Organisational Performance
Quarter 1

1st April 2022 to 30th June 2022

DATA QUALITY STATEMENT

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

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

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

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

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

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

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

Any amendments to the data supporting this report after **22nd July 2022**, such as reclassification of incidents following fire investigations, will not be represented in the information reported.

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

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

During May and June 2022, a technical issue in the SEED mobilisation system caused an error in the time of call for some incidents being recorded after the time of mobilisation. Incidents impacted have had appropriate details manually adjusted from available information.

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2022/23 AT A GLANCE QUARTER 1

	Qu 1 Actual	Compared To Previous year	Compared to Five Year Average *
Number of 999 Calls	4,107	+1% (+42)	+15% (+544)
Primary Fires	284	+15% (+37)	+39% (+80)
Accidental Dwelling Fires	48	-2% (-1)	+24% (+9)
Deliberate Dwelling Fires	23	-21% (-6)	+11% (+2)
Industrial Commercial Fires	21	-13% (-3)	+50% (+7)
Response Time: First Appliance	00:05:03 (501/586)	-%	+2% (+00:00:06)
Violence to Staff	6	-71% (-15)	-50% (-6)
All staff average duty days absence	3.23	+60% (+1.21)	+80% (+1.44)

	Qu 1 Actual	Compared To Previous year	Compared to Five Year Average *
Number of Incidents	2,887	+3% (+98)	+15% (+380)
Secondary Fires	1,438	+2% (+29)	+30% (+330)
Safer Homes Visits	5,394	+2% (+126)	+40% (+1,541)
Total annual risk based inspections completed	254	no comparator	no comparator
Percentage 14 appliances availability	98.9%	no comparator	no comparator
Response Time: 2nd Appliance	00:07:34 (365/431)	+8% (00:00:36)	+9% (+00:00:40)
Accidents causing injury	6	-40% (-4)	-25% (-2)
% duty days lost to mental health	38%	+11%	14%

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

Introduction

This report provides details of Cleveland Fire Brigade's performance for the period Quarter 1 1st April 2022 to 30th June 2022. It provides a transparent, single view of information which allows Elected Members, Auditors and members of the public to hold the Brigade's senior managers and staff to account in terms of the performance of their Fire Brigade.

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

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

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

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

The following sections highlight areas of performance on an exceptions basis that require continued monitoring to ensure that the effectiveness of the umbrella strategies directing services can be monitored and evaluated. At the time of writing the report no comparator information from the Home Office is available for 2021/22.

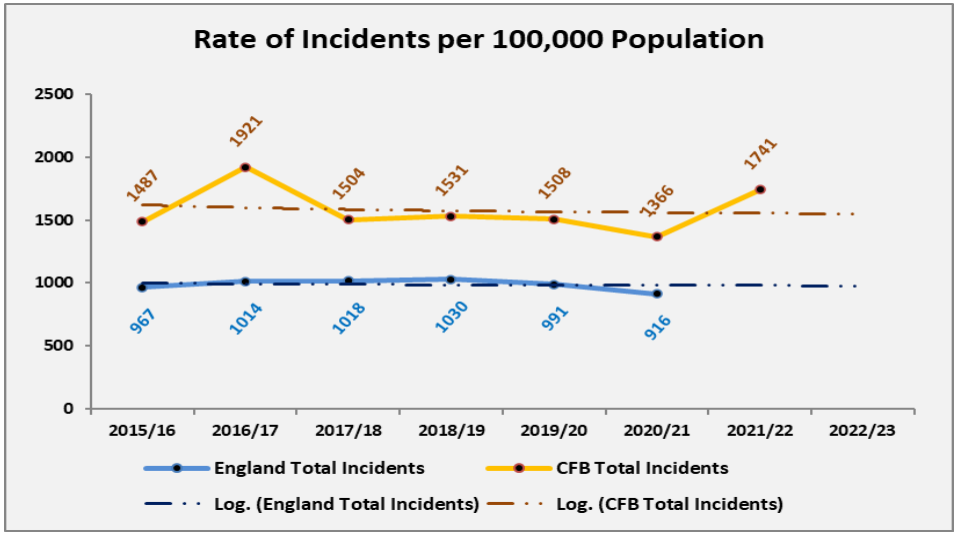
All performance information is detailed in the body of the report. When considering the information and comparing with previous years consideration must be made of the impact of Covid during 2020 and 2021, where significant reductions in service demand for emergency response incidents was experienced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

