



# Organisational Performance and Efficiency Report

Quarter 2  
01 April – 30 September 2018

October 2018

*Prepared by:  
Risk and Performance  
Cleveland Fire Brigade*

## **DATA QUALITY STATEMENT**

We are satisfied that any information and assessments included in this report are in all respects accurate and complete. No significant data quality issues have been identified during the preparation of this report by the Risk and Performance Team nor have any been brought to the team's attention.

Whilst we have not validated every item of information within the report we are confident, from our knowledge of our staff, relevant systems and processes, that the information produced is done so in accordance with CFB approved guidance. No issues on data quality have been identified in any internal or external assessment conducted on the Brigade. In addition the internal audit annual assurance statement on the Brigade's system of management controls has not identified any weaknesses with systems and processes.

Our commitment to high quality data is driven by our Data Quality Policy supported by a robust procedure and delivery plan to ensure continued improvements in the data quality arrangements. This quality assurance framework underpins the Brigade's Integrated Strategic, Business and Financial Planning Cycle.

Our embedded approach to the principles of efficient and accurate data collection, collation, recording, analysis and reporting of information across the organisation, to partners and the public, enable increased levels of confidence in the quality of information produced.

In all cases, whatever the source of the information, the most up to date information that is available is used within our reports. Information and data sharing agreements and protocols have been formally established where data is shared between partners.

We continually work to further improve the quality of our data through internal reviews of management information systems, processes and procedures. Staff understanding and adherence to appropriate data quality standards will be continually monitored to ensure current high standards are maintained and are not the sole responsibility of the Risk and Performance Team.

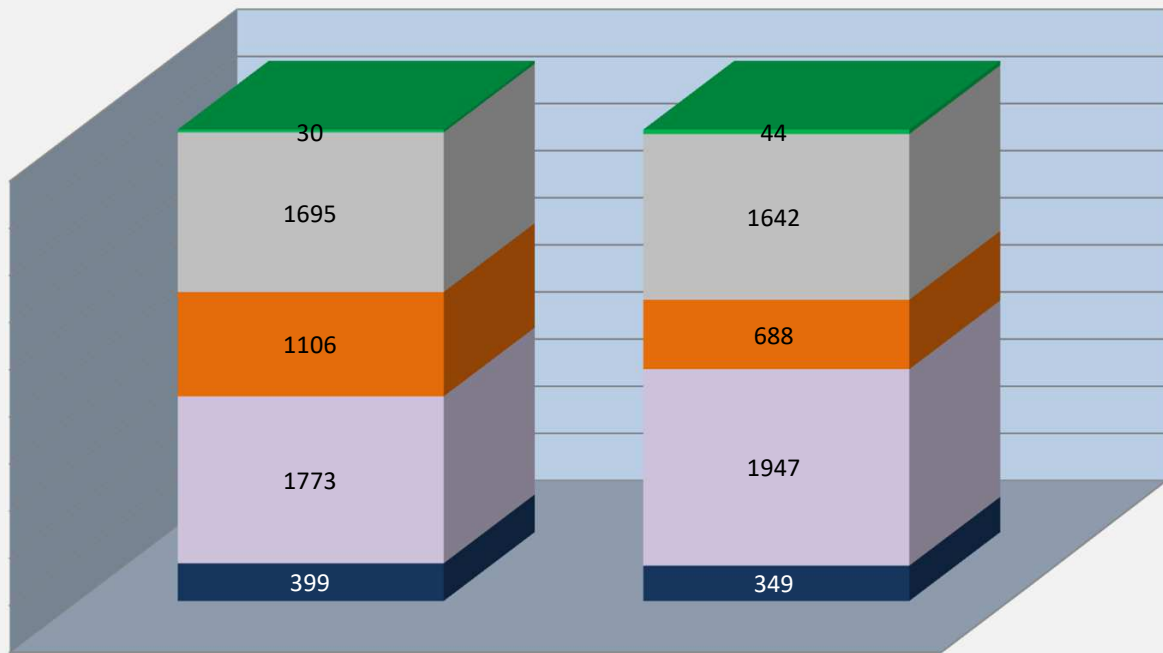
At the time of producing this report all incidents have been completed by our Operational Managers and quality assured through the approved data quality framework.

Any amendments to the data supporting this report after 9th October 2018, such as reclassification of incidents following fire investigations, will not be represented in the information reported.

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## Incident Profile 01/04/2018 to 30/09/2018



2017/18 Primary Fires (inc Chimney Fires)
  Secondary Fires
  2018/19 Special Services
  False Alarms
  Out of Area

### Response

During quarter 2 of 2018/19 there have been 4,670 incidents, a reduction of 333 (7%) compared to the second quarter in 2017/18.

Secondary Fires (1947) account for 42% of all incidents attended, followed by False Alarms (1642) accounting for 35% of all incidents.

