



Organisational Performance Quarter 2

1st April 2023 to 30th September 2023

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 **13th October 2023**, such as reclassification of incidents following fire investigations, will not be represented in the information reported.

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































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

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

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QUARTER TWO 2023/24

	Qu 2 Actual	Compared To Previous year	Compared to Five Year Average *		Qu 2 Actual	Compared To Previous year	Compared to Five Year Average *
Number of 999 Calls	6,963	-24% (-2175) 	-3% (-224) 	Number of Incidents	4,945	-23% (-1466) 	-2% (-107) 
Primary Fires	462	-17% (-94) 	+8% (+35) 	Secondary Fires	1,952	-41% (-1372) 	-15% (-346) 
Accidental Dwelling Fires	94	-7% (-7) 	+18% (+14) 	Safer Homes Visits	9,942	-2% (-220) 	+18% (+1490) 
Deliberate Dwelling Fires	36	-14% (-6) 	-14% (-6) 	% annual risk based inspections completed	28% (325/1155)	-5% (-42) 	no comparator
Industrial Commercial Fires	31	-33% (-15) 	-21% (-8) 	Percentage 14 appliances availability	89.7%	-8.6% 	no comparator
Response Time: First Appliance	00:05:57 (1022/1358)	+14%  (00:00:44)	+19%  (+00:00:56)	Response Time: 2nd Appliance	00:08:01 (776/976)	+6%  (00:00:28)	+13%  (+00:00:57)
Violence to Staff	16	-20% (-4) 	-33% (-8) 	Accidents causing injury	15	+15% (+2) 	-6% (-1) 
All staff average duty days absence	6.91	+8%  (+0.54)	+46%  (+2.18)	% duty days lost to mental health	40%	+8% 	+13% 

*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 33	Identify and minimise fire and rescue related risks in the community	Performing Well	Performing Well	Performing Well
	Safer Homes	12 Performing Well	12 Performing Well	12 Performing Well
	Safer Buildings	13 Performing Well	13 Performing Well	13 Performing Well
	Safer Transport Infrastructures	5 No Comparator	5 No Comparator	5 Performing Strongly
	Safer High Hazard Industries	5 Adequate Performance	5 Performing Well	5 Performing Well
	Safer Neighbourhoods and the Environment	7 Performing Strongly	7 Performing Well	7 Performing Strongly
	Supporting National Resilience	3 Performing Strongly	3 No Comparator	3 Performing Strongly
	Improved Health Outcomes	2 Performing Well	2 Performing Well	2 No Targets Set

Goal	Objective & Outcome	Performance compared to previous year assessed as	Performance compared to 5 years average assessed as	Performance compared to Target assessed as
Professional, Proud, Passionate People Go To Page 65	Recruit, develop and maintain a professional, diverse and value driven workforce	Performing Well	Performing Well	Adequate Performance
	A Healthy Workforce	12 Adequate Performance	12 Adequate Performance	12 Adequate Performance
	A Safe Workforce, Safe Workplaces	7 Adequate Performance	7 Adequate Performance	7 Adequate Performance
	A Competent Workforce, Outstanding Leaders	5 Performing Strongly	5 Performing Strongly	5 Adequate Performance
	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 Indicator	20 Annual Indicator	20 Annual Indicator

Goal	Objective & Outcome	Performance compared to previous year assessed as	Performance compared to 5 years average assessed as	Performance compared to Target assessed as
Efficient, Sustainable Resources Go To Page 77	Promote good governance, be transparent and accountable to our communities for the provision of an efficient, effective and value for money service	Adequate Performance	Adequate Performance	Adequate Performance
	Efficient and Effective Use of Resources	13 Adequate Performance	13 Adequate Performance	13 Adequate Performance
	Capitalise on insight, learning and technological advances	No Measures	No Measures	No Measures
	No Strategic Outcome	0 No Measures	0 No Measures	0 No Measures
	Pursue opportunities to collaborate	No Measures	No Measures	No Measures
	No Strategic Outcome	0 No Measures	0 No Measures	0 No Measures
	Contribute to a more sustainable future for our next generations	No Measures	No Measures	No Measures
	A Greener, More Sustainable Organisation	0 No Measures	0 No Measures	0 No Measures

Introduction

This report provides details of Cleveland Fire Brigade's performance for the period Quarter Two 2023/24 (1st April 2023 to 30th September 2023). 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.

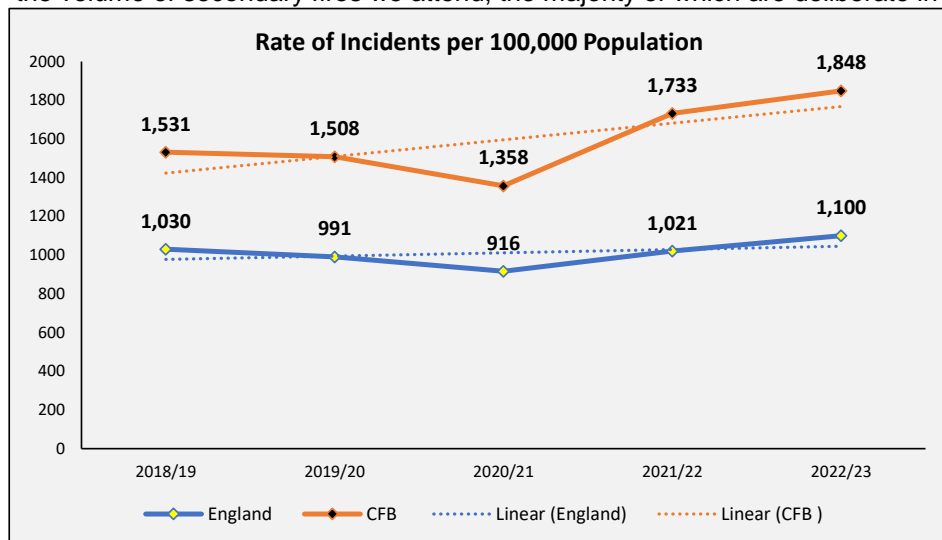
All performance information is detailed in the body of the report. When considering the information and comparing with previous years consideration must be made of the impact of Covid during 2020 and 2021, where significant reductions in service demand for emergency response incidents was experienced 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 2022/23
- Performance compared to the five year average (2018/19 to 2022/23)
- Performance against approved Targets
- Performance trends over the last five years (2018/19 to 2022/23)
- Performance trends include CFB 2023/24 data. Full Year National data has been updated for 2022/23 where this data is available.

Performance Overview

Total Incidents

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



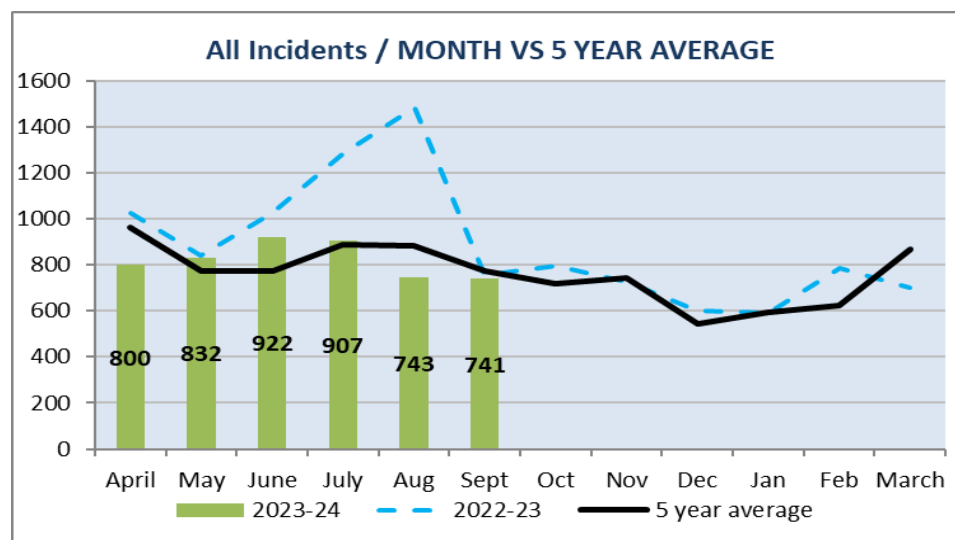
In 2022/23 we attended **1,848 incidents per 100,000 population**.

The rate of incidents we have attended has **increased by 21%** between 2018/19 to 2022/23.

Nationally, the rate of incidents has slightly **increased by 7%** between 2018/19 to 2022/23.

CFB rate of total incidents per 100,000 population was **68% higher** than the national rate during 2022/23.

Performance 1st April 2023 to 30th September 2023



- April 2023 - September 2023: 4,945 Incidents (-107/-2% fewer compared to five year average): 27 incidents per day.

- April - September 5 Year average: 5,052 incidents: 28 incidents per day.

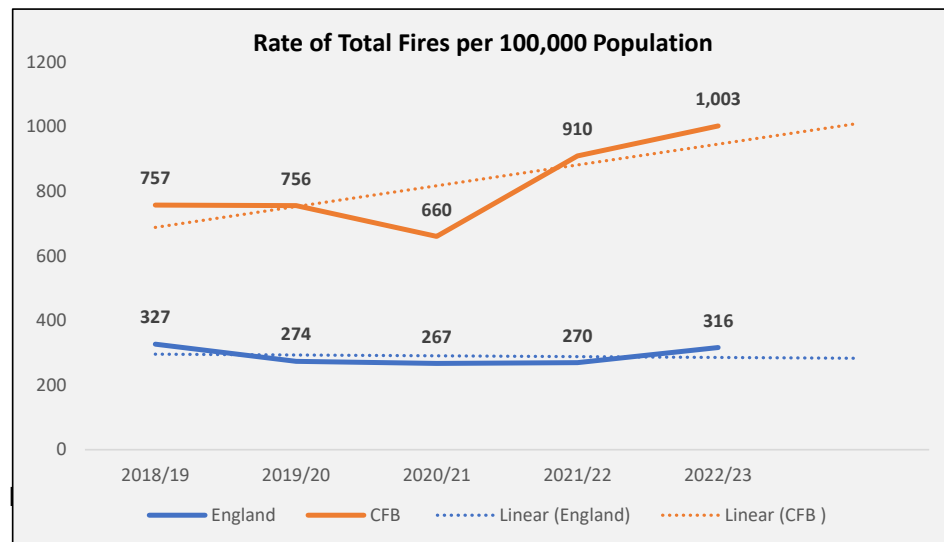
- April 2022 – September 2022: 6,411 incidents: 35 incidents per day.

- April 2023 - September 2023: The average number of incidents per month is 824.

- September 2023 had the lowest number of incidents with 741 incidents occurring. June 2023 was the highest with 922 incidents occurring.

Total Fires

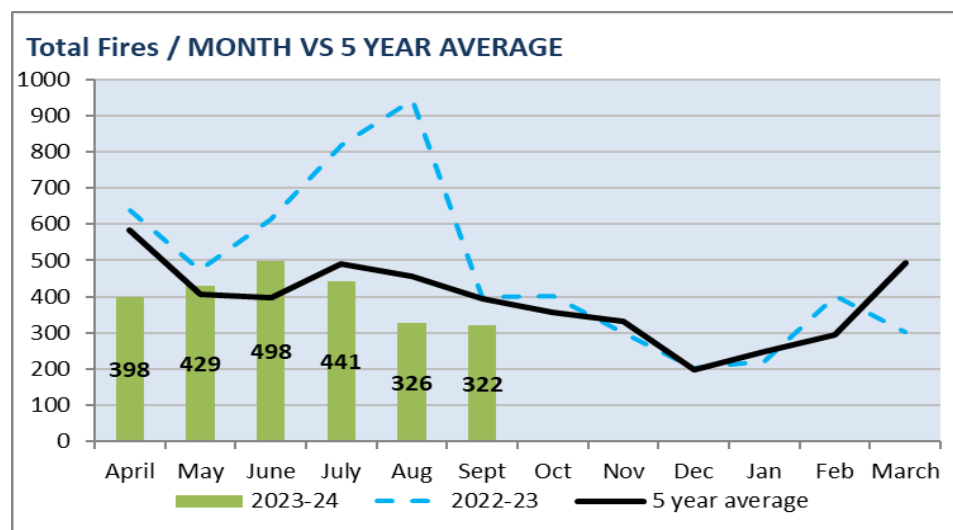
Between 2018/19 to 2022/23, nationally the rate of total fire incidents has **reduced by 3%** (327 to 316 per 100,000 population).



During the same period, total fire incidents within CFB have **increased by 32%** (757 to 1003 incidents per 100,000 population) within CFB.

In 2022/23, the rate of secondary fires within Cleveland Fire Brigade was over three times higher than the national rate.

Performance 1st April 2023 to 30th September 2023

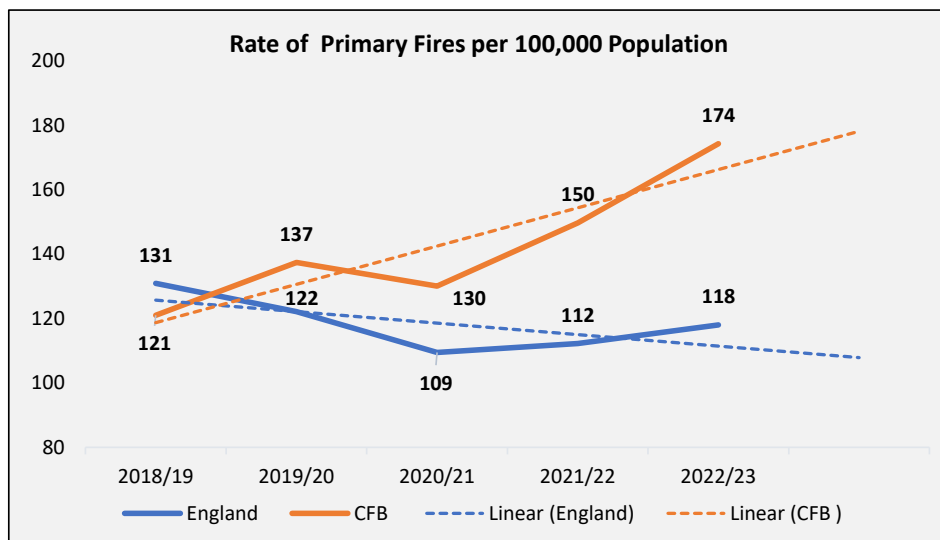


During Q2 2023/24, there has been 2,414 fires of which 83% deemed deliberate ignition and 17% accidental, which is:

- a reduction of 1,469 (38%) when comparing to 2022/23 (3,883).
- a reduction of 315 (12%) when comparing to the Five-Year Average (2,729).

Primary Fires

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

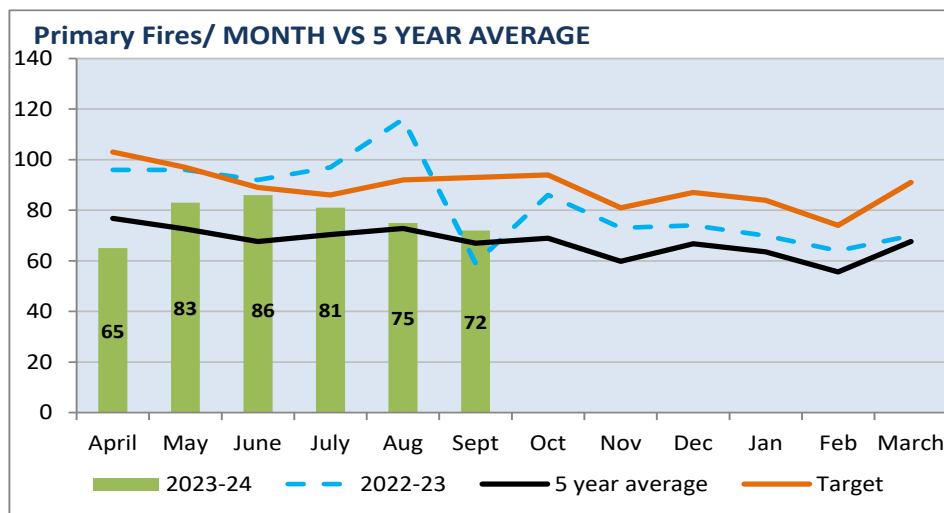


During 2022/23, we attended 174 Primary Fire Incidents per 100,000 population.

Nationally between 2018/19 to 2022/23, the rate of primary fire incidents **reduced by 10%.**

For CFB, the rate of incidents between 2018/19 and 2022/23 **increased by 44%.**

Performance 1st April 2023 to 30th September 2023



• April - September 2023: 462 Incidents compared to 556 incidents in April to September 2022, a reduction of 17% (-94).

• April – September 5 Year average: 427 incidents.

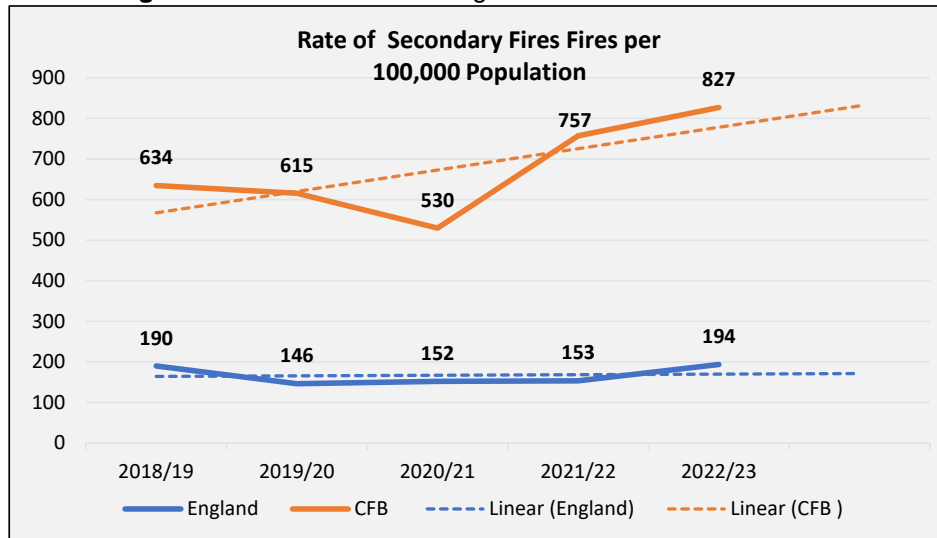
• April - September 2023: 261 fires (56%) primary fires are classed as deliberate fires.

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

Property Type	Q2 2022/23	Q2 2023/24
Dwelling Fires	26%	28%
Non Domestic	13%	11%
Vehicle Fires	38%	40%
Other	23%	21%
Total	100%	100%

Secondary Fires

Between 2018/19 to 2022/23, nationally the rate of secondary fire incidents has **increased by 2%** (190 to 194 per 100,000 population). During the same period, secondary incidents within CFB have **increased by 30%** (634 to 827 incidents per 100,000 population) within CFB. In 2022/23, the rate of secondary fires was **over 4 times higher** than the national average.



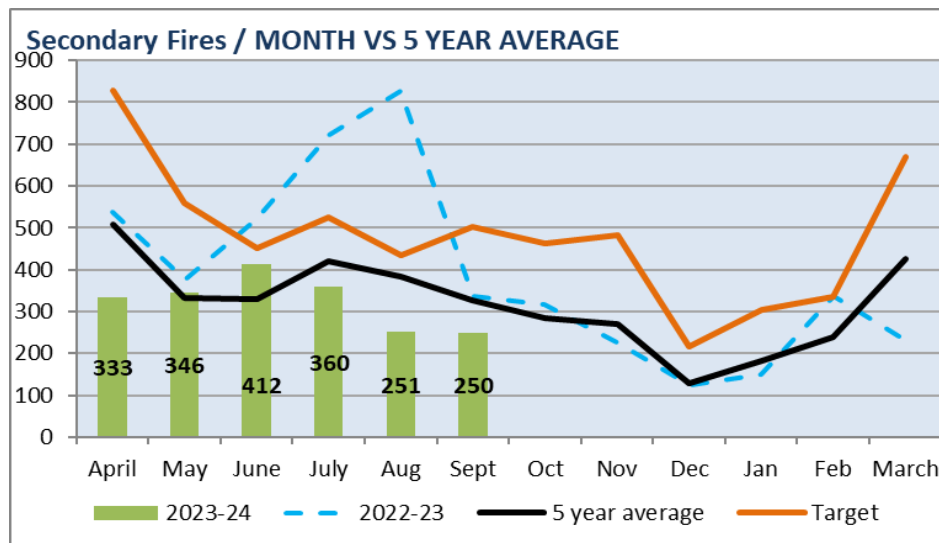
During 2022/23, CFB's rate of secondary fires was 827 per 100,000 population.

Over the 5-year period 2018/19 to 2022/23 within the Brigade:

- 66% of secondary fires were refuse related;
- 29% were grass related.

Between April 2022 to March 2023, 56% of secondary fires were classed as refuse related and 39% grass related.

Performance 1st April 2023 to 30th September 2023



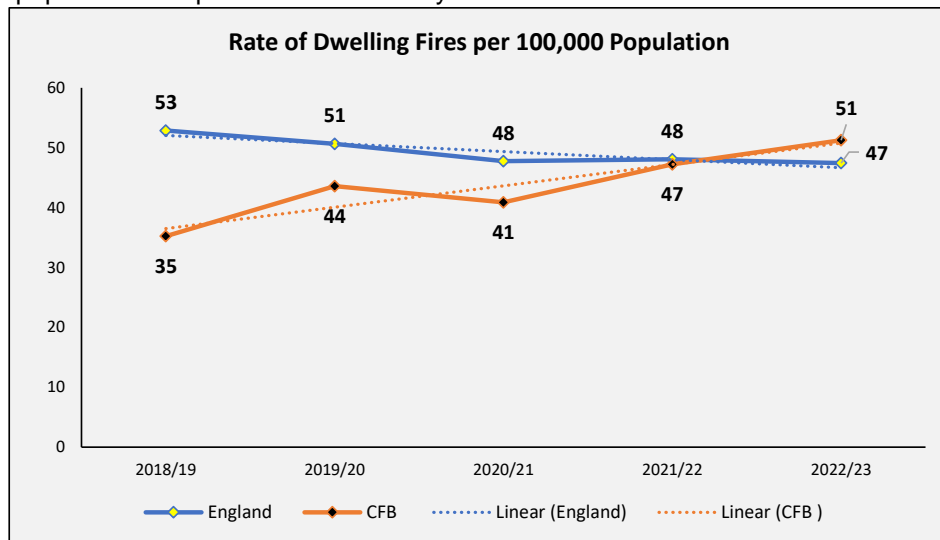
During April 2023 to September 2023, the Brigade have attended 1,952 secondary fires, which is:

- 346 (15%) lower than the 5-year average (2,298 fires).
- 1,372 (41%) lower than the same period in 2022/23 (3,324 fires).
- 1,351 (41%) lower than target (3,303 fires).

Type	Q2 2022/23	Q2 2023/24
Refuse	48%	67%
Grassland	47%	27%
Other	5%	7%
Total	100%	100%

Dwelling Fires

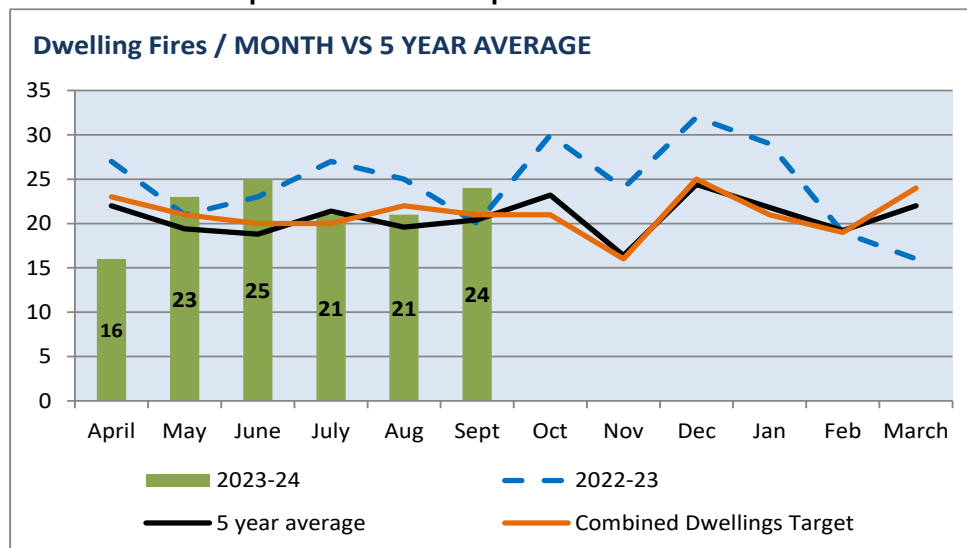
Cleveland Fire Brigade has always performed well compared to the national rate for dwelling fires, with the rate per 100,000 population always lower than the national data as illustrated in the chart below. However, during 2022/23 we have exceeded the national rate with 51 incidents occurring in Cleveland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



Since 2018/19, there has been an upward trend (**46% increase** 2018/19 to 2022/23) in the rate of dwelling fires in CFB which has continued into the current year.

Between 2018/19 to 2022/23, nationally the rate of dwelling fires incidents has seen the opposite trend to the rate within CFB with incidents at 53 per 100,000 population, reducing to 47 per 100,000 in 2022/23. This is a **reduction of 11%** compared to the increase seen within CFB.

Performance 1st April 2023 to 30th September 2023

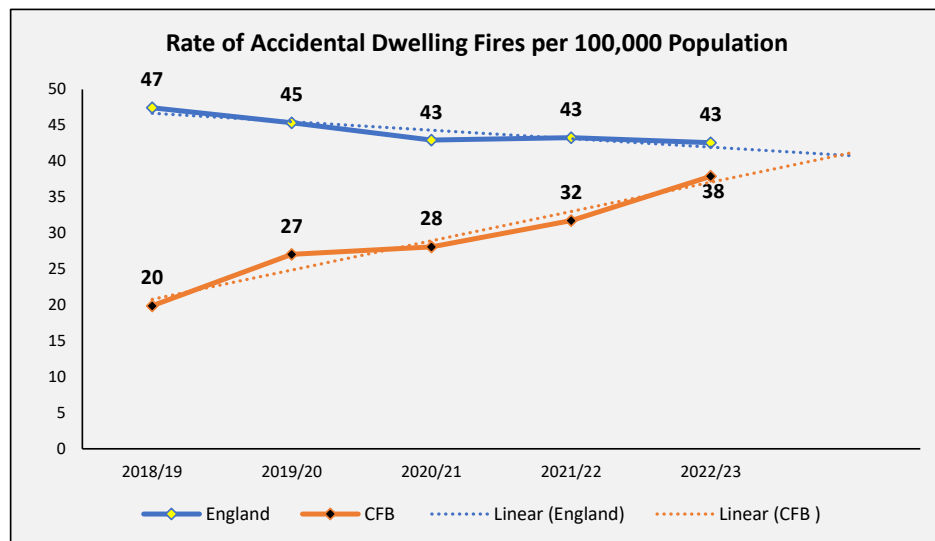


Between April 2023 - September 2023, there has been 130 fires within dwellings of which 28% (36) were deemed to have been ignited deliberately and 72% (94) were accidental.

