

Cleveland Fire Brigade: Key Performance Indicators

Q1 APRIL - JUNE 2026



Protecting People, Places & Futures

Performance Summary Overview



Our Strategic Priorities

We deliver a wide range of services under five core pillars of People, Prevention, Protection, Response and Resources which are underpinned by Strategic Planning.

Our priorities are aligned to these areas and set out where we will focus our efforts over the life of our Community Risk Management Plan 2026-2030, providing the foundation for how we deliver our services.

Each priority is supported by clear objectives to ensure we continue to keep people safe and make the best use of our resources.

COMMUNITY RISK MANAGMENT PLAN PILLAR	NUMBER OF KEY PERFORMANCE INDICATORS
People	4
Prevention	3
Protection	2
Response	12
Resources	3
Strategic Planning	4
Total	28



Data Quality Statement

We are satisfied that any information and assessments included in this report are in all respects accurate and complete, and the indicator owners submitting the data have done so in accordance with CFB data quality processes.

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 7th July 2026, such as reclassification of incidents following fire investigations, will not be represented in the information reported.

Data Health Warnings

During Quarter One 2026/27, no data quality issues were reported to the Risk & Performance Team by Indicator Owners.

A temporary system error occurred during the reporting period involving our Incident Reporting System (IRS). This issue was resolved and the affected data has been fully recovered. Appropriate validation and quality assurance checks have been undertaken to confirm that the incident has not had a material impact on the accuracy, completeness, or reliability of the performance information contained within this report.

Based on the assurance received, the data presented is considered accurate, robust, and fit for purpose, providing a reliable basis for performance monitoring, governance, scrutiny, and informed decision-making.

Performance Summary: Key Performance Indicator Ratings



Performance Ratings

In order to assist our measuring of progress against our priorities, a suite of performance indicators have been developed that will assess performance against the following criteria:

- Performance compared to Previous Year*
- Performance Compared to 5 Year Average*
- Performance to Target*

Comparison to 5 year average/previous year/target will be assessed and rated using a three band system, which will indicate:

- The Indicator is 'On Track' - has a variance of equal to or below 10% compared to comparator data,*
- The Indicator needs 'Some Improvement' - has a variance of between 11% - 30% to comparator data*
- The Indicator needs 'Significant Improvement' - has a variance of more than 31% to comparator data*

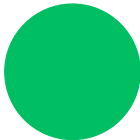
Performance to
5 Year Average/
Previous
Year/Target

ON TRACK

SOME IMPROVEMENT NEEDED

SIGNIFICANT
IMPROVEMENT NEEDED

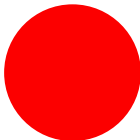
Overall Rating Calculations- An Overall Rating will then be determined using the below criteria:



Green for all Metrics (compared to Previous Year, 5 Year Average and Target). No Amber or Red Elements



All Amber Metrics, or a mixture of Green and Amber elements (compared to Previous Year, 5 Year Average and Target)



Any Red Element (compared to Previous Year, 5 Year Average and Target)

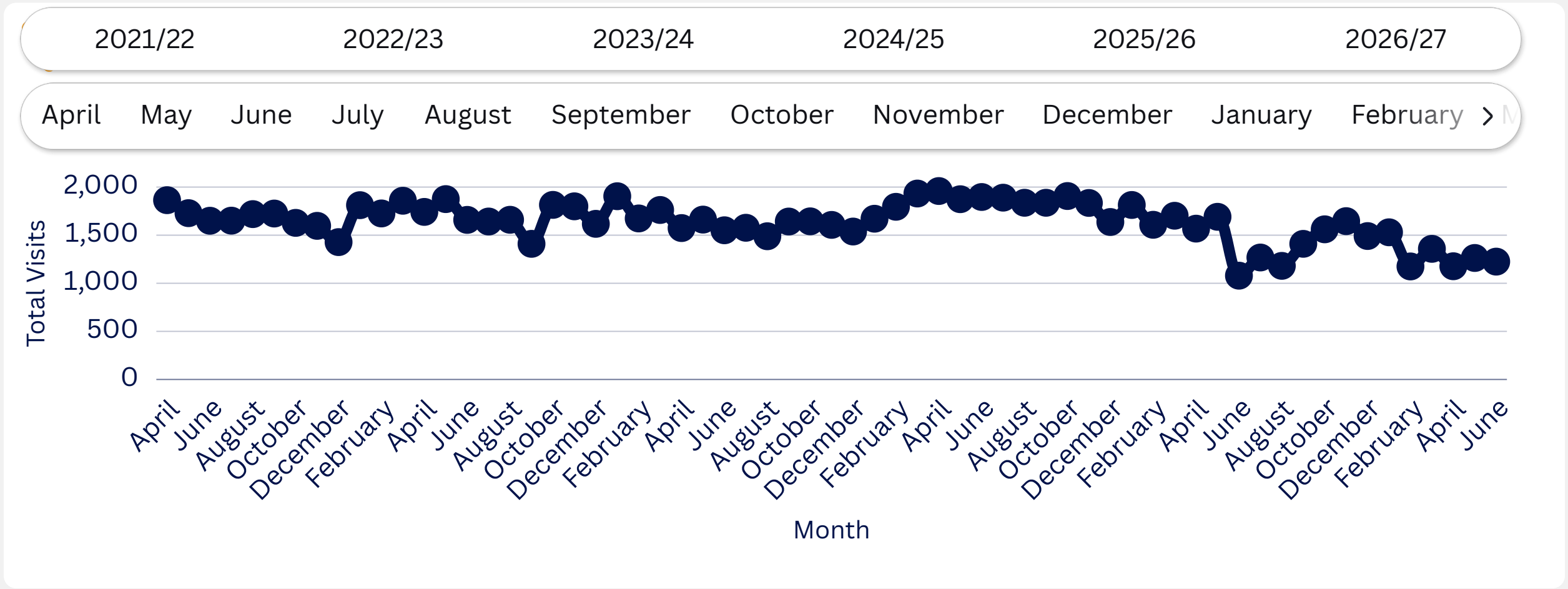
KPI 1: Safer Homes Visits

Strategic Pillar: Prevention

Indicator Owner: Head of Prevention



Indicator: Number of Safer Homes Visits Delivered



KPI 2: Prevention Referrals

Strategic Pillar: Prevention

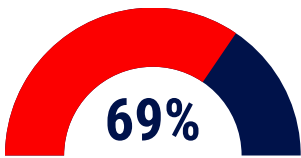
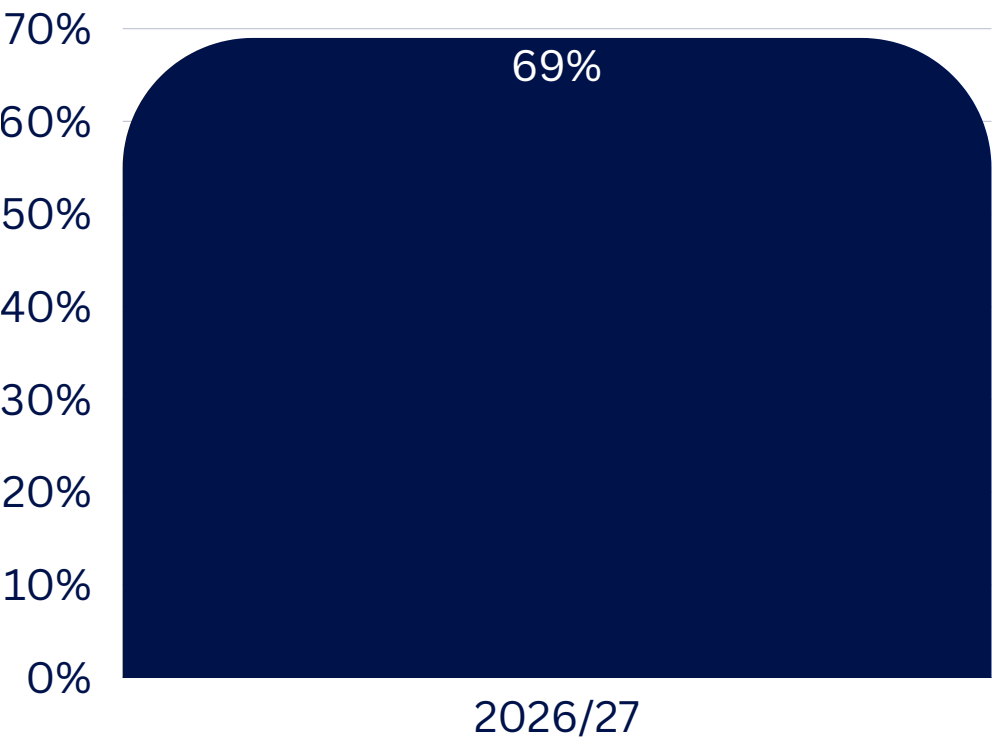
Indicator Owner: Head of Prevention



Indicator: % Prevention Referrals Contact Attempted Within Service Standard



% Prevention Referrals Attempted Within Service Standard Average YTD



Target: 100%

1,422
Referrals Received



Indicator Owner Commentary

A total of 1,422 referrals were received, with 983 meeting the applicable service standard and 439 recorded as outside the standard.

However, ongoing CSS system issues mean service standard compliance is currently only captured where an in-person home visit has taken place, as the measure is not yet linked to the contact-attempt booking system.

This may result in an underreporting of performance.



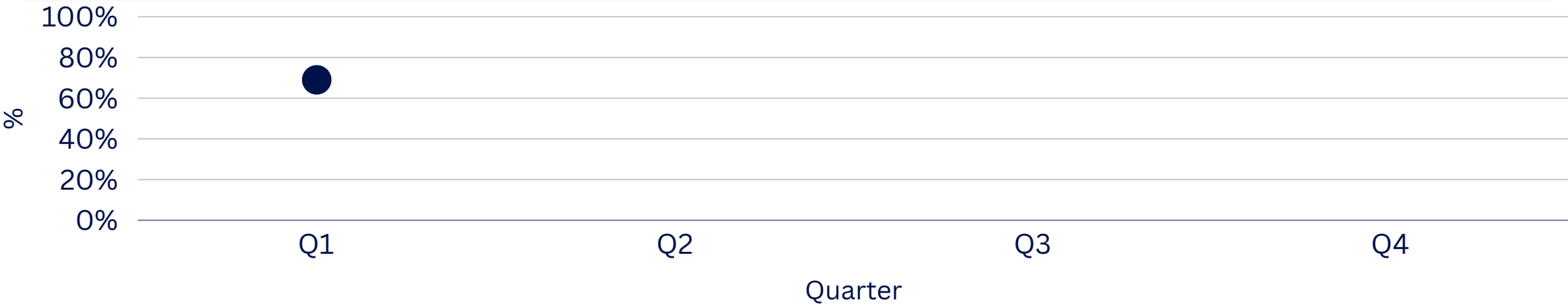
2026/27

Q1

Q2

Q3

Q4



Overall Rating:

TARGET

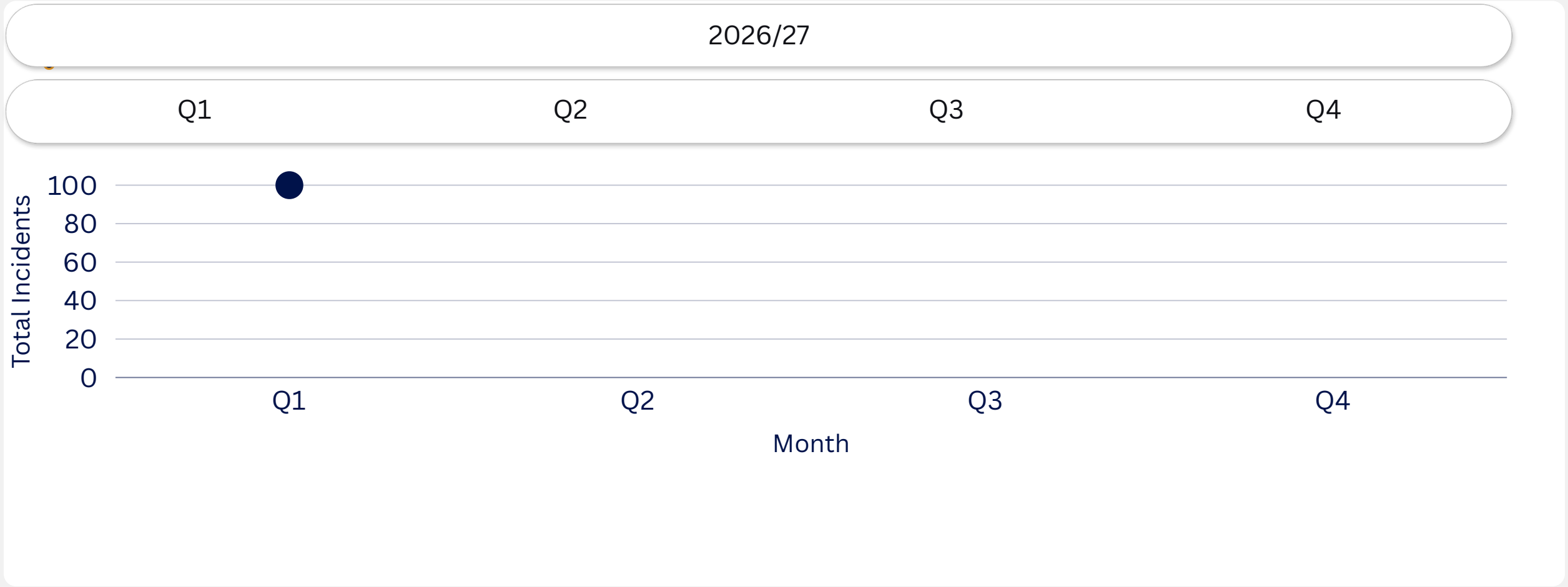
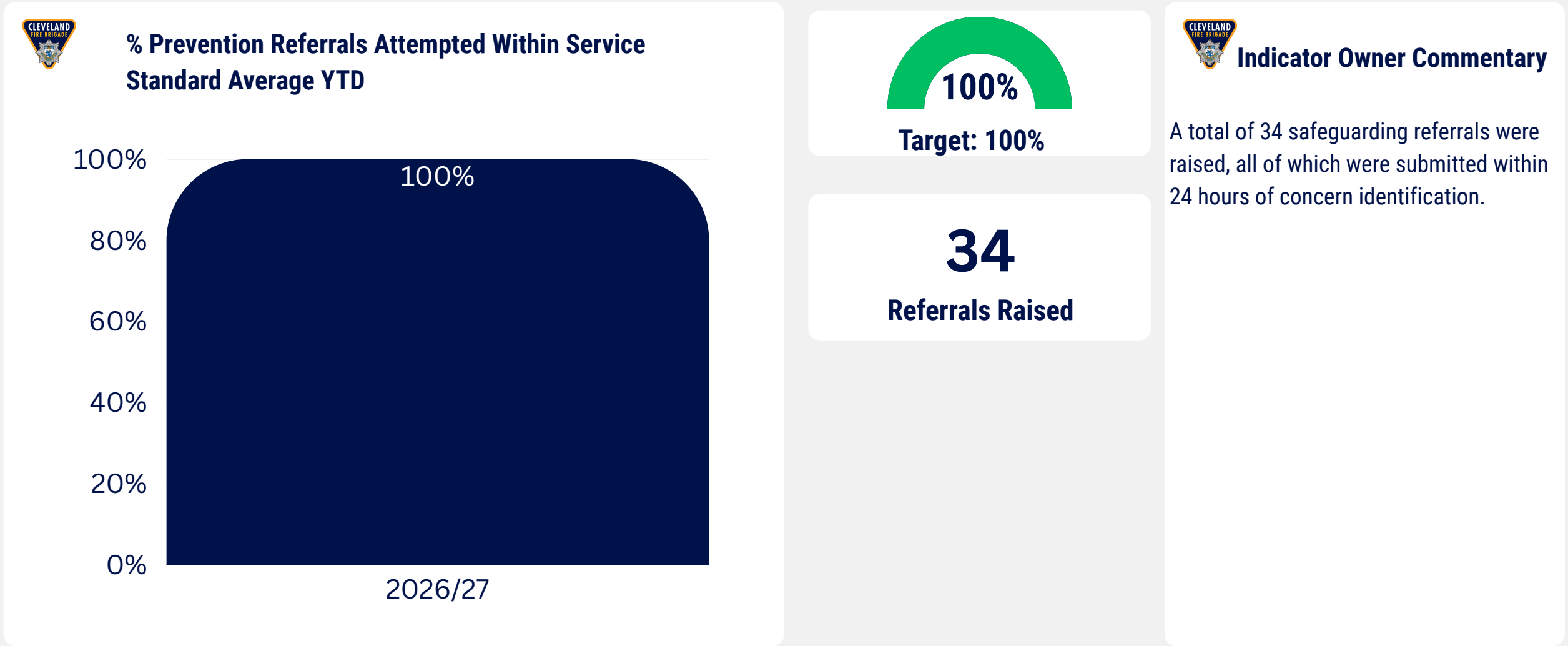
KPI 3: Safeguarding Referrals

