



## Organisational Performance Quarter 2

1st April to 30th September 2021

## DATA QUALITY STATEMENT

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

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

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

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

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

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

At the time of compiling this report, **02nd November 2021** all incidents have been completed by our Operational Managers and quality assured through the approved data quality framework.

Any amendments to the data supporting this report after **02nd November 2021**, such as reclassification of incidents following fire investigations, will not be represented in the information reported.


***During the reporting period an issue was identified in the Incident Recording System where data on appliance details and attendance times was not automatically assigned to incidents from the mobilisation system. This issue occurred between the 15th and 22nd September 2021 and again on the 2nd October resulting in over 250 incidents being impacted and manual data entry by Risk and Performance.***

***When considering and contextualising the information within the report, and in particular comparing to 2020/21, care must be taken as the 2020/21 period covered by this report coincides with the Covid lockdown period and associated reductions experienced in service demand.***

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## 2021/22 AT A GLANCE QUARTER 2

	Qu 2 Actual	Compared To 2020/21	Compared to Five Year Average *		Qu 2 Actual	Compared To 2020/21	Compared to Five Year Average *
Number of 999 Calls	7,186	+24% (+1406) 	+5% (+368) 	Number of Incidents	5,097	+24% (+973) 	+5% (+252) 
Primary Fires	463	+19% (+73) 	+22% (+85) 	Secondary Fires	2260	+33% (+564) 	+24% (+436) 
Accidental Dwelling Fires	97	+24% (+19) 	+43% (+29) 	Safer Homes Visits	10,326	+70% (+4253) 	+40% (+2929) 
Deliberate Dwelling Fires	49	+69% (+20) 	+26% (+10) 	% annual risk based inspection completed	27%	+18% 	+6% 
Industrial Commercial Fires	42	+45% (+13) 	+45% (+13) 	Average No. Appliances	16.6	-1.8 	-1.5 
Response Time: First Appliance	00:05:02	+1% (+00:00:04) 	+2% (+00:00:07) 	Response Time: 2nd Appliance	00:07:00	+1% (+00:00:05) 	+1% (+00:00:04) 
Violence to Staff	34	+26% (+7) 	+79% (+15) 	Accidents causing injury	18	+6% (+1) 	+11% (+2) 
All staff average duty days absence	5.37	+80% (+2.38) 	+40% (+1.54) 	Average length of duty days lost per occurrence	11.1	+15% (+1.45) 	-3% (-0.4) 

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

## Introduction

This report provides details of Cleveland Fire Brigade's performance for the period 1st April 2021 to 30th September 2021. 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 Strategic Goals that support the achievement of our vision by guiding our priorities and work.

Each goal is underpinned by strategic objectives which deliver a number of strategic 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 Strategic Goals and associated strategic 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. At the time of writing the report no comparator information from the Home Office or Family Group is available for 2021/22.

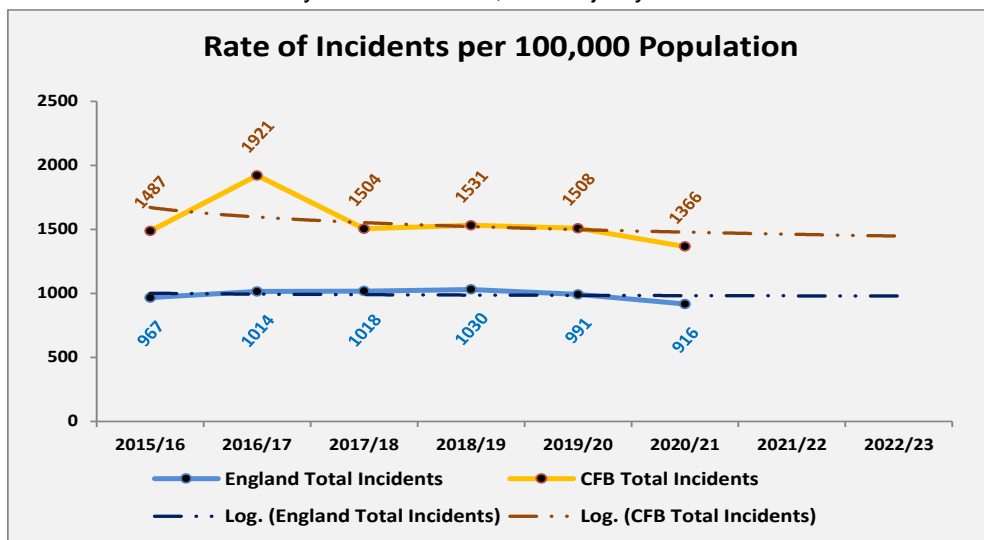
All performance information is detailed in the body of the report. When considering the information and comparing with previous years consideration must be made of the impact of Covid during 2020 and 2021, where significant reductions in service demand for emergency response incidents was experienced 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 2020/21
- Performance compared to five years ago (2016/17)
- Performance against approved Targets
- Performance trends over the last five years (2016/17 to 2020/21)
- Performance compared to the average five years performance (2016/17 to 2020/21).

## Performance Overview

### Total Incidents

CFB traditionally attends more emergency response incidents per head of population than the average of all F&RS 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.



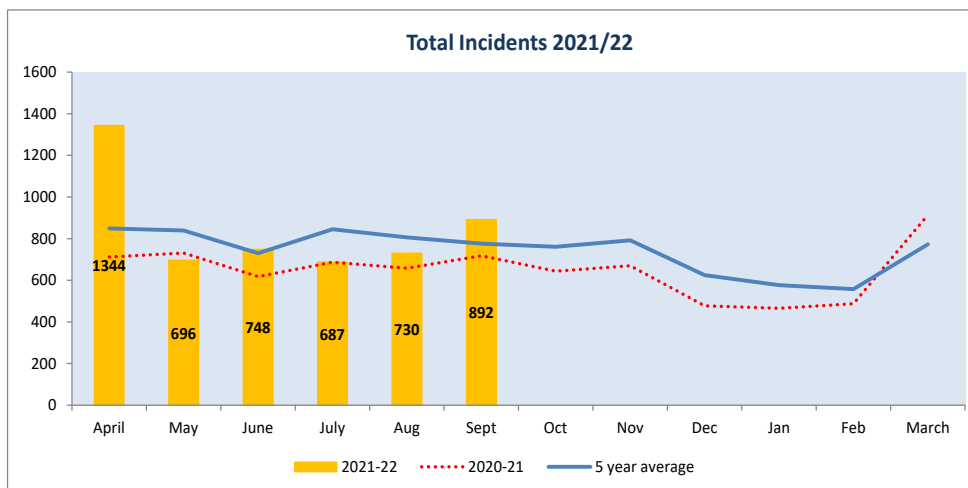
In 2020/21 we attended **1,366 incidents per 100,000 population**.

The rate of incidents we attend has **decreased by 8%** between 2015/16 to 2020/21.

Nationally the rate of incidents has **decreased by 5%** between 2015/16 to 2020/21.

CFB rate of total incidents per 100,000 population is **1.5 times** the national rate.

### Performance 1st April to 30th September 2021



• April - September 2021: **5097 Incidents (+252/5% higher** compared to five year average): **27.9 Incidents per day**

• April - September 5 Year average: **4845 incidents: 26.5 incidents per day**

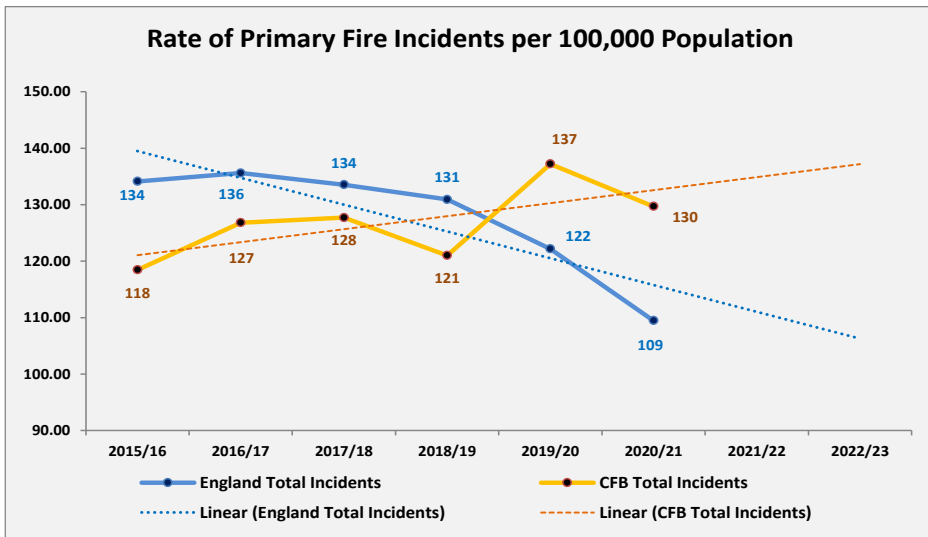
• April – September 2020: **4124 incidents: 22.5 incidents per day**

• Number of incidents attended during April 2021 was **1344** (45 incidents per day), **52% (460.5) higher** than the five year average for April of 883.5

• Number of incidents during April, June and September **higher** than both the previous year and five year average.

## Primary Fires

CFB traditionally attend a lower rate of primary fire incidents per head of population than the average in the country. However this pattern changed in 2019/20 where the Brigade attended 137 incidents per 100,000 population compared with 122 incidents per 100,000 population nationally. In 2020/21 although the rate in CFB had reduced to 130 incidents this remained higher than the national average (109 incidents).

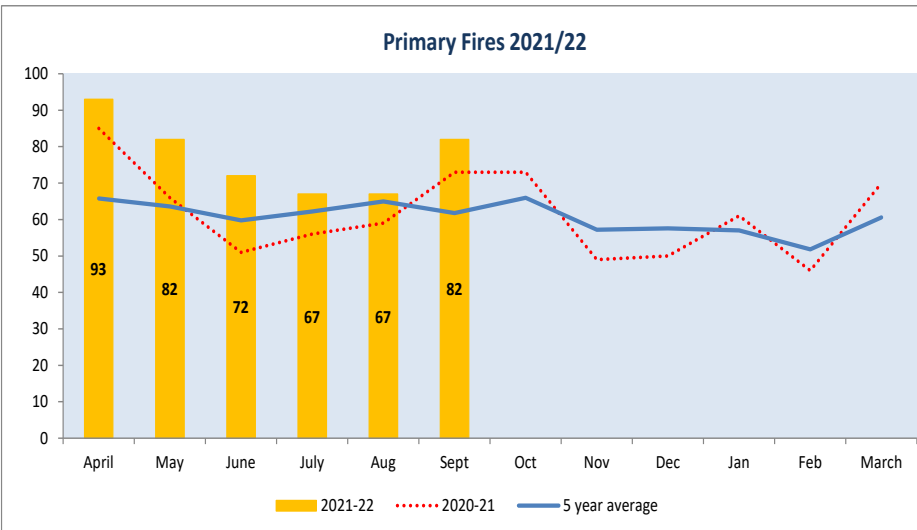


Nationally between 2015/16 to 2020/21 the rate of primary fire incidents **reduced by 19%**.

For CFB the rate of incidents over this period **increased by 10%**.

### Performance 1st April to 30th September 2021

In 2021/22 the Brigade responded to 463 **primary fire incidents** which is **22% (85) higher** than the average (378) over the last five years.



- April - September 2021: **463 Incidents (+85 / 22% higher)** compared to five year average.

- April - September 5 Year Average: 378 incidents.
- April – September 2020: 390 incidents.

- Number of incidents attended in each month April to September **is higher than both the five year average and 2020/21.**

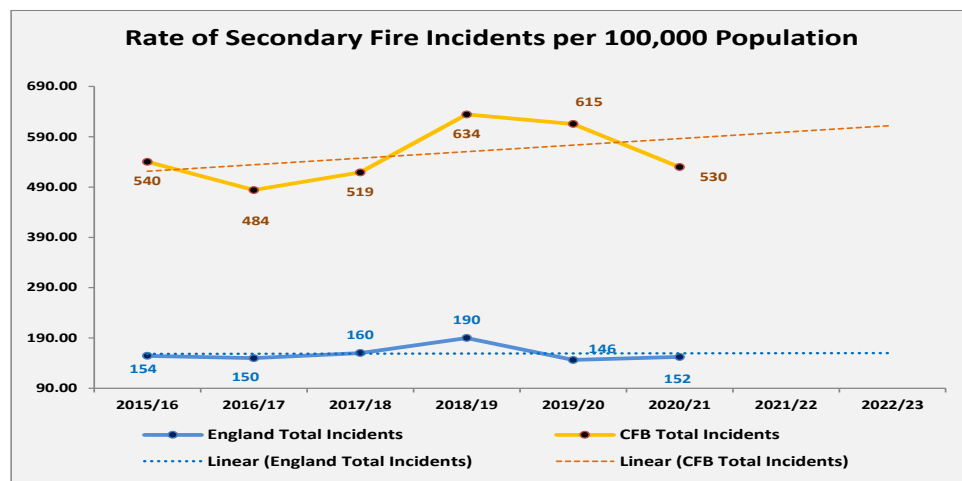
- **54%** of Primary Fires are classed as **deliberate fires**.

The proportion of each type of primary fires compared to the five year average is shown in the following table;

Property Type	5 Year %	2021/22
Dwelling Fires	30%	32%
Non Domestic	14%	16%
Vehicle Fires	41%	40%
Other	15%	12%

## Secondary Fires

Between 2015/16 to 2020/21 nationally the rate of deliberate secondary fire incidents has **reduced by 1%** (154 to 152 per 100,000 population) and **has reduced by 2%** (540 to 530 incidents per 100,000 population) within CFB. In 2020/21 the **rate of secondary fires was 3.5 times higher** than the national average.



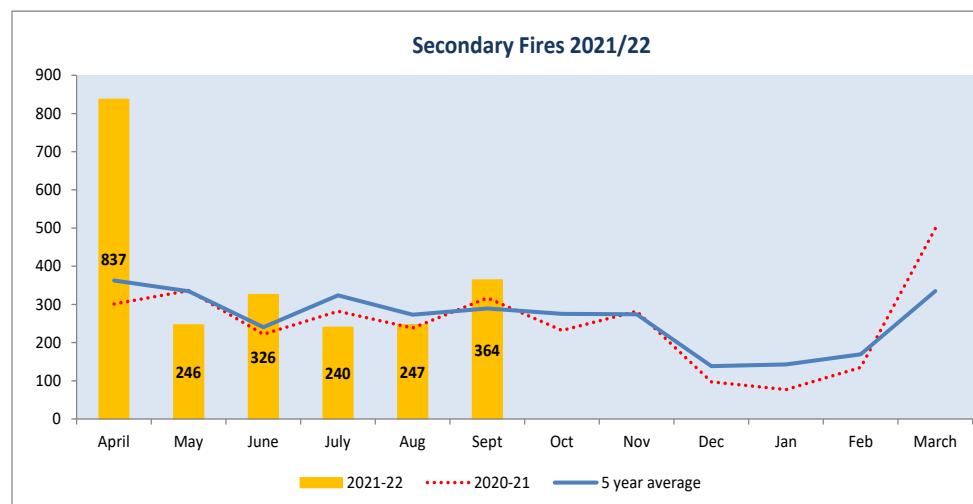
Over the period 2015/16 to 2020/21 within the Brigade

- 73 % of secondary fires were refuse related
- 23% were grass related.

Between April to September 2021, 65% of secondary fires were classed as refuse related and 31% grass related.

### Performance 1st April to 30th September 2021

During April to September 2021 the Brigade attended 2260 secondary fires, which is 436 (24%) higher than the five year average.



- April - September 2021: **2260 secondary fires (+436/24%)** compared to five year average.
- April - September five year Average: 1824 Fires.
- April - September 2020: 1696 Fires.

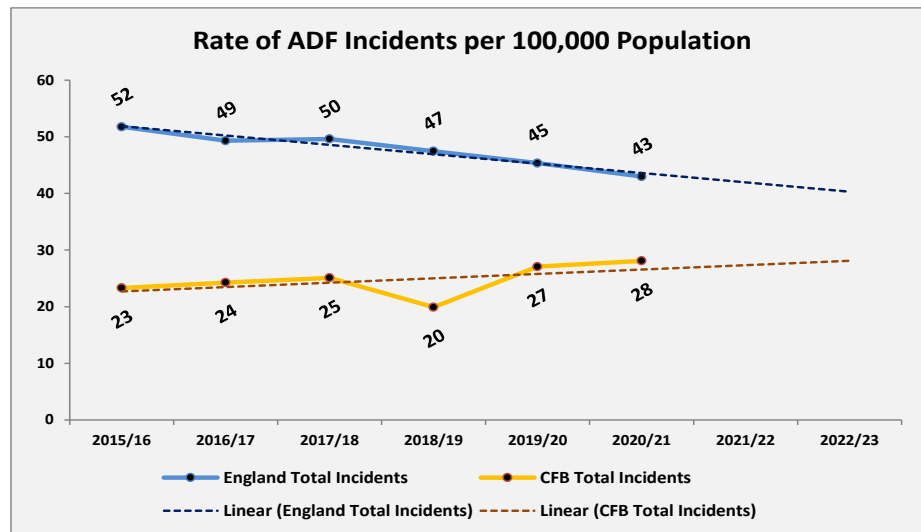
- April 2021: **837 secondary fires** which is **474 (131%) higher** than five year average for April.

- April, June and September 2021 **higher** than both the five year average and 2020/21.



## Accidental Dwelling Fires

Traditionally the Brigade has had one of the lowest number of ADFs in the country. During 2020/21 the Brigade responded to **160** Accidental Dwelling Fires.



Since 2015/16, apart from 2018/19, there has been an upward trend (**21% increase** 2015/16 to 2020/21) in the rate of ADFs in CFB which has continued in the current year.

Since 2015/16 to 2020/21 nationally the rate of incidents has **reduced by 17%** compared to the **increase** seen within CFB.

### Performance 1st April to 30th September 2021

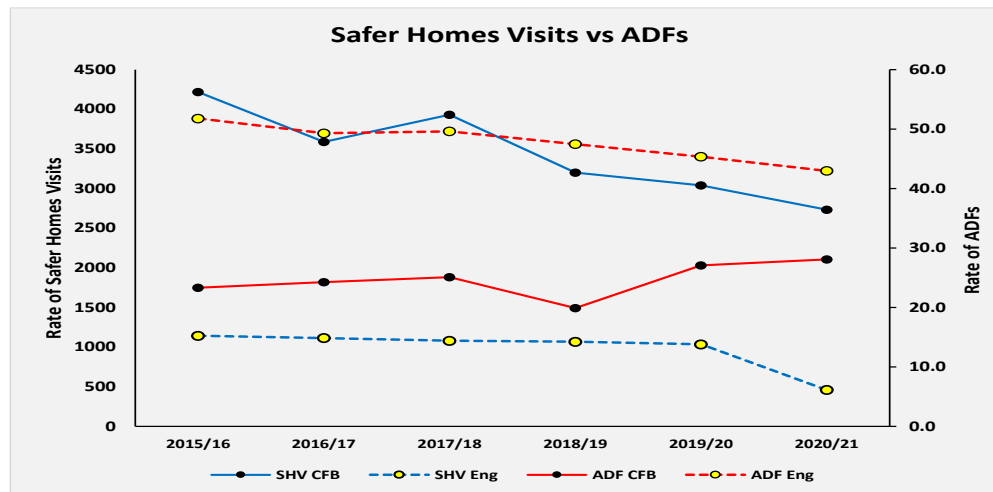
In 2021/22 there are **97 Accidental Dwelling Fires** in the Brigade area.



- April - September 2021: **97 Incidents (+29 /43%)** compared to 5 year average
- April - September 5 Year Average: 68 incidents
- April – September 2020: 78 incidents
- Number of incidents attended during all months except July is **higher** than both the 5 year average and 2020/21

## Safer Homes Visits (HFSVs)

There is a direct correlation between the number of Safer Homes Visits conducted and the number of ADFs incurred, 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.

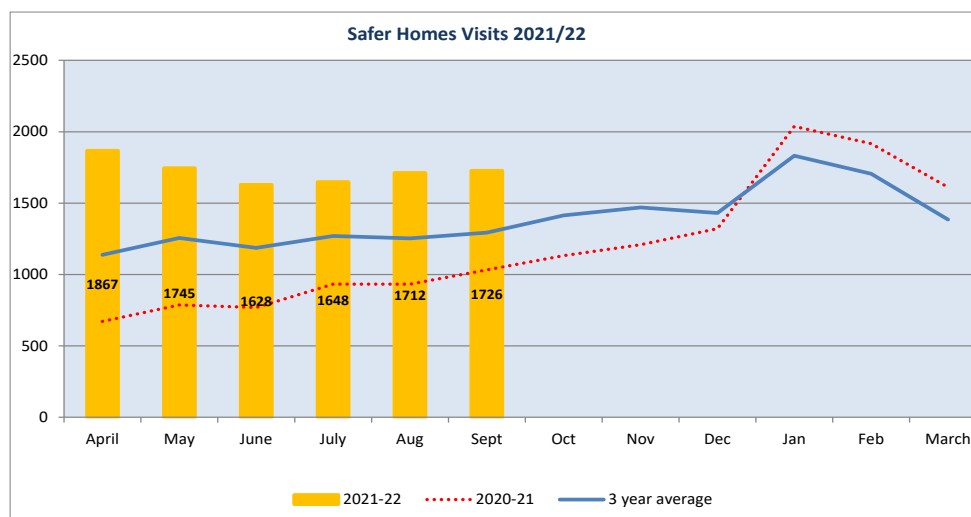
Between 2015/16 and 2020/21 we conducted an average of 3,451 per 100,000 population Safer Homes Visits compared to the national average of 983 Safer Homes Visits.

Over the same period the average rate of ADFs for the Brigade was 24.6 compared to an average national rate of 47.7.

The rate of Safer Homes Visits has **decreased by 35%** between 2015/16 and 2020/21 and over the same period there has been a **21% increase** in ADFs whilst nationally ADFs have **reduced by 17%**.

## Performance 1st April to 30th September 2021

During the first six months of this year **10,326 Safer Homes Visits** have been conducted. This is **2,929 visits (40%) higher** than the three year average (7397).



- April - September 2021: **10,326 Safer Homes Visits Completed (+2929 /40%)** compared to 3 year average.
- April - September 3 Year Average: 7,397 Safer Homes Visits.
- April – September 2020: 6,073 incidents Safer Homes Visits.
- Number of Safer Homes Visits completed **April to September 2021 is higher** than both the 3-year average and 2020/21.

## 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;

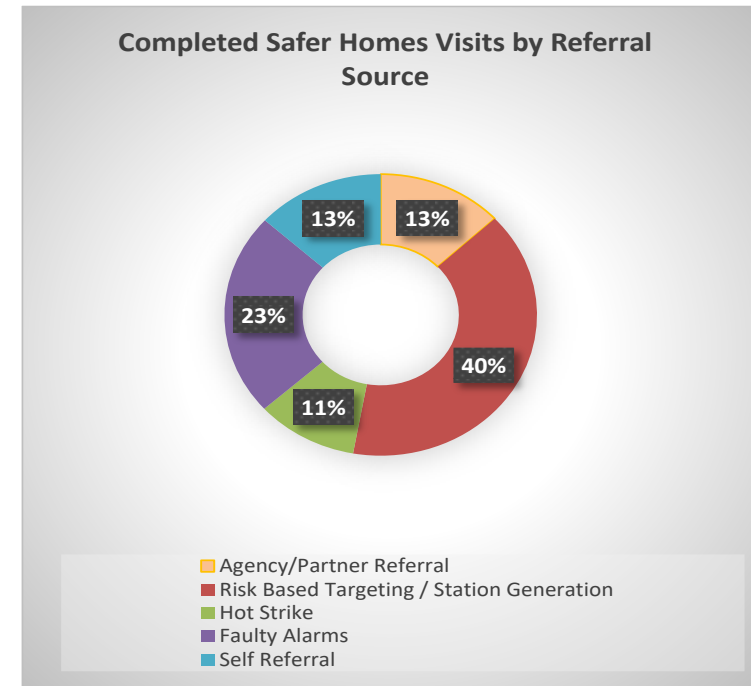
- 13% arise from referrals from other agencies and 13% are self-referrals.
- 40% of visits are derived from Brigade Risk Based Targetting/Station Self Generation using our risk profiles.
- 23% arise from faulty alarms.
- 11% arise from reactive hot strikes following incidents and false alarms.