- 130 dwelling fires between April 2023 - September 2023.
- a reduction of 13 (9%) when comparing to 2022/23 (143 dwelling fires).
- an increase of 8 (7%) when comparing to the Five-Year Average (122 dwelling fires).
- An increase of 3 (2%) when comparing to the combined Target (target compiled by adding accidental dwelling fires target to deliberate dwelling fires target).

Accidental Dwelling Fires

Traditionally, the Brigade has had one of the lowest number of ADFs in the country. During 2022/23, the Brigade responded to 216 Accidental Dwelling Fires which places us in the third quartile of incidents nationally.

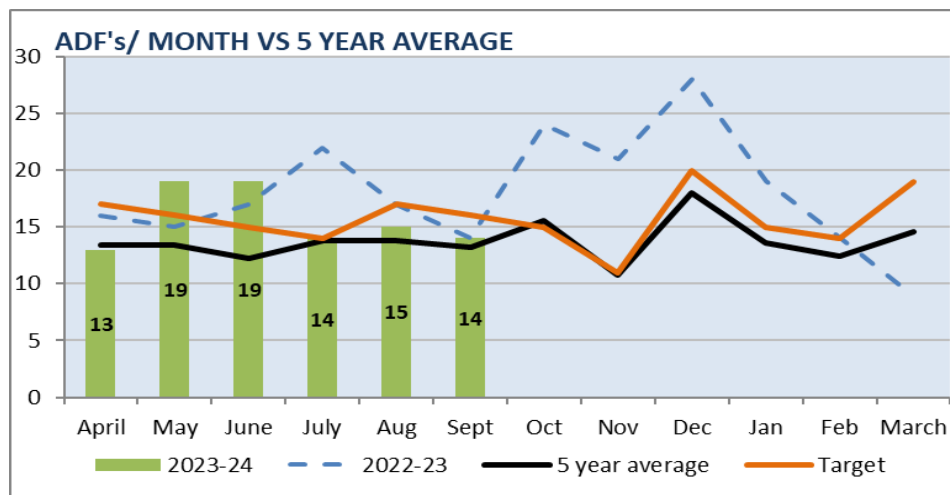


Between 2018/19 - 2022/23 there has been a **90% increase** in the rate of ADFs in Cleveland Fire Brigade, increasing from 20 incidents per 100,000 in 2018/19 to 38 per 100,000 in 2022/23.

Since 2018/19 to 2022/23, nationally the rate of incidents has **reduced by 9%** compared to the **increase** seen within CFB, with 47 incidents per 100,000 population occurring during 2018/19, reducing to 43 per 100,000 in 2022/23.

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

Performance 1st April 2023 to 30th September 2023



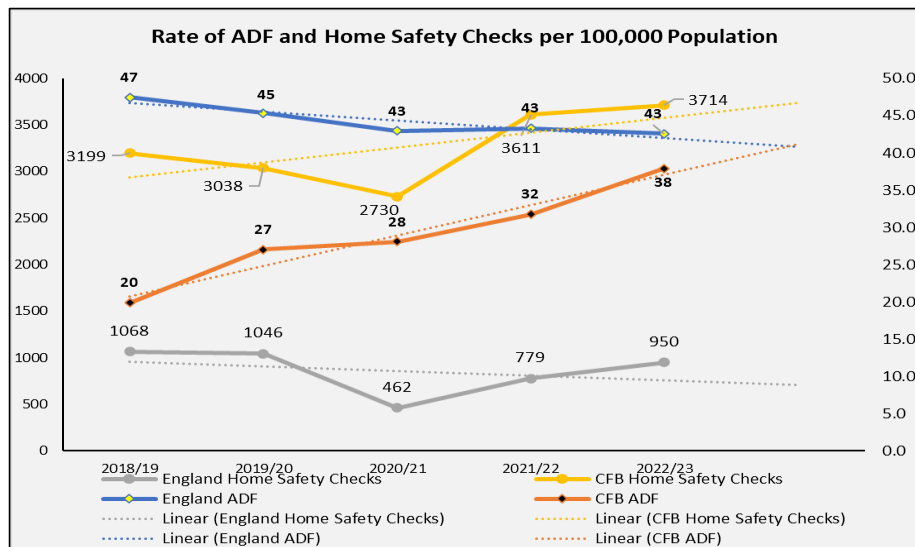
- During Q2 2023/24 there were 94 Accidental Dwelling Fires in the Brigade area which is 7 (7%) fewer than 2022/23 and 14 (18%) higher than the 5-year average of 80.

- 1 (1%) fewer than target of 95.

Number of Properties	Property Risk Level	Number of Incidents	%	Rate of ADF per 1,000 Dwellings
18,028	VH	12	13%	0.67
3,966	H	6	6%	1.51
107,785	M	45	48%	0.42
31,984	L	10	11%	0.31
100,952	VL	21	22%	0.21
262,715		94	100%	0.36

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:



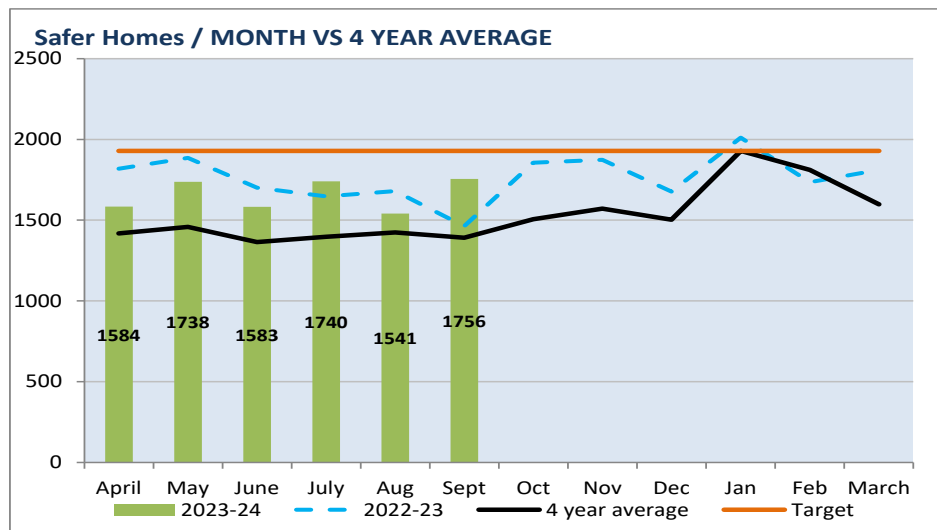
Traditionally we conduct one of the highest rate of Safer Homes Visits nationally, which has contributed to the exceptional performance in numbers of ADFs.

Between 2018/19 and 2022/23 we conducted an average of 3,259 per 100,000 population Safer Homes Visits compared to the national average of 861 Safer Homes Visits.

Over the same period the average rate of ADFs for the Brigade was 28.9 compared to an average national rate of 44.3.

The rate of Safer Homes Visits within CFB per 100,000 population **has increased by 16%** between 2018/19 and 2022/23 and over the same period there has been a **90% increase** in the rate of ADFs per 100,000 population.

Performance 1st April 2023 to 30th September 2023



- During Quarter Two 2023-24, the Brigade attempted to carry out 16,955 Safer Home Visits (SHV) and completed 9,942. This is 1,490 visits (18%) higher than the 4-year average (8,452) but 220 (2%) lower than the same period in 2022/23 (10,162).

- April 2023 - September 2023: 9,942 completed.

- April - September 4 Year Average: 8,452 Safer Homes Visits.

- April 2022 - September 2022: 10,162 Safer Homes Visits.

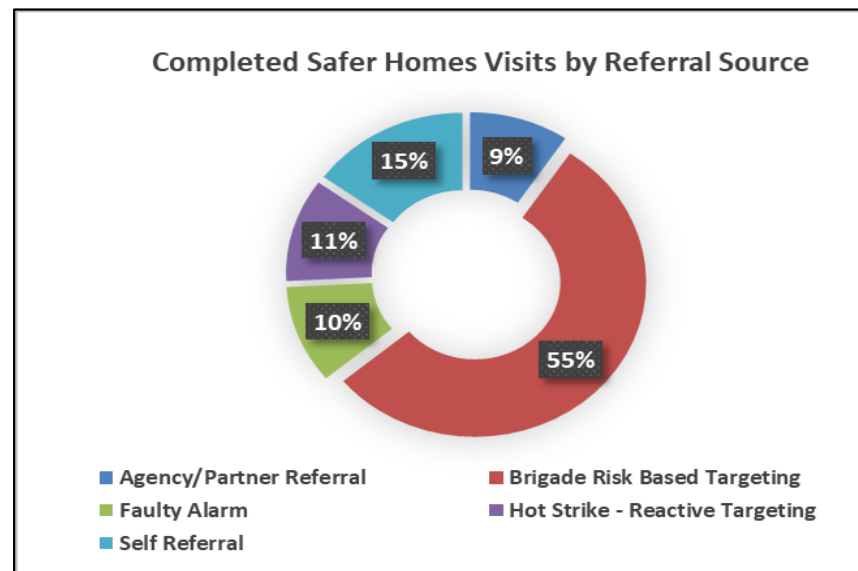
- Number of Safer Homes Visits completed in each month year to date is higher than the 4 year average but lower than the target. April, May, June and August 2023 are lower than both the 4 year average and the previous year.

Sources of Visits

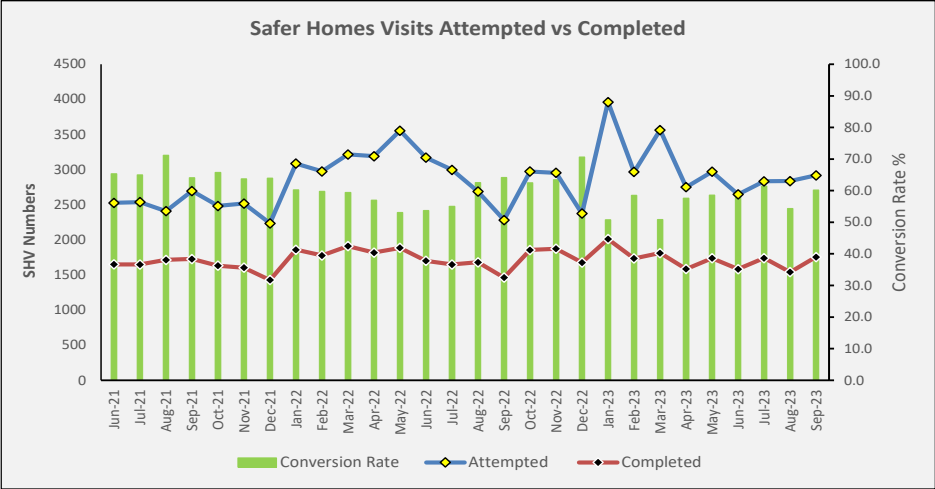
We adopt a risk based approach to the identification of Safer Homes Visits to complete, which targets the vulnerable individuals in the community. The chart opposite displays the proportion of visits from the various referral sources, ranging from referrals from other organisations, self referrals from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

Based on those completed visits recorded on the tablets:

- 55% of visits are derived from Brigade Risk Based Targetting/Station Self Generation using our Risk Profiles;
- 10% arise from Faulty Alarms;
- 15% are Self Referrals;
- 11% result from Hot Strikes;
- 9% arise from Referrals from other Agencies.



Conversion of Visits



During 2023-24, we have attempted 16,955 Safer Homes Visits and have successfully converted 58% of these (9,942) into completed visits. The equivalent conversion rate for 2022/23 was 57%.

The chart above tracks the conversion rate of Safer Homes from June 2021 to September 2023. This demonstrates that although there are fluctuations in the number of attempts, the overall number of visits completed, remains relatively consistent.

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

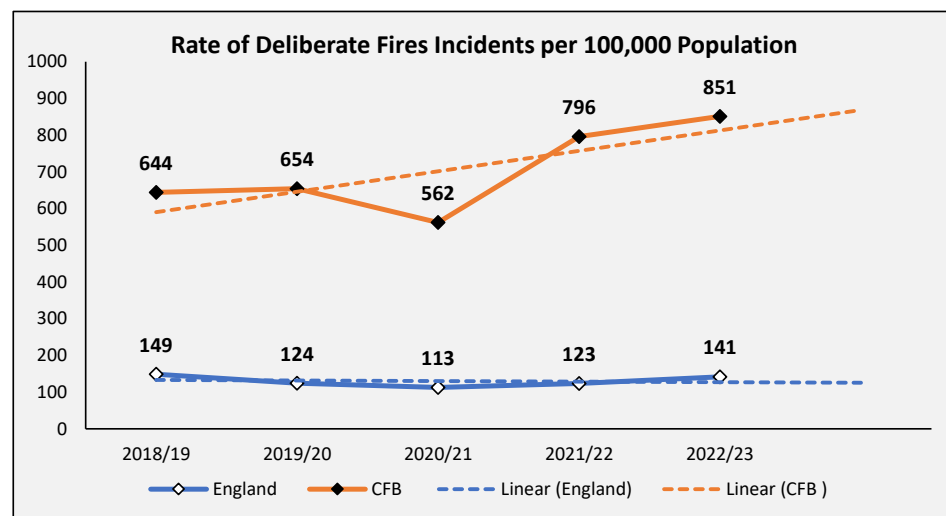
The following table provides the rate of conversion into actual visits from the various types of visits.

The conversion rate ranges from 50% (Hot Strike) to 93% (Faulty Alarms):

Referral Type	% Converted to Visit to Q2 2023/24	% Converted to Visit to Q2 2022/23
Agency/Partner Referral	76%	77%
Brigade Risk Based Targeting	52%	46%
Faulty Alarm	93%	94%
Hot Strike - Reactive Targeting	50%	48%
Self Referral	75%	83%
Overall Conversion Rate	58%	57%

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**. During financial year 2022/23, the rate of deliberate fires per 100,000 within CFB had **risen to 851** deliberate fires per 100,000 population.



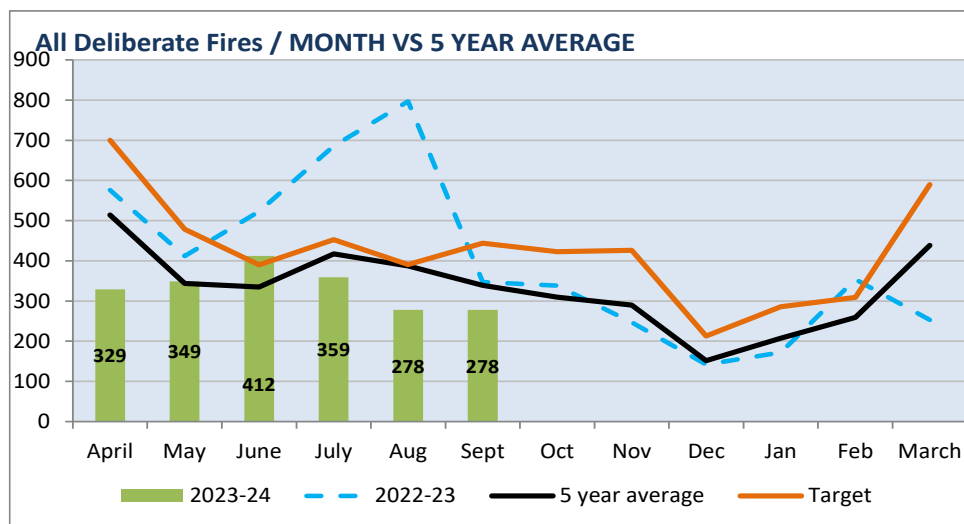
Using the data reported in the National Fire Statistical tables for 2022/23:

- 89% of the Brigades deliberate fires are secondary fires;
- 11% are deliberate primary fires.

Nationally this equates to:

- 79% deliberate secondary fires;
- 21% deliberate primary fires.

Performance 1st April 2023 to 30th September 2023



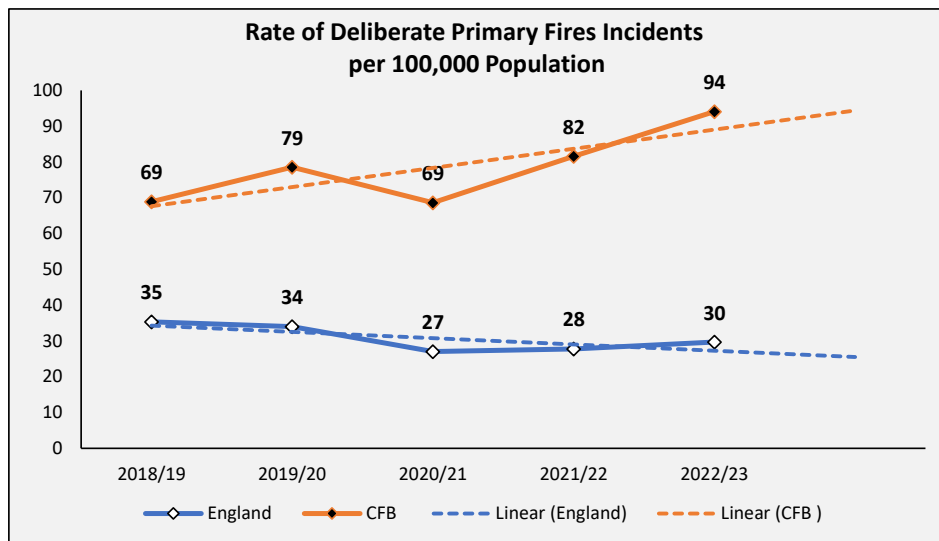
During Quarter Two 2023/24 the Brigade responded to 2,005 deliberate fires. Of these, 1,744 (87%) were deliberate secondary fires and 261 (13%) deliberate primary fires.

April 2023 - September 2023: 2,005 deliberate fires which is:

- 332 (14%) lower compared to 5-year average (2,337).
- 1,336 (40%) lower compared to 2022/23 (3,341).
- 852 (30%) lower than target (2,857).

Deliberate Primary Fires

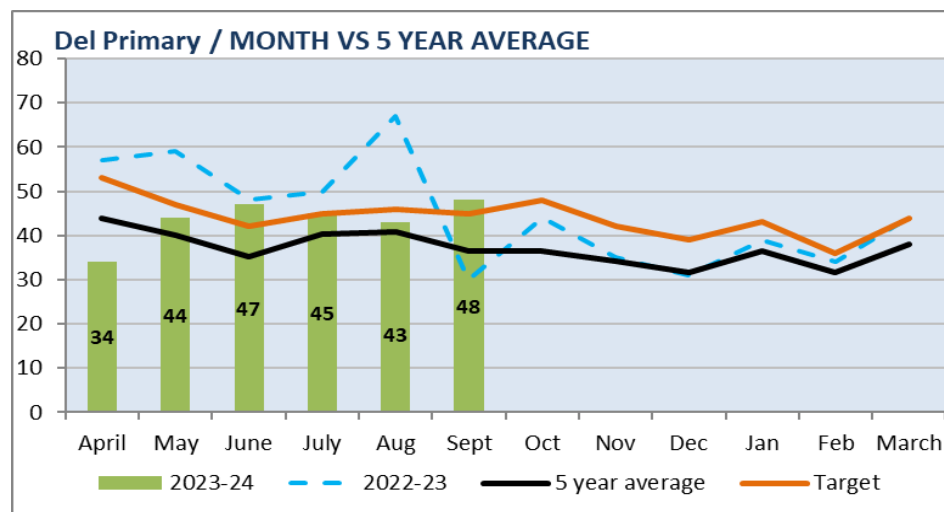
During the period 2018/19 to 2022/23, nationally the rate of deliberate primary fire incidents has **reduced by 14%** (35 to 30) compared to an **increase of 36%** (69 to 94 incidents per 100,000 population) within CFB.



Between 2018/19 and 2022/23:

- 54% of deliberate primary fires within the Brigade are vehicle fires, predominantly road vehicles.
- 19% are deliberate dwelling fires.
- 27% are other deliberate primary fires including Industrial and Commercial properties and other buildings (garages /sheds etc).

Performance 1st April 2023 to 30th September 2023



During Quarter Two 2023/24, the Brigade responded to 261 deliberate primary fires, which is:

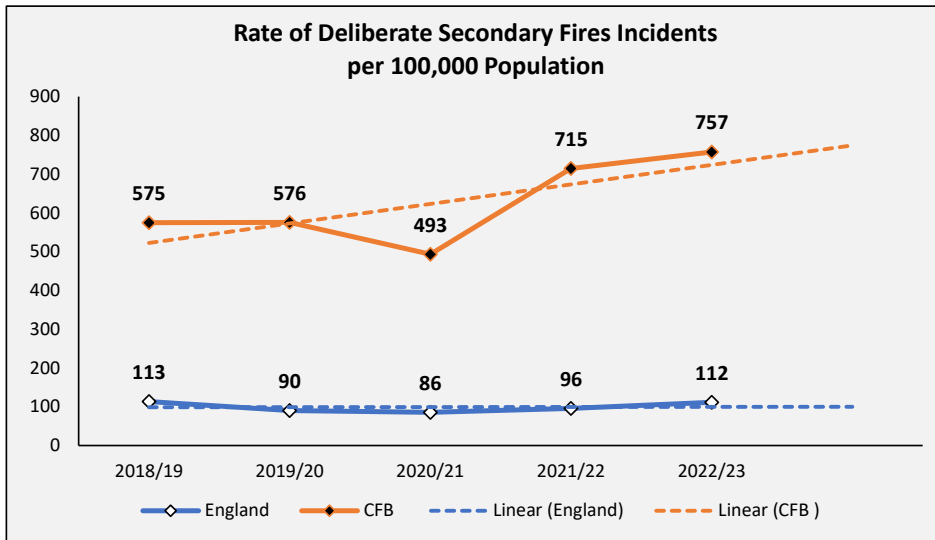
- 24 (10%) higher compared to 5 year average (237 fires).
- 50 (16%) lower compared to 2022/23 (311 fires).
- 17 (6%) lower compared to Target (278 fires).

April to September 2023:

- 52% (137) of deliberate primary fires are vehicle fires.
- 21% (56) are other categories (e.g. street furniture, secondary type incidents of 5 or more appliances such as primary grassland).
- 14% (36) are dwelling fires.
- 12% (32) are non domestic (e.g. sheds, garages, farm buildings).

Deliberate Secondary Fires

Between 2018/19 to 2022/23, nationally the rate of deliberate secondary fire incidents has **reduced by 1%** (113 to 112 per 100,000 population) compared to an **increase of 32%** (575 to 757 incidents per 100,000 population) within CFB. In 2022/23, the rate of deliberate secondary fires was **almost 7 times higher than the national average**.



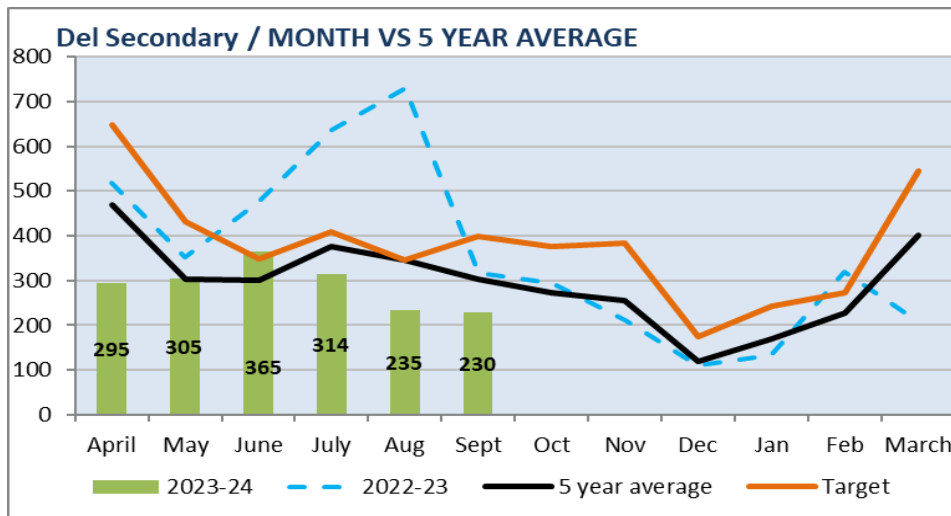
Between 2018/19 to 2022/23 within the Brigade:

- 68% of deliberate secondary fires were refuse related;
- 29% were grass related.

Between April 2023 to September 2023:

- 68% of deliberate secondary fires were refuse related;
- 26% were grass related.

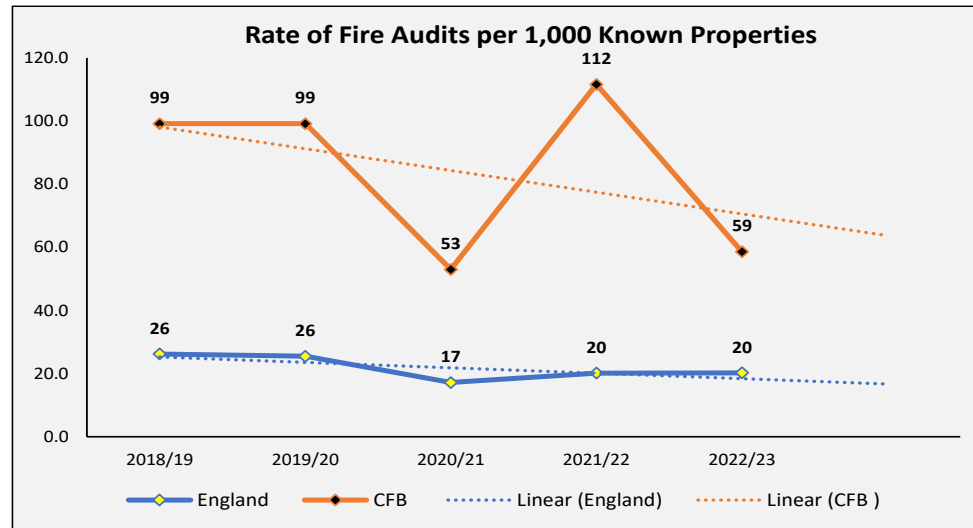
Performance 1st April 2023 to 30th September 2023



During April 2023 to September 2023, the Brigade attended 1,744 deliberate secondary fires which is;

- 356 (17%) lower compared to 5-year average (2,100 fires).
- 1,286 (42%) lower compared to 2022/23 (3,030 fires).
- 835 (32%) lower compared to target (2,579 fires).