Strategic Pillar: Prevention

Indicator Owner: Head of Prevention



Indicator: % Safeguarding Referrals Submitted Within 24 Hours



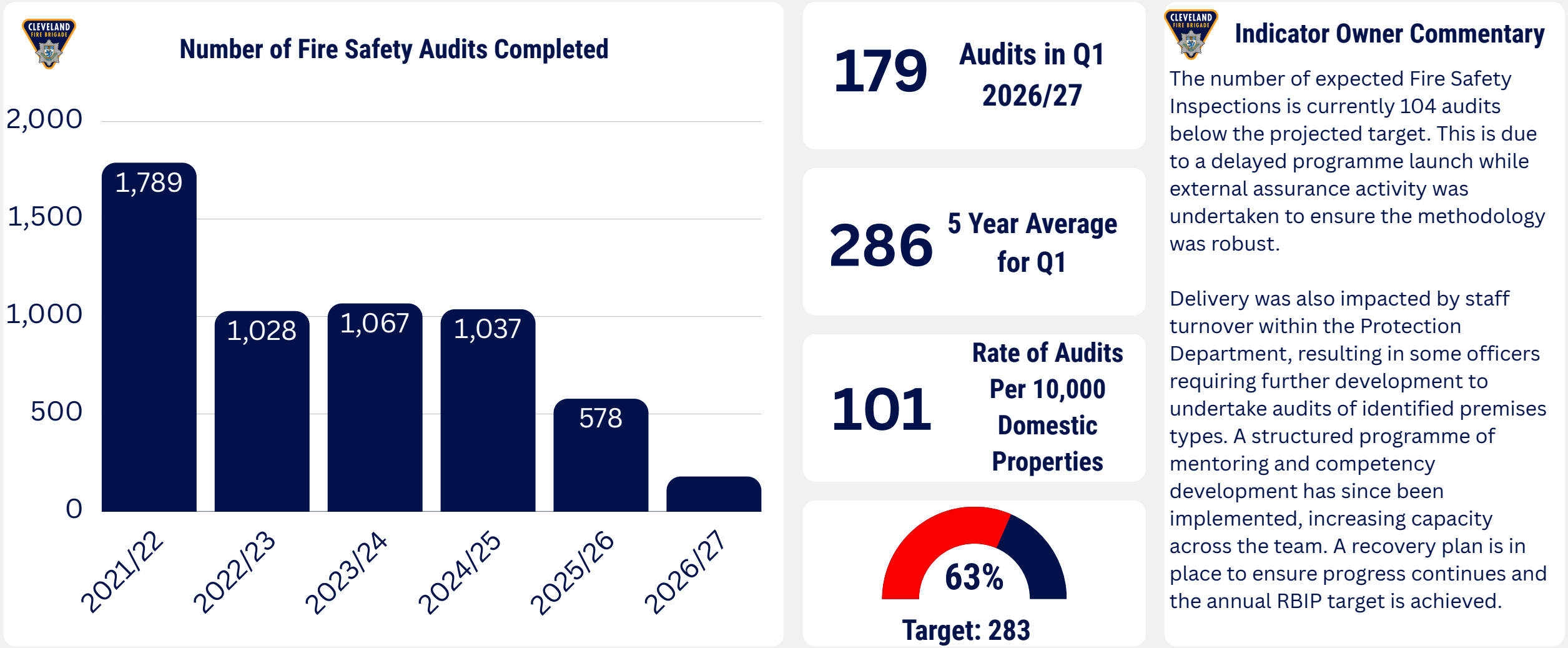
KPI 4: Fire Safety Audits

Strategic Pillar: Protection

Indicator Owner: Head of Protection



Indicator: Number of Fire Safety Audits Completed



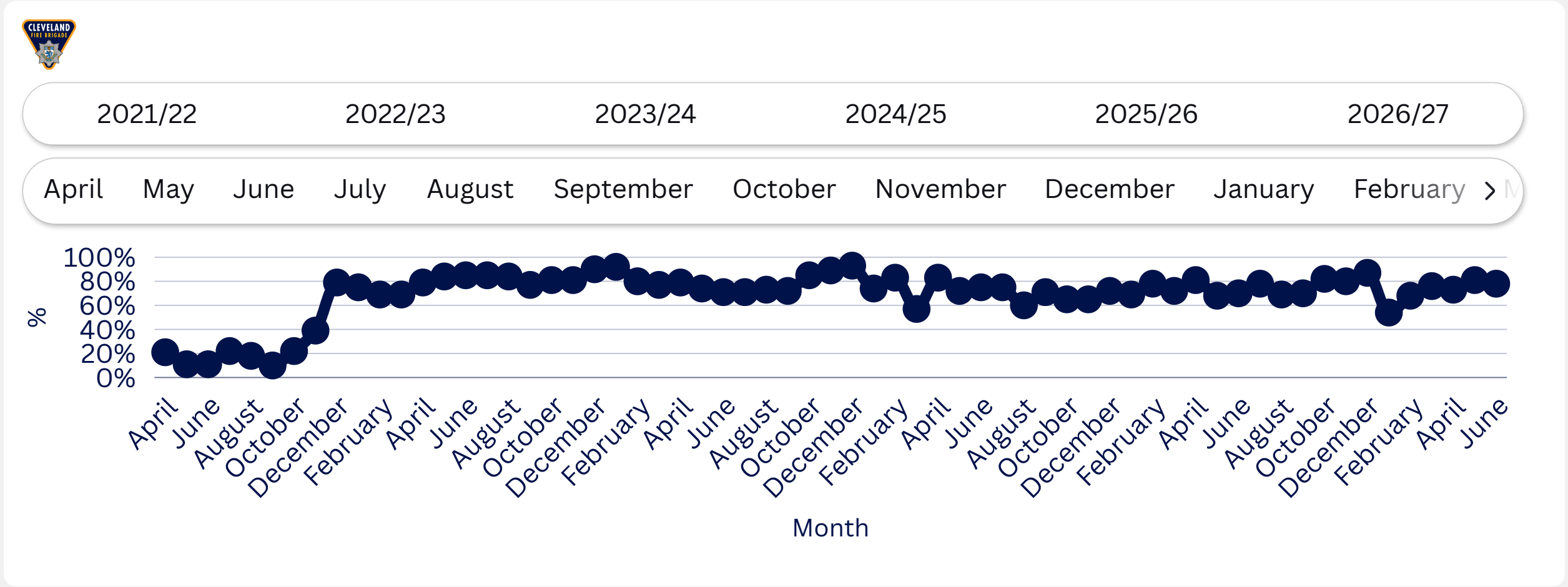
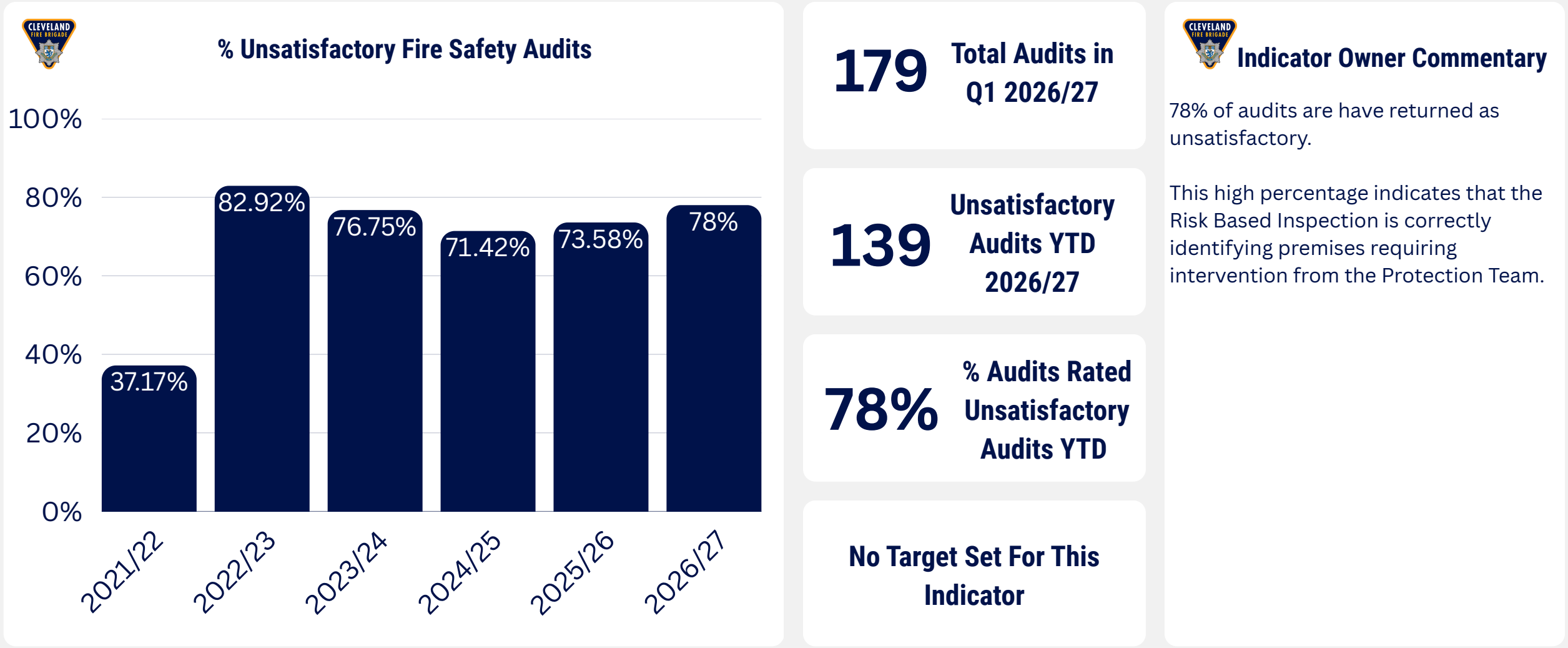
KPI 5: Unsatisfactory Fire Safety Audits

Strategic Pillar: Protection

Indicator Owner: Head of Protection



Indicator: % Unsatisfactory Fire Safety Audits



KPI 6: Operational Fitness Assessments

Strategic Pillar: People

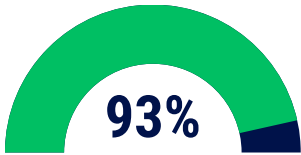
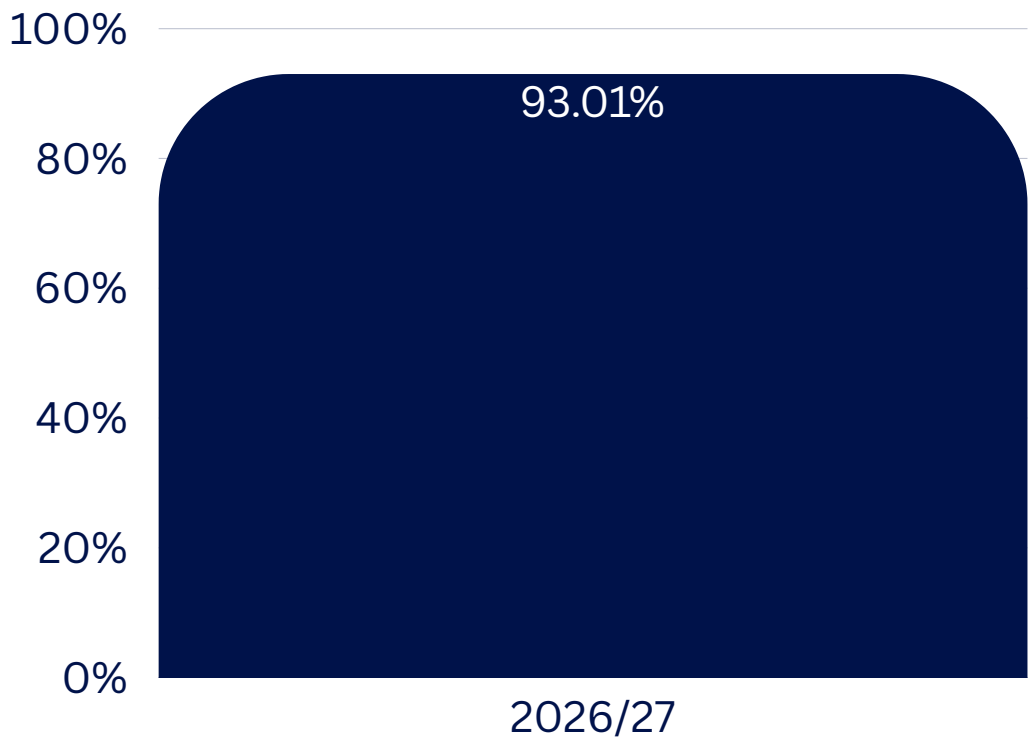
Indicator Owner: Head of Human Resources



Indicator: % of In-Work Operational Personnel Completing Fitness Assessment and Achieving or Exceeding the Relevant Standards



% In Work Operational Staff Completing Fitness Assessments and Achieving or Exceeding Standards

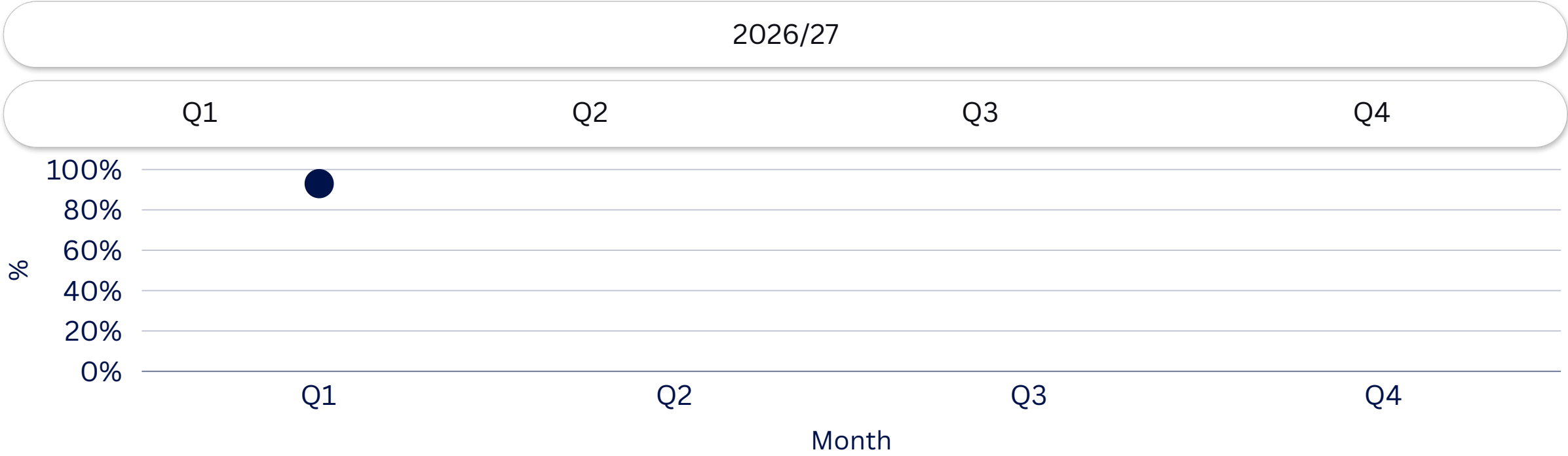


Target: 100%



Indicator Owner Commentary

Performance is below target due to the time lapse between annual testing episodes and long term absences of some operational staff.



Overall Rating:

TARGET

KPI 7: Operational/Fire Control Maintaining Competency

Strategic Pillar: People

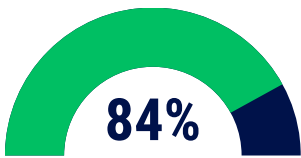
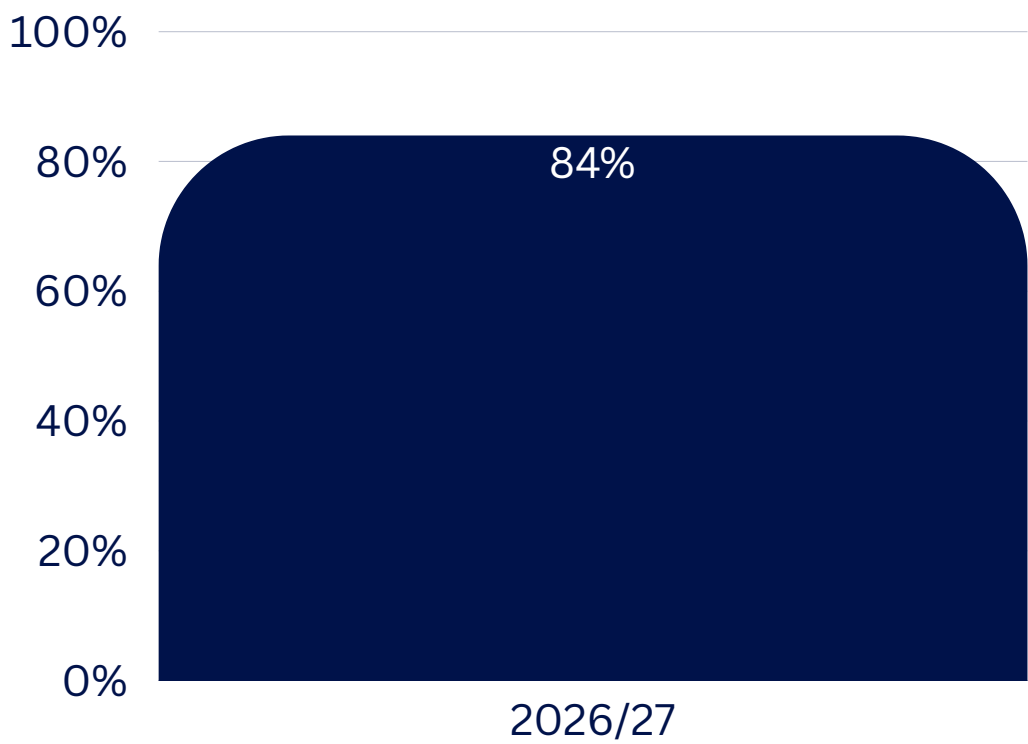
Indicator Owner: Head of Training



Indicator: % of Operational and Fire Control Personnel Assessed as Maintaining Competency Against Core Skills



% of Operational and Fire Control Personnel Assessed as Maintaining Competency Against Core Skills



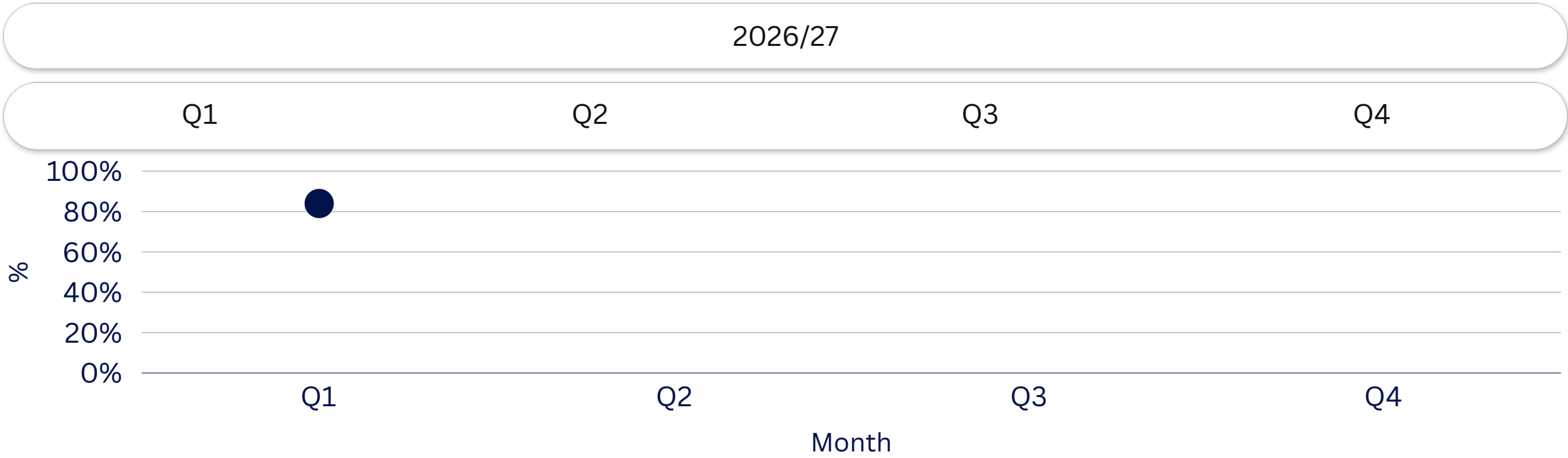
Target: 83%



Indicator Owner Commentary

Performance for this indicator is 84%, exceeding the target of 83%.

This demonstrates that Operational and Fire Control personnel continue to maintain competency against core skills at the required standard, reflecting effective monitoring, assessment, and workforce development arrangements across the service.



