 56% of the injuries from all fires.
- There was a decrease of 7% (24) accidental dwelling fires (LI08).
- An alarm was present in 88% of accidental dwelling fires.
- In 71% of accidental dwelling fires the alarm activated.
- There was a 6% (214) increase in deliberate fires (LI33).
- Non domestic fires have increased by 20% (27) from 138 in 2023/24 to 165 in 2024/25.
- False alarms in domestic premises (LI23) have increased by 1% (35) and false alarms in non-domestic premises have decreased by 3% (36).
- Special Services have reduced by 8% (217) from 2770 in 2023/24 to 2553 in 2024/25.
- 41 attacks on Firefighters, same figure as Q3 2023/24.
- A total of 20,107 Home Safety Engagements were carried out, an increase of 3542 (21%).
- The overall average response time was 5 minutes 42 seconds, this is five seconds slower than in Q3 2023/24.
- Pumping appliances were available 95.2% of the time during Q3 2024/25, this compares to 96.8% in Q3 2023/24.
- 1126 Fire Safety Audits carried out, 75% of yearly target.
- 41 Prohibition Notices were served in Q3 2024/25.

















## TWFRS Performance Against Targets

01 April 2024 to 31 December 2024

Deaths from Accidental Dwelling Fires (LI01)	Deaths from all Fires (LI02)	Injuries from Accidental Dwelling Fires (LI03)	Injuries from all Fires (LI05)
3 Target: 0	5 Target: 0	24 Target: 22 (+9.09%)	89 Target: 95 (-6.32%)
Accidental Fires in Dwellings (LI08)	Accidental Kitchen Fires in Dwellings (LI09)	Accidental Non Kitchen Fires in Dwellings (LI10)	Deliberate Secondary Fires (LI16)
329 Target: 343 (-4.08%)	180 Target: 189 (-4.76%)	149 Target: 153 (-2.61%)	3,240 Target: 3,826 (-15.32%)
Deliberate Refuse Fires (LI18)	Malicious False Alarms Attended (LI21)	AFA's to Non Domestic premises (LI22)	AFA's to Domestic premises (LI23)
2,286 Target: 2,415 (-5.34%)	115 Target: 138 (-16.67%)	1,238 Target: 1,148 (+7.84%)	2,639 Target: 2,092 (+26.15%)
Total Fires Attended (LI24)	Primary Fires (LI29)	Total Incidents (LI32)	Fires in Non Domestic premises (LI35)
5,394 Target: 6,170 (-12.58%)	1,336 Target: 1,310 (+1.98%)	13,457	165 Target: 142 (+16.2%)

## TWFRS Performance Summary

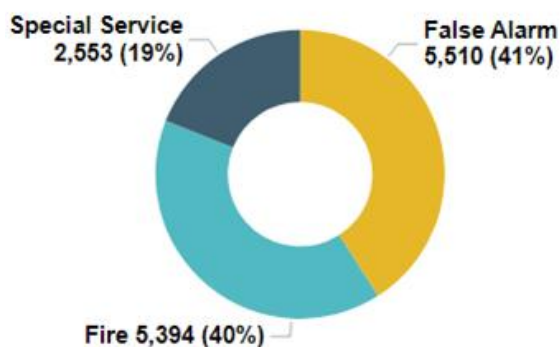
01 April 2024 to 31 December 2024

<b>Fires</b>  <b>5,394</b>  Previous 5,122 5 %	<b>False Alarms</b>  <b>5,510</b>  Previous 5,424 2 %	<b>Special Service</b>  <b>2,553</b>  Previous 2,770 -8 %
<b>Total Incidents</b>  <b>13,457</b>  Previous 13,316 1 %	<b>Fire Injuries</b>  <b>89</b>  Previous 94 -5 %	<b>Fire Fatalities</b>  <b>5</b>  Previous 5 0
<b>Accidental Dwelling Fires</b>  <b>329</b>  Previous 353 -7 %	<b>Deliberate Fires</b>  <b>3,901</b>  Previous 3,687 6 %	<b>Non Domestic Fires</b>  <b>165</b>  Previous 138 20 %

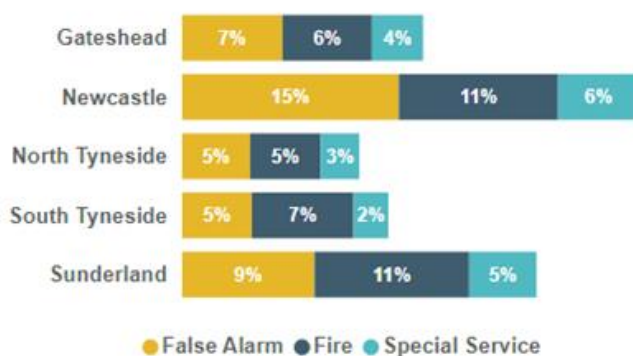
### Incidents by Time of Day

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	49	63	41	39	43	27	31	35	40	33	44	54	63	53	62	98	115	150	172	187	139	134	90	73
Tuesday	53	55	45	35	34	39	20	39	58	44	61	70	46	68	68	97	138	139	168	179	174	113	101	73
Wednesday	57	45	46	35	37	24	24	44	31	46	67	61	74	72	86	71	113	124	167	215	145	121	78	97
Thursday	59	48	48	44	39	33	34	41	52	42	50	48	74	70	78	77	87	112	164	173	145	113	98	60
Friday	59	53	35	40	32	29	31	36	42	50	67	59	59	64	85	76	100	149	125	173	159	141	109	91
Saturday	62	65	53	38	47	29	38	39	39	56	56	72	78	86	103	110	120	135	158	183	174	137	125	90
Sunday	86	56	56	39	47	30	31	53	36	51	61	78	83	79	106	107	150	177	155	183	150	105	100	60

