

Tyne and Wear Fire and Rescue Service



Quarter 4 Performance Report (Year to Date)

01 April 2025 to 31 March 2026



01 April 2025 to 31 March 2026

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 March 2026

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 14/04/2026.

Q4 Operational Performance highlights compared with Q4 2024/25:

- 17,624 incidents attended, this is an increase of 1% (222), (LI32).
- Injuries from all fires increased by 33% (41) (LI05).
- Injuries from accidental dwelling fires increased by 24% (11) (LI03).
- 12 of the injuries from accidental dwelling fires where the source of ignition was recorded as 'Cooking incl. oven'. (LI03).
- Accidental dwelling fires decreased by 3% (14) (LI08).
- An alarm was present in 90% of accidental dwelling fires.
- In 76% of accidental dwelling fires the alarm activated.
- There was a 7% (333) increase in deliberate fires (LI33).
- Non domestic fires have decreased by 16% (33).
- False alarms in domestic premises (LI23) have decreased by 3% (91) and false alarms in non-domestic premises have decreased by 29% (447).
- Special Services have increased by 4% (127) from 3,335 in 2024/25 to 3,462 in 2025/26.
- 38 attacks on Firefighters, a reduction of 28% (15).
- A total of 26,408 Home Safety Engagements were carried out, a decrease of 3% (747).
- The overall average response time was 6 minutes 7 seconds, this is 23 seconds slower than in Q4 2024/25.
- Pumping appliances were available 95.1% of the time during Q4 2025/26.
- 1128 Fire Safety Audits carried out, 75% of yearly target.
- 43 Prohibition Notices were served in Q4 2025/26.

TWFRS Performance Against Targets

01 April 2025 to 31 March 2026

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	45 Target: 32 (+40.6%)	165 Target: 131 (+26%)
Accidental Fires in Dwellings (LI08)	Accidental Kitchen Fires in Dwellings (LI09)	Accidental Non Kitchen Fires in Dwellings (LI10)	Deliberate Secondary Fires (LI16)
435 Target: 467 (-6.9%)	206 Target: 247 (-16.6%)	229 Target: 219 (+4.6%)	4,413 Target: 4,419 (-0.1%)
Deliberate Refuse Fires (LI18)	Malicious False Alarms Attended (LI21)	AFA's to Non Domestic premises (LI22)	AFA's to Domestic premises (LI23)
2,489 Target: 2,838 (-12.3%)	175 Target: 199 (-12.1%)	1,083 Target: 1,558 (-30.5%)	3,338 Target: 3,271 (+2%)
Total Fires Attended (LI24)	Primary Fires (LI29)	Total Incidents (LI32)	Fires in Non Domestic premises (LI35)
7,485 Target: 7,292 (+2.7%)	1,794 Target: 1,742 (+3%)	17,624	175 Target: 193 (-9.3%)

TWFRS Performance Summary

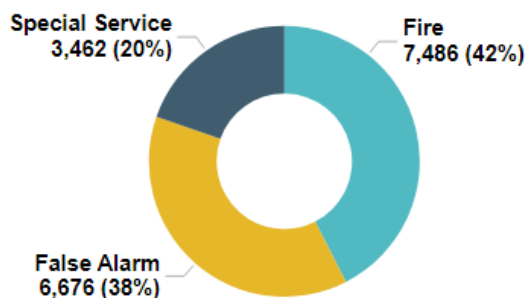
01 April 2025 to 31 March 2026

Fires  7,486  Previous 6,936 8 %	False Alarms  6,676  Previous 7,131 -6 %	Special Service  3,462  Previous 3,335 4 %
Total Incidents  17,624  Previous 17,402 1 %	Fire Injuries  165  Previous 124 33 %	Fire Fatalities  4  Previous 7 -3
Accidental Dwelling Fires  435  Previous 449 -3 %	Deliberate Fires  5,301  Previous 4,968 7 %	Non Domestic Fires  175  Previous 208 -16 %

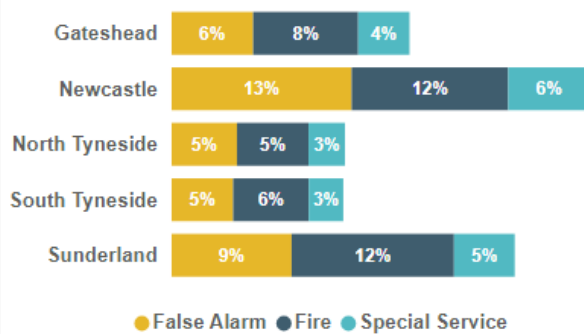
Incidents by Time of Day

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	75	71	36	43	37	30	38	54	58	62	75	81	87	96	96	113	156	180	223	220	218	122	106	92
Tuesday	80	57	49	44	53	25	41	44	59	76	72	82	75	95	100	119	148	195	216	219	200	156	114	82
Wednesday	82	72	57	45	44	35	31	46	50	62	97	103	103	93	104	129	171	183	202	234	181	148	102	89
Thursday	73	75	60	47	37	28	44	52	52	66	87	81	93	105	118	124	133	195	224	207	204	171	118	100
Friday	83	73	62	54	43	38	40	41	68	78	55	73	91	101	98	140	162	181	186	212	201	165	131	87
Saturday	75	87	62	65	67	53	43	40	57	58	67	93	106	126	116	151	186	196	204	213	256	163	117	109
Sunday	112	75	69	62	42	41	35	49	50	72	67	106	106	129	147	174	204	199	234	209	201	150	120	71

Incidents by Type



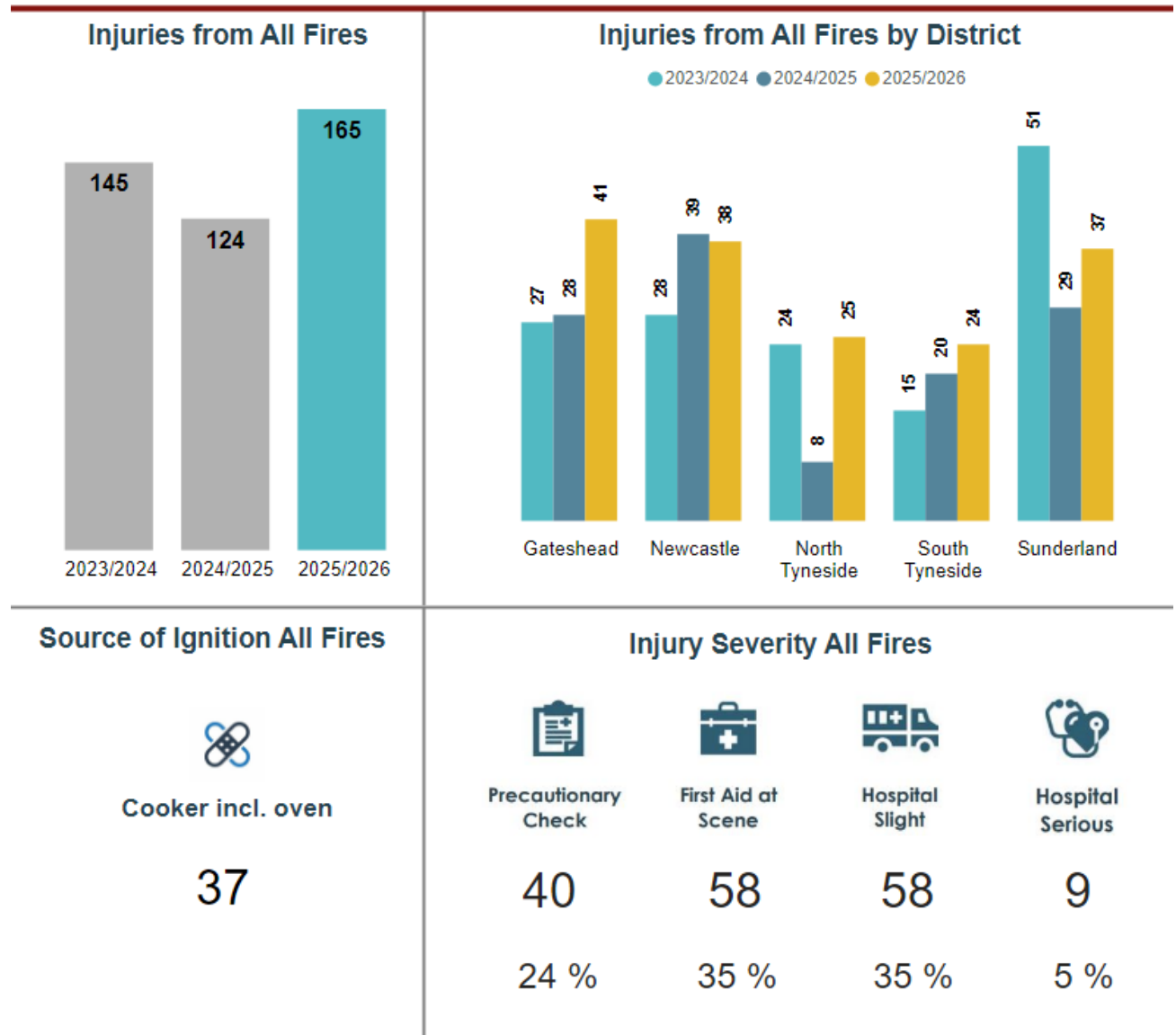
Incident Types by District



Injuries from all Fires

Including first aid and precautionary checks

01 April 2025 to 31 March 2026

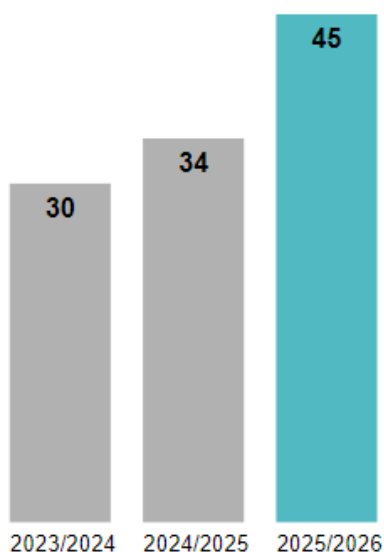


Injuries from Accidental Dwelling Fires (ADF)

