

ORGANISATIONAL PERFORMANCE & EFFICIENCY REPORT APRIL 2023 – SEPTEMBER 2023



REPORT OF THE CHIEF FIRE OFFICER

For Information

1. PURPOSE OF REPORT

- 1.1 To appraise Members on the performance of the Brigade against our Corporate Performance Indicators for the period 1st April 2023 to 30th September 2023.
- 1.2 To provide Members with information on the Brigade's performance trends.

2. RECOMMENDATIONS

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

3. BACKGROUND

- 3.1 A fundamental part of Performance Management is to demonstrate how well public bodies are performing and whether they are providing value for money.
- 3.2 The attached report provides members with details of how the organisation has performed between April 2023 and September 2023. It has been developed in line with the approved suite of indicators.

4. PERFORMANCE

- 4.1 The attached report at Appendix 1 provides Members with an overview of the Brigade's performance for the period 1st April 2023 to 30th September 2023.
- 4.2 Page four provides Members with the Performance for the Brigade at a Glance, for the period 1st April 2023 to 30th September 2023.
- 4.3 Pages five to six gives a high-level view of Cleveland Fire Brigade's performance against our Corporate Goals, highlighting against each indicator how we are performing assessed to the previous year, the previous five year average and against target.

- 4.4 Pages eight to twenty seven gives a high level view of Cleveland Fire Brigade's performance, its direction of travel and provides comparison to national performance where this information is available.
- 4.5 Page twenty nine provides Members with a summary of the level of service demand for Emergency Response incidents and associated prevention and protection activity in terms of Safer Home Visits conducted and Audit Inspections of Industrial and Commercial premises.
- 4.6 Members will see that between 1st April 2023 and 30th September 2023, the Brigade attended 4,945 Emergency Response incidents which is a reduction of 2% (107 incidents) compared to the five year average for the equivalent period. There have been increases of 7% (31) in Primary Fires, 3% (54) for all False Alarm Incidents and 23% (157) in Special Services. Secondary Fires have reduced by 15% (346), Out of Area incidents have reduced by 8% (3) and Chimney Fires by 100% (4) when compared to the five year average for the equivalent period.
- 4.7 During this period, the Brigade personnel attempted to perform 16,955 and successfully completed 9,942 full Safer Home Visits. Over the same period 773 Fire Safety Audit Inspections of non-residential buildings were attempted from which 673 were completed.
- 4.8 Page thirty two provides a Brigade level summary of key areas identified as performing either exceptionally or requiring improvement in comparison to approved targets.
- 4.9 **Safer Stronger Communities**
Pages thirty three to sixty four provide details of performance for the period for the strategic goal of Safer Stronger Communities.
- 4.10 Page thirty four provides a dashboard summary of how the areas within this strategic goal are performing in comparison to the previous year, the five year average and the current target.
- 4.11 Pages thirty five to sixty four provide Members with the summary tables for the corporate indicators comparing the performance of the equivalent period in 2022/23, the five year average and current year targets.
- 4.12 **Professional, Proud and Passionate People**
Pages sixty five to seventy six provide details of performance for the period for the strategic goal of Professional, Proud and Passionate People.
- 4.13 Page sixty six provides a dashboard summary of how the areas within this strategic goal are performing in comparison to the previous year, the five year average and the current target.
- 4.14 Pages sixty seven to seventy six provide Members with the summary tables for the corporate indicators comparing the performance of the equivalent period in 2022/23, the five year average and current year targets.

4.15 Efficient, Sustainable Resources

Pages seventy seven to eighty provide details of performance for the period for the strategic goal of Efficient, Sustainable Resources.

4.16 Page seventy eight provides a dashboard summary of how the areas within this strategic goal are performing in comparison to the previous year, the five year average and the current target.

4.17 Pages seventy nine to eighty provide Members with the summary tables for the corporate indicators comparing the performance of the equivalent period in 2022/23, the five year average and current year targets.

4.18 Emergency Response Standards

In 2018 we introduced a revised suite of Emergency Response Benchmarks that moved away from the traditional risk-based benchmarks for building fires to a standard benchmark for building fires based on equal entitlement covering all areas of the Brigade area. These benchmarks are reported under the respective corporate outcomes within the report.

4.19 To ensure transparency within our Emergency Response activities, pages eighty one to ninety of the appended report provides Members with a consolidated summary of all the Emergency Response Standards utilised by the Brigade including Fire Control Call Handling, Crew Reaction Times and Operational Response Standards.

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