CLEVELAND FIRE BRIGADE

Organisational Performance

Quarter 1

1st April 2025 to 30th June 2025

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 **11th July 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 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.

Commencing in 2023/24 and ongoing it has been identified that the technical issue in the mobilisation system periodically reocurrs. 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 the Incident Recording System or Idetails 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.

On 29th April 2025 through to 1st May 2025 a failure resulted in incidents not pulling through into the the Incident Recording System or Idetails leading to a delay in the records being completed. Logs were recovered for all incidents and for most incidents affected, appliance call sign details and attendance times were recovered, however it was necessary to manually enter some appliance times into idetails and manually attach appliances to a small number of incidents in IRS. Incidents impacted have had the relevant details manually recorded.

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Performance Summary

Goal	Objective & Outcome	Performance compared to previous year assessed as	Performance compared to 5 years average assessed as	Performance compared to Target assessed as
Safer Stronger Communities **Go To Page 11**	**Identify and minimise fire and rescue related risks in the community**	**Performing Well**	**Performing Well**	**Performing Well**
	Safer Homes	12 Performing Well	12 Adequate Performance	12 Performing Well
	Safer Buildings	13 Performing Well	13 Adequate Performance	13 Performing Well
	Safer Transport Infrastructures	5 Performing Well	5 Adequate Performance	5 Performing Strongly
	Safer High Hazard Industries	5 Performing Well	5 Performing Well	5 Performing Well
	Safer Neighbourhoods and the Environment	7 Adequate Performance	7 Adequate Performance	7 Adequate Performance
	Supporting National Resilience	3 Performing Well	3 Performing Strongly	3 Performing Well
	Improved Health Outcomes	2 Requires Improvement	2 Performing Well	2 No Targets Set

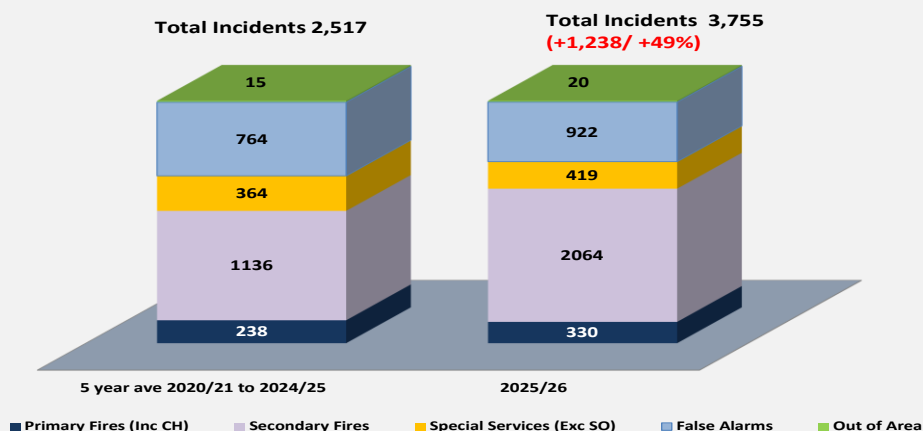| Goal	Objective & Outcome	Performance compared to previous year assessed as	Performance compared to 5 years average assessed as	Performance compared to Target assessed as
Professional, Proud, Passionate People **Go To Page 21**	**Recruit, develop and maintain a professional, diverse and value driven workforce**	**Adequate Performance**	**Adequate Performance**	**Adequate Performance**
	A Healthy Workforce	12 Performing Well	12 Performing Well	12 Performing Well
	A Safe Workforce, Safe Workplaces	7 Requires Improvement	7 Requires Improvement	7 Requires Improvement
	A Competent Workforce, Outstanding Leaders	5 Requires Improvement	5 Requires Improvement	5 Requires Improvement
	Ensure that Cleveland Fire Brigade is a great, fair and inclusive place to work	**ANNUAL INDICATORS**	**ANNUAL INDICATORS**	**ANNUAL INDICATORS**
	An Inclusive and Great Place to Work	20 ANNUAL INDICATORS	20 ANNUAL INDICATORS	20 ANNUAL INDICATORS