- Performance compared with National Performance (where information is available) over a five year period
- Performance compared to 2021/22
- Performance compared to the five year average (2017/18 to 2021/22)
- Performance against approved Targets
- Performance trends over the last five years (2017/18 to 2021/22)
- Performance trend includes CFB 2021/22 data. Full Year National data is not available until September 2022

Performance Overview

Total Incidents

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



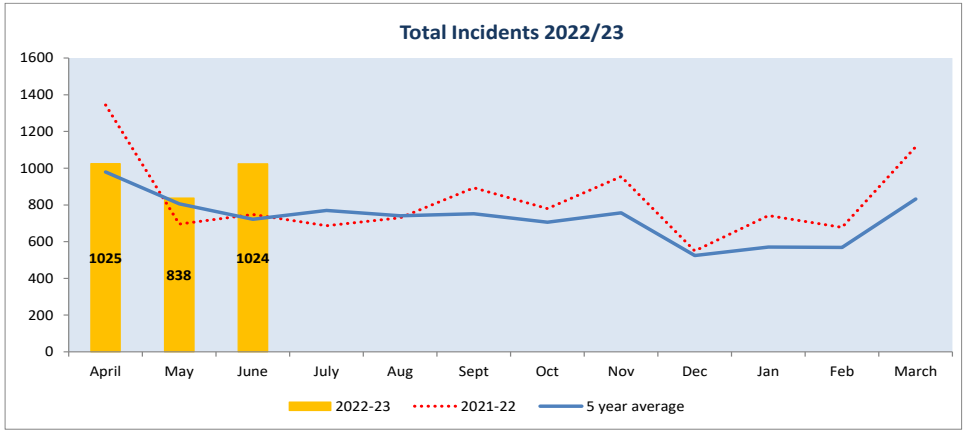
In 2021/22 we attended **1,741 incidents per 100,000 population**.

The rate of incidents we attend has increased by 17% between 2015/16 to 2021/22.

Nationally the rate of incidents has decreased by 5% between 2015/16 to 2020/21.

CFB rate of total incidents per 100,000 population is 90% higher than the national rate.

Performance 1st April 2022 to 30th June 2022



• April 2022 - June 2022: **2,887 Incidents** (+380/15% higher compared to five year average): 31.7 Incidents per day.

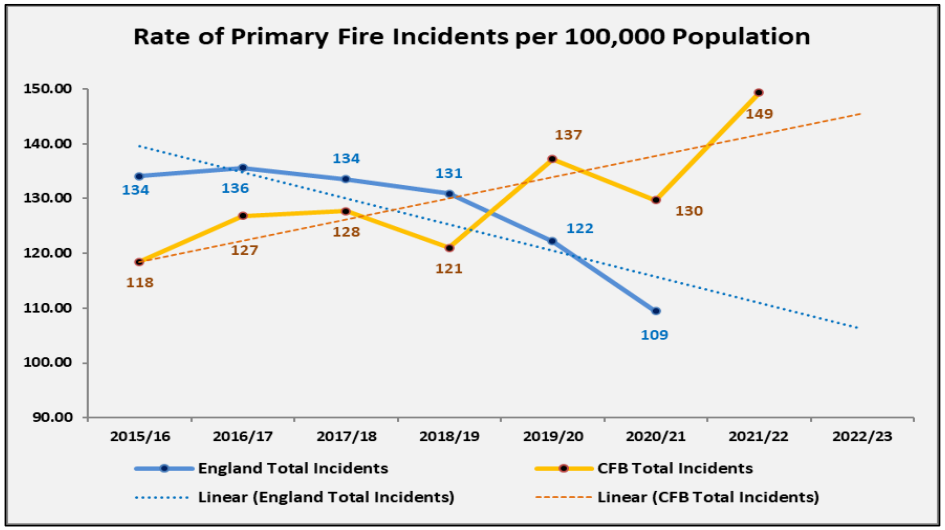
• April - June 5 Year average: 2,507 incidents: 27.5 incidents per day

• April 2021 – June 2021: 2,788 incidents: 30.6 incidents per day.

