



# **Organisational Performance Quarter 3**

1st April 2024 to 31st December 2024

## DATA QUALITY STATEMENT

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

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

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

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

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

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

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

Any amendments to the data supporting this report after **17th January 2025**, such as reclassification of incidents following fire investigations, will not be represented in the information reported.

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

***On 25th June 2023, a national outage occurred on the BT 999 call system resulting in the system being unavailable for a number of hours. It was confirmed by BT that call data for this period can not be recovered and therefore the call data for Quarter One 2023 will NOT include any calls received during this downtime.***

***On 9th November 2023, a major power failure resulted in our Business Continuity Plans for Control being implemented. During this time, some systems had to be manually populated and some call data could not be registered, therefore data from this period should be used with caution.***

***It was also identified that during 2023/24, there was an issue in uploading National Resilience Incidents and therefore the figures quoted have been taken from our internal systems and not the National Resilience Database.***

***During 2023/24 and ongoing it has been identified that the technical issue in the mobilisation system periodically reoccurs. These incidents are identified as they fail to publish to the national system and relevant details are manually recorded. This occurs due to a timing issue between consoles. Affected incidents are kept to a minimum by a frequent reset of the affected consoles.***































***On 7th May 2024, an error occurred within the SQL database which resulted in automatic incident numbering running out of sequence, as a result of insufficient memory. Therefore, incident numbers between F24194300 and F24194412 were not assigned to any incidents.***

***On 13th September 2024 through to 16th September 2024 a failure resulted in incidents not pulling through into the Incident Recording System or details leading to a delay in the records being completed and appliance call sign details and attendance times not being automatically assigned to incidents. Incidents impacted have had the relevant details manually recorded. Quality assurance checks indicate that the details within these incidents are true and accurate.***

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## QUARTER THREE 2024/25

	Qu 3 Actual	Compared To Previous year	Compared to Five Year Average *		Qu 3 Actual	Compared To Previous year	Compared to Five Year Average *
Number of 999 Calls	10,293	+5% (+493) 	+1% (+146) 	Number of Incidents	7,553	+8% (+560) 	+6% (+441) 
Primary Fires	676	+7% (+46) 	+5% (+30) 	Secondary Fires	3,145	+22% (+575) 	+7% (+200) 
Accidental Dwelling Fires	131	-8% (-11) 	-4% (-5) 	Safer Homes Visits	16,653	+17% (+2,368) 	+26% (+3,453) 
Deliberate Dwelling Fires	57	+14% (+7) 	-3% (-2) 	% annual risk based inspections completed	43% (553/1275)	-27% 	No Comparator
Industrial Commercial Fires	52	+21% (+9) 	-9% (-5) 	Percentage 14 appliances availability	92%	+4% 	No Comparator
Response Time: First Appliance	00:06:00 (1480/1975)	+1% (00:00:02) 	+14% (00:00:45) 	Response Time: 2nd Appliance	00:07:53 (1073/1335)	-2% (-00:00:12) 	+8% (+00:00:35) 
Violence to Staff	26	% 	-30% (-11) 	Accidents Causing Injury	19	-5% (-1) 	-17% (-4) 
All Staff Average Duty Days Absence	8.48	-21% (-2.22) 	+1% (+0.10) 	% Duty Days lost to Mental Health	32%	-10% 	+2% 

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

# Performance Summary

Goal	Objective & Outcome	Performance compared to previous year assessed as	Performance compared to 5 years average assessed as	Performance compared to Target assessed as
<b>Safer Stronger Communities</b>  <b>Go To Page 33</b>	<b>Identify and minimise fire and rescue related risks in the community</b>	<b>Performing Well</b>	<b>Performing Well</b>	<b>Performing Well</b>
	Safer Homes	12 Performing Well	12 Performing Well	12 Performing Well
	Safer Buildings	13 Performing Well	13 Performing Well	13 Performing Well
	Safer Transport Infrastructures	5 Performing Well	5 Performing Well	5 Performing Strongly
	Safer High Hazard Industries	5 Adequate Performance	5 Requires Improvement	5 Adequate Performance
	Safer Neighbourhoods and the Environment	7 Requires Improvement	7 Adequate Performance	7 Requires Improvement
	Supporting National Resilience	3 Performing Strongly	3 Performing Strongly	3 Performing Strongly
	Improved Health Outcomes	2 Performing Well	2 Performing Well	2 No Targets Set

Goal	Objective & Outcome	Performance compared to previous year assessed as	Performance compared to 5 years average assessed as	Performance compared to Target assessed as
<b>Professional, Proud, Passionate People</b>  <b>Go To Page 65</b>	<b>Recruit, develop and maintain a professional, diverse and value driven workforce</b>	<b>Adequate Performance</b>	<b>Adequate Performance</b>	<b>Adequate Performance</b>
	A Healthy Workforce	12 Performing Well	12 Adequate Performance	12 Adequate Performance
	A Safe Workforce, Safe Workplaces	7 Performing Well	7 Performing Well	7 Adequate Performance
	A Competent Workforce, Outstanding Leaders	5 Requires Improvement	5 Requires Improvement	5 Requires Improvement
	<b>Ensure that Cleveland Fire Brigade is a great, fair and inclusive place to work</b>	-	-	-
	An Inclusive and Great Place to Work	ANNUAL INDICATOR	ANNUAL INDICATOR	ANNUAL INDICATOR

Goal	Objective & Outcome	Performance compared to previous year assessed as	Performance compared to 5 years average assessed as	Performance compared to Target assessed as
Efficient, Sustainable Resources  Go To Page 79	Promote good governance, be transparent and accountable to our communities for the provision of an efficient, effective and value for money service	Performing Well	Adequate Performance	Adequate Performance
	Efficient and Effective Use of Resources	13 Performing Well	13 Adequate Performance	13 Adequate Performance
	Capitalise on insight, learning and technological advances	No Measures	No Measures	No Measures
	No Strategic Outcome	0 No Measures	0 No Measures	0 No Measures
	Pursue opportunities to collaborate	No Measures	No Measures	No Measures
	No Strategic Outcome	0 No Measures	0 No Measures	0 No Measures
	Contribute to a more sustainable future for our next generations	No Measures	No Measures	No Measures
	A Greener, More Sustainable Organisation	0 No Measures	0 No Measures	0 No Measures

## Introduction

This report provides details of Cleveland Fire Brigade's performance for the period Quarter Three 2024/25 (1st April 2024 to 31st December 2024). It provides a transparent, single view of information which allows Elected Members, Auditors and members of the public to hold the Brigade's senior managers and staff to account in terms of the performance of their Fire Brigade.

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

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

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

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

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

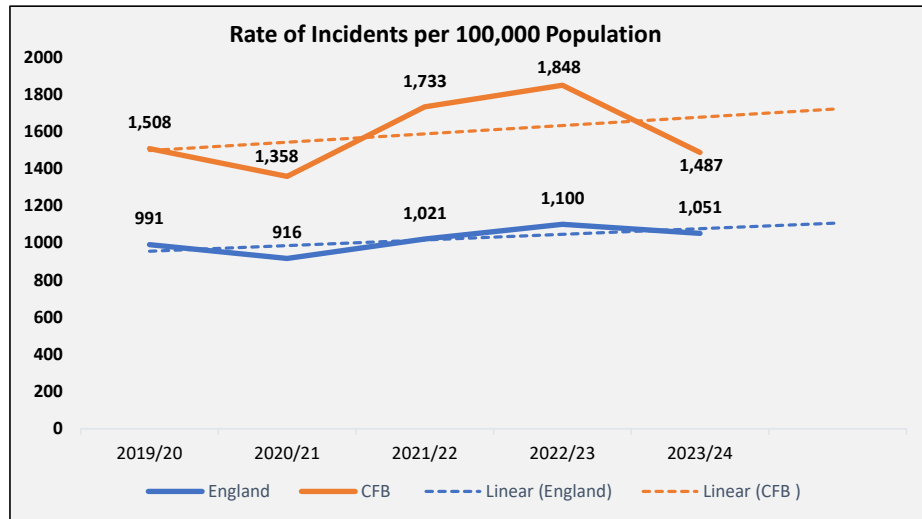
All performance information is detailed in the body of the report. When considering the information and comparing with previous years consideration must be made of the impact of Covid during 2020 and 2021, where significant reductions in service demand for emergency response incidents was experienced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

- Performance compared with National Performance (where information is available ) over a five year period
- Performance compared to 2023/24
- Performance compared to the five year average (2019/20 to 2023/24)
- Performance against approved Targets
- Performance trends over the last five years (2019/20 to 2023/24)
- Performance trends include CFB 2023/24 data and full year National data where available

## Performance Overview

### Total Incidents

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



In 2023/24, we attended **1,487 incidents per 100,000 population**.

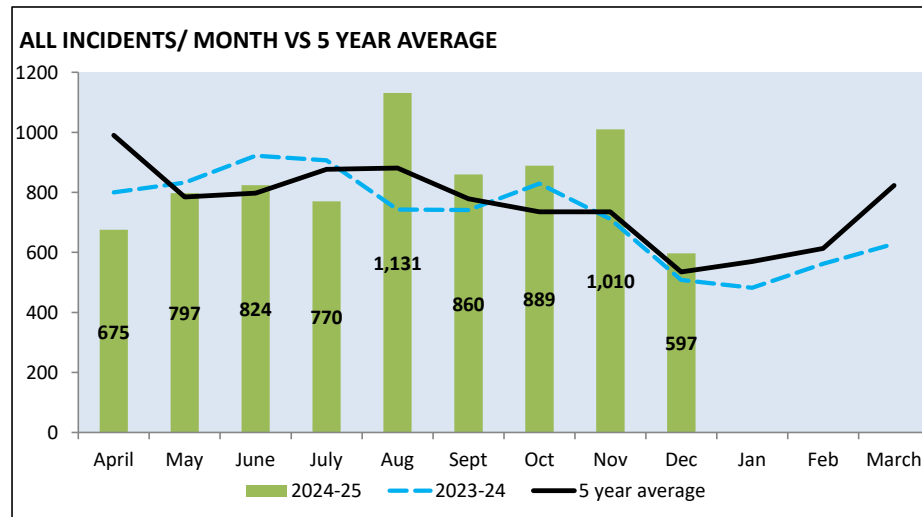
The rate of incidents we have attended has **reduced by 1%** between 2019/20 to 2023/24.

Nationally, the rate of incidents has **increased by 6%** between 2019/20 to 2023/24.

CFB rate of total incidents per 100,000 population was **41% higher** than the national rate during 2023/24.

The rate for financial year 2023/24 was **1,487 incidents per 100,000 population**, demonstrating a **20% reduction year on year**. The **national average** for 2023/24 was **1,051 per 100,000 population**, which was a **reduction of 4%** year on year. This indicates that incidents within the Cleveland area reduced at a rate five times higher than the national average.

### Performance 1st April 2024 to 31st December 2024



• April 2024 - December 2024: **7,553 Incidents (+441/+6%)** when compared to five year average): 27 incidents per day. Incidents have **increased by 8% (+560)** when comparing Q3 2024/25 to Q3 2023/24.

• April - December 5 Year average: **7,112 incidents**: 26 incidents per day.

• April 2023 – December 2023: **6,993 incidents**: 25 incidents per day.

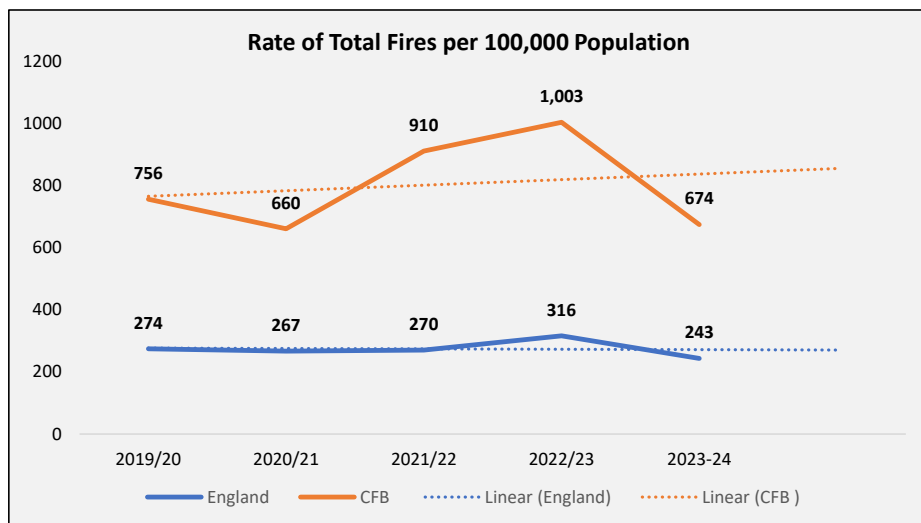
• April 2024 - December 2024: The average number of incidents per month is **839**.

• December 2024 had the lowest number of incidents with 597 incidents occurring. August 2024 was the highest with 1,131 incidents occurring.



## Total Fires

Between 2019/20 to 2023/24, nationally the rate of total fire incidents has **reduced by 11%** (274 to 243 per 100,000 population).

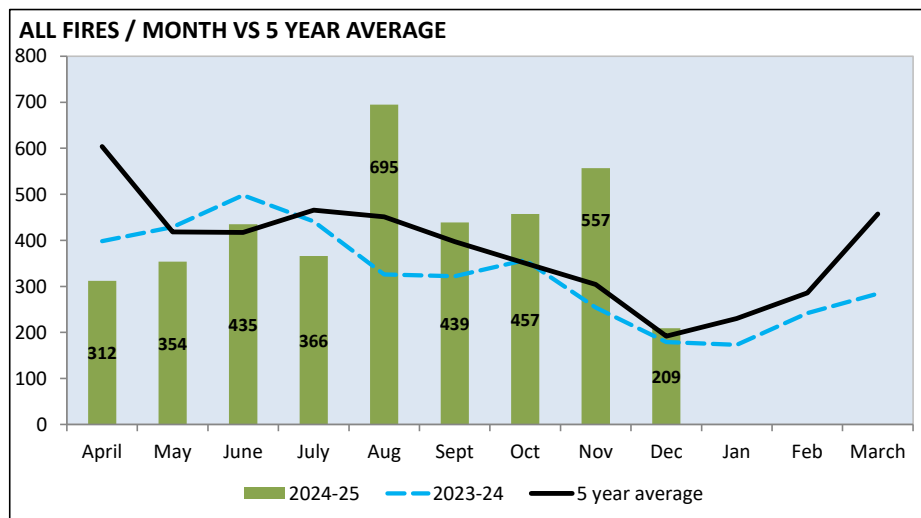


During the same period, total fire incidents within CFB have also **reduced by 11%** (756 to 674 incidents per 100,000 population).

Whilst we have seen a similar reduction across the five year analysis period to that experienced nationally, during 2023/24 the rate of secondary fires within Cleveland Fire Brigade was **over two times higher** than the national rate.

During 2023/24, Cleveland Fire Brigade had a rate of fires of **674 incidents per 100,000 population**, demonstrating a **33% reduction** year on year. During the same period, nationally the rate **reduced by 23%** year on year.

## Performance 1st April 2024 to 31st December 2024

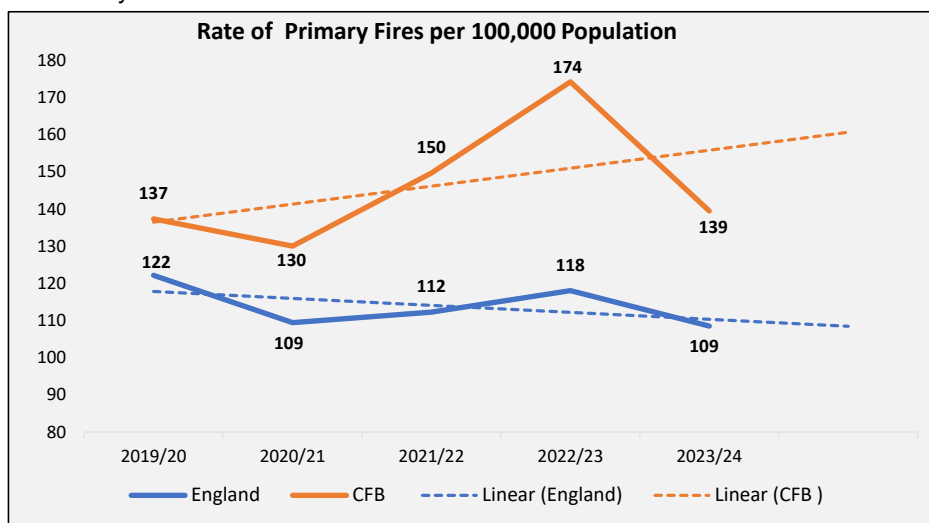


During the first three quarters of 2024/25 **3,824 fires have occurred**, of which **85% were deemed deliberate ignition** and **15% accidental**. This is:

- **an increase of 225 (6%)** when comparing to the Five-Year Average (**3,599**);
- **an increase of 620 (19%)** when comparing to the same period 2023/24 (**3,204**).

## Primary Fires

CFB traditionally attend a lower rate of primary fire incidents per head of population than the national average. However, this pattern changed in 2019/20 when the Brigade attended 137 incidents per 100,000 population compared with 122 incidents per 100,000 population nationally and has remained higher than the national average each subsequent year, peaking in 2022/23 when the Brigade saw the highest rate with 174 primary fire incidents per 100,000 population compared to 118 nationally.



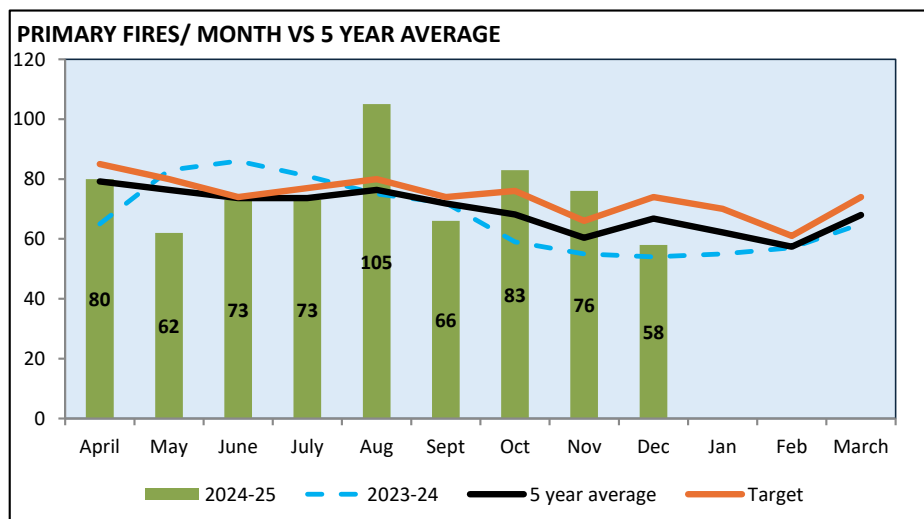
During 2023/24, we attended **139 Primary Fire Incidents per 100,000 population**.

Nationally between 2019/20 to 2023/24, the rate of primary fire incidents **reduced by 11%**.

For CFB, the rate of incidents between 2019/20 and 2023/24 **increased by 1%**.

The rate for financial year 2023/24 was **139 incidents per 100,000 population**, demonstrating a **20% reduction** year on year. During the same period, nationally the rate **reduced by 8%**.

## Performance 1st April 2024 to 31st December 2024



• April 2024 - December 2024: **676 Incidents** compared to **630 incidents** in April 2023 to December 2023, **an increase of 7% (+46)**.

• April – December 5 Year average: **646 incidents**;

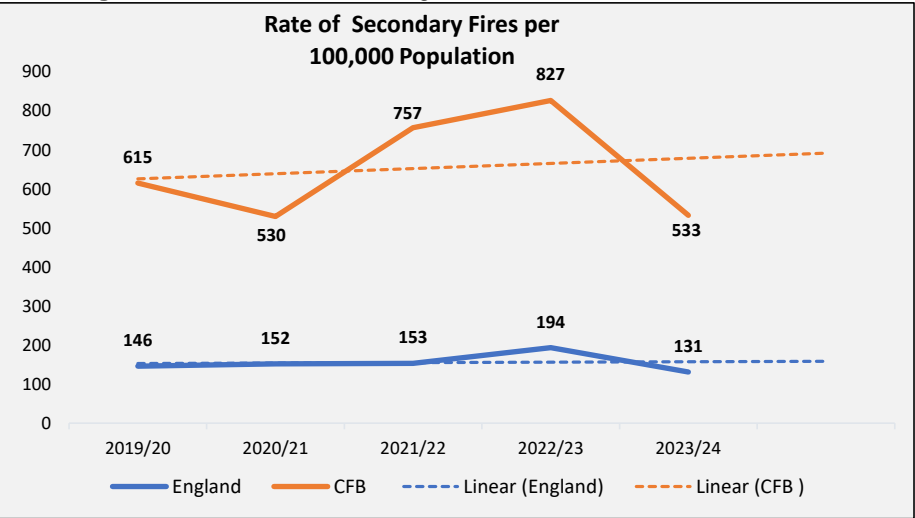
• April 2024- December 2024: **397 fires (59%)** primary fires are classed as **deliberate fires**.

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

Property Type	Q3 2023/24	Q3 2024/25
Dwelling Fires	30%	28%
Non Domestic	11%	14%
Vehicle Fires	41%	44%
Other	18%	14%
<b>Total</b>	<b>100%</b>	<b>100%</b>

Secondary Fires

Between 2019/20 to 2023/24, nationally the rate of secondary fire incidents has **reduced by 10%** (146 to 131 per 100,000 population). During the same period, secondary incidents within CFB have **reduced by 13%** (615 to 533 incidents per 100,000 population) within CFB. In 2023/24, the rate of secondary fires was **over 4 times higher** than the national average.



During 2023/24, CFB's rate of secondary fires was 533 per 100,000 population.

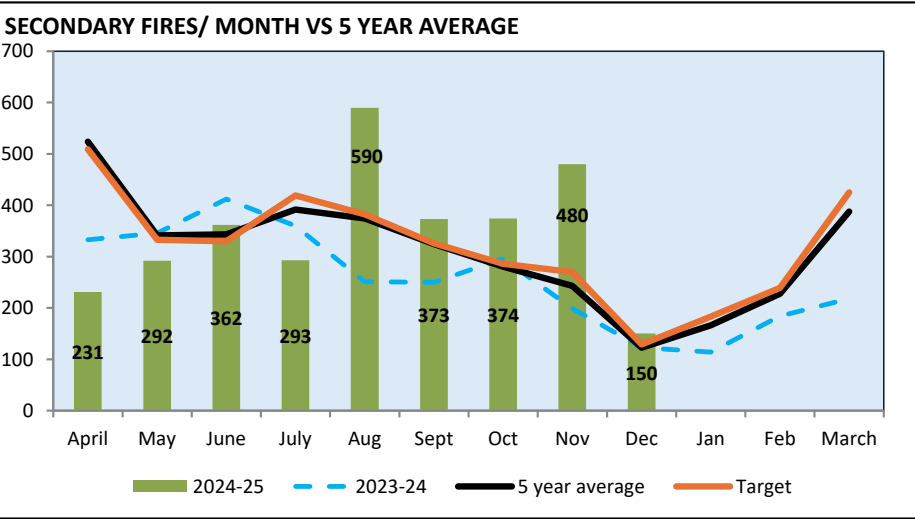
Over the 5-year period 2019/20 to 2023/24 within the Brigade:

- 67% of secondary fires were refuse related;
- 29% were grass related.

Between April 2023 to March 2024, 71% of secondary fires were classed as refuse related and 22% grass related.

The rate for financial year 2023/24 was **533 incidents per 100,000 population**, demonstrating a **36% reduction year on year**. During the same period, nationally the rate **reduced by 32%** year on year.

Performance 1st April 2024 to 31st December 2024



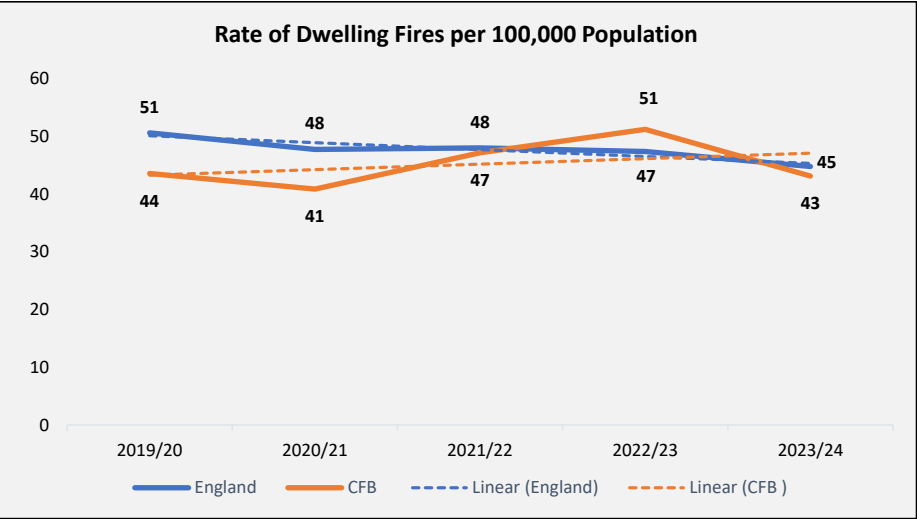
During April 2024 to December 2024, the Brigade have attended **3,145 secondary fires**, which is:

- **200 (7%) higher** than the 5-year average (**2,945 fires**);
- **575 (22%) higher** than the same period in 2023/24 (**2,570 fires**);
- **161 (5%) higher** than target (**2,984 fires**).

Property Type	Q3 2023/24	Q3 2024/25
Refuse	71%	77%
Grassland	22%	18%
Other	6%	5%
Total	100%	100%

Dwelling Fires

Cleveland Fire Brigade has always performed well compared to the national rate for dwelling fires, with the rate per 100,000 population always lower than the national data as illustrated in the chart below. However, during 2022/23 we exceeded the national rate with 51 incidents occurring in Cleveland per 100,000 population compared to 47 nationally.



