

Tyne and Wear Fire and Rescue Service



Quarter 2 Performance Report (Year to Date)

01 April 2025 to 30 September 2025



01 April 2025 to 30 September 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

Vision
Creating the Safest Community

Mission
To save life, reduce risk, provide humanitarian services and protect the environment.

Our Goals

Inclusion and Culture

Community and Firefighter Safety

Innovation and Environmental Sustainability

Making best use of Our Resources

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 September 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 14/10/2025.

Q2 Operational Performance highlights compared with Q2 2024/25:

- 10,215 incidents attended, this is an increase of 13% (1,138), (LI32).
- Injuries from all fires increased by 36% (23) (LI05).
- Injuries from accidental dwelling fires increased by 100% (13) (LI03).
- 7 of the injuries from accidental dwelling fires where the source of ignition was recorded as 'Cooking incl. oven'. (LI03).
- Accidental dwelling fires increased by (1) (LI08).
- An alarm was present in 86% of accidental dwelling fires.
- In 73% of accidental dwelling fires the alarm activated.
- There was a 33% (901) increase in deliberate fires (LI33).
- Non domestic fires have decreased by 13% (15).
- False alarms in domestic premises (LI23) have decreased by 7% (123) and false alarms in non-domestic premises have decreased by 33% (261).
- Special Services have increased by 3% (58) from 1702 in 2024/25 to 1760 in 2025/26.
- 15 attacks on Firefighters, a reduction of 25% (5).
- A total of 14,187 Home Safety Engagements were carried out, an increase of 1% (125).
- The overall average response time was 6 minutes12 seconds, this is 32 seconds slower than in Q1 2024/25.
- Pumping appliances were available 94.8 % of the time during Q2 2025/26.
- 632 Fire Safety Audits carried out, 42% of yearly target.
- 26 Prohibition Notices were served in Q2 2025/26.

TWFRS Performance Against Targets

01 April 2025 to 30 September 2025

<p style="text-align: center;">Deaths from Accidental Dwelling Fires (LI01)</p> <p style="text-align: center;">1 Target: 0</p>	<p style="text-align: center;">Deaths from all Fires (LI02)</p> <p style="text-align: center;">2 Target: 0</p>	<p style="text-align: center;">Injuries from Accidental Dwelling Fires (LI03)</p> <p style="text-align: center;">26 Target: 14 (+85.7%)</p>	<p style="text-align: center;">Injuries from all Fires (LI05)</p> <p style="text-align: center;">87 Target: 63 (+38.1%)</p>
<p style="text-align: center;">Accidental Fires in Dwellings (LI08)</p> <p style="text-align: center;">222 Target: 231 (-3.9%)</p>	<p style="text-align: center;">Accidental Kitchen Fires in Dwellings (LI09)</p> <p style="text-align: center;">113 Target: 129 (-12.4%)</p>	<p style="text-align: center;">Accidental Non Kitchen Fires in Dwellings (LI10)</p> <p style="text-align: center;">109 Target: 101 (+7.9%)</p>	<p style="text-align: center;">Deliberate Secondary Fires (LI16)</p> <p style="text-align: center;">3,133 Target: 2,778 (+12.8%)</p>
<p style="text-align: center;">Deliberate Refuse Fires (LI18)</p> <p style="text-align: center;">1,530 Target: 1,617 (-5.4%)</p>	<p style="text-align: center;">Malicious False Alarms Attended (LI21)</p> <p style="text-align: center;">88 Target: 91 (-3.3%)</p>	<p style="text-align: center;">AFA's to Non Domestic premises (LI22)</p> <p style="text-align: center;">531 Target: 804 (-34%)</p>	<p style="text-align: center;">AFA's to Domestic premises (LI23)</p> <p style="text-align: center;">1,630 Target: 1,655 (-1.5%)</p>
<p style="text-align: center;">Total Fires Attended (LI24)</p> <p style="text-align: center;">5,036 Target: 4,452 (+13.1%)</p>	<p style="text-align: center;">Primary Fires (LI29)</p> <p style="text-align: center;">966 Target: 932 (+3.6%)</p>	<p style="text-align: center;">Total Incidents (LI32)</p> <p style="text-align: center;">10,215</p>	<p style="text-align: center;">Fires in Non Domestic premises (LI35)</p> <p style="text-align: center;">104 Target: 100 (+4%)</p>

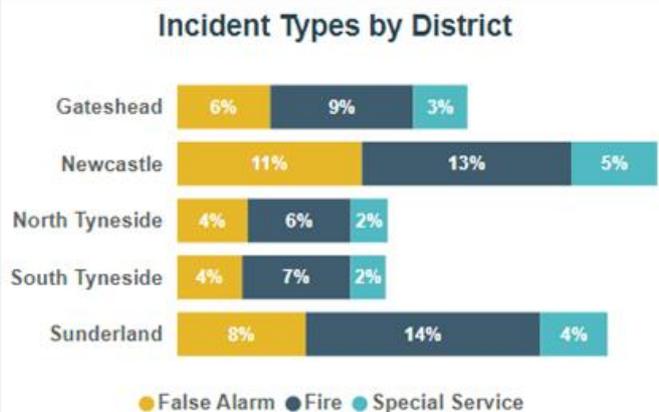
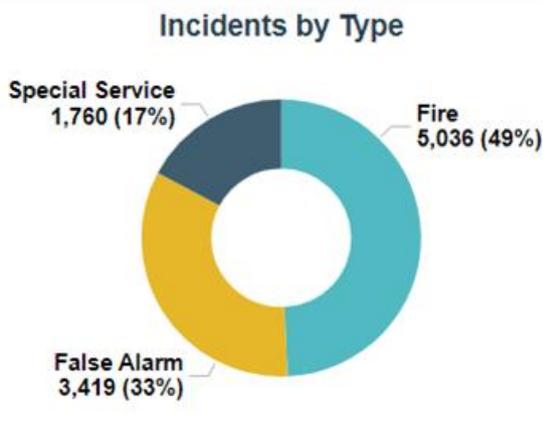
TWFRS Performance Summary

01 April 2025 to 30 September 2025

Fires  5,036  Previous 3,749 34 %	False Alarms  3,419  Previous 3,626 -6 %	Special Service  1,760  Previous 1,702 3 %
Total Incidents  10,215  Previous 9,077 13 %	Fire Injuries  87  Previous 64 36 %	Fire Fatalities  2  Previous 1 1
Accidental Dwelling Fires  222  Previous 221 0 %	Deliberate Fires  3,610  Previous 2,709 33 %	Non Domestic Fires  104  Previous 119 -13 %

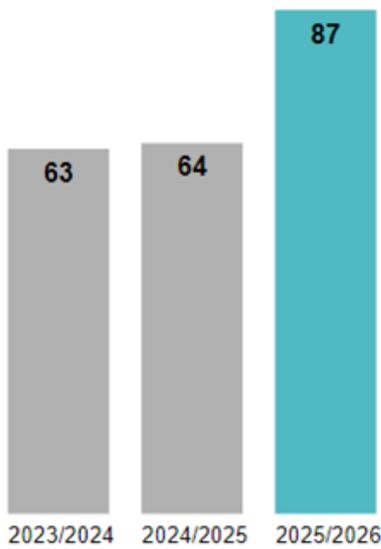
Incidents by Time of Day

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	45	40	19	20	16	14	15	28	35	33	39	48	54	56	55	83	90	110	143	128	139	87	63	37
Tuesday	50	23	31	24	26	11	24	28	39	44	45	51	51	50	56	77	96	110	136	147	134	97	59	38
Wednesday	36	41	29	30	23	14	12	31	29	32	49	58	50	51	57	75	92	102	118	143	109	85	56	49
Thursday	25	41	31	24	16	5	20	28	28	31	46	45	45	61	65	61	79	94	137	139	132	107	68	64
Friday	49	37	30	35	21	16	20	24	34	41	32	35	46	60	60	84	96	109	120	136	139	95	79	42
Saturday	36	48	40	35	36	34	19	22	34	30	40	57	65	64	66	94	102	112	110	135	159	95	65	64
Sunday	67	42	39	34	28	18	17	29	29	46	42	55	55	71	96	108	122	107	130	129	128	98	73	43

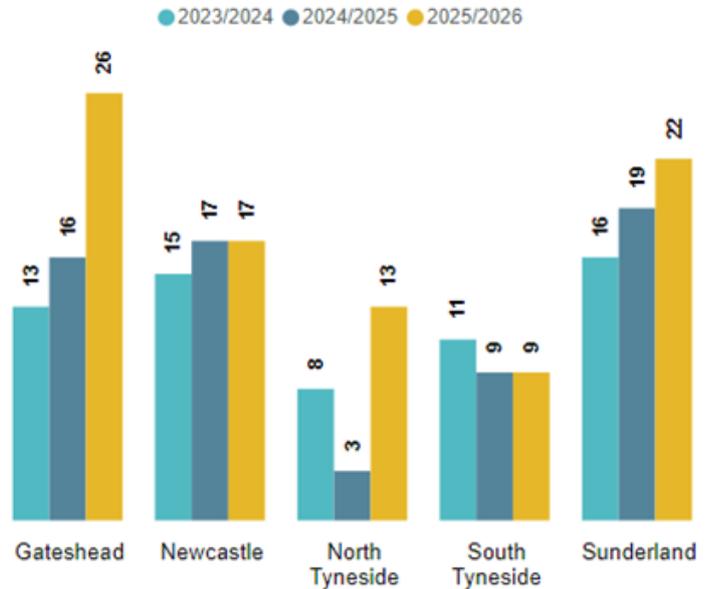


Injuries from all Fires
Including first aid and precautionary checks
01 April 2025 to 30 September 2025