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.

From the type of visits the following table provides the rate of conversion into actual visits.

In total **68%** of all identified properties are converted into actual visits.

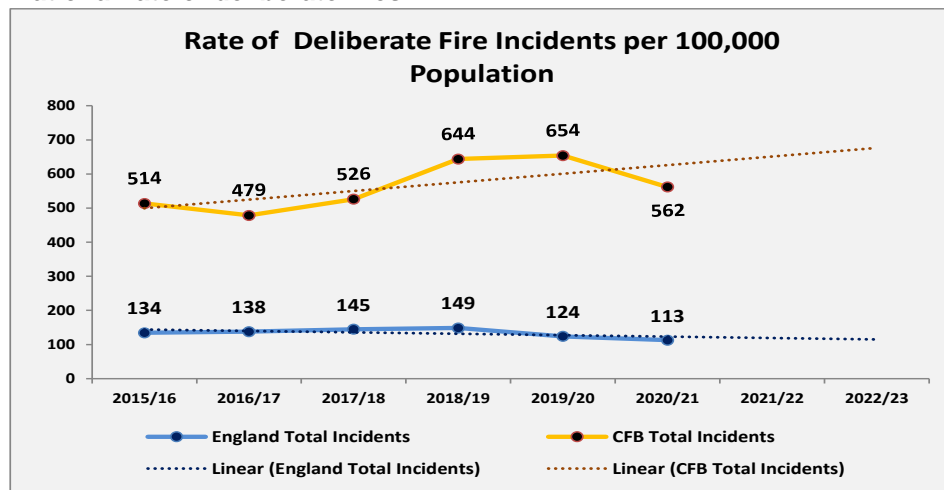
The conversion rate ranges from **56% (station self-generation)** to **94% (faulty alarms)**



Referral Type	% converted to visit
Agency/Partner Referral	72
Risk Based Targetting/Station Gener	56
Hot Strike	57
Faulty Alarms	94
Self Referral	88
Total	68

## 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 **5 times the national rate of deliberate fires**.



Using the data reported in the National Fire Statistical tables;

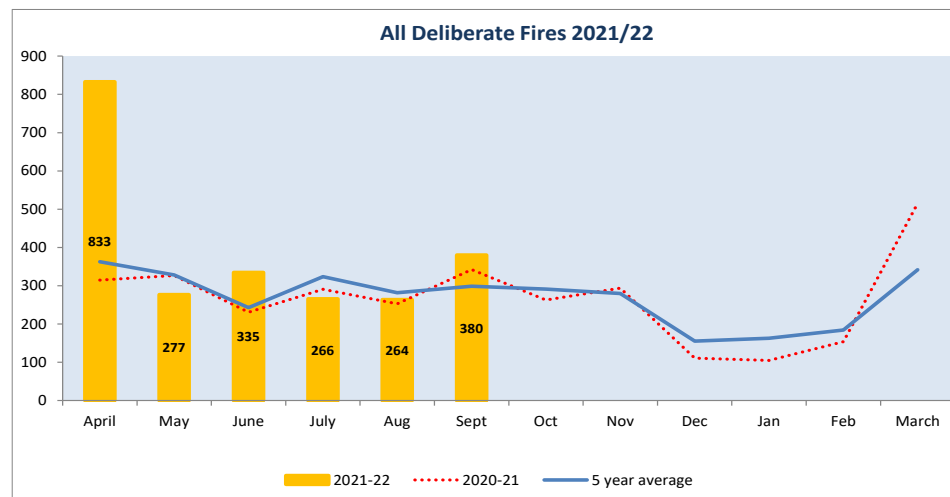
- 88% of the Brigades Deliberate fires are secondary fires
- 12% are Deliberate primary Fires.

Nationally this equates to

- 74% deliberate secondary fires
- 23% deliberate primary fires.

### Performance 1st April to 30th September 2021

During 2021/22 the Brigade responded to **2355 deliberate fires**. Of these, **89% (2105) are deliberate secondary fires**.



- April - September 2021: 2,355 deliberate fires, **+596 /34% higher** compared to 5 year average.

- April - September 5 Year Average: 1.838 Deliberate Fires,

- April – September 2020: 1,759 Deliberate Fires.

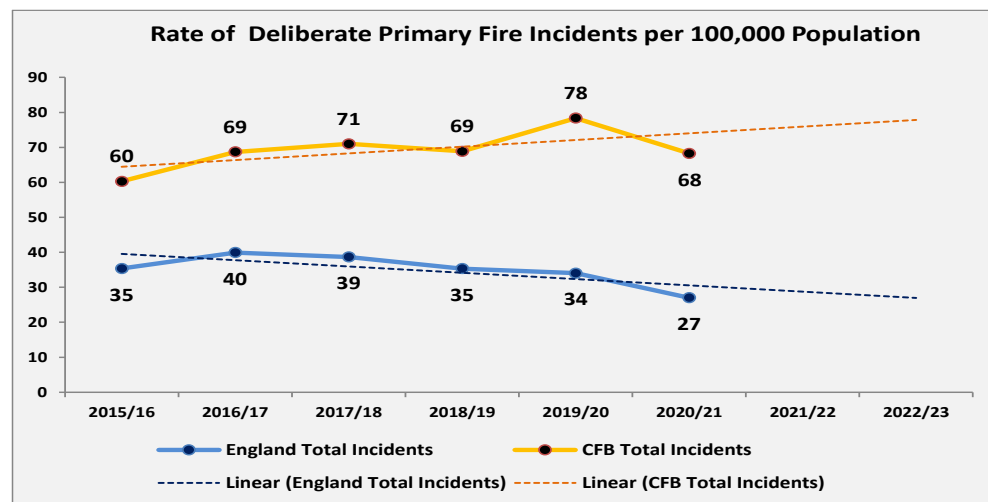
- April 2021: 833 deliberate fires which is **471 (130%) higher** than five year average for April.

- April June and September 2021 figures are higher than both 2020 and the five year average

- April 2021 (833) experienced the highest number of monthly deliberate fires incurred over the last five years.

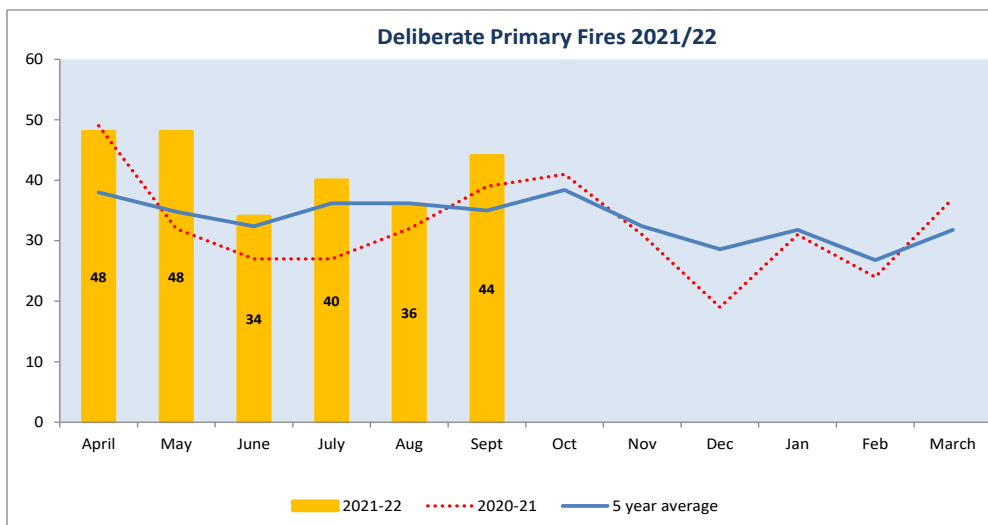
## Deliberate Primary Fires

Over the period 2015/16 to 2020/21 nationally the rate of deliberate primary fire incidents has **reduced by 23%** (35 to 27) compared to an **increase of 13%** (60 to 68 incidents per 100,000 population) within CFB. During 2020/21 the rate of deliberate primary incidents for the Brigade reduced from 78 to 68 (-13%) per 100,000 population. Nationally it reduced by 21% from 34 to 27 incidents per 100,000 population.



### Performance 1st April to 30th September 2021

During 2021/22 the Brigade responded to **250 deliberate primary fires**.



Over the last five years:

- 54% of deliberate primary fires within the Brigade are vehicle fires predominantly road vehicles.
- 19% are deliberate dwelling fires.
- 27% are other deliberate primary fires including Industrial and Commercial properties and other buildings (garages /sheds etc).

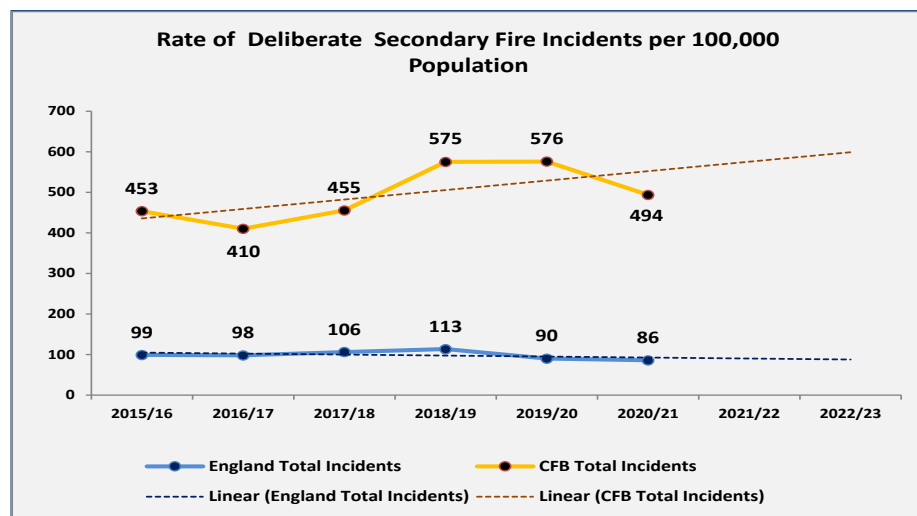
- April - September 2021: **250 deliberate primary fires (+37 /17%)** compared to 5 year average.
- April - September 5 Year Average: 213 deliberate primary fires.
- April – September 2020: 206 deliberate primary fires.

- The number of deliberate fires is **higher** than five year average in all months and against the previous year in all months except April.

During 2021/22; **55%** of deliberate primary fires are vehicle fires, **20%** are deliberate dwelling fires and **25%** are other deliberate primary fires – similar proportions to the five year average.

## Deliberate Secondary Fires

Between 2015/16 to 2020/21 nationally the rate of deliberate secondary fire incidents has **reduced by 13%** (99 to 86 per 100,000 population) compared to an **increase of 9%** (453 to 494 incidents per 100,000 population) within CFB. In 2020/21 the rate of deliberate secondary fires was **6 times higher than the national average**.



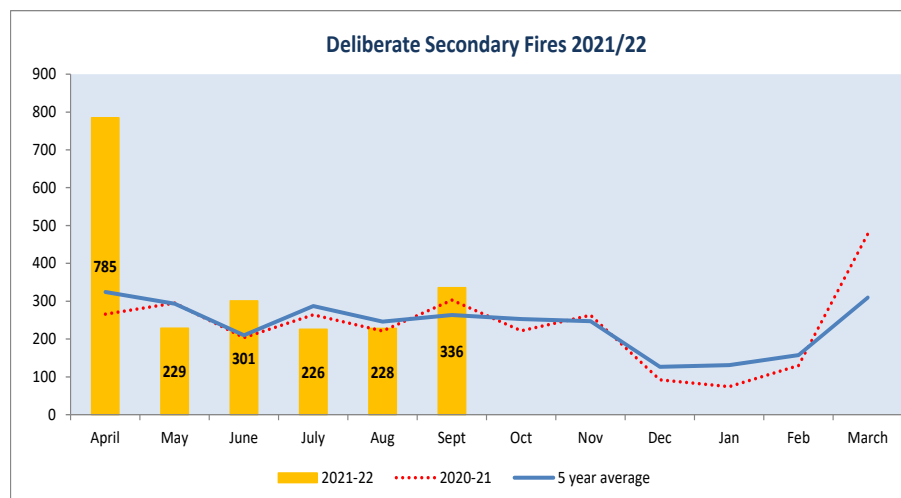
Over the period within the Brigade:

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

Between April to September 2021, 65% of deliberate secondary fires were classed as refuse related and 31% grass related.

## Performance 1st April to 30th September 2021

During April to September 2021 the Brigade attended **2105 deliberate secondary fires**.



- April - September 2021: **2,105 deliberate fires (+480 /30%)** compared to five year average.
- April - September 5 Year Average: 1,625 Deliberate Fires.
- April - September 2020: 1,553 Deliberate Fires.

- April 2021: **785 deliberate secondary fires** which is **460 (141%) higher** than five year average for April.

- April, June and September 2021 incident numbers are higher than both the five year average and the previous year.

- April 2021 (785) recorded the highest number of monthly deliberate secondary fires incurred over the last 5 years.

## 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 **00:05:02 for the first appliance against a target of 07:00:00 and an average time of 00:07:00 for the second appliance against a target of 10:00:00.**

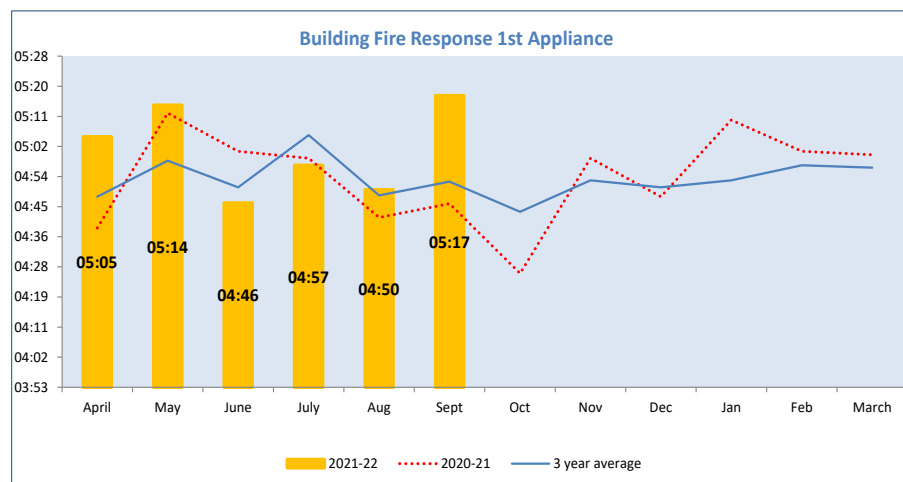
The benchmark performance is based on an average time for 1st and 2nd appliances. Our analysis indicates that on a number of occasions the benchmark was exceeded. In 2021/22 the number of times the benchmark was exceeded equate to 203 and 133 mobilisations for 1st and 2nd appliance respectively.

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.

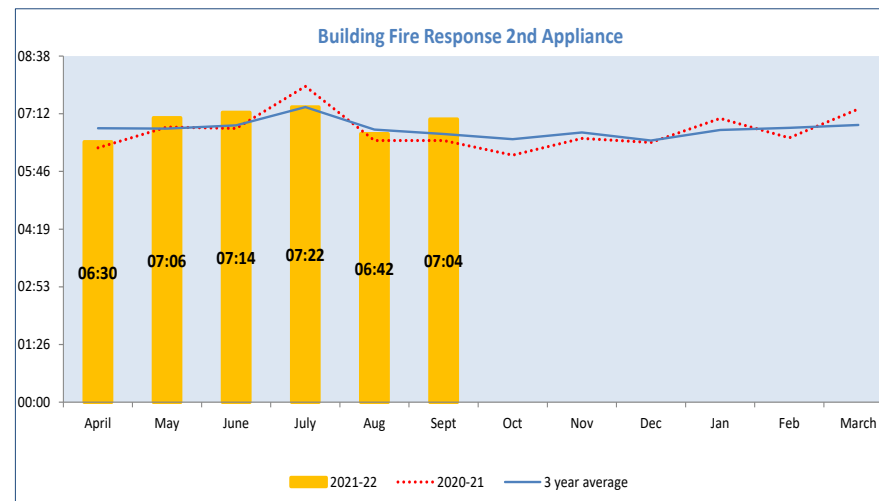
Detailed reasons for failures is collated throughout the year with failures being investigated by operational managers.

Month	1st Appliance	2nd Appliance
Target	07:00:00	10:00:00
Apr-21	00:05:05	00:06:30
May-21	00:05:14	00:07:06
Jun-21	00:04:46	00:07:14
Jul-21	00:04:57	00:07:22
Aug-21	00:04:50	00:06:42
Sep-21	00:05:17	00:07:04
Average	00:05:02	00:07:00

The chart below demonstrates that the current years response standard for 1st appliances mirrors the average time over the last 3 year; however September 2021 is **00:00:15 higher** than the 3 year average and **00:00:33 higher** than September 2020.

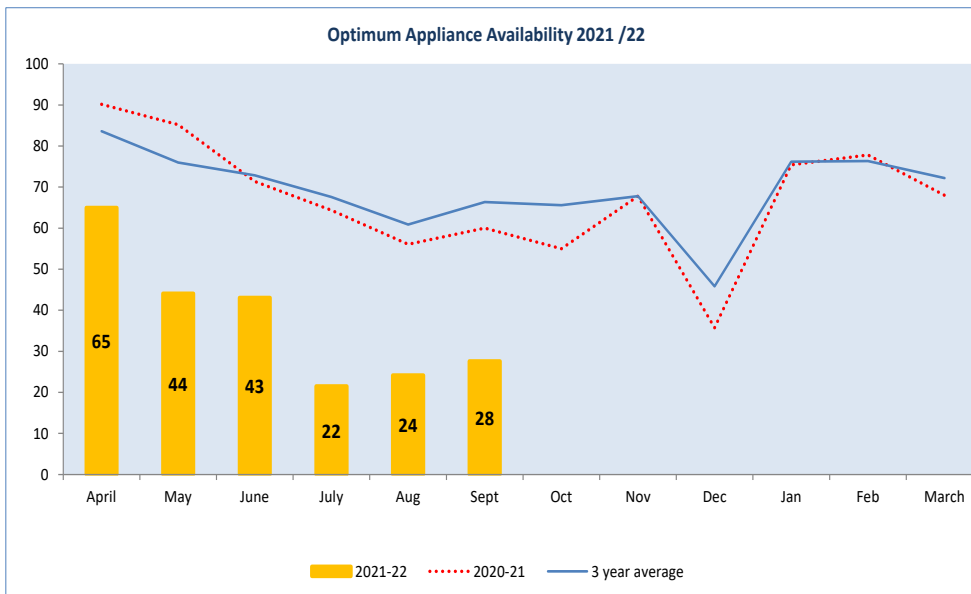


The chart below demonstrates that the current years response standard for 2nd appliances for April to September mirrors both the average time over the last three years and during 2020.



## Optimum Appliance Availability

The CIRMP 2018/22 states that the Brigade will maintain, as far as possible, a core emergency response resource of 18 fire appliances being available to respond to emergency response incidents at any point in time.



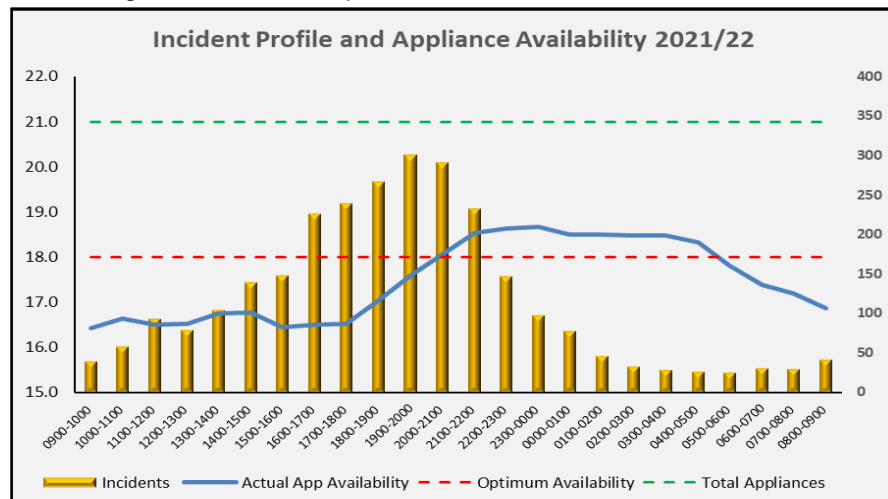
- April - September 2021: 18 or more appliances were available on 38% of occasions. The average number of appliances available in September was **16.1** with the average number for the period April to September 2021 being **16.6**.

- April - September 3 Year Average 18-appliance availability is **71%**.

- April - September 2020 the average appliance availability is **71%**.

- Appliance availability April to September is **lower** than the previous 3 year average and the preceding year.

The following chart details the temporal analysis of number of appliances being available over the course of a 24 hour period compared to the number of incidents occurring over the 24 hour period.



Optimum appliance availability is higher at times of lowest demand for emergency response incidents.

Lowest levels of appliance availability are during day shifts Monday to Friday and maximum availability of appliances is during night shifts Monday to Friday

Monday to Friday night shifts, the Brigade achieves its optimum appliance availability, all other times the Brigade has fallen below the optimum level.



## Sickness Absence

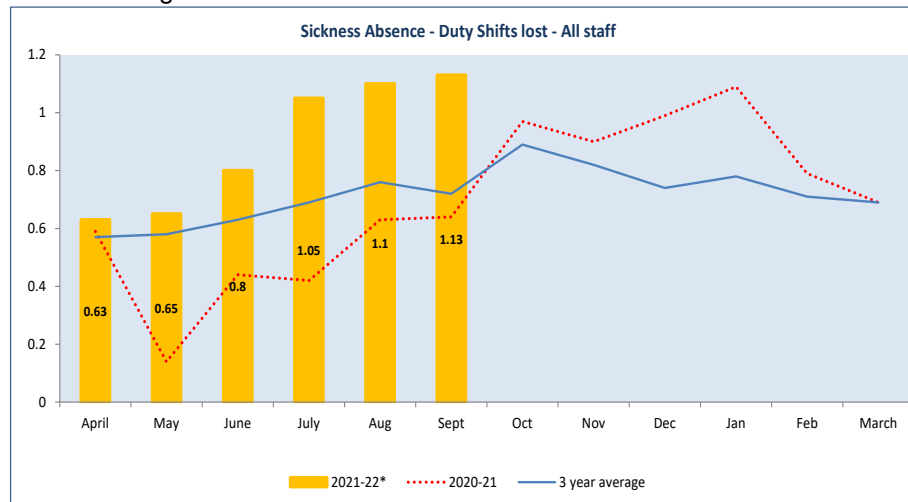
The organisation's Employee Health and Wellbeing Strategy was developed to ensure the effective management of health, work and wellbeing within the Brigade concentrating specifically on sickness absence management; substance misuse management; mental wellbeing; fitness; occupational health; and life/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

Analysis of sickness levels within the Brigade across all staff groups indicate sickness levels in 2017/18 to 2020/21 are detailed in the following table.