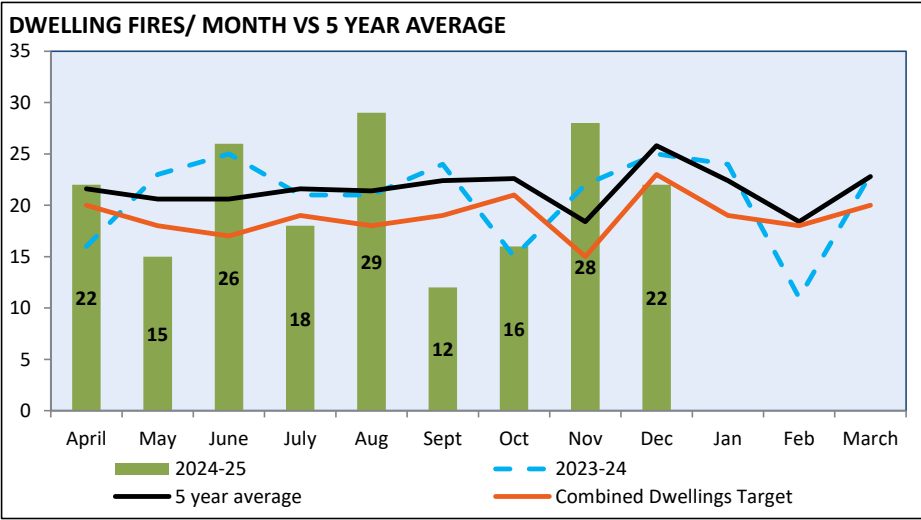
Between 2019/20 and 2023/24, the rate of dwelling fires per 100,000 population within Cleveland Fire Brigade has **reduced by 2%** (44 to 43 per 100,000 population).

Nationally, between 2019/20 and 2023/24, the rate of dwelling fires incidents **reduced by 12%** (51 to 45 per 100,000 population).

The rate for financial year 2023/24 for Cleveland Fire Brigade was **43 incidents per 100,000 population**, demonstrating a **16% reduction** year on year and taking **CFB back below the national average**.

During the same period, nationally the rate reduced by **4% year on year**.

Performance 1st April 2024 to 31st December 2024

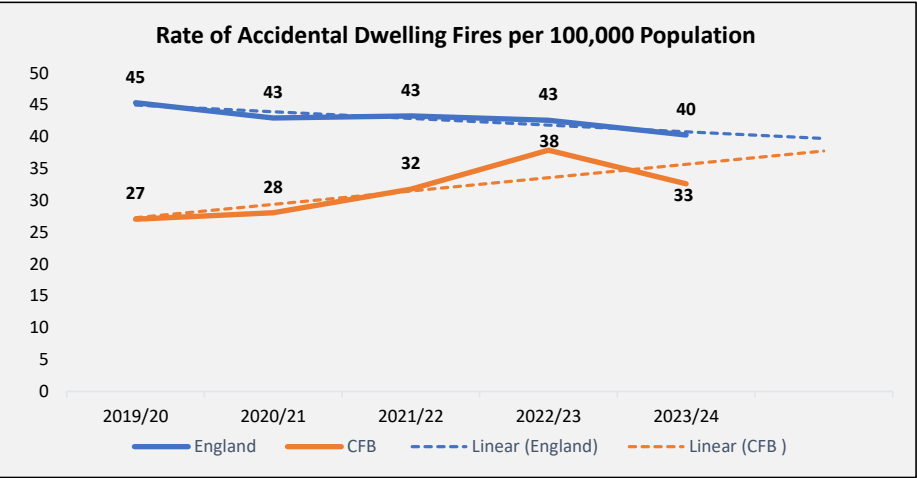


Between April 2024 - December 2024, there has been **188 fires within dwellings** of which **30% (57) were deemed to have been ignited deliberately** and **70% (131) were accidental**.

- **188 dwelling fires** between April 2024 - December 2024;
- **a reduction of 4 (2%)** when comparing to 2023/24 (**192 dwelling fires**);
- **a reduction of 7 (4%)** as the Five-Year Average (**195 dwelling fires**).
- **an increase of 18 (11%)** when comparing to the combined Target (target compiled by adding accidental dwelling fires target to deliberate dwelling fires target).

Accidental Dwelling Fires

Traditionally, the Brigade has had one of the lowest number of ADFs in the country. During 2023/24, the Brigade responded to 189 Accidental Dwelling Fires which places us in the lowest quartile of incidents nationally.



Between 2019/20 - 2023/24 there has been a **22% increase** in the rate of ADFs in Cleveland Fire Brigade, increasing from 27 incidents per 100,000 in 2019/20 to 33 per 100,000 in 2023/24.

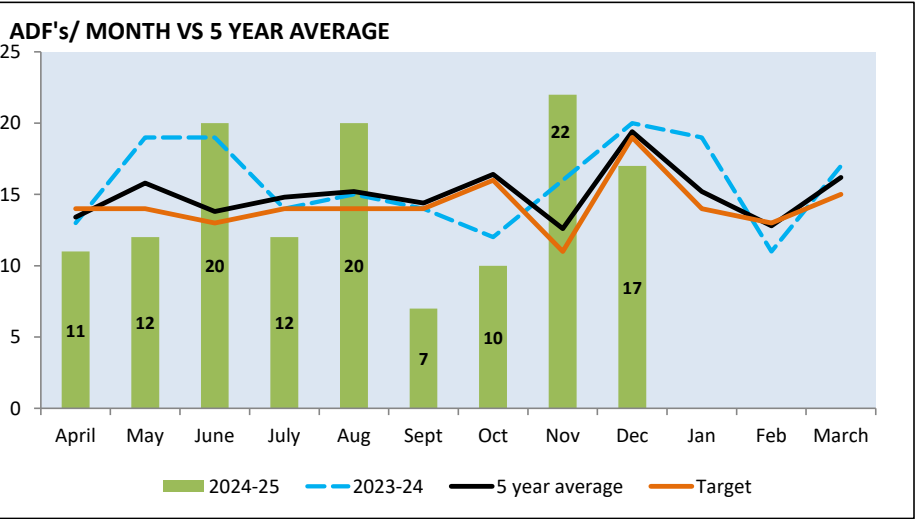
Between 2019/20 to 2023/24, nationally the rate of incidents has **reduced by 11%** compared to the **increase** seen within CFB, with 45 incidents per 100,000 population occurring during 2019/20, reducing to 40 per 100,000 in 2023/24.

Although we are experiencing an upward trend compared to the downward trend nationally, Cleveland Fire Brigade is still below the national rate per 100,000 incidents for Accidental Dwelling Fires.

The CFB rate for financial year 2023/24 was **33 incidents per 100,000 population**, demonstrating a **13% reduction year on year**.

During the same period, nationally the rate **reduced by 7%** year on year.

Performance 1st April 2024 to 31st December 2024

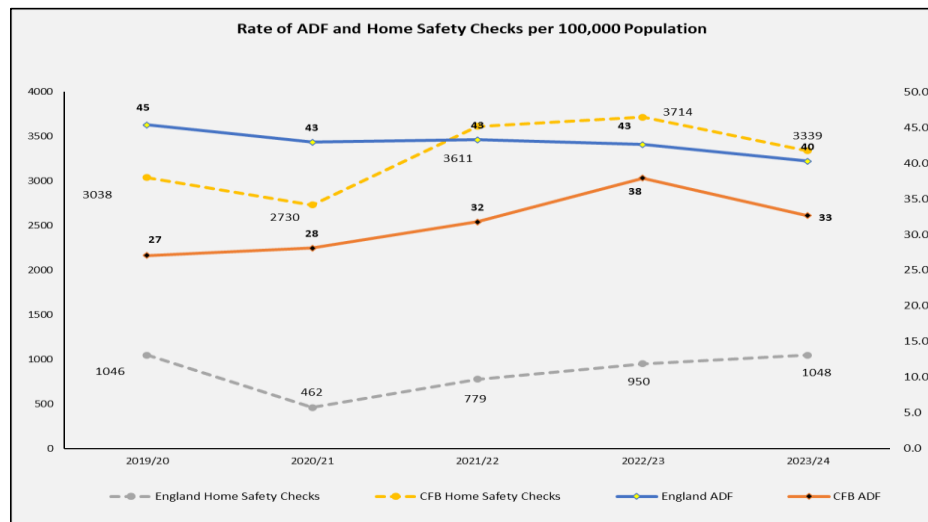


During Quarter Three 2024/25 there were **131 Accidental Dwelling Fires** in the Brigade area, which is **11 (18%) lower** than 2023/24; **4 (5%) lower** than the 5-year average of 136 and **2% (2) lower** than the target of 129.

Number of Properties	Property Risk Level	Number of Incidents	%	Rate of ADF per 1,000 Dwellings
18,028	VH	14	11%	0.78
3,966	H	3	2%	0.76
107,785	M	79	60%	0.73
31,984	L	12	9%	0.38
100,952	VL	23	18%	0.23
262,715	Grand Total	131	100%	

## Safer Homes Visits (HFSVs)

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

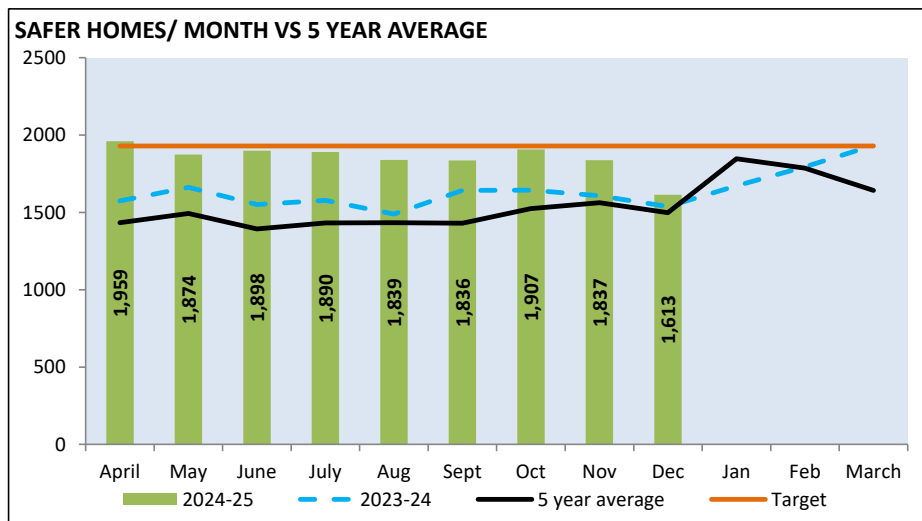


Traditionally we conduct one of the highest rate of Safer Homes Visits nationally, which has contributed to the exceptional performance in numbers of ADFs.

Between 2019/20 and 2023/24 we conducted an average of 3,287 per 100,000 population Safer Homes Visits compared to the national average of 857 Safer Homes Visits.

Over the same period the average rate of ADFs for the Brigade was 31.5 compared to an average national rate of 42.9.

## Performance 1st April 2024 to 31st December 2024



- During Quarter Three 2024-25, the Brigade carried out 26,705 Safer Home Visit (SHV) interventions and completed 16,653 visits. This is 3,453 visits (26%) higher than the 5-year average (13,200) and 2,368 (17%) higher than the same period in 2023/24 (14,285).

- April 2024 - December 2024: 16,653 completed;

- April - December 5 Year Average: 13,200 Safer Homes Visits;

- April 2023 - December 2023: 14,285 Safer Homes Visits.

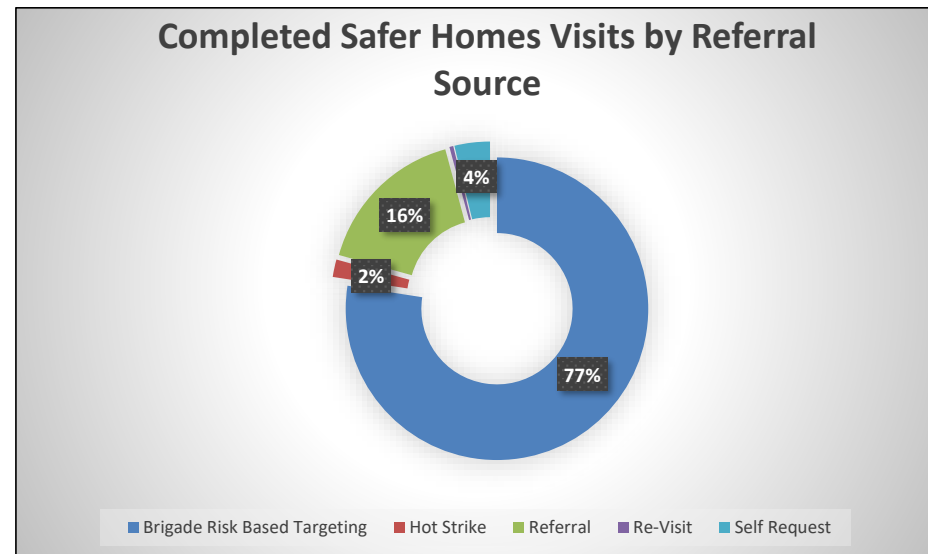
- The number of Safer Homes Visits completed in each month during 2024/25 is higher than both the 5 year average and previous year.

## Sources of Visits

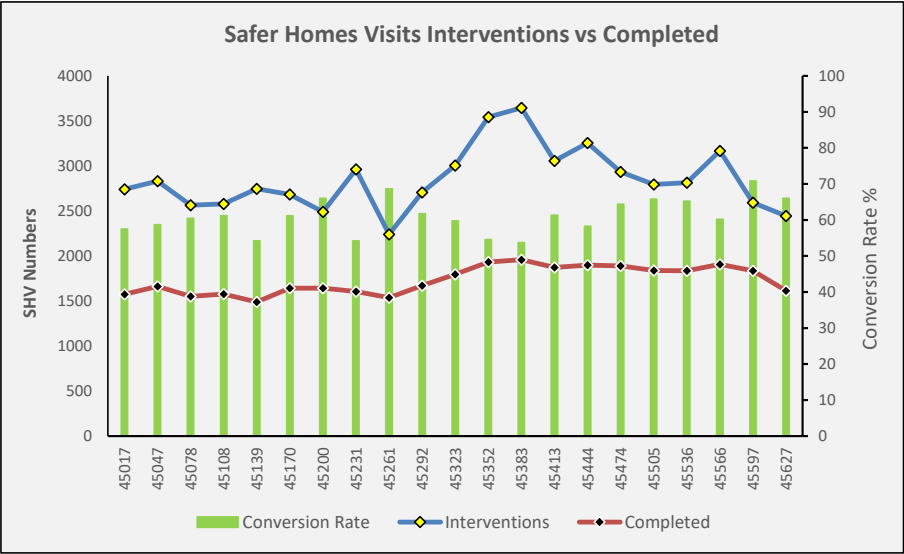
We adopt a risk based approach to the identification of Safer Homes Visits to complete, which targets the vulnerable individuals in the community. The chart opposite displays the proportion of visits from the various referral sources, ranging from referrals from other organisations, self referrals from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

Based on completed visits recorded:

- **77%** of visits are derived from Brigade Risk Based Targeting using our Risk Profiles;
- **16%** arise from Referrals;
- **4%** arise from Self Referrals;
- **2%** result from Hot Strikes;
- **Less than 1%** arise from Re-Visits.



Conversion of Visits



During 2024-25 to Quarter Three, we have **carried out 26,705 Safer Homes Interventions** and have successfully **converted 62% of these (16,653) into completed visits**. The equivalent conversion rate for 2023/24 was **58%**.

The chart above tracks the conversion rate of Safer Homes from April 2023 to December 2024. This demonstrates that although there are fluctuations in the number of interventions, the overall number of visits completed, remains relatively consistent.

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

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

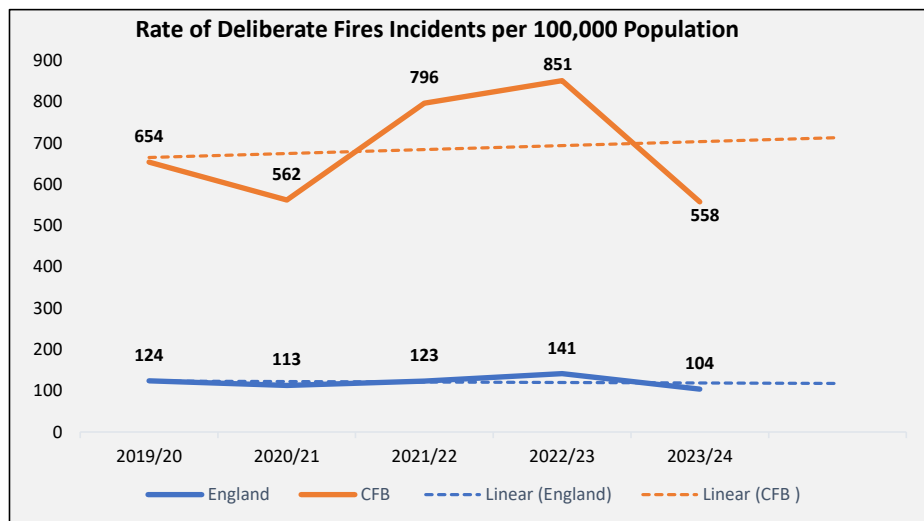
The conversion rate ranges from 38% (Hot Strike) to 82% (Referrals and Self-Request):

Referral Type	% Converted to Completed Visit to Q3 2024/25	% Converted to Completed Visit to Q3 2023/24
Brigade Risk Based Targeting	60%	52%
Hot Strike	38%	48%
Referral	82%	78%
Re-Visit	51%	N/A
Self Request	79%	75%
Overall Conversion Rate	62%	58%



## Deliberate Fires

Deliberate fire setting within the Brigade area is the highest rate in the country and has been for a number of years, with the Brigade experiencing over **5 times the national rate of deliberate fires**. Whilst the rate within Cleveland Fire Brigade is much higher than that nationally, during financial year 2023/24 the rate of deliberate fires per 100,000 within CFB **reduced to 558** deliberate fires per 100,000 population.



Using the data reported in the National Fire Statistical tables for 2023/24:

- 86% of the Brigades deliberate fires are secondary fires;
- 14% are deliberate primary fires.

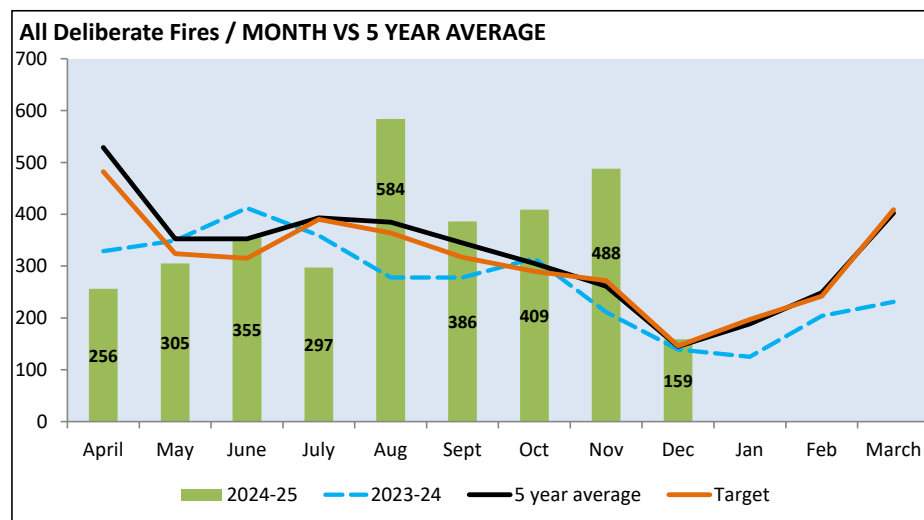
Nationally this equates to:

- 73% deliberate secondary fires;
- 27% deliberate primary fires.

The rate of **558 incidents per 100,000 population** within CFB demonstrates a **34% reduction year on year**. This is also the lowest rate in the five year analysis period.

During the same period, nationally the rate **reduced by 26% year on year**.

## Performance 1st April 2024 to 31st December 2024



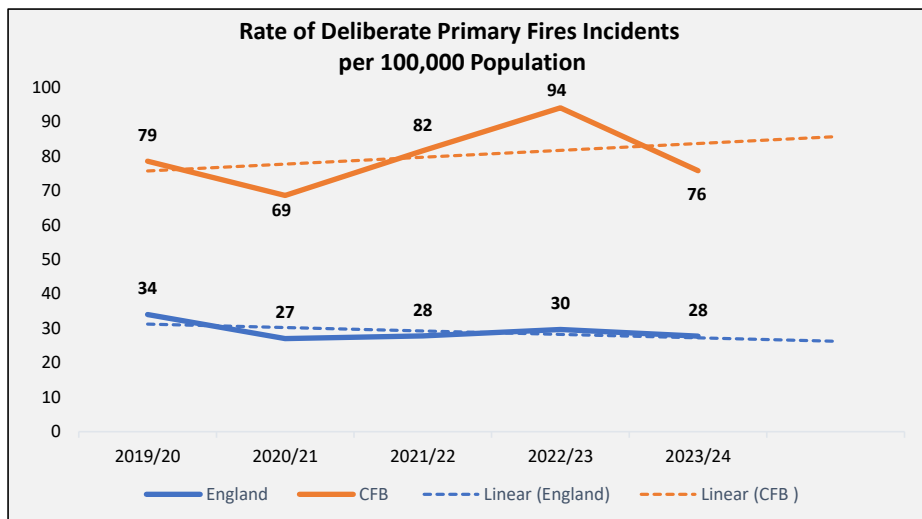
During Quarter Three 2024/25, the Brigade responded to **3,239 deliberate fires**. Of these, 2,842 (88%) were deliberate secondary fires and 397 (12%) deliberate primary fires.

April 2024 - December 2024: 3,239 deliberate fires which is:

- **172 (6%) higher compared to 5-year average** (3,067);
- **569 (21%) higher compared to 2023/24** (2,670);
- **339 (12%) higher than target** (2,900).

## Deliberate Primary Fires

During the period 2019/20 to 2023/24, nationally the rate of deliberate primary fire incidents has **reduced by 18%** (34 to 28) compared to a **reduction of 4%** (79 to 76 incidents per 100,000 population) within CFB.



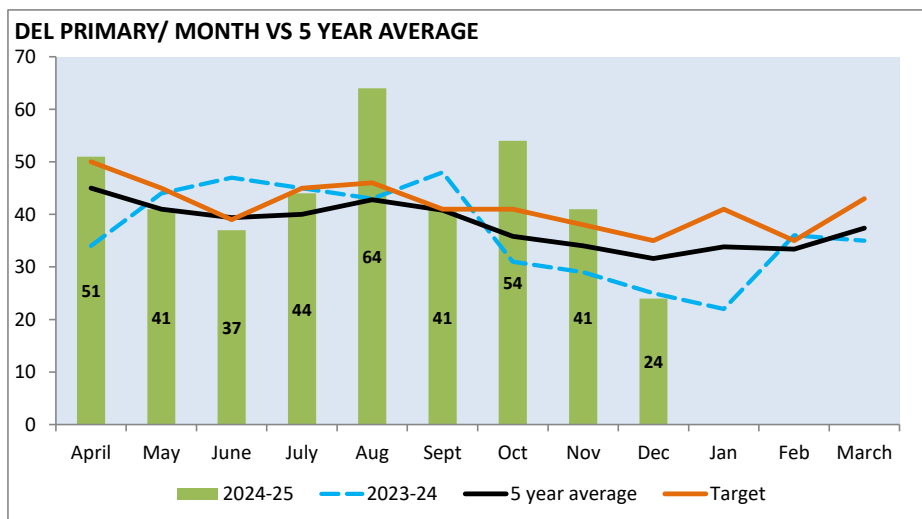
Between 2019/20 and 2023/24:

- 55% of deliberate primary fires within the Brigade were vehicle fires, predominantly road vehicles;
- 17% were deliberate dwelling fires;
- 28% were other deliberate primary fires including Industrial and Commercial properties and other buildings (garages /sheds etc).

The rate with CFB for financial year 2023/24 was **76 incidents per 100,000 population**, demonstrating a **19% reduction year on year**.

During the same period, nationally the rate **reduced by 7% year on year**.

## Performance 1st April 2024 to 31st December 2024



During Quarter Three 2024/25, the Brigade responded to **397 deliberate primary fires**, which is:

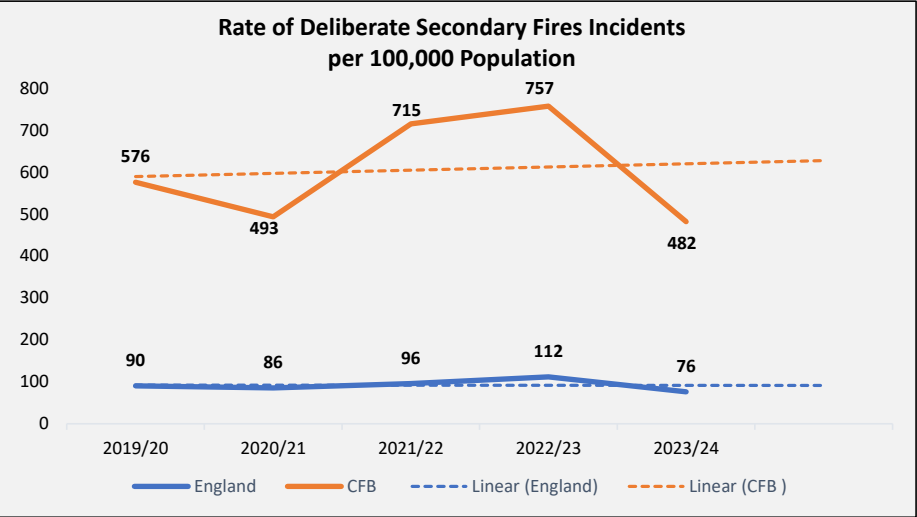
- **47 (13%) higher than 5 year average** (350 fires);
- **51 (15%) higher than 2023/24** (346 fires);
- **17 (4%) higher than Target** (380 fires).

April 2024 to December 2024:

- 59% (234) of deliberate primary fires are vehicle fires;
- 14% (57) are dwelling fires;
- 11% (44) are other buildings;
- 11% (44) are other categories (e.g. secondary type incidents such as grassland requiring 5 or more appliances);
- 5% (18) are industrial/commercial premises.

Deliberate Secondary Fires

Between 2019/20 to 2023/24, nationally the rate of deliberate secondary fire incidents has **reduced by 16%** (90 to 76 per 100,000 population). During the same reporting period, the rate within CFB has also **reduced by 16%** (576 to 482 incidents per 100,000 population). In 2023/24, the rate of deliberate secondary fires in CFB remained over **6 times higher than the national average**.



Between 2019/20 to 2023/24 within the Brigade:

- 68% of deliberate secondary fires were refuse related;
- 28% were grass related.

