

Tyne and Wear Fire and Rescue Service



Quarter 3 Performance Report (Year to Date)

01 April 2025 to 31 December 2025



01 April 2025 to 31 December 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 31 December 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 14/01/2026.

Q3 Operational Performance highlights compared with Q3 2024/25:

- 14,124 incidents attended, this is an increase of 5% (661), (LI32).
- Injuries from all fires increased by 31% (28) (LI05).
- Injuries from accidental dwelling fires increased by 29% (7) (LI03).
- 9 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 89% of accidental dwelling fires.
- In 75% of accidental dwelling fires the alarm activated.
- There was a 18% (685) increase in deliberate fires (LI33).
- Non domestic fires have decreased by 13% (22).
- False alarms in domestic premises (LI23) have decreased by 4% (116) and false alarms in non-domestic premises have decreased by 33% (412).
- Special Services have increased by 2% (60) from 2,555 in 2024/25 to 2,615 in 2025/26.
- 32 attacks on Firefighters, a reduction of 22% (9).
- A total of 19,536 Home Safety Engagements were carried out, a decrease of 3% (576).
- The overall average response time was 6 minutes 8 seconds, this is 36 seconds slower than in Q3 2024/25.
- Pumping appliances were available 95% of the time during Q3 2025/26.
- 851 Fire Safety Audits carried out, 57% of yearly target.
- 36 Prohibition Notices were served in Q3 2025/26.

TWFRS Performance Against Targets

01 April 2025 to 31 December 2025

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	4 Target: 0	31 Target: 22 (+40.9%)	117 Target: 89 (+31.5%)
Accidental Fires in Dwellings (LI08)	Accidental Kitchen Fires in Dwellings (LI09)	Accidental Non Kitchen Fires in Dwellings (LI10)	Deliberate Secondary Fires (LI16)
330 Target: 337 (-2.1%)	165 Target: 182 (-9.3%)	165 Target: 151 (+9.3%)	3,885 Target: 3,557 (+9.2%)
Deliberate Refuse Fires (LI18)	Malicious False Alarms Attended (LI21)	AFA's to Non Domestic premises (LI22)	AFA's to Domestic premises (LI23)
2,113 Target: 2,264 (-6.7%)	135 Target: 134 (+0.7%)	826 Target: 1,148 (-28%)	2,523 Target: 2,092 (+20.6%)
Total Fires Attended (LI24)	Primary Fires (LI29)	Total Incidents (LI32)	Fires in Non Domestic premises (LI35)
6,391 Target: 5,832 (+9.6%)	1,398 Target: 1,297 (+7.8%)	14,124	143 Target: 138 (+3.6%)

TWFRS Performance Summary

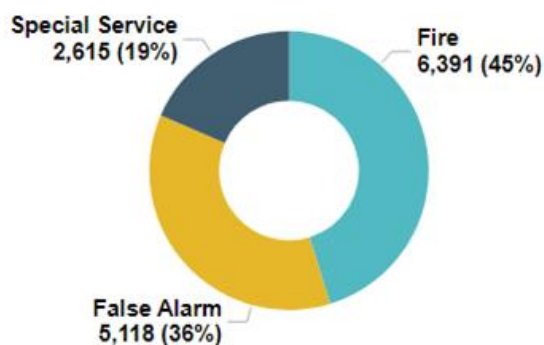
01 April 2025 to 31 December 2025

Fires  6,391  Previous 5,398 18 %	False Alarms  5,118  Previous 5,510 -7 %	Special Service  2,615  Previous 2,555 2 %
Total Incidents  14,124  Previous 13,463 5 %	Fire Injuries  117  Previous 89 31 %	Fire Fatalities  4  Previous 4 0
Accidental Dwelling Fires  330  Previous 329 0 %	Deliberate Fires  4,591  Previous 3,906 18 %	Non Domestic Fires  143  Previous 165 -13 %

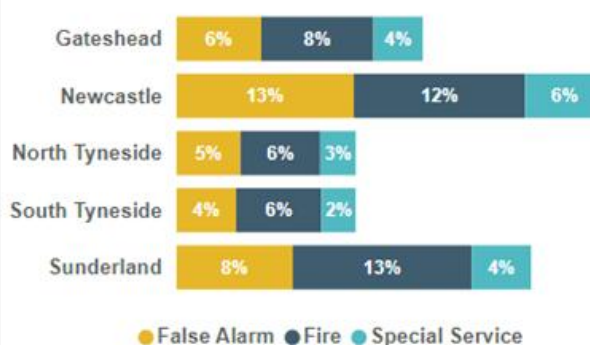
Incidents by Time of Day

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	63	57	28	32	29	22	28	43	42	48	55	71	69	74	77	99	131	140	179	171	178	104	83	62
Tuesday	65	36	39	32	43	18	35	35	46	56	61	69	65	69	79	94	127	153	170	180	160	123	84	57
Wednesday	64	53	46	41	36	23	22	42	42	49	75	79	86	78	82	108	147	152	163	198	160	129	92	79
Thursday	55	58	43	38	31	20	37	44	38	47	68	64	79	87	91	95	109	148	184	179	170	135	99	78
Friday	66	55	46	43	38	25	27	36	53	61	42	59	76	83	81	109	134	142	150	171	176	133	103	68
Saturday	54	72	51	48	53	47	29	33	47	39	54	74	84	92	100	121	130	156	160	179	213	133	97	90
Sunday	89	53	56	51	35	32	28	38	40	60	54	82	80	98	117	141	166	147	185	165	160	131	103	56