CFB 2015/16	Staff Group	CFB 2017/18	CFB 2018/19	CFB 2019/20	CFB 2020/21	National 2020/21
7.44	All Staff	6.72	7.96	9.36	8.05	7.07
7.23	Wholetime	6.44	8.06	9.47	9.60	6.82
6.58	Retained	7.75	6.81	8.30	4.97	8.33
4.05	Control	4.83	10.52	6.00	3.81	8.20
9.48	Green Book	7.62	8.11	10.65	6.43	5.93

### Performance 1st April to 30th September 2021

The following table details the sickness absence rates



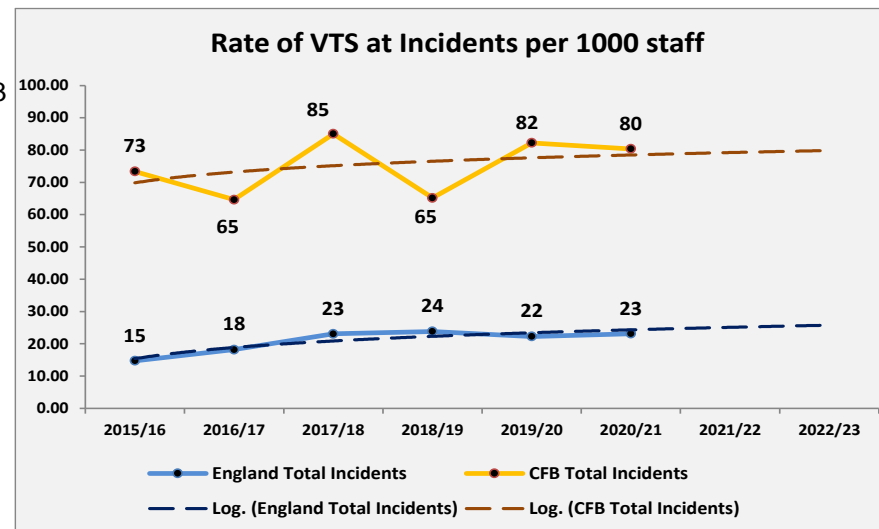
- April - September 2021: 5.37 duty shifts per person lost to sickness absence **(+1.54 / 40%)** compared to 5-year average.
- April - September 5 Year Average: 3.83 duty shifts per person.
- April - September 2020: 2.99 duty shifts per person.
- All months 2021 **above** the average and 2020.

## 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 2020/21 there were 80 such incidents per 1000 staff compared to a national rate of 23 incidents per 1000 staff.

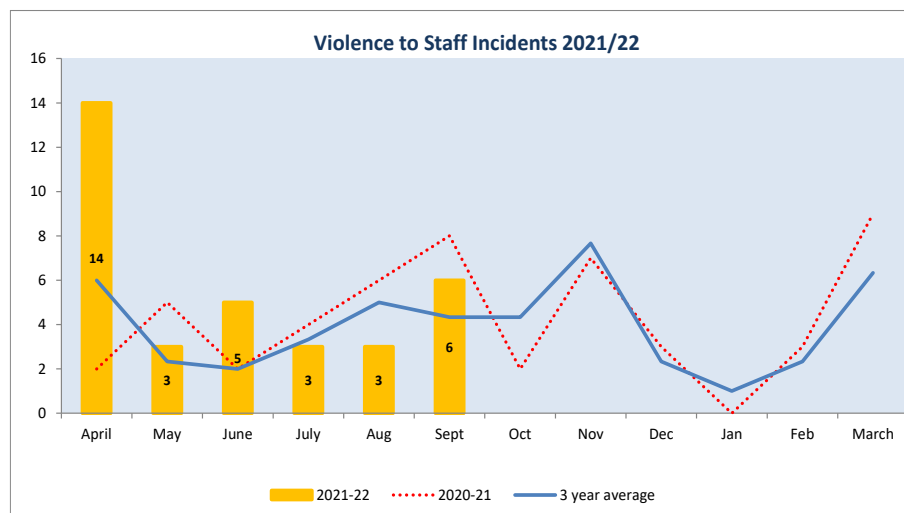
Over the last five years (from available information) nationally the rate of violence to staff incidents has increased by 53% compared to an increase of 10% for CFB.

Note: National information reported relate to 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 to 30th September 2021

During 2021/22 there has been **34 violence to staff incidents** against CFB staff. These incidents relate to incident against member of staff and relate to any type of service delivery.



- April - September 2021: 34 VTS incidents **(+15/ 79%)** compared to five year average.
- April - September five year Average: 19 incidents.
- April – September 2020: 27 incidents.
- April 2021: In the month there were 14 incidents compared to two incidents in 2021/22 and an average of 4 incidents over last 5 years. This is in line with an increase in the number of emergency response incidents attended, particularly deliberate secondary fires, during April 2021.

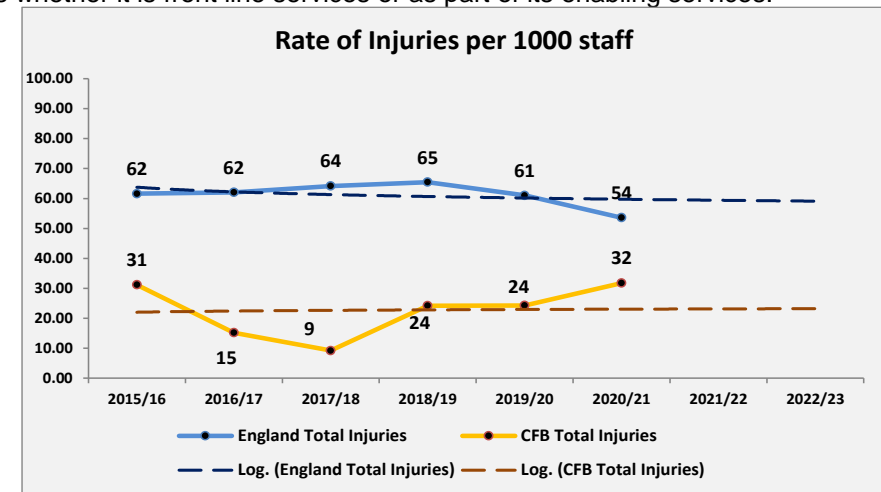
## Health and Safety : Injuries to Brigade Personnel

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 **lower** than the national rate. During 2020/21 there were 32 such incidents per 1000 staff compared to a national rate of 54 incidents per 1000 staff.

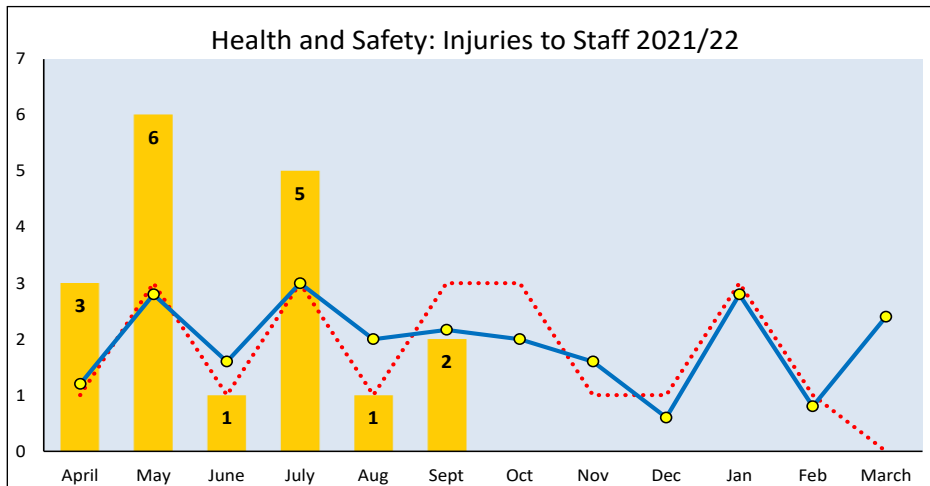
Over the period 2015/16 to 20/21 nationally the rate of violence to staff incidents has **decreased by 13%** compared to an **increase of 3%** for CFB.

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 to 30th September 2021

During 2021/22 there has been **18 injuries** suffered by staff in the course of their duties which is an **increase of 1 (6%) when compared with the average** incurred for the last five years. Please note these incidents include all brigade staff groups



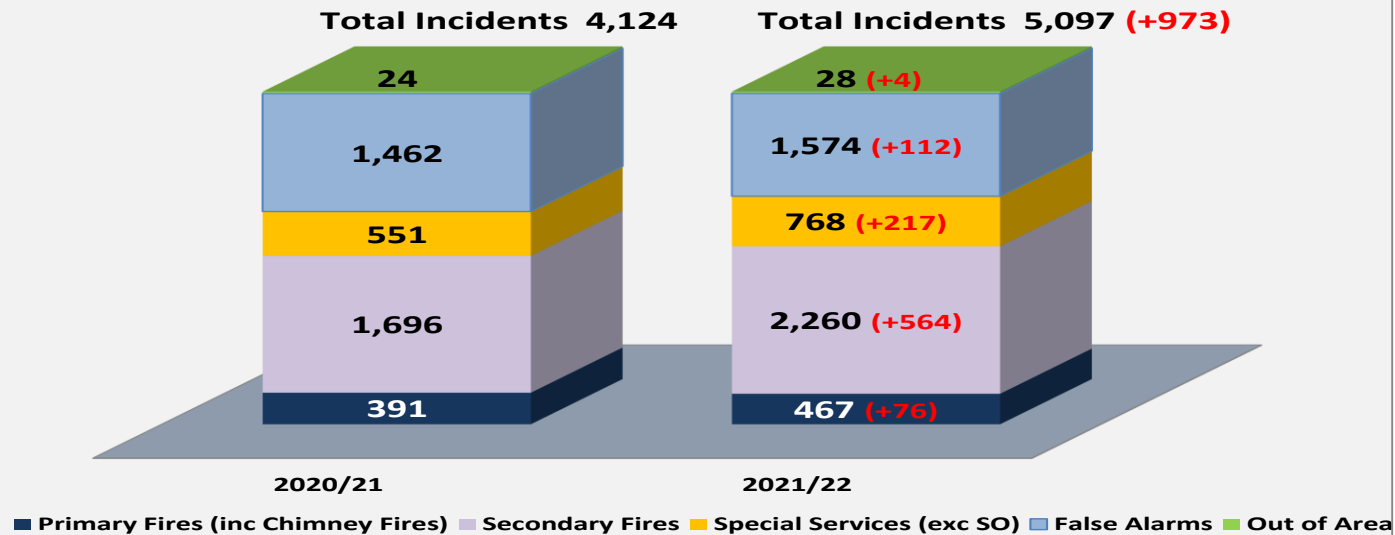
- April - September 2021: **18 injuries (+1 / 6%)** compared to five year average.
- April - September five Year Average: 17 injuries .
- April – September 2020: 18 injuries.

Cause 2021/22	No.
Contact with Materials	2
Ergonomical	1
Falling Objects	2
Fire & Explosion	3
Human Error	5
Manual Handling	1
Physical	2
Slips, trips & falls	1
Under Investigation	1
Total	18

# CORPORATE SUITE OF INDICATORS



## Incident Profile 01/04/2021 to 30/09/2021



### Prevention: Safer Homes

The Brigade has conducted 10,326 **Safer Home Visits (SHV)** during the period 1st April - 30th September 2021.

This is an **increase of 4,253 (70%)** Safer Home Visits compared to Quarter Two 2020, when the Brigade completed 6,073.

Resulting from the Safer Home Visits there were **445 (4.3%)** referrals to other agencies for support and/or items of risk reduction equipment. During the same period in 2020 further referrals and/or equipment were provided to 42 individuals.

Operational crews completed 8,604 SHV compared to **4,232** in 2020; an **increase of 4,372 (103%)**.

Hubs and Advocates completed 1,722 SHV compared to 1,841 in 2020; a **decrease of 119 (6%)**.

### Fire Control

During the period April - September 2021 Fire Control dealt with **7,186 emergency calls**, an increase of **24% (+1,406)** from the same period in 2020/21.

### Emergency Response

During the period April - September we responded to **5,097 incidents**, an **increase of 973 (+24%)** compared to the same period in 2020/21.

Comparing 2020/21 to 2021/22, there have been **increases** in all incidents:

Primary Fires by **19% (73)** from **390 to 463**  
 Chimney Fires by **300% (3)** from **1 to 4**  
 Secondary Fires by **33% (564)** from **1,696 to 2,260**  
 All False Alarms by **7% (112)** from **1,462 to 1,574**  
 Special Services by **39% (217)** from **551 to 768**  
 Out Of Area incidents by **17% (4)** from **24 to 28**

Fire incidents account for **54% (2,727)** of total incidents with **Primary Fires excluding Chimney Fires (463)** and **Secondary Fires (2,260)** accounting for **9%** and **44%** of all incidents attended respectively. **86% (2,355)** of all fires attended have been classified as **deliberate** in nature.

### Protection: Safer Buildings - Risk Based Inspections

During the period April - September 2021, **885 audit inspections** of industrial and commercial premises have been completed compared to 426 during the same period in 2020/21, an **increase of 315 (107%)**.

Of the 885 Audit inspections carried out 86 (10%) were carried out by Station based advisors. The remaining 799 (90%) were completed by Fire Engineering Staff.

In addition to these audits **156 building regulation consultations** and **139 licencing consultations** have been completed during the period. Of which 156 (**100%**) and 133 (**96%**) respectively have been completed within the prescribed timescales.

MEASURING PERFORMANCE

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

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

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

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

We will assess this performance against the following criteria;

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

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

Stage 1 Assessment of Each Indicator:

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

Stage 1

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 Strategic Outcome:

Using the RAG ratings for the individual indicators (detailed above) a performance score is assigned to each indicator with Performing Strongly awarded 4, Performing Well awarded 3, Performing Adequately awarded 2 and 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 Strategic 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

- Zero Deliberate Dwelling Fire Fatalities in 2021/22, 2020/21 and 2016/17;
- All response benchmarks performing well within target;
- 67% (-10) reduction in Accidental Dwelling Fire Injuries;
- 43% reduction (-3) fatalities in Road Traffic Collisions;
- Zero occasions when a Fire Appliance assigned to an incident failed to respond;
- 33% (-1) reduction in the number of RIDDOR reportable incidents
- 94% operational exercises undertaken and completed as a proportion of the Annual Operational Exercise Programme (15/16).

### Areas For Improvement

- 24% (+19) increase in Accidental Dwelling Fires;
- 69% (+20) increase in Deliberate Dwelling Fires;
- 100% (+1) increase in Accidental Dwelling Fire Fatalities;
- 45% (+13) increase in Industrial and Commercial Fires;
- 57% (+60) increase in Road Traffic Collisions attended by the Brigade;
- 34% (+596) increase in all Deliberate Fires;
- 80% (+2.38) increase in average number of days lost to sickness absence per employee - All Staff;
- 26% (+7) increase in Violence to Staff incidents.



# SAFER STRONGER COMMUNITIES

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



## Performance Summary: Safer Stronger Communities

Below is a summary of our performance for the period 1st April to 30th September 2021 against our Strategic Goal 1.

	Performance compared to previous year assessed as	Performance compared to previous 5 year assessed as	Performance compared to Target assessed as
Safer Homes	Performing Well	Adequate Performance	Performing Well
Safer Buildings	Performing Well	Performing Well	Performing Well
Safer Roads	Adequate Performance	Adequate Performance	Performing Strongly
Safer High Hazard	Adequate Performance	Requires Improvement	Performing Well
Safer Neighbourhoods	Adequate Performance	Adequate Performance	Adequate Performance
Supporting National Resilience	Performing Strongly	No Comparator	Performing Strongly
Improved Health Outcomes	Performing Well	No Comparator	Under Development

## Strategic Goal: Safer, Stronger Communities

Strategic Objective 1.1: We will protect people, property and the environment from harm as a result of fires and other emergencies.

### Strategic Outcome 1.1.1: Safer Homes

Indicator		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	Target	% Direction of travel from target
1.1.1.1	Number of Accidental Dwelling Fires	58	78	97	+24% (+19) ↑	+67% (+39) ↑	79	+23% (+18) ↑
1.1.1.2	Number of Deliberate Dwelling Fires	33	29	49	+69% (+20) ↑	+48% (+16) ↑	29	+69% (+20) ↑
1.1.1.3	Number of Accidental Dwelling Fire Fatalities	0	0	1	+100% (+1) ↑	+100% (+1) ↑	0	+100% (+1) ↑
1.1.1.4	Number of Deliberate Dwelling Fire Fatalities	0	0	0	0% ↔	0% ↔	0	0% ↔
1.1.1.5	Number of Accidental Dwelling Fire Injuries	3	15	5	-67% (-10) ↓	+67% (+2) ↑	5	0% ↔
1.1.1.6	Number of Deliberate Dwelling Fire Injuries	4	4	2	-50% (-2) ↓	-50% (-2) ↓	-	-
1.1.1.7	Number of False Alarm Good Intents in Dwellings	318	306	329	+8% (+23) ↑	+3% (+11) ↑	311	+6% (+18) ↑
1.1.1.8	Percentage of ADFs which have received a HFSV within 5 years prior to the ADF	-	25%	34%	+9% ↑	no comparator information	-	-
1.1.1.9	Percentage of Dwellings which have received a HFSV	56%	61%	62%	+1% ↑	+6% ↑	-	-
1.1.1.10	Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	-	00:04:54 (611/687)	00:04:55 (632/751)	+0.28% (+00:00:01) ↑	no comparator information	00:07:00	-30% (-00:02:05) ↓
1.1.1.11	First Appliance Attendance to a Dwelling Fire Within 10 Minutes on 90% of Occasions	-	98% (669/687)	97% (732/751)	-1% ↓	no comparator information	90%	+7% ↑
1.1.1.12	Average time of a Second Appliance Attendance to a Dwelling Fire (10 Minutes)	-	00:06:44 (504/577)	00:06:54 (541/633)	+3% (+00:00:10) ↑	no comparator information	00:10:00	-31% (-00:03:06) ↓
Safer Homes Overall Performance Judgement					Performing Well	Adequate Performance		Performing Well

## SAFER HOMES

Hartlepool	20/21	21/22
Safer Homes Visits	907	1551
Accidental Dwelling Fire Fatality	0	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	12	0
Deliberate Dwelling Fire Injury	0	1
Accidental Dwelling Fires	16	18
Deliberate Dwelling Fires	9	10
False Alarm Good Intents in Dwellings	57	62

Stockton	20/21	21/22
Safer Homes Visits	1668	3537
Accidental Dwelling Fire Fatality	0	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	0	1
Deliberate Dwelling Fire Injury	2	1
Accidental Dwelling Fires	25	36
Deliberate Dwelling Fires	6	13
False Alarm Good Intents in Dwellings	82	94

Middlesbrough	20/21	21/22
Safer Homes Visits	1794	2514
Accidental Dwelling Fire Fatality	0	1
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	1	3
Deliberate Dwelling Fire Injury	2	0
Accidental Dwelling Fires	27	33
Deliberate Dwelling Fires	10	16

Redcar Cleveland	20/21	21/22
Safer Homes Visits	1703	2748
Accidental Dwelling Fire Fatality	0	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	2	1
Deliberate Dwelling Fire Injury	0	0
Accidental Dwelling Fires	10	10
Deliberate Dwelling Fires	4	10
False Alarm Good Intents in Dwellings	79	88

Hartlepool

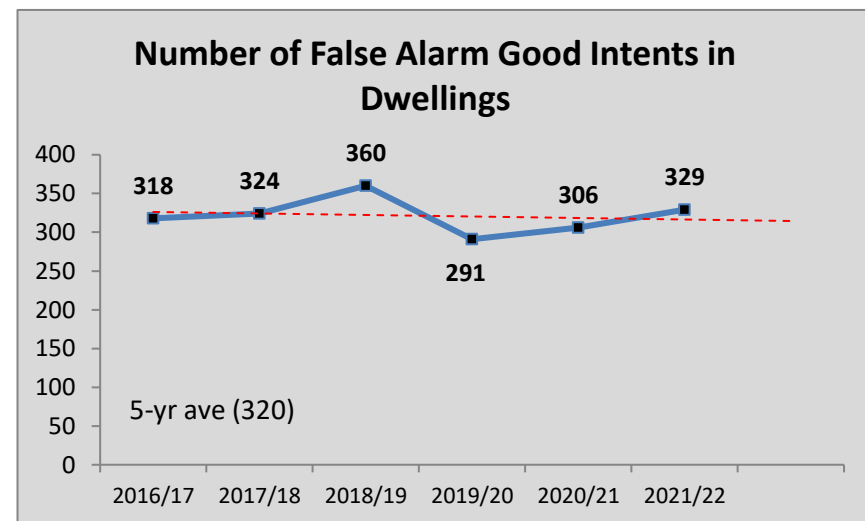
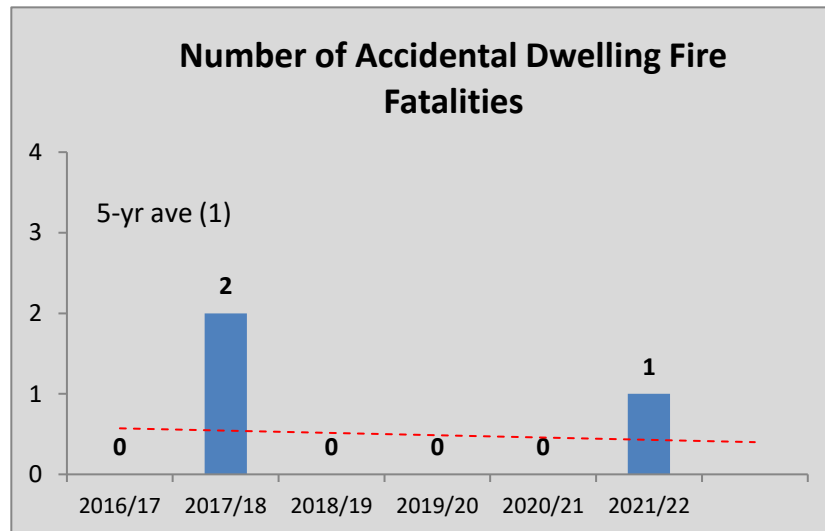
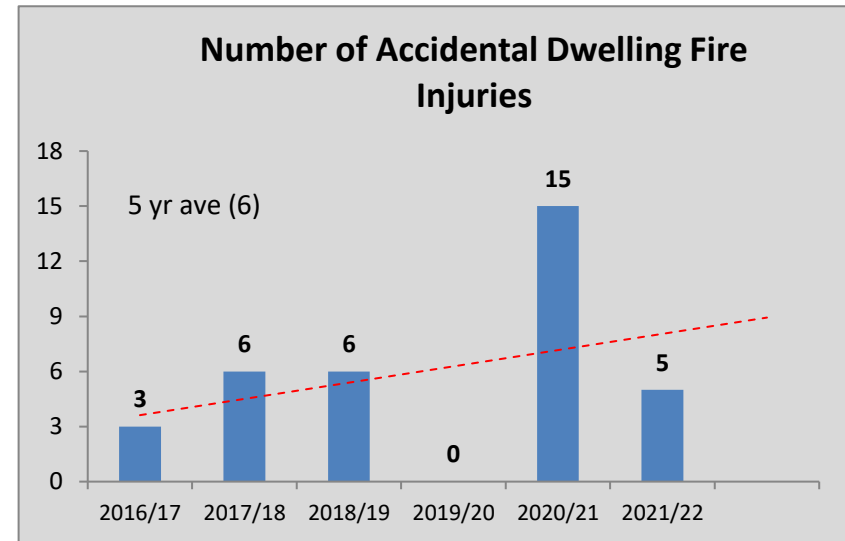
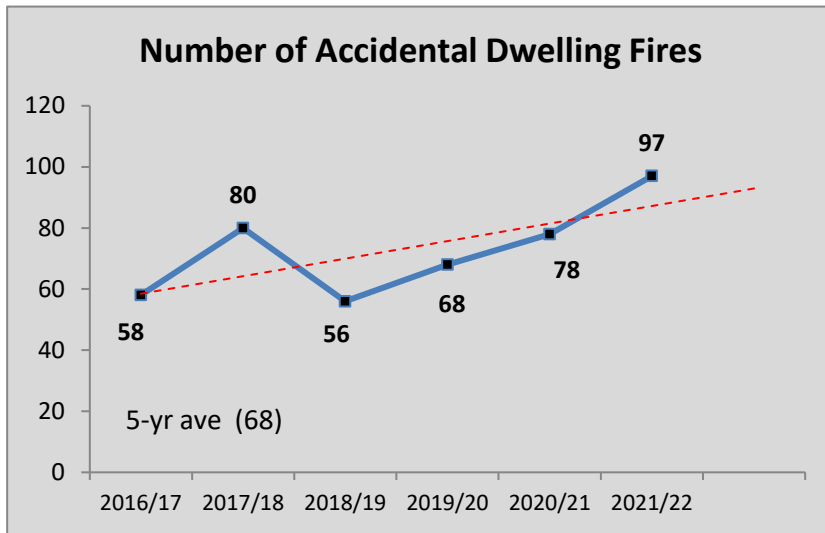
Stockton-on-Tees