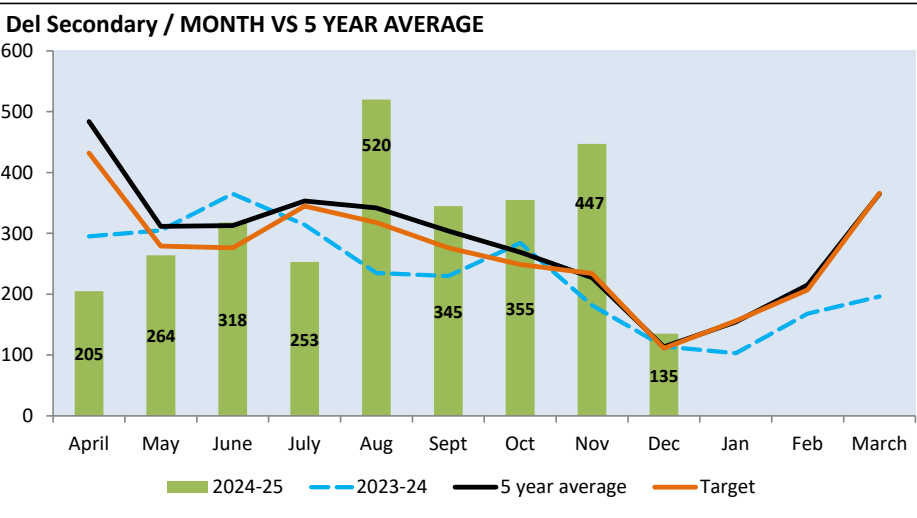
Between April 2023 to March 2024:

- 72% of deliberate secondary fires were refuse related;
- 22% were grass related.

The rate with CFB for financial year 2023/24 was **482 incidents per 100,000 population**, demonstrating a **36% reduction year on year**.

During the same period, nationally the rate **reduced by 32% year on year**.

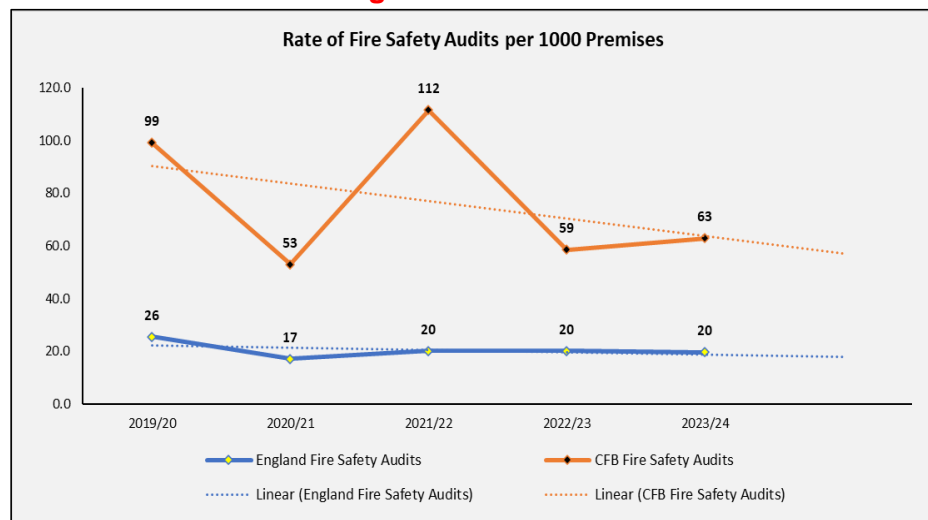
Performance 1st April 2024 to 31st December 2024



During April 2024 to December 2024, the Brigade attended **2,842 deliberate secondary fires** which is:

- **125 (5%) higher compared to 5-year average** (2,717 fires);
- **518 (22%) higher compared to 2023/24** (2,324 fires);
- **322 (13%) higher compared to target** (2,520 fires).

## Protection: Safer Buildings



### Protection: Safer Buildings - Risk Based Inspections

**435 inspections have been completed** from the risk based inspection programme (RBIP), with a further **118 inspections from the RBIP attempted**.

**'Reactive' inspections** that were not part of the RBIP took place at a **further 219 premises** giving a total of **772 audits completed or attempted**.

In Q3 2023/24, a total of **1,179 audits were completed or attempted**. This is an inspection **reduction of 407 (35%)**.

The tables opposite demonstrate the breakdown of completed audits for 2024/25 and also highlight the proportion of completed inspections that were satisfactory:

The Fire Safety Order 2005 places a duty on fire authorities to enforce fire safety legislation in non residential premises such as shops, offices and factories. We audit these premises and target audit inspections at those premises that present the highest risk.

In 2021, we reviewed and enhanced our Risk Based Inspection Programme to ensure that we identify and target for inspection those properties that pose the highest risk.

During 2023/24, our rate of audits per 1,000 known properties was 63 which is just over 3 times higher than the England average of 20 audits.

No Properties in RBIP	Property Risk Level	2024/25 RBIP Plan	2024/25 Audits completed	% of RBIP Plan
3*	Very High		4	
14*	High		12	
3667	Medium		1259	
5503	Low	-		
7107	Very Low	-		
	RBIP		435	
	Other Attempted	-	118	
<b>TOTAL RBIP Audits</b>		<b>1275</b>	<b>553</b>	<b>43%</b>
<i>Reactive Audits</i>			219	
<i>* One VH and Two H Risk Properties are currently Under Construction</i>				
<b>TOTAL AUDITS</b>		<b>Including Attempts</b>	<b>772</b>	

Audits Q3 2024/25	TOTAL	%
Satisfactory	122	19%
Unsatisfactory	532	81%
<b>Total</b>	<b>654</b>	

## 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 **00:06:00 for the first appliance** against a target of 00:07:00 and an average time of **00:07:53 for the second appliance** against a target of 00:10:00.

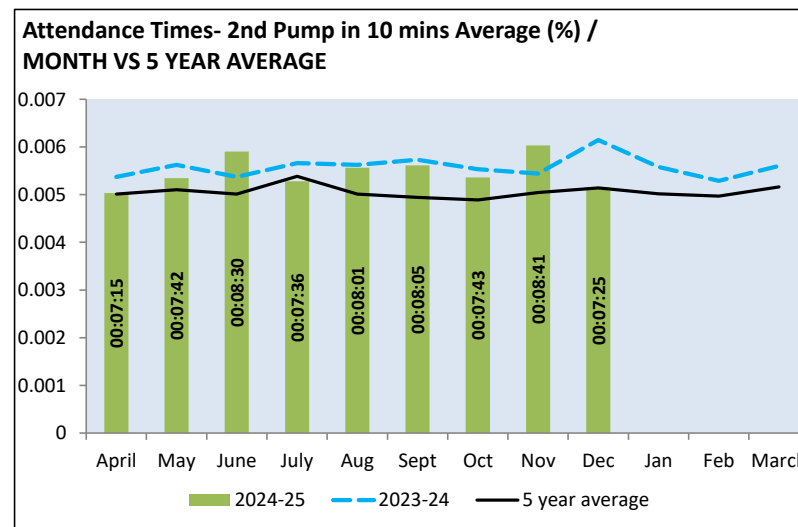
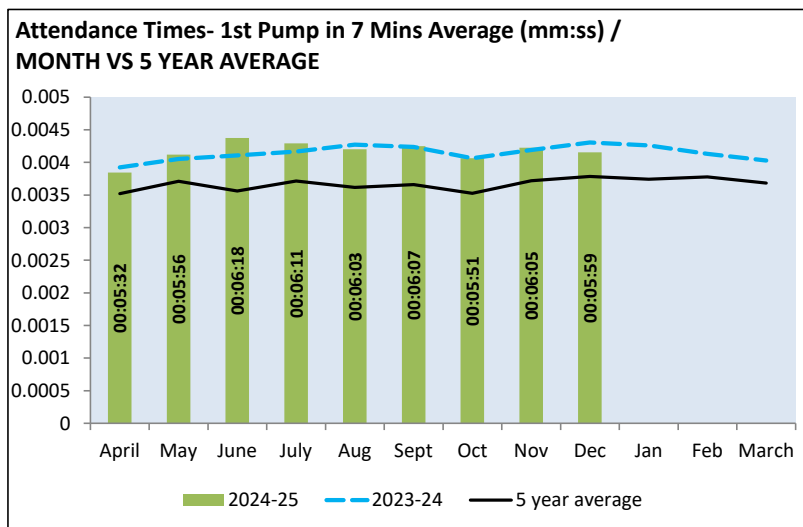
The benchmark performance is based on an average time for 1st and 2nd appliances. On **755 occasions, the benchmark was exceeded** during April 2024 to December 2024: **494 and 261 mobilisations for 1st and 2nd appliance respectively**.

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 and incident end type.

The charts below demonstrate:

- 1st Appliance Response Standard: During April 2024 to December 2024, the first pump attendance times have been slower than the 5 year average across all months but have followed a similar pattern to 2023/24. The response times remain well within the benchmark of seven minutes.
- 2nd Appliance Response Standard: The second pump response standard has also seen slower attendance times recorded during the year to date, with only July 2024 faster than the five year average. However, the second pump attendance was faster during all months except June and November 2024 than the previous year.

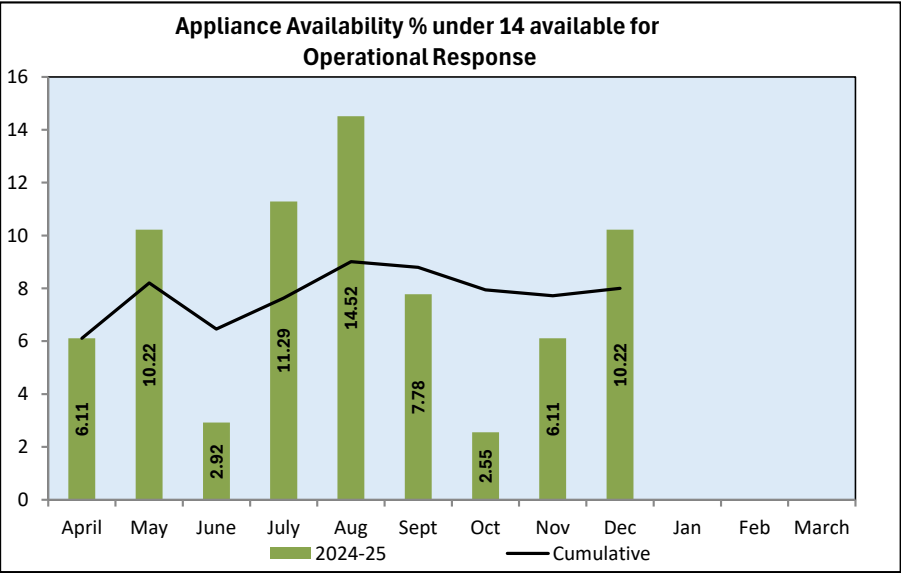
	1st appliance	2nd appliance
Target	00:07:00	00:10:00
Apr-24	00:05:32	00:07:15
May-24	00:05:56	00:07:42
Jun-24	00:06:18	00:08:30
Jul-24	00:06:11	00:07:36
Aug-24	00:06:03	00:08:01
Sep-24	00:06:07	00:08:05
Oct-24	00:05:51	00:07:43
Nov-24	00:06:05	00:08:41
Dec-24	00:05:59	00:07:25
Jan-25		
Feb-25		
Mar-25		
<b>Average</b>	<b>00:06:00</b>	<b>00:07:53</b>



### Optimum Appliance Availability

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

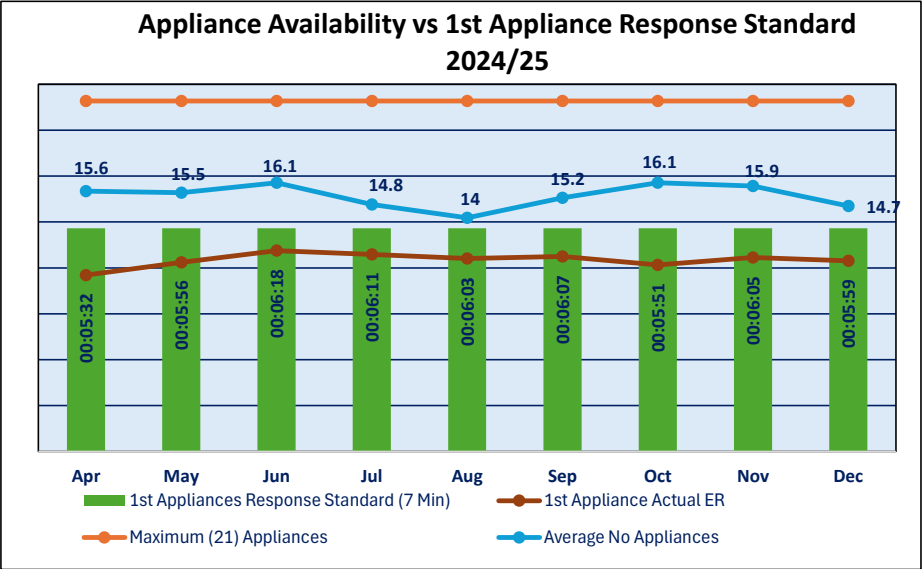
The following chart details the percentage of occasions per month that less than 14 appliances were available for operational response over the course of a 24 hour period:



April 2024 to December 2024 the Brigade operated at **below 14 appliances for 528 hours**:

- The 14 appliance threshold was breached for **372 hours during day shift (70%)** with 77 of these hours occurring during August 2024. Weekends accounted for 136 of the total hours. Most of the weekend hours (21) occurred in July. On Saturday 17 August 9:00 to 10:00, there were just 9 appliances available.
- The 14 appliance threshold was breached for **156 hours during night shift (30%)** with 88 of these hours occurring around shift changeover (18:00 to 20:00) where there were several instances (41 hours) falling to between 9 and 12 appliances. On Wednesday 3 July 18:00 to 19:00 and Saturday 3 August 18:00 to 19:00, there were just 9 appliances available.
- **Less than 14 appliances were available for 8% to the end of Q3.** The highest month for non-availability was August 2024, when less than 14 appliances were available for 14.5% of the month. In December, less than 14 appliances were available for 10% of the month.

Appliance Availability vs 1st Appliance Response Standard 2024-25



During the financial year to date 2024/25 (1st April 2024 to 31st December 2024) **the average number of appliances available for operational response has been 15.3 appliances.**

Appliance Availability was at its lowest in August 2024, where during this month we had an average of 14.0 appliances.

The chart highlights that, whilst we have been operating with around 15 appliances available for emergency response at any one time against our total resource of 21 appliances, we are still achieving our emergency response benchmarks of the first appliance arriving within seven minutes across the Brigade, with an **average attendance time of 00:06:00.**

Sickness Absence

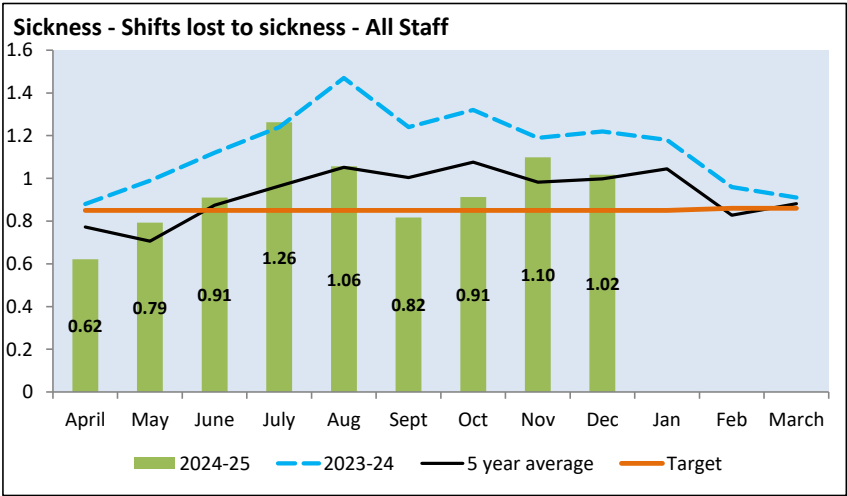
The organisation's Employee Health and Wellbeing Framework was developed to ensure the effective management of health and wellbeing within the Brigade concentrating specifically on sickness absence management, substance misuse management; mental wellbeing, fitness; occupational health and life/work balance.

The information in the following table, details the sickness levels between 2019/20 and 2023/24. These can be compared to 2014/15 when the first Health and Wellbeing strategy was launched:

2014/15	Staff Group	2019/20	2020/21	2021/22	2022/23	2023/24
7.23	All Staff	9.36	7.86	11.90	12.70	13.74
7.41	Wholetime	9.47	9.60	12.07	13.39	14.43
5.64	On-Call	8.30	4.45	6.52	6.65	11.33
4.44	Fire Control	6.00	3.81	20.57	24.62	9.22
7.96	Green Book	10.65	6.43	14.19	13.95	14.35

Performance 1st April 2024 to 31st December 2024

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



April 2024 - December 2024: **8.48 duty shifts per person lost to sickness absence** which has:

- **+0.10 (+1%) when compared to 5-year average** (8.38 shifts);
- **-2.22 (-21%) lower when compared to 2023/24** (10.70 shifts);
- **+0.83 (+11%) higher when compared to target** (7.65 shifts).

Sickness levels have remained lower than the previous year, with the exception of July 2024.



## Sickness Absence: Sub Type Analysis

During the period 1st April 2024 to 31st December 2024 there were **4,561 duty shifts lost to sickness**. The main causes of sickness absence are:

- Mental Health 32% (1,460 Duty Shifts)
- Musculo Skeletal 28% (1,277 Duty Shifts)
- Heart/Cardiac/Circulatory Problems 10% (454 Duty Shifts)

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

For the period 1st April 2024 to 31st December 2024, from the information recorded, the key analysis from the underlying causes of Musculo Skeletal and Mental Health sickness absence is detailed in the following tables:

Mental Health Sub Type YTD	Duty Days Lost	%
Personal/Domestic	712	49%
Work Related	467	32%
No Subtype Selected	101	7%
Long Term Mental Health Condition	81	6%
Unknown	61	4%
Bereavement	26	2%
Post Traumatic Stress Disorder	12	1%
<b>Grand Total</b>	<b>1460</b>	<b>100%</b>

Musculo-Skeletal Sub Type YTD	Duty Days Lost	%
Accident at Home	250	20%
Underlying Back Condition	243	19%
Degenerative	222	17%
Sporting Injury	221	17%
Underlying Limb Condition	126	10%
Manual Handling	70	5%
Unknown	64	5%
No Subtype Selected	59	5%
Accident at Work	22	2%
<b>Grand Total</b>	<b>1277</b>	<b>100%</b>

### Mental Health

- **49%** of all Mental Health sickness absence was due to **personal/domestic stressors**;
- **32%** of all Mental Health sickness absence was due to **work related stressors**;
- **11%** of all Mental Health sickness absence are recorded as **unknown factors** or **no subtype** has been selected.

### Musculo Skeletal

- **20%** of Musculo-Skeletal sickness absence was due to an **accident at home**;
- **19%** of Musculo-Skeletal sickness absences were caused by an **underlying back condition**;
- **17%** of Musculo-Skeletal sickness absence was **degenerative conditions**;
- **17%** of Musculo-Skeletal sickness absence was due to a **sporting injury**.

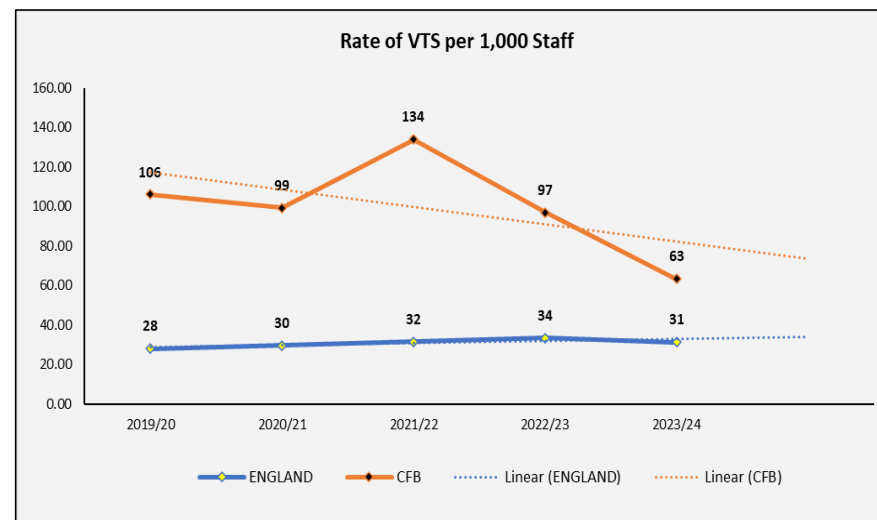
As details of the underlying causes of sickness absence evolves and matures, the associated intelligence can be used within the Health and Wellbeing Framework to enhance the support provided to individuals to ultimately reduce the levels of sickness absence being incurred.

## Violence To Staff

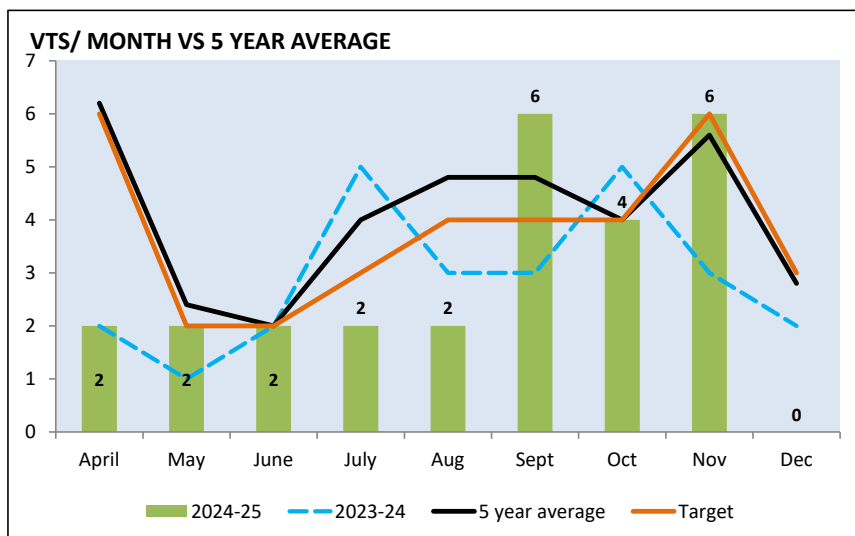
The rate of incidents per 1000 staff that CFB employees have suffered Violence to Staff during operational incidents is just over 2 times **higher** than the national rate but has reduced significantly since its peak in 2021/22. During 2023/24, there were 63 such incidents per 1000 staff compared to a national rate of 31 incidents per 1000 staff.

Between 2019/20 to 2023/24 (from available information), nationally the rate of violence to staff incidents has **increased by 11%** compared to a reduction **of 41%** for CFB. Over the last 5 years the highest rate was in 2021/22 when there were 134 incidents per 1000 staff.

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



## Performance 1st April 2024 to 31st December 2024



During 2024/25, there has been **26 violence to staff incidents** recorded against CFB staff. These figures relate to all incidents of violence to staff against all staff groups in any type of service delivery:

- April 2024 - December 2024: 26 incidents **(-11 / -30%) compared to 5-year average;**
- April 2023 – December 2023: 26 incidents **(same performance) compared to previous year.**
- The highest months for incidents were September and November, where 6 incidents occurred each month.

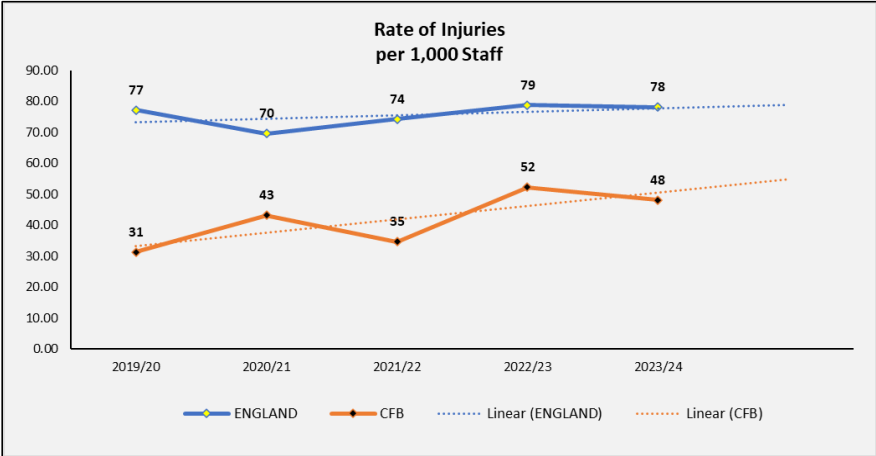
Health and Safety : Injuries to Brigade Personnel

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.

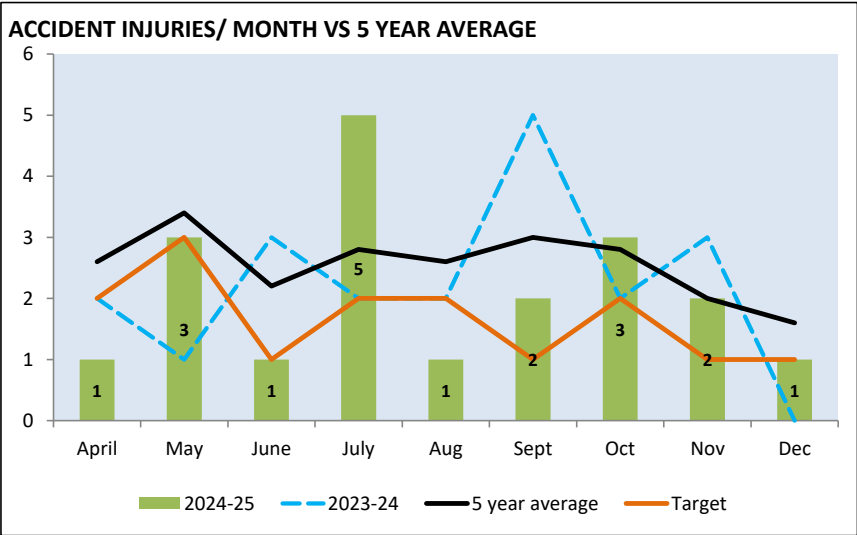
The rate of injuries per 1000 staff that CFB operational employees have suffered was lower than the national rate during 2023/24, with 48 injuries occurring within CFB compared to the national rate of 78 per 1000 staff.