• May and June 2022 have exceeded both the 5-year average and the 2021 totals. April and June 2022 have exceeded 1,000 incidents.

Primary Fires

CFB traditionally attend a lower rate of primary fire incidents per head of population than the average in the country. However this pattern changed in 2019/20 where the Brigade attended 137 incidents per 100,000 population compared with 122 incidents per 100,000 population nationally. In 2020/21 although the rate in CFB had reduced to 130 incidents this remained higher than the national average (109 incidents).

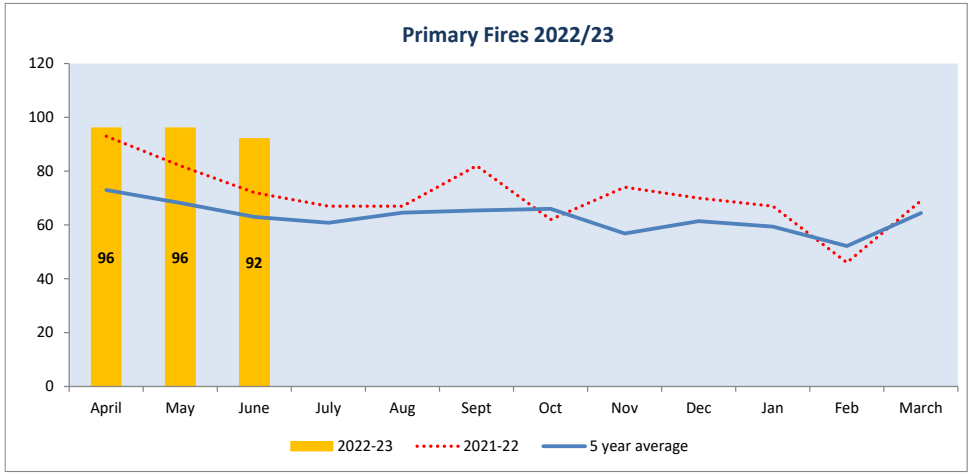


During 2021/22 we attended 149 Primary Fire Incidents per 100,00 population.

Nationally between 2015/16 to 2020/21 the rate of primary fire incidents reduced by 19%.

For CFB the rate of incidents between 2015/16 and 2021/22 increased by 26%.

Performance 1st April 2022 to 30th June 2022



• In Q1 2022/23 the Brigade responded to **284 primary fire** incidents which is 15% (37) higher than the total attended for 2021/22 (247) and 39% (80) higher than the 5-year average of 204.

• April - June 2022: 284 Incidents compared to 247 incidents in April to June 2021.

• April – June 5-year average: 204 incidents.

• All three months have exceeded both 2021/22 and the 5 year average.

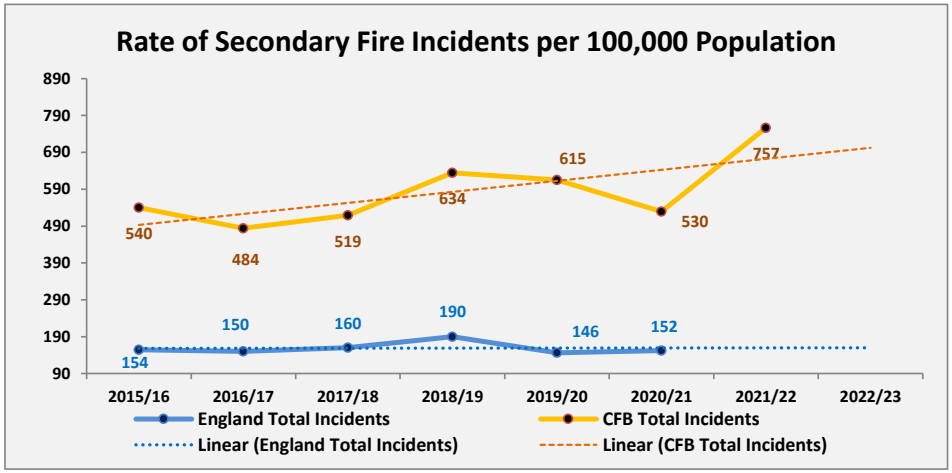
• 164 fires (58%) Primary Fires are classed as deliberate fires.

