



Organisational Performance Quarter 2

1st April 2022 to 30th September 2022

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 Corporate, 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 compiling this report, **all incidents** have been completed and quality assured through the approved data quality framework.

Any amendments to the data supporting this report after **14th October 2022**, such as reclassification of incidents following fire investigations, will not be represented in the information reported.

During August 2021 a technical issue in the SEED mobilisation system resulted in incident reference numbers being generated in error. No incident details have been impacted by this but the incident numbers between F21151009 to F21151013 do not relate to any response activity.

Between the 15th and 22nd September 2021 and on the 2nd October a technical issue occurred in the Incident Recording System resulting in appliance call sign details and attendance times not being automatically assigned to incidents from the mobilisation system. Incidents impacted have had the appropriate details manually recorded into the system. Additional quality assurance checks indicate that the details within these incidents are true and accurate.

Between May and September 2022, a technical issue in the SEED mobilisation system has caused a sporadic error to occur which causes the time of call to be recorded after the time of mobilisation. Incidents impacted have had appropriate details manually adjusted from available information.

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2022/23 AT A GLANCE QUARTER 2

	Qu 2 Actual	Compared To Previous year	Compared to Five Year Average *		Qu 2 Actual	Compared To Previous year	Compared to Five Year Average *
Number of 999 Calls	9,138	+27% (+1951)	+35% (+2334)	Number of Incidents	6,412	+26% (+1,314)	+34% (+1,642)
Primary Fires	556	+20% (+93)	+41% (+161)	Secondary Fires	3,324	+47% (+1064)	+67% (+1336)
Accidental Dwelling Fires	101	+4% (+4)	+33% (+25)	Safer Homes Visits	10,162	-2% (-195)	+29% (+2,291)
Deliberate Dwelling Fires	42	-14% (-7)	-%	Total annual risk based inspections completed	367	no comparator	no comparator
Industrial Commercial Fires	38	-16% (-7)	+19% (+6)	Percentage 14 appliances availability	98.3%	no comparator	no comparator
Response Time: First Appliance	00:05:13 (1009/1208)	+4% (00:00:11)	+5% (+00:00:16)	Response Time: 2nd Appliance	00:07:33 (706/845)	+8% (00:00:32)	+9% (+00:00:36)
Violence to Staff	20	-39% (-13)	-17% (-4)	Accidents causing injury	13	-28% (-5)	-28% (-5)
All staff average duty days absence	6.37	+18% (+0.98)	+57% (+2.32)	% duty days lost to mental health	32%	+3%	6%

*less than five year average may be calculated where five year not available

Performance Summary

Goal	Objective & Outcome	Performance compared to previous year assessed as	Performance compared to 5 years average assessed as	Performance compared to Target assessed as
Safer Stronger Communities Go To Page 31	Identify and minimise fire and rescue related risks in the community	Performing Well	Performing Well	Performing Well
	Safer Homes	12 Performing Well	12 Adequate Performance	12 Performing Well
	Safer Buildings	13 Performing Well	13 Performing Well	13 Adequate Performance
	Safer Transport Infrastructures	5 Performing Well	5 Adequate Performance	5 Performing Strongly
	Safer High Hazard Industries	5 Performing Strongly	5 Performing Strongly	5 Performing Well
	Safer Neighbourhoods and the Environment	7 Adequate Performance	7 Adequate Performance	7 Adequate Performance
	Supporting National Resilience	3 Performing Strongly	3 No Comparator	3 Performing Strongly
	Improved Health Outcomes	2 Performing Well	2 Adequate Performance	2 No Targets

Goal	Objective & Outcome	Performance compared to previous year assessed as	Performance compared to 5 years average assessed as	Performance compared to Target assessed as
Professional, Proud, Passionate People Go To Page 63	Recruit, develop and maintain a professional, diverse and value driven workforce	Performing Well	Performing Well	Adequate Performance
	A Healthy Workforce	12 Adequate Performance	12 Adequate Performance	12 Adequate Performance
	A Safe Workforce, Safe Workplaces	7 Performing Well	7 Performing Well	7 Adequate Performance
	A Competent Workforce, Outstanding Leaders	5 Performing Well	5 No Comparator	5 Requires Improvement
	Ensure that Cleveland Fire Brigade is a great, fair and inclusive place to work	Annual Measure	Annual Measure	Annual Measure
	An Inclusive and Great Place to Work	20 Annual Measure	20 Annual Measure	20 Annual Measure

Goal	Objective & Outcome	Performance compared to previous year assessed as	Performance compared to 5 years average assessed as	Performance compared to Target assessed as
Efficient, Sustainable Resources Go To Page 76	Promote good governance, be transparent and accountable to our communities for the provision of an efficient, effective and value for money service	Performing Well	No Comparator Information	Performing Well
	Efficient and Effective Use of Resources	13 Performing Well	13 No Comparator	13 Performing Well
	Capitalise on insight, learning and technological advances	No Measures	No Measures	No Measures
	No Strategic Outcome	0 No Measures	0 No Measures	0 No Measures
	Pursue opportunities to collaborate	No Measures	No Measures	No Measures
	No Strategic Outcome	0 No Measures	0 No Measures	0 No Measures
	Contribute to a more sustainable future for our next generations	No Measures	No Measures	No Measures
	A Greener, More Sustainable Organisation	0 No Measures	0 No Measures	0 No Measures

Introduction

This report provides details of Cleveland Fire Brigade's performance for the period Quarter 2 1st April 2022 to 30th September 2022. It provides a transparent, single view of information which allows Elected Members, Auditors and members of the public to hold the Brigade's senior managers and staff to account in terms of the performance of their Fire Brigade.

Cleveland Fire Authority's vision is suitably ambitious and yet underpinned by principles of reality and common sense; these being to understand the needs of its diverse communities and to respond with a wide range of excellent, value for money, integrated community services. Our Vision is underpinned by three Corporate Goals that support the achievement of our vision by guiding our priorities and work.

Each goal is underpinned by Corporate objectives which deliver a number of Corporate outcomes.

We are in the business of keeping people safe and believe that our long term success is founded on our ability to identify, assess and manage risk. The way we manage risk in Cleveland is simple: we adopt a balanced approach of prevention, protection and emergency response.

We plan our areas for service delivery against our Corporate Goals and associated Corporate outcomes. A suite of 'umbrella strategies' direct our service delivery which support delivery of our vision and outcomes.

The following sections highlight areas of performance on an exceptions basis that require continued monitoring to ensure that the effectiveness of the umbrella strategies directing services can be monitored and evaluated.

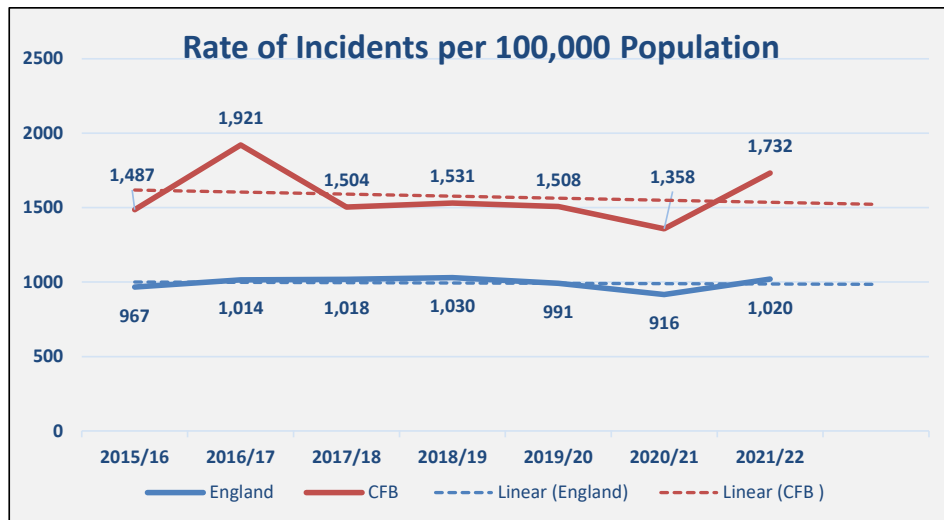
All performance information is detailed in the body of the report. When considering the information and comparing with previous years consideration must be made of the impact of Covid during 2020 and 2021, where significant reductions in service demand for emergency response incidents was experienced and prevention and protection activity was restricted for parts of the year. The following details are provided:

- Performance compared with National Performance (where information is available) over a five year period
- Performance compared to 2021/22
- Performance compared to the five year average (2017/18 to 2021/22)
- Performance against approved Targets
- Performance trends over the last five years (2017/18 to 2021/22)
- Performance trend includes CFB 2021/22 data. Full Year National data has been updated for 2021/22.

Performance Overview

Total Incidents

CFB traditionally attends more emergency response incidents per head of population than the average of all FRS' across the country. This is predominantly due to the volume of secondary fires we attend, the majority of which are deliberate in nature, where we attend the highest rate of secondary fires nationally.



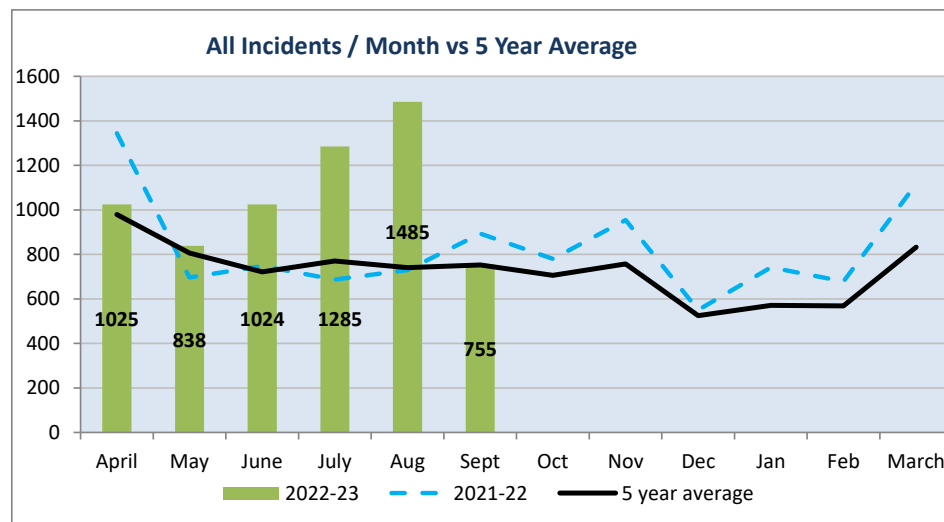
In 2021/22 we attended **1,732 incidents per 100,000 population**.

The rate of incidents we have attended has **reduced by 10%** between 2016/17 to 2021/22. It should, however, be considered that during financial year 2016/17, the Brigade took part in an Emergency Medical Response trial during which time we attended 4,179 Special Service Emergency incidents which resulted in the total incidents for 2016/17 being significantly higher than other years.

Nationally, the rate of incidents has **increased by 1%** between 2016/17 to 2021/22.

CFB rate of total incidents per 100,000 population was **70% higher** than the national rate during 2021/22.

Performance 1st April 2022 to 30th September 2022



• April 2022 - September 2022: **6,412 Incidents (+1,642/34% higher** compared to five year average): 35 Incidents per day.

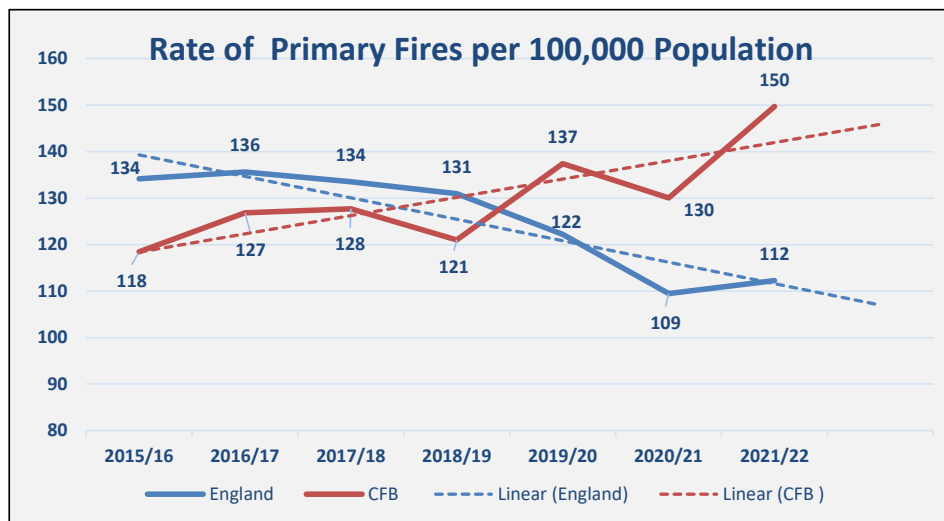
• April - September 5 Year average: 4,770 incidents: 26.1 incidents per day.

• April 2021 – September 2021: 5,098 incidents: 27.9 incidents per day.

• April, June, July and August 2022 all exceeded 1,000 incidents per month, the average number per month being 700 per month.

Primary Fires

CFB traditionally attend a lower rate of primary fire incidents per head of population than the national average. However, this pattern changed in 2019/20 when the Brigade attended 137 incidents per 100,000 population compared with 122 incidents per 100,000 population nationally and has remained higher than the national average for the past 3 years, peaking in 2021/22 when the Brigade saw the highest rate over the past seven years, with 150 primary fire incidents per 100,000 population compared to 112 nationally.

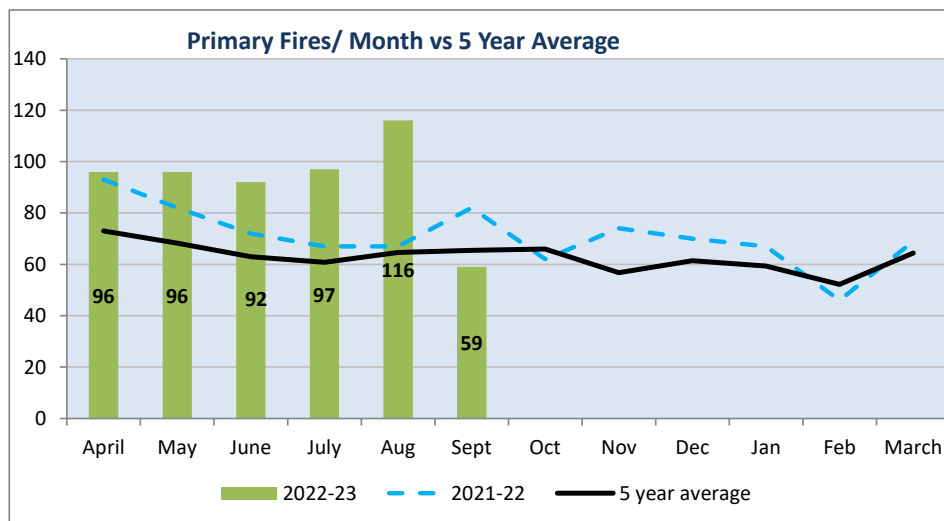


During 2021/22, we attended 150 Primary Fire Incidents per 100,00 population.

Nationally between 2016/17 to 2021/22 the rate of primary fire incidents **reduced by 18%**.

For CFB, the rate of incidents between 2016/17 and 2021/22 **increased by 18%**.

Performance 1st April 2022 to 30th September 2022



• In Q2 2022/23 the Brigade responded to **556 primary fire** incidents which is **20% (93) higher** than the total attended for 2021/22 (463), **41% (161) higher** than the 5-year average of 395 and **26% (116) higher** than target.

• April - September 2022: 556 Incidents compared to 463 incidents in April to September 2021.

• April – September 5 Year average: 395 incidents.

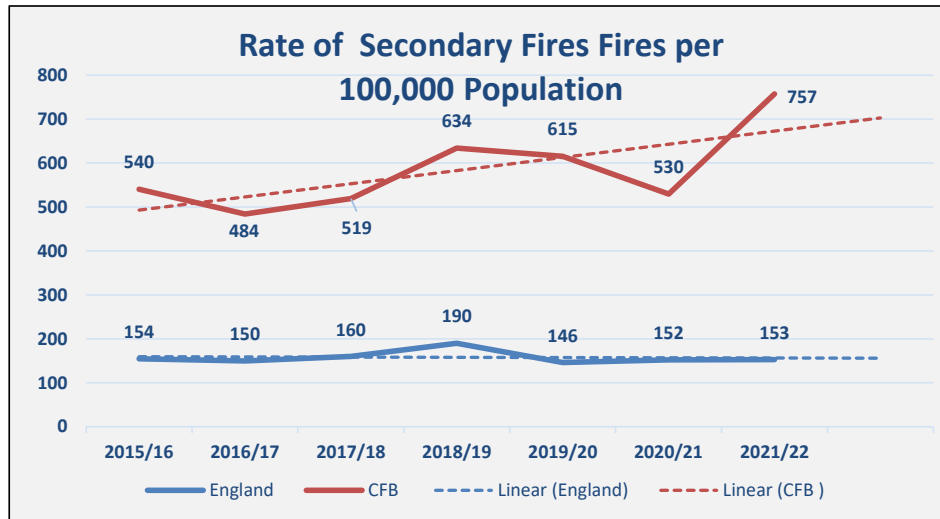
• 311 fires (56%) Primary Fires are classed as deliberate fires.

The proportion of each type of primary fires compared to the previous year is shown in the following table:

Property Type	2021/22	2022/23
Dwelling Fires	32%	26%
Non Domestic	21%	22%
Vehicle Fires	40%	38%
Other	7%	14%
Total	100%	100%

Secondary Fires

Between 2016/17 to 2021/22, nationally the rate of secondary fire incidents has **increased by 2%** (150 to 153 per 100,000 population) and **has increased by 56%** (484 to 757 incidents per 100,000 population) within CFB. In 2021/22 the **rate of secondary fires was nearly 5 times higher** than the national average.



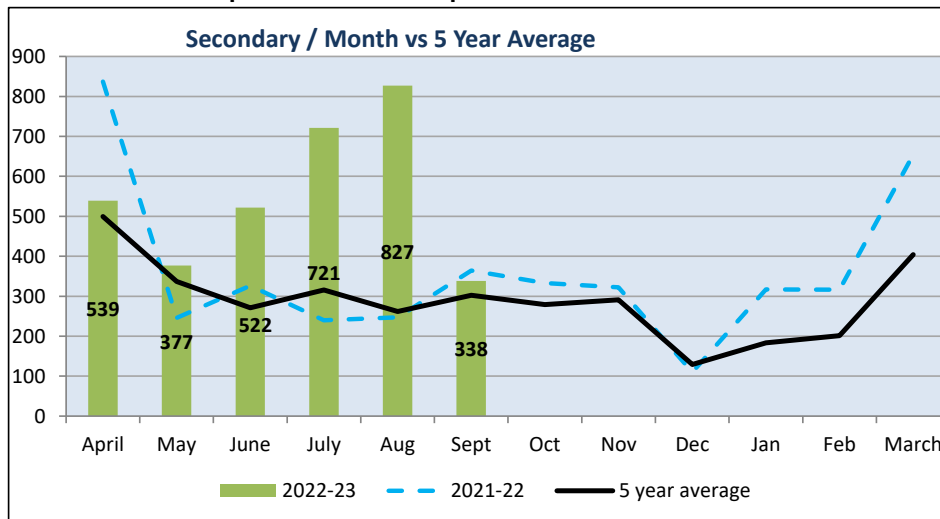
During 2021/22, CFB's rate of secondary fires was 757 per 100,000 population.

Over the 5-year period to 2021/22 within the Brigade:

- 71% of secondary fires were refuse related;
- 24% were grass related.

Between April 2022 to September 2022, 48% of secondary fires were classed as refuse related and 47% grass related.

Performance 1st April 2022 to 30th September 2022

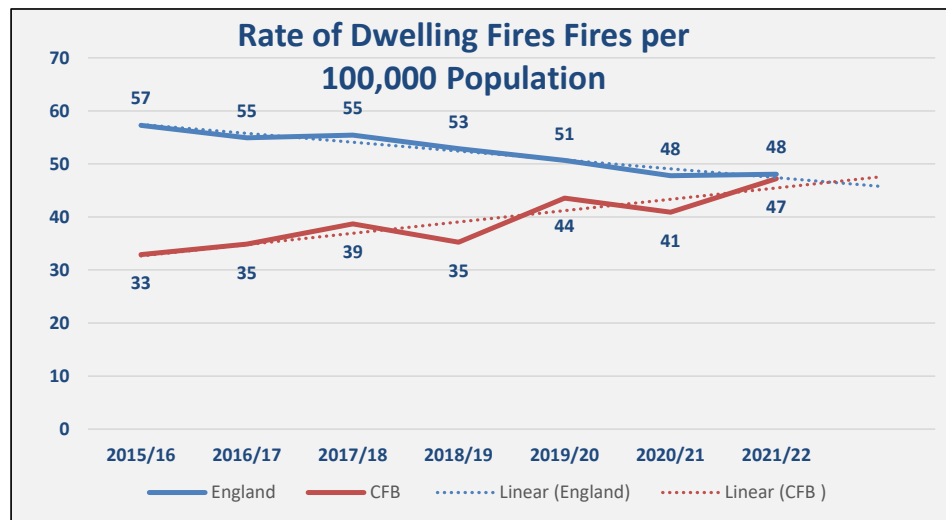


During April to September 2022, the Brigade have attended **3,324 secondary fires**, which is

- **1,336 (67%) higher** than the 5-year average (1988 fires);
- **1,064 (47%) higher** than the same period in 2021/22 (2260 fires);
- **1152 (53%) higher** than target (2172 fires).

Dwelling Fires

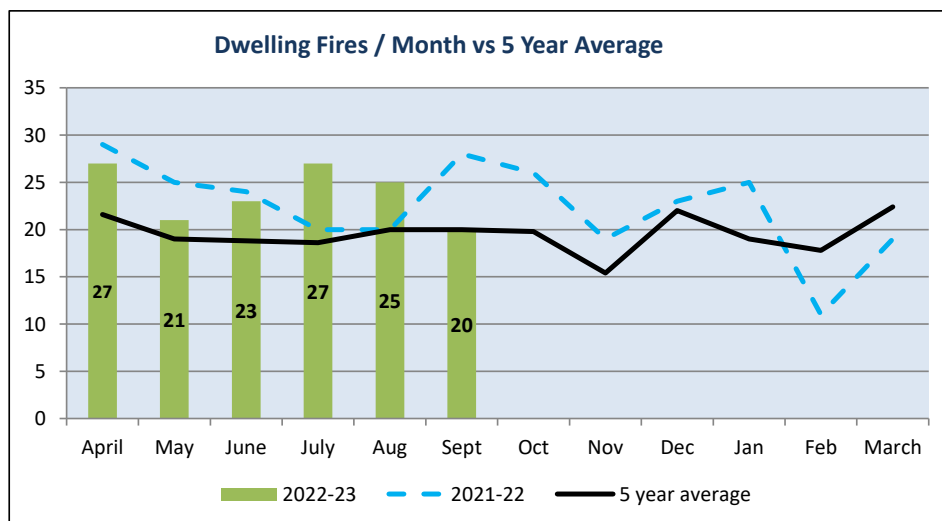
Cleveland Fire Brigade has always performed well compared to the national rate for dwelling fires, with the rate of dwelling fires per 100,000 population always lower than the national data as illustrated in the chart below. During 2021/22, the Brigade responded to 269 Dwelling Fires (180 accidental and 89 deliberate dwellings fires).



Since 2016/17, there has been an upward trend (**34% increase** 2016/17 to 2021/22) in the rate of dwelling fires in CFB which has continued into the current year.

Between 2016/17 to 2021/22, nationally the rate of dwelling fires incidents has seen the opposite trend to the rate within CFB with incidents per 100,000 high at 55 per 100,000 population, reducing to 48 per 100,000 in 2021/22. This is a reduction of 13% compared to the increase seen within CFB of 34% (35 to 47 fires per 100,000 population).

Performance 1st April 2022 to 30th September 2022

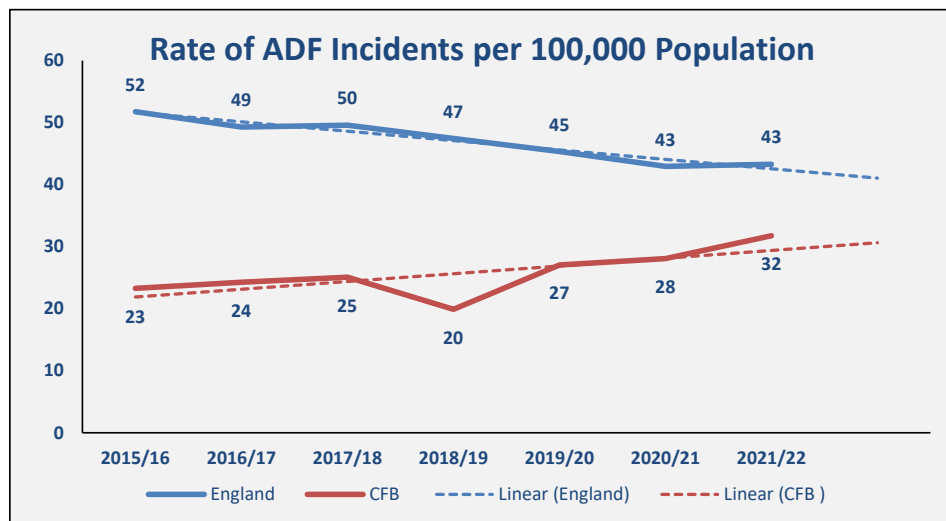


Between April - September 2022, there has been 143 fires within dwellings. Of the 143 YTD, 29% (42) were deemed to have been ignited deliberately and 101 (71%) were accidental.

- **143** dwelling fires between April - September 2022;
- a **reduction of 3 (-2%)** when comparing to 2021 (146 dwelling fires);
- an **increase of 25 (21%)** when comparing to the Five-Year Average (118 dwelling fires);
- an **increase of 21 (17%)** when comparing to the Target (122 dwelling fires).

Accidental Dwelling Fires

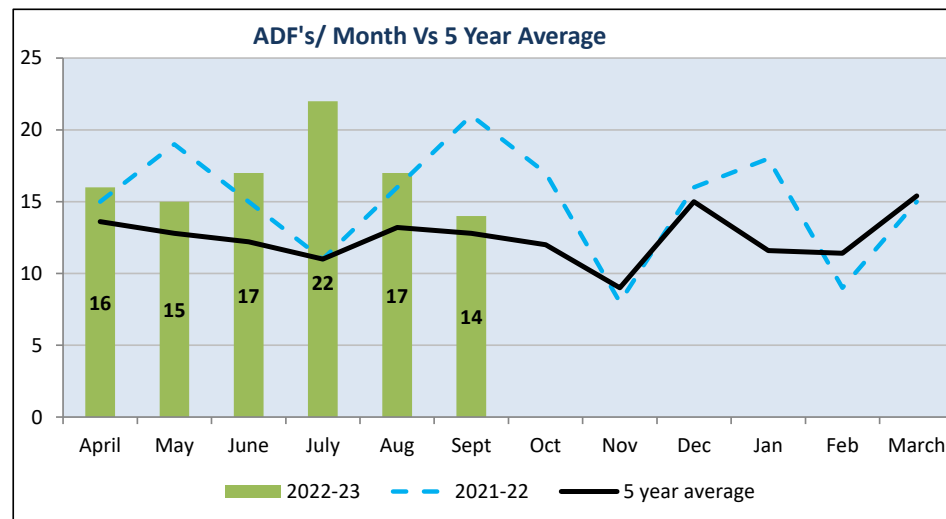
Traditionally, the Brigade has had one of the lowest number of ADFs in the country. During 2021/22, the Brigade responded to 180 Accidental Dwelling Fires.