Over the period 2019/20 to 2023/24, nationally the rate of injuries **has increased by 1%** and CFB has **increased during the same period by 55%.**

Note: National information reported relates 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 2024 to 31st December 2024



During April 2024 to December 2024, there have been **19 injuries suffered by staff in the course of their duties** which is a **reduction of 4 (17%)** when compared with the average incurred for the last five years. Note these incidents include all Brigade staff groups:

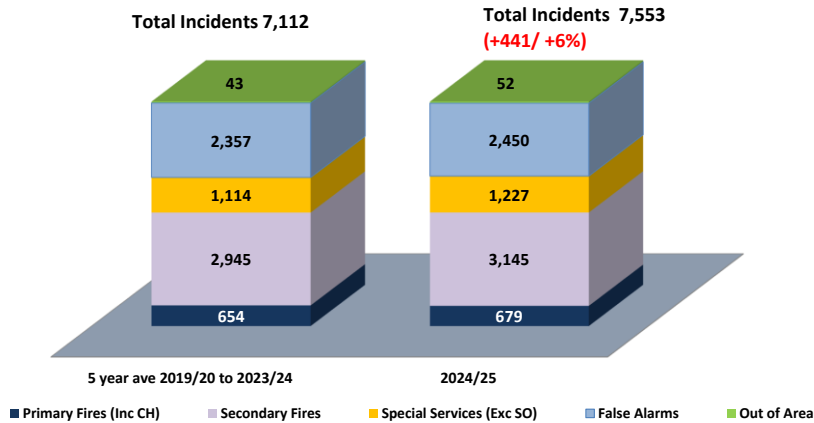
- April - December 5-year average: **23 injuries;**
- April 2023 - December 2023: **20 injuries.**

Cause Apr 2024 -Dec 2024	Total
Slips, Trips & Falls	7
Human Error	5
Fire & Explosion	3
Manual Handling	3
Contact with Materials	1
TOTAL	19

# CORPORATE SUITE OF INDICATORS



### Incident Profile April 2024 to December 2024 compared to 5-yr Average



\*CH Incidents included with primary as too small a number to illustrate

#### Fire Control

During the period April 2024 - December 2024, Fire Control dealt with **10,293 emergency calls, an increase of 1% (+146)** from the 5-year average of 10,147.

#### Emergency Response

We responded to **7,553 incidents, an increase of 441 (+6%)** compared to the 5-year average. Comparing Quarter 3 2024/25 to the 5-year average across all incident categories:

- **Primary Fires** have **increased by 5% (30)** from 646 to 676;
- **Secondary Fires** have **increased by 7% (200)** from 2,945 to 3,145;
- **All False Alarms** have **increased by 4% (93)** from 2,357 to 2,450; within this AFA incidents have **increased by 9% (832 to 911)**, FAGI have **increased by 3%** (1,422 to 1,465) and Malicious incidents have **reduced by 29%** (104 to 74);
- **Out Of Area** incidents have **increased by 21% (9)** from 43 to 52;
- **Special Services** have **increased by 10% (113)** from 1,114 to 1,227;
- **Chimney Fires** have **reduced by 63%** from 8 to 3.

**Fire incidents** account for **51% (3,824)** of total incidents, remaining the same as the 5-year average of **51%**, with **Primary Fires excluding Chimney Fires** and **Secondary Fires** accounting for 9% and 42% of all incidents attended respectively. **85% (3,239)** of all fires attended have been classified as **deliberate** in nature.

#### Prevention: Safer Homes Visits

Following its risk based targeting approach to Safer Homes Visits, between 1st April 2024 to 31st December 2024 the Brigade carried out **26,705 Safer Home Visit (SHV) interventions**. From these Safer Home Visit interventions, the Brigade has **completed 16,653 visits**.

This is an **increase of 2,368 (+17%)** Safer Home Visits compared to 2023/24, when the Brigade completed **14,285 SHV**.

This is also an **increase of 3,453 (+26%)** against the 5 year average of **13,200**.

Resulting from the Safer Home Visits there were **2,464 (15%) referrals to other agencies** for support and/or to provide items of risk reduction equipment.

Operational crews completed **14,979 (90%) SHV** compared to **12,576** in 2023/24; **an increase of 2,403 (+19%)**.

Hubs and Advocates completed **1,674 (10%) SHV** compared to **1,708** in 2023/24; **a reduction of 34 (-2%)**.

#### Protection: Safer Buildings - Risk Based Inspections

**435 inspections** have been completed from the risk based inspection programme (RBIP), with **118 audits also attempted** where the premises have been demolished, are derelict or converted to a private dwelling.

**219 'Reactive' inspections** that were not part of the RBIP have also taken place, giving a total of **772 audits completed or attempted**.

In the period **Q1 to Q3 2023/24**, **1179 audits** in total were completed. This is an inspection **reduction of 407 (35%)**.

In addition to inspections under the RBIP, **230 (97%) consultations** and **223 (78%) licencing consultations** have also been completed within the agreed timescales.

MEASURING PERFORMANCE

The Community Risk Management Plan (2022 to 2026) identifies three Corporate goals supported by four Corporate objectives and a range of Corporate outcomes. The Corporate goals are:

- Safer, Stronger Communities;
- Professional, Proud, Passionate People;
- Efficient Sustainable Resources.

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

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

We will assess this performance against the following criteria;

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

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

Stage 1 Assessment of Each Indicator:

Stage 1

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

Direction of Travel:

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

## Stage 2: Assessment of each Corporate Outcome:

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

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

### Stage 2

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

## BRIGADE SUMMARY

### Exceptionally Good Performance (Performance Compared to Target)

- Accidental Dwelling Fire Injuries have reduced by 67% (6) below target;
- The number of Malicious False Alarms is 33% below the target of 110 with 74 incidents;
- The first appliance has attended a building fire within 10 minutes on 94% of occasions, 4% over the target of 90%;
- The average number of duty days lost to sickness for On-Call Staff is 65% lower than target (3.49 days compared to a target of 10.09);
- The time taken to answer an emergency 999 call is 12% below the target of 7 seconds, with calls being answered in an average of 6.15 seconds year to date;
- The number of Violence to Staff incidents are 24% lower than the target figure of 34, with a total of 26 incidents during 2024/25 to Q3;
- The average time of first appliance to a building fire is 00:06:00, 14% below target of 00:07:00.

### Areas For Improvement (Performance Compared to Target)

- Deliberate Dwelling Fires are 39% above target, with 57 occurring during 2024/25 to Q3 compared to a target of 41;
- 43% of the RBIP completed in the first two quarters against an expectation of 75%;
- Incidents within High Hazard Sites are 200% above target, with 21 occurring versus a target of 7;
- Deliberate Secondary Fires are 13% above target, with 2,842 incidents occurring against a target of 2,520;
- Sickness rates for Control Staff are 58% higher than the target figure (11.58 average duty days lost compared to a target of 7.34);
- Sickness rates for Green Book Staff are 63% higher than the target figure (10.26 average duty days lost compared to a target of 6.31);
- One fire fatality has occurred within a deliberate dwelling fire, compared to a target of zero.



# SAFER STRONGER COMMUNITIES

*We want our Communities to be Safer and Stronger*



## Performance Summary: Safer Stronger Communities

Below is a summary of our performance for the period 1st April 2024 to 31st December 2024 against our Corporate Goal 1.

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

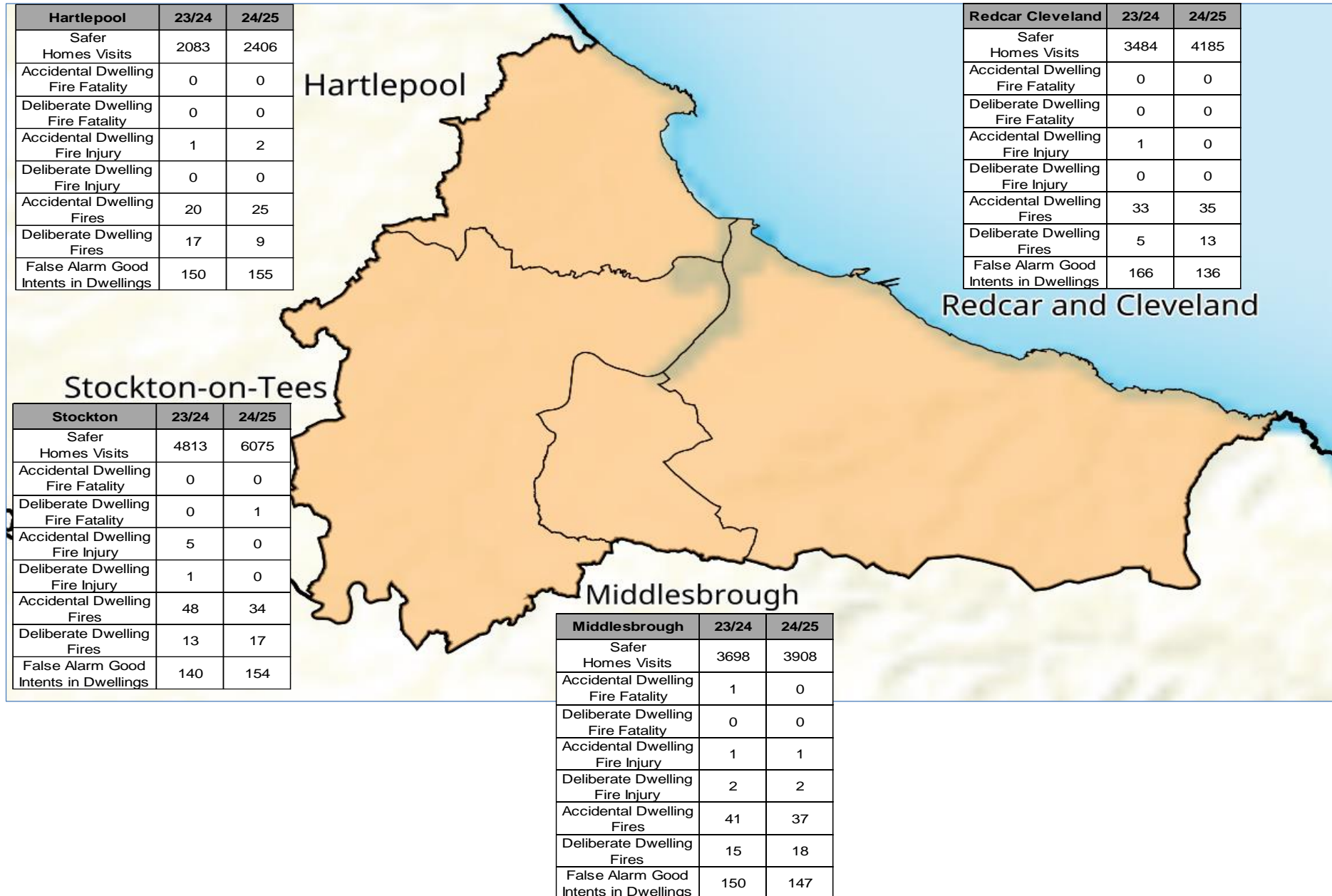
**Corporate Goal: Safer, Stronger Communities**

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

**Corporate Outcome: Safer Homes**

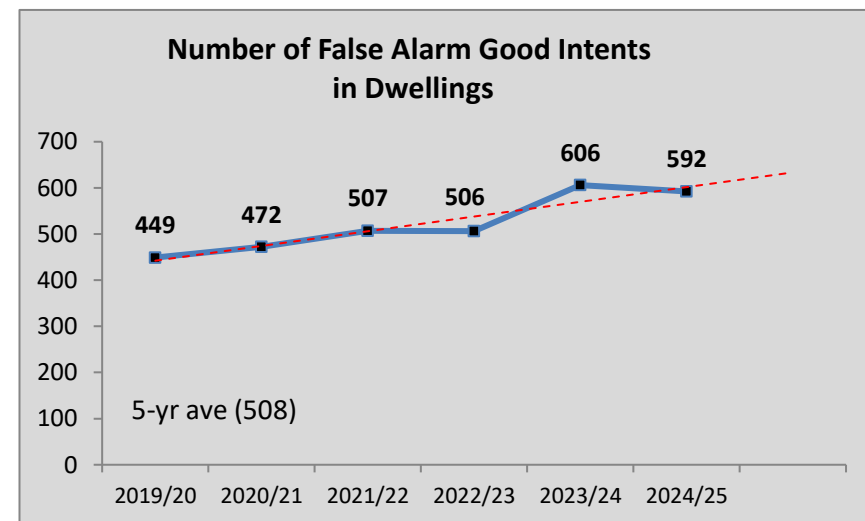
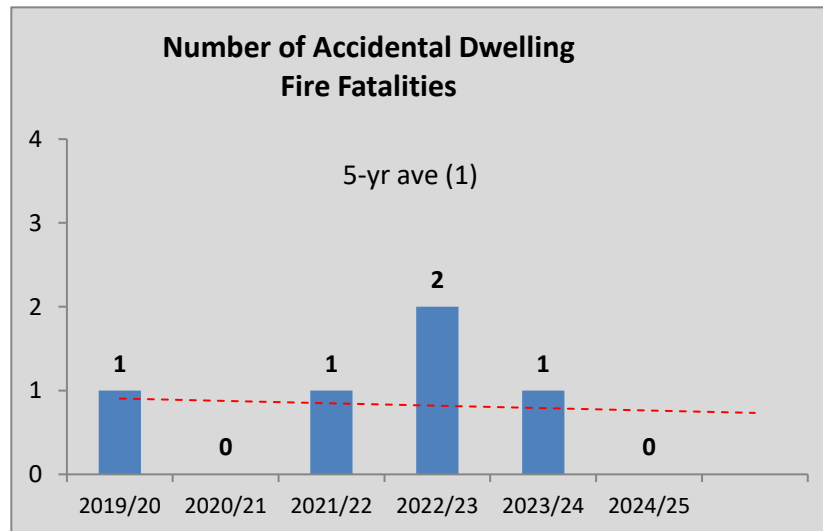
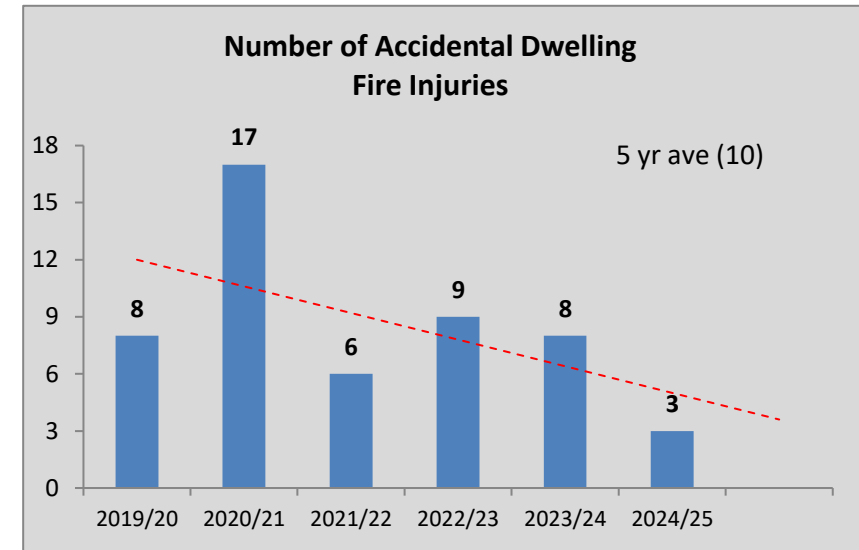
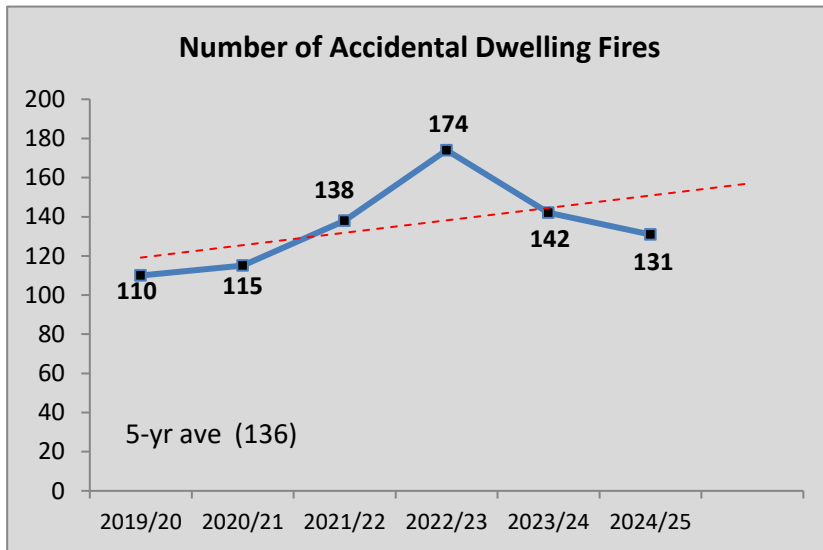
Indicator		5-yr Average (where data is available)	2023/24	2024/25	% Direction of travel from 2023/24	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.1.1	Number of Accidental Dwelling Fires	136	142	131	-8% (-11) ↓	-4% (-5) ↓	129	+2% (+2) ↑
1.1.1.2	Number of Deliberate Dwelling Fires	59	50	57	+14% (+7) ↑	-3% (-2) ↓	41	+39% (+16) ↑
1.1.1.3	Number of Accidental Dwelling Fire Fatalities	1	1	0	-100% (-1) ↓	-100% (-1) ↓	0	% ↔
1.1.1.4	Number of Deliberate Dwelling Fire Fatalities	0	0	1	+% (+1) ↑	+% (+1) ↑	0	+% (+1) ↑
1.1.1.5	Number of Accidental Dwelling Fire Injuries	10	8	3	-63% (-5) ↓	-70% (-7) ↓	9	-67% (-6) ↓
1.1.1.6	Number of Deliberate Dwelling Fire Injuries	3	3	2	-33% (-1) ↓	-33% (-1) ↓	3	-33% (-1) ↓
1.1.1.7	Number of False Alarm Good Intents in Dwellings	508	606	592	-2% (-14) ↓	+17% (+84) ↑	576	+3% (+16) ↑
1.1.1.8	Percentage of ADFs which have received a SHV within 5 years prior to the ADF	36%	39%	26%	-13% ↓	-10% ↓	-	-
1.1.1.9	Percentage of Dwellings which have received a SHV	62%	64%	64%	% ↔	+2% ↑	-	-
1.1.1.10	Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	00:05:11	00:05:50 (1067/1386)	00:05:56 (940/1238)	+2% (00:00:06) ↑	+15% (00:00:45) ↑	00:07:00	-15% (00:01:04) ↓
1.1.1.11	First Appliance Attendance to a Dwelling Fire Within 10 Minutes on 90% of Occasions	97%	94% (1306/1386)	94% (1163/1238)	% ↔	-3% ↓	90%	+4% ↑
1.1.1.12	Average time of a Second Appliance Attendance to a Dwelling Fire (10 Minutes)	00:07:11	00:07:58 (941/1181)	00:07:45 (814/999)	-3% (00:00:13) ↓	+8% (00:00:34) ↑	00:10:00	-23% (00:02:15) ↓
Safer Homes Overall Performance Judgement					Performing Well	Performing Well		Performing Well

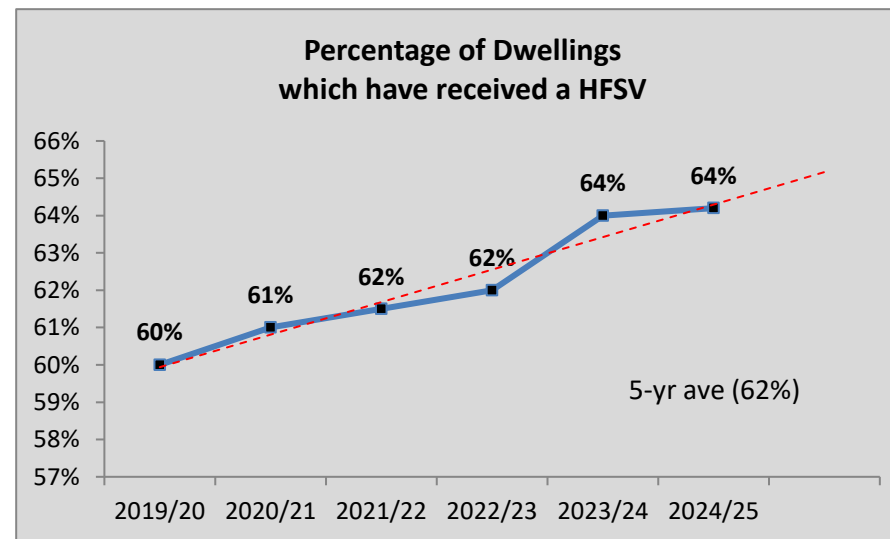
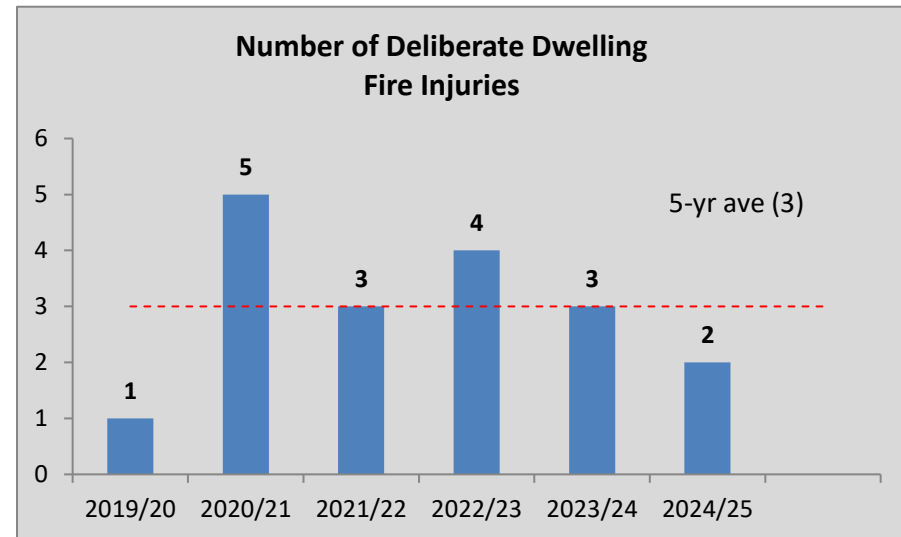
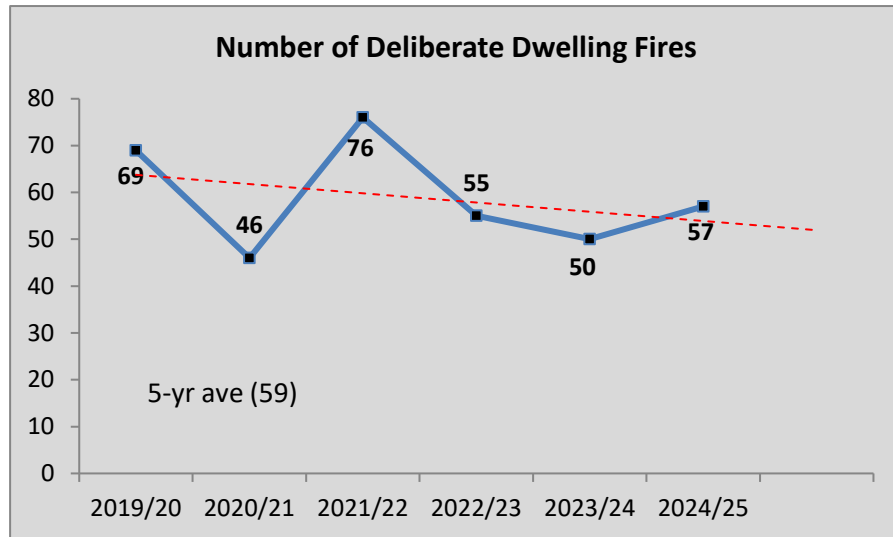
## SAFER HOMES



Trend Analysis: Corporate Outcome: Safer Homes							
	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	5 year average*
Number of Accidental Dwelling Fires	110	115	138	174	142	131	136
Number of Deliberate Dwelling Fires	69	46	76	55	50	57	59
Number of Accidental Dwelling Fire Fatalities	1	0	1	2	1	0	1
Number of Deliberate Dwelling Fire Fatalities	0	0	0	0	0	1	0
Number of Accidental Dwelling Fire Injuries	8	17	6	9	8	3	10
Number of Deliberate Dwelling Fire Injuries	1	5	3	4	3	2	3
Number of False Alarm Good Intentions in Dwellings	449	472	507	506	606	592	508
Percentage of ADFs which have received a HFSV prior to the ADF	-	-	31%	38%	39%	26%	36%
Percentage of Dwellings which have received a HFSV	60%	61%	62%	62%	64%	64%	62%
Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	00:04:59 (945/1095)	00:04:49 (956/1065)	00:04:58 (980/1153)	00:05:18 (1005/1210)	00:05:50 (1067/1386)	00:05:56 (940/1238)	00:05:11
First Appliance Attendance to a Dwelling Fire Within 10 Minutes on 90% of Occasions	97% (1060/1095)	98% (1039/1065)	97% (1114/1153)	97% (1168/1210)	94% (1306/1386)	94% (1163/1238)	97%
Average time of a Second Appliance Attendance to a Dwelling Fire (10 Minutes)	00:07:04 (759/875)	00:06:34 (794/905)	00:06:58 (811/952)	00:07:21 (835/973)	00:07:58 (941/1181)	00:07:45 (814/999)	00:07:11

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





**Corporate Goal: Safer, Stronger Communities**

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

**Corporate Outcome: Safer Buildings**

Indicator		5-yr Average (where data is available)	2023/24	2024/25	% Direction of travel from 2023/24	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.2.1	Percentage of the annual risk based inspection program completed in approved frequency*	-	70% (803/1155)	43% (553/1275)	-27% ↓	No Comparator Information	100%	-57% ↓
1.1.2.2	Percentage of enforcement notices that are completed within prescribed timescales	88%	100% (4/4)	94% (16/17)	-6% ↓	+6% ↑	100%	-6% ↓
1.1.2.3	Number of Fatalities in Industrial and Commercial Fires	0	0	0	-% ↔	-% ↔	0	-% ↔
1.1.2.4	Number of Injuries in Industrial and Commercial Fires	1	1	0	-100% (-1) ↓	-100% (-1) ↓	2	-100% (-2) ↓
1.1.2.5	Number of Industrial and Commercial Fires	57	43	52	+21% (+9) ↑	-9% (-5) ↓	52	-% ↔
1.1.2.6	Number of Non Domestic Unwanted Automated Fire Alarm Calls received	-	1071	969	-10% (-102) ↓	No Comparator Information	-	-
1.1.2.7	Number of attendances at Non Domestic Unwanted Automated Fire Alarm Calls	357	405	374	-8% (-31) ↓	+5% (+17) ↑	361	+4% (+13) ↑
1.1.2.8	Average time of first appliance attendance to a building fire (7 Minutes)	00:05:15	00:05:58 (1565/2080)	00:06:00 (1480/1975)	+1% (00:00:02) ↑	+14% (00:00:45) ↑	00:07:00	-14% (00:01:00) ↓
1.1.2.9	First appliance attendance to a building fire within 10 minutes on 90% of occasions	96%	94% (1948/2080)	94% (1856/1975)	-% ↔	-2% ↓	90%	+4% ↑
1.1.2.10	Average time of second appliance to attend a building fire incident (10 minutes)	00:07:18	00:08:05 (1157/1475)	00:07:53 (1073/1335)	-2% (00:00:12) ↓	+8% (00:00:35) ↑	00:10:00	-21% (00:02:07) ↓
1.1.2.11	Percentage of Consultations completed within prescribed timescales	93%	93% (214/231)	97% (230/238)	+4% ↑	+4% ↑	100%	-3% ↓
1.1.2.12	Percentage of Licensing Consultations completed within prescribed timescales	96%	95% (106/112)	78% (223/285)	-17% ↓	-18% ↓	100%	-22% ↓
1.1.2.13	Percentage of Building (72d) Risk Information scheduled to be reviewed during the year that has been reviewed	77%	95% (155/163)	87% (239/274)	-8% ↓	+10% ↑	100%	-13% ↓
Safer Buildings Overall Performance Judgement					Performing Well	Performing Well		Performing Well