The areas that have experienced reductions in numbers are Special Services reducing by 418 incidents, Automatic False Alarms which have reduced by 106 incidents and Primary Fires which have reduced by 50 incidents.

Over the same period we have seen an increase of 174 (10%) in Secondary Fires.

### Prevention

The Brigade (including the Volunteer Network) has conducted 8,925 Home Fire Safety Visits during the period. This is made up of

- Exeter HFSV: 1,829
- Other HFSV: 7,096

As part of these HFSV there have been 1,724 Safe and Well visits (SAW) completed resulting in referrals to other agencies for support or items of equipment being provided to 304 individuals.

### Protection

**856** Inspections of industrial and commercial premises have been completed during the period.

### Fire Control

During the period Fire Control dealt with **6,691** emergency calls, a decrease of 481 (7%) calls from the equivalent period in 2017/18.

## MEASURING PERFORMANCE

The Community Integrated Risk Management Plan 2018 to 2022 identifies three strategic goals supported by six strategic objectives and twenty strategic outcomes. The strategic goals are:

- Safer, Stronger Communities;
- A Proud, Passionate, Professional and Inclusive Workforce;
- Efficient Use of Resources.

In order to assist our measuring of progress against these strategic goals objectives and outcomes a suite of corporate performance indicators have been developed.

By measuring progress against these indicators and subsequently our strategic aims, as detailed within this section, it can tell us whether or not we are achieving our strategic goals.

We will assess this performance against the following criteria;

- (i) Performance compared to previous year
- (ii) Performance compared to 5 years ago
- (iii) Performance against target

Our assessment methodology for the corporate suite of indicators will follow a two stage process.

### Stage 1 Assessment of Each Indicator:

Every indicator identified in each Strategic Outcome will be allocated a performance RAG rating using the following criteria:

#### Stage 1

<b>Value 4</b>	Performing Strongly (More than 10% better than previous year)
<b>Value 3</b>	Performing Well (Between 0% and 9.9% better than previous year)
<b>Value 2</b>	Adequate Performance (Between 0% and 9.9% worse than previous year)
<b>Value 1</b>	Requires Improvement (More than 10% worse than previous year)
<b>NA</b>	Not Recorded /Reported
<b>Value 0</b>	No Activity to Assess / No Comparator Info

### Direction of Travel:

A direction of travel assessment is provided through the use of arrow graphics which shows movement in absolute performance.

## Stage 2: Assessment of each Strategic Outcome:

Using the RAG ratings for the individual indicators (detailed above) a performance score is assigned to each indicator with Performing Strongly awarded 4, Performing Well awarded 3, Performing Adequately awarded 2 and Required Improvement allocated 1. Where no performance can be reported or the indicator is not measured these are allocated 0 and excluded from the overall assessment.

An average score for the key indicators in each Strategic Outcome is then calculated and an overall assessment is evaluated using the following scoring;

### Stage 2

>3.5	Performing Strongly (More than 3.5)
2.5-3.5	Performing Well (Score 2.5 to 3.5)
1.5-2.5	Adequate Performance (Score 1.5 to 2.5)
<1.5	Requires Improvement (Less than 1.5)
--	Not Recorded /Reported
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## New Performance Dashboard

The introduction of the new strategic goals and associated strategic outcomes has resulted in a review of the performance dashboard to summarise the performance assessment against each strategic goal.

Using the performance assessment detailed in the previous section, a new style chart for each outcome has been developed that summarises the performance measures against each strategic outcome and provides the overall assessment for the strategic goal.

The following section details how the dashboard works.



The overall judgement for the strategic outcome based on the measurable indicators.

Calculation of this assessment as detailed in **Stage 2** of the Performance Assessment framework detailed above

A graphical representation of the individual indicator assessment – based on **Stage 1** of the Performance Assessment process detailed above.

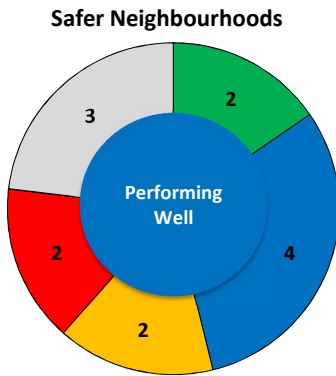
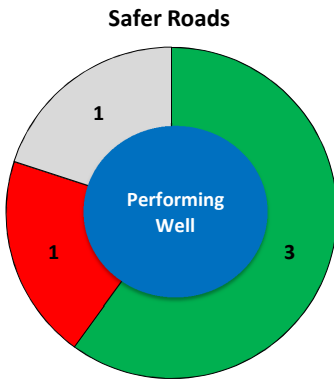
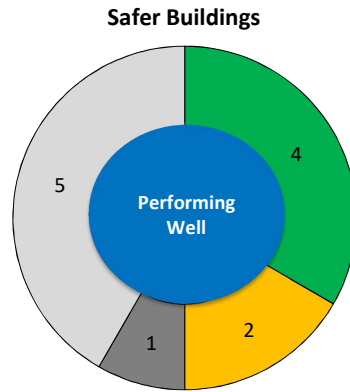
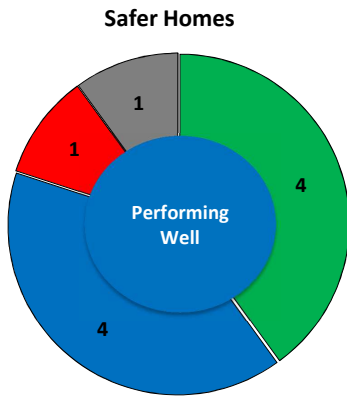
Full details of the performance for each indicator is shown in the tables detailed against each strategic outcome.