Protection: Safer Buildings



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

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

During 2022/23, our rate of audits per 1,000 known properties was 59 which is almost three times higher than the England average of **20** audits.

This rate placed Cleveland Fire Brigade the sixth highest in the country.

Protection: Safer Buildings - Risk Based Inspections

325 inspections have been completed from the risk based inspection programme (RBIP).

'Other' and 'Reactive' inspections that were not part of the RBIP took place at a further 448 premises giving a total of 773 audits completed.

In Q2 2022/23, a total of 815 audits were completed or attempted. This is an inspection reduction of 42 (5%).

The below table shows the number of completed audits and the proportion that were satisfactory:

Audit Outcomes	RBIP	Reactive	TOTAL	%
Satisfactory	34	103	137	27%
Unsatisfactory	191	183	374	73%
Total	225	286	511	100%

No Properties in RBIP	Property Risk Level	2023/24 RBIP Plan	2023/24 Audits completed	% of RBIP Plan
3	Very High	6	0	0%
94	High	86	17	1%
4439	Medium	1063	208	18%
4925	Low	-	-	-
7256	Very Low	-	-	-
	Attempted	-	100	9%
16717	TOTAL RBIP Audits	1155	325	28%
	Reactive Audits		286	
	Other Audits (Non RBIP)		162	
	TOTAL		773	

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 **00:05:57 for the first appliance against a target of 00:07:00 and an average time of 00:08:01 for the second appliance against a target of 00:10:00.**

The benchmark performance is based on an average time for 1st and 2nd appliances. On 536 occasions, the benchmark was exceeded during April 2023 to September 2023: 336 and 200 mobilisations for 1st and 2nd appliance respectively.

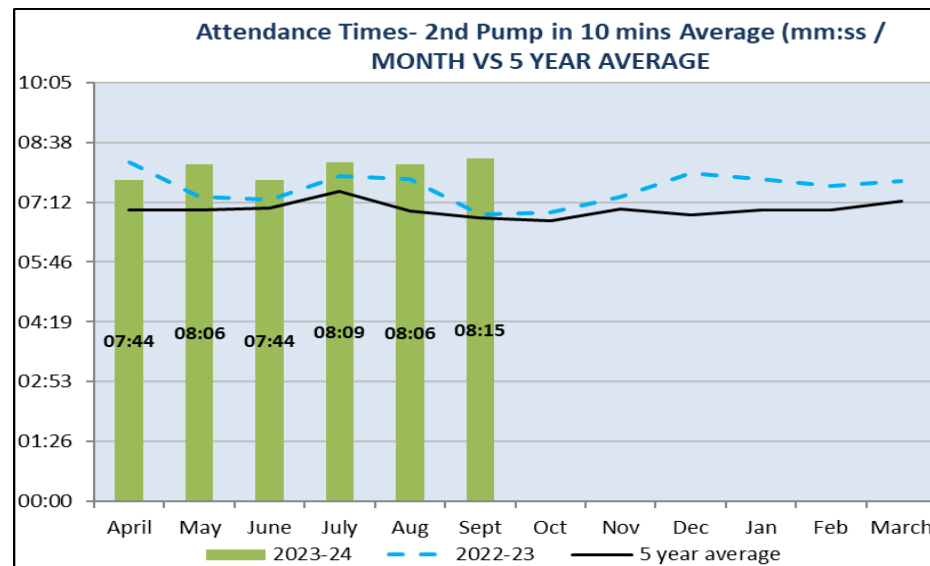
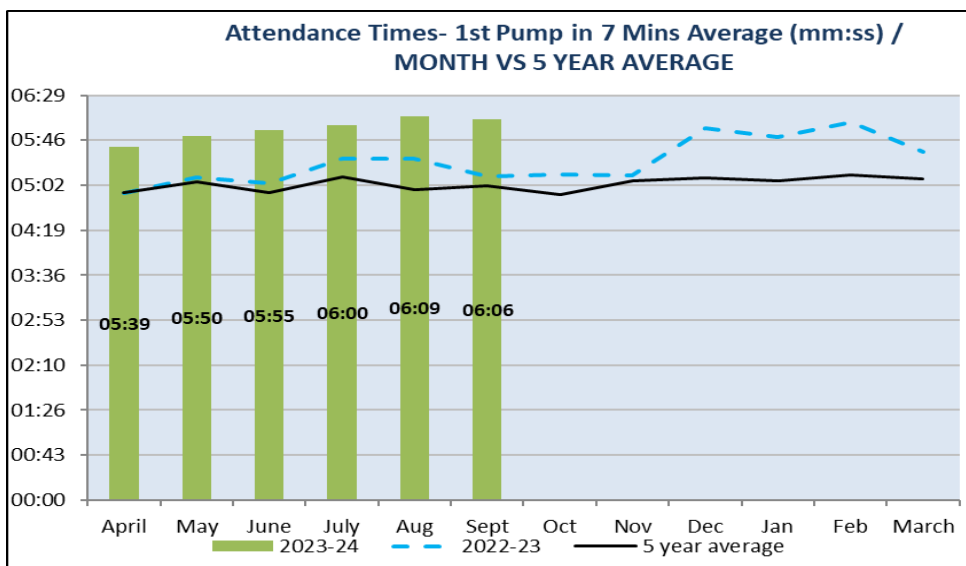
Details of the incidents that exceed the benchmark thresholds during the current year have been provided in the body of the report in terms of geographical location and incident end type.

The charts below demonstrate:

- 1st Appliance Response Standard: During April to September 2023, the first pump attendance times have been slower than both the previous year and the 5 year average performance. This type of increase would typically be seen during increases in service demand, however, incident levels during this period are 23% lower than 2022/23 and therefore indicate this could be due to the lower number of appliances that have been available at times during the quarter. They still remain well within the benchmark of seven minutes.

- 2nd Appliance Response Standard: The second pump response standard has also seen slower attendance times recorded during the first quarter, with all months except April exceeding both the five year average and previous years attendance times. The average attendance time has exceeded 8 minutes overall for the first time in 5 years.

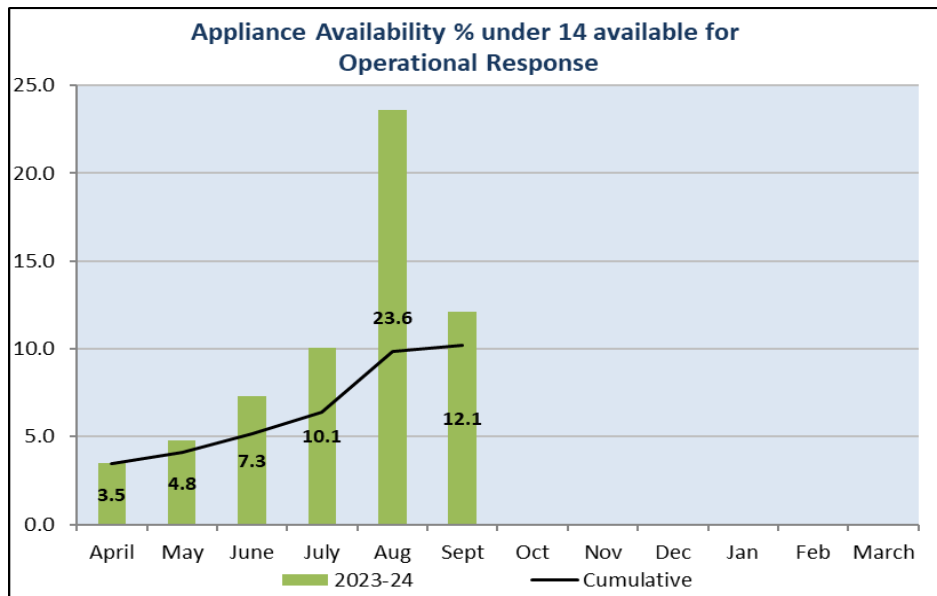
	1st appliance	2nd appliance
Target	00:07:00	00:10:00
Apr-23	00:05:39	00:07:43
May-23	00:05:50	00:08:06
Jun-23	00:05:55	00:07:44
Jul-23	00:06:00	00:08:09
Aug-23	00:06:09	00:08:06
Sep-23	00:06:06	00:08:15
Average	00:05:57	00:08:01



Optimum Appliance Availability

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

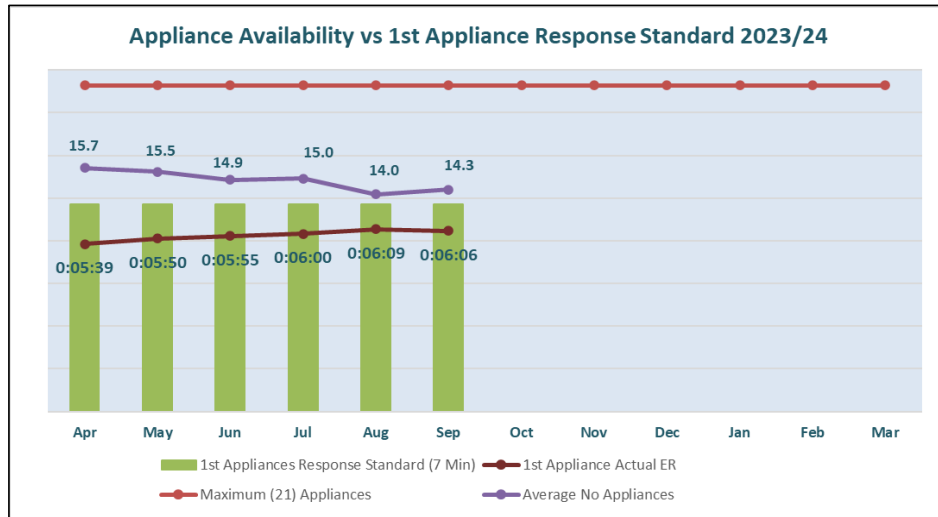
The following chart details the percentage of occasions per month that less than 14 appliances were available for operational response over the course of a 24 hour period:



April to September 2023 the Brigade operated at below 14 appliances for:

- 444 (10%) hours from a possible 4392 hours.
- The 14 appliance threshold was breached for 312.5 hours during day shift (70%) with 123.5 of these hours occurring during August 2023. Weekends incurred 163 hours that the Brigade operated under 14 appliances during day shifts of which 50.5% occurred during August. The lowest number of appliances available at any point in time during a day shift was 8 appliances (29th August) and the maximum number being 19 appliances.
- The 14 appliance threshold was breached for 131.5 hours during night shift (30%) with 52 of these hours occurring around shift changeover (19:30). The lowest number of appliances available at any point in time during a night shift was 7 appliances (26th August) and the maximum number being 19 appliances.
- During August 2023, there was less than 14 appliances available for 23.6% of the month.

Appliance Availability vs 1st Appliance Response Standard 2023-24



During the financial year to date 2023/24 (1st April 2023 to 30th September 2023) the average number of appliances available for operational response has been 14.9 appliances.

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

The chart highlights that whilst we have been operating with around 15 appliances available for emergency response at any one time against our total resource of 21 appliances, we are still achieving our emergency response benchmarks of the first appliance arriving within seven minutes, with an average attendance time of 00:05:57.

Sickness Absence

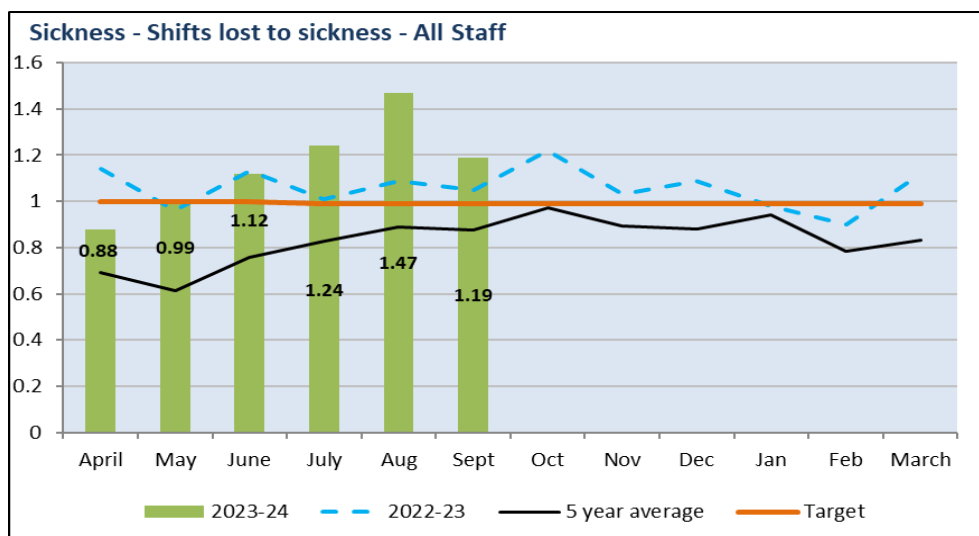
The organisation's Employee Health and Wellbeing Framework was developed to ensure the effective management of health and wellbeing within the Brigade concentrating specifically on sickness absence management, substance misuse management; mental wellbeing, fitness; occupational health and life/work balance.

The information in the following table, details the sickness levels between 2018/19 and 2022/23. These can be compared to 2014/15 when we launched the first Health and Wellbeing strategy:

2014/15	Staff Group	2018/19	2019/20	2020/21	2021/22	2022/23
7.23	All Staff	7.96	9.36	8.04	11.9	12.7
7.41	Wholetime	8.06	9.47	9.6	12.07	13.39
5.64	On-Call	6.81	8.3	4.97	6.52	6.65
4.44	Fire Control	10.92	6	3.81	20.57	24.62
7.96	Green Book	8.11	10.65	6.41	14.19	13.95

Performance 1st April 2023 to 30th September 2023

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



April 2023 - September 2023: 6.91 duty shifts per person lost to sickness absence which is:

- +2.18 (46%) higher when compared to 5-year average (4.73 shifts);
- +0.54 (+8%) higher when compared to 2022/23 (6.37 shifts);
- +0.94 (+15%) higher when compared to target (5.97 shifts).

Sickness levels were under the monthly target during both April and May 2023 but increased above target during the months following.

All months were above the five year average.

Sickness Absence: Sub Type Analysis

During the period 1st April 2023 to 30th September 2023 there were 3,761 duty shifts lost to sickness. The main causes of sickness absence are:

- Mental Health 40% (1,494 Duty Shifts).
- Musculo Skeletal 31% (1,159 Duty Shifts).
- Hospital/Post Operative 9% (326 Duty Shifts).

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

For the period 1st April 2023 to 30th September 2023, from the information recorded, the key analysis from the underlying causes of Musculo Skeletal and Mental Health sickness absence is detailed in the following tables:

Mental Health Sub Type YTD	Duty Days Lost	%
Work Related	710	48%
Personal/Domestic	383	26%
Long Term Mental Health Condition	233	16%
Bereavement	97	6%
Unknown	50	3%
No Subtype Selected	21	1%
Grand Total	1494	100%

Mental Health

- 48% of all Mental Health sickness absence was due to work related stressors;
- 26% of all Mental Health sickness absence was due to personal/domestic stressors;
- 16% of all Mental Health sickness absence was due to a Long Term Mental Health Condition.

Musculo-Skeletal Sub Type YTD	Duty Days Lost	%
Accident at Home	411	35%
Underlying Back Condition	292	25%
Sporting Injury	100	9%
Accident at Work	94	8%
Unknown	68	6%
Underlying Limb Condition	68	6%
No Subtype Selected	53	5%
Degenerative	52	4%
Manual Handling	21	2%
Grand Total	1159	100%

Musculo Skeletal

- 35% of Musculo-Skeletal sickness absence was due to an accident at home;
- 25% of Musculo-Skeletal sickness absence was due to an underlying back condition;
- 9% of Musculo-Skeletal sickness absence was due to a sporting injury.

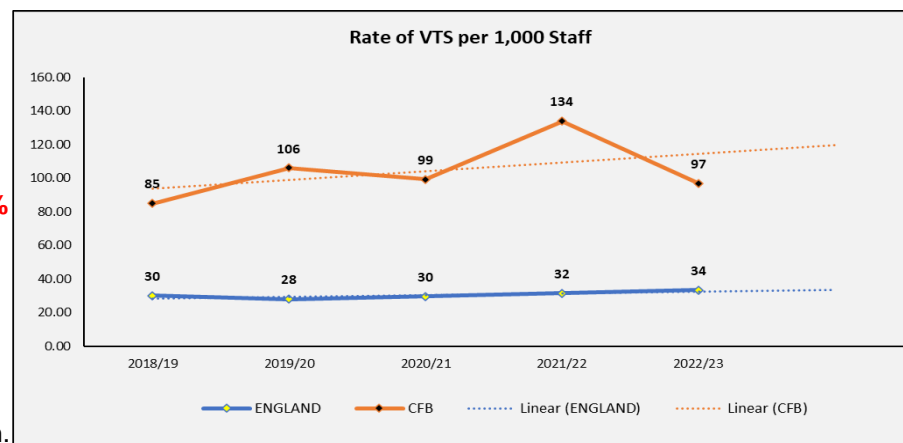
As details of the underlying causes of sickness absence evolves and matures, the associated intelligence can be used within the Health and Wellbeing Framework to enhance the support provided to individuals to ultimately reduce the levels of sickness absence being incurred.

Violence To Staff

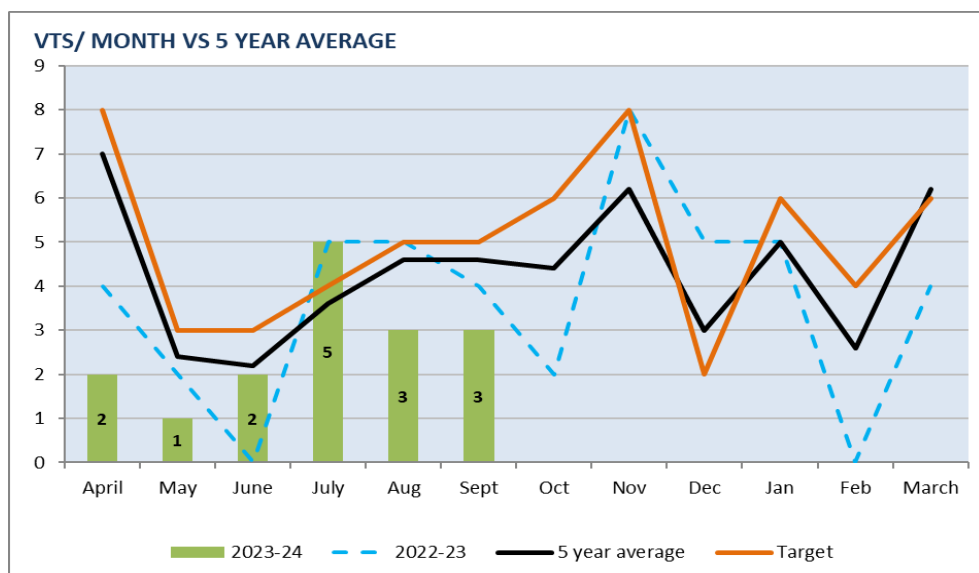
The rate of incidents per 1000 staff that CFB employees have suffered Violence to Staff during operational incidents is significantly **higher** than the national rate. During 2022/23, there were 97 such incidents per 1000 staff compared to a national rate of 34 incidents per 1000 staff.

Between 2018/19 to 2022/23 (from available information), nationally the rate of violence to staff incidents has **increased by 13%** compared to an **increase of 14%** for CFB. Over the last 5 years the highest rate was in 2021/22 when there were 134 incidents per staff.

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



Performance 1st April 2023 to 30th September 2023



During 2023/24, there have been 16 violence to staff incidents against CFB staff. These incidents relate to incidents against all staff groups to any type of service delivery.

- April - September 5-year Average: 24 incidents (-8 / -33%) compared to 5-year average.
- April 2022 – September 2022: 20 incidents (-4 / -20%) compared to previous year.

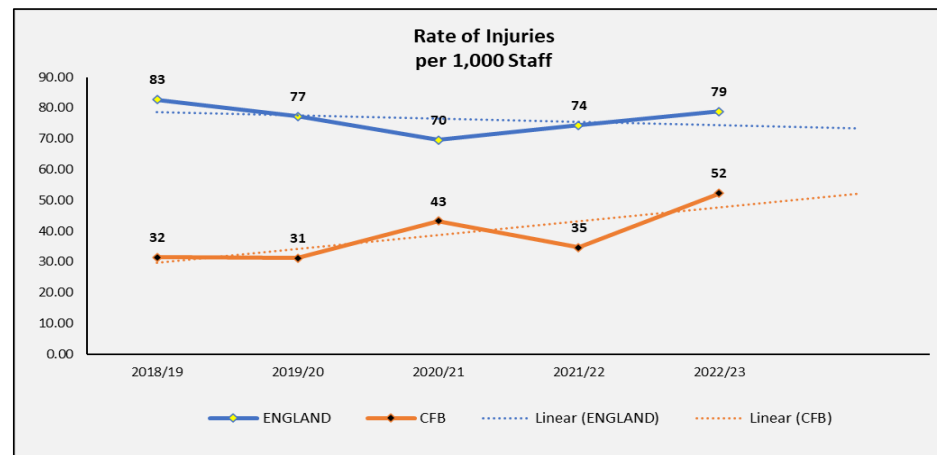
Health and Safety : Injuries to Brigade Personnel

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

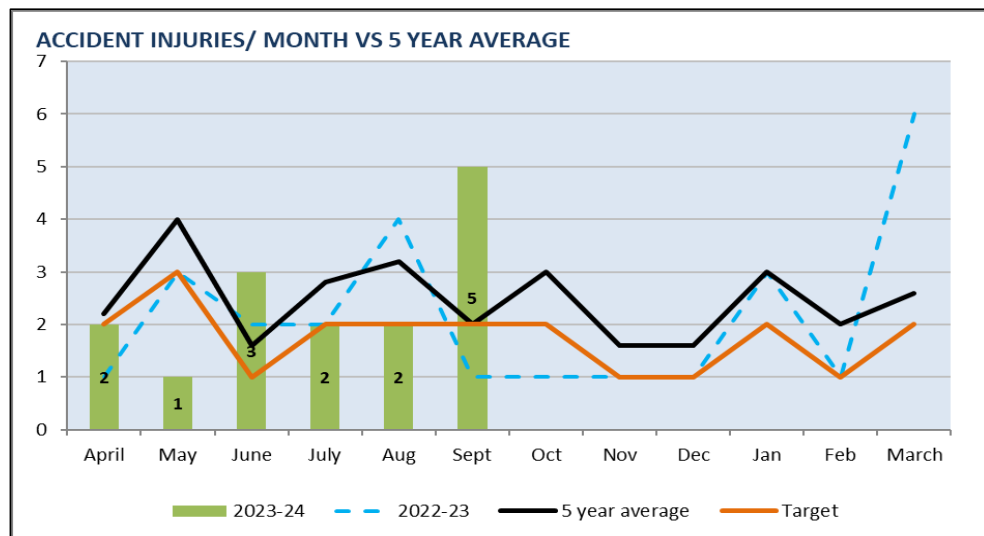
The rate of injuries per 1000 staff that CFB operational employees have suffered was lower than the national rate during 2022/23, with 52 injuries occurring within CFB compared to the national rate of 79 per 1000 staff.

Over the period 2018/19 to 2022/23, nationally the rate of injuries **has reduced by 5%**. CFB however saw an **increase during the same period of 63%**.

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



Performance 1st April 2023 to 30th September 2023



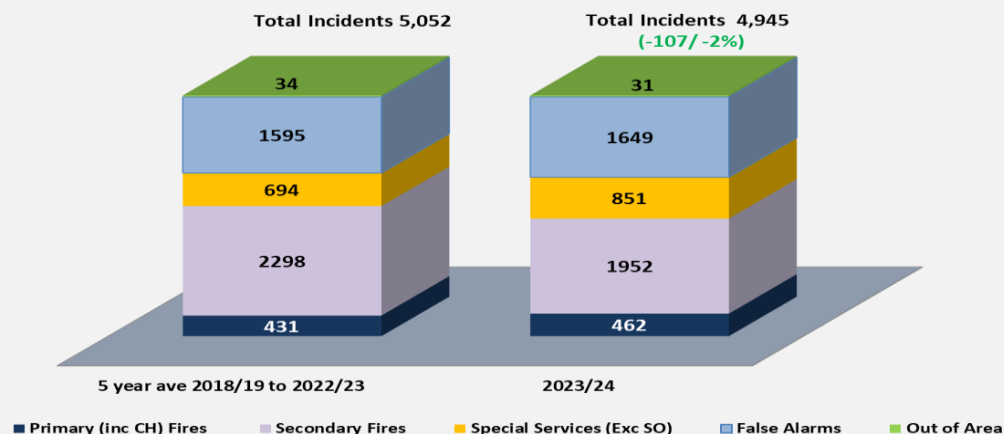
During April 2023 to September 2023, there have been 15 injuries suffered by staff in the course of their duties which is a reduction of 1 (6%) when compared with the average incurred for the last five years. Note these incidents include all Brigade staff groups:

- April 2023 - September 2023: 15 injuries, an increase of 2 (15%) when compared to the same period 2022/23;
- April - September 5-year average: 16 injuries.

CORPORATE SUITE OF INDICATORS



Incident Profile April to September 2023/24 compared to 5-yr Average



Prevention: Safer Homes Visits

Following its risk based targeting approach to Safer Homes Visits, between 1st April 2023 to 30th September 2023 the Brigade attempted to perform 16,955 Safer Home Visits (SHV). From these attempted Safer Home Visits the Brigade has completed 9,942 visits.

This is a **reduction of 220 (-2%)** Safer Home Visits compared to 2022/23, when the Brigade completed 10,162 SHV.

This is an **increase of 1,490 (+18%)** than the 4 year average of 8,452.

Resulting from the Safer Home Visits there were 1,374 (14%) referrals to other agencies for support and/or to provide items of risk reduction equipment.

Operational crews completed 8,744 (88%) SHV compared to 8,397 in 2022/23; an **increase of 347 (+4%)**.

Hubs and Advocates completed 1,198 (12%) SHV compared to 1,765 in 2022/23; a **reduction of 567 (-32%)**.