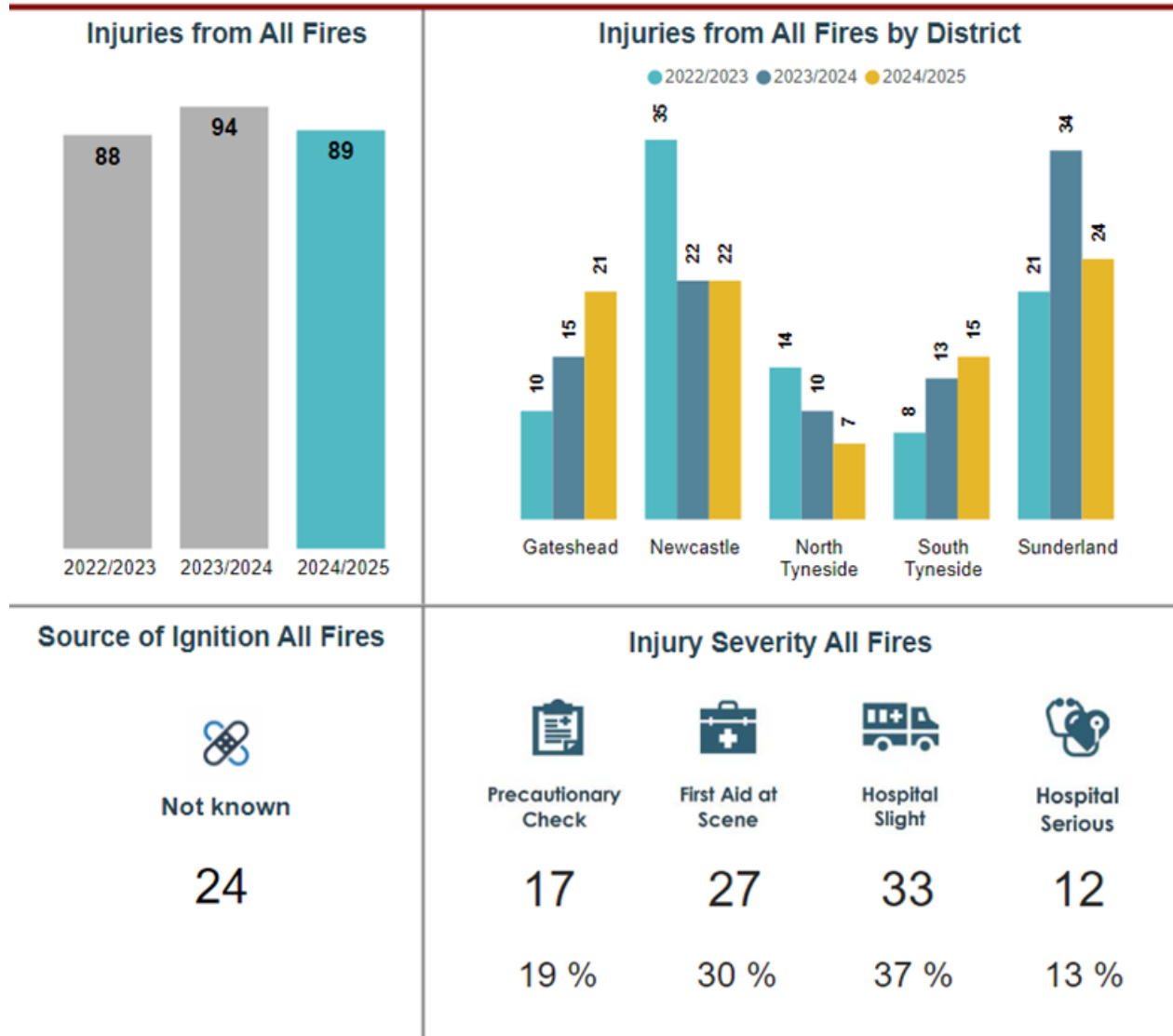
### Incidents by Type



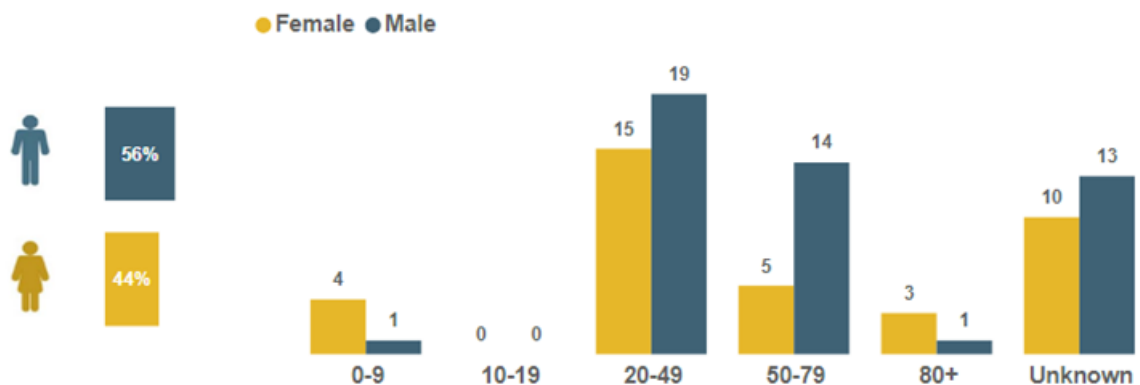
### Incident Types by District



**Injuries from all Fires**  
Including first aid and precautionary checks  
**01 April 2024 to 31 December 2024**



**Victim Age / Gender All Fires**

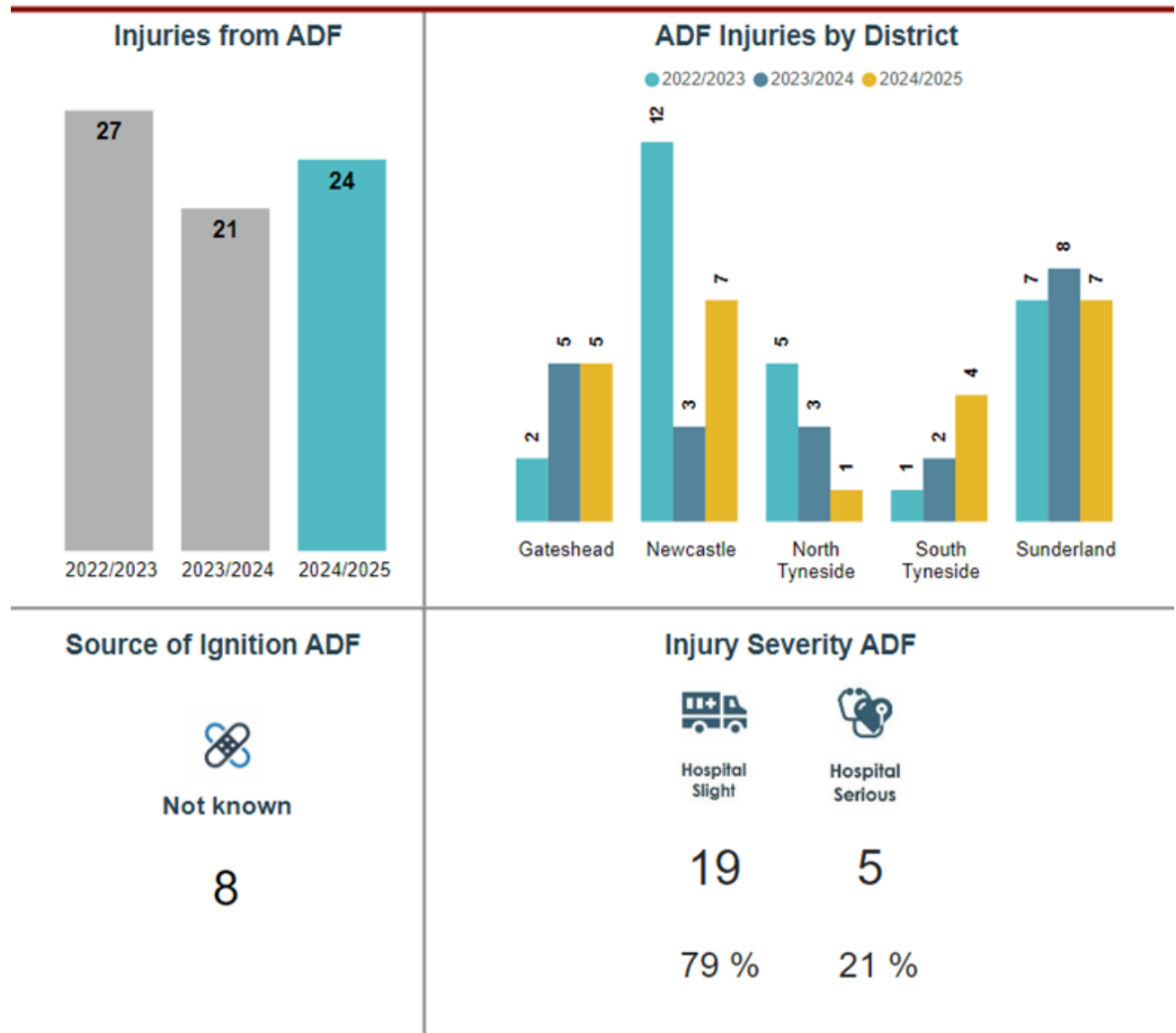




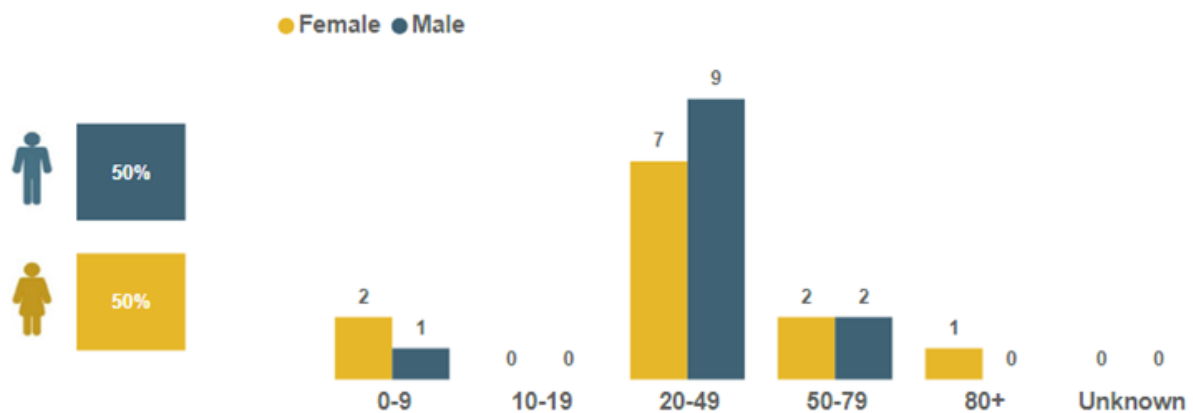
## Injuries from Accidental Dwelling Fires (ADF)

Excluding first aid and precautionary checks

01 April 2024 to 31 December 2024



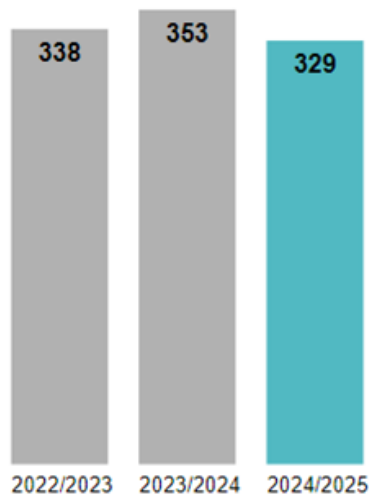
## Victim Age / Gender ADF Injuries



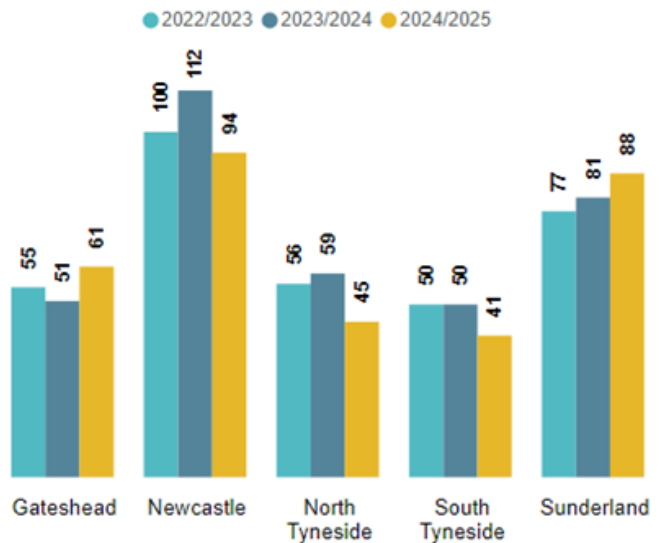
## Accidental Dwelling Fires (ADF)

