



Organisational Performance

Quarter 3

1st April 2022 to 31st December 2022

DATA QUALITY STATEMENT

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

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

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

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

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

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

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

Any amendments to the data supporting this report after **11th January 2023**, such as reclassification of incidents following fire investigations, will not be represented in the information reported.

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





























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

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

CONTENTS

Section	Page Number
Performance At a Glance	4
Performance Summary	5
Performance Overview	7
1 Incident Profile	27
2 Measuring Performance	28
3 Brigade Performance	30
3 Safer Stronger Communities	31
4 Professional, Proud, Passionate People	63
5 Efficient, Sustainable Resources	76
6 Emergency Response Benchmarks	80
7 Glossary of Terms	90
Contact Details	92

2022/23 AT A GLANCE QUARTER 3

	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	12,232	+17% (+1735) 	+26% (+2522) 	Number of Incidents	8,530	+16% (+1,148) 	+26% (+1,773) 
Primary Fires	789	+18% (+120) 	+36% (+210) 	Secondary Fires	3,989	+32% (+964) 	+48% (+1302) 
Accidental Dwelling Fires	174	+26% (+36) 	+55% (+62) 	Safer Homes Visits	15,589	+4% (+569) 	+28% (+3,414) 
Deliberate Dwelling Fires	55	-28% (-21) 	-13% (-8) 	Total annual risk based inspections completed	472	no comparator	no comparator
Industrial Commercial Fires	53	-12% (-7) 	+6% (+3) 	Percentage 14 appliances availability	96.4%	no comparator	no comparator
Response Time: First Appliance	00:05:19 (1543/1869)	+4% (00:00:13) 	+7% (+00:00:21) 	Response Time: 2nd Appliance	00:07:30 (1073/1279)	+6% (00:00:25) 	+9% (+00:00:37) 
Violence to Staff	35	-19% (-8) 	-8% (-3) 	Accidents causing injury	16	-36% (-9) 	-36% (-9) 
All staff average duty days absence	9.65	+14% (+1.20) 	+47% (+3.10) 	% duty days lost to mental health	31%	-1% 	+4% 

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

Performance Summary

Goal	Objective & Outcome	Performance compared to previous year assessed as	Performance compared to 5 years average assessed as	Performance compared to Target assessed as
Safer Stronger Communities Go To Page 32	Identify and minimise fire and rescue related risks in the community	Performing Well	Adequate Performance	Performing Well
	Safer Homes	12 Adequate Performance	12 Adequate Performance	12 Performing Well
	Safer Buildings	13 Performing Well	13 Adequate Performance	13 Adequate Performance
	Safer Transport Infrastructures	5 Adequate Performance	5 Adequate Performance	5 Performing Strongly
	Safer High Hazard Industries	5 Performing Strongly	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 Strongly	3 No Comparator	3 Performing Strongly
	Improved Health Outcomes	2 Performing Well	2 Performing Well	2 No Targets

Goal	Objective & Outcome	Performance compared to previous year assessed as	Performance compared to 5 years average assessed as	Performance compared to Target assessed as
Professional, Proud, Passionate People Go To Page 64	Recruit, develop and maintain a professional, diverse and value driven workforce	Performing Well	Adequate Performance	Requires Improvement
	A Healthy Workforce	12 Adequate Performance	12 Adequate Performance	12 Requires Improvement
	A Safe Workforce, Safe Workplaces	7 Adequate Performance	7 Performing Well	7 Adequate Performance
	A Competent Workforce, Outstanding Leaders	5 Performing Strongly	5 No Comparator	5 Requires Improvement
	Ensure that Cleveland Fire Brigade is a great, fair and inclusive place to work	Annual Measure	Annual Measure	Annual Measure
	An Inclusive and Great Place to Work	20 Annual Measure	20 Annual Measure	20 Annual Measure

Goal	Objective & Outcome	Performance compared to previous year assessed as	Performance compared to 5 years average assessed as	Performance compared to Target assessed as
Efficient, Sustainable Resources Go To Page 77	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	Performing Well
	Efficient and Effective Use of Resources	13 Performing Well	13 Adequate Performance	13 Performing Well
	Capitalise on insight, learning and technological advances	No Measures	No Measures	No Measures
	No Strategic Outcome	0 No Measures	0 No Measures	0 No Measures
	Pursue opportunities to collaborate	No Measures	No Measures	No Measures
	No Strategic Outcome	0 No Measures	0 No Measures	0 No Measures
	Contribute to a more sustainable future for our next generations	No Measures	No Measures	No Measures
	A Greener, More Sustainable Organisation	0 No Measures	0 No Measures	0 No Measures

Introduction

This report provides details of Cleveland Fire Brigade's performance for the period Quarter 3 1st April 2022 to 31st December 2022. It provides a transparent, single view of information which allows Elected Members, Auditors and members of the public to hold the Brigade's senior managers and staff to account in terms of the performance of their Fire Brigade.

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

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

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

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

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

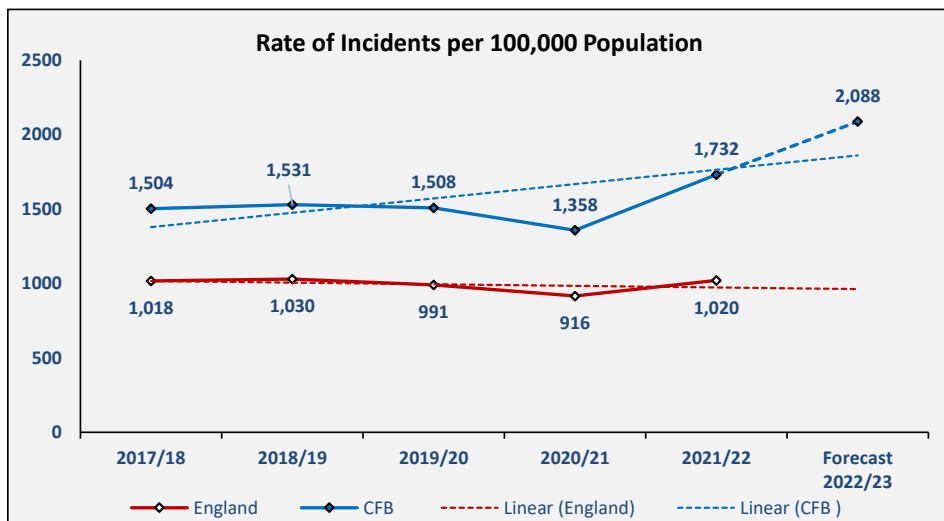
All performance information is detailed in the body of the report. When considering the information and comparing with previous years consideration must be made of the impact of Covid during 2020 and 2021, where significant reductions in service demand for emergency response incidents was experienced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

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

Performance Overview

Total Incidents

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



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

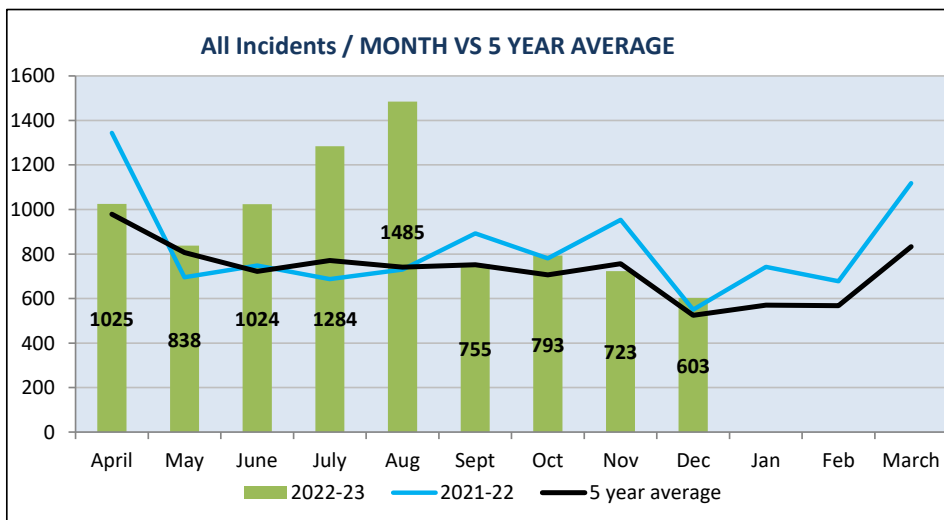
The rate of incidents we have attended has **increased by 15%** between 2017/18 to 2021/22.

Nationally, the rate of incidents has slightly **increased by 0.2%** between 2017/18 to 2021/22.

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

The rate of incidents per 100,000 within CFB is forecast to **rise to 2,088 incidents** by the end of financial year 2022/23.

Performance 1st April 2022 to 31st December 2022



• April 2022 - December 2022: **8,530 Incidents (+1,773/ 26% higher** compared to five year average): 31 incidents per day.

• April - December 5 Year average: 6,757 incidents: 25 incidents per day.

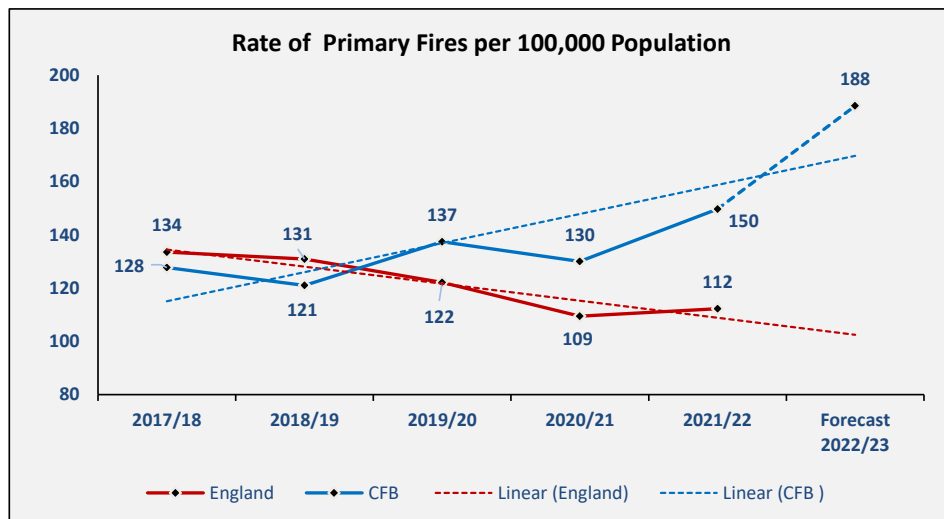
• April 2021 – December 2021: 7,382 incidents: 27 incidents per day.

• April, June, July and August 2022 all exceeded 1,000 incidents per month. The average number of incidents per month YTD is 948 per month.

• December 2022 had the lowest number of incidents YTD, with 603 incidents occurring.

Primary Fires

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



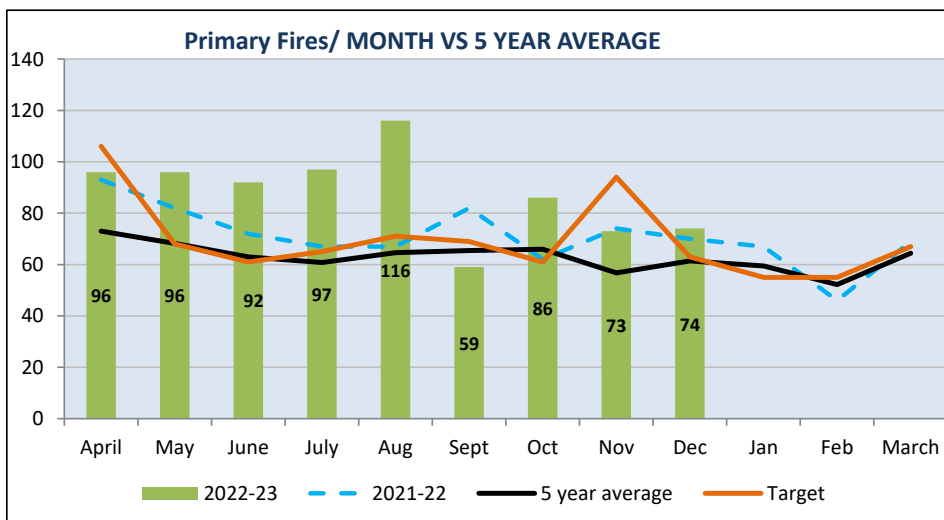
During 2021/22, we attended 150 Primary Fire Incidents per 100,00 population.

Nationally between 2017/18 to 2021/22 the rate of primary fire incidents **reduced by 16%**.

For CFB, the rate of incidents between 2017/18 and 2021/22 **increased by 17%**.

The forecasted figure to 31st March 2023 for financial year 2022/23 is 188 primary fire incidents per 100,000 population.

Performance 1st April 2022 to 31st December 2022



• In Q3 2022/23, the Brigade responded to **789 primary fire** incidents which is **18% (120) higher** than the total attended for 2021/22 (669), **36% (210) higher** than the 5-year average of 579 and **20% (131) higher** than target YTD of 658.

• April - December 2022: 789 Incidents compared to 669 incidents in April to December 2021.

• April – December 5 Year average: 579 incidents.

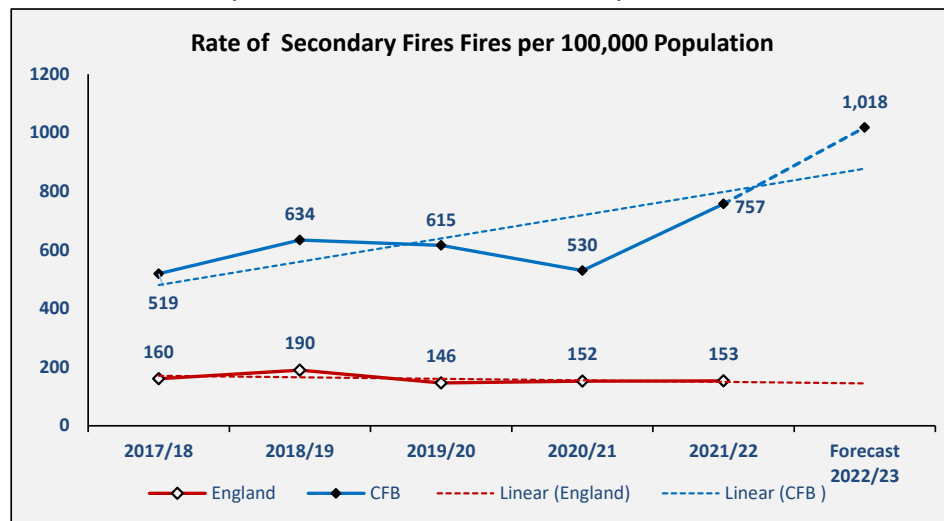
• 421 fires (53%) primary fires are classed as deliberate fires.

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

Property Type	2021/22	2022/23
Dwelling Fires	32%	29%
Non Domestic	14%	12%
Vehicle Fires	40%	40%
Other	14%	20%
Total	100%	100%

Secondary Fires

Between 2017/18 to 2021/22, nationally the rate of secondary fire incidents has **reduced by 4%** (160 to 153 per 100,000 population). During the same period, secondary incidents within CFB have **increased by 46%** (519 to 757 incidents per 100,000 population) within CFB. In 2021/22 the **rate of secondary fires was nearly 5 times higher** than the national average. Using year to date (YTD) data to formulate a forecasted figure, this is set to rise to 1,018 incidents per 100,000 within Cleveland by the end of the current financial year.



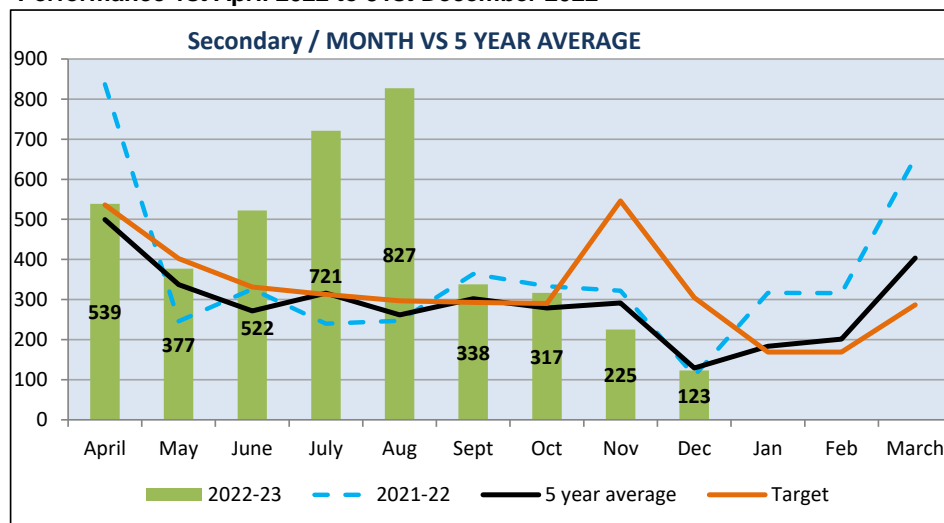
During 2021/22, CFB's rate of secondary fires was 757 per 100,000 population.

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

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

Between April 2022 to December 2022, 54% of secondary fires were classed as refuse related and 42% grass related.

Performance 1st April 2022 to 31st December 2022

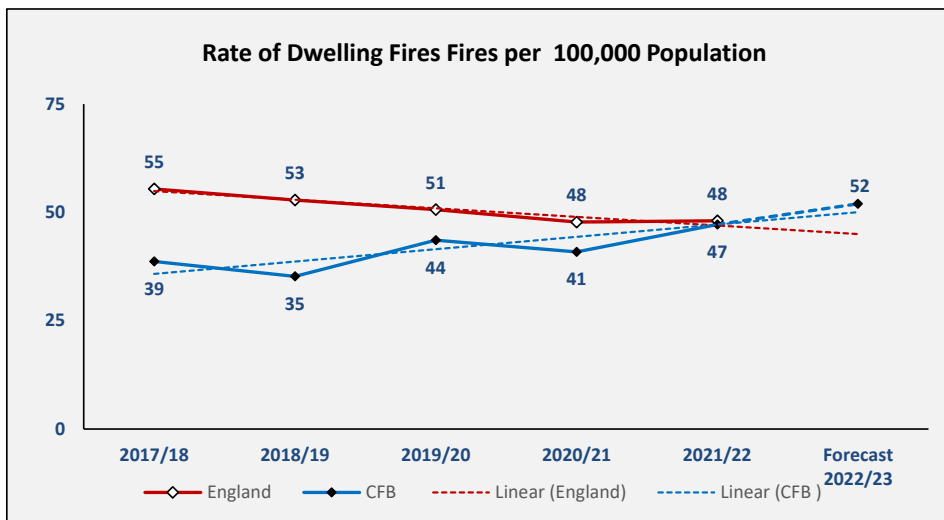


During April to December 2022, the Brigade have attended **3,989 secondary fires**, which is:

- **1,302 (48%) higher** than the 5-year average (2,687 fires).
- **964 (32%) higher** than the same period in 2021/22 (3,025 fires).
- **676 (20%) higher** than target (3,313 fires).

Dwelling Fires

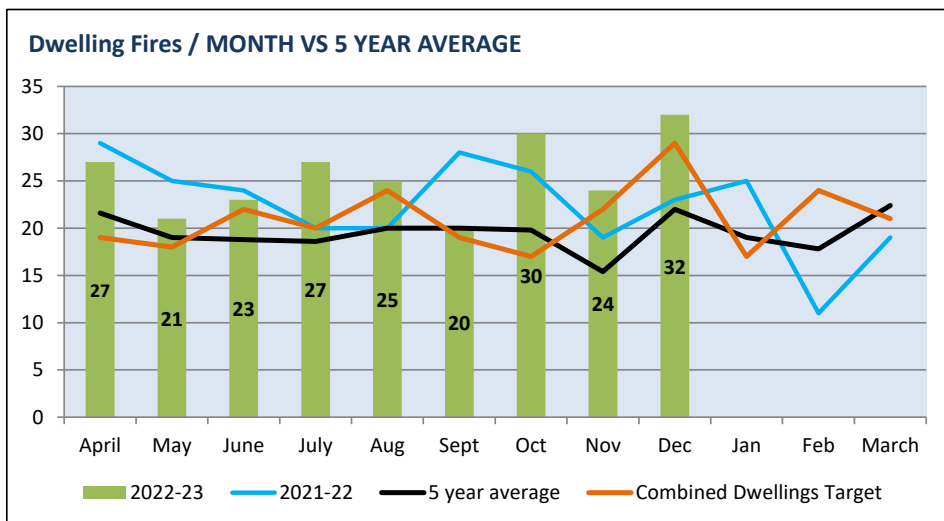
Cleveland Fire Brigade has always performed well compared to the national rate for dwelling fires, with the rate of dwelling fires per 100,000 population always lower than the national data as illustrated in the chart below. During 2021/22, the Brigade responded to 269 Dwelling Fires (180 accidental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



Since 2017/18, there has been an upward trend (**21% increase** 2017/18 to 2021/22) in the rate of dwelling fires in CFB which has continued into the current year. Using YTD to provide a forecast figure to the end of financial year 2022/23, this is set to rise to 52 dwelling fires per 100,000 population.

Between 2017/18 to 2021/22, nationally the rate of dwelling fires incidents has seen the opposite trend to the rate within CFB with incidents at 55 per 100,000 population, reducing to 48 per 100,000 in 2021/22. This is a **reduction of 13%** compared to the increase seen within CFB.

Performance 1st April 2022 to 31st December 2022

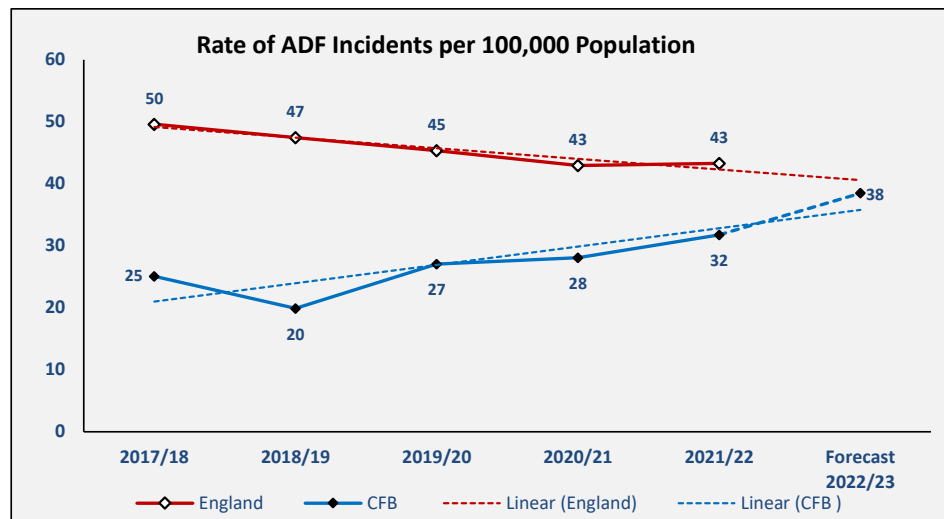


Between April - December 2022, there has been 229 fires within dwellings. Of the 229 YTD, 24% (55) were deemed to have been ignited deliberately and 174 (76%) were accidental.

- 229 dwelling fires between April - December 2022.
- an **increase of 15 (7%)** when comparing to 2021 (214 dwelling fires).
- an **increase of 54 (31%)** when comparing to the Five-Year Average (175 dwelling fires).
- an **increase of 39 (21%)** when comparing to the combined Target (190 dwelling fires- target compiled by adding accidental dwelling fires target to deliberate dwelling fires target).

Accidental Dwelling Fires

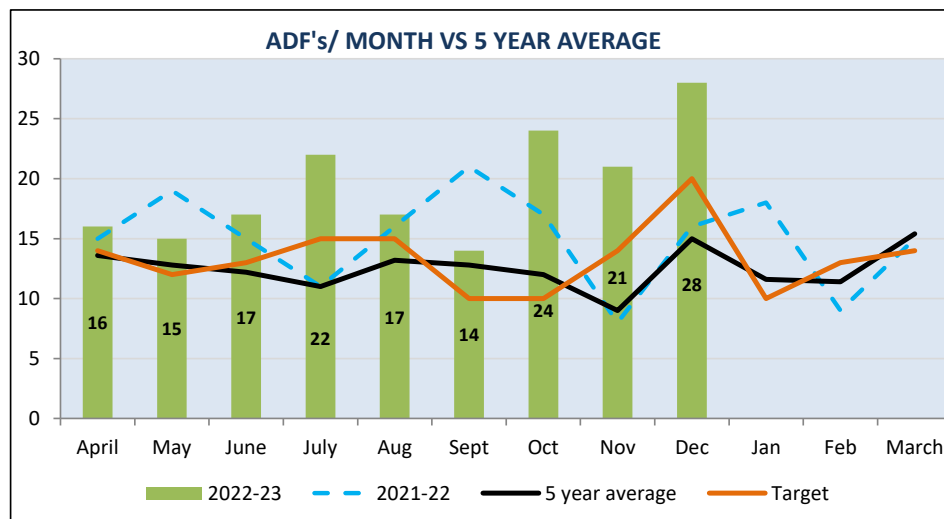
Traditionally, the Brigade has had one of the lowest number of ADFs in the country. During 2021/22, the Brigade responded to 180 Accidental Dwelling Fires.



Between 2017/18 - 2021/22, with the exception of 2018/19, there has been an upward trend (**28% increase** 2017/18 to 2021/22) in the rate of ADFs in CFB which has continued into the current year. Using YTD data to forecast to the end of financial year 2022/23, it is predicted that the rate of ADFs per 100,000 within CFB will increase to 38.

Since 2017/18 to 2021/22, nationally the rate of incidents has **reduced by 14%** compared to the **increase** seen within CFB.

Performance 1st April 2022 to 31st December 2022



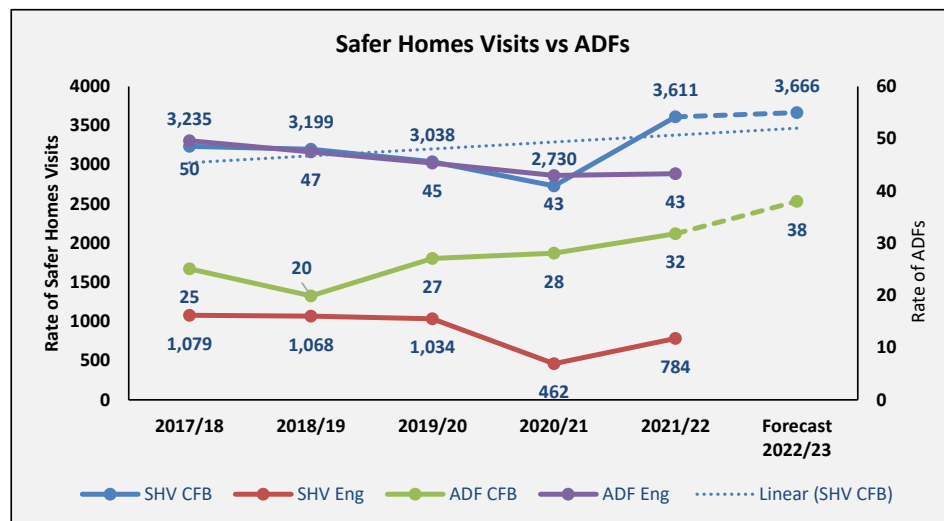
- During Q3 2022/23 there were **174 Accidental Dwelling Fires** in the Brigade area which is 36 (**26% higher**) than 2021/22 and 62 (**55% higher**) than the 5-year average of 112.