Fire Control

During the period April 2023 - September 2023, Fire Control dealt with **6,963 emergency calls**, a **reduction of 3% (-224)** from the 5-year average.

Emergency Response

We responded to **4,945 incidents**, a **reduction of 107 (-2%)** compared to the 5-year average. Comparing Quarter 2 2023/24 to the 5-year average across all incident categories:

- **Primary Fires have increased by 7% (31)** from 431 to 462.
- **Secondary Fires have reduced by 15% (346)** from 2,298 to 1,952.
- **All False Alarms have increased by 3% (54)** from 1,595 to 1,649; within this AFA incidents **have increased by 14% (527 to 603)**, FAGI **have reduced by 4% (1,002 to 962)** and Malicious incidents have **increased by 28% (66 to 84)**.
- **Out Of Area incidents have reduced by 8% (3)** from 34 to 31.
- **Special Services have increased by 23% (157)** from 694 to 851.
- **Chimney Fires have reduced by 100%** from 4 to 0.

Fire incidents account for 49% (2,414) of total incidents compared to the 5-year average of **54%**, with **Primary Fires excluding Chimney Fires** and **Secondary Fires** accounting for 9% and 39% of all incidents attended respectively. **83% (2,005) of all fires** attended have been classified as **deliberate** in nature.

Protection: Safer Buildings - Risk Based Inspections

325 inspections have been completed from the risk based inspection programme (RBIP). This is made up of 225 fully completed audits and 100 audits where the premises have been demolished, are derelict or converted to a private dwelling.

'Other' attempts (162) and 'Reactive' (286) inspections that were not part of the RBIP took place at a further 448 premises giving a total of 773 audits completed or attempted.

In Q2 2022/23, 367 audits were completed as part of the RBIP with a further 191 'Other' and 'Reactive' inspections and 257 attempted audits, giving a total of 815 audits completed or attempted. This is an inspection reduction of 42 (5%) .

In addition to inspections under the RBIP, 141 (91%) consultations and 77 (97%) licencing consultations have also been completed within the agreed timescales.

Of the 225 fully completed audits from the RBIP, 85% were not deemed to be satisfactory. For the 286 Reactive audits, 64% were not satisfactory giving an overall total of 73% of premises that were inspected being deemed to be unsatisfactory.

MEASURING PERFORMANCE

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

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

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

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

We will assess this performance against the following criteria;

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

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

Stage 1 Assessment of Each Indicator:

Stage 1

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

Direction of Travel:

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

Stage 2: Assessment of each Corporate Outcome:

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

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

Stage 2

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

BRIGADE SUMMARY

Exceptionally Good Performance (Performance Compared to Target)

- Deliberate fires are 30% below target, with 2,005 incidents occurring compared to a target of 2,857;
- Deliberate secondary fires are 32% below target, with 1,744 occurring compared to a target of 2,579;
- All response benchmarks performing well within target;
- The first appliance has attended a building fire within 10 minutes on 94% of occasions, 4% over the target of 90%;
- The average number of duty days lost to sickness for Fire Control is 28% lower than target (5.20 days compared to a target of 7.26);
- The number of Violence to Staff incidents is 43% lower than the target figure of 28, with a total of 16 incidents recorded for the year to date;
- Zero internal audits classed as limited assurance and no interest paid due to late payments of invoices.

Areas For Improvement (Performance Compared to Target)

- There have been 6 injuries during 2023/24 occurring in Accidental Dwelling Fires, 20% (1) higher than the target of 5;
- Deliberate Dwelling Fires is 13% (4) above the target of 32;
- Attendances at Non Domestic Unwanted Automated False Alarms is 30% above target with 242 attendances versus a target of 186;
- Brigade Vehicle Accidents are 100% above target, with 26 occurring during 2023/24 compared to a target of 13;
- The percentage of time On Call appliances are available for operational response is 47%, which is 53% lower than the 100% target;
- Sickness rates for On Call Staff are 155% higher than the target figure (7.67 average duty days lost compared to a target of 3.01);
- Percentage of On Call appliances meeting book mobile threshold of 5 minutes is 56%; 44% below the target of 100%.

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 2023 to 30th September 2023 against our Corporate Goal 1.

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

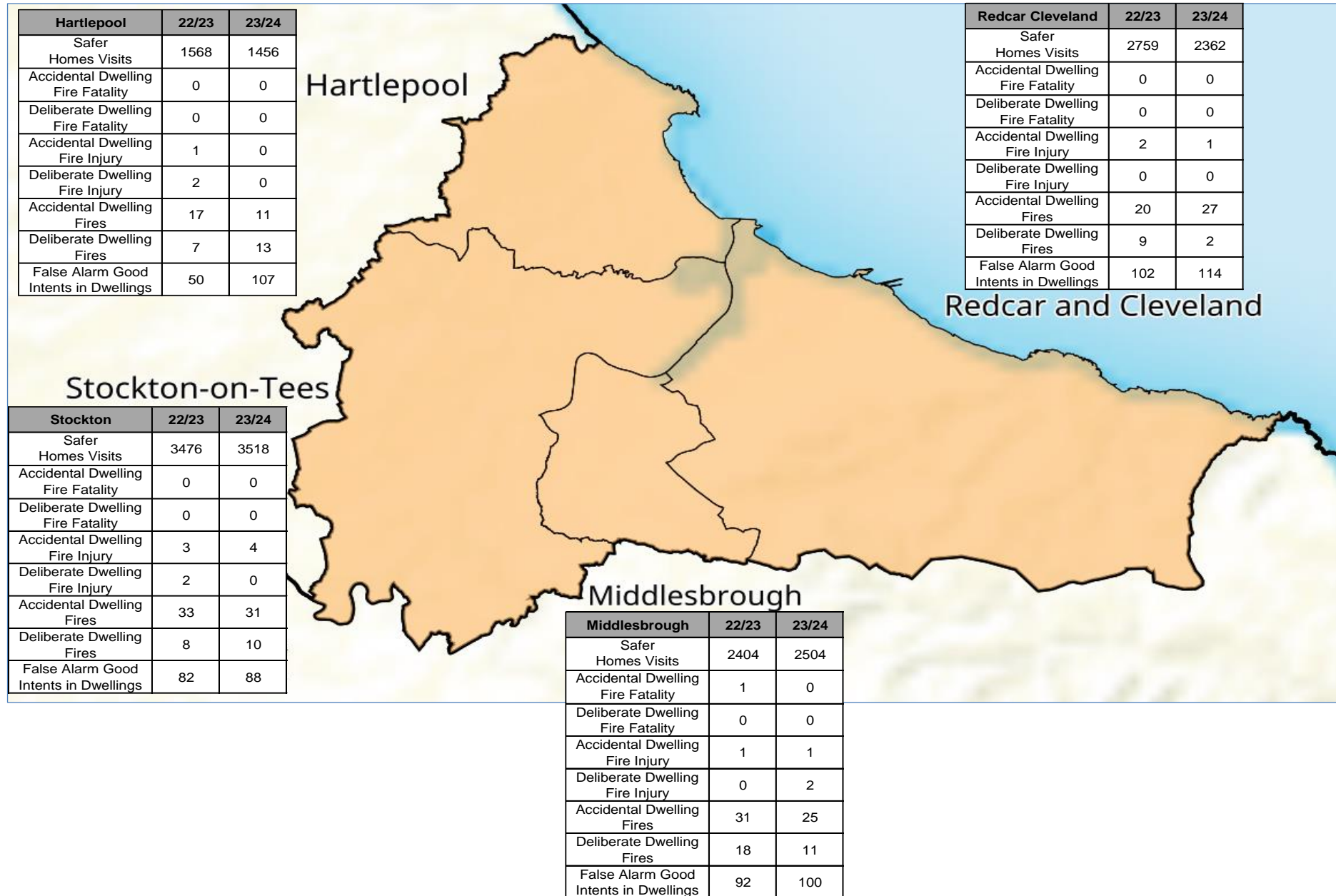
Corporate Goal: Safer, Stronger Communities

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

Corporate Outcome: Safer Homes

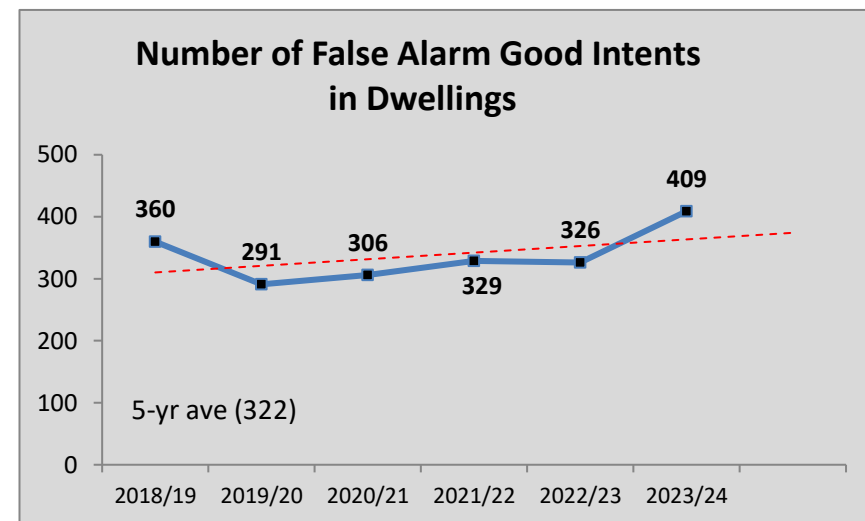
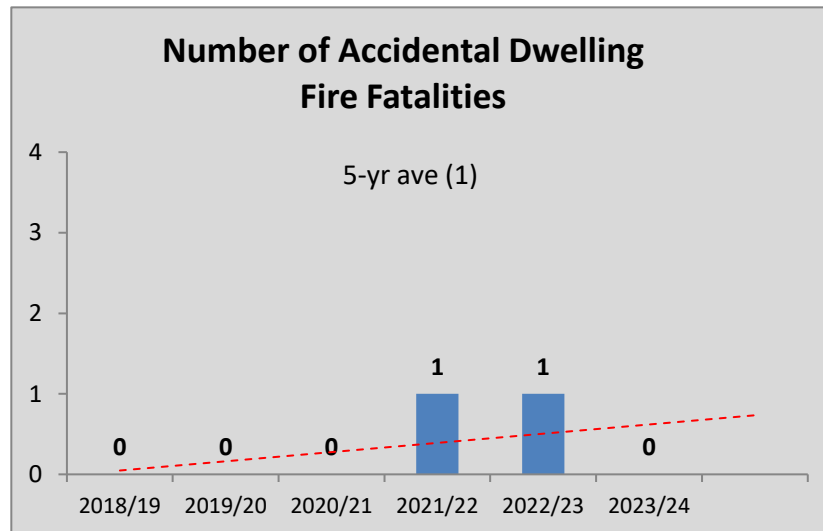
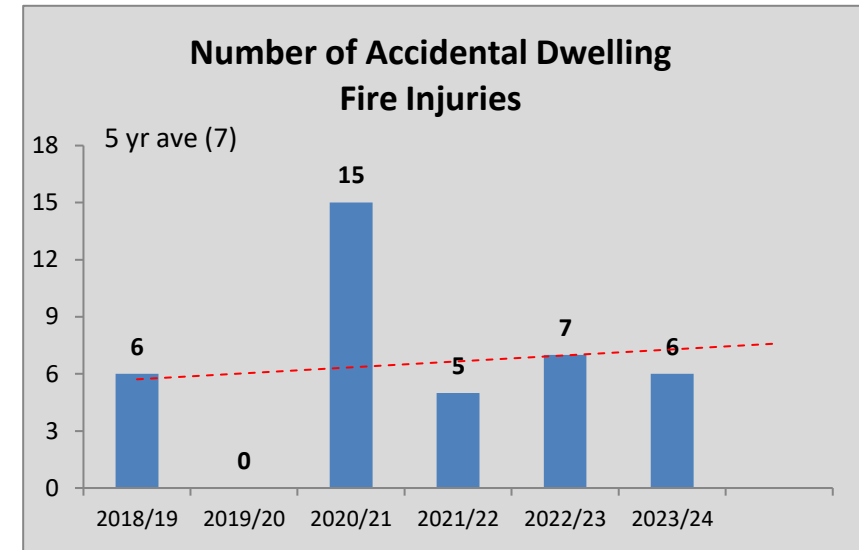
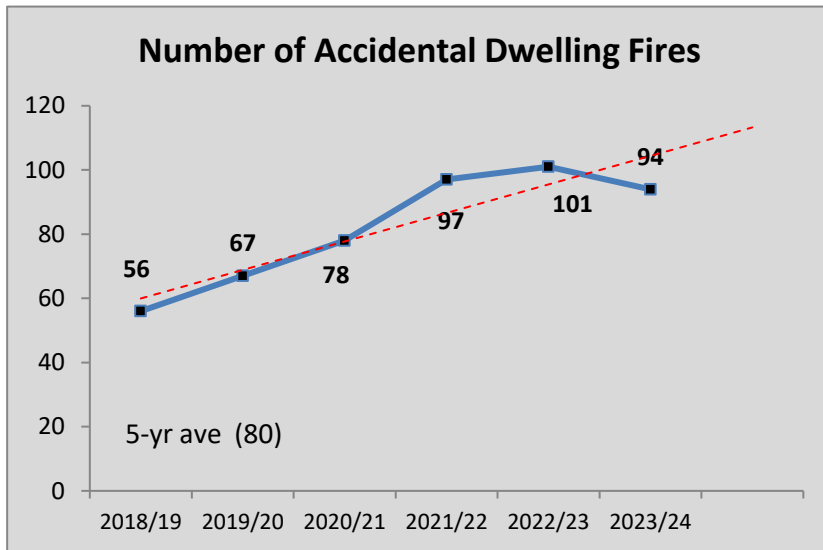
Indicator		5-yr Average (where data is available)	2022/23	2023/24	% Direction of travel from 2022/23	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.1.1	Number of Accidental Dwelling Fires	80	101	94	-7% (-7) ↓	+18% (+14) ↑	95	-1% (-1) ↓
1.1.1.2	Number of Deliberate Dwelling Fires	42	42	36	-14% (-6) ↓	-14% (-6) ↓	32	+13% (+4) ↑
1.1.1.3	Number of Accidental Dwelling Fire Fatalities	1	1	0	-100% (-1) ↓	-100% (-1) ↓	0	-% ↔
1.1.1.4	Number of Deliberate Dwelling Fire Fatalities	0	0	0	-% ↔	-% ↔	0	-% ↔
1.1.1.5	Number of Accidental Dwelling Fire Injuries	7	7	6	-14% (-1) ↓	-14% (-1) ↓	5	+20% (+1) ↑
1.1.1.6	Number of Deliberate Dwelling Fire Injuries	2	4	2	-50% (-2) ↓	-% ↔	4	-50% (-2) ↓
1.1.1.7	Number of False Alarm Good Intents in Dwellings	322	326	409	+25% (+83) ↑	+27% (+87) ↑	317	+29% (+92) ↑
1.1.1.8	Percentage of ADFs which have received a SHV within 5 years prior to the ADF	33%	40%	40%	-% ↔	+7% ↑	-	
1.1.1.9	Percentage of Dwellings which have received a SHV	61%	63%	63%	-% ↔	+2% ↑	-	
1.1.1.10	Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	00:04:58	00:05:13 (648/770)	00:05:47 (713/915)	+11% (+00:00:34) ↑	+16% (+00:00:49) ↑	00:07:00	-17% (-00:01:13) ↓
1.1.1.11	First Appliance Attendance to a Dwelling Fire Within 10 Minutes on 90% of Occasions	97%	97% (744/770)	95% (866/915)	-2% ↓	-2% ↓	90%	+5% ↑
1.1.1.12	Average time of a Second Appliance Attendance to a Dwelling Fire (10 Minutes)	00:06:54	00:07:22 (532/623)	00:07:52 (630/784)	+7% (+00:00:30) ↑	+14% (+00:00:58) ↑	00:10:00	-21% (-00:02:08) ↓
Safer Homes Overall Performance Judgement					Performing Well	Performing Well		Performing Well

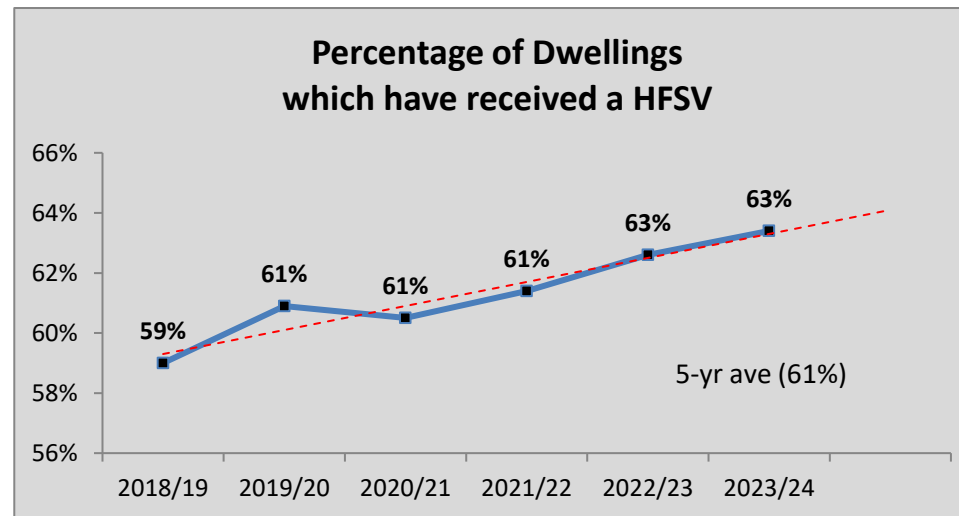
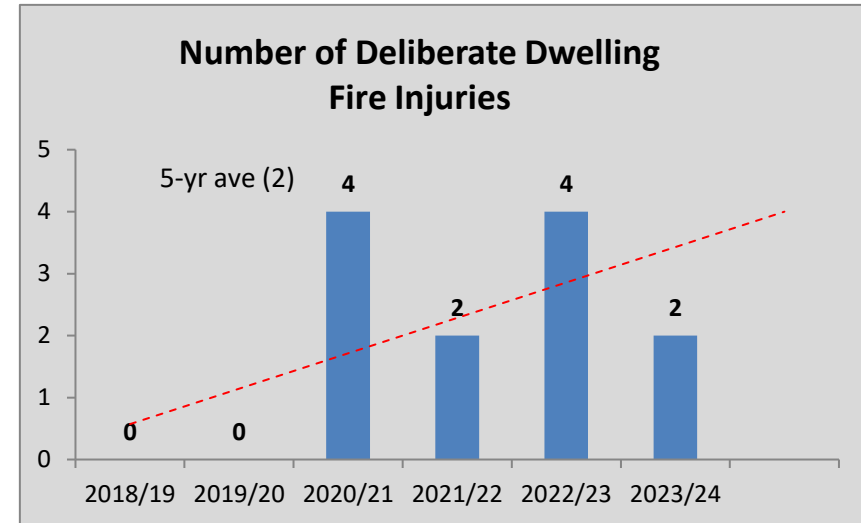
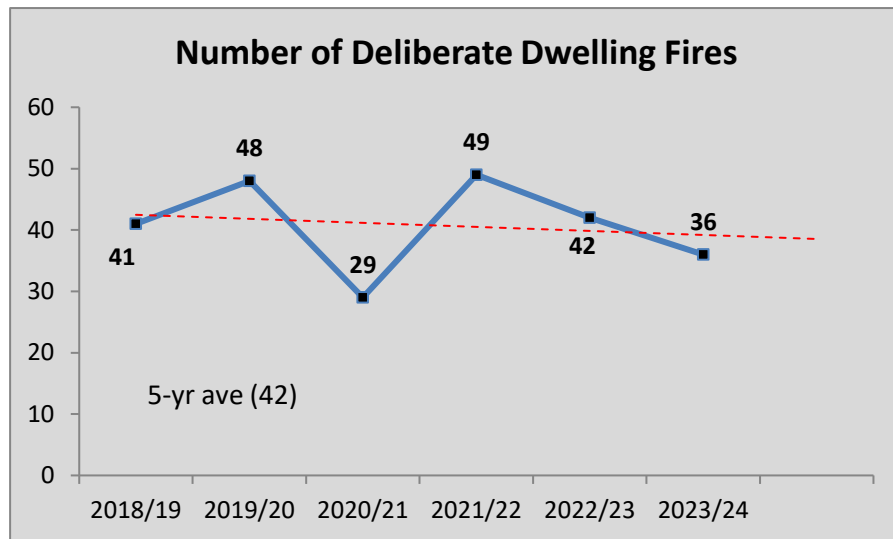
SAFER HOMES



Trend Analysis: Corporate Outcome: Safer Homes							
	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	5 year average*
Number of Accidental Dwelling Fires	56	67	78	97	101	94	80
Number of Deliberate Dwelling Fires	41	48	29	49	42	36	42
Number of Accidental Dwelling Fire Fatalities	0	0	0	1	1	0	1
Number of Deliberate Dwelling Fire Fatalities	0	0	0	0	0	0	0
Number of Accidental Dwelling Fire Injuries	6	0	15	5	7	6	7
Number of Deliberate Dwelling Fire Injuries	0	0	4	2	4	2	2
Number of False Alarm Good Intentions in Dwellings	360	291	306	329	326	409	322
Percentage of ADFs which have received a HFSV prior to the ADF	-	-	25%	34%	40%	40%	33%
Percentage of Dwellings which have received a HFSV	59%	61%	61%	61%	63%	63%	61%
Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	00:04:50 (658/738)	00:04:59 (624/719)	00:04:54 (610/686)	00:04:55 (648/771)	00:05:13 (648/770)	00:05:47 (713/915)	00:04:58
First Appliance Attendance to a Dwelling Fire Within 10 Minutes on 90% of Occasions	98% (723/738)	97% (694/719)	97% (668/686)	97% (751/771)	97% (744/770)	95% (866/915)	97%
Average time of a Second Appliance Attendance to a Dwelling Fire (10 Minutes)	00:06:28 (550/607)	00:07:01 (500/577)	00:06:44 (504/577)	00:06:55 (551/643)	00:07:22 (532/623)	00:07:52 (630/784)	00:06:54

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





Corporate Goal: Safer, Stronger Communities

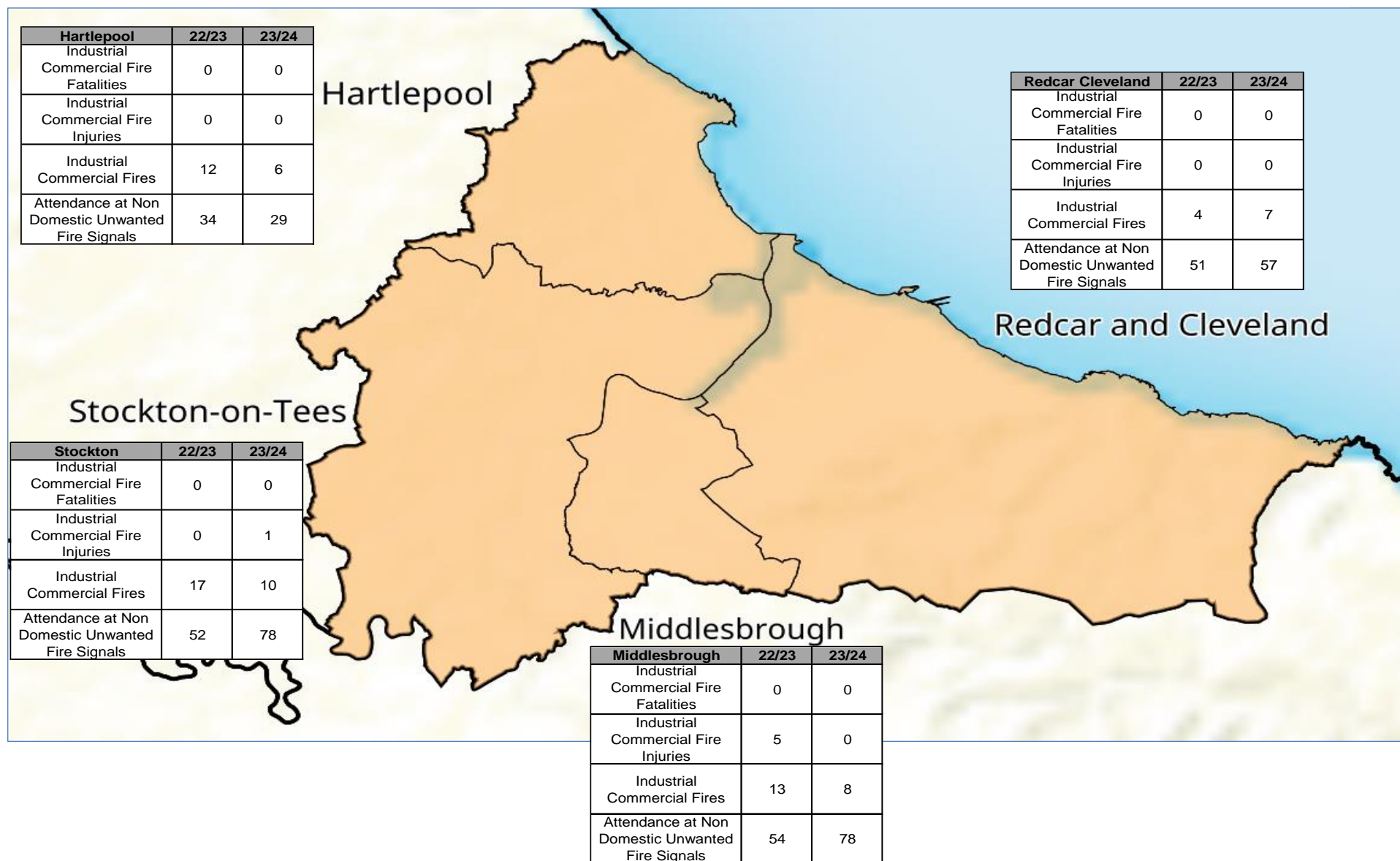
Corporate Objective: Identify and minimise fire and rescue related risks in the community