Between 2016/17 - 2021/22, apart from 2018/19, there has been an upward trend (**33% increase** 2016/17 to 2021/22) in the rate of ADFs in CFB which has continued in the current year.

Since 2016/17 to 2021/22, nationally the rate of incidents has **reduced by 12%** compared to the **increase** seen within CFB.

Performance 1st April 2022 to 30th September 2022



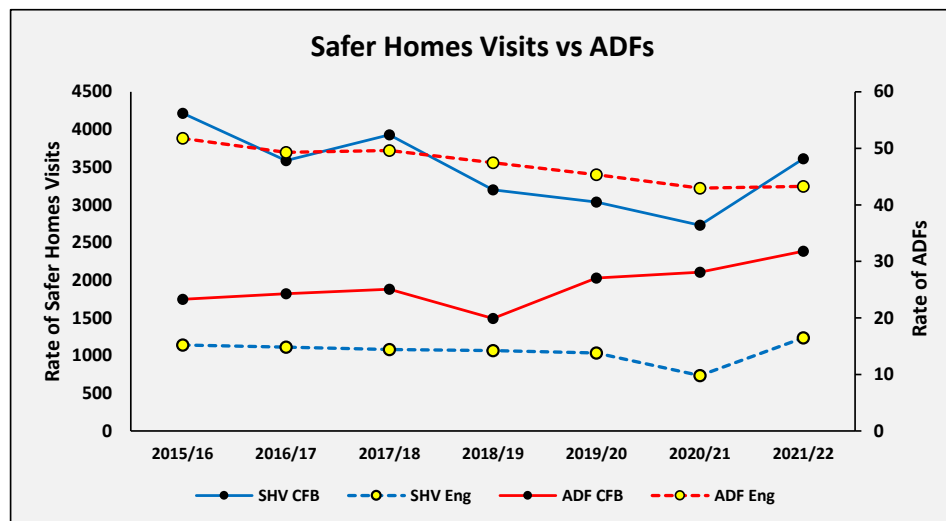
• During Q2 2022/23 there were **101 Accidental Dwelling Fires** in the Brigade area which is **4 (4%) higher** than 2021/22 and **25 (33%) higher** than the 5-year average of 76.

• **28% (22) higher** than target of 79.

No of Properties	Risk Band of Property	Number of incidents	%	Rate of ADF per 1,000 Dwellings
3,908	VH	12	12%	3.07
12,690	H	10	10%	0.79
55,441	M	42	42%	0.76
56,718	L	14	14%	0.25
107,399	VL	23	23%	0.21
236,156	Grand Total	101	100%	1.02

Safer Homes Visits (HFSVs)

Traditionally there is a direct correlation between the number of Safer Homes Visits conducted and the number of ADFs incurred, however, this trend has shifted as demonstrated in the following chart.



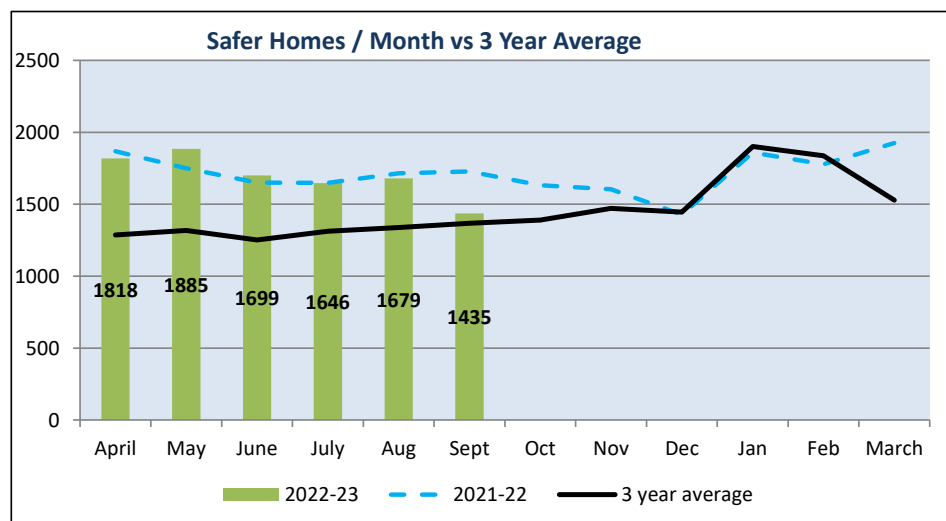
Traditionally we conduct one of the highest rate of Safer Homes Visits nationally, which has contributed to the exceptional performance in numbers of ADFs.

Between 2016/17 and 2021/22 we conducted an average of 3,350 per 100,000 population Safer Homes Visits compared to the national average of 1,044 Safer Homes Visits.

Over the same period the average rate of ADFs for the Brigade was 26.0 compared to an average national rate of 46.3.

The rate of Safer Homes Visits within CFB per 100,000 population has **increased by 1%** between 2016/17 and 2021/22 and over the same period there has been a **31% increase** in the rate of ADFs per 100,000 population.

Performance 1st April 2022 to 30th September 2022



• During 2022-23, the Brigade **attempted to carry out 17,840 Safer Home Visits (SHV) and completed 10,162**. This is **2,291 visits (29%)** higher than the 3-year average (7,871) but **195 (2%)** fewer than the same period in 2021 (10,357).

• April - September 2022: 10,162 completed.

• April - September 3 Year Average: 7,871.

• April - September 2021: 10,357 Safer Homes Visits.

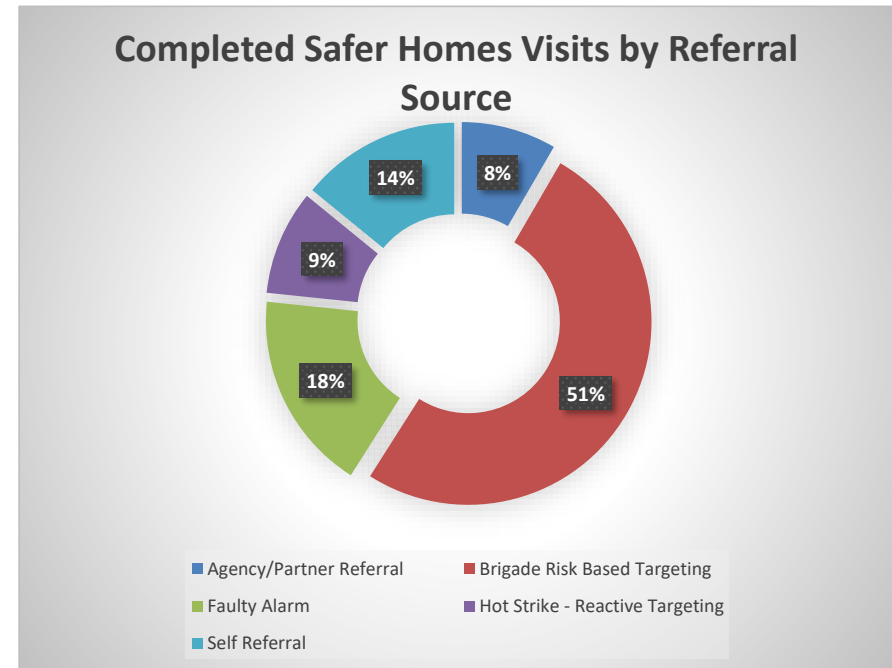
• Number of Safer Homes Visits completed in each month is higher than the 3 year average.

Sources of Visits

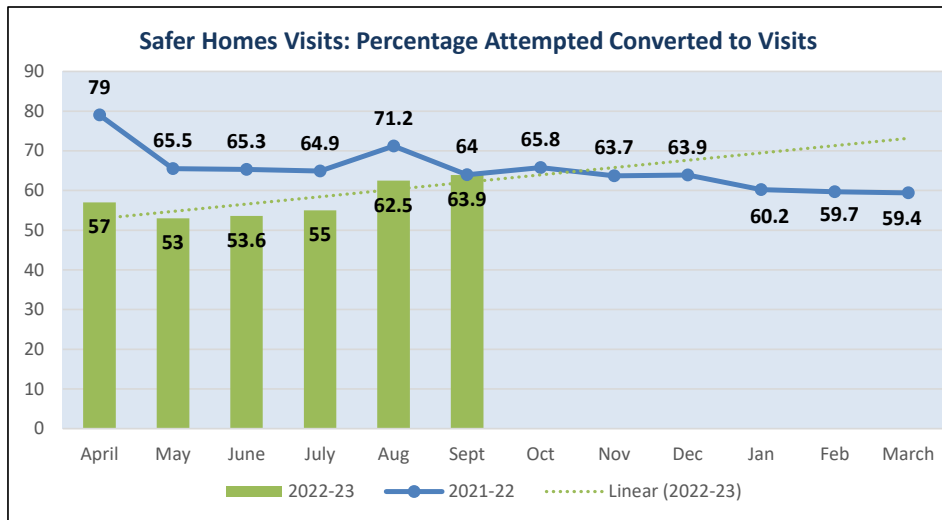
We adopt a risk based approach to the identification of Safer Homes Visits to complete, which targets the vulnerable individuals in the community. The chart opposite displays the proportion of visits from the various referral sources, ranging from referrals from other organisations, self referrals from the public to self generation of visits by station using the Brigades risk profiles.

Based on those completed visits recorded on the tablets:

- 8% arise from referrals from other Agencies and 14% are Self-Referrals;
- 51% of visits are derived from Brigade Risk Based Targetting/Station Self Generation using our Risk Profiles;
- 18% arise from Faulty Alarms;
- 9% arise from Reactive Hot Strikes following incidents and False Alarms.



Conversion of Visits



During 2022-23 year to date, we have attempted 17,840 Safer Homes visits and have successfully converted 10,162 of these into completed visits. This demonstrates that year to date, 57% of all attempted visits result in a completed Safer Homes.

In 2021/22 the conversion rate of visits was 66%.

Conversion rates in 2022/23 are generally lower every month when compared to 2021/22.

Once potential visits are identified using our targeting approach, it is essential that the identified properties are converted into actual visits to ensure that fire safety advice is conveyed to the relevant individuals.

The following table provides the rate of conversion into actual visits from the various types of visits.

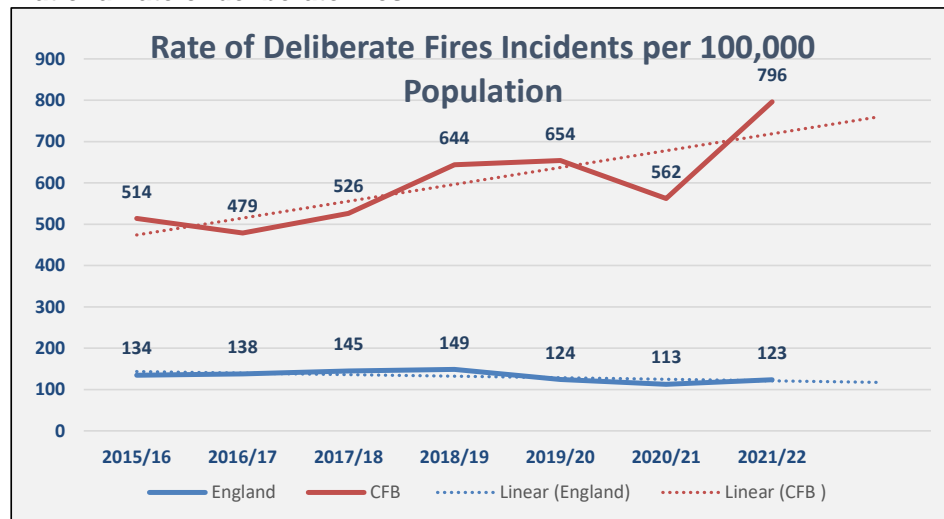
Our conversion rate of attempted visits to completed visits is 57% compared to 66% in 2021/22.

The conversion rate ranges from 46% (Risk Based Targeting) to 94% (Faulty Alarms)

Referral Type	% Converted to Visit 2022/23 to Q2	% Converted to Visit 21/22 to Q2
Agency/Partner Referral	77%	72%
Brigade Risk Based Targeting	46%	57%
Faulty Alarm	94%	94%
Hot Strike - Reactive Targeting	83%	57%
Self Referral	83%	88%

Deliberate Fires

Deliberate fire setting within the Brigade area is the highest rate in the country and has been for a number of years with the Brigade experiencing over **6 times the national rate of deliberate fires**.



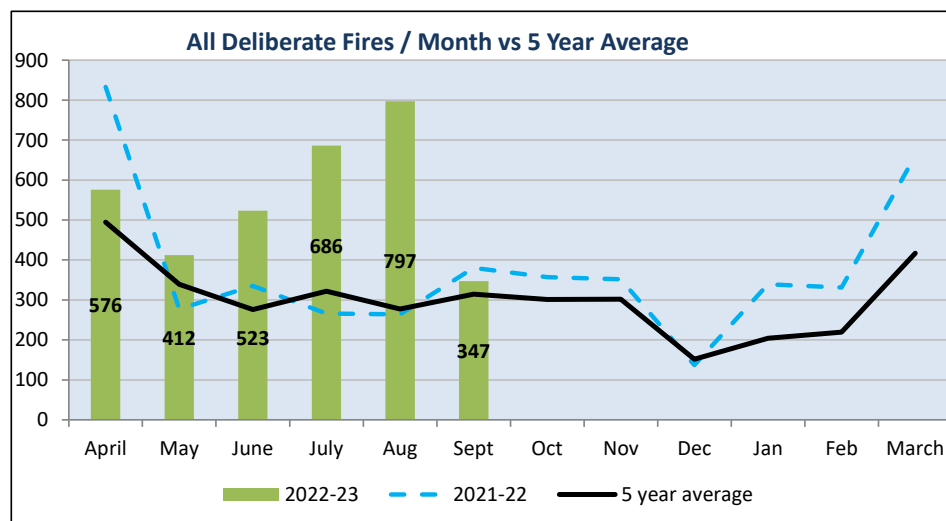
Using the data reported in the National Fire Statistical tables for 2021/22:

- 90% of the Brigades deliberate fires are secondary fires;
- 10% are deliberate primary Fires.

Nationally this equates to:

- 77% deliberate secondary fires
- 23% deliberate primary fires.

Performance 1st April 2022 to 30th September 2022



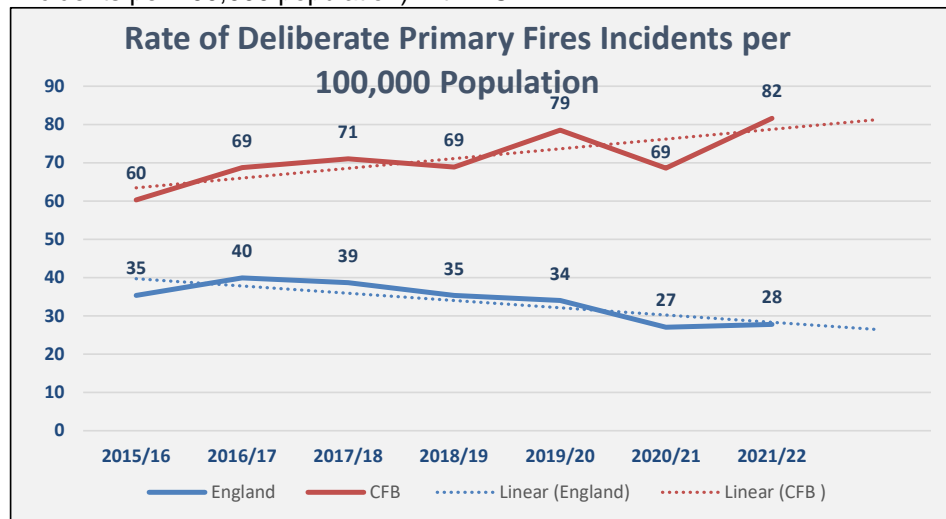
- During Q2 2022/23 the Brigade responded to **3,341 deliberate fires**. Of these, 3,030 (91%) were deliberate secondary fires and **311 (9%) deliberate primary fires**.

April - September 2022: 3,341 deliberate fires which

- **1,318 (65%) higher** compared to 5-year average (2023)
- **986 (42%) higher** compared to 2021/22 (2355)
- **1068 (47%) higher** that target (2273)

Deliberate Primary Fires

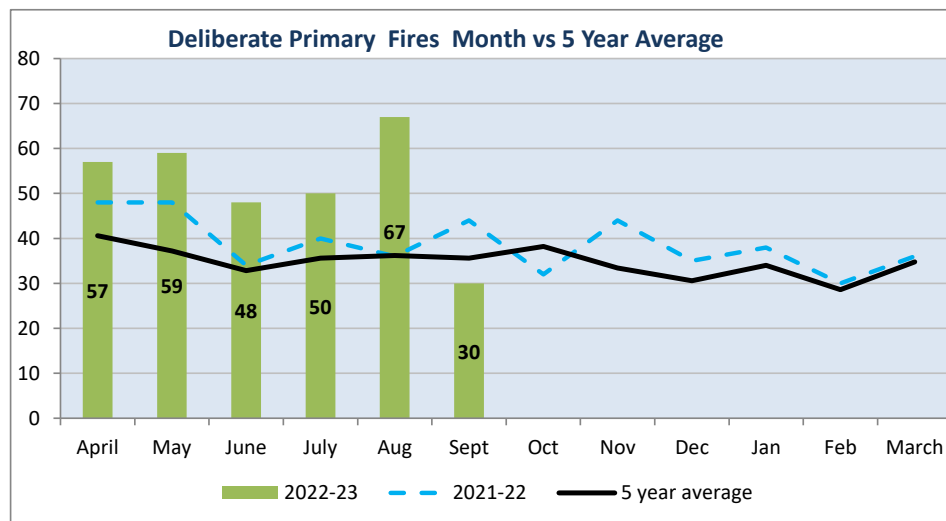
Over the period 2016/17 to 2021/22, nationally the rate of deliberate primary fire incidents has **reduced by 30%** (40 to 28) compared to an **increase of 19%** (69 to 82 incidents per 100,000 population) within CFB.



Between 2016/17 and 2021/22:

- 53% of deliberate primary fires within the Brigade are vehicle fires predominantly road vehicles.
- 20% are deliberate dwelling fires.
- 27% are other deliberate primary fires including Industrial and Commercial properties and other buildings (garages /sheds etc).

Performance 1st April 2022 to 30th September 2022



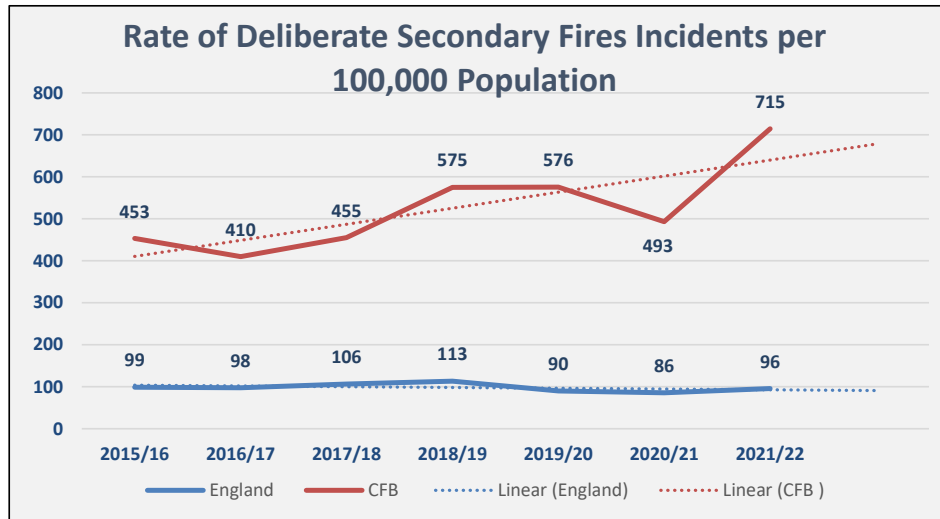
• During Q2 2022/23 the Brigade responded to **311 deliberate primary fires**:

- April - September 2022: 311 deliberate primary fires which is;
- **+93 (43%) higher** compared to 5 year average (218 fires).
- **+61 (24%) higher** compared to 2021/22 (250 fires).
- **+75 (32%) higher** compared to Target (236 fires).

- April to September 2022:
- 49% of deliberate primary fires are vehicle fires;
- 19% are outdoor primary (including stacked/baled crops, woodland/forest);
- 18% are other deliberate primary fires (eg sheds, garages, farm buildings);
- 14% are deliberate dwelling fires.

Deliberate Secondary Fires

Between 2016/17 to 2021/22, nationally the rate of deliberate secondary fire incidents has **reduced by 2%** (98 to 96 per 100,000 population) compared to an **increase of 74%** (410 to 715 incidents per 100,000 population) within CFB. In 2021/22, the rate of deliberate secondary fires was over **7 times higher than the national average**.



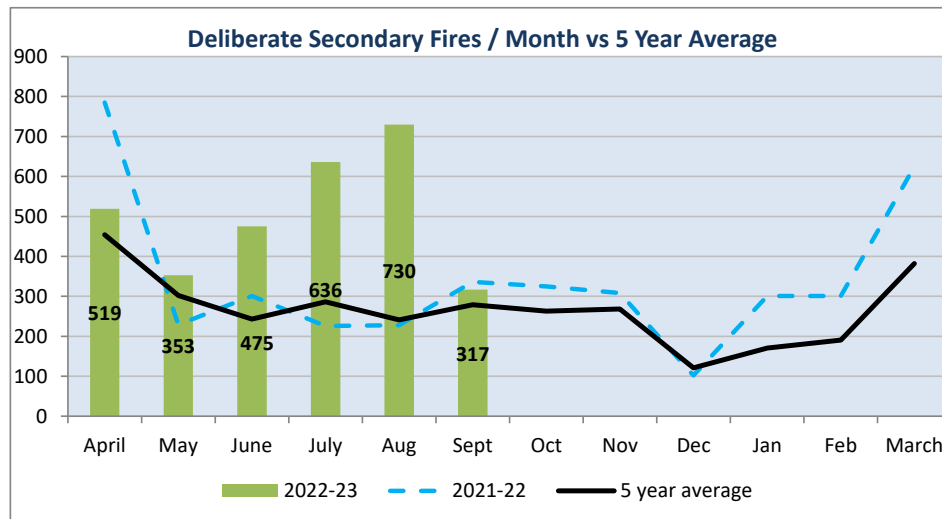
Between 2016/17 to 2021/22 within the Brigade:

- 74% of deliberate secondary fires were refuse related;
- 22% were grass related.

Between April to September 2022:

- 49% of deliberate secondary fires were refuse related;
- 47% were grass related.

Performance 1st April 2022 to 30th September 2022



• During April to September 2022, the Brigade attended **3,030 deliberate secondary fires** which is;

- **+1225 (68%) higher** compared to 5-year average (1805 fires);
- **+925 (44%) higher** compared to 2021/22 (2105 fires).

Response Benchmarks : Building Fires

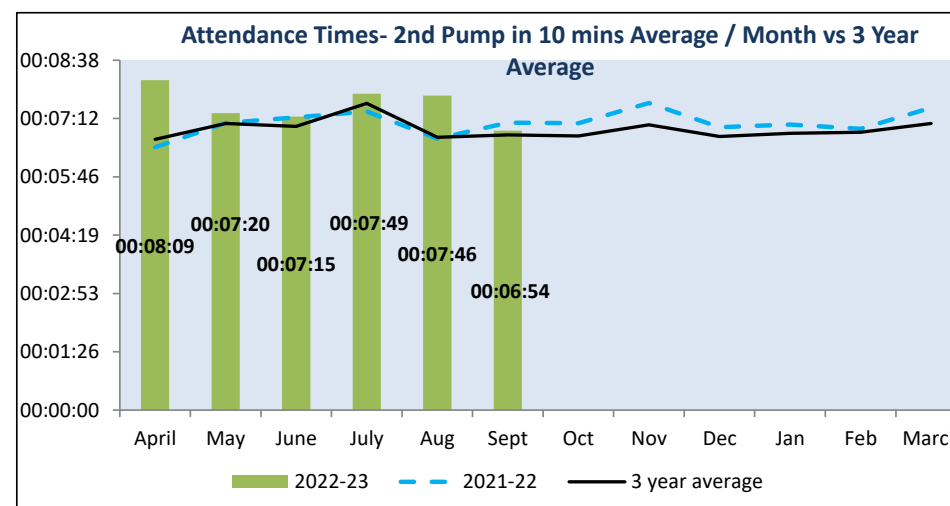
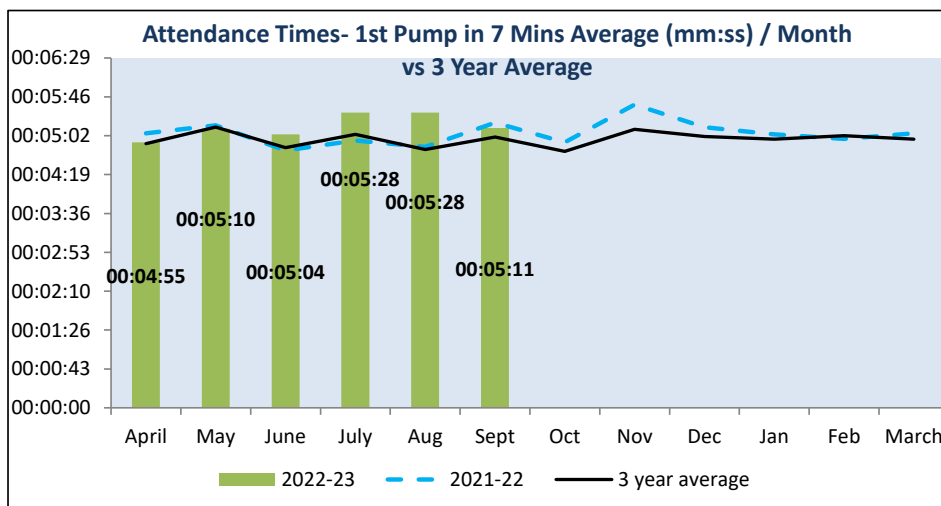
As detailed in the table and in the body of this performance report, CFB achieved its emergency response benchmarks for building fire incidents with an average time of **00:05:13 for the first appliance against a target of 0:07:00 and an average time of 00:07:33 for the second appliance against a target of 00:10:00.**

The benchmark performance is based on an average time for 1st and 2nd appliances. Our analysis indicates that on a number of occasions the benchmark is exceeded during 2022/23 on 199 and 141 mobilisations for 1st and 2nd appliance respectively.

Details of the incidents that exceed the benchmark thresholds during the current year have been provided in the body of the report in terms of geographical location, incident end type and the time each failure exceeded the benchmark.

	1st Appliance	2nd Appliance
Target	00:07:00	00:10:00
Apr-22	00:04:55	08:09
May-22	00:05:10	07:20
Jun-22	00:05:04	07:15
Jul-22	00:05:28	07:49
Aug-22	00:05:28	07:46
Sep-22	00:05:11	06:54
Average	00:05:13 1009/1208	00:07:33 706/845

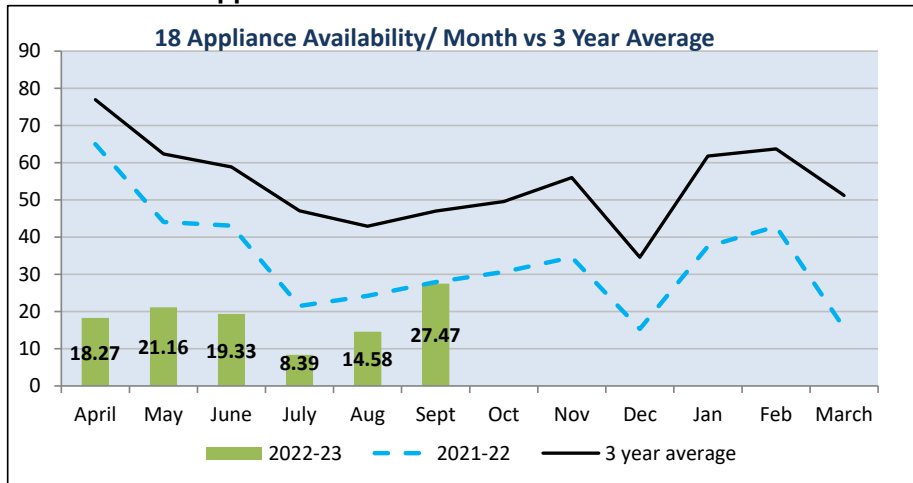
The charts below demonstrates that the current years response standard for 1st appliances generally mirrors both the average time and previous years and the 3 year average performance every month. Increases in times during July and August correlate to a spike in service demand.