The proportion of each type of primary fires compared to the five year average is shown in the following table;

Property Type	5 Year %	2022/23
Dwelling Fires	31%	25%
Non Domestic	14%	14%
Vehicle Fires	41%	39%
Other	15%	22%
Total	100%	100%

Secondary Fires

Between 2015/16 to 2020/21 nationally the rate of secondary fire incidents has **reduced by 1%** (154 to 152 per 100,000 population) and **has reduced by 2%** (540 to 530 incidents per 100,000 population) within CFB. In 2020/21 the **rate of secondary fires was 3.5 times higher than the national average**.



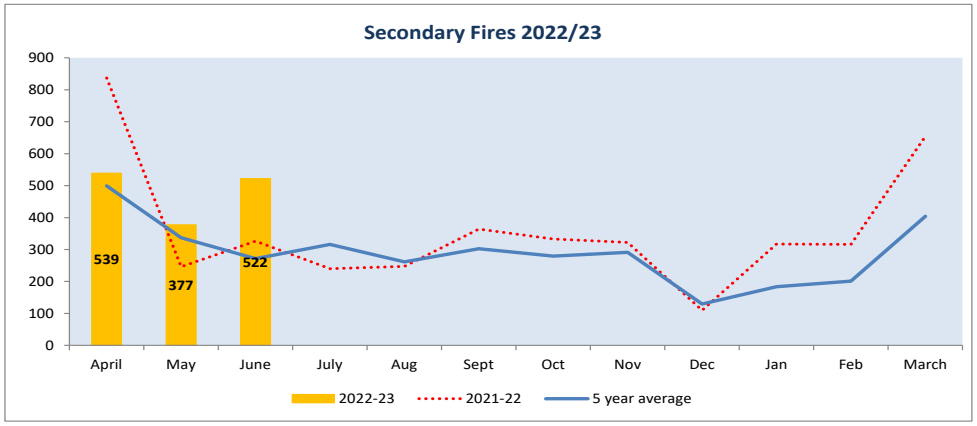
During 2021/22 CFB's rate of secondary fires was 757 per 100,00 population.

Over the 5-year period 2017/18 to 2021/22 within the Brigade.

- 70% of secondary fires were refuse related
- 25% were grass related.

Between April to June 2022, 53% of secondary fires were classed as refuse related and 42% grass related.

Performance 1st April 2022 to 30th June 2022



- During April to June the Brigade attended **1,438 secondary fires**, which is 29 (2%) higher than the same period in 2021/22 and 330 (30%) higher than the 5-year average.

- April - June 2022: 1,438 secondary fires.

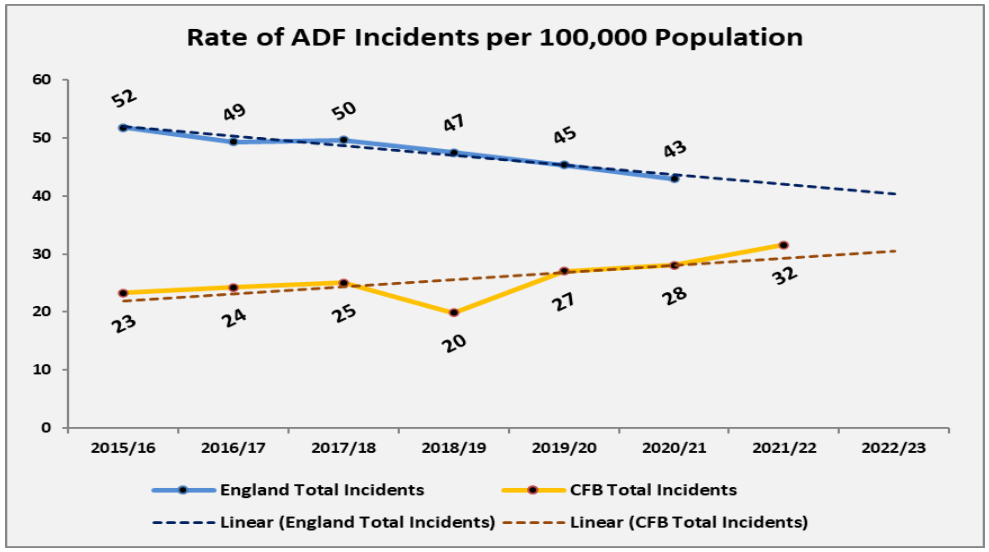
- April - June 5-year average: 1,108 Fires.