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 28**	**Promote good governance, be transparent and accountable to our communities for the provision of an efficient, effective and value for money service**	**Performing Well**		**Performing Well**		**Performing Well**	
	Efficient and Effective Use of Resources	13	Performing Well	13	Performing Well	13	Performing Well
	Capitalise on insight, learning and technological advances	**No Measures**		**No Measures**		**No Measures**	
	No Strategic Outcome	0	No Measures	0	No Measures	0	No Measures
	Pursue opportunities to collaborate	**No Measures**		**No Measures**		**No Measures**	
	No Strategic Outcome	0	No Measures	0	No Measures	0	No Measures
	Contribute to a more sustainable future for our next generations	**No Measures**		**No Measures**		**No Measures**	
	A Greener, More Sustainable Organisation	0	No Measures	0	No Measures	0	No Measures

CORPORATE SUITE OF INDICATORS

Incident Profile April 2025 to June 2025 compared to 5-yr Average

Total Incidents 2,517

15	
764	
364	
1136	
238	

Total Incidents 3,755
(+1,238/ +49%)

20	
922	
419	
2064	
330	

5 year ave 2020/21 to 2024/25   2025/26

■ Primary Fires (Inc CH)   ■ Secondary Fires   ■ Special Services (Exc SO)   ■ False Alarms   ■ Out of Area

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

Prevention: Safer Homes Visits

Following its risk based targeting approach to Safer Homes Visits, between 1st April 2025 to 30th June 2025 the Brigade carried out **6,165 Safer Home Visit (SHV) interventions.** From these Safer Home Visit interventions, the Brigade has **completed 4,336 visits**.

This is an **reduction of 1,394 (-24%)** Safer Home Visits compared to 2024/25, when the Brigade completed **5,730 SHV.**

This is also a **reduction of 317 (-7%)** against the 5 year average of **4,653.**

Resulting from the Safer Home Visits there were **577 (13%) referrals to other agencies** for support and/or to provide items of risk reduction equipment.

Operational crews completed **3,762 (87%) SHV** compared to **5,142** in 2024/25; **a reduction of 1,380 (-27%).**

Hubs and Advocates completed **574 (13%) SHV** compared to **577** in 2024/25; **a reduction of 3 (-1%).**

Fire Control

During the period **April 2025 - June 2025** , Fire Control dealt with **5,262 emergency calls**, **an increase of 48% (+1,712)** from the 5-year average of **3,550**.

Emergency Response

We responded to **3,755 incidents**, **an increase of 1,238 (+49%)** compared to the 5-year average. Comparing Quarter 1 2025/26 to the 5-year average across all incident categories:

- **Primary Fires** have **increased by 39% (92)** from 238 to 330;
- **Secondary Fires** have **increased by 82% (928)** from 1,136 to 2,064;
- **All False Alarms** have **increased by 21% (158)** from 764 to 922; within this AFA incidents have **increased by 10%** (238 to 261), FAGI have **increased by 30%** (495 to 642) and Malicious incidents have **reduced by 39%** (31 to 19);
- **Out Of Area** incidents have **increased by 33% (5)** from 15 to 20;
- **Special Services** have **increased by 15% (55)** from 364 to 419;
- **Chimney Fires** have **reduced by 100%** from 1 to 0.

Fire incidents account for **64% (2,394) of total incidents,** higher than the 5-year average of 55%. **Primary Fires excluding Chimney Fires** and **Secondary Fires** account for **9%** and **55%** of all incidents attended respectively. **85% (2,036) of all fires** attended have been classified as **deliberate** in nature.

Protection: Safer Buildings - Risk Based Inspections

62 inspections have been completed from the risk based inspection programme (RBIP), with a further **95 audits attempted** where the premises have been demolished, are derelict or converted to a private dwelling.

56 **'Reactive' inspections** that were not part of the RBIP, giving a total of **213 audits completed or attempted.** This overall in comparison to 24/25 (244) is an inspection **reduction of 31 (13%)**.