Overall Rating:

TARGET

KPI 8: Completion of Mandatory Corporate E-Learning

Strategic Pillar: People

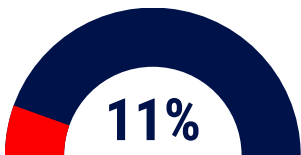
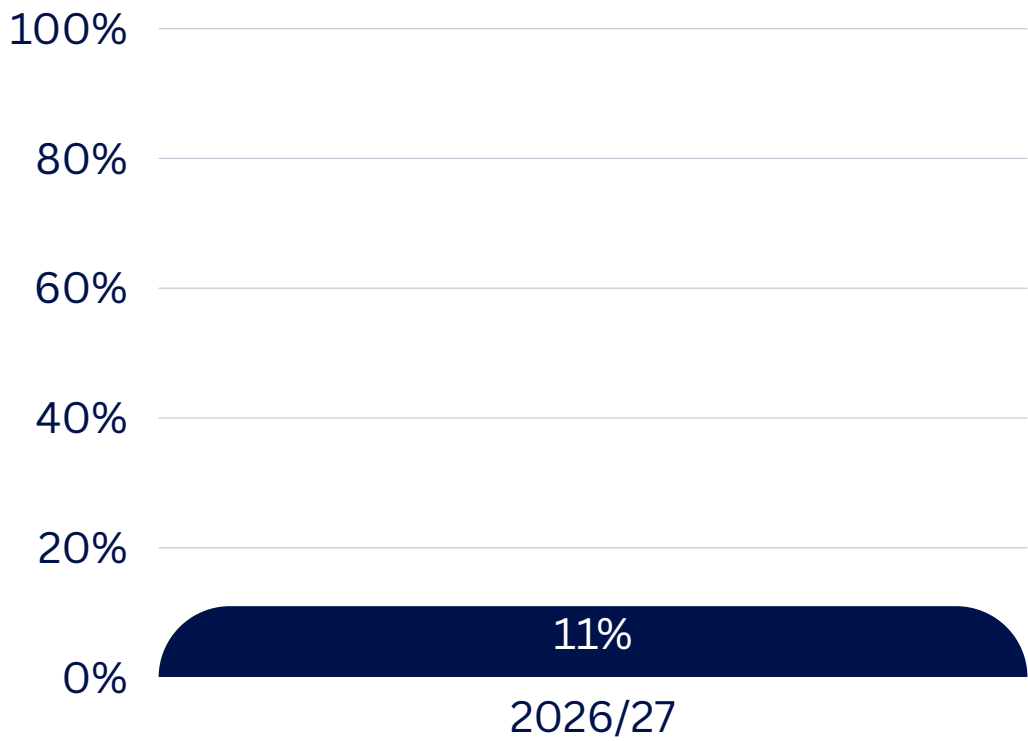
Indicator Owner: Head of Training



Indicator: % of Corporate Personnel Completing Mandatory E-Learning Modules



% of Corporate Personnel Completing Mandatory E-Learning Modules



Target: 83%

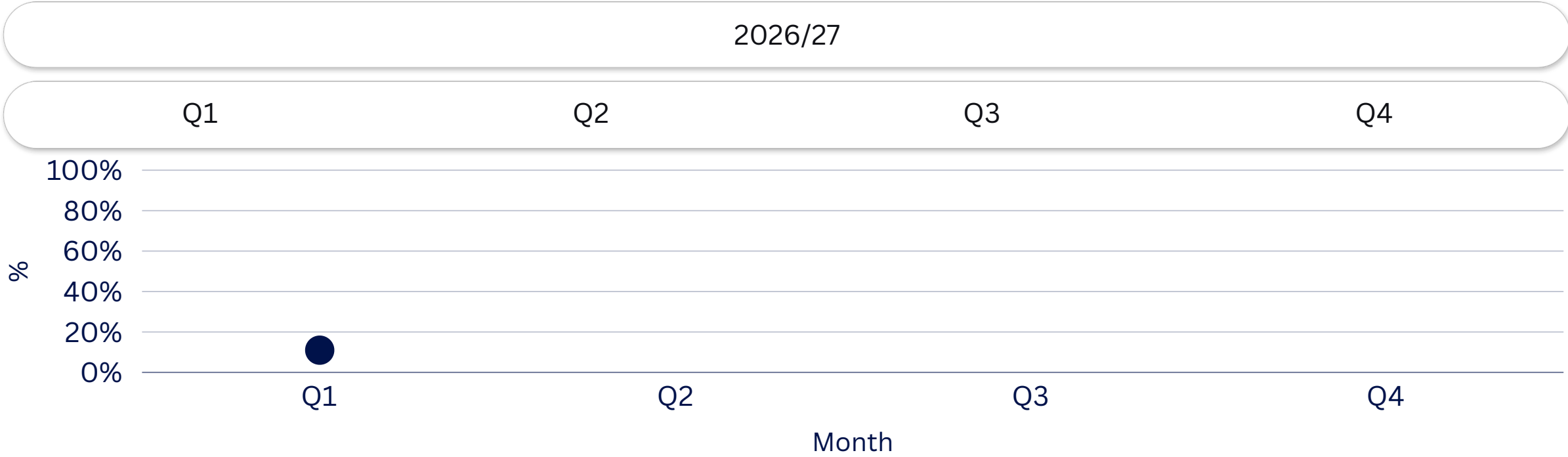


Indicator Owner Commentary

Performance for this indicator is 11.38% (14 of 123 personnel), which is below the target of 83%.

Completion of all five mandatory e-learning modules is low in this quarter, highlighting the need for increased focus on compliance.

Targeted reminders, management oversight, and monitoring arrangements are being communicated to Heads of Departments to improve completion rates and ensure all corporate personnel meet mandatory training requirements.



Overall Rating:

TARGET

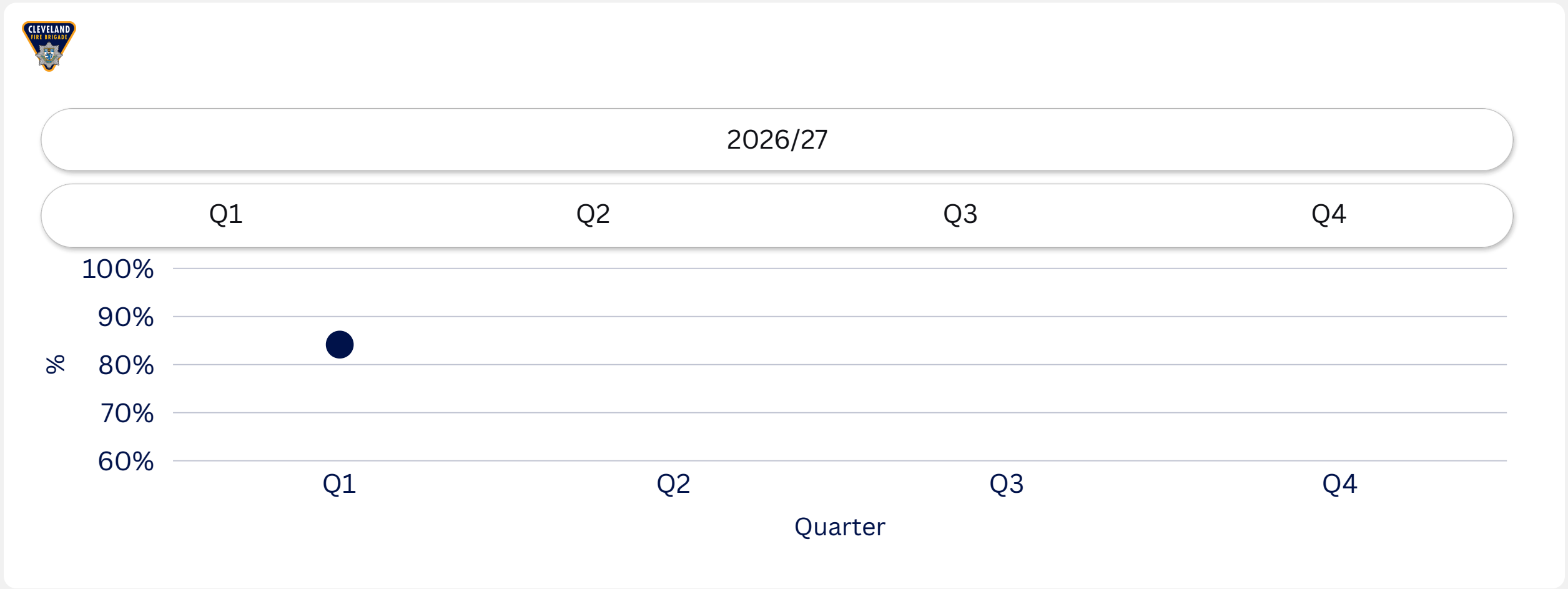
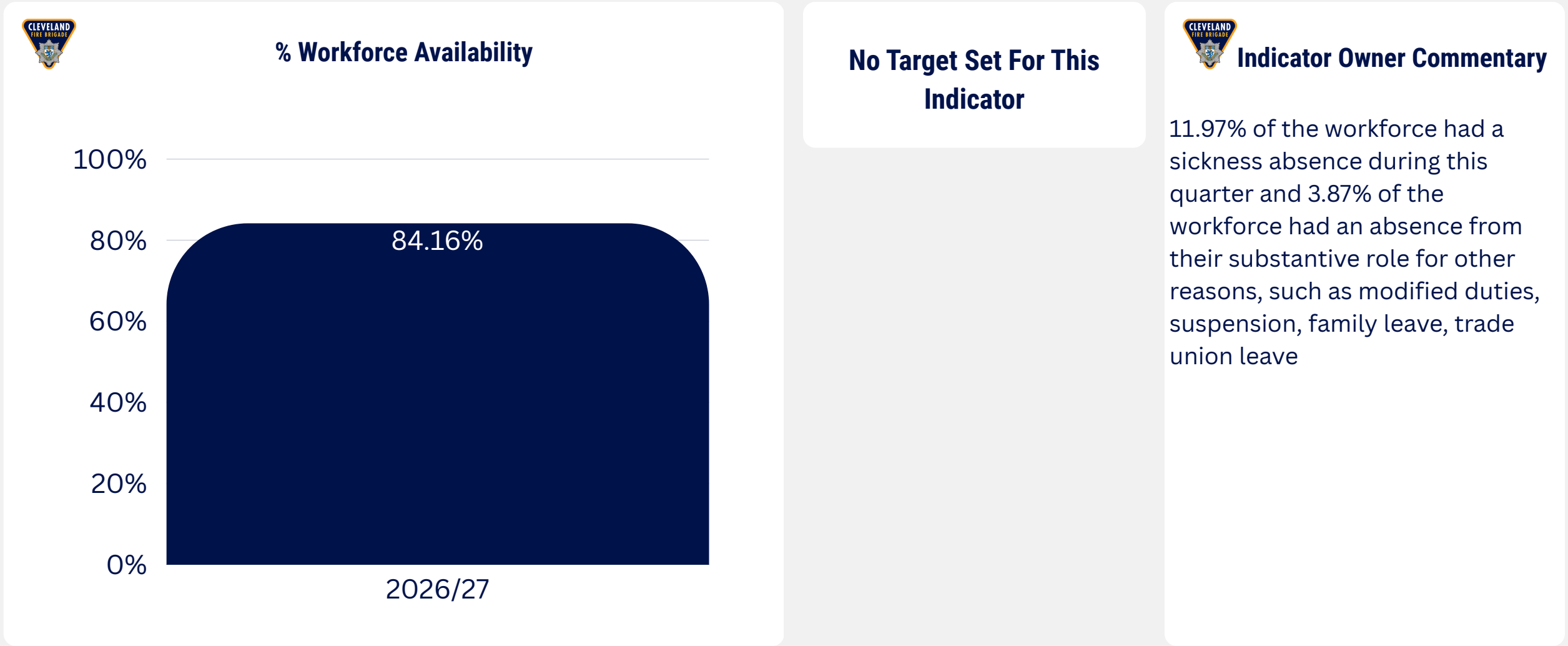
KPI 9: Workforce Availability

Strategic Pillar: People

Indicator Owner: Head of Human Resources



Indicator: % of Workforce Availability



No Comparative Data Available - New Indicator

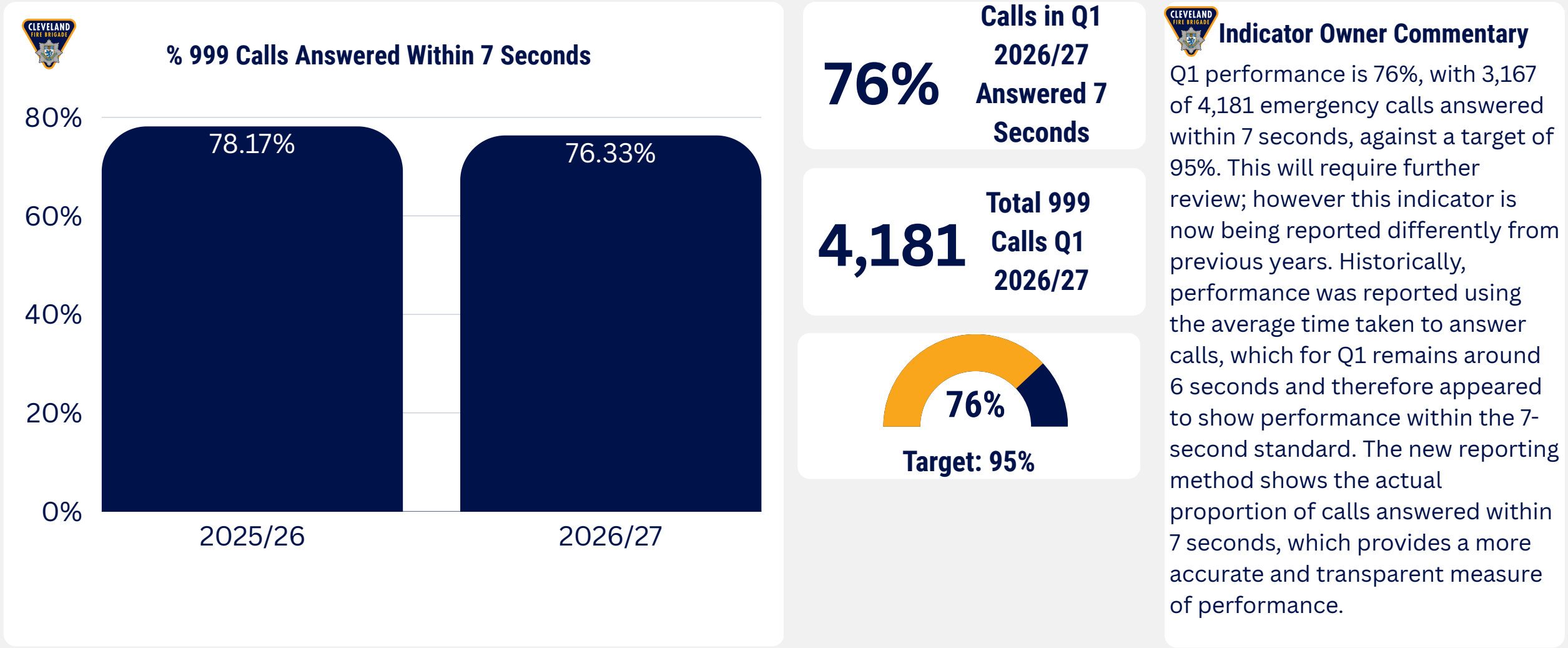
KPI 10: 999 Calls

Strategic Pillar: Response

Indicator Owner: Head of Emergency Response



Indicator: % of 999 calls Answered within 7 Seconds



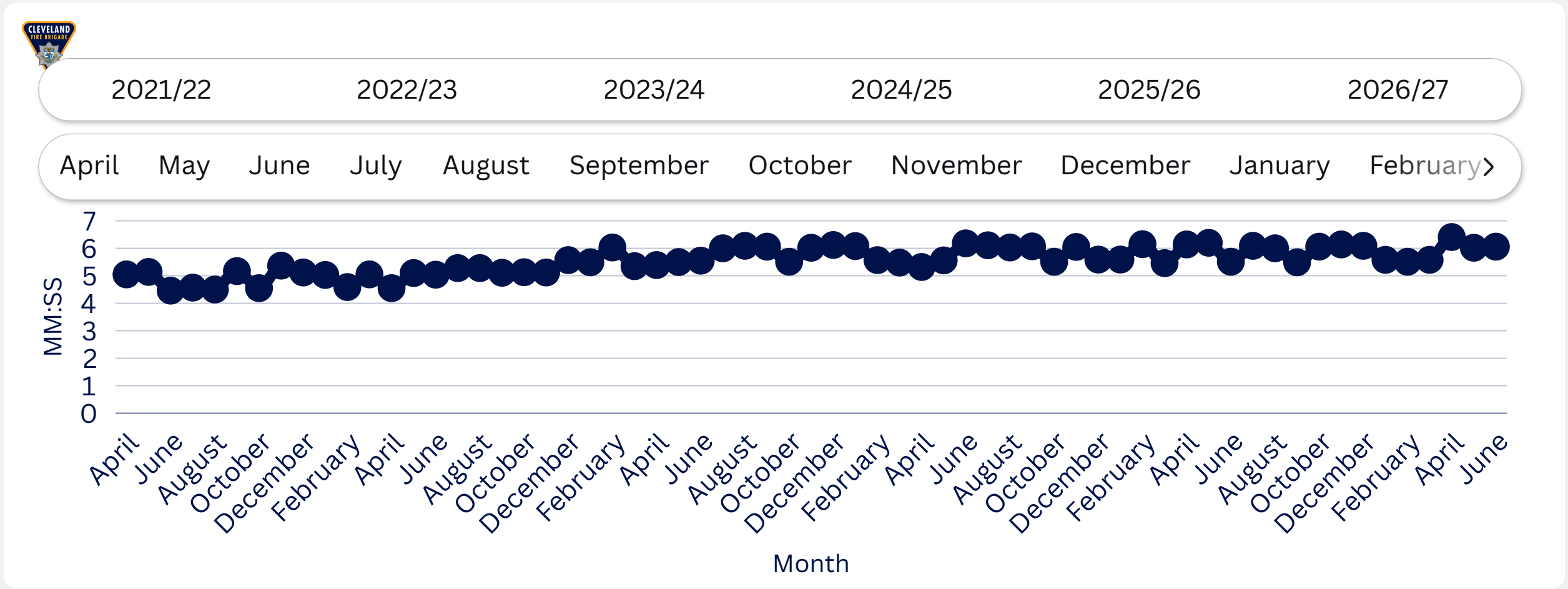
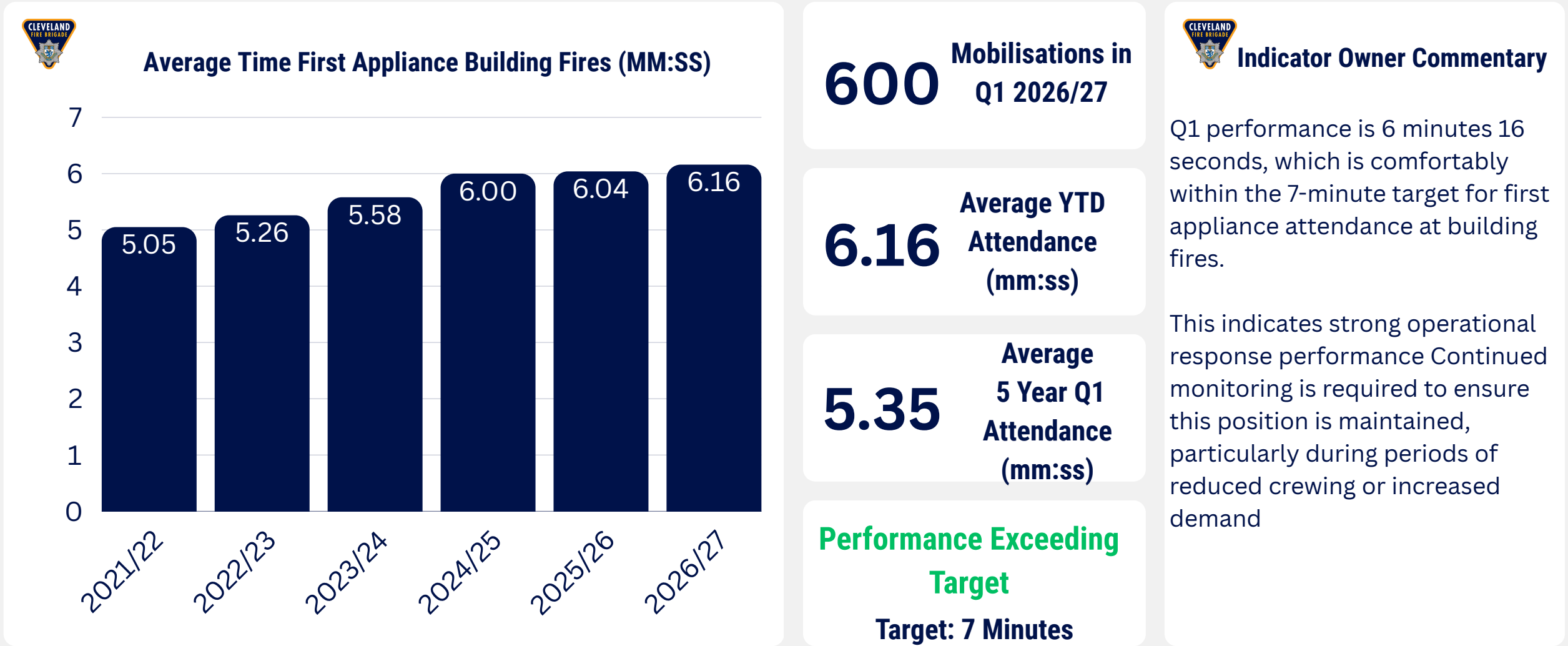
KPI 11: First Appliance Building Fires