- April 2021 - June 2021: 1,409 Seconday Fires.

- Both May and June 2022 are higher than both the 5-year average and the monthly total for the same period 2021.

Accidental Dwelling Fires

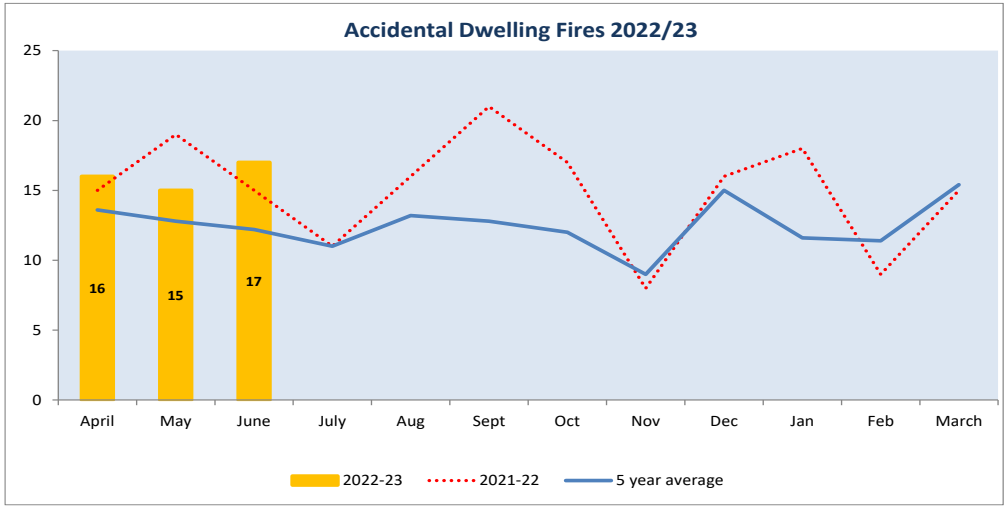
Traditionally the Brigade has had one of the lowest number of ADFs in the country. During 2021/22 the Brigade responded to **180** Accidental Dwelling Fires.



Since 2015/16, apart from 2018/19, there has been an upward trend (**39% increase** 2015/16 to 2021/22) in the rate of ADFs in CFB which has continued in the current year.

Since 2015/16 to 2020/21 nationally the rate of incidents has **reduced by 17%** compared to the **increase** seen within CFB.

Performance 1st April 2022 to 30th April 2022



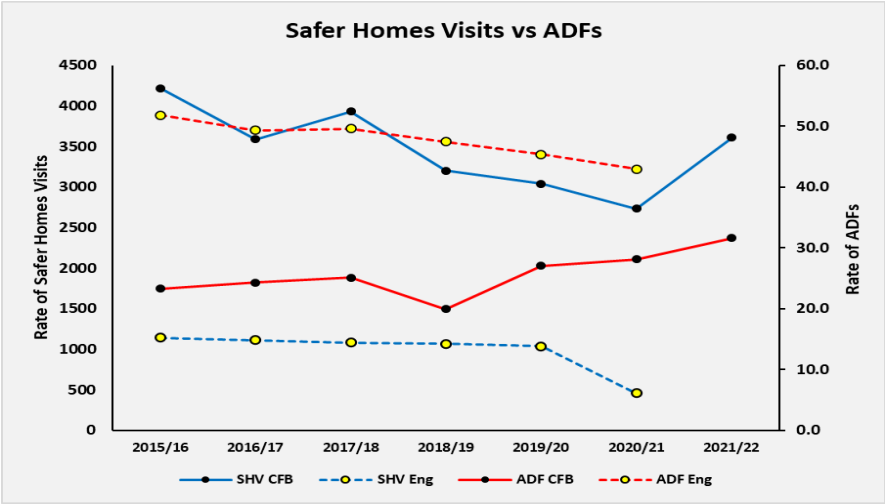
• During Q1 2022/23 there were **48 Accidental Dwelling Fires** in the Brigade area which is 1 (2%) fewer than 2021/22 and 9 (23%) more than the 5-year average of 39.

