

Tyne and Wear Fire and Rescue Service



Quarter 4 Performance Report (Year to Date)

01 April 2024 to 31 March 2025



2024/25

01 April 2024 to 31 March 2025

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 March 2025

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 10/04/2025.

Q4 Operational Performance highlights compared with Q4 2023/24:

- 17,401 incidents attended, this is an increase of 3% (574), (LI32).
- Injuries from all fires decreased by 14% (21) (LI05).
- Injuries from accidental dwelling fires increased by 13% (4) (LI03).
- 12 of the injuries from accidental dwelling fires where the cause of the fire was recorded as 'Cooking incl. oven'. (LI03).
- Males accounted for 60% of the injuries from all fires.
- There was a decrease of 7% (33) accidental dwelling fires (LI08).
- An alarm was present in 90% of accidental dwelling fires.
- In 72% of accidental dwelling fires the alarm activated.
- There was a 11% (528) increase in deliberate fires (LI33).
- Non domestic fires have increased by 19% (33) from 175 in 2023/24 to 208 in 2024/25.
- False alarms in domestic premises (LI23) have increased by 2% (70) and false alarms in non-domestic premises have decreased by 5% (76).
- Special Services have decreased by 6% (230) from 3,564 in 2023/24 to 3,334 in 2024/25.
- 53 attacks on Firefighters, an increase of (4).
- A total of 27,625 Home Safety Engagements were carried out, an increase of 5364 (24%).
- The overall average response time was 5 minutes 44 seconds, this is eight seconds slower than in Q4 2023/24.
- Pumping appliances were available 95.3 % of the time during Q4 2024/25, this compares to 96.8% in Q4 2023/24.
- 1461 Fire Safety Audits carried out, 97% of yearly target.
- 52 Prohibition Notices were served in Q4 2024/25.



















TWFRS Performance Against Targets

01 April 2024 to 31 March 2025

Deaths from Accidental Dwelling Fires (LI01)	Deaths from all Fires (LI02)	Injuries from Accidental Dwelling Fires (LI03)	Injuries from all Fires (LI05)
6 Target: 0	7 Target: 0	34 Target: 30 (+13.3%)	124 Target: 132 (-6.1%)
Accidental Fires in Dwellings (LI08)	Accidental Kitchen Fires in Dwellings (LI09)	Accidental Non Kitchen Fires in Dwellings (LI10)	Deliberate Secondary Fires (LI16)
449 Target: 466 (-3.6%)	230 Target: 252 (-8.7%)	219 Target: 214 (+2.3%)	4,134 Target: 4,763 (-13.2%)
Deliberate Refuse Fires (LI18)	Malicious False Alarms Attended (LI21)	AFA's to Non Domestic premises (LI22)	AFA's to Domestic premises (LI23)
2,826 Target: 3,041 (-7.1%)	157 Target: 191 (-17.8%)	1,530 Target: 1,453 (+5.3%)	3,430 Target: 2,737 (+25.3%)
Total Fires Attended (LI24)	Primary Fires (LI29)	Total Incidents (LI32)	Fires in Non Domestic premises (LI35)
6,935 Target: 7,737 (-10.4%)	1,716 Target: 1,700 (+0.9%)	17,401	208 Target: 182 (+14.3%)

TWFRS Performance Summary

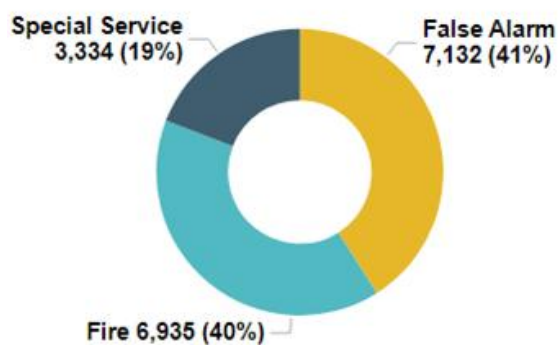
01 April 2024 to 31 March 2025

Fires  6,935  Previous 6,283 10 %	False Alarms  7,132  Previous 6,980 2 %	Special Service  3,334  Previous 3,564 -6 %
Total Incidents  17,401  Previous 16,827 3 %	Fire Injuries  124  Previous 145 -14 %	Fire Fatalities  7  Previous 6 1
Accidental Dwelling Fires  449  Previous 482 -7 %	Deliberate Fires  4,965  Previous 4,437 12 %	Non Domestic Fires  208  Previous 175 19 %

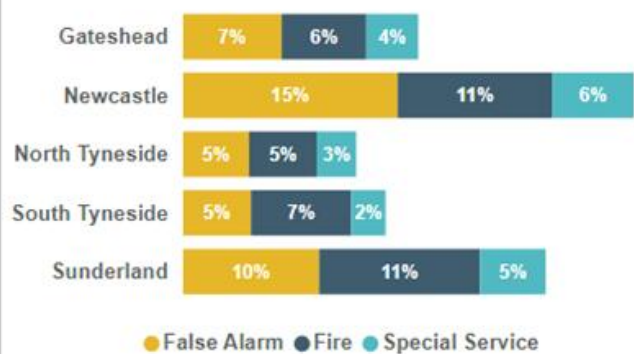
Incidents by Time of Day

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	61	80	54	51	53	40	39	54	54	41	63	71	78	71	87	121	154	204	232	242	192	163	113	95
Tuesday	70	68	60	43	44	54	28	51	70	54	75	89	67	95	82	114	169	188	228	223	213	139	116	87
Wednesday	73	60	60	39	43	31	29	50	49	60	91	75	94	92	104	90	156	157	216	254	181	154	97	112
Thursday	71	60	60	51	47	45	43	53	63	66	63	68	96	86	113	101	124	175	229	225	185	142	124	76
Friday	73	64	46	55	46	39	49	47	57	69	84	84	89	88	119	111	138	202	176	219	207	177	129	108
Saturday	84	79	67	53	55	37	47	46	48	72	68	86	95	110	137	140	160	189	206	247	214	174	146	114
Sunday	106	72	71	49	58	42	36	59	47	71	77	97	115	101	138	148	189	216	212	244	199	133	124	74