01 April 2024 to 31 December 2024

### ADF by Year



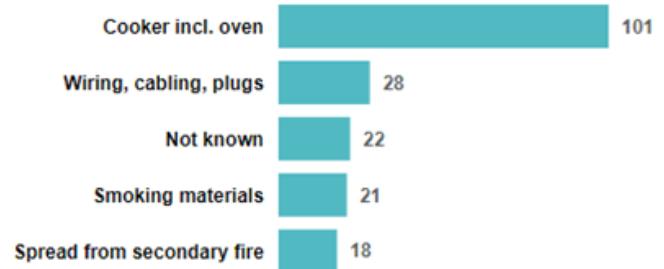
### ADF by District



### ADF by Main FRS Action (Top five)

FRS Main Action	Count
Hosereel (high pressure) (HRJ) - tank supply only	119
No firefighting	113
Removal from/of heat source	17
Water - domestic supply	13
CO2 (carbon dioxide)	10

### ADF by Source of Ignition (Top five)



### Alarm Detection and Actuation



Alarm Present

88%



Alarm Activated

71%

### Human Factors



Distraction

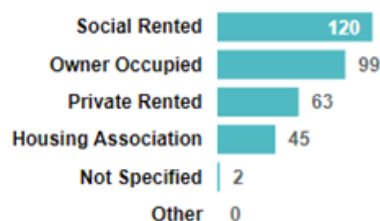
15%



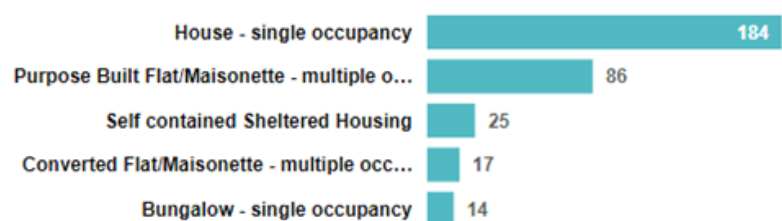
Falling asleep / asleep

6%

### ADF by Property Tenure



### ADF by Property Type (Top five)

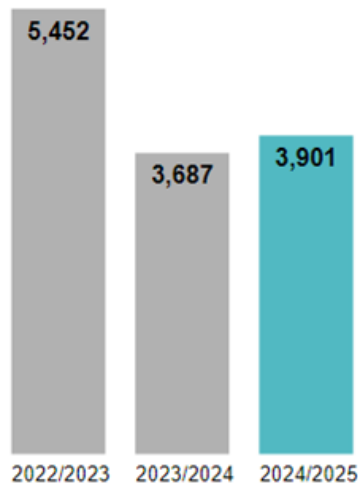




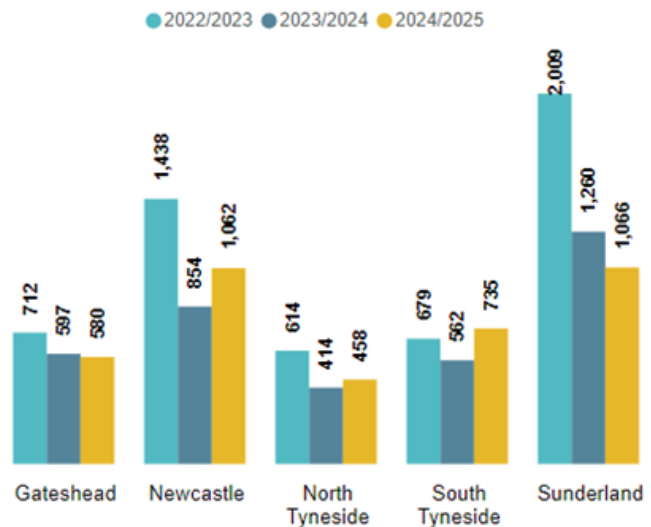
## Deliberate Fires

01 April 2024 to 31 December 2024

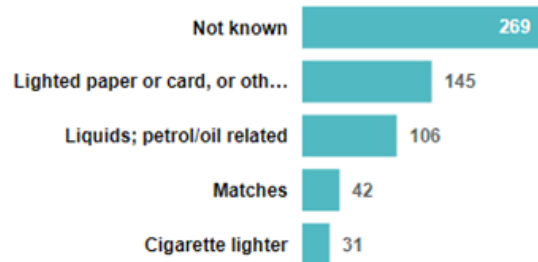
### Deliberate Fires by Year



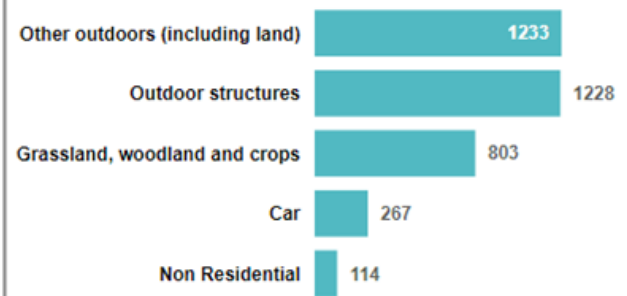
### Deliberate Fires by District



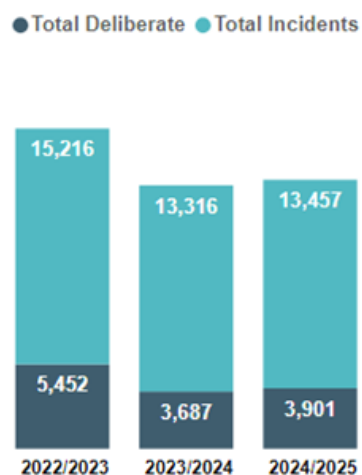
### Deliberate Fires by Ignition Source (Top five)



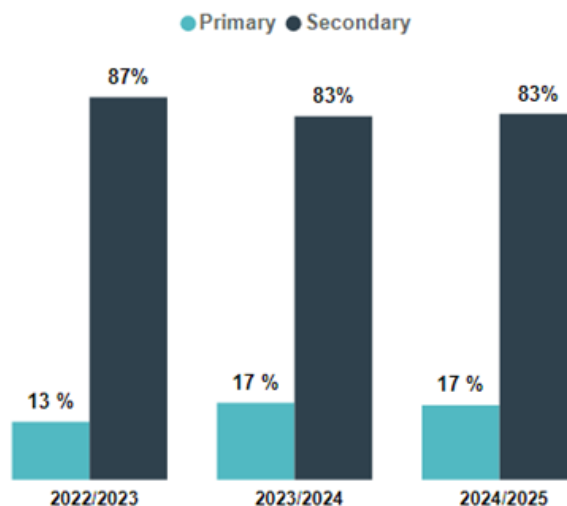
### Deliberate Fires by Property Type (Top five)