\* from Quarter 4 2022/23 this data now includes attempted inspections where the business is identified to have closed, been demolished or converted to domestic property



## SAFER BUILDINGS

Hartlepool	23/24	24/25
Industrial Commercial Fire Fatalities	0	0
Industrial Commercial Fire Injuries	0	0
Industrial Commercial Fires	9	12
Attendance at Non Domestic Unwanted Fire Signals	58	83

Hartlepool

Redcar Cleveland	23/24	24/25
Industrial Commercial Fire Fatalities	0	0
Industrial Commercial Fire Injuries	0	0
Industrial Commercial Fires	10	6
Attendance at Non Domestic Unwanted Fire Signals	86	80

Redcar and Cleveland

Stockton-on-Tees

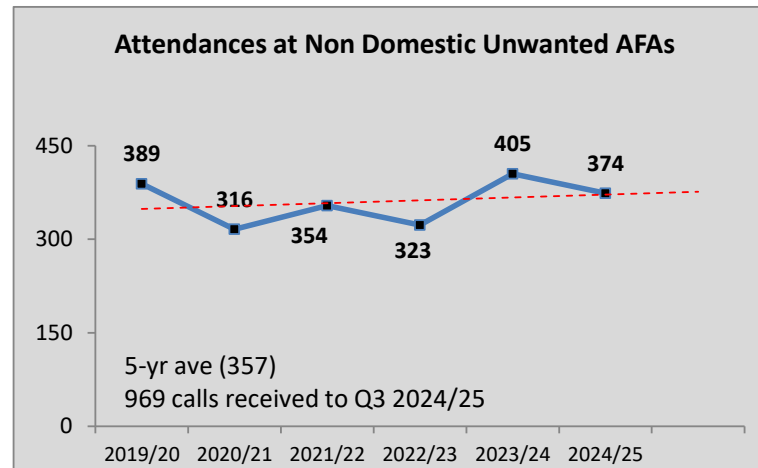
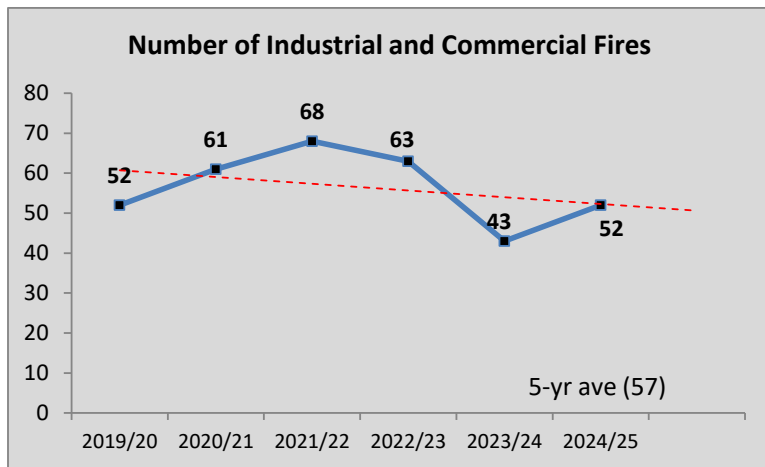
Stockton	23/24	24/25
Industrial Commercial Fire Fatalities	0	0
Industrial Commercial Fire Injuries	1	0
Industrial Commercial Fires	14	18
Attendance at Non Domestic Unwanted Fire Signals	127	107

Middlesbrough

Middlesbrough	23/24	24/25
Industrial Commercial Fire Fatalities	0	0
Industrial Commercial Fire Injuries	0	0
Industrial Commercial Fires	10	16
Attendance at Non Domestic Unwanted Fire Signals	134	104

Trend Analysis: Corporate Outcome: Safer Buildings							
	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	5 year average*
Percentage of the annual risk based inspection program completed in approved frequency	-	-	-	72% (808/1126)	70% (803/1155)	43% (553/1275)	-
Percentage of enforcement notices that are completed within prescribed timescales	20%	100%	75%	75%	100%	94%	88%
Number of Fatalities in Industrial and Commercial Fires	0	0	0	0	0	0	1
Number of Injuries in Industrial and Commercial Fires	0	0	1	5	1	0	1
Number of Industrial and Commercial Fires	52	61	68	63	43	52	57
Number of Non Domestic Unwanted Automated Fire Alarm Calls received	-	-	-	940	1071	969	-
Number of attendances at Non Domestic Unwanted Automated Fire Alarm Calls	389	316	354	323	405	374	357
Average time of first appliance attendance to a building fire (7 Minutes)	00:05:00 (1515/1758)	00:04:54 (1418/1605)	00:05:06 (1523/1825)	00:05:19 (1547/1870)	00:05:58 (1565/2080)	00:06:00 (1480/1975)	00:05:15
First appliance attendance to a building fire within 10 minutes on 90% of occasions	97% (1701/1758)	97% (1559/1605)	96% (1746/1825)	97% (1809/1870)	94% (1948/2080)	94% (1856/1975)	96%
Average time of second appliance to attend a building fire incident (10 minutes)	00:07:05 (1172/1362)	00:06:46 (1048/1206)	00:07:05 (1034/1237)	00:07:31 (1076/1280)	00:08:05 (1157/1475)	00:07:53 (1073/1335)	00:07:18
Percentage of Consultations completed within prescribed timescales	-	-	97% (191/196)	90% (234/259)	93% (214/231)	97% (230/238)	93%
Percentage of Licensing Consultations completed within prescribed timescales	-	99% (131/132)	96% (133/139)	95% (78/82)	95% (106/112)	78% (223/285)	96%
Percentage of Building (72d) Risk Information scheduled to be reviewed during the year that has been reviewed	-	67% (68/102)	61% (68/111)	86% (95/111)	95% (155/163)	87% (239/274)	77%

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



Corporate Goal: Safer, Stronger Communities

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

Corporate Outcome: Safer Transport Infrastructures

Indicator		5-yr Average (where data is available)	2023/24	2024/25	% Direction of travel from 2023/24	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.3.1	Number of Road Traffic Collisions attended by the Brigade	245	271	298	+10% (+27) ↑	+22% (+53) ↑	-	-
1.1.3.2	Number of Fatalities in Road Traffic Collisions (Police data)	9	8	4	-50% (-4) ↓	-56% (-5) ↓	-	-
1.1.3.3	Number of people seriously injured in Road Traffic Collisions (Police data)	123	122	123	+1% (+1) ↑	% ↔	-	-
1.1.3.4	Number of people suffering slight injuries Road Traffic Collisions (Police data)	498	465	404	-13% (-61) ↓	-19% (-94) ↓	-	-
1.1.3.5	Average time of first appliance attendance to an immediate life threatening / rescue Road Traffic Collisions (8 minutes)	00:05:48	00:06:42 (143/196)	00:06:42 (163/219)	% ↔	+16% (00:00:54) ↑	00:08:00	-16% (00:01:18) ↓
Safer Transport Infrastructure Overall Performance Judgement					Performing Well	Performing Well		Performing Strongly

## SAFER TRANSPORT INFRASTRUCTURE

Hartlepool	23/24	24/25
Road Traffic Collisions attended by the Brigade	39	55
Fatalities in Road Traffic Collisions	1	1
Serious Injuries in Road Traffic Collisions	17	31
Slight Injuries in Road Traffic Collisions	54	56

Hartlepool

Redcar Cleveland	23/24	24/25
Road Traffic Collisions attended by the Brigade	79	68
Fatalities in Road Traffic Collisions	2	1
Serious Injuries in Road Traffic Collisions	28	27
Slight Injuries in Road Traffic Collisions	105	93

Redcar and Cleveland

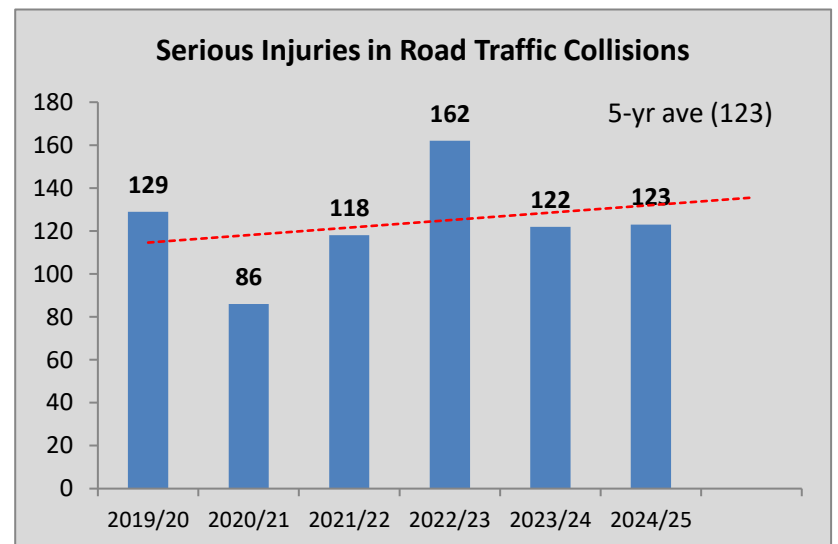
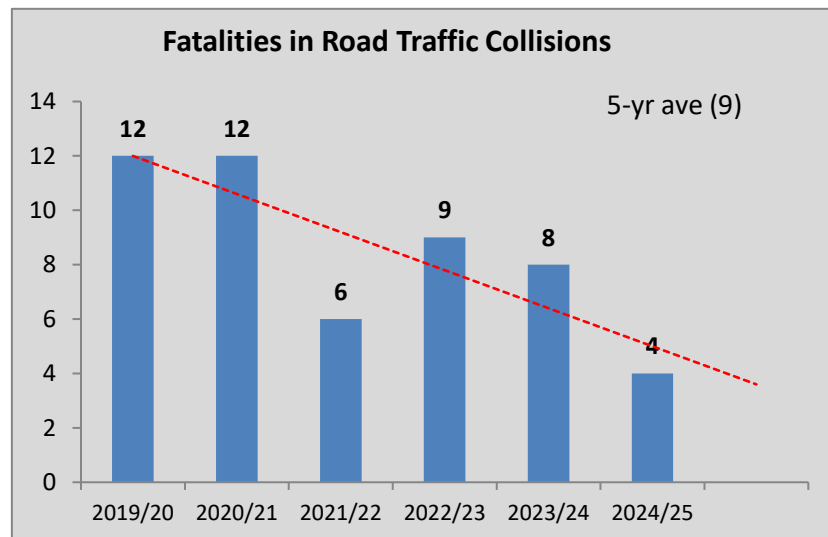
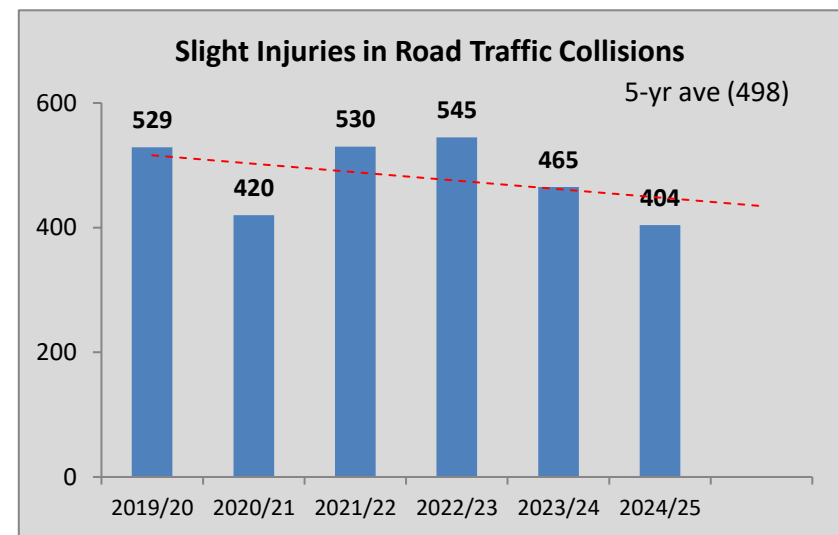
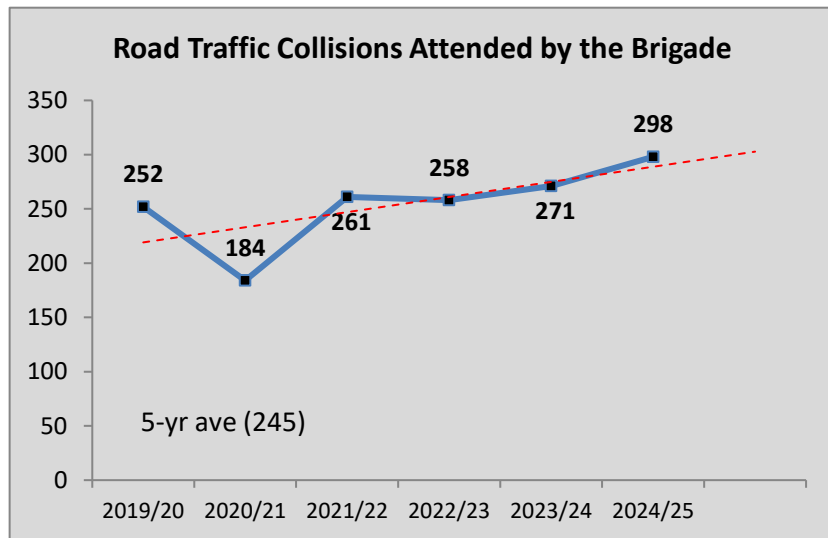
Stockton-on-Tees

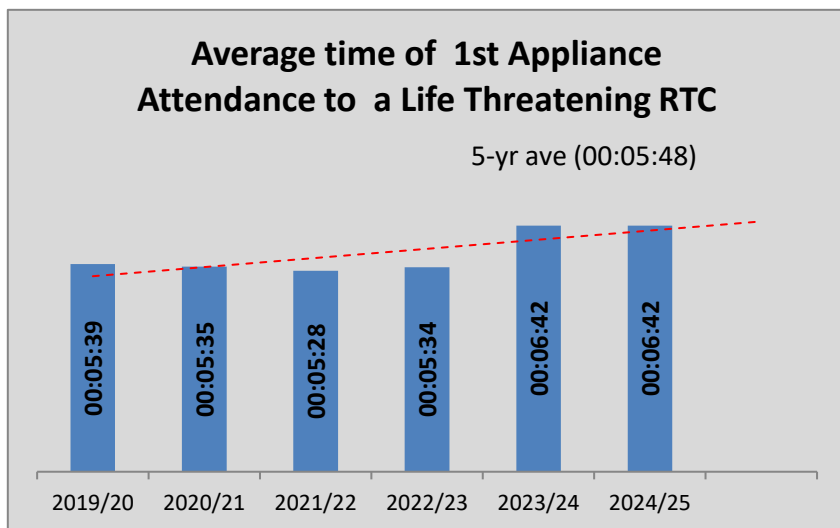
Stockton	23/24	24/25
Road Traffic Collisions attended by the Brigade	85	99
Fatalities in Road Traffic Collisions	4	1
Serious Injuries in Road Traffic Collisions	48	32
Slight Injuries in Road Traffic Collisions	180	112

Middlesbrough

Middlesbrough	23/24	24/25
Road Traffic Collisions attended by the Brigade	68	76
Fatalities in Road Traffic Collisions	1	1
Serious Injuries in Road Traffic Collisions	29	33
Slight Injuries in Road Traffic Collisions	126	143

Trend Analysis: Corporate Outcome: Safer Transport Infrastructures							
	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	5 year average *
Number of Road Traffic Collisions attended by the Brigade	252	184	261	258	271	298	245
Number of Fatalities in Road Traffic Collisions	12	12	6	9	8	4	9
Number of people seriously injured in Road Traffic Collisions	129	86	118	162	122	123	123
Number of people suffering slight injuries in Road Traffic Collisions	529	420	530	545	465	404	498
Average time of first appliance attendance to an immediate life threatening / rescue RTC (8 minutes)	00:05:39 (144/178)	00:05:35 (103/124)	00:05:28 (164/192)	00:05:34 (157/189)	00:06:42 (143/196)	00:06:42 (163/219)	00:05:48







Corporate Goal: Safer, Stronger Communities

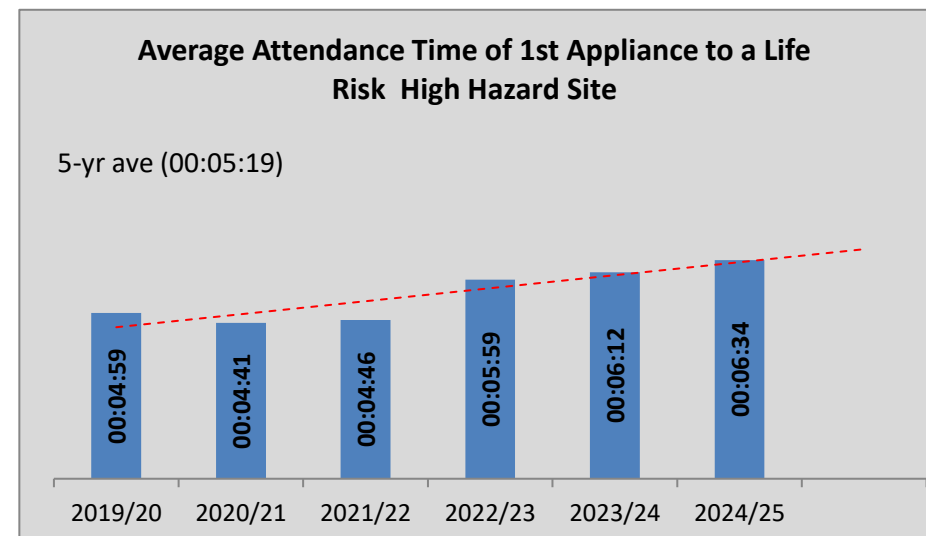
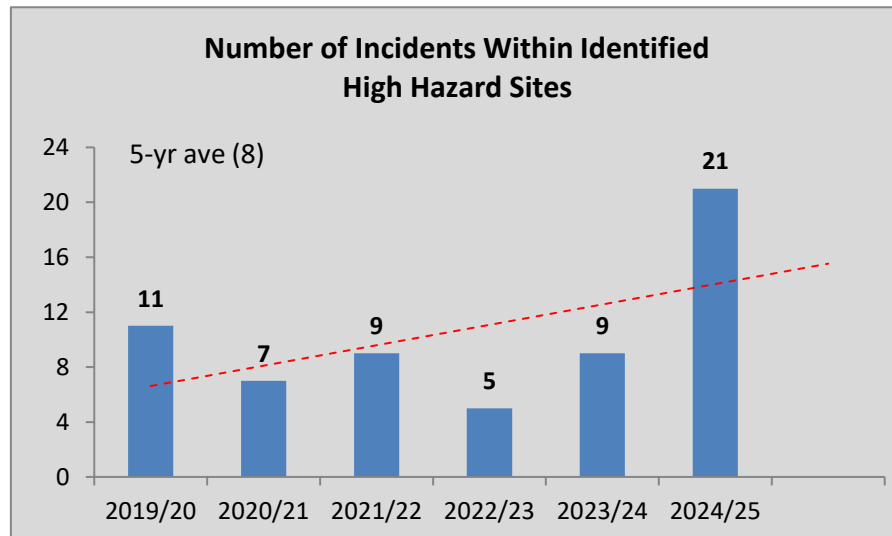
Corporate Objective: Identify and minimise fire and rescue related risks in the community

Corporate Outcome: Safer High Hazard Industries

Indicator		5-yr Average (where data is available)	2023/24	2024/25	% Direction of travel from 2023/24	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.4.1	Number of Incidents within identified High Hazard sites	8	9	21	+133% (+12) ↑	+163% (+13) ↑	7	+200% (+14) ↑
1.1.4.2	Average time of first appliance attendance to a Life Risk incident at a High Hazard site (7 minutes)	00:05:19	00:06:12	00:06:34	+6% (00:00:22) ↑	+23% (00:01:15) ↑	00:07:00	-6% (00:00:26) ↓
1.1.4.3	Average time of full mobilisation to a Worse Case Planning Scenario incident at a High Hazard site (20 minutes)	-	No reported mobilisations	No reported mobilisations	No Comparator Information	No Comparator Information	00:20:00	No Comparator Information
1.1.4.4	Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	-	No reported mobilisations	00:17:45	No Comparator Information	No Comparator Information	00:16:00	+11% (00:01:45) ↑
1.1.4.5	Percentage of High Hazard sites risk information that have been reviewed during the year	51%	71% (20/28)	67% (24/36)	-4% ↓	No Comparator Information	100%	-33% ↓
					Adequate Performance	Requires Improvement		Adequate Performance

Trend Analysis: Safer High Hazard Industries							
	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	5 year average*
Number of Incidents within identified High Hazard sites	11	7	9	5	9	21	8
Average time of first appliance attendance to a Life Risk incident at a High Hazard site (7 minutes)	00:04:59	00:04:41	00:04:46	00:05:59	00:06:12	00:06:34	00:05:19
1.1.4.3 Average time of full mobilisation to a Worse Case Planning Scenario incident at a High Hazard site (20 minutes)	00:22:09	No reported mobilisations	No reported mobilisations	No reported mobilisations	No reported mobilisations	00:17:45	-
1.1.4.4 Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	No reported mobilisations	No reported mobilisations	No reported mobilisations	No reported mobilisations	No reported mobilisations	No reported mobilisations	-
1.1.4.5 Percentage of High Hazard sites risk information that have been reviewed during the year	-	-	22% (6/27)	59% (16/27)	71% (20/28)	67% (24/36)	51%

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



Corporate Goal: Safer, Stronger Communities								
Corporate Objective: Identify and minimise fire and rescue related risks in the community								
Corporate Outcome: Safer Neighbourhoods and the Environment								
Indicator		5-yr Average (where data is available)	2023/24	2024/25	% Direction of travel from 2023/24	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.5.1	Number of Deliberate Fire Fatalities	1	0	1	+% (+1) ↑	% ↔	0	+% (+1) ↑
1.1.5.2	Number of Deliberate Fire Injuries	4	4	6	+50% (+2) ↑	+50% (+2) ↑	4	+50% (+2) ↑
1.1.5.3	Number of Deliberate Fires	3067	2670	3239	+21% (+569) ↑	+6% (+172) ↑	2900	+12% (+339) ↑
1.1.5.4	Number of Deliberate Primary Fires	350	346	397	+15% (+51) ↑	+13% (+47) ↑	380	+4% (+17) ↑
1.1.5.5	Number of Deliberate Primary Fire Vehicles	197	202	234	+16% (+32) ↑	+19% (+37) ↑	207	+13% (+27) ↑
1.1.5.6	Number of Deliberate Secondary Fires	2717	2324	2842	+22% (+518) ↑	+5% (+125) ↑	2520	+13% (+322) ↑
1.1.5.7	Number of Water Rescue Incidents	5	3	4	+33% (+1) ↑	-20% (-1) ↓	4	% ↔
Safer Neighbourhoods and the Environment Overall Performance Judgement					Requires Improvement	Adequate Performance		Requires Improvement

## SAFER NEIGHBOURHOODS AND THE ENVIRONMENT

Hartlepool	23/24	24/25
Deliberate Fire Fatalities	0	0
Deliberate Fire Injuries	0	0
Deliberate Fires	621	634
Deliberate Primary Fires	70	55
Deliberate Primary Vehicle Fires	39	32
Deliberate Secondary Fires	551	579

Hartlepool

Redcar Cleveland	23/24	24/25
Deliberate Fire Fatalities	0	0
Deliberate Fire Injuries	0	1
Deliberate Fires	561	957
Deliberate Primary Fires	65	87
Deliberate Primary Vehicle Fires	40	56
Deliberate Secondary Fires	496	870

Redcar and Cleveland

Stockton-on-Tees

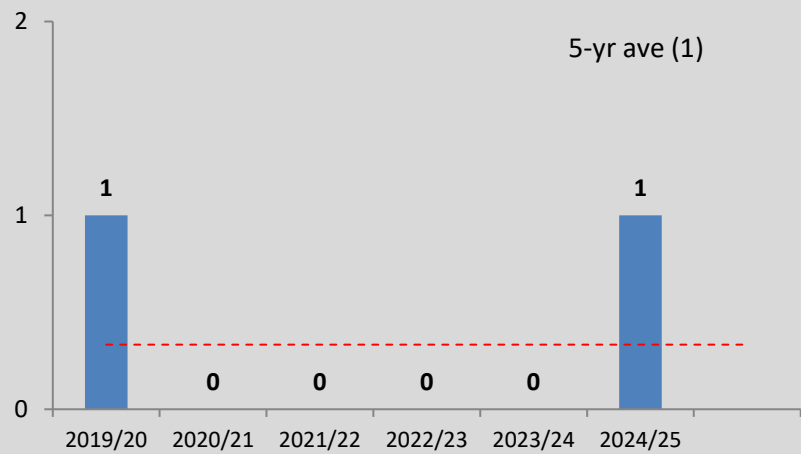
Stockton	23/24	24/25
Deliberate Fire Fatalities	0	1
Deliberate Fire Injuries	2	1
Deliberate Fires	640	729
Deliberate Primary Fires	117	143
Deliberate Primary Vehicle Fires	71	79
Deliberate Secondary Fires	523	586