Strategic Pillar: Response

Indicator Owner: Head of Emergency Response



Indicator: Average Time of First Appliance Attendance to a Building Fire



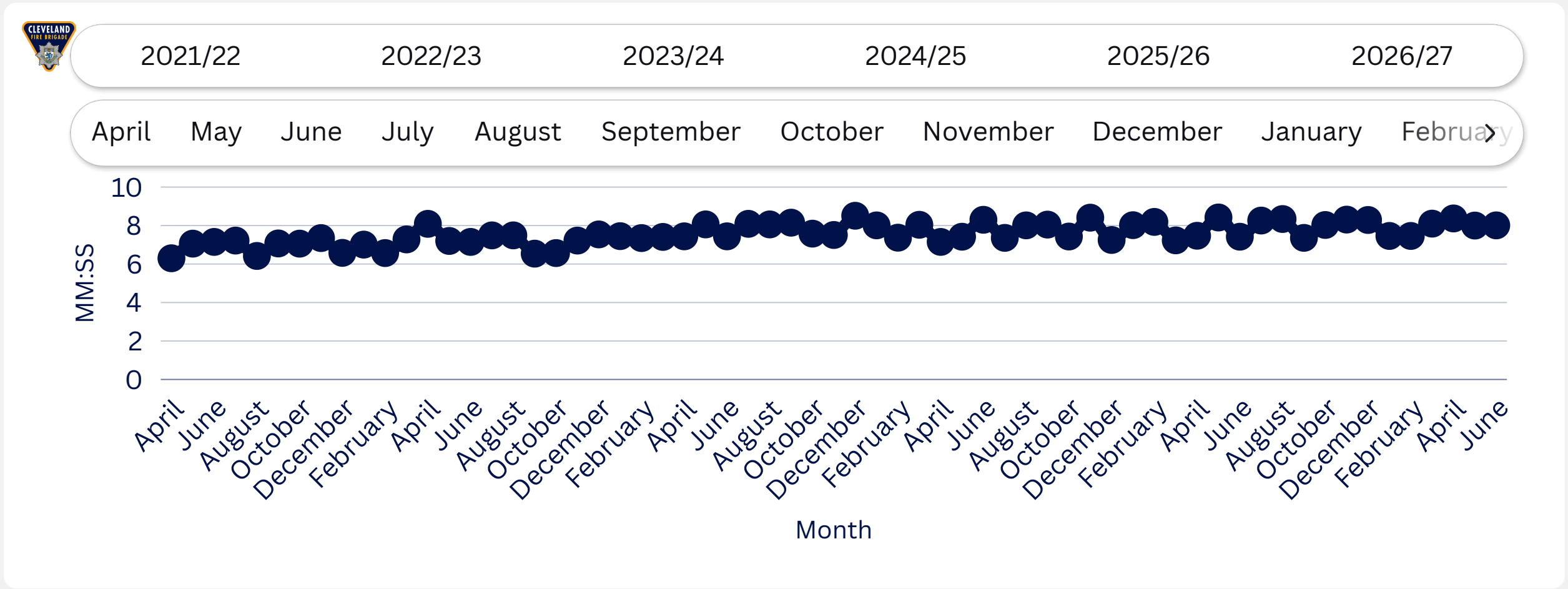
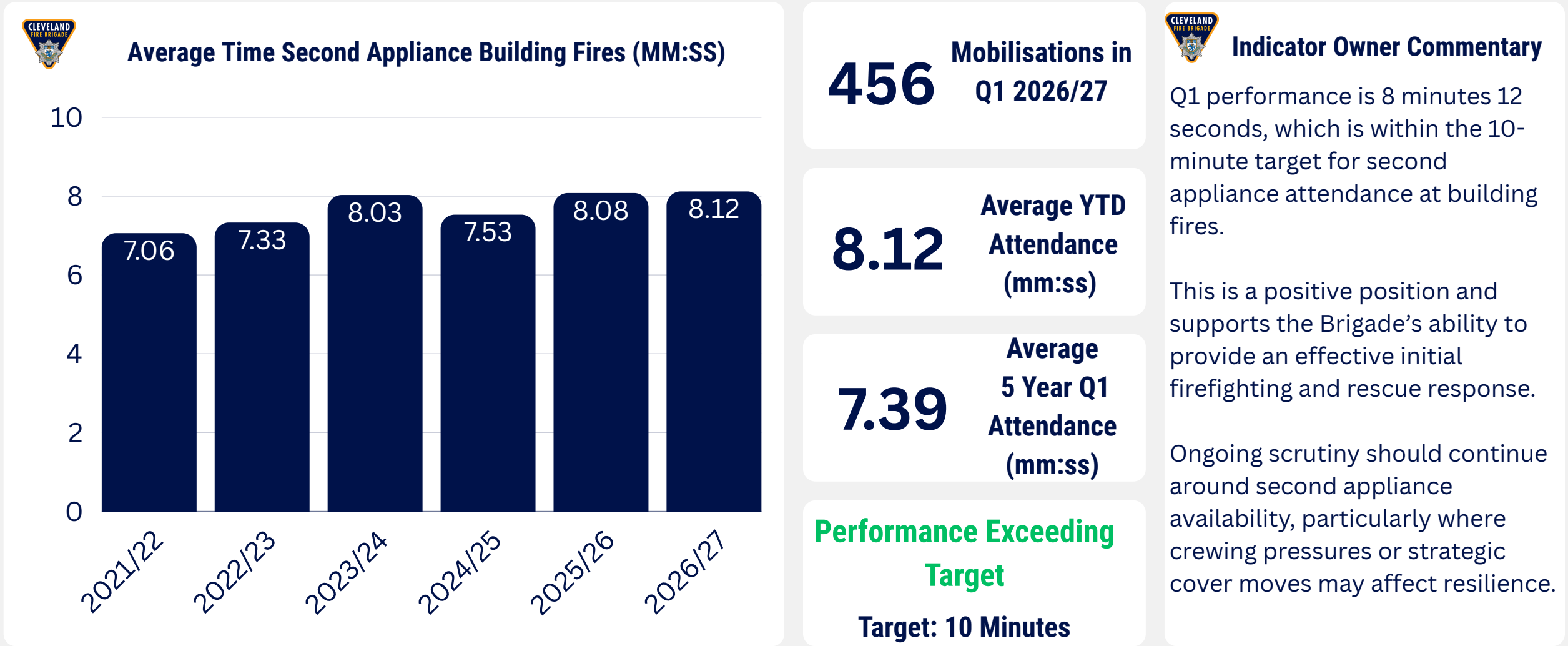
KPI 12: Second Appliance Building Fires

Strategic Pillar: Response

Indicator Owner: Head of Emergency Response



Indicator: Average Time of Second Appliance Attendance to a Building Fire



KPI 13: RTC Attendance Time

Strategic Pillar: Response

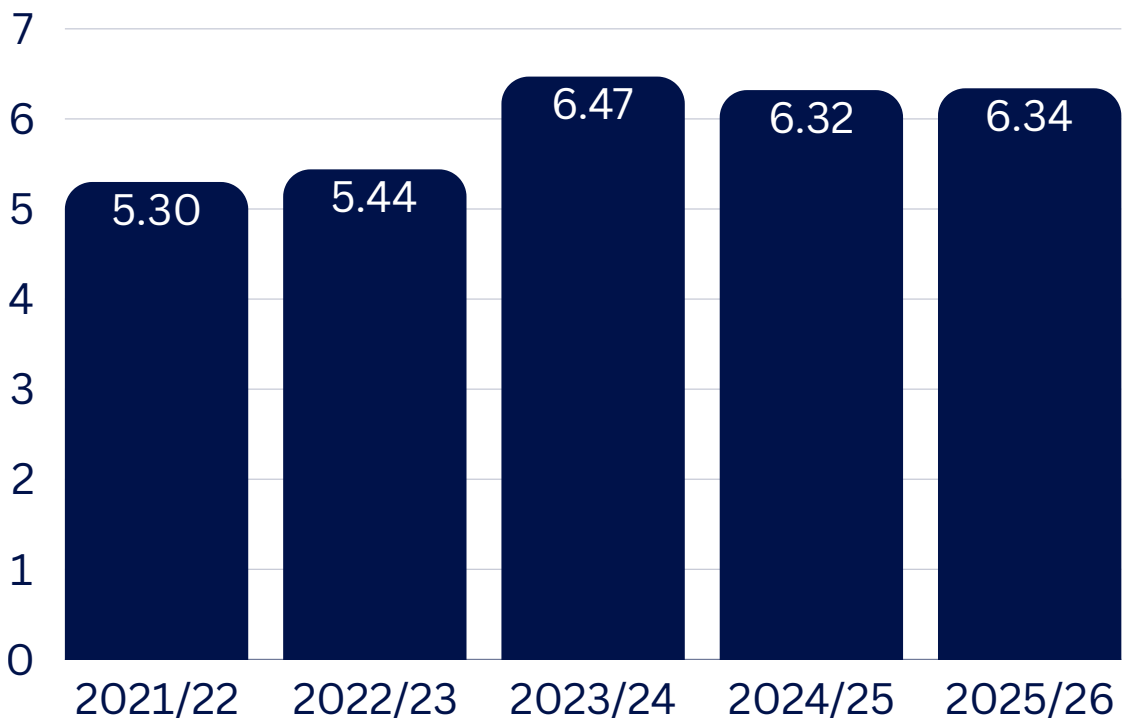
Indicator Owner: Head of Emergency Response



Indicator: Average Time of First Appliance Attendance to Life Threatening/Rescue Road Traffic Collisions



Average Time RTC First Appliance (MM:SS)



83 Mobilisations in Q1 2026/27

6.34 Average YTD Attendance (mm:ss)

5.53 Average 5 Year Q1 Attendance (mm:ss)

Performance Exceeding Target
Target: 8 Minutes



Indicator Owner Commentary

Q1 performance is 6 minutes 34 seconds, which is within the 8-minute target for first appliance attendance at life-threatening or rescue road traffic collisions.

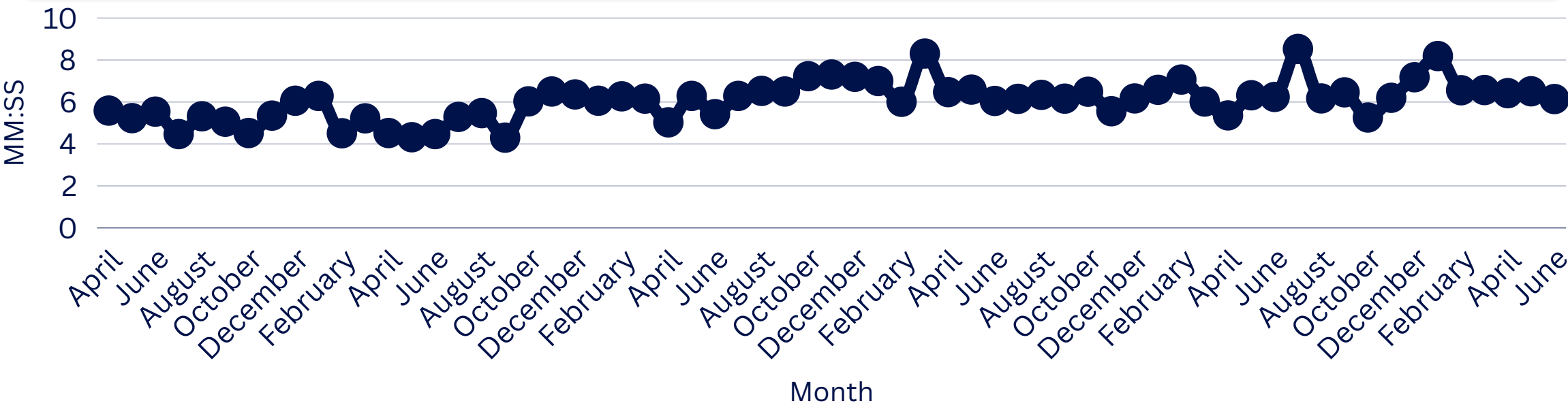
This demonstrates effective emergency response performance for time-critical RTC incidents.

Performance should continue to be monitored alongside road risk, incident location and appliance availability to ensure this level of response remains sustainable.



2021/22 2022/23 2023/24 2024/25 2025/26 2026/27

April May June July August September October November December January February



Overall Rating:

PREVIOUS YEAR

5 YEAR AVERAGE

TARGET

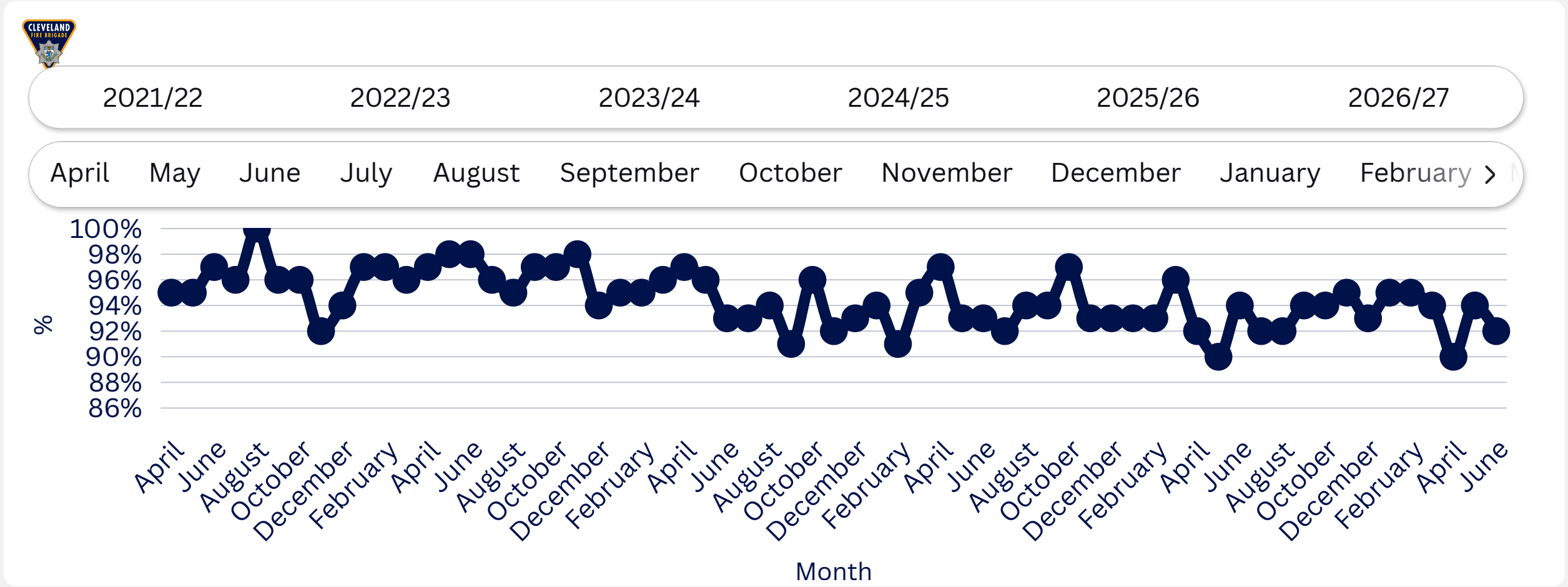
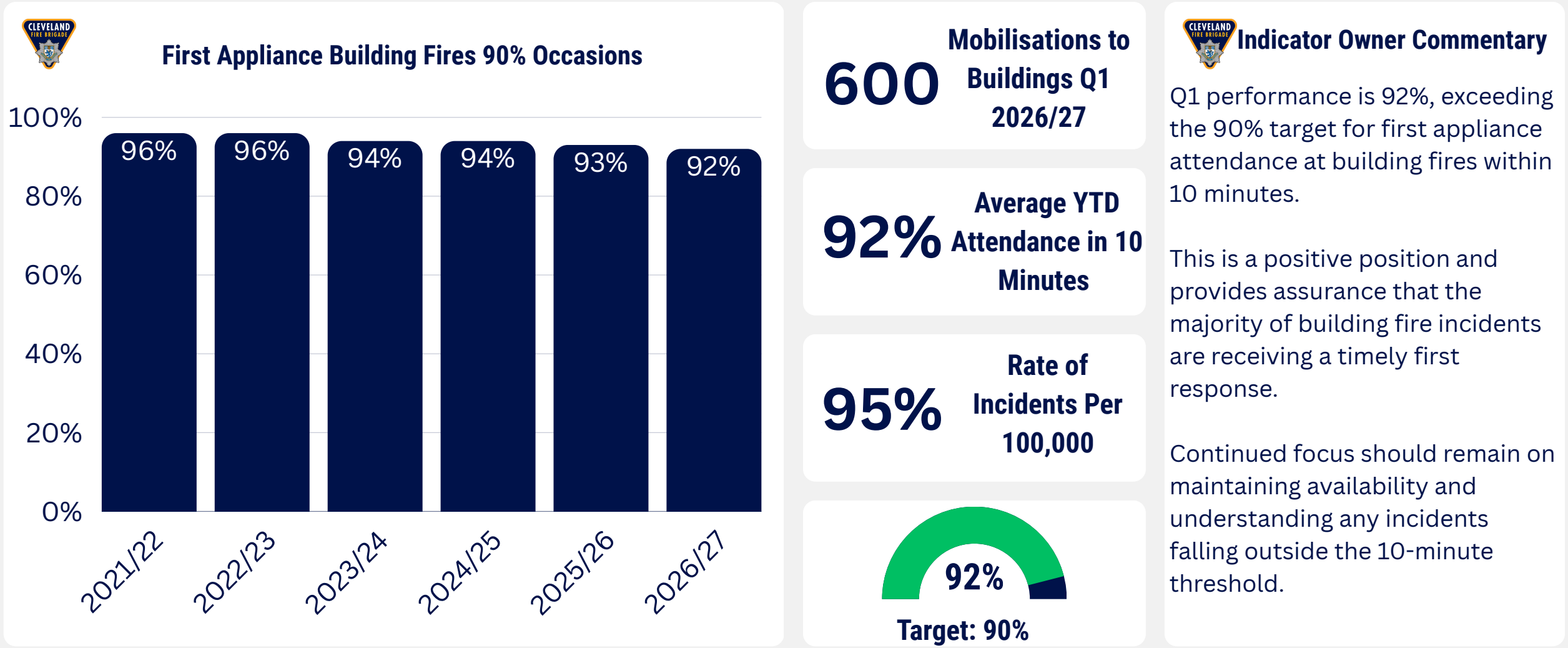
KPI 14: First Appliance Building Fires 90% Occasions