Excluding first aid and precautionary checks

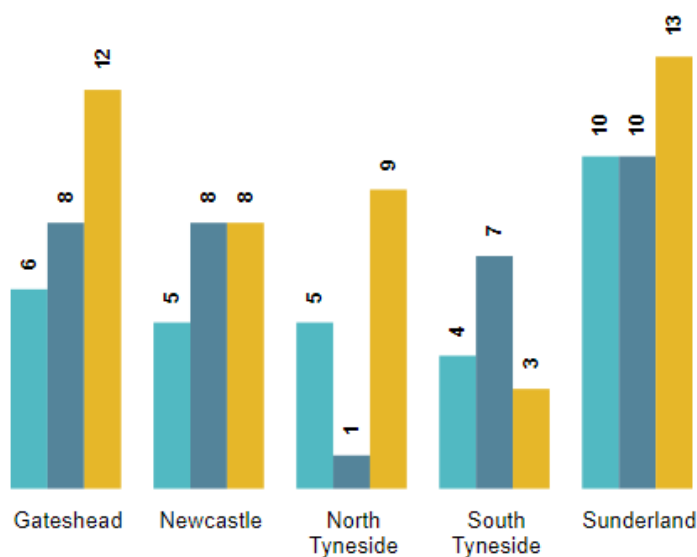
01 April 2025 to 31 March 2026

Injuries from ADF



ADF Injuries by District

● 2023/2024 ● 2024/2025 ● 2025/2026



Source of Ignition ADF



Cooker incl. oven

15

Injury Severity ADF



Hospital
Slight

37

82 %



Hospital
Serious

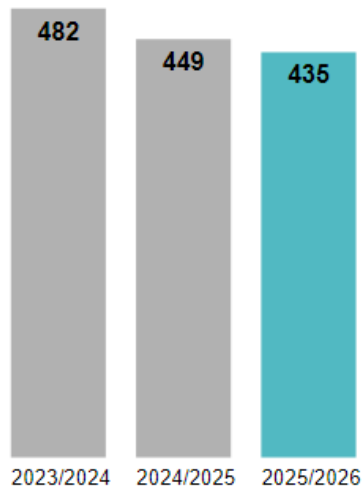
8

18 %

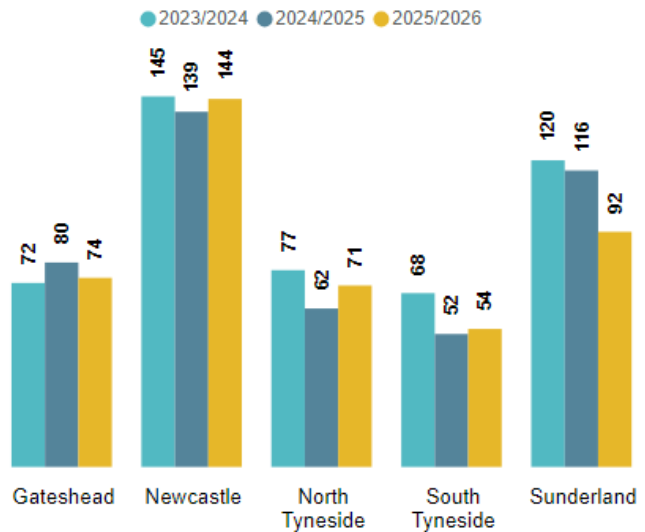
Accidental Dwelling Fires (ADF)

01 April 2025 to 31 March 2026

ADF by Year



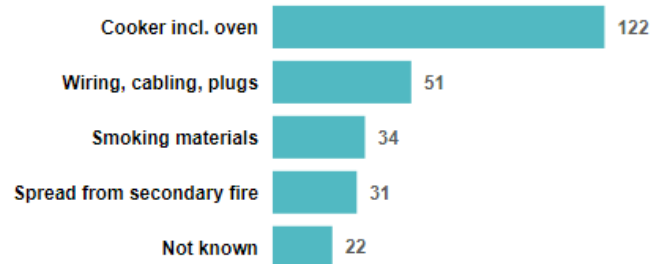
ADF by District



ADF by Main FRS Action (Top five)

FRS Main Action	Count
Hosereel (high pressure) (HRJ) - tank supply only	163
No firefighting	113
Hosereel (high pressure) (HRJ) - augmented supply	30
Removal from/of heat source	23
CO2 (carbon dioxide)	20

ADF by Source of Ignition (Top five)



Alarm Detection and Actuation



Alarm Present **90%**



Alarm Activated **76%**

Human Factors

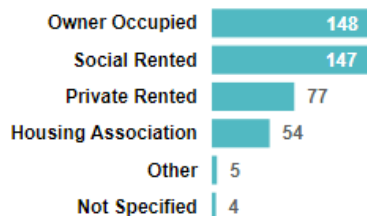


Distraction **17%**

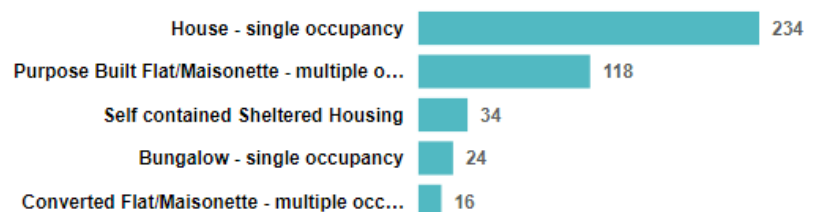


Falling asleep / asleep **7%**

ADF by Property Tenure



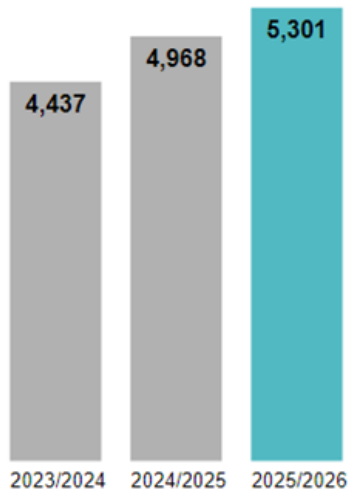
ADF by Property Type (Top five)



Deliberate Fires

01 April 2025 to 31 March 2026

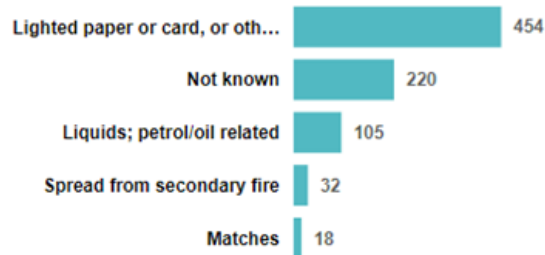
Deliberate Fires by Year



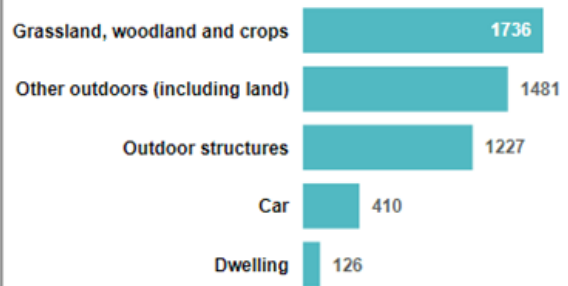
Deliberate Fires by District



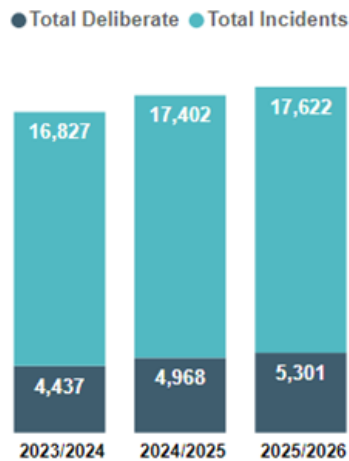
Deliberate Fires by Ignition Source (Top five)



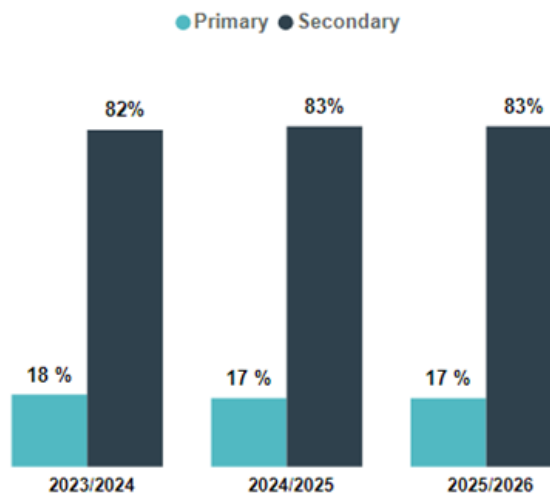
Deliberate Fires by Property Type (Top five)