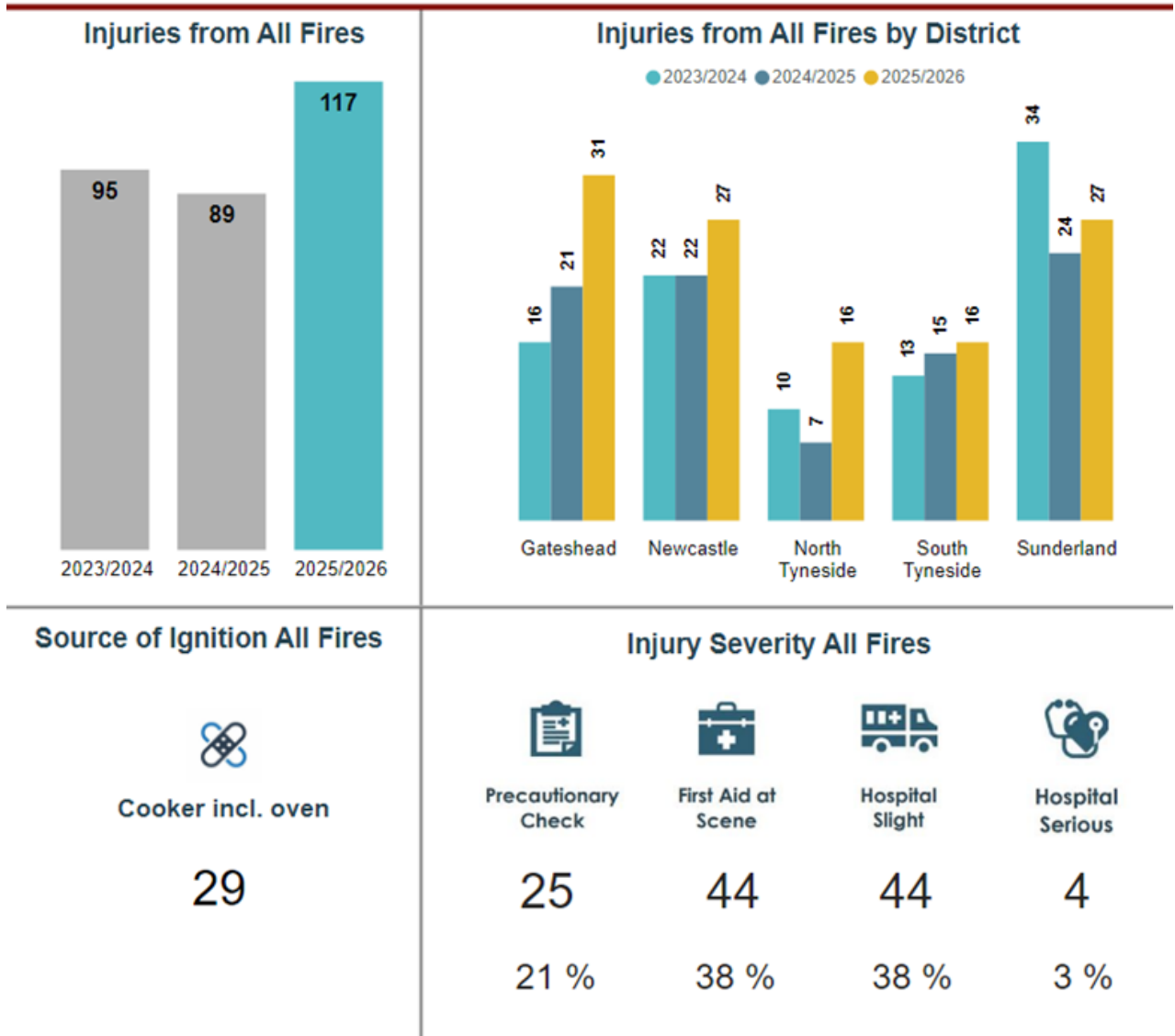
Incidents by Type



Incident Types by District



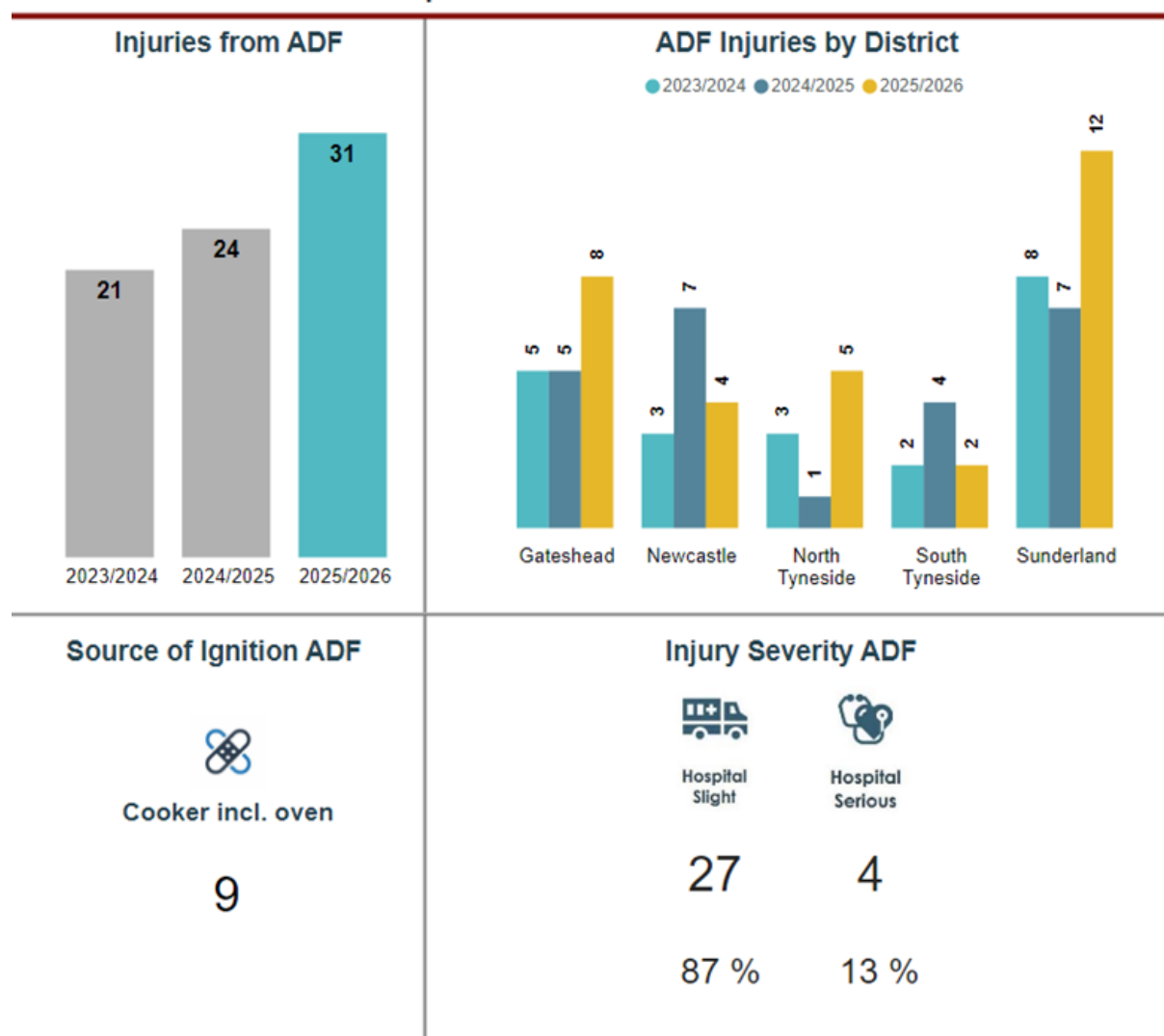
Injuries from all Fires
Including first aid and precautionary checks
01 April 2025 to 31 December 2025



Injuries from Accidental Dwelling Fires (ADF)

Excluding first aid and precautionary checks

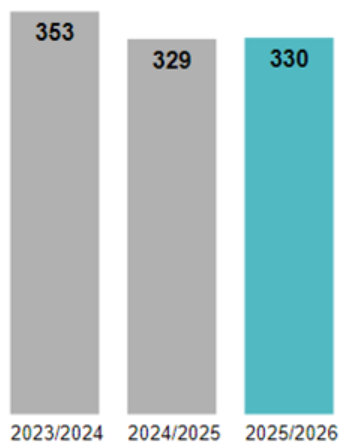
01 April 2025 to 31 December 2025



Accidental Dwelling Fires (ADF)

01 April 2025 to 31 December 2025

ADF by Year



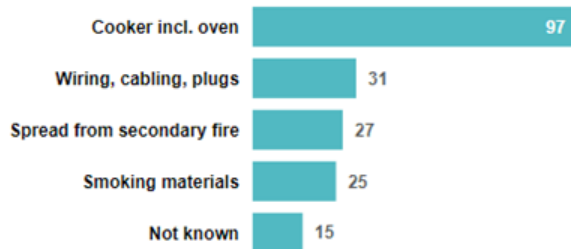
ADF by District



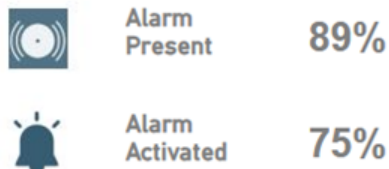
ADF by Main FRS Action (Top five)

FRS Main Action	Count
Hosereel (high pressure) (HRJ) - tank supply only	127
No firefighting	88
Hosereel (high pressure) (HRJ) - augmented supply	23
Removal from/of heat source	17
CO2 (carbon dioxide)	12

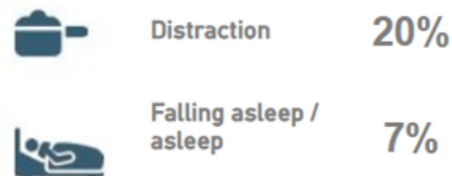
ADF by Source of Ignition (Top five)



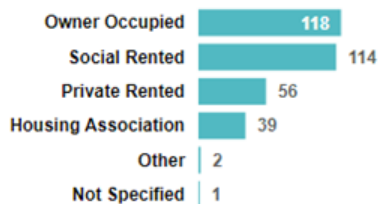
Alarm Detection and Actuation



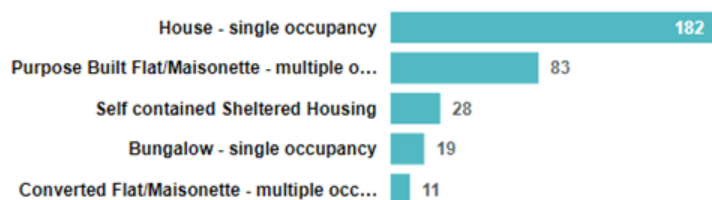
Human Factors



ADF by Property Tenure



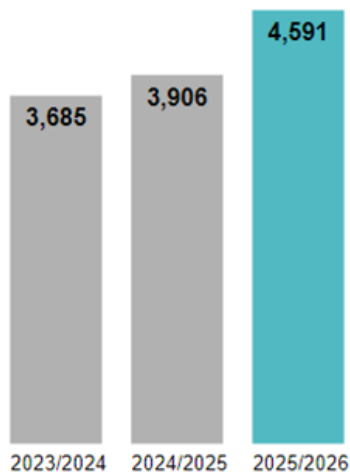
ADF by Property Type (Top five)