Corporate Outcome: Safer Buildings

Indicator		5-yr Average (where data is available)	2022/23	2023/24	% Direction of travel from 2022/23	% 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*	-	33% (367/1126)	28% (325/1155)	-5% ↓	no comparator	100%	-72% ↓
1.1.2.2	Percentage of enforcement notices that are completed within prescribed timescales	62%	86% (6/7)	100% (2/2)	+14% ↑	+38% ↑	100%	% ↔
1.1.2.3	Number of Fatalities in Industrial and Commercial Fires	0	0	0	% ↔	% ↔	0	% ↔
1.1.2.4	Number of Injuries in Industrial and Commercial Fires	1	5	1	-80% (-4) ↓	-% ↔	1	-% ↔
1.1.2.5	Number of Industrial and Commercial Fires	39	46	31	-33% (-15) ↓	21% (-8) ↓	40	-23% (-9) ↓
1.1.2.6	Number of Non Domestic Unwanted Automated Fire Alarm Calls received	-	543	658	+21% (+115) ↑	no comparator	-	-
1.1.2.7	Number of attendances at Non Domestic Unwanted Automated Fire Alarm Calls	242	191	242	+27% (+51) ↑	-% ↔	186	+30% (+56) ↑
1.1.2.8	Average time of first appliance attendance to a building fire (7 Minutes)	00:05:01	00:05:13 (1011/1210)	00:05:57 (1022/1358)	+14% (+00:00:44) ↑	+19% (+00:00:56) ↑	00:07:00	-15% (-00:01:03) ↓
1.1.2.9	First appliance attendance to a building fire within 10 minutes on 90% of occasions	97%	97% (1173/1210)	94% (1272/1358)	-3% ↓	-3% ↓	90%	+4% ↑
1.1.2.10	Average time of second appliance to attend a building fire incident (10 minutes)	00:07:04	00:07:33 (706/845)	00:08:01 (776/976)	+6% (+00:00:28) ↑	+13% (+00:00:57) ↑	00:10:00	-20% (-00:01:59) ↓
1.1.2.11	Percentage of Consultations completed within prescribed timescales	96%	91% (164/180)	91% (141/155)	% ↔	-5% ↓	100%	-9% ↓
1.1.2.12	Percentage of Licensing Consultations completed within prescribed timescales	97%	94% (50/53)	97% 77/79	+3% ↑	% ↔	100%	-3% ↓
1.1.2.13	Percentage of Building (72d) Risk Information scheduled to be reviewed during the year that has been reviewed	35%	25% (28/111)	87% (104/120)	+62% ↑	+52% ↑	100%	-13% ↓
Safer Buildings Overall Performance Judgement					Performing Well	Performing Well		Performing Well

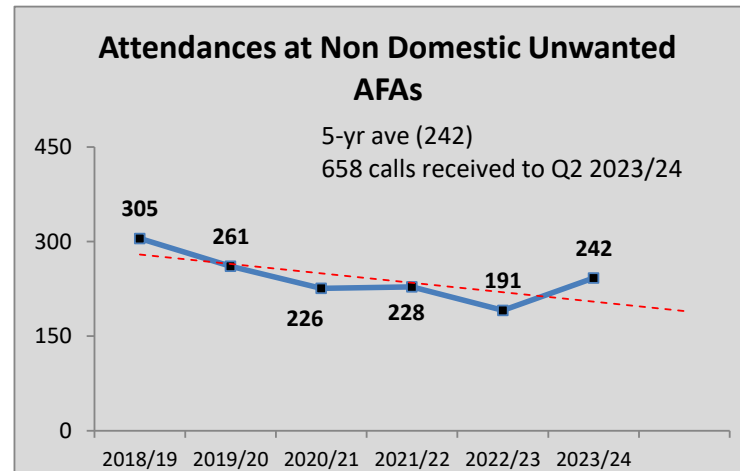
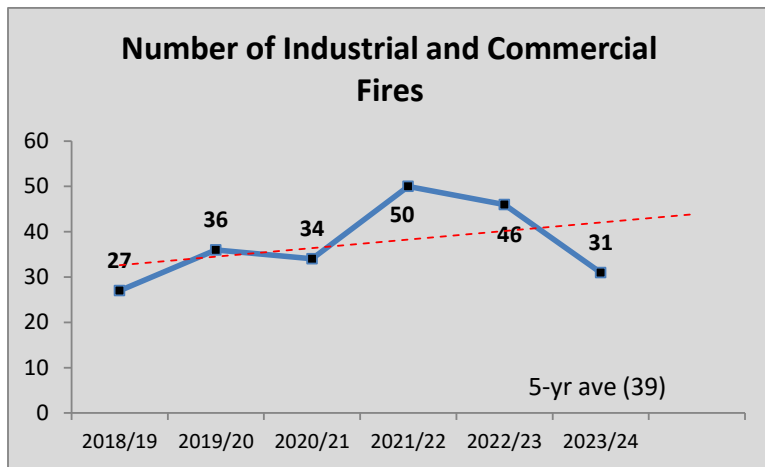
* from quarter 4 2022/23 this data now includes attempted inspections where the business is identified to have closed, been demolished or converted to domestic property

SAFER BUILDINGS



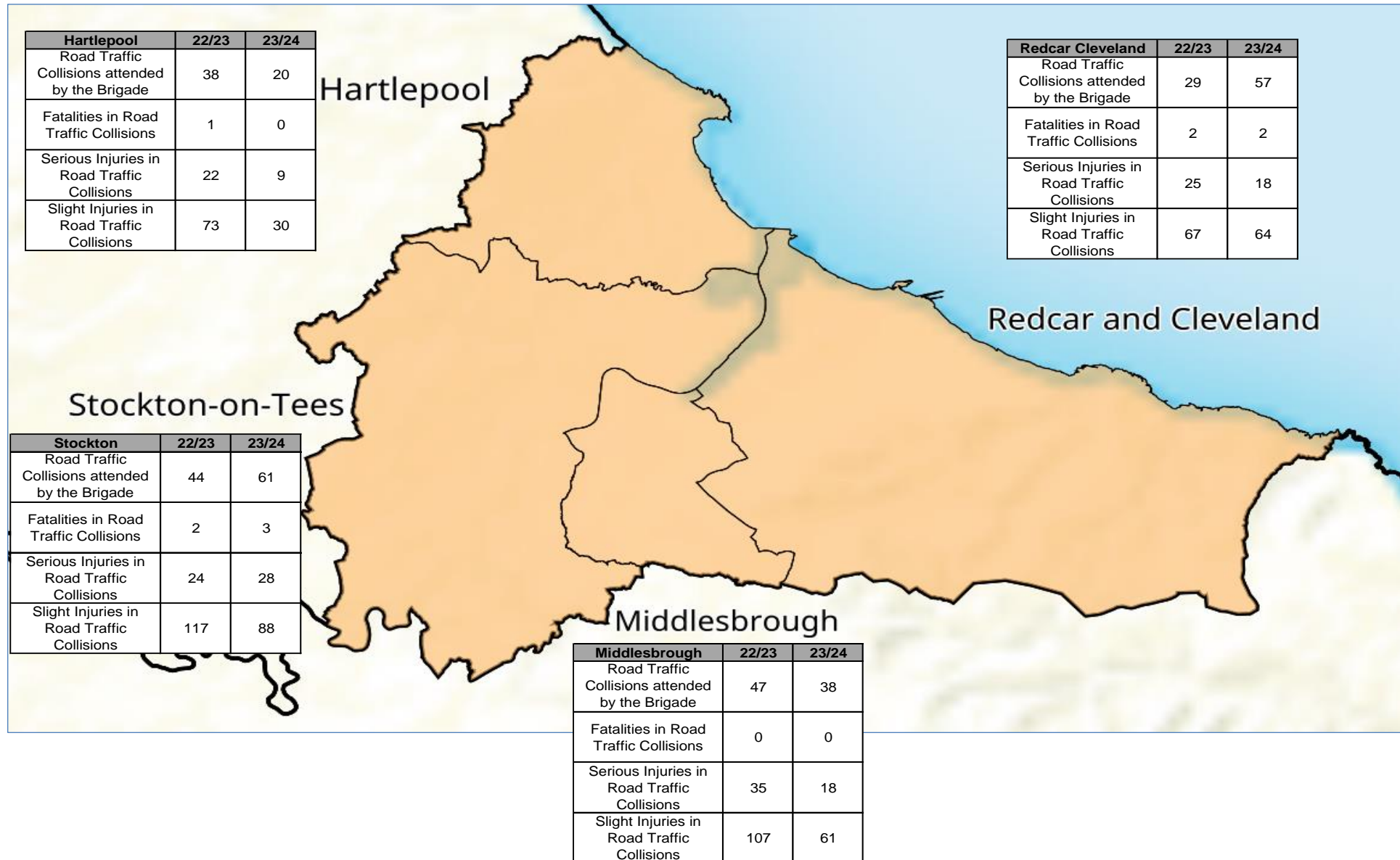
Trend Analysis: Corporate Outcome: Safer Buildings							
	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	5 year average*
Percentage of the annual risk based inspection program completed in approved frequency	-	-	-	-	33% (367/1126)	28% (325/1155)	-
Percentage of enforcement notices that are completed within prescribed timescales	-	33%	67%	60%	86%	100%	62%
Number of Fatalities in Industrial and Commercial Fires	0	0	0	0	0	0	0
Number of Injuries in Industrial and Commercial Fires	0	0	0	0	5	1	1
Number of Industrial and Commercial Fires	27	36	34	50	46	31	39
Number of Non Domestic Unwanted Automated Fire Alarm Calls received	-	-	-	-	543	658	-
Number of attendances at Non Domestic Unwanted Automated Fire Alarm Calls	305	261	226	228	191	242	242
Average time of first appliance attendance to a building fire (7 Minutes)	00:04:51 (1097/1251)	00:05:00 (1015/1171)	00:04:58 (926/1064)	00:05:02 (1017/1220)	00:05:13 (1011/1210)	00:05:57 (1022/1358)	00:05:01
First appliance attendance to a building fire within 10 minutes on 90% of occasions	98% (1225/1251)	96% (1127/1171)	97% (1031/1064)	96% (1175/1220)	97% (1173/1210)	94% (1272/1358)	97%
Average time of second appliance to attend a building fire incident (10 minutes)	00:06:45 (905/1029)	00:07:07 (769/900)	00:06:55 (693/801)	00:07:01 (703/835)	00:07:33 (706/845)	00:08:01 (776/976)	00:07:04
Percentage of Consultations completed within prescribed timescales	-	-	96% (103/107)	100% (156/156)	91% (164/180)	91% (141/155)	96%
Percentage of Licensing Consultations completed within prescribed timescales	-	-	100% (99/99)	96% (139/145)	94% (50/53)	97% (77/79)	97%
Percentage of Building (72d) Risk Information scheduled to be reviewed during the year that has been reviewed	-	-	19% (19/102)	61% (68/111)	25% (28/111)	87% (104/120)	35%

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



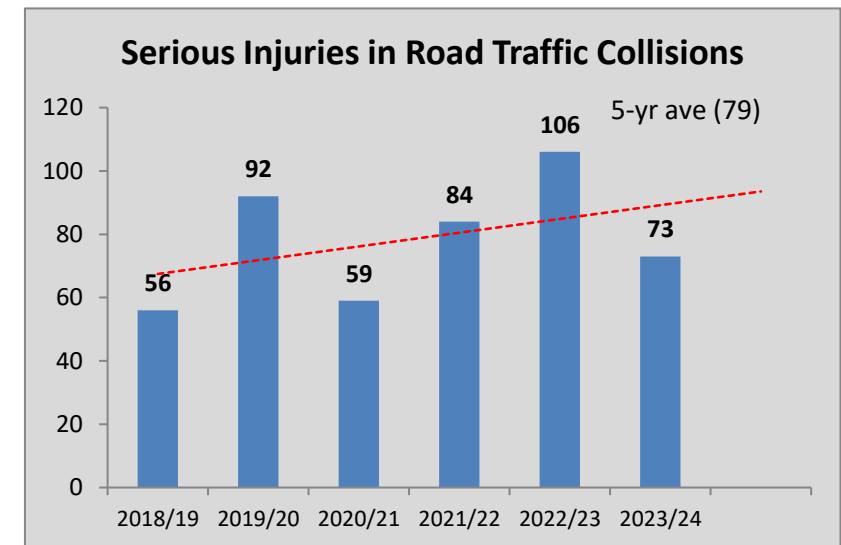
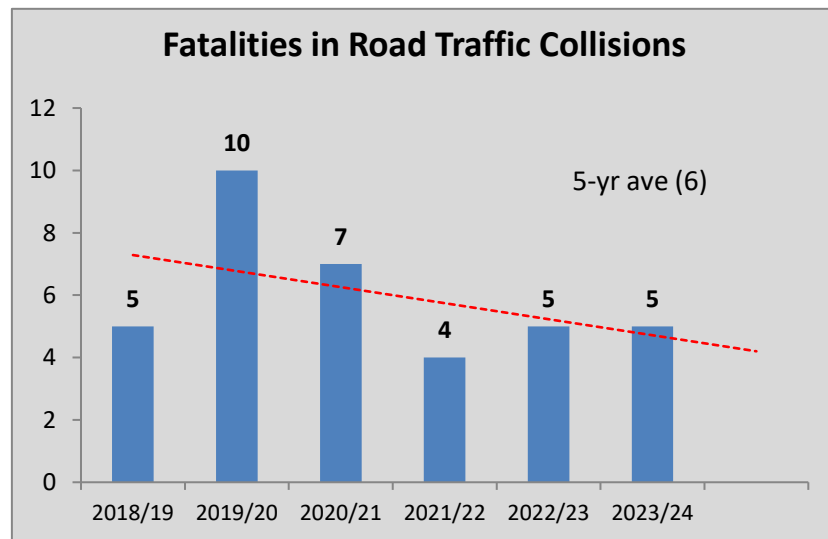
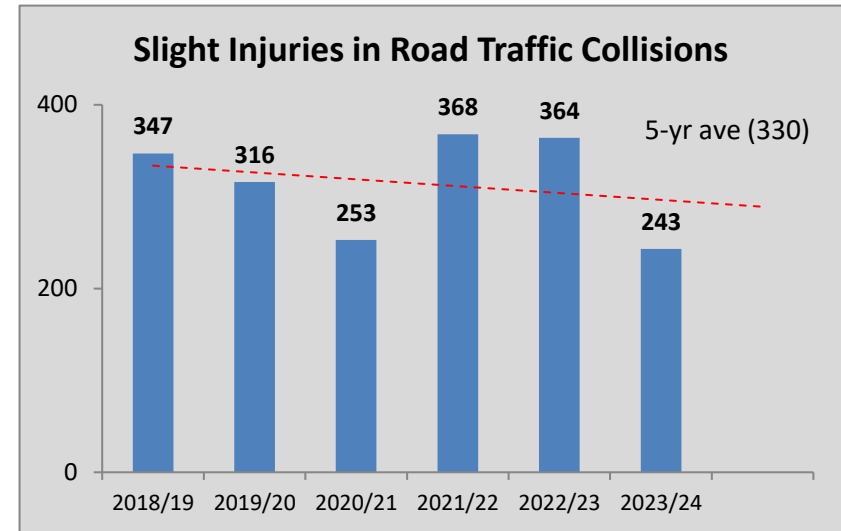
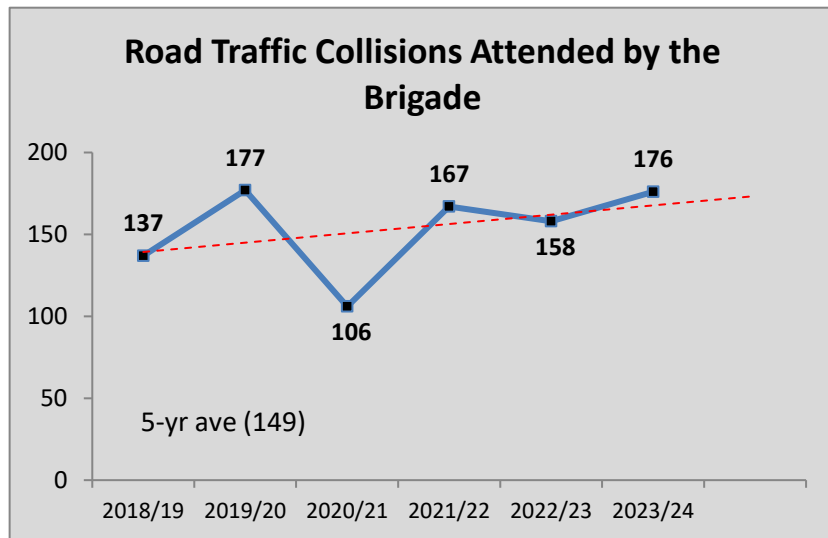
Corporate Goal: Safer, Stronger Communities								
Corporate Objective: Identify and minimise fire and rescue related risks in the community								
Corporate Outcome: Safer Transport Infrastructures								
Indicator		5-yr Average (where data is available)	2022/23	2023/24	% Direction of travel from 2022/23	% 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	149	158	176	+11% (+18) ↑	+18% (+27) ↑	-	-
1.1.3.2	Number of Fatalities in Road Traffic Collisions (Police data)	6	5	5	2023/24 data is only to August	2023/24 data is only to August	-	-
1.1.3.3	Number of people seriously injured in Road Traffic Collisions (Police data)	79	106	73	2023/24 data is only to August	2023/24 data is only to August	-	-
1.1.3.4	Number of people suffering slight injuries Road Traffic Collisions (Police data)	330	364	243	2023/24 data is only to August	2023/24 data is only to August	-	-
1.1.3.5	Average time of first appliance attendance to an immediate life threatening / rescue Road Traffic Collisions (8 minutes)	00:05:21	00:04:58 (105/116)	00:06:19 (100/129)	+27% (+00:01:21) ↑	+18% (+00:00:58) ↑	00:08:00	-21% (-00:01:41) ↓
Safer Transport Infrastructure Overall Performance Judgement					No Comparator	No Comparator		Performing Strongly

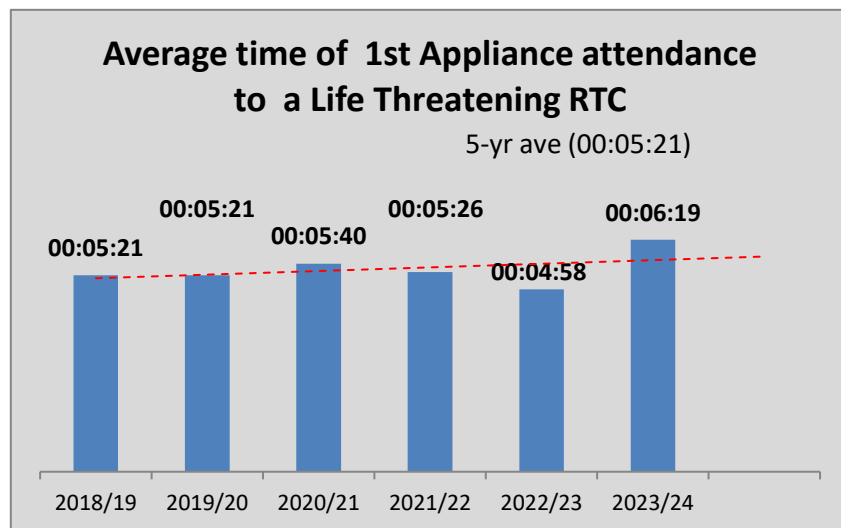
SAFER TRANSPORT INFRASTRUCTURE



Trend Analysis: Corporate Outcome: Safer Transport Infrastructures							
	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	5 year average *
Number of Road Traffic Collisions attended by the Brigade	137	177	106	167	158	176	149
Number of Fatalities in Road Traffic Collisions	5	10	7	4	5	5	6
Number of people seriously injured in Road Traffic Collisions	56	92	59	84	106	73	79
Number of people suffering slight injuries in Road Traffic Collisions	347	316	253	368	364	243	330
Average time of first appliance attendance to an immediate life threatening / rescue RTC (8 minutes)	00:05:21 (75/91)	00:05:21 (98/117)	00:05:40 (58/68)	00:05:26 (113/131)	00:04:58 (105/116)	00:06:19 (100/129)	00:05:21

police accident data for 23/24 only covers the period to August 2023





Corporate Goal: Safer, Stronger Communities

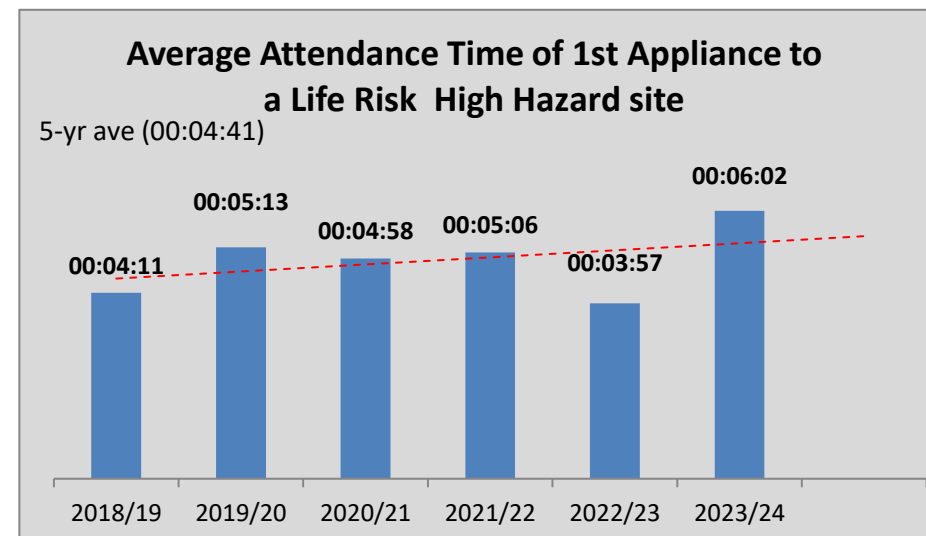
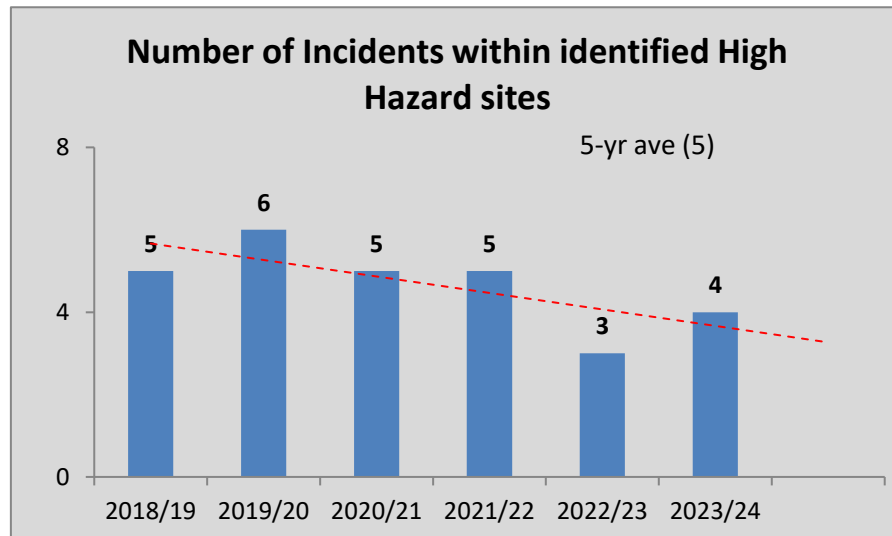
Corporate Objective: Identify and minimise fire and rescue related risks in the community

Corporate Outcome: Safer High Hazard Industries

Indicator		5-yr Average (where data is available)	2022/23	2023/24	% Direction of travel from 2022/23	% 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	5	3	4	+33% (+1) ↑	-20% (-1) ↓	5	-20% (-1) ↓
1.1.4.2	Average time of first appliance attendance to a Life Risk incident at a High Hazard site (7 minutes)	00:04:41	00:03:57	00:06:02	+53% (+00:02:05) ↑	+29% (+00:01:21) ↑	00:07:00	-14% (-00:00:58) ↓
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	-	00:00:00	00:00:00	No Comparator Information	No Comparator Information	00:16:00	No Comparator Information
1.1.4.5	Percentage of High Hazard sites risk information that have been reviewed during the year	-	44% (11/27)	85% (11/13)	+41% ↑	No Comparator Information	100%	-15% ↓
					Adequate Performance	Performing Well		Performing Well

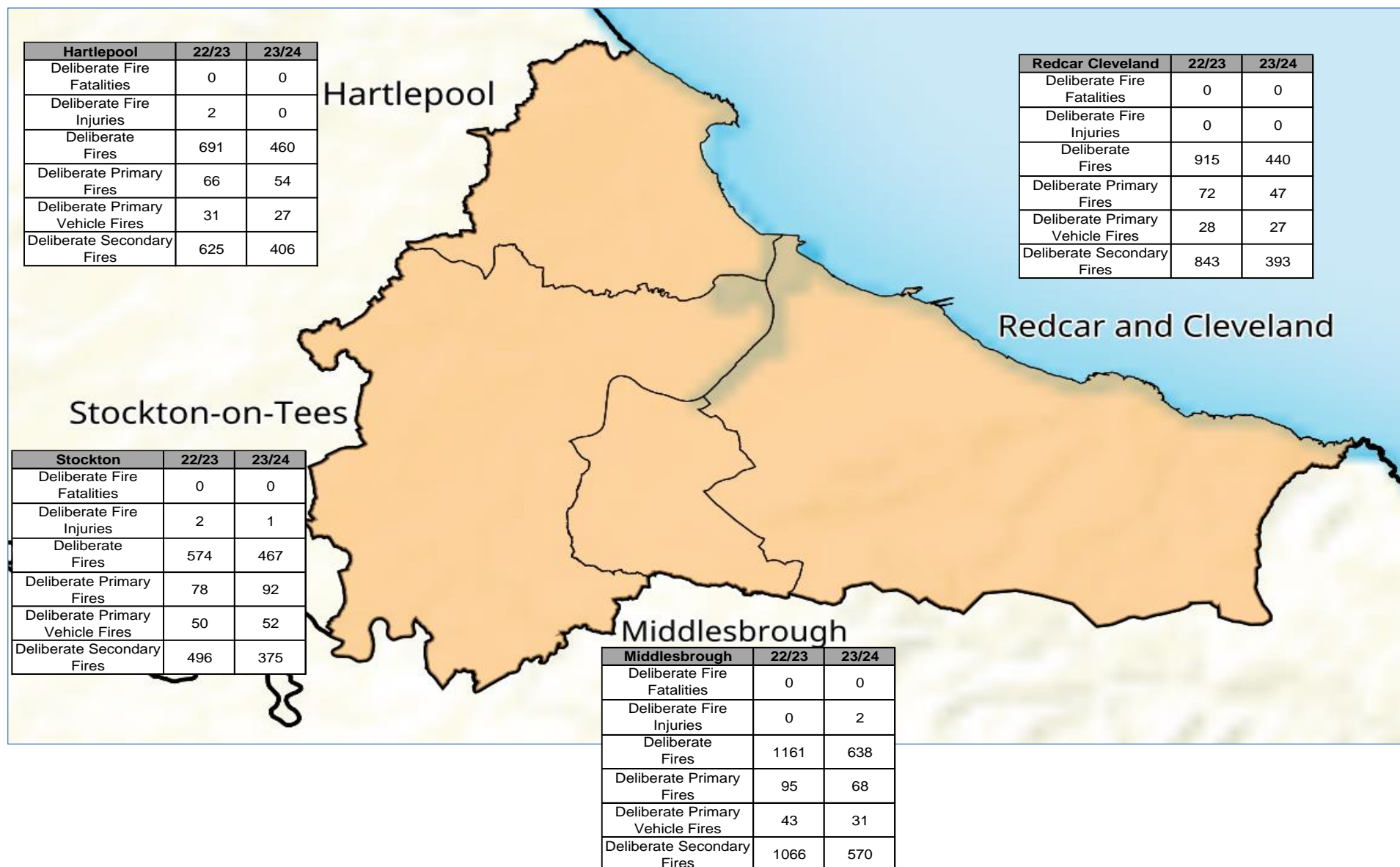
Trend Analysis: Safer High Hazard Industries							
	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	5 year average*
Number of Incidents within identified High Hazard sites	5	6	5	5	3	4	5
Average time of first appliance attendance to a Life Risk incident at a High Hazard site (7 minutes)	00:04:11	00:05:13	00:04:58	00:05:06	00:03:57	00:06:02	00:04:41
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	00:20:06	00:22:09	00:00:00	00:00:00	00:00:00	00:00:00	-
1.1.4.5 Percentage of High Hazard sites risk information that have been reviewed during the year	-	-	-	22% (6/27)	44% (11/27)	85% (11/13)	-