No Properties in RBIP	Property Risk Level	2025/26 RBIP Plan	2025/26 Audits Completed	% of RBIP Plan
	0 Very High	0	0	N/A
16	High	16	0	0%
3601	Medium	1362	62	5%
5629	Low	-		
7075	Very Low	-		
	RBIP Completed		62	
	RBIP Attempted	-	95	
	TOTAL RBIP Audits	1378	157	11%
	Reactive Audits		56	
	Including Attempts, reactive and low or very low			
	TOTAL AUDITS		213	

In addition to inspections under the RBIP, **84 (90%) consultation**s and **184 (91%) 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

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 2025 to 30th June 2025 against our Corporate Goal 1.

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

	Corporate Goal: Safer, Stronger Communities

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)	2024/25	2025/26	% Direction of travel from 2024/25	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.1.1	Number of Accidental Dwelling Fires	45	43	64	49%	42%	41	56%
1.1.1.2	Number of Deliberate Dwelling Fires	20	20	27	35%	35%	14	93%
1.1.1.3	Number of Accidental Dwelling Fire Fatalities	1	0	0	%	-100%	0	%
1.1.1.4	Number of Deliberate Dwelling Fire Fatalities	0	0	0	%	%	0	%
1.1.1.5	Number of Accidental Dwelling Fire Injuries	3	1	5	400%	67%	0	+%
1.1.1.6	Number of Deliberate Dwelling Fire Injuries	2	1	0	-100%	-100%	0	%
1.1.1.7	Number of False Alarm Good Intents in Dwellings	172	204	183	-10%	6%	207	-12%
1.1.1.8	Percentage of ADFs which have received a SHV within 5 years prior to the ADF	31%	34%	34%	%	3%	-	-
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)	00:05:15	00:05:50 (317/420)	00:06:02 (289/392)	3%	15%	00:07:00	-14%
1.1.1.11	First Appliance Attendance to a Dwelling Fire Within 10 Minutes on 90% of Occasions	97%	95% (398/420)	92% (361/392)	-3%	-5%	90%	2%
1.1.1.12	Average time of a Second Appliance Attendance to a Dwelling Fire (10 Minutes)	00:07:15	00:07:41 (286/351)	00:08:14 (218/289)	7%	14%	00:10:00	-18%
Safer Homes Overall Performance Judgement					**Performing Well**	**Adequate Performance**		**Performing Well**

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)	2024/25	2025/26	% Direction of travel from 2024/25	% 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*	-	11% (138/1277)	11% (157/1378)	%	No Comparator Information	100%	-89%
1.1.2.2	Percentage of enforcement notices that are completed within prescribed timescales	91%	100% (6/6)	20% (1/5)	-80%	-71%	100%	-80%
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	0	0	%	-100%	0	%
1.1.2.5	Number of Industrial and Commercial Fires	19	16	28	75%	47%	16	75%
1.1.2.6	Number of Non Domestic Unwanted Automated Fire Alarm Calls received	-	293	101	-66%	No Comparator Information	-	-
1.1.2.7	Number of attendances at Non Domestic Unwanted Automated Fire Alarm Calls	95	110	94	-15%	-1%	139	-32%
1.1.2.8	Average time of first appliance attendance to a building fire (7 Minutes)	00:05:23	00:05:55 (485/648)	00:06:09 (446/610)	4%	14%	00:07:00	-12%
1.1.2.9	First appliance attendance to a building fire within 10 minutes on 90% of occasions	96%	94% (612/648)	92% (559/610)	-2%	-4%	90%	2%
1.1.2.10	Average time of second appliance to attend a building fire incident (10 minutes)	00:07:24	00:07:48 (378/463)	00:08:06 (311/400)	4%	10%	00:10:00	-19%
1.1.2.11	Percentage of Consultations completed within prescribed timescales	95%	94% (79/84)	90% (84/93)	-4%	-5%	100%	-10%
1.1.2.12	Percentage of Licensing Consultations completed within prescribed timescales	97%	89% (32/36)	91% (184/202)	2%	-6%	100%	-9%
1.1.2.13	Percentage of Building (72d) Risk Information scheduled to be reviewed during the year that has been reviewed	60%	77% (55/71)	43% (28/65)	-34%	-17%	100%	-57%
Safer Buildings Overall Performance Judgement					**Performing Well**	**Adequate Performance**		**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