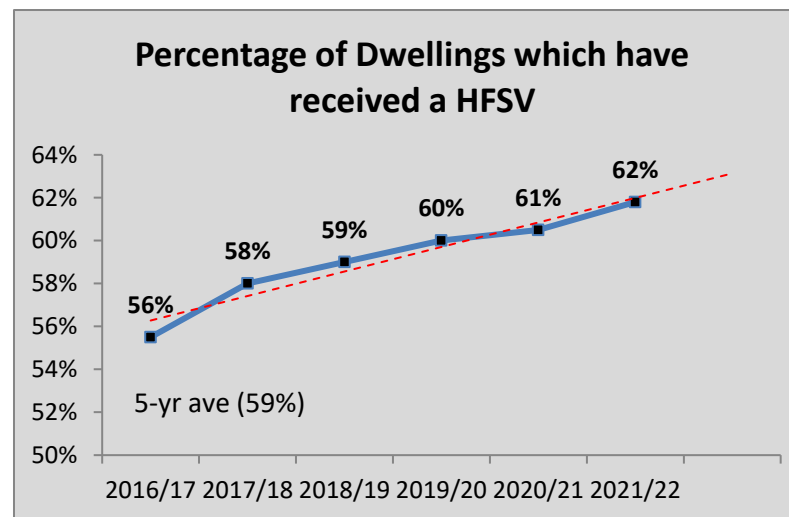
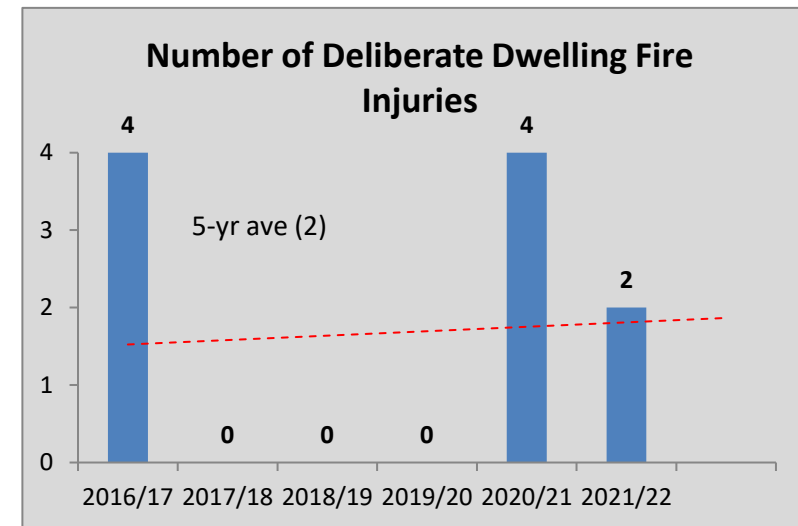
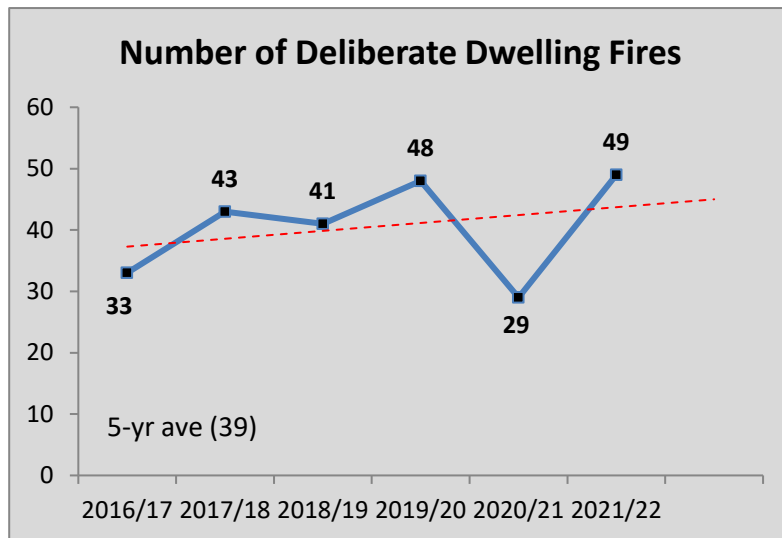
Middlesbrough

Redcar and Cleveland

Trend Analysis: Strategic Outcome 1.1.1: Safer Homes							
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	5 year average*
Number of Accidental Dwelling Fires	58	80	56	68	78	97	68
Number of Deliberate Dwelling Fires	33	43	41	48	29	49	39
Number of Accidental Dwelling Fire Fatalities	0	2	0	0	0	1	1
Number of Deliberate Dwelling Fire Fatalities	0	0	0	0	0	0	0
Number of Accidental Dwelling Fire Injuries	3	6	6	0	15	5	6
Number of Deliberate Dwelling Fire Injuries	4	0	0	0	4	2	2
Number of False Alarm Good Intentions in Dwellings	318	324	360	291	306	329	320
Percentage of ADFs which have not received a HFSV prior to the ADF	-	-	-	67%	25%	34%	-
Percentage of Dwellings which have received a HFSV	56%	58%	59%	60%	61%	62%	59%
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 (632/751)	-
First Appliance Attendance to a Dwelling Fire Within 10 Minutes on 90% of Occasions	-	-	-	96% (688/714)	98% (669/687)	97% (732/751)	-
Average time of a Second Appliance Attendance to a Dwelling Fire (10 Minutes)	-	-	-	00:07:02 (498/575)	00:06:44 (504/577)	00:06:54 (541/633)	-

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



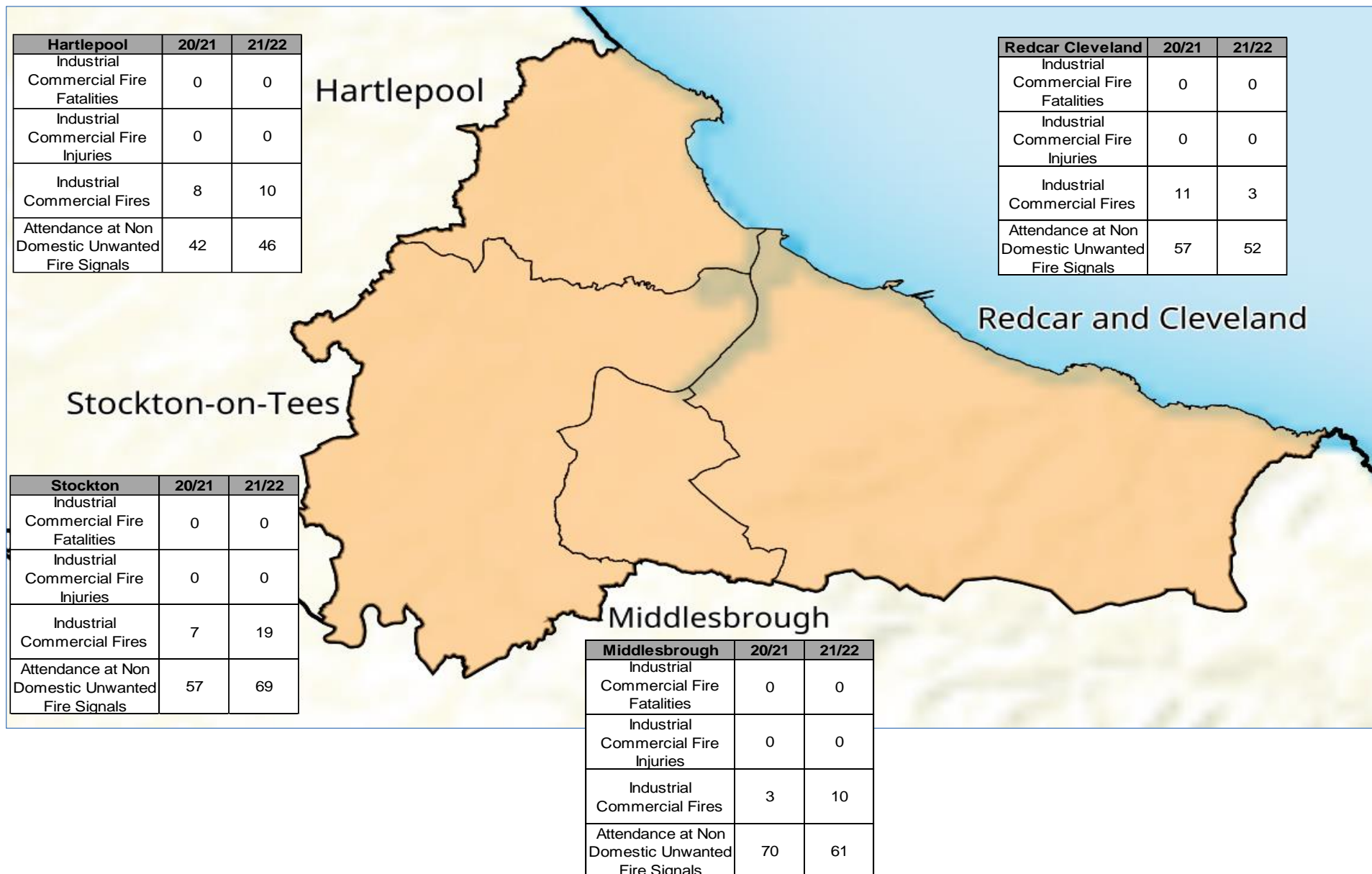


**Strategic Goal: Safer, Stronger Communities**
**Strategic Objective 1.1: We will protect people, property and the environment from harm as a result of fires and other emergencies.**
**Strategic Outcome 1.1.2 Safer Buildings**

Indicator		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	Target	% Direction of travel from target
1.1.2.1	Percentage of the annual risk based inspection program completed in approved frequency	-	9% (249/2739)	27% (564/2127)	+18% ↑	No Comparator Information	50%	-23% ↓
1.1.2.3	Percentage of enforcement notices that are completed within prescribed timescales	-	67% (2/3)	60% (3/5)	-7% ↓	No Comparator Information	100%	-40% ↓
1.1.2.4	Number of Fatalities in Industrial and Commercial Fires	0	0	0	0% ↔	0% ↔	0	0% ↔
1.1.2.5	Number of Injuries in Industrial and Commercial Fires	0	0	0	0% ↔	0% ↔	0	0% ↔
1.1.2.6	Number of Industrial and Commercial Fires	28	29	42	+45% (+13) ↑	+50% (+14) ↑	14	+200% (+28) ↑
1.1.2.8	Number of attendances at Non Domestic Unwanted Automated Fire Alarm Calls	514	226	228	+1% (+2) ↑	-56% (-286) ↓	196	+16% (+32) ↑
1.1.2.10	Average time of first appliance attendance to a building fire (7 Minutes)	-	00:04:58 (927/1065)	00:05:02 (1017/1220)	+1% (+00:00:04) ↑	No Comparator Information	00:07:00	-28% (-00:01:58) ↓
1.1.2.11	First appliance attendance to a building fire within 10 minutes on 90% of occasions	-	97% (1032/1065)	96% (1175/1220)	-1% ↓	No Comparator Information	90%	+6% ↑
1.1.2.12	Average time of second appliance to attend a building fire incident (10 minutes)	-	00:06:55 (696/804)	00:07:00 (707/840)	+1% (+00:00:05) ↑	No Comparator Information	00:10:00	-30% (-00:03:00) ↓
1.1.2.13	Percentage of Consultations completed within prescribed timescales	-	96% (103/107)	100% (156/156)	+4% ↑	No Comparator Information	100%	0% ↔
1.1.2.14	Percentage of Licensing Consultations completed within prescribed timescales	-	100% (99/99)	96% (139/145)	-4% ↓	No Comparator Information	100%	-4% ↓
1.1.2.15	Percentage of Building (72d) Risk Information scheduled to be reviewed during the year that has been reviewed	-	19% (19/102)	61% (68/111)	+42% ↑	No Comparator Information	100%	-39% ↓
Safer Buildings Overall Performance Judgement					Performing Well	Performing Well		Performing Well

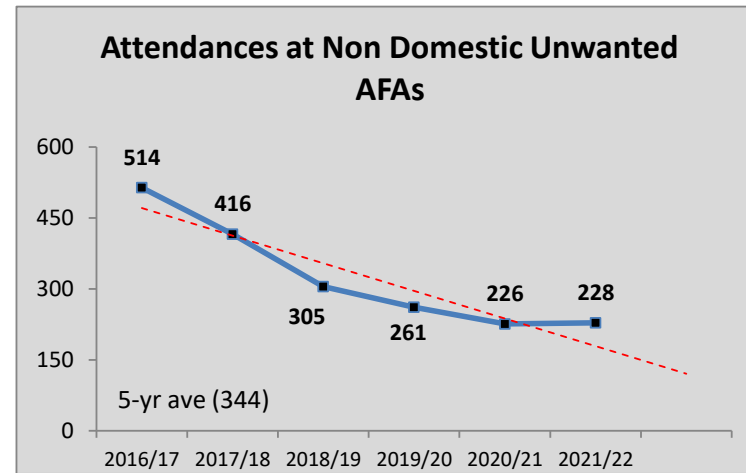
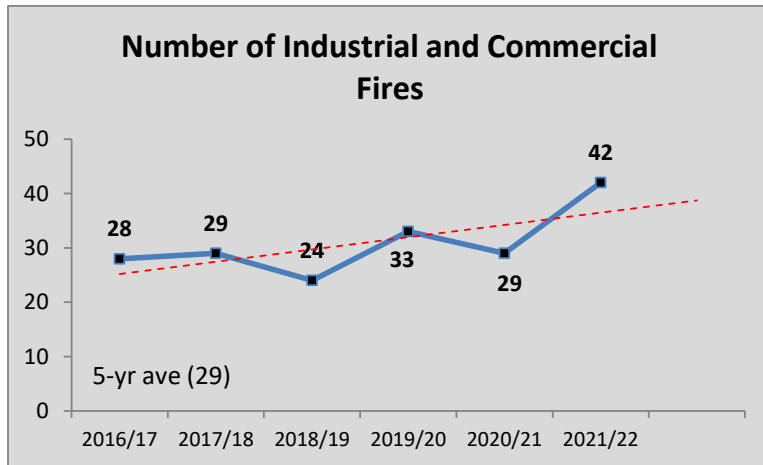


## SAFER BUILDINGS



Trend Analysis: Strategic Outcome 1.1.2 Safer Buildings							
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	5 year average*
Percentage of the annual risk based inspection program completed in approved frequency	-	-	29%	25% (552/2214)	9% (249/2739)	27% (564/2127)	21%
Percentage of enforcement notices that are completed within prescribed timescales	-	67% (2/3)	100% (1/1)	33% (1/3)	67% (2/3)	60% (3/5)	67%
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	0	0
Number of Industrial and Commercial Fires	28	29	24	33	29	42	29
Number of attendances at Non Domestic Unwanted Automated Fire Alarm Calls	514	416	305	261	226	228	344
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)	00:04:55
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%
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)	00:07:00 (707/840)	00:06:56
Percentage of Consultations completed within prescribed timescales	-	-	-	-	96% (103/107)	100% (156/156)	-
Percentage of Licensing Consultations completed within prescribed timescales	-	-	-	-	100% (99/99)	96% (139/145)	-
Percentage of Building (72d) Risk Information scheduled to be reviewed during the year that has been reviewed	-	-	-	-	19% (19/102)	61% (68/111)	-

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



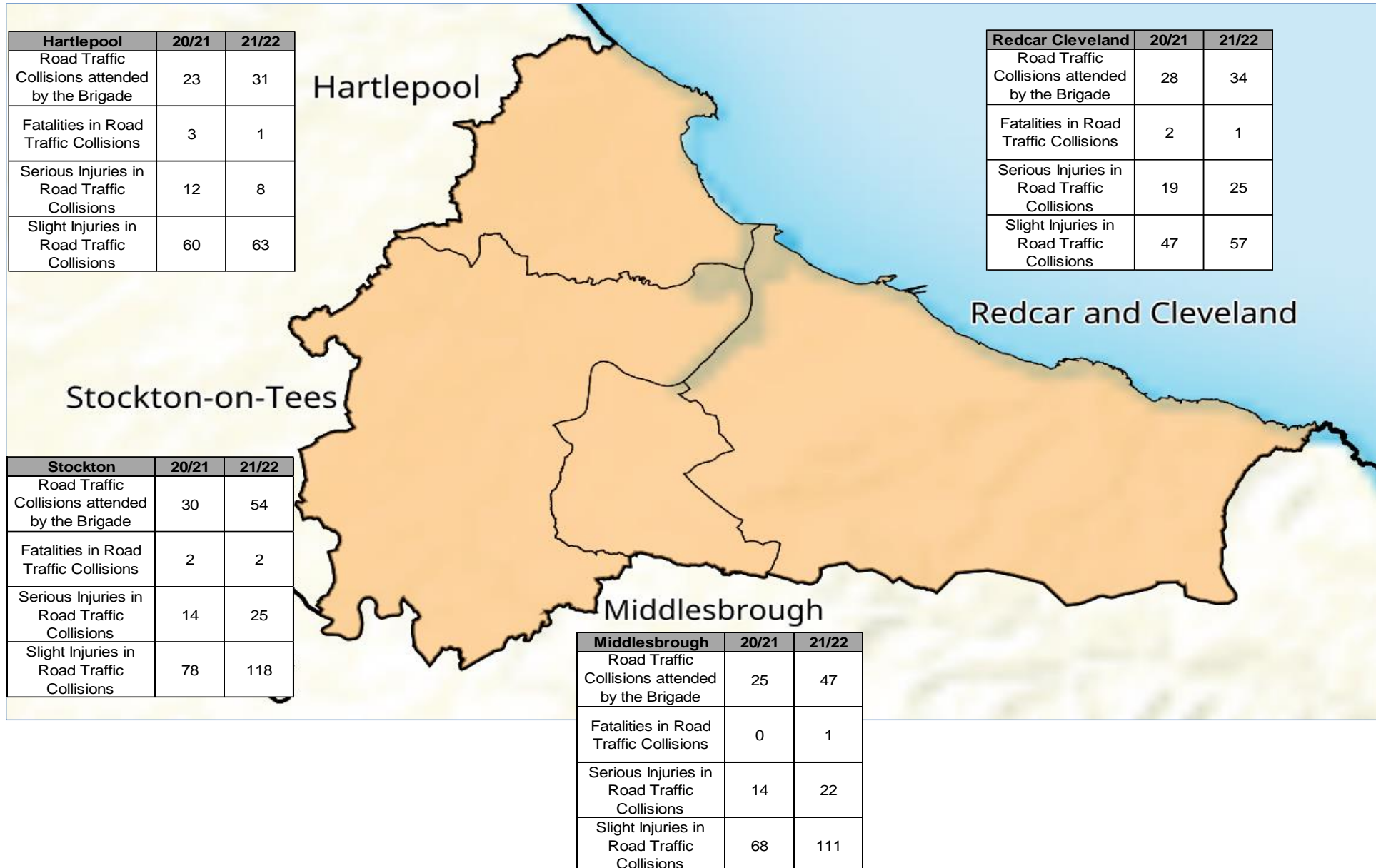
**Strategic Goal: Safer, Stronger Communities**

**Strategic Objective 1.1: We will protect people, property and the environment from harm as a result of fires and other emergencies.**

**Strategic Outcome 1.1.3 Safer Roads**

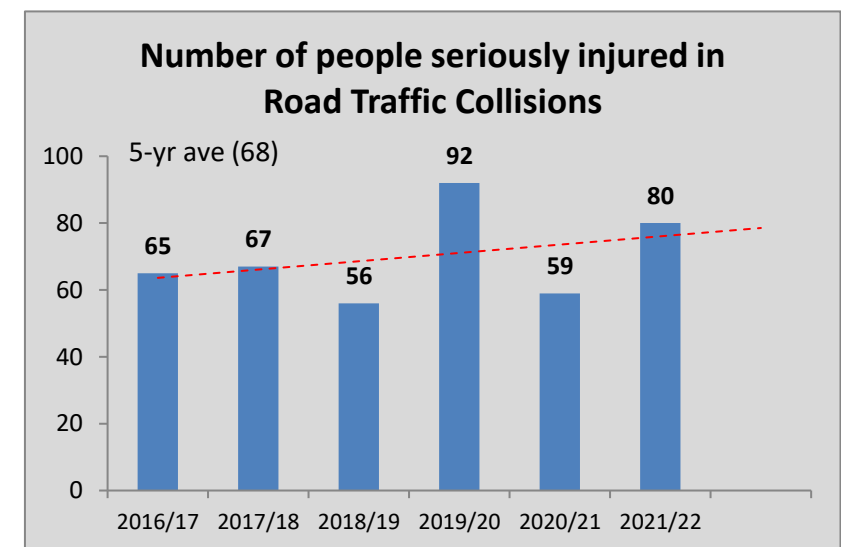
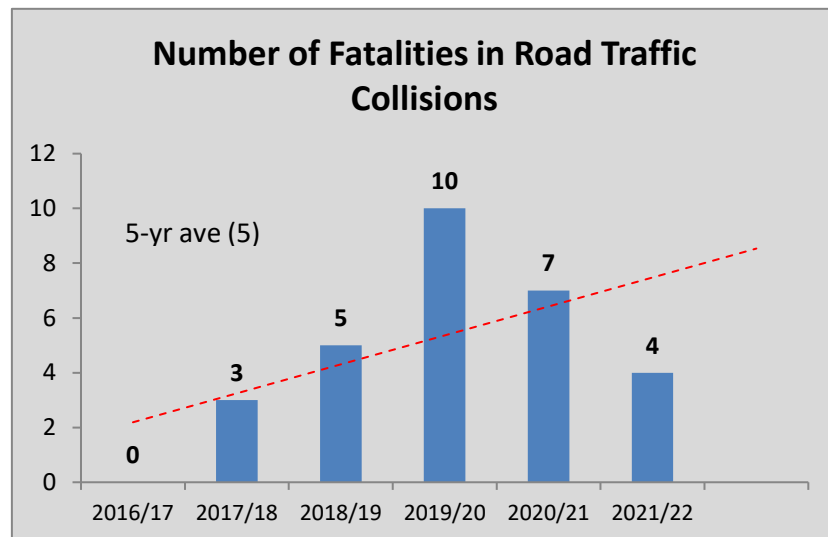
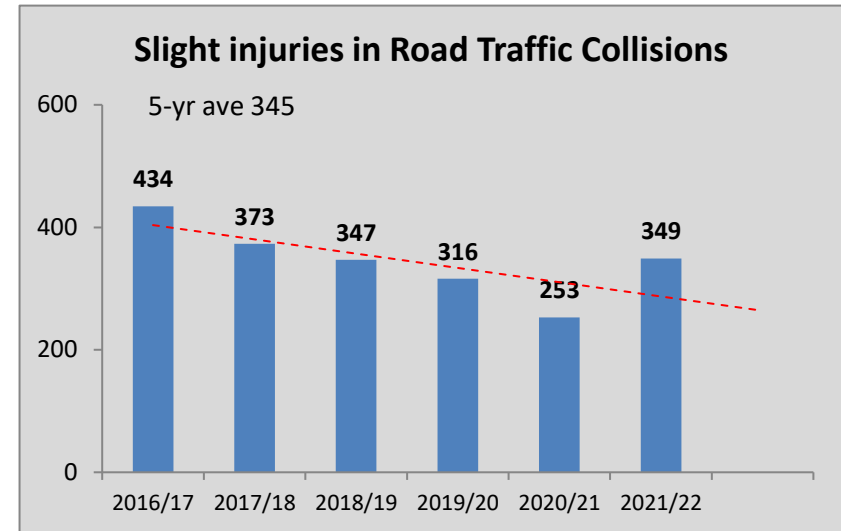
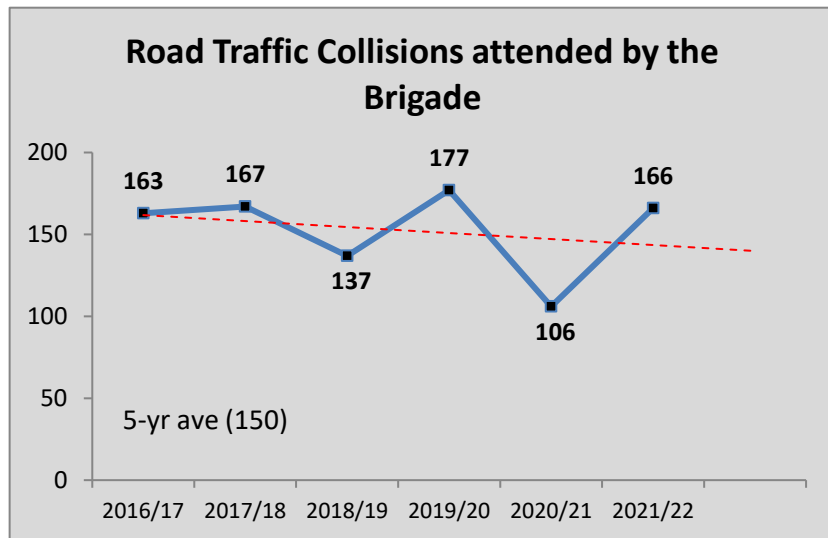
Indicator		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	Target	Direction of travel from target
1.1.3.1	Number of Road Traffic Collisions attended by the Brigade	163	106	166	+57% (+60) ↑	+2% (+3) ↑	-	-
1.1.3.2	Number of Fatalities in Road Traffic Collisions (police data)	0	7	4	-43% (-3) ↓	+100% (+4) ↑	-	-
1.1.3.3	Number of people seriously injured in Road Traffic Collisions (police data)	65	59	80	+36% (+21) ↑	23% (+15) ↑	-	-
1.1.3.4	Number of people suffering slight injuries Road Traffic Collisions (police data)	434	253	349	+38% (+96) ↑	-20% (-85) ↓	-	-
1.1.3.5	Average time of first appliance attendance to an immediate life threatening / rescue Road Traffic Collisions (8 minutes)	-	00:05:40 (58/68)	00:05:26 (113/131)	,-4% (-00:00:14)	No Comparator Information	00:08:00	-32% (-00:02:34) ↓
Safer Roads Overall Performance Judgement					Adequate Performance	Adequate Performance		Performing Strongly