Incidents by Type



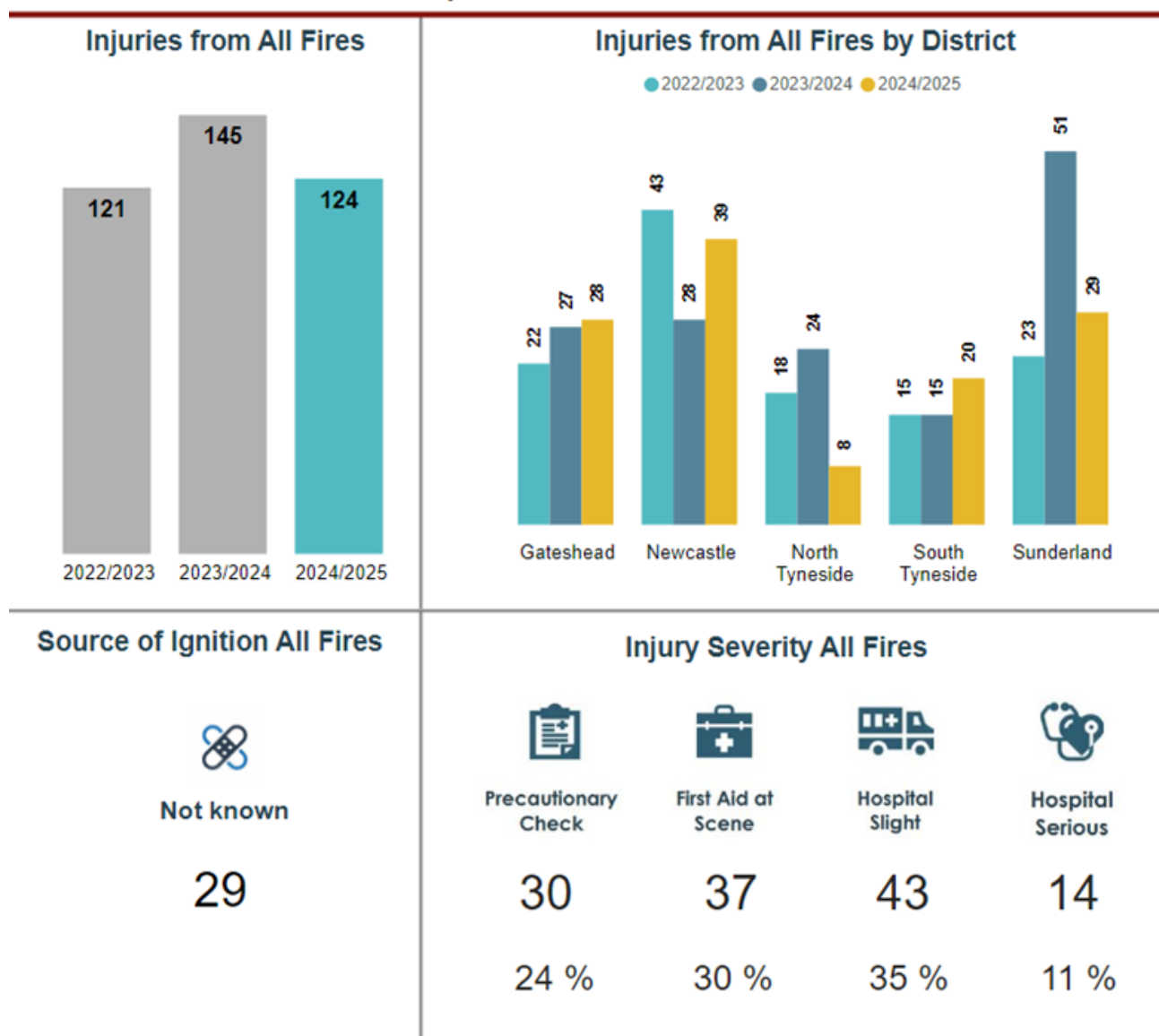
Incident Types by District



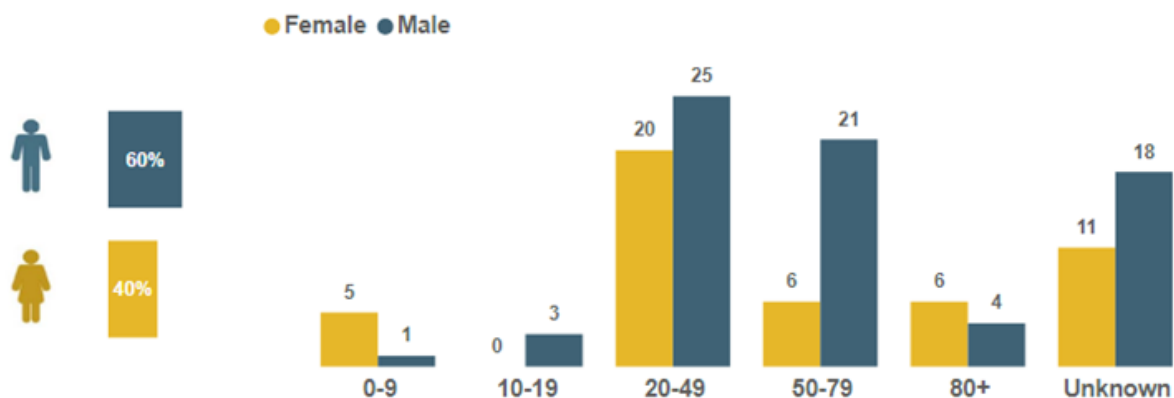
Injuries from all Fires

Including first aid and precautionary checks

01 April 2024 to 31 March 2025



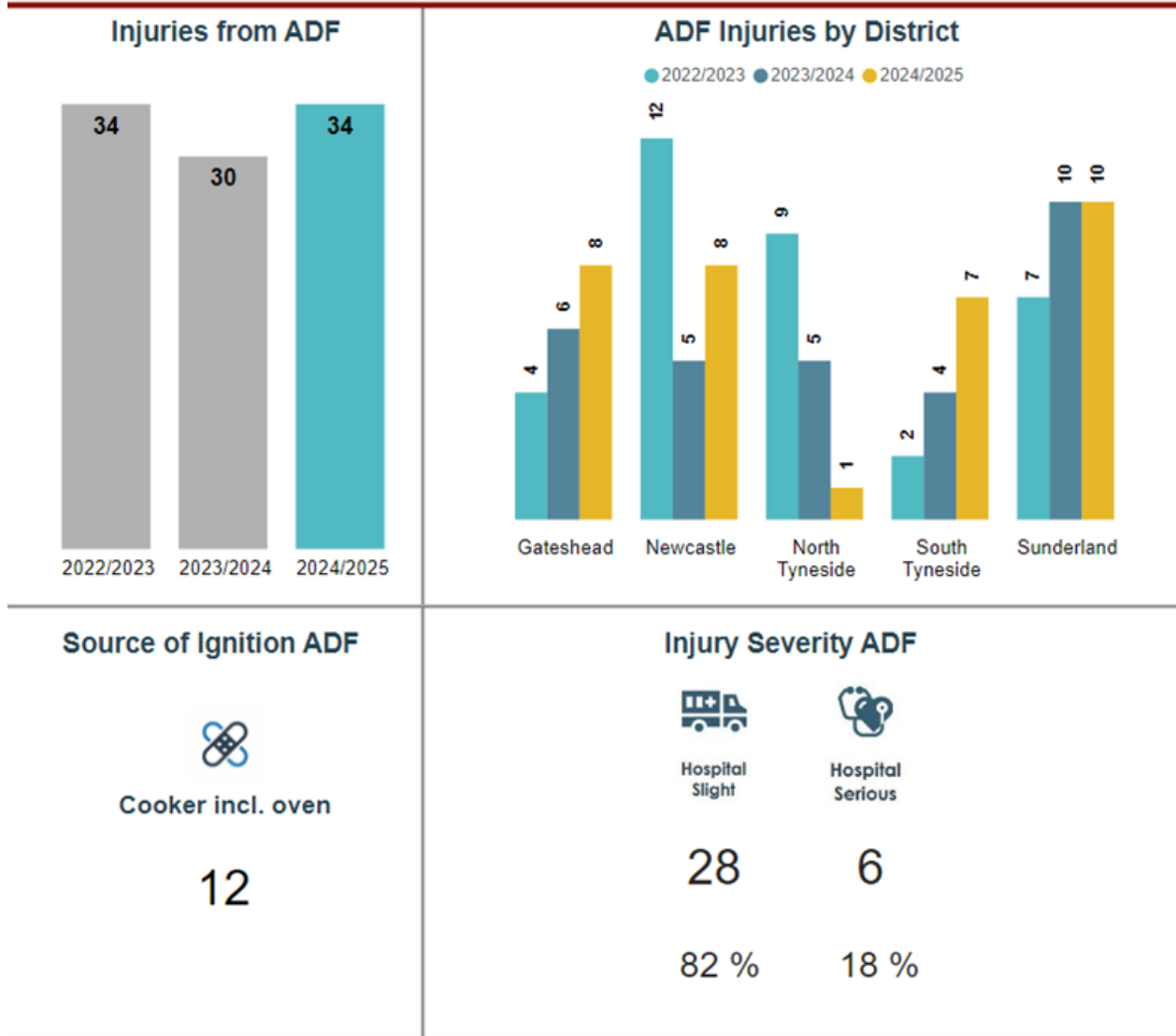
Victim Age / Gender All Fires



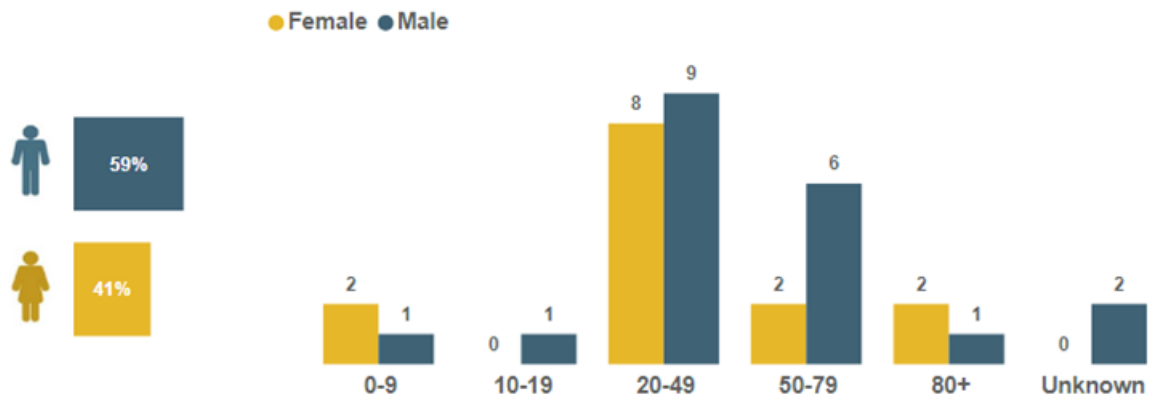
Injuries from Accidental Dwelling Fires (ADF)

Excluding first aid and precautionary checks

01 April 2024 to 31 March 2025



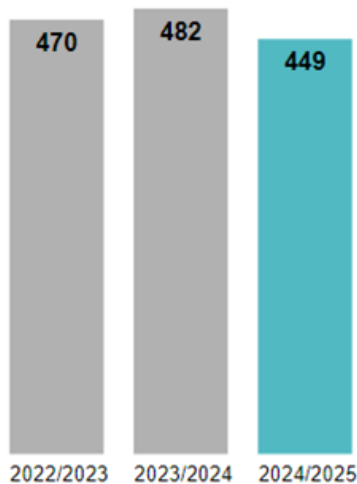
Victim Age / Gender ADF Injuries



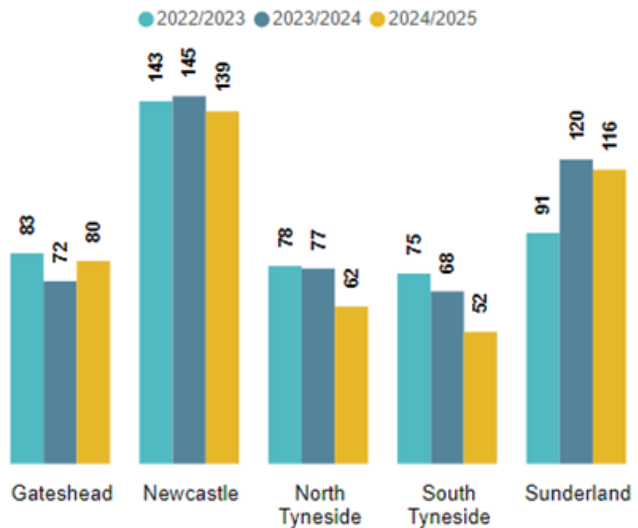
Accidental Dwelling Fires (ADF)

