

Tyne and Wear Fire and Rescue Service



Quarter 1 Performance Report (Year to Date)

01 April 2025 to 30 June 2025



Our performance is managed and monitored robustly to enable us to identify issues and implement improvement action and identify success, promoting and sharing good practice across the Service and beyond. The Service's vision and mission guides all our strategic planning and we place our communities at the heart of everything we do.

Our Vision, Mission and Values



Our Goals



Progress towards achieving the goals set out within our strategy is monitored and regularly reported on through our Performance Reporting Process.

01 April 2025 to 30 June 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 14/07/2025.

Q1 Operational Performance highlights compared with Q1 2024/25:

- 5,455 incidents attended, this is an increase of 27% (1,145), (LI32).
- Injuries from all fires increased by 50% (14) (LI05).
- Injuries from accidental dwelling fires increased by 13% (1) (LI03).
- 10 of the injuries from accidental dwelling fires where the cause of the fire was recorded as 'Cooking incl. oven'. (LI03).
- Accidental dwelling fires remained the same total (LI08).
- An alarm was present in 88% of accidental dwelling fires.
- In 74% of accidental dwelling fires the alarm activated.
- There was a 74% (858) increase in deliberate fires (LI33).
- Non domestic fires have remained the same (57).
- False alarms in domestic premises (LI23) have decreased by 4% (32) and false alarms in non-domestic premises have decreased by 38% (140).
- Special Services have decreased by 2% (13) from 846 in 2024/25 to 833 in 2025/26.
- 8 attacks on Firefighters, an increase of (2).
- A total of 7,427 Home Safety Engagements were carried out, an increase of 545 (8%).
- The overall average response time was 6 minutes19 seconds, this is 45 seconds slower than in Q1 2024/25.
- Pumping appliances were available 94.9 % of the time during Q1 2025/26.
- 1652 Fire Safety Audits carried out, 23% of yearly target.
- 13 Prohibition Notices were served in Q1 2025/26.

TWFRS Performance Against Targets

01 April 2025 to 30 June 2025

Deaths from Accidental Dwelling Fires (LI01)	Deaths from all Fires (LI02)	Injuries from Accidental Dwelling Fires (LI03)	Injuries from all Fires (LI05)
0 Target: 0	1 Target: 0	9 Target: 4 (+125%)	42 Target: 32 (+31.3%)
Accidental Fires in Dwellings (LI08)	Accidental Kitchen Fires in Dwellings (LI09)	Accidental Non Kitchen Fires in Dwellings (LI10)	Deliberate Secondary Fires (LI16)
120 Target: 110 (+9.1%)	62 Target: 57 (+8.8%)	58 Target: 51 (+13.7%)	1,919 Target: 1,354 (+41.7%)
Deliberate Refuse Fires (LI18)	Malicious False Alarms Attended (LI21)	AFA's to Non Domestic premises (LI22)	AFA's to Domestic premises (LI23)
874 Target: 807 (+8.3%)	40 Target: 39 (+2.6%)	230 Target: 312 (-26.3%)	787 Target: 623 (+26.3%)
Total Fires Attended (LI24)	Primary Fires (LI29)	Total Incidents (LI32)	Fires in Non Domestic premises (LI35)
2,919 Target: 2,177 (+34.1%)	480 Target: 440 (+9.1%)	5,455	57 Target: 49 (+16.3%)

TWFRS Performance Summary

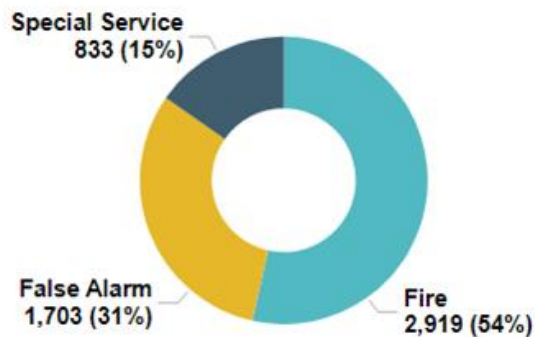
01 April 2025 to 30 June 2025

Fires  2,919  Previous 1,741 68 %	False Alarms  1,703  Previous 1,723 -1 %	Special Service  833  Previous 846 -2 %
Total Incidents  5,455  Previous 4,310 27 %	Fire Injuries  42  Previous 28 50 %	Fire Fatalities  1  Previous 0 1
Accidental Dwelling Fires  120  Previous 120 0 %	Deliberate Fires  2,143  Previous 1,235 74 %	Non Domestic Fires  57  Previous 57 0 %

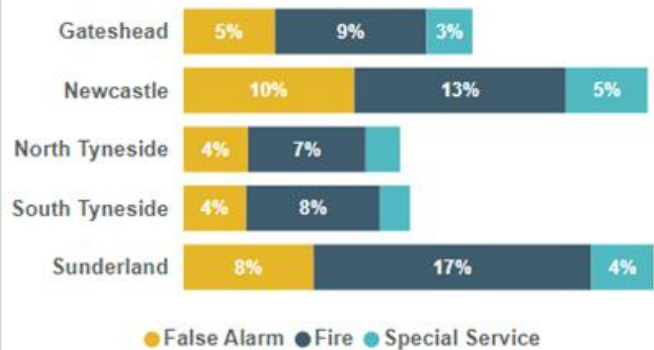
Incidents by Time of Day

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	18	20	7	8	7	5	9	7	15	16	22	28	30	32	31	42	51	58	85	73	74	47	26	19
Tuesday	27	12	15	13	11	7	12	13	18	20	17	27	25	20	33	46	46	63	81	78	76	50	25	20
Wednesday	17	18	9	16	10	4	3	18	10	14	23	34	24	27	25	40	45	61	64	85	65	41	25	26
Thursday	11	17	17	13	10	4	8	15	13	11	32	27	24	32	33	35	45	51	90	85	80	65	35	28
Friday	22	16	16	10	9	9	7	11	16	20	17	17	23	34	34	43	49	63	64	79	75	52	40	23
Saturday	11	23	19	22	24	18	6	11	20	15	16	32	37	38	42	59	61	58	62	86	83	56	33	30
Sunday	30	18	19	18	15	10	10	14	13	20	23	32	26	40	60	67	65	58	77	76	66	55	40	22