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



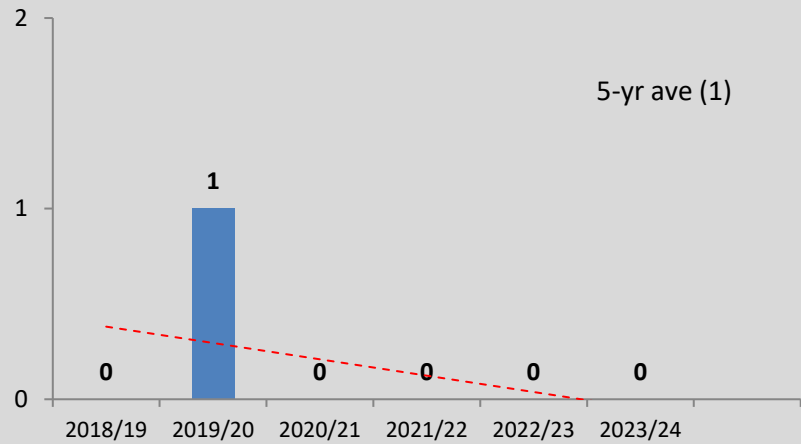
Corporate Goal: Safer, Stronger Communities								
Corporate Objective: Identify and minimise fire and rescue related risks in the community								
Corporate Outcome: Safer Neighbourhoods and the Environment								
Indicator		5-yr Average (where data is available)	2022/23	2023/24	% Direction of travel from 2022/23	% 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	2	4	3	-25% (-1) ↓	+50% (+1) ↑	2	+50% (+1) ↑
1.1.5.3	Number of Deliberate Fires	2337	3341	2005	-40% (-1336) ↓	-14% (-332) ↓	2857	-30% (-852) ↓
1.1.5.4	Number of Deliberate Primary Fires	237	311	261	-16% (-50) ↓	+10% (+24) ↑	278	-6% (-17) ↓
1.1.5.5	Number of Deliberate Primary Fire Vehicles	121	152	137	-10% (-15) ↓	+13% (+16) ↑	154	-11% (-17) ↓
1.1.5.6	Number of Deliberate Secondary Fires	2100	3030	1744	-42% (-1286) ↓	-17% (-356) ↓	2579	-32% (-835) ↓
1.1.5.7	Number of Water Rescue Incidents	4	2	2	-% ↔	-50% (-2) ↓	4	-50% (-2) ↓
Safer Neighbourhoods and the Environment Overall Performance Judgement					Performing Strongly	Performing Well		Performing Strongly

SAFER NEIGHBOURHOODS AND THE ENVIRONMENT

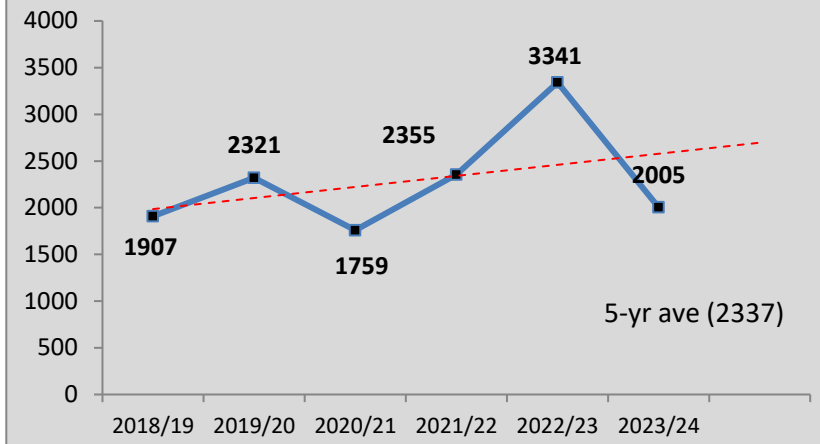


Trend Analysis: Corporate Outcome Safer Neighbourhoods and the Environment							
	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	5 year average *
Number of Deliberate Fire Fatalities	0	1	0	0	0	0	1
Number of Deliberate Fire Injuries	0	0	4	3	4	3	2
Number of Deliberate Fires	1907	2321	1759	2355	3341	2005	2337
Number of Deliberate Primary Fires	199	217	206	250	311	261	237
Number of Deliberate Primary Fire Vehicles	96	109	111	137	152	137	121
Number of Deliberate Secondary Fires	1708	2104	1553	2105	3030	1744	2100
Number of Water Rescue Incidents	6	5	1	6	2	2	4

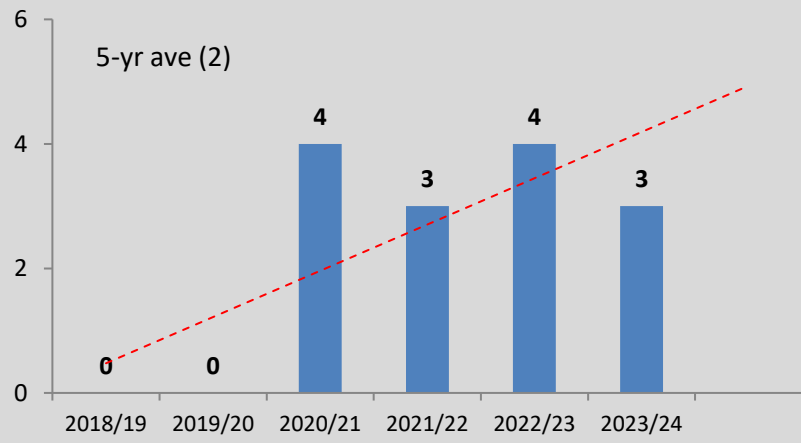
Number of Deliberate Fire Fatalities



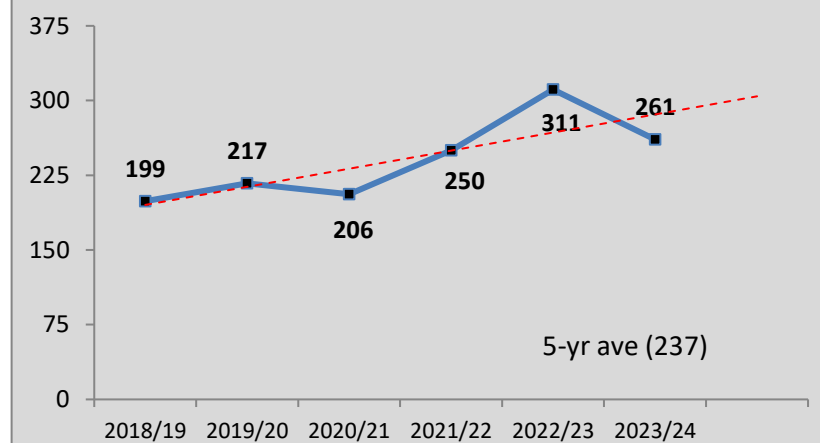
Number of Deliberate Fires

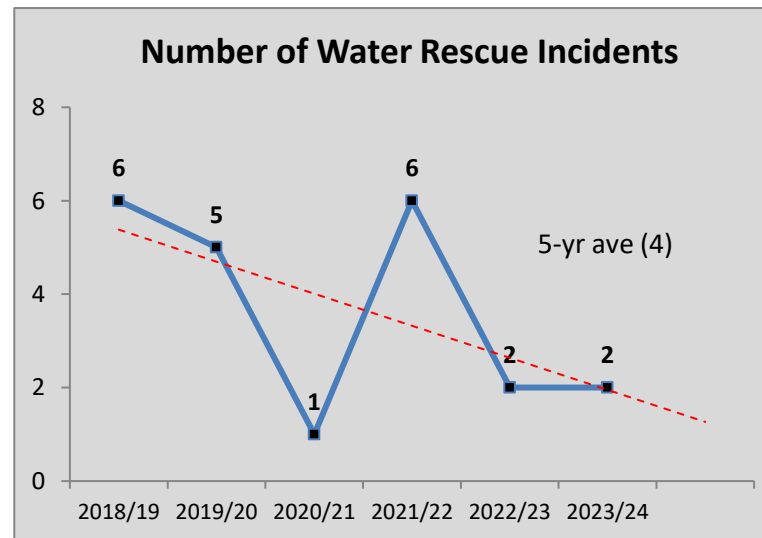
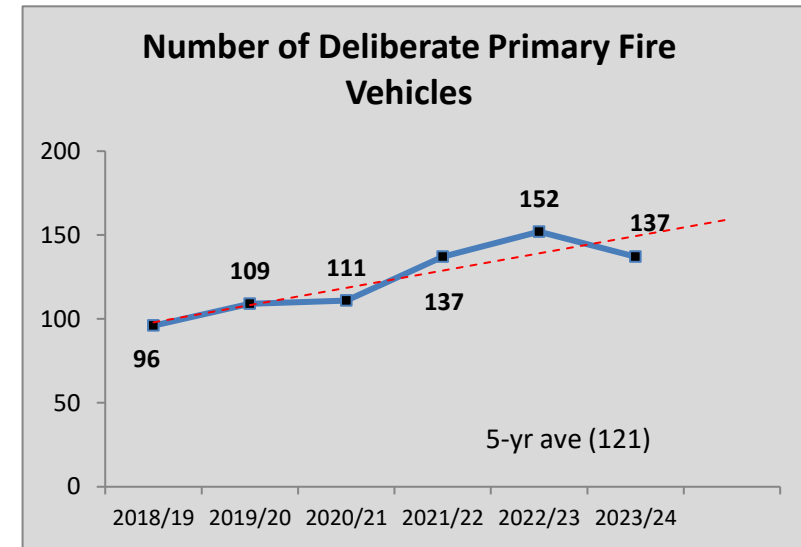
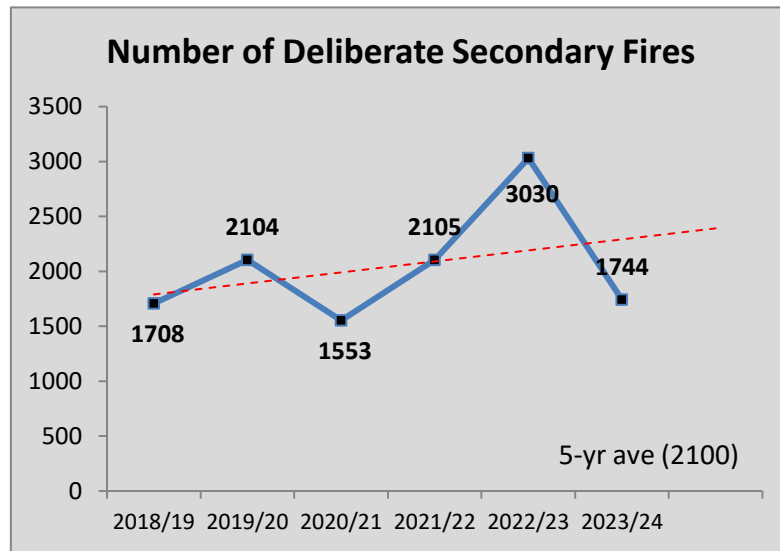


Number of Deliberate Fire Injuries



Number of Deliberate Primary Fires

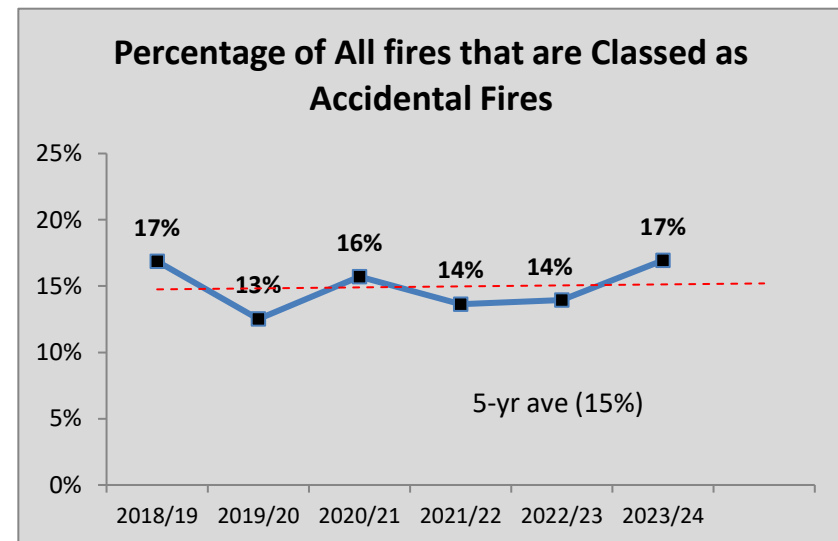
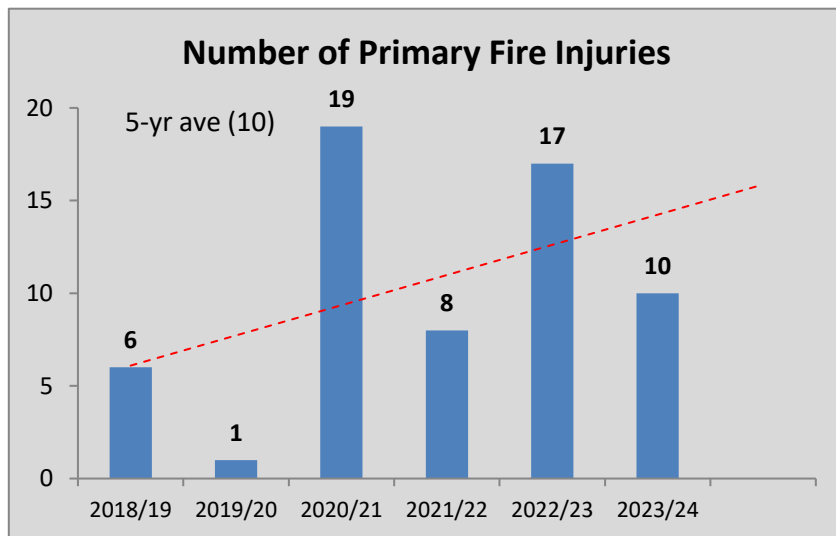
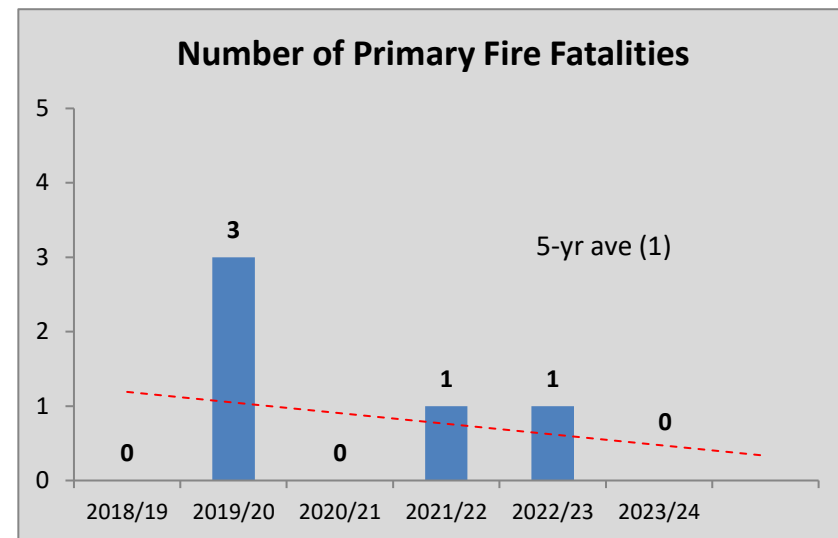
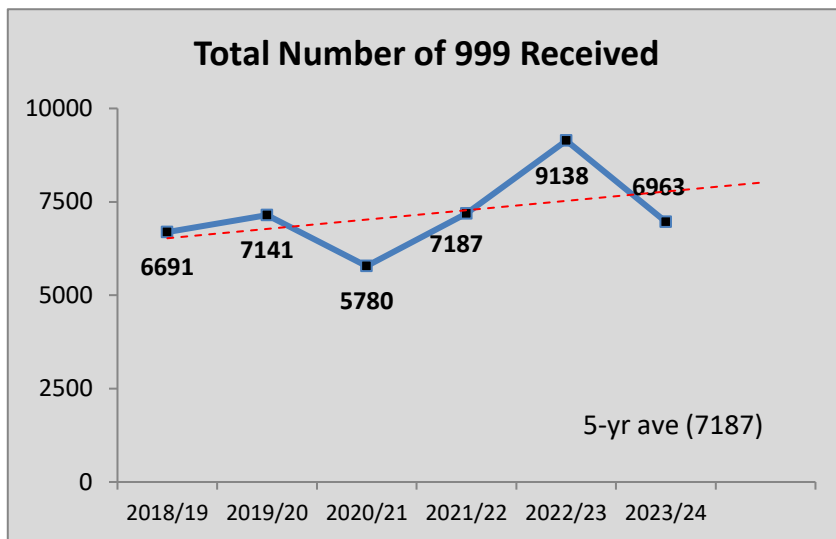


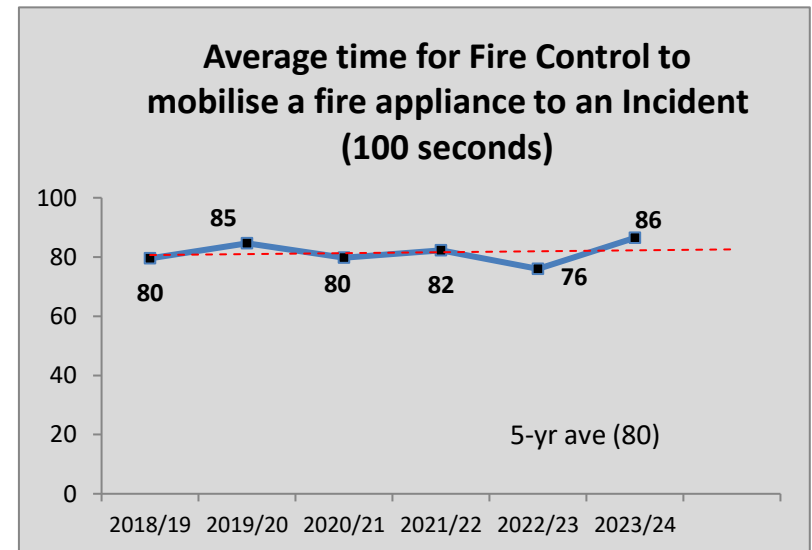
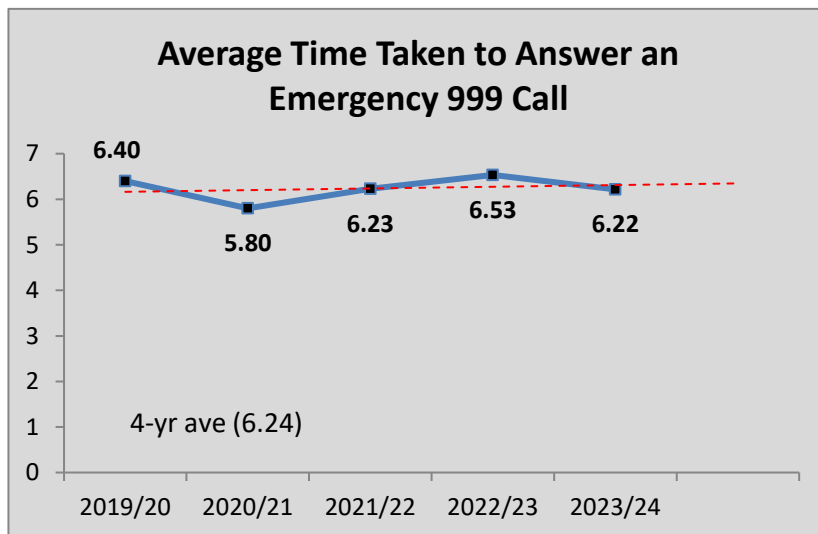
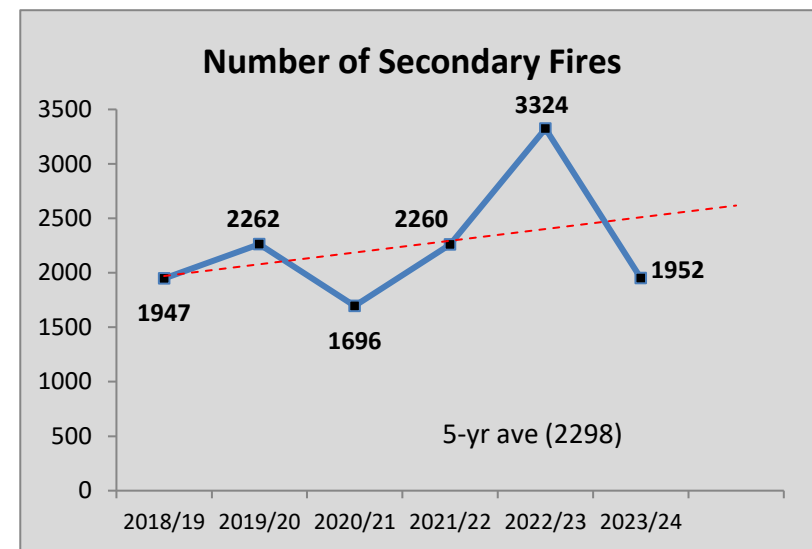
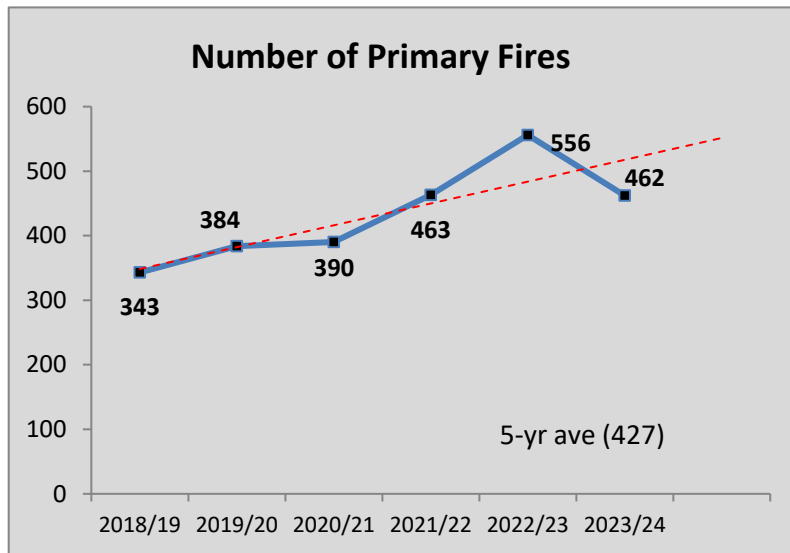


Supplementary Indicators							
Indicator	5-yr Average (where data is available)	2022/23	2023/24	% Direction of travel from 2022/23	% Direction of travel from 5-yr average	Target	% Direction of travel from target
Total Number of 999 calls to Fire Control	7187	9138	6963	-24% (-2175) ↓	-3% (-224) ↓	-	-
Number of times a Fire Appliance assigned to an incident failed to respond	4	7	3	-57% (-4) ↓	-25% (-1) ↓	-	-
Number of Primary Fire Fatalities	1	1	0	-100% (-1) ↓	-100% (-1) ↓	0	-% ↔
Number of Primary Fire Injuries	10	17	10	-41% (-7) ↓	-% ↔	12	-17% (-2) ↓
Percentage of all fires that are classed as Accidental Fires	15%	14%	17%	For Information Purposes Only		-	-
Percentage of all fires that are classed as Deliberate Fires	85%	86%	83%			-	-
Number of Primary Fires	427	556	462	-17% (-94) ↓	+8% (+35) ↑	560	-18% (-98) ↓
Number of Secondary Fires	2298	3324	1952	-41% (-1372) ↓	-15% (-346) ↓	3303	-41% (-1351) ↓
Average time taken to answer an emergency 999 call (7 seconds)	6.24	6.53	6.22	-5% (-0.31) ↓	-0.3% (-0.02) ↓	7.00	-11% (-0.78) ↓
Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	80	76	86	+12% (+10) ↑	+8% (+6) ↑	100	-14% (-14) ↓
Percentage of Occasions Fire Control mobilise a Fire Appliance within 2 minutes of the call	91%	91%	88%	-3% ↓	-3% ↓	98%	-10% ↓
Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	93%	93%	91%	-2% ↓	-2% ↓	100%	-9% ↓
Percentage of On Call appliances meeting the Book Mobile threshold of 5 Minutes	66%	65%	56%	-9% ↓	-10% ↓	100%	-44% ↓