### Deliberate Fires Compared to All Incidents



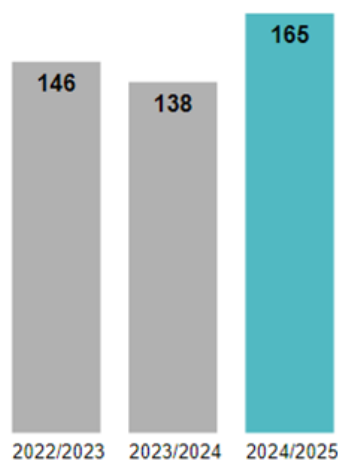
### Deliberate Fires by Classification



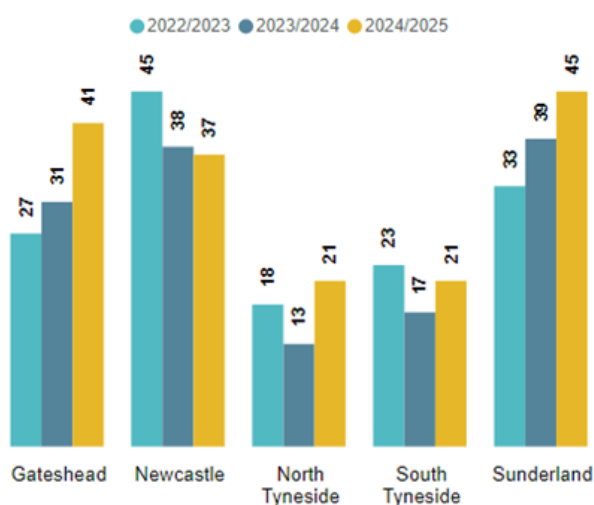
## Non Domestic Fires

01 April 2024 to 31 December 2024

### Non Domestic Fires by Year



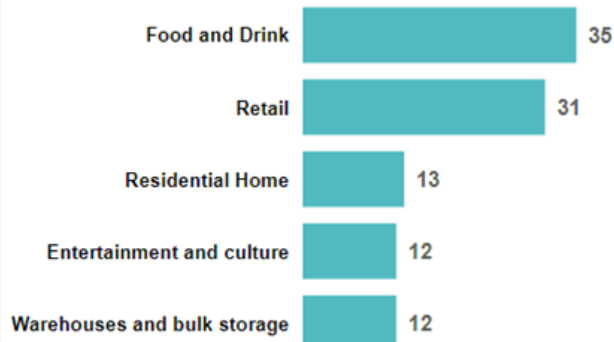
### Non Domestic Fires by District



### NDF Main Cause (Top five)

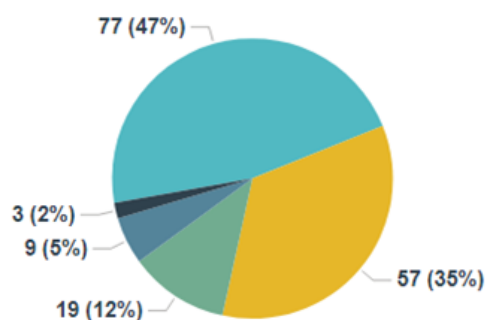
Main Fire Cause	Count
Heat source and combustibles brought together deliberately	77
Fault in equipment or appliance	17
Overheating, unknown cause	16
Faulty fuel supply - electricity	15
Combustible articles too close to heat source (or fire)	9