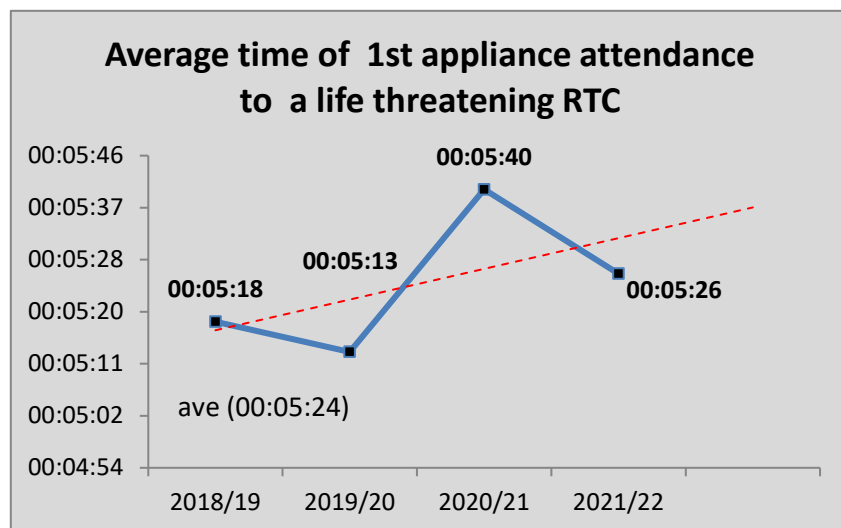
## SAFER ROADS



Trend Analysis: Strategic Outcome 1.1.3 Safer Roads							
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	5 year average *
Number of Road Traffic Collisions attended by the Brigade	163	167	137	177	106	166	150
Number of Fatalities in Road Traffic Collisions	0	3	5	10	7	4	5
Number of people seriously injured in Road Traffic Collisions	65	67	56	92	59	80	68
Number of people suffering slight injuries in Road Traffic Collisions	434	373	347	316	253	349	345
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)	00:05:24

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







**Strategic Goal: Safer, Stronger Communities**

**Strategic Objective 1.1: We will protect people, property and the environment from harm as a result of fires and other emergencies.**

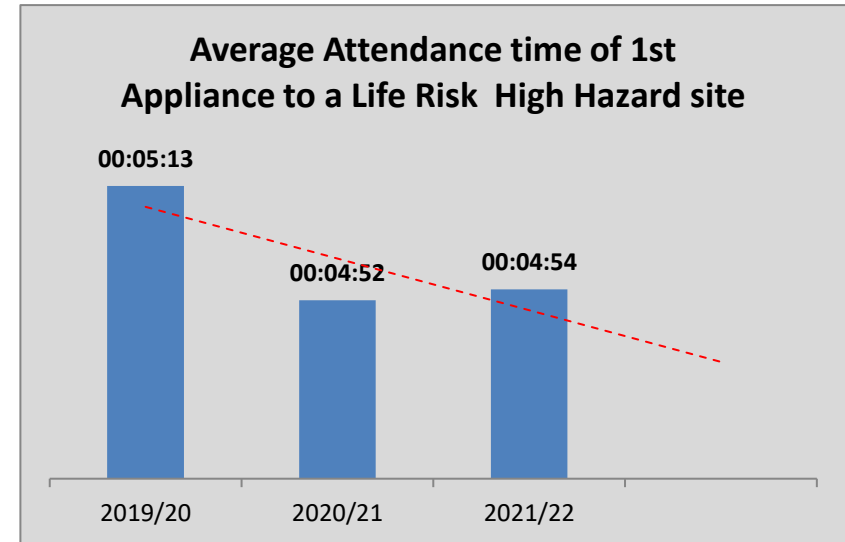
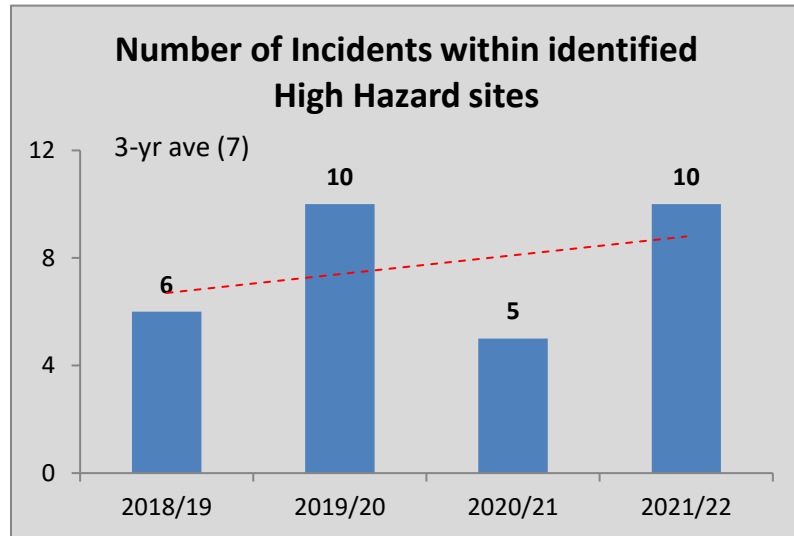
**Strategic Outcome 1.1.4 Safer High Hazard Industries**

Indicator		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	Target	% Direction of travel from target
1.1.4.1	Number of Incidents within identified High Hazard sites	5	5	10	+100% ('+5) ↑	+100% ('+5) ↑	-	-
1.1.4.2	Average time of first appliance attendance to a Life Risk incident at a High Hazard site (7 minutes)	-	00:04:52	00:04:54	+1% (+00:00:02) ↑	No Comparator Information	00:07:00	-30% (-00:02:06) ↓
1.1.4.3	Average time of full mobilisation to a Worse Case Planning Scenario incident at a High Hazard site (20 minutes)	-	-	-	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 Comparator Information	00:16:00	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)	-5% ↓	No Comparator Information	100%	-78% ↓
Safer High Hazard Overall Performance Judgement					Adequate Performance	Requires Improvement		Performing Well

\*Figure is based on all reviews completed.

Trend Analysis: Strategic Outcome 1.1.4 Safer High Hazard Industries							
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	5 year average*
Number of Incidents within identified High Hazard sites	-	-	6	10	5	10	7
Average time of first appliance attendance to a Life Risk incident at a High Hazard site (7 minutes)	-	-	-	00:05:13	00:04:52	00:04:54	-
1.1.4.3 Average time of full mobilisation to a Worse Case Planning Scenario incident at a High Hazard site (20 minutes)	-	-	-	no incidents	no incidents	no incidents	-
1.1.4.4 Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	-	-	-	00:22:09	No Reported Mobilisation	No Reported Mobilisation	-
1.1.4.5 Percentage of High Hazard sites risk information that have been reviewed during the year	-	-	-	-	27% (8/30)	22% (6/27)	-

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



**Strategic Goal: Safer, Stronger Communities**

**Strategic Objective 1.1: We will protect people, property and the environment from harm as a result of fires and other emergencies.**

**Strategic Outcome 1.1.5 Safer Neighbourhoods and Environment**

Indicator		2016/17	2020/21	2021/22	% Direction of travel from 2019/20	% Direction of travel from 2016/17	Target	% Direction of travel from target
1.1.5.1	Number of Deliberate Fire Fatalities	0	0	0	0% ↔	0% ↔	0	0% ↔
1.1.5.2	Number of Deliberate Fire Injuries	4	4	3	-25% (-1) ↓	-25% (-1) ↓	2	+50% (+1) ↑
1.1.5.3	Number of Deliberate Fires	1431	1759	2355	+34% (+596) ↑	+65% (+924) ↑	1860	+27% (+495) ↑
1.1.5.4	Number of Deliberate Primary Fires	223	206	250	+21% (+44) ↑	+12% (+27) ↑	222	+13% (+28) ↑
1.1.5.5	Number of Deliberate Primary Fire Vehicles	131	112	136	+21% (+24) ↑	+4% (+5) ↑	-	-
1.1.5.6	Number of Deliberate Secondary Fires	1208	1553	2105	+36% (+552) ↑	+74% (+897) ↑	1638	+29% (+467) ↑
1.1.5.7	Number of Water Rescue Incidents	4	1	6	+500% (+5) ↑	+50% (+2) ↑	-	-
Safer Neighbourhoods Overall Performance Judgement					Adequate Performance	Adequate Performance		Adequate Performance

## SAFER NEIGHBOURHOODS

Hartlepool	20/21	21/22
Deliberate Fire Fatalities	0	0
Deliberate Fire Injuries	0	2
Deliberate Fires	325	450
Deliberate Primary Fires	40	54
Deliberate Primary Vehicle Fires	21	21
Deliberate Secondary Fires	285	396

Hartlepool

Redcar Cleveland	20/21	21/22
Deliberate Fire Fatalities	0	0
Deliberate Fire Injuries	0	0
Deliberate Fires	477	564
Deliberate Primary Fires	57	60
Deliberate Primary Vehicle Fires	24	32
Deliberate Secondary Fires	420	504

Redcar and Cleveland

Stockton-on-Tees

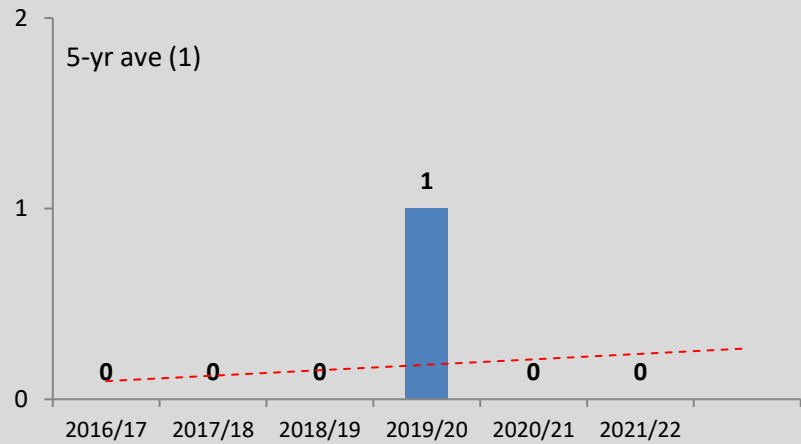
Stockton	20/21	21/22
Deliberate Fire Fatalities	0	0
Deliberate Fire Injuries	2	1
Deliberate Fires	360	406
Deliberate Primary Fires	49	52
Deliberate Primary Vehicle Fires	35	30
Deliberate Secondary Fires	311	354

Middlesbrough

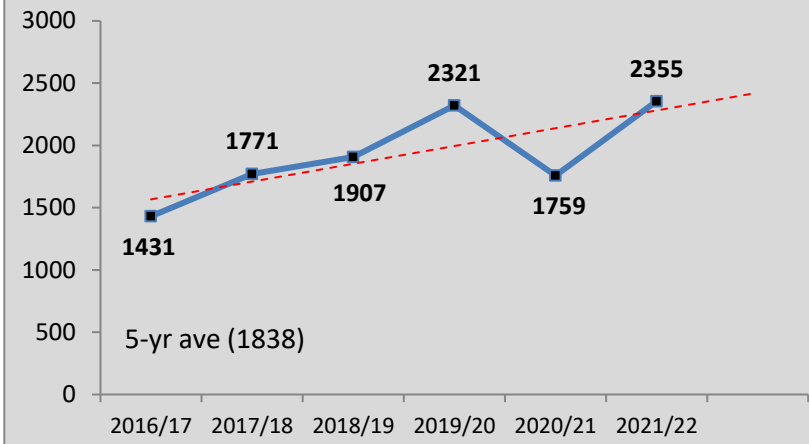
Middlesbrough	20/21	21/22
Deliberate Fire Fatalities	0	0
Deliberate Fire Injuries	2	0
Deliberate Fires	597	935
Deliberate Primary Fires	60	84
Deliberate Primary Vehicle Fires	32	53
Deliberate Secondary Fires	537	851

Trend Analysis: Strategic Outcome 1.1.5 Safer Neighbourhoods and Environment							
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	5 year average *
Number of Deliberate Fire Fatalities	0	0	0	1	0	0	1
Number of Deliberate Fire Injuries	4	0	0	0	4	3	2
Number of Deliberate Fires	1431	1771	1907	2321	1759	2355	1838
Number of Deliberate Primary Fires	223	218	199	217	206	250	213
Number of Deliberate Primary Fire Vehicles	131	114	96	109	112	136	112
Number of Deliberate Secondary Fires	1208	1553	1708	2104	1553	2105	1625
Number of Water rescue incidents	4	4	6	5	1	6	4

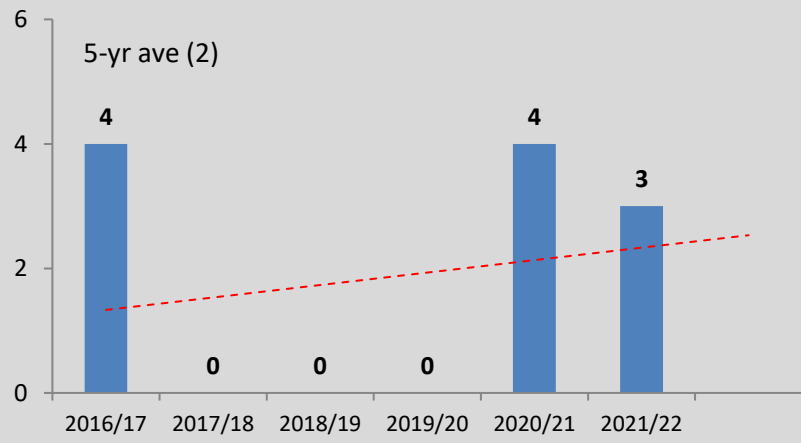
**Number of Deliberate Fire Fatalities**



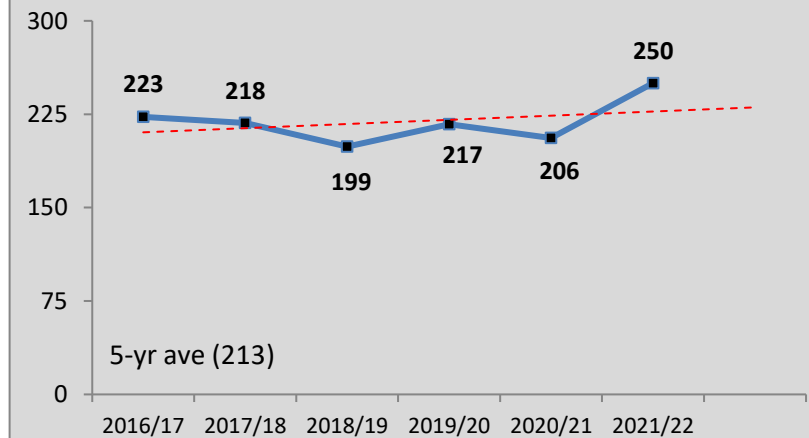
**Number of Deliberate Fires**

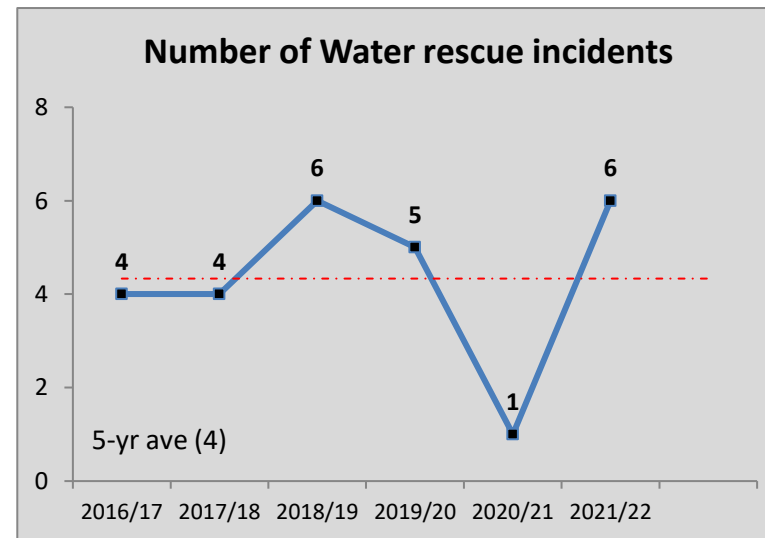
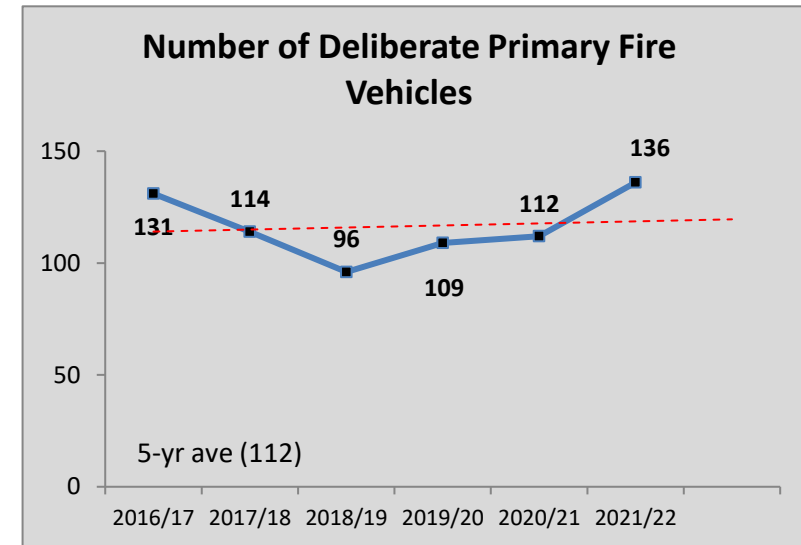
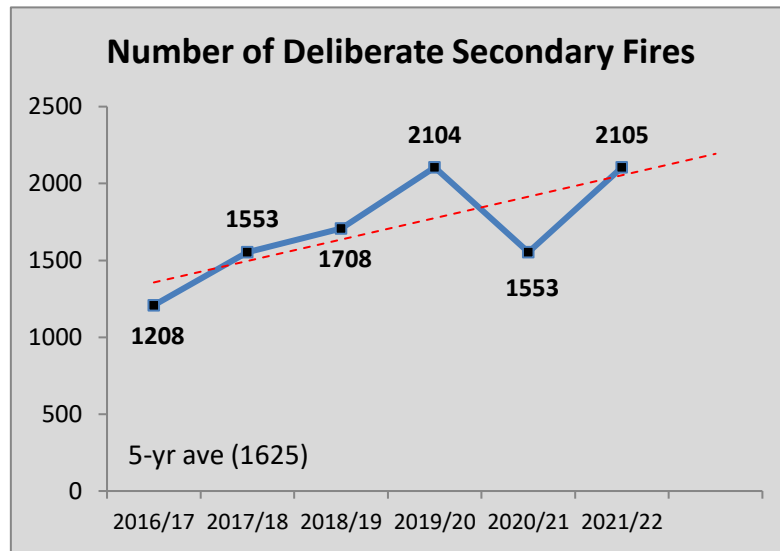