Optimum Appliance Availability

The Brigade has identified that its optimum number of appliances required at any point in time, as far as possible, is a core emergency response resource of **18 fire appliances**.

Our risk and scenario planning has identified that the minimum number of appliances that the Brigade requires to respond to Emergency Response incidents at any point in time is **14 appliances**.



- April - September 2022: 18 or more appliances were available on 18% of occasions. The average number of appliances available in the period April to September 2022 was 15.9.
- April - September 3-Year Average 18-appliance availability is 56%.
- April - September 2021 the average 18 appliance availability is 36%.
- 18 Appliance availability April to September 2022 is lower than the 3-year average and the same period in 2021. This is however owing to our risk and scenario planning identifying that the minimum operating threshold for the Brigade is 14 appliances.

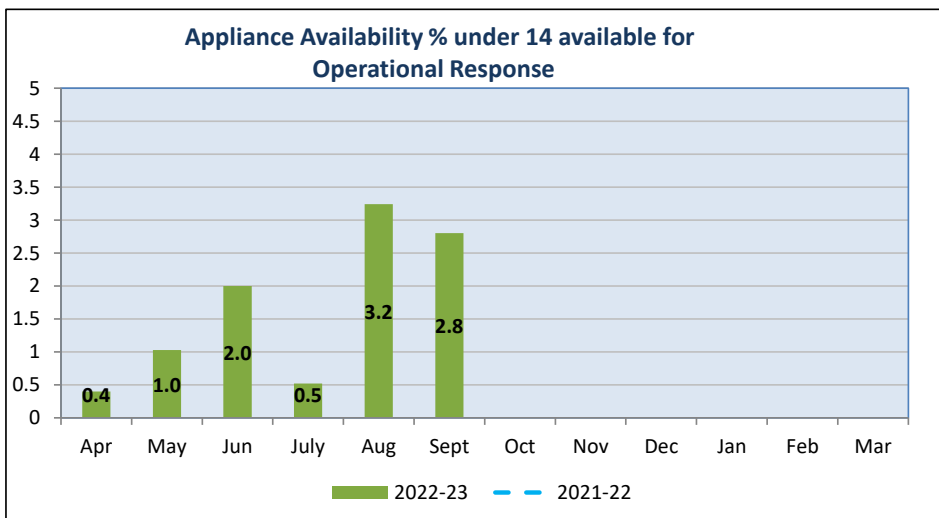
The following chart details the % occasions per month that less than 14 appliances were available for operational response over the course of a 24 hour period.

14 appliances being available is identified as the minimum operating threshold for the Brigade.

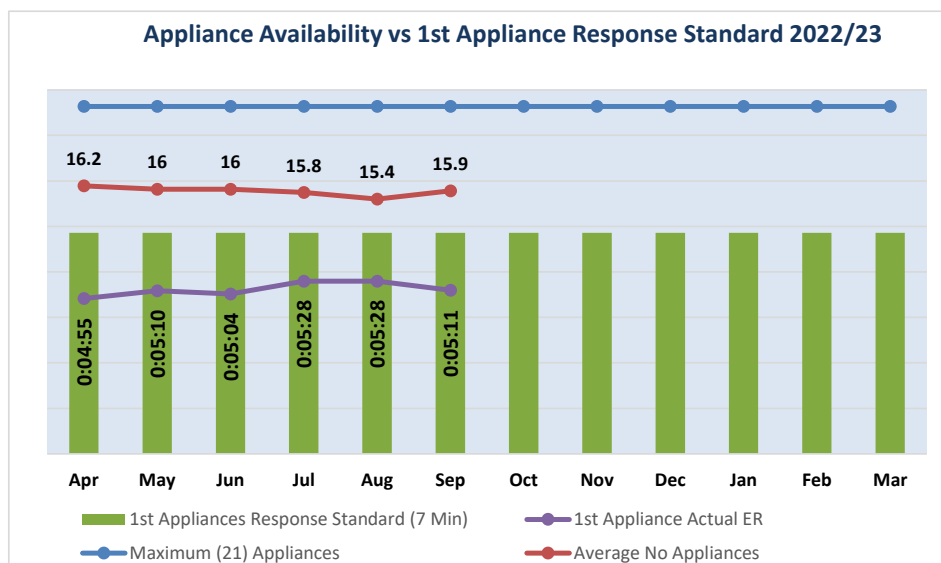
April to September 2022 the Brigade dropped below 14 appliances on:

• 42 Occurrences.

- The 14 appliance threshold was breached 31 times during day shifts and 11 during night shifts. 16 of these breaches occurred in the mornings between 09:00 and 10:00 and 7 between 19:30 and 20:00.
- There were 7 occasions where the Brigade had less than 13 appliances available. 6 of these occurred on the day shift between 0900-1000 and 1 on night shift between 1930-2000.
- April to September 2022 on **1.7%** of time there was less than 14 appliances available for response.



Appliance Availability vs 1st Appliance Response Standard 2022-23



During the current financial year to 30th September 2022, the average number of appliances available for operational response has been 15.9 appliances.

Appliance Availability was at its lowest in August, where during this month we had an average of 15.4 appliances available during a period of extreme demand on resources, with over 1,400 emergency incidents occurring during this month alone.

The chart highlights that whilst we have been operating with around 16 appliances available for emergency response at any one time against our total resource of 21 appliances, we are still achieving our emergency response benchmarks of the first appliance arriving within seven minutes, with an average attendance time of 5:13.

Sickness Absence

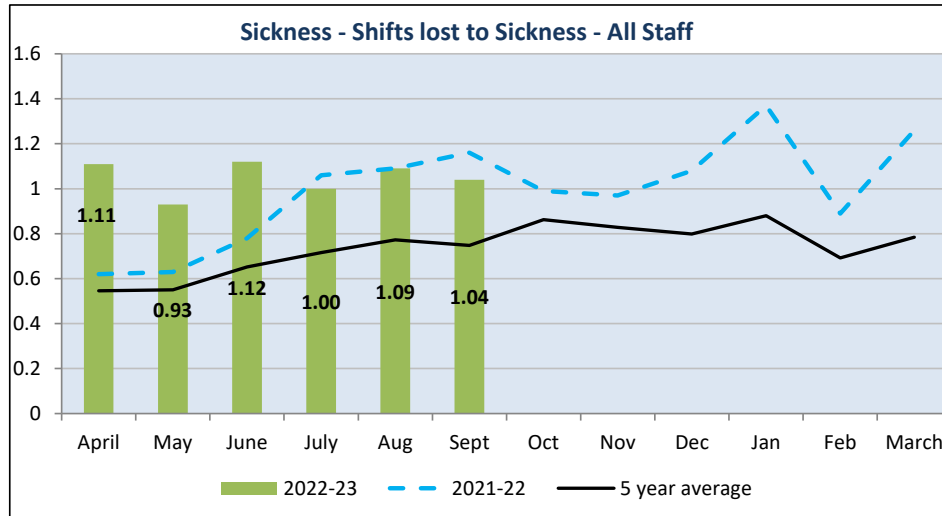
The organisation's Employee Health and Wellbeing Strategy was developed to ensure the effective management of health, work and wellbeing within the Brigade concentrating specifically on sickness absence management, substance misuse management; mental wellbeing, fitness; occupational health and life/ work balance.

Analysis of sickness levels within the Brigade across all staff groups indicate sickness levels in 2017/18 to 2021/22 as detailed in the following table:

	2017/18	2018/19	2019/20	2020/21	2021/22
All Staff	6.72	7.95	9.36	7.86	11.90
Wholetime	6.44	8.06	9.47	9.60	12.07
Retained	7.25	6.81	8.30	4.97	6.52
Fire Control	4.83	10.52	6.00	3.81	20.57
Green Book	7.62	8.11	10.65	6.43	14.19

Performance 1st April 2022 to 30th September 2022

The following chart details the sickness absence rates across all staff groups:



April - September: **6.37 duty shifts** per person lost to sickness absence which is

- **+2.32 (57%) higher** when compared to 5-year average (4.05 shifts);
- **+0.98 (18%) higher** when compared to 2021/22 (5.39 shifts);
- **+2.17 (52%) higher** when compared to target (4.20 shifts);

Sickness Absence

During the period 1st April 2022 to 30th September 2022 there were 3,393 duty shifts lost to sickness. The main causes of sickness absence are

- Mental Health* 32% (1085 Duty Shifts)
- Musculo Skeletal* 30% (1028 Duty Shifts)
- Virus/Infectious diseases (inc Covid) 11% (376 Duty Shifts)

*Information on different types of Mental Health and Musculo Skeletal sickness absence is maintained and available for more granular analysis.

To gain a better insight into sickness absence we have commenced maintaining details of the underlying causes for the main types of sickness absence (Mental Health and Musculo Skeletal).

For the period 1st April to 30th September 2022, from the information recorded, the key analysis from the underlying causes of Musculo Skeletal and Mental Health sickness absence is:

Mental Health Sub Types 1st April - 30th September 2022	Number of Duty Days Lost to Mental Health	%
No Subtype Selected	607	56%
Personal/Domestic	176	16%
Work Related	150	14%
Long Term Mental Health Condition	120	11%
Bereavement	32	3%
Grand Total	1085	100%

Mental Health

- 16% of all Mental Health sickness absence was due to personal/domestic stressors;
- 14% of all Mental Health sickness absence was work related;
- 11% of all Mental Health sickness absence was due to long term mental health conditions.

Musculo-Skeletal Sub Types 1st April - 30th September 2022	Number of Duty Days Lost to Musculo-Skeletal	%
No Subtype Selected	441	43%
Underlying Limb Condition	145	14%
Unknown	139	14%
Sporting Injury	139	14%
Underlying Back Condition	68	7%
Accident at Home	54	5%
Accident at Work	38	4%
Manual Handling	4	0%
Grand Total	1028	100%

Musculo Skeletal

- 14% of Musculo-Skeletal sickness absence was due to an Underlying Limb Condition;
- 14% of Musculo-Skeletal sickness absence was due to a Sporting Injury.

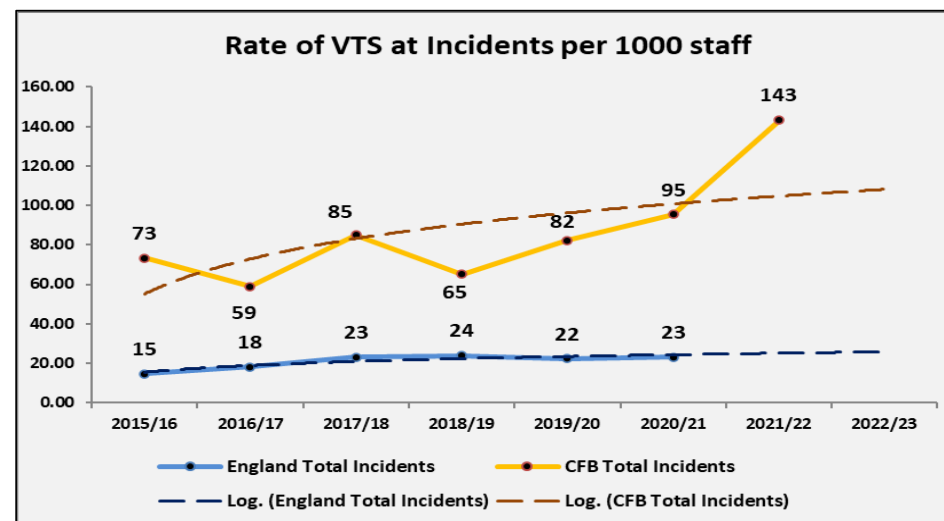
As details of the underlying causes of sickness absence evolves and matures, the associate intelligence can be used within the Health and Wellbeing Framework to enhance the support provided to individuals to ultimately reduce the levels of sickness absence being incurred.

Violence To Staff

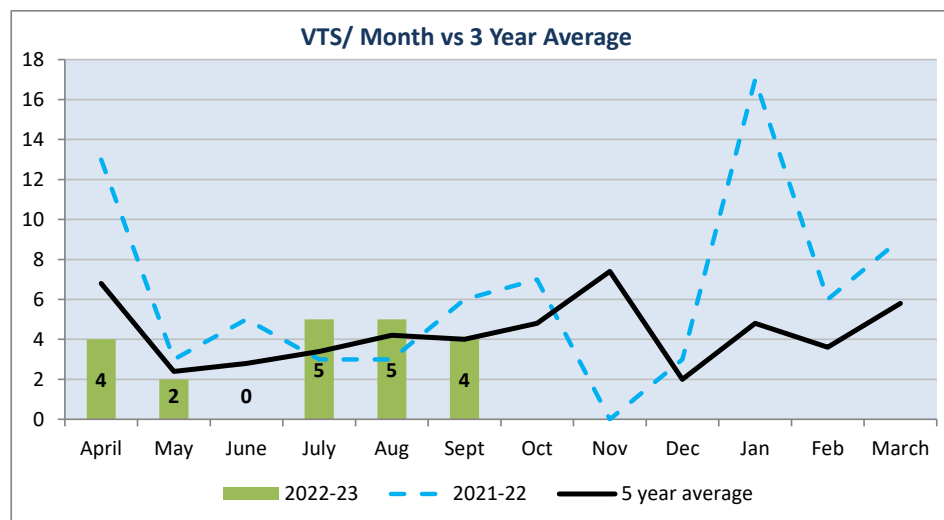
The rate of incidents per 1000 staff that CFB employees have suffered Violence to Staff during operational incidents is significantly **higher** than the national rate. During 2021/22, there were 143 such incidents per 1000 staff compared to a national rate of 23 incidents per 1000 staff for financial year 2020/21.

Since 2015/16 (from available information) nationally the rate of violence to staff incidents has increased by 53% compared to an increase of 30% for CFB.

Note: National information reported relates to VTS incidents occurring during operational incidents and recorded via IRS. It should be noted that there are also incidents that occur in non-emergency response incidents, covering both frontline and enabling service staff.



Performance 1st April 2022 to 30th September 2022



During 2022/23 there have been **20 violence to staff incidents** against CFB staff. These incidents relate to incidents against all staff groups to any type of service delivery.

- April - September 2022: 20 VTS incidents (-4/ -17%) compared to 5-year average.
- April - September 5-year Average: 24 incidents.
- April – September 2021: 33 incidents.

Health and Safety : Injuries to Brigade Personnel

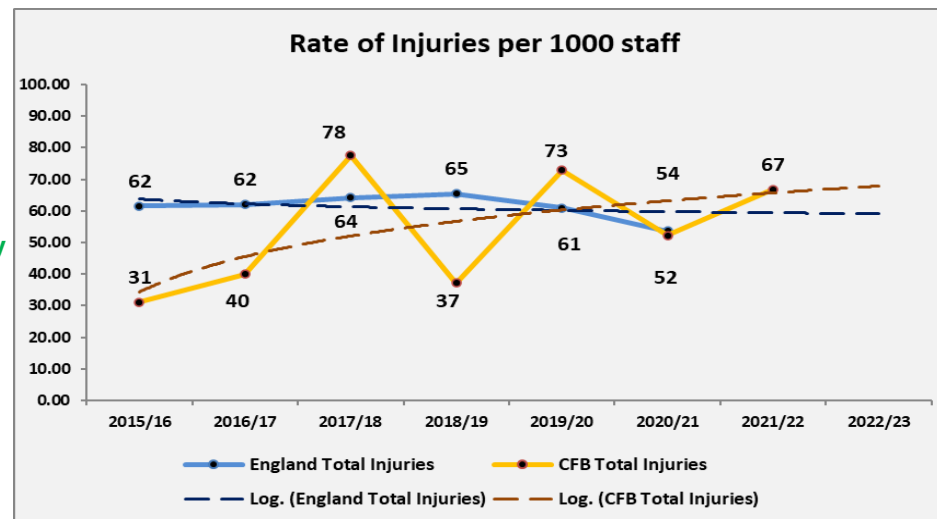
The Brigade aims to conduct its activities in a safe and healthy working environment whilst promoting a positive health and safety culture. The Brigade aims to ensure that the health and safety of the workforce is prominent and in all of its activities whether it is front line services or as part of its enabling services.

The rate of injuries per 1000 staff that CFB operational employees have suffered is slightly **lower** than the national rate. During 2020/21 there were 52 such incidents per 1000 staff compared to a national rate of 54 incidents per 1000 staff.

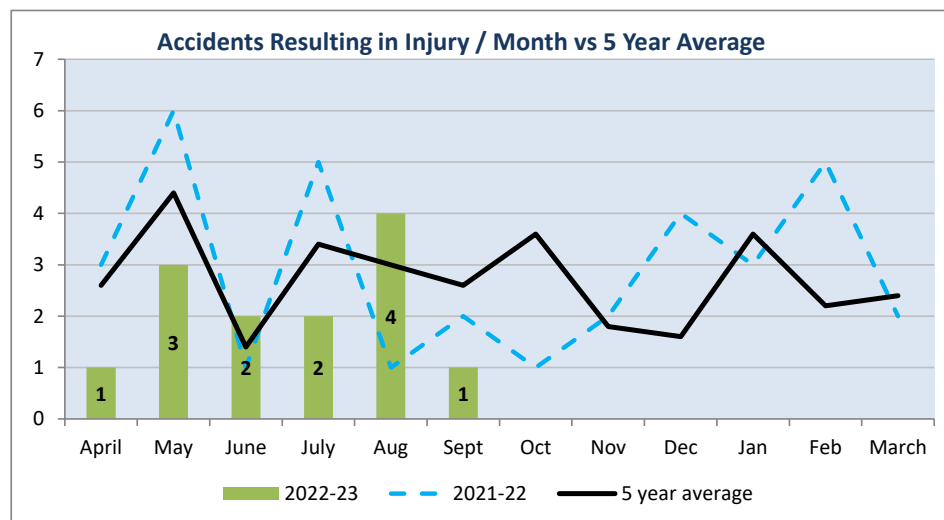
During 2021/22 the rate **increased to 67 (29%)** per 1000 staff.

Over the period 2015/16 to 2020/21, nationally the rate of injuries has **decreased by 13%** compared to an **increase of 67%** for CFB.

Note: National information reported relate to incidents occurring to fire fighters. It must be noted that there are also incidents that occur in non-emergency response incidents covering both frontline and enabling service staff.



Performance 1st April 2022 to 30th September 2022



During Q2 2022/23 there have been **13 injuries** suffered by staff in the course of their duties which is a **reduction of 5 (28%)** when compared with the average incurred for the last five years. Note these incidents include all brigade staff groups:

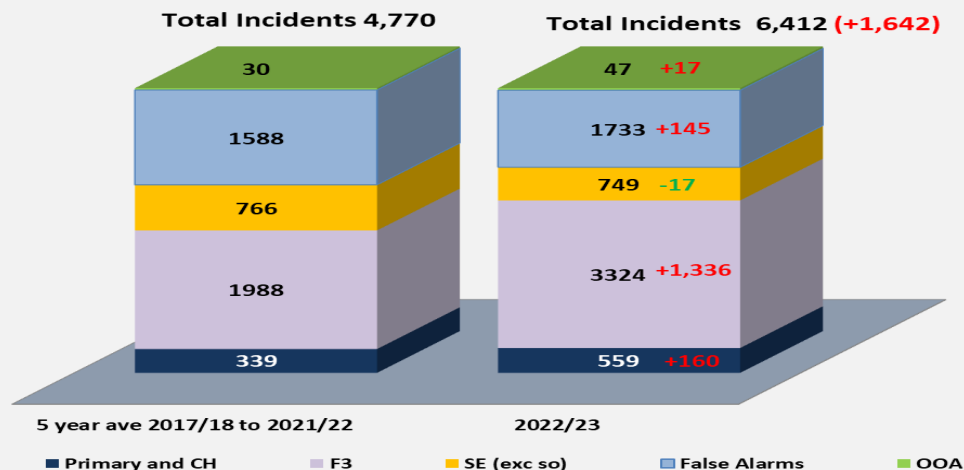
- April - September 2022: 13 injuries **(-5 / -28%)** compared to to same period 2021/22;
- April -September 5-year average: 18 injuries;
- April - September 2021: 18 injuries.

Cause April - September	Total
Fire & Explosion	1
Human Error	6
Manual Handling	2
Slips, Trips & Falls	3
Struck by Fixed Object	1
Total	13

CORPORATE SUITE OF INDICATORS



Incident Profile 2022/23 compared to 5-yr Average



Fire Control

During the period April 2022 - September 2022, Fire Control dealt with **9,138 emergency calls**, an **increase of 35% (+2,344)** from the 5-year average.

Emergency Response

We responded to 6,412 incidents, an **increase of 1,642 (+34%)** compared to the 5-year average. Comparing Quarter 2 2022/23 to the 5-year average across all incident categories:

- **Primary Fires** have **increased by 41% (161)** from 395 to 556.
- **Secondary Fires** have **increased by 67% (1,336)** from 1,988 to 3,324.
- **All False Alarms** are **increased by 9% (145)** from 1,588 to 1,733; within this AFA incidents have **reduced by 15% from 569 to 483**, whilst FAGI and Malicious incidents have **increased by 22% (961 to 1,168)** and **40% (59 to 82)** respectively.
- **Out Of Area** incidents have **increased by 58% (17) from 30 to 47**.
- **Special Services** have **reduced by 2% (17) from 766 to 749**.
- **Chimney Fires** have **reduced by 1 from 4 to 3**.

Fire incidents account for **61% (3,883) of total incidents** with Primary Fires excluding **Chimney Fires (556)** and **Secondary Fires (3,324)** accounting for 9% and 52% of all incidents attended respectively. **86% (3,341) of all fires** attended have been classified as deliberate in nature.

Prevention: Safer Homes Visits

Following its risk based targeting approach to Safer Homes Visits, between 1st April 2022 to 30th September 2022 the Brigade **attempted to perform 17,840 Safer Home Visits (SHV)**. From these attempted Safer Home Visits the Brigade has **completed 10,162 visits**.

This is an decrease of **195 (-2%)** Safer Home Visits compared to Q2 2021, when the Brigade completed 10,357 SHV.

This is an increase of **2,291 (+29%)** higher than the 3 year average of 7,871.

Resulting from the Safer Home Visits there were **662 (7%) referrals to other agencies** for support and/or items of risk reduction equipment.

Operational crews completed **8,397 (83%) SHV** compared to 8,604 in Q2 2021; **a reduction of 207 (-3%)**.

Hubs and Advocates completed **1,765 (17%) SHV** compared to 1,722 in Q2 2021; an **increase of 43 (3%)**.

Protection: Safer Buildings - Risk Based Inspections

During the period April 2022 - September 2022, **367 inspections** of premises from the risk based inspection programme have been completed. A further 257 inspections were attempted during this period but the property was either unoccupied, ceased, converted to a dwelling or we were unable to gain entry. A further 191 reactive inspections also took place giving a total of 558 audits completed. In Q2 2021/22, 885 audits were completed. This is a total inspection **reduction of 327 (37%)** although it should be borne in mind that the RBIP had not been established/agreed until March 2022 for comparative purposes.

In addition to these audits we have completed:
180 building regulation consultations
53 licencing consultations

Of which 164 (91%) and 50 (94%) respectively have been completed within the prescribed timescales.

The table shows the proportion of RBIP inspections completed:

No Properties	Property Risk Level	2022/23 RBIP Plan	2022/23 Audits Completed	%
2	Very High	4	0	0%
138	High	138	25	18%
2763	Medium	984	342	35%
7943	Low	-	-	-
5225	Very Low	-	-	-
16071	TOTAL RBIP Audits	1126	367	33%
		Reactive Audits	191	
		Total Audits Completed	558	
		Attempted Audits	257	

MEASURING PERFORMANCE

The Community Integrated Risk Management Plan (2018 to 2022) identifies three Corporate goals supported by six Corporate objectives and twenty Corporate outcomes. The Corporate 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 Corporate goals, objectives and outcomes a suite of corporate performance indicators have been developed.

By measuring progress against these indicators and subsequently our Corporate aims, as detailed within this section, it can tell us whether or not we are achieving our Corporate 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 follows a two stage process.

Stage 1 Assessment of Each Indicator:

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)
Value 1	Requires Improvement (More than 10% worse than previous year)
NA	Not Recorded /Reported
Value 0	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 Corporate 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 Requires 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 Corporate Outcome is then calculated and an overall assessment is evaluated using the following scoring;

Stage 2

>3.49	Performing Strongly (More than 3.49)
2.5-3.49	Performing Well (Score 2.5 to 3.49)
1.5-2.49	Adequate Performance (Score 1.5 to 2.49)
<1.5	Requires Improvement (Less than 1.5)
--	Not Recorded /Reported
--	No Activity to Assess / No Comparator Info

BRIGADE SUMMARY

Exceptionally Good Performance (Performance Compared to Target)

- Zero Dwelling Fire Fatalities to Quarter 2 2022/23;
- All response benchmarks performing well within target;
- The first appliance has attended a building fire within 10 minutes on 97% of occasions, 7% over the target of 90%;
- The average number of duty days lost to sickness for Retained staff is 52% better than the target. 1.61 days compared to a target of 3.34;
- The number of Violence to Staff incidents is 31% lower than the target figure of 29, with 20 incidents recorded so far this year;
- Zero internal audits classed as limited assurance and no interest paid due to late payments of invoices. 100% of all invoices are paid within 30 days.

Areas For Improvement (Performance Compared to Target)

- 28% (+22) more Accidental Dwelling Fires than the target of 79;
- 26% (+116) more Primary Fires than the target of 440;
- Accidental Dwelling Fire Injuries are 33% (2) higher than the targetted figure of 6;
- 47% (+1,068) more Deliberate Fires than the target of 2273;
- Primary Fire Injuries are 10 (+125%) higher than the target with a total of 18 injuries so far in 2022/23;
- The percentage of retained appliances meeting the book mobile threshold of 5 minutes is 70%, which is 30% lower than the 100% target;
- Sickness rates for all staff are 52% higher than the target figure. 6.37 average duty days lost compared to a target of 4.20.

SAFER STRONGER COMMUNITIES

We want our Communities to be Safer and Stronger



Performance Summary: Safer Stronger Communities

Below is a summary of our performance for the period 1st April 2022 to 30th September 2022 against our Corporate Goal 1.