Injuries from All Fires



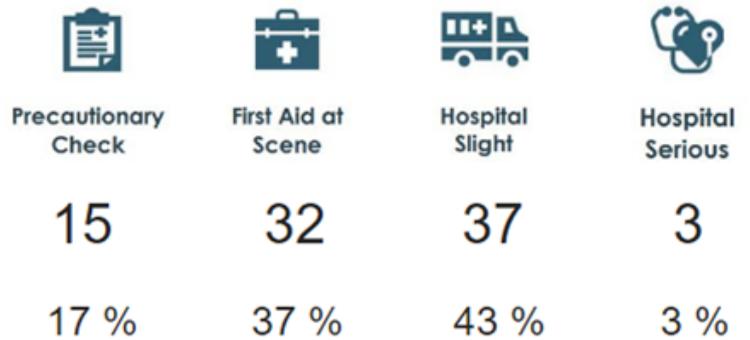
Injuries from All Fires by District



Source of Ignition All Fires



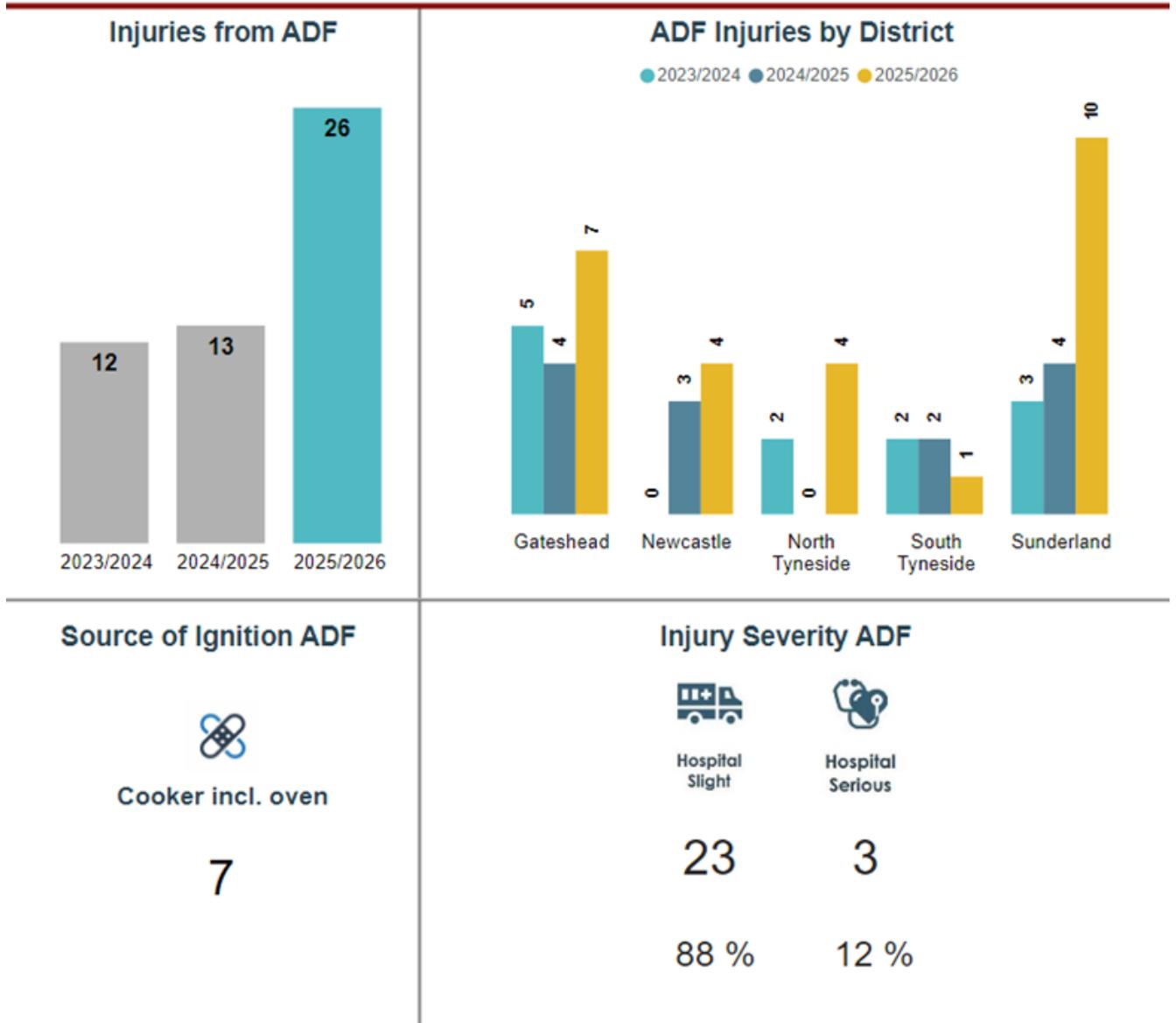
Injury Severity All Fires



Injuries from Accidental Dwelling Fires (ADF)

Excluding first aid and precautionary checks

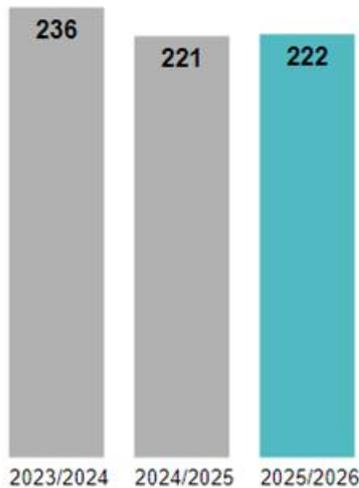
01 April 2025 to 30 September 2025



Accidental Dwelling Fires (ADF)

01 April 2025 to 30 September 2025

ADF by Year



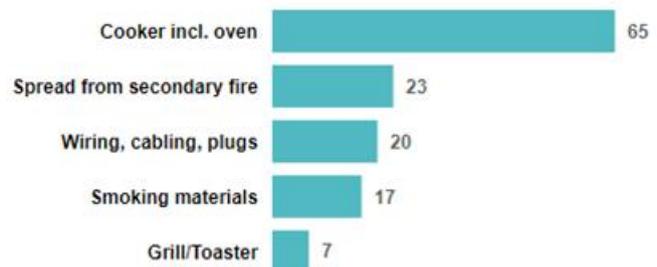
ADF by District



ADF by Main FRS Action (Top five)

FRS Main Action	Count
Hosereel (high pressure) (HRJ) - tank supply only	87
No firefighting	56
Removal from/of heat source	16
Hosereel (high pressure) (HRJ) - augmented supply	15
CO2 (carbon dioxide)	10

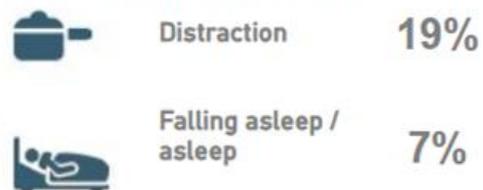
ADF by Source of Ignition (Top five)



Alarm Detection and Actuation



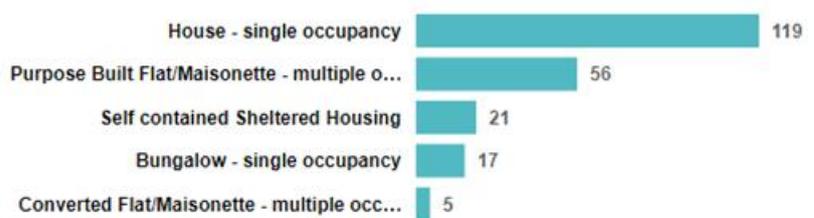
Human Factors



ADF by Property Tenure



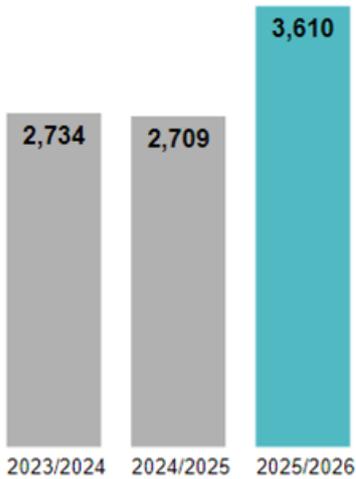
ADF by Property Type (Top five)



Deliberate Fires

01 April 2025 to 30 September 2025

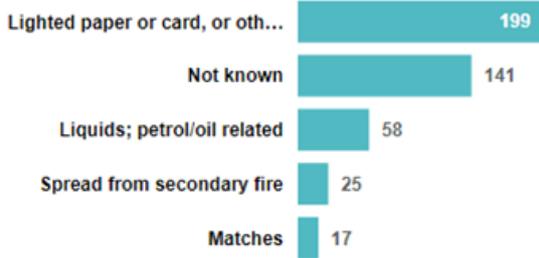
Deliberate Fires by Year



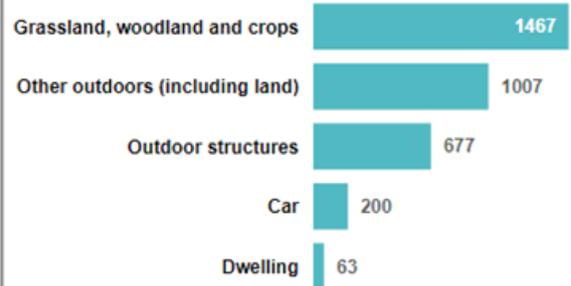
Deliberate Fires by District



Deliberate Fires by Ignition Source (Top five)