01 April 2024 to 31 March 2025

ADF by Year



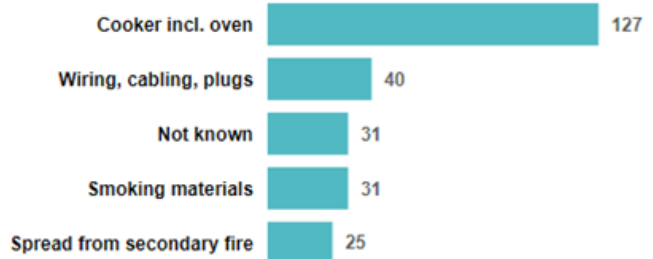
ADF by District



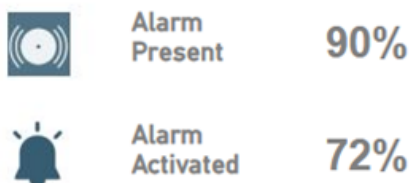
ADF by Main FRS Action (Top five)

FRS Main Action	Count
Hosereel (high pressure) (HRJ) - tank supply only	160
No firefighting	159
Removal from/of heat source	23
Water - domestic supply	15
Hosereel (high pressure) (HRJ) - augmented supply	14

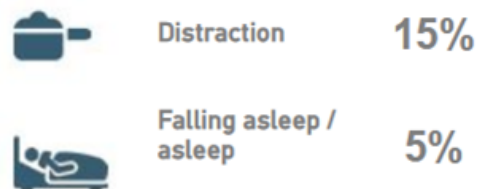
ADF by Source of Ignition (Top five)



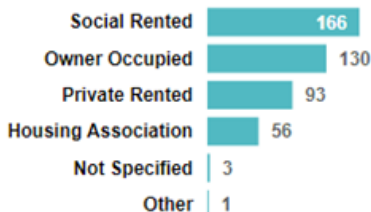
Alarm Detection and Actuation



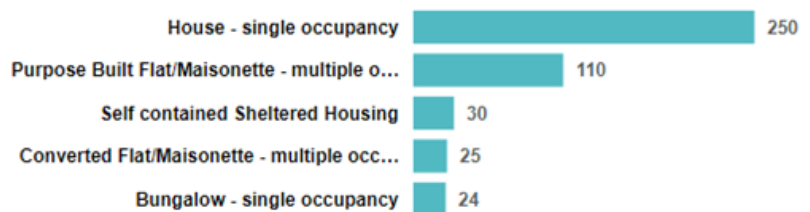
Human Factors



ADF by Property Tenure



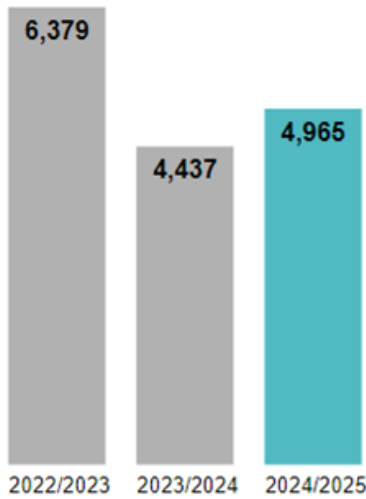
ADF by Property Type (Top five)



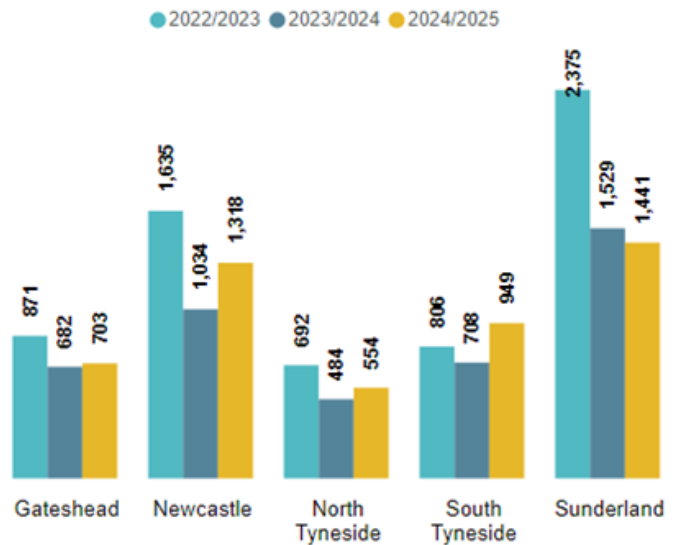
Deliberate Fires

01 April 2024 to 31 March 2025

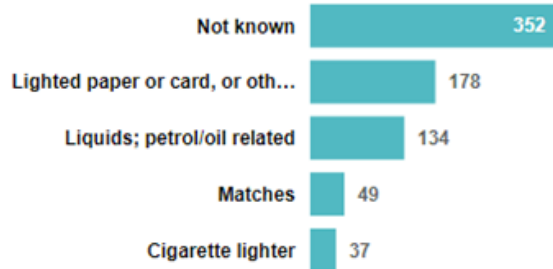
Deliberate Fires by Year



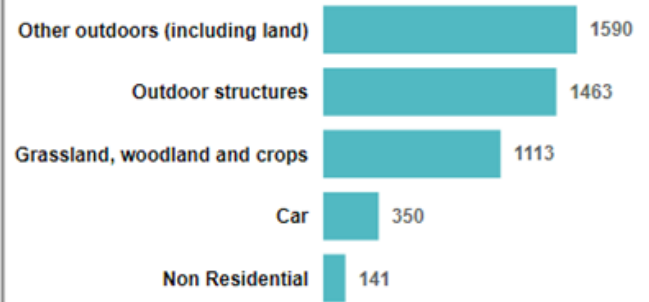
Deliberate Fires by District



Deliberate Fires by Ignition Source (Top five)

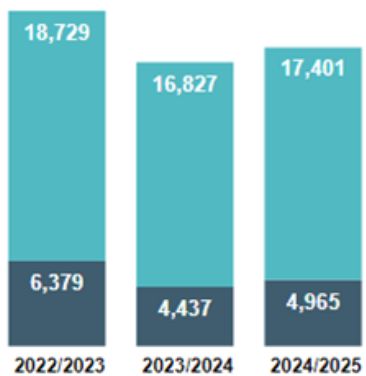


Deliberate Fires by Property Type (Top five)



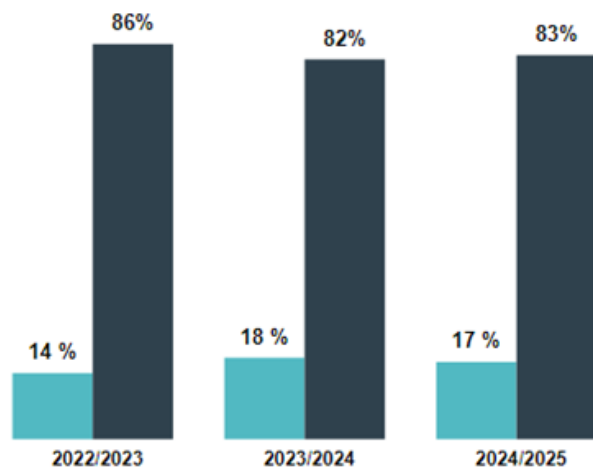
Deliberate Fires Compared to All Incidents

● Total Deliberate ● Total Incidents



Deliberate Fires by Classification

● Primary ● Secondary



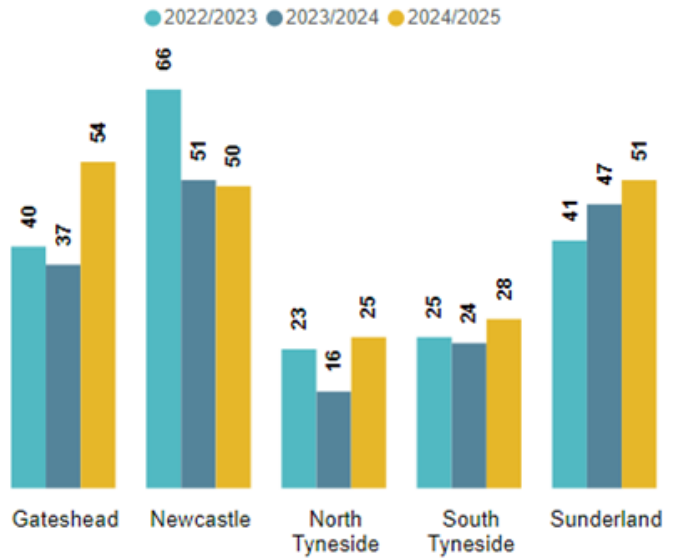
Non Domestic Fires

01 April 2024 to 31 March 2025

Non Domestic Fires by Year



Non Domestic Fires by District



NDF Main Cause (Top five)