# SAFER STRONGER COMMUNITIES

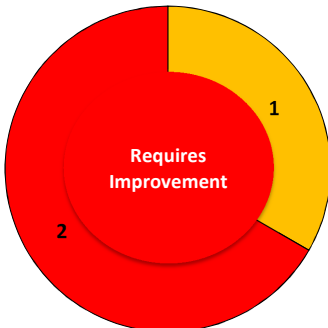
*Our communities are safer and stronger through the delivery of our responsive, accessible, prevention, protection and emergency response services.*



# SAFER STRONGER COMMUNITIES STRATEGIC OUTCOMES SUMMARY



**Improved Health Outcomes**



**KEY**

Stage 1	
Value 4	Performing Strongly (More than 10% better than previous year)
Value 3	Performing Well (Between 0% and 9.9% better than previous year)
Value 2	Adequate Performance (Between 0% and 9.9% worse than previous year)
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## Exceptionally Good Performance

- Zero fire fatalities, a reduction of 100% (2) from 2017/18;
  - 30% (24) decrease in numbers of Accidental Dwelling Fires from 80 to 56;
  - 12% (49) decrease in the number of Primary Fires from 395 to 346;
  - 26% (110) reduction in the number of attendances at Non Domestic Unwanted Automated Fire Alarm calls from 416 to 306;
- Average time of first appliance attendance to a building fire is 4 minutes and 50 seconds and 6 minutes 47 seconds for the second appliance: both faster than the approved response standards to building fires.
- 18% (30) reduction in number of Road Traffic Collisions attended by the Brigade from 167 to 137.
  - 16% (11) reduction in number of people seriously injured in Road Traffic Collisions from 67 to 56.

## Areas For Improvement

- Increase of 2 in the number of people killed in Road Traffic Collisions from 3 to 5 individuals;
- 70% of Accidental Dwelling Fires had a Home Fire Safety Visit prior to the incident;
- On 15 occasions a fire appliance assigned to mobilise to an incident failed to respond resulting in an alternative appliance being mobilised;
- 12% (38) increase in the number of False Alarm Good Intent incidents in Dwellings;
- Low numbers of customer satisfaction responses received;
- 83% of all fires attended by the Brigade classed as deliberate.

1.1.1 Safer Homes	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Number of Accidental Dwelling Fires	80	56	-24	-30%	↓
Number of Deliberate Dwelling Fires	43	40	-3	-7%	↓
Number of Accidental Dwelling Fire Fatalities	2	0	-2	-100%	↓
Number of Deliberate Dwelling Fire Fatalities	0	0	0	-	↔
Number of Accidental Dwelling Fire Injuries	6	6	0	0%	↔
Number of Deliberate Dwelling Fire Injuries	0	0	0	-	↔
Number of False Alarm Good Intents in Dwellings	323	361	38	12%	↑
Percentage of ADFs which have received a HFSV prior to the ADF	78%	70%	-8%	-	↓
Percentage of Dwellings which have received a HFSV	58%	59%	1%	-	↑
Percentage of individuals receiving a HFSV who indicate increased fire prevention awareness following the HFSV	-	-	-	-	-

1.1.2 Safer Buildings	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Percentage of the annual risk based inspection program completed in approved frequency	-	30%	-	-	-
Percentage of customers who have received a Fire Inspection by the Brigade indicate they have a greater understanding and agreement to their responsibilities under the Fire Safety Order 2005	-	-	-	-	-
No of enforcement notices that are completed within prescribed timescales	67% (2/3)	0/0	0	-	-
Number of Fatalities in Industrial and Commercial Fires	0	0	0	-	↔
Number of Injuries in Industrial and Commercial Fires	0	0	0	-	↔
Number of Industrial and Commercial Fires	29	30	1	3%	↑
Number of Unwanted Automated Fire Alarm calls received	1101	1157	56	5%	↑
Number of attendances at Non Domestic Unwanted Automated fire calls	416	306	-110	-26%	↓
Percentage of eligible automated fire alarm calls where no fire is confirmed that the Brigade attends	66%	53%	-13%	-	↓
Average time of first appliance attendance to a building fire (7 Minutes)	-	00:04:50	-	-	-
First appliance attendance to a building fire within 10 minutes on 90% of occasions	-	98%	-	-	-
Average time for second appliance to attend a building fire (10 minutes)	-	00:06:47	-	-	-