Deliberate Fires Compared to All Incidents



Deliberate Fires by Classification



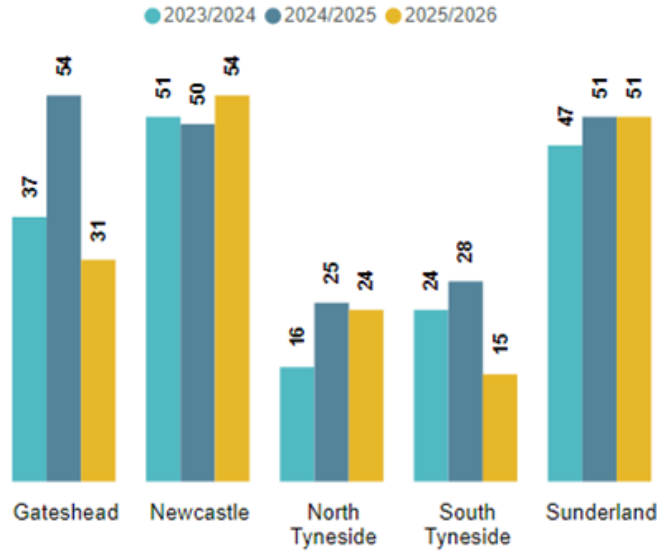
Non Domestic Fires

01 April 2025 to 31 March 2026

Non Domestic Fires by Year



Non Domestic Fires by District



NDF Main Cause (Top five)

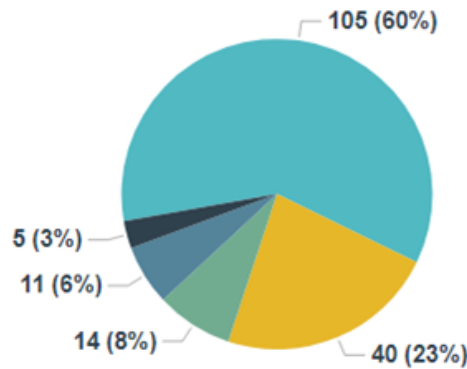
Main Fire Cause	Count
Heat source and combustibles brought together deliberately	58
Fault in equipment or appliance	22
Faulty fuel supply - electricity	18
Accumulation of flammable material	12
Cooking - chip pan/deep fat fryer	11

NDF Property Type (Top five)



Non Domestic Fires by Motive

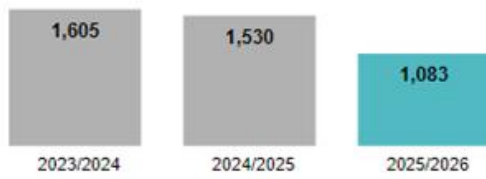
● Accidental ● Deliberate - others property ● Deliberate - unknown owner ● Not known ● Deliberate - own property



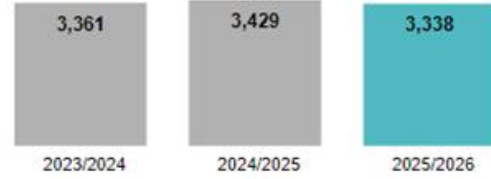
Automatic False Alarms (AFA)

01 April 2025 to 31 March 2026

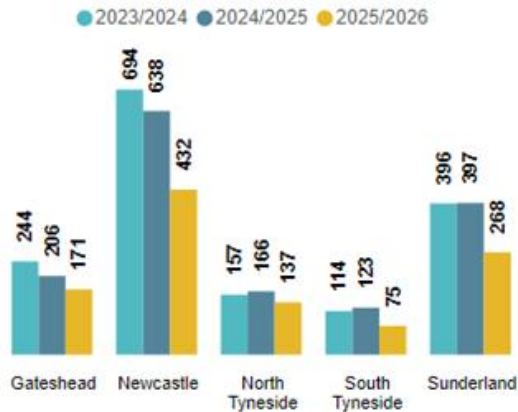
Non Domestic AFA by Year



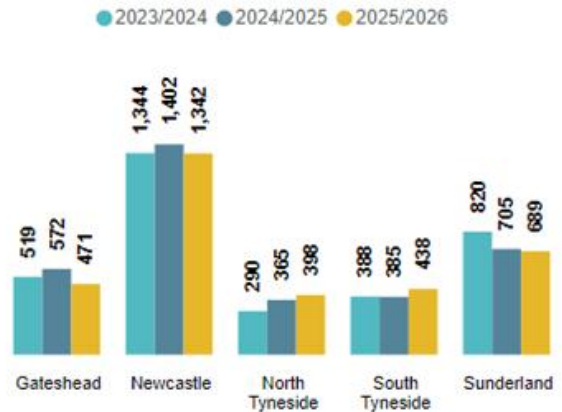
Domestic AFA by Year



Non Domestic AFA by District



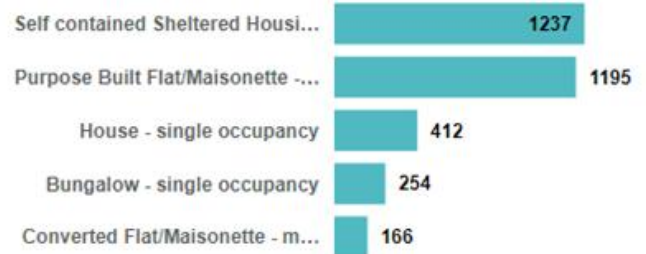
Domestic AFA by District



Main Property Types (Top five)



Main Property Types (Top five)