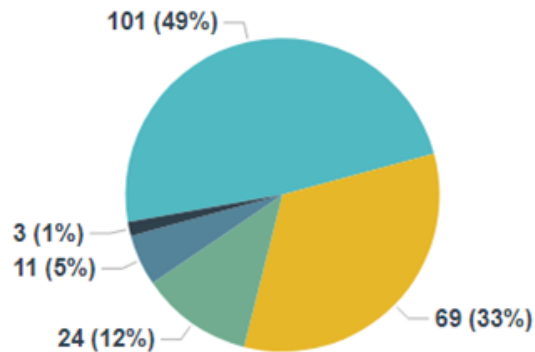
Main Fire Cause	Count
Heat source and combustibles brought together deliberately	93
Fault in equipment or appliance	21
Overheating, unknown cause	20
Faulty fuel supply - electricity	19
Accumulation of flammable material	12

NDF Property Type (Top five)



Non Domestic Fires by Motive

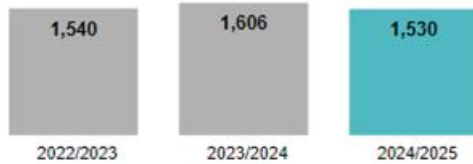
● Accidental ● Deliberate - others property ● Deliberate - unknown owner ● Not known ● Deliberate - own property



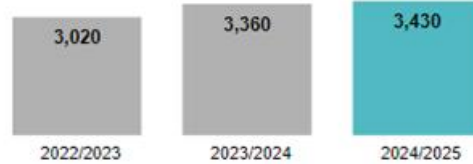
Automatic False Alarms (AFA)

01 April 2024 to 31 March 2025

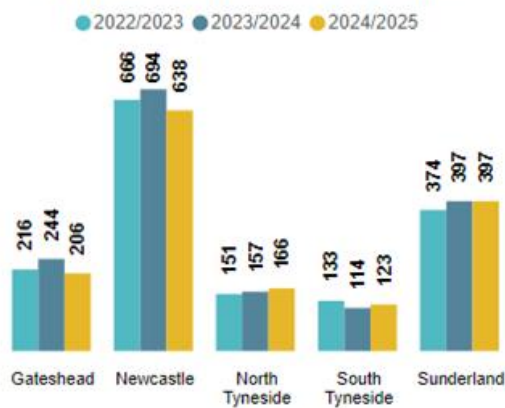
Non Domestic AFA by Year



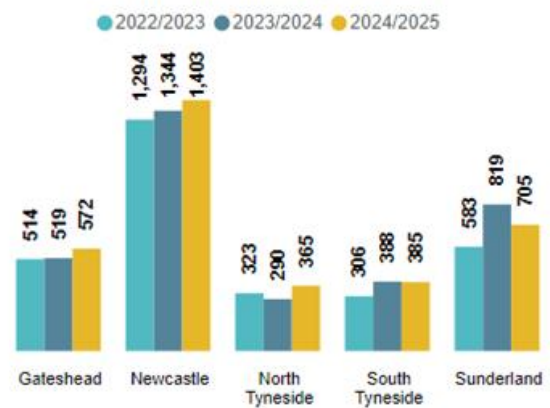
Domestic AFA by Year



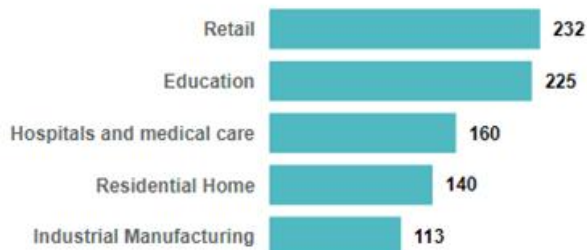
Non Domestic AFA by District



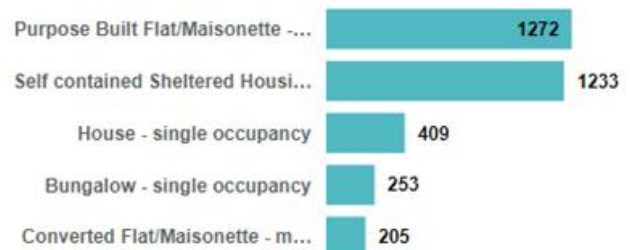
Domestic AFA by District



Main Property Types (Top five)



Main Property Types (Top five)