### NDF Property Type (Top five)



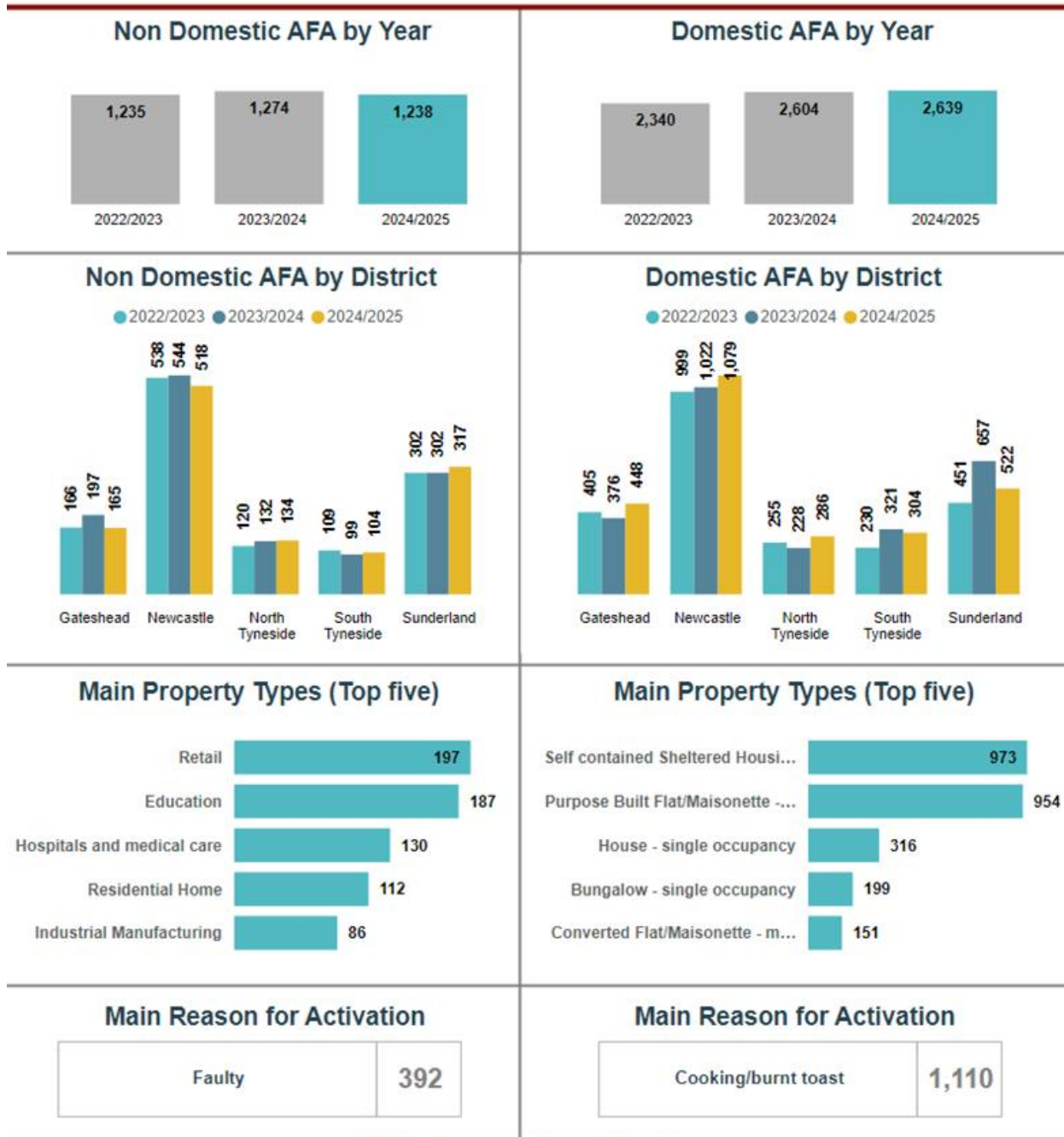
### Non Domestic Fires by Motive

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

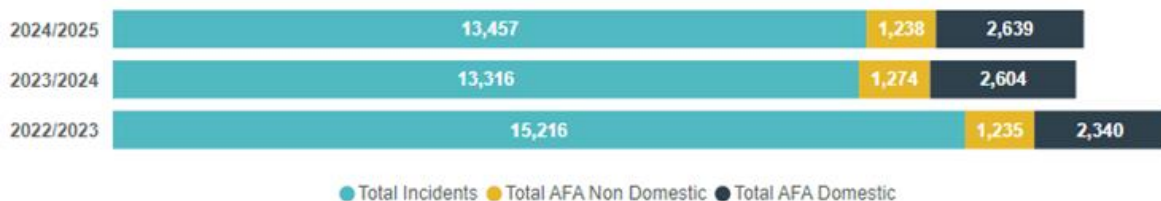


## Automatic False Alarms (AFA)

01 April 2024 to 31 December 2024

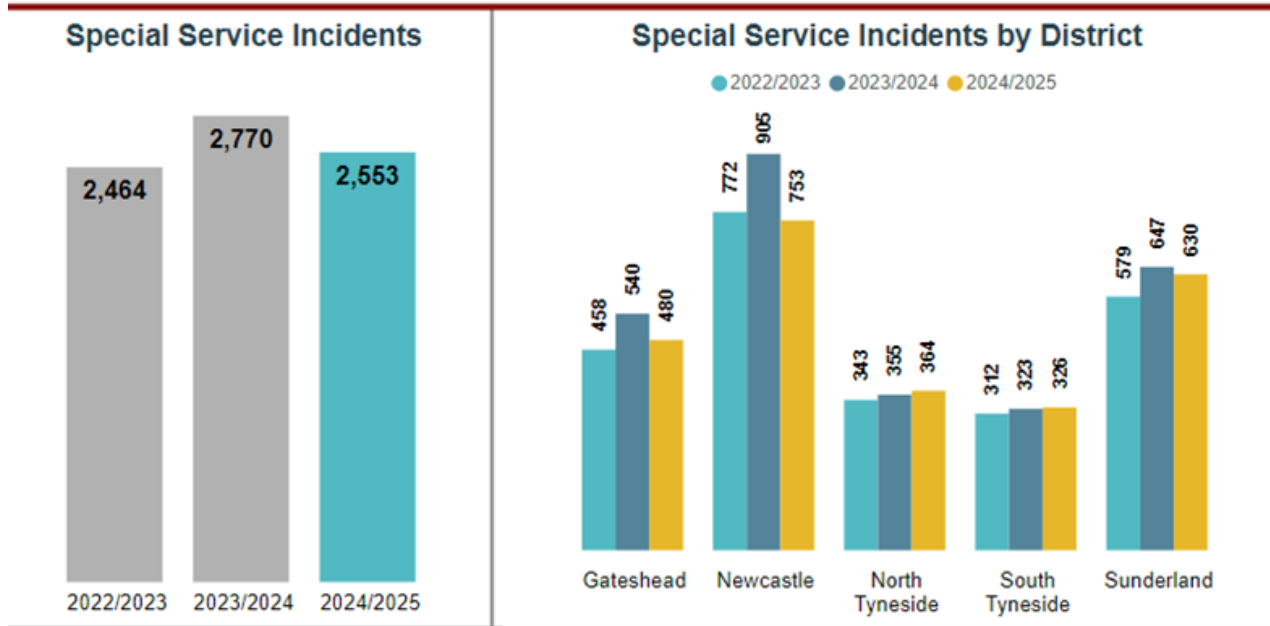


### AFA's Compared to all Incidents

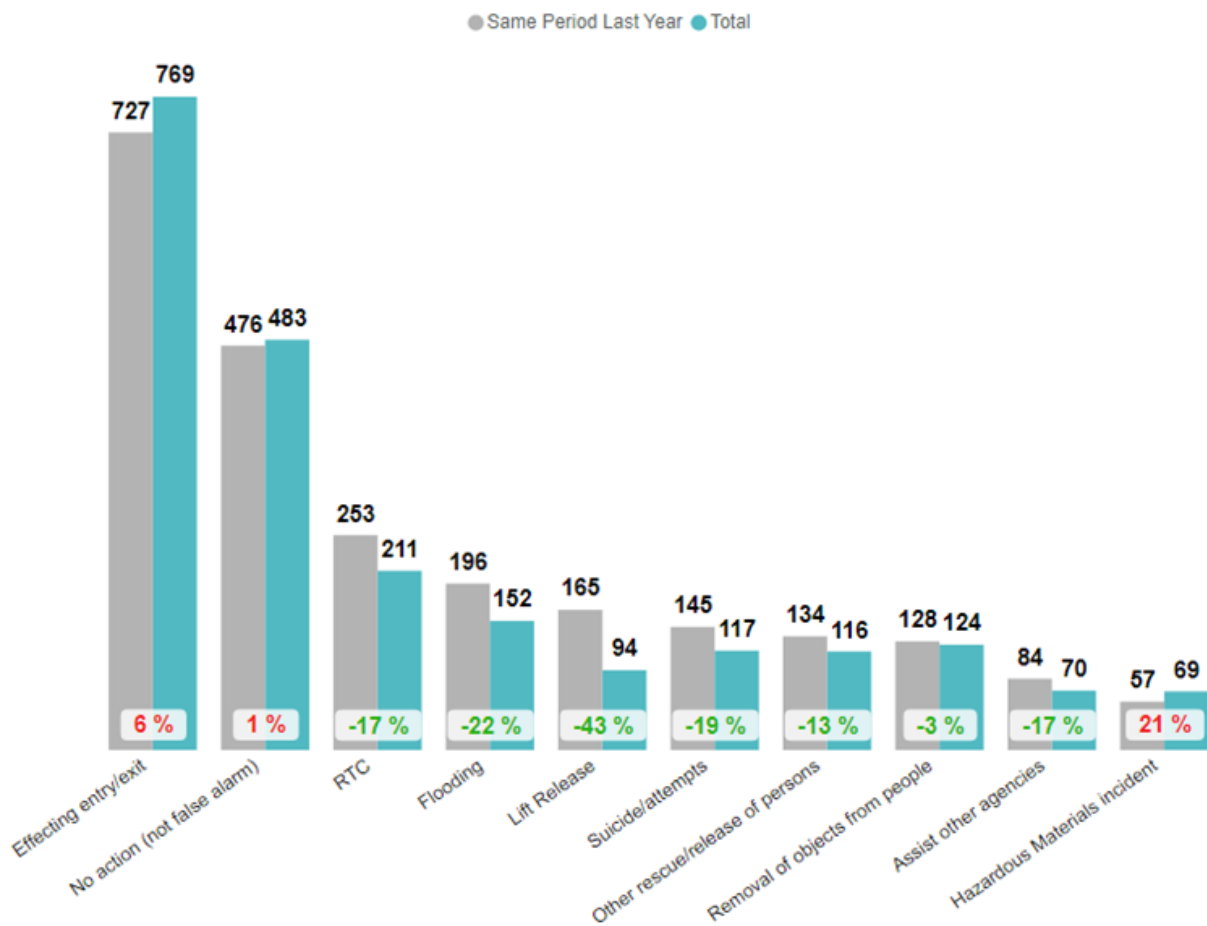


## Special Service Incidents

01 April 2024 to 31 December 2024

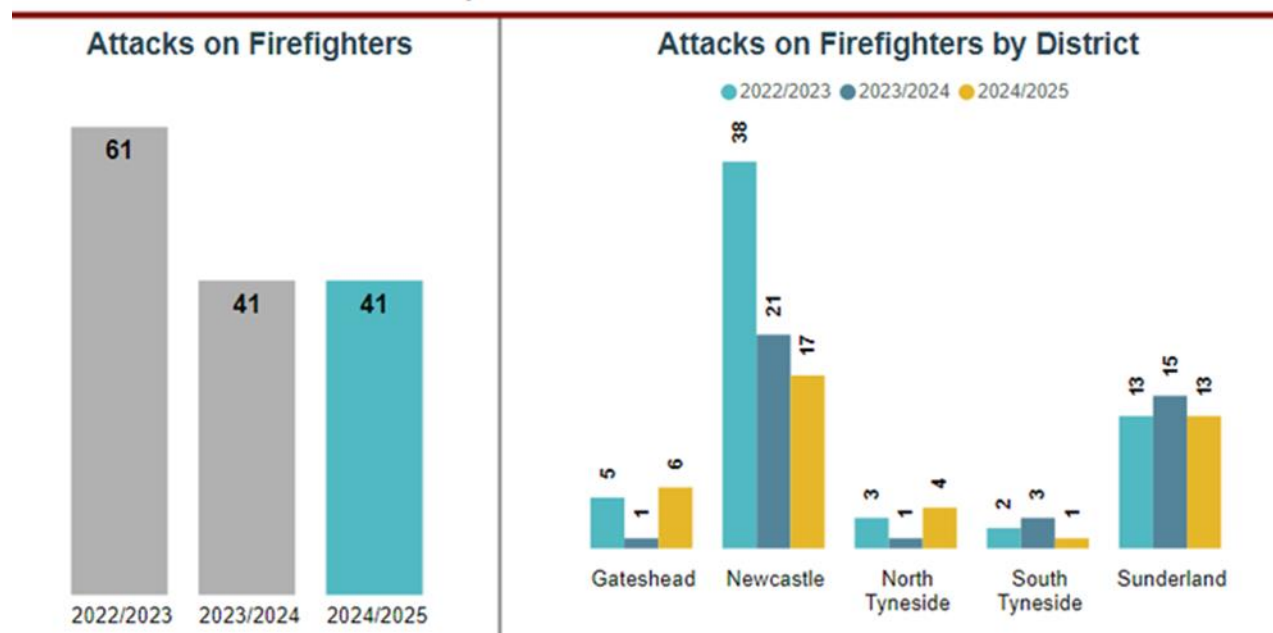


## Special Service by Type (including % change)

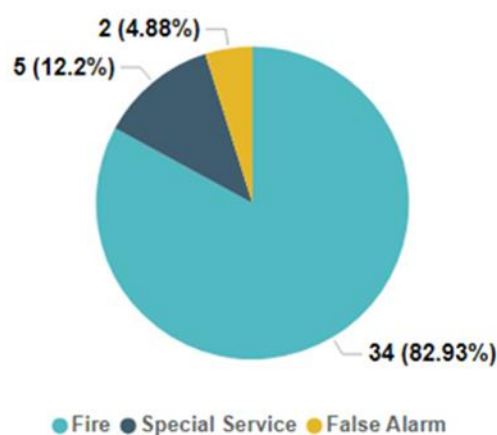


## Attacks on Firefighters

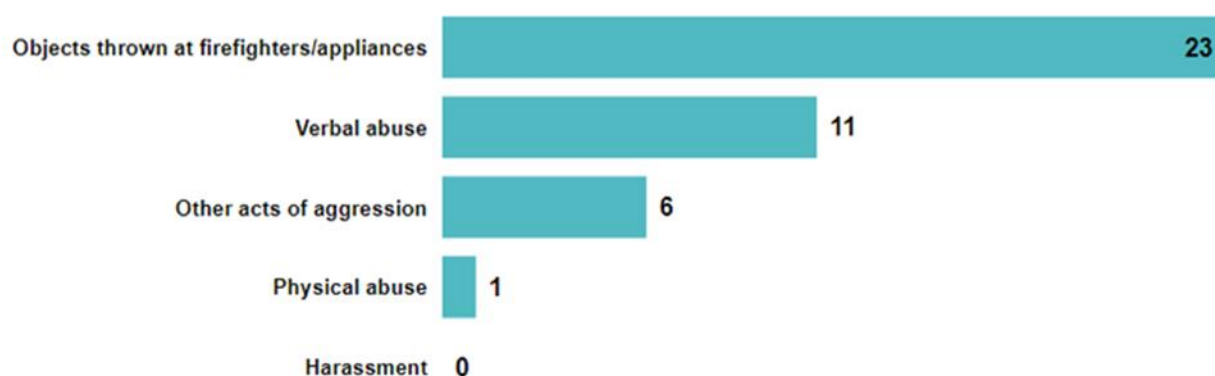
01 April 2024 to 31 December 2024



### Incident Type



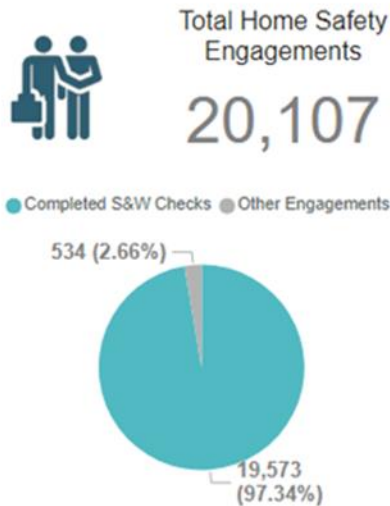
### Types of Attacks



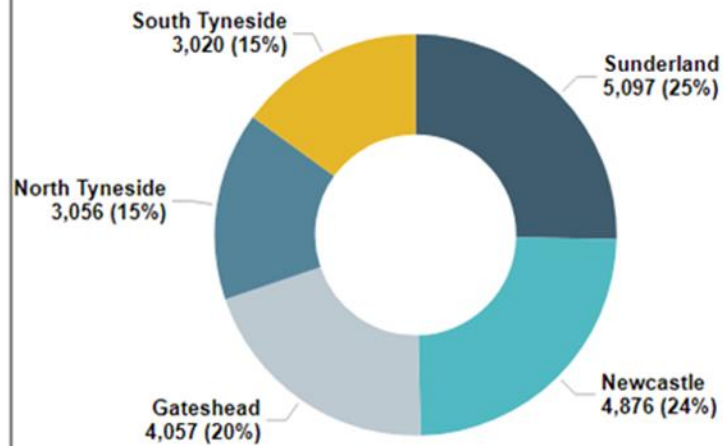
## Prevention and Education Activities

01 April 2024 to 31 December 2024

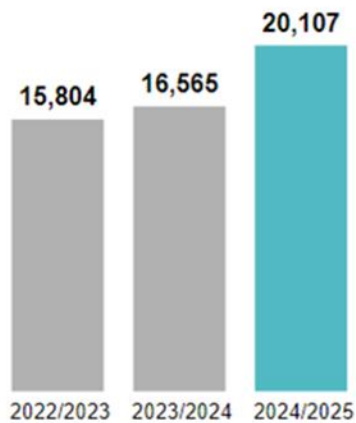
### Home Safety Engagements



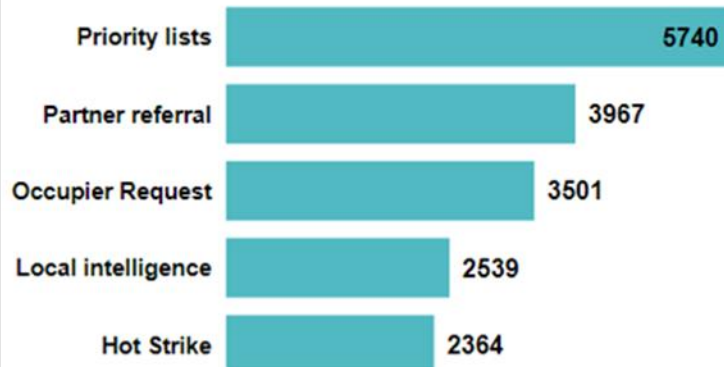
### Home Safety Engagements by District



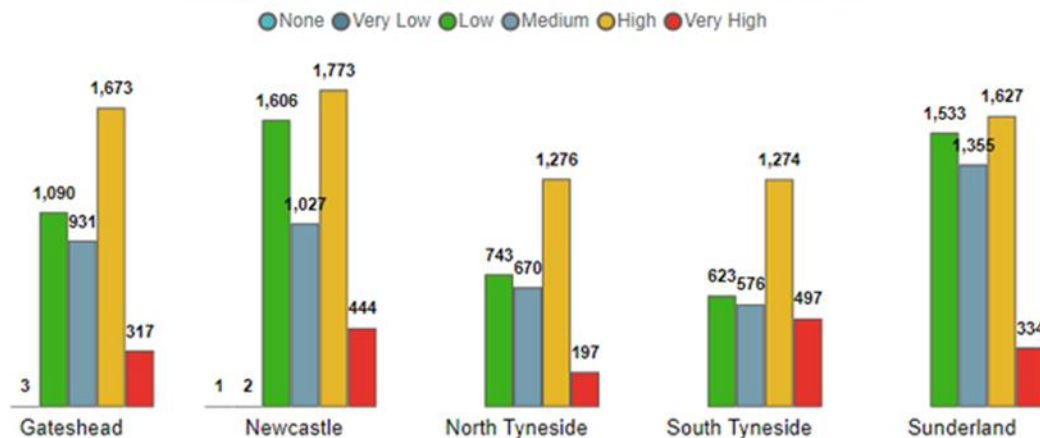
### Home Safety Engagements



### Reason for Visit (Top five)



### Completed S&W Checks by District & Risk Level





## Response Times

01 April 2024 to 31 December 2024

### Response Standard

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

CRMP action: To attend any life risk emergency in Tyne and Wear within 10 minutes on 90% of occasions

% of all Incidents attended  
within 10 Mins

2022/2023	2023/2024	2024/2025
93.2 %	94.2 %	93.8 %

### Emergency Response Times

Average response time to all Incidents

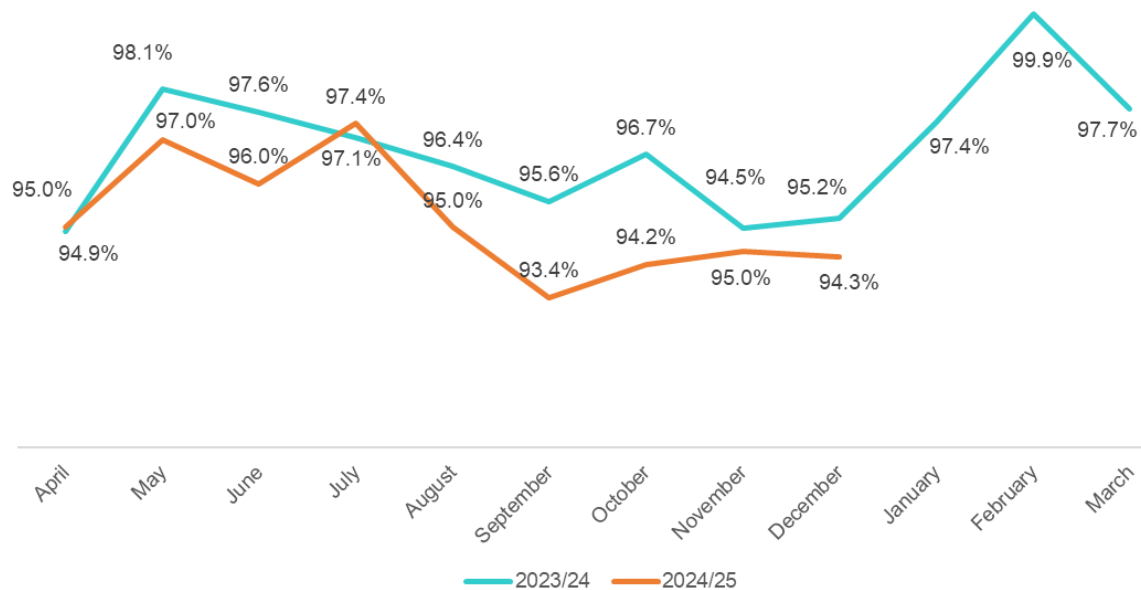
5m 42s

Previous  
5m 37s

Average response time to Risk Level  
1 Incidents

Risk Level	2022/2023	2023/2024	2024/2025
1	00:05:18	00:05:20	00:05:32