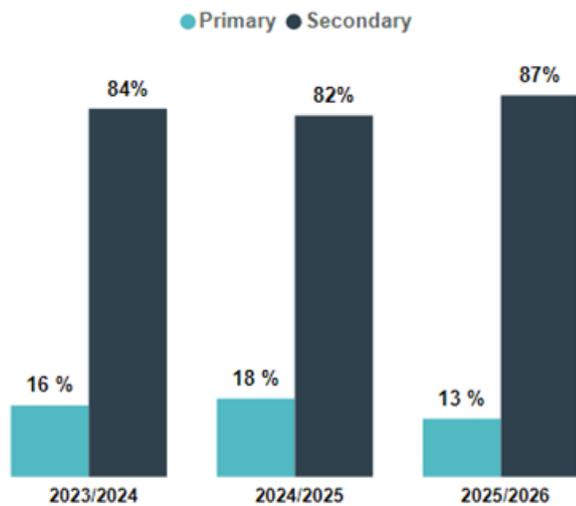
Deliberate Fires by Property Type (Top five)



Deliberate Fires Compared to All Incidents



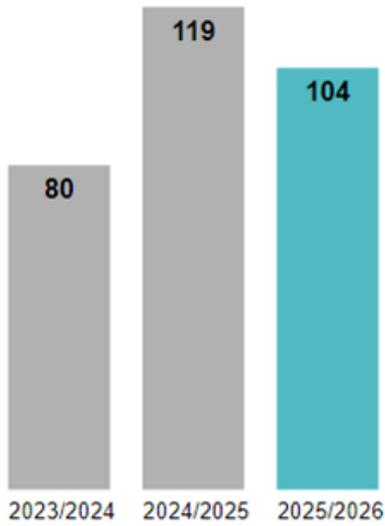
Deliberate Fires by Classification



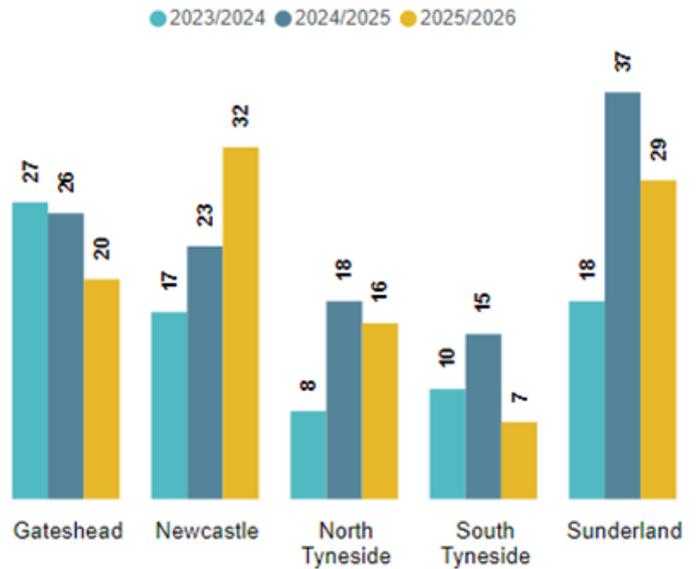
Non Domestic Fires

01 April 2025 to 30 September 2025

Non Domestic Fires by Year



Non Domestic Fires by District



NDF Main Cause (Top five)

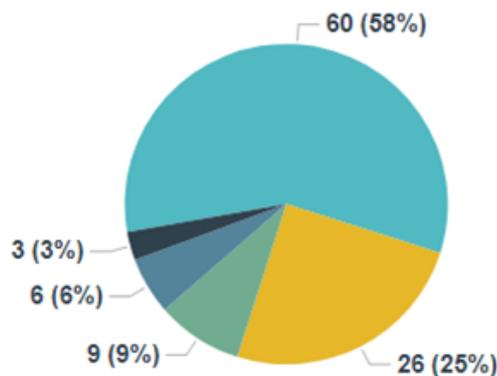
Main Fire Cause	Count
Heat source and combustibles brought together deliberately	37
Fault in equipment or appliance	10
Accumulation of flammable material	8
Faulty fuel supply - electricity	7
Overheating, unknown cause	7

NDF Property Type (Top five)



Non Domestic Fires by Motive

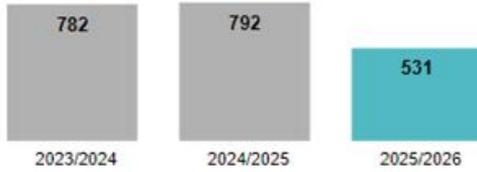
● Accidental ● Deliberate - others property ● Deliberate - unknown owner ● Not known ● Deliberate - own property



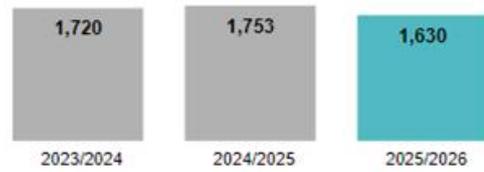
Automatic False Alarms (AFA)

01 April 2025 to 30 September 2025

Non Domestic AFA by Year



Domestic AFA by Year



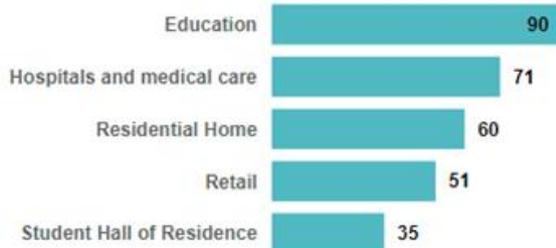
Non Domestic AFA by District



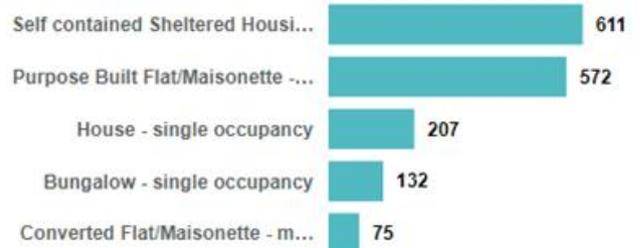
Domestic AFA by District



Main Property Types (Top five)



Main Property Types (Top five)