- 41% (51) higher** than target of 123.

No of Properties	Risk Band of Property	Number of incidents	%	Rate of ADF per 1,000 Dwellings
3,908	VH	16	9%	4.09
12,690	H	18	10%	1.42
55,441	M	69	40%	1.24
56,718	L	28	16%	0.49
107,399	VL	43	25%	0.40
236,156	Grand Total	174	100%	0.74

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:



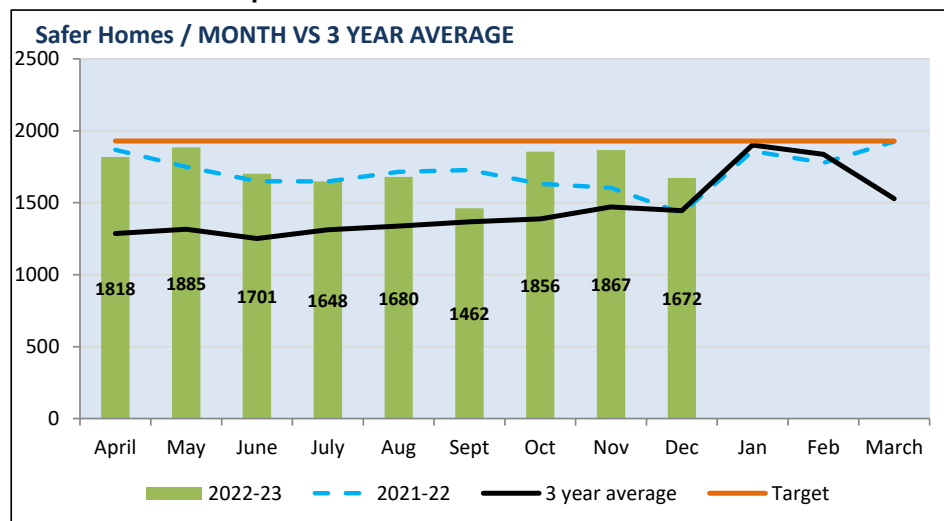
Traditionally we conduct one of the highest rate of Safer Homes Visits nationally, which has contributed to the exceptional performance in numbers of ADFs.

Between 2017/18 and 2021/22 we conducted an average of 3,302 per 100,000 population Safer Homes Visits compared to the national average of 1,030 Safer Homes Visits.

Over the same period the average rate of ADFs for the Brigade was 26.4 compared to an average national rate of 45.7.

The rate of Safer Homes Visits within CFB per 100,000 population has **reduced by 8%** between 2017/18 and 2021/22 and over the same period there has been a **27% increase** in the rate of ADFs per 100,000 population.

Performance 1st April 2022 to 31st December 2022



- During 2022-23, the Brigade **attempted to carry out 26,170 Safer Home Visits (SHV) and completed 15,589**. This is **3,414 visits (28%)** higher than the 3-year average (12,175) and **569 (4%)** higher than the same period in 2021 (15,020).

- April - December 2022: 15,589 completed.

- April - December 3 Year Average: 12,175.

- April - December 2021: 15,020 Safer Homes Visits.

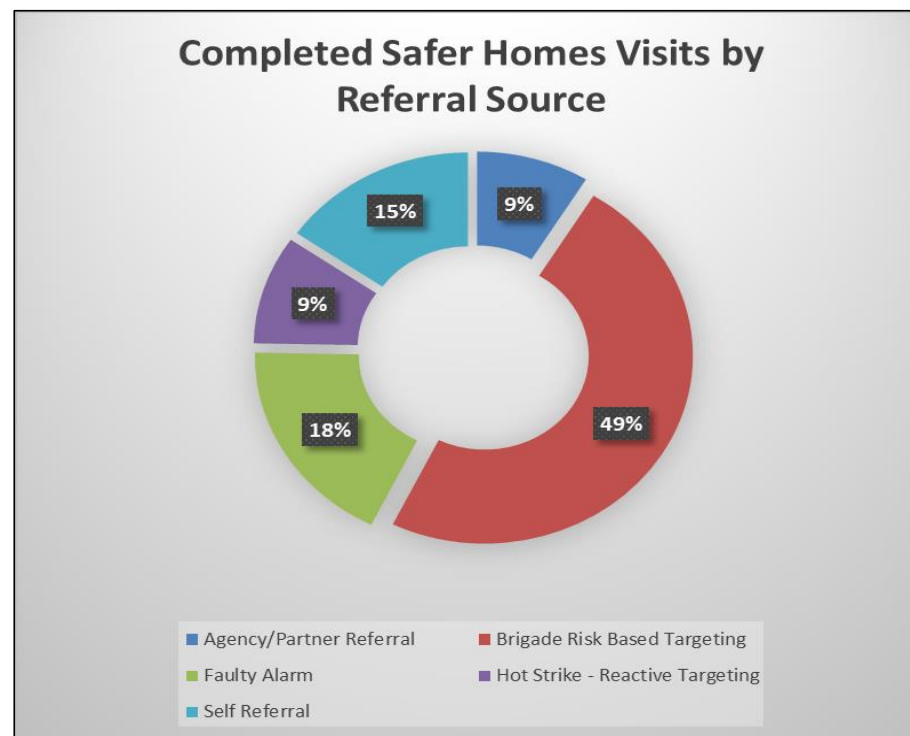
- Number of Safer Homes Visits completed in each month is higher than the 3 year average but lower than the target.

Sources of Visits

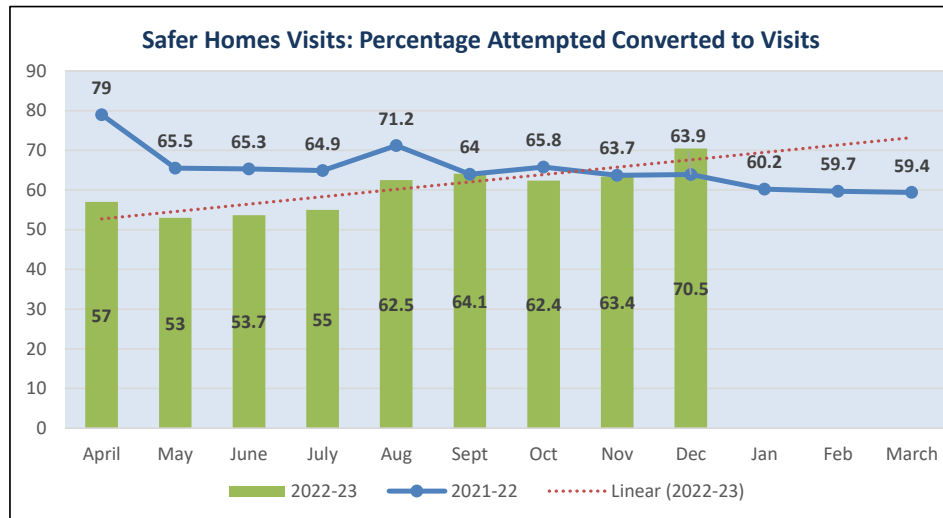
We adopt a risk based approach to the identification of Safer Homes Visits to complete, which targets the vulnerable individuals in the community. The chart opposite displays the proportion of visits from the various referral sources, ranging from referrals from other organisations, self referrals from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

Based on those completed visits recorded on the tablets:

- 9% arise from referrals from other Agencies and 15% are Self-Referrals;
- 49% of visits are derived from Brigade Risk Based Targetting/Station Self Generation using our Risk Profiles;
- 18% arise from Faulty Alarms;
- 9% arise from Reactive Hot Strikes following incidents and False Alarms.



Conversion of Visits



During 2022-23 year to date, we have attempted 26,170 Safer Homes visits and have successfully converted 15,589 of these into completed visits. This demonstrates that year to date, 60% of all attempted visits result in a completed Safer Homes.

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

Conversion rates in 2022/23 are generally lower every month when compared to 2021/22, excepting September 2022 and December 2022 which exceeded last years rates.

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

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

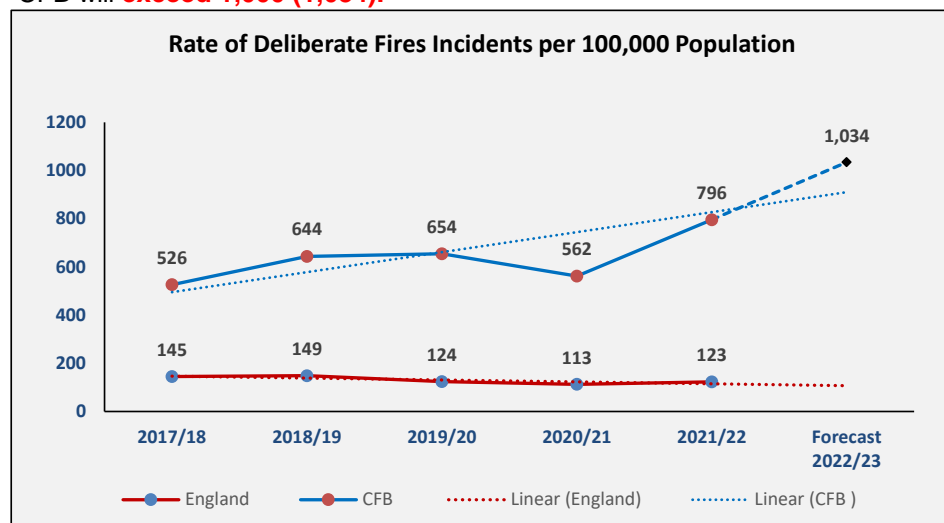
Our conversion rate of attempted visits to completed visits is 60% compared to 66% in 2021/22.

The conversion rate ranges from 49% (Risk Based Targeting) to 94% (Faulty Alarms):

Referral Type	% Converted to Visit 22/23 to Q3	% Converted to Visit 21/22 to Q3
Agency/Partner Referral	77%	70%
Brigade Risk Based Targeting	49%	56%
Faulty Alarm	94%	93%
Hot Strike - Reactive Targeting	51%	55%
Self Referral	81%	84%

Deliberate Fires

Deliberate fire setting within the Brigade area is the highest rate in the country and has been for a number of years with the Brigade experiencing over **6 times the national rate of deliberate fires**. Using YTD data to forecast to the end of financial year 2022/23, it is predicted that the rate of deliberate fires per 100,000 within CFB will **exceed 1,000 (1,034)**.



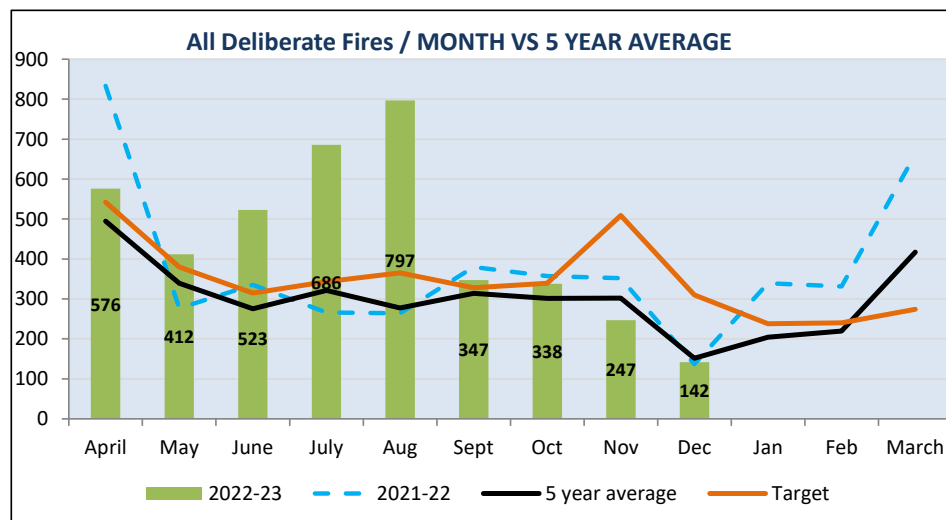
Using the data reported in the National Fire Statistical tables for 2021/22:

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

Nationally this equates to:

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

Performance 1st April 2022 to 31st December 2022



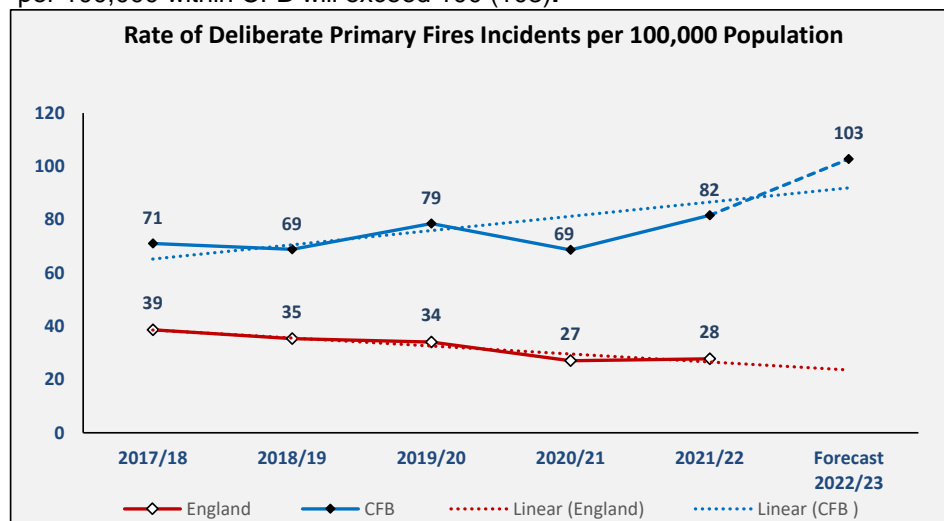
- During Q3 2022/23 the Brigade responded to **4,068 deliberate fires**. Of these, **3,647 (90%)** were deliberate secondary fires and **421 (10%)** deliberate primary fires.

April - December 2022: 4,068 deliberate fires which is:

- **1,291 (46%) higher** compared to 5-year average (2,777).
- **867 (27%) higher** compared to 2021/22 (3,201).
- **637 (19%) higher** than target (3,431).

Deliberate Primary Fires

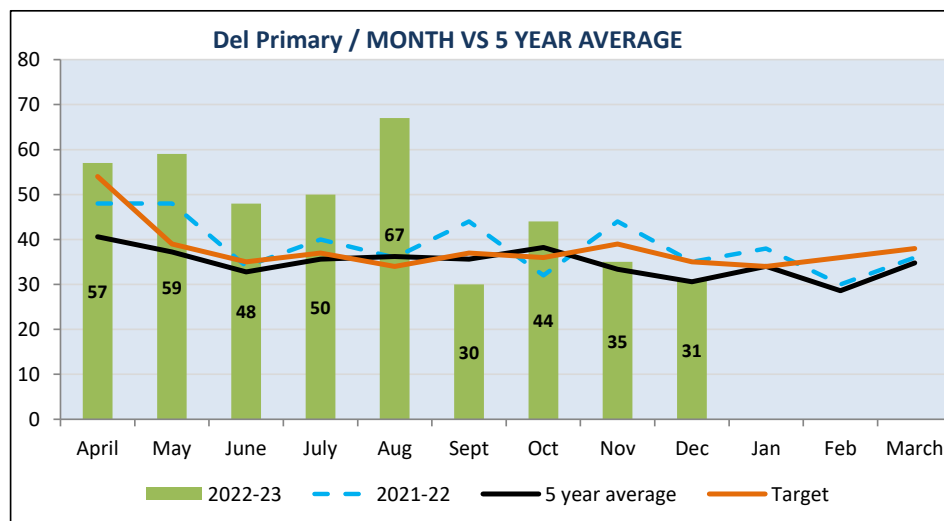
Over the period 2017/18 to 2021/22, nationally the rate of deliberate primary fire incidents has **reduced by 28%** (39 to 28) compared to an **increase of 15%** (71 to 82 incidents per 100,000 population) within CFB. Using YTD data to forecast to the end of financial year 2022/23, it is predicted that the rate of deliberate primary fires per 100,000 within CFB will exceed 100 (103).



Between 2017/18 and 2021/22:

- 55% of deliberate primary fires within the Brigade are vehicle fires predominantly road vehicles.
- 20% are deliberate dwelling fires.
- 25% are other deliberate primary fires including Industrial and Commercial properties and other buildings (garages /sheds etc).

Performance 1st April 2022 to 31st December 2022



During Q3 2022/23 the Brigade responded to **421 deliberate primary fires**:

April - December 2022: 421 deliberate primary fires which is:

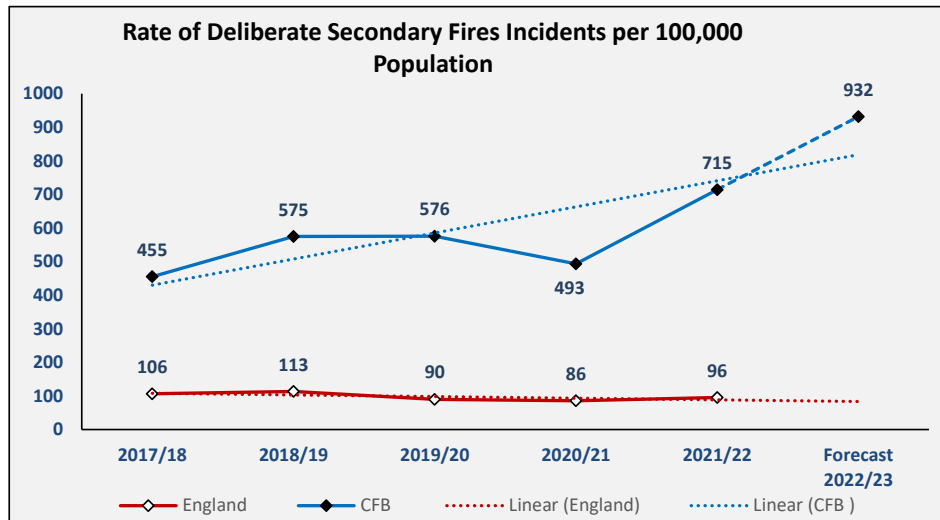
- **101 (32%) higher** compared to 5 year average (320 fires).
- **60 (17%) higher** compared to 2021/22 (361 fires).
- **75 (22%) higher** compared to Target (346 fires).

April to December 2022:

- 53% (225) of deliberate primary fires are vehicle fires.
- 17% (73) are outdoor primary (including stacked/baled crops, woodland/forest).
- 13% (55) are deliberate dwelling fires.
- 10% (44) are other deliberate primary fires (eg sheds, garages, farm buildings).

Deliberate Secondary Fires

Between 2017/18 to 2021/22, nationally the rate of deliberate secondary fire incidents has **reduced by 9%** (106 to 96 per 100,000 population) compared to an **increase of 57%** (455 to 715 incidents per 100,000 population) within CFB. In 2021/22, the rate of deliberate secondary fires was over **7 times higher than the national average**. Using YTD data to forecast to the end of financial year 2022/23, it is predicted that the rate of deliberate secondary fires per 100,000 within CFB will increase to 932.



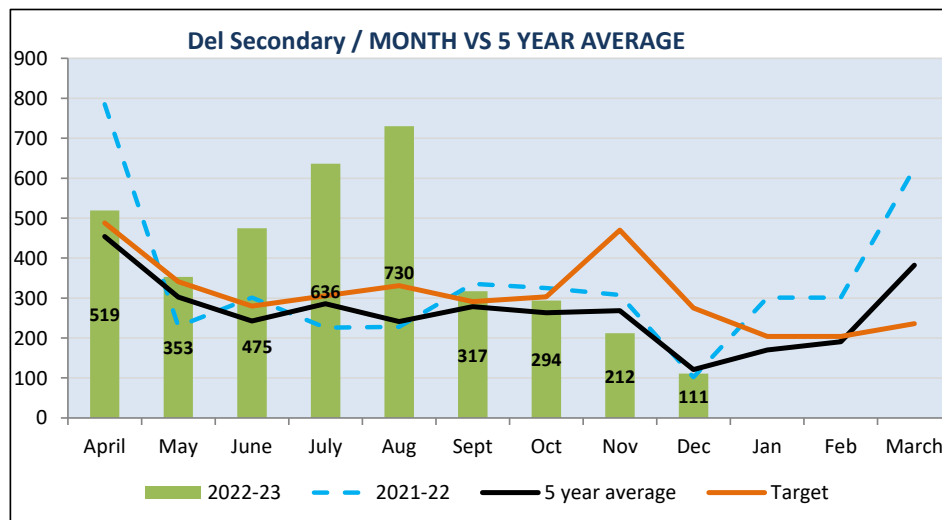
Between 2017/18 to 2021/22 within the Brigade:

- 71% of deliberate secondary fires were refuse related;
- 25% were grass related.

Between April to December 2022:

- 55% of deliberate secondary fires were refuse related;
- 41% were grass related.

Performance 1st April 2022 to 31st December 2022



During April to December 2022, the Brigade attended **3,647 deliberate secondary fires** which is;

- **1190 (48%) higher** compared to 5-year average (2,457 fires).
- **807 (28%) higher** compared to 2021/22 (2,840 fires).
- **562 (18%) higher** compared to target (3,085 fires).

Response Benchmarks : Building Fires

As detailed in the table and in the body of this performance report, CFB achieved its emergency response benchmarks for building fire incidents with an average time of **00:05:19 for the first appliance against a target of 0:07:00 and an average time of 00:07:30 for the second appliance against a target of 00:10:00.**

The benchmark performance is based on an average time for 1st and 2nd appliances. Our analysis indicates that on a number of occasions the benchmark was exceeded during 2022/23; 326 mobilisations and 206 mobilisations for 1st and 2nd appliance respectively.

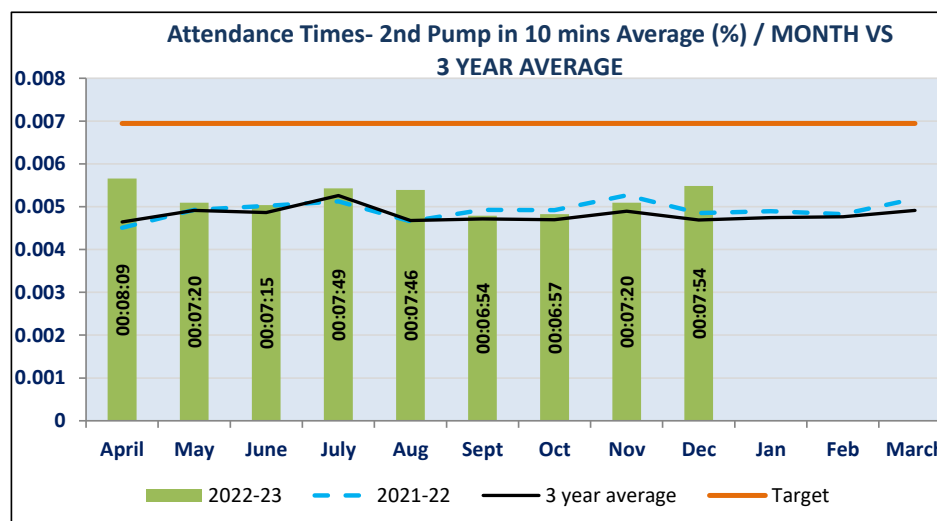
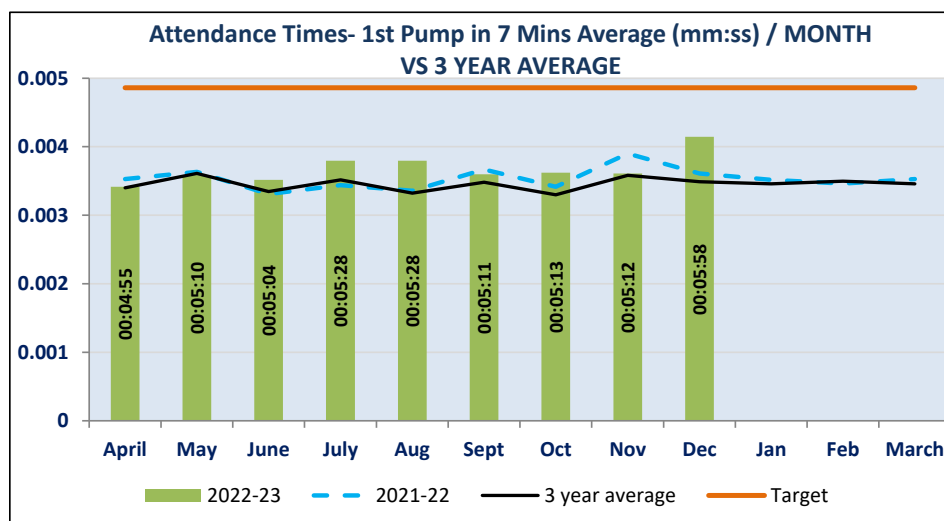
Details of the incidents that exceed the benchmark thresholds during the current year have been provided in the body of the report in terms of geographical location, incident end type and the time each failure exceeded the benchmark.

	1st Appliance	2nd Appliance
Target	00:07:00	00:10:00
Apr-22	00:04:55	00:08:09
May-22	00:05:10	00:07:20
Jun-22	00:05:04	00:07:15
Jul-22	00:05:28	00:07:49
Aug-22	00:05:28	00:07:46
Sep-22	00:05:11	00:06:54
Oct-22	00:05:13	00:06:57
Nov-22	00:05:12	00:07:20
Dec-22	00:05:58	00:07:54
Average	00:05:19 1543/1869	00:07:30 1073/1279

The charts below demonstrate:

•**1st Appliance Response Standard:** Generally mirrors both the average time, previous years and the 3 year average performance most months. Increases in times during July and August correlate to a spike in service demand. Increases in times during December correlate to a lower availability of appliances during this period.