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)	2024/25	2025/26	% Direction of travel from 2024/25	% 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	77	96	96	%	25%	-	-
1.1.3.2	Number of Fatalities in Road Traffic Collisions (Police data)	2	1	3	200%	50%	-	-
1.1.3.3	Number of people seriously injured in Road Traffic Collisions (Police data)	42	46	45	-2%	7%	-	-
1.1.3.4	Number of people suffering slight injuries Road Traffic Collisions (Police data)	154	165	126	-24%	-18%	-	-
1.1.3.5	Average time of first appliance attendance to an immediate life threatening / rescue Road Traffic Collisions (8 minutes)	00:05:46	00:06:42 (46/64)	00:06:12 (64/81)	-7%	7%	00:08:00	-23%
Safer Transport Infrastructure Overall Performance Judgement					Performing Well	Adequate Performance		Performing Strongly

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)	2024/25	2025/26	% Direction of travel from 2024/25	% 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	4	8	0	-100%	-100%	6	-100%
1.1.4.2	Average time of first appliance attendance to a Life Risk incident at a High Hazard site (7 minutes)	00:05:12	00:06:01	No Reported Mobilisations	No Comparator Information	No Comparator Information	00:07:00	No Comparator Information
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	-	00:18:41	No Reported Mobilisations	No Comparator Information	No Comparator Information	00:16:00	No Comparator Information
1.1.4.5	Percentage of High Hazard sites risk information that have been reviewed during the year	19%	33% (12/36)	0% (0/1)	-33%	-19%	100%	-100%
					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 Neighbourhoods and the Environment

	Indicator	5-yr Average (where data is available)	2024/25	2025/26	% Direction of travel from 2024/25	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.5.1	Number of Deliberate Fire Fatalities	0	0	0	%	%	0	%
1.1.5.2	Number of Deliberate Fire Injuries	2	2	0	-100%	-100%	0	%
1.1.5.3	Number of Deliberate Fires	1167	916	2036	122%	74%	1135	79%
1.1.5.4	Number of Deliberate Primary Fires	131	129	181	40%	38%	148	22%
1.1.5.5	Number of Deliberate Primary Fire Vehicles	73	82	104	27%	42%	99	5%
1.1.5.6	Number of Deliberate Secondary Fires	1036	787	1855	136%	79%	987	88%
1.1.5.7	Number of Water Rescue Incidents	1	1	5	400%	400%	1	400%
Safer Neighbourhoods and the Environment Overall Performance Judgement					**Adequate Performance**	**Adequate Performance**		**Adequate Performance**

Supplementary Indicators							
Indicator	5-yr Average (where data is available)	2024/25	2025/26	% Direction of travel from 2024/25	% Direction of travel from 5-yr average	Target	% Direction of travel from target
Total Number of 999 calls to Fire Control	3550	3217	5262	64%	48%	-	
Number of times a Fire Appliance assigned to an incident failed to respond	1	1	5	400%	400%	-	
Number of Primary Fire Fatalities	1	0	0	%	-100%	0	%
Number of Primary Fire Injuries	6	3	5	67%	-17%	0	+%
Percentage of all fires that are classed as Accidental Fires	16%	17%	15%	For information Purposes		-	
Percentage of all fires that are classed as Deliberate Fires	84%	83%	85%			-	
Number of Primary Fires	236	215	330	53%	40%	221	49%
Number of Secondary Fires	1136	885	2064	133%	82%	1160	78%
Average time taken to answer an emergency 999 call (7 seconds)	6.00	6.03	6.34	5%	6%	7.00	-9%
Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	81	84	91	9%	13%	100	-9%
Percentage of Occasions Fire Control mobilise a Fire Appliance within 2 minutes of the call	91%	89%	85%	-4%	-6%	98%	-13%
Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	93%	92%	92%	%	-1%	100%	-8%
Percentage of On Call appliances meeting the Book Mobile threshold of 5 Minutes	65%	52%	60%	8%	-5%	100%	-40%

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)	2024/25	2025/26	% Direction of travel from 2024/25	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.6.1	Percentage of times the DIM (G8) National Resilience resource is mobilised within 60 minutes	100%	100% (1/1)	100% (6/6)	%	%	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%	87%	-13%	No Comparator Data	100%	-13%
	Supported National Resilience Overall Performance Judgement				**Performing Well**	**Performing Strongly**		**Performing Well**