Strategic Pillar: Response

Indicator Owner: Head of Emergency Response



Indicator: First Appliance Attendance to a Building Fire Within 10 Minutes on 90% of Occasions



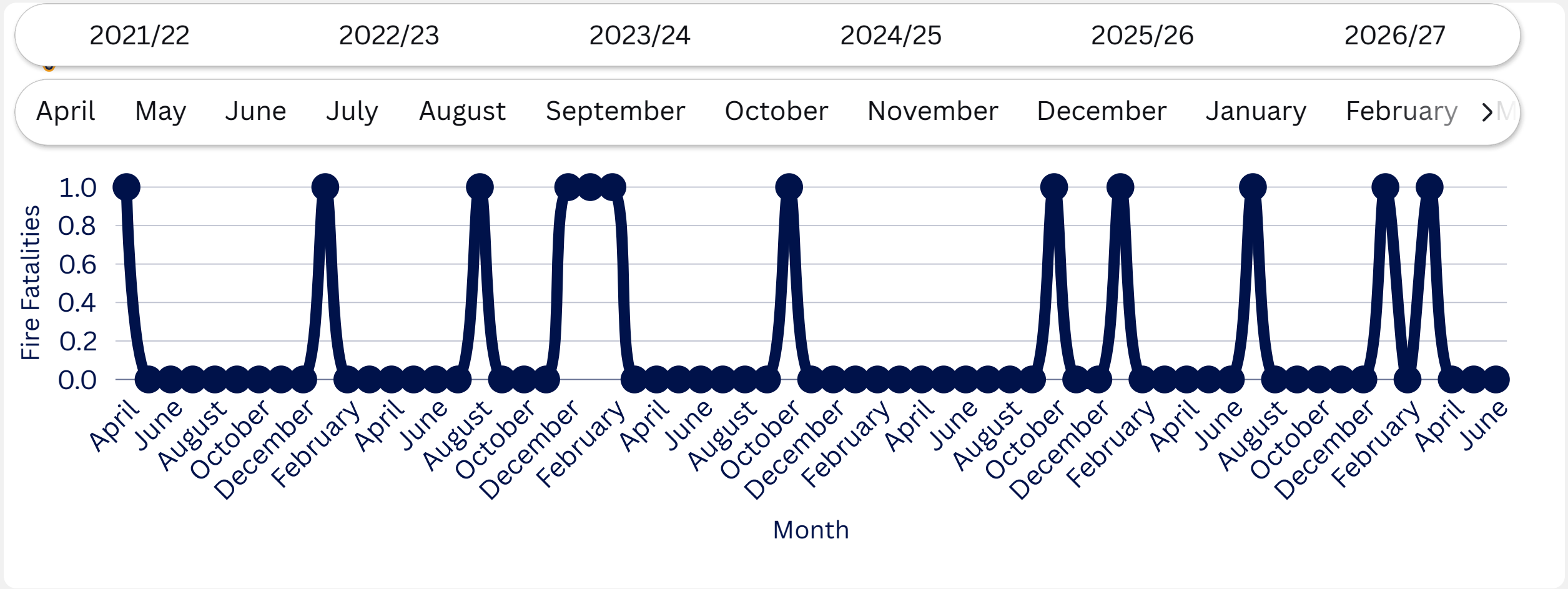
KPI 15: Fire Fatalities

Strategic Pillar: Response

Indicator Owner: Head of Emergency Response



Indicator: Number of Fire Fatalities



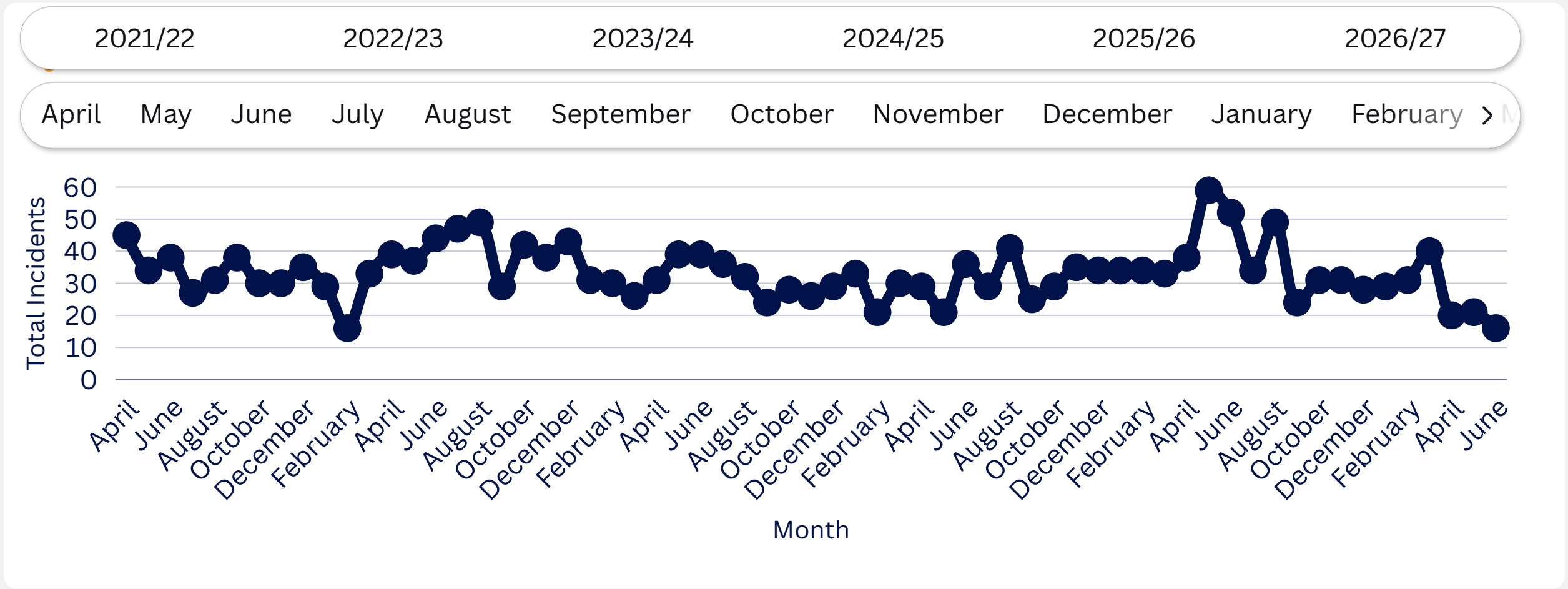
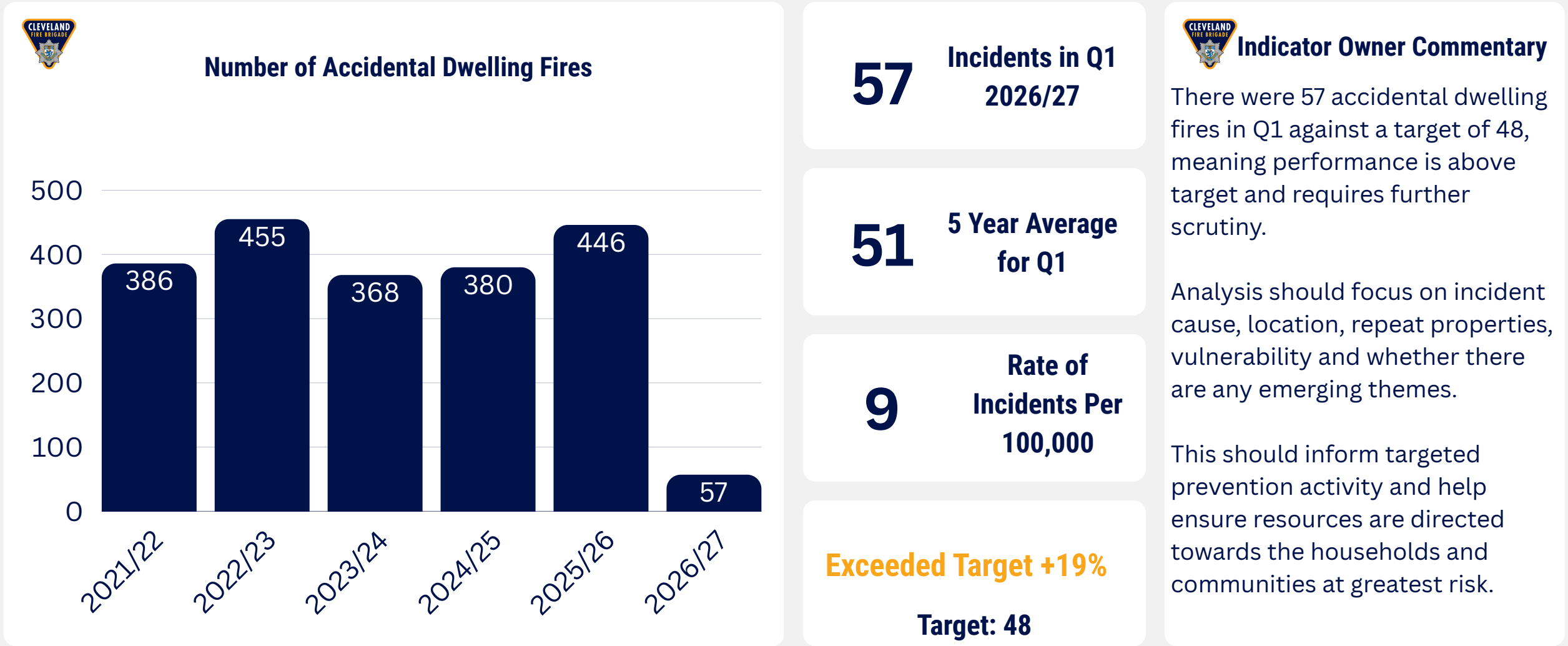
KPI 16: Accidental Dwelling Fires

Strategic Pillar: Response

Indicator Owner: Head of Emergency Response



Indicator: Number of Accidental Dwelling Fires



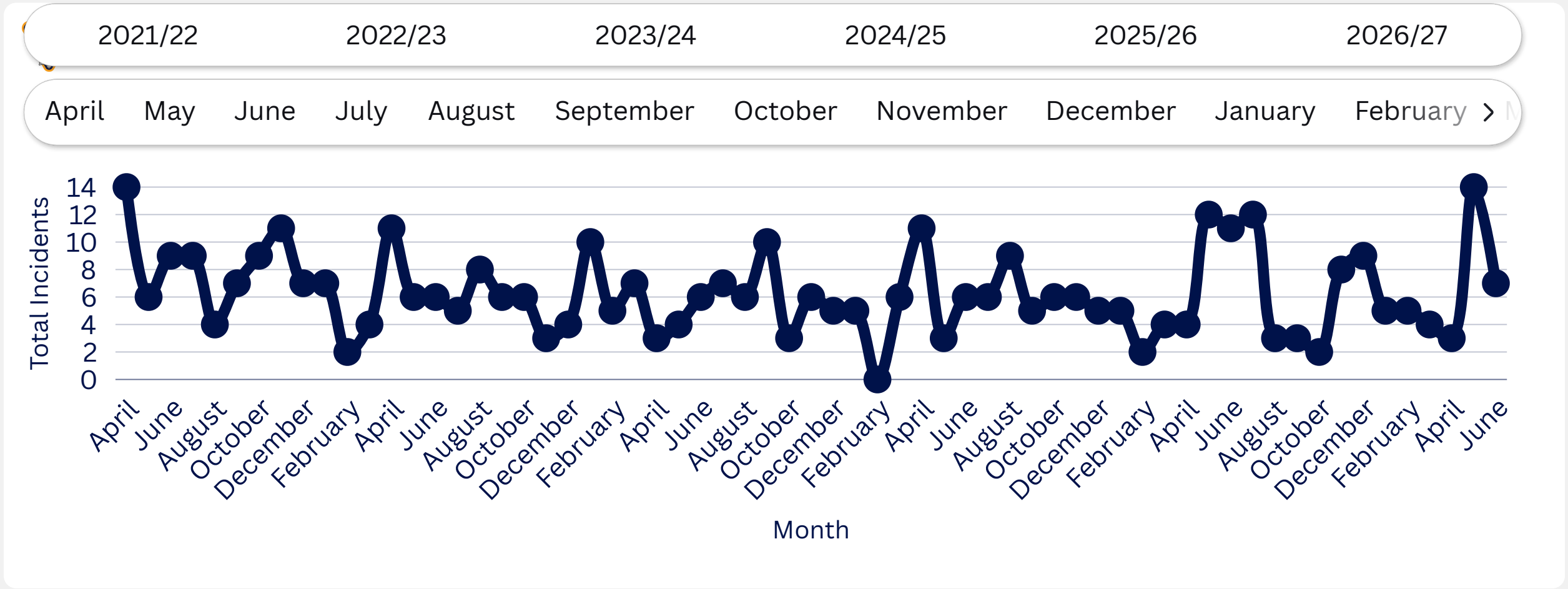
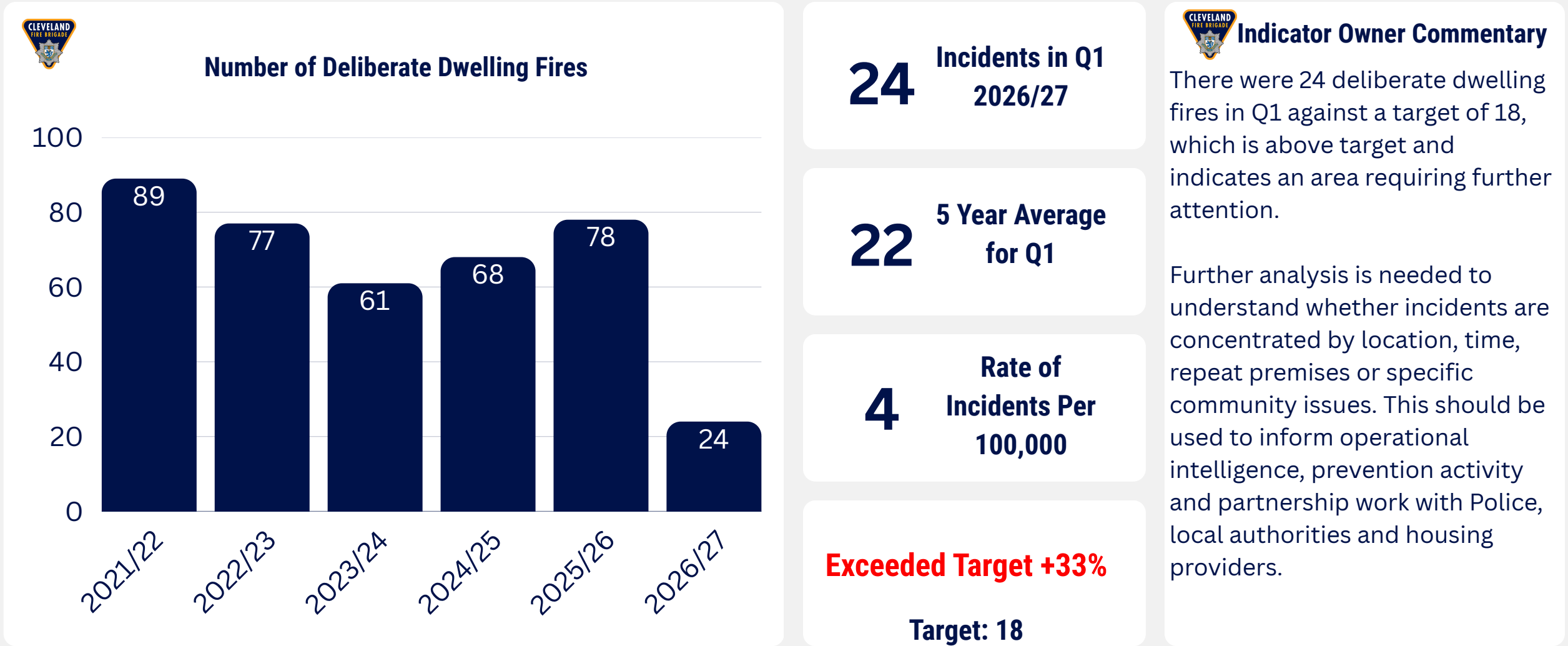
KPI 17: Deliberate Dwelling Fires

