

ORGANISATIONAL PERFORMANCE & EFFICIENCY REPORT APRIL 2021 – MARCH 2022



REPORT OF THE CHIEF FIRE OFFICER

For Information

1. PURPOSE OF REPORT

- 1.1 To appraise Members on the performance of the Brigade against our Corporate Performance Indicators for the period 1st April 2021 to 31st March 2022.
- 1.2 To provide Members with information on the Brigade's performance trends.

2. RECOMMENDATIONS

- 2.1 That Members note the progress made to date as outlined in the report at Appendix 1.
- 2.2 That Members consider whether it is necessary to report to the Fire Authority on any issues raised.

3. BACKGROUND

- 3.1 A fundamental part of Performance Management is to demonstrate how well public bodies are performing and whether they are providing value for money.
- 3.2 The publication of the Community Integrated Risk Management Plan 2018-22 introduced a suite of Strategic Goals, Aims and Outcomes that the Brigade worked towards in the achievement of its vision. A review of the Performance Management Framework and Corporate Suite of indicators has subsequently been undertaken to ensure there are robust processes and measures to monitor progress against each of the strategic goals and outcomes.

4. PERFORMANCE

- 4.1 The attached report at Appendix 1 provides Members with an overview of the Brigade's performance for the period 1st April 2021 to 31st March 2022.
- 4.2 Page four provides Members with the Performance for the Brigade at a glance, for the period 1st April 2021 to 31st March 2022 which compared 2021/22 performance with the previous year's performance and the average performance over 5 years.

- 4.3 Pages six to nineteen give a high-level view of Cleveland Fire Brigade's performance compared to national performance where this information is available.
- 4.4 Page twenty-one provides Members with a summary of the level of service demand of Emergency Response incidents and associated prevention and protection activity in terms of Safer Home Visits conducted and audit inspections of Industrial and Commercial premises.
- 4.5 Members will see that between 1st April 2021 and 31st March 2022, the Brigade attended 9,919 emergency response incidents which is an increase of 28% (2,140 incidents) compared to the equivalent period in 2020/21. There have been increases in all categories of incidents of 15% (112) in Primary Fires, 43% (1,294) in Secondary Fires, 8% (217) in False Alarms, 43% (495) in Special Services and 20% (9) in Out of Area Incidents.
- 4.6 During this period, the Brigade attempted to conduct 28,901 and from these the Brigade completed 20,577 Safer Home Visits and provided the necessary fire safety advice and where required the relevant risk reduction equipment. During 2021/22 the Brigade also completed 1,789 fire safety audit inspections of non-residential buildings from our risk-based inspection programme.
- 4.7 **Safer Stronger Communities**
Pages twenty-five to fifty-six provide details of performance for the period for the strategic goal of Safer Stronger Communities.
- 4.8 Page twenty-six provides a dashboard summary of performance for each strategic outcome within this goal and provides details how each goal is performing against the previous year, 5 years ago and against target performance.
- 4.9 Pages twenty-seven to fifty-six provide Members with details of the indicators used to assess the strategic outcome in terms of performance comparison with 2020/21, 2016/17 and the target for the current year.
- 4.10 **Proud, Passionate, Professional and Inclusive Workforce**
Pages fifty-seven to seventy-one provide details of performance for the period for the strategic goal of Proud, Passionate, Professional and Inclusive Workforce.
- 4.11 Page fifty-eight provides a dashboard summary of performance for each strategic outcome within this goal and provides details how each goal is performing against the previous year, 5 years ago and against target performance.
- 4.12 Pages fifty-nine to seventy-one provide Members with details of the indicators used to assess the strategic outcome in terms of performance comparison with 2020/21, 2016/17 and the target for the current year.
- 4.13 **Efficient Use of Resources**
Pages seventy-two to seventy-six provide details of performance for the period for the strategic goal of Efficient Use of Resources.

- 4.14 Page seventy-three provides a dashboard summary of performance for each strategic outcome within this goal and provides details how each goal is performing against the previous year, 5 years ago and against target performance.
- 4.15 Pages seventy-four to seventy-six provide Members with the indicator summary tables used to assess the strategic outcome in terms of performance comparison with 2020/21, 2016/17 and the target for the current year.
- 4.16 **Emergency Response Standards**
The Community Integrated Risk Management Plan 2018-2022 introduced a new suite of emergency response benchmarks that moved away from the traditional risk-based benchmarks for building fires to a standard benchmark for building fires covering all of the Brigade area.
- 4.17 Pages seventy-seven to eighty-five of the appended report provides Members with details of the emergency response standards in comparison with 2020/21 along with analysis on those incidents which have failed to meet the response benchmark.

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