**Number of Deliberate Fire Injuries**



**Number of Deliberate Primary Fires**



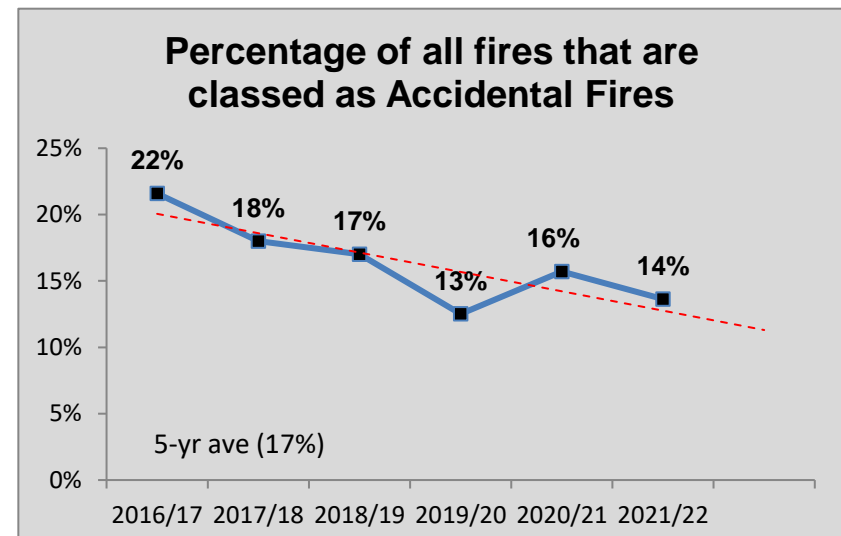
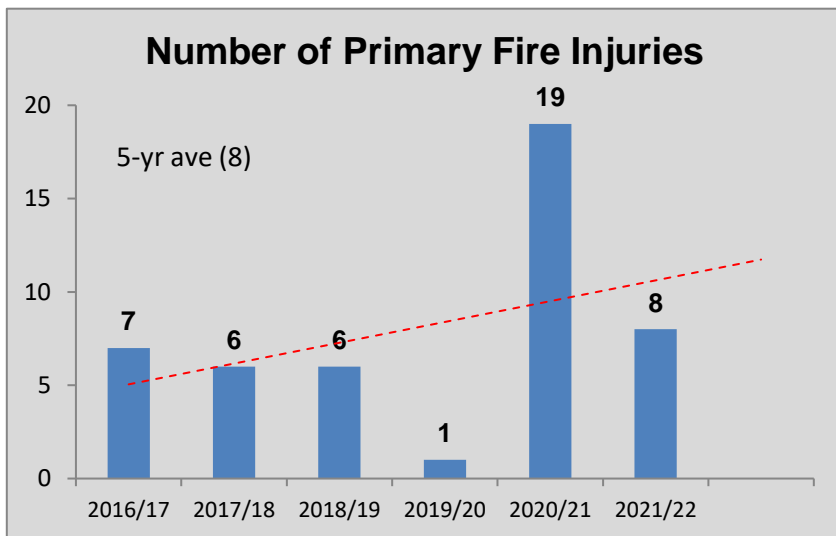
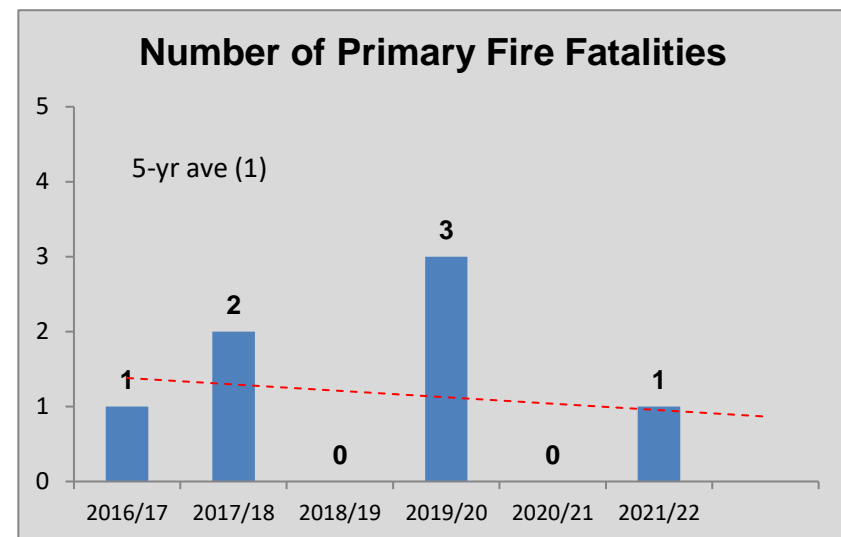
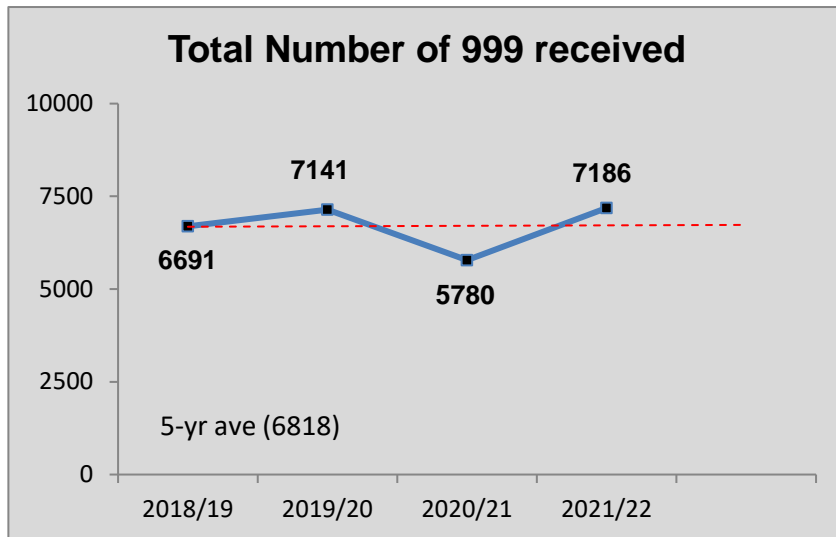


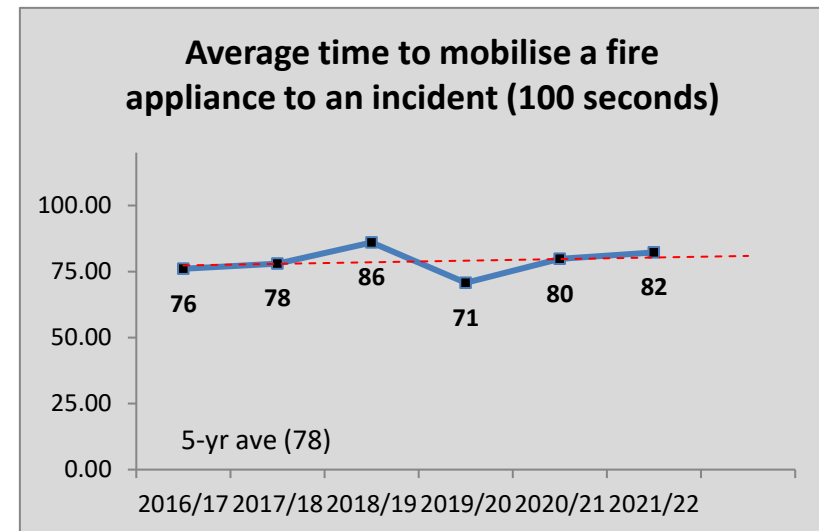
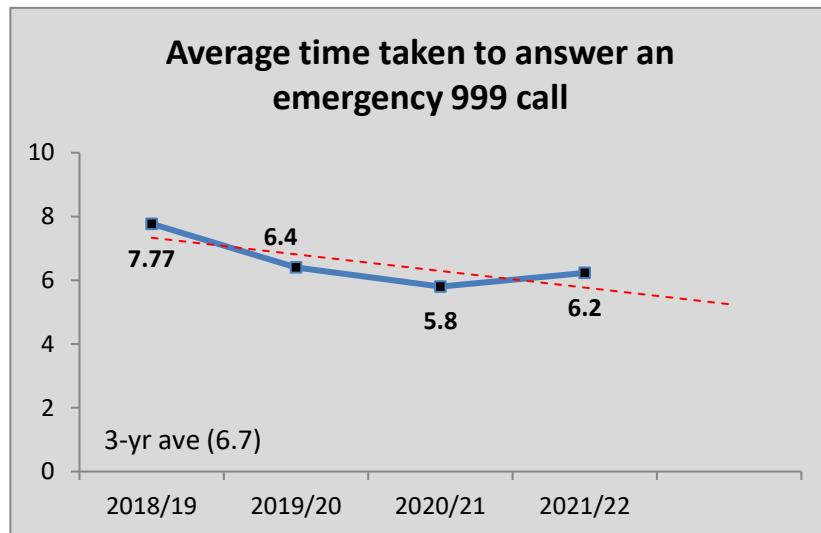
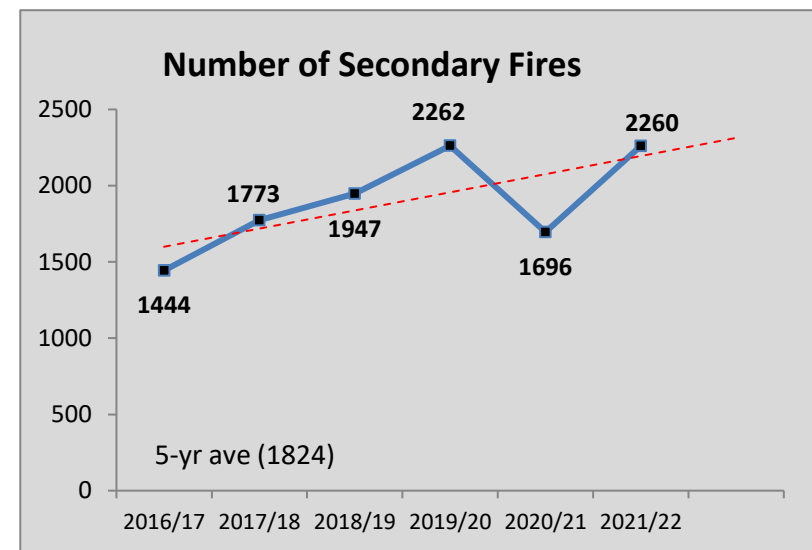
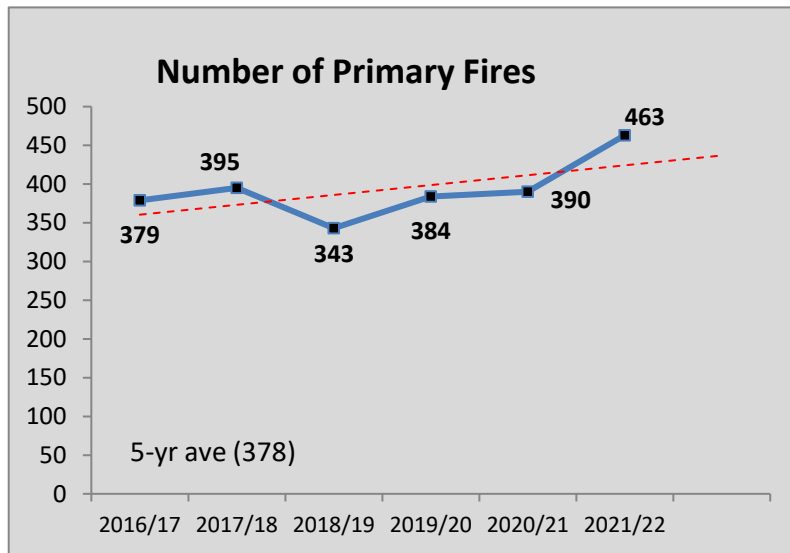


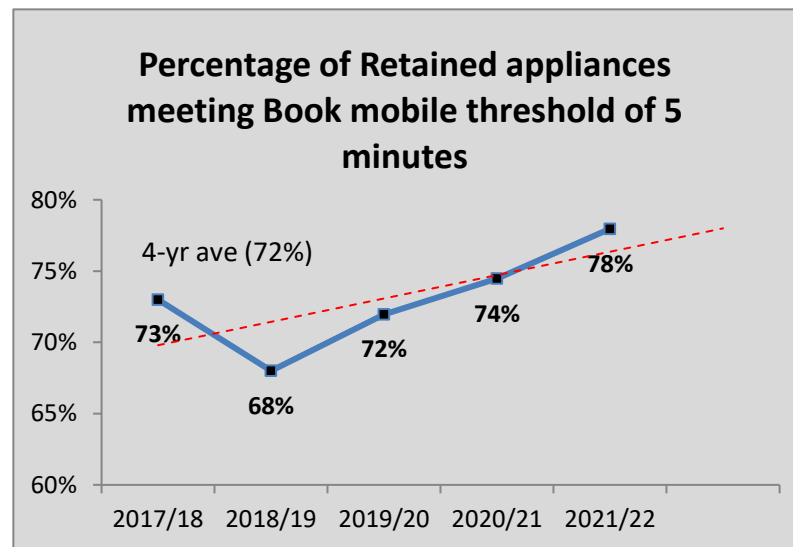
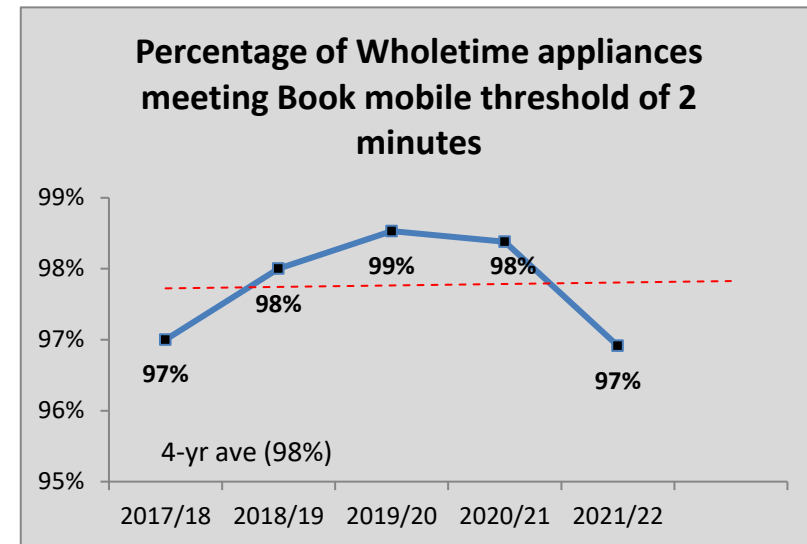
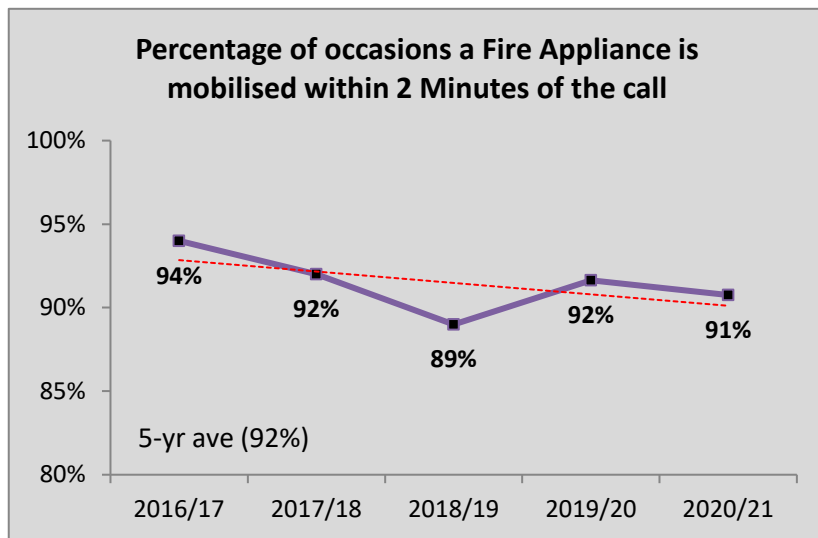
Supplementary Indicators							
Indicator	2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	Target	% Direction of travel from target
Total Number of 999 calls to Fire Control	7307	5780	7186	+24% (+1406) ↑	-2% (-121) ↓	-	-
Number of times a Fire Appliance assigned to an incident failed to respond	-	4	0	-100% (-4) ↓	No Comparator Information	-	-
Number of Primary Fire Fatalities	1	0	1	+100% (+1) ↑	0% ↔	0	+100% (+1) ↑
Number of Primary Fire Injuries	7	19	8	-58% (-11) ↓	+14% (+1) ↑	8	0% ↔
Percentage of all fires that are classed as Accidental Fires	22%	16%	14%	For Information Purposes Only		-	-
Percentage of all fires that are classed as Deliberate Fires	78%	84%	86%			-	-
Number of Primary Fires	379	390	463	+19% (+73) ↑	+22% (+84) ↑	371	+25% (+92) ↑
Number of Secondary Fires	1444	1696	2260	+33% (+564) ↑	+57% (+816) ↑	1754	+29% (+506) ↑
Average time taken to answer an emergency 999 call (7 seconds)	-	5.8	6.2	+7% (+0.4) ↑	No Comparator Information	7	-11% (-0.8) ↓
Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	76	80	82	+3% (+2) ↑	+8% (+6) ↑	100	-18% (-18) ↓
Percentage of Occasions Fire Control mobilise a Fire Appliance within 2 minutes of the call	93%	92%	91%	-1% ↓	-2% ↓	98%	-7% ↓
Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	-	98%	97%	-1% ↓	No Comparator Information	100%	-3% ↓
Percentage of Retained appliances meeting the Book Mobile threshold of 5 Minutes	-	74%	78%	+4% ↑	No Comparator Information	100%	-22% ↓

Trend Analysis: Supplementary Indicators							
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	5 year average *
Total Number of 999 calls to Fire Control	7307	7172	6691	7141	5780	7186	6818
Number of times a Fire Appliance assigned to an incident failed to respond	-	-	-	4	4	0	4
Number of Primary Fire Fatalities	1	2	0	3	0	1	1
Number of Primary Fire Injuries	7	6	6	1	19	8	8
Percentage of all fires that are classed as Accidental Fires	22%	18%	17%	13%	16%	14%	17%
Percentage of all fires that are classed as Deliberate Fires	78%	82%	83%	87%	84%	86%	83%
Number of Primary Fires	379	395	343	384	390	463	378
Number of Secondary Fires	1444	1773	1947	2262	1696	2260	1824
Average time taken to answer an emergency 999 call (7 seconds)	-	-	7.77	6.4	5.8	6.2	6.7
Average time for Fire Control to mobilise a fire appliance to an incident (100 seconds)	76	78	86	71	80	82	78
Percentage of occasions Fire Control mobilise a Fire Appliance within 2 Minutes of the call	93%	94%	92%	89%	92%	91%	92%
Percentage of Wholetime appliances meeting Book mobile threshold of 2 minutes	-	97%	98%	99%	98%	97%	98%
Percentage of Retained appliances meeting Book mobile threshold of 5 minutes	-	73%	68%	72%	74%	78%	72%

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







**Strategic Goal: Safer, Stronger Communities**

**Strategic Objective 1.1: We will protect people, property and the environment from harm as a result of fires and other emergencies**


**Strategic Outcome 1.1.6: Supported National Resilience**

Indicator		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	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% 5/5	100% (1/1)	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%	No Comparator Information	No Comparator Information	100%	↔
National Resilience Overall Performance Judgement					Performing Strongly	Not Measured		Performing Strongly

**Strategic Goal: Safer, Stronger Communities**

**Strategic Objective 1.2: We will support our partners by working collaboratively to improve health outcomes across our communities**

**Strategic Outcome 1.2.1: Improved Health Outcomes**

Indicator		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	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)	-	4%	4%	+1% 	No Comparator Information	-	-
1.2.1.3	Percentage of Co-responder incidents attended by the Brigade where medical treatment was provided by CFB	98%	100%	-	No Comparator Information	No Comparator Information	-	-
Improved Health Overall Performance Judgement					Performing Well	No Comparator		Not measured

Trend Analysis: Strategic Outcome 1.1.6 Supporting National Resilience						
Quarter 4 April to March	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Percentage of times the DIM (G8) National Resilience resource is mobilised within 60 minutes	-	-	100%	100%	100% 5/5	100% (1/1)
Percentage of times the MDU (G9) New Dimensions asset is mobilised within 60 minutes of request to mobilise	-	-	-	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%

Trend Analysis: Strategic Outcome 1.2.1 Improved Health Outcomes						
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Percentage of Safe and Well visits that led to a positive intervention	-	-	-	-	4.2%	4%



# A PROUD, PASSIONATE, PROFESSIONAL AND INCLUSIVE WORKFORCE

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



## Performance Summary: A Proud, Passionate and Inclusive Workforce

Below is a summary of our performance for the period 1st April to 30th September 2021 against our Strategic Goal 2

	Performance compared to previous year assessed as	Performance compared to 5 years previous assessed as	Performance compared to Target assessed as
A Healthy Workforce	Adequate Performance	Adequate Performance	Adequate Performance
A Safe Workforce	Performing Well	Performing Well	Adequate Performance
Competent & Trained Workforce	No Comparator	No Comparator	Performing Strongly
Outstanding Leaders	Under Development	Under Development	Under Development
A Great Workforce Culture	Assessed Annually	Assessed Annually	Assessed Annually
A Sustainable Workforce	Adequate Performance	No Comparator	Under Development

**Strategic Goal: A Proud, Passionate, Professional and Inclusive Workforce**
**Strategic Objective 2.1: We will support and promote health, safety and wellbeing across our workforce**
**Strategic Outcome 2.1.1: A Healthy Workforce**

Indicator		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	Target	% Direction of travel from target
2.1.1.1	Percentage of operational staff who have completed fitness assessments during year*	-	64%	77%	+13% ↑	No Comparator Information	100%	-23% ↓
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)*	-	92%	94%	+2% ↑	No Comparator Information	100%	-6% ↓
2.1.1.4	Average Number of Duty days lost to sickness absence per employee - All Staff	4.19	2.99	5.37	+80% (+2.38) ↑	+28% (+1.8) ↑	4.20	+28% (+1.8) ↑
2.1.1.5	Average Number of Duty days lost to sickness absence per employee - Wholtime	3.69	3.50	5.51	+57% (+2.01) ↑	+49% (+1.82) ↑	4.63	+19% (+0.89) ↑
2.1.1.6	Average Number of Duty days lost to sickness absence per employee - Retained	4.15	1.56	2.48	+59% (+0.92) ↑	-40% (-1.67) ↓	3.34	-26% (-0.86) ↓
2.1.1.7	Average Number of Duty days lost to sickness absence per employee - Fire Control	2.95	3.25	10.03	+209% (+6.78) ↑	+240% (+7.08) ↑	3.33	+201% (+6.70) ↑
2.1.1.8	Average Number of Duty days lost to sickness absence per employee - Green Book	6.14	2.60	6.59	+153% (+3.99) ↑	+7% (+0.45) ↑	3.65	+81% (+2.94) ↑
2.1.1.9	Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness	-	29%	29%	0% ↔	No Comparator Information	-	-
2.1.1.10	Number of people who exceed Phased Return Limits	-	1	0	-100% (-1) ↓	No Comparator Information	0	0% ↔
2.1.1.11	Number of people who exceed Modified Duties Limits	-	6	11	+83% (+5) ↑	No Comparator Information	0	+100% (+11) ↑
2.1.1.12	Length of time on Phased Return Duty**	-	150	28	-81% (-122) ↓	No Comparator Information	-	-
2.1.1.13	Length of time on Modified Duties**	-	910	1954	+115% (+1044) ↑	No Comparator Information	-	-
A Healthy Workforce Overall Performance Judgement					Adequate Performance	Adequate Performance		Adequate Performance

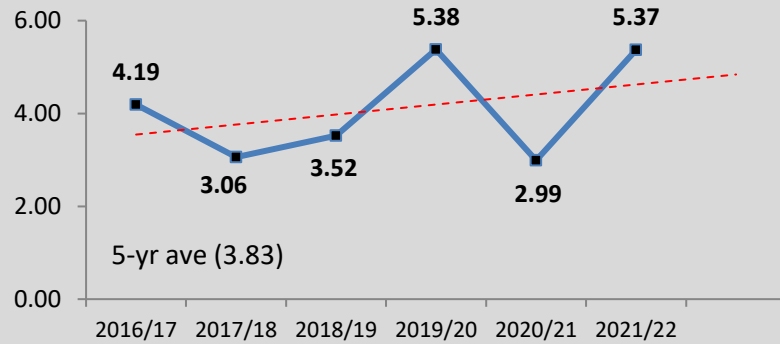
\* no assessments in Qtr. 1 2020 due to pandemic

\*\* cumulative days

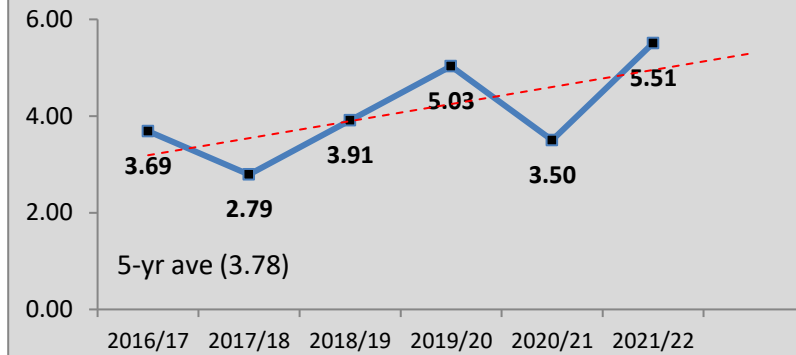
Trend Analysis: Strategic Outcome 2.1.1: A Healthy Workforce							
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	5 year average *
Percentage of operational staff who have completed fitness assessments during year	-	62%	90%	84%	64%	77%	75%
Percentage of Operational staff Achieving Passes in Relevant VO2 Rates	-	90%	98%	96%	92%	94%	94%
Average Number of Duty days lost to sickness absence per employee - All Staff	4.19	3.06	3.52	5.38	2.99	5.37	3.83
Average Number of Duty days lost to sickness absence per employee - Wholetime	3.69	2.79	3.91	5.03	3.50	5.51	3.78
Average Number of Duty days lost to sickness absence per employee - Retained	4.15	2.30	3.10	6.67	1.56	2.48	3.56
Average Number of Duty days lost to sickness absence per employee - Fire Control	2.95	3.75	2.86	4.80	3.25	10.03	3.52
Average Number of Duty days lost to sickness absence per employee - Green Book	6.14	4.04	2.84	5.49	2.60	6.59	4.22
Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness	-	33%	20%	25%	29%	29%	27%
Number of People who exceed Phased Return Limits	-	-	-	0	1	0	-
Number of people who exceed Modified Duties Limits	-	-	-	2	6	11	-
Length of Time on Phased Return Duty	-	-	-	-	150	28	-
Length of Time on Modified Duties	-	-	-	-	910	1954	-