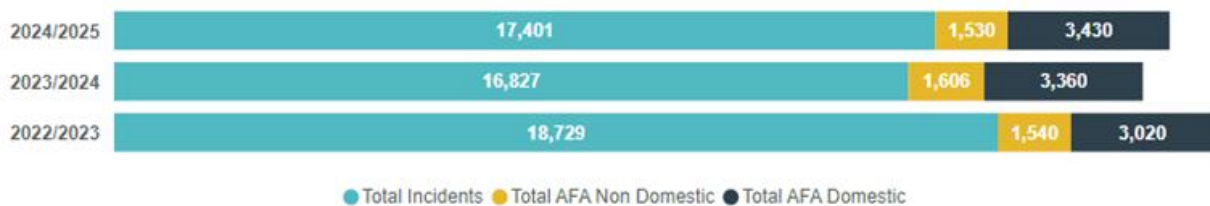
Main Reason for Activation



Main Reason for Activation

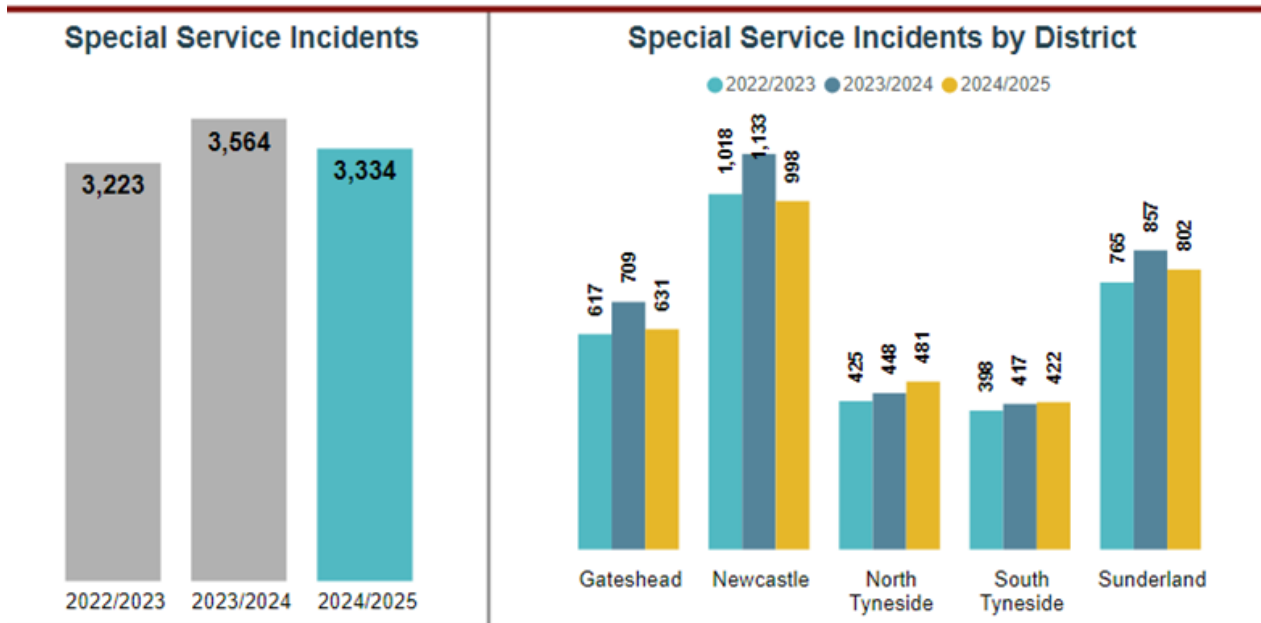


AFA's Compared to all Incidents

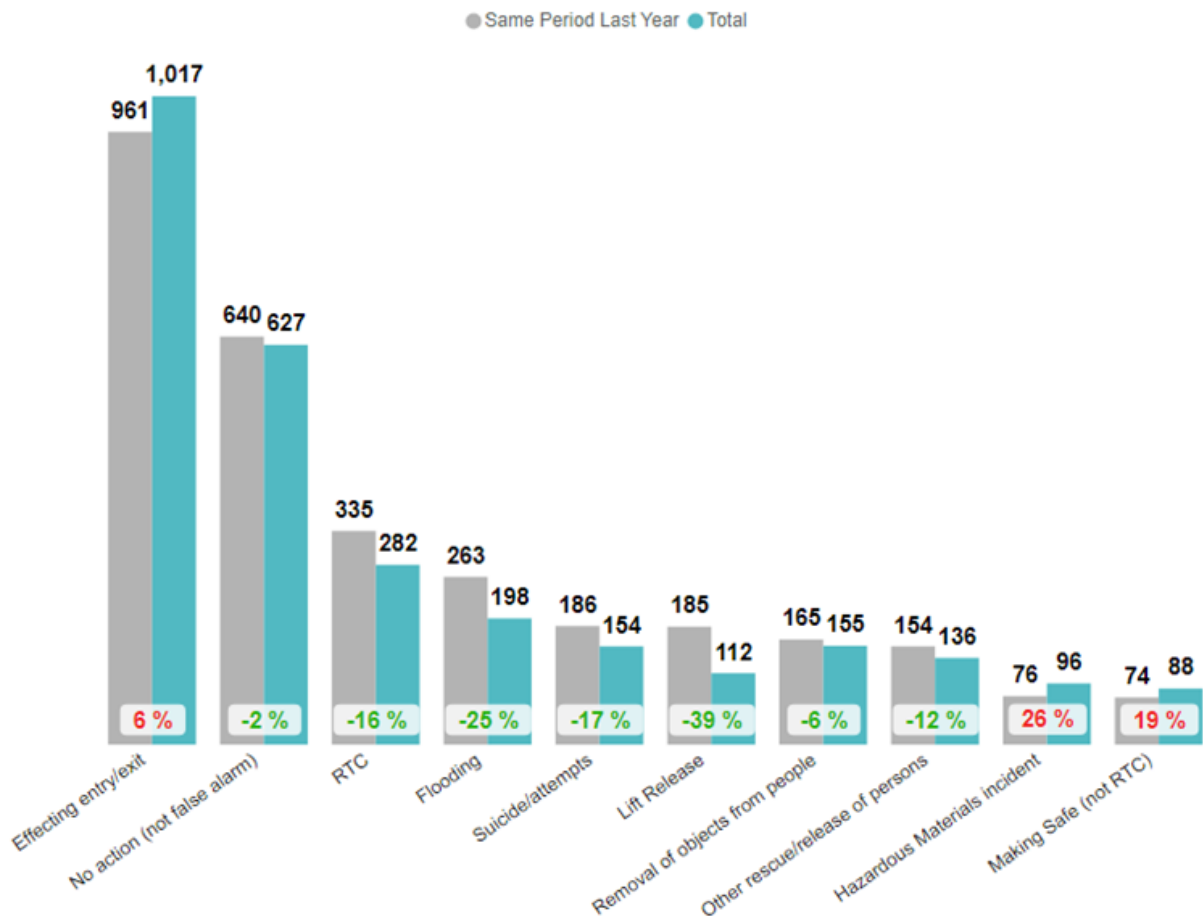


Special Service Incidents

01 April 2024 to 31 March 2025

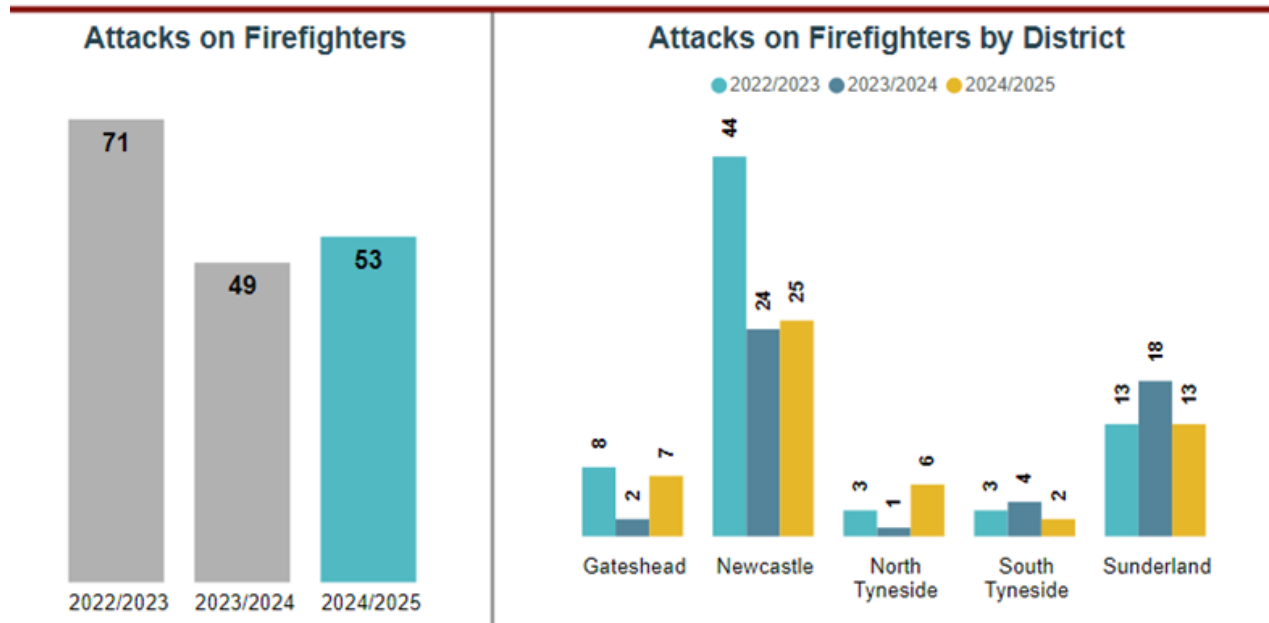


Special Service by Type (including % change)