1.1.3 Safer Roads	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Number of Road Traffic Collisions attended by the Brigade	167	137	-30	-18%	↓
Number of Fatalities in Road Traffic Collisions	3	5	2	67%	↑
No of people seriously injured in Road Traffic Collisions	67	56	-11	-16%	↓
No of people suffering slight injuries in Road Traffic Collisions	373	335	-38	-10%	↓
Average time of first appliance attendance to an immediate life threatening / rescue RTC (8 minutes)	-	00:05:18	-	-	-

1.1.4 Safer High Hazard Industries	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Number of Incidents within identified High Hazard sites	-	2	-	-	-
Average time of first appliance attendance to an incident at a High Hazard site ( 7 minutes)	-	00:04:00	-	-	-
Average time full mobilisation requirement to a Worse Case Planning Scenario incident at a High Hazard site (20 minutes)	-	-	No Worse Case Planning Scenario Incidents		-

1.1.5 Safer Neighbourhoods and Environment	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Total Number of 999 Calls Dealt with by Fire Control	7172	6691	-481	-7%	↓
Number of times a Fire Appliance assigned to an incident failed to respond	15	15	0	0%	↔
Number of Primary Fire Fatalities	2	0	-2	-100%	↓
Number of Primary Fire Injuries	6	6	0	0%	↔
Percentage of all fires that are classed as Accidental Fires	18%	17%	-1%	-	For information purposes
Percentage of all fires that are classed as Deliberate Fires	82%	83%	1%	-	For information purposes
Number of Primary Fires	395	346	-49	-12%	↓
Number of Secondary Fires	1773	1947	174	10%	↑
Average time taken to answer an emergency 999 call (7 seconds)	-	7.77	-	-	-
Average time for Fire Control to mobilise a fire appliance to an incident (100 seconds)	78	86	8	10%	↑
Percentage of times a Fire Appliance is dispatched to an emergency in 2 minutes	94%	92%	-2%	-	↓
Percentage of Wholtime appliances meeting Book Mobile threshold of 2 minutes	97%	98%	1%	-	↑
Percentage of Retained appliances meeting Book Mobile threshold of 5 minutes	73%	68%	-5%	-	↓

1.1.6 Supported National Resilience	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Percentage of times the appropriate national resilience resource is mobilised within 60 minutes of request	-	-	-	-	-

1.2.1 Improved Health Outcomes	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Percentage of Safe and Well visits that led to a positive intervention (equipment and/or referral for additional support)	23%	18%	-5%	-	↓
Number of Falls related emergency admission aged 65+ to hospital*	596	684	88	15%	↑
Percentage of Co-responder incidents attended by the Brigade where medical treatment was provided by CFB	100%	88%	-12%	-	↓

\* to be reported 1/4ly in arrears due to delays in obtaining data from Health

# A PROUD, PASSIONATE, PROFESSIONAL AND INCLUSIVE WORKFORCE

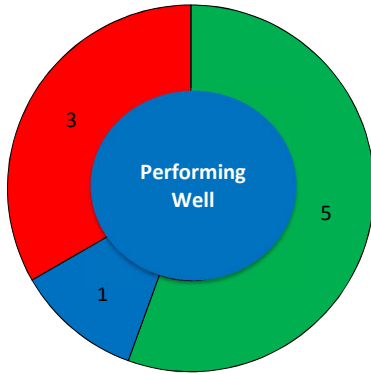
*Our staff are fully supported, competent and  
motivated to give their best in keeping  
Teesside safe.*