Incidents by Type



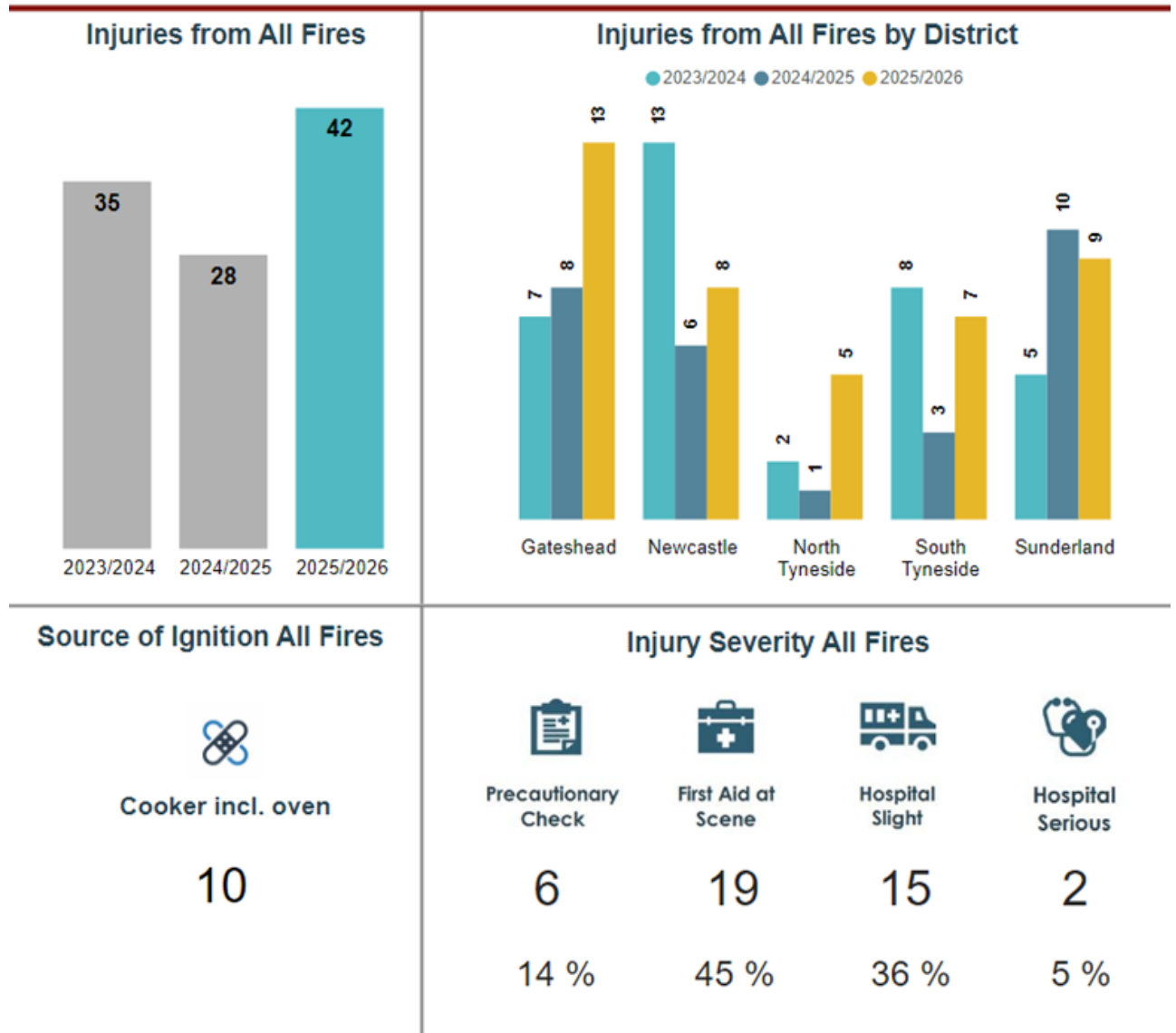
Incident Types by District



Injuries from all Fires

Including first aid and precautionary checks

01 April 2025 to 30 June 2025

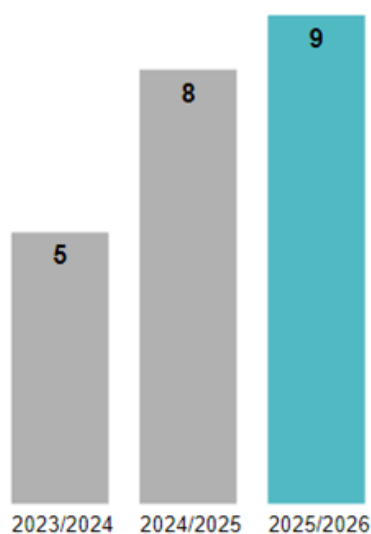


Injuries from Accidental Dwelling Fires (ADF)

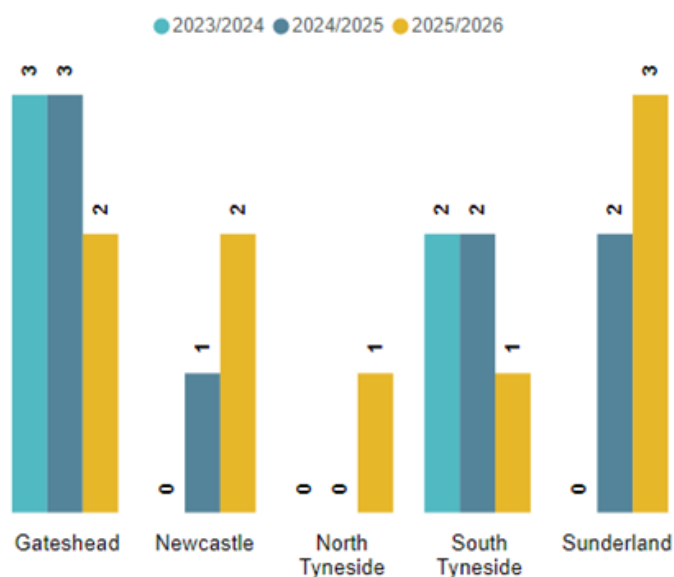
Excluding first aid and precautionary checks

01 April 2025 to 30 June 2025

Injuries from ADF



ADF Injuries by District



Source of Ignition ADF



Other heating equipment

2

Injury Severity ADF



Hospital Slight

7

78 %



Hospital Serious

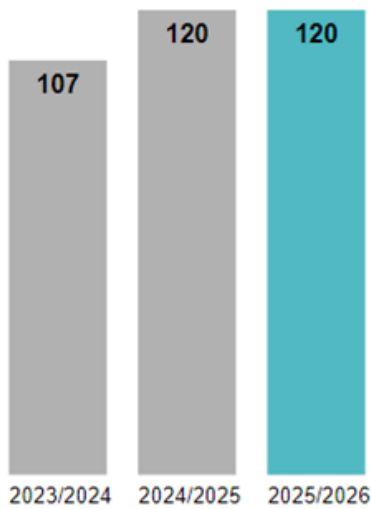
2

22 %

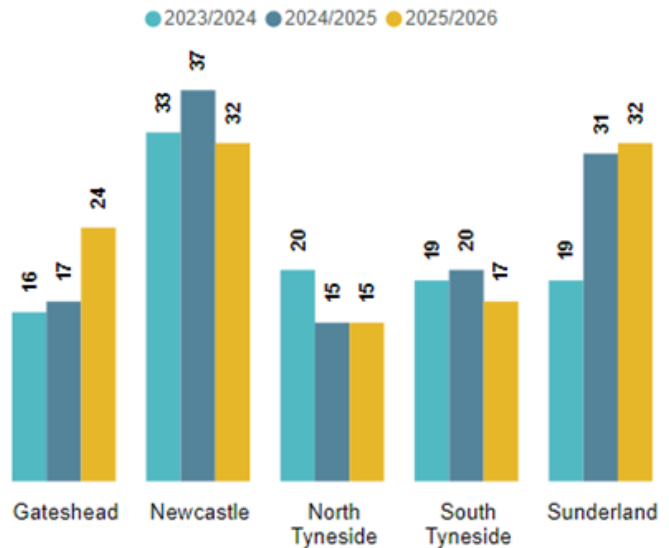
Accidental Dwelling Fires (ADF)

01 April 2025 to 30 June 2025

ADF by Year



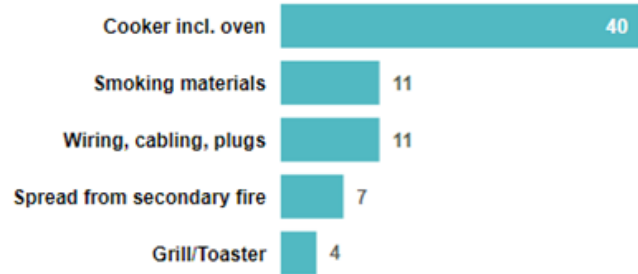
ADF by District



ADF by Main FRS Action (Top five)

FRS Main Action	Count
Hosereel (high pressure) (HRJ) - tank supply only	49
No firefighting	30
Removal from/of heat source	13
Hosereel (high pressure) (HRJ) - augmented supply	8
CO2 (carbon dioxide)	4

ADF by Source of Ignition (Top five)



Alarm Detection and Actuation



Alarm Present

88%



Alarm Activated

75%

Human Factors



Distraction

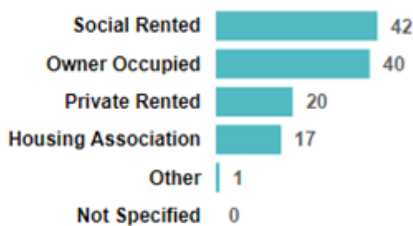
13%



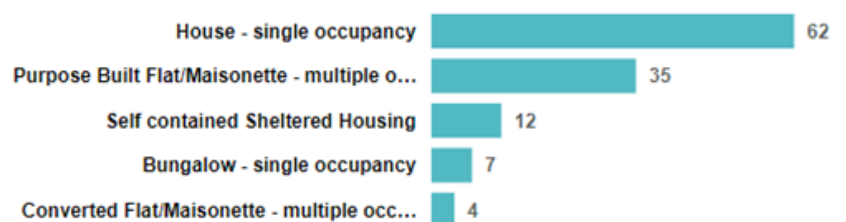
Falling asleep / asleep

9%

ADF by Property Tenure



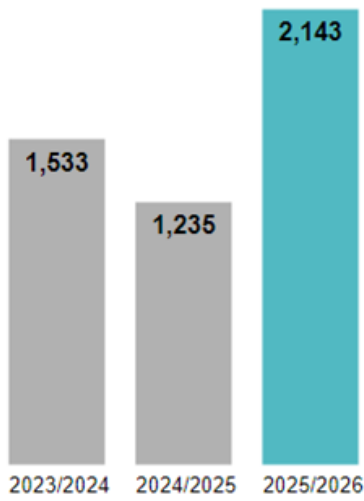
ADF by Property Type (Top five)