Main Reason for Activation



Main Reason for Activation

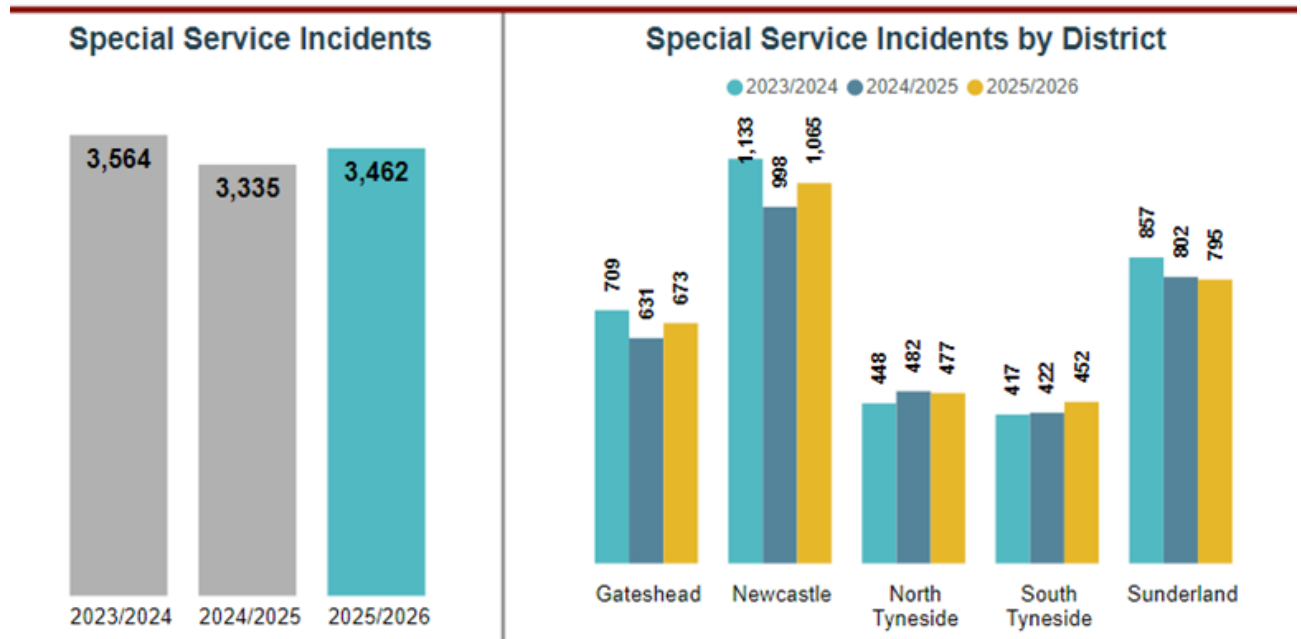


AFA's Compared to all Incidents

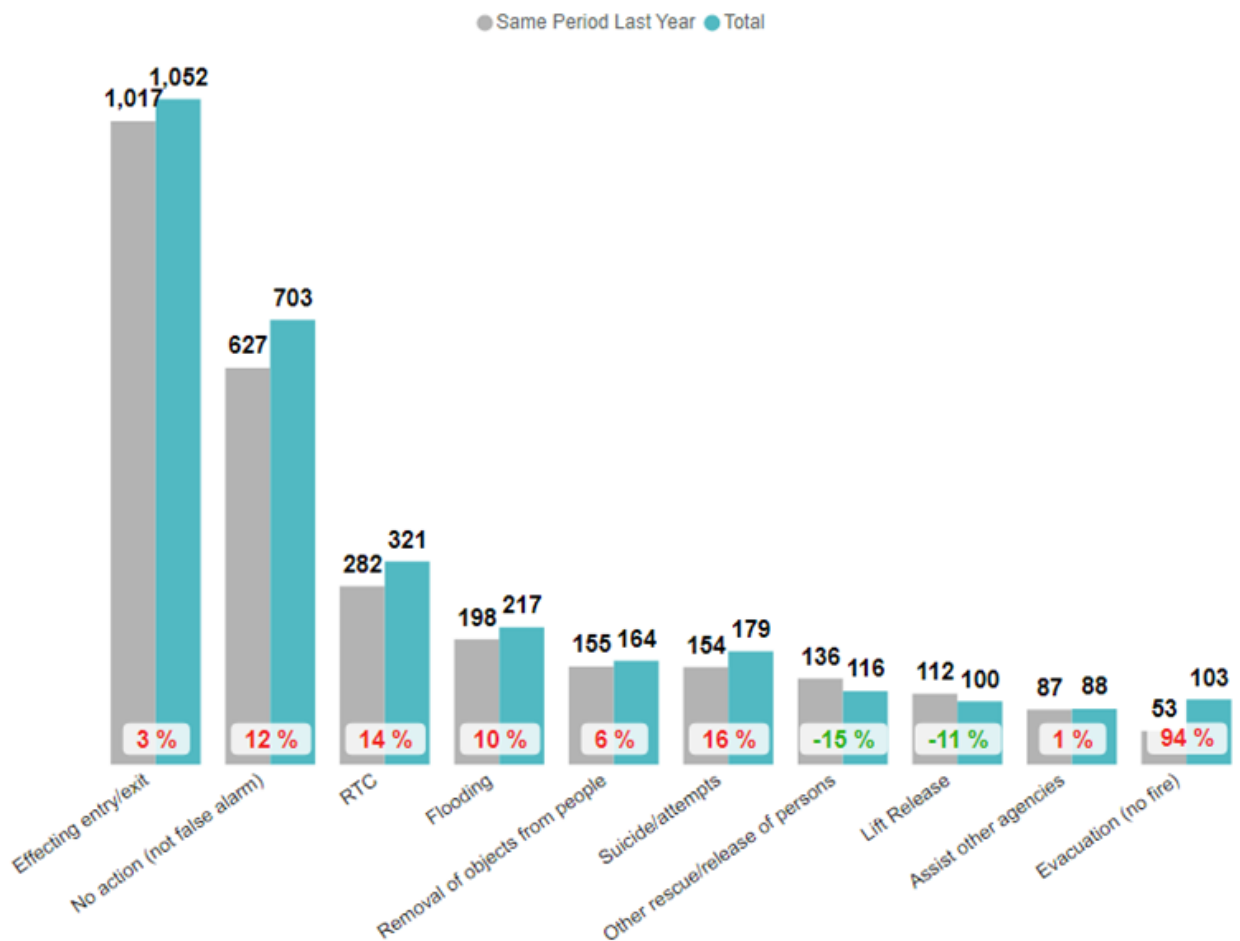


Special Service Incidents

01 April 2025 to 31 March 2026

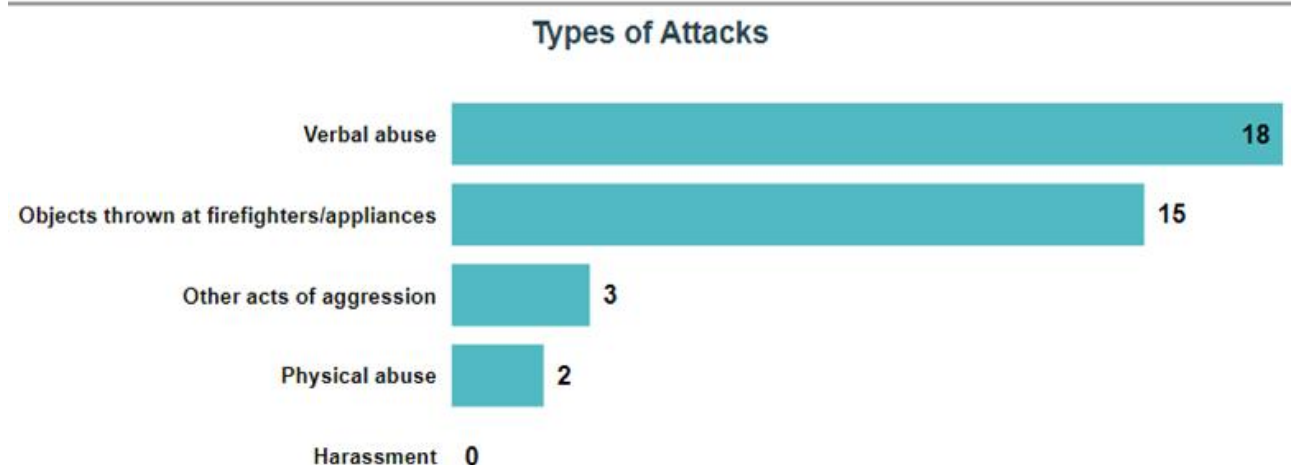
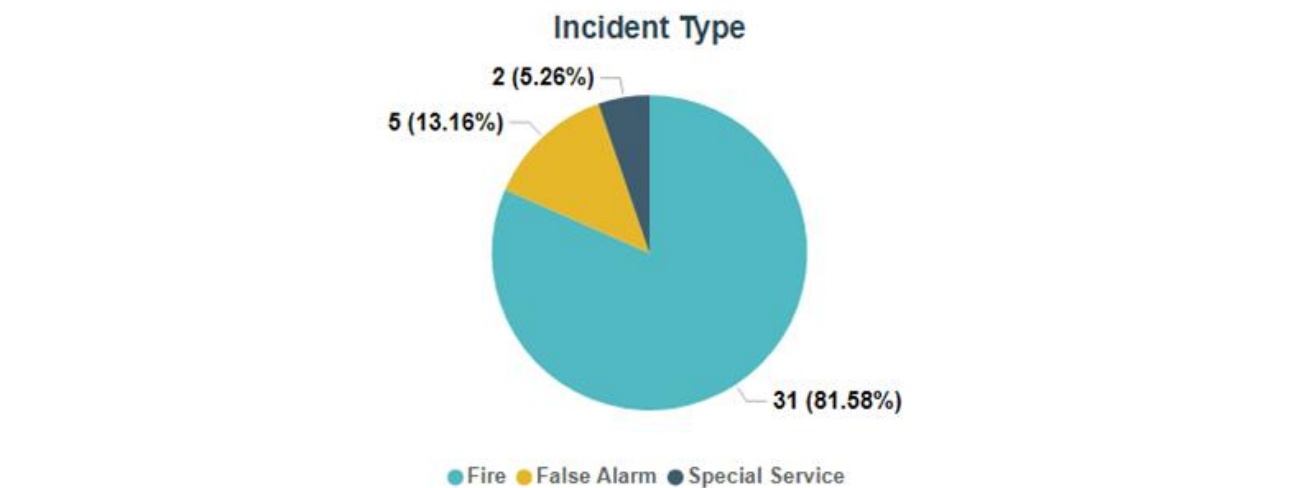
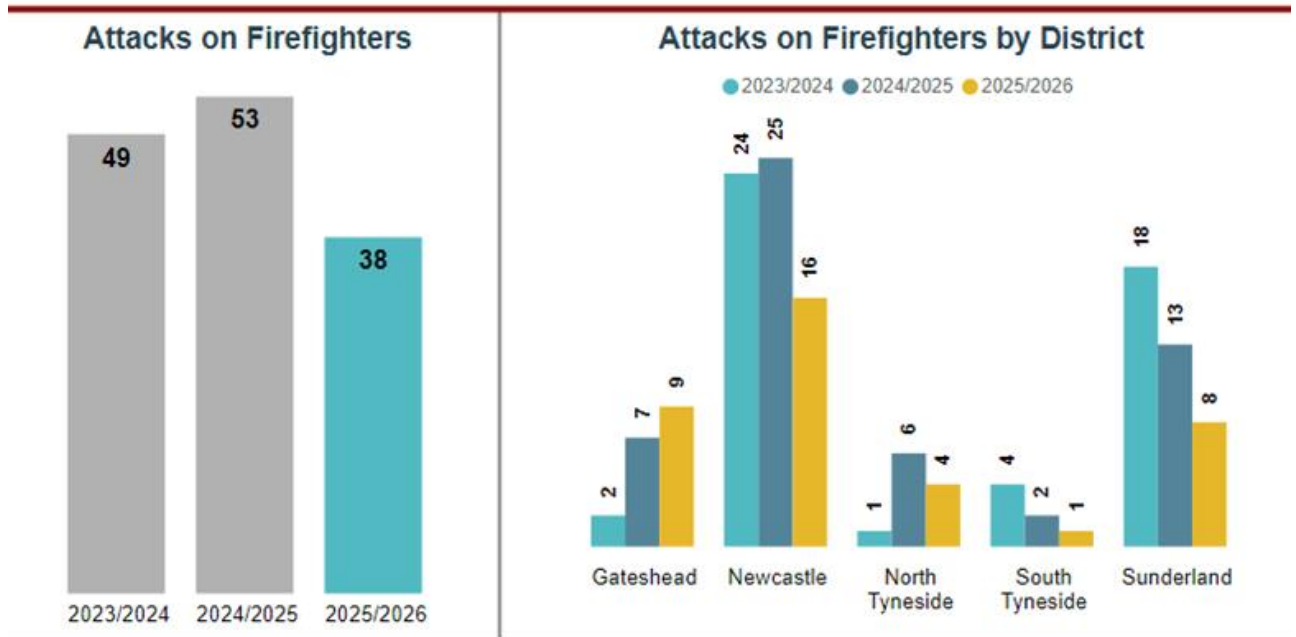