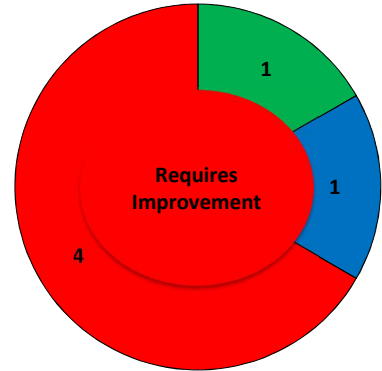
# A PROUD, PASSIONATE, PROFESSIONAL AND INCLUSIVE WORKFORCE

## STRATEGIC OUTCOMES SUMMARY

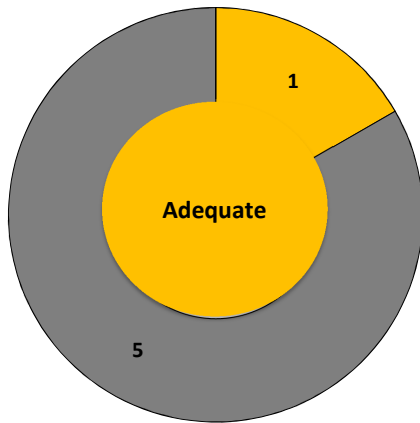
**Healthy Workforce**



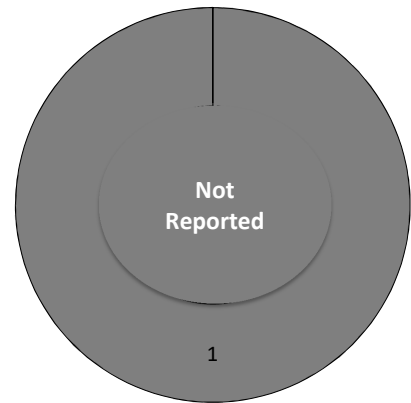
**Safe Workforce**



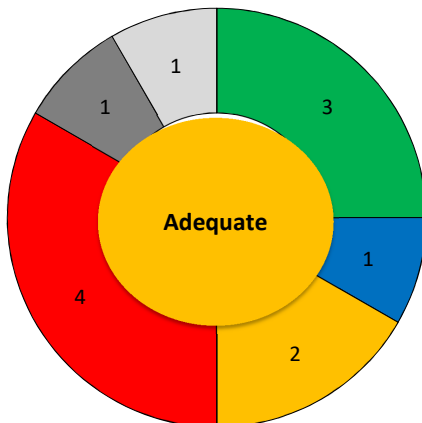
**Competent and Trained Workforce**



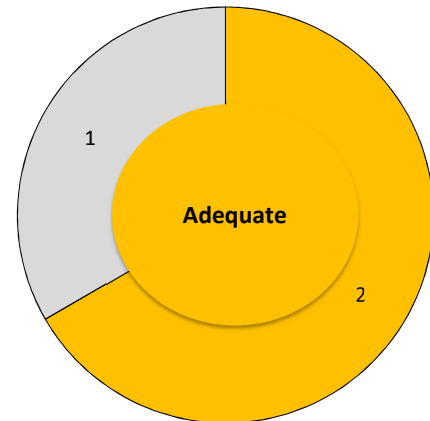
**Outstanding Leaders**



**A Great Workforce Culture**



**A Sustainable Workforce**



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## Exceptionally Good Performance

- 30% (1.2) reduction in the average number of duty days lost to sickness absence from 4.04 to 2.84 shifts per employee – Green Book;
- 24% (0.89) reduction in the average number of duty days lost to sickness absence from 3.75 to 2.86 shifts per Fire Control Operator;
- 13% reduction in the percentage of sickness duty days classed as a mental health issue from 33% in 2017/18 to 20%;
- 28% increase in the percentage of operational staff who have completed fitness assessments during the year from 62% to 90%;
- 98% of employees who have completed a fitness assessment have achieved/exceeded the relevant V02 rates, an increase from 90% in 2017/18;
- Reduction of 27% (22 to 16) in numbers of accidents involving Brigade vehicles;
- 100% satisfaction from the public with the response services they received.

## Areas For Improvement

- 14% (0.46 duty days) increase in the average number of duty days lost to sickness absence from 3.06 to 3.50 duty days - All staff;
- 40% (1.12 duty days) increase in the average number of duty days lost to sickness absence from 2.79 to 3.91 shifts – Wholetime staff;
- 44% (1.01 duty days) increase in the average number of duty days lost to sickness absence from 2.30 to 3.31 duty shifts – Retained staff;
- Increase in number of RIDDOR accidents from 1 to 2;
- 42% (5) increase in the number of violence to staff incidents from 12 to 17 incidents;
- 39% (7) reduction in external compliments received from members of the public.

2.1.1 A Healthy Workforce	2017/18		2018/19		Variance		RAG & DOT
	No	%	No	%	No	%	
Percentage of operational staff who have completed fitness assessments during year	62%		90%		28%	-	↑
Percentage of operational personnel who have completed fitness assessments that have achieved / exceeded the relevant V02 rates ( <i>based on initial pass rates</i> )	90%		98%		8%	-	↑
Number of staff who have had attendance improvement notices (formal sickness review) during the year	29		14		-15.00	-52%	↓
Average number of duty days lost to sickness absence per employee - All Staff	3.06		3.50		0.44	14%	↑
Average number of duty days lost to sickness absence per employee - Wholetime	2.79		3.91		1.12	40%	↑
Average number of duty days lost to sickness absence per employee - Retained	2.30		3.31		1.01	44%	↑
Average number of duty days lost to sickness absence per employee - Control	3.75		2.86		-0.89	-24%	↓
Average number of duty days lost to sickness absence per employee - Green Book	4.04		2.84		-1.2	-30%	↓
Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness	33%		20%		-13%	-	↓