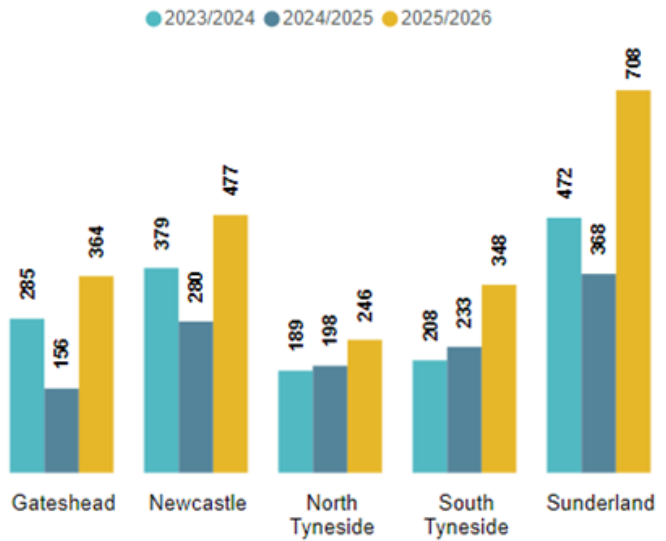
Deliberate Fires

01 April 2025 to 30 June 2025

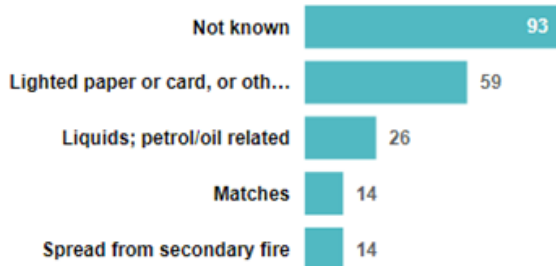
Deliberate Fires by Year



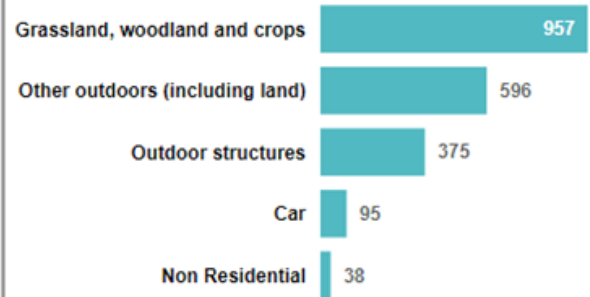
Deliberate Fires by District



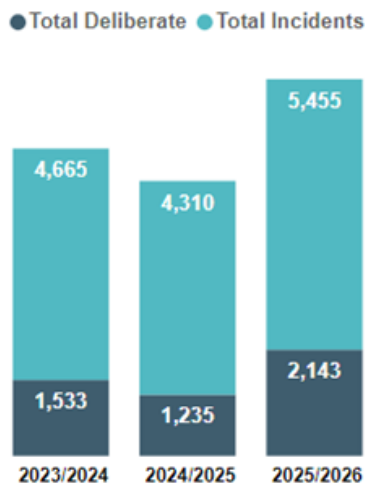
Deliberate Fires by Ignition Source (Top five)



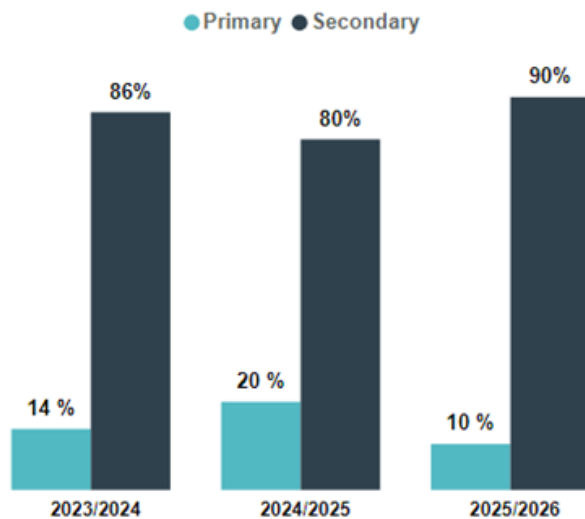
Deliberate Fires by Property Type (Top five)



Deliberate Fires Compared to All Incidents



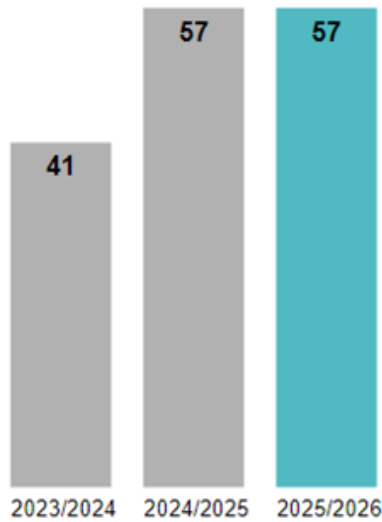
Deliberate Fires by Classification



Non Domestic Fires

01 April 2025 to 30 June 2025

Non Domestic Fires by Year



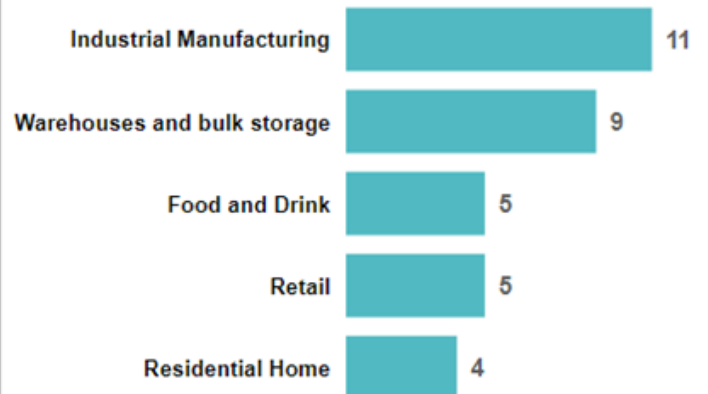
Non Domestic Fires by District



NDF Main Cause (Top five)

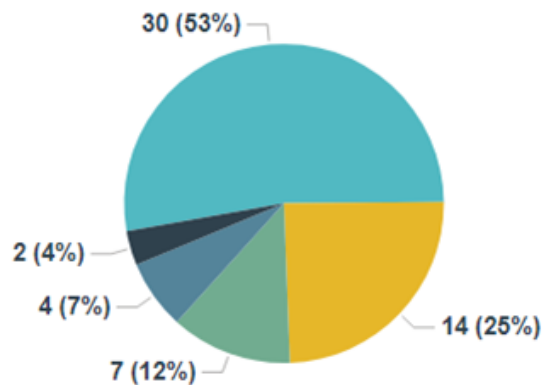
Main Fire Cause	Count
Heat source and combustibles brought together deliberately	23
Overheating, unknown cause	6
Accumulation of flammable material	4
Combustible articles too close to heat source (or fire)	4
Fault in equipment or appliance	4

NDF Property Type (Top five)



Non Domestic Fires by Motive

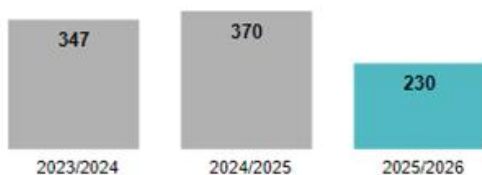
● Accidental ● Deliberate - others property ● Deliberate - unknown owner ● Not known ● Deliberate - own property



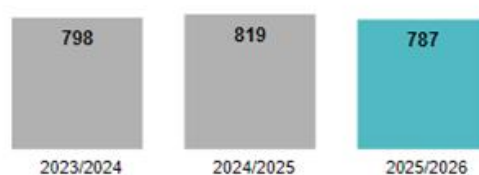
Automatic False Alarms (AFA)

01 April 2025 to 30 June 2025

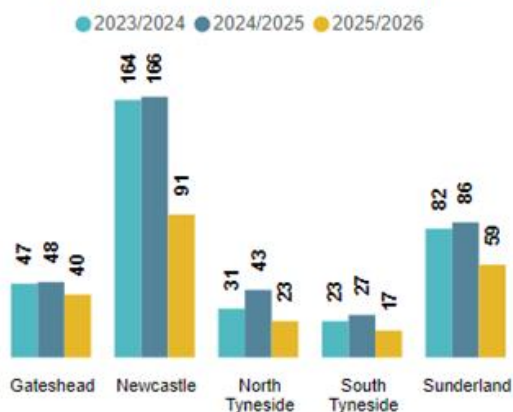
Non Domestic AFA by Year



Domestic AFA by Year



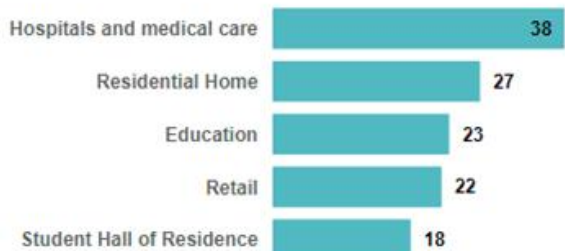
Non Domestic AFA by District



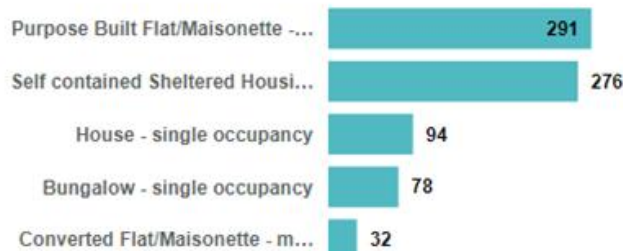
Domestic AFA by District



Main Property Types (Top five)



Main Property Types (Top five)