Strategic Pillar: Response

Indicator Owner: Head of Emergency Response



Indicator: Number of Deliberate Dwelling Fires



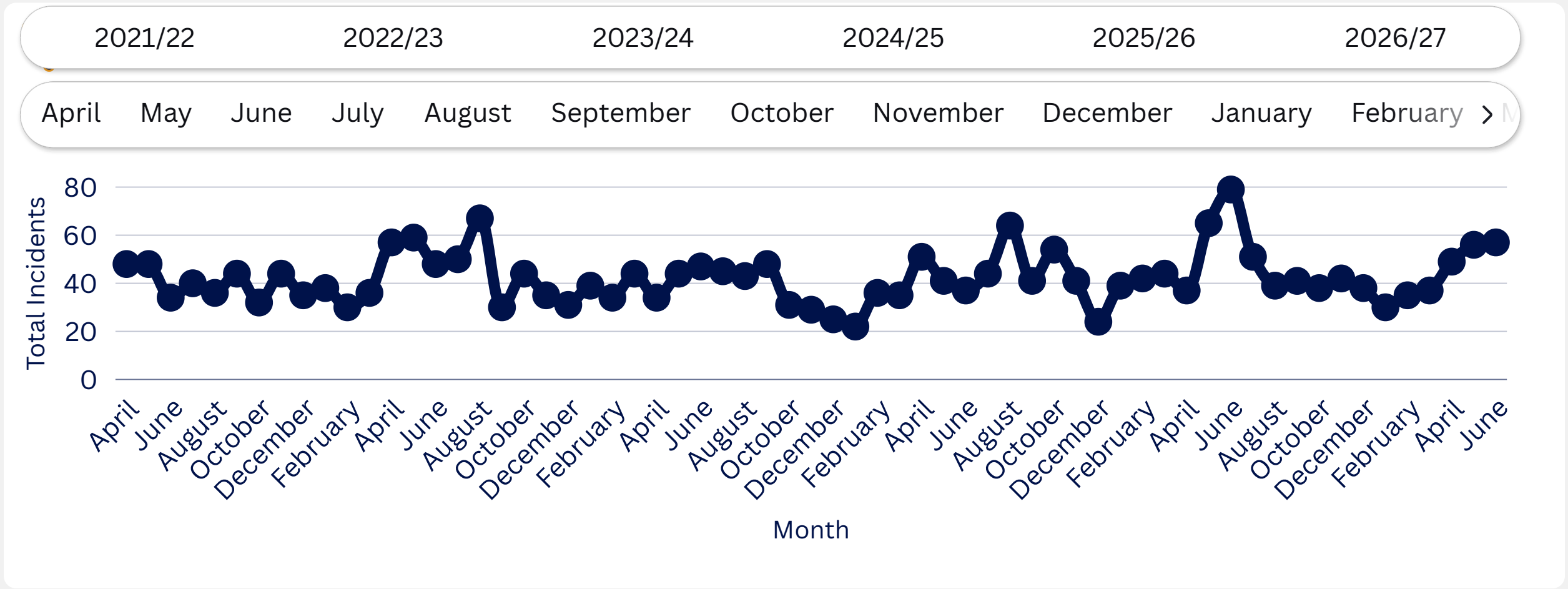
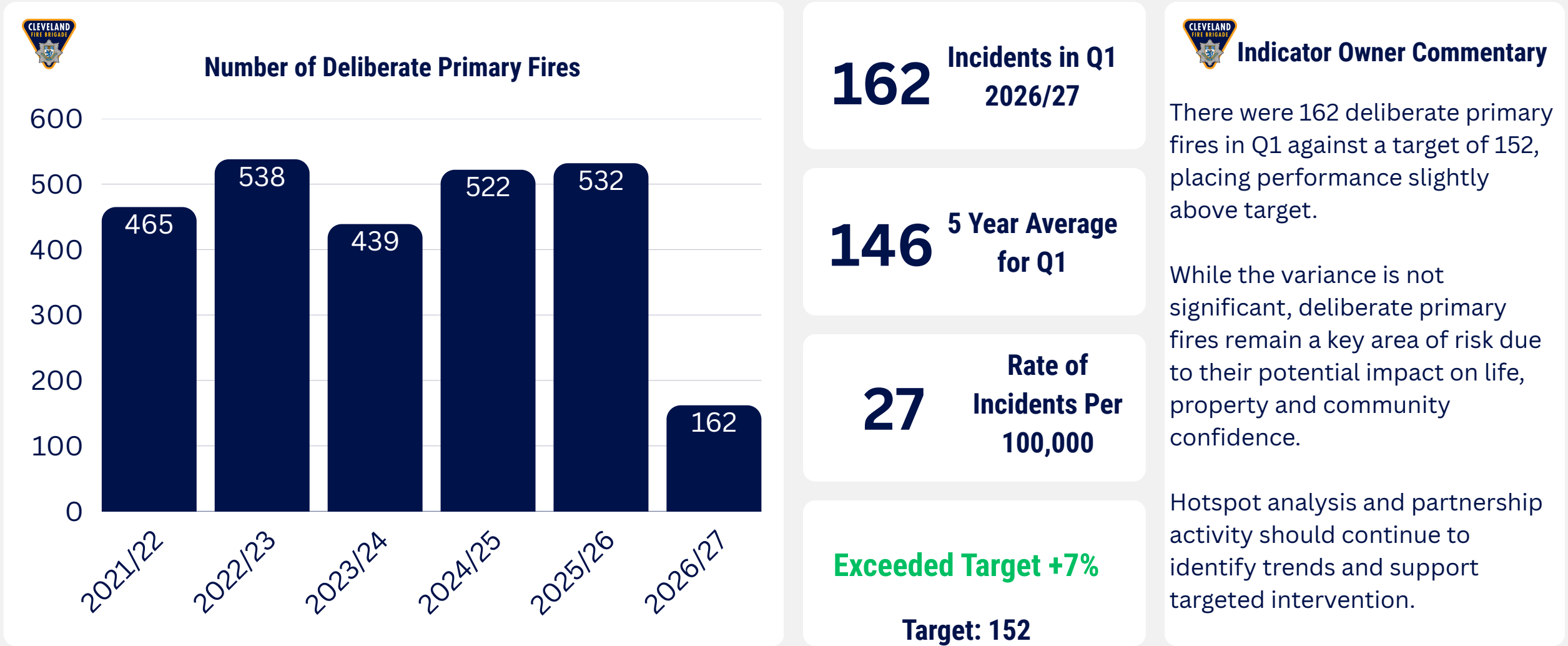
KPI 18: Deliberate Primary Fires

Strategic Pillar: Response

Indicator Owner: Head of Emergency Response



Indicator: Number of Deliberate Primary Fires



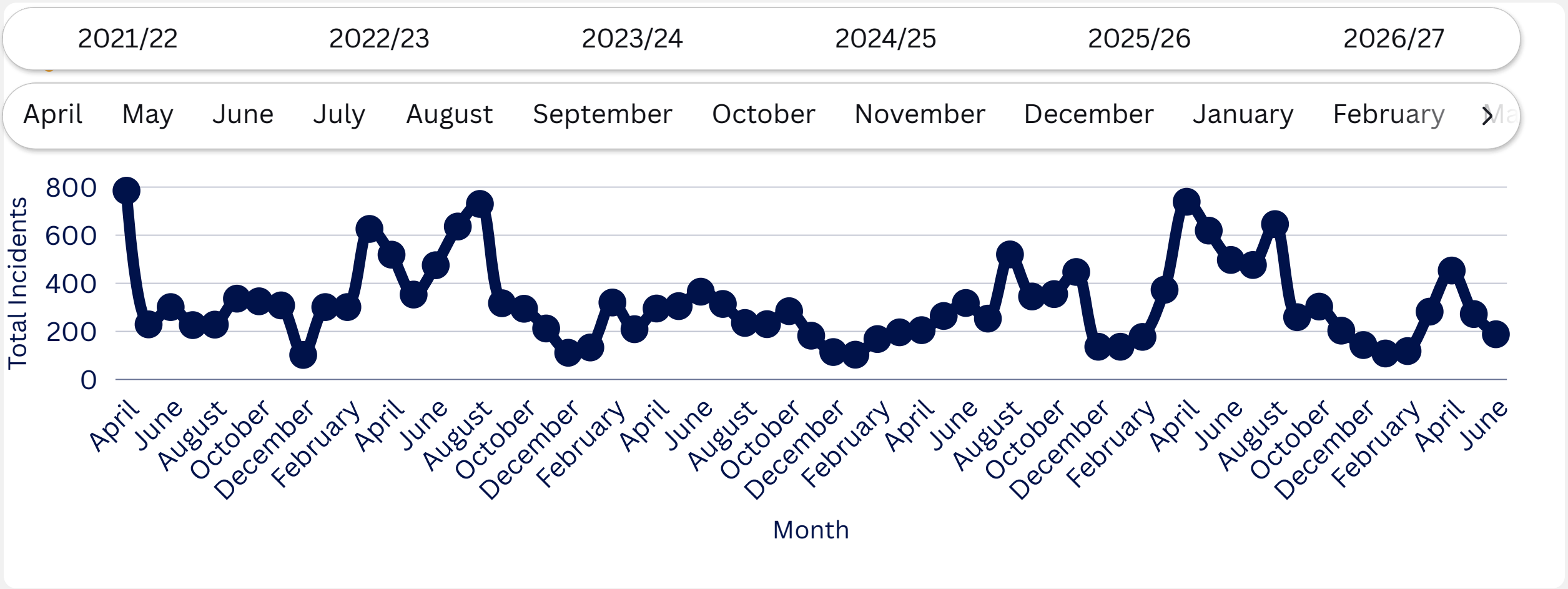
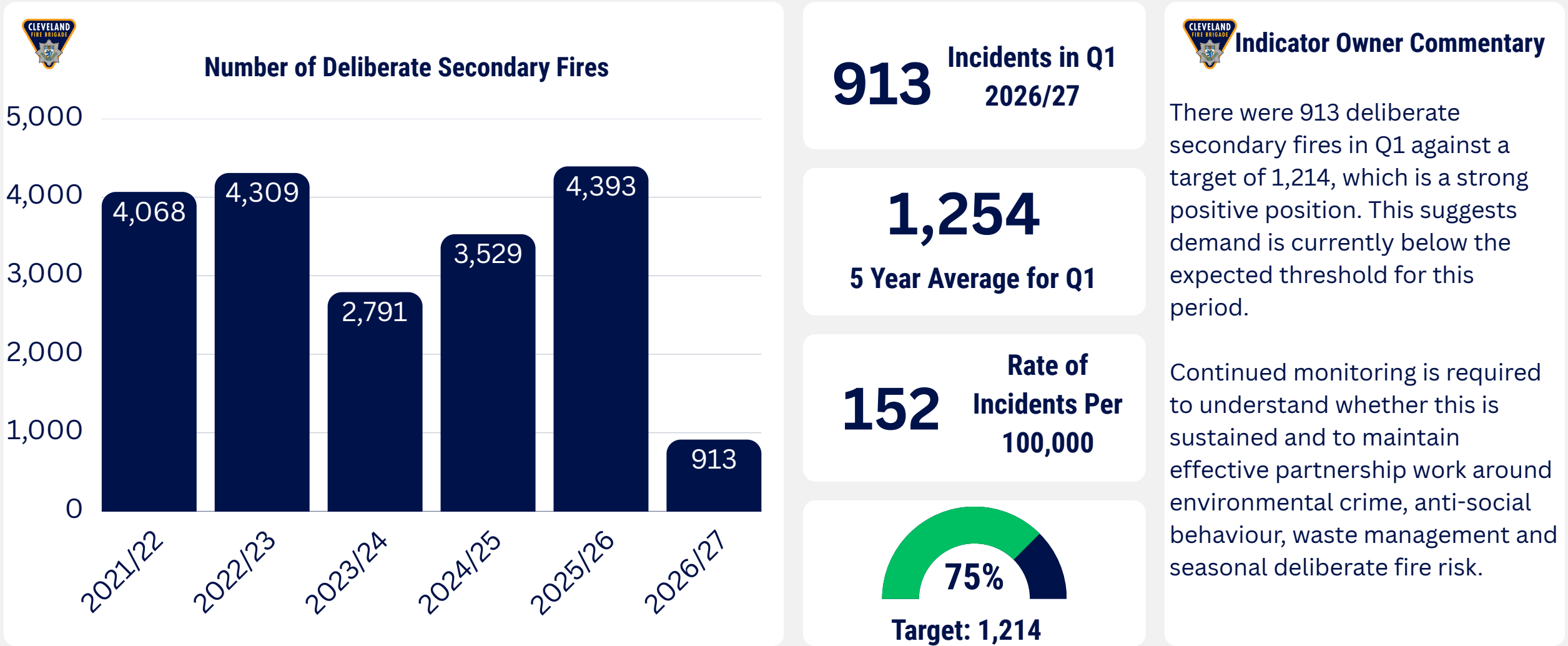
KPI 19: Deliberate Secondary Fires

Strategic Pillar: Response

Indicator Owner: Head of Emergency Response



Indicator: Number of Deliberate Secondary Fires



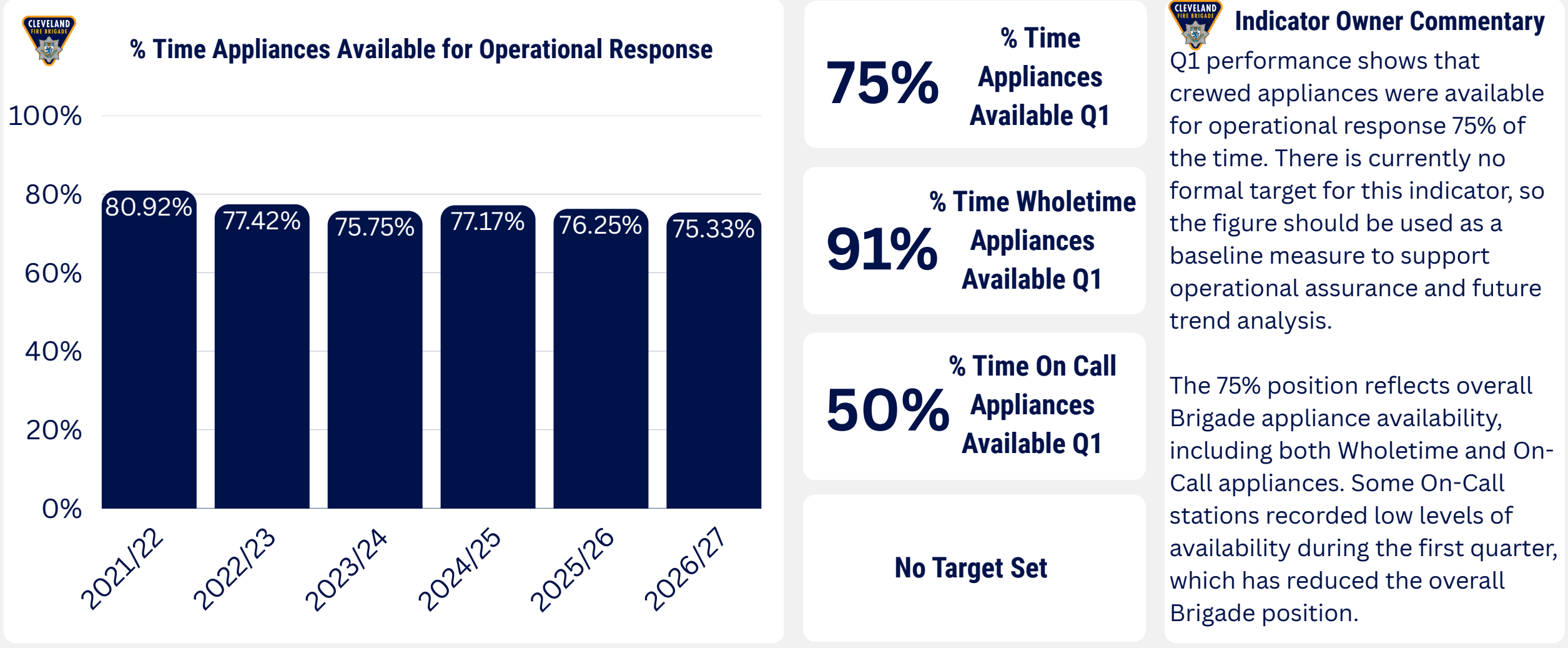
KPI 20: % Time Appliances Available for Operational Response

Strategic Pillar: Response

Indicator Owner: Head of Emergency Response



Indicator: % of time Crewed Appliances are Available for Operational Response



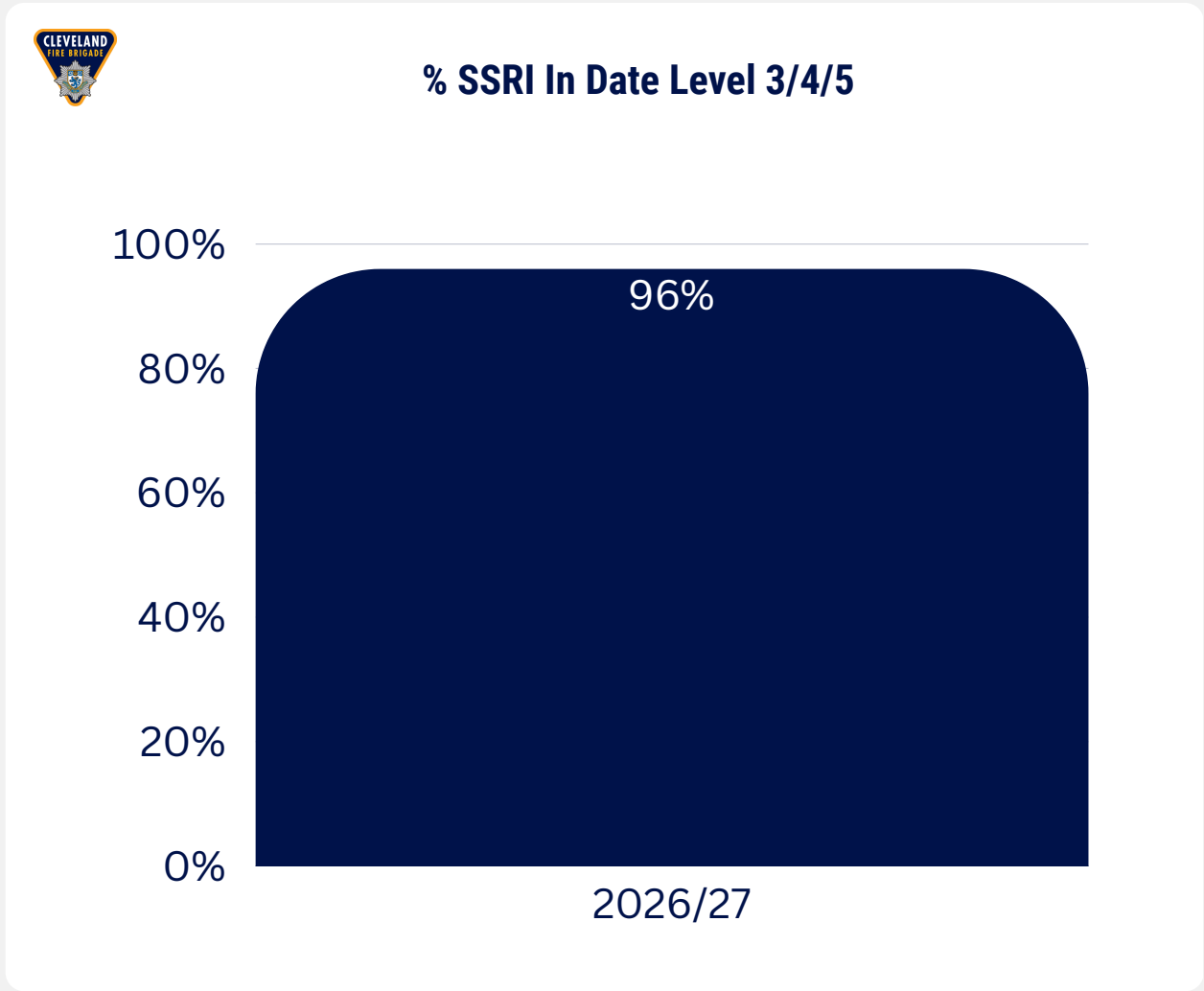
KPI 21: Site Specific Risk Information

Strategic Pillar: Response

Indicator Owner: Head of Emergency Response



Indicator: % of Site Specific Risk Information (SSRI) in Date (Level 3/4/5)