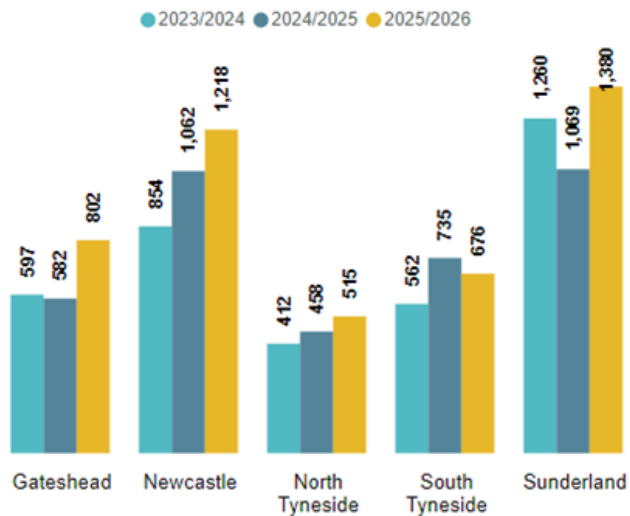
Deliberate Fires

01 April 2025 to 31 December 2025

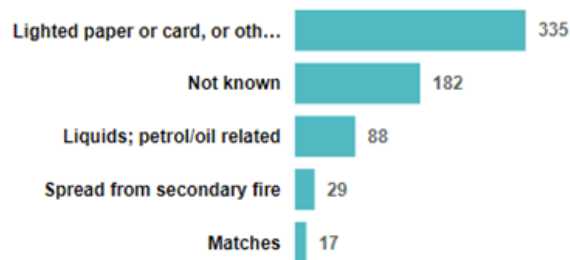
Deliberate Fires by Year



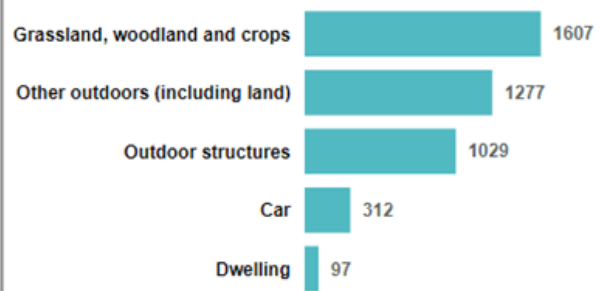
Deliberate Fires by District



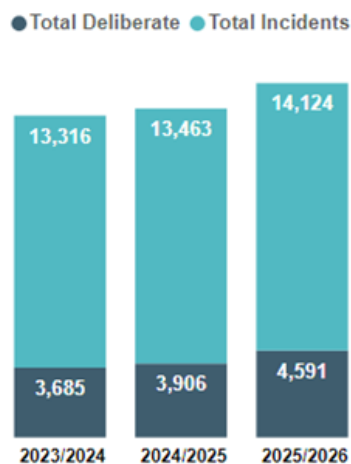
Deliberate Fires by Ignition Source (Top five)



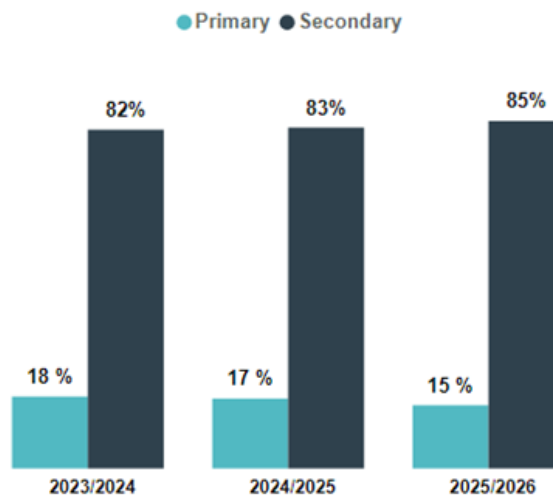
Deliberate Fires by Property Type (Top five)



Deliberate Fires Compared to All Incidents

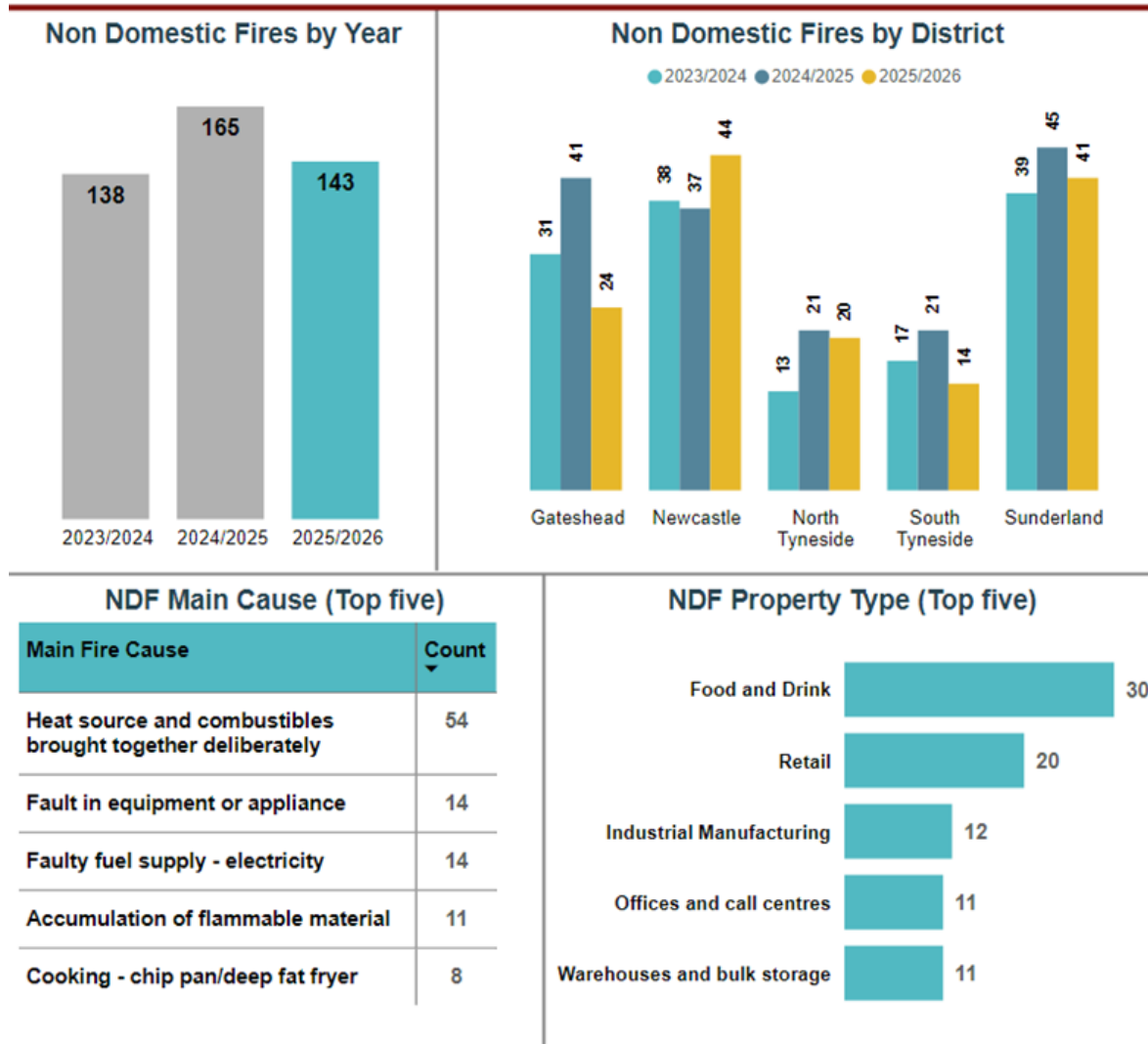


Deliberate Fires by Classification



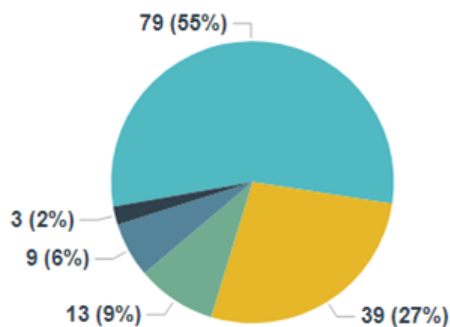
Non Domestic Fires

01 April 2025 to 31 December 2025



Non Domestic Fires by Motive

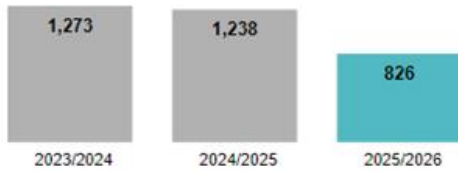
● Accidental ● Deliberate - others property ● Deliberate - unknown owner ● Not known ● Deliberate - own property



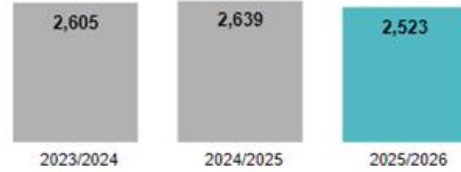
Automatic False Alarms (AFA)