### Appliance Availability



## Internal Performance Monitoring

01 April 2024 to 31 December 2024

### Total Fire Safety Activities

5041

All Activities completed by  
specialist fire safety officers

3575

Healthcheck visits completed by  
operational crews

1205

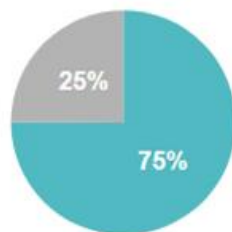
#### Fire Safety Audits

FSA's Completed

1126

Yearly Target

1500



% Of Yearly Target Completed

75%

Other Fire Safety Activities completed by  
specialist fire safety officers

2454

Examples of Activities	Number
Building Regulations Consultations	561
Complaint/ Cause for Concern	251
Desk Based Queries	274
Post Fire	131
Arson Reduction	90

### Workload Disposition

Programmed  
32%



Reactive 68%

**Programmed**  
Scheduled jobs that are generated as part of our quarterly workload.

**Reactive**  
These jobs are unplanned and can come from a variety of sources including concerns from members of the public or local authority teams, referrals from operational crews, building regulations consultations, licensing applications.

41

**Prohibition Notices** were served on premises where the risk to people in case of fire was so serious that it was necessary to prohibit or restrict the use of all or part of the premises until the issues had been rectified.

313

**Informal Notifications** were sent to premises detailing areas of non-compliance. These letters offer advice and guidance on how to remediate the deficiencies.

Note: The total number of FSAs is more than RBIP. It can include post fires, cause for concerns, unwanted fire signals etc. and also includes those completed by operational crews. The number of health check visits by operational crews does not include those where a full check could not be completed but the overall total does. Building Regulations Consultations includes both statutory and non-statutory consultations.