• April and June 2022 are higher than both the previous year and the 5-year average.

No of Properties	Risk Band of property	Number of incidents	Percentage	Rate of ADF per 1,000 dwellings
3,908	VH	4	8%	1.02
12,690	H	5	8%	0.39
55,441	M	23	49%	0.41
56,718	L	5	22%	0.09
107,399	VL	11	12%	0.10
236,156	**Grand Total**	**48**	**100%**	**0.20**

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 2015/16 and 2020/21 we conducted an average of 3,451 per 100,000 population Safer Homes Visits compared to the national average of 983 Safer Homes Visits.

Over the same period the average rate of ADFs for the Brigade was 24.6 compared to an average national rate of 47.7.

The rate of Safer Homes Visits within CFB has **decreased by 14%** between 2015/16 and 2021/22 and over the same period there has been a **36% increase** in ADFs.

Performance 1st April 2022 to 30th June 2022

• During 2022-23 the Brigade **attempted to carry out 9,871 Safer Home Visits (SHV)**, **and completed 5,394**. This is 1,541 visits (40%) higher than the 3-year average (3,853) and 126 (2%) higher than the same period in 2021 (5268).

• April - March 2022: 5,394 completed.

• April - March 3 Year Average: 3,853.

• April - June 2021: 5,268 Safer Homes Visits.

• Number of Safer Homes Visits completed in each month is higher than the 3 year average.

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.

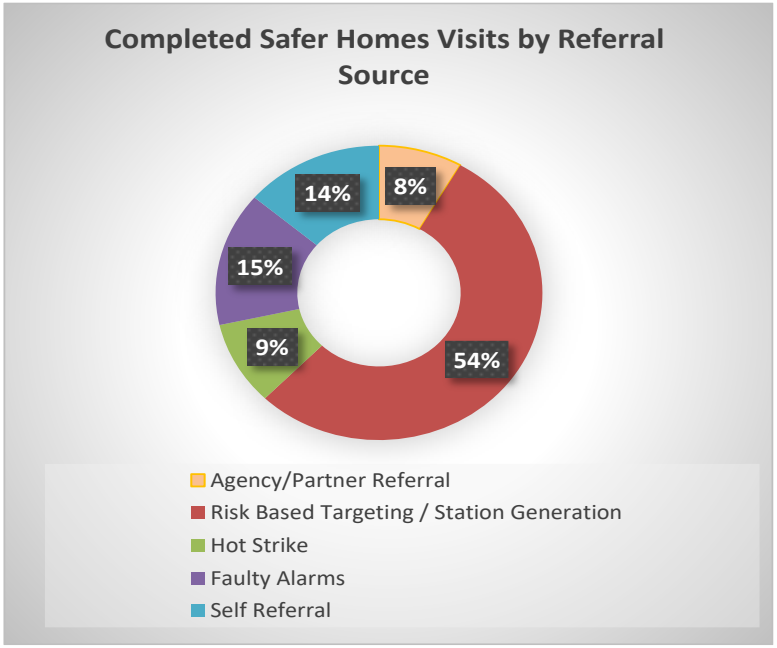
Based on those completed visits recorded on the tablets;

• 8% arise from referrals from other agencies and 14% are self-referrals.

• 54% of visits are derived from Brigade Risk Based Targeting/Station Self Generation using our risk profiles.