01 April 2025 to 31 December 2025

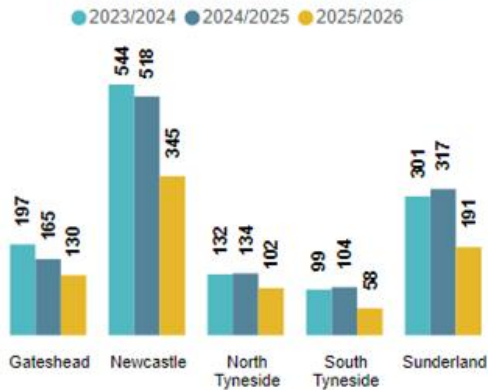
Non Domestic AFA by Year



Domestic AFA by Year



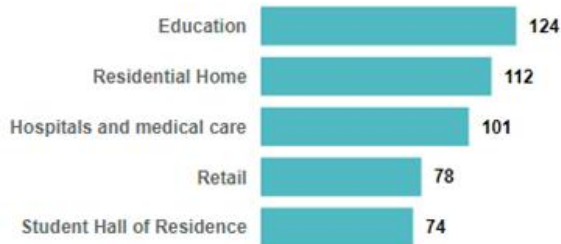
Non Domestic AFA by District



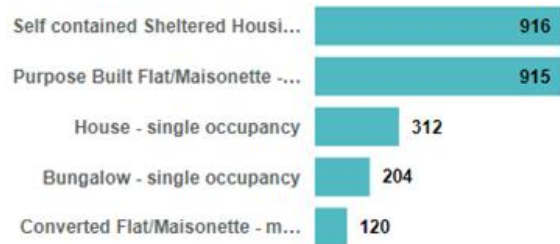
Domestic AFA by District



Main Property Types (Top five)



Main Property Types (Top five)



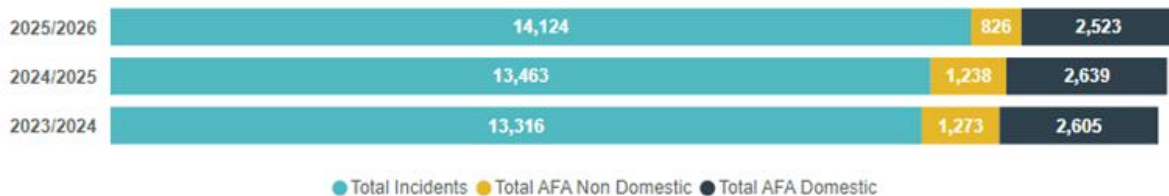
Main Reason for Activation



Main Reason for Activation



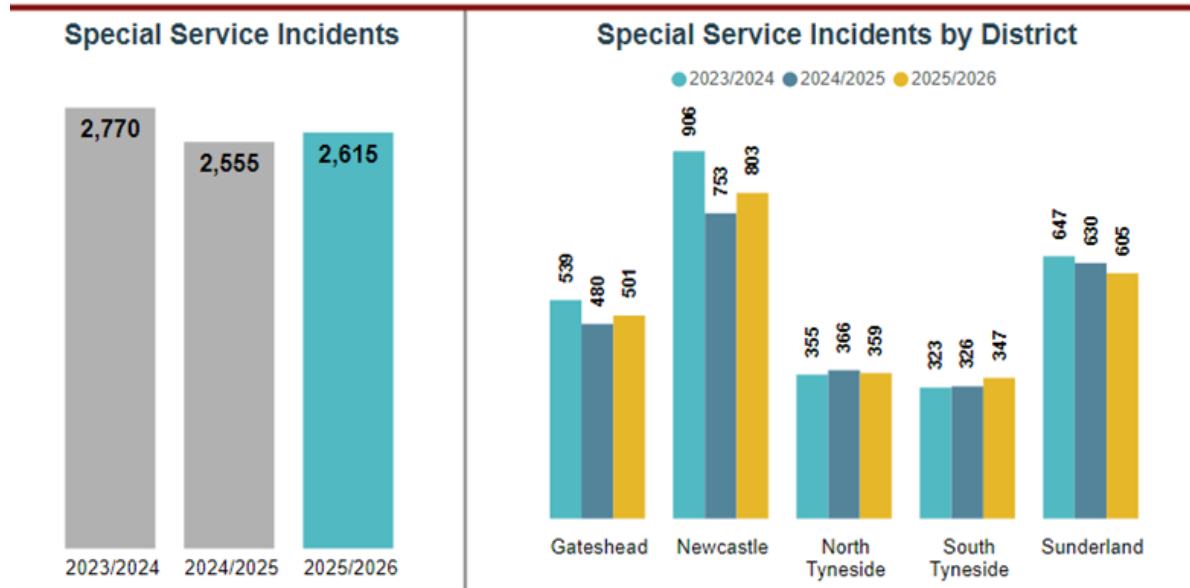
AFA's Compared to all Incidents



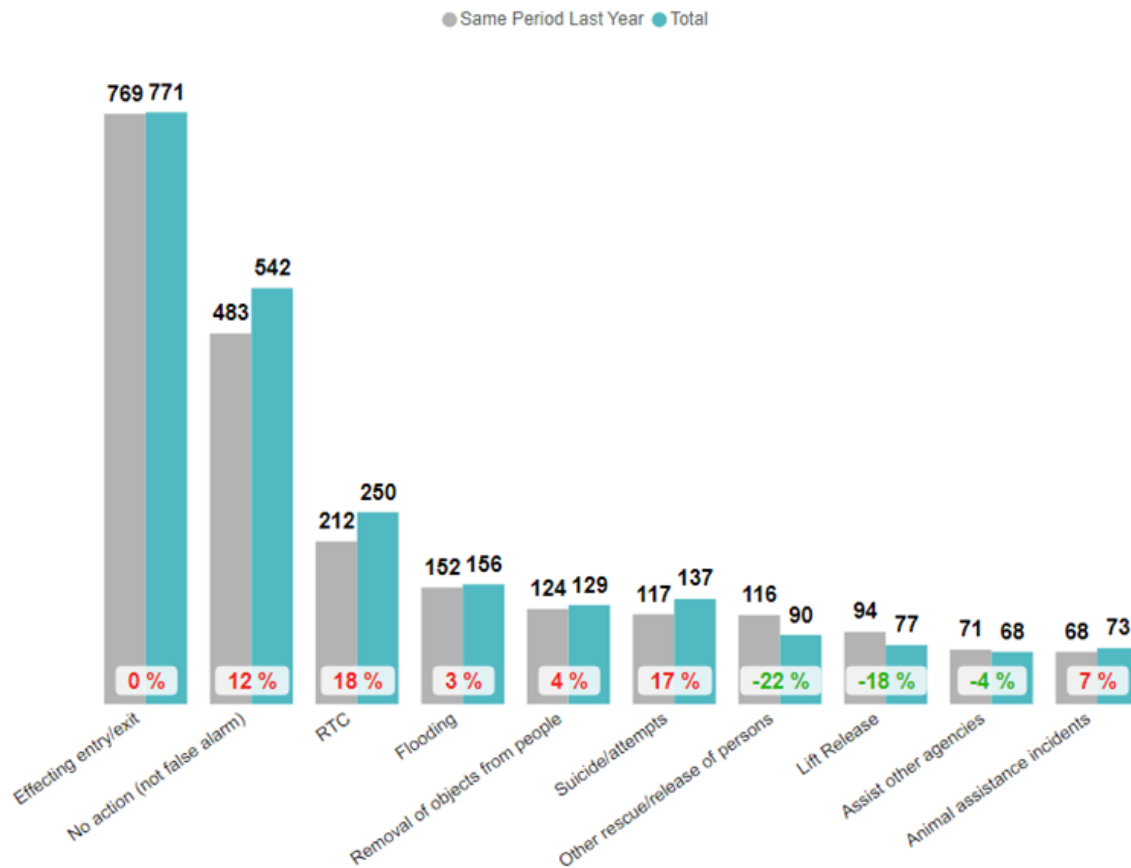
● Total Incidents ● Total AFA Non Domestic ● Total AFA Domestic