Special Service by Type (including % change)



Attacks on Firefighters

01 April 2025 to 31 March 2026



Response Times

01 April 2025 to 31 March 2026

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
94.3 %	94.0 %	91.8 %

Emergency Response Times

Average response time to all Incidents

6m 7s

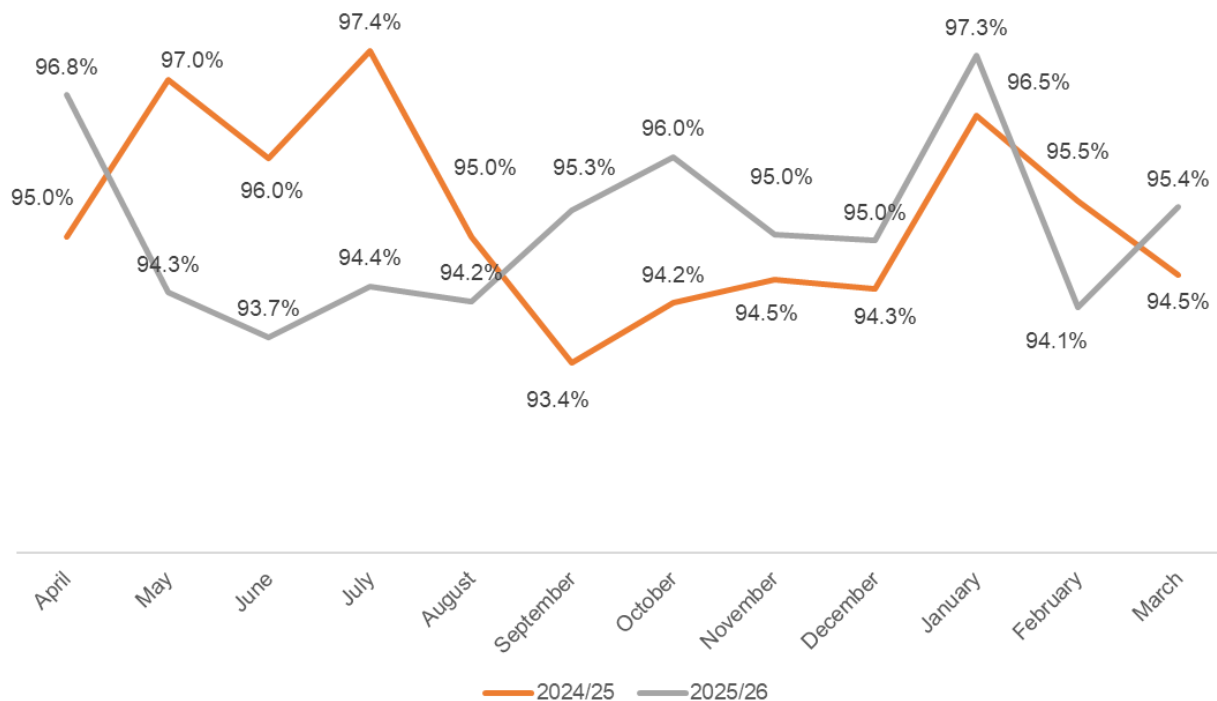
Previous

5m 44s

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

Risk Level	2023/2024	2024/2025	2025/2026
1	00:05:21	00:05:33	00:05:50

Appliance Availability



Prevention and Education Activities

01 April 2025 to 31 March 2026

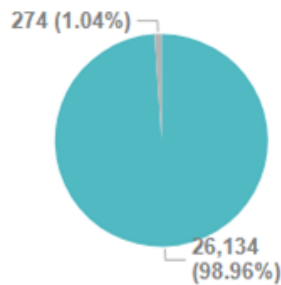
Home Safety Engagements



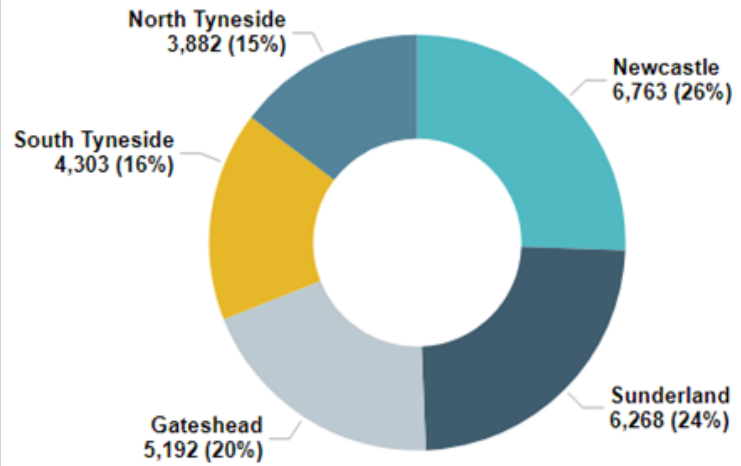
Total Home Safety Engagements

26,408

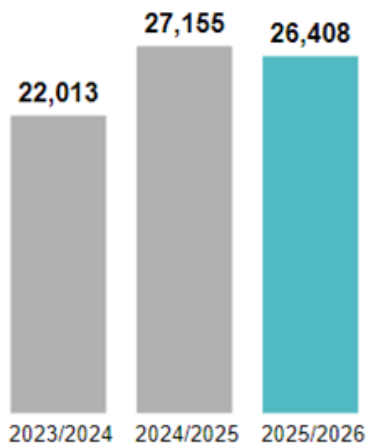
Completed S&W Checks Other Engagements



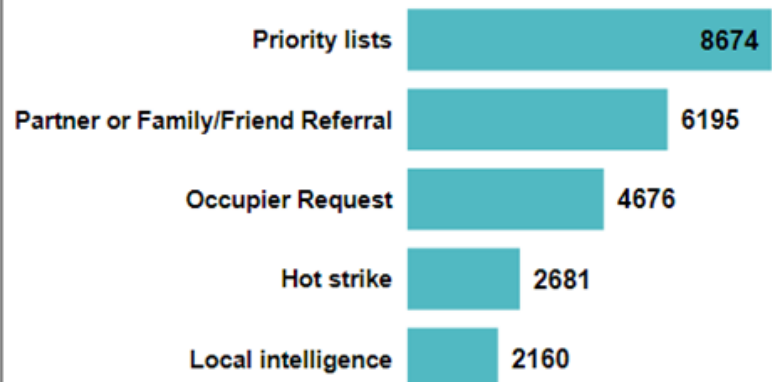
Home Safety Engagements by District



Home Safety Engagements

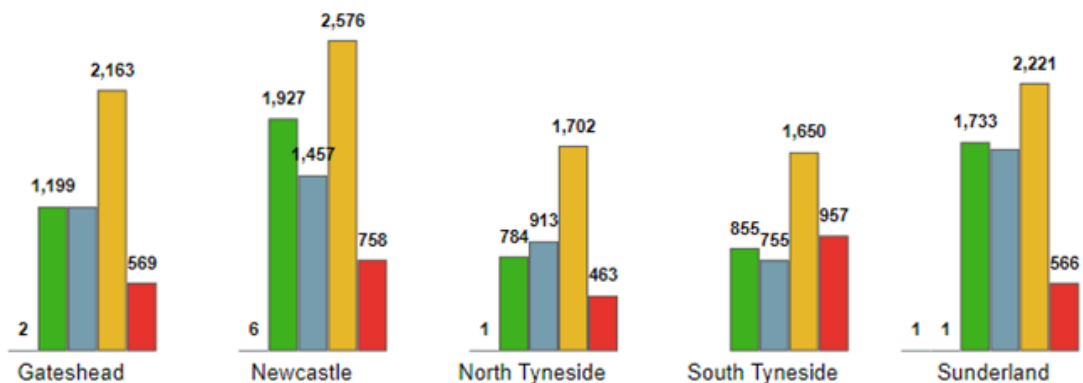


Reason for Visit (Top five)



Completed S&W Checks by District & Risk Level

None Very Low Low Medium High Very High

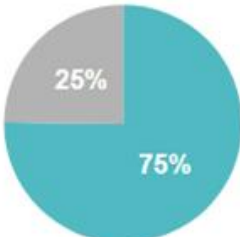


Internal Performance Monitoring

01 April 2025 to 31 March 2026

Total Fire Safety Activities

6081

All Activities completed by specialist fire safety officers 4164	Healthcheck visits completed by operational crews 1562												
Fire Safety Audits FSA's Completed Yearly Target 1128 1500  % Of Yearly Target Completed 75%	Other Fire Safety Activities completed by specialist fire safety officers 3038 <table><thead><tr><th>Examples of Activities</th><th>Number</th></tr></thead><tbody><tr><td>Building Regulations Consultations</td><td>869</td></tr><tr><td>Cause for Concern</td><td>356</td></tr><tr><td>Desk Based Queries</td><td>273</td></tr><tr><td>Post Fire</td><td>146</td></tr><tr><td>Arson Reduction</td><td>16</td></tr></tbody></table>	Examples of Activities	Number	Building Regulations Consultations	869	Cause for Concern	356	Desk Based Queries	273	Post Fire	146	Arson Reduction	16
Examples of Activities	Number												
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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.

43

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.