2.1.2 A Safe Workforce	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Number of Violence to Staff Incidents (Verbal and / or Physical)	12	17	5	42%	↑
Number of RIDDOR reportable incidents	1	2	1	100%	↑
Number of Accidents resulting in physical injury	1	1	0	0%	↔
Number of Accidents resulting in damage to property	2	3	1	50%	↑
Number of Near Misses	8	9	1	13%	↑
Number of Vehicle Accidents	22	16	-6	-27%	↓

2.2.1 A Competent and Trained Workforce	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Working towards in Role Competence: % of Operational & Fire Control Personnel (WT/ Retained/ Fire Control, FF-GM) working towards competence in role	-	-	Reporting System under Development		
Working towards in Role Competence: % of Green Book Personnel (Grades A-J) working towards competence in role	-	-	Reporting System under Development		
Maintaining Competence: % of Operational & Fire Control Personnel (WT/ Retained/ Fire Control, FF-GM) who have been assessed as maintaining competency aligned to PDR core skills	-	-	Reporting System under Development		
Maintaining Competence: % of Green Book Personnel (Grades A-J) who have been assessed as maintaining competence aligned to PDR Core Skills	-	-	Reporting System under Development		
Independent Assessment of Competence: % of Operational & Fire Control* (WT/ Retained/ Fire Control, FF-GM) who have been independently assessed by training aligned to the Risk Critical Themes during the year and have been assessed as maintaining their competency	-	-	Reporting System under Development		
Percentage of staff who have received a Personnel Development Review in the last the year	88%	82%	-6%	-	↓

\* Fire Control to be implemented 2019

2.3.1 Outstanding Leaders	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Measures to come from Staff Survey - Awaiting details	-	-	-	-	-

2.4.1 A Great Workforce Culture	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Percentage of females in Grey Book positions as a percentage of all Grey Book positions	5%	5%	0%	-	
Number of Grievances from staff	2	3	1	50%	
Number of Disciplinary cases	3	4	1	33%	
Number of external compliments	18	11	-7	-39%	
Number of external complaints	11	13	2	18%	
Percentage of complaints dealt within respective timeframes	91%	83%	-8%	-	
Percentage of people satisfied with the way the Brigade dealt with a complaint	50%	No Surveys	-	-	-
Percentage of people satisfied with the service they received: Response Services	100% (11/11)	100% (16/16)	0	0%	
Percentage of people satisfied with the service they received: Prevention Services	-	-	-	-	-
Percentage of businesses satisfied with the service they received: Protection Services	100% (9/9)	100% (4/4)	0	0%	
Percentage of staff who have disclosed their disability status	2%	2%	0%	-	
Percentage of staff from the BME community	2%	1%	-1%	-	

2.5.1 A Sustainable Workforce	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Percentage of time 18 or more appliances are available to respond to Emergency Calls*	-	83.0%	-	-	-
Percentage of time Retained Crewed Appliances are available for Operational Response	81%	75%	-6%	-	↓
Percentage of Shifts Wholetime staff not at prescribed staffing levels	22%	24%	2%	-	↑

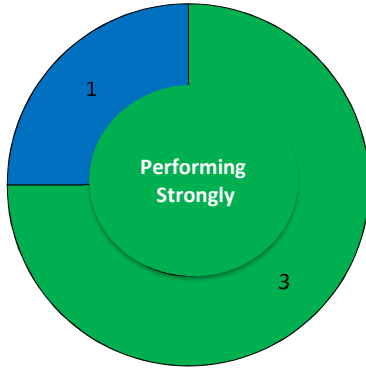
\* Data collection commence June 2018 - data available from Q2

## EFFICIENT USE OF RESOURCES

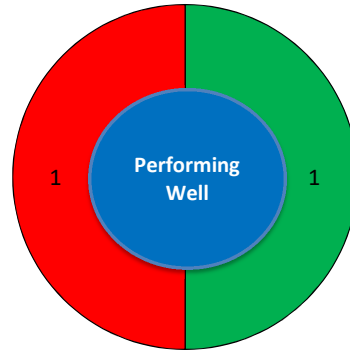
*Our resource management arrangements and collaborative working will provide our communities with a value for money fire and rescue service.*

# EFFICIENT USE OF RESOURCES STRATEGIC OUTCOMES SUMMARY

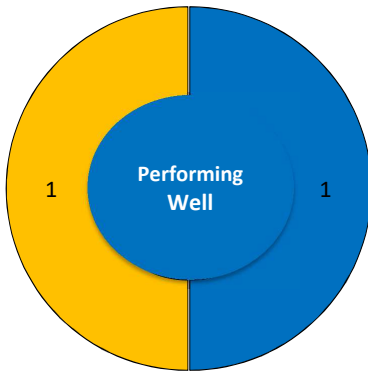
**Sound Corporate Governance**



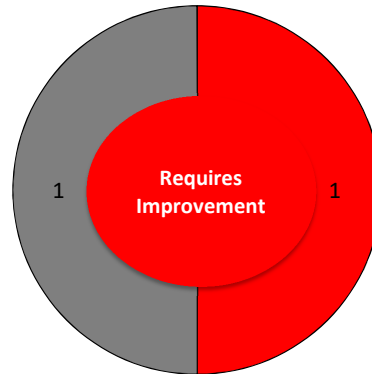
**Value for Money**



**Optimum Use of Human Resources**



**Efficiencies through Collaboration**



**KEY**

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## EFFICIENT USE OF RESOURCES