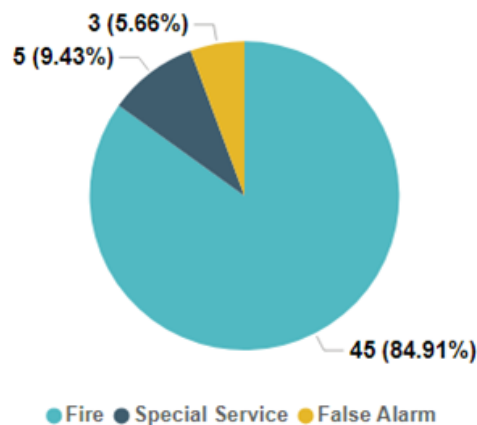


Attacks on Firefighters

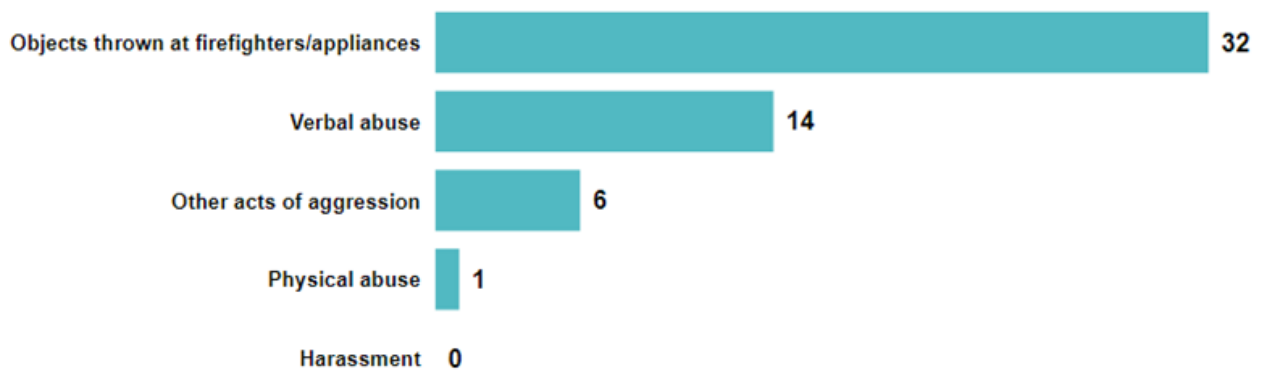
01 April 2024 to 31 March 2025



Incident Type



Types of Attacks



Prevention and Education Activities

01 April 2024 to 31 March 2025

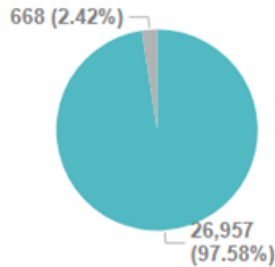
Home Safety Engagements



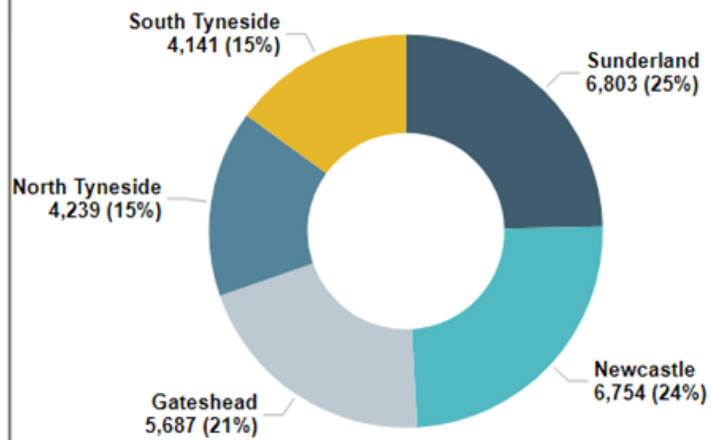
Total Home Safety Engagements

27,625

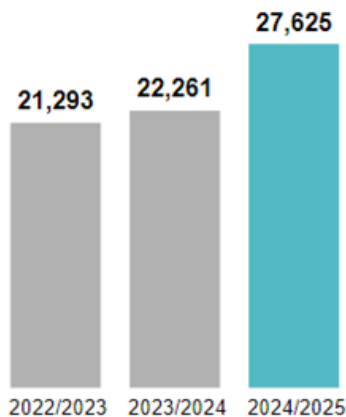
Completed S&W Checks Other Engagements



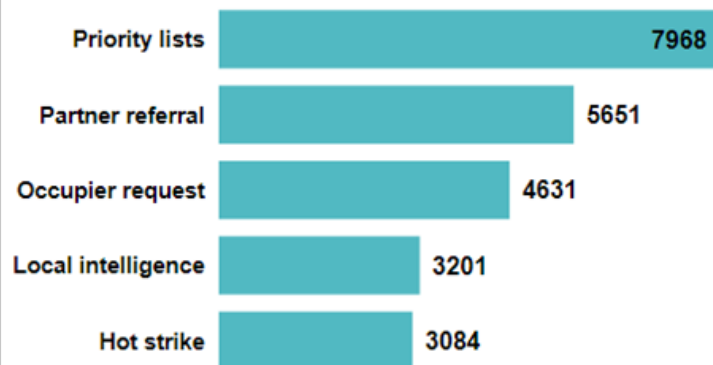
Home Safety Engagements by District



Home Safety Engagements

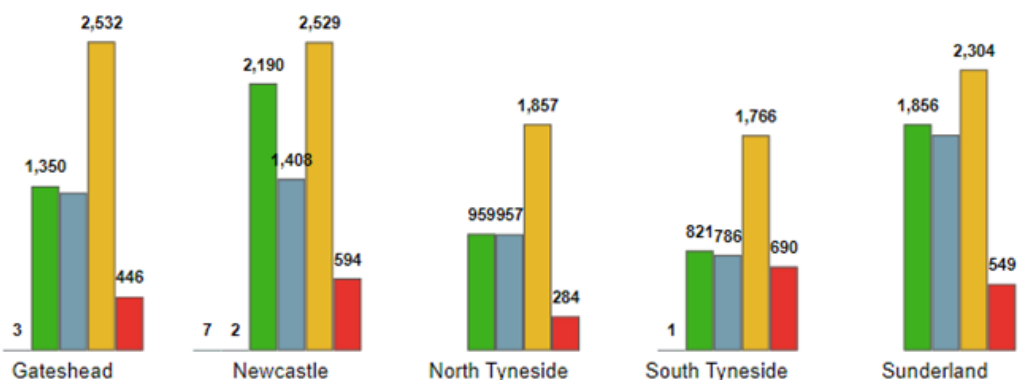


Reason for Visit (Top five)



Completed S&W Checks by District & Risk Level

None Very Low Low Medium High Very High



Response Times

01 April 2024 to 31 March 2025

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
93.5 %	94.3 %	94.0 %

Emergency Response Times

Average response time to all Incidents

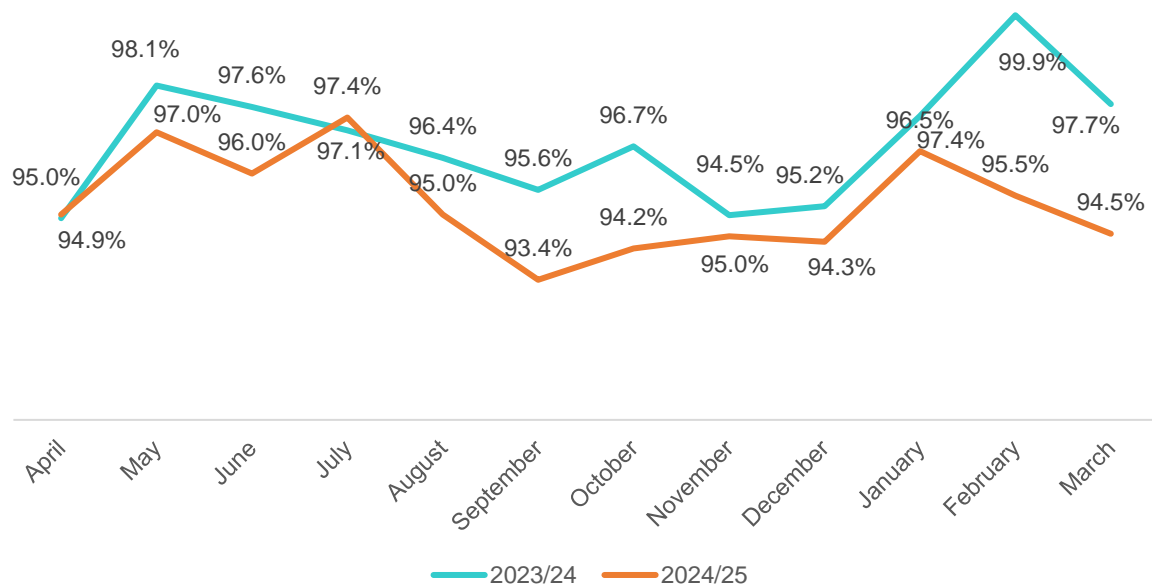
5m 44s

Previous
5m 36s

Average response time to Risk Level 1 Incidents

Risk Level	2022/2023	2023/2024	2024/2025
1	00:05:19	00:05:21	00:05:33

Appliance Availability



Internal Performance Monitoring

01 April 2024 to 31 March 2025

Total Fire Safety Activities

6483

All Activities completed by
specialist fire safety officers

4581

Healthcheck visits completed by
operational crews

1553

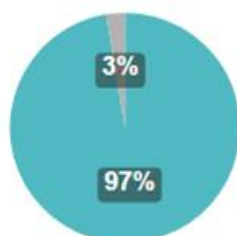
Fire Safety Audits

FSA's Completed

1461

Yearly Target

1500



% Of Yearly Target Completed

97%

Other Fire Safety Activities completed by
specialist fire safety officers

3127

Examples of Activities	Number
Building Regulations Consultations	711
Cause for Concern	311
Desk Based Queries	357
Post Fire	170
Arson Reduction	95

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.

52

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.

429

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 March 2025

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 10/04/2025

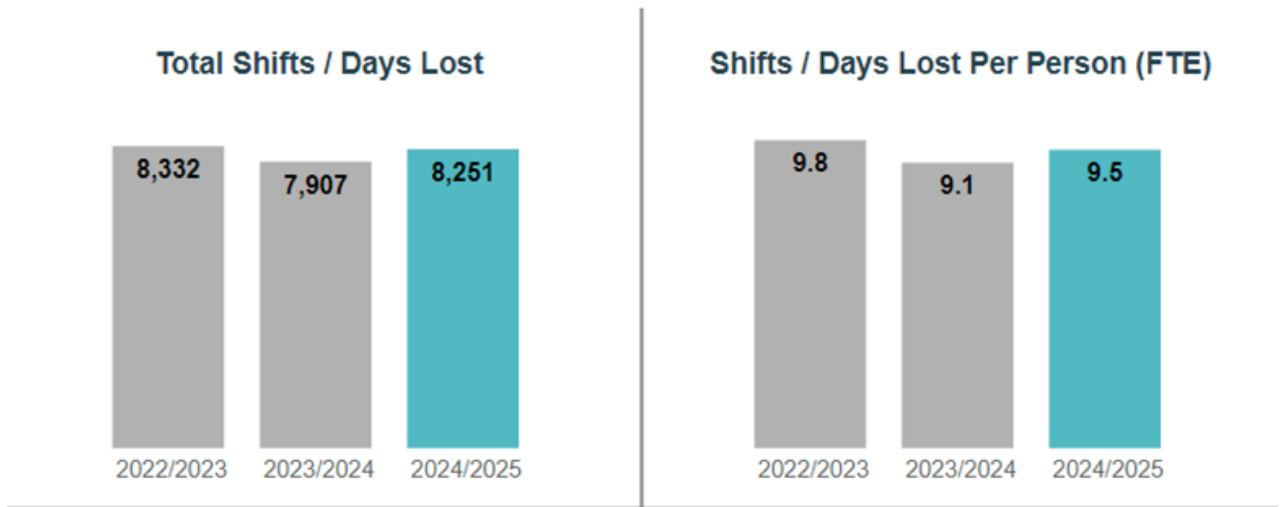
Internal performance highlights compared with Q4 2023/24:

- Staff sickness 8,251 shifts lost, (344) 4% increase on Q4 2023/24.
- The main reason for shifts/days lost is non work related 'mental health'.
- 41 accidents to TWFRS personnel were reported, a 3% increase (1).
- 66 near miss reports were submitted to Health and Safety, no change from 2023/24.
- Of the 70 vehicle accidents recorded in Q4 (27) 39% involved a pumping appliance Cat 1.
- There has been a total of £1,414,605 paid in overtime costs, an increase of 54%.
- There was a total of 32,477 Emergency calls received in Q4 2024/25, this is an increase of 4% (1,327) compared to Q4 2023/24. Of the total number of calls received; 97% (30,073) were answered in under 7 seconds.