Middlesbrough

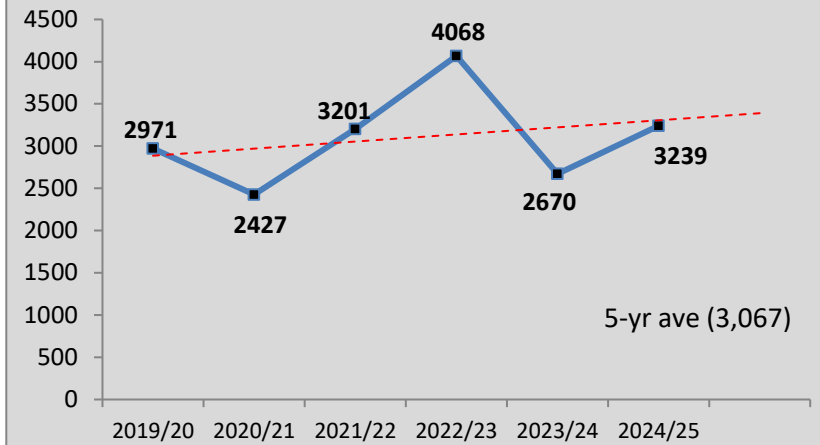
Middlesbrough	23/24	24/25
Deliberate Fire Fatalities	0	0
Deliberate Fire Injuries	2	4
Deliberate Fires	848	919
Deliberate Primary Fires	94	112
Deliberate Primary Vehicle Fires	52	67
Deliberate Secondary Fires	754	807

Trend Analysis: Corporate Outcome Safer Neighbourhoods and the Environment							
	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	5 year average *
Number of Deliberate Fire Fatalities	1	0	0	0	0	1	1
Number of Deliberate Fire Injuries	1	5	4	4	4	6	4
Number of Deliberate Fires	2971	2427	3201	4068	2670	3239	3067
Number of Deliberate Primary Fires	327	297	361	421	346	397	350
Number of Deliberate Primary Fire Vehicles	179	163	208	232	202	234	197
Number of Deliberate Secondary Fires	2644	2130	2840	3647	2324	2842	2717
Number of Water Rescue Incidents	6	3	7	5	3	4	5

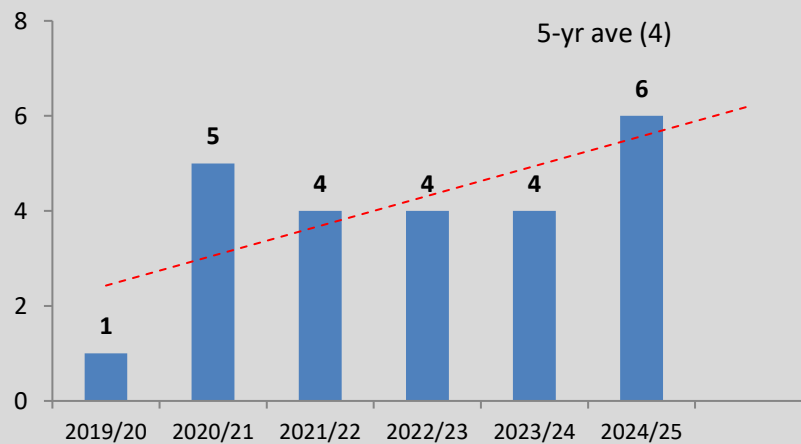
**Number of Deliberate Fire Fatalities**



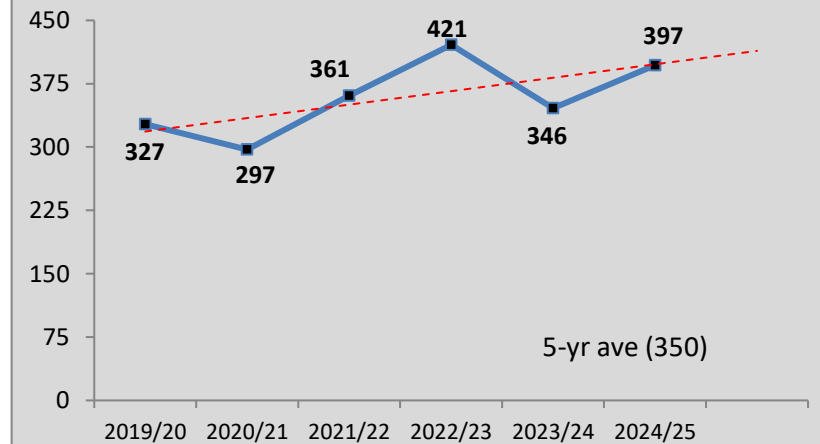
**Number of Deliberate Fires**

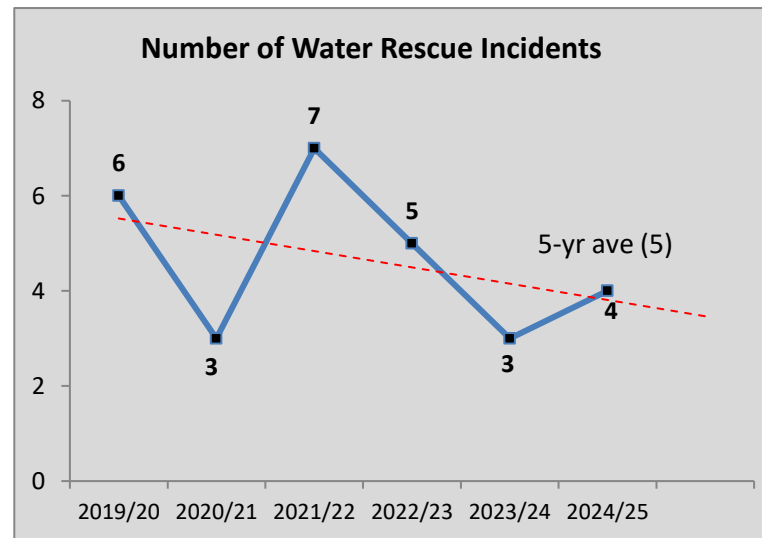
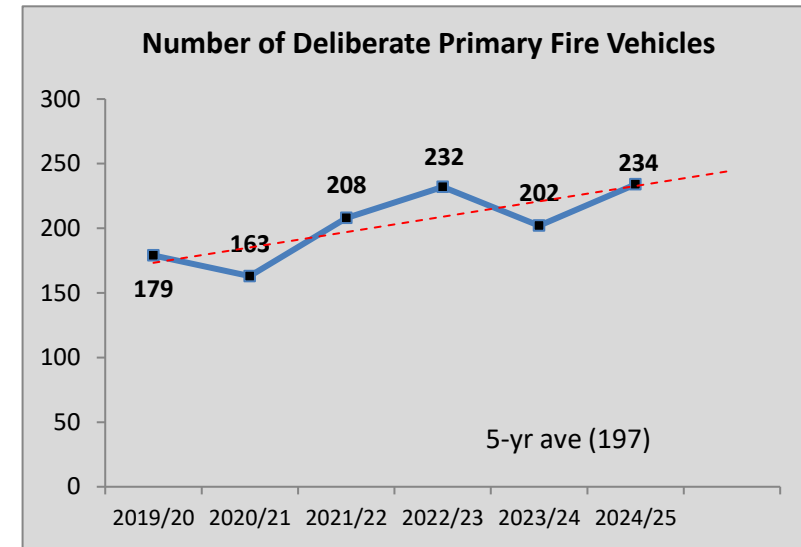
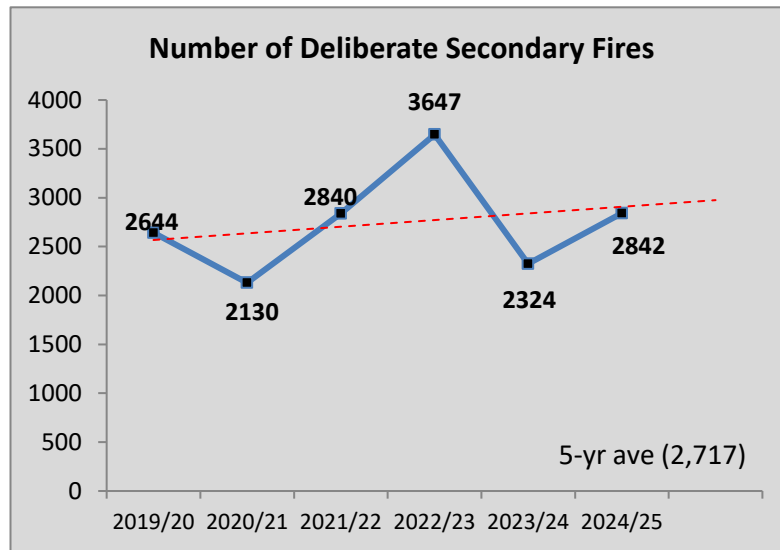


**Number of Deliberate Fire Injuries**



**Number of Deliberate Primary Fires**



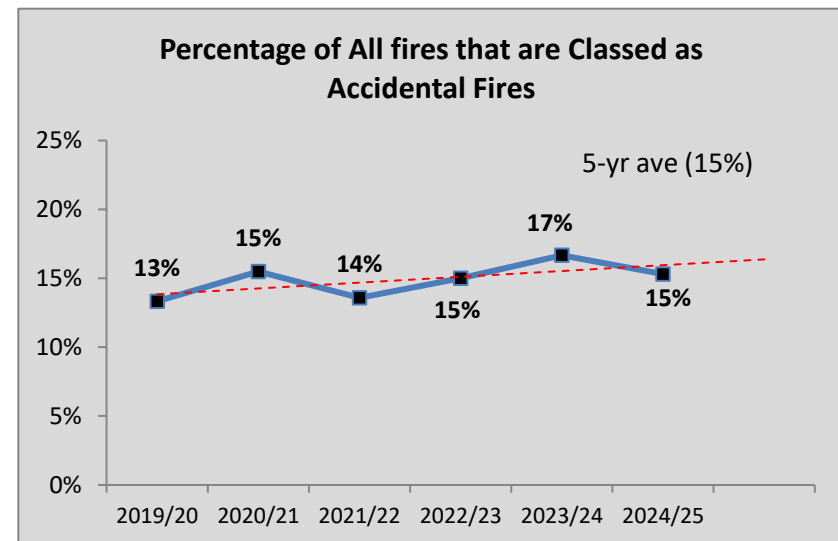
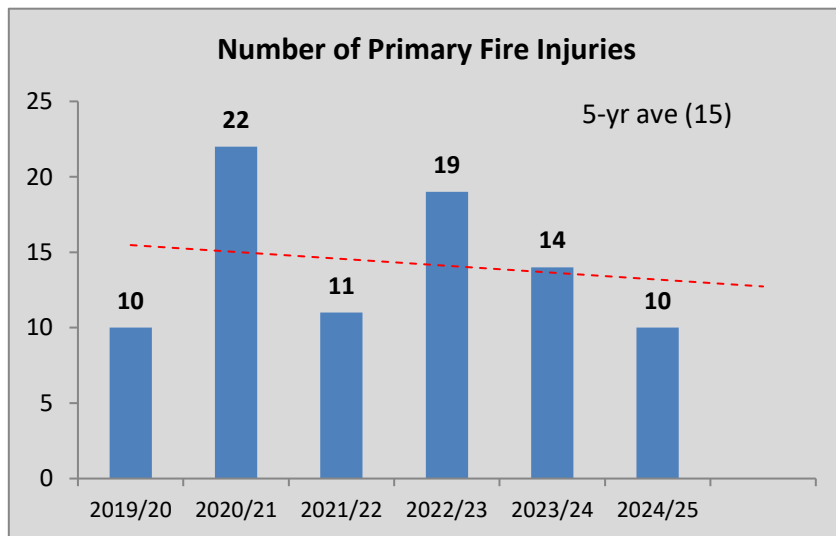
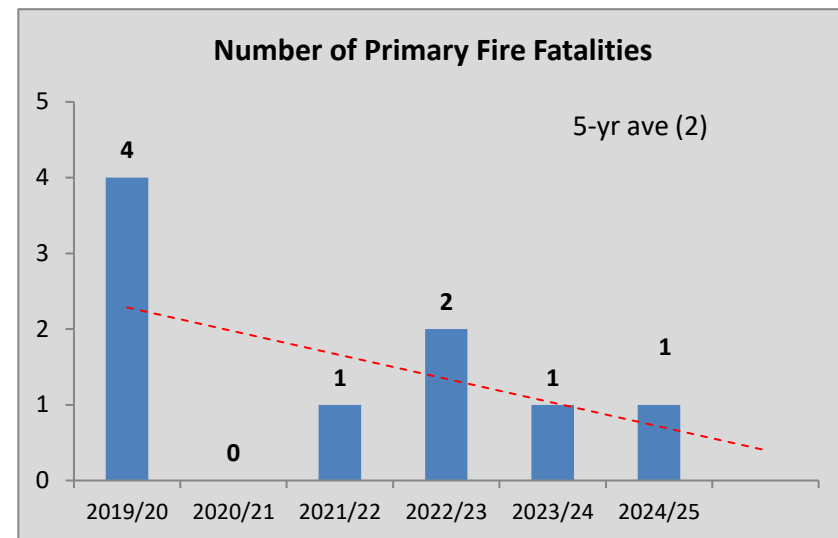
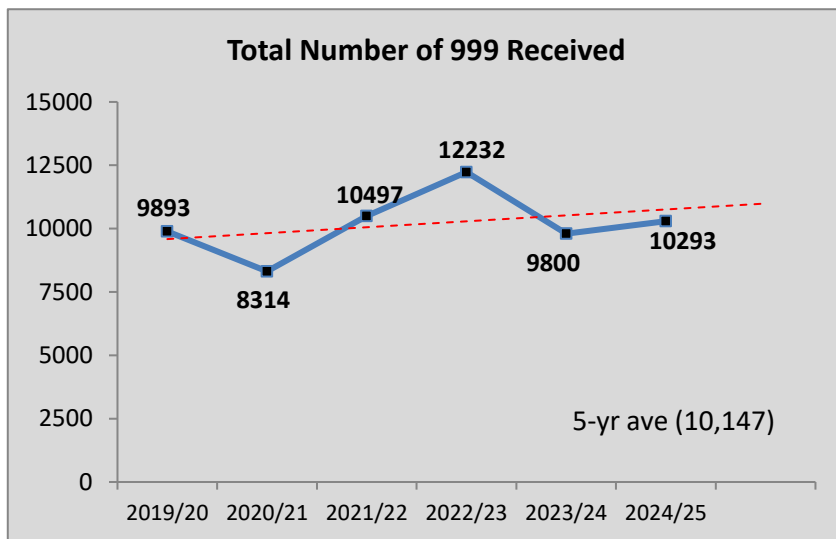


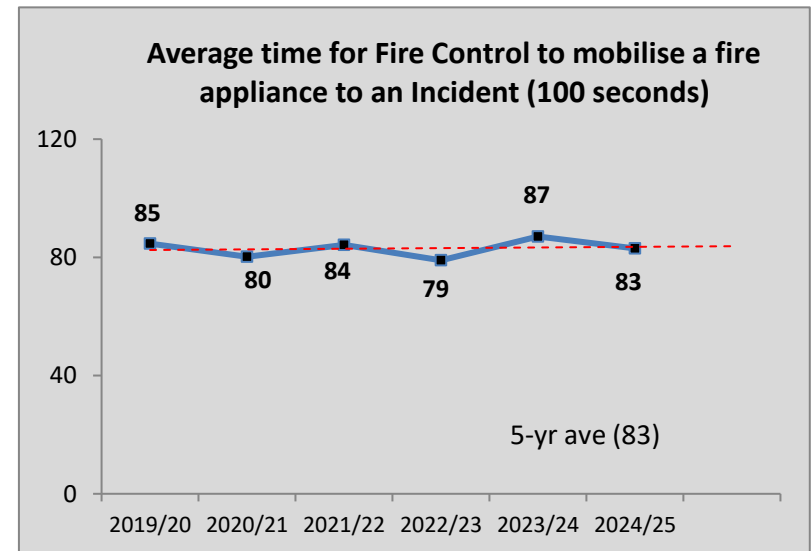
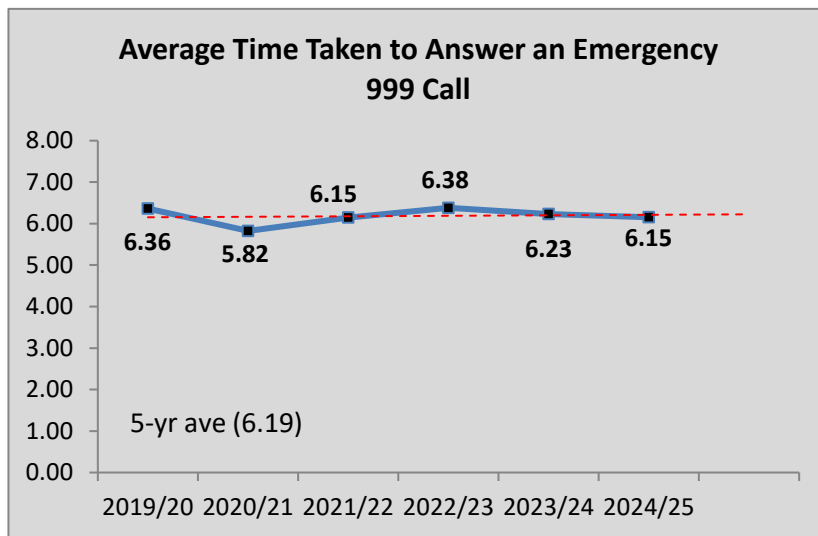
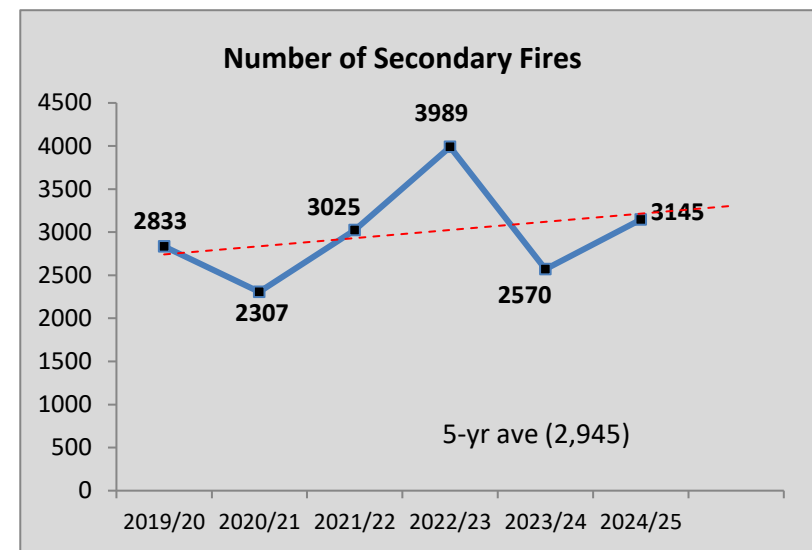
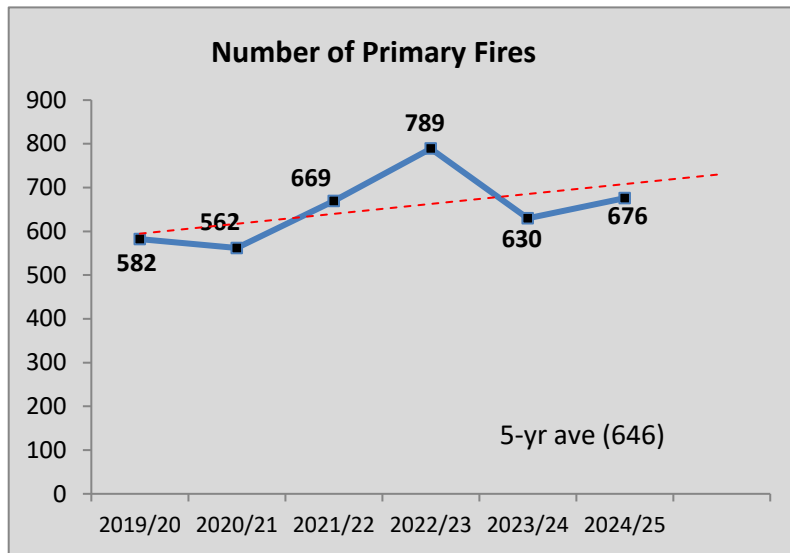


Supplementary Indicators							
Indicator	5-yr Average (where data is available)	2023/24	2024/25	% Direction of travel from 2023/24	% Direction of travel from 5-yr average	Target	% Direction of travel from target
Total Number of 999 calls to Fire Control	10147	9800	10293	+5% (+493) ↑	+1% (+146) ↑	-	
Number of times a Fire Appliance assigned to an incident failed to respond	5	2	6	+200% (+4) ↑	+20% (+1) ↑	-	
Number of Primary Fire Fatalities	2	1	1	% ↔	-50% (-1) ↓	0	+% (+1) ↑
Number of Primary Fire Injuries	15	14	10	-29% (-4) ↓	-33% (-5) ↓	16	-38% (-6) ↓
Percentage of all fires that are classed as Accidental Fires	15%	17%	15%	For information Purposes		-	
Percentage of all fires that are classed as Deliberate Fires	85%	83%	85%			-	
Number of Primary Fires	646	630	676	+7% (+46) ↑	+5% (+30) ↑	686	-1% (-10) ↓
Number of Secondary Fires	2945	2570	3145	+22% (+575) ↑	+7% (+200) ↑	2984	+5% (+161) ↑
Average time taken to answer an emergency 999 call (7 seconds)	6.19	6.23	6.15	-1% (-0.07) ↓	-1% (-0.03) ↓	7	-12% (-0.85) ↓
Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	83	87	83	-5% (-4) ↓	% ↔	100	-17% (-17) ↓
Percentage of Occasions Fire Control mobilise a Fire Appliance within 2 minutes of the call	90%	88%	90%	+2% ↑	% ↔	98%	-8% ↓
Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	94%	92%	92%	% ↔	-2% ↓	100%	-8% ↓
Percentage of On Call appliances meeting the Book Mobile threshold of 5 Minutes	67%	56%	55%	-1% ↓	-12% ↓	100%	-45% ↓

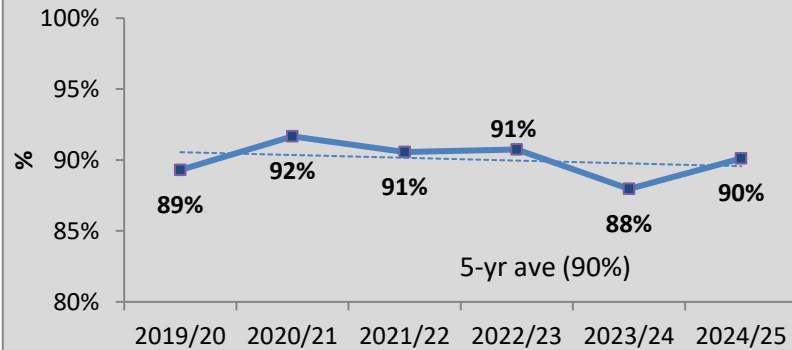
Trend Analysis: Supplementary Indicators							
	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	5 year average *
Total Number of 999 calls to Fire Control	9893	8314	10497	12232	9800	10293	10147
Number of times a Fire Appliance assigned to an incident failed to respond	6	5	3	8	2	6	5
Number of Primary Fire Fatalities	4	0	1	2	1	1	2
Number of Primary Fire Injuries	10	22	11	19	14	10	15
Percentage of all fires that are classed as Accidental Fires	13%	15%	14%	15%	17%	15%	15%
Percentage of all fires that are classed as Deliberate Fires	87%	85%	86%	85%	83%	85%	85%
Number of Primary Fires	582	562	669	789	630	676	646
Number of Secondary Fires	2833	2307	3025	3989	2570	3145	2945
Average time taken to answer an emergency 999 call (7 seconds)	6.36	5.82	6.15	6.38	6.23	6.15	6.19
Average time for Fire Control to mobilise a fire appliance to an incident (100 seconds)	85	80	84	79	87	83	83
Percentage of occasions Fire Control mobilise a Fire Appliance within 2 Minutes of the call	89%	92%	91%	91%	88%	90%	90%
Percentage of Wholetime appliances meeting Book mobile threshold of 2 minutes	94%	95%	94%	94%	92%	92%	94%
Percentage of Retained appliances meeting Book mobile threshold of 5 minutes	67%	68%	75%	67%	56%	55%	67%

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

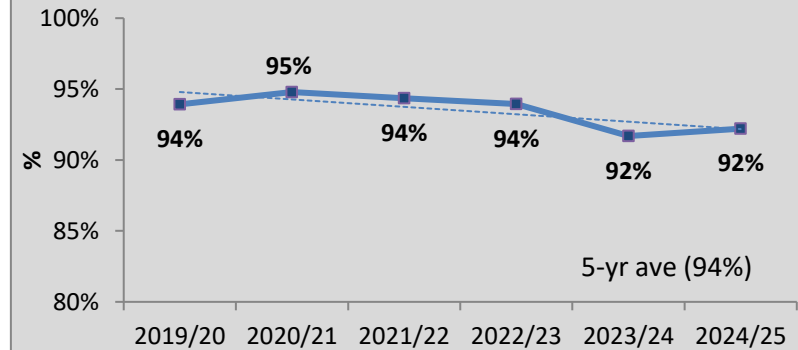




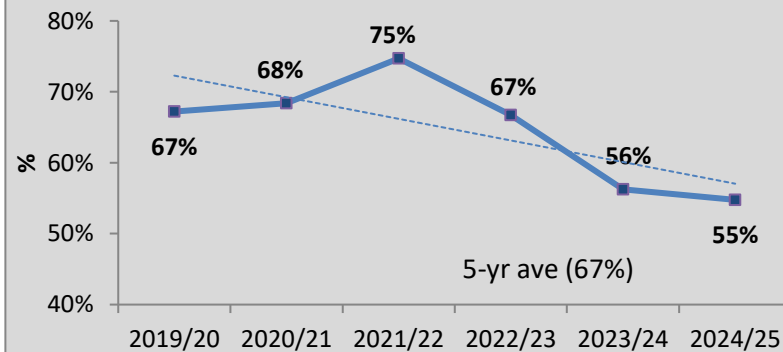
**Percentage of Occasions a Fire Appliance is mobilised within 2 Minutes of the call**



**Percentage of Wholetime Appliances meeting Book Mobile threshold of 2 Minutes**



**Percentage of On Call Appliances meeting Book Mobile threshold of 5 Minutes**



Corporate Goal: Safer, Stronger Communities

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

Corporate Outcome: Supported National Resilience

Indicator		5-yr Average (where data is available)	2023/24	2024/25	% Direction of travel from 2023/24	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.6.1	Percentage of times the DIM (G8) National Resilience resource is mobilised within 60 minutes	100%	100% (3/3)	100% (2/2)	% ⇄	% ⇄	100%	% ⇄
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 Mobilisations	No comparator Data	No comparator Data	100%	No comparator Data
1.1.6.3	Percentage of times the National Resilience Assets (DIM G8 and MDU G9) are available for emergency response	-	100%	100%	% ⇄	No comparator Data	100%	% ⇄
Supported National Resilience Overall Performance Judgement					Performing Strongly	Performing Strongly		Performing Strongly