	Performance compared to previous year assessed as	Performance compared to 5 years average assessed as	Performance compared to Target assessed as
Safer Homes	Performing Well	Adequate Performance	Performing Well
Safer Buildings	Performing Well	Performing Well	Adequate Performance
Safer Transport Infrastructures	Performing Well	Adequate Performance	Performing Strongly
Safer High Hazard Industries	Performing Strongly	Performing Strongly	Performing Well
Safer Neighbourhoods and the Environment	Adequate Performance	Adequate Performance	Adequate Performance
Supporting National Resilience	Performing Strongly	No Comparator	Performing Strongly
Improved Health Outcomes	Performing Well	Adequate Performance	No Targets Set
Total Overall	Performing Well	Performing Well	Performing Well

Corporate Goal: Safer, Stronger Communities

Corporate Objective: Identify and minimise fire and rescue related risks in the community

Corporate Outcome: Safer Homes

Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.1.1	Number of Accidental Dwelling Fires	76	97	101	4% 4 ↑	33% 25 ↑	79	28% 22 ↑
1.1.1.2	Number of Deliberate Dwelling Fires	42	49	42	-14% -7 ↓	-% ↔	43	-2% -1 ↓
1.1.1.3	Number of Accidental Dwelling Fire Fatalities	1	1	0	-100% ↓	-100% ↓	0	-% ↔
1.1.1.4	Number of Deliberate Dwelling Fire Fatalities	0	0	0	-% ↔	-% ↔	0	-% ↔
1.1.1.5	Number of Accidental Dwelling Fire Injuries	6	5	8	60% 3 ↑	33% 2 ↑	6	33% 2 ↑
1.1.1.6	Number of Deliberate Dwelling Fire Injuries	1	2	4	100% 2 ↑	300% 3 ↑	4	-% ↔
1.1.1.7	Number of False Alarm Good Intents in Dwellings	322	329	326	-1% -3 ↓	1% 4 ↑	310	5% 16 ↑
1.1.1.8	Percentage of ADFs which have received a SHV within 5 years prior to the ADF	-	34%	40%	+6% ↑	No comparator information	-	-
1.1.1.9	Percentage of Dwellings which have received a SHV	60%	61%	63%	+2% ↑	+3% ↑	-	-
1.1.1.10	Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	00:04:56	00:04:55 (648/771)	00:05:13 (640/761)	6% (00:00:18) ↑	6% (00:00:17) ↑	00:07:00	-25% -00:01:47 ↓
1.1.1.11	First Appliance Attendance to a Dwelling Fire Within 10 Minutes on 90% of Occasions	97%	97% (751/771)	97% (736/761)	-% ↔	-% ↔	90%	+7% ↑
1.1.1.12	Average time of a Second Appliance Attendance to a Dwelling Fire (10 Minutes)	00:06:54	00:06:55 (551/643)	00:07:23 (527/617)	7% (00:00:28) ↑	7% (00:00:29) ↑	00:10:00	-26% -00:02:37 ↓
Safer Homes Overall Performance Judgement					Performing Well	Adequate Performance		Performing Well

SAFER HOMES

Hartlepool	21/22	22/23
Safer Homes Visits	1552	1566
Accidental Dwelling Fire Fatality	0	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	0	1
Deliberate Dwelling Fire Injury	1	2
Accidental Dwelling Fires	18	17
Deliberate Dwelling Fires	10	7
False Alarm Good Intents in Dwellings	62	50

Redcar Cleveland	21/22	22/23
Safer Homes Visits	2780	2757
Accidental Dwelling Fire Fatality	0	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	1	2
Deliberate Dwelling Fire Injury	0	0
Accidental Dwelling Fires	10	20
Deliberate Dwelling Fires	10	9
False Alarm Good Intents in Dwellings	88	102

Stockton	21/22	22/23
Safer Homes Visits	3537	3472
Accidental Dwelling Fire Fatality	0	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	1	3
Deliberate Dwelling Fire Injury	1	2
Accidental Dwelling Fires	36	33
Deliberate Dwelling Fires	13	8
False Alarm Good Intents in Dwellings	94	82

Middlesbrough	21/22	22/23
Safer Homes Visits	2521	2400
Accidental Dwelling Fire Fatality	1	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	3	2
Deliberate Dwelling Fire Injury	0	0
Accidental Dwelling Fires	33	31
Deliberate Dwelling Fires	16	18
False Alarm Good Intents in Dwellings	85	92

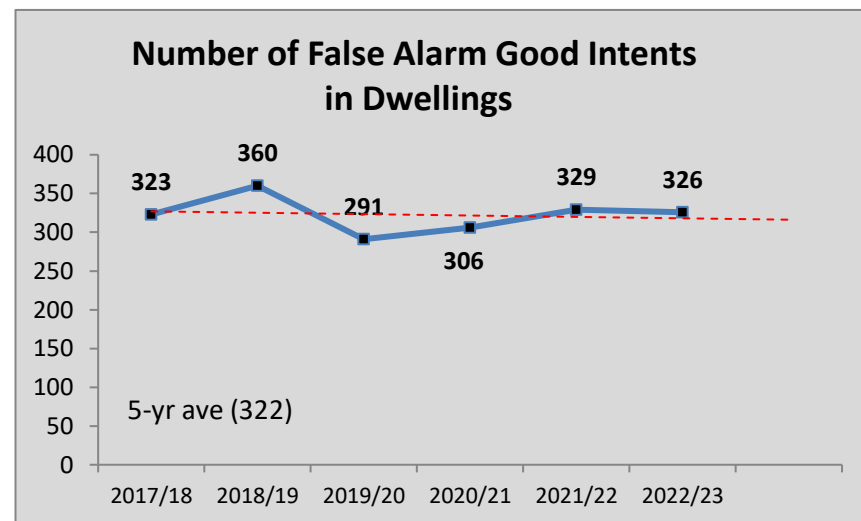
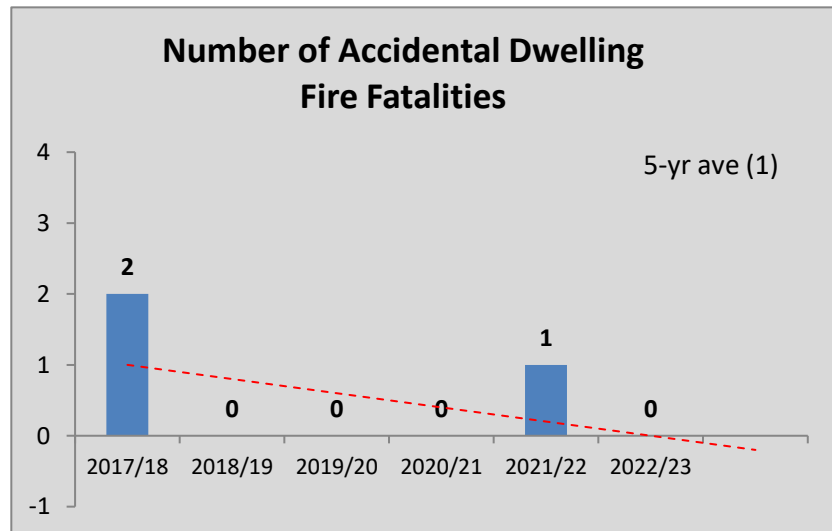
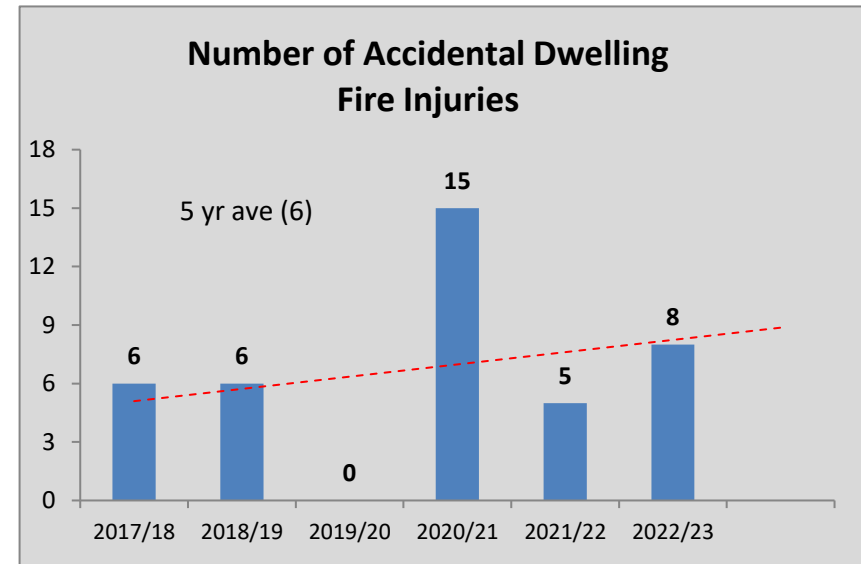
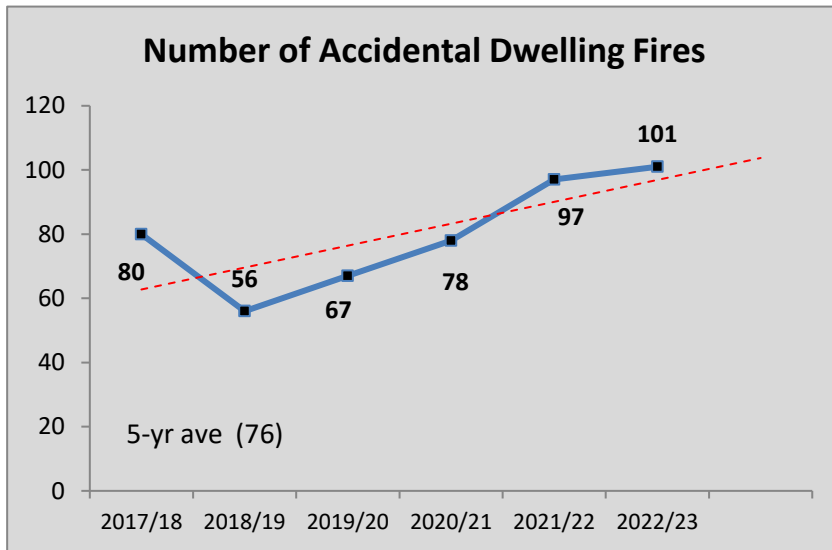
Hartlepool

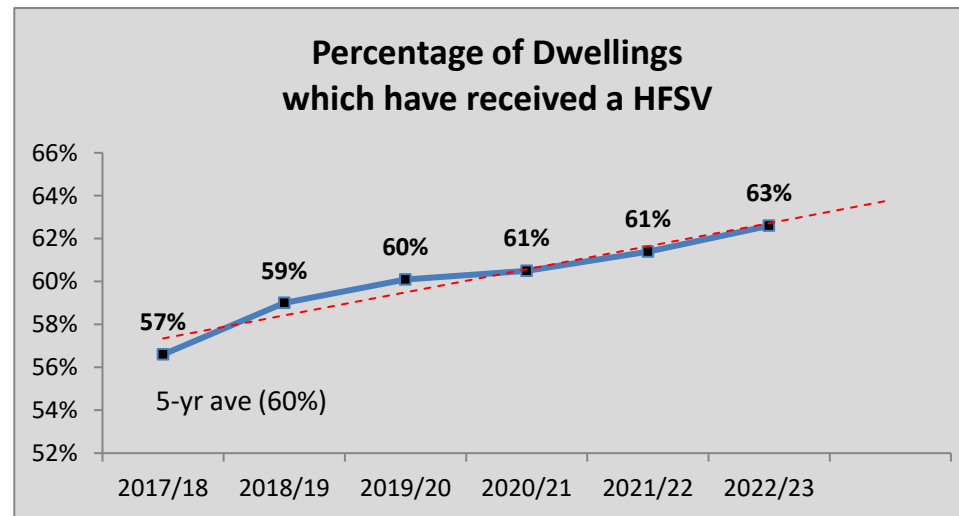
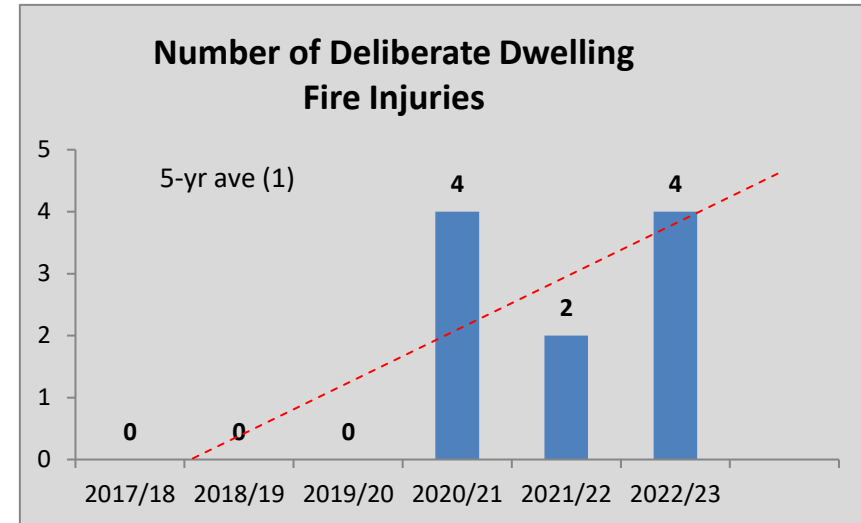
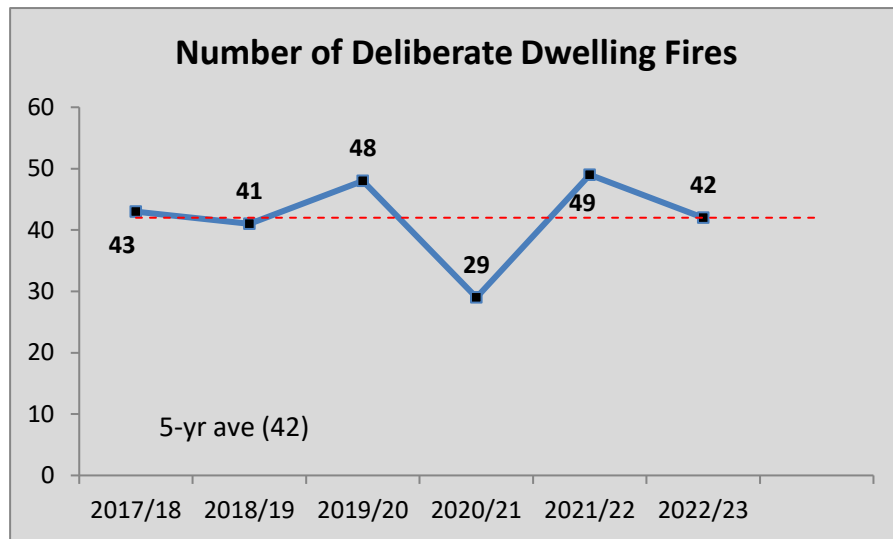
Redcar and Cleveland

Middlesbrough

Trend Analysis: Corporate Outcome: Safer Homes							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average*
Number of Accidental Dwelling Fires	80	56	67	78	97	101	76
Number of Deliberate Dwelling Fires	43	41	48	29	49	42	42
Number of Accidental Dwelling Fire Fatalities	2	0	0	0	1	0	1
Number of Deliberate Dwelling Fire Fatalities	0	0	0	0	0	0	0
Number of Accidental Dwelling Fire Injuries	6	6	0	15	5	8	6
Number of Deliberate Dwelling Fire Injuries	0	0	0	4	2	4	1
Number of False Alarm Good Intentions in Dwellings	323	360	291	306	329	326	322
Percentage of ADFs which have received a HFSV prior to the ADF	-	-	-	25%	34%	40%	-
Percentage of Dwellings which have received a HFSV	57%	59%	60%	61%	61%	63%	60%
Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	-	-	00:04:59 (618/714)	00:04:54 (611/687)	00:04:55 (648/771)	00:05:13 (640/761)	00:04:56
First Appliance Attendance to a Dwelling Fire Within 10 Minutes on 90% of Occasions	-	-	96% (688/714)	98% (669/687)	97% (751/771)	97% (736/761)	97%
Average time of a Second Appliance Attendance to a Dwelling Fire (10 Minutes)	-	-	00:07:02 (498/575)	00:06:44 (504/577)	00:06:55 (551/643)	00:07:23 (527/617)	00:06:54

* 3 or 4-year average may be calculated where 5 years data not available





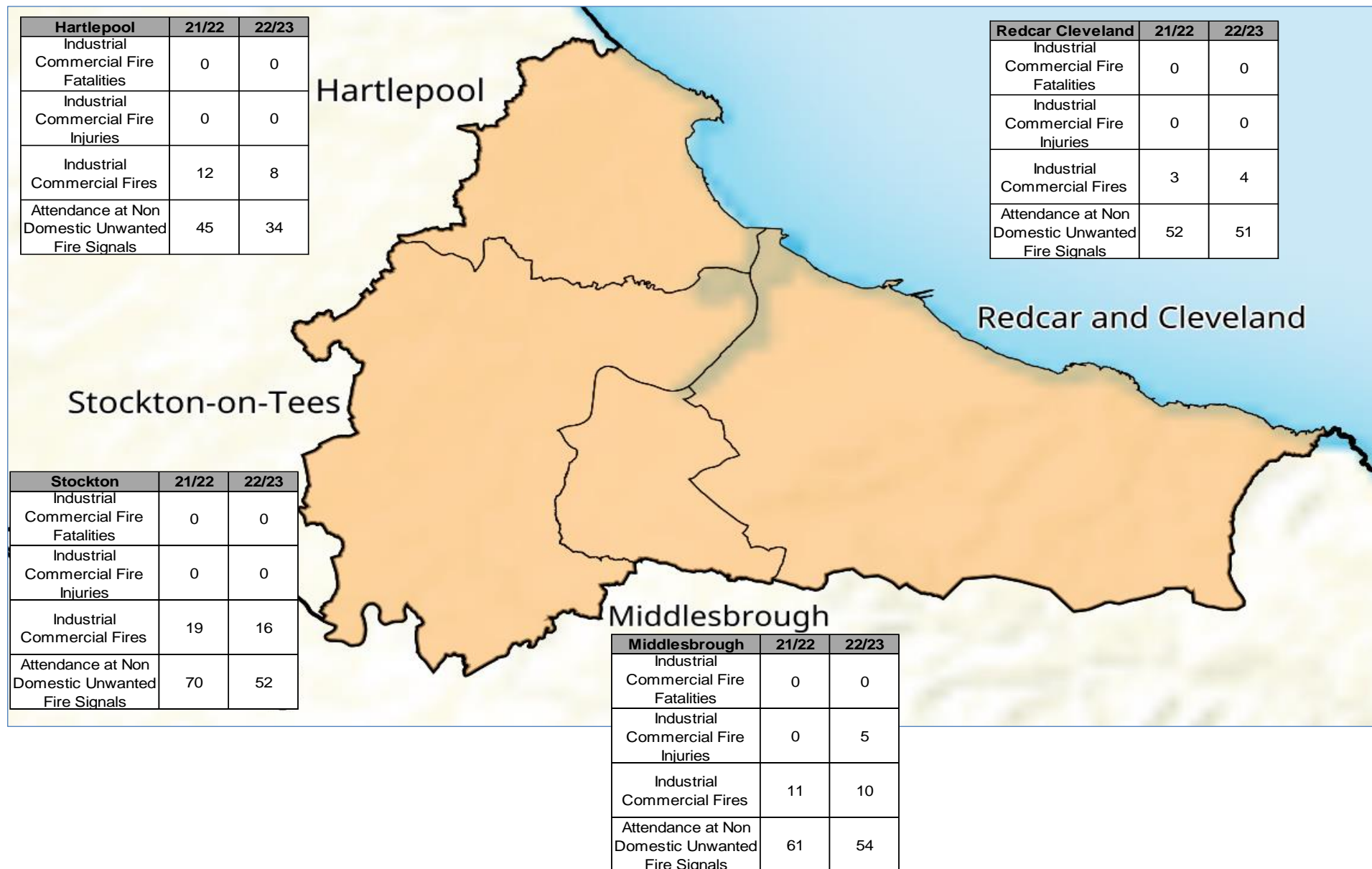
Corporate Goal: Safer, Stronger Communities

Corporate Objective: Identify and minimise fire and rescue related risks in the community

Corporate Outcome: Safer Buildings

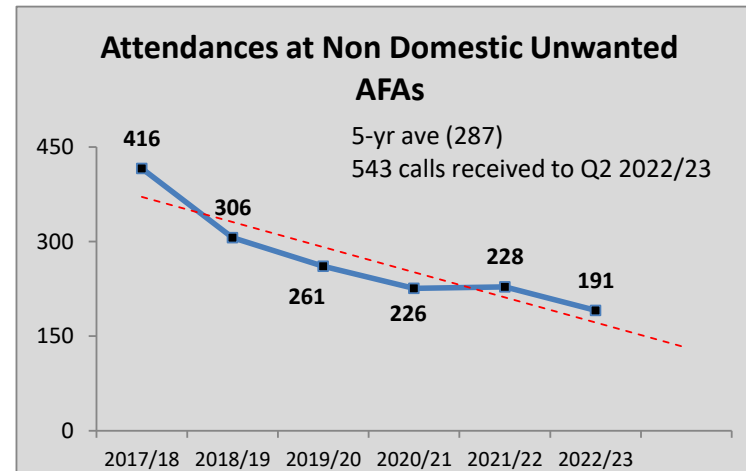
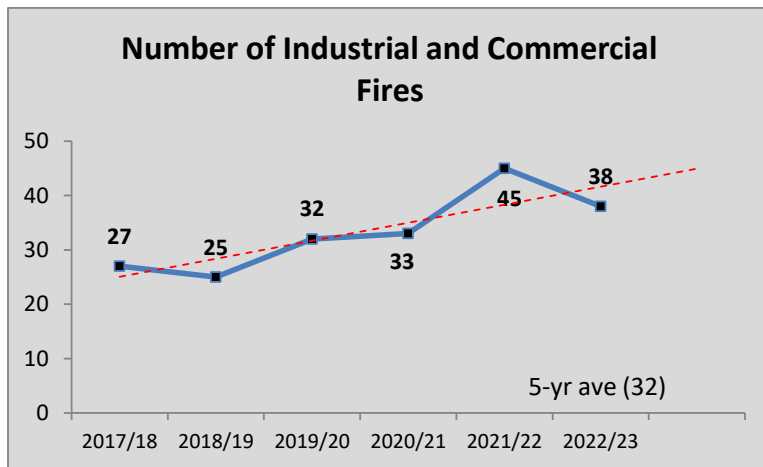
Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.2.1	Percentage of the annual risk based inspection program completed in approved frequency	-	Data Not available	33% (367/1126)	No Comparator Information	No Comparator Information	100%	-67% ↓
1.1.2.3	Percentage of enforcement notices that are completed within prescribed timescales	65%	60% (3/5)	86% (6/7)	+26% ↑	+21% ↑	100%	-14% ↓
1.1.2.4	Number of Fatalities in Industrial and Commercial Fires	0	0	0	-% ↔	-% ↔	0	-% ↔
1.1.2.5	Number of Injuries in Industrial and Commercial Fires	0	0	5	100% 5 ↑	100% 5 ↑	0	100% 5 ↑
1.1.2.6	Number of Industrial and Commercial Fires	32	45	38	-16% -7 ↓	19% 6 ↑	37	3% 1 ↑
1.1.2.7	Number of Non Domestic Unwanted Automated Fire Alarm Calls received	-	-	543	No Comparator Information	No Comparator Information	-	-
1.1.2.8	Number of attendances at Non Domestic Unwanted Automated Fire Alarm Calls	287	228	191	-16% -37 ↓	-33% -96 ↓	186	3% 5 ↑
1.1.2.10	Average time of first appliance attendance to a building fire (7 Minutes)	00:04:57	00:05:02 (1017/1220)	00:05:13 (1009/1208)	4% (00:00:11) ↑	5% (00:00:16) ↑	00:07:00	-25% -00:01:47 ↓
1.1.2.11	First appliance attendance to a building fire within 10 minutes on 90% of occasions	97%	96% (1175/1220)	97% (1171/1208)	+1% ↑	-% ↔	90%	+7% ↑
1.1.2.12	Average time of second appliance to attend a building fire incident (10 minutes)	00:06:57	00:07:01 703/835	00:07:33 (706/845)	8% (00:00:32) ↑	9% (00:00:36) ↑	00:10:00	-24% -00:02:27 ↓
1.1.2.13	Percentage of Consultations completed within prescribed timescales	-	100% (156/156)	91% (164/180)	-9% ↓	No Comparator Information	100%	-9% ↓
1.1.2.14	Percentage of Licensing Consultations completed within prescribed timescales	-	96% (139/145)	94% (50/53)	-2% ↓	No Comparator Information	100%	-6% ↓
1.1.2.15	Percentage of Building (72d) Risk Information scheduled to be reviewed during the year that has been reviewed	-	61% (68/111)	25% (28/111)	-36% ↓	No Comparator Information	100%	-75% ↓
Safer Buildings Overall Performance Judgement					Performing Well	Performing Well		Adequate Performance

SAFER BUILDINGS



Trend Analysis: Corporate Outcome: Safer Buildings							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average*
Percentage of the annual risk based inspection program completed in approved frequency	-	-	-	-	Data Not available	33% (367/1126)	-
Percentage of enforcement notices that are completed within prescribed timescales	-	100%	33% (1/3)	67% (2/3)	60% (3/5)	86% (6/7)	65%
Number of Fatalities in Industrial and Commercial Fires	0	0	0	0	0	0	0
Number of Injuries in Industrial and Commercial Fires	0	0	0	0	0	5	0
Number of Industrial and Commercial Fires	27	25	32	33	45	38	32
Number of Non Domestic Unwanted Automated Fire Alarm Calls received	-	-	-	-	-	543	-
Number of attendances at Non Domestic Unwanted Automated Fire Alarm Calls	416	306	261	226	228	191	287
Average time of first appliance attendance to a building fire (7 Minutes)	-	00:04:50	00:04:58 (1041/1200)	00:04:58 (927/1065)	00:05:02 (1017/1220)	00:05:13 (1009/1208)	00:04:57
First appliance attendance to a building fire within 10 minutes on 90% of occasions	-	98%	96% (1156/1200)	97% (1032/1065)	96% (1175/1220)	97% (1171/1208)	97%
Average time of second appliance to attend a building fire incident (10 minutes)	-	00:06:47	00:07:06 780/911	00:06:55 (696/804)	00:07:01 703/835	00:07:33 (706/845)	00:06:57
Percentage of Consultations completed within prescribed timescales	-	-	-	96% (103/107)	100% (156/156)	91% (164/180)	-
Percentage of Licensing Consultations completed within prescribed timescales	-	-	-	100% (99/99)	96% (139/145)	94% (50/53)	-
Percentage of Building (72d) Risk Information scheduled to be reviewed during the year that has been reviewed	-	-	-	19% (19/102)	61% (68/111)	25% (28/111)	-