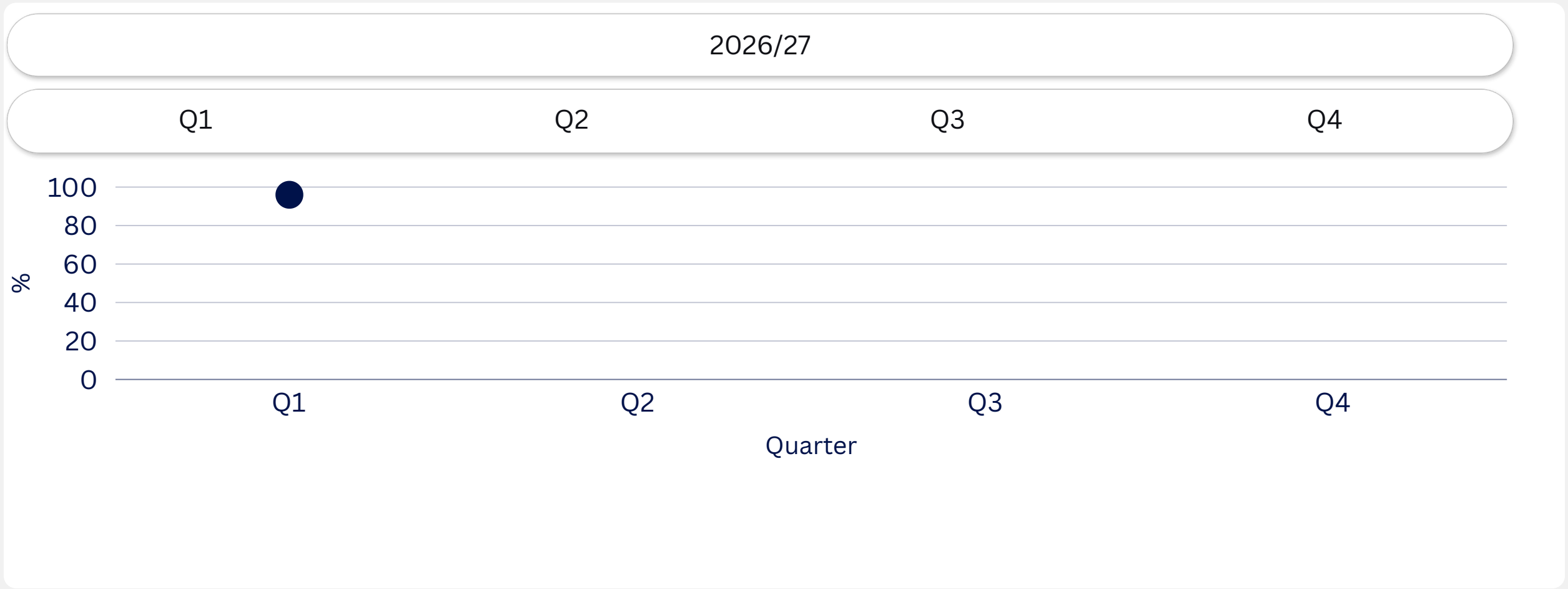


Indicator Owner Commentary

Q1 performance is 96.1%, which exceeds the 95% target for Level 3, 4 and 5 Site Specific Risk Information records being in date.

This provides positive assurance that crews have access to current risk information for the majority of higher-risk premises.

Focus will remain on maintaining this position, with any overdue records prioritised by risk level, particularly Level 5 sites and premises where operational risk or partner intelligence has changed.



Overall Rating:

TARGET

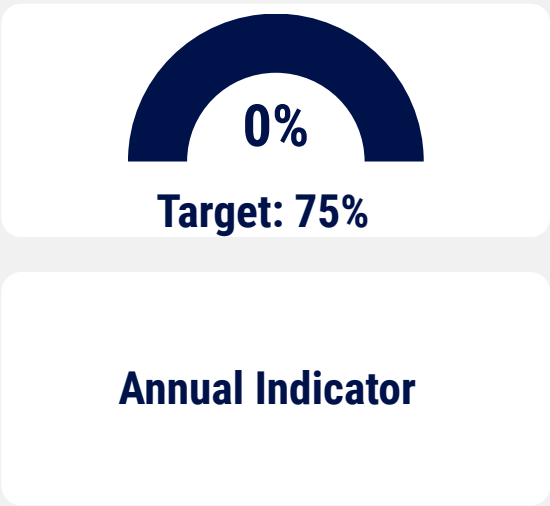
KPI 22: Compliant Spend

Strategic Pillar: Resources

Indicator Owner: Head of Finance & Procurement

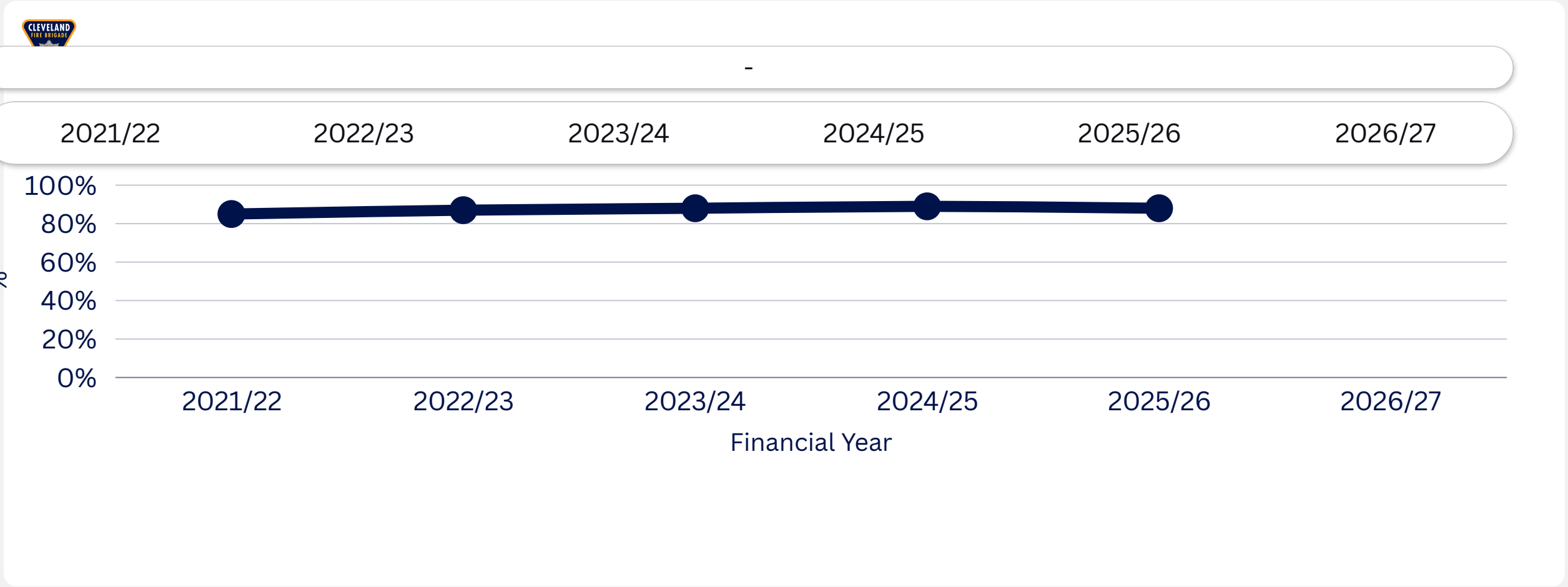


Indicator: % of Compliant Spend



Indicator Owner Commentary

This indicator is reported on an annual basis, therefore this data will not be available until Quarter 4 2026/27.



No Comparative Data Available - Annual Indicator

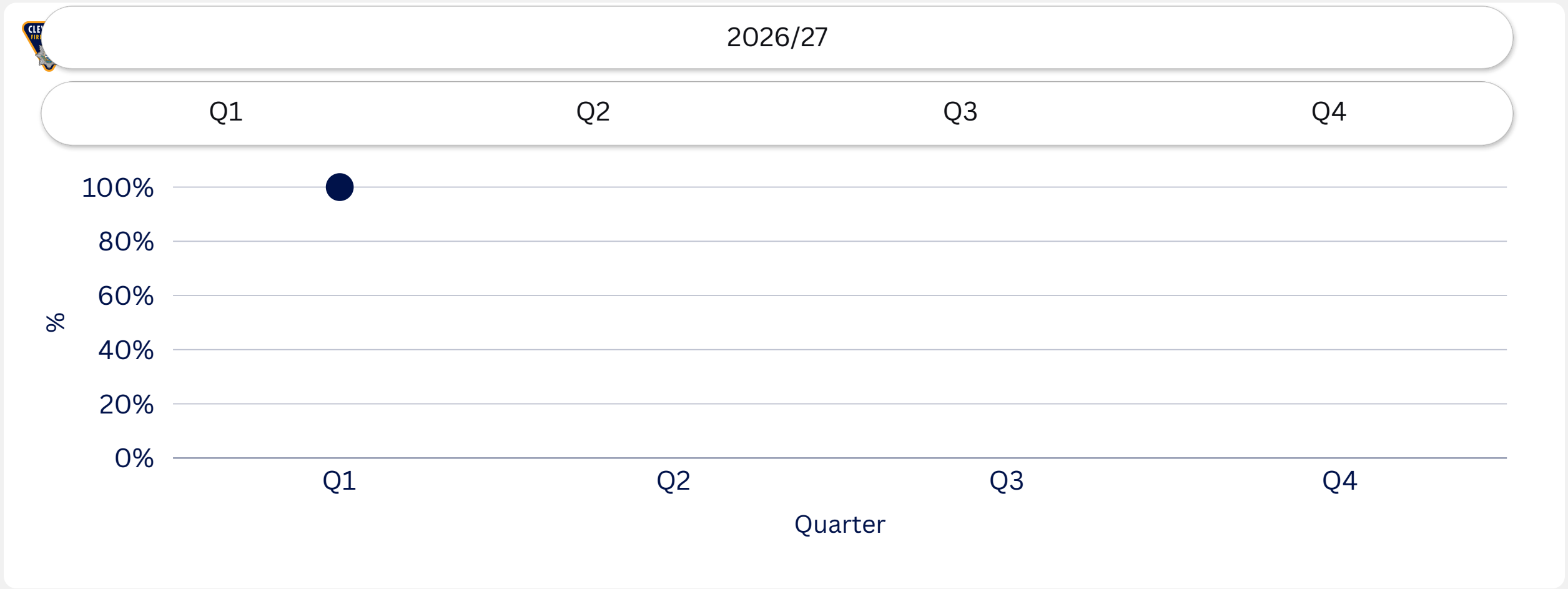
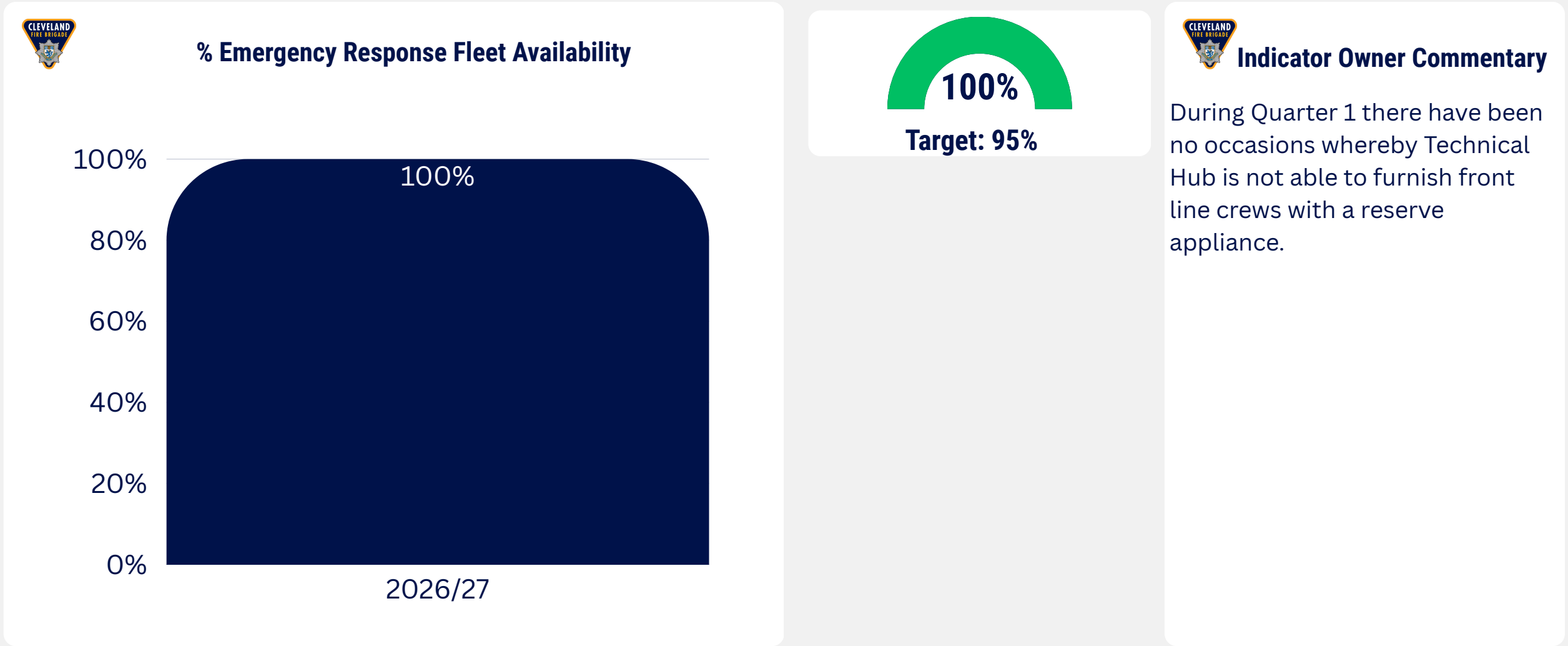
KPI 23: Emergency Response Fleet Availability

Strategic Pillar: Resources

Indicator Owner: Station Manager Fleet & Equipment



Indicator: % of Time Emergency Response Fire Appliance Fleet is at Full Strength



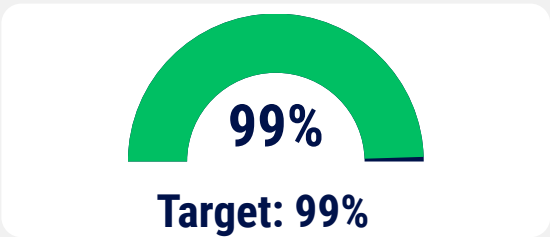
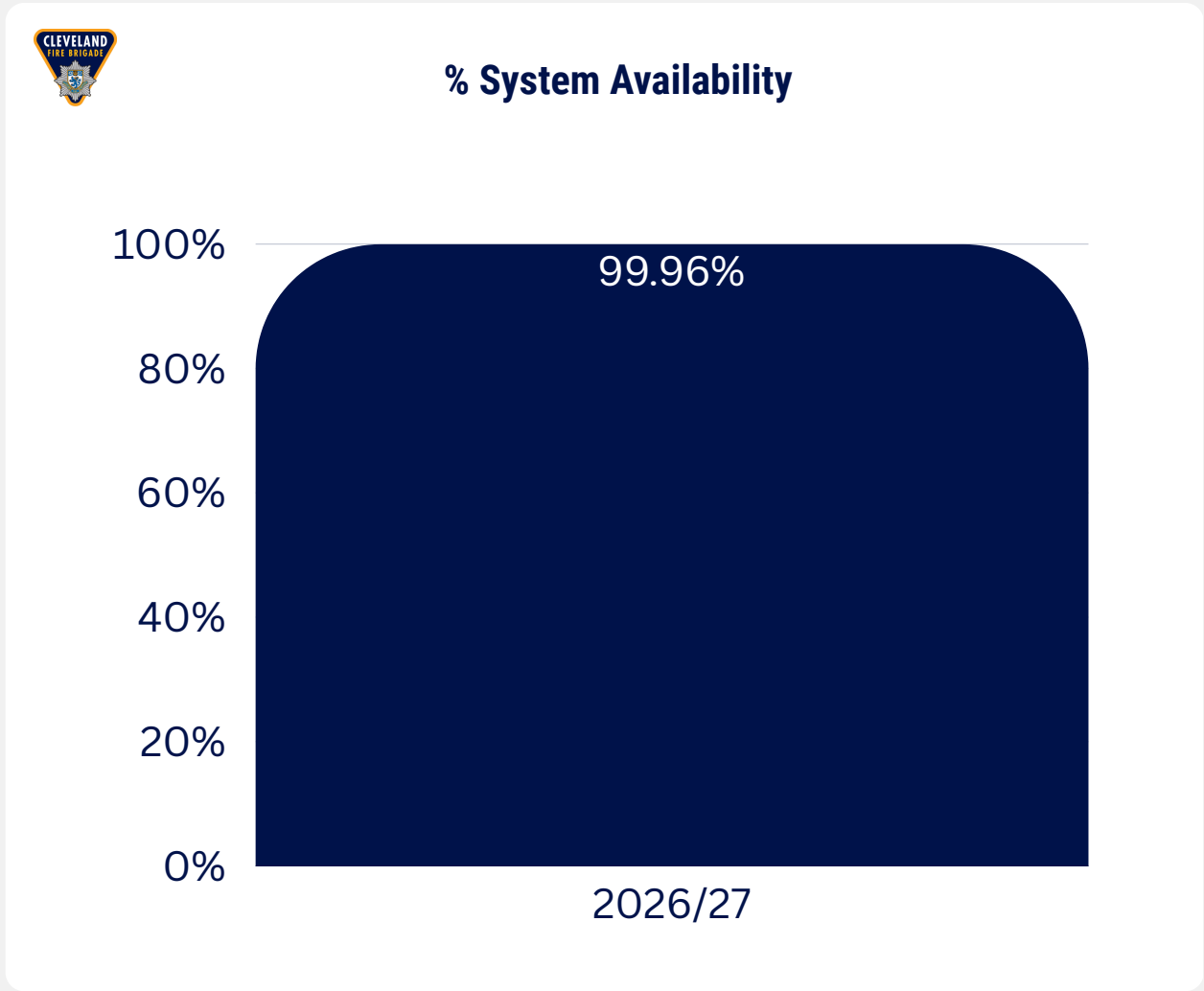
KPI 24: % System Availability

Strategic Pillar: Resources

Indicator Owner: DDaT Technology Manager



Indicator: % System Availability

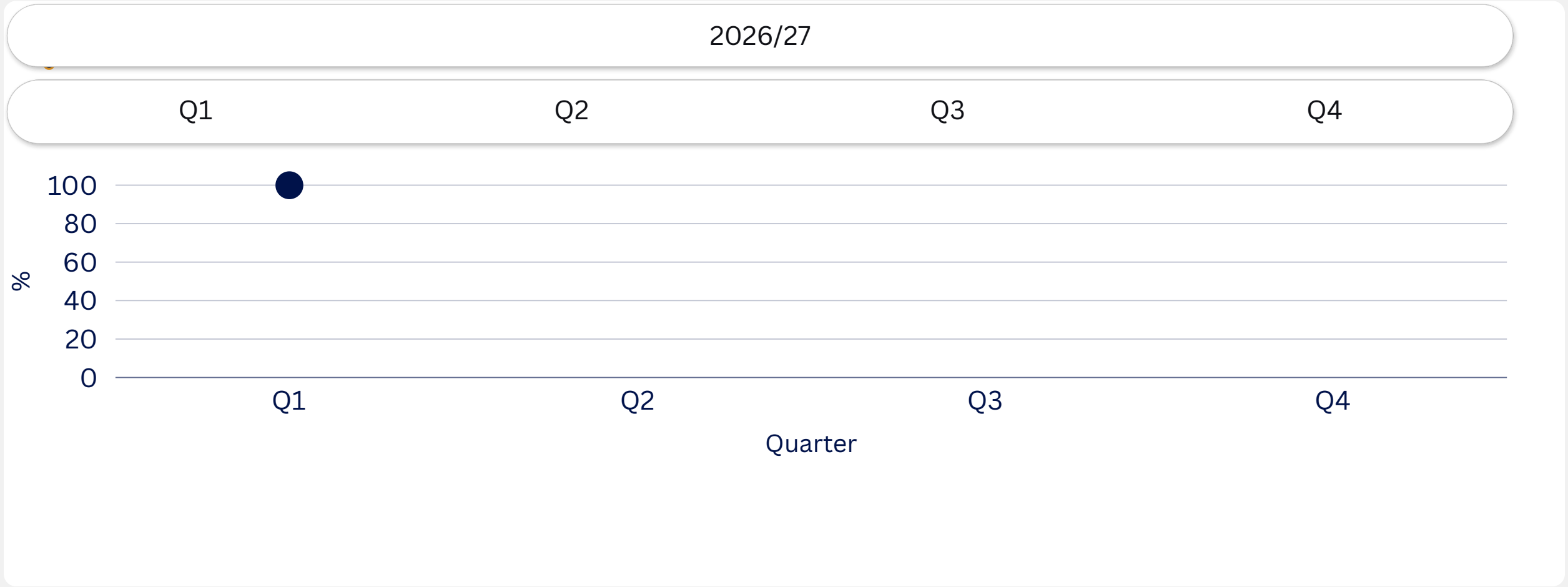




Indicator Owner Commentary

This figure relates to uptime of critical operational systems (consisting of Control Room Mobilising Systems 99.99% availability and Station End Mobilising Equipment 99.94%) with information produced from the PRTG Network Monitoring System.