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)	2024/25	2025/26	% Direction of travel from 2024/25	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.2.1.1	Percentage of Safer Home Visits that lead to a positive intervention (equipment and / or referral for additional support)	8%	14%	13%	-1%	5%	-	-
1.2.1.2	Number of Safeguarding Referrals Submitted	-	28	31	11%	No Comparator Information	-	-
1.2.1.3	Percentage of Co-responder incidents attended by the Brigade where medical treatment was provided by CFB	-	100% (4/4)	45% (5/11)	-55%	No Comparator Information	-	-
	Improved Health Overall Performance Judgement				**Requires Improvement**	**Performing Well**		**Not Measured**

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 2025 to 30th June 2025 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	Performing Well	Performing Well
A Safe Workforce, Safe Workplaces	Requires Improvement	Requires Improvement	Requires Improvement
A Competent Workforce, Outstanding Leaders	Requires Improvement	Requires Improvement	Requires Improvement
An Inclusive and Great Place to Work	ANNUAL INDICATORS	ANNUAL INDICATORS	ANNUAL INDICATORS
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)	2024/25	2025/26	% Direction of travel from 2024/25	% 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	30%	6%	6%	%	-24%	100%	-94%
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)*	98%	100%	100%	%	2%	100%	%
2.1.1.3	Average Number of Duty days lost to sickness absence per employee - All Staff	2.39	2.38	2.44	3%	2%	2.63	-7%
2.1.1.4	Average Number of Duty days lost to sickness absence per employee - Wholetime	2.64	2.51	2.30	-8%	-13%	2.77	-17%
2.1.1.5	Average Number of Duty days lost to sickness absence per employee - On Call	1.10	0.85	0.94	10%	-14%	0.78	20%
2.1.1.6	Average Number of Duty days lost to sickness absence per employee - Fire Control	4.19	2.08	1.03	-50%	-75%	2.95	-65%
2.1.1.7	Average Number of Duty days lost to sickness absence per employee - Green Book	2.38	3.23	4.38	35%	84%	3.47	26%
2.1.1.8	Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness	33%	32%	25%	-7%	-8%	-	-
2.1.1.9	Number of people who exceed Phased Return Limits	1	1	0	-100%	-100%	-	-
2.1.1.10	Number of people who exceed Modified Duties Limits	9	10	7	-30%	-22%	-	-
2.1.1.11	Length of time on Phased Return Duty*	45	71	0	-100%	-100%	-	-
2.1.1.12	Length of time on Modified Duties	610	563	368	-35%	-40%	-	-
	A Healthy Workforce Overall Performance Judgement				**Performing Well**	**Performing Well**		**Performing Well**

* cumulative days

	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)	2024/25	2025/26	% Direction of travel from 2024/25	% 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)	9	6	14	133%	56%	9	56%
2.1.2.2	Number of RIDDOR Reportable Accidents	1	2	3	50%	200%	0	+%
2.1.2.3	Number of Personal Injury Accidents	7	5	14	180%	100%	7	100%
2.1.2.4	Number of Accidents resulting in damage to property	1	0	2	+%	100%	1	100%
2.1.2.5	Number of Near Misses	4	6	7	17%	75%	6	17%
2.1.2.6	Number of Vehicle Accidents	9	9	10	11%	11%	8	25%
2.1.2.7	Cause for Concern	15	7	13	Data for information		-	-
A Safe Workforce, Safe Workplaces Overall Performance Judgement					Requires Improvement	Requires Improvement		Requires Improvement

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)	2024/25	2025/26	% Direction of travel from 2024/25	% 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	88%	82%	53%	-29%	-35%	100%	-47%
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	69%	64%	33%	-31%	-36%	100%	-67%
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	97%	100% (15/15)	74% (20/27)	-26%	-23%	100%	-26%
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)	2024/25	2025/26	% Direction of travel from 2024/25	% Direction of travel from 5-yr average	Target	% Direction of travel from target
2.4.1.1	All Staff Turnover as a proportion of the Workforce							
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				ANNUAL INDICATORS			
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		
2.4.1.15	Grievances - Bullying and Harassment		
2.4.1.16	Grievances - Discriminatory behaviour	ANNUAL INDICATORS	
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	ANNUAL INDICATORS	ANNUAL INDICATORS	-	ANNUAL INDICATORS