* 3 or 4-year average may be calculated where 5 years data not available



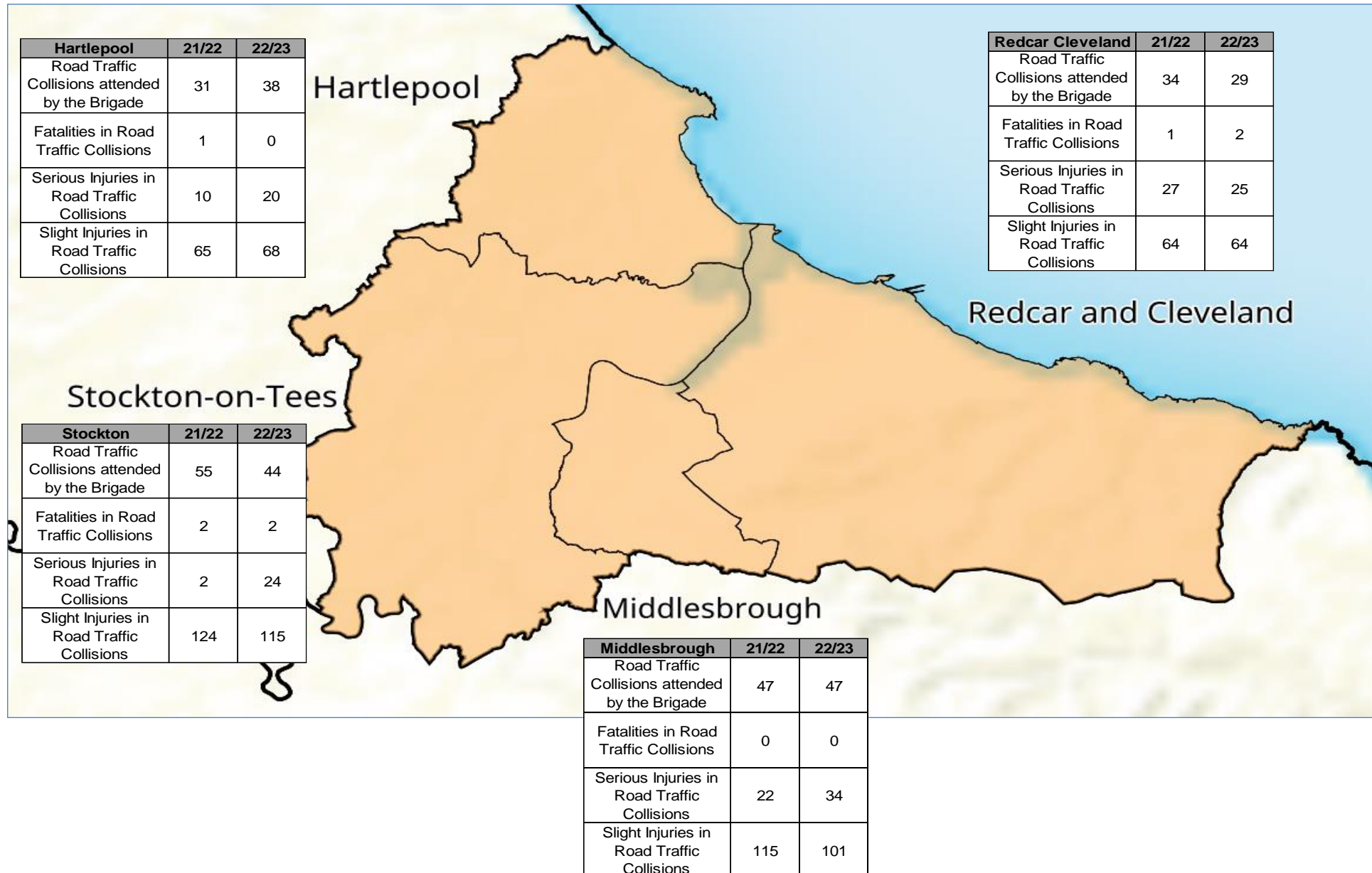
Corporate Goal: Safer, Stronger Communities

Corporate Objective: Identify and minimise fire and rescue related risks in the community

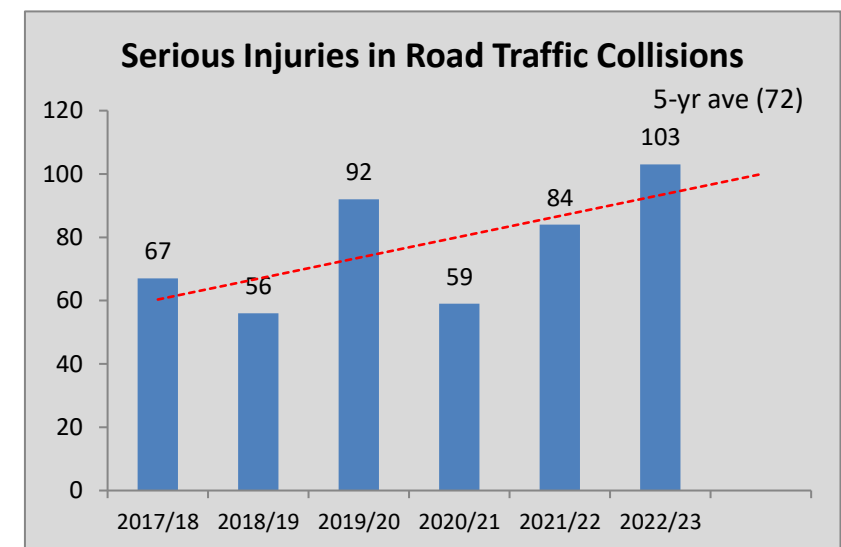
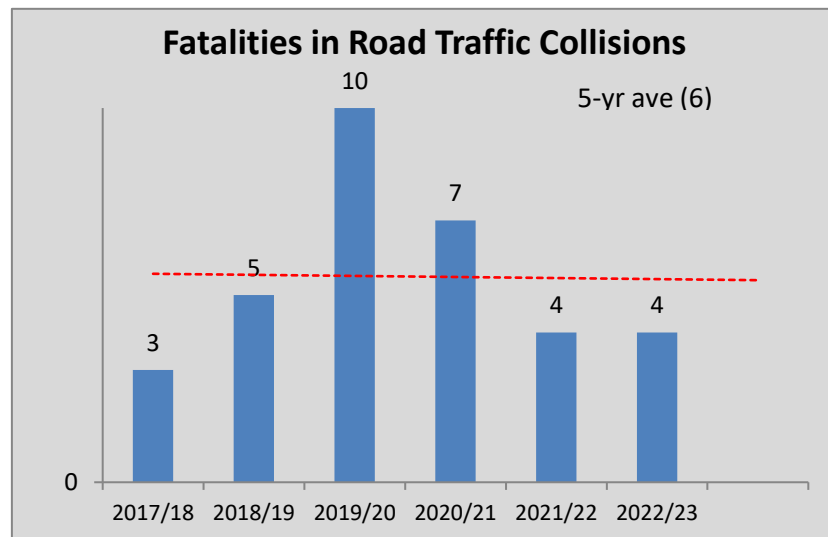
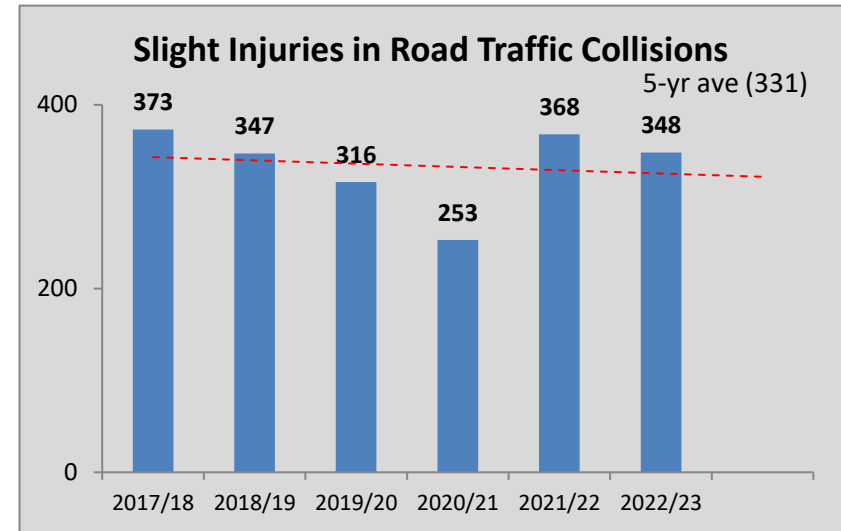
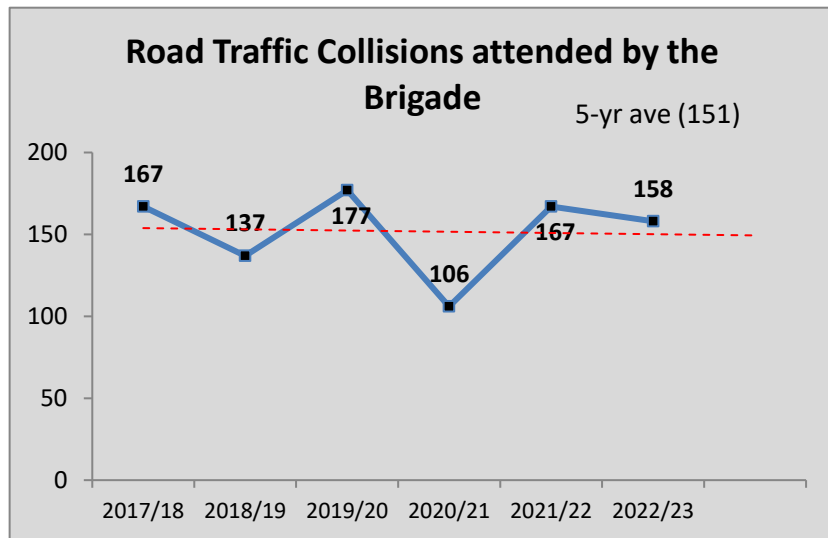
Corporate Outcome: Safer Transport Infrastructures

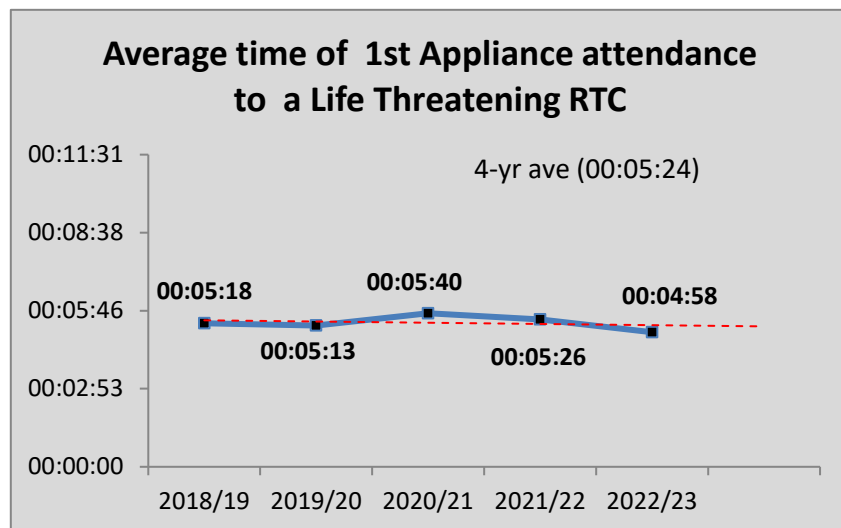
Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.3.1	Number of Road Traffic Collisions attended by the Brigade	151	167	158	-5% -9 ↓	5% 7 ↑	-	-
1.1.3.2	Number of Fatalities in Road Traffic Collisions (Police data)	6	4	4	-% ↔	-33% -2 ↓	-	-
1.1.3.3	Number of people seriously injured in Road Traffic Collisions (Police data)	72	84	103	23% 19 ↑	43% 31 ↑	-	-
1.1.3.4	Number of people suffering slight injuries Road Traffic Collisions (Police data)	331	368	348	-5% -20 ↓	5% 17 ↑	-	-
1.1.3.5	Average time of first appliance attendance to an immediate life threatening / rescue Road Traffic Collisions (8 minutes)	00:05:24	00:05:26 (113/131)	00:04:58 (105/116)	-9% -00:00:28 ↓	-8% -00:00:26 ↓	00:08:00	-38% -00:03:02 ↓
Safer Transport Infrastructure Overall Performance Judgement					Performing Well	Adequate Performance		Performing Strongly

SAFER TRANSPORT INFRASTRUCTURE



Trend Analysis: Corporate Outcome: Safer Transport Infrastructures							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average *
Number of Road Traffic Collisions attended by the Brigade	167	137	177	106	167	158	151
Number of Fatalities in Road Traffic Collisions	3	5	10	7	4	4	6
Number of people seriously injured in Road Traffic Collisions	67	56	92	59	84	103	72
Number of people suffering slight injuries in Road Traffic Collisions	373	347	316	253	368	348	331
Average time of first appliance attendance to an immediate life threatening / rescue RTC (8 minutes)	-	00:05:18	00:05:13 (101/120)	00:05:40 (58/68)	00:05:26 (113/131)	00:04:58 (105/116)	00:05:24





Corporate Goal: Safer, Stronger Communities

Corporate Objective: Identify and minimise fire and rescue related risks in the community

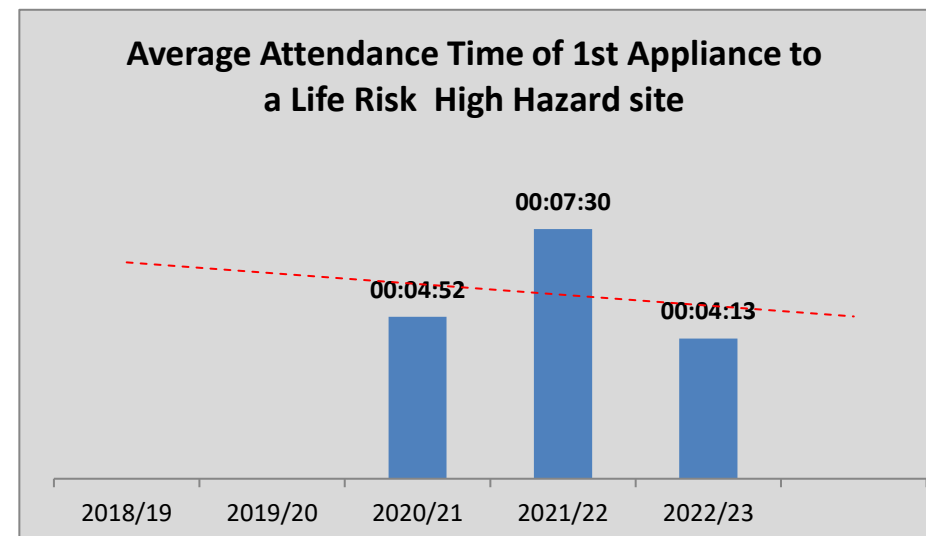
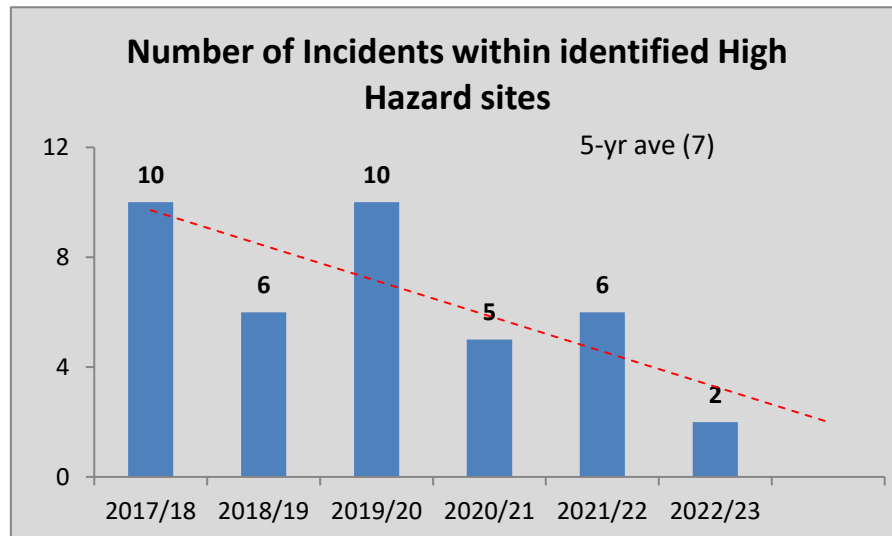
Corporate Outcome: Safer High Hazard Industries

Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.4.1	Number of Incidents within identified High Hazard sites	7	6	2	-67% -4 ↓	-71% -5 ↓	-	-
1.1.4.2	Average time of first appliance attendance to a Life Risk incident at a High Hazard site (7 minutes)	-	00:07:30 (6/6)	00:04:13 (2/2)	-44% -00:03:17 ↓	No Comparator Information	00:07:00	-40% -00:02:47 ↓
1.1.4.3	Average time of full mobilisation to a Worse Case Planning Scenario incident at a High Hazard site (20 minutes)	-	No reported mobilisations	No reported mobilisations	No Incidents	No Incidents	00:20:00	-
1.1.4.4	Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	-	No Reported Mobilisations	No Reported Mobilisations	No Comparator Information	No Comparator Information	00:16:00	-
1.1.4.5	Percentage of High Hazard sites risk information that have been reviewed during the year*	-	22% (6/27)	44% (11/27)	22% ↑	No Comparator Information	100%	-56% ↓
Safer High Hazard Industries Overall Performance Judgement					Performing Strongly	Performing Strongly		Performing Well

*Figure is based on all reviews completed.

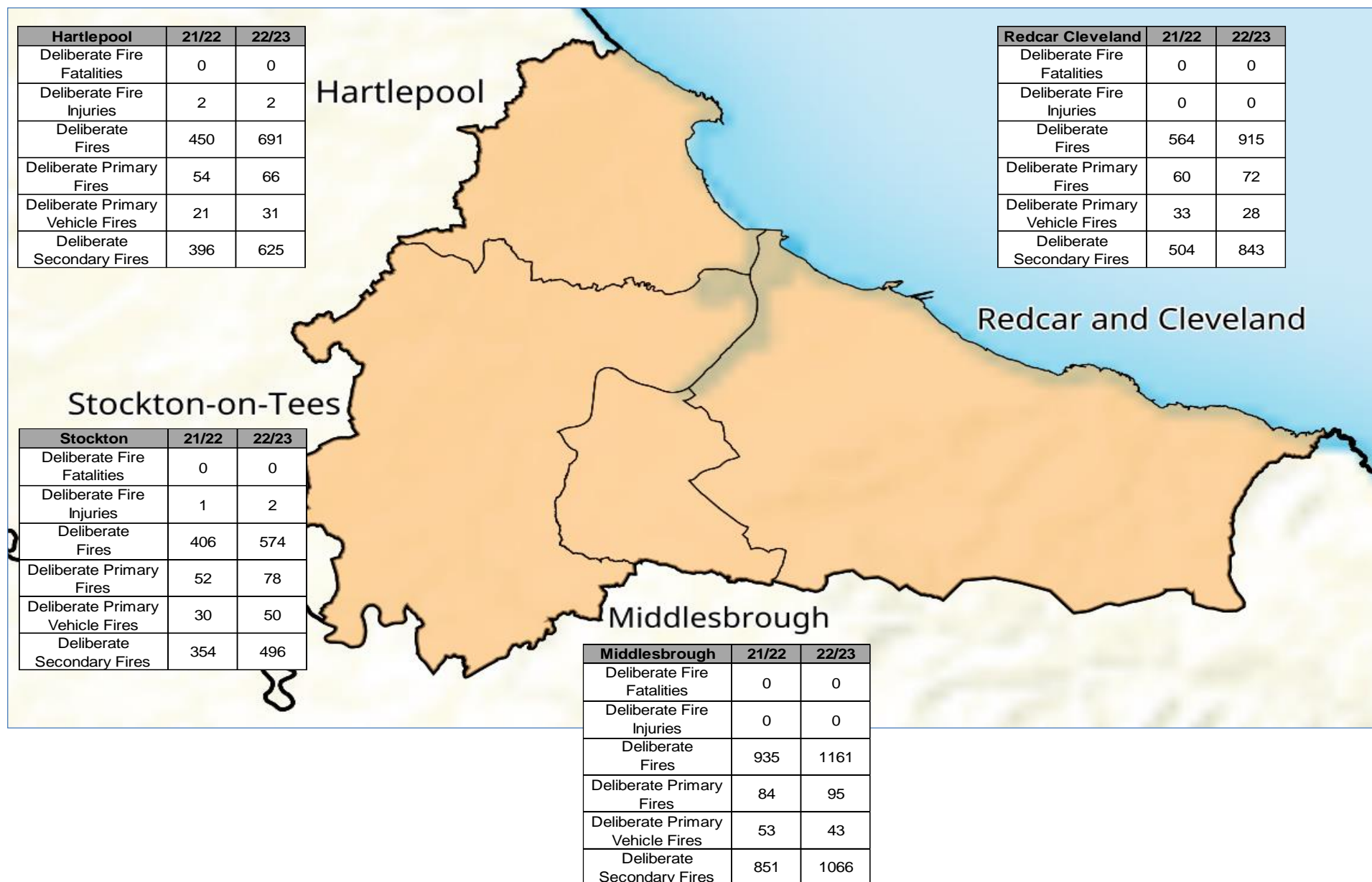
Trend Analysis: Safer High Hazard Industries							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average*
Number of Incidents within identified High Hazard sites	10	6	10	5	6	2	7
Average time of first appliance attendance to a Life Risk incident at a High Hazard site (7 minutes)	-	-	-	00:04:52	00:07:30 (6/6)	00:04:13 (2/2)	-
1.1.4.3 Average time of full mobilisation to a Worse Case Planning Scenario incident at a High Hazard site (20 minutes)	No reported mobilisations	-	-	-	No reported mobilisations	No reported mobilisations	-
1.1.4.4 Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	00:46:03 (2/2)	-	00:22:09	-	No Reported Mobilisations	No Reported Mobilisations	-
1.1.4.5 Percentage of High Hazard sites risk information that have been reviewed during the year	-	-	not reported	27% (8/30)	22% (6/27)	44% (11/27)	-

* 3 or 4-year average may be calculated where 5 years data not available



Corporate Goal: Safer, Stronger Communities								
Corporate Objective: Identify and minimise fire and rescue related risks in the community								
Corporate Outcome: Safer Neighbourhoods and the Environment								
Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.5.1	Number of Deliberate Fire Fatalities	1	0	0	-% ↔	-100% -1 ↓	0	-% ↔
1.1.5.2	Number of Deliberate Fire Injuries	1	3	4	33% 1 ↑	300% 3 ↑	6	-33% 2 ↓
1.1.5.3	Number of Deliberate Fires	2023	2355	3341	42% 986 ↑	65% 1318 ↑	2273	47% 1068 ↑
1.1.5.4	Number of Deliberate Primary Fires	218	250	311	24% 61 ↑	43% 93 ↑	236	32% 75 ↑
1.1.5.5	Number of Deliberate Primary Fire Vehicles	113	137	152	11% 15 ↑	35% 39 ↑	119	28% 33 ↑
1.1.5.6	Number of Deliberate Secondary Fires	1805	2105	3030	44% 925 ↑	68% 1225 ↑	2037	49% 993 ↑
1.1.5.7	Number of Water Rescue Incidents	4	6	2	-67% -4 ↓	-50% -2 ↓	6	-67% -4 ↑
Safer Neighbourhoods and the Environment Overall Performance Judgement					Adequate Performance	Adequate Performance		Adequate Performance

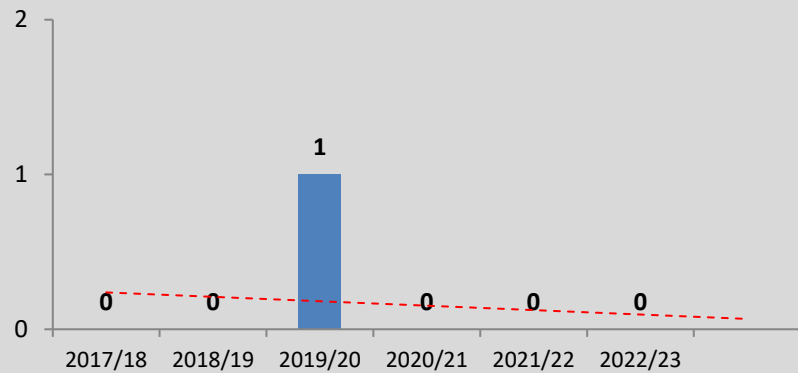
SAFER NEIGHBOURHOODS AND THE ENVIRONMENT



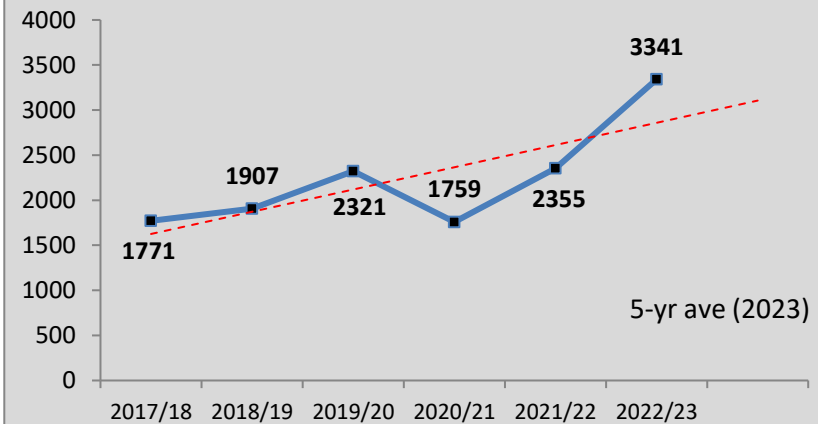
Trend Analysis: Corporate Outcome Safer Neighbourhoods and the Environment							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average *
Number of Deliberate Fire Fatalities	0	0	1	0	0	0	1
Number of Deliberate Fire Injuries	0	0	0	4	3	4	1
Number of Deliberate Fires	1771	1907	2321	1759	2355	3341	2023
Number of Deliberate Primary Fires	218	199	217	206	250	311	218
Number of Deliberate Primary Fire Vehicles	113	96	109	112	137	152	113
Number of Deliberate Secondary Fires	1553	1708	2104	1553	2105	3030	1805
Number of Water rescue incidents	4	6	5	1	6	2	4

Number of Deliberate Fire Fatalities

5-yr ave (1)