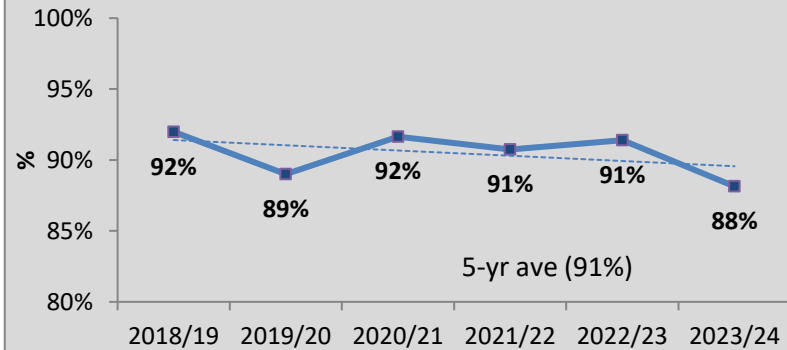
Trend Analysis: Supplementary Indicators							
	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	5 year average *
Total Number of 999 calls to Fire Control	6691	7141	5780	7187	9138	6963	7187
Number of times a Fire Appliance assigned to an incident failed to respond	-	-	4	0	7	3	4
Number of Primary Fire Fatalities	0	3	0	1	1	0	1
Number of Primary Fire Injuries	6	1	19	8	17	10	10
Percentage of all fires that are classed as Accidental Fires	17%	13%	16%	14%	14%	17%	15%
Percentage of all fires that are classed as Deliberate Fires	83%	87%	84%	86%	86%	83%	85%
Number of Primary Fires	343	384	390	463	556	462	427
Number of Secondary Fires	1947	2262	1696	2260	3324	1952	2298
Average time taken to answer an emergency 999 call (7 seconds)	-	6.40	5.80	6.23	6.53	6.22	6.24
Average time for Fire Control to mobilise a fire appliance to an incident (100 seconds)	80	85	80	82	76	86	80
Percentage of occasions Fire Control mobilise a Fire Appliance within 2 Minutes of the call	92%	89%	92%	91%	91%	88%	91%
Percentage of Wholetime appliances meeting Book mobile threshold of 2 minutes	93%	93%	94%	93%	93%	91%	93%
Percentage of Retained appliances meeting Book mobile threshold of 5 minutes	60%	66%	65%	73%	65%	56%	66%

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

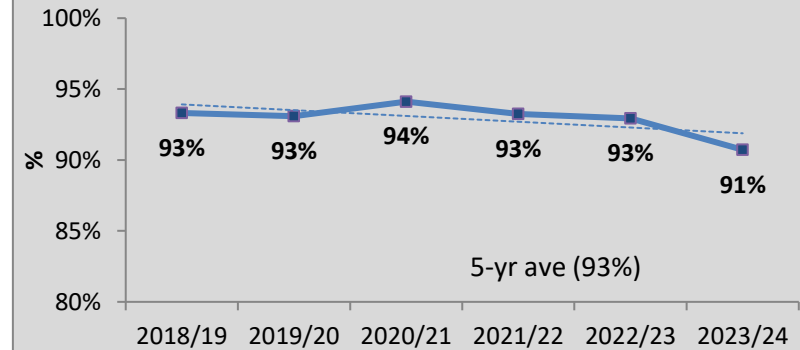




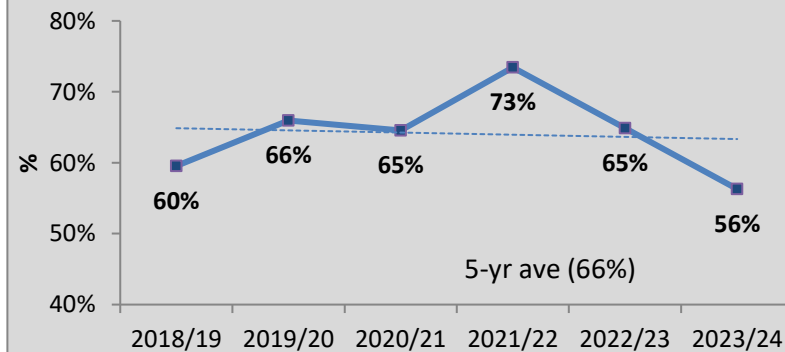
Percentage of Occasions a Fire Appliance is mobilised within 2 Minutes of the call



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)	2022/23	2023/24	% Direction of travel from 2022/23	% 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% (4/4)	No Mobilisations	No Comparator Information	No Comparator Information	100%	No Comparator Information
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)	2022/23	2023/24	% Direction of travel from 2022/23	% 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)	9%	7%	14%	+7% ↑	+5% ↑	-	-
1.2.1.2	Number of Safeguarding Referrals Submitted	No Comparator Information	No Comparator Information	65	No Comparator Information	No Comparator Information	-	-
1.2.1.3	Percentage of Co-responder incidents attended by the Brigade where medical treatment was provided by CFB	96%	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							
	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	5 year average *
Percentage of times the DIM (G8) National Resilience resource is mobilised within 60 minutes	-	100%	100% 5/5	100% (1/1)	100% (4/4)	No Mobilisations	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							
	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	5 year average *
Percentage of Safe and Well visits that led to a positive intervention	18%	12%	4%	4%	7%	14%	9%
Number of Safeguarding Referrals Submitted	-	-	-	-	-	65	-
Percentage of Co-responder incidents attended by the Brigade where medical treatment was provided by CFB	88%	100%	100%	NO INCIDENTS	NO INCIDENTS	NO INCIDENTS	96%

* 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 2023 to 30th September 2023 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	Adequate Performance
A Safe Workforce, Safe Workplaces	Adequate Performance	Adequate Performance	Adequate Performance
A Competent Workforce, Outstanding Leaders	Performing Strongly	Performing Strongly	Adequate Performance
An Inclusive and Great Place to Work	Annual Indicator	Annual Indicator	Annual Indicator
Total Overall	Performing Well	Performing Well	Adequate Performance

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

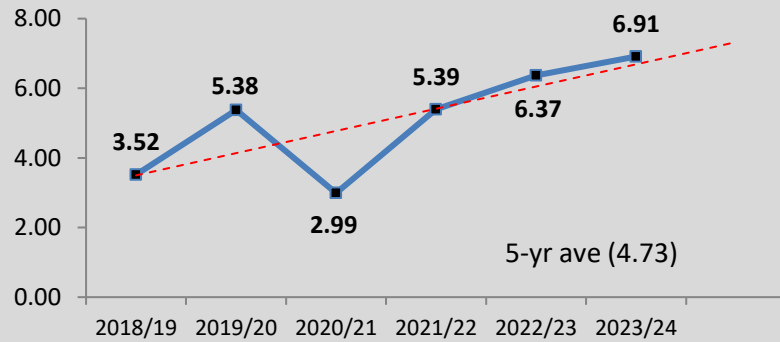
Indicator		5-yr Average (where data is available)	2022/23	2023/24	% Direction of travel from 2022/23	% Direction of travel from 5-yr average	Target	% Direction of travel from target
2.1.1.1	Percentage of operational staff who have completed fitness assessments during year	82%	93%	81%	-12% ↓	-1% ↓	100%	-19% ↓
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%	96%	98% (310/314)	+2% ↑	+3% ↑	100%	-2% ↓
2.1.1.3	Average Number of Duty days lost to sickness absence per employee - All Staff	4.73	6.37	6.91	+8% (+0.54) ↑	+46% (+2.18) ↑	5.97	+16% (+0.94) ↑
2.1.1.4	Average Number of Duty days lost to sickness absence per employee - Wholetime	5.09	7.44	7.15	-4% (-0.29) ↓	+40% (+2.06) ↑	5.73	+25% (+1.42) ↑
2.1.1.5	Average Number of Duty days lost to sickness absence per employee - On Call	3.08	1.61	7.67	+376% (+6.06) ↑	+149% (4.59) ↑	3.01	+155% (+4.66) ↑
2.1.1.6	Average Number of Duty days lost to sickness absence per employee - Fire Control	6.26	11.25	5.20	-54% (-6.05) ↓	-17% (-1.06) ↓	7.26	-28% (-2.06) ↓
2.1.1.7	Average Number of Duty days lost to sickness absence per employee - Green Book	4.80	6.51	5.86	-10% (-0.65) ↓	+22% (+1.06) ↑	4.80	+22% (+1.06) ↑
2.1.1.8	Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness	27%	32%	40%	+8% ↑	+13% ↑	-	-
2.1.1.9	Number of people who exceed Phased Return Limits	1	1	2 (2/5)	+100% (+1) ↑	+100% (+1) ↑	-	-
2.1.1.10	Number of people who exceed Modified Duties Limits	9	15	11 (11/19)	-7% (-4) ↓	+22% (+2) ↑	-	-
2.1.1.11	Length of time on Phased Return Duty*	80	62	100	+61% (+38) ↑	+25% (+20) ↑	-	-
2.1.1.12	Length of time on Modified Duties	1342	1163	1112	-4% (-51) ↓	-17% (-230) ↓	-	-
A Healthy Workforce Overall Performance Judgement					Adequate Performance	Adequate Performance		Adequate Performance

* cumulative days

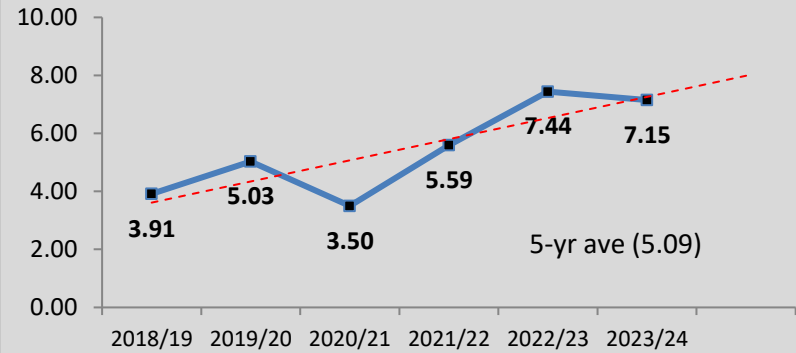
Trend Analysis: Corporate Outcome A Healthy Workforce							
	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	5 year average *
Percentage of operational staff who have completed fitness assessments during year	90%	84%	64%	77%	93%	81%	82%
Percentage of Operational staff Achieving Passes in Relevant VO2 Rates	98%	96%	92%	94%	96%	98%	95%
Average Number of Duty days lost to sickness absence per employee - All Staff	3.52	5.38	2.99	5.39	6.37	6.91	4.73
Average Number of Duty days lost to sickness absence per employee - Wholetime	3.91	5.03	3.50	5.59	7.44	7.15	5.09
Average Number of Duty days lost to sickness absence per employee - On Call	3.10	6.67	1.56	2.48	1.61	7.67	3.08
Average Number of Duty days lost to sickness absence per employee - Fire Control	2.86	4.80	3.25	9.14	11.25	5.20	6.26
Average Number of Duty days lost to sickness absence per employee - Green Book	2.84	5.49	2.60	6.55	6.51	5.86	4.80
Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness	20%	25%	29%	29%	32%	40%	27%
Number of People who exceed Phased Return Limits	-	0	1	0	1	2 (2/5)	1
Number of people who exceed Modified Duties Limits	-	2	6	11	15	11 (11/19)	9
Length of Time on Phased Return Duty	-	-	150	28	62	100	80
Length of Time on Modified Duties	-	-	910	1954	1163	1112	1342

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

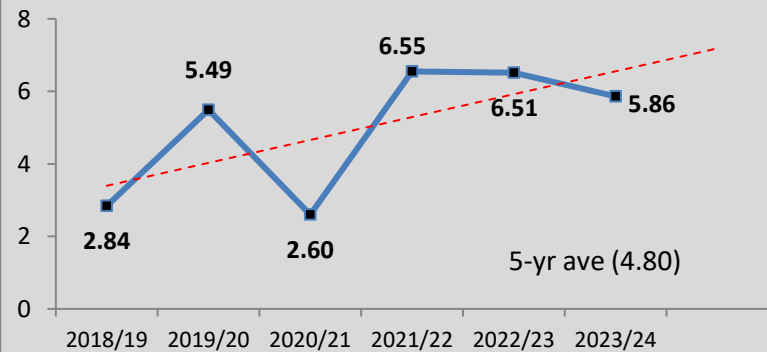
Average Number of Duty Days Lost to Sickness Absence per Employee - All Staff



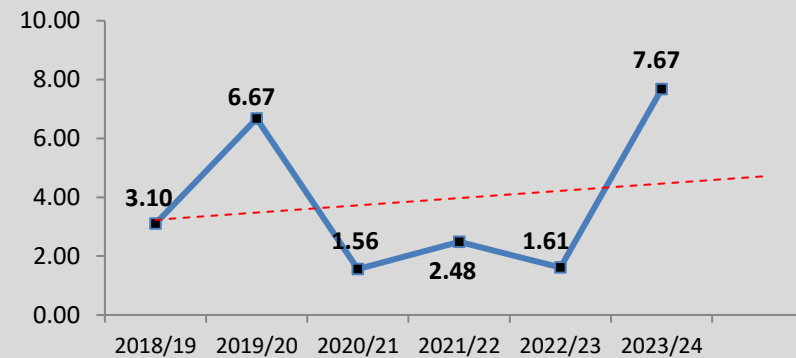
Average Number of Duty Days Lost to Sickness Absence per Employee - Wholetime



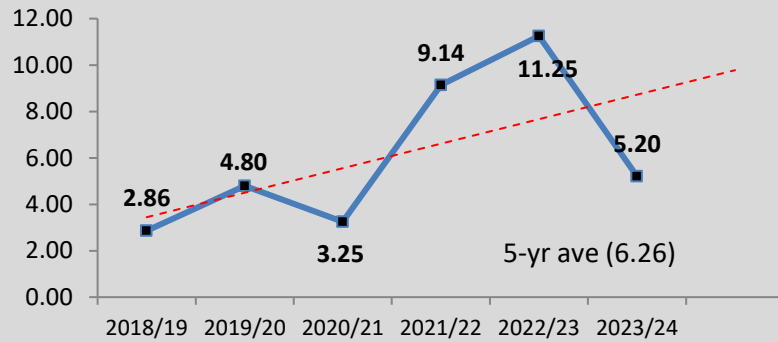
Average Number of Duty Days Lost to Sickness Absence per Employee - Green Book



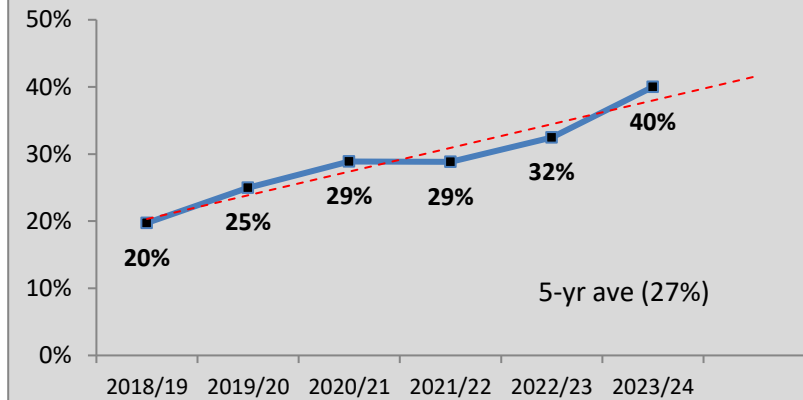
Average Number of Duty Days Lost to Sickness Absence per Employee - On Call



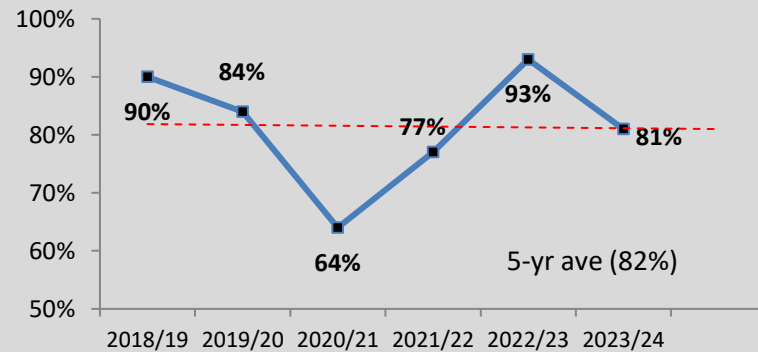
Average Number of Duty Days Lost to Sickness Absence per Employee - Fire Control



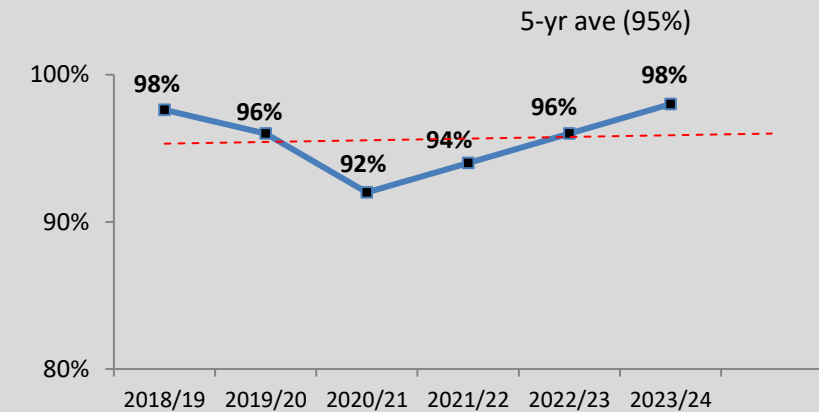
Percentage of Sickness Classed as Mental Health



Percentage of Operational Staff who have Completed Fitness Assessments During Year



Percentage of Operational Staff Tested who Achieved the Relevant VO2 Rates



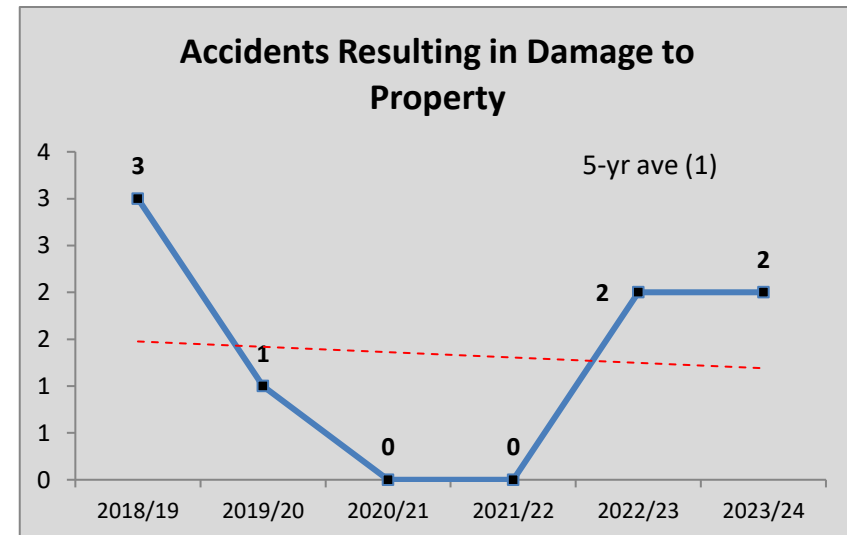
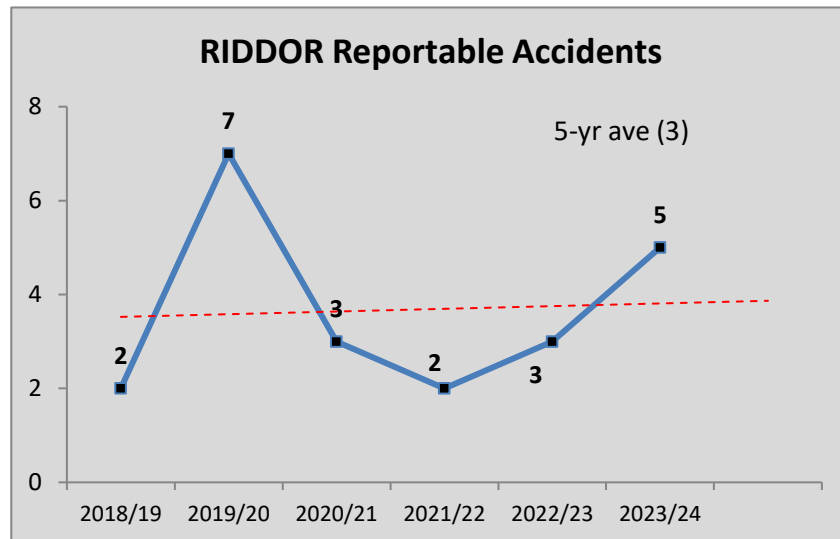
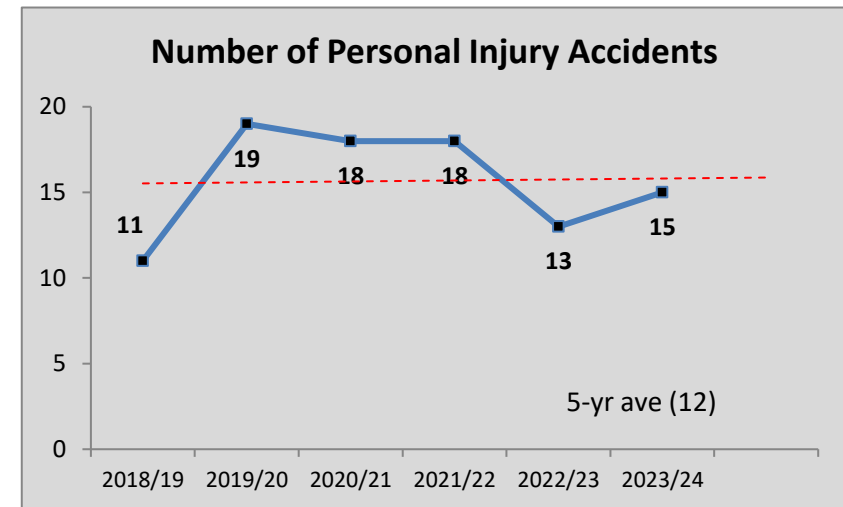
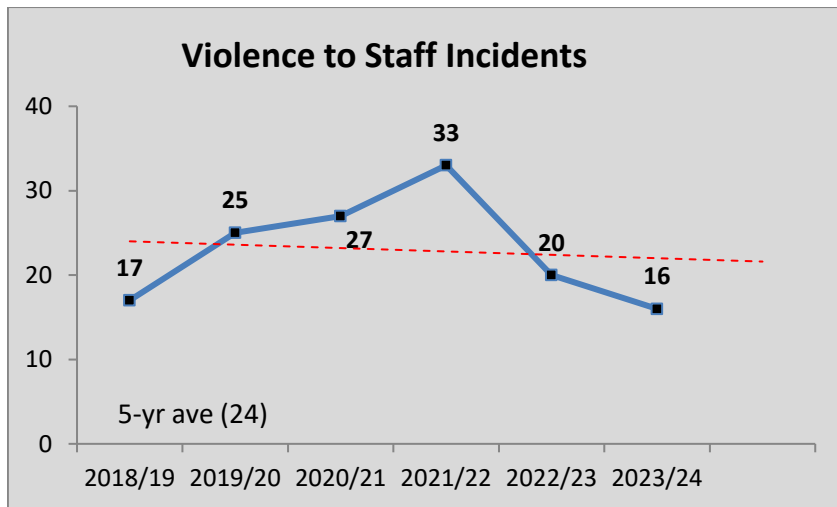
Corporate Goal: Professional, Proud and Passionate People

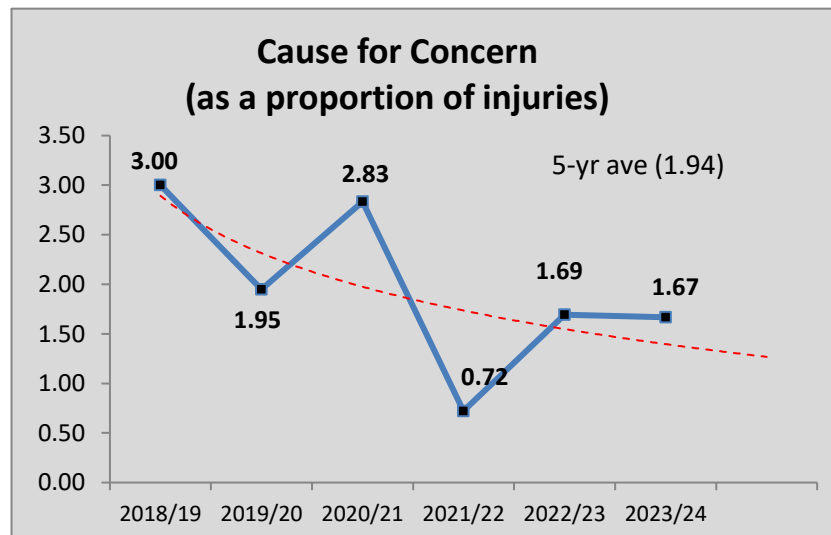
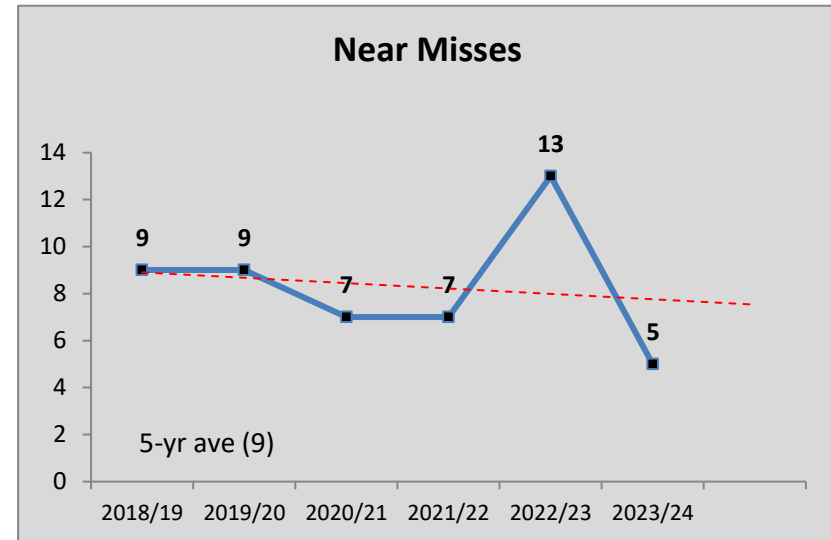
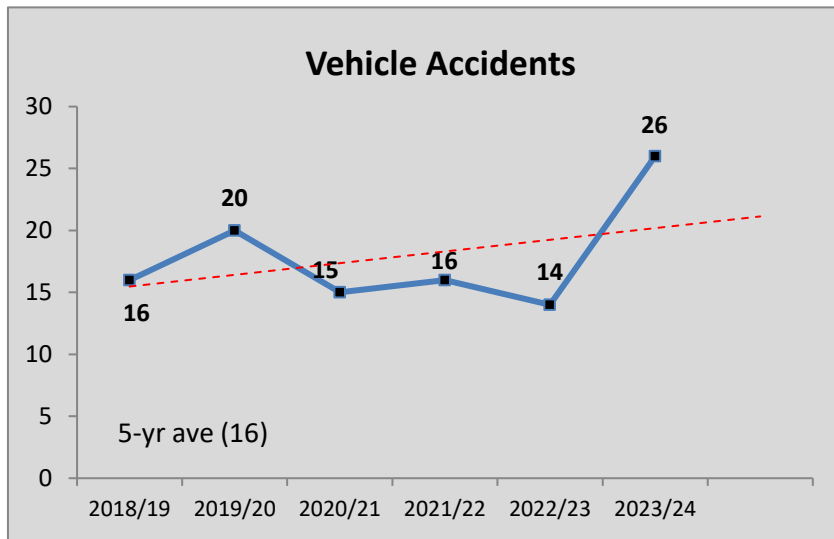
Corporate Objective: Recruit, develop and maintain a professional, diverse and value driven workforce;