# Internal Performance Monitoring

**01 April 2024 to 31 December 2024**

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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 09/01/2025

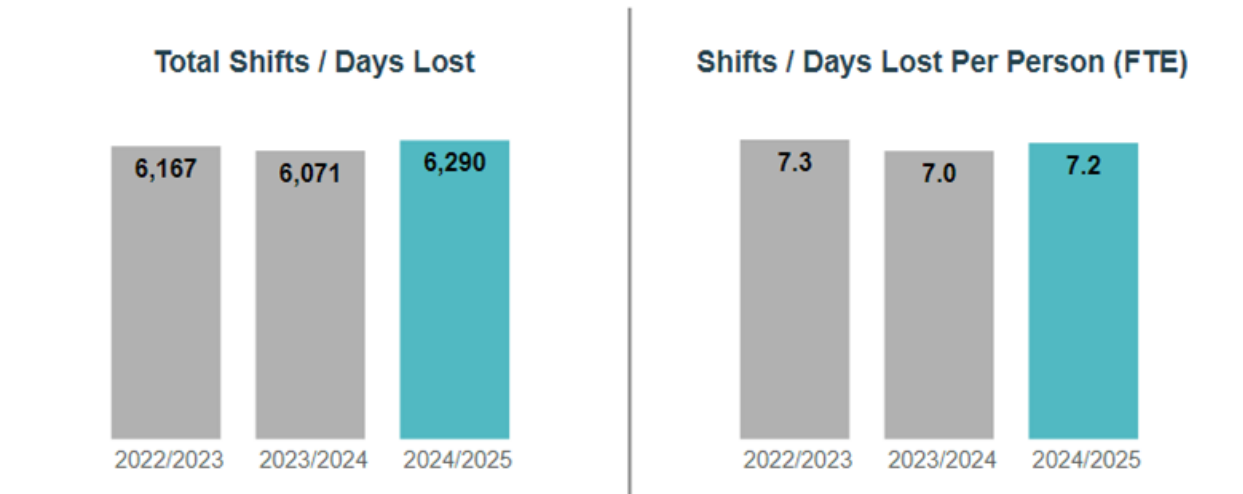
Internal performance highlights compared with Q3 2023/24:

- Staff sickness 6,290 shifts lost, (219) 4% increase on Q3 2023/24.
- The main reason for shifts/days lost is non work related 'mental health'.
- 34 accidents to TWFRS personnel were reported, a 36% increase (9).
- 52 near miss reports were submitted to Health and Safety, an increase of 8% (4).
- Of the 55 vehicle accidents recorded in Q3 (22) 40% involved a pumping appliance Cat 1.
- There has been a total of £1,031,233.85p paid in overtime costs, an increase of 62%.
- There was a total of 25,661 Emergency calls received in Q3 2024/25, this is an increase of 5% (1,149) compared to Q3 2023/24. Of the total number of calls received; 97% (24,803) were answered in under 7 seconds.

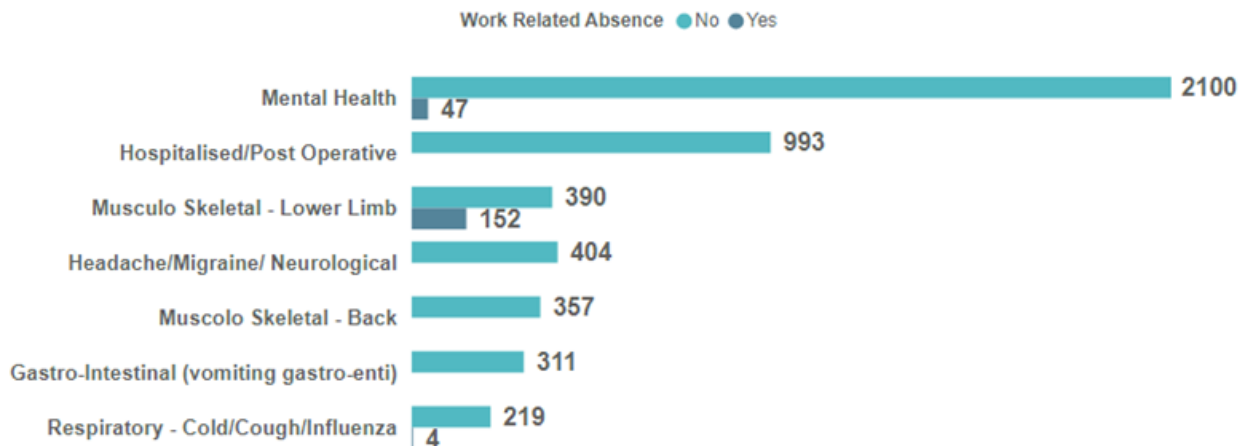
## Internal Performance Monitoring

01 April 2024 to 31 December 2024

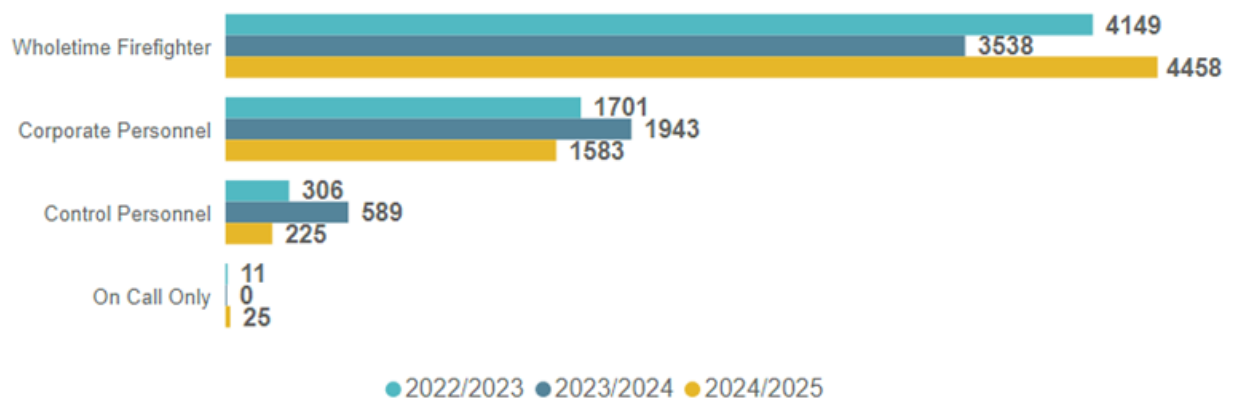
### Staff Sickness Absence



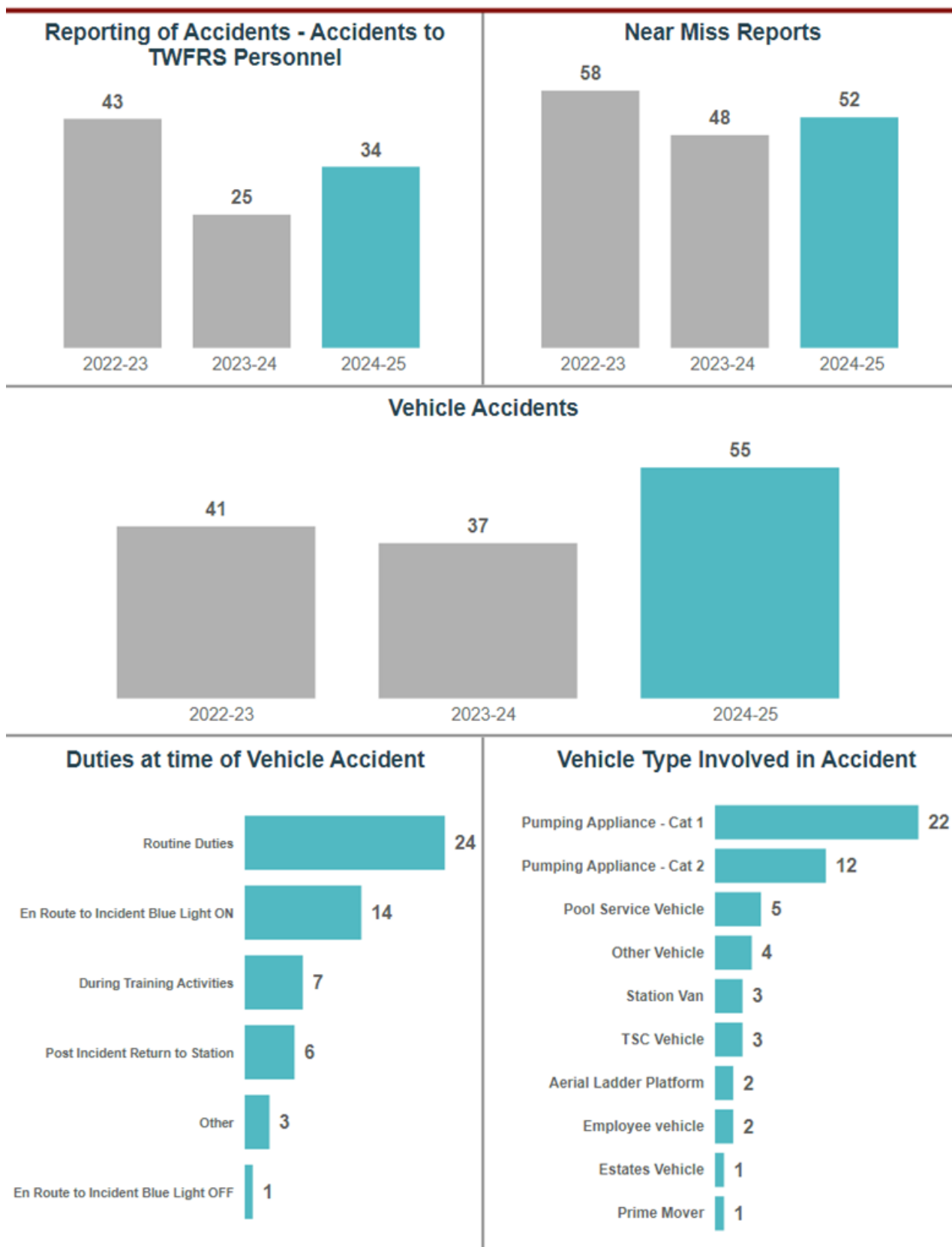
### Shifts / Days Lost Main Reason for Absence (top 10)