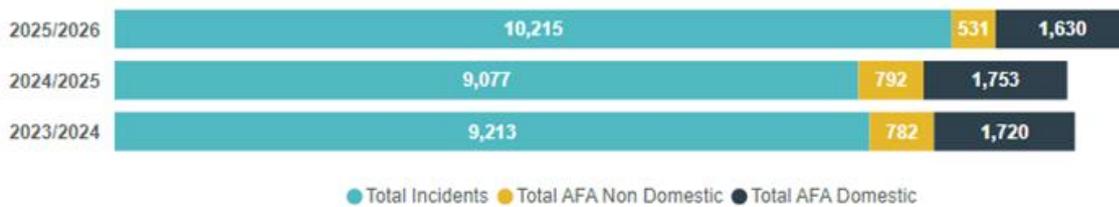
Main Reason for Activation



Main Reason for Activation

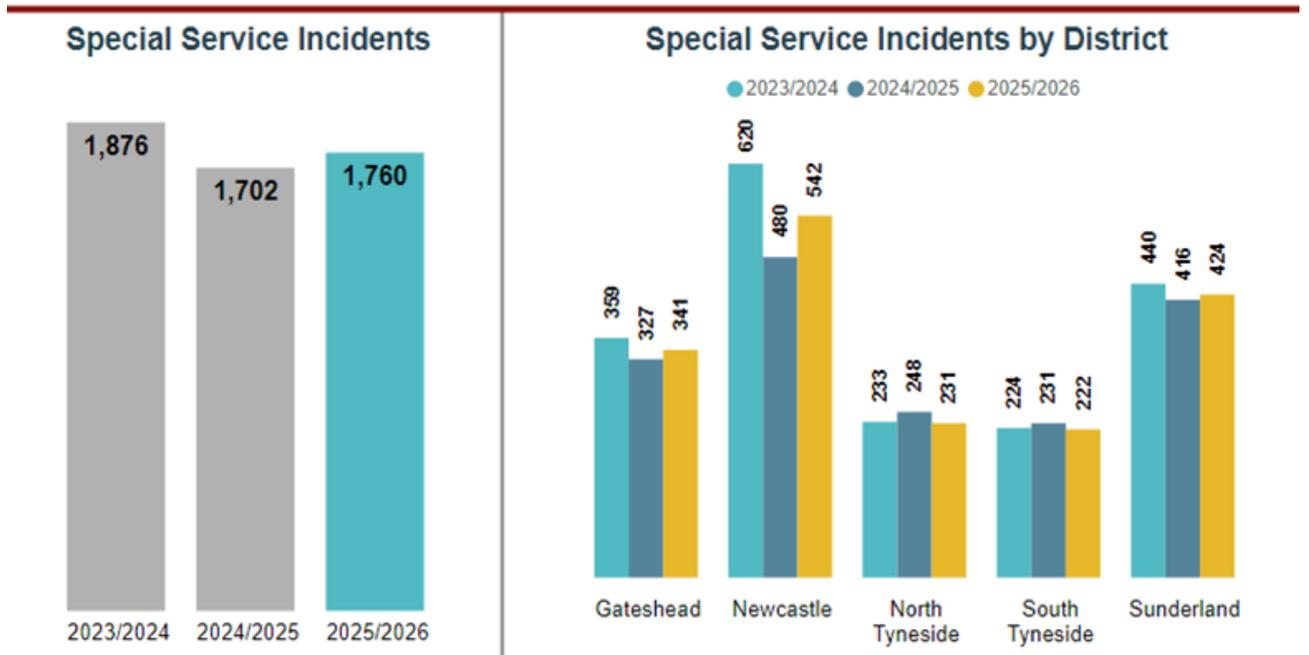


AFA's Compared to all Incidents

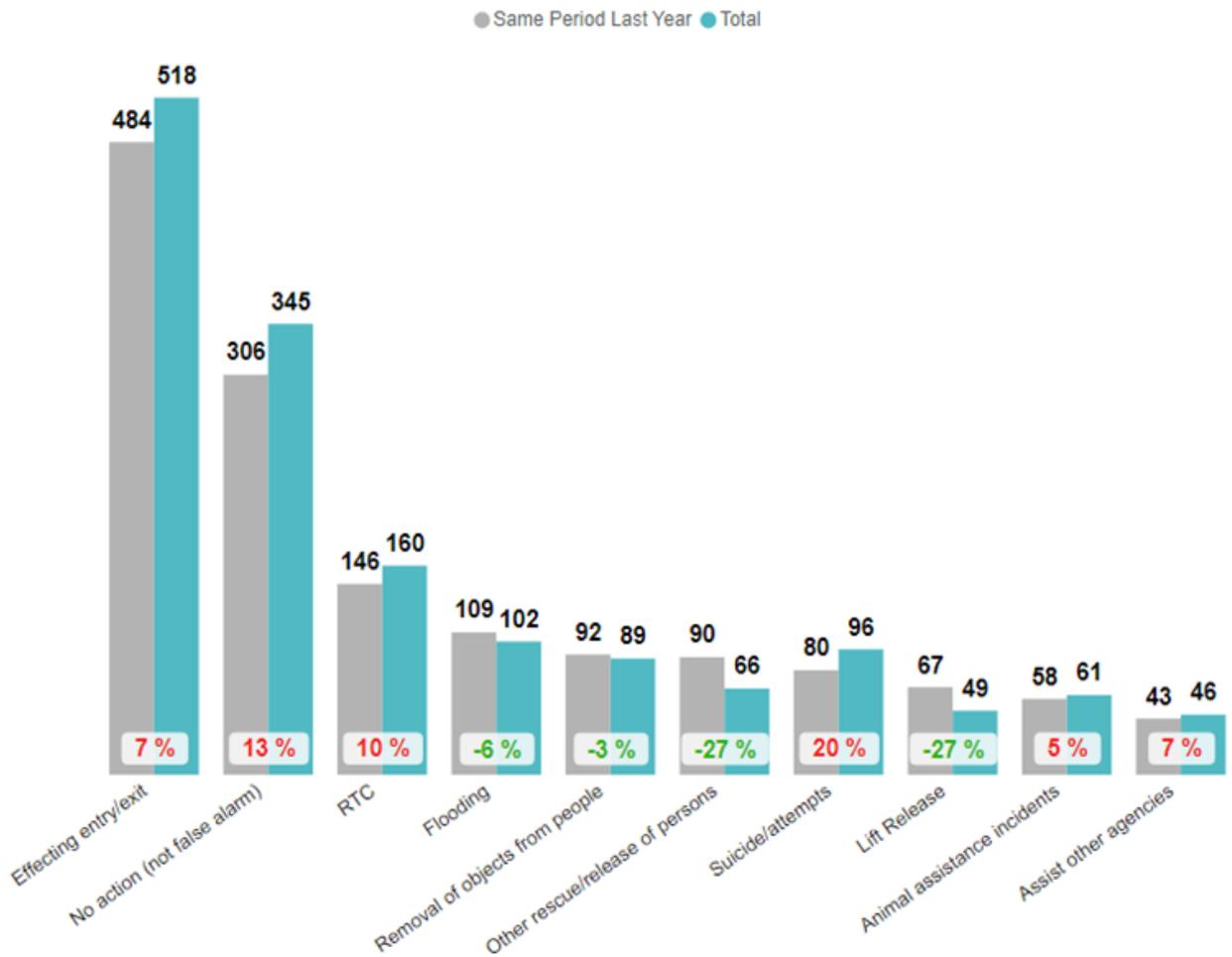


Special Service Incidents

01 April 2025 to 30 September 2025

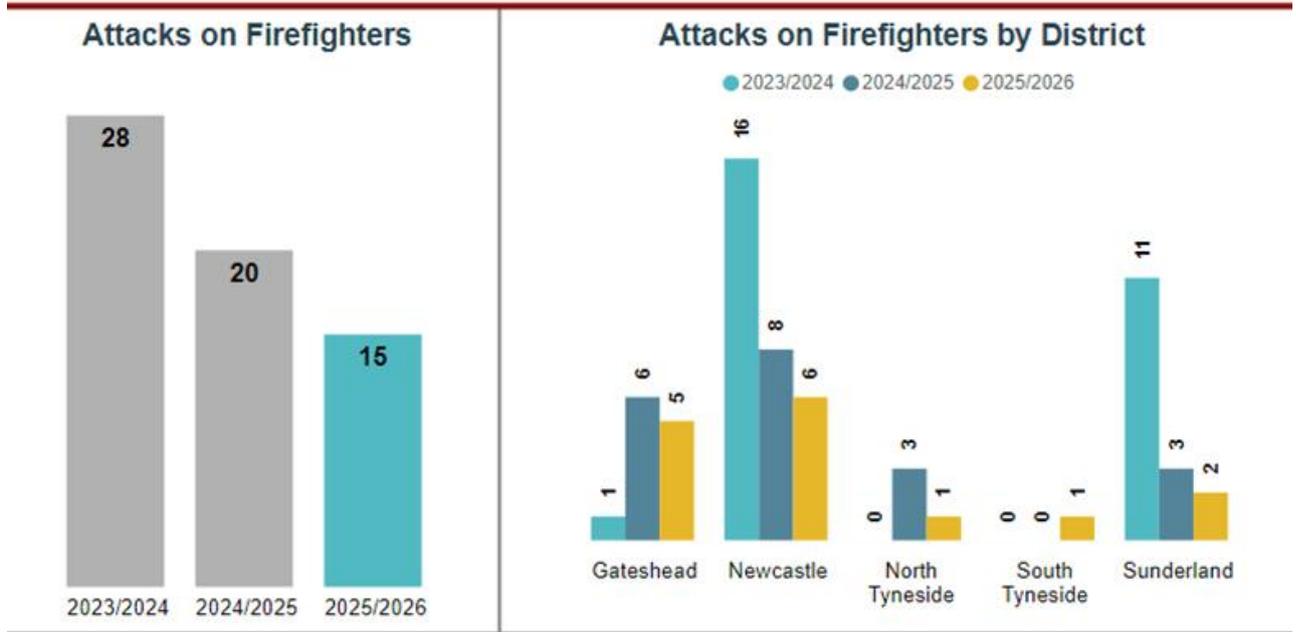


Special Service by Type (including % change)