### Exceptionally Good Performance



- 97% of all invoices paid within 30 days from date of invoice and zero interest paid for late payment of invoices;
- Zero 2018/19 Internal Audit Report assessments as limited assurance or below;
- 12% reduction in the percentage of Malicious False Alarms resulting in mobilisation of a fire appliance.

### Areas For Improvement


- 11% (5) Increase in number of Malicious False Alarms from 47 to 52;
- 16% (125) reduction in Home Fire Safety Visits conducted by Partners 766 to 641.

3.1.1 Sound Financial, Procurement and Corporate Governance	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Number of Internal Audits classed as Limited Assurance or below	0	0	0	-	↔
Number of Internal Audit recommendations' not completed and signed off by Internal Audit by the due deadline	1	0	-1	-	↓
Public Contracts Regulation 2015: Percentage of invoices paid within 30 days	97%	97%	0%	-	↔
Public Contracts Regulation 2015: Interest Paid due to late payment of invoices	£0	£0	0	0%	↔

3.1.2 Value for Money Assets	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Number of Malicious False Alarms	47	52	5	11%	↑
Percentage of Malicious False Alarms resulting in a mobilisation of a fire appliance	60%	49%	-11%	-	↓

3.1.3 Optimum Use of Human Resources	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Staff Turnover: Percentage of staff leaving the Brigade as a proportion of the total workforce	7%	7%	-	0%	
FTE of posts vacant at end of reporting period	50.43	52.44	2	4%	

\*: Data not collected until late May 2018 - will be reported from next quarter when full dataset available

3.1.4 Efficiencies through Collaboration and Partnerships	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Number of HFSV conducted by Partners (Fire Support Network)	766	641	-125	-16%	
Additional Measures in process of development by Finance	-	-	-	-	-

# EMERGENCY RESPONSE BENCHMARKS COMPARISON

## EMERGENCY RESPONSE BENCHMARKS

In 2018/19 the approval of the Community Integrated Risk Management Plan 2018/22 saw the introduction of a new suite of emergency response benchmarks that moved away from the risk based benchmark for building fires to a standard benchmark for the entire Brigade area.

It was agreed as part of their introduction that for their first year they would run in parallel with the historic benchmarks and reported accordingly.

*“The response standards to building fires will be implemented on a one year’s trial basis, at the end of which will be an evaluation to inform final implementation decisions.”*

*(CIRMP 2018-22 p.44)*

This section compares the performance of the new Response Benchmarks against the previous indicators.

### Response Benchmarks – Post April 2018

#### Building Fires

Indicator		2018/19	Target	% Direction of travel from target
1.1.2.10	Average time of first appliance attendance to a building fire (7 Minutes)	00:04:50	00:07:00	-31%
1.1.2.11	First appliance attendance to building fires within 10 minutes on 90% of occasions	98%	90%	8%
1.1.2.12	Average time of second appliance to attend a building fire incident (10 minutes)	00:06:47	00:10:00	-32%

#### Road Traffic Collisions

Indicator		2018/19	Target	% Direction of travel from target
1.1.3.5	Average time of first appliance attendance to an immediate life threatening / rescue RTC (8 minutes)	00:05:18	00:08:00	-34%

#### High Hazard

Indicator		2018/19	Target	% Direction of travel from target
1.1.4.2	Average time of first appliance attendance to an incident at an industrial site (7 minutes)	00:04:00	00:07:00	-43%
1.1.4.3	Average time full mobilisation requirement of appliances to an industrial fires (20 minutes)	-	00:20:00	-

### Fire Control and Mobilisation

Indicator		2018/19	Target	% Direction of travel from target
1.1.5.9	Average time taken to answer an emergency 999 call (7 seconds)	7.77	7	11%
1.1.5.10	Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	86	100	-14%
1.1.5.11	Percentage of times a fire appliance is dispatched to an emergency in 2 minutes	92%	98%	-6%
1.1.5.12	Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	98%	100%	-2%
1.1.5.13	Percentage of Retained appliances meeting the Book Mobile threshold of 5 Minutes	68%	100%	-32%