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

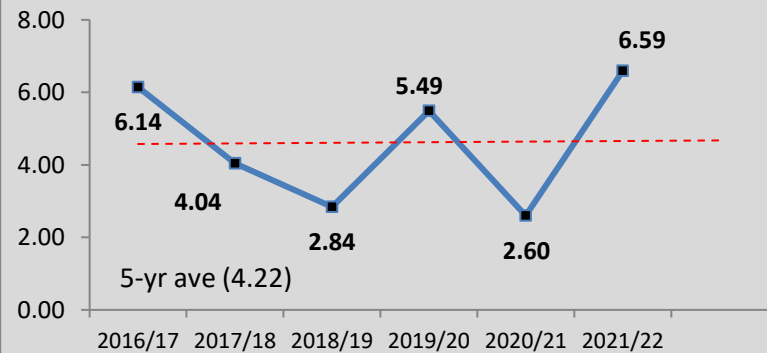
**Average Number of Duty days lost to sickness absence per employee - All Staff**



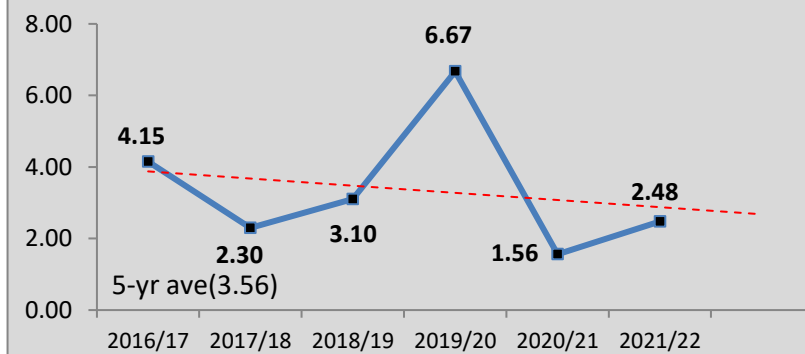
**Average Number of Duty days lost to sickness absence per employee - Wholetime**



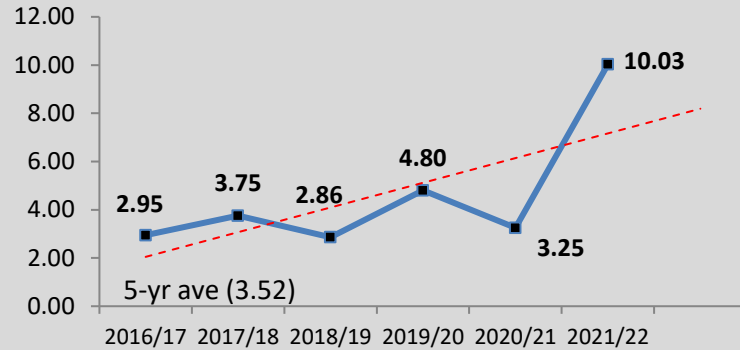
**Average Number of Duty days lost to sickness absence per employee - Green Book**



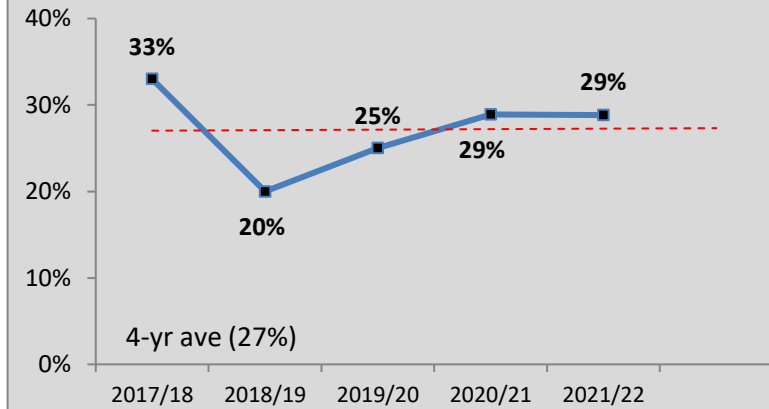
**Average Number of Duty days lost to sickness absence per employee - Retained**



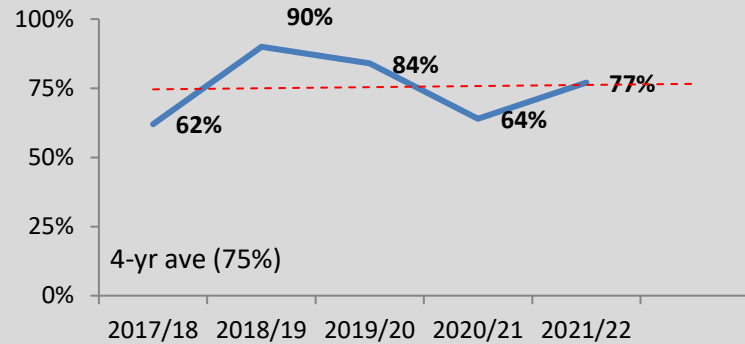
**Average Number of Duty days lost to sickness absence per employee - Fire Control**



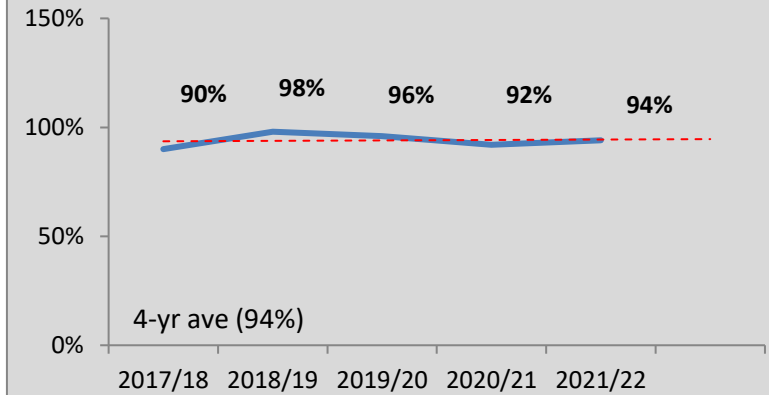
**Percentage duty days lost recorded as Mental Health issues**



**Percentage of operational staff who have completed fitness assessments during year**



**Percentage of Operational staff Tested who Achieved the Relevant VO2 Rates**



**Strategic Goal: A Proud, Passionate, Professional and Inclusive Workforce**

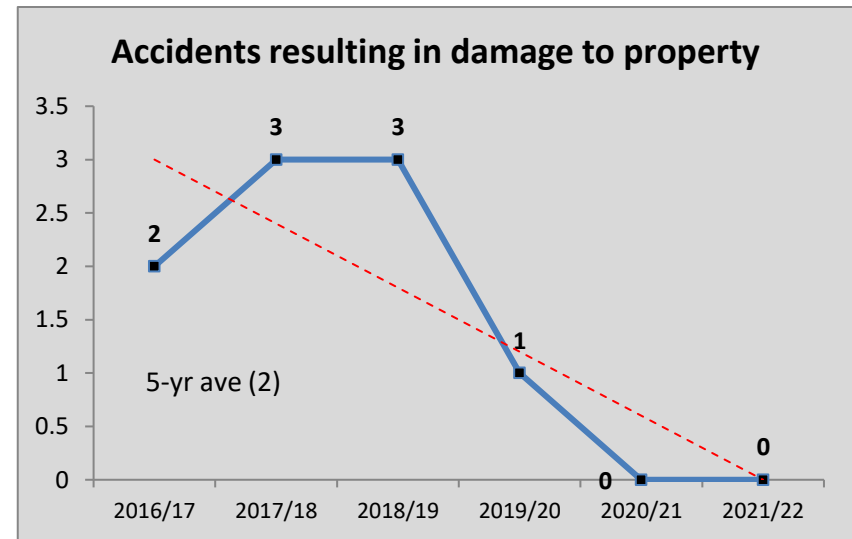
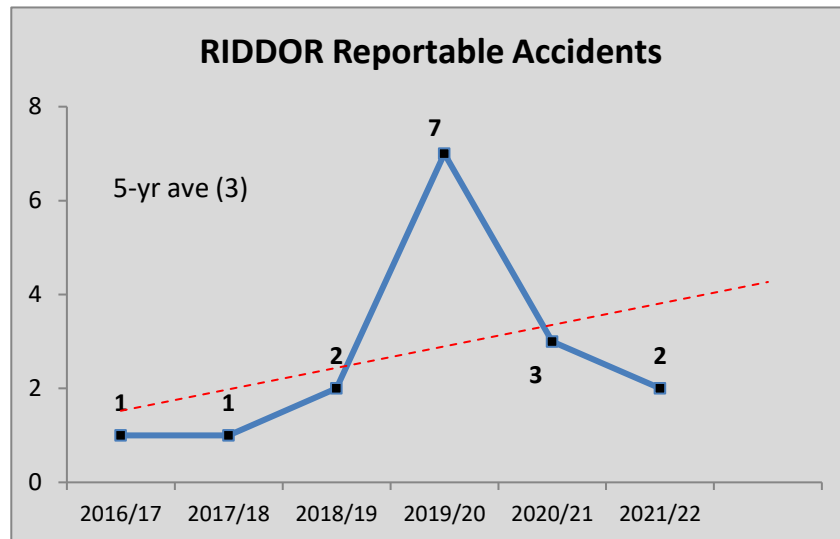
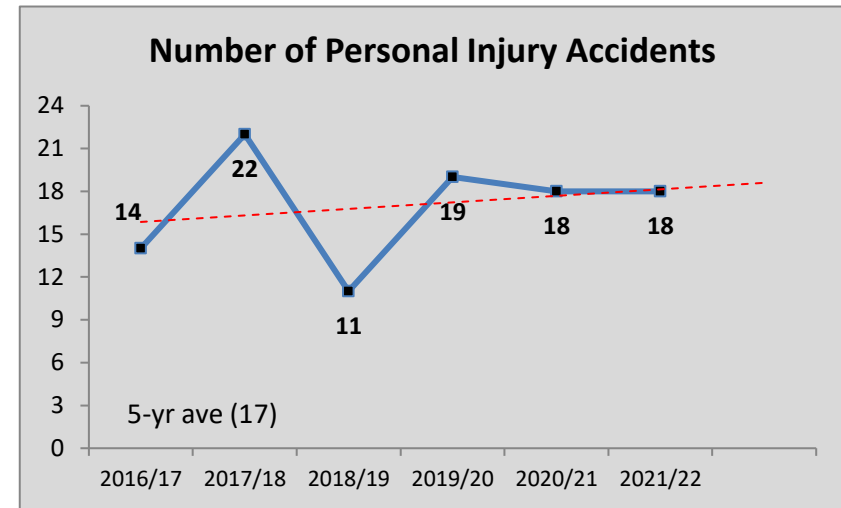
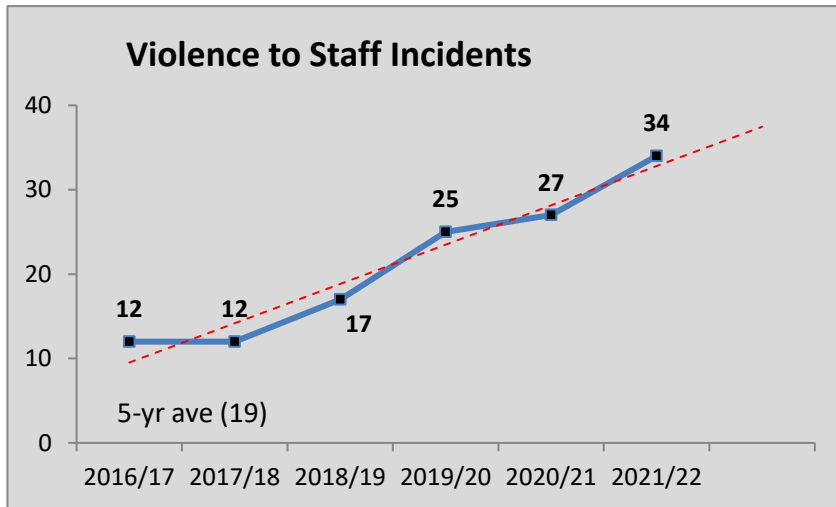
**Strategic Objective 2.1: We will support and promote health, safety and wellbeing across our workforce**

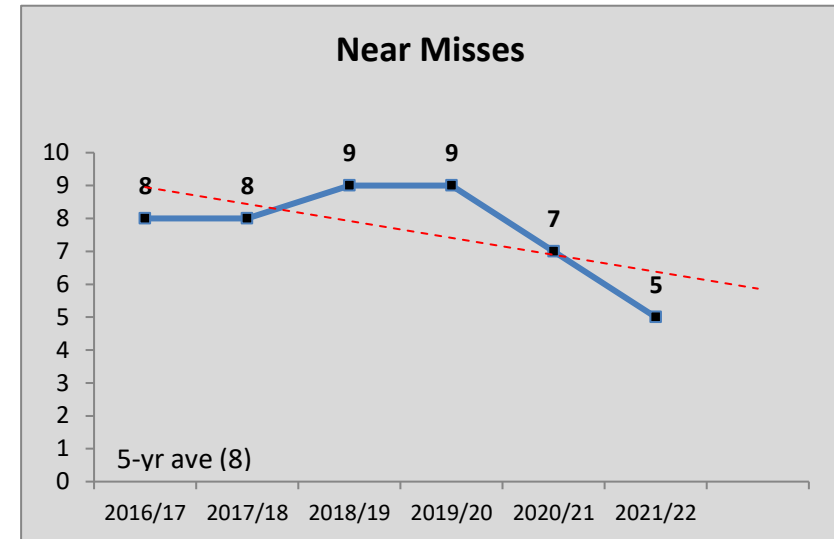
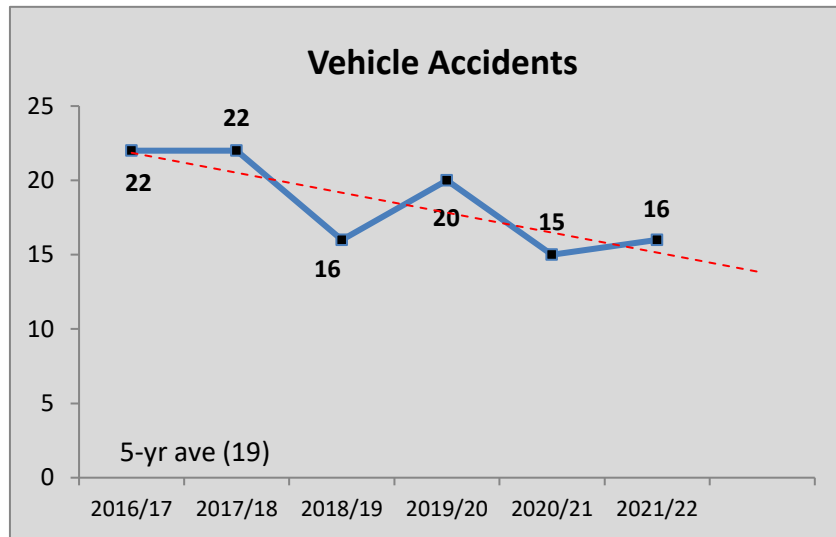
**Strategic Outcome 2.1.2: A Safe Workforce**

Indicator		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	Target	% Direction of travel from target
2.1.2.1	Number of Violence to Staff Incidents (verbal and/or physical)	12	27	34	+26% (+7) ↑	+183% (+22) ↑	19	+79% (+15) ↑
2.1.2.2	Number of RIDDOR Reportable Accidents	1	3	2	-33% (-1) ↓	+100% (+1) ↑	0	+100% (+2) ↑
2.1.2.3	Number of Personal Injury Accidents	14	18	18	0% ↔	+29% (+4) ↑	14	+29% (+4) ↑
2.1.2.4	Number of Accidents resulting in damage to property	2	0	0	0% ↔	-100% (-2) ↓	1	-100% (-1) ↓
2.1.2.5	Number of Near Misses	8	7	5	-29% (-2) ↓	-38% (-3) ↓	7	-29% (-2) ↓
2.1.2.6	Number of Vehicle Accidents	22	15	16	+7% (+1) ↑	-27% (-6) ↓	13	+23% (+3) ↑
A Safe Workforce Overall Performance Judgement					Performing Well	Performing Well		Adequate Performance

Trend Analysis: Strategic Outcome 2.1.2: A Safe Workforce							
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	5 year average *
Number of Violence to Staff Incidents (verbal and/or physical)	12	12	17	25	27	34	19
Number of RIDDOR Reportable Accidents	1	1	2	7	3	2	3
Number of Personal Injury Accidents	14	22	11	19	18	18	17
Number of Accidents resulting in damage to property	2	3	3	1	0	0	2
Number of Near Misses	8	8	9	9	7	5	8
Number of Vehicle Accidents	22	22	16	20	15	16	19







**Strategic Goal: A Proud, Passionate, Professional and Inclusive Workforce**

**Strategic Objective 2.2: We will provide first class training and education to ensure the competence of all staff**

**Strategic Outcome 2.2.1: A Competent and Trained Workforce**

Indicator		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	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	99%	73%	75%	+2% ↑	-23% ↓	50%	+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*	to be reported from 2021/22		27%	No Comparator Information	No Comparator Information	50%	-23% ↓
2.2.1.6	Percentage of staff who have received a Personnel Development Review during the current financial year**	Reportable from Qtr. 2 2020		78%	No Comparator Information	No Comparator Information	100%	-
2.2.1.7	Percentage of Personnel who have completed training on areas identified within the approved Training Needs Assessment	annual indicator			No Comparator Information	No Comparator Information	100%	-
2.2.1.8	Percentage of operational exercises undertaken and completed as a proportion of the Annual Operational Exercise Programme***	94% (15/16)	21% (3/14)	94% (15/16)	+73% ↑	No Comparator Information	50%	+44% ↑
<b>A Competent &amp; Trained Workforce Overall Performance Judgement</b>					<b>Performing Strongly</b>	<b>Requires Improvement</b>		<b>Performing Strongly</b>

\* Reportable from 2021

\*\* Data reportable from Quarter 2 2020-21

\*\*\* No Exercises carried out in Qtr. 1 2020 due to pandemic

**Strategic Goal: A Proud, Passionate, Professional and Inclusive Workforce**

**Strategic Objective 2.3: We will develop our leaders to lead within a modern fire and rescue service**

**Strategic Outcome 2.3.1: Outstanding Leaders**

Indicator		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	Target	Direction of travel from target
2.3.1.1	Measure to come from staff survey - awaiting details	-	-	-	Measures Under Development	Measures Under Development	-	-
Outstanding Leaders Overall Performance Judgement					Measures Under Development	Measures Under Development		Measures Under Development

**Strategic Goal: A Proud, Passionate, Professional and Inclusive Workforce**

**Strategic Objective 2.4: We will diversify and engage our staff, promote inclusion and create a fair, equal and great place to work**

**Strategic Outcome 2.4.1: A Great Workforce culture**

Indicator		2015/2016	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2015/16	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	annual indicator			-	-	-	-
2.4.1.3	All Staff voluntary turnover as a proportion of the workforce females	annual indicator			-	-	-	-
2.4.1.14	Grievance cases	annual indicator			-	-	-	-
2.4.1.15	Grievances - Bullying and Harassment	annual indicator			-	-	-	-
2.4.1.16	Grievances - Discriminatory behaviour	annual indicator			-	-	-	-
2.4.1.17	Whistleblowing cases	annual indicator			-	-	-	-
2.4.1.18	Disciplinary Cases	annual indicator			-	-	-	-
A Great Workforce Culture Overall Performance Judgement					-	-	-	No Comparator

Strategic Outcome 2.4.1: A Great Workforce culture - Measures on the Make up Of Staff to increasingly reflect the communities we serve								
Indicator		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	Cleveland Area Make up	Direction of travel from Cleveland Area
2.4.1.4	Females in All Staff Group Posts	Annual Indicator			-	-	51% Females Based on Cleveland Area	Information Only
2.4.1.5	Females in Grey Book Wholetime Positions	Annual Indicator			-	-	51% Females Based on Cleveland Area	
2.4.1.6	Females in Retained Positions	Annual Indicator			-	-	51% Females Based on Cleveland Area	
2.4.1.7	Females in Fire Control Positions	Annual Indicator			-	-	51% Females Based on Cleveland Area	
2.4.1.8	Females in Green Book Positions	Annual Indicator			-	-	51% Females Based on Cleveland Area	
2.4.1.9	Staff classed as BME	Annual Indicator			-	-	5.5% BME based on Cleveland Area	
2.4.1.10	Staff classed as BME Grey Book	Annual Indicator			-	-	5.5% BME based on Cleveland Area	
2.4.1.11	Staff classed as BME Retained	Annual Indicator			-	-	5.5% BME based on Cleveland Area	
2.4.1.12	Staff classed as BME Fire Control	Annual Indicator			-	-	5.5% BME based on Cleveland Area	
2.4.1.13	Staff classes as BME Green Book	Annual Indicator			-	-	5.5% BME based on Cleveland Area	
2.4.1.19	Promotion Applications WT & Retained	Annual Indicator			-	-	-	No Comparator
2.4.1.20	Promotions of WT and Retained Females	Annual Indicator			-	-	-	No Comparator

**Strategic Goal: A Proud, Passionate, Professional and Inclusive Workforce**

**Strategic Objective 2.5: We will have the right number of people with the right skills, in the right place at the right time to deliver our organisation objectives.**

**Strategic Outcome 2.5.1: A sustainable workforce**

Indicator		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	Target	Direction of travel from target
2.5.1.1	Percentage of time 18 or more appliances are available to respond to Emergency Calls*	-	71%	38%	-33% ↓	No Comparator Information	-	-
2.5.1.2	Percentage of time Retained appliances are available for operational response	-	64%	59%	-5% ↓	No Comparator Information	-	-
A Sustainable Workforce Culture Overall Performance Judgement					Adequate Performance	Not Measured		Not Measured

# EFFICIENT USE OF RESOURCES

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





## Performance Summary: Efficient Use of Resources

Below is a summary of our performance for the period 1st April to 30th September 2021 against our Strategic Goal 3

	Performance compared to previous year assessed as	Performance compared to 5 years previous assessed as	Performance compared to Target assessed as
Governance	Performing Strongly	No Comparator	Performing Strongly
Value for Money	Under Development	Under Development	Under Development
Optimum Use of HR	Adequate Performance	Performing Well	Requires Improvement

**Strategic Goal: Efficient Use of Resources**

**Strategic Objective 3.1 We will provide efficient and effective use of resources**

**Strategic Outcome: 3.1.1: Sound Financial, Procurement and Corporate Governance**

Indicator		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2015/16	Target	Direction of travel from target
3.1.1.1	Number of Internal Audit reports classed as limited assurance or below	-	0	0	0% ↔	No Comparator Information	0	0% ↔
3.1.1.2	Number of Internal Audit recommendations not completed and signed off by Internal Audit by the due deadline	-	0	0	0% ↔	No Comparator Information	0	0% ↔
3.1.1.3	Public Contracts Regulations 2015: Percentage of invoices paid within 30 days	-	98% (1152/1177)	100% (1224/1224)	+2% ↑	No Comparator Information	100%	0% ↔
3.1.1.4	Public Contracts Regulations 2015: Interest Paid due to late payment of invoices	-	£0.00	£0.00	0% ↔	No Comparator Information	0	0% ↔
3.1.1.5	Procurement ROI (Return on Investment)	Annual Indicators			0	Annual Indicator	0	0
3.1.1.6	Compliant Spend	Annual Indicators			0	Annual Indicator	0	0
3.1.1.7	Supporting our Communities	Annual Indicators			0	Annual Indicator	0	0
Governance Overall Performance Judgement					Performing Strongly	No Comparator		Performing Strongly