Corporate Goal: Safer, Stronger Communities								
Corporate Objective: Identify and minimise fire and rescue related risks in the community								
Corporate Outcome: Improved Health Outcomes								
Indicator		5-yr Average (where data is available)	2023/24	2024/25	% Direction of travel from 2023/24	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.2.1.1	Percentage of Safer Home Visits that lead to a positive intervention (equipment and / or referral for additional support)	7%	15%	15%	% ↔	+8% ↑	-	-
1.2.1.2	Number of Safeguarding Referrals Submitted	-	100	104	+4% (+4) ↑	No Comparator Information	-	-
1.2.1.3	Percentage of Co-responder incidents attended by the Brigade where medical treatment was provided by CFB	-	50% (1/2)	92% (11/12)	+42% ↑	No Comparator Information	-	-
Improved Health Overall Performance Judgement					Performing Well	Performing Well		Not Measured

Trend Analysis: Corporate Outcome Supported National Resilience							
	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	5 year average *
Percentage of times the DIM (G8) National Resilience resource is mobilised within 60 minutes	100% (5/5)	100% (9/9)	100% 5/5	100% (6/6)	100% (3/3)	100% (2/2)	100%
Percentage of times the MDU (G9) New Dimensions asset is mobilised within 60 minutes of request to mobilise	-	-	No Mobilisations	No Mobilisations	No Mobilisations	No Mobilisations	-
Percentage of times the National Resilience Assets (DIM G8 and MDU G9) are available for emergency response	-	100.00%	99.58%	99.89%	99.98%	100.00%	99.82%

Trend Analysis: Corporate Outcome Improved Health Outcomes							
	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	5 year average *
Percentage of Safe and Well visits that led to a positive intervention	7%	1%	6%	7%	15%	15%	7%
Number of Safeguarding Referrals Submitted	-	-	-	-	100	104	-
Percentage of Co-responder incidents attended by the Brigade where medical treatment was provided by CFB	70% (23/33)	50% (1/2)	0% (0/3)	-	50% (1/2)	92% (11/12)	-

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



# PROFESSIONAL, PROUD, PASSIONATE PEOPLE

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



## Performance Summary: Professional, Proud, Passionate People

Below is a summary of our performance for the period 1st April 2024 to 31st December 2024 against our Corporate Goal 2

	Performance compared to previous year assessed as	Performance compared to 5 years average assessed as	Performance compared to Target assessed as
A Healthy Workforce	Performing Well	Adequate Performance	Adequate Performance
A Safe Workforce, Safe Workplaces	Performing Well	Performing Well	Adequate Performance
A Competent Workforce, Outstanding Leaders	Requires Improvement	Requires Improvement	Requires Improvement
An Inclusive and Great Place to Work	ANNUAL INDICATOR	ANNUAL INDICATOR	ANNUAL INDICATOR
Total Overall	Adequate Performance	Adequate Performance	Adequate Performance

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

Corporate Outcome: A Healthy Workforce

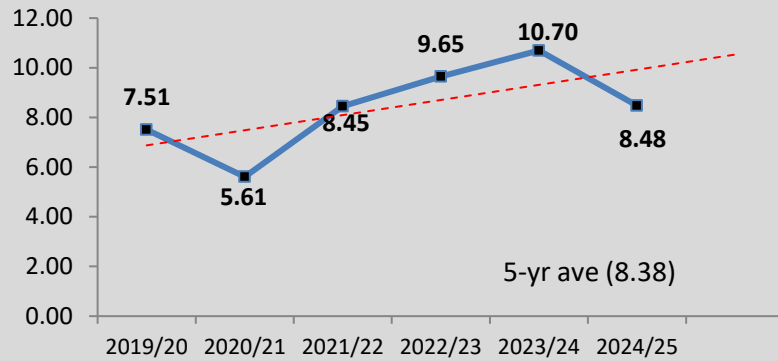
Indicator		5-yr Average (where data is available)	2023/24	2024/25	% Direction of travel from 2023/24	% Direction of travel from 5-yr average	Target	% Direction of travel from target
2.1.1.1	Percentage of operational staff who have completed fitness assessments during year	95%	95%	96%	+1% ↑	+1% ↑	100%	-4% ↓
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)	94%	98%	98%	% ↔	+4% ↑	100%	-2% ↓
2.1.1.3	Average Number of Duty days lost to sickness absence per employee - All Staff	8.38	10.70	8.48	-21% (-2.22) ↓	+1% (+0.10) ↑	7.65	+11% (+0.83) ↑
2.1.1.4	Average Number of Duty days lost to sickness absence per employee - Wholetime	8.73	11.19	9.03	-19% (-2.16) ↓	+3% (+0.30) ↑	7.02	+29% (+2.01) ↑
2.1.1.5	Average Number of Duty days lost to sickness absence per employee - On Call	5.93	9.60	3.49	-64% (-6.11) ↓	-41% (-2.44) ↓	10.09	-65% (-6.60) ↓
2.1.1.6	Average Number of Duty days lost to sickness absence per employee - Fire Control	9.63	7.82	11.58	+48% (+3.76) ↑	+20% (+1.96) ↑	7.34	+58% (+4.24) ↑
2.1.1.7	Average Number of Duty days lost to sickness absence per employee - Green Book	9.09	10.60	10.26	-3% (-0.34) ↓	+13% (+1.16) ↑	6.31	+63% (+3.95) ↑
2.1.1.8	Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness	30%	42%	32%	-10% ↓	+2% ↑	-	-
2.1.1.9	Number of people who exceed Phased Return Limits	1	2 (2/5)	5 (5/10)	+150% (+3) ↑	+400% (+4) ↑	-	-
2.1.1.10	Number of people who exceed Modified Duties Limits	10	15 (15/24)	13 (13/31)	-13% (-2) ↓	+30% (+3) ↑	-	-
2.1.1.11	Length of time on Phased Return Duty*	112	116	256	+121% (+140) ↑	+129% (+144) ↑	-	-
2.1.1.12	Length of time on Modified Duties	1938	1819	1408	-23% (-411) ↓	-27% (-530) ↓	-	-
A Healthy Workforce Overall Performance Judgement					Performing Well	Adequate Performance		Adequate Performance

\* cumulative days

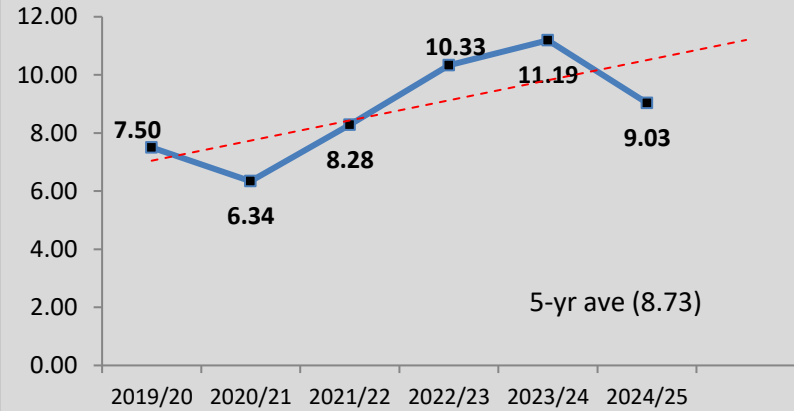
Trend Analysis: Corporate Outcome A Healthy Workforce							
	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	5 year average *
Percentage of operational staff who have completed fitness assessments during year	96%	96%	96%	94%	95%	96%	95%
Percentage of Operational staff Achieving Passes in Relevant VO2 Rates	93%	96%	95%	90%	98%	98%	94%
Average Number of Duty days lost to sickness absence per employee - All Staff	7.51	5.61	8.45	9.65	10.70	8.48	8.38
Average Number of Duty days lost to sickness absence per employee - Wholetime	7.50	6.34	8.28	10.33	11.19	9.03	8.73
Average Number of Duty days lost to sickness absence per employee - On Call	7.48	3.52	4.39	4.67	9.60	3.49	5.93
Average Number of Duty days lost to sickness absence per employee - Fire Control	5.44	3.50	15.37	16.00	7.82	11.58	9.63
Average Number of Duty days lost to sickness absence per employee - Green Book	8.06	5.43	10.53	10.85	10.60	10.26	9.09
Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness	25%	19%	32%	31%	42%	32%	30%
Number of People who exceed Phased Return Limits	0	1	0	1	2 (2/5)	5 (5/10)	1
Number of people who exceed Modified Duties Limits	6	6	10	18	15 (15/24)	13 (13/31)	10
Length of Time on Phased Return Duty	-	242	28	62	116	256	112
Length of Time on Modified Duties	-	1370	2802	1760	1819	1408	1938

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

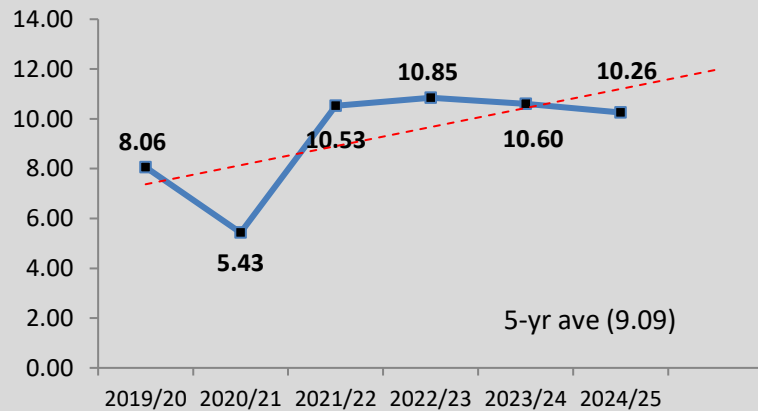
**Average Number of Duty Days Lost to Sickness  
Absence per Employee -  
All Staff**



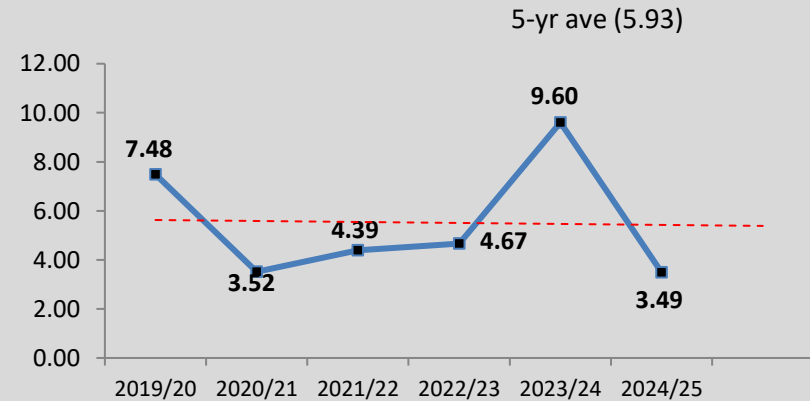
**Average Number of Duty Days Lost to Sickness  
Absence per Employee - Wholetime**



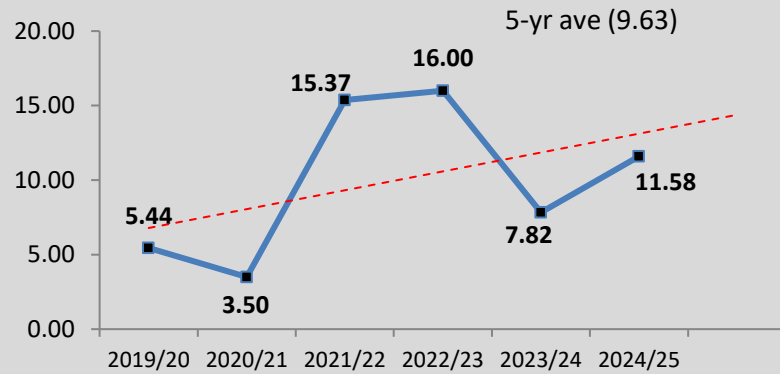
**Average Number of Duty Days Lost to Sickness  
Absence per Employee - Green Book**



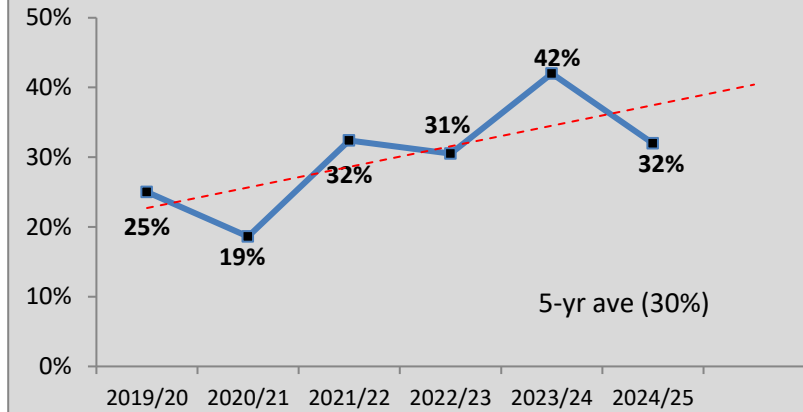
**Average Number of Duty Days Lost to Sickness  
Absence per Employee -  
On Call**



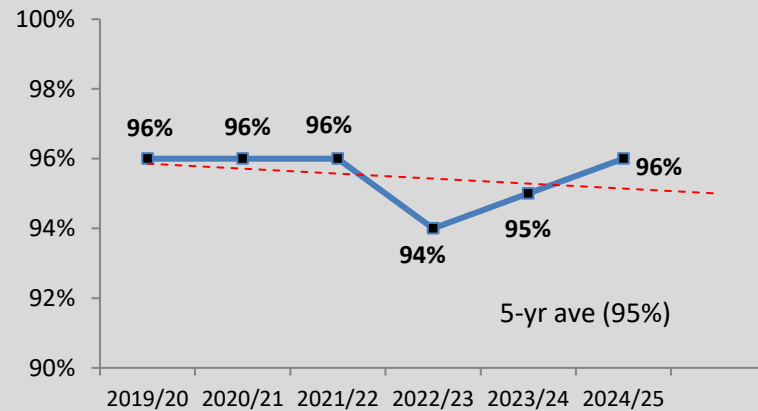
**Average Number of Duty Days Lost to Sickness  
Absence per Employee -  
Fire Control**



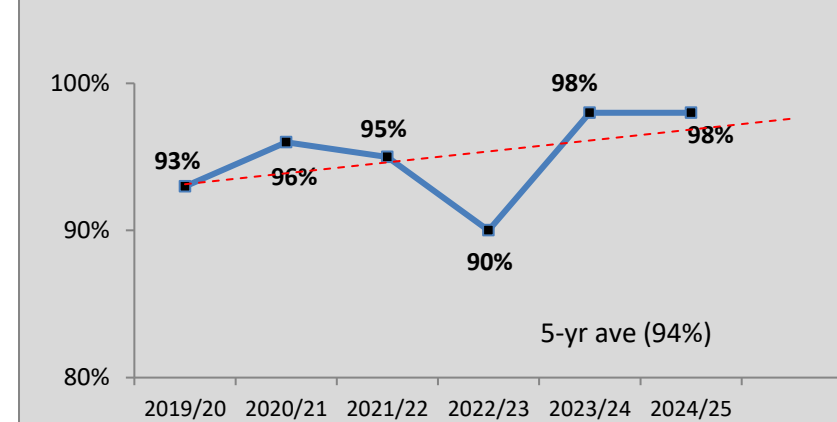
**Percentage of Sickness Classified as  
Mental Health**



**Percentage of Operational Staff who have  
Completed Fitness Assessments During Year**



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



Corporate Goal: Professional, Proud and Passionate People

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

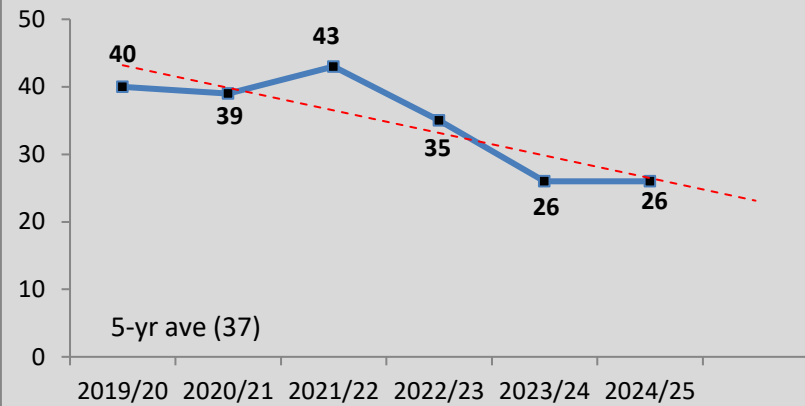
Corporate Outcome : A Safe Workforce, Safe Workplaces

Indicator		5-yr Average (where data is available)	2023/24	2024/25	% Direction of travel from 2023/24	% Direction of travel from 5-yr average	Target	% Direction of travel from target
2.1.2.1	Number of Violence to Staff Incidents (verbal and/or physical)	37	26	26	% ↔	-30% (-11) ↓	34	-24% (-8) ↓
2.1.2.2	Number of RIDDOR Reportable Accidents	5	5	6	+20% (+1) ↑	+20% (+1) ↑	0	+% (+6) ↑
2.1.2.3	Number of Personal Injury Accidents	23	20	19	-5% (-1) ↓	-17% (-4) ↓	15	+27% (+4) ↑
2.1.2.4	Number of Accidents resulting in damage to property	2	2	1	-50% (-1) ↓	-50% (-1) ↓	2	-50% (-1) ↓
2.1.2.5	Number of Near Misses	12	11	16	+45% (+5) ↑	+33% (+4) ↑	11	+45% (+5) ↑
2.1.2.6	Number of Vehicle Accidents	25	30	23	-23% (-7) ↓	-8% (-2) ↓	19	+21% (+4) ↑
2.1.2.7	Cause for Concern	40	34	21	Data for information		-	-
A Safe Workforce, Safe Workplaces Overall Performance Judgement					Performing Well	Performing Well		Adequate Performance

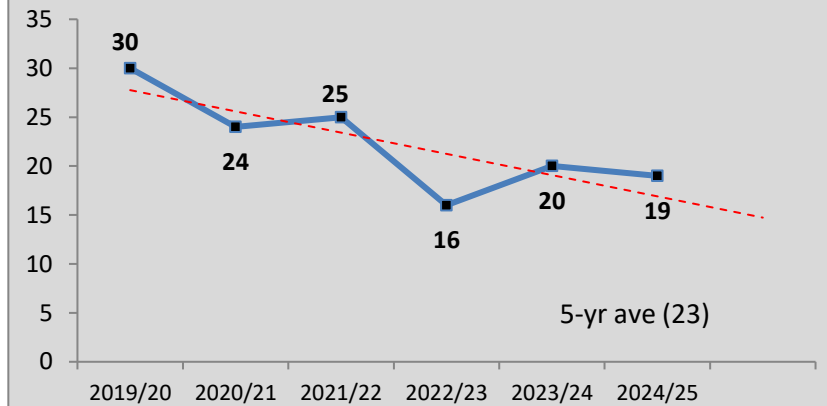
Trend Analysis: Corporate Outcome A Safe Workforce, Safe Workplaces							
	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	5 year average *
Number of Violence to Staff Incidents (verbal and/or physical)	40	39	43	35	26	26	37
Number of RIDDOR Reportable Accidents	10	4	2	3	5	6	5
Number of Personal Injury Accidents	30	24	25	16	20	19	23
Number of Accidents resulting in damage to property	3	1	0	3	2	1	2
Number of Near Misses	12	9	12	16	11	16	12
Number of Vehicle Accidents	28	23	24	22	30	23	25
Cause for Concern (as a proportion of injuries)	1.47 44/30	2.25 54/24	1.16 25/29	2.38 38/16	1.70 34/20	1.11 21/19	1.74 40/23



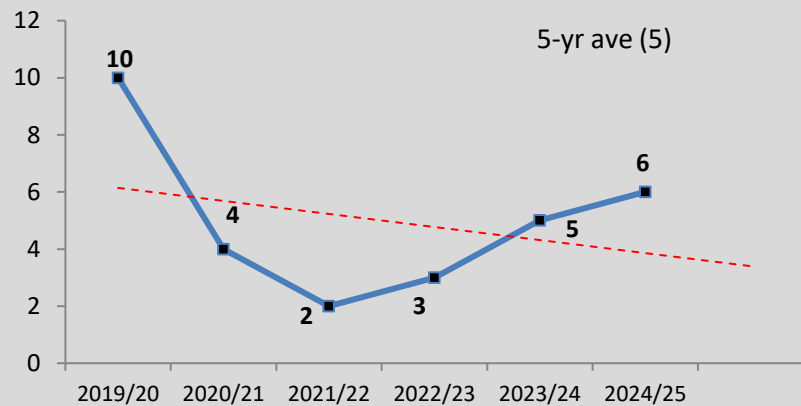
### Violence to Staff Incidents



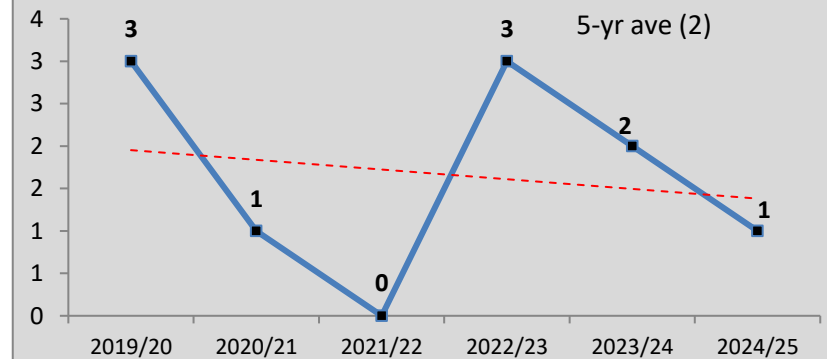
### Number of Personal Injury Accidents

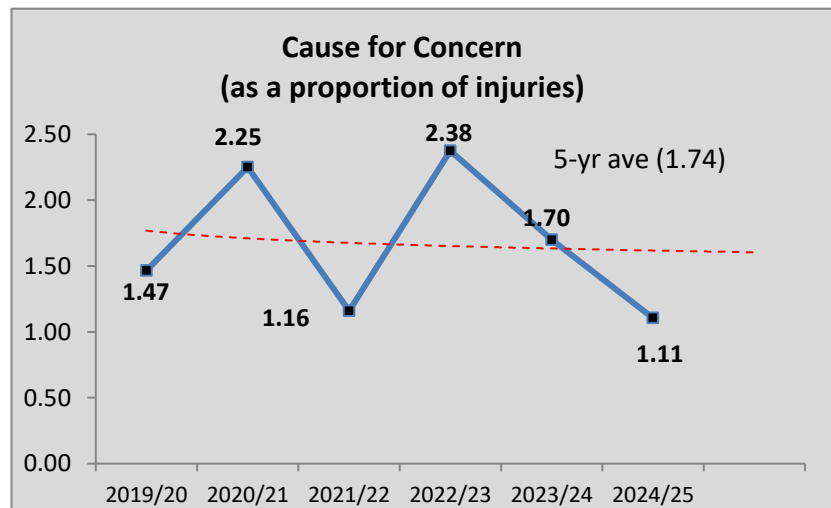
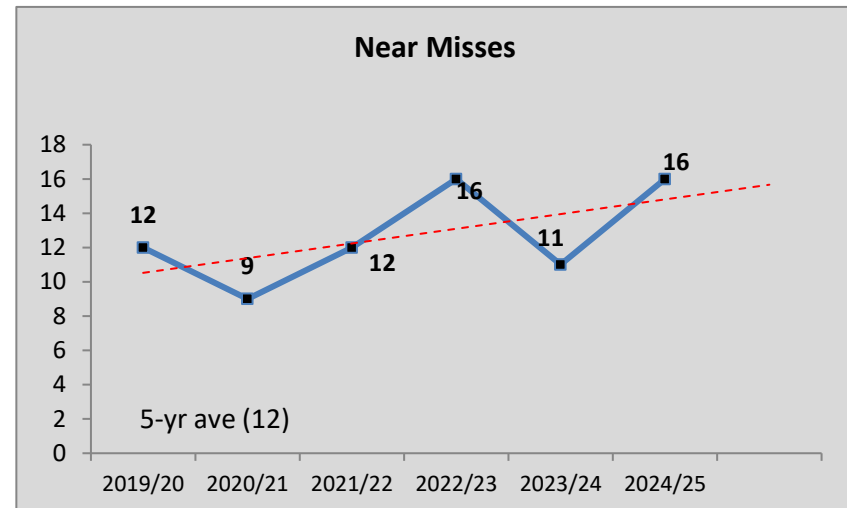
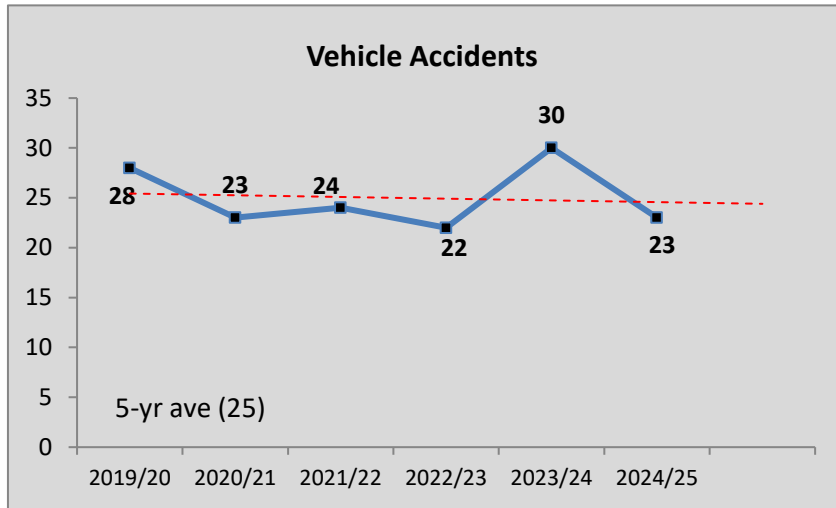