Special Service Incidents

01 April 2025 to 31 December 2025

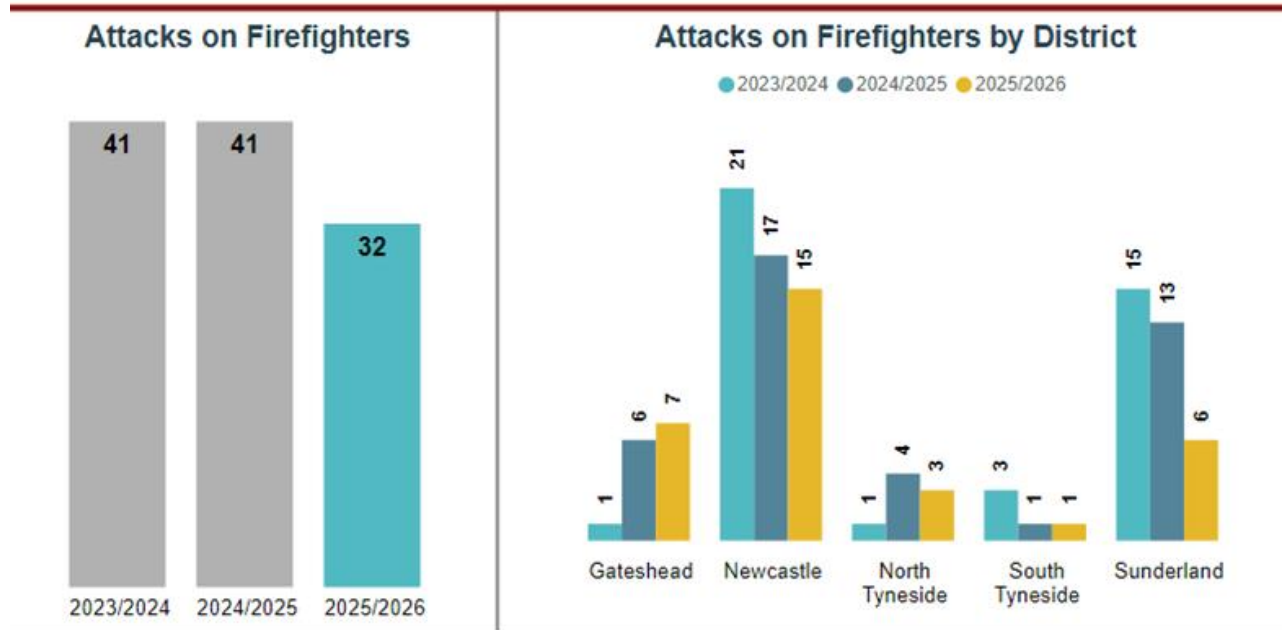


Special Service by Type (including % change)