Strategic Goal: Efficient Use of Resources								
Strategic Objective 3.1 We will provide efficient and effective use of resources								
Strategic Outcome: 3.1.2 Value for Money Assets								
Indicator		2015/16	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2015/16	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

**Strategic Goal: Efficient Use of Resources**

**Strategic Objective 3.1: We will provide efficient and effective use of resources**

**Strategic Outcome: 3.1.3: Optimum Use of Human Resources**

Indicator		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2015/16	Target	Direction of travel from target
3.1.2.1	Number of Malicious False Alarms	71	41	70	+71% (+29) ↑	-1% (-1) ↓	54	+30% (+16) ↑
3.1.2.2	Percentage of Malicious False Alarms resulting in mobilisation of a fire appliance	56%	60%	79%	+19% ↑	+23% ↑	-	-
3.1.3.1	Staff Turnover: Percentage of staff leaving the Brigade as a proportion of the total workforce	10%	5%	4%	-1% ↓	-6% ↓	-	-
3.1.3.2	No of FTE posts vacant at end of the reporting period	54.14	54.84	39.40	-28% (-15.44) ↓	-27% (-14.74) ↓	-	-
1.1.2.9	Percentage of call questioned Non Domestic Fire Alarm Calls where no fire is confirmed that the Brigade attends	-	14%	20%	+6% ↑	No Comparator Information	-	-
Optimum Use of Human Resources Overall Performance Judgement					Adequate Performance	Performing Well		Requires Improvement

# EMERGENCY RESPONSE BENCHMARKS SUMMARY



## EMERGENCY RESPONSE BENCHMARKS

In 2018/19 the approval of the Community Integrated Risk Management Plan 2018/22 introduced a new suite of emergency response benchmarks that moved away from the traditional risk based benchmarks for building fires to a standard benchmark for building fires in Brigade area. These indicators have now been in place for more than three years

### Response Benchmarks

#### Fire Control and Mobilisation

Indicator		2020/21	2021/22	Target	% Direction of travel from target
1.1.5.9	Average time taken to answer an emergency 999 call (7 seconds)	5.80	6.23	7	11% ↓
1.1.5.10	Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	80	82	100	-18% ↓
1.1.5.11	Percentage of times a fire appliance is dispatched to an emergency in 2 minutes	92%	91%	98%	-7% ↓
1.1.5.12	Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	98%	97%	100%	-3% ↓
1.1.5.13	Percentage of Retained appliances meeting the Book Mobile threshold of 5 Minutes	74%	78%	100%	22% ↓

## Building Fires

Indicator		2020/21	2021/22	Target	% Direction of travel from target
1.1.1.10	Average time of first appliance attendance to a Dwelling Fire (7 Minutes)	00:04:54 (611/687)	00:04:55 (632/751)	00:07:00	30% ↓
1.1.1.11	First appliance attendance to a Dwelling Fire within 10 minutes on 90% of occasions	98% (669/687)	97% (732/751)	90%	7% ↑
1.1.1.12	Average time of second appliance to attend a Dwelling Fire incident (10 minutes)	00:06:44 (504/577)	00:06:54 (541/633)	00:10:00	31% ↓
1.1.2.10	Average time of first appliance attendance to a building fire (7 Minutes)	00:04:58 (927/1065)	00:05:02 (1017/1220)	00:07:00	28% ↓
1.1.2.11	First appliance attendance to building fires within 10 minutes on 90% of occasions	97% (1032/1065)	96% (1175/1220)	90%	6% ↑
1.1.2.12	Average time of second appliance to attend a building fire incident (10 minutes)	00:06:55 (696/804)	00:07:00 (707/840)	00:10:00	30% ↓

## Road Traffic Collisions

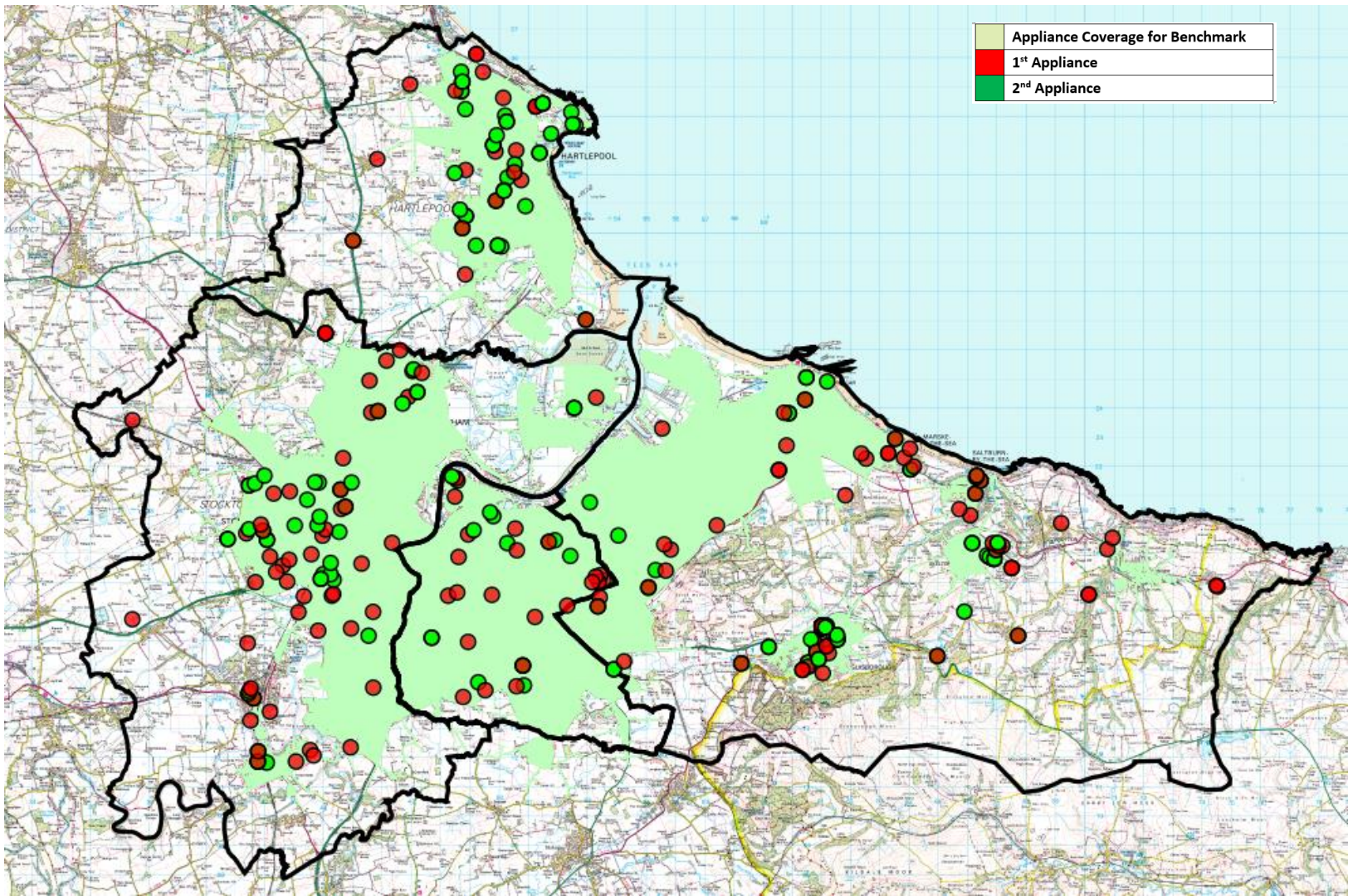
Indicator		2020/21	2021/22	Target	% Direction of travel from target
1.1.3.5	Average time of first appliance attendance to an immediate life threatening / rescue RTC (8 minutes)	00:05:40 (58/68)	00:05:26 (113/131)	00:08:00	32% ↓

## High Hazard

Indicator		2020/21	2021/22	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)	00:04:52	00:04:54	00:07:00	30% ↓
1.1.4.3	Average time full mobilisation requirement of appliances to an industrial fire (20 minutes)	-	-	00:20:00	-
1.1.4.4	Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	-	-	00:16:00	-



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



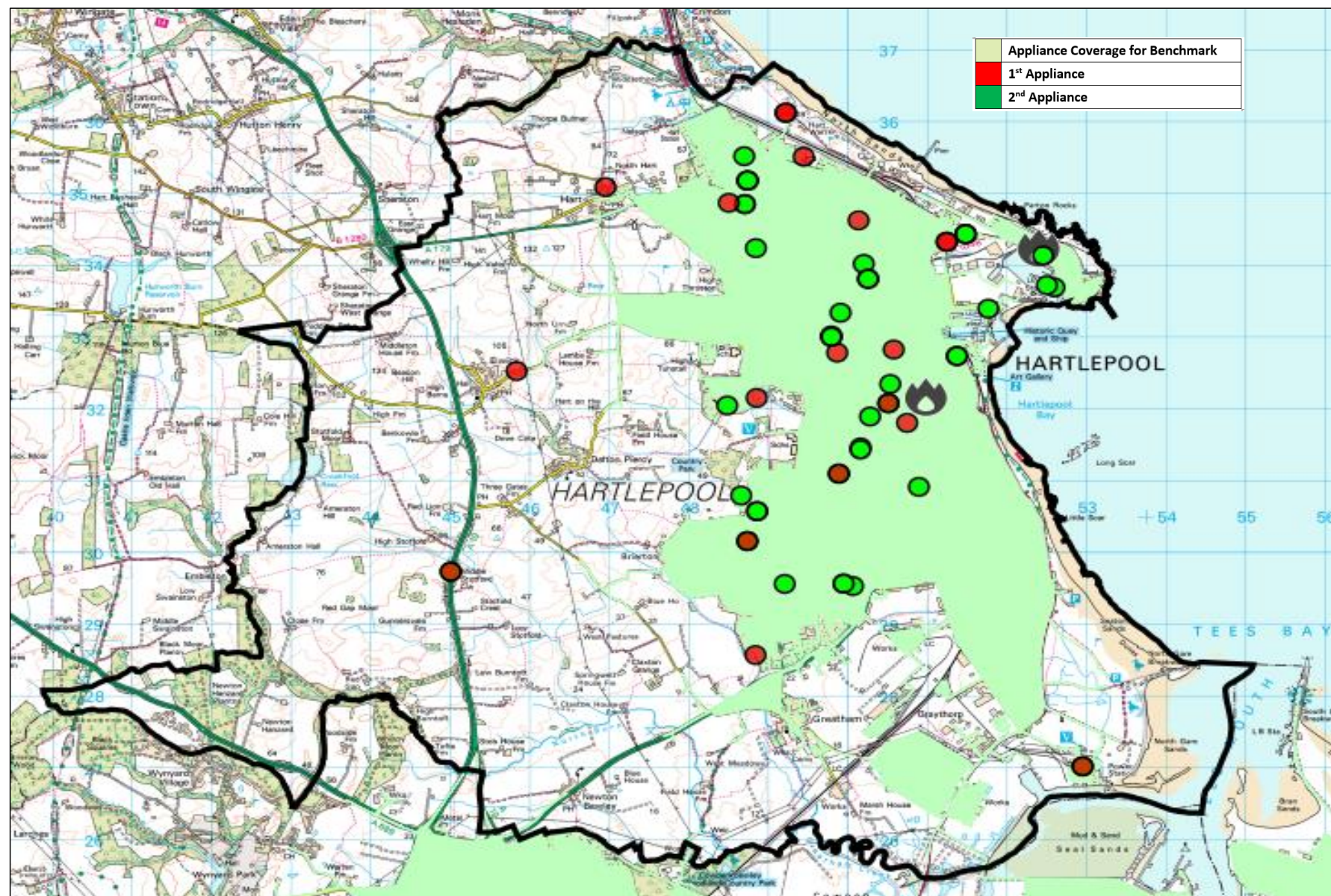
Building Fire analysis on Benchmark Failures

1st Pump Time Taken to arrive at scene	Total
07:00 - 07:59	82
08:00 - 08:59	42
09:00 - 09:59	34
10:00 - 11:59	18
12:00 - 12:59	10
13:00 - 13:59	8
14:00 - 14:59	1
>15	8
TOTAL	203

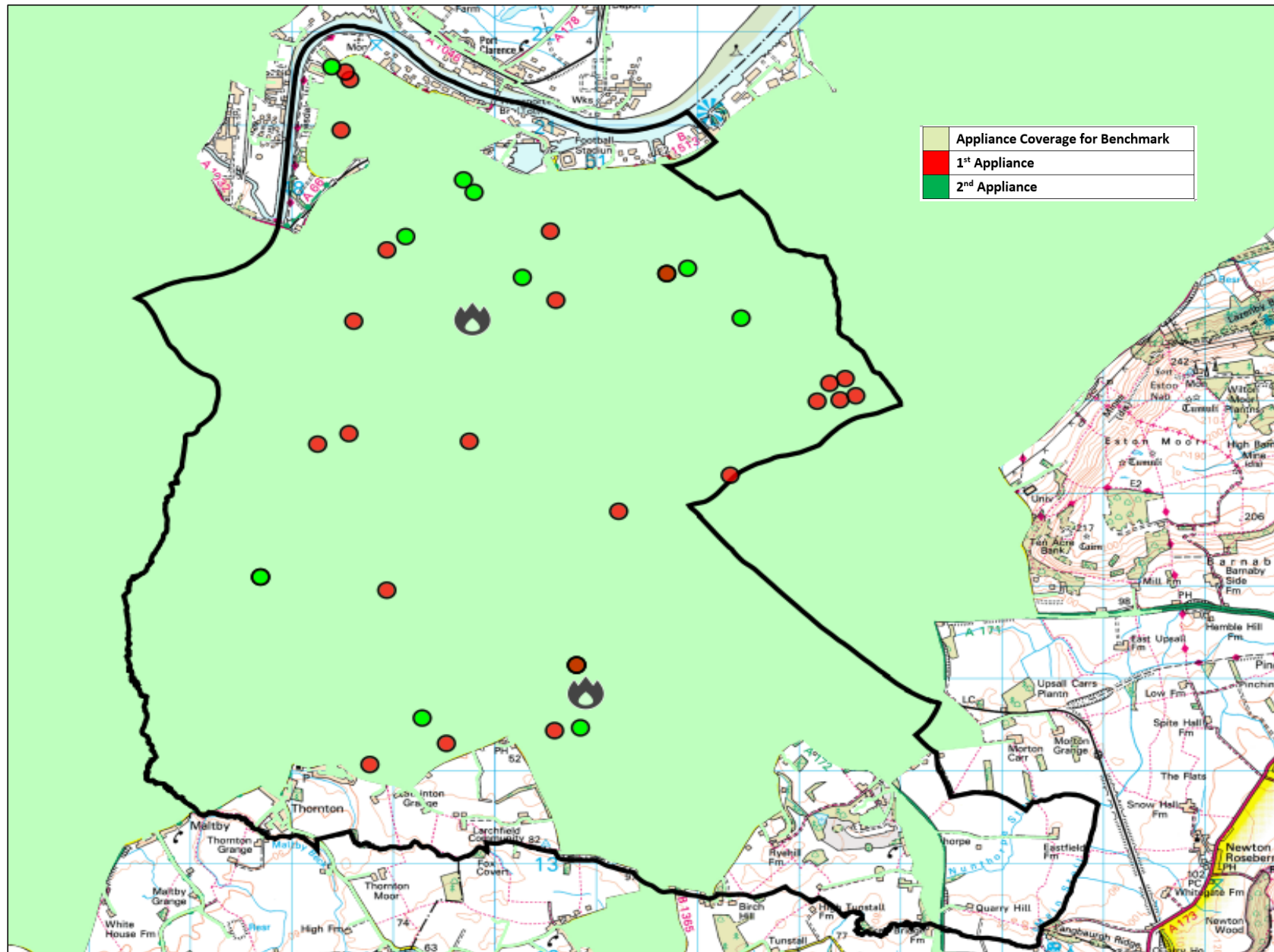
End Main Type	Total
F1	36
F3	3
FA	94
FG	57
FM	10
SE	3
TOTAL	203



## Hartlepool District

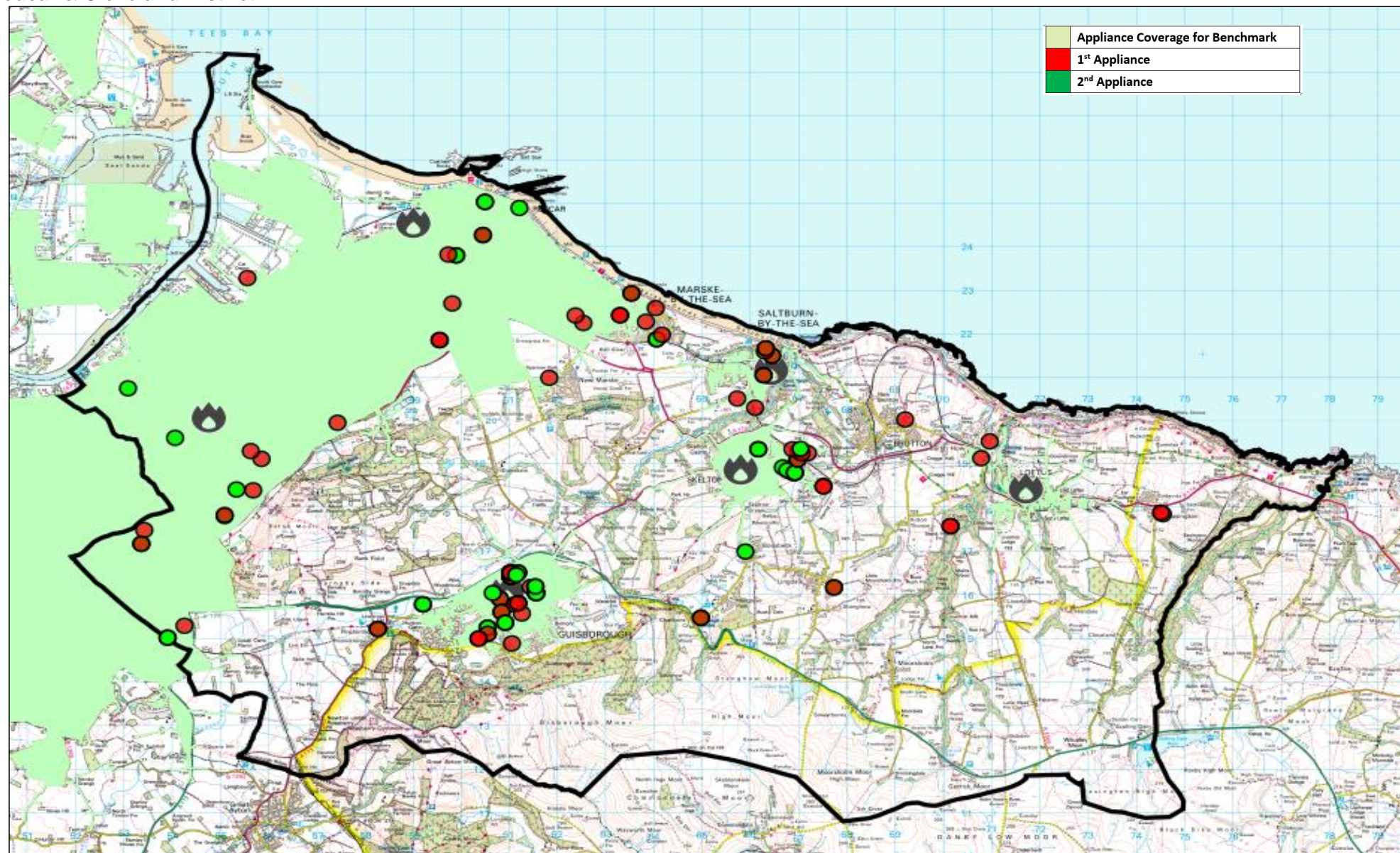


## Middlesbrough District



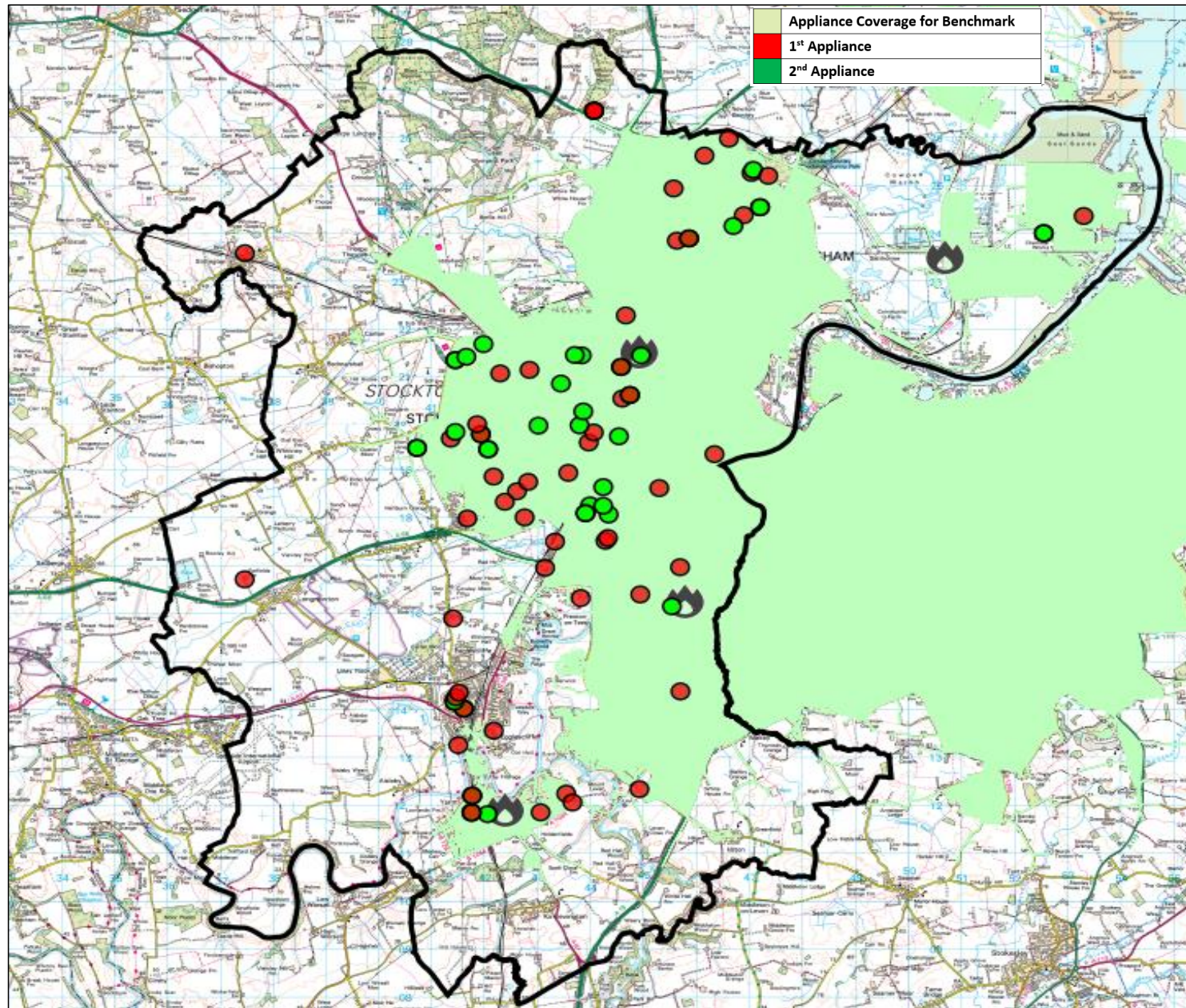


## Redcar & Cleveland District





## 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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**Endeavour House**  
**Training and Administration Hub**  
**Queens Meadow Business Park**  
**Hartlepool**  
**TS25 5TH**

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North East  
**Better Health**  
at Work Award