379

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 March 2026

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 14/04/2026

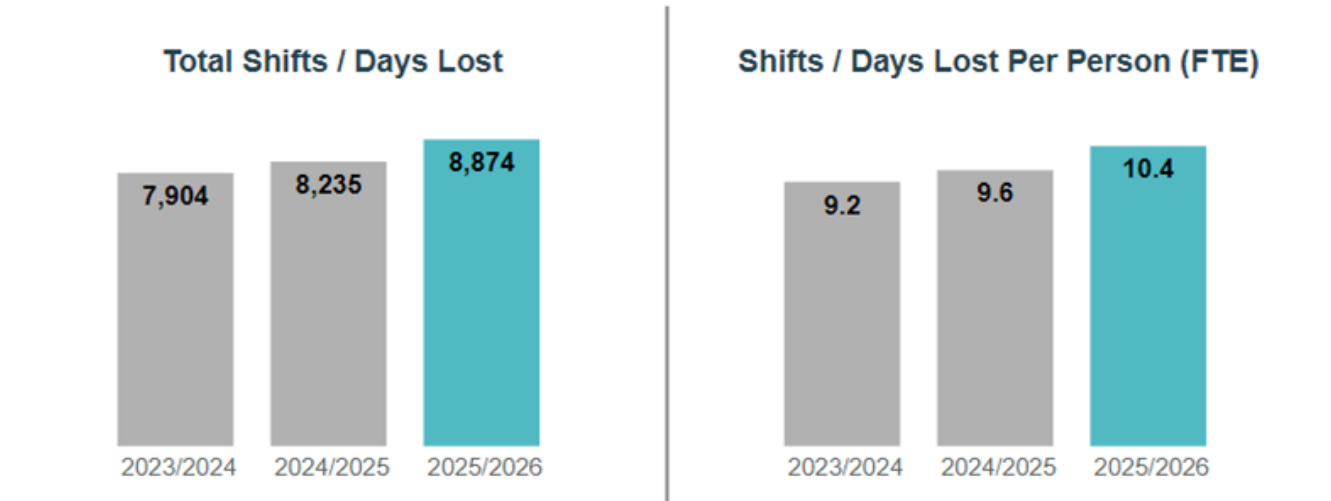
Q4 YTD Internal performance highlights compared with Q4 YTD 2024/25:

- Staff sickness 8,874 shifts lost, (639) 8% increase on Q4 2024/25.
- The main reason for shifts/days lost is non work related 'mental health'.
- 26 accidents to TWFRS personnel were reported, a 37% decrease (15).
- 85 near miss reports were submitted to Health and Safety, an increase of 29% (19) from 2024/25.
- Of the 49 vehicle accidents recorded in Q4 20 involved a pumping appliance Cat 1.
- There has been a total of £1,578,701 paid in overtime costs, an increase of 12%.
- 95% of interactive training packages have been completed.
- Overall operational competence is at 96%.