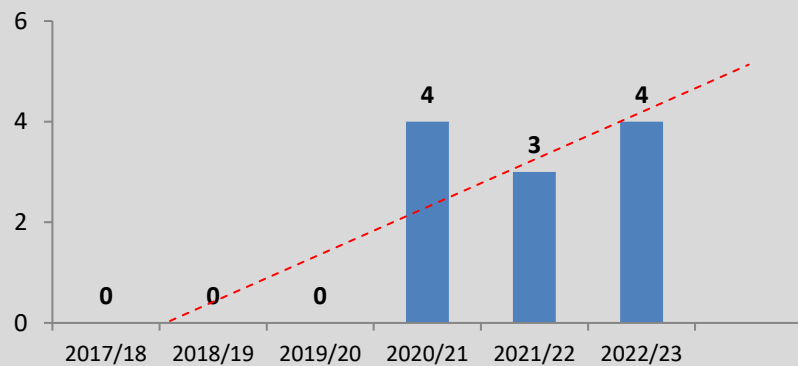


Number of Deliberate Fires

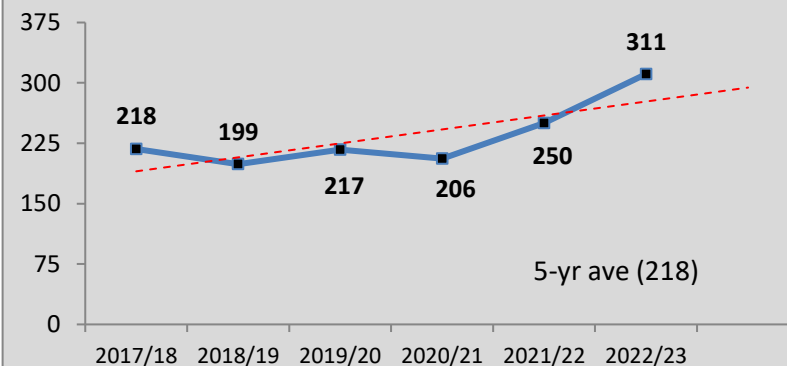


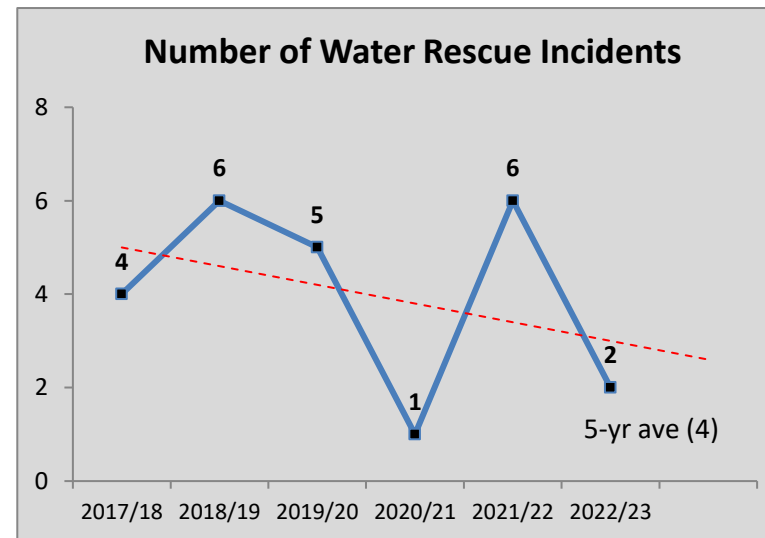
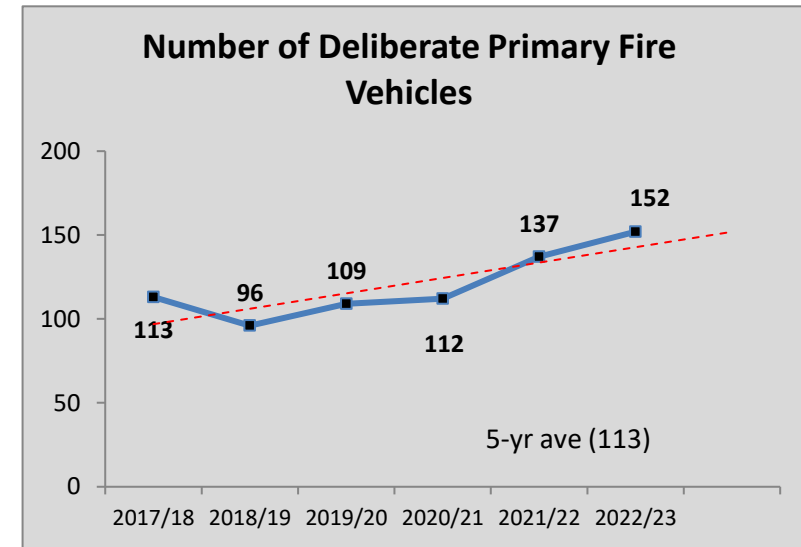
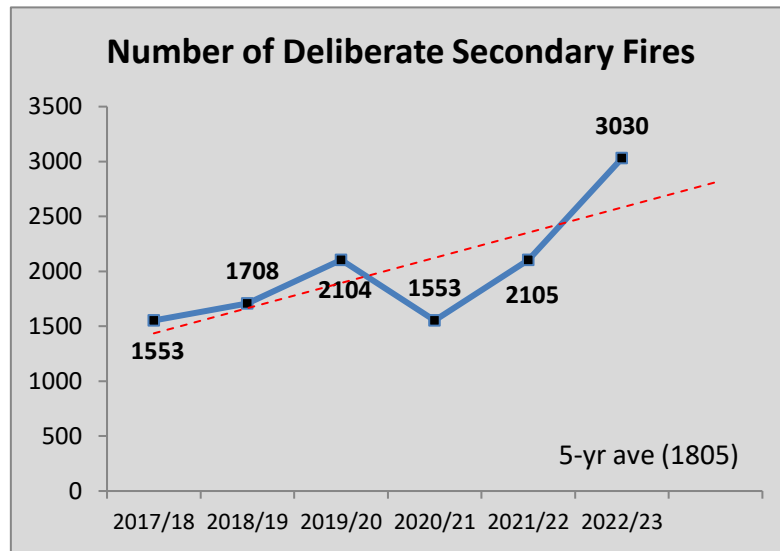
Number of Deliberate Fire Injuries

5-yr ave (1)



Number of Deliberate Primary Fires

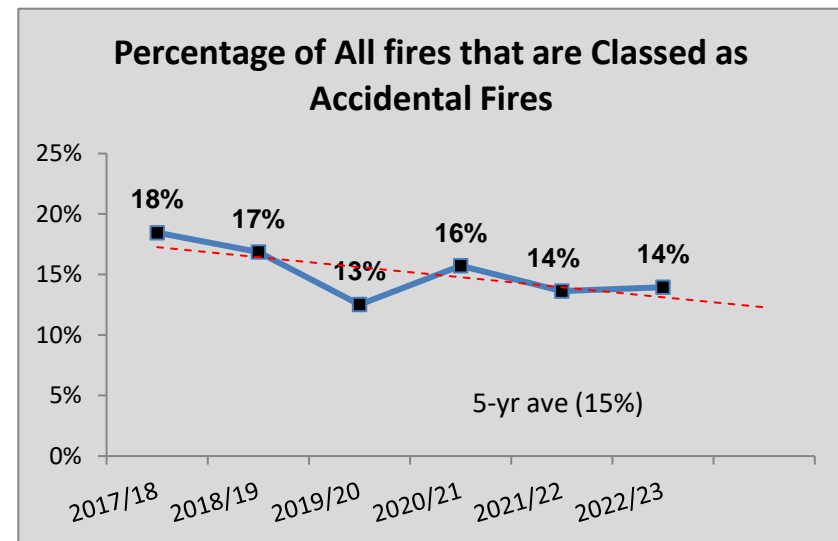
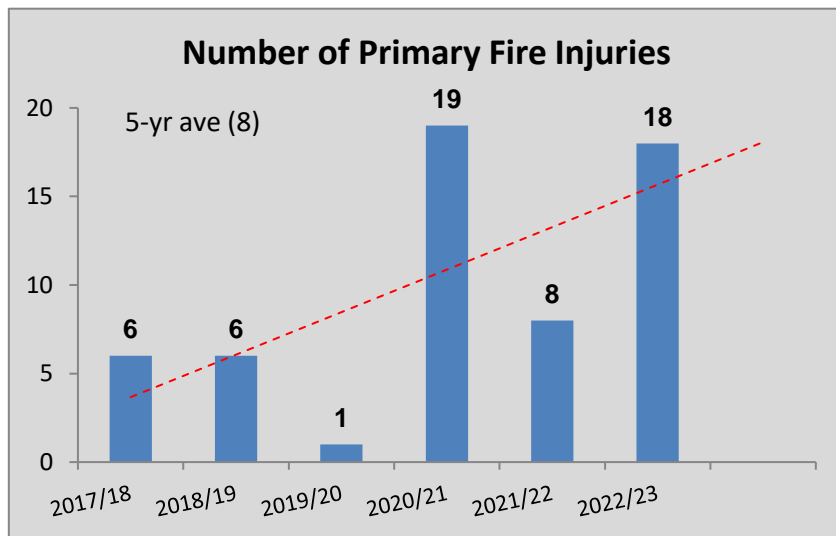
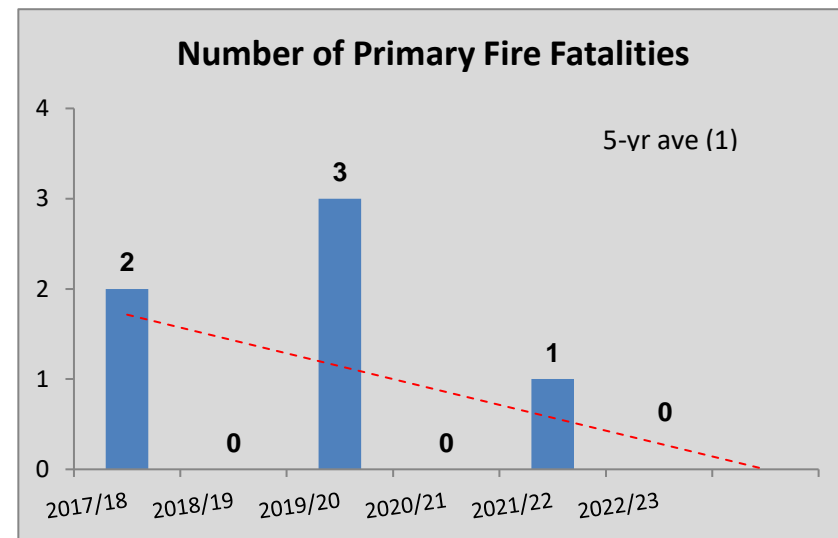
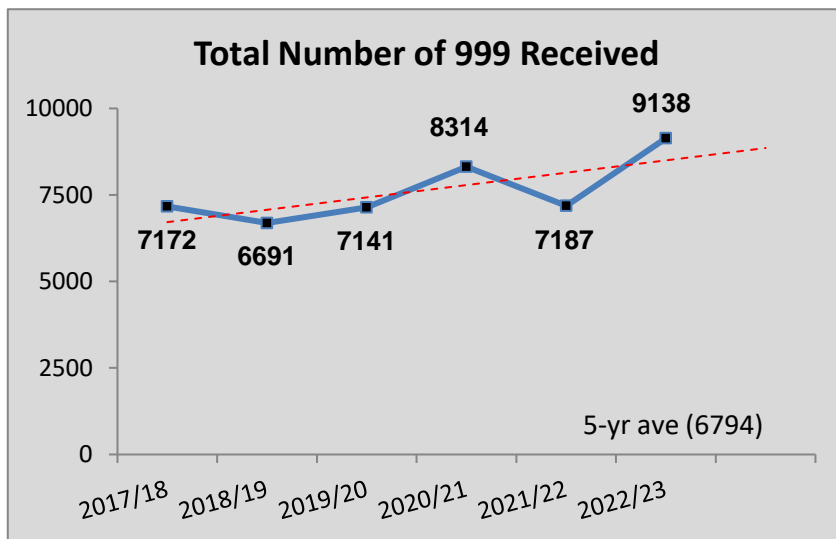


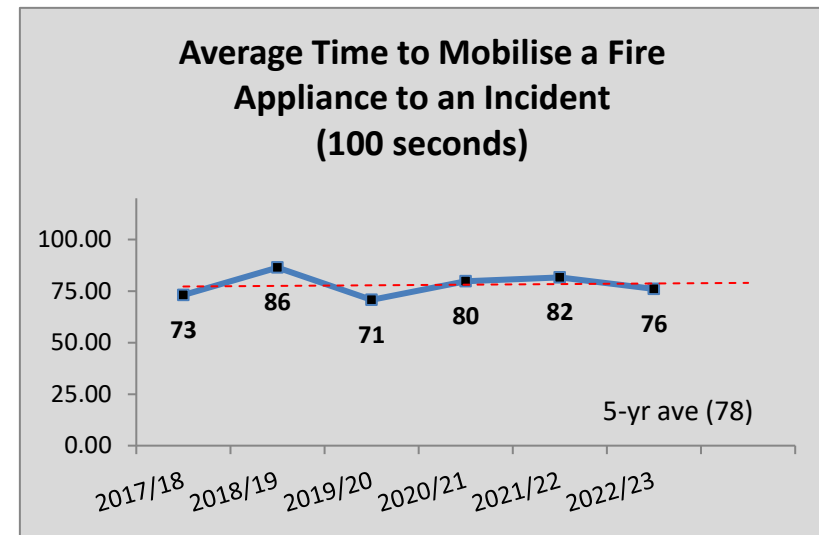
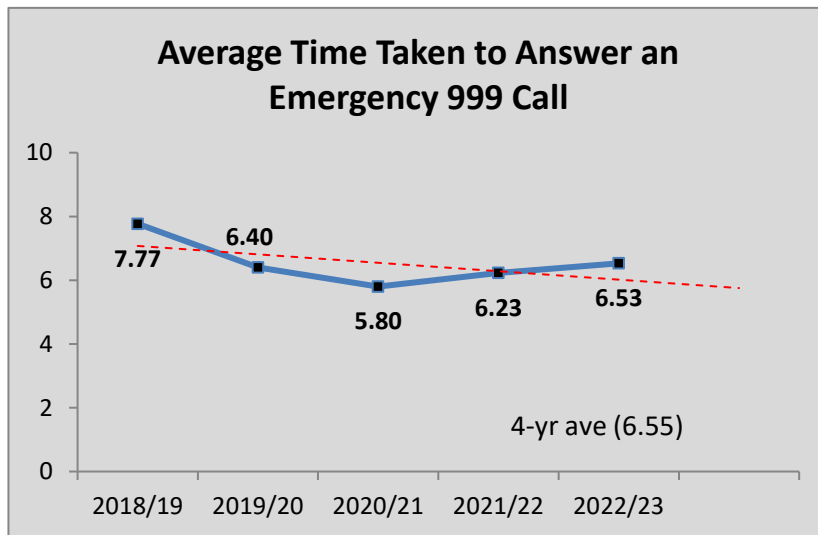
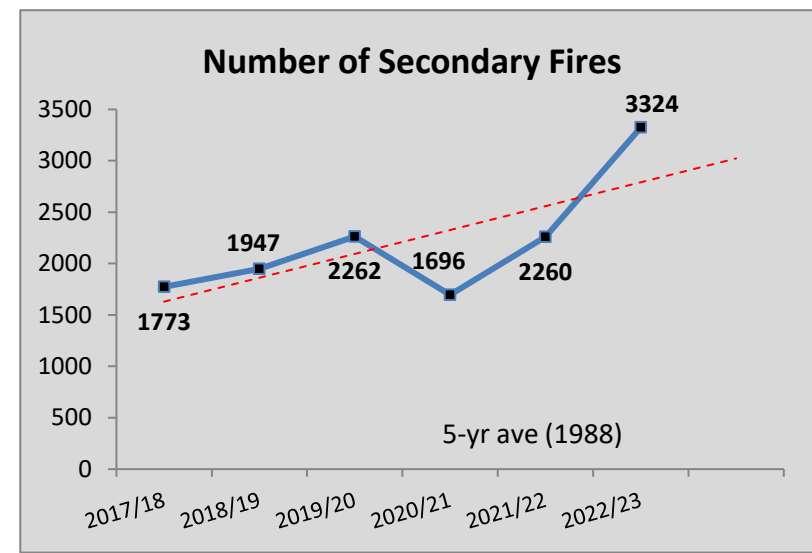
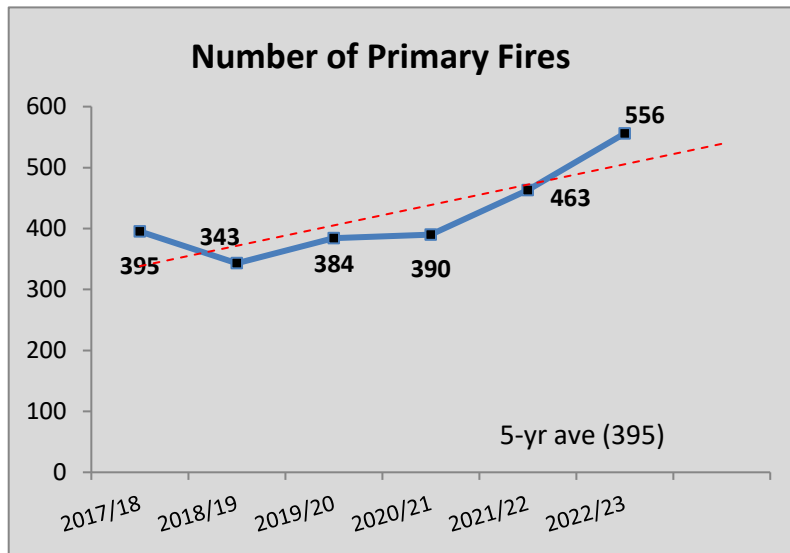


Supplementary Indicators							
Indicator	5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
Total Number of 999 calls to Fire Control	7301	7187	9138	27% 1951 ↑	35% 2334 ↑	-	-
Number of times a Fire Appliance assigned to an incident failed to respond	3	0	7	100% 7 ↑	133% 4 ↑	-	-
Number of Primary Fire Fatalities	1	1	0	-100% -1 ↓	-100% -1 ↓	0	-% ↔
Number of Primary Fire Injuries	8	8	18	125% 10 ↑	125% 10 ↑	8	125% 10 ↑
Percentage of all fires that are classed as Accidental Fires	15%	14%	14%	For Information Purposes Only		-	-
Percentage of all fires that are classed as Deliberate Fires	85%	86%	86%			-	-
Number of Primary Fires	395	463	556	20% 93 ↑	41% 161 ↑	440	26% 116 ↑
Number of Secondary Fires	1988	2260	3324	47% 1064 ↑	67% 1336 ↑	2172	53% 1152 ↑
Average time taken to answer an emergency 999 call (7 seconds)	6.55	6.23	6.53	5% 0.30 ↑	-1% -0.02 ↓	7	-7% -0.47 ↓
Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	78	82	76	-7% -6 ↓	-3% -2 ↓	100	-24% -24 ↓
Percentage of Occasions Fire Control mobilise a Fire Appliance within 2 minutes of the call	91%	91%	91%	-% ↔	-% ↔	98%	-7% ↓
Percentage of Wholtime appliances meeting Book Mobile threshold of 2 minutes	98%	96%	95%	-1% ↓	-3% ↓	100%	-5% ↓
Percentage of Retained appliances meeting the Book Mobile threshold of 5 Minutes	74%	80%	70%	-10% ↓	-4% ↓	100%	-30% ↓

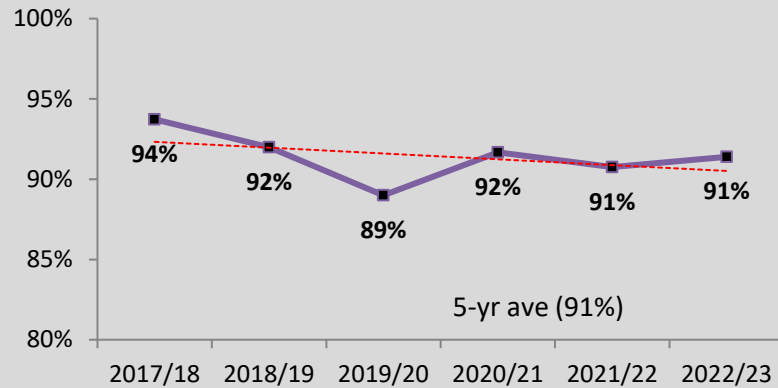
Trend Analysis: Supplementary Indicators							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average *
Total Number of 999 calls to Fire Control	7172	6691	7141	8314	7187	9138	7301
Number of times a Fire Appliance assigned to an incident failed to respond	-	-	4	4	0	7	3
Number of Primary Fire Fatalities	2	0	3	0	1	0	1
Number of Primary Fire Injuries	6	6	1	19	8	18	8
Percentage of all fires that are classed as Accidental Fires	18%	17%	13%	16%	14%	14%	15%
Percentage of all fires that are classed as Deliberate Fires	82%	83%	87%	84%	86%	86%	85%
Number of Primary Fires	395	343	384	390	463	556	395
Number of Secondary Fires	1773	1947	2262	1696	2260	3324	1988
Average time taken to answer an emergency 999 call (7 seconds)	-	7.77	6.40	5.80	6.23	6.53	6.55
Average time for Fire Control to mobilise a fire appliance to an incident (100 seconds)	73	86	71	80	82	76	78
Percentage of occasions Fire Control mobilise a Fire Appliance within 2 Minutes of the call	94%	92%	89%	92%	91%	91%	91%
Percentage of Wholetime appliances meeting Book mobile threshold of 2 minutes	-	98%	99%	97%	96%	95%	98%
Percentage of Retained appliances meeting Book mobile threshold of 5 minutes	-	68%	72%	75%	80%	70%	74%

* 3 or 4-year average may be calculated where 5 years data not available

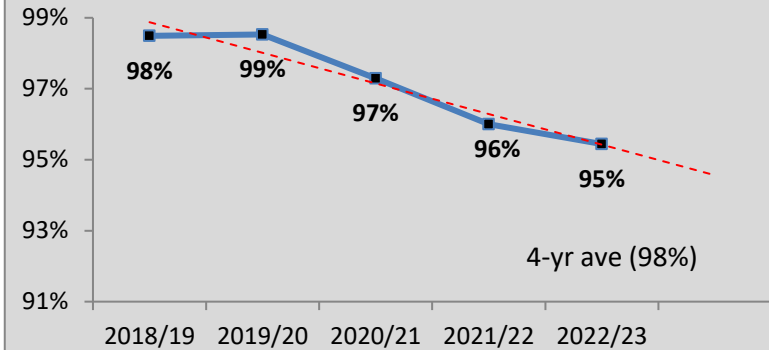




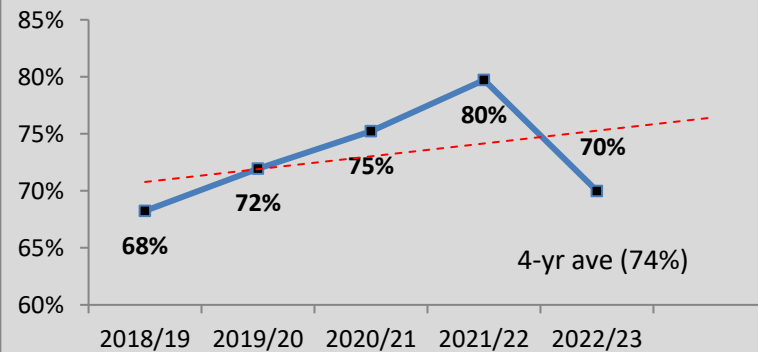
Percentage of Occasions a Fire Appliance is mobilised within 2 Minutes of the call



Percentage of Wholetime appliances meeting Book mobile threshold of 2 minutes



Percentage of Retained Appliances Meeting Book Mobile Threshold of 5 Minutes



Corporate Goal: Safer, Stronger Communities

Corporate Objective: Identify and minimise fire and rescue related risks in the community

Corporate Outcome: Supported National Resilience

Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.6.1	Percentage of times the DIM (G8) National Resilience resource is mobilised within 60 minutes	100%	100% (1/1)	100% (4/4)	0% ↔	No Comparator Information	100%	0% ↔
1.1.6.2	Percentage of times the MDU (G9) New Dimensions asset is mobilised within 60 minutes of request to mobilise	-	No Mobilisations	No Mobilisations	No Comparator Information	No Comparator Information	100%	-
1.1.6.3	Percentage of times the National Resilience Assets (DIM G8 and MDU G9) are available for emergency response	-	100%	100%	0% ↔	No Comparator Information	100%	0% ↔
Supported National Resilience Overall Performance Judgement					Performing Strongly	Not Measured		Performing Strongly

Corporate Goal: Safer, Stronger Communities								
Corporate Objective: Identify and minimise fire and rescue related risks in the community								
Corporate Outcome: Improved Health Outcomes								
Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.2.1.1	Percentage of Safer Home Visits that lead to a positive intervention (equipment and / or referral for additional support)	8%	4%	7%	+3% ↑	-1% ↓	-	-
1.2.1.3	Percentage of Co-responder incidents attended by the Brigade where medical treatment was provided by CFB	97%	no incidents	no incidents	No Comparator Information	No Comparator Information	-	-
Improved Health Overall Performance Judgement					Performing Well	Adequate Performance		Not Measured

Trend Analysis: Corporate Outcome Supported National Resilience						
Quarter 2 April - September	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Percentage of times the DIM (G8) National Resilience resource is mobilised within 60 minutes	-	-	100%	100% (5/5)	100% (1/1)	100% (4/4)
Percentage of times the MDU (G9) New Dimensions asset is mobilised within 60 minutes of request to mobilise	-	-	No mobilisations	No mobilisations	No Mobilisations	No Mobilisations
Percentage of times the National Resilience Assets (DIM G8 and MDU G9) are available for emergency response	-	-	-	-	99.92%	99.91%

Trend Analysis: Corporate Outcome Improved Health Outcomes						
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
Percentage of Safe and Well visits that led to a positive intervention	4%	14%	17%	0.4%	4%	7%

PROFESSIONAL, PROUD, PASSIONATE PEOPLE

*We want our People to be Professional,
Proud and Passionate*



Performance Summary: Professional, Proud, Passionate People

Below is a summary of our performance for the period 1st April 2022 to 30th September 2022 against our Corporate Goal 2

	Performance compared to previous year assessed as	Performance compared to 5 years average assessed as	Performance compared to Target assessed as
A Healthy Workforce	Adequate Performance	Adequate Performance	Adequate Performance
A Safe Workforce, Safe Workplaces	Performing Well	Performing Well	Adequate Performance
A Competent Workforce, Outstanding Leaders	Performing Well	No Comparator Information	Requires Improvement
An Inclusive and Great Place to Work	annual indicator	annual indicator	annual indicator
Total Overall	Performing Well	Performing Well	Adequate Performance

Corporate Goal: Professional, Proud and Passionate People

Corporate Objective: Recruit, develop and maintain a professional, diverse and value driven workforce;

Corporate Outcome: A Healthy Workforce

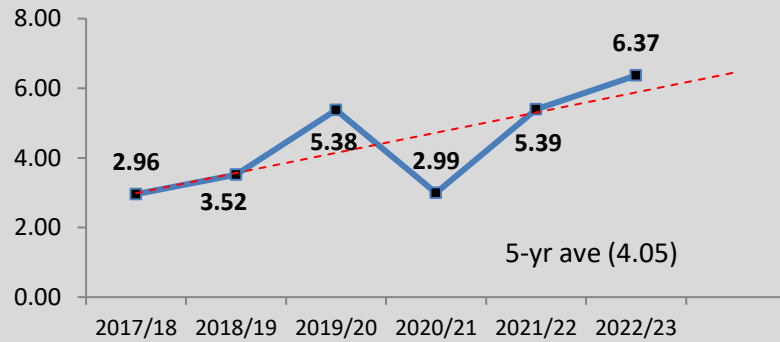
Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
2.1.1.1	Percentage of operational staff who have completed fitness assessments during year	79%	77%	93%	16% ↑	14% ↑	100%	-7% ↓
2.1.1.2	Percentage of operational personnel who have completed fitness assessment that have achieved / exceeded the relevant VO2 rates (based on initial pass rates)	95%	94%	96%	2% ↑	1% ↑	100%	-4% ↓
2.1.1.4	Average Number of Duty days lost to sickness absence per employee - All Staff	4.05	5.39	6.37	18% 0.98 ↑	57% 2.32 ↑	4.20	52% 2.17 ↑
2.1.1.5	Average Number of Duty days lost to sickness absence per employee - Wholetime	4.16	5.59	7.44	33% 1.85 ↑	79% 3.28 ↑	4.63	61% 2.81 ↑
2.1.1.6	Average Number of Duty days lost to sickness absence per employee - Retained	3.22	2.48	1.61	-35% -0.87 ↓	-50% -1.61 ↓	3.34	-52% -1.72 ↓
2.1.1.7	Average Number of Duty days lost to sickness absence per employee - Fire Control	4.76	9.14	11.25	23% 2.11 ↑	136% 6.49 ↑	3.33	238% 7.92 ↑
2.1.1.8	Average Number of Duty days lost to sickness absence per employee - Green Book	4.30	6.55	6.51	-1% -0.04 ↓	51% 2.21 ↑	3.65	78% 2.86 ↑
2.1.1.9	Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness	26%	29%	32%	3% ↑	6% ↑	-	-
2.1.1.10	Number of people who exceed Phased Return Limits	1	0	1	100% 1 ↑	-% ↔	0	100% 1 ↑
2.1.1.11	Number of people who exceed Modified Duties Limits	6	11	15	36% 4 ↑	150% 9 ↑	0	100% 15 ↑
2.1.1.12	Length of time on Phased Return Duty*	-	28	62	121% 34 ↑	No Comparator Information	-	-
2.1.1.13	Length of time on Modified Duties	-	1954	1163	-40% -791 ↓	No Comparator Information	-	-
A Healthy Workforce Overall Performance Judgement					Adequate Performance	Adequate Performance		Adequate Performance