Main Reason for Activation



Main Reason for Activation

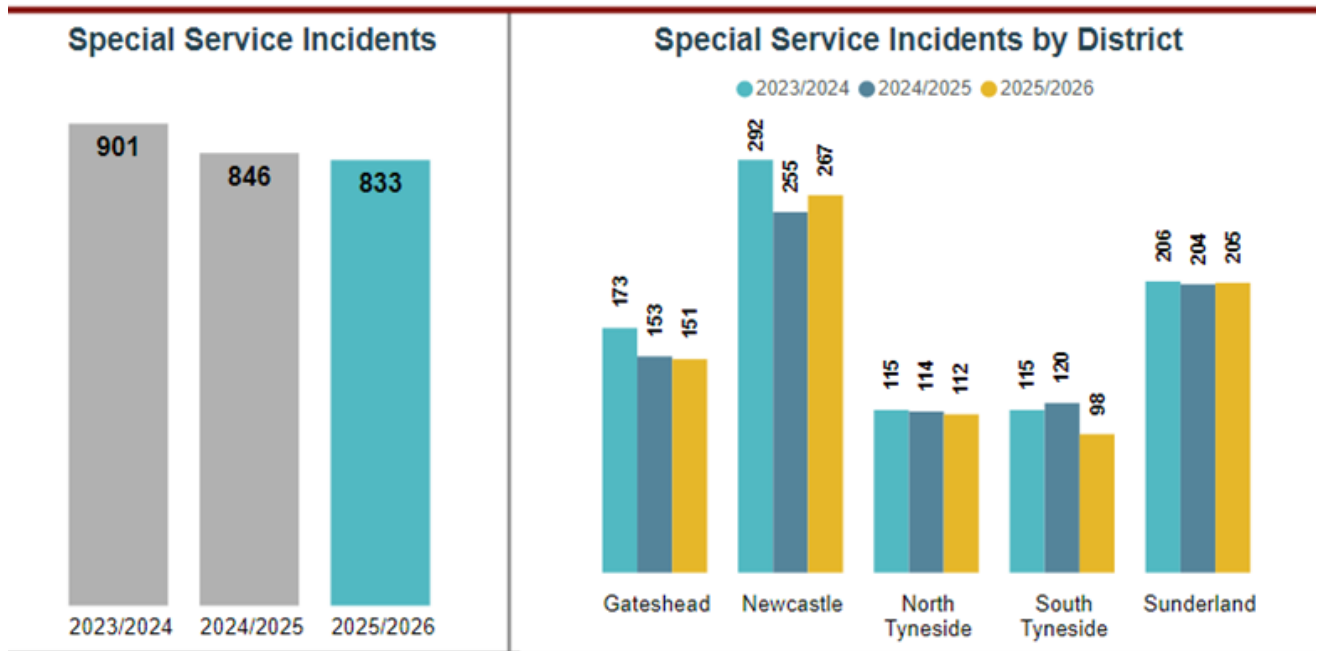


AFA's Compared to all Incidents

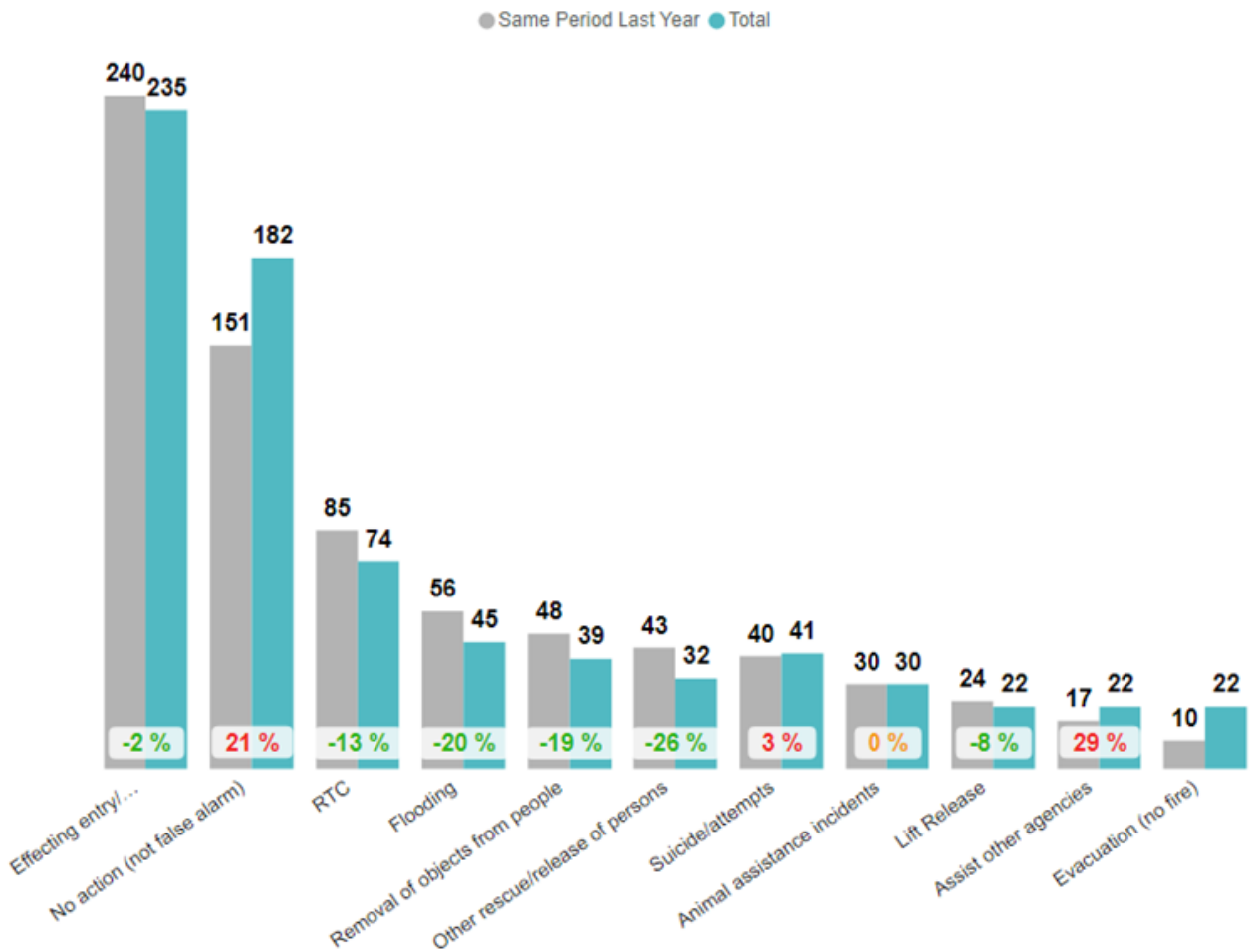


Special Service Incidents

01 April 2025 to 30 June 2025

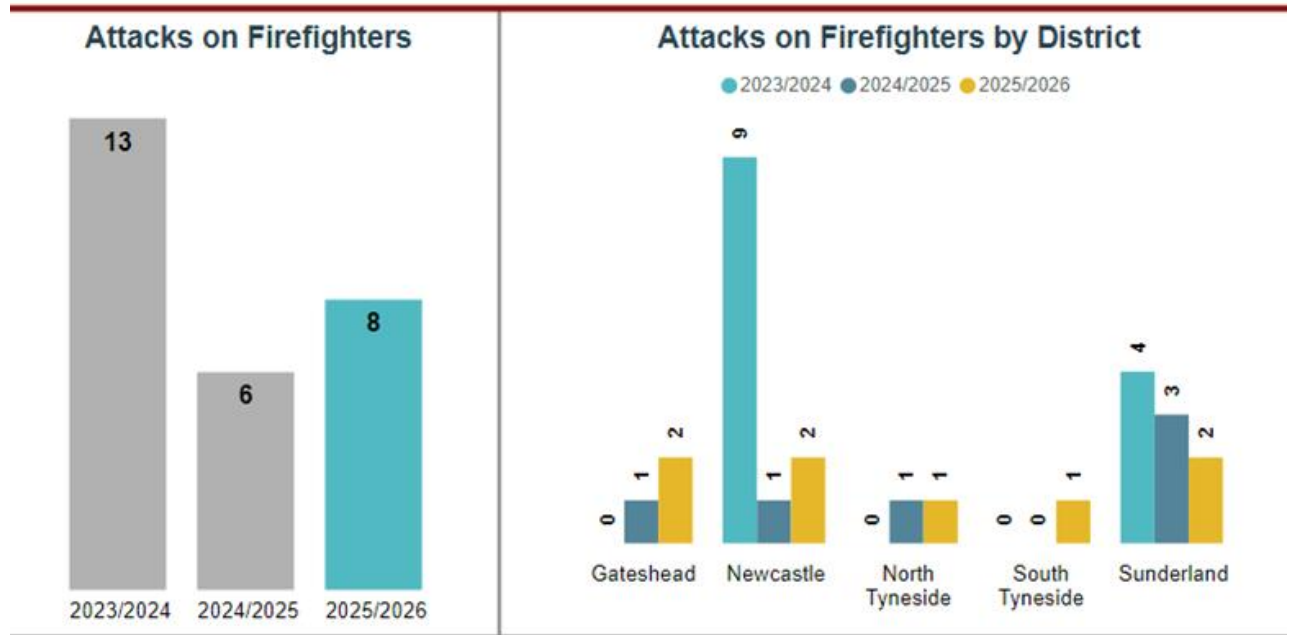


Special Service by Type (including % change)