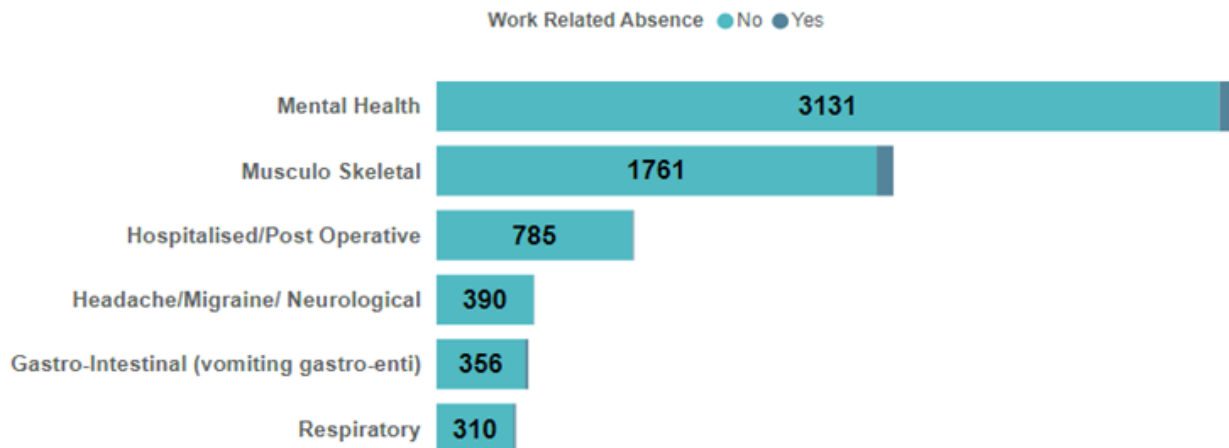
Internal Performance Monitoring

01 April 2025 to 31 March 2026

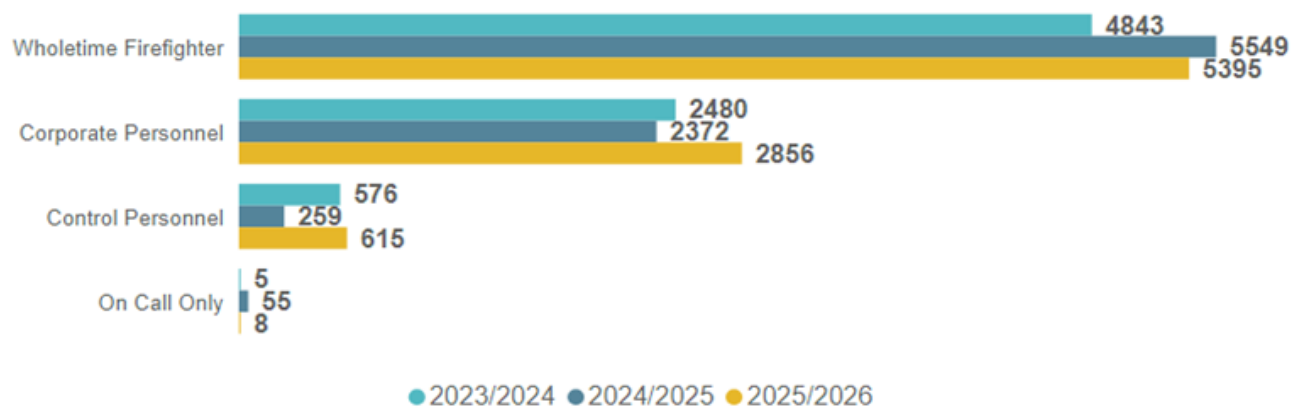
Staff Sickness Absence



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

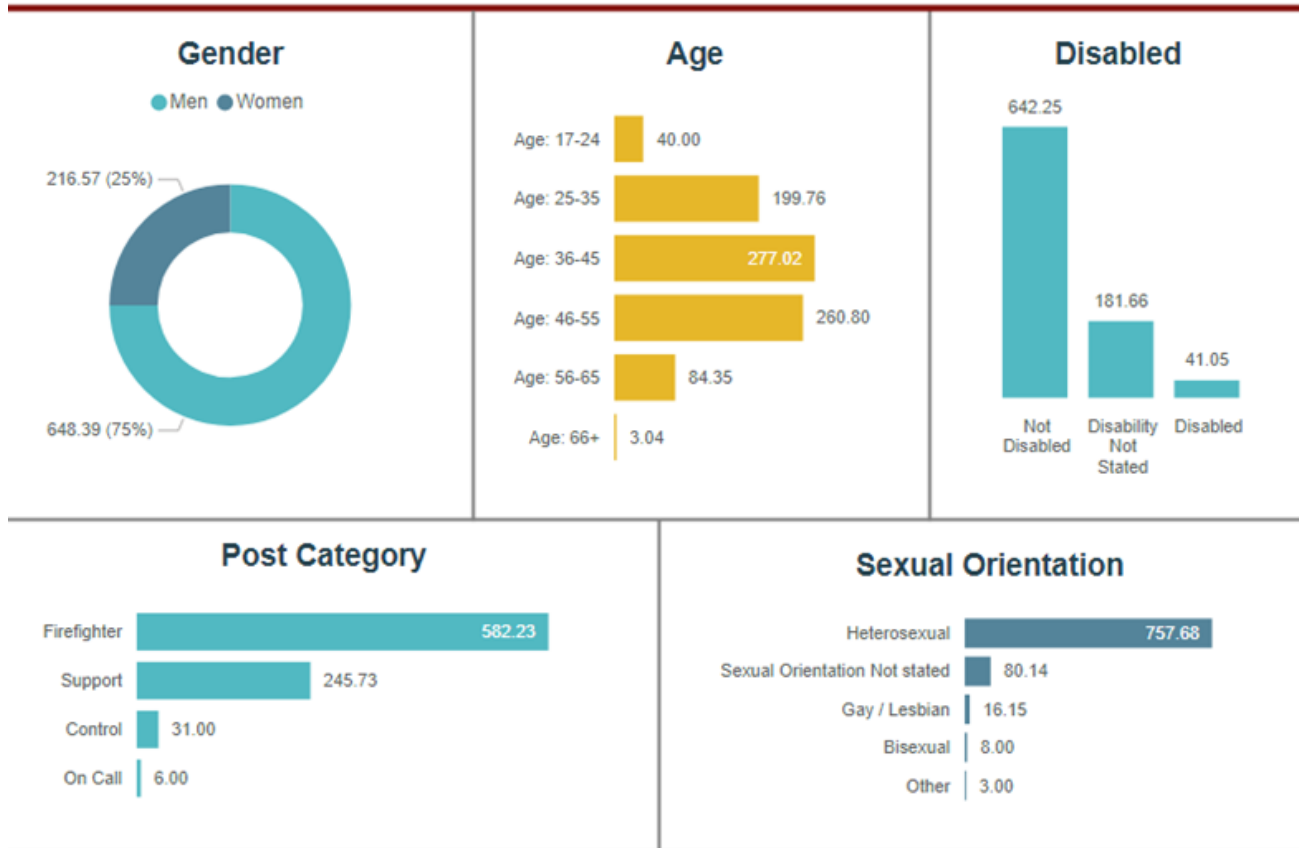


Shifts / Days Lost by Category

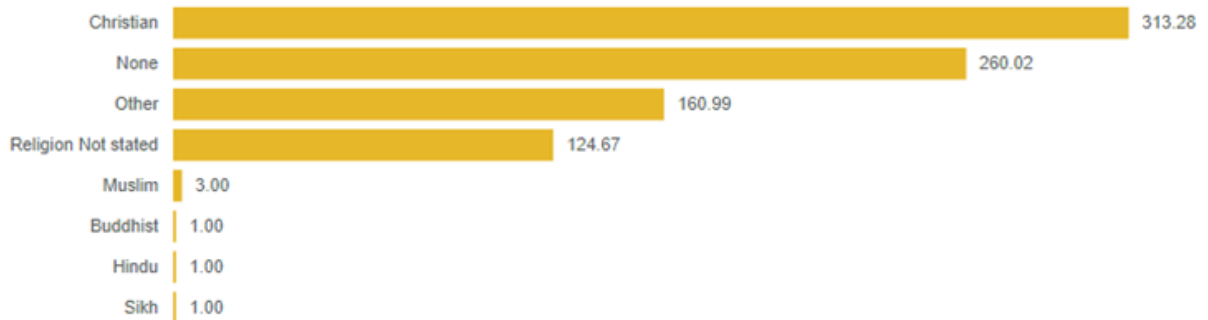


Internal Performance Monitoring

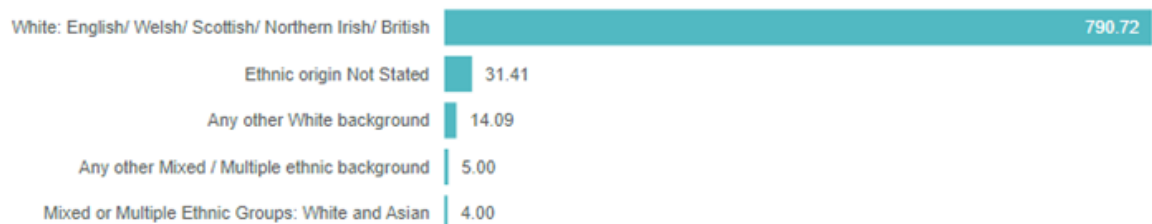
Current FTE Overview



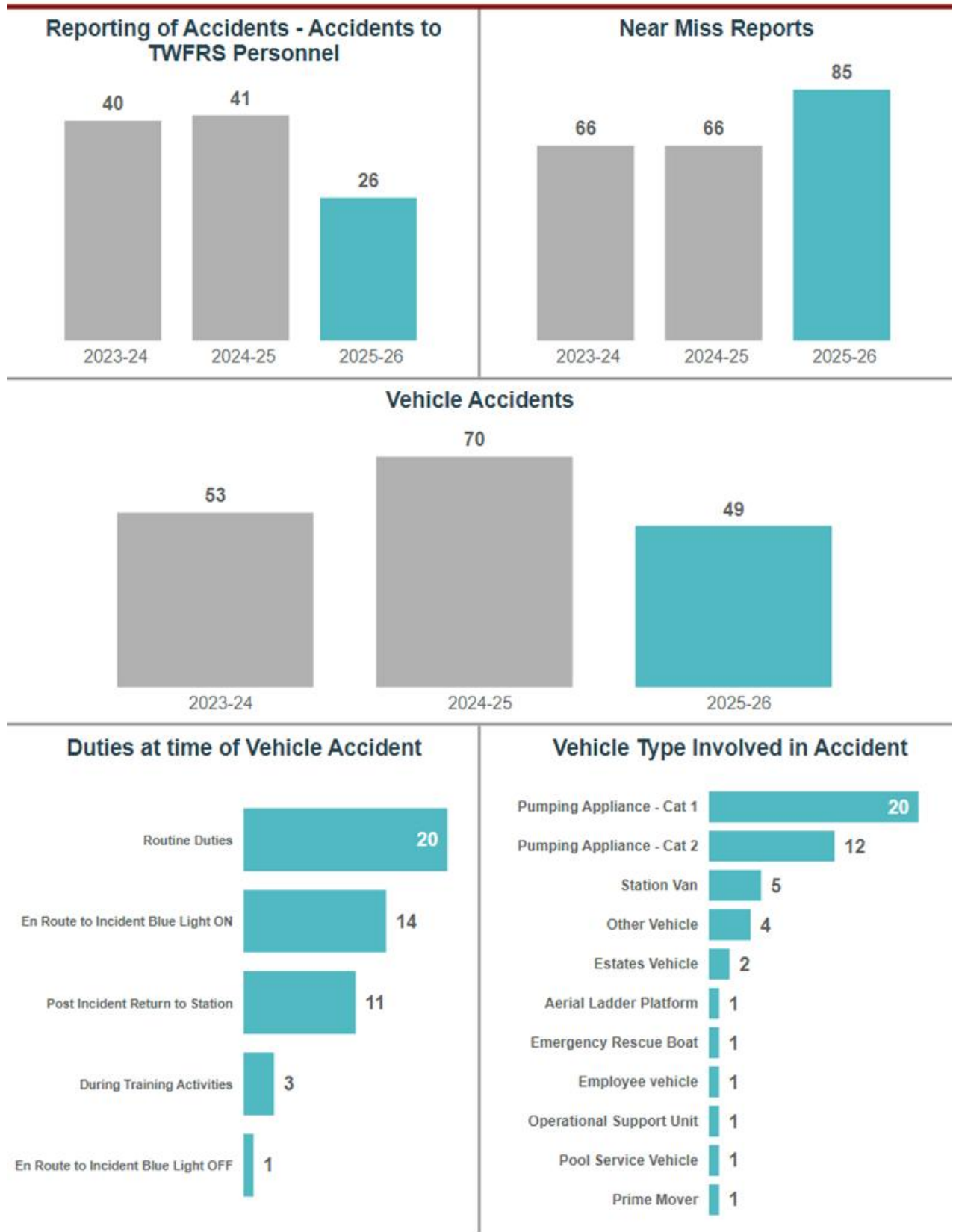
Religion



Ethnic Origin (Top 5)