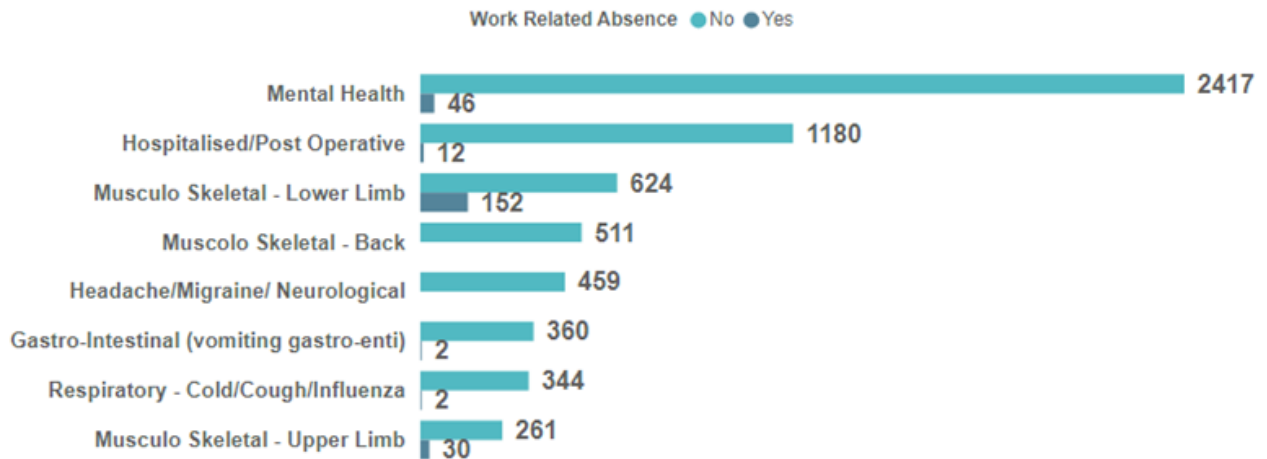
Internal Performance Monitoring

01 April 2024 to 31 March 2025

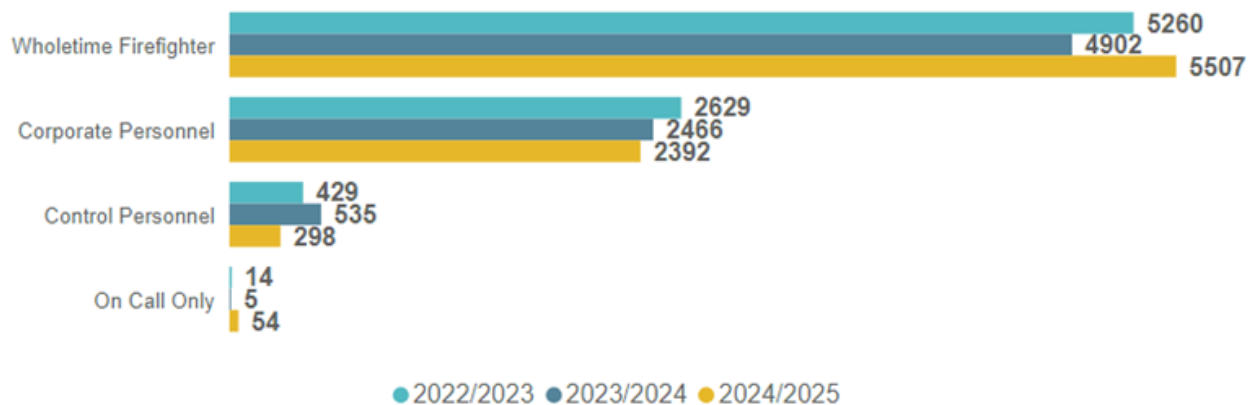
Staff Sickness Absence



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

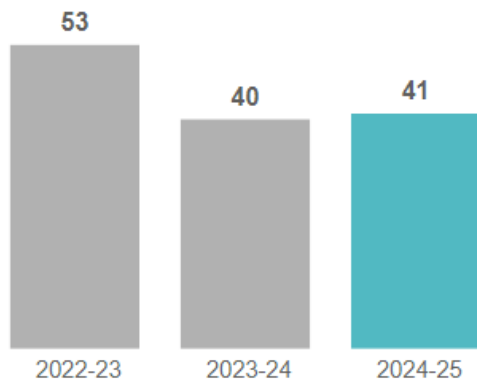


Shifts / Days Lost by Category

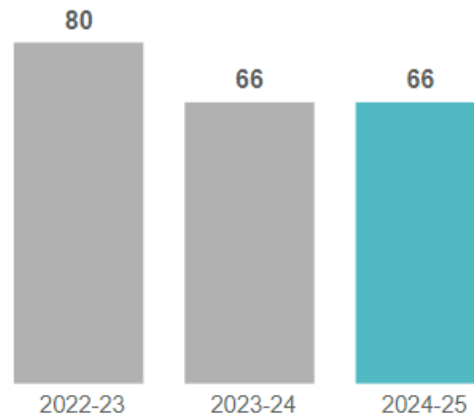


Internal Performance Monitoring

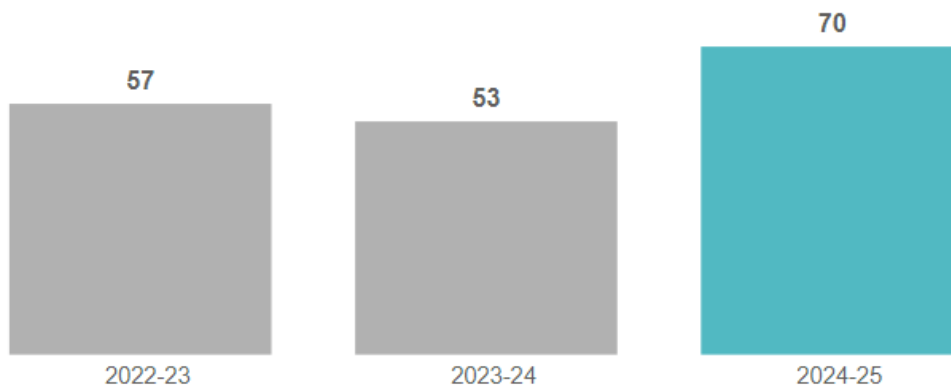
Reporting of Accidents - Accidents to TWFRS Personnel