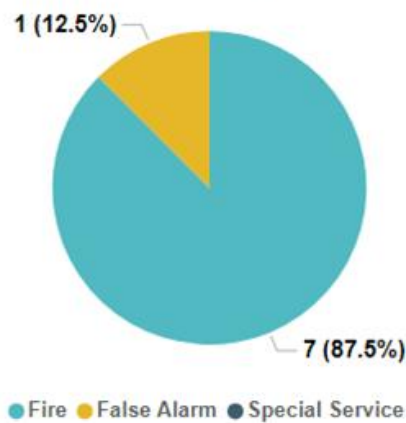


Attacks on Firefighters

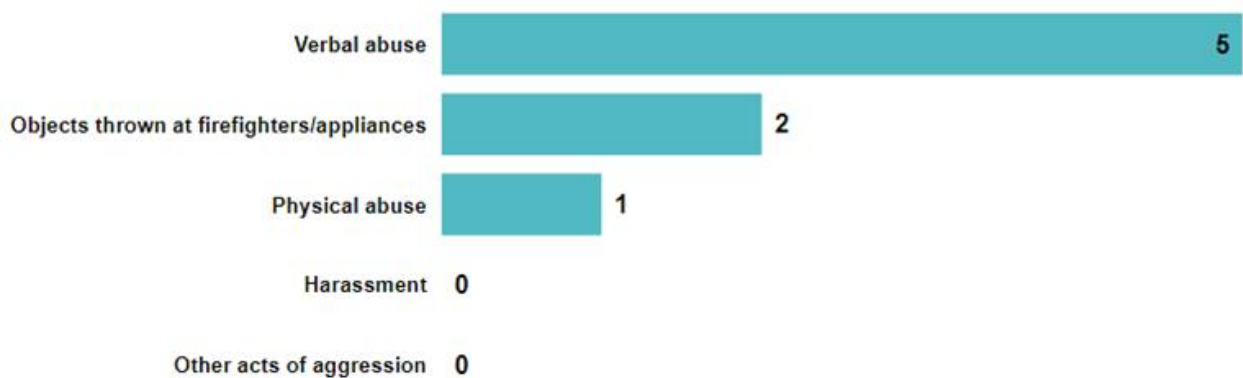
01 April 2025 to 30 June 2025



Incident Type



Types of Attacks



Response Times

01 April 2025 to 30 June 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

2023/2024	2024/2025	2025/2026
93.1 %	94.4 %	89.7 %

Emergency Response Times

Average response time to all Incidents

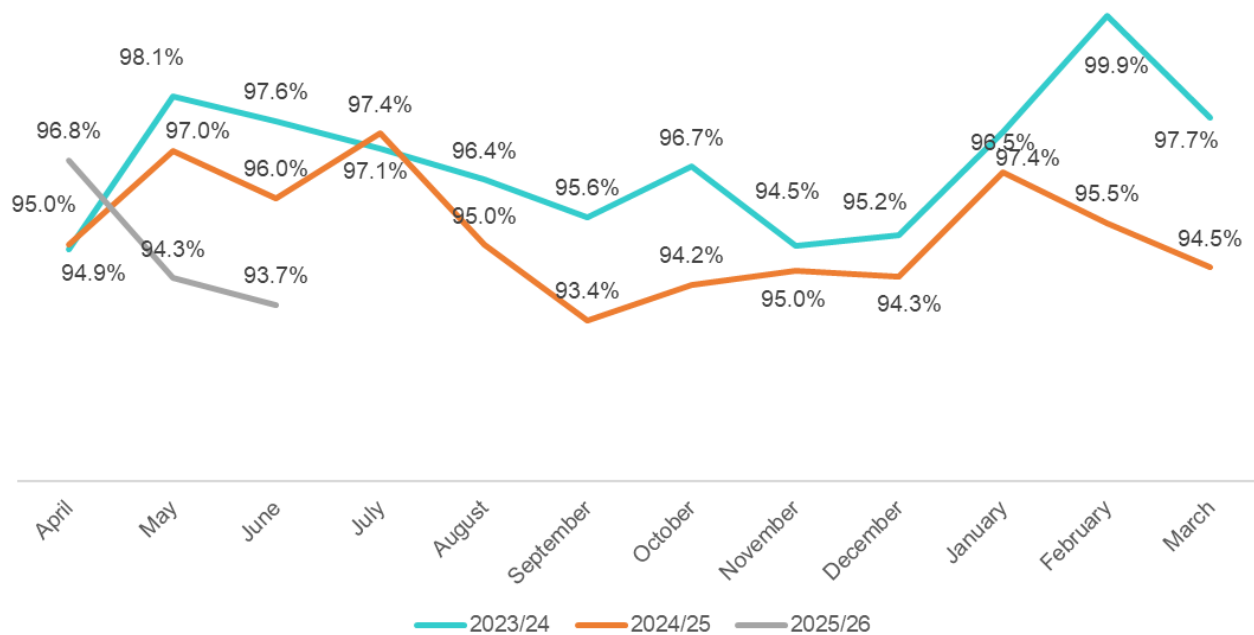
6m 19s

Previous
5m 34s

Average response time to Risk Level 1 Incidents

Risk Level	2023/2024	2024/2025	2025/2026
1	00:05:13	00:05:28	00:05:50

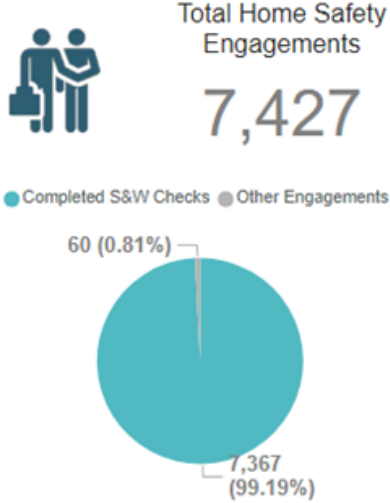
Appliance Availability



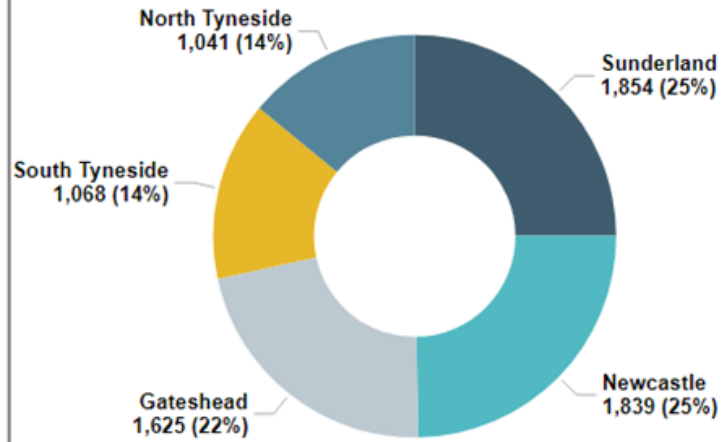
Prevention and Education Activities

01 April 2025 to 30 June 2025

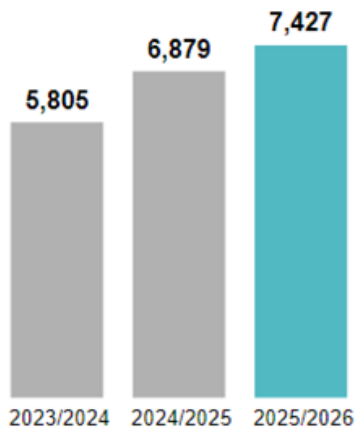
Home Safety Engagements



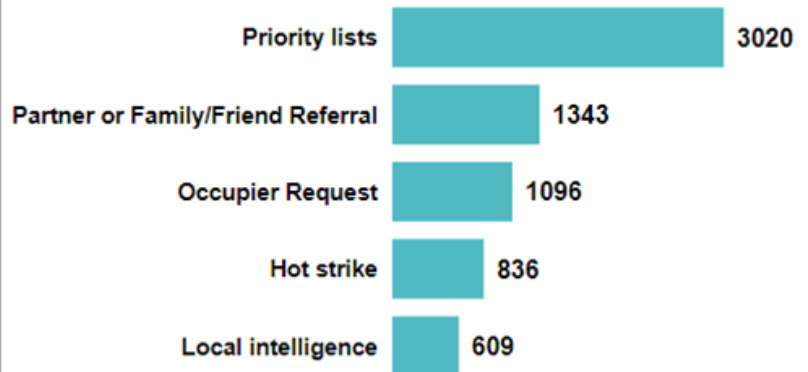
Home Safety Engagements by District



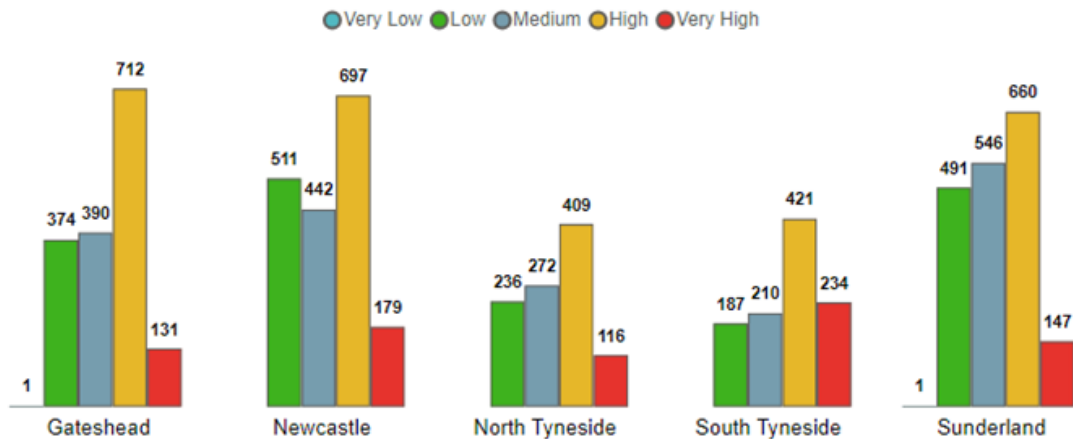
Home Safety Engagements



Reason for Visit (Top five)