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 2025 to 30th June 2025 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	Performing Well	Performing Well
A Greener, More Sustainable Organisation	No Measures	No Measures	No Measures
Total Overall	Performing Well	Performing Well	Performing Well

Corporate Goal: Efficient, Sustainable Resources

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

Corporate Outcome: Efficient and Effective Use of Resources

	Indicator	5-yr Average (where data is available)	2024/25	2025/26	% Direction of travel from 2024/25	% 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	0	%	%	0	%
3.1.1.2	Number of Internal Audit recommendations not completed and signed off by Internal Audit by the due deadline	0	0	0	%	%	0	%
3.1.1.3	Public Contracts Regulations 2015: Percentage of invoices paid within 30 days	98%	94.7% (932/984)	90.8% (914/1006)	-4%	-7%	100%	-9%
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	31	23	19	-17%	-39%	28	-32%
3.1.1.9	Percentage of Malicious False Alarms resulting in mobilisation of a fire appliance	75%	79%	90%	11%	15%	-	-
3.1.1.10	Staff Turnover: Percentage of staff leaving the Brigade as a proportion of the total workforce	ANNUAL INDICATOR						
3.1.1.11	Percentage of call questioned Non Domestic Fire Alarm Calls where no fire is confirmed that the Brigade attends	-	19%	23%	4%	No Comparator Information	-	-
3.1.1.12	Percentage of time 18 or more appliances are available to respond to Emergency Calls*	37%	26%	26%	%	-11%	100%	-74%
3.1.1.13	Percentage of time On Call Crewed Appliances are available for Operational Response	59%	46%	53%	7%	-6%	100%	-47%
Efficient and Effective Use of Resources Performance Judgement					**Performing Well**	**Performing Well**		**Performing Well**

Corporate Goal: Efficient, Sustainable Resources

Corporate Objective: contribute to a more sustainable future for our next generations

Corporate Outcome: A Greener, More Sustainable Organisation

	Indicator	5-yr Average (where data is available)	2024/25	2025/26	% Direction of travel from 2024/25	% 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	2025/26	Target	% Direction of travel from target
1.1.5.9	Average time taken to answer an emergency 999 call (7 seconds)	6.00	6.34	7	-9%
1.1.5.10	Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	81	91	100	-9%
1.1.5.11	Percentage of times a fire appliance is dispatched to an emergency in 2 minutes	91%	85%	98%	-13%
1.1.5.12	Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	93%	92%	100%	-8%
1.1.5.13	Percentage of On Call Appliances meeting the Book Mobile threshold of 5 Minutes	65%	60%	100%	-40%

Building Fires

Indicator		5 year average	2025/26	Target	% Direction of travel from target
1.1.1.10	Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	00:05:15	00:06:02 (289/392)	00:07:00	-14%
1.1.1.11	First appliance attendance to a Dwelling Fire within 10 minutes on 90% of occasions	97%	92% (361/392)	90%	2%
1.1.1.12	Average time of second appliance to attend a Dwelling Fire incident (10 minutes)	00:07:15	00:08:14 (218/289)	00:10:00	-18%
1.1.2.8	Average time of first appliance attendance to a building fire (7 Minutes)	00:05:23	00:06:09 (446/610)	00:07:00	-12%
1.1.2.9	First appliance attendance to building fires within 10 minutes on 90% of occasions	96%	92% (559/610)	90%	2%
1.1.2.10	Average time of second appliance to attend a building fire incident (10 minutes)	00:07:24	00:08:06 (311/400)	00:10:00	-19%

Road Traffic Collisions

Indicator		5 year average	2025/26	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)	00:05:46	00:06:12 (64/81)	00:08:00	-23%

High Hazard

Indicator		5 year average	2025/26	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)	00:05:12	No Reported Mobilisations	00:07:00	No Comparator Information
1.1.4.3	Average time full mobilisation requirement of appliances to an industrial fire (20 minutes)	-	No Reported mobilisations	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	00:16:00	No Comparator Information

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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