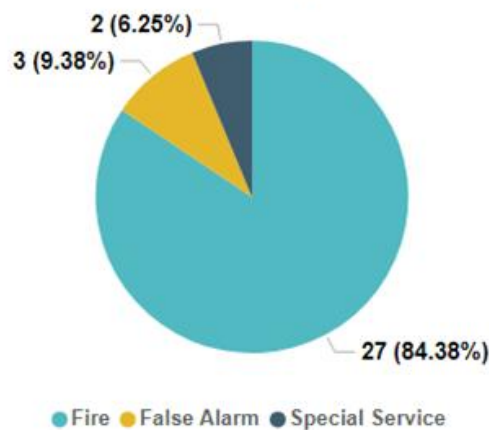


Attacks on Firefighters

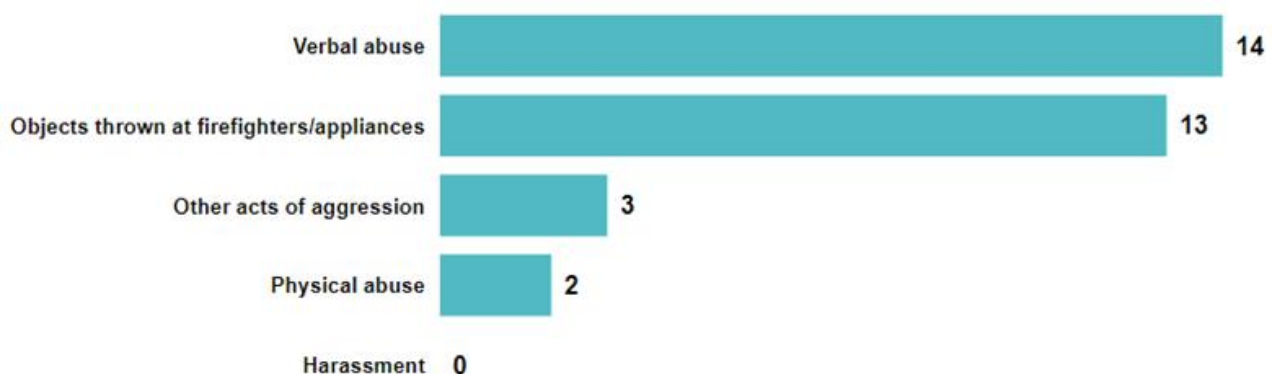
01 April 2025 to 31 December 2025



Incident Type



Types of Attacks



Response Times

01 April 2025 to 31 December 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
94.2 %	93.8 %	91.4 %

Emergency Response Times

Average response time to all Incidents

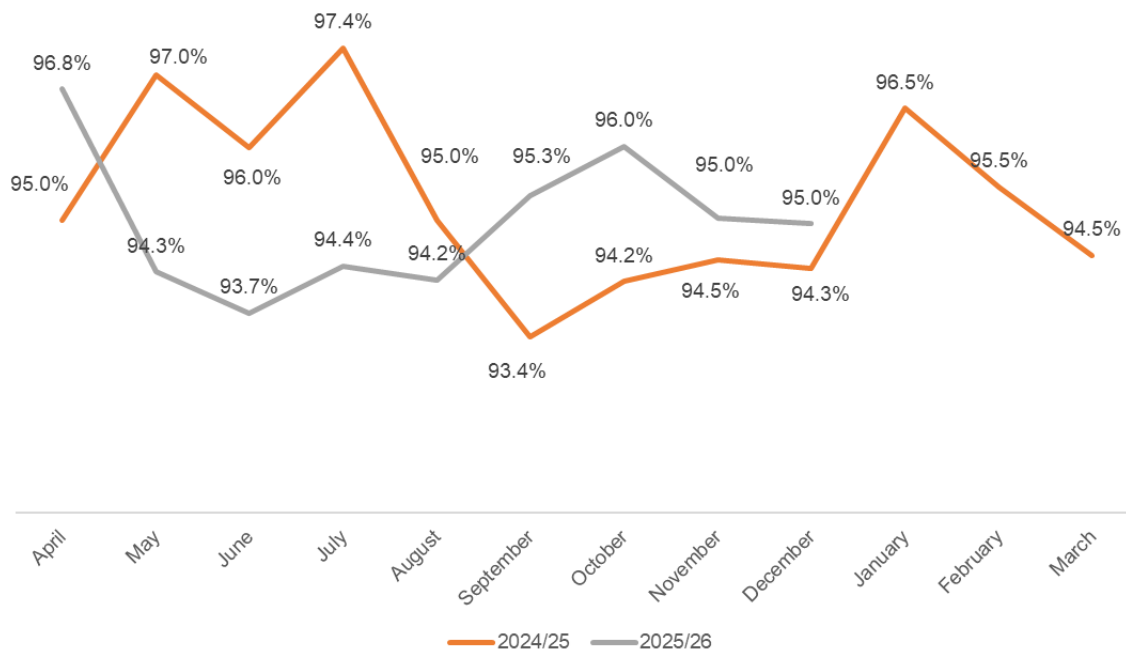
6m 8s

Previous
5m 42s

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

Risk Level	2023/2024	2024/2025	2025/2026
1	00:05:20	00:05:33	00:05:49

Appliance Availability



Prevention and Education Activities

01 April 2025 to 31 December 2025

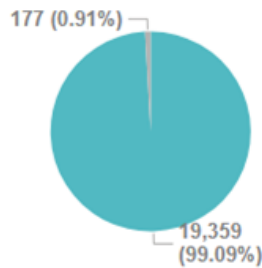
Home Safety Engagements



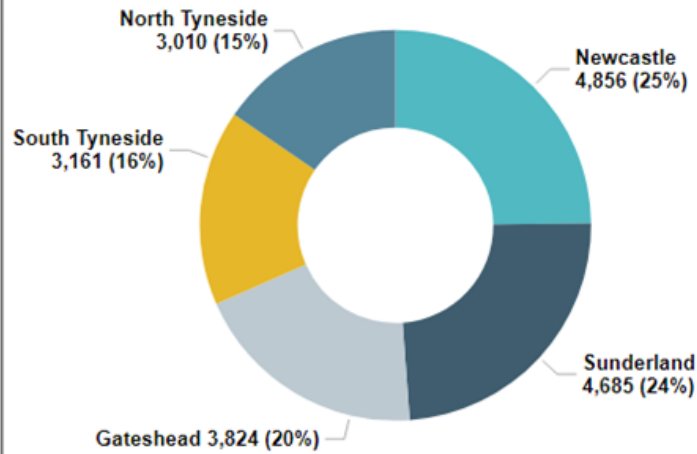
Total Home Safety Engagements

19,536

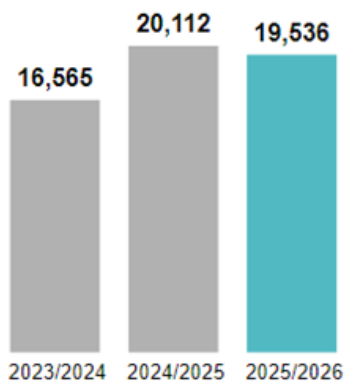
Completed S&W Checks Other Engagements



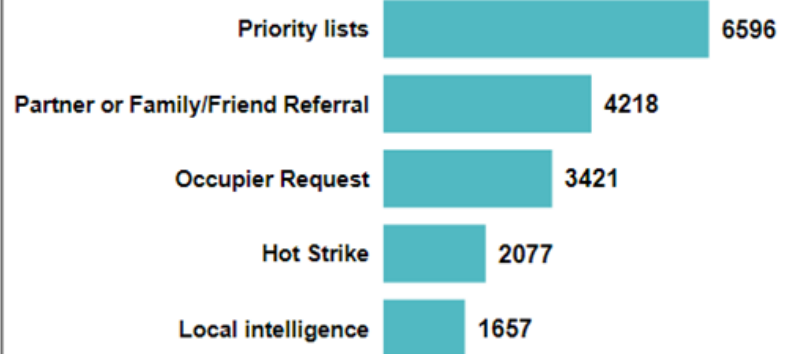
Home Safety Engagements by District



Home Safety Engagements

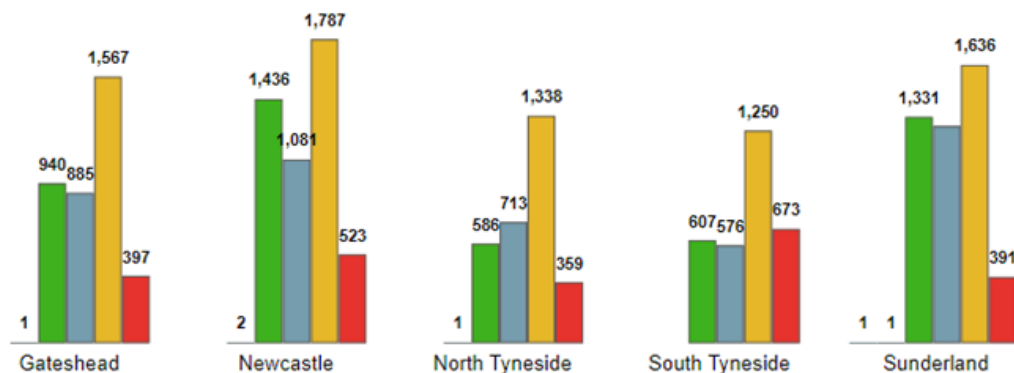


Reason for Visit (Top five)



Completed S&W Checks by District & Risk Level

None Very Low Low Medium High Very High



Internal Performance Monitoring

01 April 2025 to 31 December 2025

Total Fire Safety Activities

4609

All Activities completed by specialist fire safety officers 3165	Healthcheck visits completed by operational crews 1173												
Fire Safety Audits FSA's Completed Yearly Target 851 1500 % Of Yearly Target Completed 57%	Other Fire Safety Activities completed by specialist fire safety officers 2316 <table border="1"> <thead> <tr> <th>Examples of Activities</th><th>Number</th></tr> </thead> <tbody> <tr> <td>Building Regulations Consultations</td><td>642</td></tr> <tr> <td>Cause for Concern</td><td>228</td></tr> <tr> <td>Desk Based Queries</td><td>214</td></tr> <tr> <td>Post Fire</td><td>103</td></tr> <tr> <td>Arson Reduction</td><td>16</td></tr> </tbody> </table>	Examples of Activities	Number	Building Regulations Consultations	642	Cause for Concern	228	Desk Based Queries	214	Post Fire	103	Arson Reduction	16
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Cause for Concern	228												
Desk Based Queries	214												
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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.

36

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.

279

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 31 December 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 14/01/2026

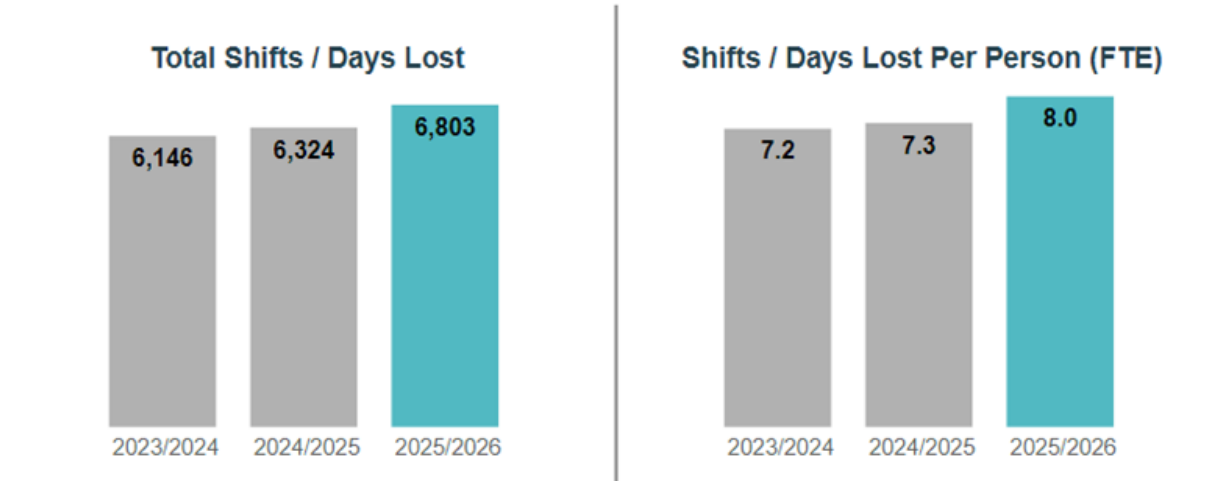
Internal performance highlights compared with Q3 2024/25:

- Staff sickness 6,803 shifts lost, (479) 8% increase on Q3 2024/25.
- The main reason for shifts/days lost is non work related 'mental health'.
- 23 accidents to TWFRS personnel were reported, a 34% decrease (11).
- 63 near miss reports were submitted to Health and Safety, an increase of 21% (11) from 2024/25.
- Of the 37 vehicle accidents recorded in Q3 16 involved a pumping appliance Cat 1.
- There has been a total of £1,156,685 paid in overtime costs, an increase of 12%.
- 95% of interactive training packages have been completed.
- Overall operational competence is at 93%.