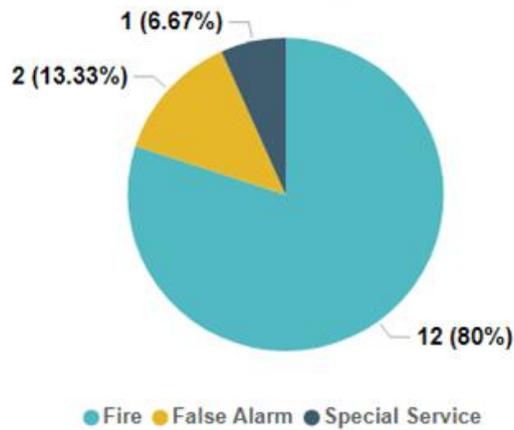


Attacks on Firefighters

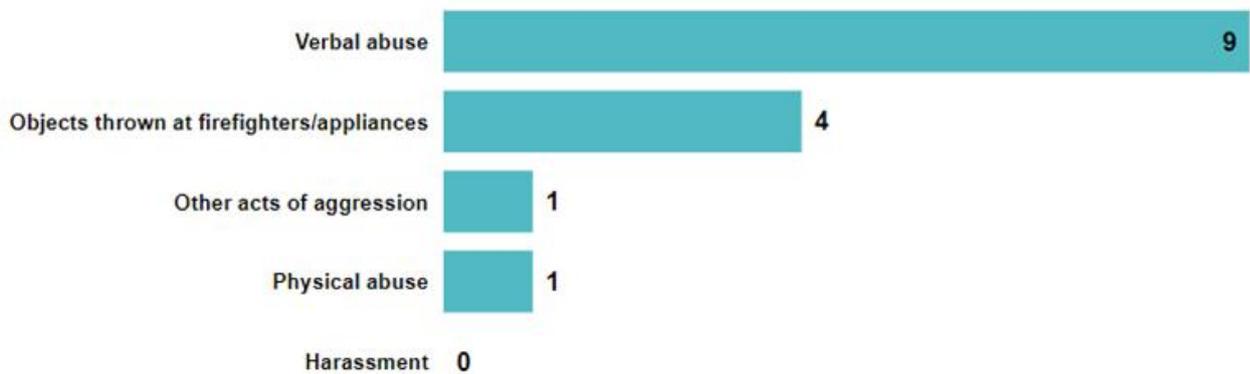
01 April 2025 to 30 September 2025



Incident Type



Types of Attacks



Response Times

01 April 2025 to 30 September 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
93.9 %	94.0 %	90.8 %

Emergency Response Times

Average response time to all Incidents

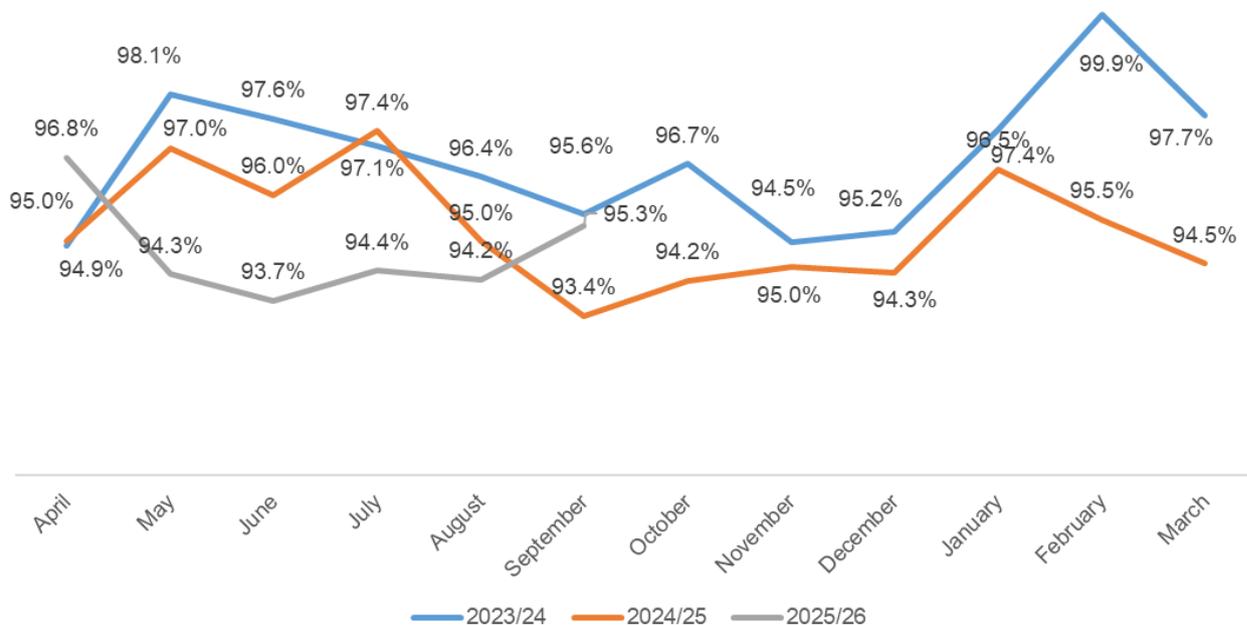
6m 12s

Previous
5m 40s

**Average response time to Risk Level
1 Incidents**

Risk Level	2023/2024	2024/2025	2025/2026
1	00:05:15	00:05:30	00:05:49

Appliance Availability



Prevention and Education Activities

01 April 2025 to 30 September 2025

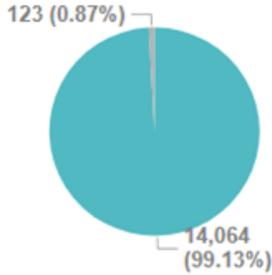
Home Safety Engagements



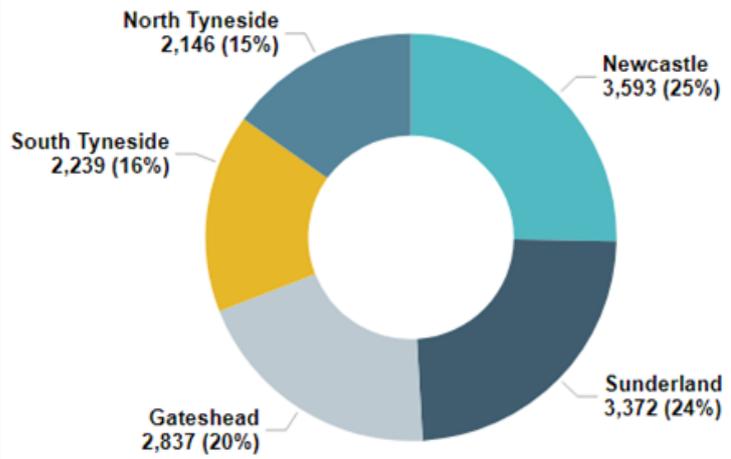
Total Home Safety Engagements

14,187

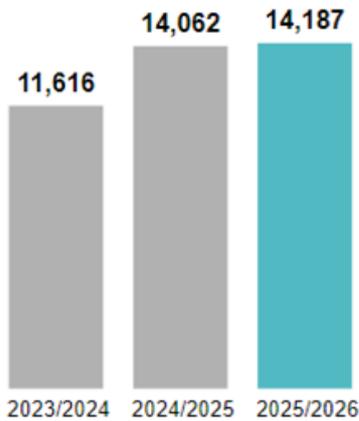
Completed S&W Checks Other Engagements



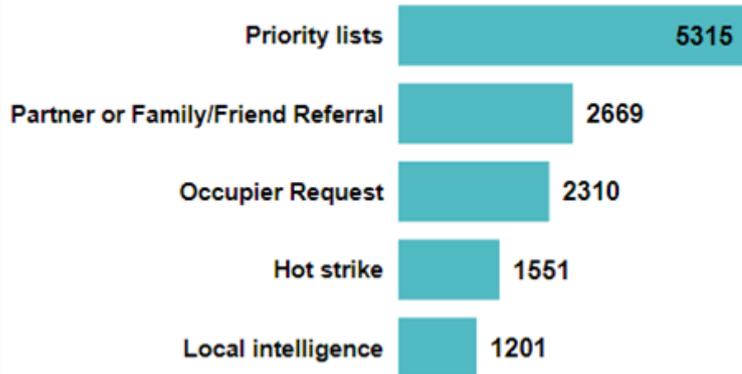
Home Safety Engagements by District



Home Safety Engagements

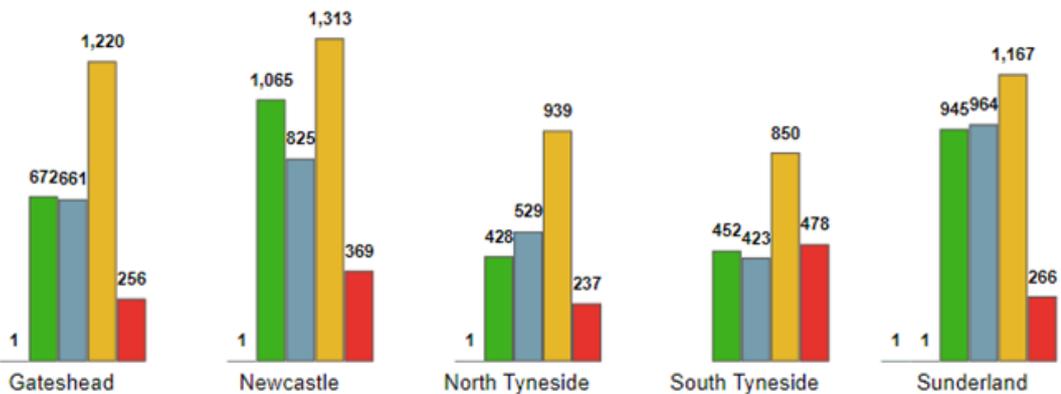


Reason for Visit (Top five)



Completed S&W Checks by District & Risk Level

None Very Low Low Medium High Very High

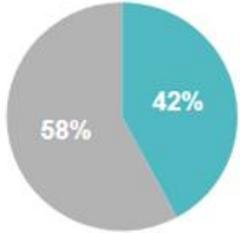


Internal Performance Monitoring

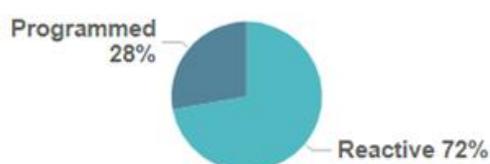
01 April 2025 to 30 September 2025

Total Fire Safety Activities

3259

<p>All Activities completed by specialist fire safety officers</p> <h2>2313</h2>	<p>Healthcheck visits completed by operational crews</p> <h2>782</h2>																
<p>Fire Safety Audits</p> <table border="0"> <tr> <td>FSA's Completed</td> <td>Yearly Target</td> </tr> <tr> <td><h2>632</h2></td> <td><h2>1500</h2></td> </tr> </table>  <p>% Of Yearly Target Completed</p> <h2>42%</h2>	FSA's Completed	Yearly Target	<h2>632</h2>	<h2>1500</h2>	<p>Other Fire Safety Activities completed by specialist fire safety officers</p> <h2>1681</h2> <table border="1"> <thead> <tr> <th>Examples of Activities</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>Building Regulations Consultations</td> <td>458</td> </tr> <tr> <td>Cause for Concern</td> <td>152</td> </tr> <tr> <td>Desk Based Queries</td> <td>154</td> </tr> <tr> <td>Post Fire</td> <td>76</td> </tr> <tr> <td>Arson Reduction</td> <td>16</td> </tr> </tbody> </table>	Examples of Activities	Number	Building Regulations Consultations	458	Cause for Concern	152	Desk Based Queries	154	Post Fire	76	Arson Reduction	16
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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.

26

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.

187

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 September 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 14/10/2025

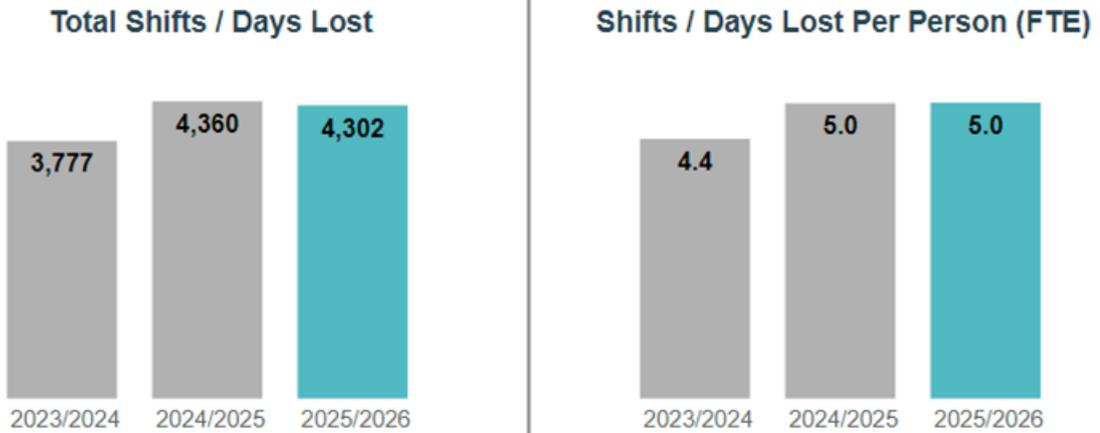
Internal performance highlights compared with Q2 2024/25:

- Staff sickness 4,302 shifts lost, (58) 1% decrease on Q2 2024/25.
- The main reason for shifts/days lost is non work related 'mental health'.
- 13 accidents to TWFRS personnel were reported, a 41% decrease (9).
- 34 near miss reports were submitted to Health and Safety, an increase of 13% (4) from 2024/25.
- Of the 25 vehicle accidents recorded in Q2 10 involved a pumping appliance Cat 1.
- There has been a total of £762,529 paid in overtime costs, an increase of 16%.
- 94% of interactive training packages have been completed.
- Overall operational competence is at 94%.