* cumulative days

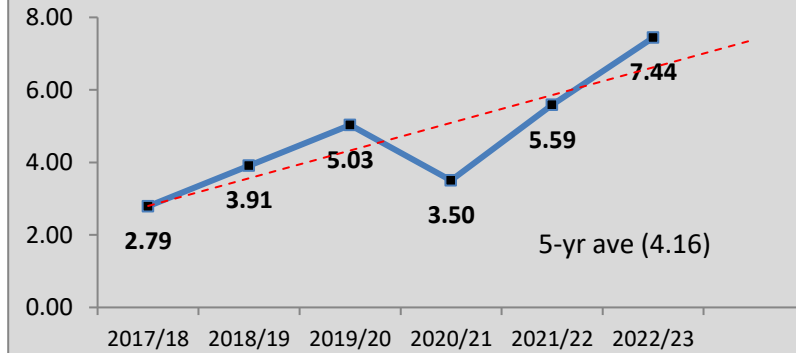
Trend Analysis: Corporate Outcome A Healthy Workforce							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average *
Percentage of operational staff who have completed fitness assessments during year	-	90%	84%	64%	77%	93%	79%
Percentage of Operational staff Achieving Passes in Relevant VO2 Rates	-	98%	96%	92%	94%	96%	95%
Average Number of Duty days lost to sickness absence per employee - All Staff	2.96	3.52	5.38	2.99	5.39	6.37	4.05
Average Number of Duty days lost to sickness absence per employee - Wholetime	2.79	3.91	5.03	3.50	5.59	7.44	4.16
Average Number of Duty days lost to sickness absence per employee - Retained	2.30	3.10	6.67	1.56	2.48	1.61	3.22
Average Number of Duty days lost to sickness absence per employee - Fire Control	3.75	2.86	4.80	3.25	9.14	11.25	4.76
Average Number of Duty days lost to sickness absence per employee - Green Book	4.04	2.84	5.49	2.60	6.55	6.51	4.30
Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness	-	20%	25%	29%	29%	32%	26%
Number of People who exceed Phased Return Limits	-	-	0	1	0	1	1
Number of people who exceed Modified Duties Limits	-	-	2	6	11	15	6
Length of Time on Phased Return Duty	-	-	-	150	28	62	-
Length of Time on Modified Duties	-	-	-	910	1954	1163	-

* 3 or 4-year average may be calculated where 5 years data not available

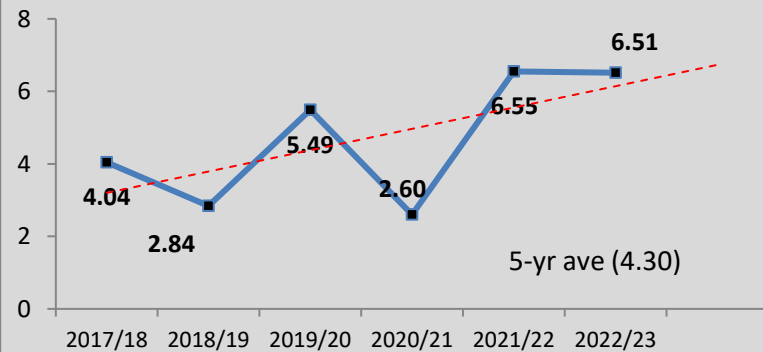
Average Number of Duty Days Lost to Sickness Absence per Employee - Adequate Performance All Staff



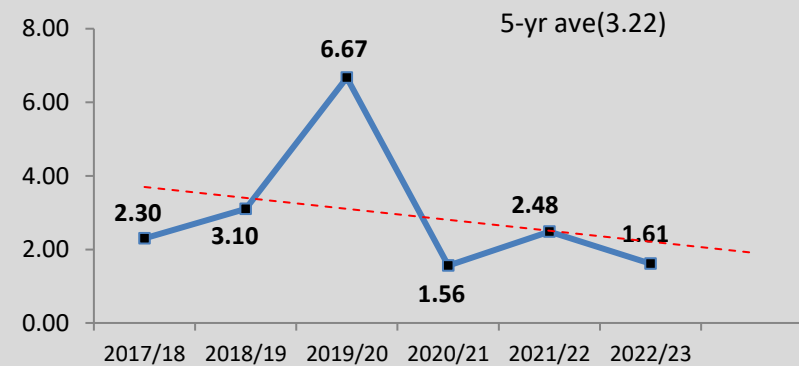
Average Number of Duty Days Lost to Sickness Absence per Employee - Wholetime

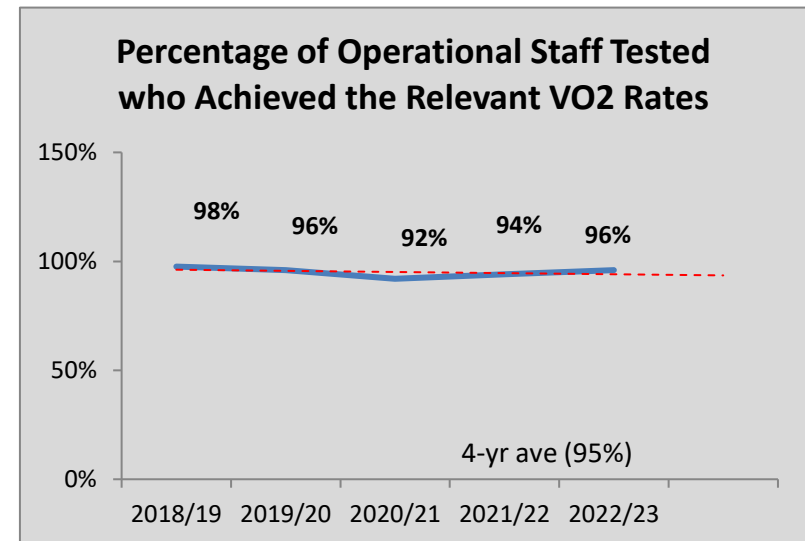
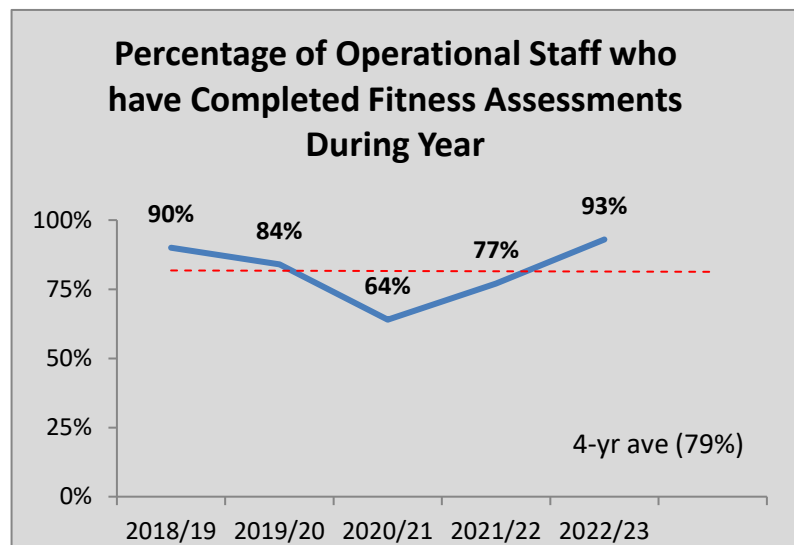
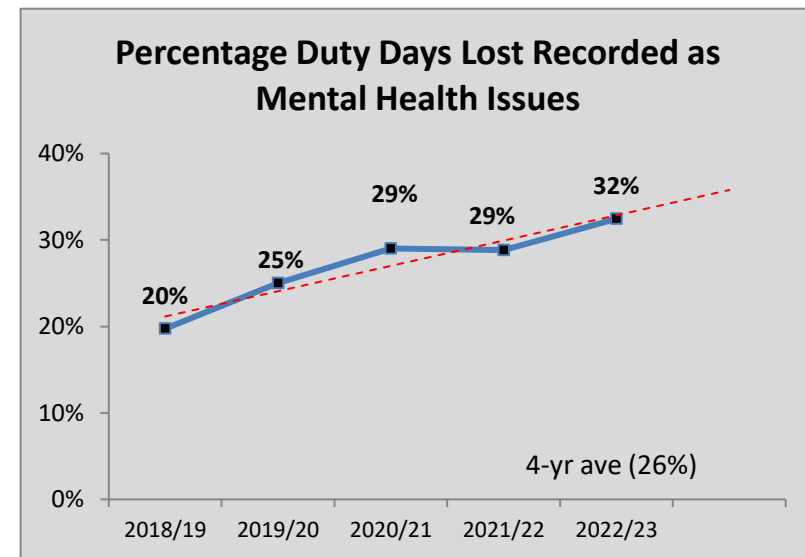
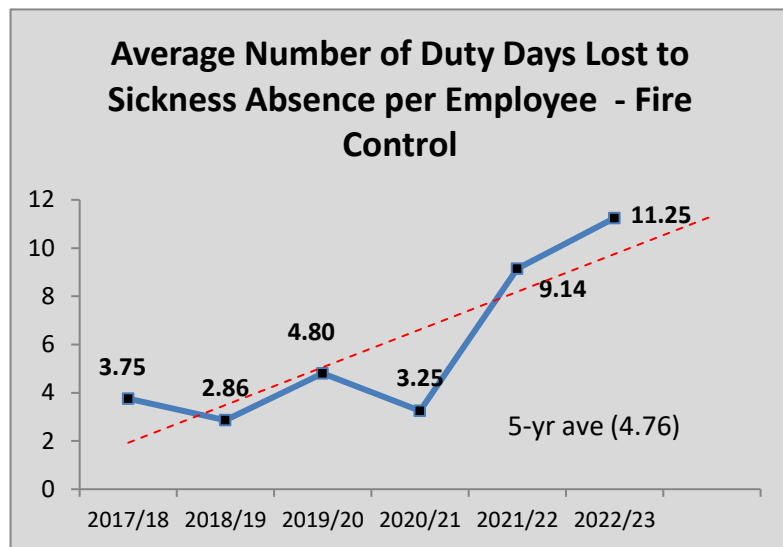


Average Number of Duty Days Lost to Sickness Absence per Employee - Green Book



Average Number of Duty Days Lost to Sickness Absence per Employee - Retained





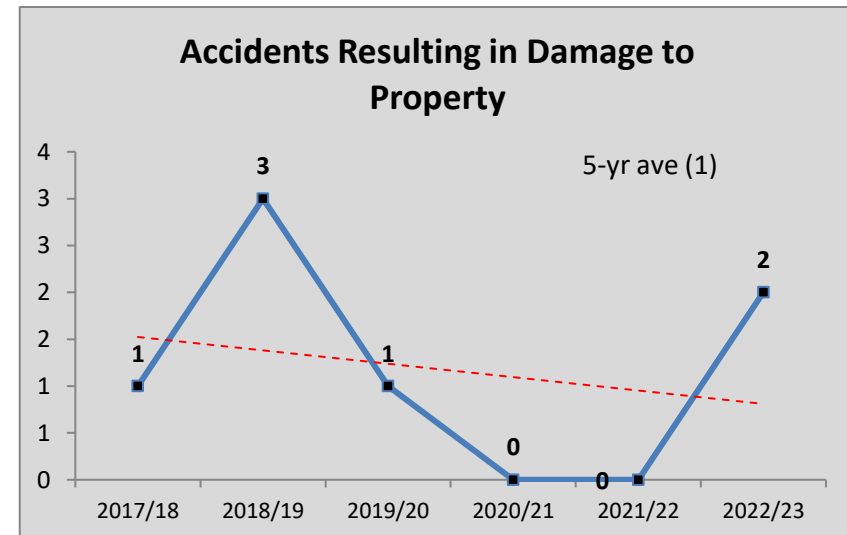
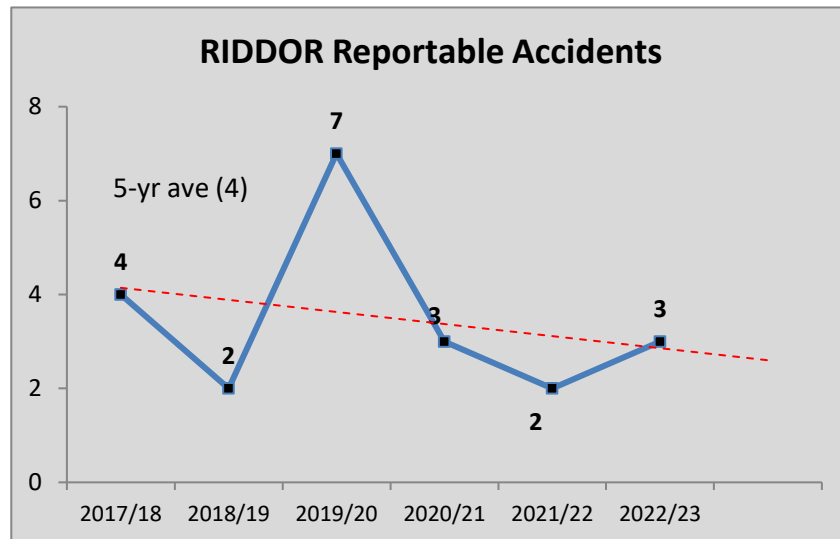
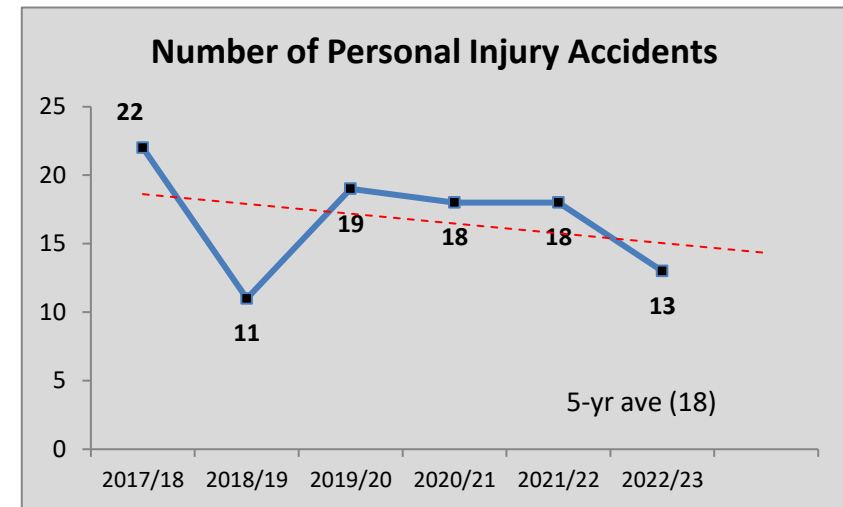
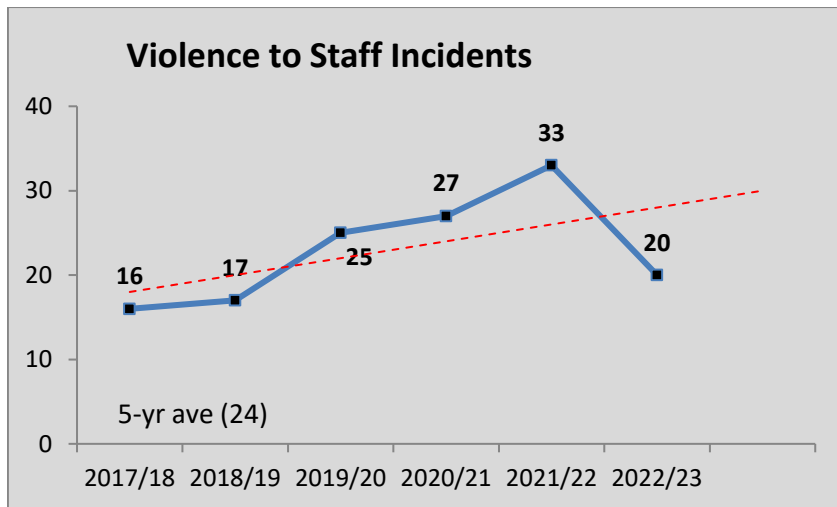
Corporate Goal: Professional, Proud and Passionate People

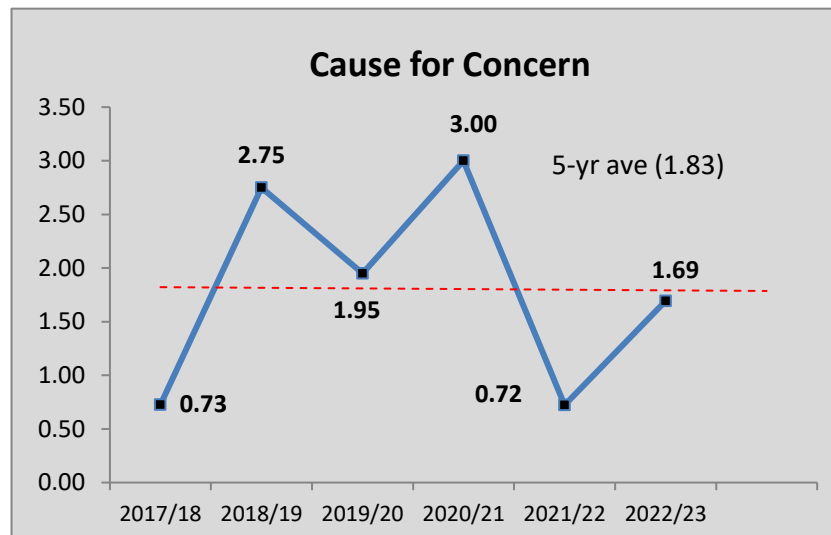
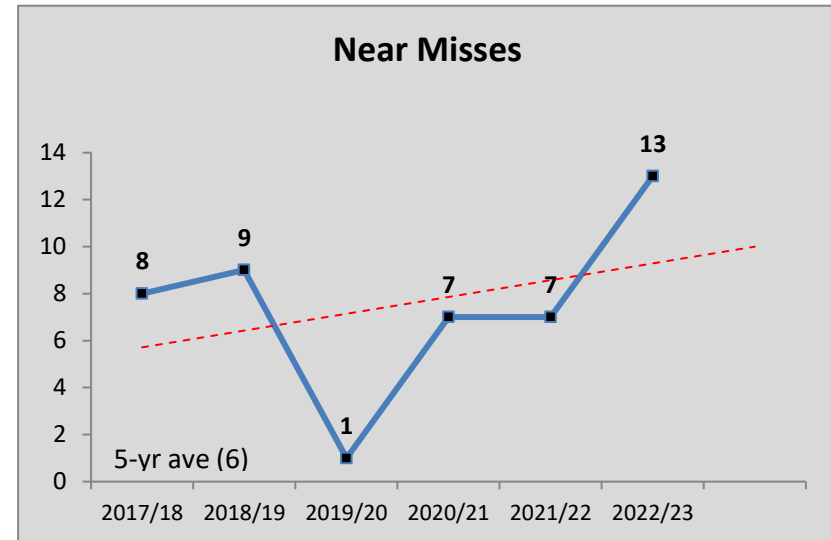
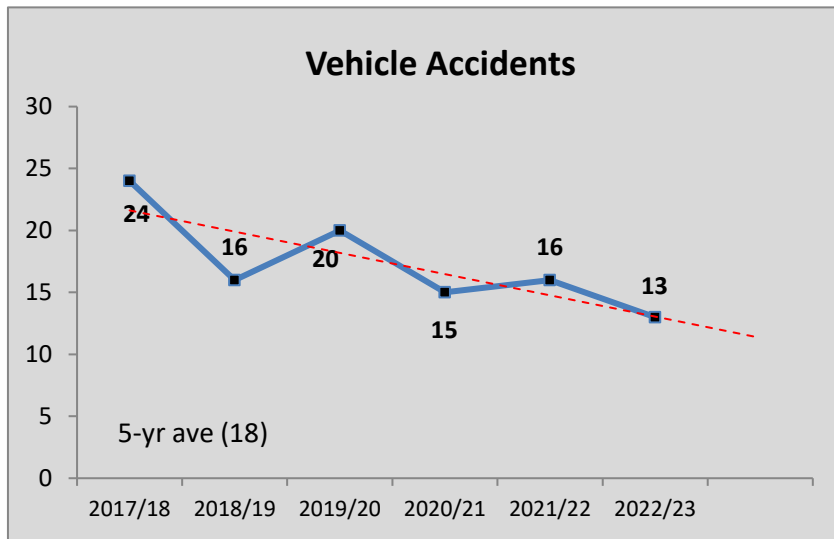
Corporate Objective: Recruit, develop and maintain a professional, diverse and value driven workforce;

Corporate Outcome : A Safe Workforce, Safe Workplaces

Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
2.1.2.1	Number of Violence to Staff Incidents (verbal and/or physical)	24	33	20	-39% -13 ↓	-17% -4 ↓	29	-31% -9 ↓
2.1.2.2	Number of RIDDOR Reportable Accidents	4	2	3	50% 1 ↑	-25% -1 ↓	0	100% 3 ↑
2.1.2.3	Number of Personal Injury Accidents	18	18	13	-28% -5 ↓	-28% -5 ↓	15	-13% -2 ↓
2.1.2.4	Number of Accidents resulting in damage to property	1	0	2	100% 2 ↑	100% 1 ↑	0	100% 2 ↑
2.1.2.5	Number of Near Misses	6	7	13	86% 6 ↑	117% 7 ↑	6	117% 7 ↑
2.1.2.6	Number of Vehicle Accidents	18	16	13	-19% -3 ↓	-28% -5 ↓	9	44% +4 ↑
2.1.2.7	Cause for Concern	1.83	0.72	1.69	data for information		-	-
A Safe Workforce, Safe Workplaces Overall Performance Judgement					Performing Well	Performing Well		Adequate Performance

Trend Analysis: Corporate Outcome A Safe Workforce, Safe Workplaces							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average *
Number of Violence to Staff Incidents (verbal and/or physical)	16	17	25	27	33	20	24
Number of RIDDOR Reportable Accidents	4	2	7	3	2	3	4
Number of Personal Injury Accidents	22	11	19	18	18	13	18
Number of Accidents resulting in damage to property	1	3	1	0	0	2	1
Number of Near Misses	8	9	1	7	7	13	6
Number of Vehicle Accidents	24	16	20	15	16	13	18
Cause for Concern (as a proportion of injuries)	0.73	2.75	1.95	3.00	0.72	1.69	1.83





Corporate Goal: Professional, Proud and Passionate People

Corporate Objective: Recruit, develop and maintain a professional, diverse and value driven workforce;

Corporate Outcome: A Competent Workforce, Outstanding Leaders

Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
2.2.1.3	Maintaining Competence: Percentage of Operational and Fire Control personnel (WT/Retained/Fire Control from FF to GM Level) who have been assessed as maintaining competency aligned to PDR core skills	-	75%	75%	-% ↔	No Comparator Information	100%	-25% ↓
2.2.1.4	Maintaining Competence: Percentage of Green Book Personnel (Grade A - J) who have been assessed as maintaining competence aligned to PDR Core Skills	-	27%	69%	42% ↑	No Comparator Information	-	-
2.2.1.6	Percentage of staff who have received a Personnel Development Review during the current financial year	annual indicator			-	-	-	-
2.2.1.7	Percentage of Personnel who have completed training on areas identified within the approved Training Needs Assessment	annual indicator			-	-	-	-
2.2.1.8	Percentage of operational exercises undertaken and completed as a proportion of the Annual Operational Exercise Programme	-	94%	29%	-65% ↓	No Comparator Information	100%	-71% ↓
A Competent Workforce, Outstanding Leaders Overall Performance Judgement					Performing Well	No Comparator Information		Requires Improvement

Corporate Goal: Professional, Proud and Passionate People

Corporate Objective: ensure that Cleveland Fire Brigade is a great, fair and inclusive place to work

Corporate Outcome: An inclusive and Great Place to Work

Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
2.4.1.1	All Staff Turnover as a proportion of the Workforce	annual indicator			-	-	-	-
2.4.1.2	All Staff Voluntary turnover as a proportion of the workforce				-	-	-	-
2.4.1.3	All Staff voluntary turnover as a proportion of the workforce females				-	-	-	-
2.4.1.14	Grievance cases				-	-	-	-
2.4.1.15	Grievances - Bullying and Harassment				-	-	-	-
2.4.1.16	Grievances - Discriminatory behaviour				-	-	-	-
2.4.1.17	Whistleblowing cases				-	-	-	-
2.4.1.18	Disciplinary Cases				-	-	-	-
An Inclusive and Great Place to Work Overall Performance Judgement					annual indicator	annual indicator	-	annual indicator

Corporate Outcome: An inclusive and Great Place to Work

Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
2.4.1.4	Females in All Staff Group Posts	Annual Indicator			-	-	-	
2.4.1.5	Females in Grey Book Wholetime Positions				-	-	-	
2.4.1.6	Females in Retained Positions				-	-	-	
2.4.1.7	Females in Fire Control Positions				-	-	-	
2.4.1.8	Females in Green Book Positions				-	-	-	
2.4.1.9	Staff classed as BME				-	-	-	
2.4.1.10	Staff classed as BME Grey Book				-	-	-	
2.4.1.11	Staff classed as BME Retained				-	-	-	
2.4.1.12	Staff classed as BME Fire Control				-	-	-	
2.4.1.13	Staff classes as BME Green Book				-	-	-	
2.4.1.19	Promotion Applications WT & Retained				-	-	-	
2.4.1.20	Promotions of WT and Retained Females				-	-	-	

EFFICIENT, SUSTAINABLE RESOURCES

*We want our Fire and Rescue Service to
be Efficient, Transparent, Accountable and
Sustainable*



Performance Summary: Efficient, Sustainable Resources

Below is a summary of our performance for the period 1st April 2022 to 30th September 2022 against our Corporate Goal 3

	Performance compared to previous year assessed as	Performance compared to 5 years previous assessed as	Performance compared to Target assessed as
Efficient and Effective Use of Resources	Performing Well	No Comparator	Performing Well
A Greener, More Sustainable Organisation	No Measures	No Measures	No Measures
Total Overall	Performing Well	No Comparator	Performing Well

Corporate Goal: Efficient, Sustainable Resources

Corporate Objective: promote good governance and be transparent and accountable to our communities for the provision of an efficient, effective and value for money fire and rescue service;

Corporate Outcome: Efficient and Effective Use of Resources

Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
3.1.1.1	Number of Internal Audit reports classed as limited assurance or below	-	0	0	-% ↔	No Comparator Information	0	-% ↔
3.1.1.2	Number of Internal Audit recommendations not completed and signed off by Internal Audit by the due deadline	-	0	0	-% ↔	No Comparator Information	0	-% ↔
3.1.1.3	Public Contracts Regulations 2015: Percentage of invoices paid within 30 days	-	100% (1224/1224)	100% (1406/1406)	-% ↔	No Comparator Information	100%	-% ↔
3.1.1.4	Public Contracts Regulations 2015: Interest Paid due to late payment of invoices	-	£0.00	£0.00	-% ↔	No Comparator Information	0	-% ↔
3.1.1.5	Procurement ROI (Return on Investment)	annual indicator			No Comparator Information	No Comparator Information	-	-
3.1.1.6	Compliant Spend	annual indicator			No Comparator Information	No Comparator Information	-	-
3.1.1.7	Supporting our Communities	annual indicator			No Comparator Information	No Comparator Information	-	-
3.1.2.1	Number of Malicious False Alarms	-	70	84	20% 14 ↑	No Comparator Information	61	38% 23 ↑
3.1.2.2	Percentage of Malicious False Alarms resulting in mobilisation of a fire appliance	-	79%	82%	3% ↑	No Comparator Information	-	-
3.1.3.1	Staff Turnover: Percentage of staff leaving the Brigade as a proportion of the total workforce	-	4.27%	4.90%	0.63% ↑	No Comparator Information	-	-
1.1.2.9	Percentage of call questioned Non Domestic Fire Alarm Calls where no fire is confirmed that the Brigade attends	-	-	9%	No Comparator Information	No Comparator Information	-	-
2.5.1.1	Percentage of time 18 or more appliances are available to respond to Emergency Calls*	-	36%	18%	-18% ↓	No Comparator Information	-	-
2.5.1.2	Percentage of time Retained Crewed Appliances are available for Operational Response	-	59%	50%	-9% ↓	No Comparator Information	-	-
Efficient and Effective Use of Resources Performance Judgement					Performing Well	No Comparator Information		Performing Well

Corporate Goal: Efficient, Sustainable Resources								
Corporate Objective: contribute to a more sustainable future for our next generations								
Corporate Outcome: A Greener, More Sustainable Organisation								
Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
	Measures under development	-	-	-	Measures Under Development	Measures Under Development	-	-
Value for Money Overall Performance Judgement					Measures Under Development	Measures Under Development		Measures Under Development

EMERGENCY RESPONSE BENCHMARKS SUMMARY



EMERGENCY RESPONSE BENCHMARKS

In 2018/19 a revised suite of emergency response benchmarks that moved away from the traditional risk based benchmarks for building fires to a standard benchmark based on the ethos of equal entitlement were introduced.