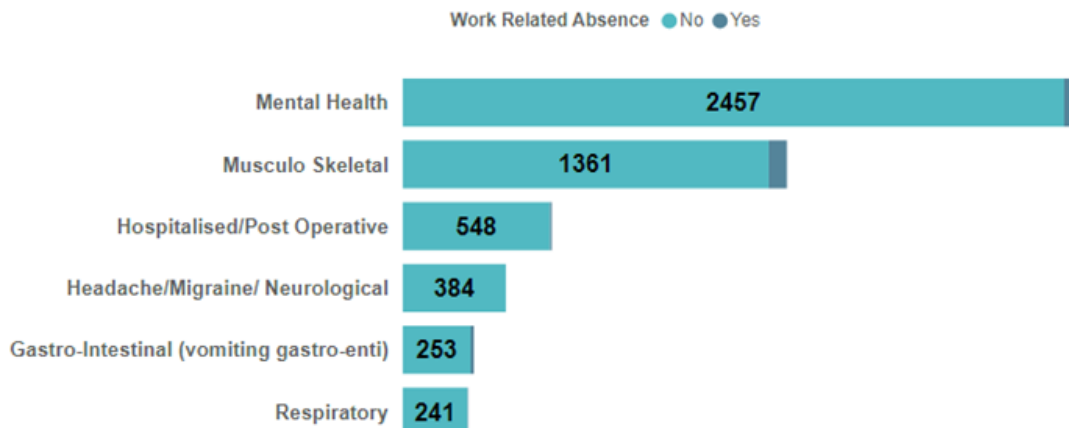
Internal Performance Monitoring

01 April 2025 to 31 December 2025

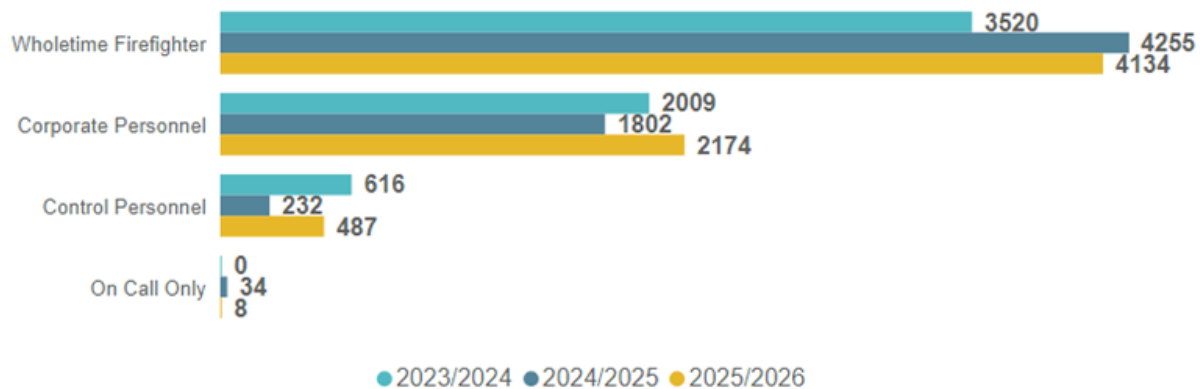
Staff Sickness Absence



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

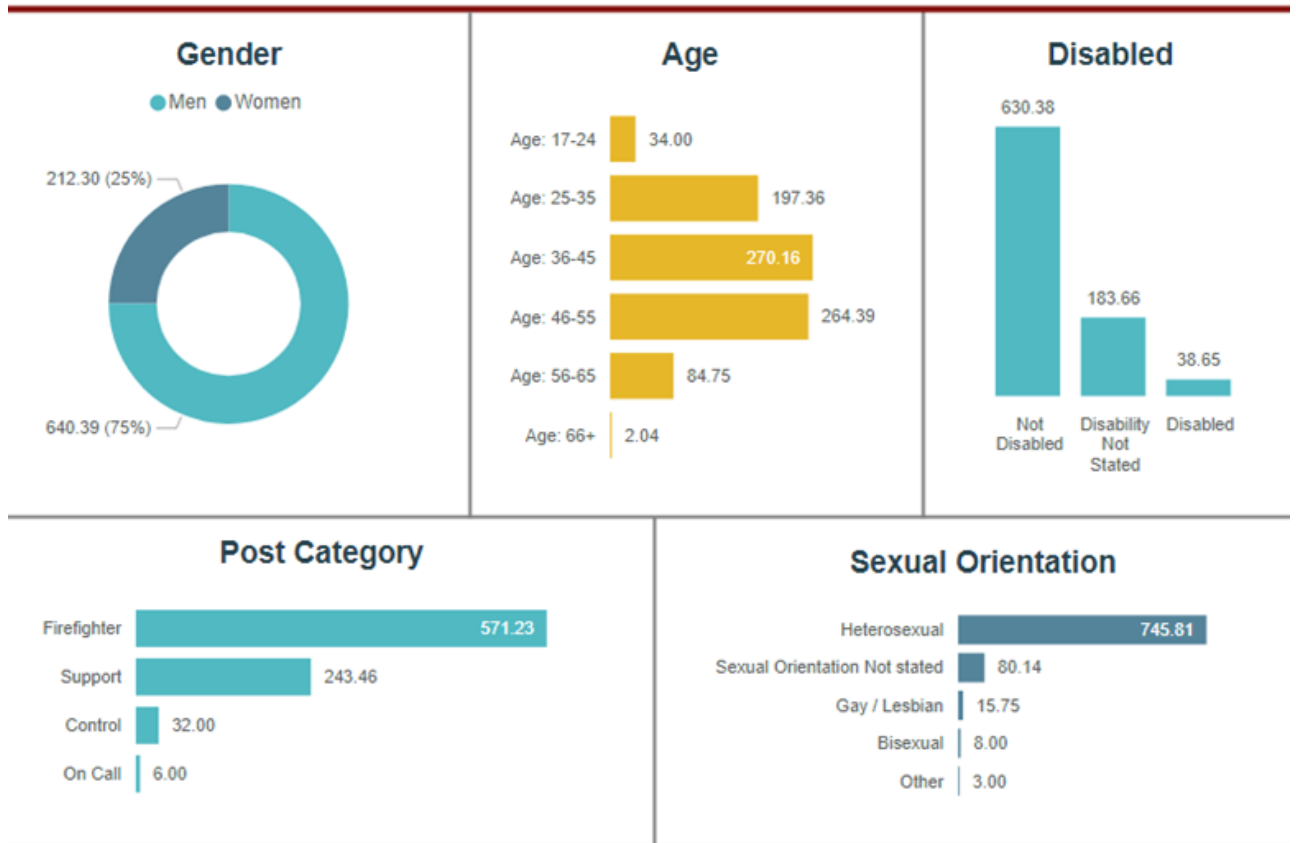


Shifts / Days Lost by Category

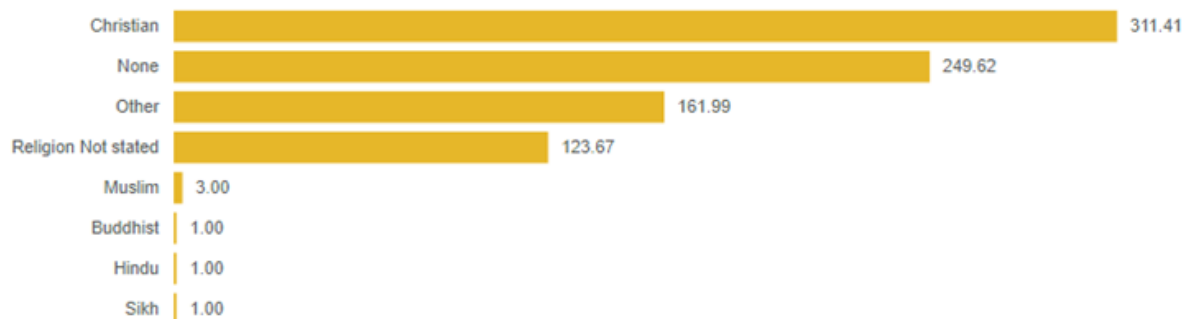


Internal Performance Monitoring

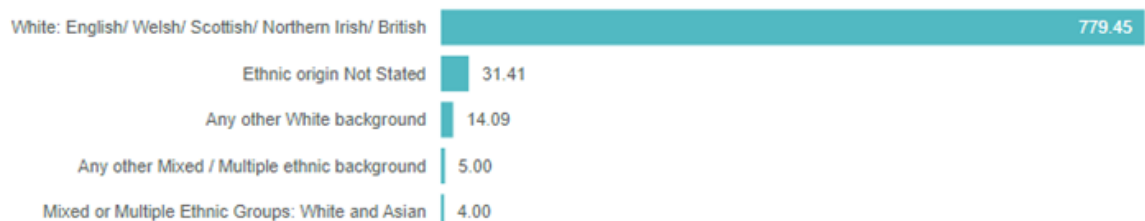
Current FTE Overview



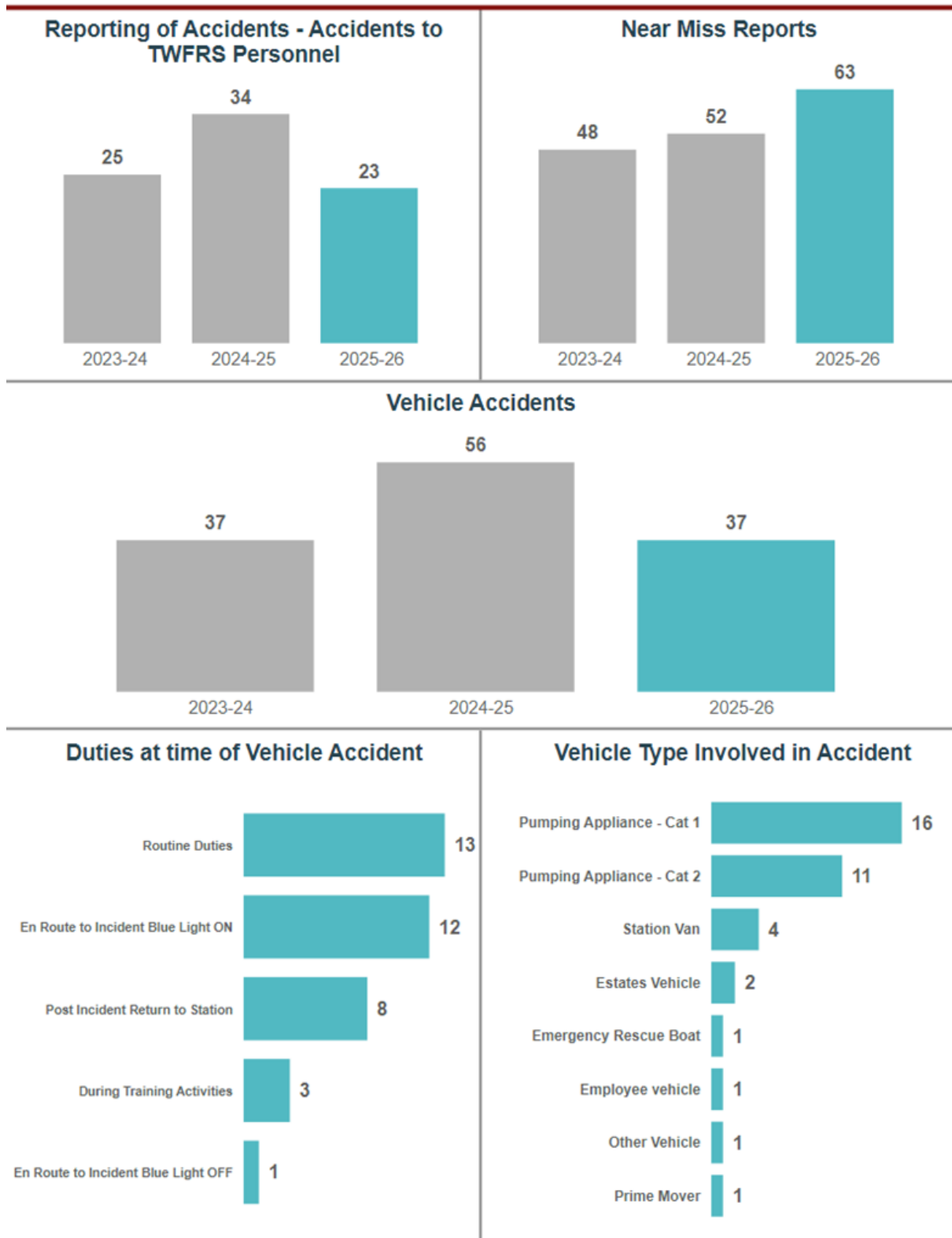
Religion



Ethnic Origin (Top 5)