Completed S&W Checks by District & Risk Level



Internal Performance Monitoring

01 April 2025 to 30 June 2025

Total Fire Safety Activities

1652

All Activities completed by specialist fire safety officers 1183	Healthcheck visits completed by operational crews 379												
Fire Safety Audits FSA's Completed Yearly Target 352 1500  % Of Yearly Target Completed 23%	Other Fire Safety Activities completed by specialist fire safety officers 831 <table border="1"> <thead> <tr> <th>Examples of Activities</th><th>Number</th></tr> </thead> <tbody> <tr> <td>Building Regulations Consultations</td><td>203</td></tr> <tr> <td>Cause for Concern</td><td>81</td></tr> <tr> <td>Desk Based Queries</td><td>65</td></tr> <tr> <td>Post Fire</td><td>31</td></tr> <tr> <td>Arson Reduction</td><td>13</td></tr> </tbody> </table>	Examples of Activities	Number	Building Regulations Consultations	203	Cause for Concern	81	Desk Based Queries	65	Post Fire	31	Arson Reduction	13
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Cause for Concern	81												
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Arson Reduction	13												

Workload Disposition



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.

13

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.

106

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 2025 to 30 June 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 14/07/2025

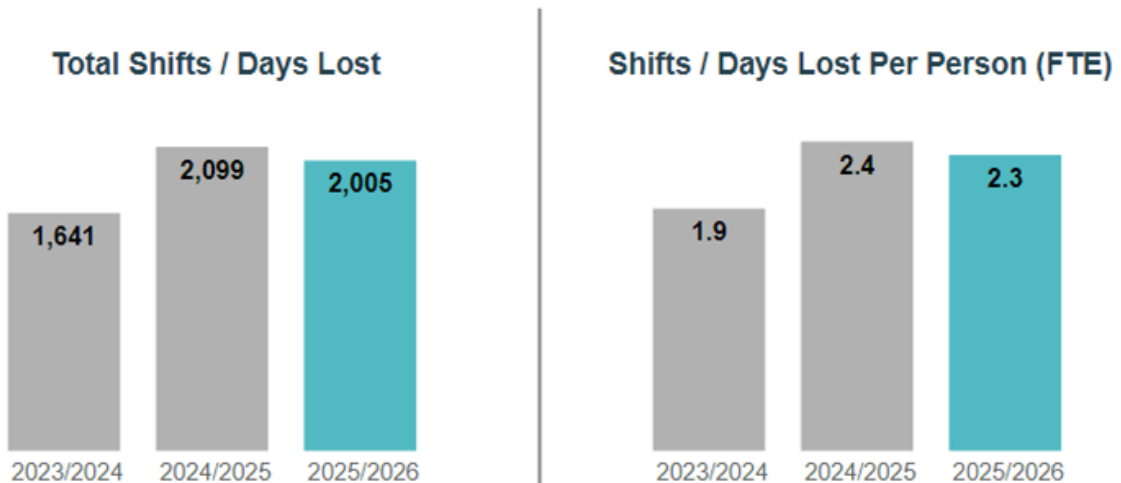
Internal performance highlights compared with Q1 2024/25:

- Staff sickness 2,005 shifts lost, (94) 4% decrease on Q1 2024/25.
- The main reason for shifts/days lost is non work related 'mental health'.
- 8 accidents to TWFRS personnel were reported, a 38% decrease (5).
- 10 near miss reports were submitted to Health and Safety, a reduction of (4) from 2024/25.
- Of the 12 vehicle accidents recorded in Q1 (10) 83% involved a Cat 1 & 2 pumping appliance.
- There has been a total of £345,147.93 paid in overtime costs, an increase of 17%.
- 95% of interactive training packages have been completed.
- Overall operational competence is at 94%.