The following section summarises the full suite of benchmarks that the Brigade operate to.

Response Benchmarks

Fire Control and Mobilisation

Indicator		5 year average	2022/23	Target	% Direction of travel from target
1.1.5.9	Average time taken to answer an emergency 999 call (7 seconds)	6.55	6.53	7	-7% ↓
1.1.5.10	Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	78	76	100	-24% ↓
1.1.5.11	Percentage of times a fire appliance is dispatched to an emergency in 2 minutes	91%	91%	98%	-7% ↓
1.1.5.12	Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	98%	95%	100%	-5% ↓
1.1.5.13	Percentage of Retained appliances meeting the Book Mobile threshold of 5 Minutes	74%	70%	100%	-30% ↓

Building Fires

Indicator		5 year average	2022/23	Target	% Direction of travel from target
1.1.1.10	Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	00:04:56	00:05:13 (640/761)	00:07:00	26% ↓
1.1.1.11	First appliance attendance to a Dwelling Fire within 10 minutes on 90% of occasions	97%	97% (736/761)	90%	7% ↑
1.1.1.12	Average time of second appliance to attend a Dwelling Fire incident (10 minutes)	00:06:54	00:07:23 (527/617)	00:10:00	26% ↓
1.1.2.10	Average time of first appliance attendance to a building fire (7 Minutes)	00:04:57	00:05:13 (1009/1208)	00:07:00	25% ↓
1.1.2.11	First appliance attendance to building fires within 10 minutes on 90% of occasions	97%	97% (1171/1208)	90%	7% ↑
1.1.2.12	Average time of second appliance to attend a building fire incident (10 minutes)	00:06:57	00:07:33 (706/845)	00:10:00	24% ↓

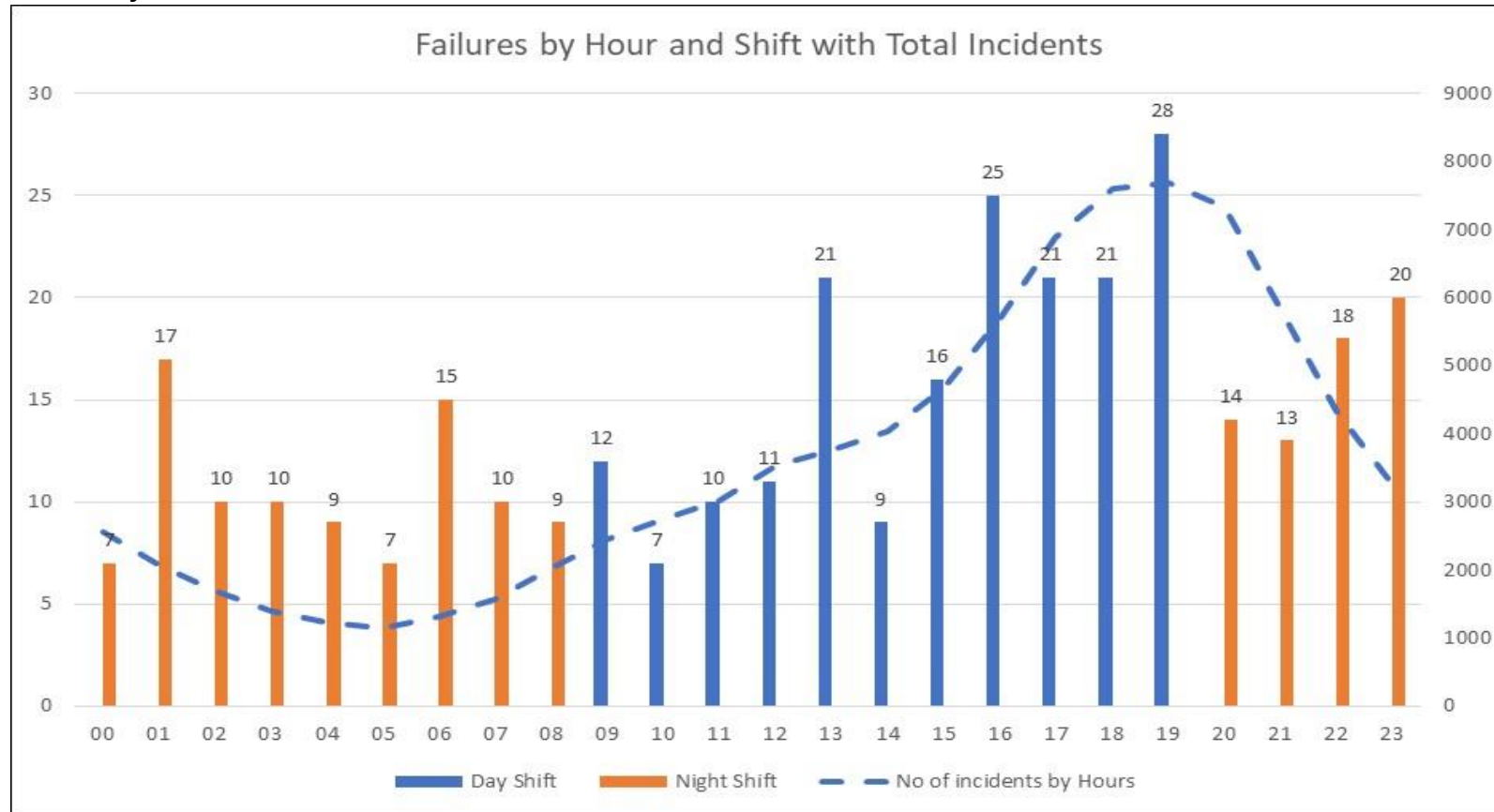
Road Traffic Collisions

Indicator		5 year average	2022/23	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)	00:05:24	00:04:58 (105/116)	00:08:00	38% ↓

High Hazard

Indicator		5 year average	2022/23	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)	-	00:04:13 (2/2)	00:07:00	40% ↓
1.1.4.3	Average time full mobilisation requirement of appliances to an industrial fire (20 minutes)	-	No reported mobilisations	00:20:00	-
1.1.4.4	Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	-	No Reported Mobilisations	00:16:00	-

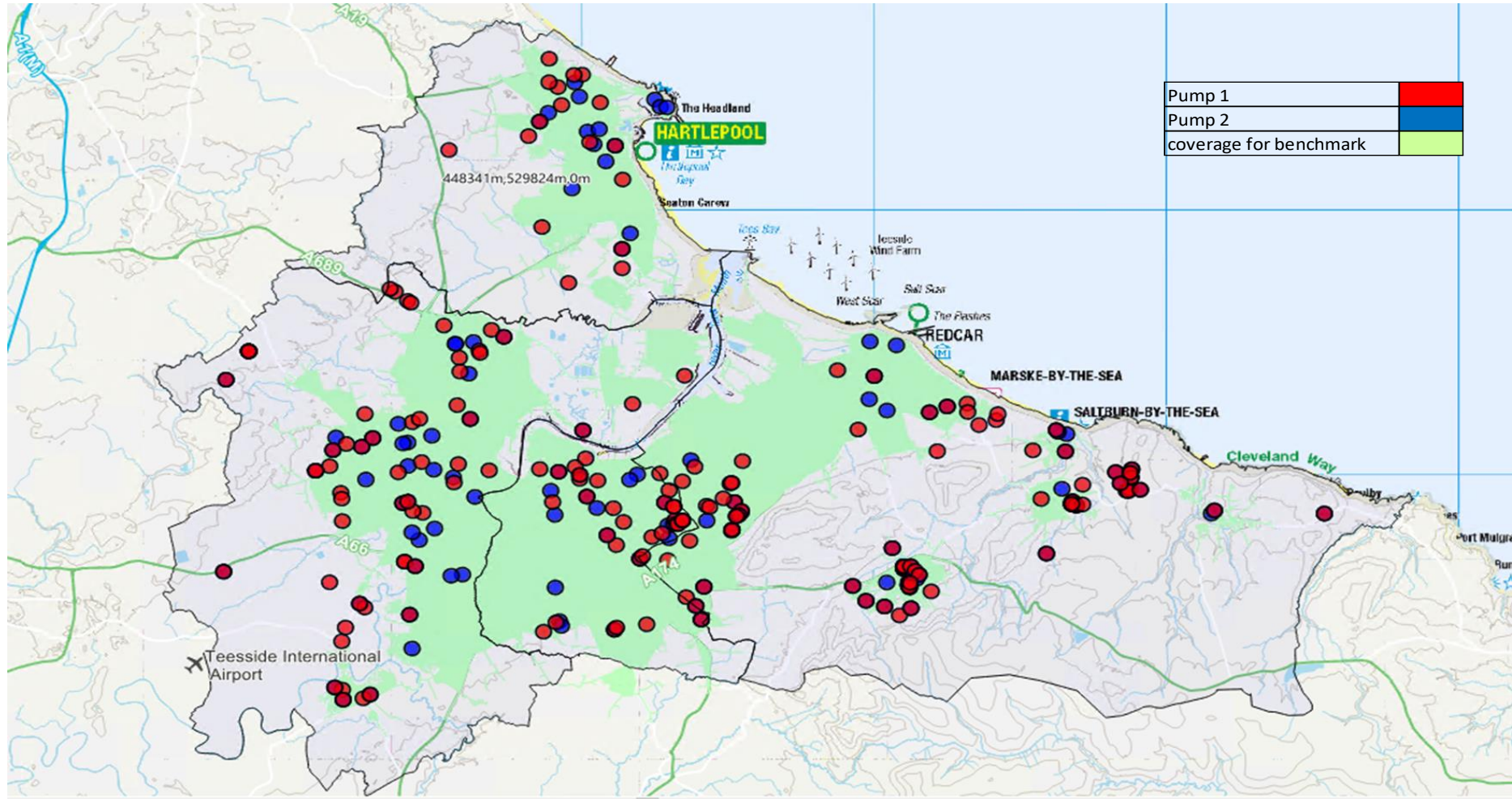
Appliance Failures by Hour and Shift



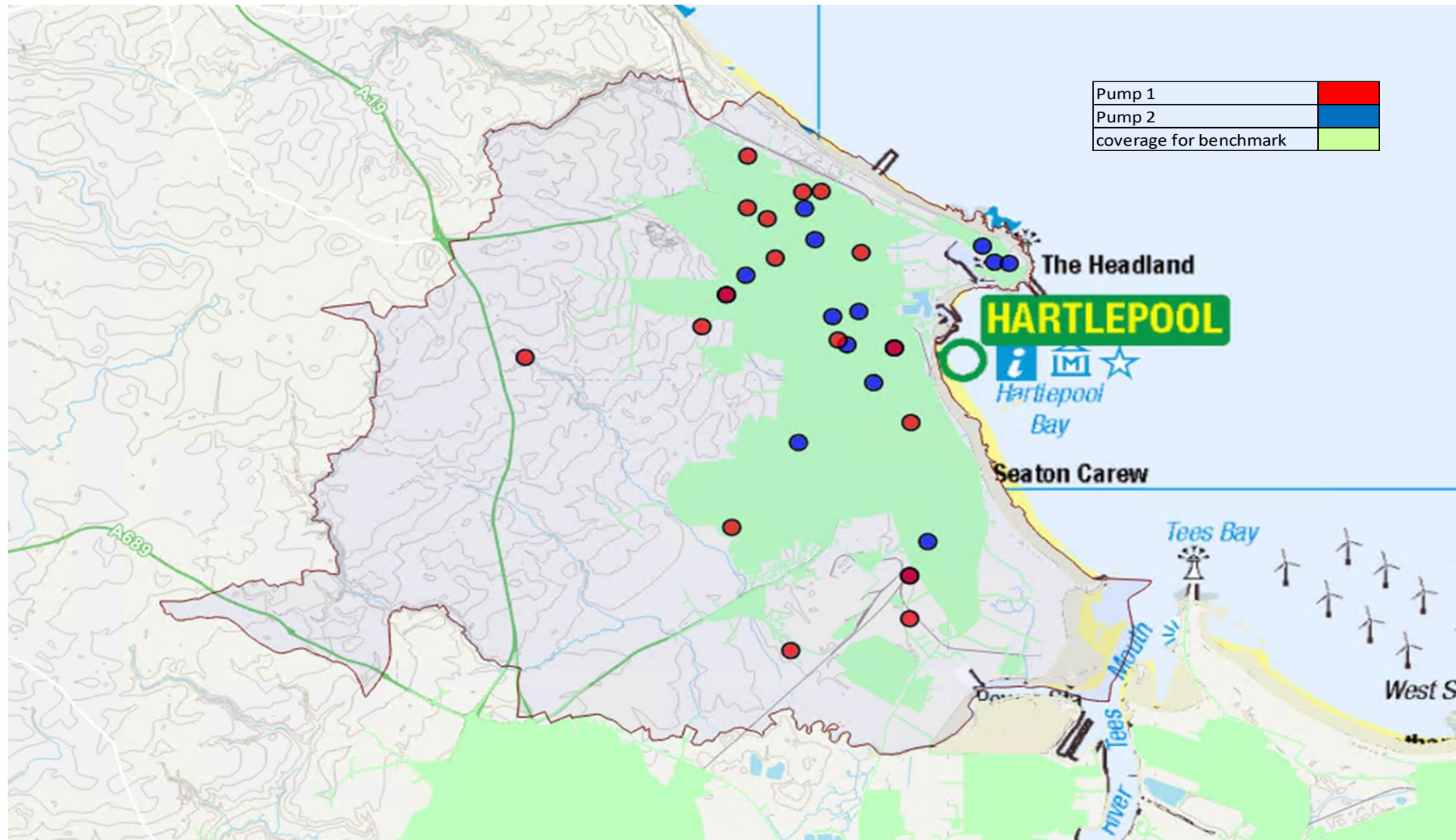
1st Pump Time Taken to Arrive at Scene	Total
07:00 - 07:59	82
08:00 - 08:59	57
09:00 - 09:59	23
10:00 - 10:59	13
11:00 - 11:59	12
12:00 - 12:59	3
13:00 - 13:59	4
14:00 - 14:59	2
>15	3
TOTAL	199

End Main Type 1st Pump	Total
F1	46
F3	6
FA	87
FG	55
FM	5
SE	0
TOTAL	199

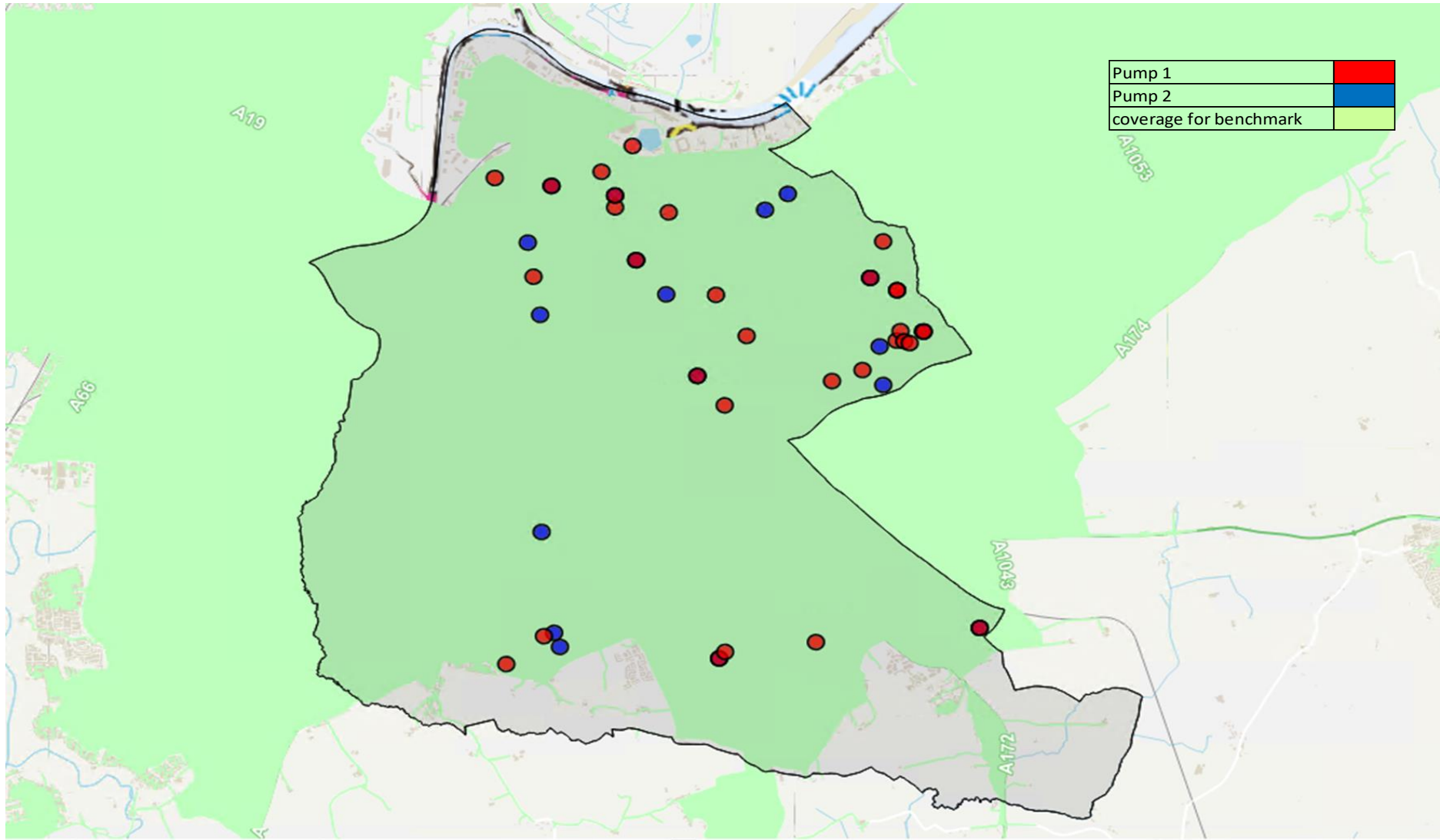
Map of 1st and 2nd Benchmark Failures (Building Fire Risk) overlaid against 7 minute Isochrone



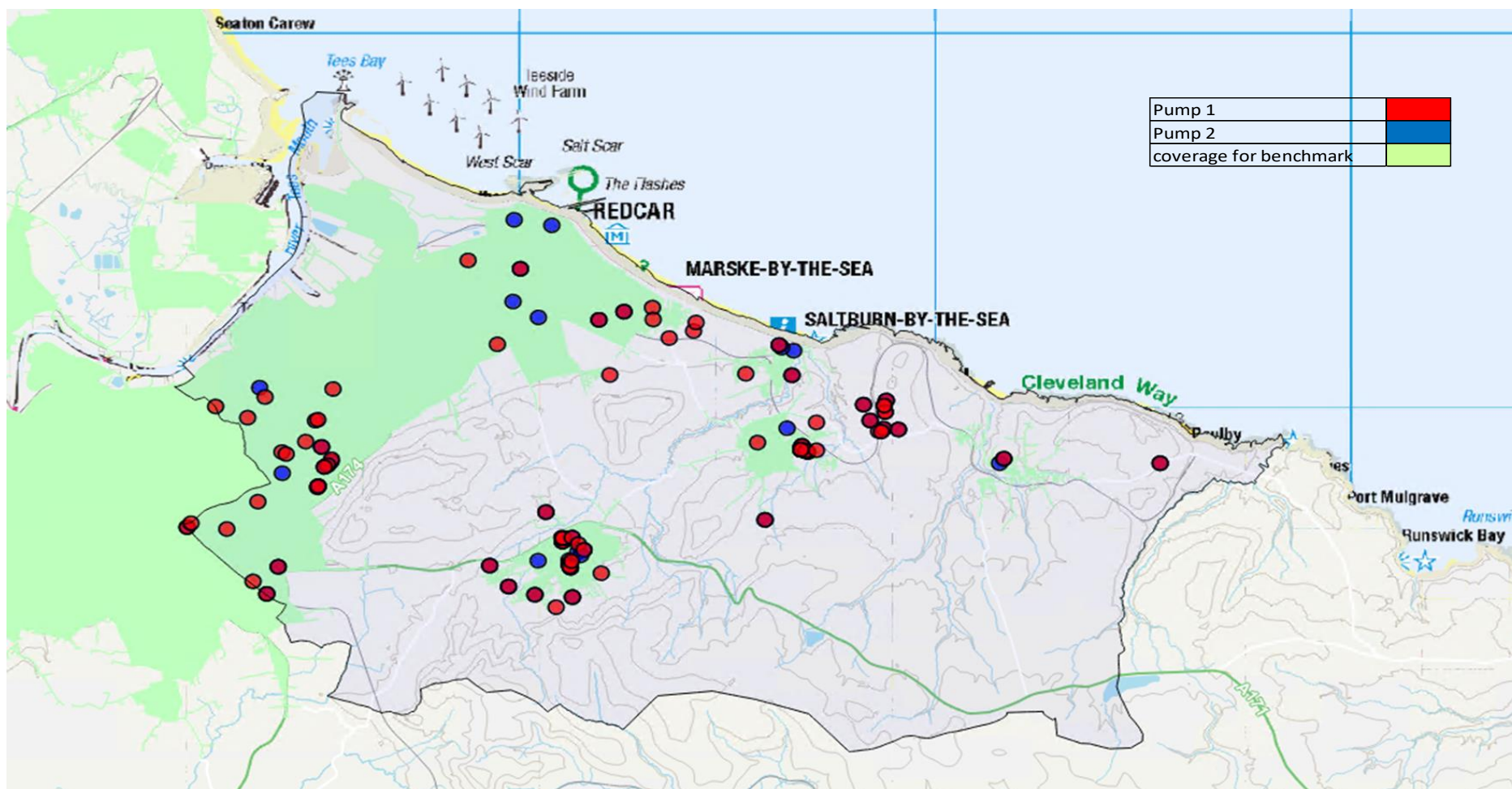
Hartlepool District



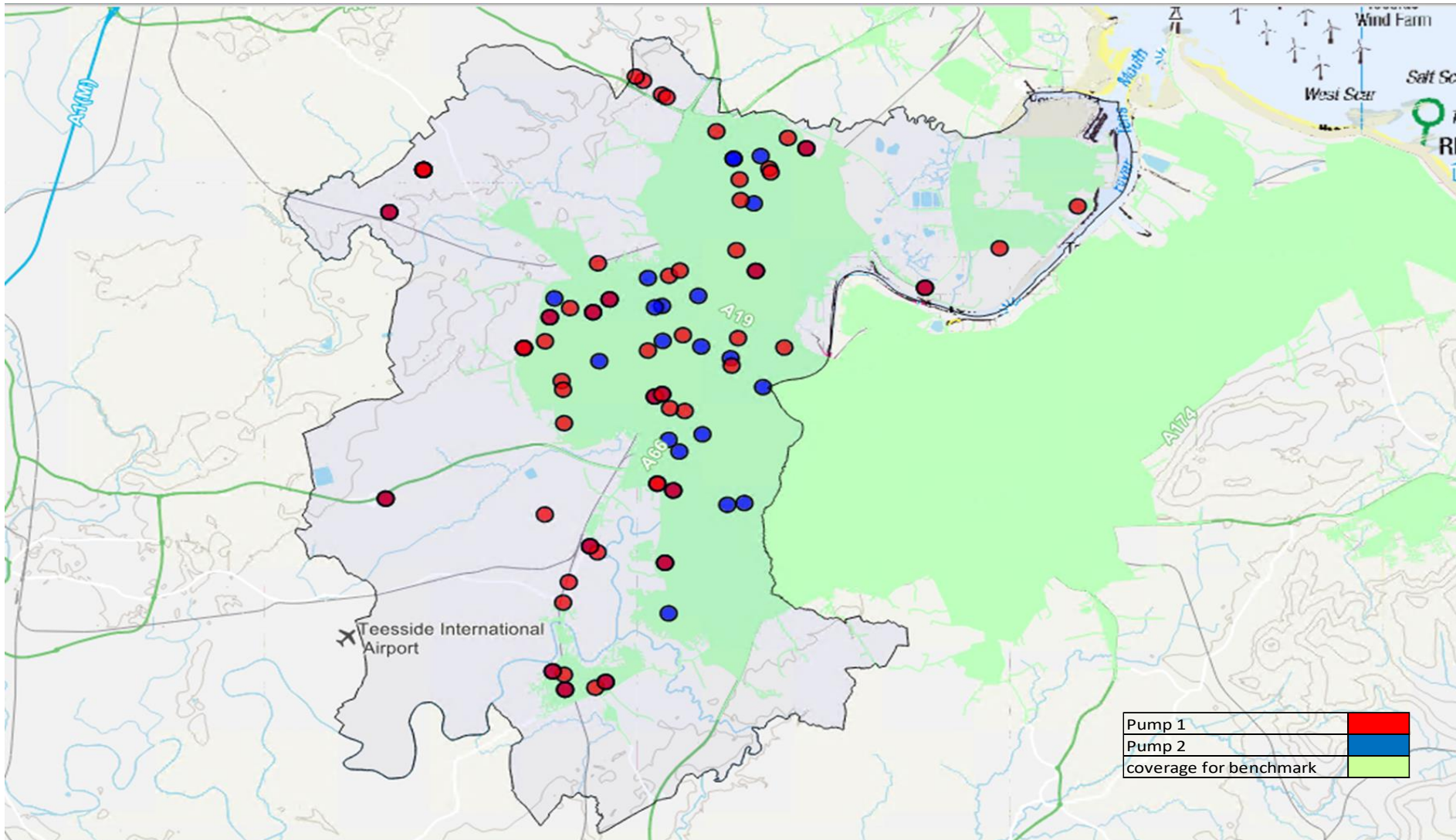
Middlesbrough District



Redcar & Cleveland District



Stockton District



Glossary of Terms

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

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;

COMAH sites: Control Of Major Accident Hazards;

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;

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

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;

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;

PDA: Pre Determined Attendance. This identifies the minimum response (vehicle number and type) the Brigade needs to make based on the call to control

Primary Fires: fires that occur within a property;

RAG: A performance rating using an assigned colour scheme;

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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உங்களுக்கு இந்த ஆவணம் ஒரு மாற்ற மொழியில், பெரிய அச்சு அல்லது பிரயெலில் துவைபட்டால், எங்களைத் தொடர்பு கொள்ள தயங்க வேண்டாம்.

یہ دستاویز اگر آپ کو کسی دیگر زبان، بڑے حروف کی چھپائی یا بریل میں درکار ہو تو برائے مہربانی بلا جھجک ہم سے رابطہ کریں

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