Corporate Outcome : A Safe Workforce, Safe Workplaces

Indicator		5-yr Average (where data is available)	2022/23	2023/24	% Direction of travel from 2022/23	% 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)	24	20	16	-20% (-4) ↓	-33% (-8) ↓	28	-43% (-12) ↓
2.1.2.2	Number of RIDDOR Reportable Accidents	3	3	5	+67% (+2) ↑	+67% (+2) ↑	0	+100% (+5) ↑
2.1.2.3	Number of Personal Injury Accidents	16	13	15	+15% (+2) ↑	-6% (-1) ↓	12	+25% (+3) ↑
2.1.2.4	Number of Accidents resulting in damage to property	1	2	2	-% ↔	+100% (+1) ↑	0	+100% (+2) ↑
2.1.2.5	Number of Near Misses	9	13	5	-62% (-8) ↓	-44% (-4) ↓	8	-38% (-3) ↓
2.1.2.6	Number of Vehicle Accidents	16	14	26	+86% (+12) ↑	+63% (+10) ↑	13	+100% (+13) ↑
2.1.2.7	Cause for Concern	31	22	25	data for information		-	-
A Safe Workforce, Safe Workplaces Overall Performance Judgement					Adequate Performance	Adequate Performance		Adequate Performance

Trend Analysis: Corporate Outcome A Safe Workforce, Safe Workplaces							
	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	5 year average *
Number of Violence to Staff Incidents (verbal and/or physical)	17	25	27	33	20	16	24
Number of RIDDOR Reportable Accidents	2	7	3	2	3	5	3
Number of Personal Injury Accidents	11	19	18	18	13	15	16
Number of Accidents resulting in damage to property	3	1	0	0	2	2	1
Number of Near Misses	9	9	7	7	13	5	9
Number of Vehicle Accidents	16	20	15	16	14	26	16
Cause for Concern (as a proportion of injuries)	3.00 33/11	1.95 37/19	2.83 51/18	0.72 13/18	1.69 22/13	1.67 25/15	1.94 31/16





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)	2022/23	2023/24	% Direction of travel from 2022/23	% Direction of travel from 5-yr average	Target	% Direction of travel from target
2.2.1.1	Maintaining Competence: Percentage of Operational and Fire Control personnel (WT/Retained/Fire Control from FF to GM Level) who have been assessed as maintaining competency aligned to PDR core skills	74%	75%	98%	+23% ↑	+24% ↑	100%	-2% ↓
2.2.1.2	Maintaining Competence: Percentage of Green Book Personnel (Grade A - J) who have been assessed as maintaining competence aligned to PDR Core Skills	-	69%	75%	+6% ↑	No Comparator Information	100%	-25% ↓
2.2.1.3	Percentage of staff who have received a Personnel Development Review during the current financial year	ANNUAL INDICATOR						
2.2.1.4	Percentage of Personnel who have completed training on areas identified within the approved Training Needs Assessment	ANNUAL INDICATOR						
2.2.1.5	Percentage of operational exercises undertaken and completed as a proportion of the Annual Operational Exercise Programme	48%	29%	100% (40/40)	+71% ↑	+52% ↑	100%	-% ↔
A Competent Workforce, Outstanding Leaders Overall Performance Judgement					Performing Strongly	Performing Strongly		Adequate Performance

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)	2022/23	2023/24	% 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					-	-	-	

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 2023 to 30th September 2023 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	Adequate Performance	Adequate Performance	Adequate Performance
A Greener, More Sustainable Organisation	No Measures	No Measures	No Measures
Total Overall	Adequate Performance	Adequate Performance	Adequate Performance

Corporate Goal: Efficient, Sustainable Resources

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

Corporate Outcome: Efficient and Effective Use of Resources

Indicator		5-yr Average (where data is available)	2022/23	2023/24	% Direction of travel from 2022/23	% Direction of travel from 5-yr average	Target	% Direction of travel from target
3.1.1.1	Number of Internal Audit reports classed as limited assurance or below	0	0	0	-% ↔	-% ↔	0	-% ↔
3.1.1.2	Number of Internal Audit recommendations not completed and signed off by Internal Audit by the due deadline	1	0	3	+100% (+3) ↑	+200% (+2) ↑	0	+100% (+3) ↑
3.1.1.3	Public Contracts Regulations 2015: Percentage of invoices paid within 30 days	99%	100% (1406/1406)	93% (2023/2185)	-7% ↓	-6% ↓	100%	-7% ↓
3.1.1.4	Public Contracts Regulations 2015: Interest Paid due to late payment of invoices	£0.00	£0.00	£0.00	-% ↔	-% ↔	£0.00	-% ↔
3.1.1.5	Procurement ROI (Return on Investment)	ANNUAL INDICATOR			No Comparator Information	No Comparator Information	-	No Comparator Information
3.1.1.6	Compliant Spend	ANNUAL INDICATOR			No Comparator Information	No Comparator Information	-	No Comparator Information
3.1.1.7	Supporting our Communities	ANNUAL INDICATOR			No Comparator Information	No Comparator Information	-	No Comparator Information
3.1.1.8	Number of Malicious False Alarms	66	84	84	-% ↔	+27% (+18) ↑	72	+17% (+12) ↑
3.1.1.9	Percentage of Malicious False Alarms resulting in mobilisation of a fire appliance	67%	82%	76%	-6% ↓	+9% ↑	-	-
3.1.1.10	Staff Turnover: Percentage of staff leaving the Brigade as a proportion of the total workforce	5.46%	4.90%	8.33%	+3.43% ↑	+2.87% ↑	-	-
3.1.1.11	Percentage of call questioned Non Domestic Fire Alarm Calls where no fire is confirmed that the Brigade attends	-	9%	20%	+11% ↑	No Comparator Information	-	-
3.1.1.12	Percentage of time 18 or more appliances are available to respond to Emergency Calls*	54%	18%	10%	-8% ↓	-44% ↓	100%	-90% ↓
3.1.1.13	Percentage of time Retained Crewed Appliances are available for Operational Response	62%	50%	47%	-3% ↓	-15% ↓	100%	-53% ↓
Efficient and Effective Use of Resources Performance Judgement					Adequate Performance	Adequate Performance		Adequate Performance

Corporate Goal: Efficient, Sustainable Resources								
Corporate Objective: contribute to a more sustainable future for our next generations								
Corporate Outcome: A Greener, More Sustainable Organisation								
Indicator		5-yr Average (where data is available)	2022/23	2023/24	% Direction of travel from 2022/23	% 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	2023/24	Target	% Direction of travel from target
1.1.5.9	Average time taken to answer an emergency 999 call (7 seconds)	6.24	6.22	7	-11% ↓
1.1.5.10	Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	80	86	100	-14% ↓
1.1.5.11	Percentage of times a fire appliance is dispatched to an emergency in 2 minutes	91%	88%	98%	-10% ↓
1.1.5.12	Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	93%	91%	100%	-9% ↓
1.1.5.13	Percentage of On Call Appliances meeting the Book Mobile threshold of 5 Minutes	66%	56%	100%	-44% ↓

Building Fires

Indicator		5 year average	2023/24	Target	% Direction of travel from target
1.1.1.10	Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	00:04:58	00:05:47 (713/915)	00:07:00	-17% ↓
1.1.1.11	First appliance attendance to a Dwelling Fire within 10 minutes on 90% of occasions	97%	95% (866/915)	90%	5% ↑
1.1.1.12	Average time of second appliance to attend a Dwelling Fire incident (10 minutes)	00:06:54	00:07:52 (630/784)	00:10:00	-21% ↓
1.1.2.8	Average time of first appliance attendance to a building fire (7 Minutes)	00:05:01	00:05:57 (1022/1358)	00:07:00	-15% ↓
1.1.2.9	First appliance attendance to building fires within 10 minutes on 90% of occasions	97%	94% (1272/1358)	90%	4% ↑
1.1.2.10	Average time of second appliance to attend a building fire incident (10 minutes)	00:07:04	00:08:01 (776/976)	00:10:00	-20% ↓

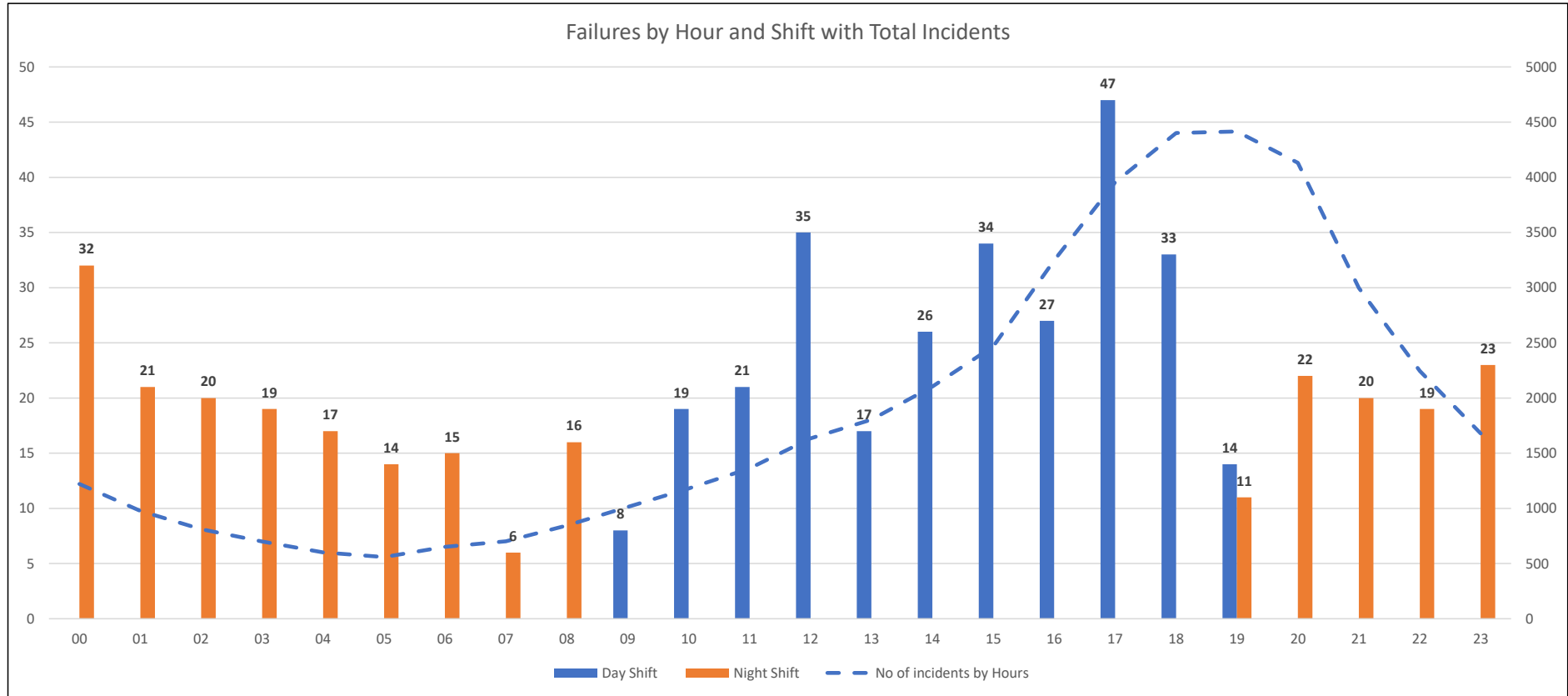
Road Traffic Collisions

Indicator		5 year average	2023/24	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)	00:05:21	00:06:19 (100/129)	00:08:00	-21% ↓

High Hazard

Indicator		5 year average	2023/24	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)	00:04:41	00:06:02	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	-	No reported mobilisations	00:16:00	-

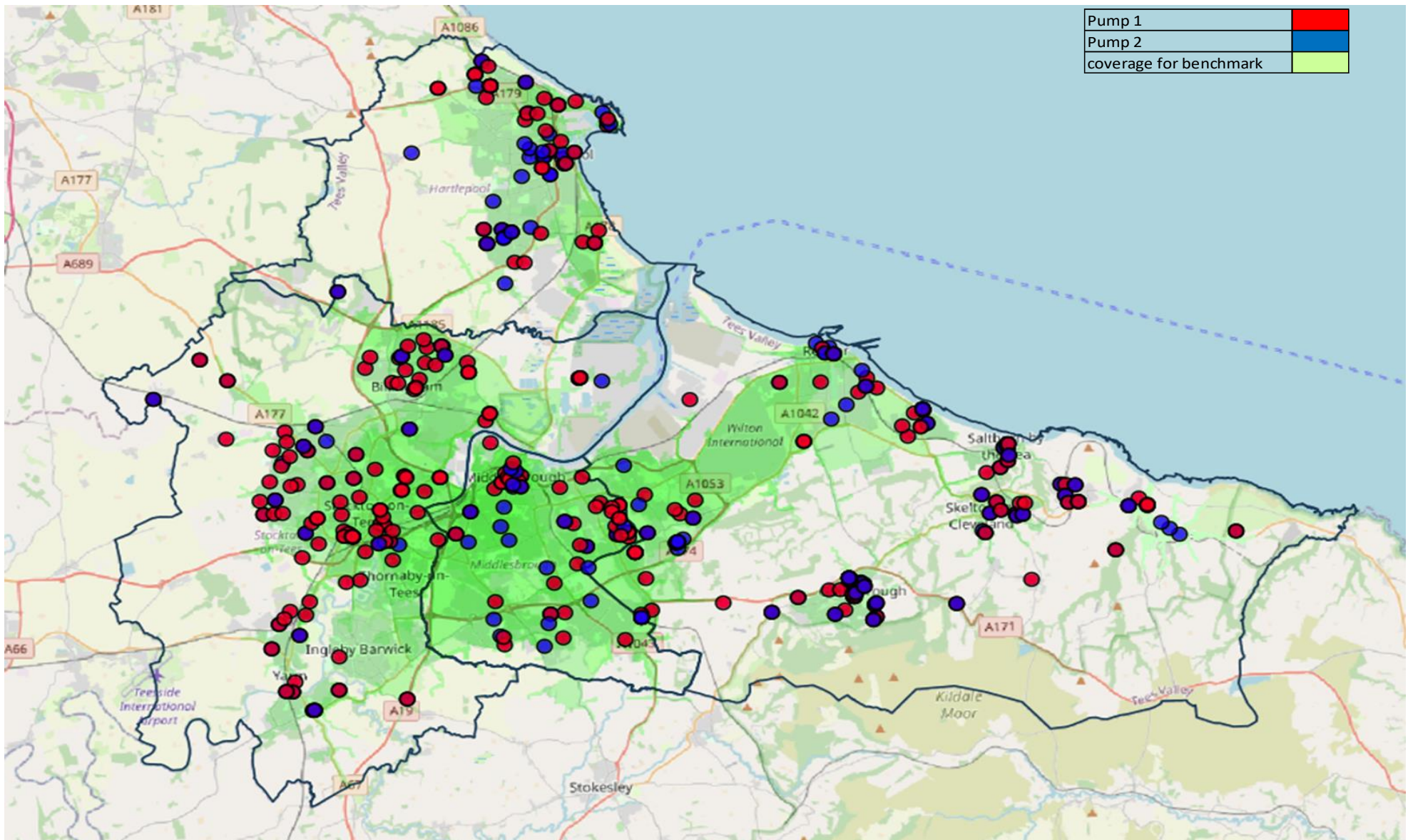
Appliance Failures by Hour and Shift



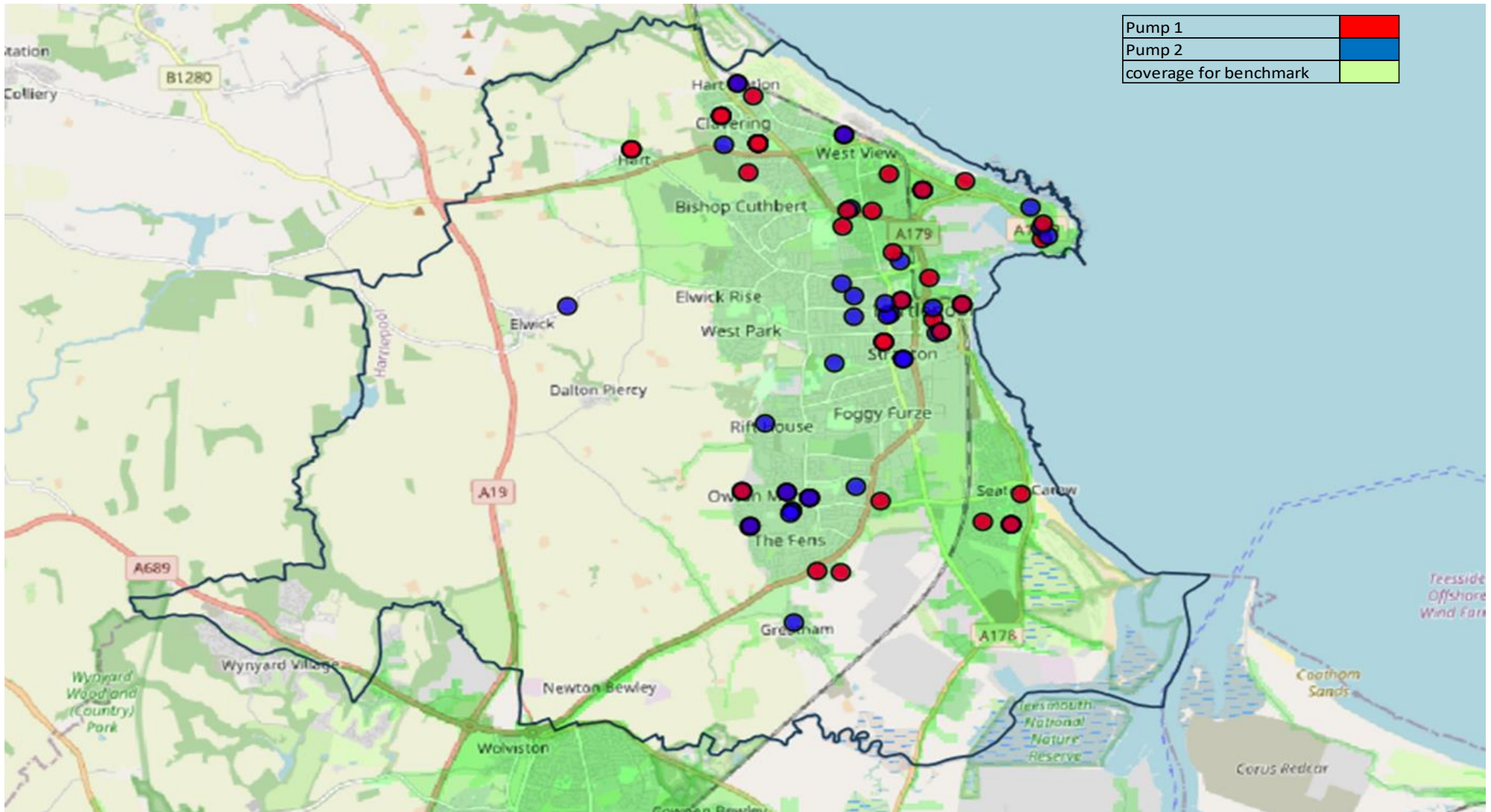
1st Pump Time Taken to Arrive at Incident	Total
00:07:00 to 00:07:59	138
00:08:00 to 00:08:59	75
00:09:00 to 00:09:59	37
00:10:00 to 00:10:59	33
00:11:00 to 00:11:59	19
00:12:00 to 00:12:59	11
00:13:00 to 00:13:59	6
00:14:00 to 00:14:59	5
>15	12
TOTAL	336

End Main Type 1st Pump	Total
Primary	45
Secondary	15
False Alarm Apparatus	159
False Alarm Good Intent	98
False Alarm Malicious	17
Special Service	2
TOTAL	336

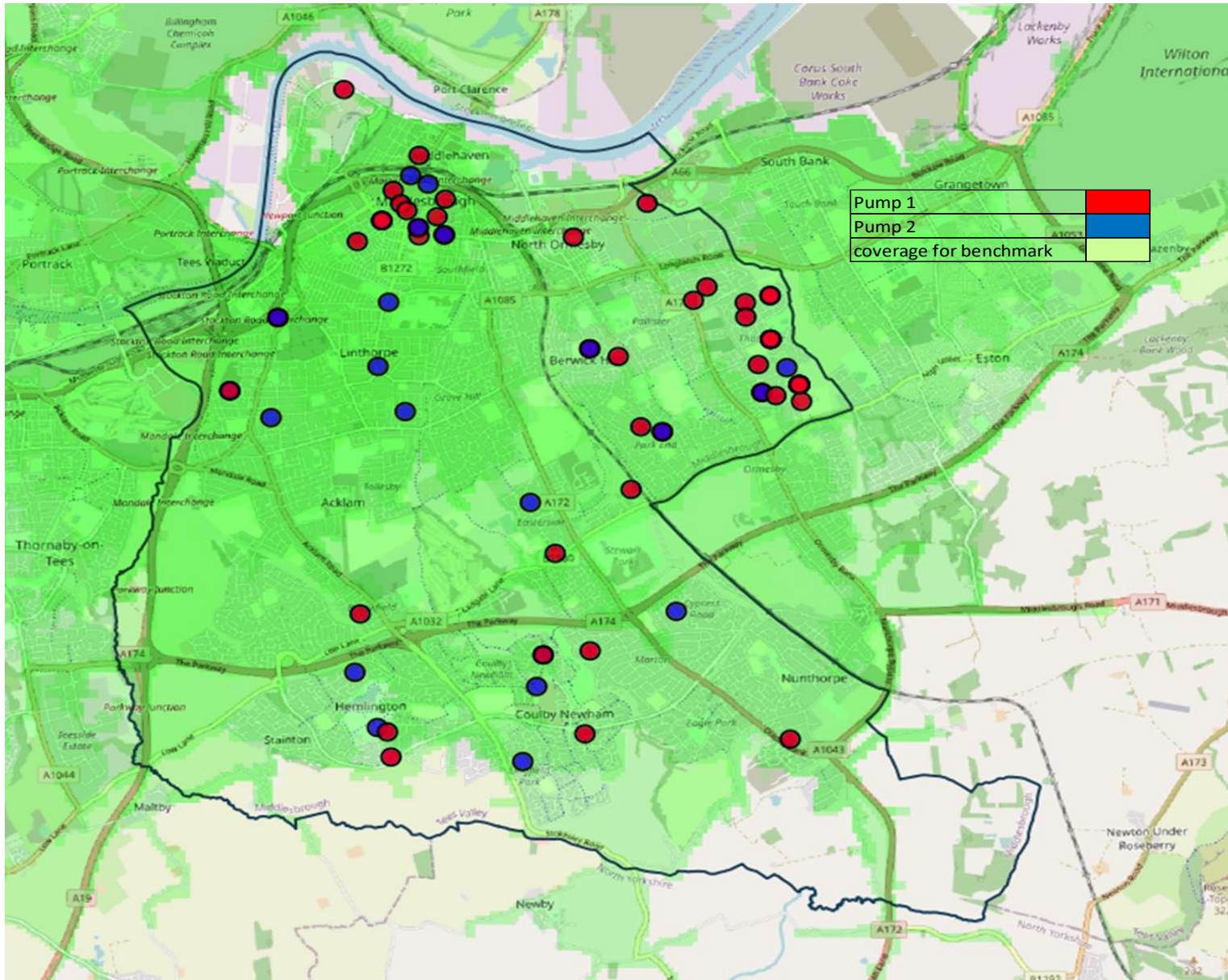
Map of 1st and 2nd Benchmark Failures (Building Fire Risk) overlaid against 7 Minute Isochrone



Hartlepool District



Middlesbrough 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 توردفلا، برايل بطريقة او مطبوع بأحرف كبيرة او بديلة بلغة المسمندة إلى تحتاج كنت إذا

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

Pokud potřebujete tento dokument v alternativním jazyce, velkém tisku nebo Braillově písmu, neváhejte nás kontaktovat.

اگر این نوشتار را به زبانی دیگر، با چاپ درشت یا خط بریل لازم دارید، لطفاً با ما تماس بگیرید.

Kung nangangailangan ka ng dokumentong ito sa isang alternatibong wika, malaking print o Braille, mangyaring huwag mag-atubiling makipag-ugnay sa amin

Eger tu vê belgeyê bi zimanê Kurdî, çapa bi tîpên mezin an Xetê Brîl dixwazî bi hetim bi me ra têkilliyê bigir.

如果您需要本文件的其他语言版本、大字版本或盲文版本，请随时与我们联系

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ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਦਸਤਾਵੇਜ਼ ਕਿਸੇ ਬਦਲਵੀਂ ਭਾਸ਼ਾ, ਵੱਡੇ ਅੱਖਰਾਂ ਜਾਂ ਬ੍ਰੇਲ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਵਿੱਚ ਬਿਜਲ ਮਹਿਸੂਸ ਨਾ ਕਰੋ।

உங்களுக்கு இந்த ஆவணம் ஒரு மாற்ற மொழியில், பெரிய அச்சு அல்லது பிரயெலில் துவைபட்டால், எங்களைத் தொடர்பு கொள்ள தயங்க வேண்டாம்.

یہ دستاویز اگر آپ کو کسی دیگر زبان، بڑے حروف کی چھپائی یا بریل میں درکار ہو تو برائے مہربانی بلا جھجک ہم سے رابطہ کریں

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