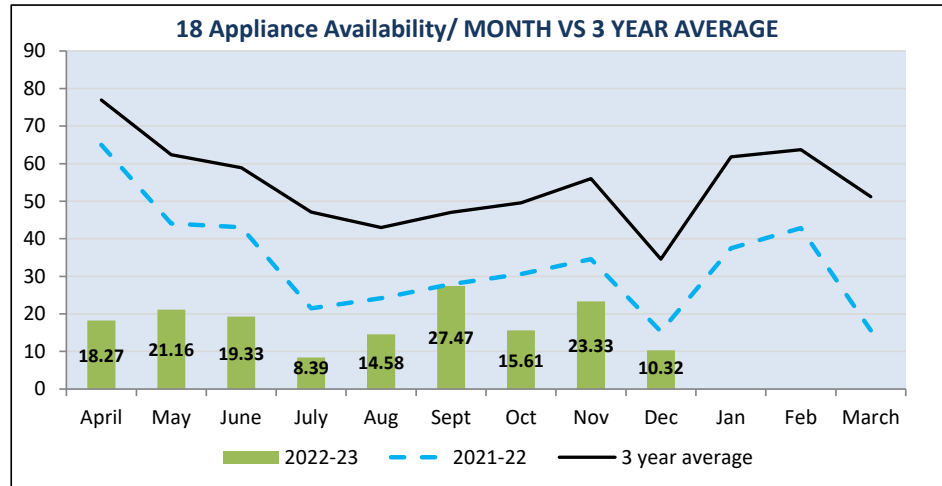
•**2nd Appliance Response Standard:** Also mirrors both the average time, previous years and the 3 year average performance most months. Increases in times during April, July and August correlate again to spikes in service demand. Increase in times during December correlates to a lower availability of appliances during this period.



Optimum Appliance Availability

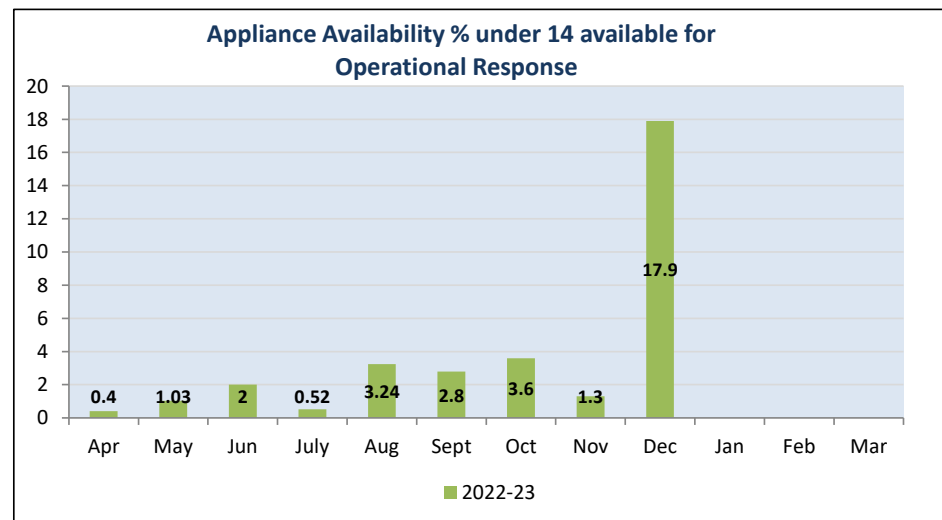
The Brigade has identified that its optimum number of appliances required at any point in time, as far as possible, is a core emergency response resource of **18 fire appliances**.

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



- April - December 2022: 18 or more appliances were available on 18% of occasions. The average number of appliances available in the period April to December 2022 was 15.7.
- April - December 3-Year Average 18-appliance availability is 53%.
- April - December 2021 the average 18 appliance availability is 33%.
- 18 Appliance availability April to December 2022 is lower than the 3-year average and the same period in 2021. This is however owing to our risk and scenario planning identifying that the minimum operating threshold for the Brigade is 14 appliances.

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

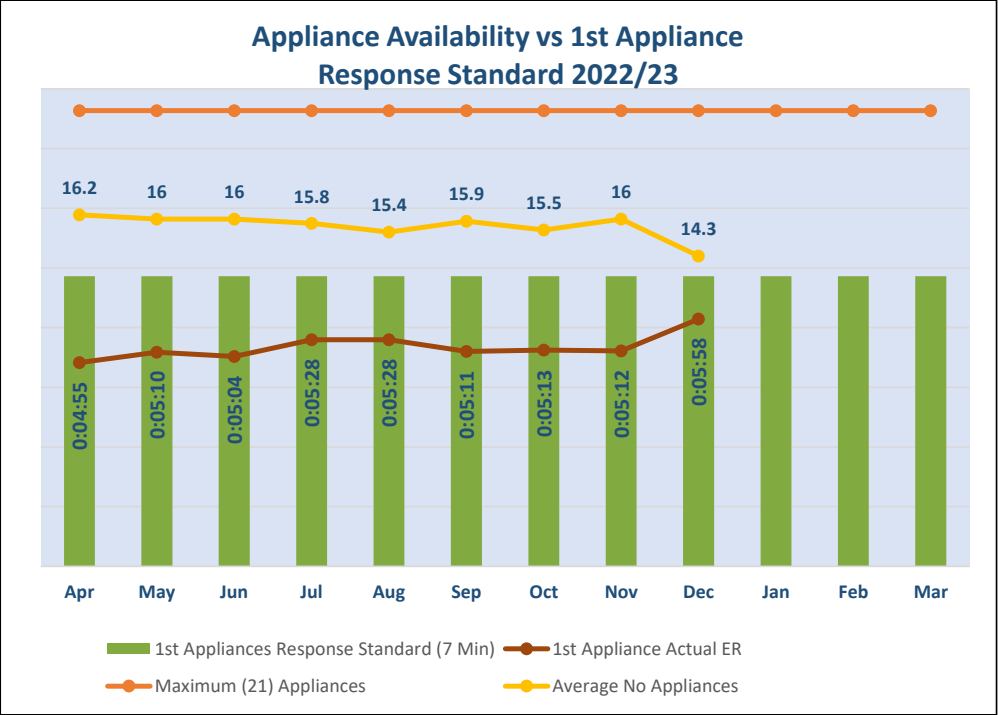


April to December 2022 the Brigade dropped below 14 appliances on:

• 253 Periods

- The 14 appliance threshold was **breached 161 times during day shift**. 48% (78) of these breaches occurred during December 2022. A notable period was Christmas Eve Day shift which operated with between 11 and 12 appliances.
- The 14 appliance threshold was **breached 92 times during night shift** with 61 (66%) occurring during December 2022. There were extended periods on both Christmas Eve and New Years Eve where between 11 and 12 appliances only were available.
- April to December 2022: Less than 14 appliances were available on 3.6% of occasions. The highest month for non-availability was in December 2022, when less than 14 appliances were available on 17.9% of occasions.

Appliance Availability vs 1st Appliance Response Standard 2022-23



During the current financial year to 31st December 2022, the average number of appliances available for operational response has been 15.7 appliances.

Appliance Availability was at its lowest in December, where during this month we had an average of 14.3 appliances.

The chart highlights that whilst we have been operating with around 16 appliances available for emergency response at any one time against our total resource of 21 appliances, we are still achieving our emergency response benchmarks of the first appliance arriving within seven minutes, with an average attendance time of 00:05:19.

Sickness Absence

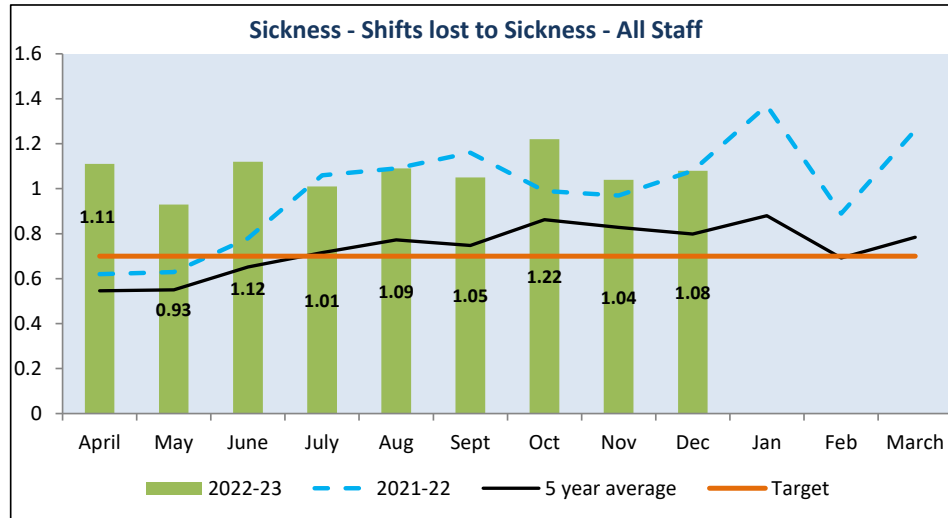
The organisation's Employee Health and Wellbeing Strategy was developed to ensure the effective management of health, work and wellbeing within the Brigade concentrating specifically on sickness absence management, substance misuse management; mental wellbeing, fitness; occupational health and life/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

Analysis of sickness levels within the Brigade across all staff groups indicate sickness levels in 2017/18 to 2021/22, with a forecast for 2022/23 as detailed in the following table:

	2017/18	2018/19	2019/20	2020/21	2021/22	Forecast 2022/23
All Staff	6.72	7.95	9.36	7.86	11.90	12.87
Wholetime	6.44	8.06	9.47	9.60	12.07	14.03
On Call	7.25	6.81	8.30	4.97	6.52	6.57
Fire Control	4.83	10.52	6.00	3.81	20.57	20.34
Green Book	7.62	8.11	10.65	6.43	14.19	13.53

Performance 1st April 2022 to 31st December 2022

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



April - December 2022: **9.65 duty shifts** per person lost to sickness absence which is:

- **+3.10 (47%) higher** when compared to 5-year average (6.55 shifts);
- **+1.20 (14%) higher** when compared to 2021/22 (8.45 shifts);
- **+3.35 (53%) higher** when compared to target (6.30 shifts).

Sickness Absence

During the period 1st April 2022 to 31st December 2022 there were 5,182 duty shifts lost to sickness. The main causes of sickness absence are:

- Mental Health* 29% (1,489 Duty Shifts)
- Musculo Skeletal* 29% (1,489 Duty Shifts)
- Virus/Infectious diseases (inc Covid) 9% (478 Duty Shifts)

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

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

For the period 1st April to 31st December 2022, from the information recorded, the key analysis from the underlying causes of Musculo Skeletal and Mental Health sickness absence is:

Mental Health Sub Types 1st April - 31st December 2022	Number of Duty Days Lost to Mental Health	%
Work Related	524	35%
Personal/Domestic	443	30%
Long Term Mental Health Condition	365	25%
Bereavement	59	4%
No Subtype Selected	50	3%
Addiction/Dependence	44	3%
Unknown	4	0%
Grand Total	1489	100%

Mental Health

- 35% of all Mental Health sickness absence was work related.
- 30% of all Mental Health sickness absence was due to personal/domestic stressors.
- 25% of all Mental Health sickness absence was due to long term mental health conditions.

Musculo-Skeletal Sub Types 1st April - 31st December 2022	Number of Duty Days Lost to Musculo-Skeletal	%
Sporting Injury	297	20%
Underlying Limb Condition	292	20%
Underlying Back Condition	240	16%
No Subtype Selected	228	15%
Unknown	159	11%
Accident at Home	107	7%
Accident at Work	59	4%
Degenerative	55	4%
Underlying Health Condition	24	2%
Manual Handling	18	1%
Underlying Neck Condition	10	1%
Grand Total	1489	100%

Musculo Skeletal

- 20% of Musculo-Skeletal sickness absence was due to an Underlying Limb Condition.
- 20% 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.

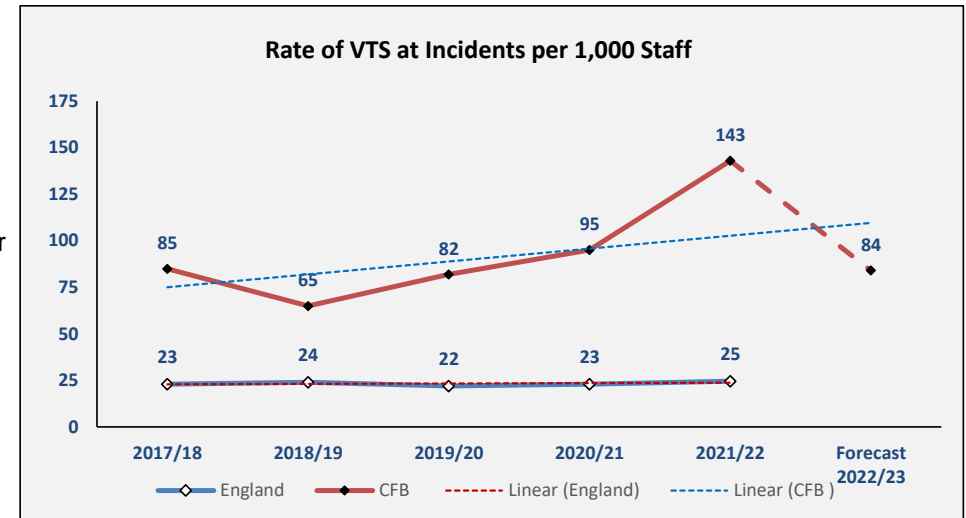
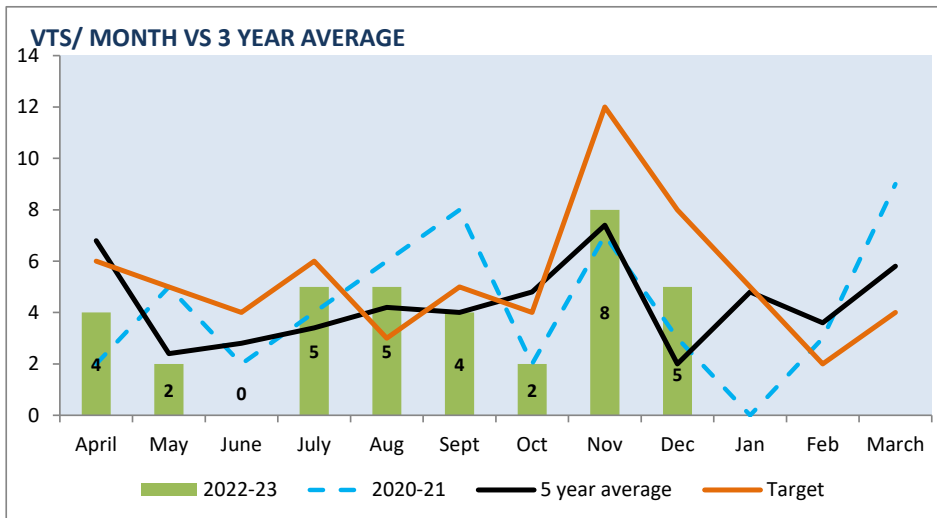
Violence To Staff

The rate of incidents per 1000 staff that CFB employees have suffered Violence to Staff during operational incidents is significantly **higher** than the national rate. During 2021/22, there were 143 such incidents per 1000 staff compared to a national rate of 25 incidents per 1000 staff.

Between 2017/18 to 2021/22 (from available information), nationally the rate of violence to staff incidents has increased by 9% compared to an increase of 68% for CFB.

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

Performance 1st April 2022 to 31st December 2022



During 2022/23, there have been **35 violence to staff incidents** against CFB staff. These incidents relate to incidents against all staff groups to any type of service delivery.

- April - December 2022: 35 VTS incidents (-3/ -8%) compared to 5-year average.
- April - December 5-year Average: 38 incidents.
- April – December 2021: 43 incidents.

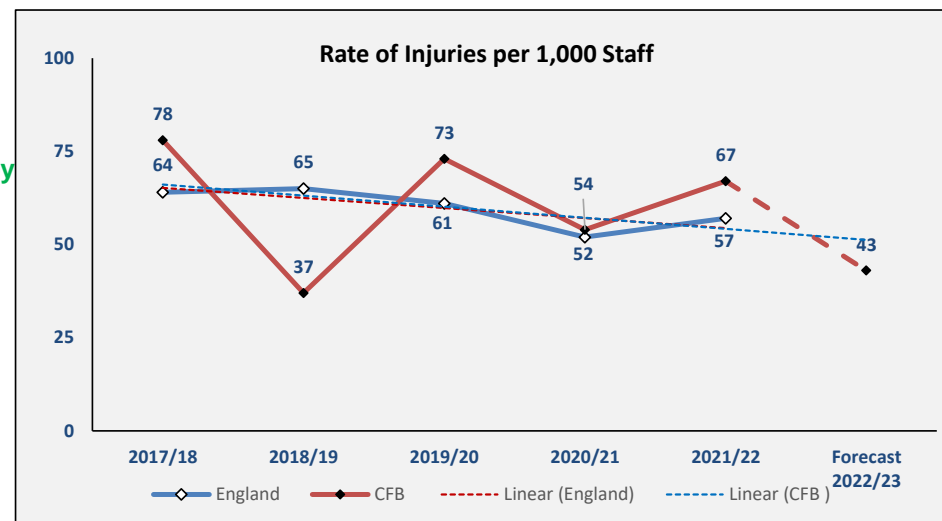
Health and Safety : Injuries to Brigade Personnel

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

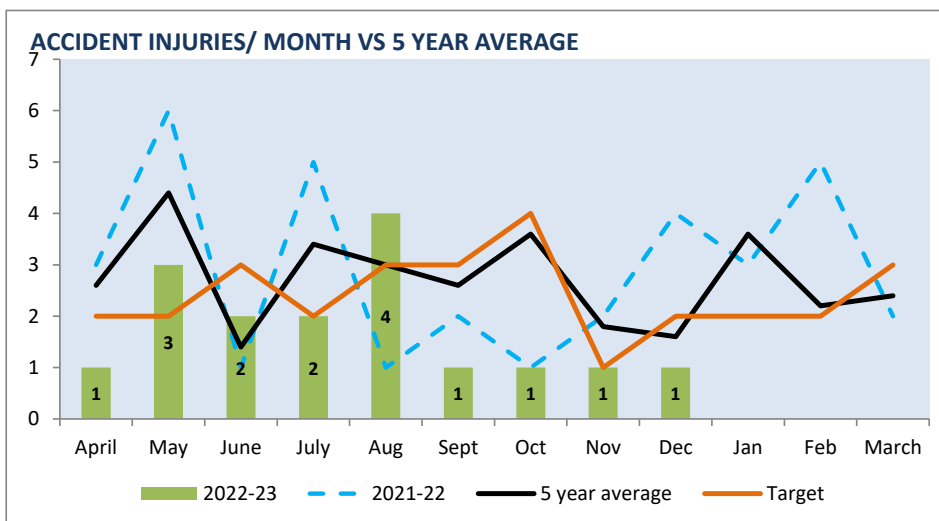
The rate of injuries per 1000 staff that CFB operational employees have suffered was higher than the national rate during 2021/22, with 67 injuries occurring within CFB compared to the national rate of 57 per 1000 staff.

Over the period 2017/18 to 2021/22, nationally the rate of injuries has **decreased by 11%**. CFB also saw a **decrease during the same period of 14%**.

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



Performance 1st April 2022 to 31st December 2022



During Q3 2022/23, there have been **16 injuries** suffered by staff in the course of their duties which is a **reduction of 9 (36%)** when compared with the average incurred for the last five years. Note these incidents include all brigade staff groups:

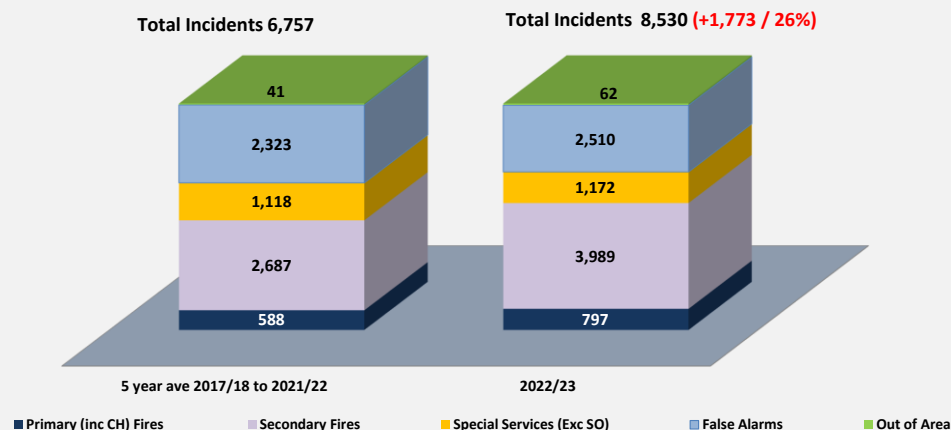
- April - December 2022: 16 injuries **(-9 / -36%)** compared to to same period 2021/22;
- April - December 5-year average: 25 injuries;
- April - December 2021: 25 injuries.

Cause April - December	Total
Fire & Explosion	1
Human Error	7
Manual Handling	2
Slips, Trips & Falls	5
Struck by Fixed Object	1
Total	16

CORPORATE SUITE OF INDICATORS



Incident Profile April to December 2022/23 compared to 5-yr Average



Prevention: Safer Homes Visits

Following its risk based targeting approach to Safer Homes Visits, between 1st April 2022 to 31st December 2022 the Brigade **attempted to perform 26,170 Safer Home Visits (SHV)**. From these attempted Safer Home Visits the Brigade has **completed 15,589 visits**.

This is an **increase of 569 (+4%)** Safer Home Visits compared to Q3 2021, when the Brigade completed 15,020 SHV.

This is also an **increase of 3,414 (+28%)** higher than the 3 year average of 12,175.

Resulting from the Safer Home Visits there were **1,060 (7%) referrals to other agencies** for support and/or items of risk reduction equipment.

Operational crews completed **13,100 (84%) SHV** compared to 12,508 in Q3 2021; **an increase of 592 (+5%)**.

Hubs and Advocates completed **2,489 (16%) SHV** compared to 2,504 in Q3 2021; **a reduction of 15 (-1%)**.

Fire Control

During the period April 2022 - December 2022, Fire Control dealt with **12,232 emergency calls**, an **increase of 26% (+2,522)** from the 5-year average.

Emergency Response

We responded to **8,530 incidents**, an **increase of 1,773 (+26%)** compared to the 5-year average. Comparing Quarter 3 2022/23 to the 5-year average across all incident categories:

- **Primary Fires have increased by 36% (209)** from 588 to 797.
- **Secondary Fires have increased by 48% (1,302)** from 2,687 to 3,989.
- **All False Alarms have increased by 8% (187)** from 2,323 to 2,510; within this AFA incidents **have reduced by 5%** from 845 to 799, whilst FAGI and Malicious incidents have **increased by 14% (1,392 to 1,592) and 38% (86 to 119)** respectively.
- **Out Of Area incidents have increased by 50% (21)** from 41 to 62.
- **Special Services have increased by 5% (54)** from 1,118 to 1,172.
- **Chimney Fires have reduced by 9%** from 9 to 8.

Fire incidents account for **56% (4,786) of total incidents** compared to the 5-year average of 48%, with **Primary Fires excluding Chimney Fires (789)** and **Secondary Fires (3,989)** accounting for 9% and 47% of all incidents attended respectively. **85% (4,068) of all fires** attended have been classified as **deliberate** in nature.

Protection: Safer Buildings - Risk Based Inspections

During the period April 2022 - December 2022, **472 inspections** of premises from the risk based inspection programme have been completed. A further 336 inspections were attempted during this period but the property was either unoccupied, ceased, converted to a dwelling or we were unable to gain entry. A further 241 reactive inspections also took place giving a total of 713 audits completed. In Q3 2021/22, 885 audits were completed. This is a total inspection **reduction of 172 (19%)** although it should be borne in mind that the RBIP had not been established/agreed until March 2022 for comparative purposes.

In addition to these audits we have completed:
259 Building Regulation Consultations
82 Licencing Consultations

Of which 234 (90%) and 78 (95%) respectively have been completed within the prescribed timescales.

The table shows the proportion of RBIP inspections completed:

No Properties	Property Risk Level	2022/23 RBIP Plan	2022/23 Audits Completed	%
2	Very High	4	0	0%
138	High	138	47	34%
2763	Medium	984	425	43%
7943	Low	-	-	-
5225	Very Low	-	-	-
16071	TOTAL RBIP Audits	1126	472	42%
			Reactive Audits	241
			Total Audits Completed	713
			Attempted Audits	336

MEASURING PERFORMANCE

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

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

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

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

We will assess this performance against the following criteria;

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

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

Stage 1 Assessment of Each Indicator:

Stage 1

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

Direction of Travel:

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

Stage 2: Assessment of each Corporate Outcome:

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

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

Stage 2

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

BRIGADE SUMMARY

Exceptionally Good Performance (Performance Compared to Target)

- Accidental Dwelling Fire Injuries 18% lower than the nominal target of 11, with 9 injuries occurring to Q3;
- All response benchmarks performing well within target;
- The first appliance has attended a building fire within 10 minutes on 97% of occasions, 7% over the target of 90%;
- The average number of duty days lost to sickness for On Call staff is 33% lower than the target (4.67 days compared to a target of 6.94);
- The number of Violence to Staff incidents is 34% lower than the target figure of 53, with 35 incidents recorded so far this year;
- Zero internal audits classed as limited assurance and no interest paid due to late payments of invoices.

Areas For Improvement (Performance Compared to Target)

- Primary Fire Injuries are 8 (+73%) higher than the target with a total of 19 injuries so far in 2022/23;
- One Accidental Dwelling Fire Fatality compared to the target of zero;
- 41% (+51) more Accidental Dwelling Fires than the target of 123;
- 22% (+41) more Deliberate Vehicle Fires than the target of 184;
- 19% (+637) more Deliberate Fires than the target of 3431;
- The percentage of On Call appliances meeting the book mobile threshold of 5 minutes is 65%, which is 35% lower than the 100% target;
- Sickness rates for all staff are 53% higher than the target figure. 9.65 average duty days lost compared to a target of 6.29.

SAFER STRONGER COMMUNITIES

We want our Communities to be Safer and Stronger



Performance Summary: Safer Stronger Communities

Below is a summary of our performance for the period 1st April 2022 to 31st December 2022 against our Corporate Goal 1.