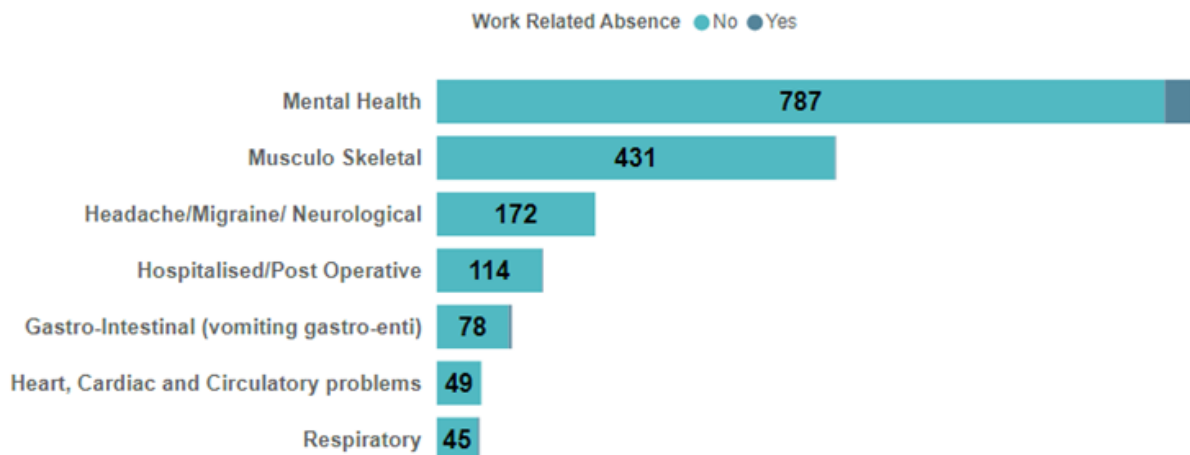
Internal Performance Monitoring

01 April 2025 to 30 June 2025

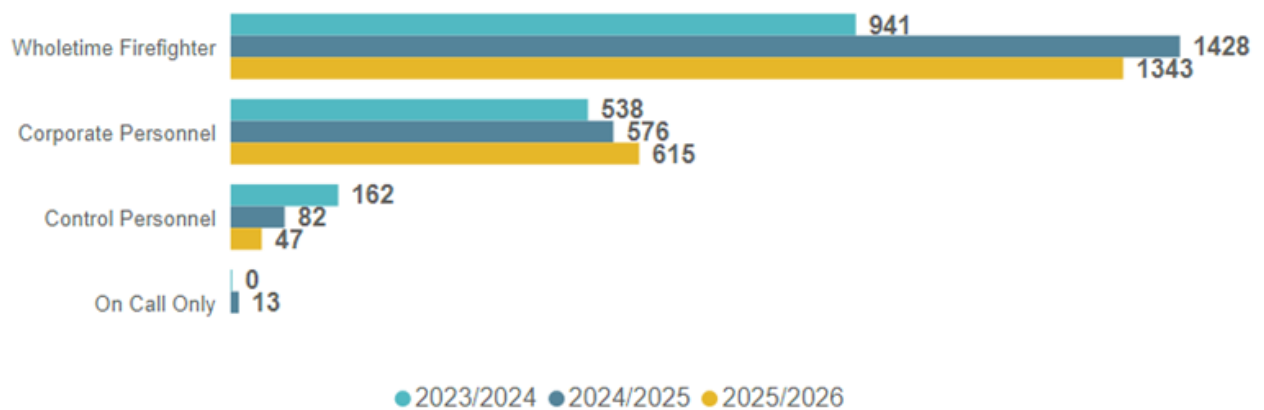
Staff Sickness Absence



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

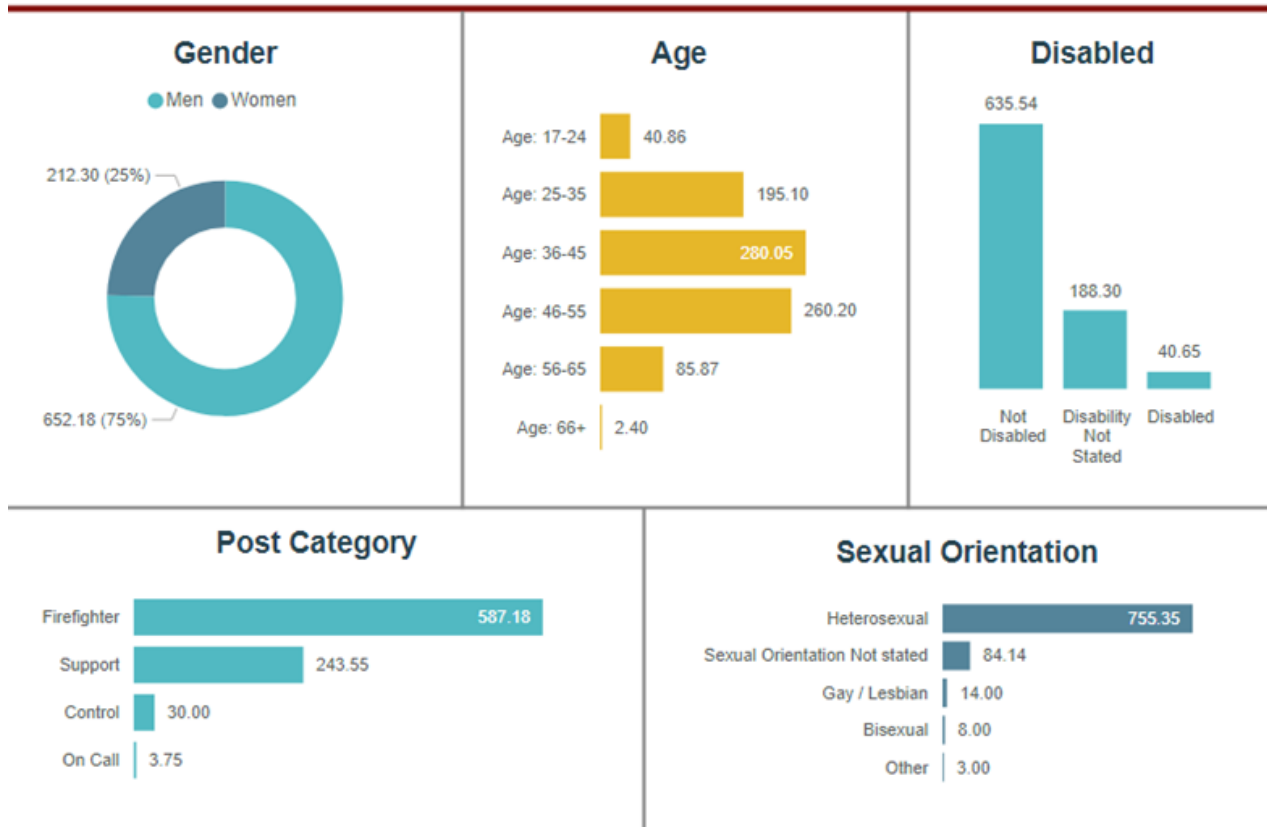


Shifts / Days Lost by Category

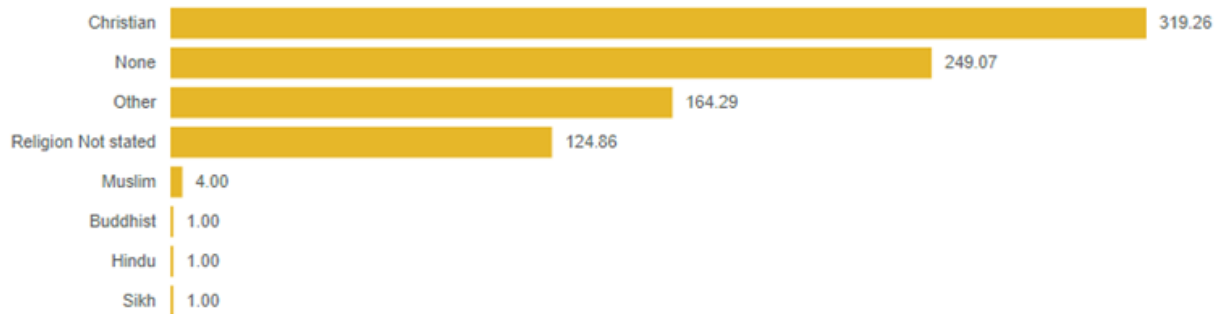


Internal Performance Monitoring

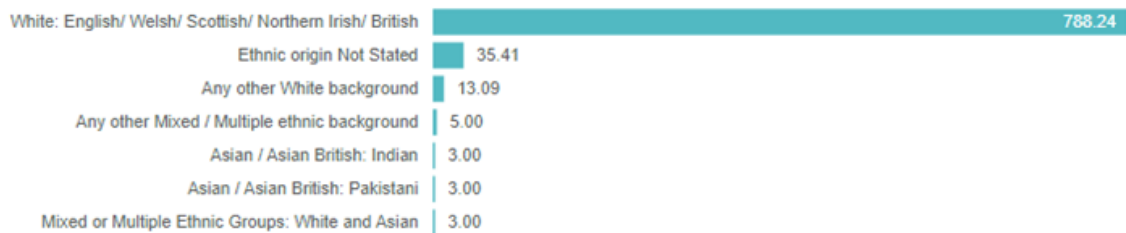
Current FTE Overview



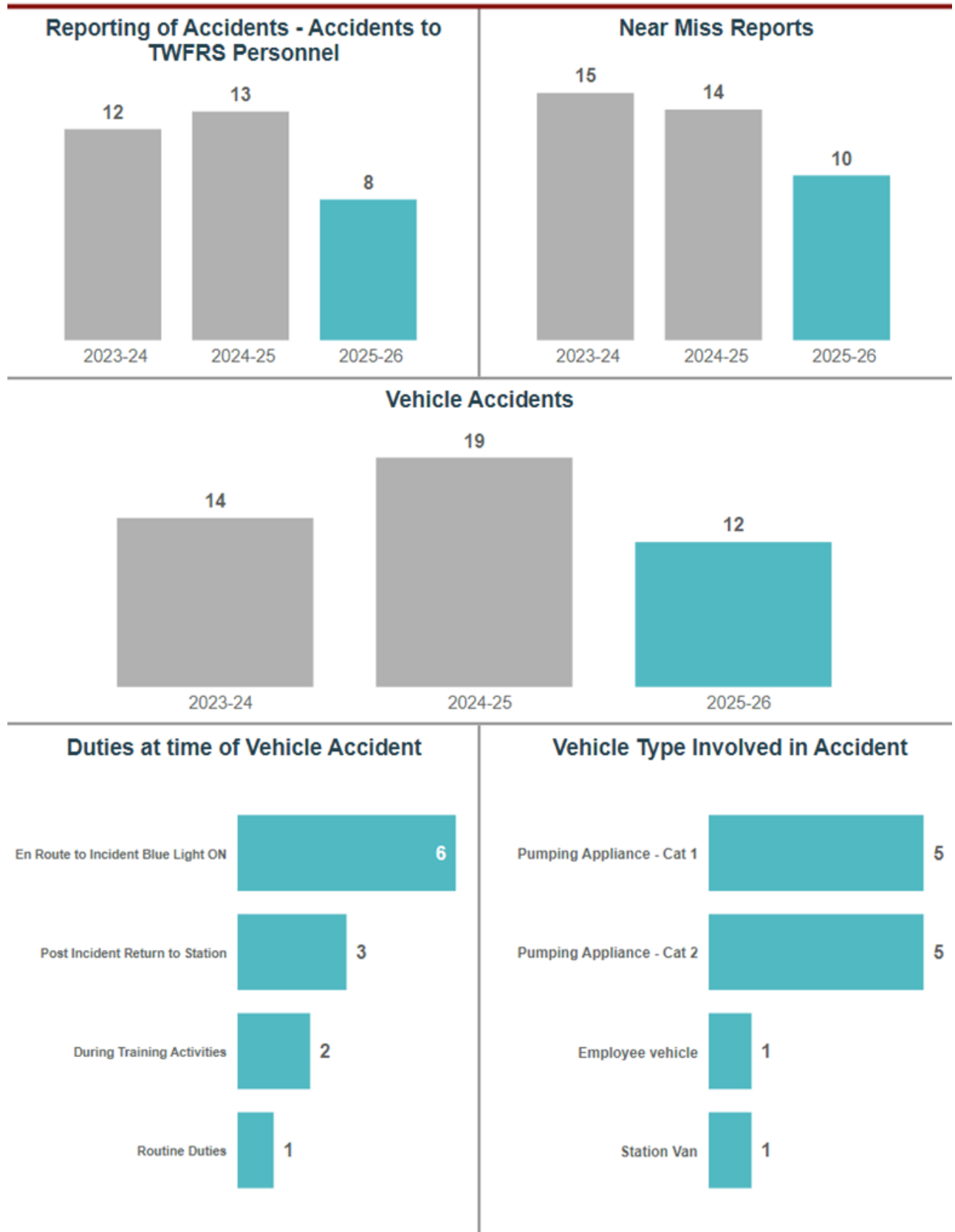
Religion



Ethnic Origin (Top 5)