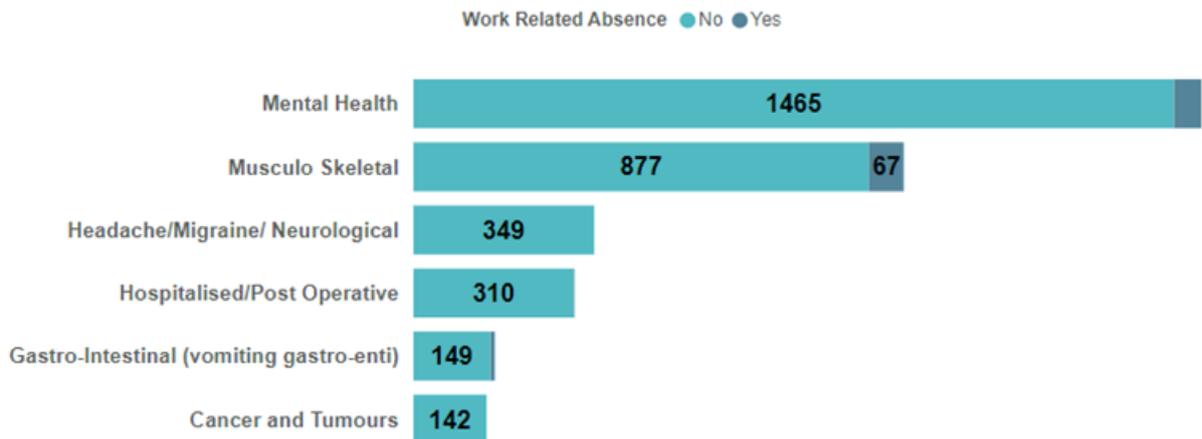
Internal Performance Monitoring

01 April 2025 to 30 September 2025

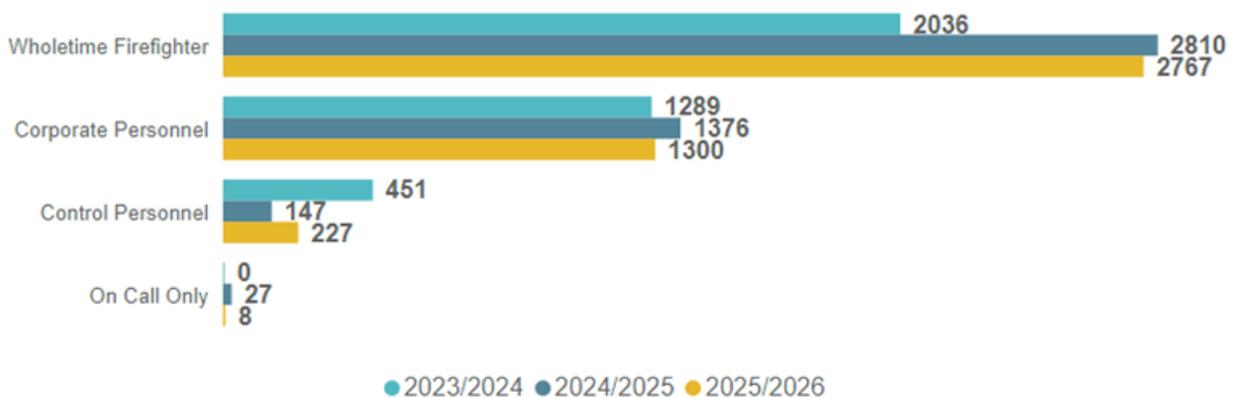
Staff Sickness Absence



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

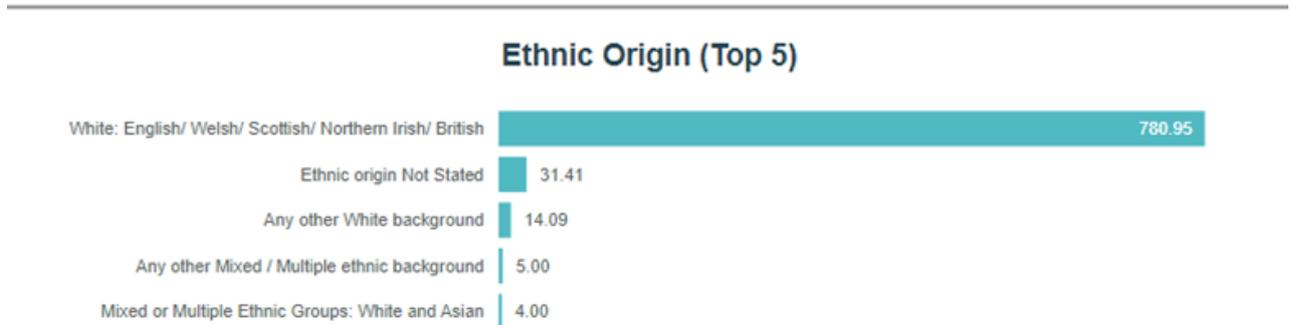
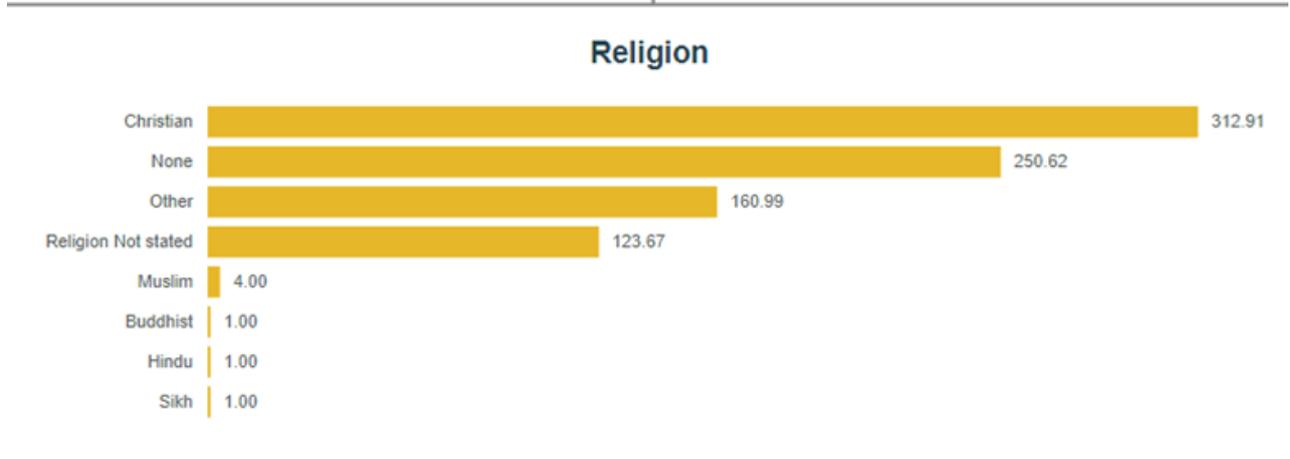
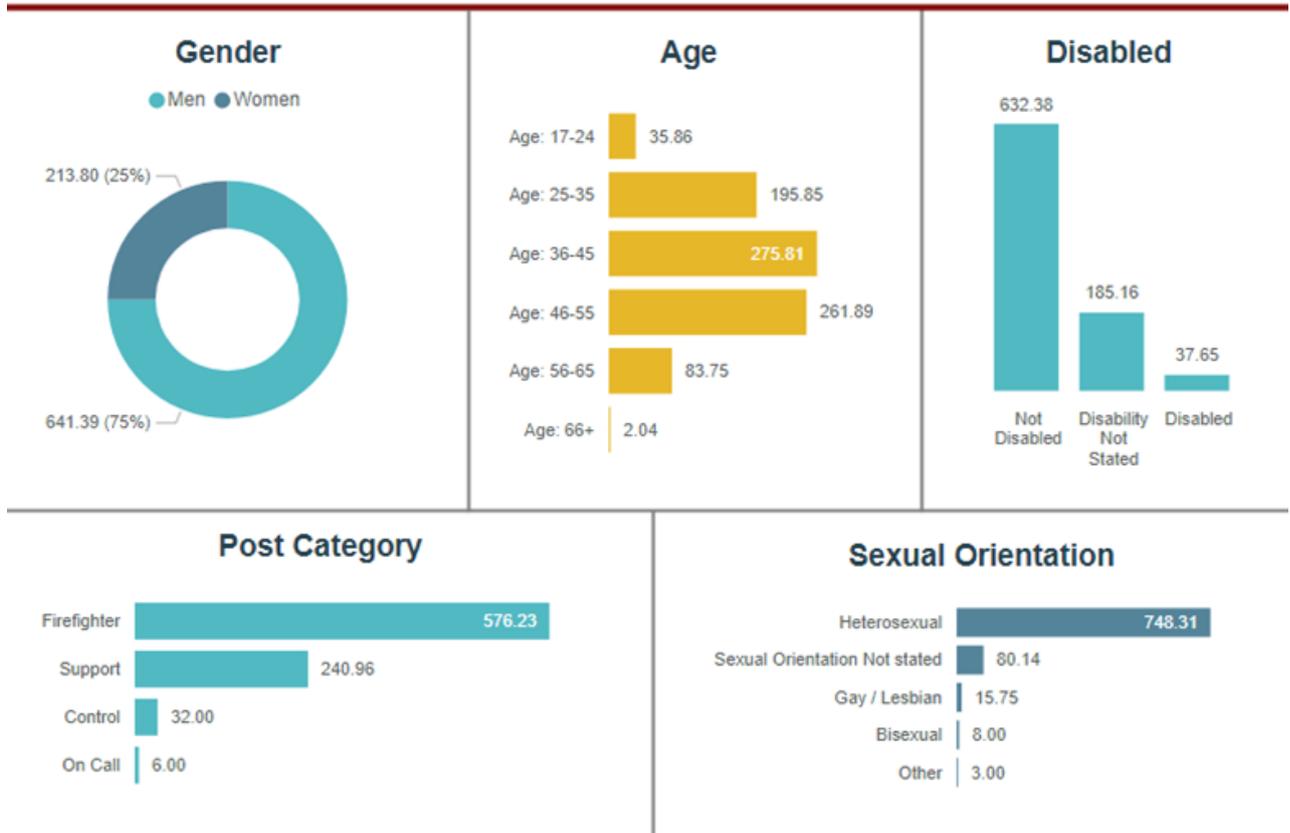