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

Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.1.1	Number of Accidental Dwelling Fires	112	138	174	26% 36 ↑	55% 62 ↑	123	41% 51 ↑
1.1.1.2	Number of Deliberate Dwelling Fires	63	76	55	-28% -21 ↓	-13% -8 ↓	67	-18% -12 ↓
1.1.1.3	Number of Accidental Dwelling Fire Fatalities	1	1	1	-% [*] ↔	-% [*] ↔	0	+100% 1 ↑
1.1.1.4	Number of Deliberate Dwelling Fire Fatalities	0	0	0	-% ↔	-% ↔	0	-% ↔
1.1.1.5	Number of Accidental Dwelling Fire Injuries	9	6	9	50% 3 ↑	-% ↔	11	-18% -2 ↓
1.1.1.6	Number of Deliberate Dwelling Fire Injuries	2	3	4	33% 1 ↑	100% 2 ↑	6	-33% -2 ↓
1.1.1.7	Number of False Alarm Good Intents in Dwellings	483	507	506	-% -1 ↓	5% 23 ↑	471	7% 35 ↑
1.1.1.8	Percentage of ADFs which have received a SHV within 5 years prior to the ADF	-	31%	38%	+7% ↑	No comparator information	-	-
1.1.1.9	Percentage of Dwellings which have received a SHV	60%	62%	63%	+1% ↑	+3% ↑	-	-
1.1.1.10	Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	00:04:53	00:04:58 (979/1153)	00:05:17 (1000/1205)	6% (00:00:19) ↑	8% (00:00:24) ↑	00:07:00	-25% -00:01:43 ↓
1.1.1.11	First Appliance Attendance to a Dwelling Fire Within 10 Minutes on 90% of Occasions	97%	97% (1114/1153)	97% (1164/1205)	-% ↔	-% ↔	90%	+7% ↑
1.1.1.12	Average time of a Second Appliance Attendance to a Dwelling Fire (10 Minutes)	00:06:44	00:06:58 (803/945)	00:07:21 (829/966)	6% (00:00:23) ↑	9% (00:00:37) ↑	00:10:00	-27% -00:02:39 ↓
Safer Homes Overall Performance Judgement					Adequate Performance	Adequate Performance		Performing Well

*These indicator have been graded as 'adequate' as we are currently awaiting the confirmation of a fire death from Incident Number: F22168150 in August 2022. This total will be updated when final Coroners decision received.

Hartlepool	21/22	22/23
Safer Homes Visits	2392	2423
Accidental Dwelling Fire Fatality	0	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	1	1
Deliberate Dwelling Fire Injury	1	2
Accidental Dwelling Fires	27	26
Deliberate Dwelling Fires	14	10
False Alarm Good Intents in Dwellings	90	95

SAFER HOMES

Redcar Cleveland	21/22	22/23
Safer Homes Visits	3836	4253
Accidental Dwelling Fire Fatality	0	1
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	1	3
Deliberate Dwelling Fire Injury	0	0
Accidental Dwelling Fires	23	41
Deliberate Dwelling Fires	13	11
False Alarm Good Intents in Dwellings	141	137

Stockton-on-Tees

Stockton	21/22	22/23
Safer Homes Visits	5168	5247
Accidental Dwelling Fire Fatality	0	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	1	3
Deliberate Dwelling Fire Injury	1	2
Accidental Dwelling Fires	47	58
Deliberate Dwelling Fires	20	12
False Alarm Good Intents in Dwellings	146	134

Middlesbrough

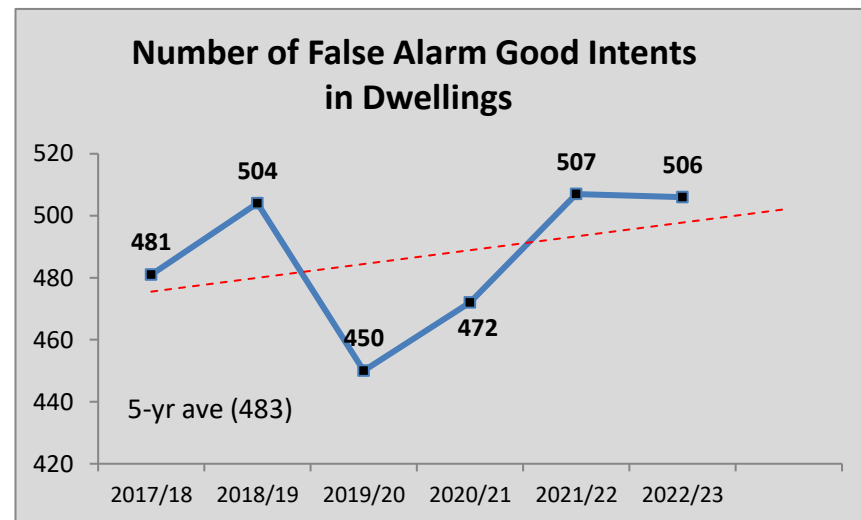
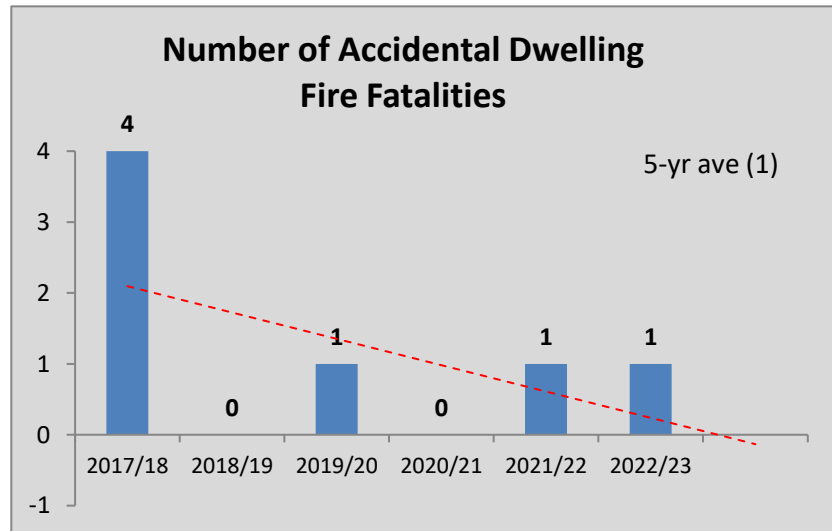
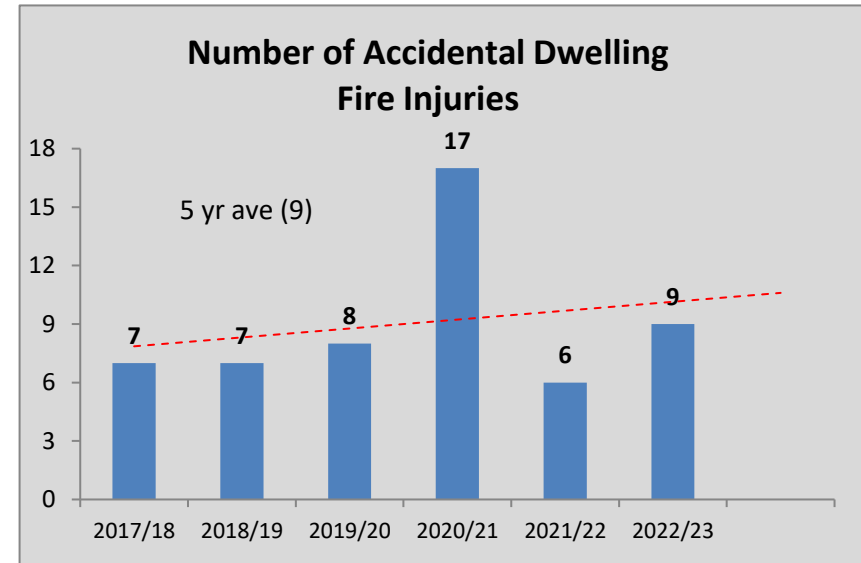
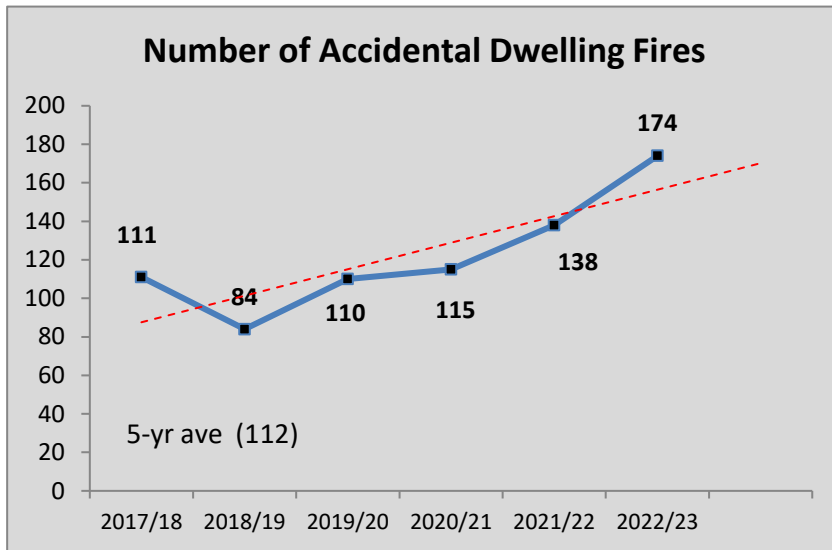
Middlesbrough	21/22	22/23
Safer Homes Visits	3586	3630
Accidental Dwelling Fire Fatality	1	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	3	2
Deliberate Dwelling Fire Injury	1	0
Accidental Dwelling Fires	41	49
Deliberate Dwelling Fires	29	22
False Alarm Good Intents in Dwellings	130	140

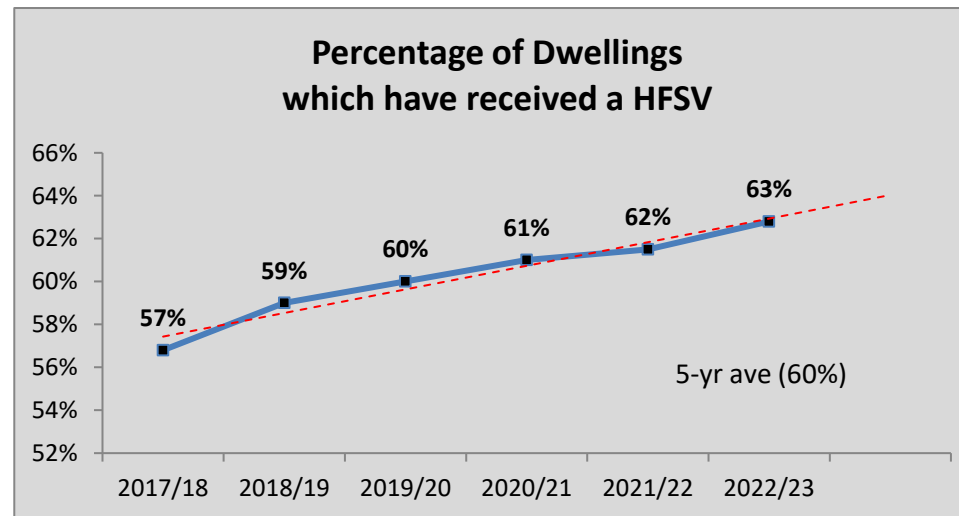
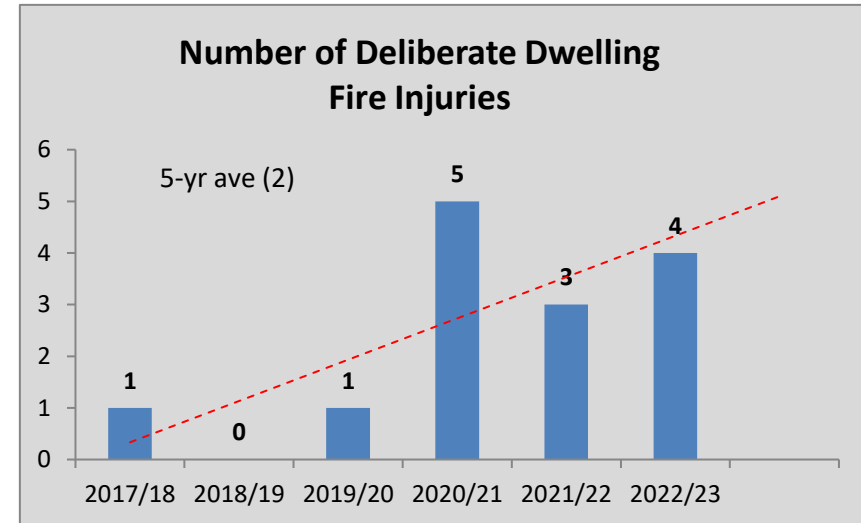
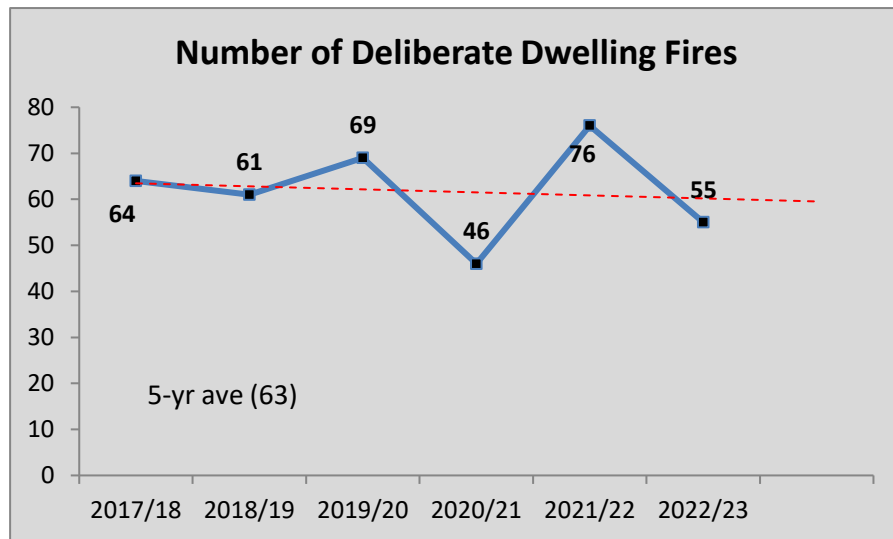
Hartlepool

Redcar and Cleveland

Trend Analysis: Corporate Outcome: Safer Homes							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average*
Number of Accidental Dwelling Fires	111	84	110	115	138	174	112
Number of Deliberate Dwelling Fires	64	61	69	46	76	55	63
Number of Accidental Dwelling Fire Fatalities	4	0	1	0	1	1	1
Number of Deliberate Dwelling Fire Fatalities	0	0	0	0	0	0	0
Number of Accidental Dwelling Fire Injuries	7	7	8	17	6	9	9
Number of Deliberate Dwelling Fire Injuries	1	0	1	5	3	4	2
Number of False Alarm Good Intentions in Dwellings	481	504	450	472	507	506	483
Percentage of ADFs which have received a HFSV prior to the ADF	-	-	-	-	31%	38%	-
Percentage of Dwellings which have received a HFSV	57%	59%	60%	61%	62%	63%	60%
Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	-	00:04:48 (968/1090)	00:04:58 (939/1091)	00:04:49 (952/1063)	00:04:58 (979/1153)	00:05:17 (1000/1205)	00:04:53
First Appliance Attendance to a Dwelling Fire Within 10 Minutes on 90% of Occasions	-	98% (1066/1090)	97% (1057/1091)	98% (1037/1063)	97% (1114/1153)	97% (1164/1205)	97%
Average time of a Second Appliance Attendance to a Dwelling Fire (10 Minutes)	-	00:06:22 (821/910)	00:07:02 (754/871)	00:06:34 (792/903)	00:06:58 (803/945)	00:07:21 (829/966)	00:06:44

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





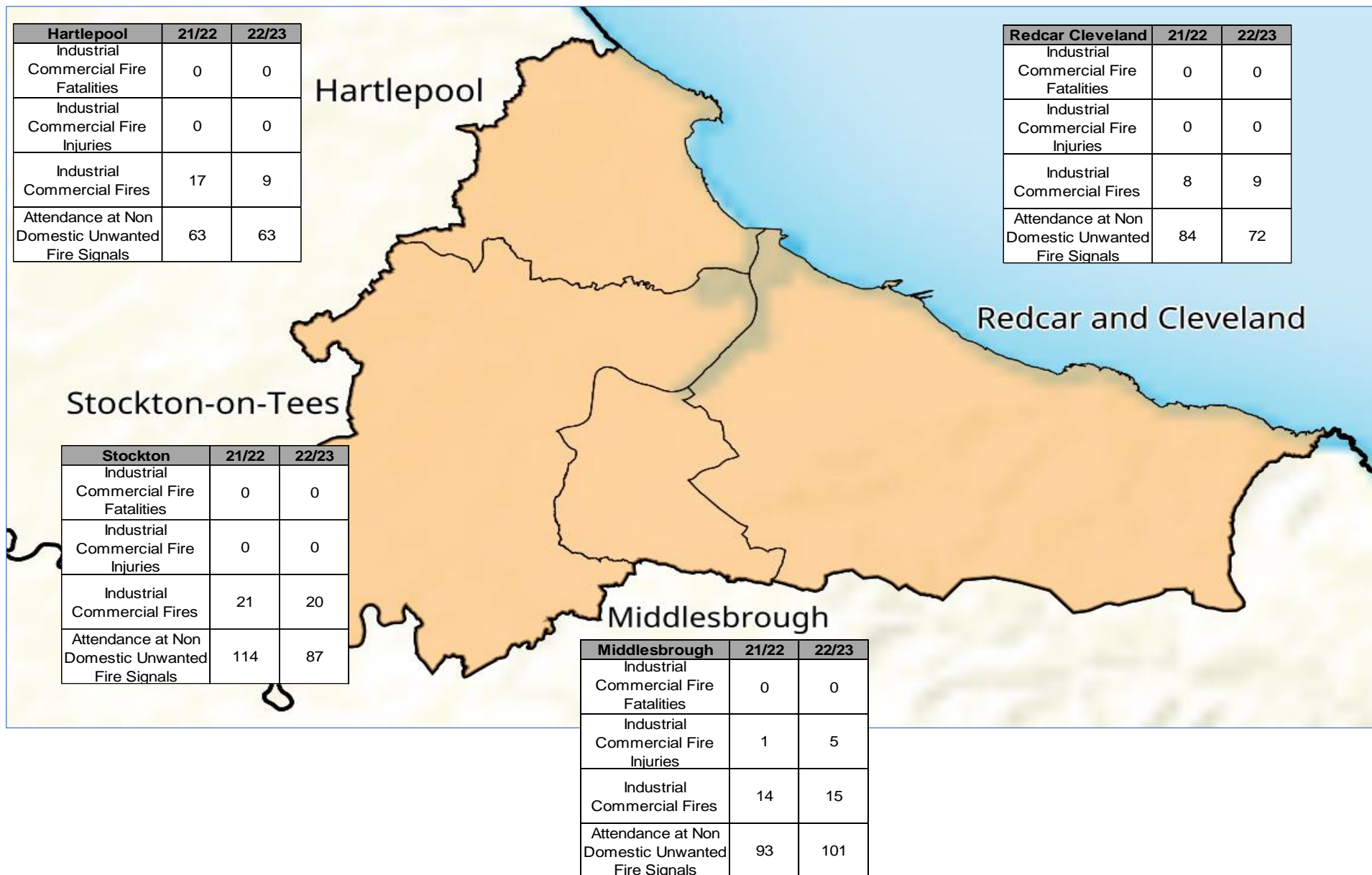
Corporate Goal: Safer, Stronger Communities

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

Corporate Outcome: Safer Buildings

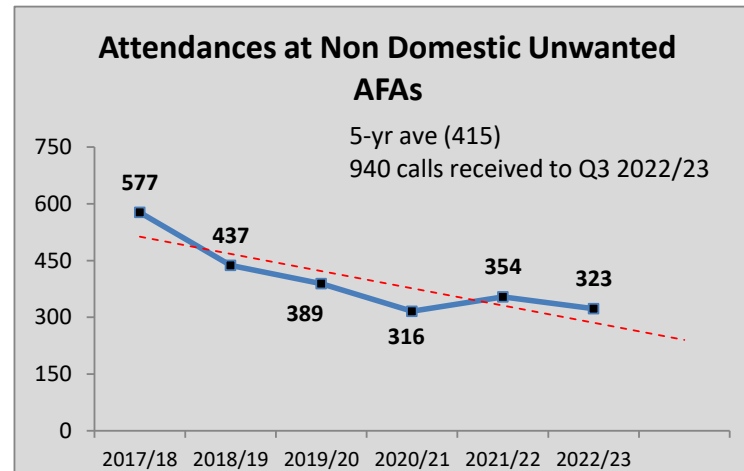
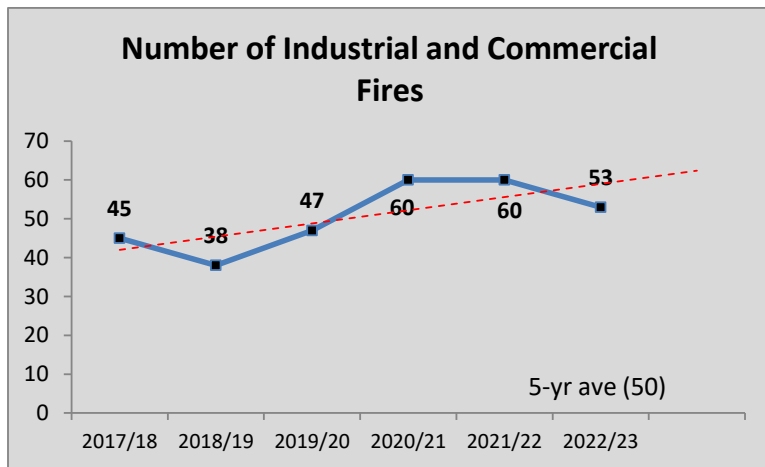
Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.2.1	Percentage of the annual risk based inspection program completed in approved frequency	-	Data Not Available	42% (472/1126)	No Comparator Information	No Comparator Information	100%	-58% ↓
1.1.2.3	Percentage of enforcement notices that are completed within prescribed timescales	92%	75% (6/8)	75% (9/12)	-% ↔	-17% ↓	100%	-25% ↓
1.1.2.4	Number of Fatalities in Industrial and Commercial Fires	0	0	0	-% ↔	-% ↔	0	-% ↔
1.1.2.5	Number of Injuries in Industrial and Commercial Fires	1	1	5	400% 4 ↑	400% 4 ↑	1	400% 4 ↑
1.1.2.6	Number of Industrial and Commercial Fires	50	60	53	-12% -7 ↓	6% 3 ↑	57	-7% -4 ↑
1.1.2.7	Number of Non Domestic Unwanted Automated Fire Alarm Calls received	-	-	940	No Comparator Information	No Comparator Information	-	-
1.1.2.8	Number of attendances at Non Domestic Unwanted Automated Fire Alarm Calls	415	354	323	-9% -31 ↓	-22% -92 ↓	288	12% 35 ↑
1.1.2.10	Average time of first appliance attendance to a building fire (7 Minutes)	00:04:58	00:05:06 (1521/1825)	00:05:19 (1543/1869)	4% (00:00:13) ↑	7% (00:00:21) ↑	00:07:00	-24% -00:01:41 ↓
1.1.2.11	First appliance attendance to a building fire within 10 minutes on 90% of occasions	97%	96%	97%	+1% ↑	-% ↔	90%	+7% ↑
1.1.2.12	Average time of second appliance to attend a building fire incident (10 minutes)	00:06:53	00:07:05 (1025/1229)	00:07:30 (1073/1279)	6% (00:00:25) ↑	9% (00:00:37) ↑	00:10:00	-25% -00:02:30 ↓
1.1.2.13	Percentage of Consultations completed within prescribed timescales	-	100%	90%	-10% ↓	No Comparator Information	100%	-10% ↓
1.1.2.14	Percentage of Licensing Consultations completed within prescribed timescales	-	96%	95%	-1% ↓	No Comparator Information	100%	-5% ↓
1.1.2.15	Percentage of Building (72d) Risk Information scheduled to be reviewed during the year that has been reviewed	-	61% (68/111)	86% (95/111)	+25% ↑	No Comparator Information	100%	-14% ↓
Safer Buildings Overall Performance Judgement					Performing Well	Adequate Performance		Adequate Performance

SAFER BUILDINGS



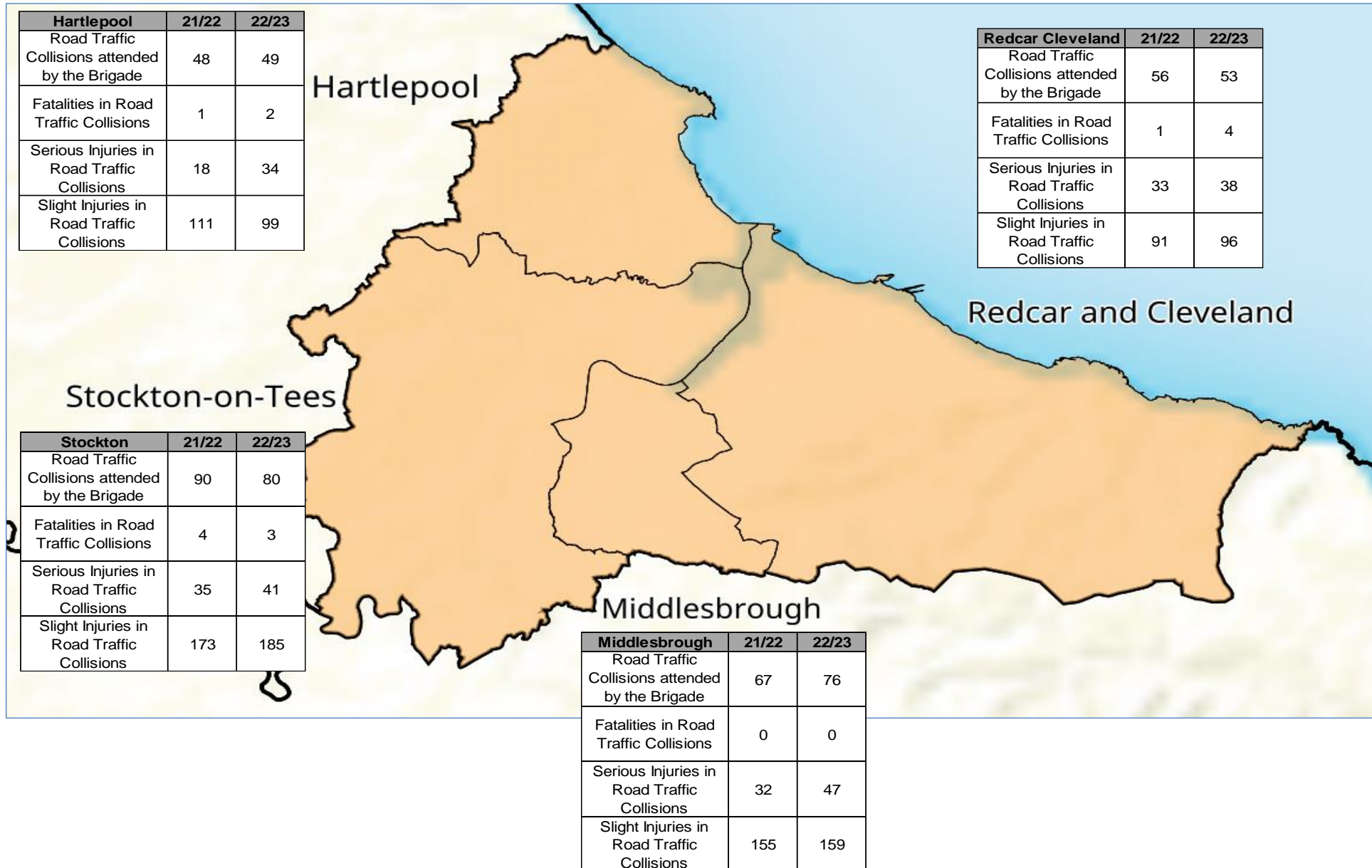
Trend Analysis: Corporate Outcome: Safer Buildings							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average*
Percentage of the annual risk based inspection program completed in approved frequency	-	-	-	-	-	42% (472/1126)	-
Percentage of enforcement notices that are completed within prescribed timescales	-	100%	20%	100%	75%	75%	92%
Number of Fatalities in Industrial and Commercial Fires	0	0	0	0	0	0	0
Number of Injuries in Industrial and Commercial Fires	1	0	0	0	1	5	1
Number of Industrial and Commercial Fires	45	38	47	60	60	53	50
Number of Non Domestic Unwanted Automated Fire Alarm Calls received	-	-	-	-	-	940	-
Number of attendances at Non Domestic Unwanted Automated Fire Alarm Calls	577	437	389	316	354	323	415
Average time of first appliance attendance to a building fire (7 Minutes)	-	00:04:50	00:05:00	00:04:54	00:05:06	00:05:19	00:04:58
First appliance attendance to a building fire within 10 minutes on 90% of occasions	-	98%	97%	97%	96%	97%	97%
Average time of second appliance to attend a building fire incident (10 minutes)	-	00:06:40	00:07:04	00:06:45	00:07:05	00:07:30	00:06:53
Percentage of Consultations completed within prescribed timescales	-	-	-	97%	100%	90%	-
Percentage of Licensing Consultations completed within prescribed timescales	-	-	-	99%	96%	95%	-
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)	-