Figures are inclusive of downtime for pre-planned weekly maintenance schedules.



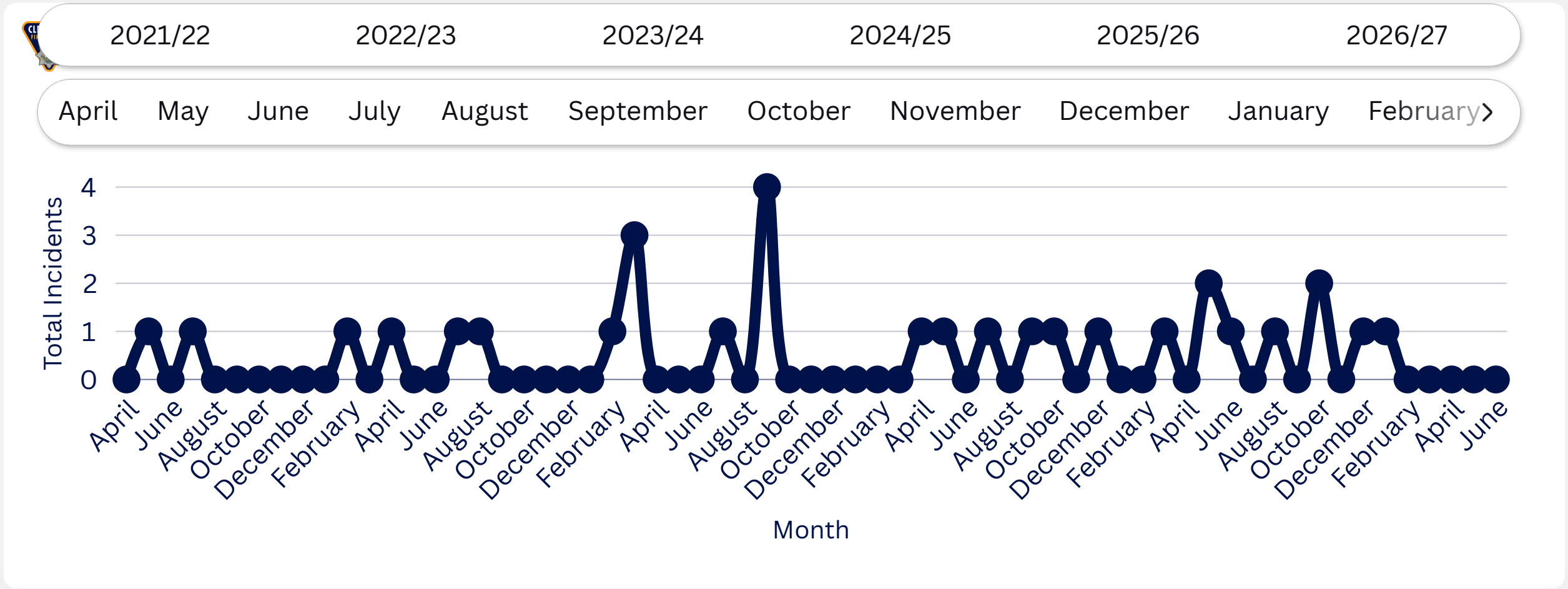
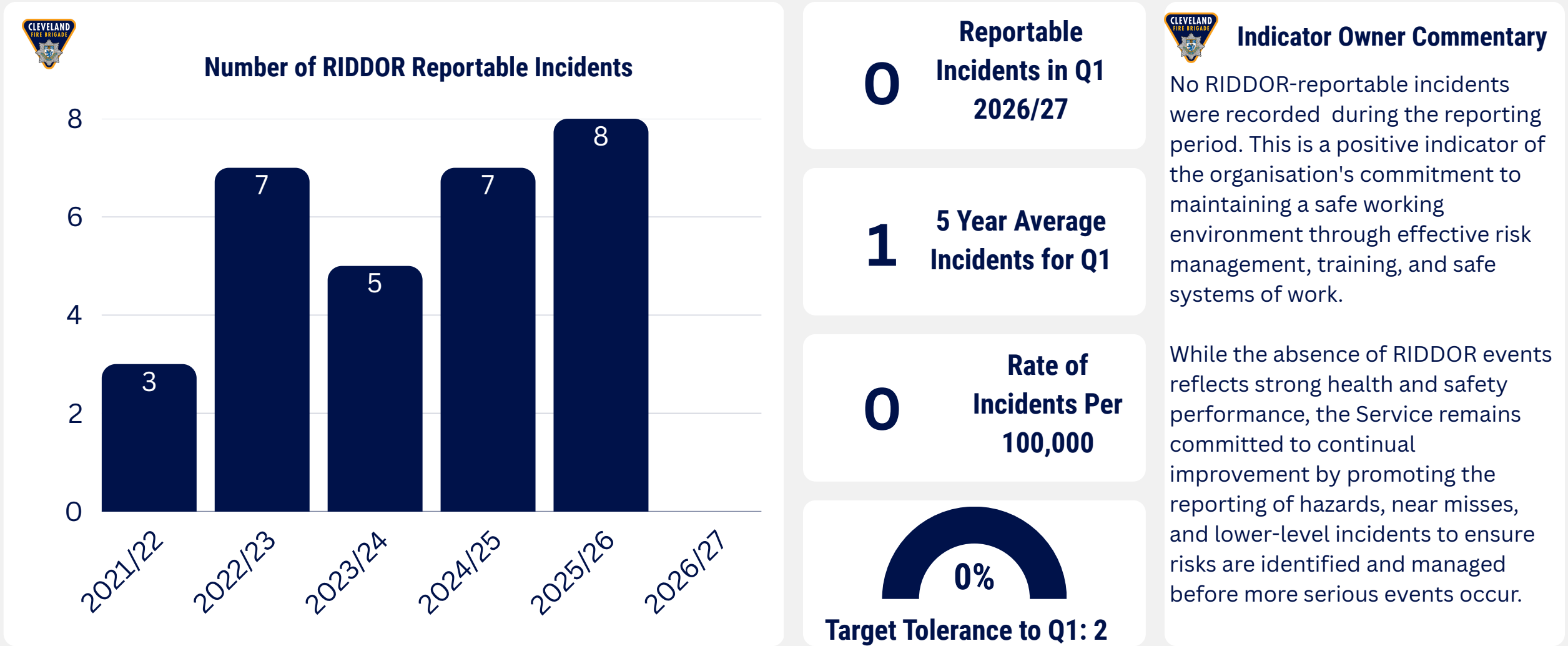
KPI 25: RIDDOR

Strategic Pillar: Strategic Planning

Indicator Owner: Health & Safety Manager



Indicator: Number of RIDDOR Reportable Accidents



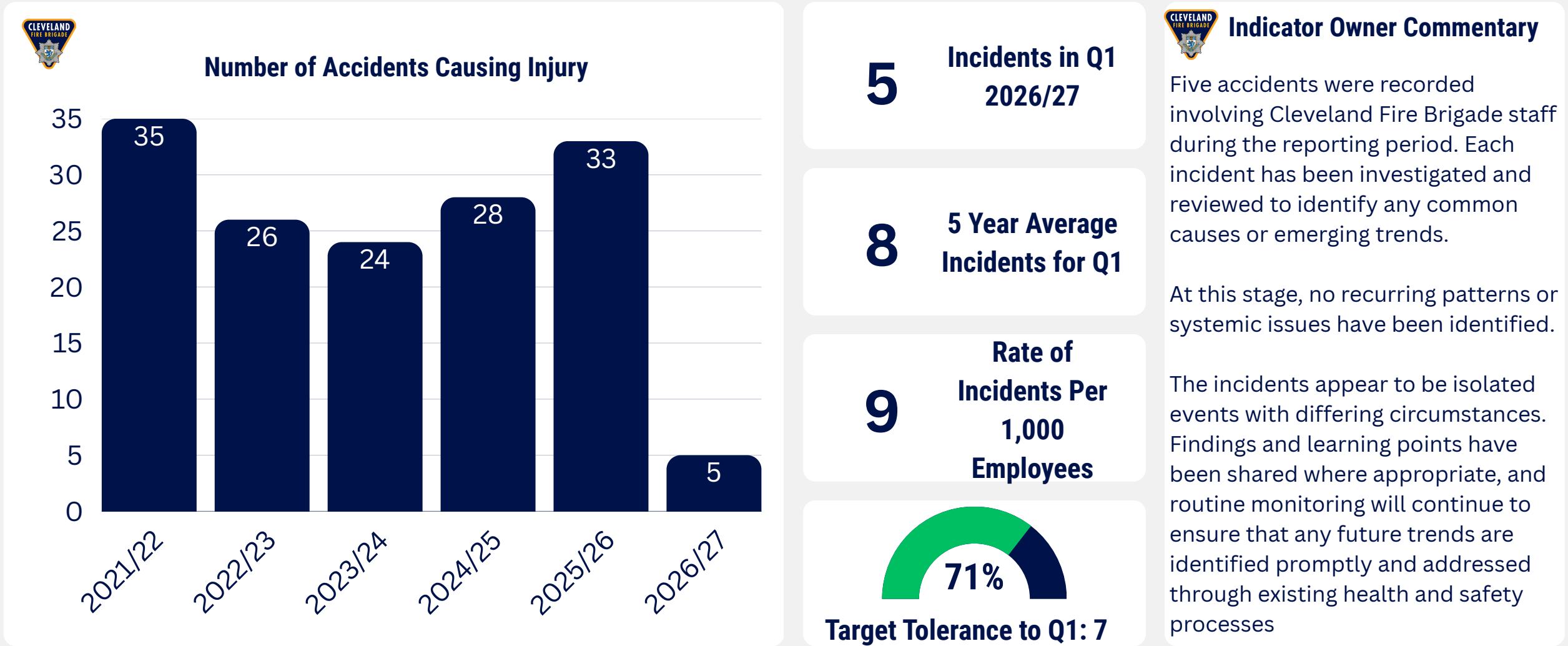
KPI 26: Accidents Causing Injury

Strategic Pillar: Strategic Planning

Indicator Owner: Health & Safety Manager



Indicator: Number of Personal Injury Accidents



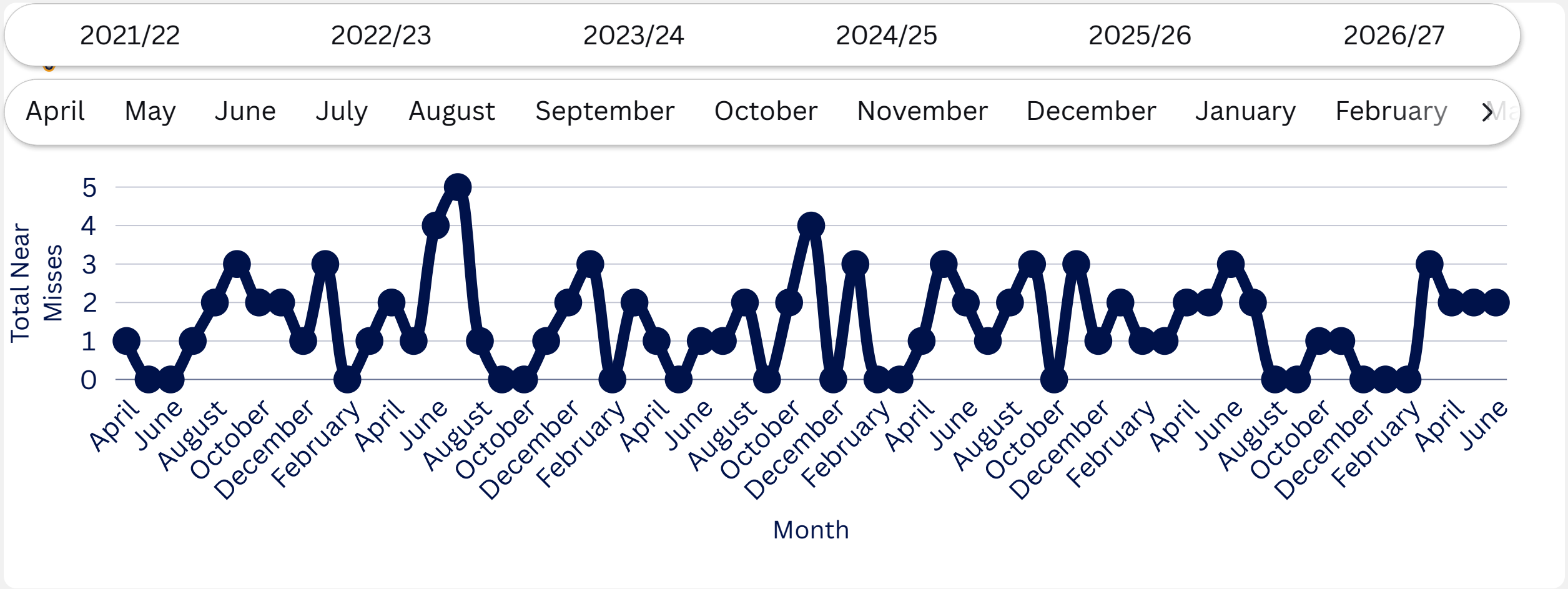
KPI 27: Near Misses

Strategic Pillar: Strategic Planning

Indicator Owner: Health & Safety Manager



Indicator: Number of Near Misses



The logo for the Cleveland Fire Brigade is a shield-shaped emblem. It features a central shield with a blue lion rampant on a white background, a blue gear (cogwheel) on the left, and a blue sun or star on the right. The shield is surrounded by a yellow border. Above the shield, the words "CLEVELAND" and "FIRE BRIGADE" are written in white and yellow respectively. The entire logo is set against a dark blue background.

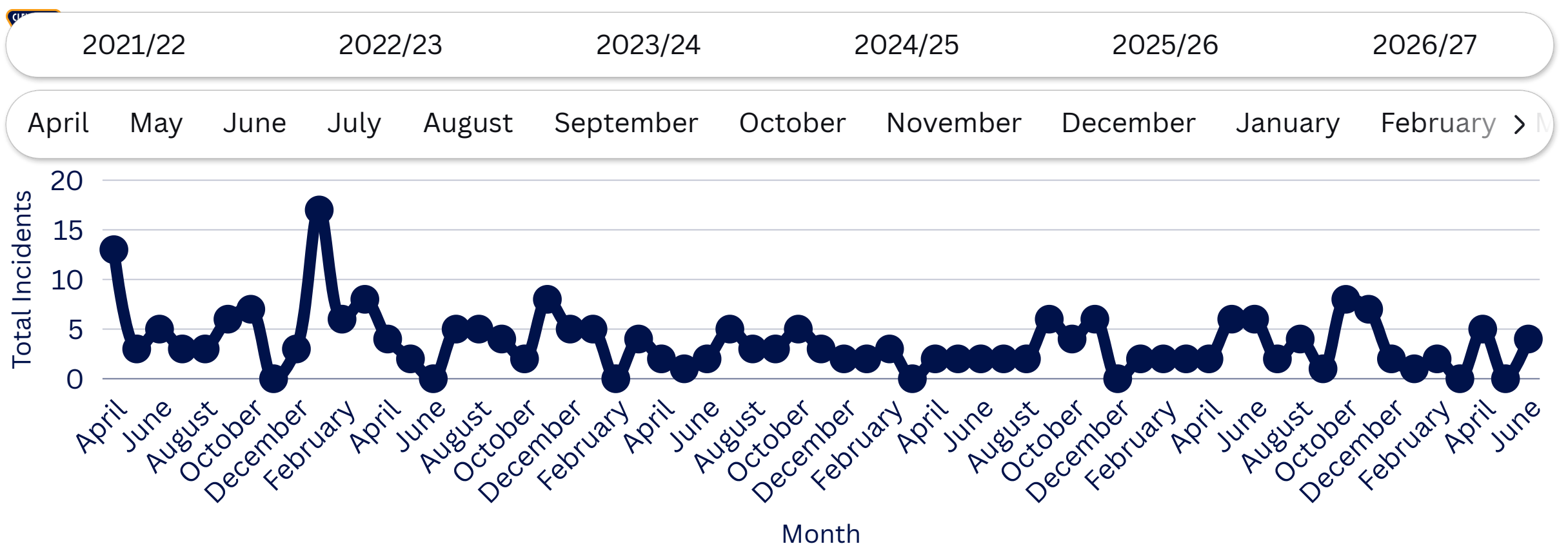
Indicator Owner: Health & Safety Manager

A bar chart showing the percentage of respondents who expect to use a mobile app to book a flight, broken down by year. The y-axis represents the percentage, ranging from 0 to 80 in increments of 20. The x-axis shows the years from 2021/22 to 2026/27. The data is as follows:

Year	Percentage
2021/22	74
2022/23	44
2023/24	31
2024/25	32
2025/26	41
2026/27	9



All incidents of violence or aggression towards Cleveland Fire Brigade staff are treated seriously and are thoroughly investigated. Where available, body-worn video footage is reviewed to support investigations, establish the facts, and inform any appropriate action. The Service is committed to protecting its employees, promoting a zero-tolerance approach to violence, and ensuring that lessons identified are used to strengthen prevention measures, support affected staff, and reduce the likelihood of future incidents.



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