Shifts / Days Lost by Category

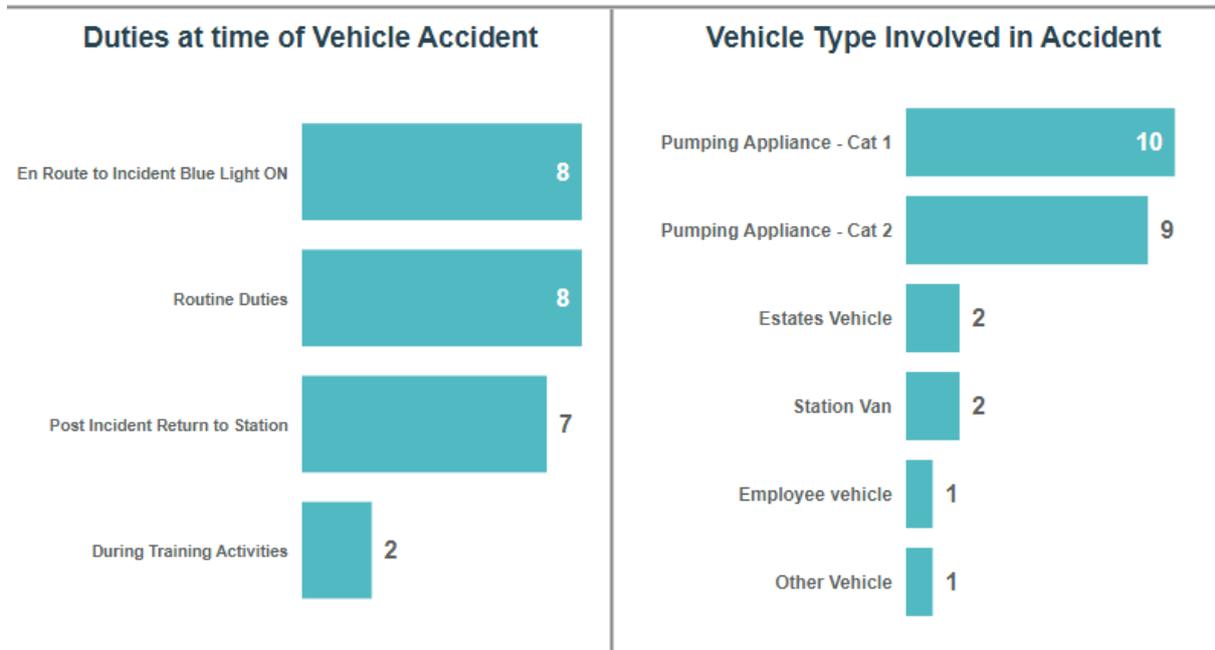
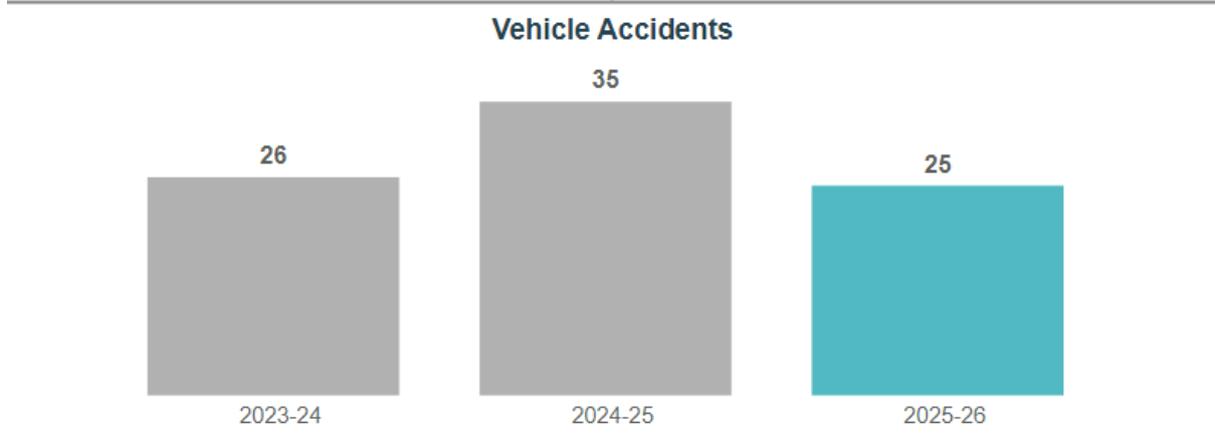
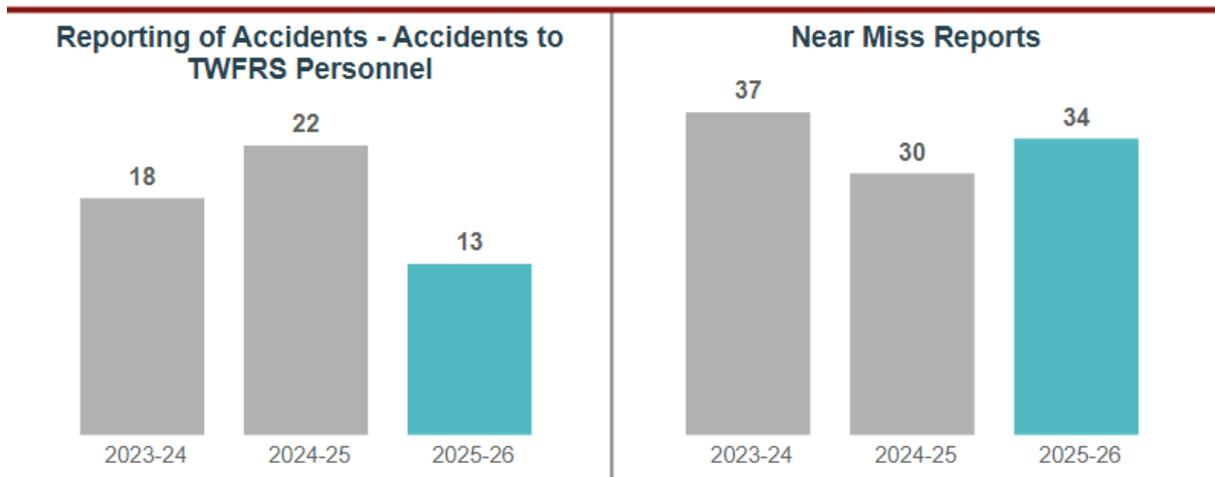