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

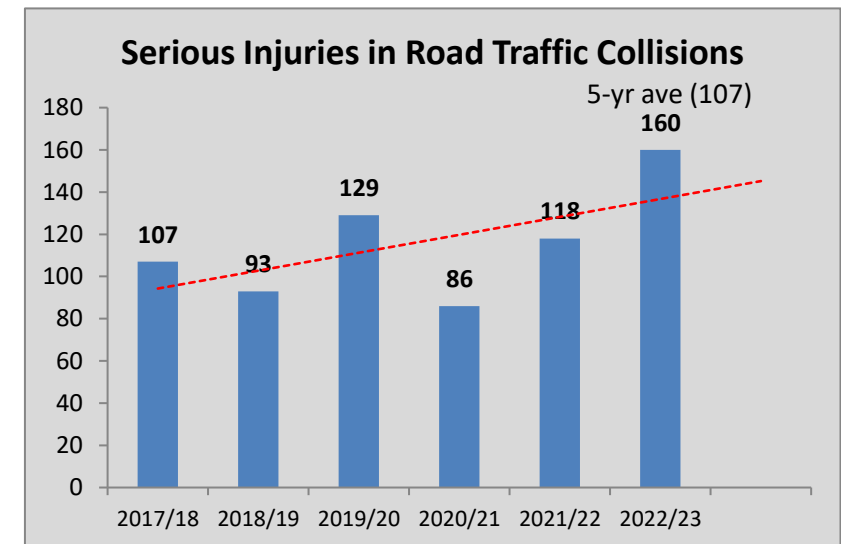
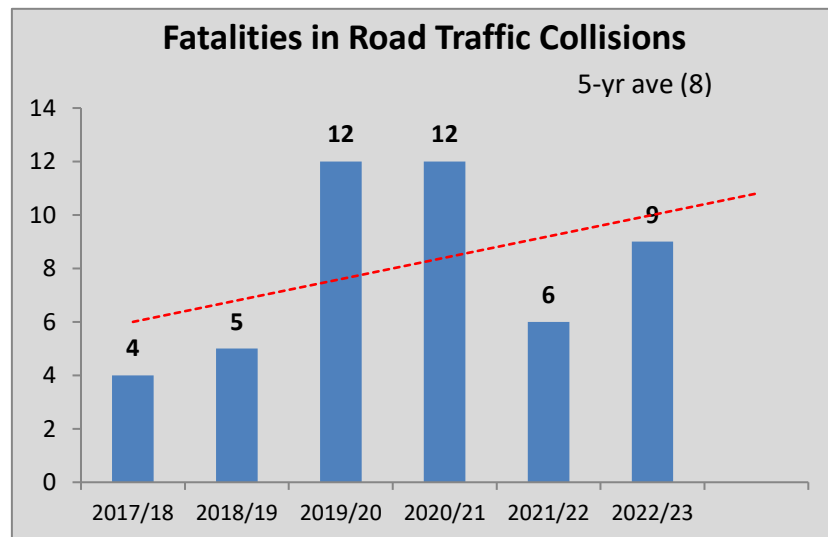
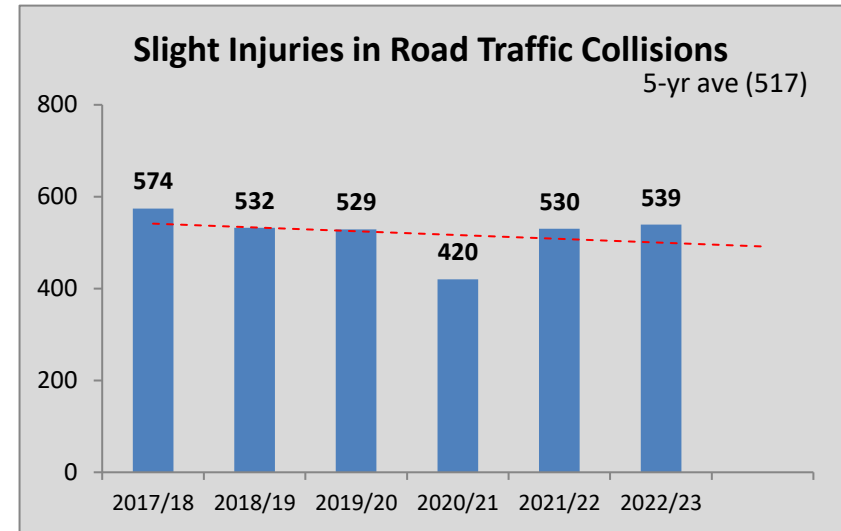
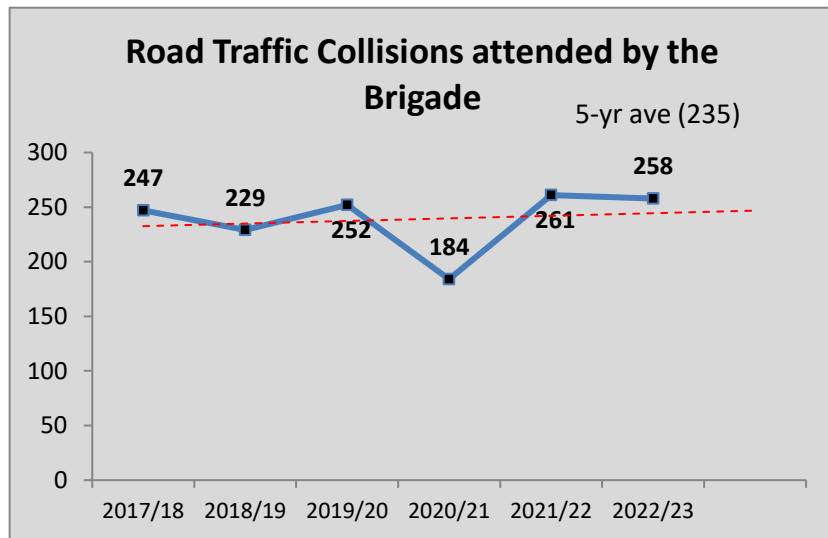


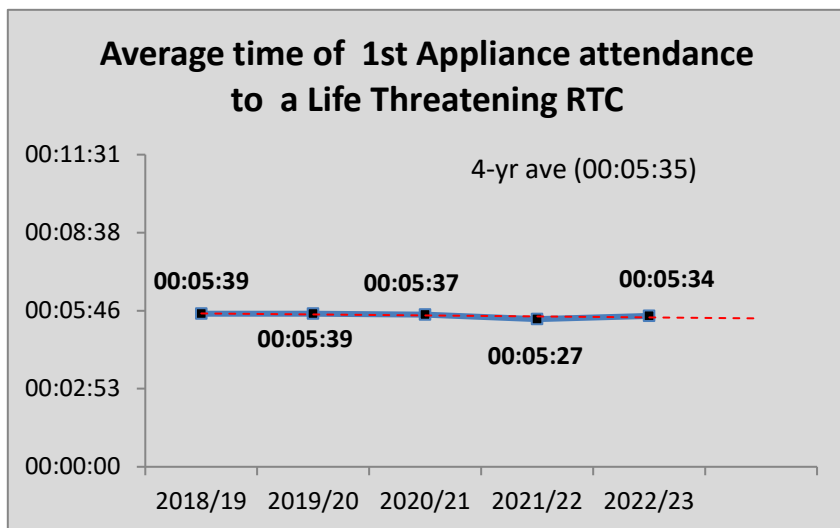
Corporate Goal: Safer, Stronger Communities								
Corporate Objective: Identify and minimise fire and rescue related risks in the community								
Corporate Outcome: Safer Transport Infrastructures								
Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.3.1	Number of Road Traffic Collisions attended by the Brigade	235	261	258	-1% -3 ↓	10% 23 ↑	-	-
1.1.3.2	Number of Fatalities in Road Traffic Collisions (Police data)	8	6	9	50% 3 ↑	13% 1 ↑	-	-
1.1.3.3	Number of people seriously injured in Road Traffic Collisions (Police data)	107	118	160	36% 42 ↑	50% 53 ↑	-	-
1.1.3.4	Number of people suffering slight injuries Road Traffic Collisions (Police data)	517	530	539	2% 9 ↑	4% 22 ↑	-	-
1.1.3.5	Average time of first appliance attendance to an immediate life threatening / rescue Road Traffic Collisions (8 minutes)	00:05:35	00:05:27 (163/191)	00:05:34 (157/189)	2% (00:00:07) ↑	-% (-00:00:01) ↓	00:08:00	-30% (-00:02:26) ↓
Safer Transport Infrastructure Overall Performance Judgement					Adequate Performance	Adequate Performance		Performing Strongly

SAFER TRANSPORT INFRASTRUCTURE



Trend Analysis: Corporate Outcome: Safer Transport Infrastructures							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average *
Number of Road Traffic Collisions attended by the Brigade	247	229	252	184	261	258	235
Number of Fatalities in Road Traffic Collisions	4	5	12	12	6	9	8
Number of people seriously injured in Road Traffic Collisions	107	93	129	86	118	160	107
Number of people suffering slight injuries in Road Traffic Collisions	574	532	529	420	530	539	517
Average time of first appliance attendance to an immediate life threatening / rescue RTC (8 minutes)	-	00:05:39 (120/151)	00:05:39 (144/178)	00:05:37 (102/123)	00:05:27 (163/191)	00:05:34 (157/189)	00:05:35





Corporate Goal: Safer, Stronger Communities

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

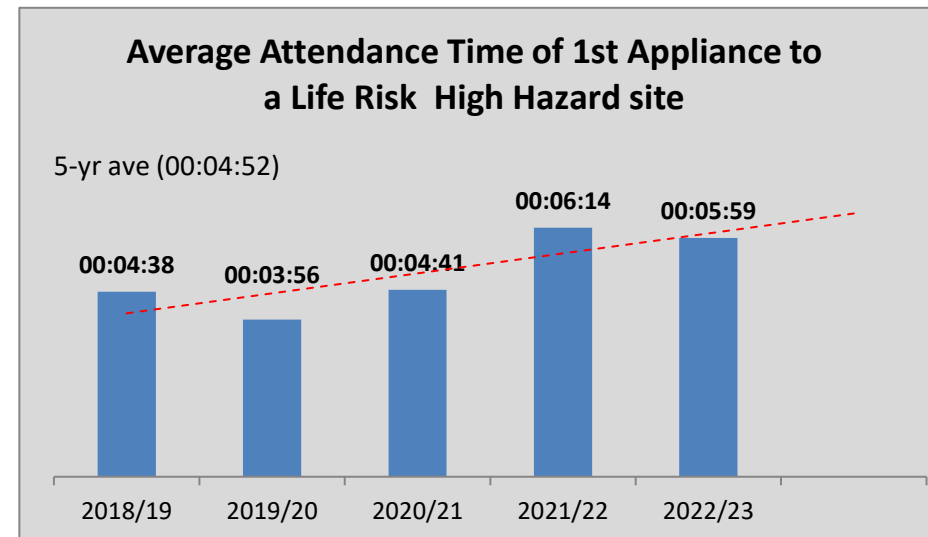
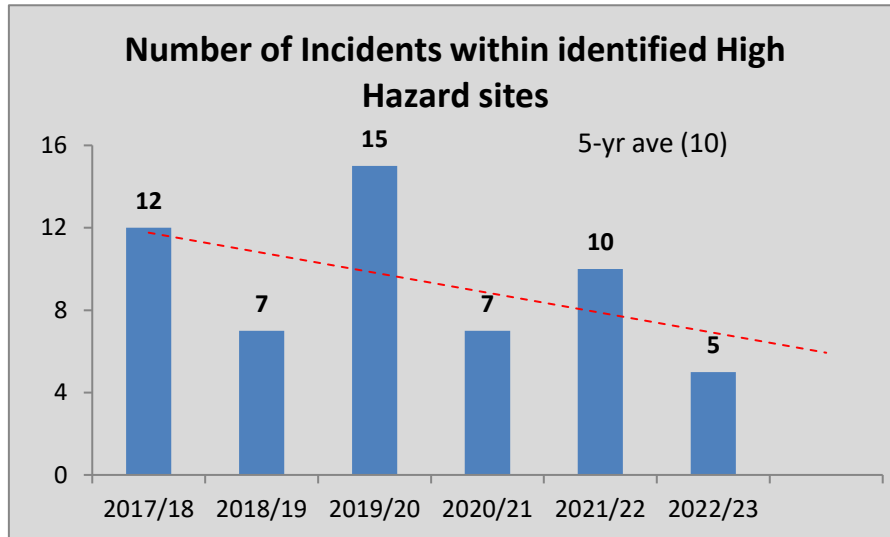
Corporate Outcome: Safer High Hazard Industries

Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.4.1	Number of Incidents within identified High Hazard sites	10	10	5	-50% -5 ↓	-50% -5 ↓	-	-
1.1.4.2	Average time of first appliance attendance to a Life Risk incident at a High Hazard site (7 minutes)	00:04:52	00:06:14	00:05:59	-4% -00:00:15 ↓	23% 00:01:07 ↑	00:07:00	-13% -00:01:01 ↓
1.1.4.3	Average time of full mobilisation to a Worse Case Planning Scenario incident at a High Hazard site (20 minutes)	-	No reported mobilisations	No reported mobilisations	No Incidents	No Incidents	00:20:00	-
1.1.4.4	Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	00:25:27	00:02:56 (1 full PDA mobilisation)	No mobilisations	No Comparator Information	No Comparator Information	00:16:00	-
1.1.4.5	Percentage of High Hazard sites risk information that have been reviewed during the year*	-	22% 6/27	59% 16/27	37% ↑	No Comparator Information	100%	-41% ↓
Safer High Hazard Industries Overall Performance Judgement					Performing Strongly	Performing Well		Performing Well

*Figure is based on all reviews completed.

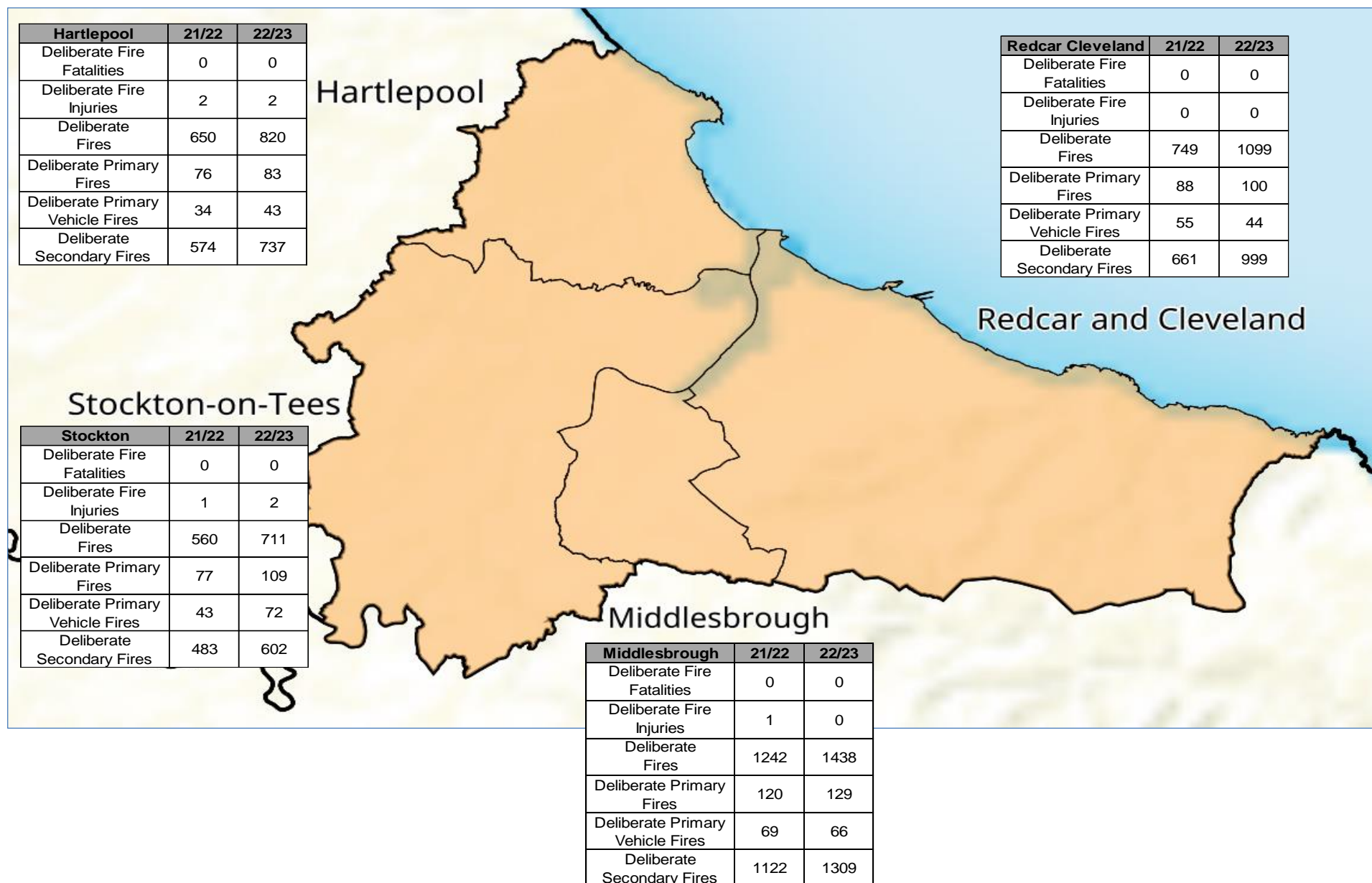
Trend Analysis: Safer High Hazard Industries							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average*
Number of Incidents within identified High Hazard sites	12	7	15	7	10	5	10
Average time of first appliance attendance to a Life Risk incident at a High Hazard site (7 minutes)	-	00:04:38	00:03:56	00:04:41	00:06:14	00:05:59	00:04:52
1.1.4.3 Average time of full mobilisation to a Worse Case Planning Scenario incident at a High Hazard site (20 minutes)	No reported mobilisations	No reported mobilisations	No reported mobilisations	No reported mobilisations	No reported mobilisations	No reported mobilisations	-
1.1.4.4 Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	00:34:26 (3 full PDA mobilisation)	00:19:36 (1 full PDA mobilisation)	00:19:44 (2 full PDA mobilisation)	No mobilisations	00:02:56 (1 full PDA mobilisation)	No mobilisations	00:25:27
1.1.4.5 Percentage of High Hazard sites risk information that have been reviewed during the year	-	-	-	-	22% 6/27	59% 16/27	-

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



Corporate Goal: Safer, Stronger Communities								
Corporate Objective: Identify and minimise fire and rescue related risks in the community								
Corporate Outcome: Safer Neighbourhoods and the Environment								
Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.5.1	Number of Deliberate Fire Fatalities	1	0	0	-% ↔	-100% -1 ↓	0	-% ↔
1.1.5.2	Number of Deliberate Fire Injuries	3	4	4	-% ↔	33% 1 ↑	6	-33% -2 ↓
1.1.5.3	Number of Deliberate Fires	2777	3201	4068	27% 867 ↑	46% 1291 ↑	3431	19% 637 ↑
1.1.5.4	Number of Deliberate Primary Fires	320	361	421	17% 60 ↑	32% 101 ↑	346	22% 75 ↑
1.1.5.5	Number of Deliberate Primary Fire Vehicles	170	201	225	12% 24 ↑	32% 55 ↑	184	22% 41 ↑
1.1.5.6	Number of Deliberate Secondary Fires	2457	2840	3647	28% 807 ↑	48% 1190 ↑	3085	18% 562 ↑
1.1.5.7	Number of Water Rescue Incidents	6	7	5	-29% -2 ↓	-17% -1 ↓	8	-38% -3 ↓
Safer Neighbourhoods and the Environment Overall Performance Judgement					Adequate Performance	Adequate Performance		Adequate Performance

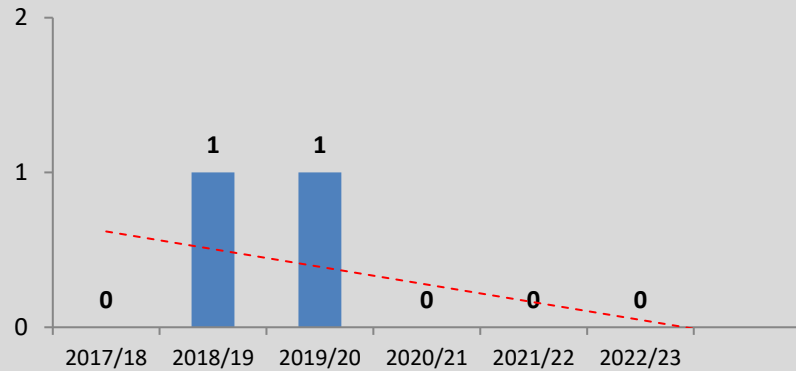
SAFER NEIGHBOURHOODS AND THE ENVIRONMENT



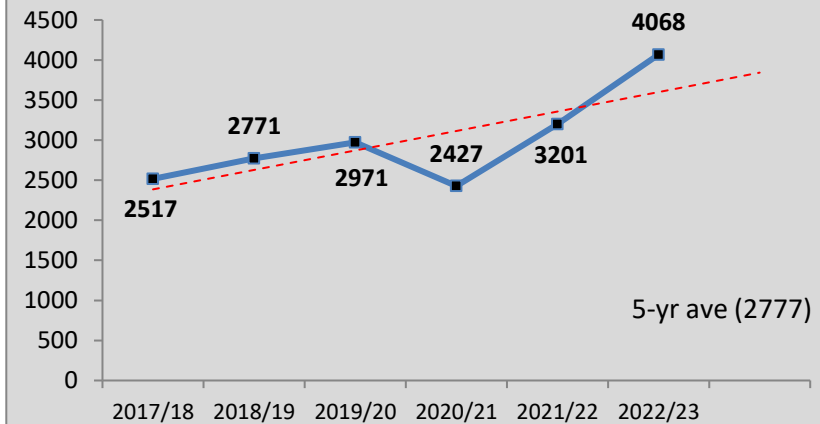
Trend Analysis: Corporate Outcome Safer Neighbourhoods and the Environment							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average *
Number of Deliberate Fire Fatalities	0	1	1	0	0	0	1
Number of Deliberate Fire Injuries	2	1	1	5	4	4	3
Number of Deliberate Fires	2517	2771	2971	2427	3201	4068	2777
Number of Deliberate Primary Fires	328	288	327	297	361	421	320
Number of Deliberate Primary Fire Vehicles	167	144	176	160	201	225	170
Number of Deliberate Secondary Fires	2189	2483	2644	2130	2840	3647	2457
Number of Water Rescue Incidents	5	9	6	3	7	5	6

Number of Deliberate Fire Fatalities

5-yr ave (1)