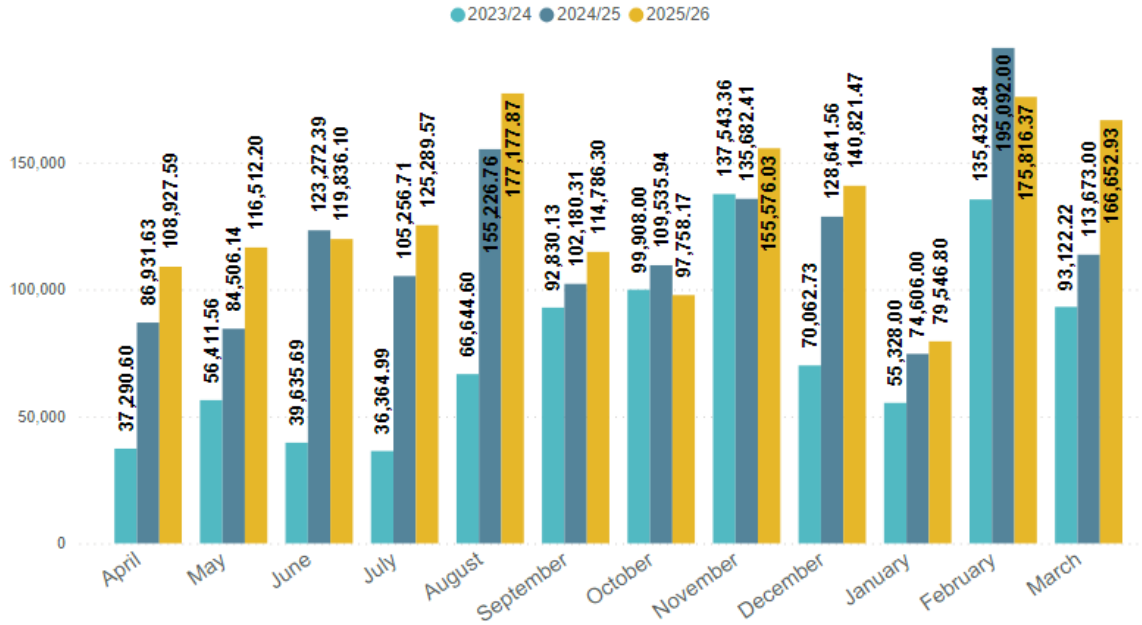
Internal Performance Monitoring



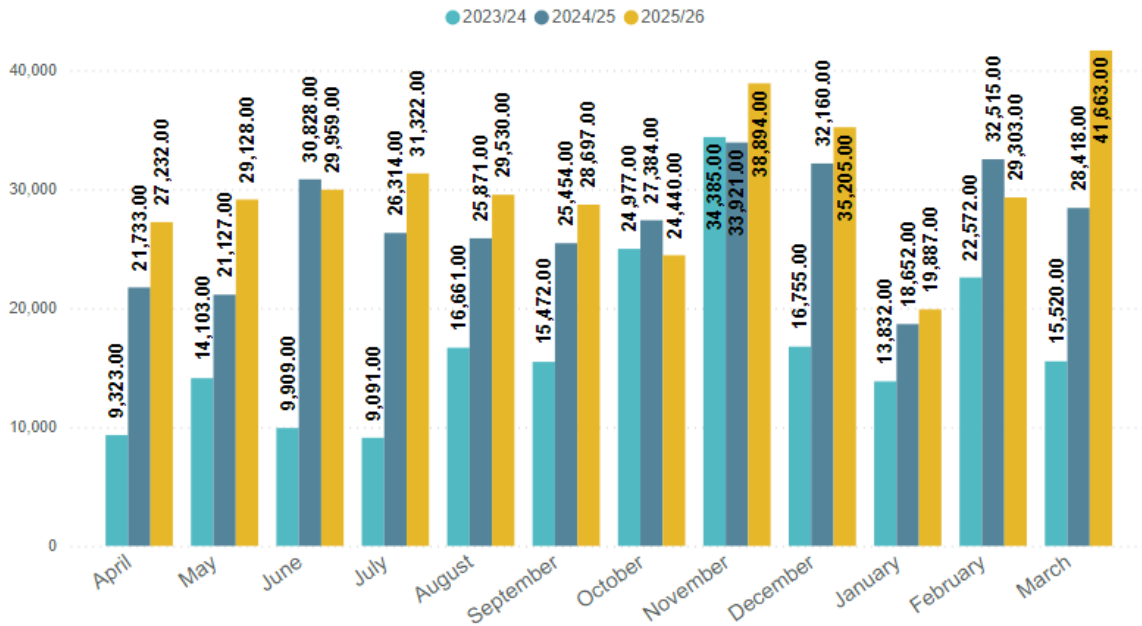
Internal Performance Monitoring

Operational Staff - Overtime (£)

Overtime Costs by Month



Average Costs Per Week



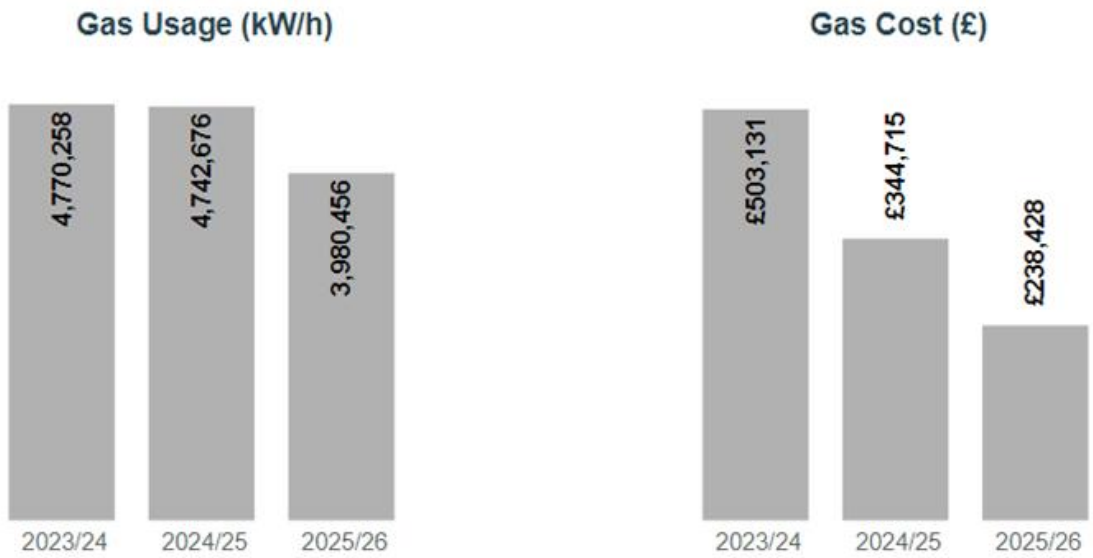
Please Note:

- 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

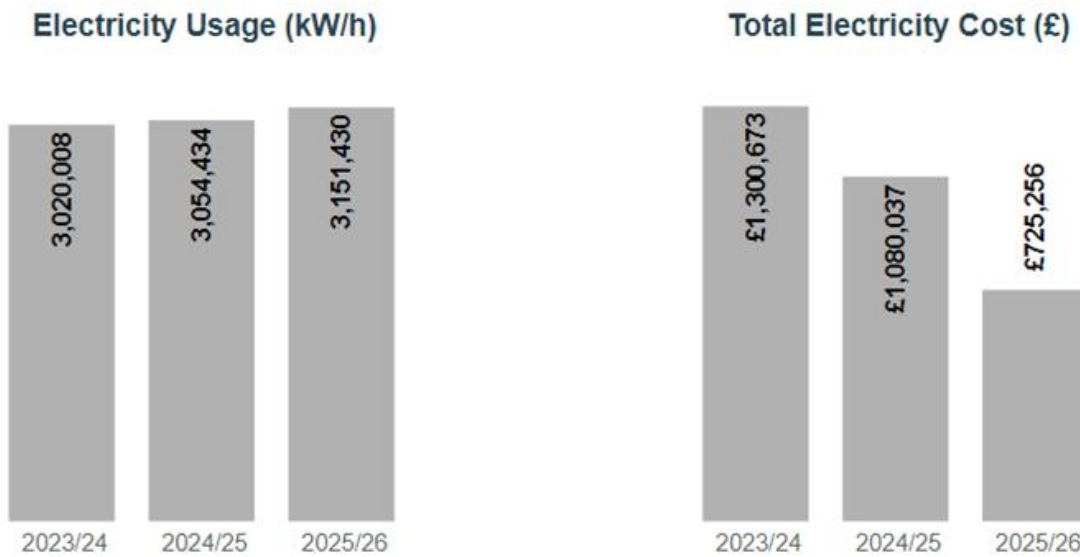
Internal Performance Monitoring

Carbon Monitoring

Gas Usage

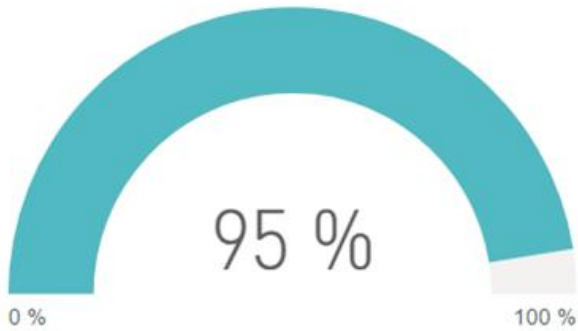


Electricity Usage

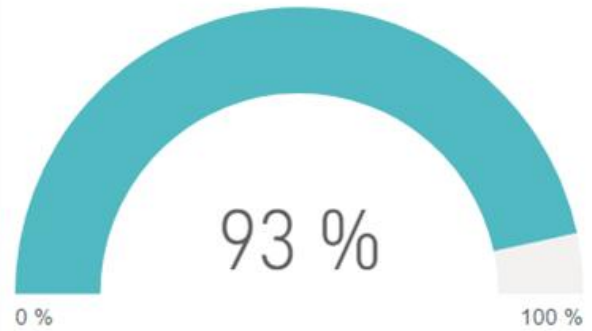


Internal Performance Monitoring

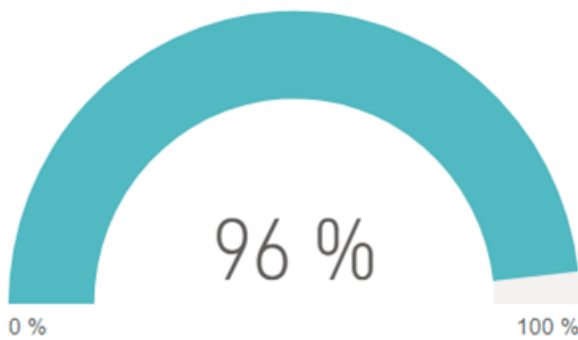
Interactive Training Package Completion



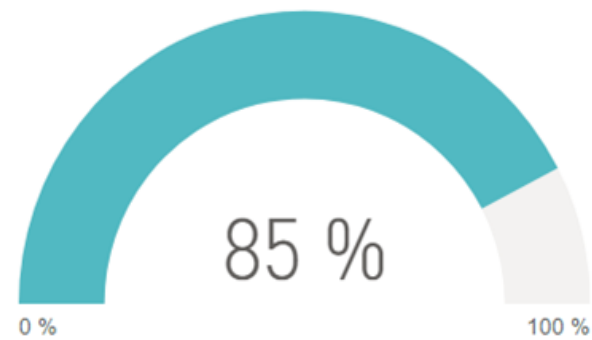
Risk Critical Document Completion



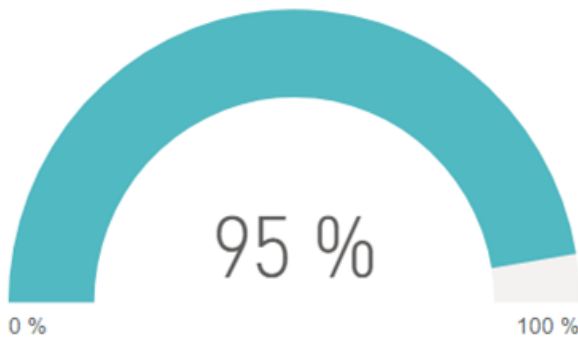
Overall Operational Competence



Overall Specialist Skill Completion



Overall National Occupational Standards (NOS) Completion



Overall Emergency Fire Services Management (EFSM) Completion