Internal Performance Monitoring

Current FTE Overview



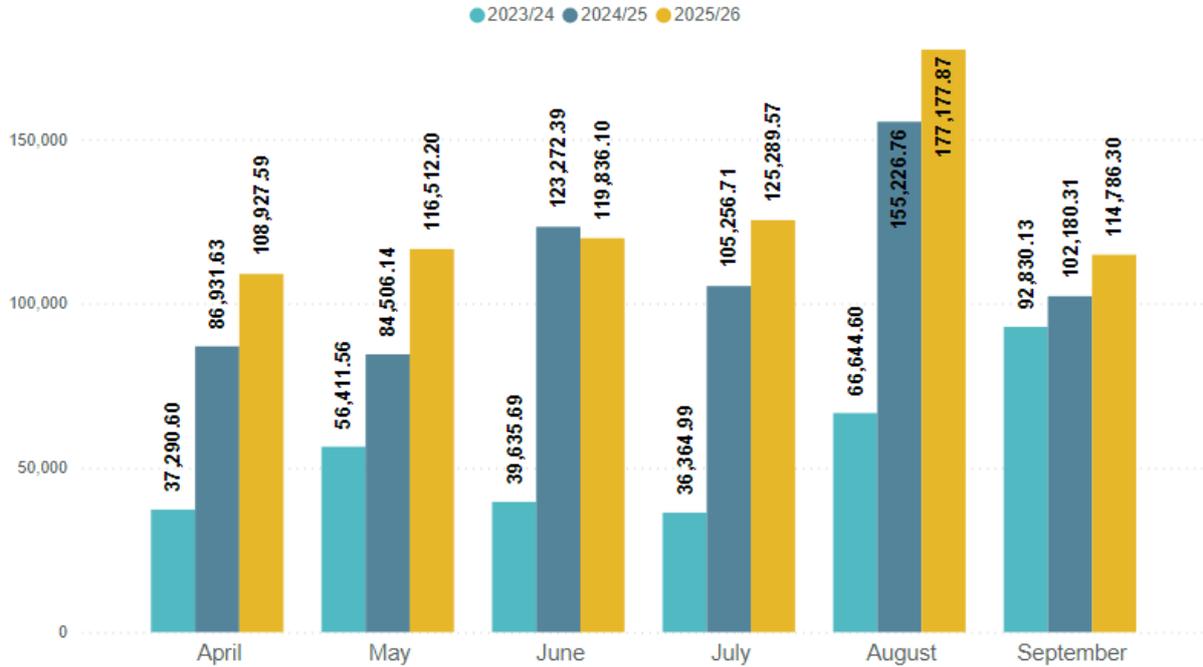
Internal Performance Monitoring



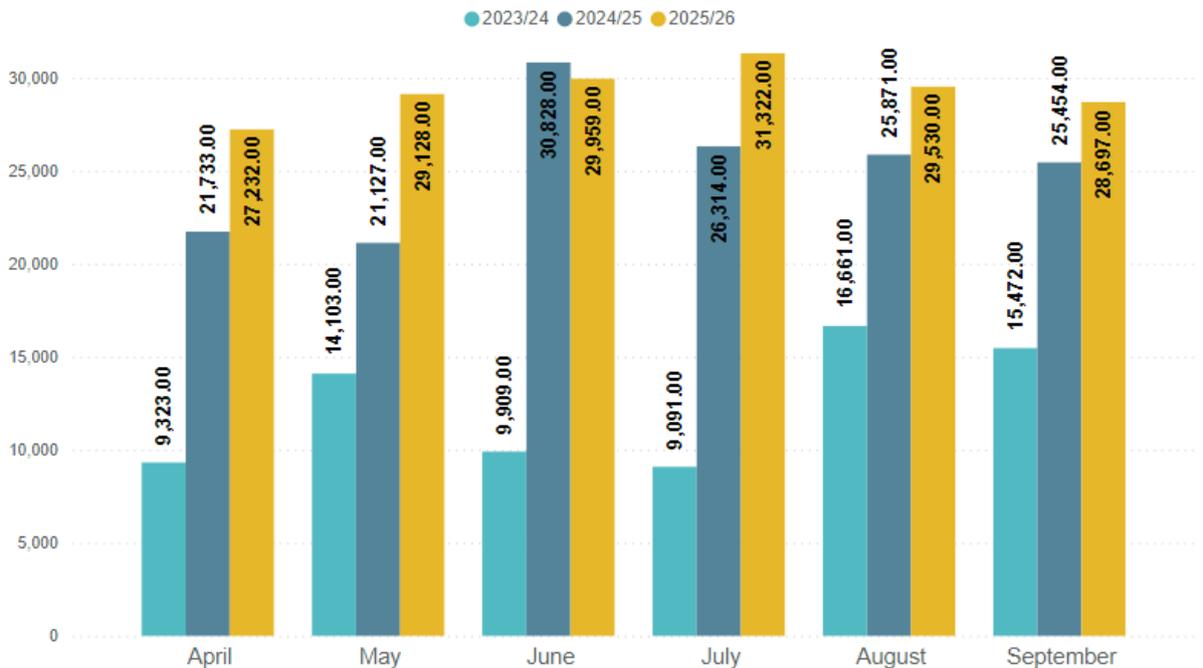
Internal Performance Monitoring

Operational Staff - Overtime (£)

Overtime Costs by Month



Average Costs Per Week

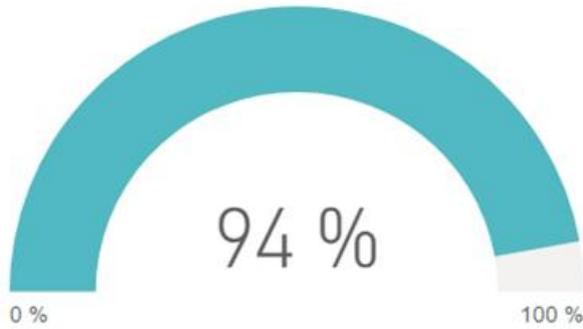


Please Note:

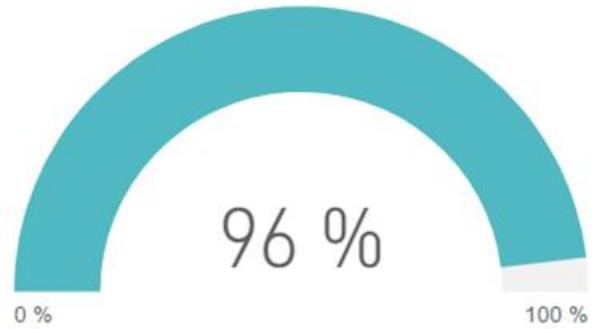
- Costs are shown for the month that the overtime was worked
- Overtime is paid in arrears in accordance with Payroll Attendance Records
- Costs are overtime payments only; no on costs are included

Internal Performance Monitoring

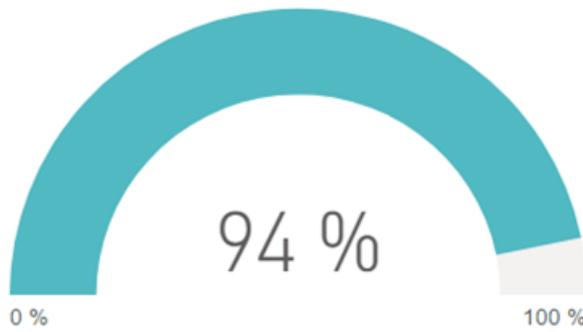
Interactive Training Package Completion



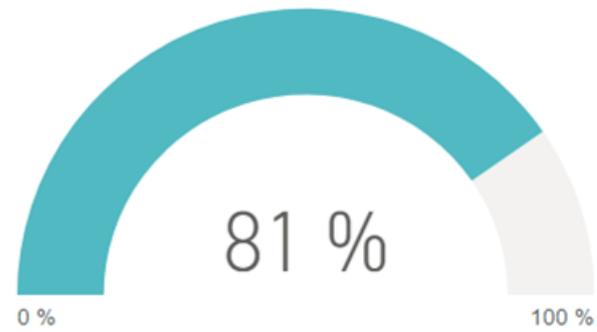
Risk Critical Document Completion



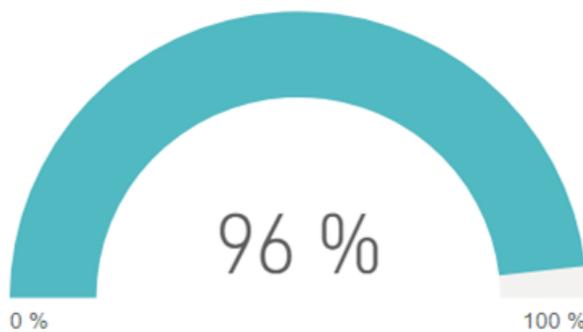
Overall Operational Competence



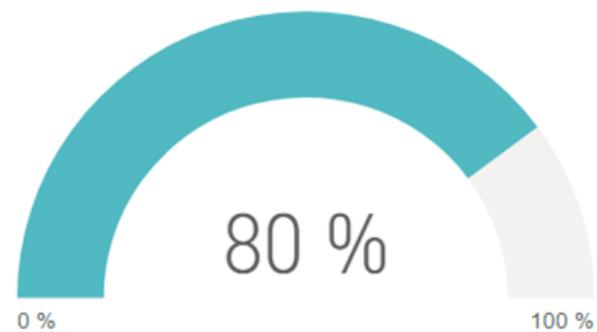
Overall Specialist Skill Completion



Overall National Occupational Standards (NOS) Completion



Overall Emergency Fire Services Management (EFSM) Completion



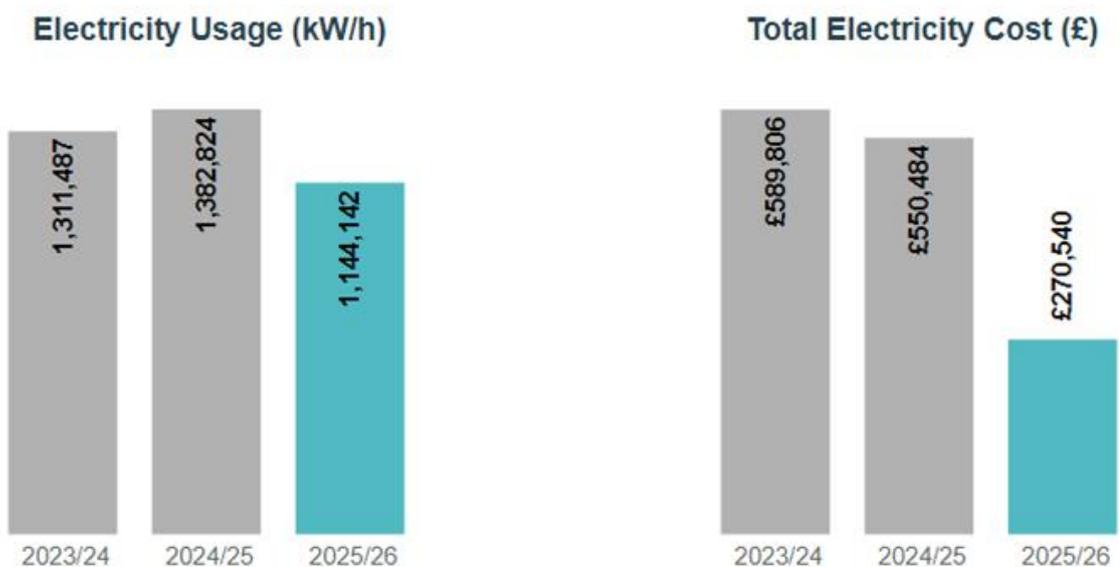
Internal Performance Monitoring

Carbon Monitoring

Gas Usage



Electricity Usage



*Please note that 2025/26 does not include September