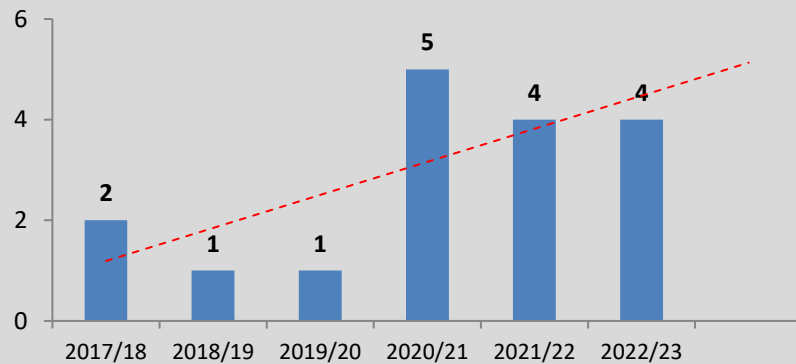


Number of Deliberate Fires

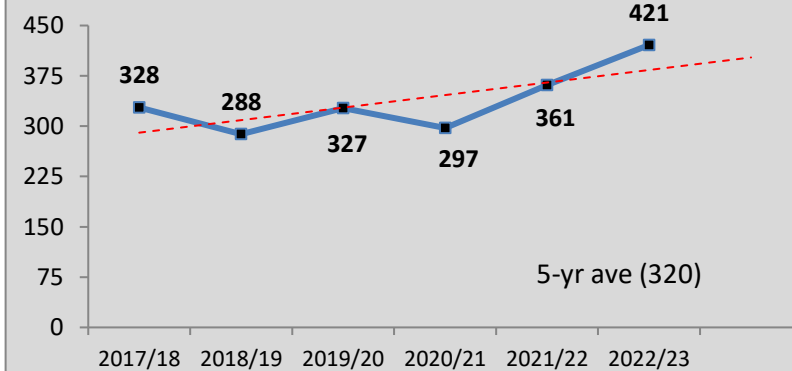


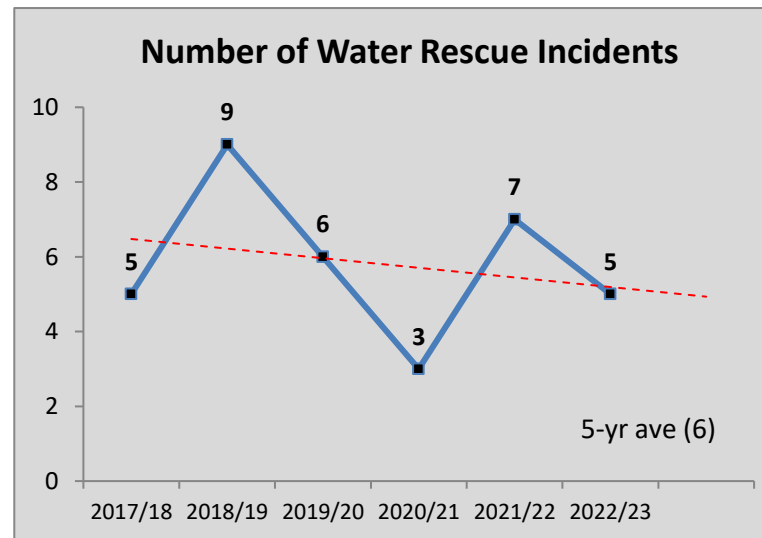
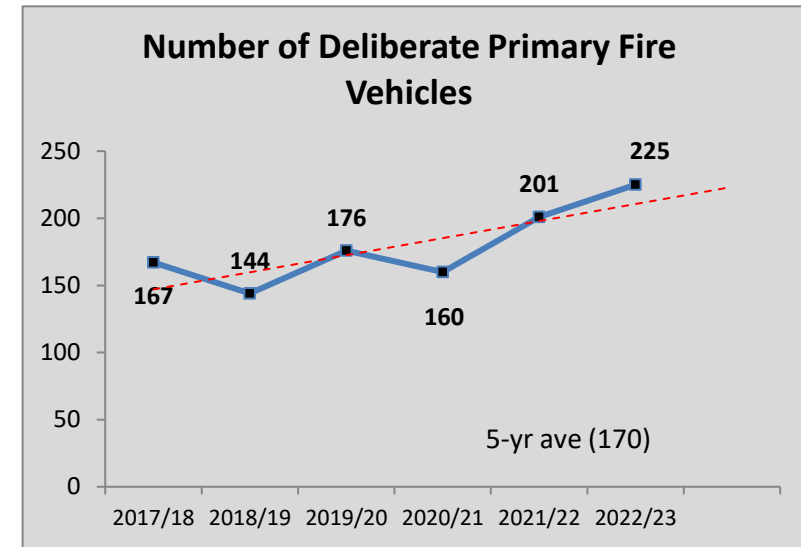
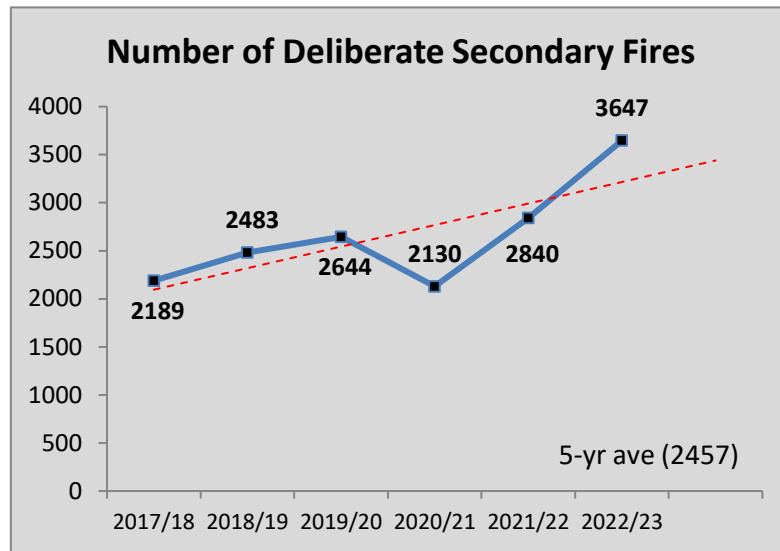
Number of Deliberate Fire Injuries

5-yr ave (3)



Number of Deliberate Primary Fires

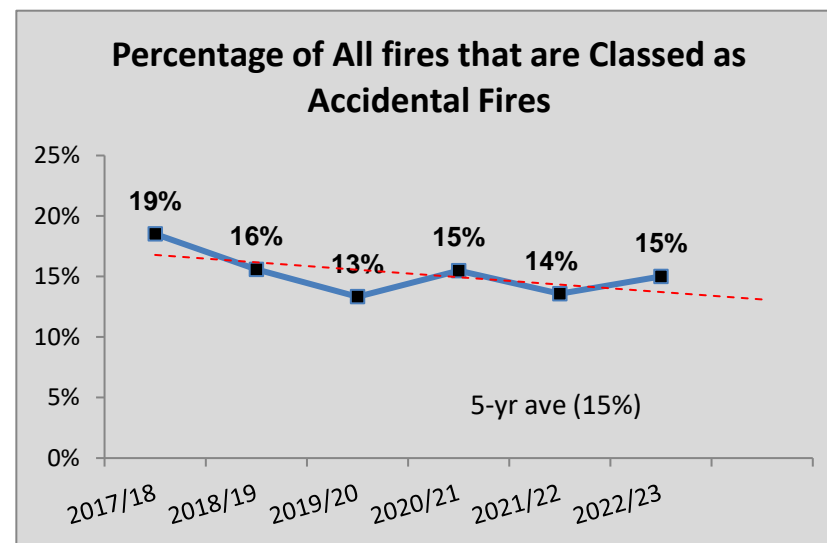
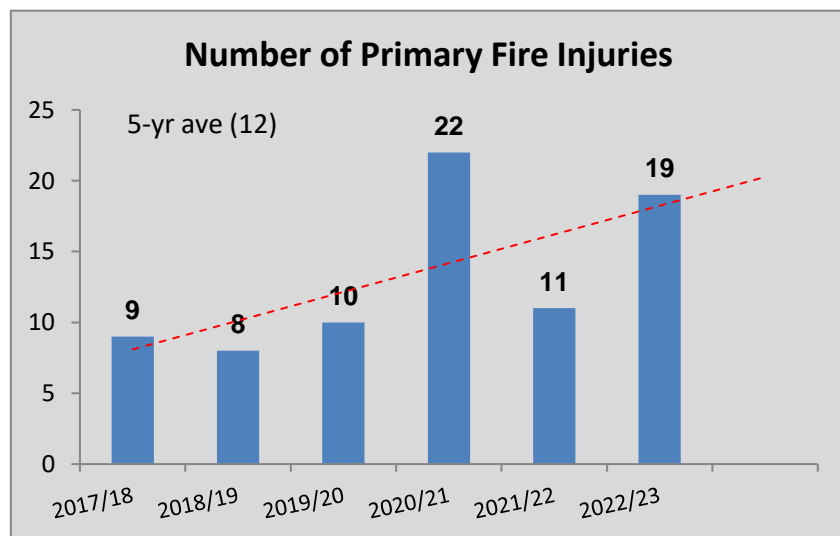
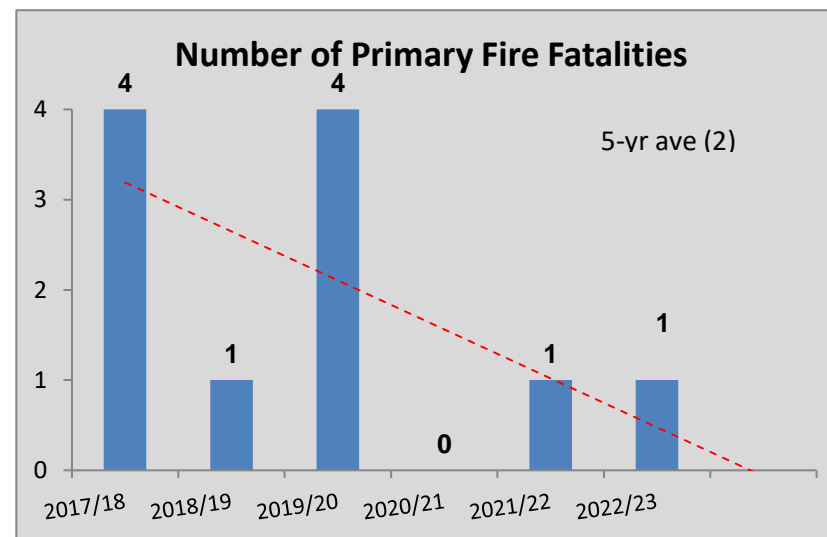
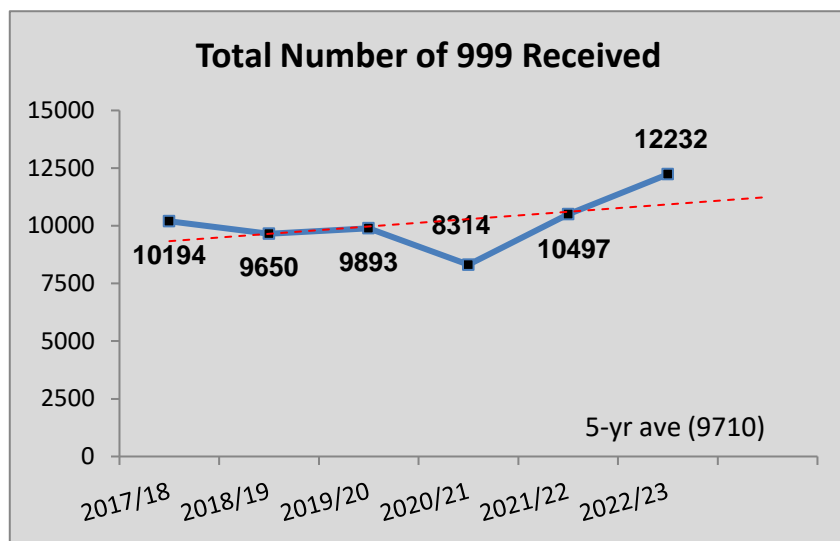


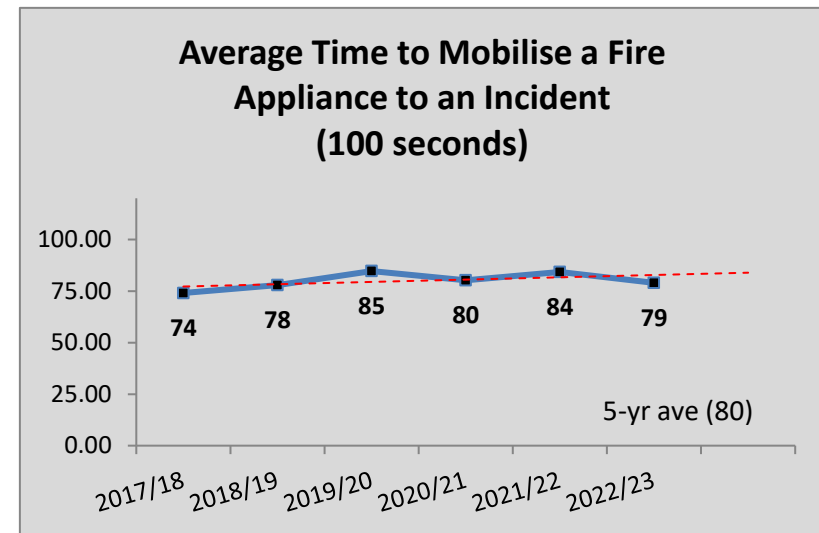
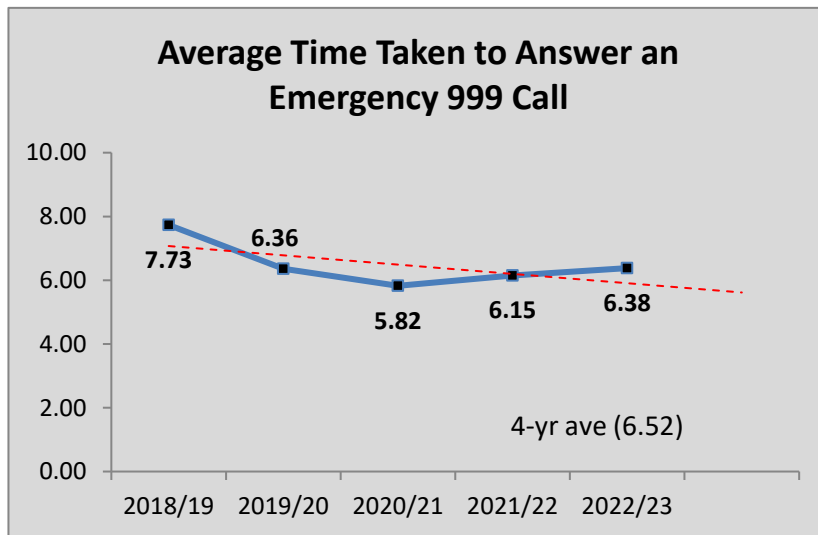
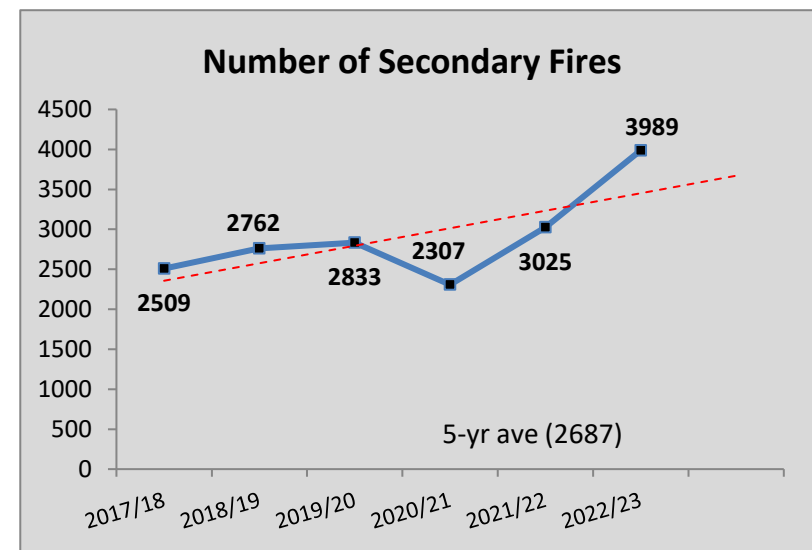
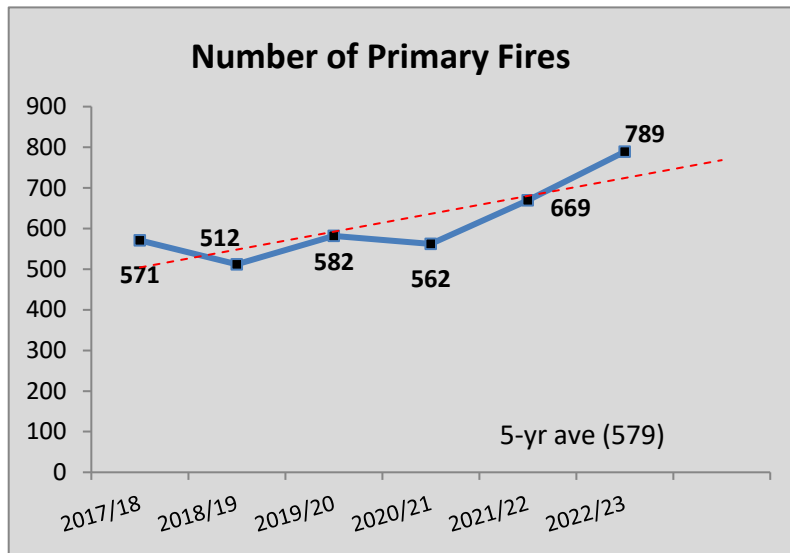


Supplementary Indicators							
Indicator	5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
Total Number of 999 calls to Fire Control	9710	10497	12232	17% 1735 ↑	26% 2522 ↑	-	-
Number of times a Fire Appliance assigned to an incident failed to respond	5	3	8	167% 5 ↑	60% 3 ↑	-	-
Number of Primary Fire Fatalities	2	1	1	-% ↔	-50% -1 ↓	0	100% +1 ↑
Number of Primary Fire Injuries	12	11	19	73% 8 ↑	58% 7 ↑	11	73% 8 ↑
Percentage of all fires that are classed as Accidental Fires	15%	14%	15%	For Information Purposes Only		-	-
Percentage of all fires that are classed as Deliberate Fires	85%	86%	85%			-	-
Number of Primary Fires	579	669	789	18% 120 ↑	36% 210 ↑	658	20% 131 ↑
Number of Secondary Fires	2687	3025	3989	48% 964 ↑	48% 1302 ↑	3313	20% 676 ↑
Average time taken to answer an emergency 999 call (7 seconds)	6.52	6.15	6.38	4% 0.23 ↑	-2% -0.14 ↓	7.00	-9% -0.62 ↓
Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	80	84	79	-6% -5 ↓	-1% -1 ↓	100	-21% -21 ↓
Percentage of Occasions Fire Control mobilise a Fire Appliance within 2 minutes of the call	90%	91%	91%	-% ↔	+1% ↑	98%	-7% ↓
Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	94%	93%	93%	-% ↔	-1% ↓	100%	-7% ↓
Percentage of On Call appliances meeting the Book Mobile threshold of 5 Minutes	66%	73%	65%	-8% ↓	-1% ↓	100%	-35% ↓

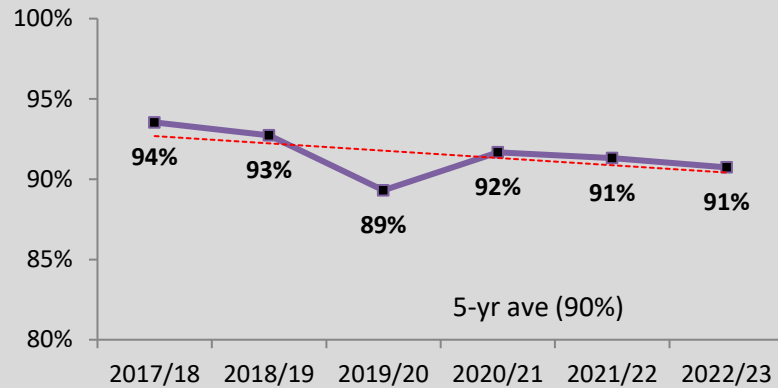
Trend Analysis: Supplementary Indicators							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average *
Total Number of 999 calls to Fire Control	10194	9650	9893	8314	10497	12232	9710
Number of times a Fire Appliance assigned to an incident failed to respond	-	-	6	5	3	8	5
Number of Primary Fire Fatalities	4	1	4	0	1	1	2
Number of Primary Fire Injuries	9	8	10	22	11	19	12
Percentage of all fires that are classed as Accidental Fires	19%	16%	13%	15%	14%	15%	15%
Percentage of all fires that are classed as Deliberate Fires	81%	84%	87%	85%	86%	85%	85%
Number of Primary Fires	571	512	582	562	669	789	579
Number of Secondary Fires	2509	2762	2833	2307	3025	3989	2687
Average time taken to answer an emergency 999 call (7 seconds)	-	7.73	6.36	5.82	6.15	6.38	6.52
Average time for Fire Control to mobilise a fire appliance to an incident (100 seconds)	74	78	85	80	84	79	80
Percentage of occasions Fire Control mobilise a Fire Appliance within 2 Minutes of the call	94%	93%	89%	92%	91%	91%	90%
Percentage of Wholetime appliances meeting Book mobile threshold of 2 minutes	-	93%	93%	94%	93%	93%	94%
Percentage of Retained appliances meeting Book mobile threshold of 5 minutes	-	61%	65%	67%	73%	65%	66%

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

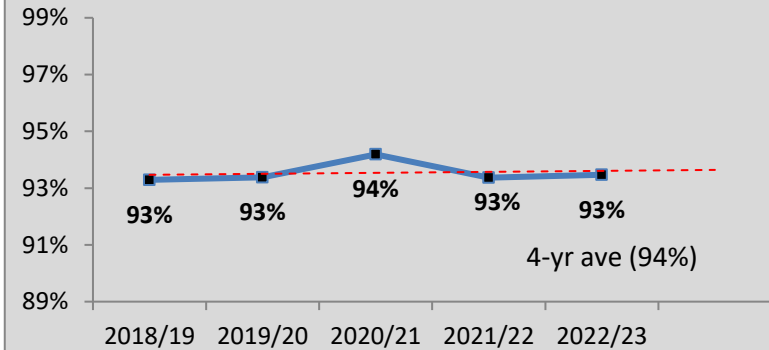




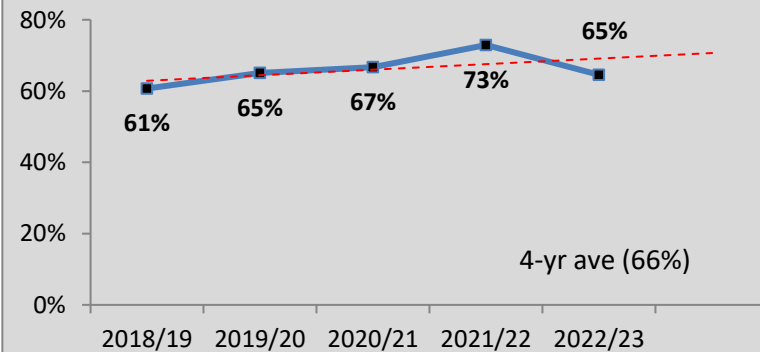
Percentage of Occasions a Fire Appliance is mobilised within 2 Minutes of the call



Percentage of Wholetime appliances meeting Book mobile threshold of 2 minutes



Percentage of Retained Appliances Meeting Book Mobile Threshold of 5 Minutes



Corporate Goal: Safer, Stronger Communities

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

Corporate Outcome: Supported National Resilience

Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.6.1	Percentage of times the DIM (G8) National Resilience resource is mobilised within 60 minutes	100%	100% (6/6)	100% (4/4)	-% ↔	No Comparator Information	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 Comparator Information	No Comparator Information	100%	-
1.1.6.3	Percentage of times the National Resilience Assets (DIM G8 and MDU G9) are available for emergency response	-	100%	100%	-% ↔	No Comparator Information	100%	-% ↔
Supported National Resilience Overall Performance Judgement					Performing Strongly	Not Measured		Performing Strongly

Corporate Goal: Safer, Stronger Communities								
Corporate Objective: Identify and minimise fire and rescue related risks in the community								
Corporate Outcome: Improved Health Outcomes								
Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.2.1.1	Percentage of Safer Home Visits that lead to a positive intervention (equipment and / or referral for additional support)	7%	6%	7%	+1% ↑	-% ↔	-	-
1.2.1.3	Percentage of Co-responder incidents attended by the Brigade where medical treatment was provided by CFB	97%	No Incidents	No Incidents	No Comparator Information	No Comparator Information	-	-
Improved Health Overall Performance Judgement					Performing Well	Performing Well		Not Measured

Trend Analysis: Corporate Outcome Supported National Resilience							
Quarter 2 April - September	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average *
Percentage of times the DIM (G8) National Resilience resource is mobilised within 60 minutes	-	-	100% (9/9)	100% 5/5	100% (6/6)	100% (4/4)	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	-
Percentage of times the National Resilience Assets (DIM G8 and MDU G9) are available for emergency response	-	-	-	100%	100%	100%	-

Trend Analysis: Corporate Outcome Improved Health Outcomes							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average *
Percentage of Safe and Well visits that led to a positive intervention	3%	18%	7%	1%	6%	7%	7%
Percentage of Co-responder incidents attended by the Brigade where medical	100%	89%	100%	100%	No Incidents	No Incidents	97%

* 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 2022 to 31st December 2022 against our Corporate Goal 2

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

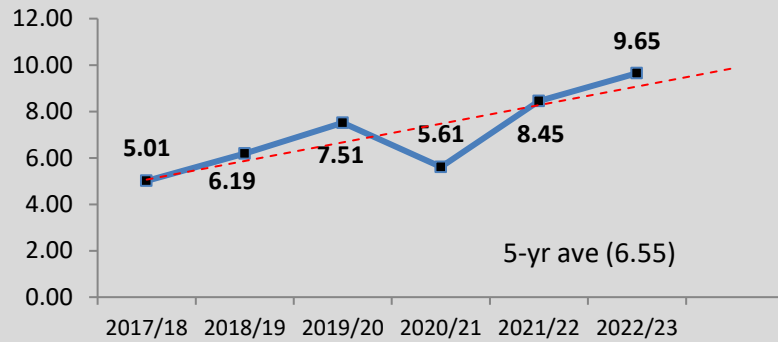
Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
2.1.1.1	Percentage of operational staff who have completed fitness assessments during year	96%	96%	94%	-2% ↓	-2% ↓	100%	-6% ↓
2.1.1.2	Percentage of operational personnel who have completed fitness assessment that have achieved / exceeded the relevant VO2 rates (based on initial pass rates)	95%	95%	90%	-5% ↓	-5% ↓	100%	-10% ↓
2.1.1.4	Average Number of Duty days lost to sickness absence per employee - All Staff	6.55	8.45	9.65	14% 1.20 ↑	47% 3.10 ↑	6.29	53% 3.36 ↑
2.1.1.5	Average Number of Duty days lost to sickness absence per employee - Wholetime	6.59	8.28	10.33	25% 2.05 ↑	57% 3.74 ↑	6.94	49% 3.39 ↑
2.1.1.6	Average Number of Duty days lost to sickness absence per employee - On Call	5.06	4.39	4.67	6% 0.28 ↑	-8% -0.39 ↓	6.94	-33% -2.27 ↓
2.1.1.7	Average Number of Duty days lost to sickness absence per employee - Fire Control	7.10	15.37	16.00	4% 0.63 ↑	125% 8.90 ↑	6.94	131% 9.06 ↑
2.1.1.8	Average Number of Duty days lost to sickness absence per employee - Green Book	7.11	10.53	10.85	3% 0.32 ↑	53% 3.74 ↑	6.94	56% 3.91 ↑
2.1.1.9	Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness	27%	32%	31%	-1% ↓	4% ↑	-	-
2.1.1.10	Number of people who exceed Phased Return Limits	0	0	1	100% 1 ↑	100% 1 ↑	0	100% 1 ↑
2.1.1.11	Number of people who exceed Modified Duties Limits	7	10	18	80% 8 ↑	157% 11 ↑	0	100% 18 ↑
2.1.1.12	Length of time on Phased Return Duty*	-	28	62	121% 34 ↑	No Comparator Information	-	-
2.1.1.13	Length of time on Modified Duties	-	2802	1760	-37% -1042 ↓	No Comparator Information	-	-
A Healthy Workforce Overall Performance Judgement					Adequate Performance	Adequate Performance		Requires Improvement