### RIDDOR Reportable Accidents



### Accidents Resulting in Damage to Property





Corporate Goal: Professional, Proud and Passionate People

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

Corporate Outcome: A Competent Workforce, Outstanding Leaders

Indicator		5-yr Average (where data is available)	2023/24	2024/25	% Direction of travel from 2023/24	% Direction of travel from 5-yr average	Target	% Direction of travel from target
2.2.1.1	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	94%	99%	73%	-26% ↓	-21% ↓	100%	-27% ↓
2.2.1.2	Maintaining Competence: Percentage of Green Book Personnel (Grade A - J) who have been assessed as maintaining competence aligned to PDR Core Skills	63%	85%	24%	-61% ↓	-39% ↓	100%	-76% ↓
2.2.1.3	Percentage of staff who have received a Personnel Development Review during the current financial year	ANNUAL INDICATOR			-	-	-	-
2.2.1.4	Percentage of Personnel who have completed training on areas identified within the approved Training Needs Assessment	ANNUAL INDICATOR			-	-	-	-
2.2.1.5	Percentage of operational exercises undertaken and completed as a proportion of the Annual Operational Exercise Programme	89%	100% (75/75)	92% (45/49)	-8% ↓	-3% ↓	100%	-8% ↓
A Competent Workforce, Outstanding Leaders Overall Performance Judgement					Requires Improvement	Requires Improvement		Requires Improvement

Corporate Goal: Professional, Proud and Passionate People

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

Corporate Outcome: An inclusive and Great Place to Work

Indicator		5-yr Average (where data is available)	2023/24	2024/25	% Direction of travel from 2023/24	% Direction of travel from 5-yr average	Target	Target
2.4.1.1	All Staff Turnover as a proportion of the Workforce	ANNUAL INDICATORS			-	-	-	-
2.4.1.2	All Staff Voluntary turnover as a proportion of the workforce				-	-	-	-
2.4.1.3	All Staff voluntary turnover as a proportion of the workforce females				-	-	-	-
2.4.1.4	Females in All staff Group Posts				-	-	-	-
2.4.1.5	Females in Grey Book Wholetime positions				-	-	-	-
2.4.1.6	Females in Grey Book On Call positions				-	-	-	-
2.4.1.7	Females in Fire Control Positions				-	-	-	-
2.4.1.8	Females in Green Book positions				-	-	-	-
2.4.1.9	Staff classed as BME				-	-	-	-
2.4.1.10	Staff classed as BME Grey Book				-	-	-	-
2.4.1.11	Staff classed as BME On Call				-	-	-	-
2.4.1.12	Staff classed as BME Fire Control				-	-	-	-
2.4.1.13	Staff classed as BME Green Book				-	-	-	-

2.4.1.14	Grievance cases	ANNUAL INDICATORS	-	-	-	-
2.4.1.15	Grievances - Bullying and Harassment		-	-	-	-
2.4.1.16	Grievances - Discriminatory behaviour		-	-	-	-
2.4.1.17	Whistleblowing cases		-	-	-	-
2.4.1.18	Disciplinary Cases		-	-	-	-
2.4.1.19	Promotion Applications WT & On Call		-	-	-	-
2.4.1.20	Promotions of WT and Retained Females		-	-	-	-
An Inclusive and Great Place to Work Overall Performance Judgement			-	-	-	-



# EFFICIENT, SUSTAINABLE RESOURCES

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



## Performance Summary: Efficient, Sustainable Resources

Below is a summary of our performance for the period 1st April 2024 to 31st December 2024 against our Corporate Goal 3

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



**Corporate Goal: Efficient, Sustainable Resources**

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

**Corporate Outcome: Efficient and Effective Use of Resources**

Indicator		5-yr Average (where data is available)	2023/24	2024/25	% Direction of travel from 2023/24	% Direction of travel from 5-yr average	Target	% Direction of travel from target
3.1.1.1	Number of Internal Audit reports classed as limited assurance or below	0	0	1	% (+1) ↑	% (+1) ↑	0	% (+1) ↑
3.1.1.2	Number of Internal Audit recommendations not completed and signed off by Internal Audit by the due deadline	1	0	1	% (+1) ↑	% ⇄	0	% (+1) ↑
3.1.1.3	Public Contracts Regulations 2015: Percentage of invoices paid within 30 days	98%	93% (3161/3386)	93% (2896/3107)	% ⇄	-5% ↓	100%	-7% ↓
3.1.1.4	Public Contracts Regulations 2015: Interest Paid due to late payment of invoices	£0.00	£0.00	£0.00	% ⇄	% ⇄	£0.00	% ⇄
3.1.1.5	Procurement ROI (Return on Investment)	ANNUAL INDICATOR			-	-	-	-
3.1.1.6	Compliant Spend	ANNUAL INDICATOR			-	-	-	-
3.1.1.7	Supporting our Communities	ANNUAL INDICATOR			-	-	-	-
3.1.1.8	Number of Malicious False Alarms	104	116	74	-36% (-42) ↓	-29% (-30) ↓	110	-33% (-36) ↓
3.1.1.9	Percentage of Malicious False Alarms resulting in mobilisation of a fire appliance	75%	77%	80%	+3% ↑	+5% ↑	-	-
3.1.1.10	Staff Turnover: Percentage of staff leaving the Brigade as a proportion of the total workforce	8.10%	9.93%	7.14%	-2.79% ↓	-0.96% ↓	-	-
3.1.1.11	Percentage of call questioned Non Domestic Fire Alarm Calls where no fire is confirmed that the Brigade attends	-	20%	12%	-8% ↓	No Comparator Information	-	-
3.1.1.12	Percentage of time 18 or more appliances are available to respond to Emergency Calls*	38%	11%	24%	+13% ↑	-14% ↓	100%	-76% ↓
3.1.1.13	Percentage of time On Call Crewed Appliances are available for Operational Response	57%	46%	47%	+1% ↑	-10% ↓	100%	-53% ↓
Efficient and Effective Use of Resources Performance Judgement					Performing Well	Adequate Performance		Adequate Performance

Corporate Goal: Efficient, Sustainable Resources								
Corporate Objective: contribute to a more sustainable future for our next generations								
Corporate Outcome: A Greener, More Sustainable Organisation								
Indicator		5-yr Average (where data is available)	2023/24	2024/25	% Direction of travel from 2023/24	% Direction of travel from 5-yr average	Target	% Direction of travel from target
	Measures under development	-	-	-	Measures Under Development	Measures Under Development	-	-
Value for Money Overall Performance Judgement					Measures Under Development	Measures Under Development		Measures Under Development

# EMERGENCY RESPONSE BENCHMARKS SUMMARY



## EMERGENCY RESPONSE BENCHMARKS

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

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

### Response Benchmarks

#### Fire Control and Mobilisation

Indicator		5 year average	2024/25	Target	% Direction of travel from target
1.1.5.9	Average time taken to answer an emergency 999 call (7 seconds)	6.19	6.15	7	-12% ↓
1.1.5.10	Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	83	83	100	-17% ↓
1.1.5.11	Percentage of times a fire appliance is dispatched to an emergency in 2 minutes	90%	90%	98%	-8% ↓
1.1.5.12	Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	94%	92%	100%	-8% ↓
1.1.5.13	Percentage of On Call Appliances meeting the Book Mobile threshold of 5 Minutes	67%	55%	100%	-45% ↓

## Building Fires

Indicator		5 year average	2024/25	Target	% Direction of travel from target
1.1.1.10	Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	00:05:11	00:05:56 (940/1238)	00:07:00	-15% ↓
1.1.1.11	First appliance attendance to a Dwelling Fire within 10 minutes on 90% of occasions	97%	94% (1163/1238)	90%	4% ↑
1.1.1.12	Average time of second appliance to attend a Dwelling Fire incident (10 minutes)	00:07:11	00:07:45 (814/999)	00:10:00	-23% ↓
1.1.2.8	Average time of first appliance attendance to a building fire (7 Minutes)	00:05:15	00:06:00 (1480/1975)	00:07:00	-14% ↓
1.1.2.9	First appliance attendance to building fires within 10 minutes on 90% of occasions	96%	94% (1856/1975)	90%	4% ↑
1.1.2.10	Average time of second appliance to attend a building fire incident (10 minutes)	00:07:18	00:07:53 (1073/1335)	00:10:00	-21% ↓

## Road Traffic Collisions

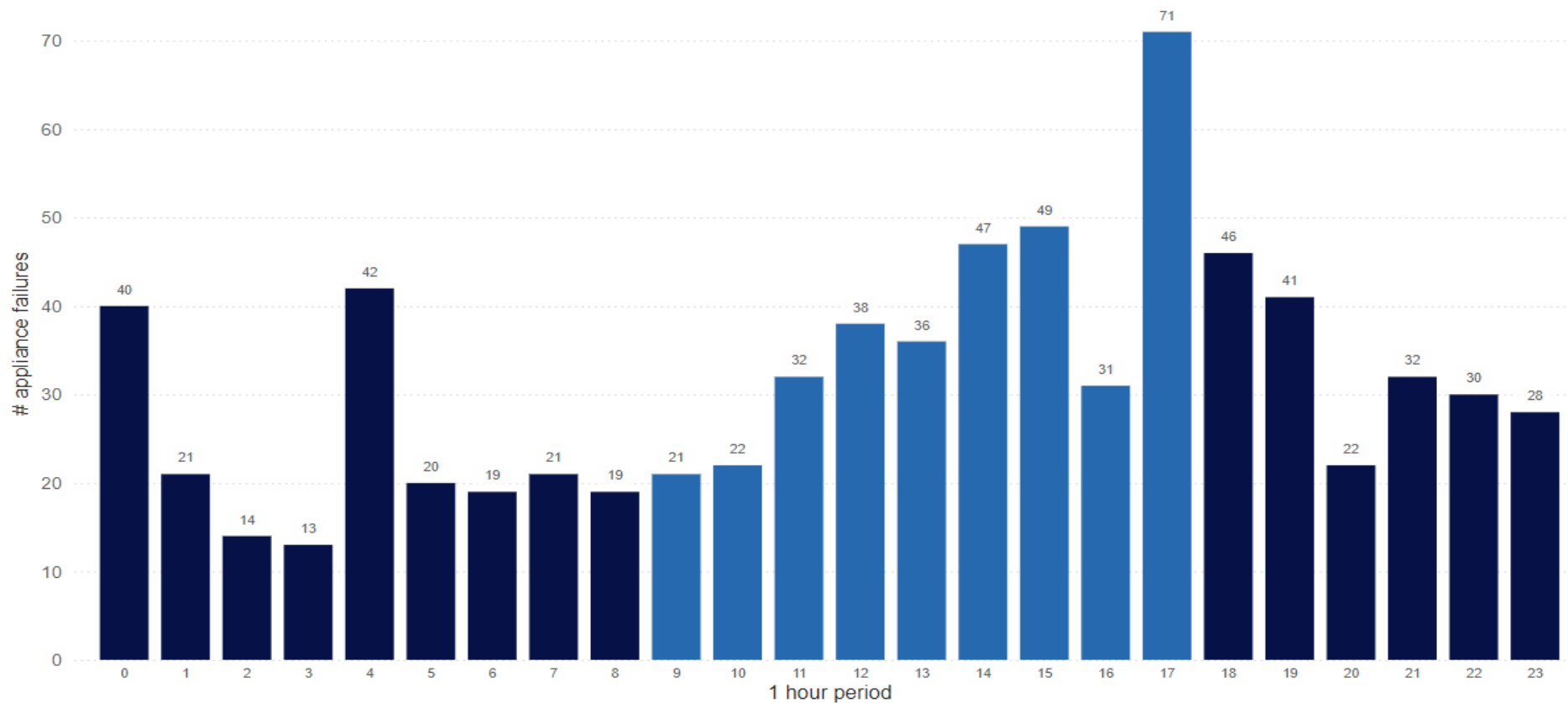
Indicator		5 year average	2024/25	Target	% Direction of travel from target
1.1.3.5	Average time of first appliance attendance to an immediate life threatening / rescue RTC (8 minutes)	00:05:48	00:06:42 (163/219)	00:08:00	-16% ↓

## High Hazard

Indicator		5 year average	2024/25	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)	00:05:19	00:06:34	00:07:00	-6% ↓
1.1.4.3	Average time full mobilisation requirement of appliances to an industrial fire (20 minutes)	-	No reported mobilisations	00:20:00	-
1.1.4.4	Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	-	00:17:45	00:16:00	11% ↑

## Appliance Failures by Hour and Shift

Shift ● Day ● Night

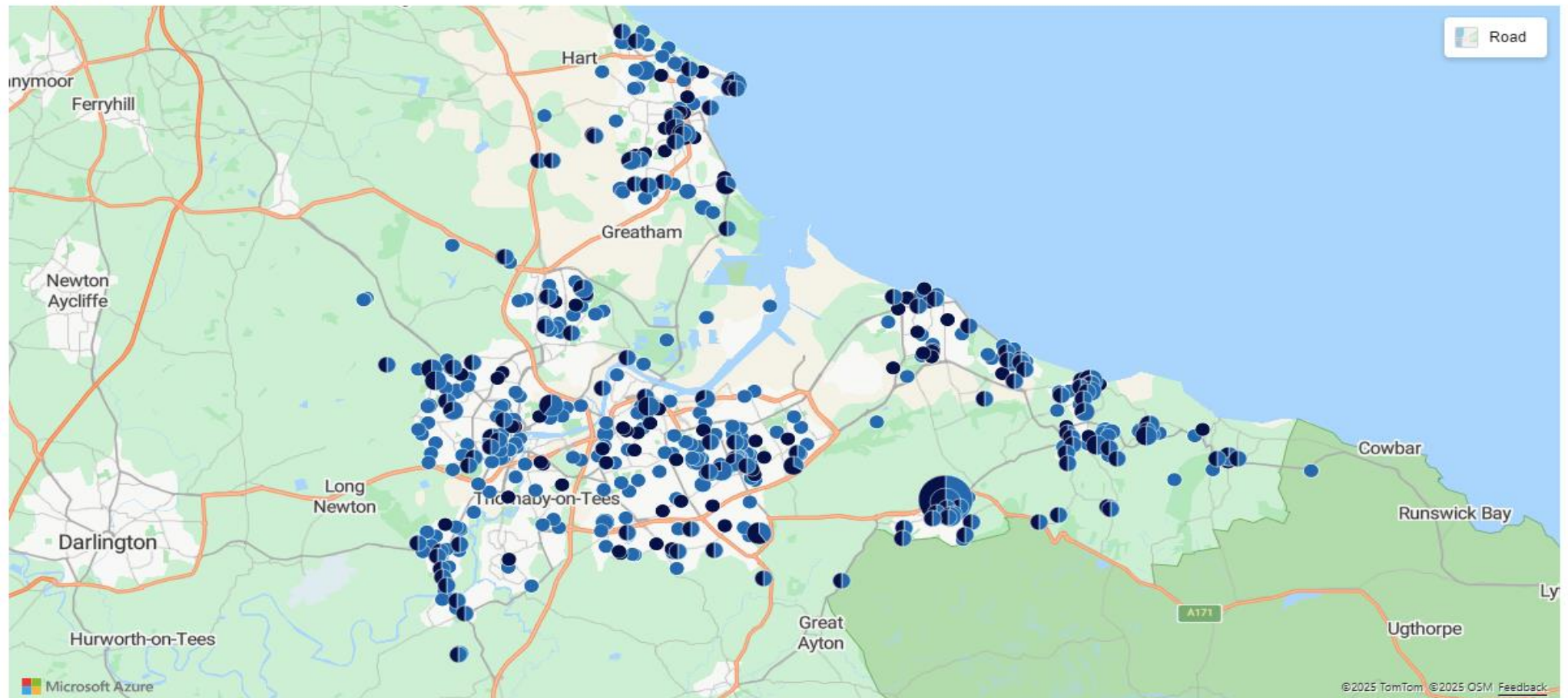


1st Pump Time Taken to Arrive at Incident	Total
00:07:00 to 00:07:59	188
00:08:00 to 00:08:59	114
00:09:00 to 00:09:59	73
00:10:00 to 00:10:59	31
00:11:00 to 00:11:59	30
00:12:00 to 00:12:59	25
00:13:00 to 00:13:59	7
00:14:00 to 00:14:59	6
>15	20
<b>TOTAL</b>	<b>494</b>

End Main Type 1st Pump	Total
Chimney Fire	0
Primary	84
Secondary	20
False Alarm Apparatus	241
False Alarm Good Intent	132
False Alarm Malicious	13
Special Service	4
<b>TOTAL</b>	<b>494</b>

## Map of 1st and 2nd Benchmark Failures (Building Fire Risk)

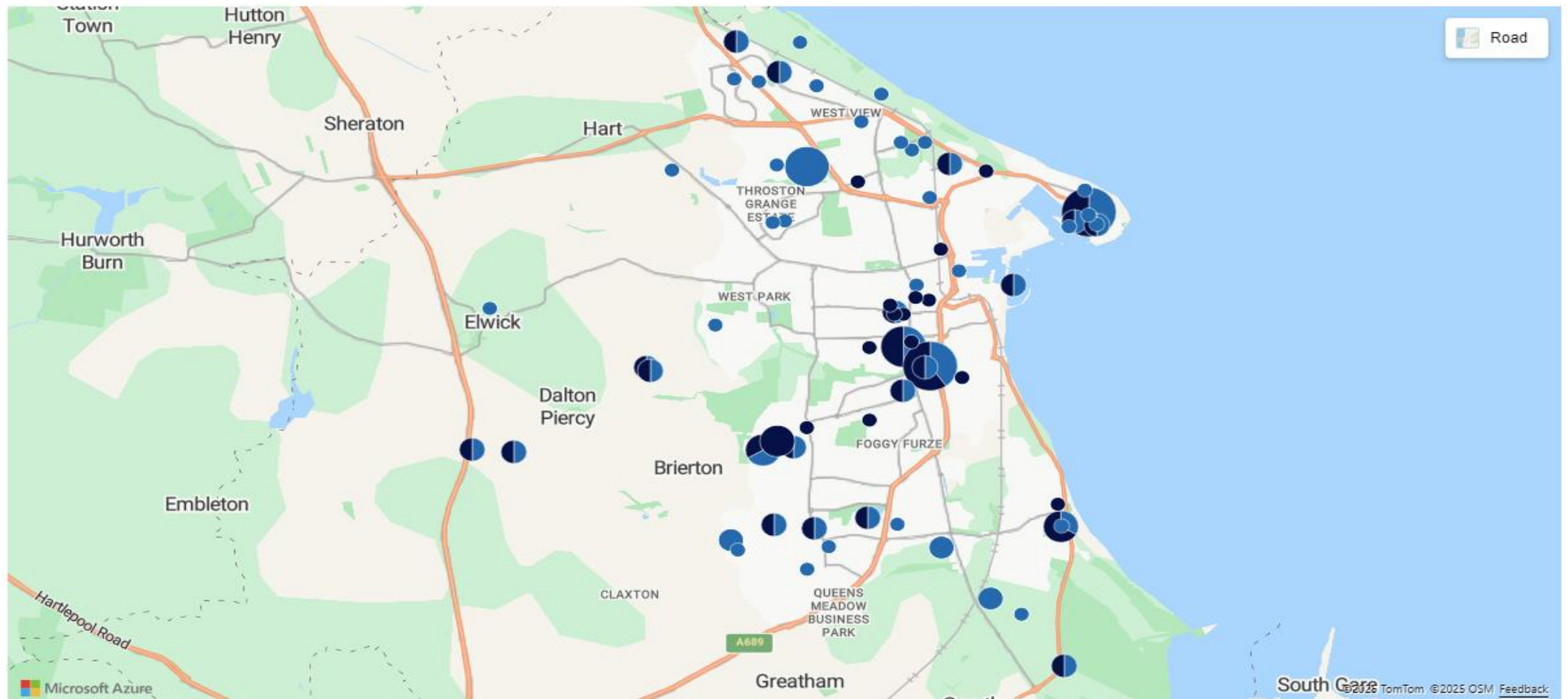
Pump ● 1 ● 2





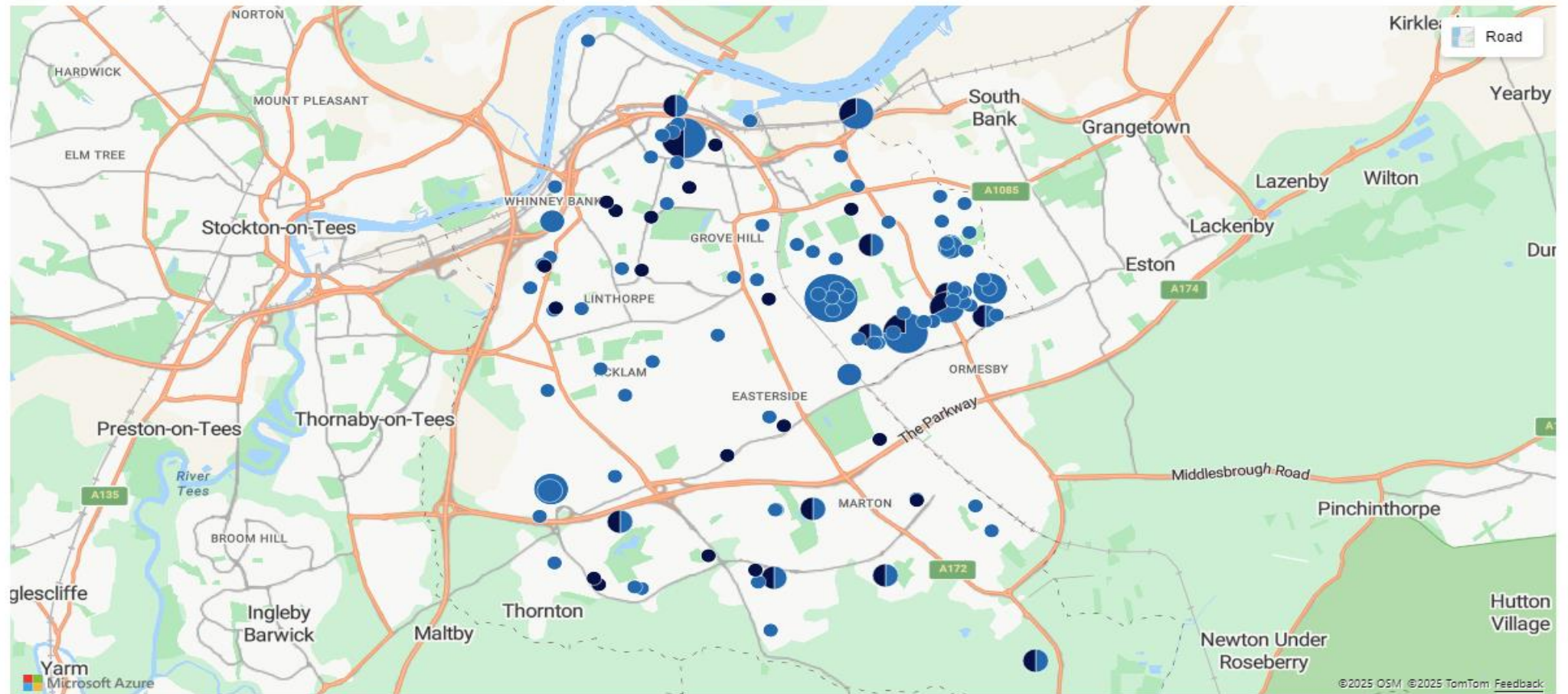
## Hartlepool District

Pump ● 1 ● 2



## Middlesbrough District

Pump ● 1 ● 2



## Redcar & Cleveland District

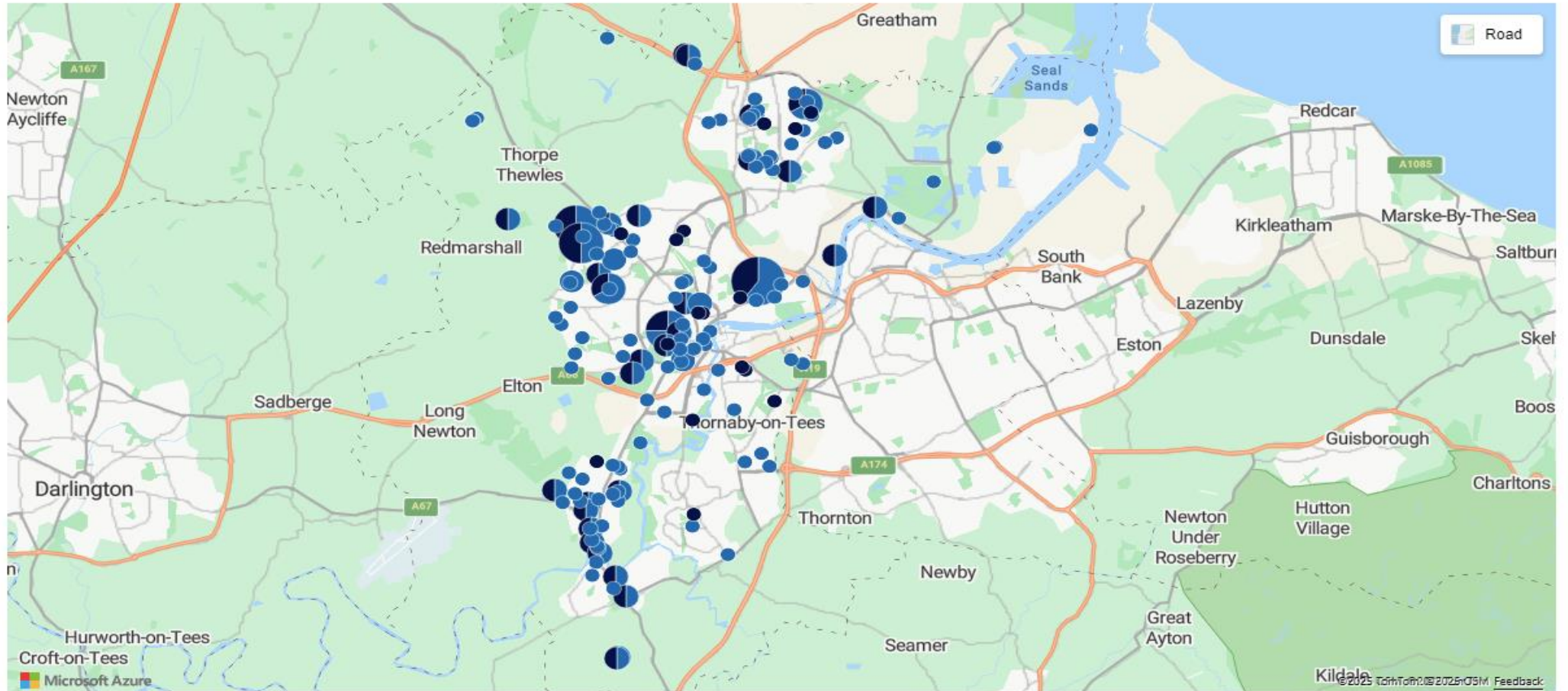
Pump ● 1 ● 2





## Stockton District

Pump ● 1 ● 2





## 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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