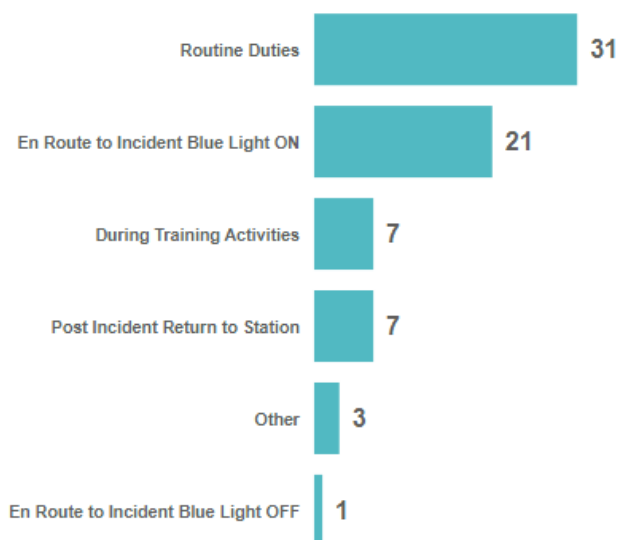
Near Miss Reports



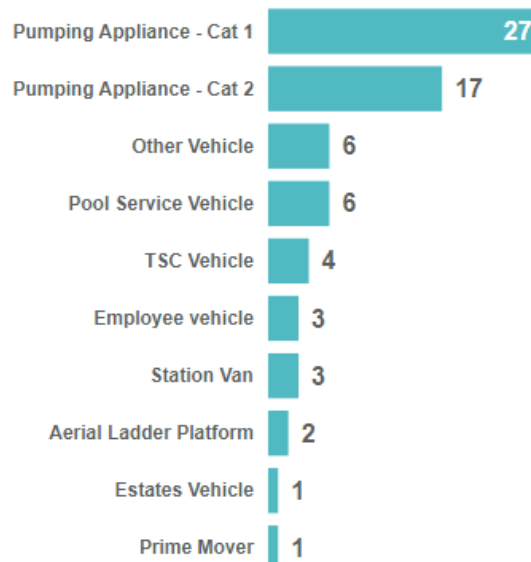
Vehicle Accidents



Duties at time of Vehicle Accident



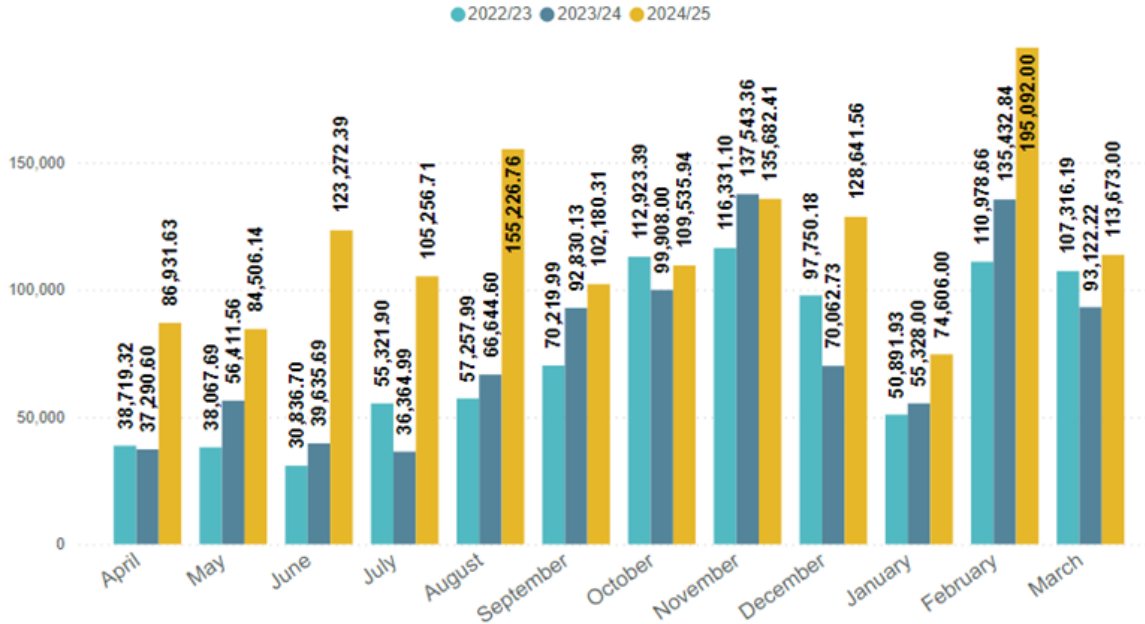
Vehicle Type Involved in Accident



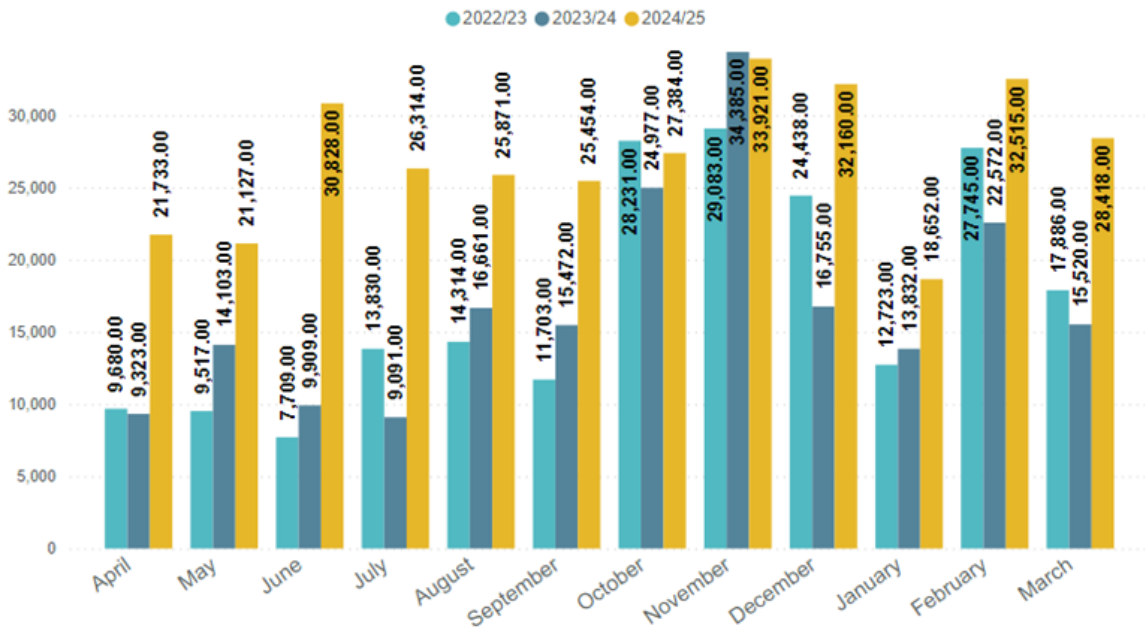
Internal Performance Monitoring

Operational Staff - Planned Overtime (£)

Overtime Costs by Month



Average Costs Per Week



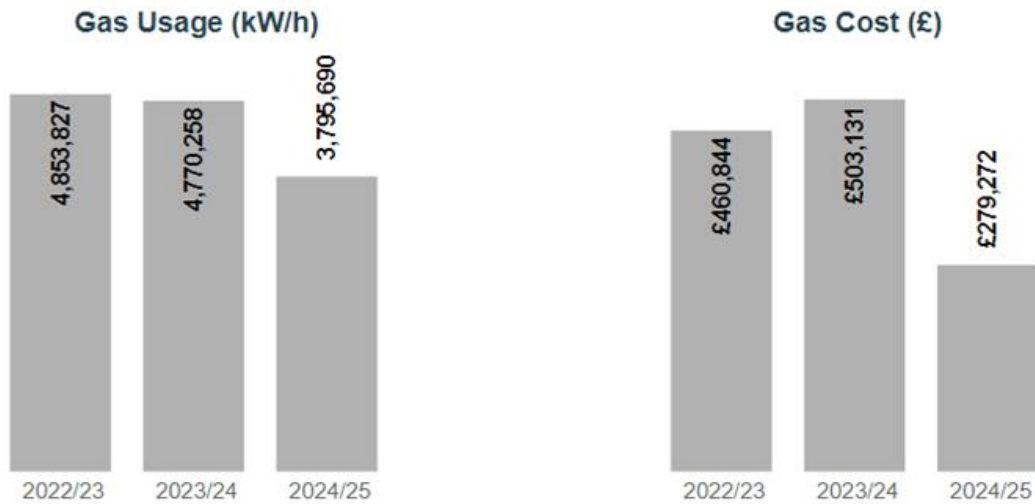
Please Note:

- 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

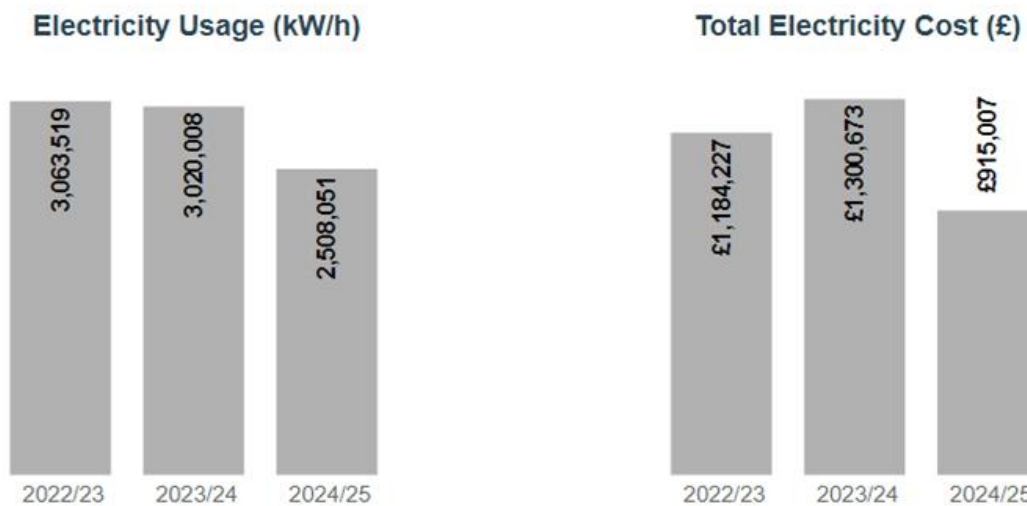
Internal Performance Monitoring

Carbon Monitoring

Gas Usage



Electricity Usage




Please Note:

- February data for Wallsend is not included as there's no data available.
- March data not yet available

Internal Performance Monitoring

01 April 2024 to 31 March 2025

Total Emergency Calls		Fiscal Year	Number of Calls	Number of Calls Answered in Under 7 Seconds	%
	32477 *				
		2024/2025	32477	30073	97%
		2023/2024	31150	30173	97%
		2022/2023	35248	33947	96%

*Please note that due to an issue with Call Handling data provided by Telent from 04/03/2025 – 31/03/2025, an average of the previous 3 years data for March has been used to give a total for March 2025.