* cumulative days

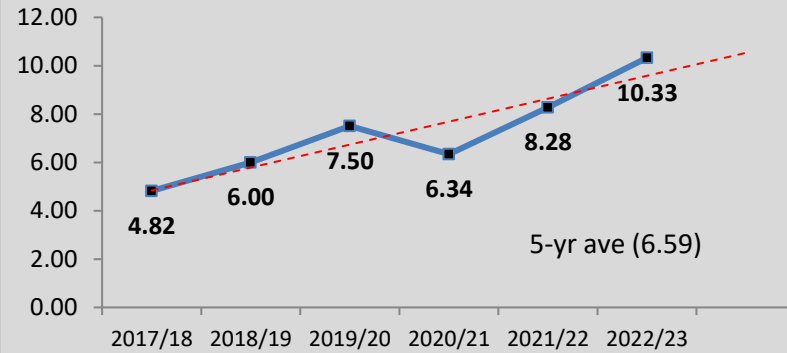
Trend Analysis: Corporate Outcome A Healthy Workforce							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average *
Percentage of operational staff who have completed fitness assessments during year	-	96%	96%	96%	96%	94%	96%
Percentage of Operational staff Achieving Passes in Relevant VO2 Rates	-	95%	93%	96%	95%	90%	95%
Average Number of Duty days lost to sickness absence per employee - All Staff	5.01	6.19	7.51	5.61	8.45	9.65	6.55
Average Number of Duty days lost to sickness absence per employee - Wholetime	4.82	6.00	7.50	6.34	8.28	10.33	6.59
Average Number of Duty days lost to sickness absence per employee - Retained	4.73	5.16	7.48	3.52	4.39	4.67	5.06
Average Number of Duty days lost to sickness absence per employee - Fire Control	4.49	6.71	5.44	3.50	15.37	16.00	7.10
Average Number of Duty days lost to sickness absence per employee - Green Book	6.02	5.51	8.06	5.43	10.53	10.85	7.11
Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness	-	32%	25%	19%	32%	31%	27%
Number of People who exceed Phased Return Limits	-	-	0	1	0	1	0
Number of people who exceed Modified Duties Limits	-	-	6	6	10	18	7
Length of Time on Phased Return Duty	-	-	-	242	28	62	-
Length of Time on Modified Duties	-	-	-	1370	2802	1760	-

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

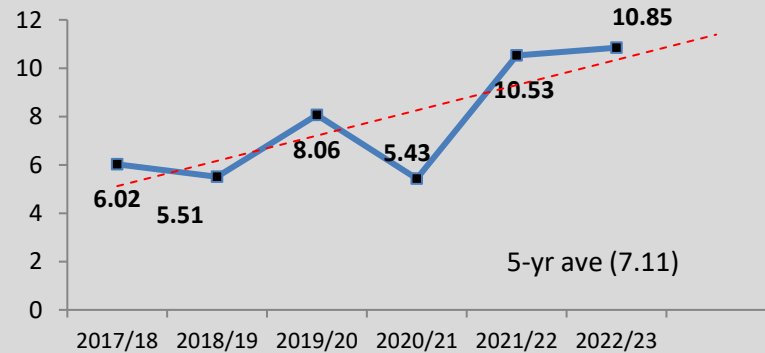
Average Number of Duty Days Lost to Sickness Absence per Employee - Adequate Performance All Staff



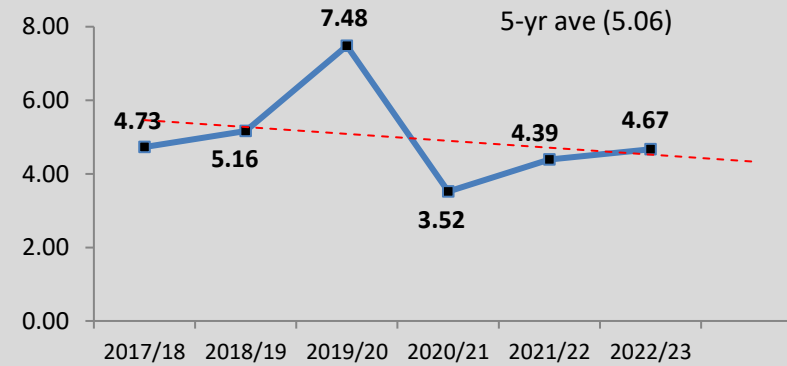
Average Number of Duty Days Lost to Sickness Absence per Employee - Wholetime

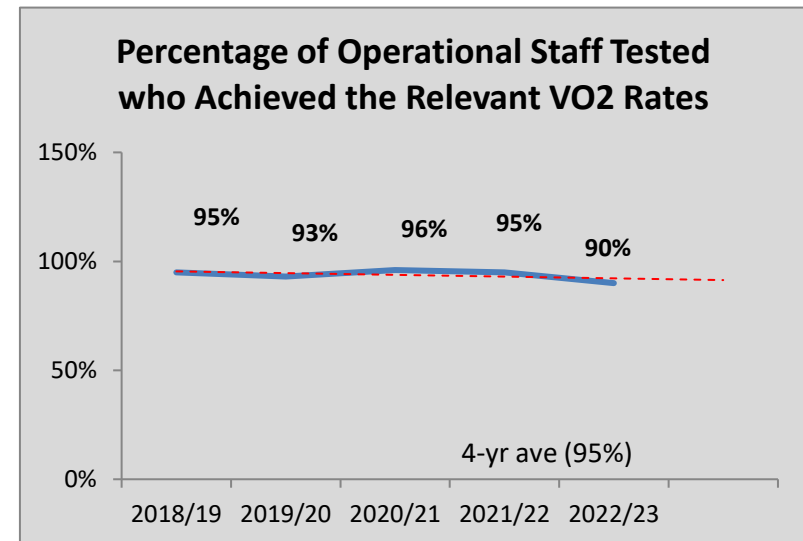
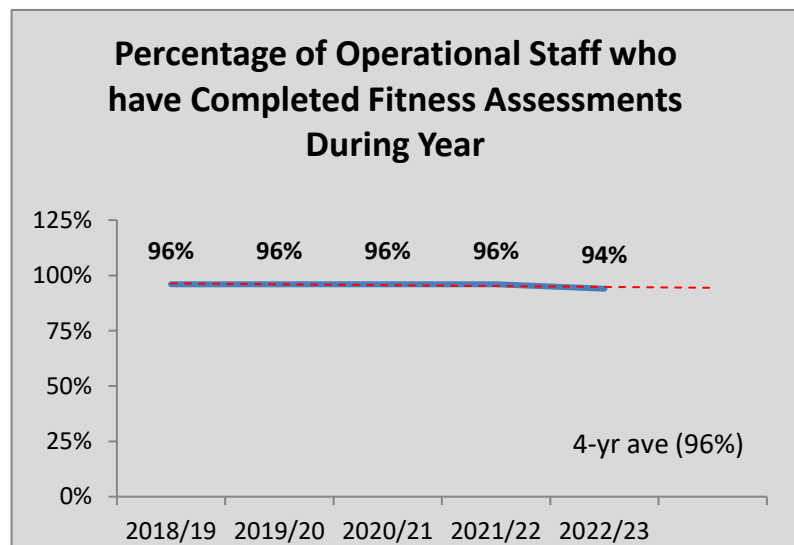
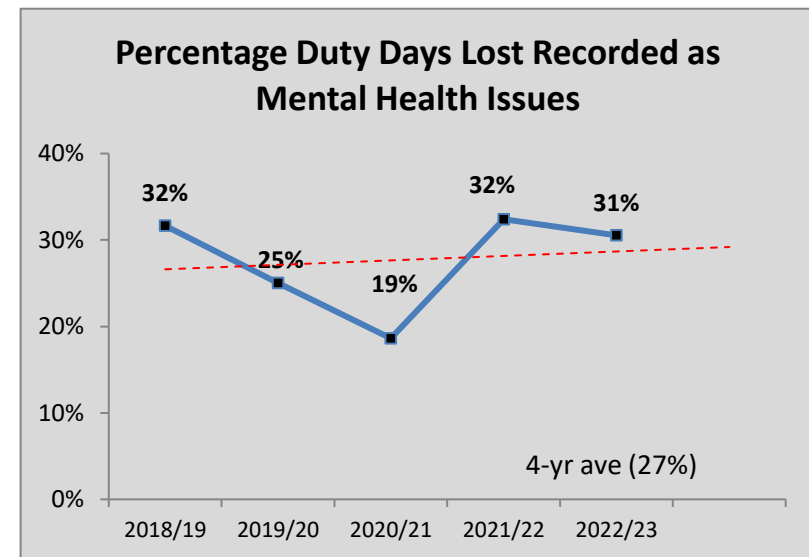
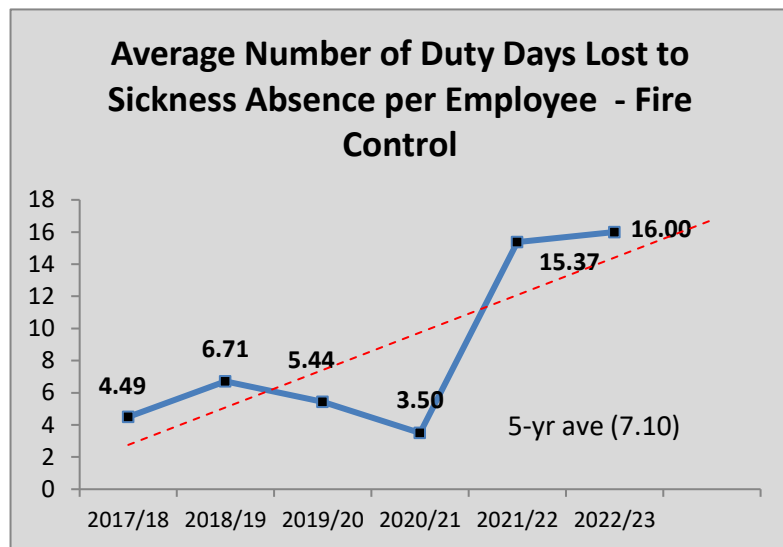


Average Number of Duty Days Lost to Sickness Absence per Employee - Green Book



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





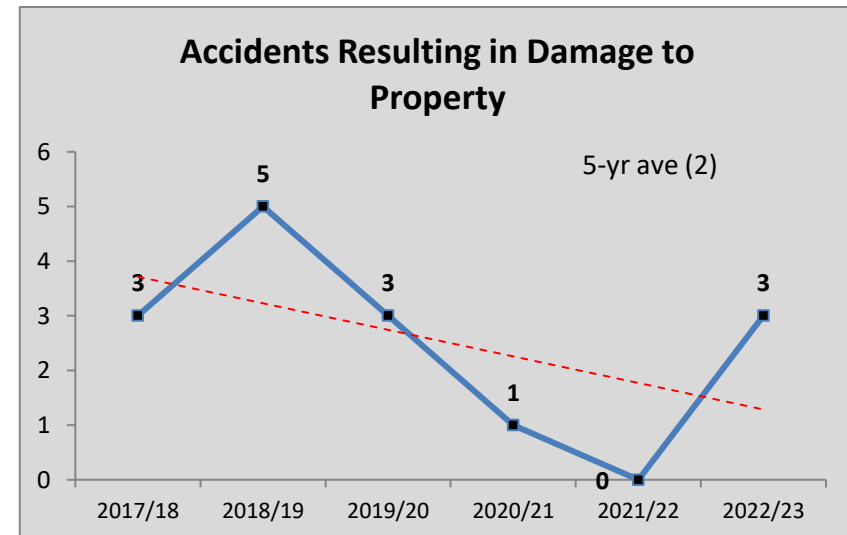
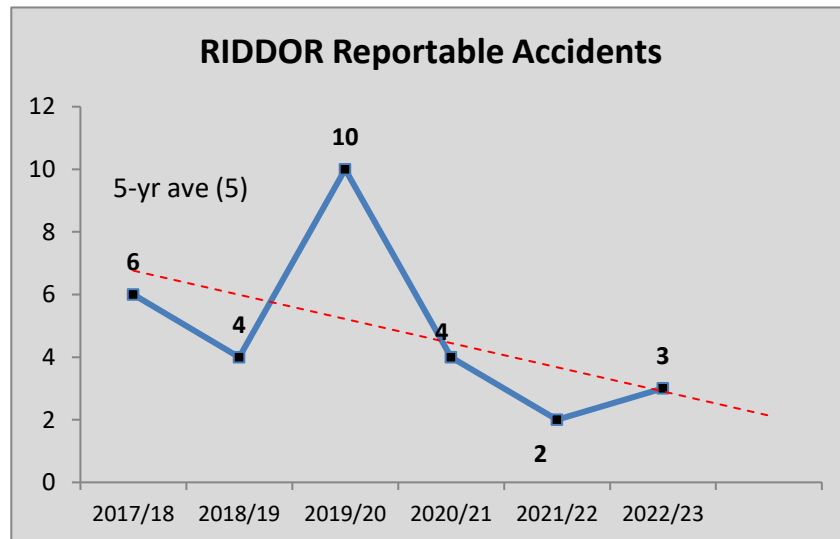
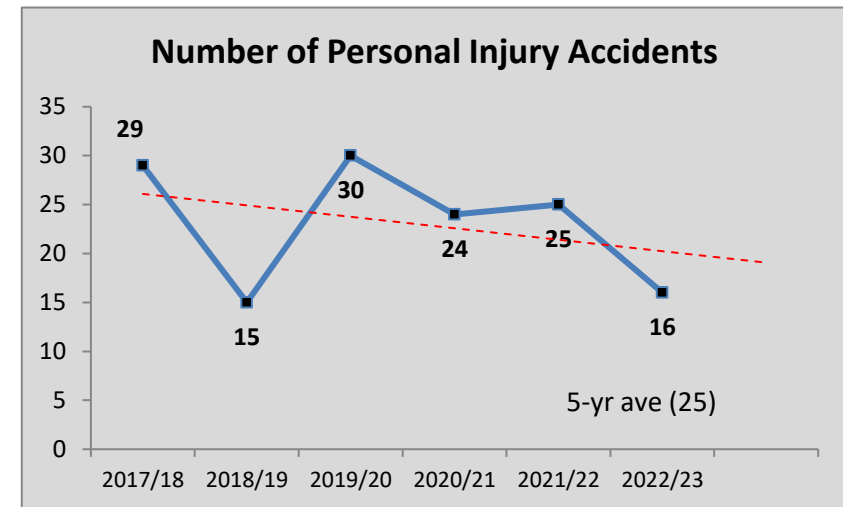
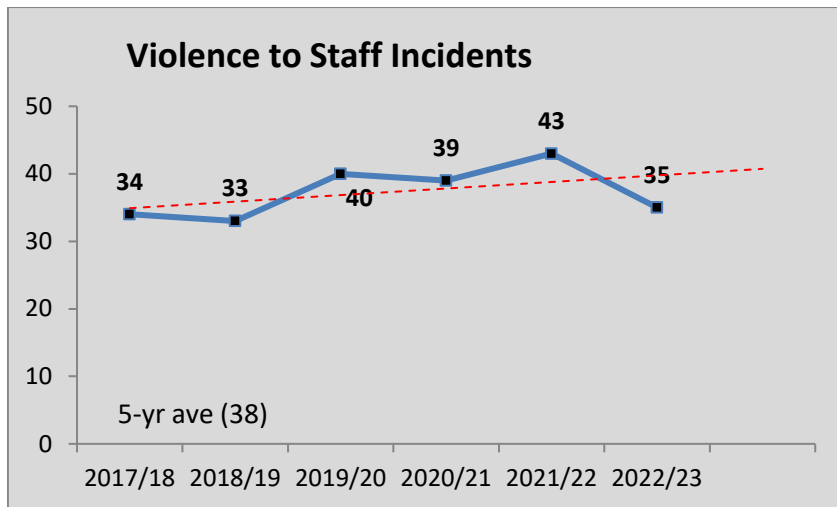
Corporate Goal: Professional, Proud and Passionate People

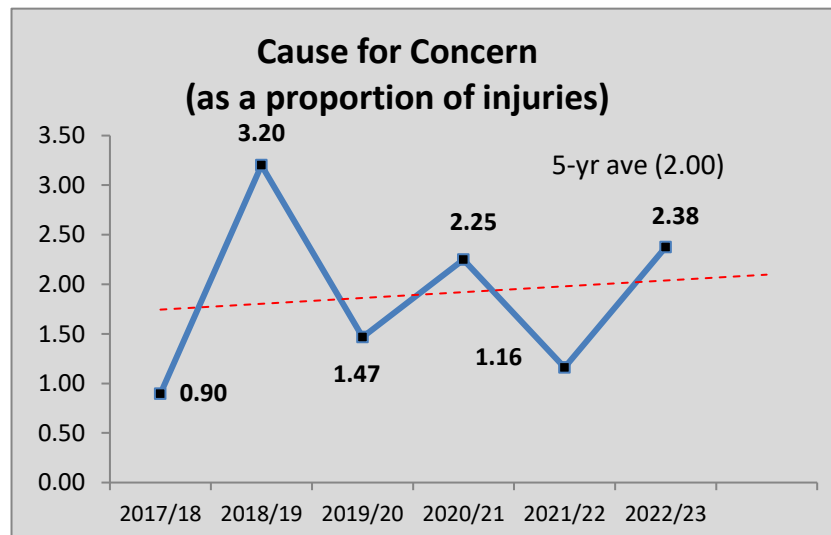
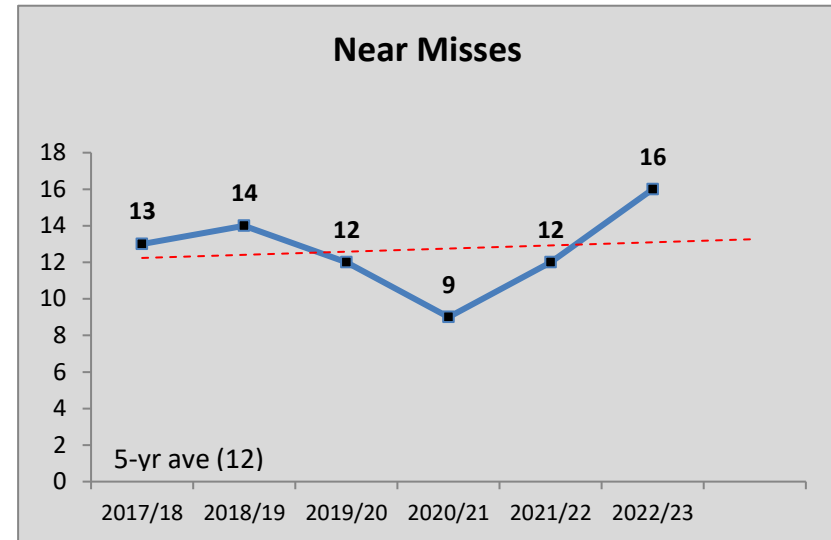
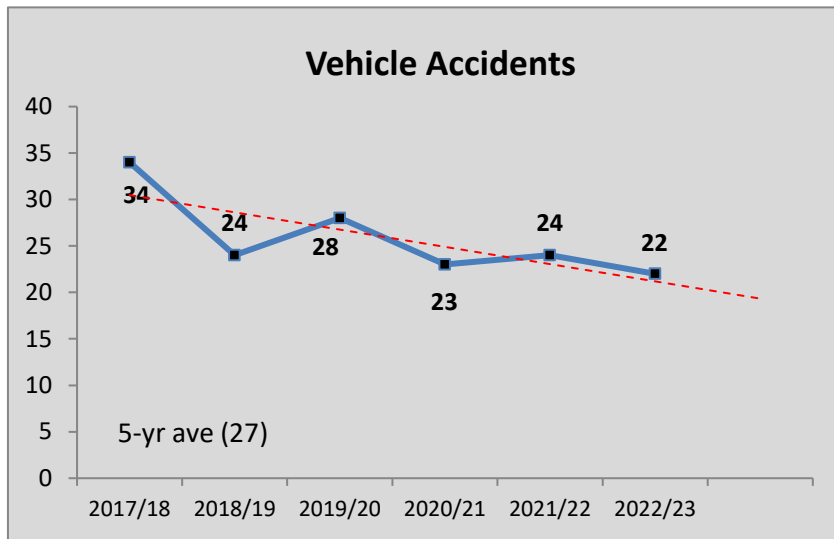
Corporate Objective: Recruit, develop and maintain a professional, diverse and value driven workforce;

Corporate Outcome : A Safe Workforce, Safe Workplaces

Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
2.1.2.1	Number of Violence to Staff Incidents (verbal and/or physical)	38	43	35	-19% -8 ↓	-8% -3 ↓	53	-34% -18 ↓
2.1.2.2	Number of RIDDOR Reportable Accidents	5	2	3	50% 1 ↑	-40% -2 ↓	0	100% 3 ↑
2.1.2.3	Number of Personal Injury Accidents	25	25	16	-36% -9 ↓	-36% -9 ↓	22	-27% -6 ↓
2.1.2.4	Number of Accidents resulting in damage to property	2	0	3	100% 3 ↑	50% 1 ↑	1	200% 2 ↑
2.1.2.5	Number of Near Misses	12	12	16	33% 4 ↑	33% 4 ↑	11	45% 5 ↑
2.1.2.6	Number of Vehicle Accidents	27	24	22	-8% -2 ↓	-19% -5 ↓	20	10% 2 ↑
2.1.2.7	Cause for Concern	40	29	38	data for information		-	-
A Safe Workforce, Safe Workplaces Overall Performance Judgement					Adequate Performance	Performing Well		Adequate Performance

Trend Analysis: Corporate Outcome A Safe Workforce, Safe Workplaces							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average *
Number of Violence to Staff Incidents (verbal and/or physical)	34	33	40	39	43	35	38
Number of RIDDOR Reportable Accidents	6	4	10	4	2	3	5
Number of Personal Injury Accidents	29	15	30	24	25	16	25
Number of Accidents resulting in damage to property	3	5	3	1	0	3	2
Number of Near Misses	13	14	12	9	12	16	12
Number of Vehicle Accidents	34	24	28	23	24	22	27
Cause for Concern (as a proportion of injuries)	0.90	3.20	1.47	2.25	1.16	2.38	2.00





Corporate Goal: Professional, Proud and Passionate People

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

Corporate Outcome: A Competent Workforce, Outstanding Leaders

Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
2.2.1.3	Maintaining Competence: Percentage of Operational and Fire Control personnel (WT/Retained/Fire Control from FF to GM Level) who have been assessed as maintaining competency aligned to PDR core skills	-	74% (383/428)	88% (257/291)	4% ↑	No Comparator Information	100%	-14% ↓
2.2.1.4	Maintaining Competence: Percentage of Green Book Personnel (Grade A - J) who have been assessed as maintaining competence aligned to PDR Core Skills	-	31%	73%	42% ↑	No Comparator Information	100%	-27% ↓
2.2.1.6	Percentage of staff who have received a Personnel Development Review during the current financial year	annual indicator			-	-	-	-
2.2.1.7	Percentage of Personnel who have completed training on areas identified within the approved Training Needs Assessment	annual indicator			-	-	-	-
2.2.1.8	Percentage of operational exercises undertaken and completed as a proportion of the Annual Operational Exercise Programme	-	83% (82/99)	AWAITING DATA	AWAITING DATA	No Comparator Information	100%	AWAITING DATA
A Competent Workforce, Outstanding Leaders Overall Performance Judgement					Performing Strongly	No Comparator Information		Requires Improvement

Corporate Goal: Professional, Proud and Passionate People

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

Corporate Outcome: An inclusive and Great Place to Work

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

Corporate Outcome: An inclusive and Great Place to Work

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

EFFICIENT, SUSTAINABLE RESOURCES

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



Performance Summary: Efficient, Sustainable Resources

Below is a summary of our performance for the period 1st April 2022 to 31st December 2022 against our Corporate Goal 3

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

Corporate Goal: Efficient, Sustainable Resources

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

Corporate Outcome: Efficient and Effective Use of Resources

Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
3.1.1.1	Number of Internal Audit reports classed as limited assurance or below	-	0	0	-% ↔	No Comparator Information	0	-% ↔
3.1.1.2	Number of Internal Audit recommendations not completed and signed off by Internal Audit by the due deadline	-	0	0	-% ↔	No Comparator Information	0	-% ↔
3.1.1.3	Public Contracts Regulations 2015: Percentage of invoices paid within 30 days	-	100% (3582/3582)	99.20% (3773/3807)	-0.80% ↓	No Comparator Information	100%	-0.80% ↓
3.1.1.4	Public Contracts Regulations 2015: Interest Paid due to late payment of invoices	-	£0.00	£0.00	-% ↔	No Comparator Information	£0.00	-% ↔
3.1.1.5	Procurement ROI (Return on Investment)	annual indicator			No Comparator Information	No Comparator Information	-	-
3.1.1.6	Compliant Spend	annual indicator			No Comparator Information	No Comparator Information	-	-
3.1.1.7	Supporting our Communities	annual indicator			No Comparator Information	No Comparator Information	-	-
3.1.2.1	Number of Malicious False Alarms	86	92	121	32% 29 ↑	40% 35 ↑	96	26% 25 ↑
3.1.2.2	Percentage of Malicious False Alarms resulting in mobilisation of a fire appliance	64%	80%	83%	3% ↑	19% ↑	-	-
3.1.3.1	Staff Turnover: Percentage of staff leaving the Brigade as a proportion of the total workforce	10%	7.00%	6.26%	-0.74% ↓	-3.90% ↓	-	-
1.1.2.9	Percentage of call questioned Non Domestic Fire Alarm Calls where no fire is confirmed that the Brigade attends	-	-	8%	No Comparator Information	No Comparator Information	-	-
2.5.1.1	Percentage of time 18 or more appliances are available to respond to Emergency Calls*	60%	33%	18%	-15% ↓	-42% ↓	-	-
2.5.1.2	Percentage of time Retained Crewed Appliances are available for Operational Response	66%	59%	50%	-9% ↓	-16% ↓	-	-
Efficient and Effective Use of Resources Performance Judgement					Performing Well	Adequate Performance		Performing Well

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

EMERGENCY RESPONSE BENCHMARKS SUMMARY



EMERGENCY RESPONSE BENCHMARKS

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

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

Response Benchmarks

Fire Control and Mobilisation

Indicator		5 year average	2022/23	Target	% Direction of travel from target
1.1.5.9	Average time taken to answer an emergency 999 call (7 seconds)	6.52	6.38	7	-9% ↓
1.1.5.10	Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	80	79	100	-21% ↓
1.1.5.11	Percentage of times a fire appliance is dispatched to an emergency in 2 minutes	90%	91%	98%	-7% ↓
1.1.5.12	Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	94%	93%	100%	-7% ↓
1.1.5.13	Percentage of On Call Appliances meeting the Book Mobile threshold of 5 Minutes	66%	65%	100%	-35% ↓

Building Fires

Indicator		5 year average	2022/23	Target	% Direction of travel from target
1.1.1.10	Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	00:04:53	00:05:17 (1000/1205)	00:07:00	-25% ↓
1.1.1.11	First appliance attendance to a Dwelling Fire within 10 minutes on 90% of occasions	97%	97% (1164/1205)	90%	7% ↑
1.1.1.12	Average time of second appliance to attend a Dwelling Fire incident (10 minutes)	00:06:44	00:07:21 (829/966)	00:10:00	-27% ↓
1.1.2.10	Average time of first appliance attendance to a building fire (7 Minutes)	00:04:58	00:05:19 (1543/1869)	00:07:00	-24% ↓
1.1.2.11	First appliance attendance to building fires within 10 minutes on 90% of occasions	97%	97%	90%	7% ↑
1.1.2.12	Average time of second appliance to attend a building fire incident (10 minutes)	00:06:53	00:07:30 (1073/1279)	00:10:00	25% ↓