### Shifts / Days Lost by Category



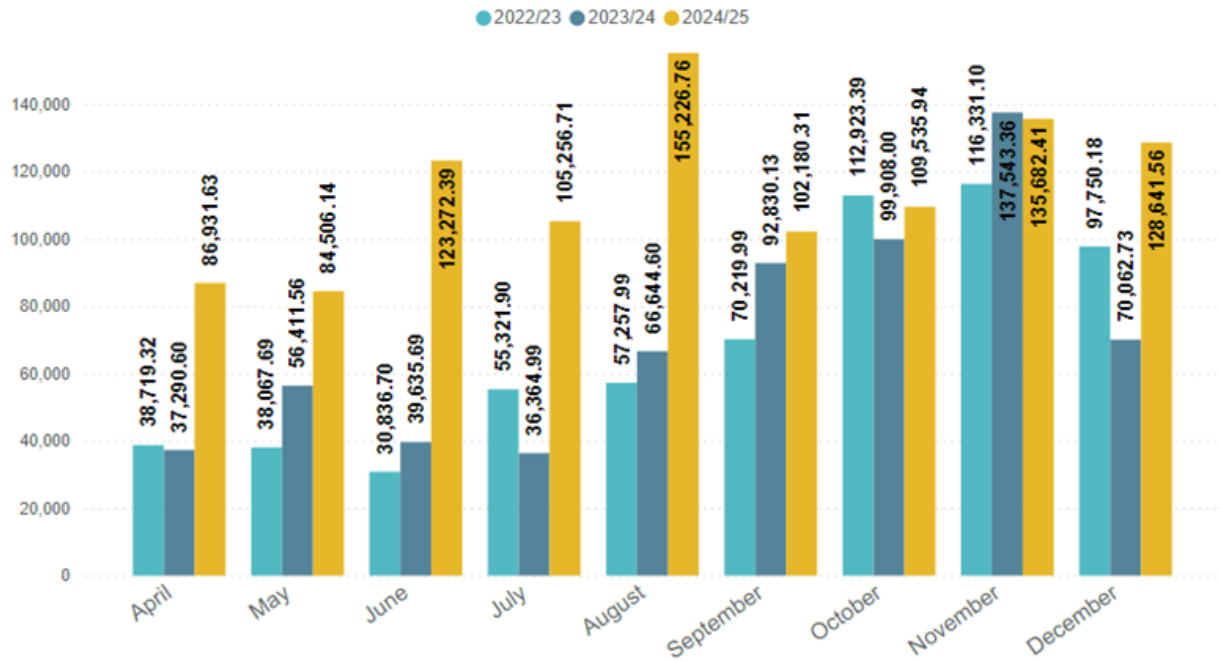
## Internal Performance Monitoring



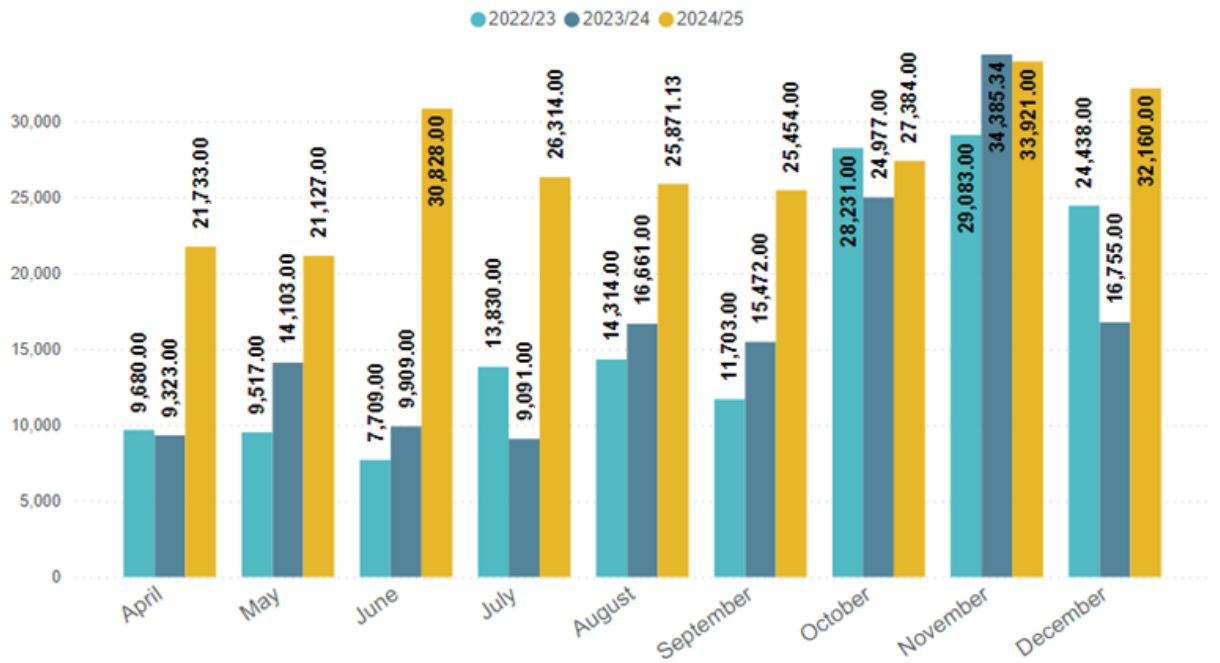
## Internal Performance Monitoring

### Operational Staff - Planned Overtime (£)

#### 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
- Costs are overtime payments only; no on costs are included

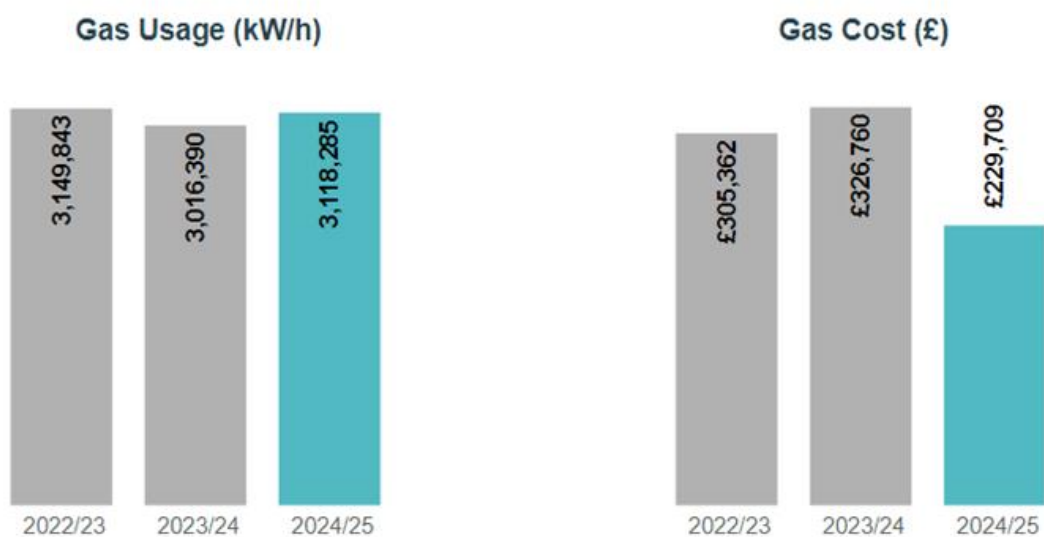


## Internal Performance Monitoring

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### Carbon Monitoring

#### Gas Usage




### Electricity Usage



## Internal Performance Monitoring

01 April 2024 to 31 December 2024

Total Emergency Calls		Fiscal Year	Number of Calls	Number of Calls Answered in Under 7 Seconds	%
	25661	▼			
		2024/2025	25661	24803	97 %
		2023/2024	24512	23711	97 %
		2022/2023	28738	27600	96 %