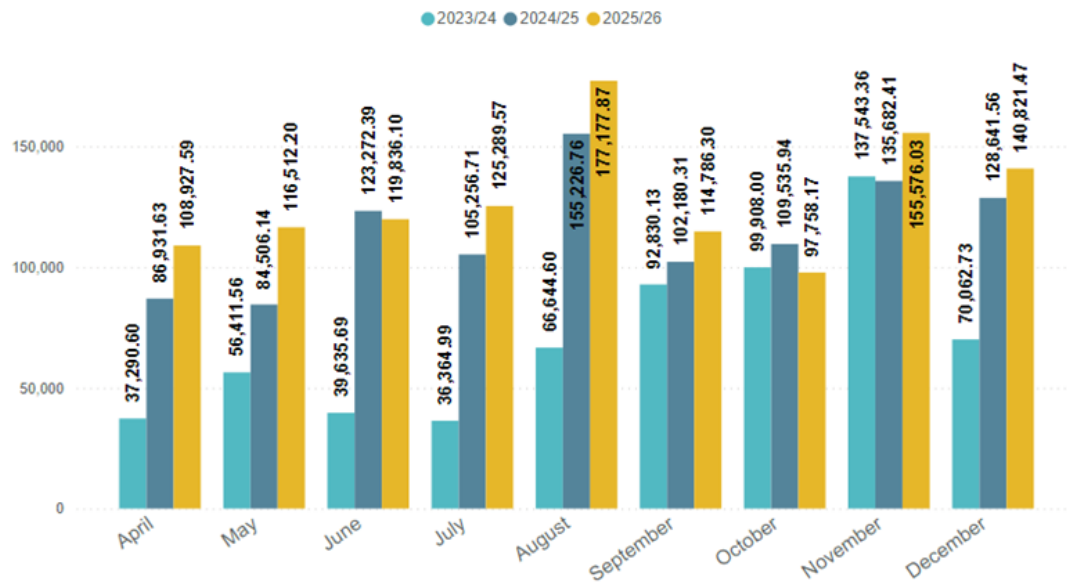
Internal Performance Monitoring



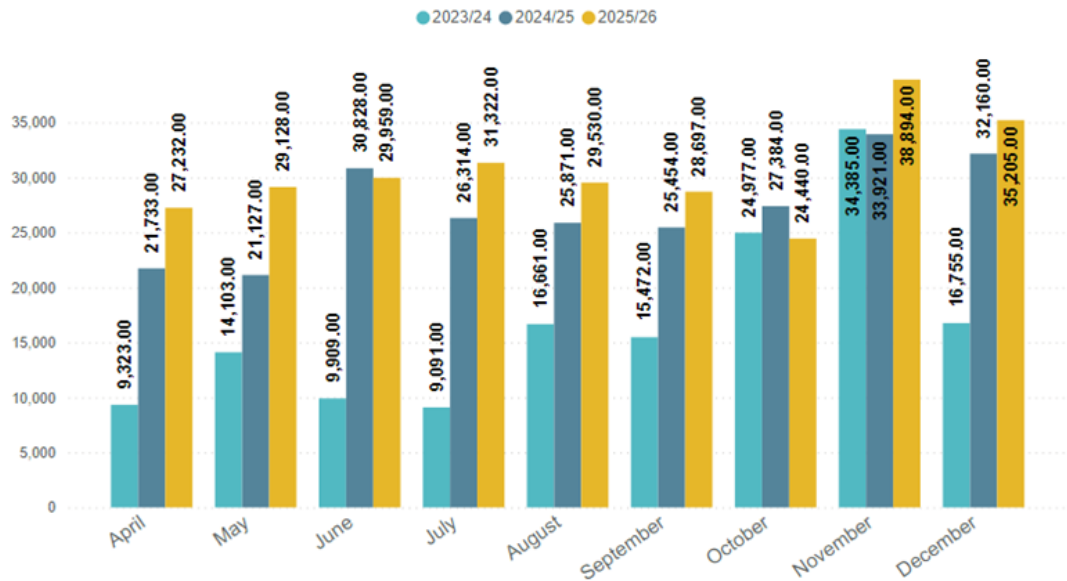
Internal Performance Monitoring

Operational Staff - Overtime (£)

Overtime Costs by Month



Average Costs Per Week

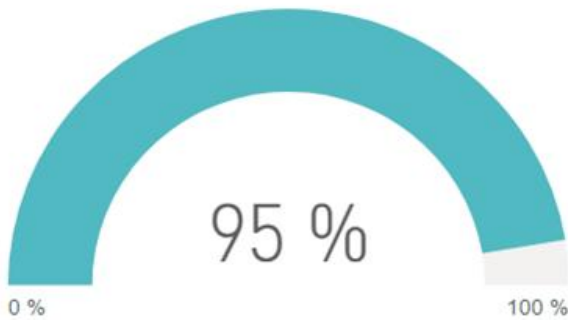


Please Note:

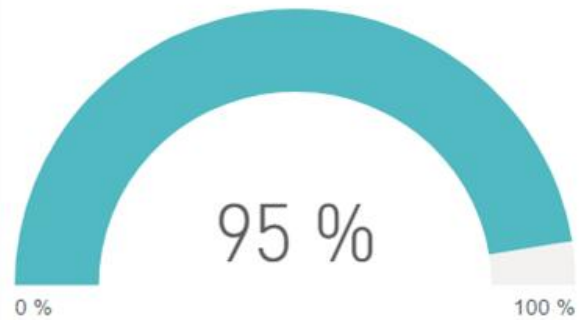
- Costs are shown for the month that the overtime was worked
- Overtime is paid in arrears in accordance with Payroll Attendance Records
- Costs are overtime payments only; no on costs are included

Internal Performance Monitoring

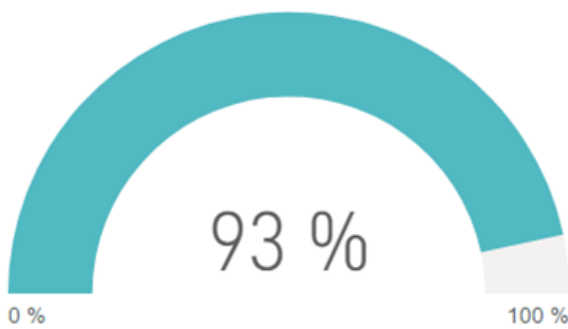
Interactive Training Package Completion



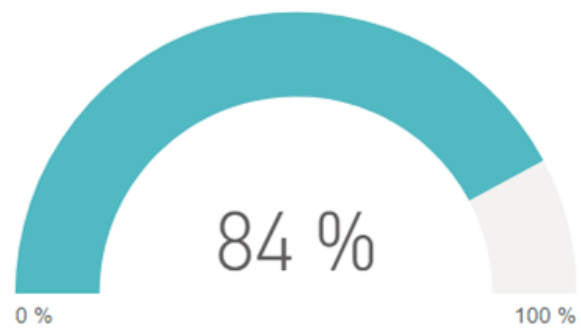
Risk Critical Document Completion



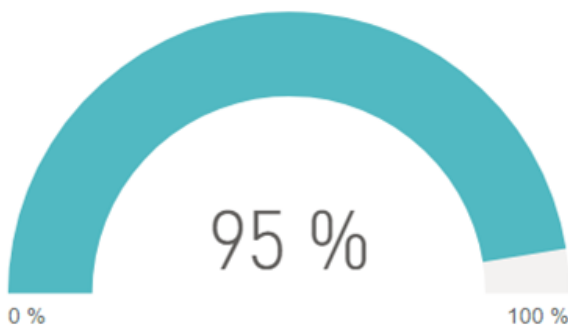
Overall Operational Competence



Overall Specialist Skill Completion



Overall National Occupational Standards (NOS) Completion



Overall Emergency Fire Services Management (EFSM) Completion