## Response Benchmarks – Pre April 2018

### Building Fires

Indicator	2018/19	Target	% Direction of travel from target
<b>High Risk Wards</b>			
1st Pump in 5 minutes	100%	75%	25%
2nd pump in 8 minutes	100%	75%	25%
3rd pump in 10 minutes (persons reported)	-	75%	-
<b>Medium Risk Wards</b>			
1st Pump in 8 minutes	97%	75%	22%
2nd pump in 11 minutes	98%	75%	23%
<b>Low Risk Wards</b>			
1st pump in 10 minutes	97%	75%	22%
2nd pump in 13 minutes	94%	75%	19%

### Road Traffic Collisions

Indicator	2018/19	Target	% Direction of travel from target
Emergency Response to Road Traffic Collisions 1st Pump attendance 8 minutes	85%	75%	10%

### Fire Control and Mobilisation

Indicator	2018/19	Target	% Direction of travel from target
Percentage of times a fire appliance is dispatched to an emergency in 2 minutes	92%	98%	-6%
Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	98%	100%	-2%
Percentage of Retained appliances meeting the Book Mobile threshold of 5 Minutes	68%	100%	-32%

## Glossary of Terms

**Accidental Dwelling Fires (ADF):** incidents that occurred in the home that were not deliberate;

**BVPI's (Best Value Performance Indicators):** defunct indicators that form the basis of the majority of our performance indicators;

**Call Challenge:** an initiative where our Control Room Operators can challenge the caller if they believe the incident to be malicious;

**Call Questioning:** an initiative where our Control Room Operators question an incident with an Automatic Fire Alarm to confirm there is a fire with someone on site at the time of the incident;

**CIPFA:** The Chartered Institute of Public Finance & Accountancy;

**CLG:** Department of Communities and Local Government;

**COMAH sites:** Control Of Major Accident Hazards;

**Complaint:** anyone expressing dissatisfaction in relation to any action or service provided by Cleveland Fire Brigade;

**Compliment:** an expression of satisfaction with the service provided by the Brigade or its employees in the course of their duties;

**CIRMP:** Community Integrated Risk Management Plan;

**Control Operator:** members of staff that take calls relating to operational incidents etc;

**Co-Responder:** a partnership with the NEAS (North East Ambulance Service) to attend Medical Emergencies in East Cleveland;

**CSR:** Comprehensive Spending Review;

**Deliberate Fire:** a fire that following our investigations has been deemed to have been started with malicious intent;

**Economic Cost of Fire:** produced by CLG to provide estimations for the cost of specific types of fire. Costs include human costs, property damage, lost business and response cost. Costs incurred by the Criminal Justice System are excluded in all but deliberate fires;

**ELT (Executive Leadership Team):** Directors and Area Managers that have responsibility for the running of the Brigade;

**EMR (Emergency Medical Response):** Incidents the Brigade attends on behalf of the Ambulance Service to provide life saving treatment to individuals suffering life threatening medical conditions;

**Fatalities:** fatal casualties occurring at an incident;

**FAM (False Alarm Malicious):** incidents that are made with the intent of making the Fire Brigade attend a non-existent event;



**FTE (Full Time Equivalent):** a unit used to determine the percentage of time part time staff work;

**Green Book (Support) Staff:** corporate staff contracted under NJC Conditions of Service;

**Heartstart:** an initiative ran in partnership with the British Heart Foundation to provide lifesaving first aid skills;

**HFSV:** Home Fire Safety Visit;

**Injuries:** Non-Fatal Casualties that occurred at an incident;

**KSI (Killed and Seriously Injured):** indicators used by Cleveland Police for people who have died or were seriously injured in Road Traffic Collisions;

**Learn and Live:** a group of hard hitting presentations covering Road Safety, Home Safety, Drugs/Alcohol Safety and Workplace Safety;

**Mazars:** organisation that audits Cleveland Fire Brigade on its financial, corporate governance arrangements, VfM, financial resilience improvements;

**NEAS:** North East Ambulance Service;

**NI's (National Indicators):** these indicators were taken from the BVPI's;

**ONS:** Office of National Statistics;

**Primary Fires:** fires that occur within a property;

**Response Standards:** standards produced to determine how quickly we should aim to arrive at a certain type of incident;

**Retained:** members of staff that respond to incidents on a part time basis;

**Secondary fires:** fires that do not occur in property e.g. grass/ refuse/ wheelie bins;

**Safe and Well:** an initiative to ensure people remain safe within their own homes. An extension of the Home Fire Safety Visits;

**Stay Safe and Warm:** an initiative that aims to raise awareness of the dangers faced by people who struggle to keep warm during the cold months and to provide advice and support to anyone identified;

**VfM (value for money):** term used to prove an organisation is doing the right thing, in the right way, with the right people;

**Wholetime:** operational staff working full-time contracts that comprise of a regular rotating pattern of day shifts, night shifts or day duty.

**Cleveland Fire Authority recognises the diverse make-up of the area it serves and is committed to equality, diversity and inclusion.**

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