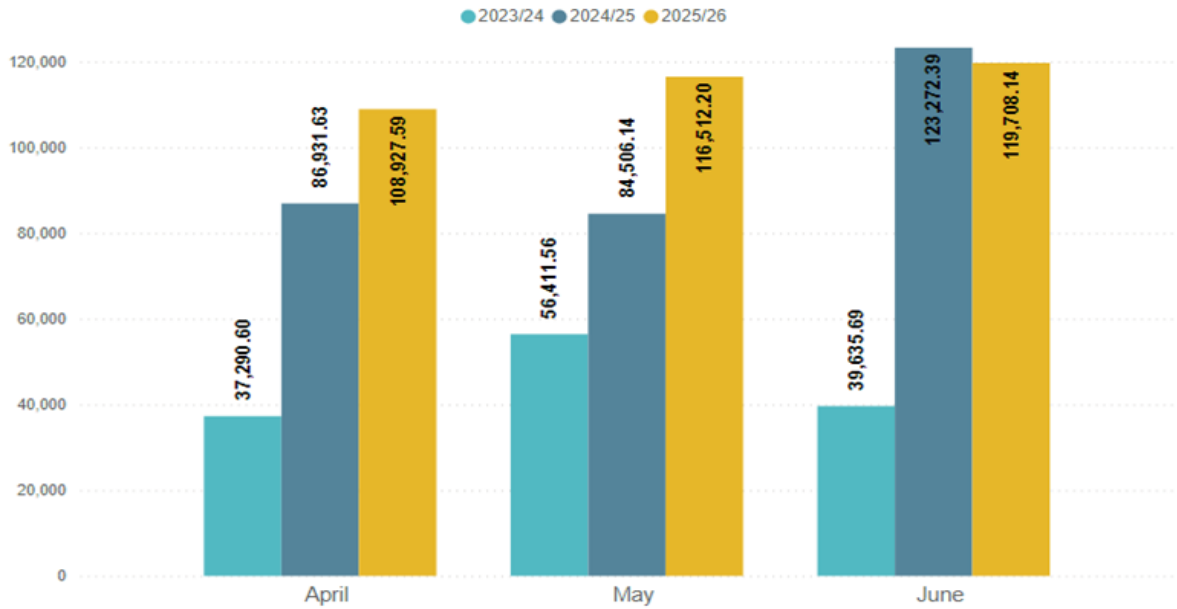
Internal Performance Monitoring



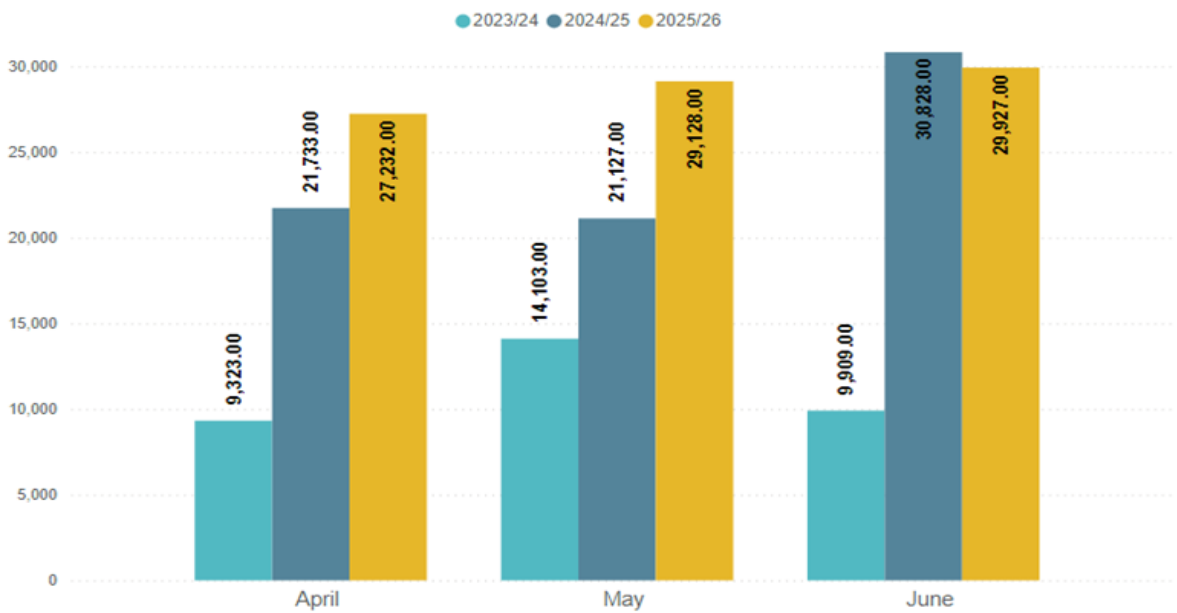
Internal Performance Monitoring

Operational Staff - Overtime (£)

Overtime Costs by Month



Average Costs Per Week

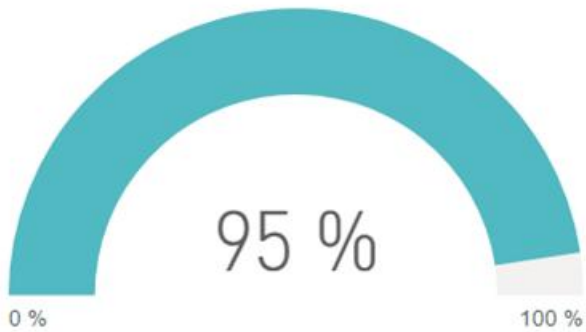


Please Note:

- 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

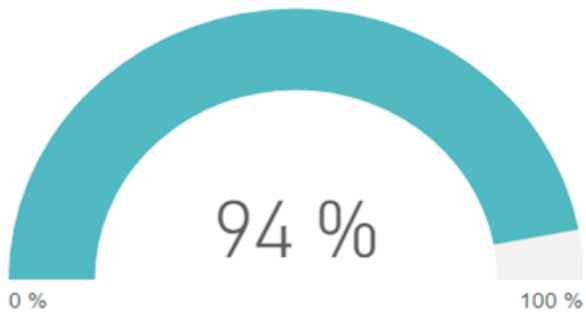
Interactive Training Package Completion



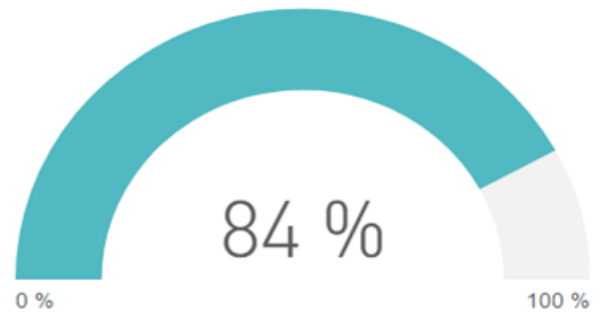
Risk Critical Document Completion



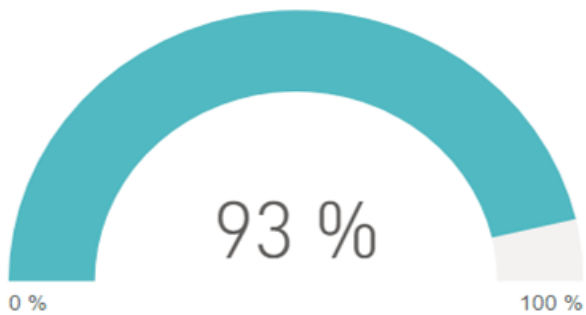
Overall Operational Competence



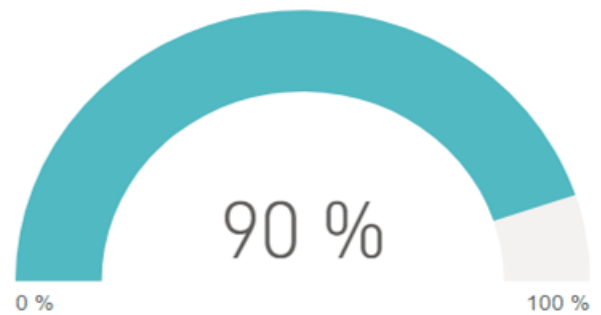
Overall Specialist Skill Completion



Overall National Occupational Standards (NOS) Completion



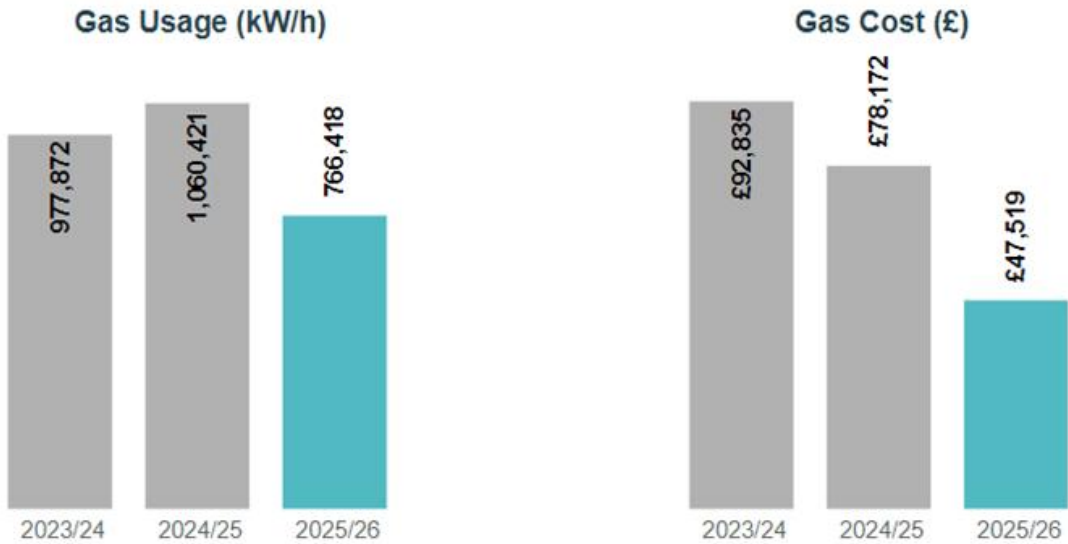
Overall Emergency Fire Services Management (EFSM) Completion



Internal Performance Monitoring

Carbon Monitoring

Gas Usage



Electricity Usage