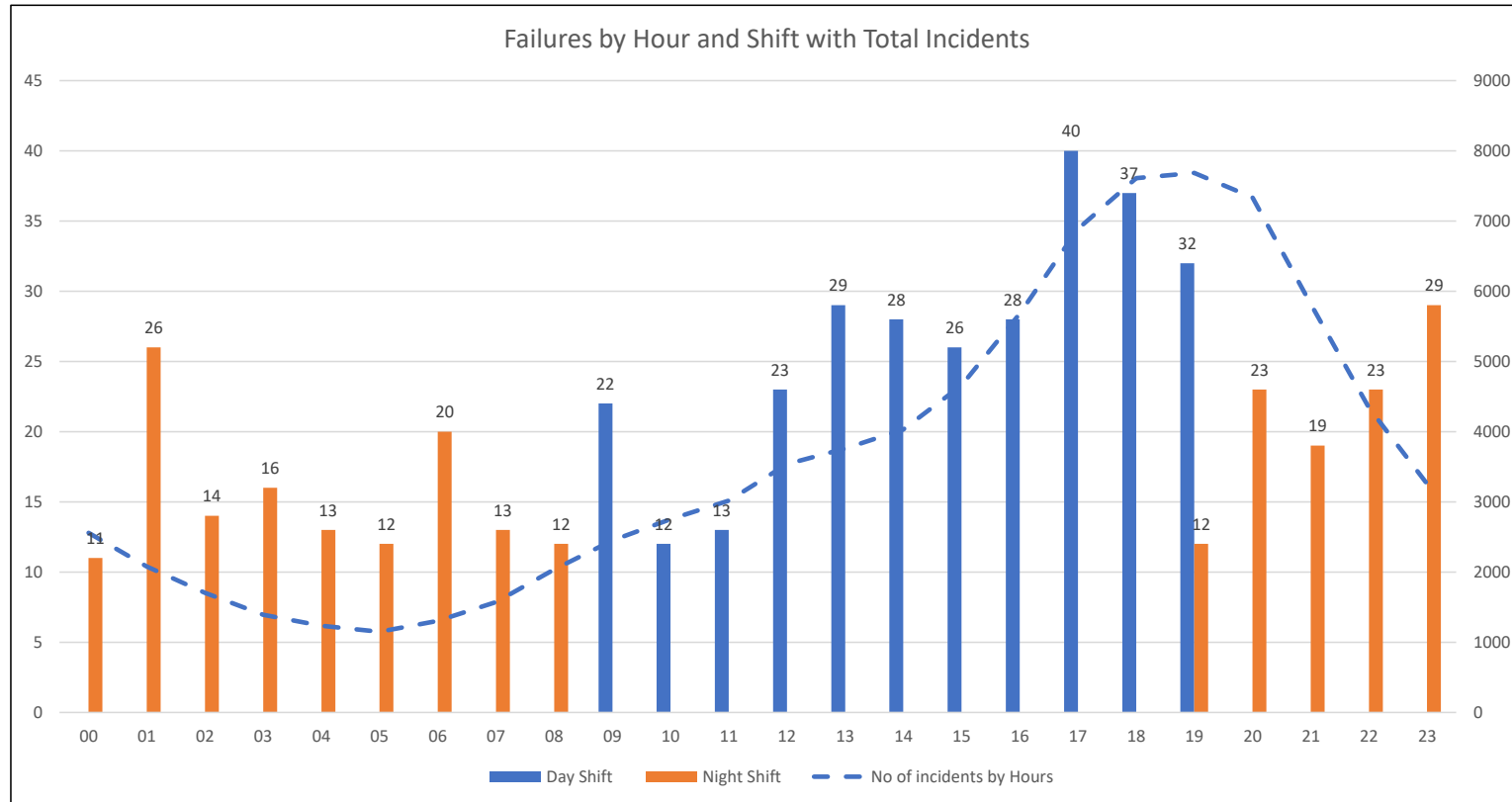
Road Traffic Collisions

Indicator		5 year average	2022/23	Target	% Direction of travel from target
1.1.3.5	Average time of first appliance attendance to an immediate life threatening / rescue RTC (8 minutes)	00:05:35	00:05:34 (157/189)	00:08:00	-30% ↓

High Hazard

Indicator		5 year average	2022/23	Target	% Direction of travel from target
1.1.4.2	Average time of first appliance attendance to an incident at an industrial site (7 minutes)	00:04:52	00:05:59	00:07:00	-14% ↓
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	00:25:27	No mobilisations	00:16:00	-

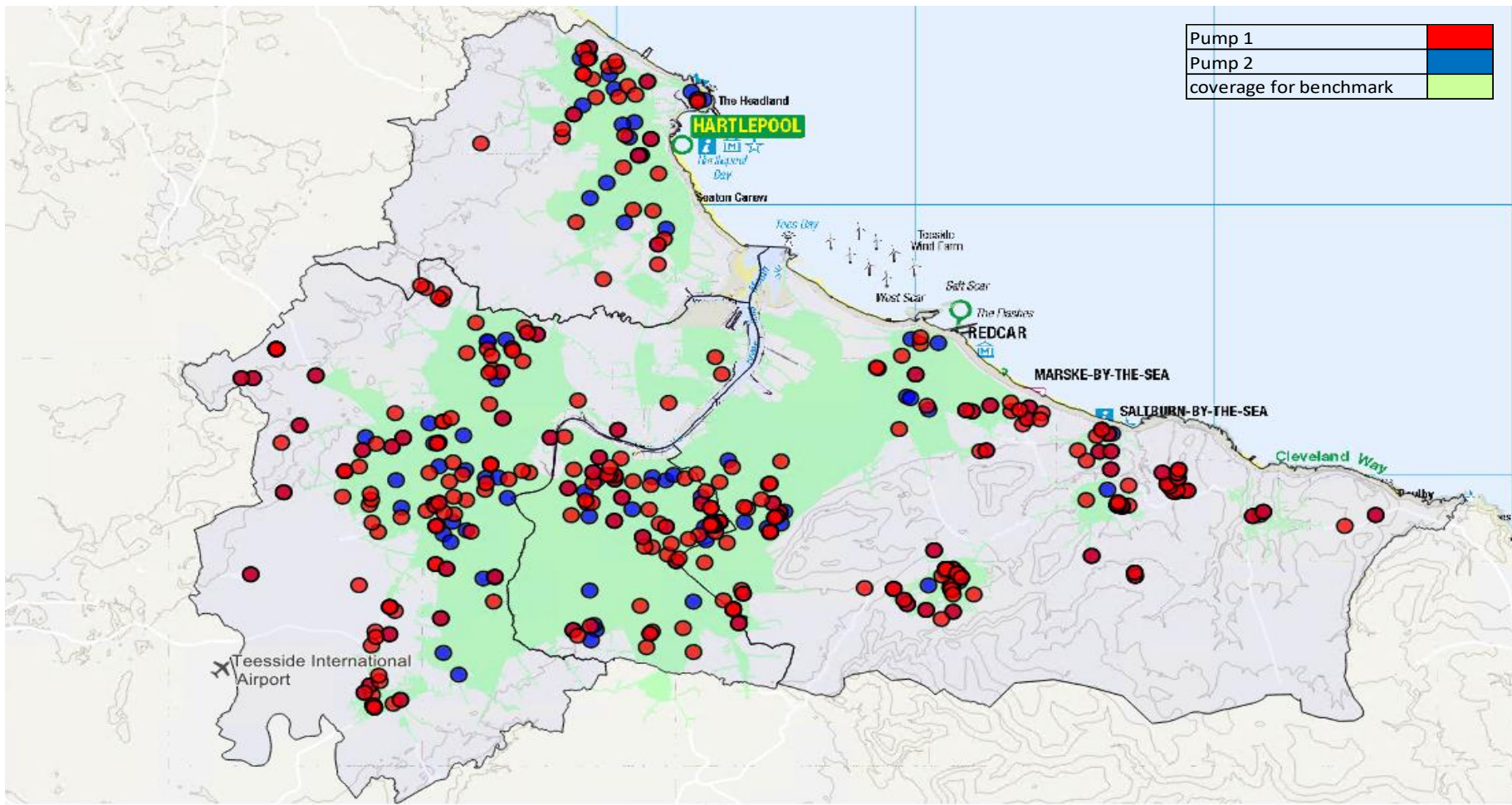
Appliance Failures by Hour and Shift



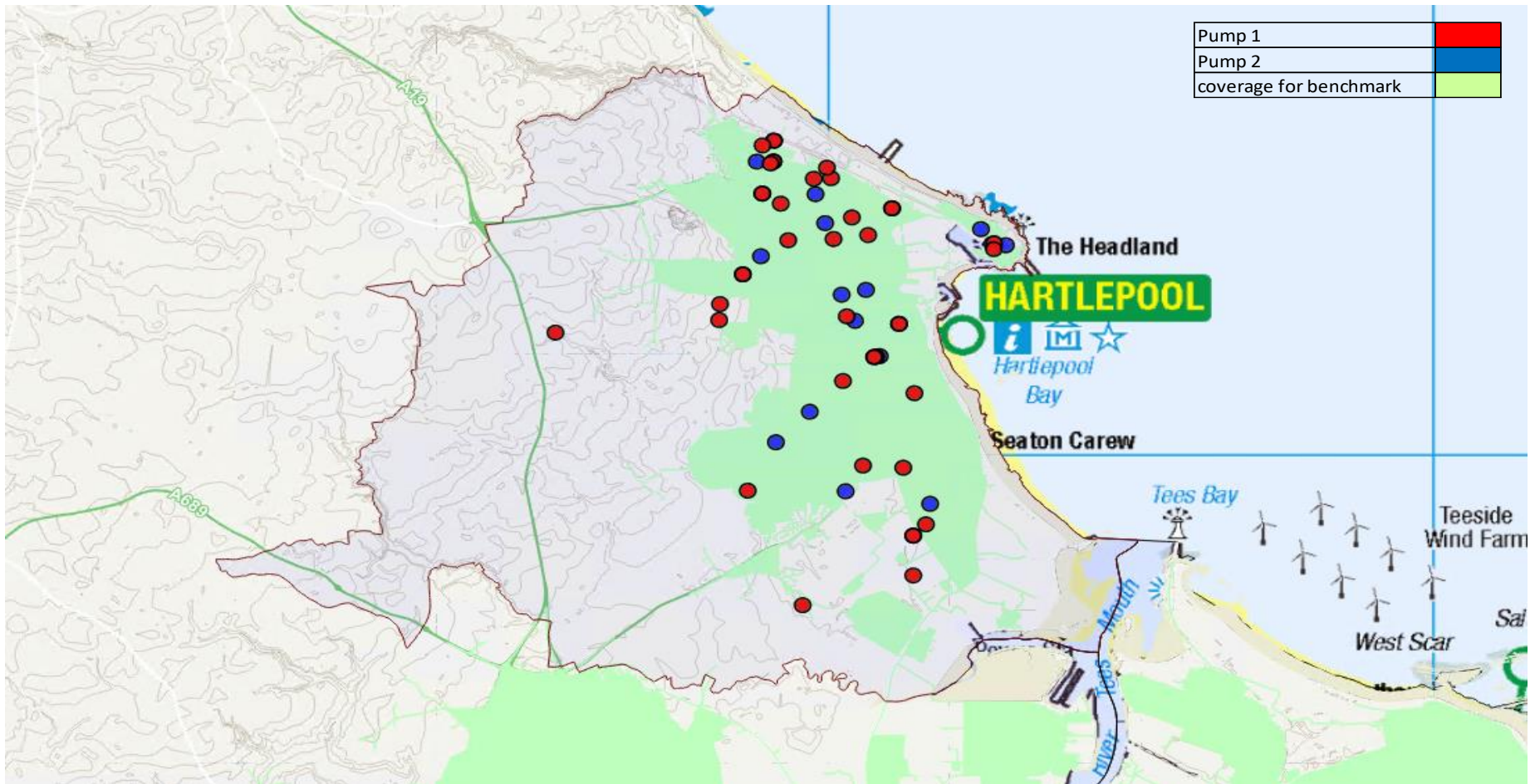
1st Pump Time Taken to Arrive at Incident	Total
00:07:00 to 00:07:59	129
00:08:00 to 00:08:59	92
00:09:00 to 00:09:59	44
00:10:00 to 00:10:59	21
00:11:00 to 00:11:59	21
00:12:00 to 00:12:59	5
00:13:00 to 00:13:59	5
00:14:00 to 00:14:59	3
>15	6
TOTAL	326

End Main Type 1st Pump	Total
F1	71
F3	7
FA	159
FG	81
FM	7
SE	1
TOTAL	326

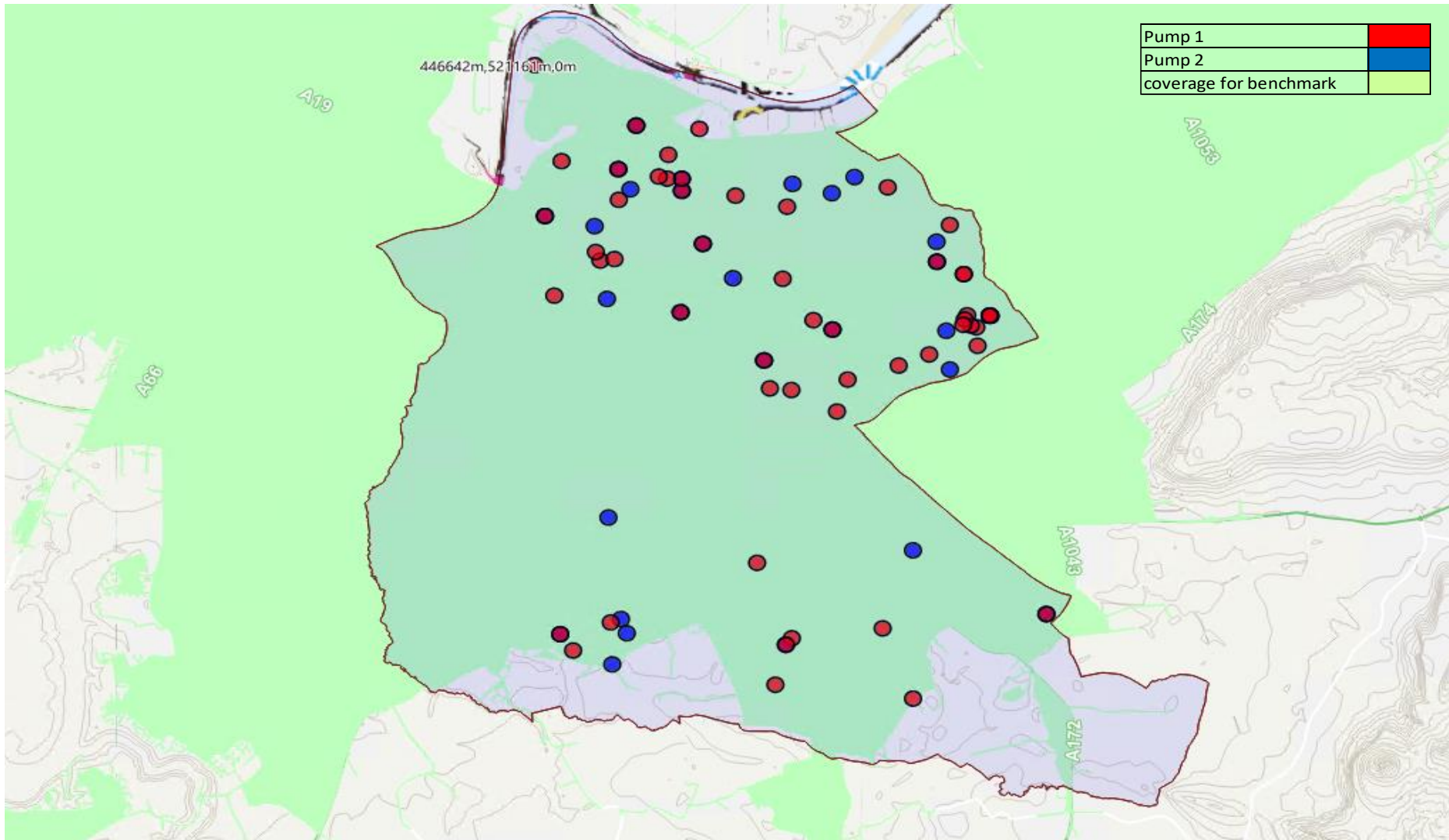
Map of 1st and 2nd Benchmark Failures (Building Fire Risk) overlaid against 7 Minute Isochrone



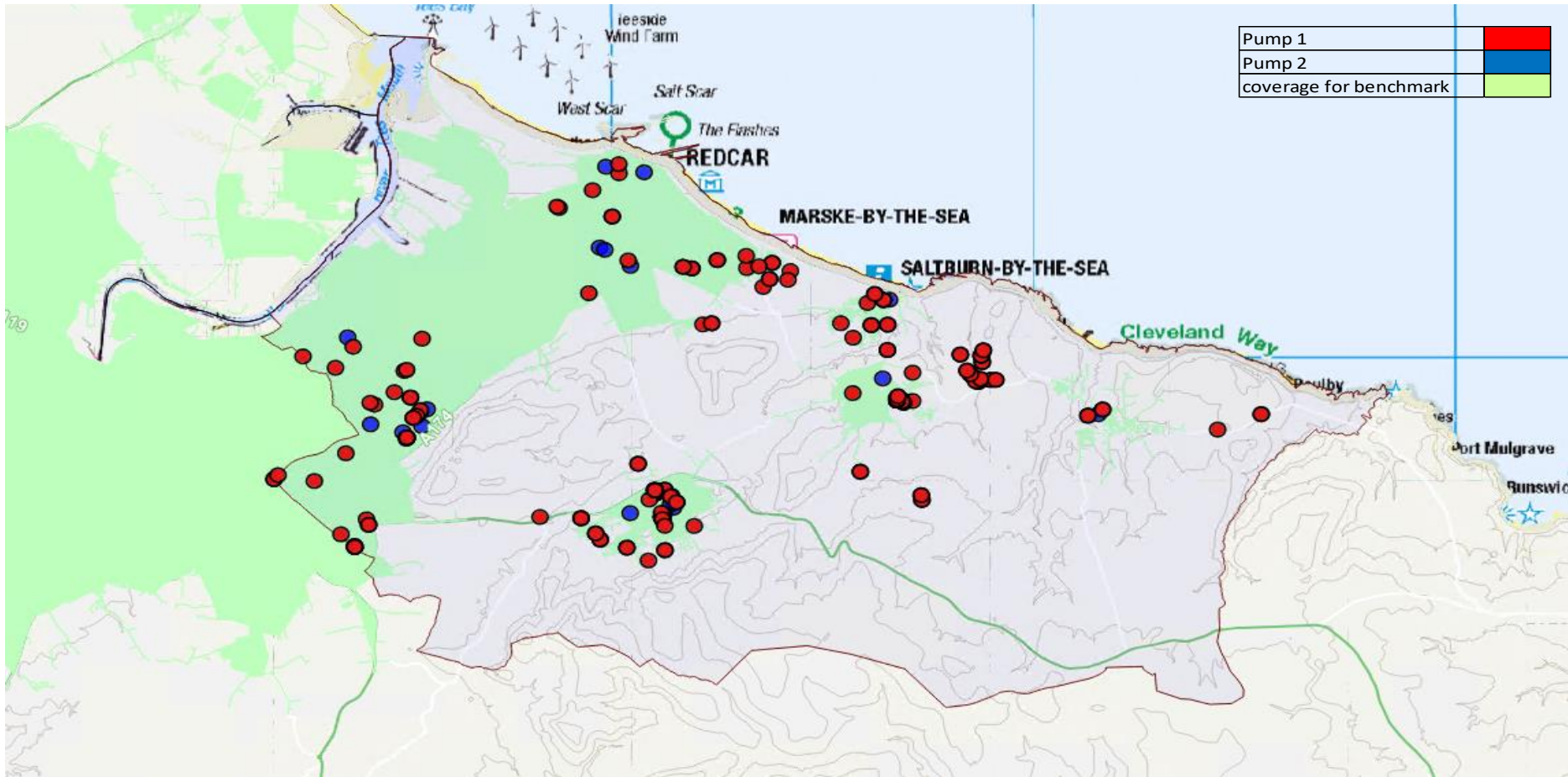
Hartlepool District



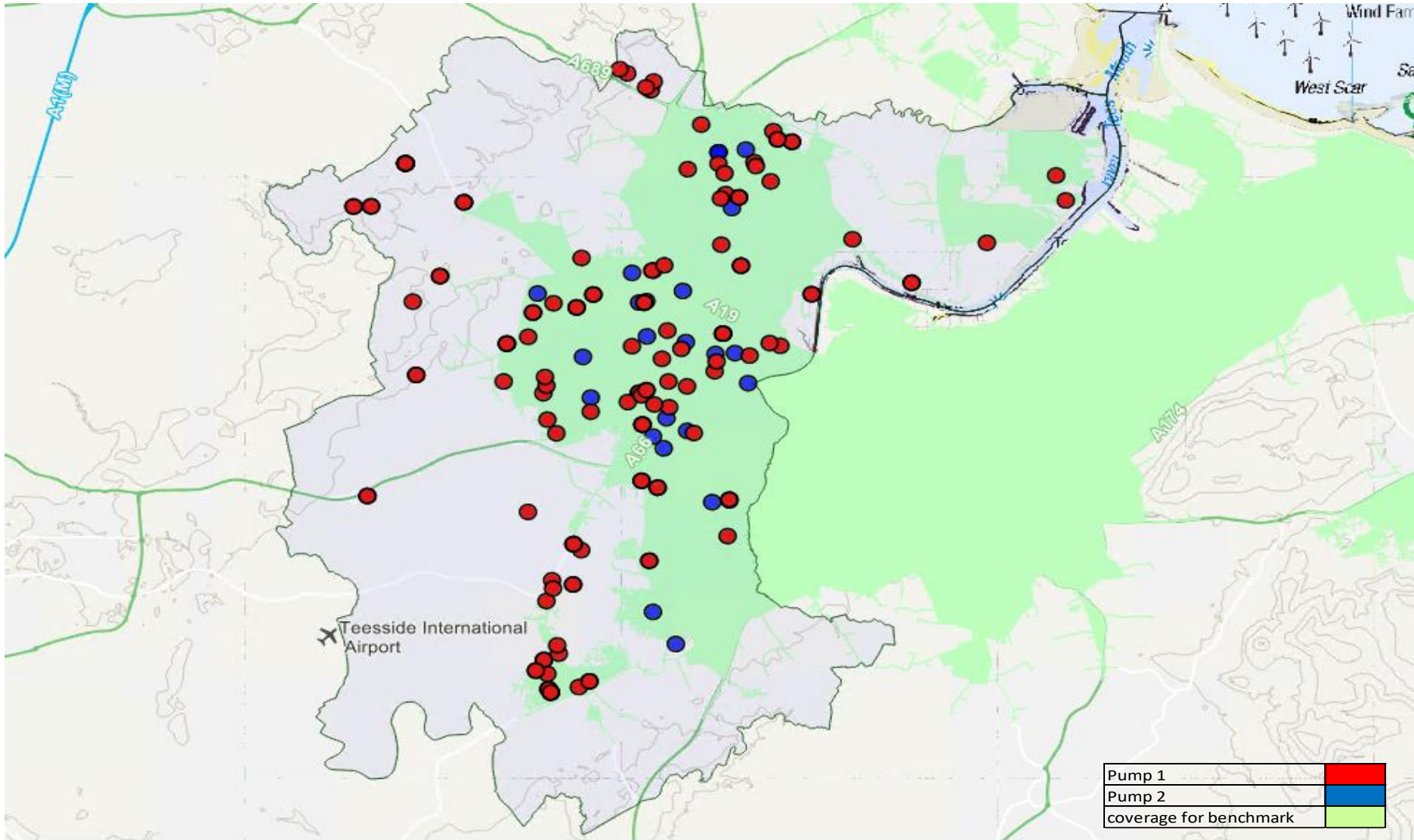
Middlesbrough District



Redcar & Cleveland District



Stockton District



Glossary of Terms

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

Call Challenge: an initiative where our Control Room Operators can challenge the caller if they believe the incident to be malicious;

Call Questioning: an initiative where our Control Room Operators question an incident with an Automatic Fire Alarm to confirm there is a fire with someone on site at the time of the incident;

COMAH sites: Control Of Major Accident Hazards;

CIRMP: Community Integrated Risk Management Plan;

Control Operator: members of staff that take calls relating to operational incidents etc.;

Co-Responder: a partnership with the NEAS (North East Ambulance Service) to attend Medical Emergencies in East Cleveland;

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

Fatalities: fatal casualties occurring at an incident;

FAM (False Alarm Malicious): incidents that are made with the intent of making the Fire Brigade attend a non-existent event;

FTE (Full Time Equivalent): a unit used to determine the percentage of time part time staff work;

Green Book (Support) Staff: corporate staff contracted under NJC Conditions of Service;

HFSV: Home Fire Safety Visit;

Injuries: Non-Fatal Casualties that occurred at an incident;

KSI (Killed and Seriously Injured): indicators used by Cleveland Police for people who have died or were seriously injured in Road Traffic Collisions;

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

Primary Fires: fires that occur within a property;

RAG: A performance rating using an assigned colour scheme;

Response Standards: standards produced to determine how quickly we should aim to arrive at a certain type of incident;

Retained: members of staff that respond to incidents on a part time basis;

Secondary fires: fires that do not occur in property e.g. grass/ refuse/ wheelie bins;

Safe and Well: an initiative to ensure people remain safe within their own homes. An extension of the Home Fire Safety Visits;

Stay Safe and Warm: an initiative that aims to raise awareness of the dangers faced by people who struggle to keep warm during the cold months and to provide advice and support to anyone identified;

VfM (value for money): term used to prove an organisation is doing the right thing, in the right way, with the right people;

Wholetime: operational staff working full-time contracts that comprise of a regular rotating pattern of day shifts, night shifts or day duty.

Cleveland Fire Authority recognises the diverse make-up of the area it serves and is committed to equality, diversity and inclusion.

If you require this document in an alternative language, large print or Braille, please do not hesitate to contact us.

بنا الاتصال في تورد دفا، برايل بطريقه او مطبوع بأحرف كبيره او بديله بلغة المسمنددا إلى محتاج كنت إذا

আপনার যদি এই নথিটিকে একটি বিকল্প ভাষা, বড় হরফের মুদ্রন বা ব্রহ্মেলে প্রয়োজন হয়, আমাদের সাথে যোগাযোগ করতে দ্বিধা করবেন না।

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