• 15% arise from faulty alarms.

• 9% arise from reactive hot strikes following incidents and false alarms.



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.

From the type of visits the following table provides the rate of conversion into actual visits.

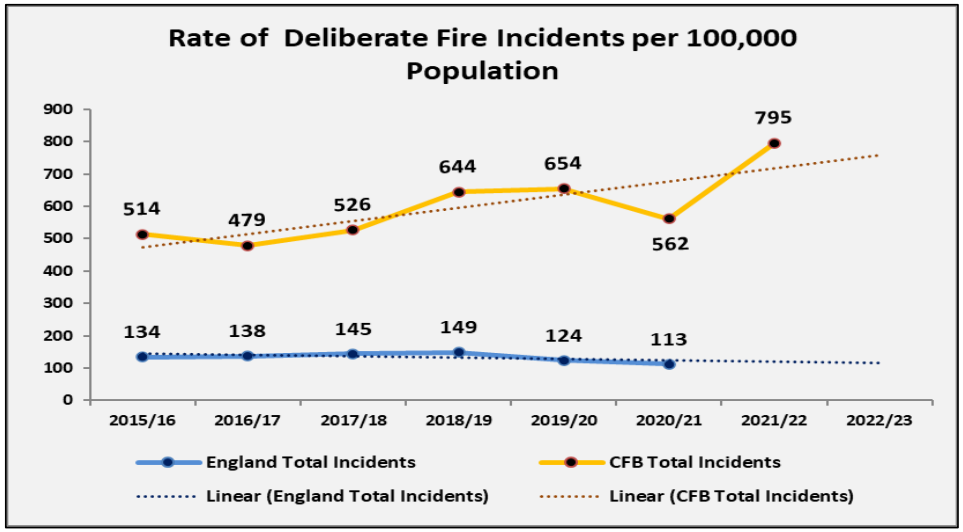
Our conversion rate of attempted visits to completed visits is **55% compared to** 65% in 2021/22.

The conversion rate ranges from 44% (Risk Based Targeting) to 92% (faulty alarms)

Referral Type	% converted to visit 2022/23	% converted to visit 2021/22 (FY)
Agency/Partner Referral	81	73
Risk Based Target/Station Generation	44	54
Hot Strike	49	51
Faulty Alarms	92	92
Self Referral	84	83
Total	55	65

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 **5 times the national rate of deliberate fires**.



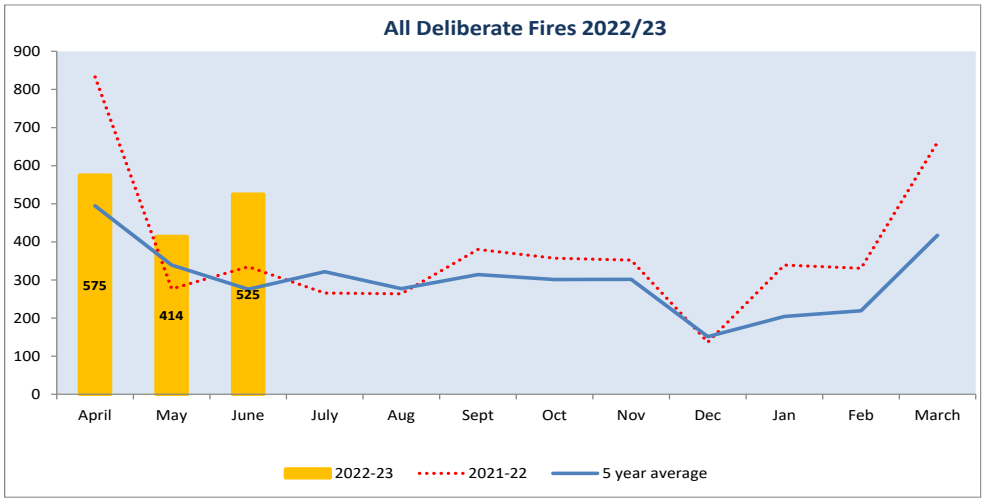
Using the data reported in the National Fire Statistical tables;

- 88% of the Brigades Deliberate fires are secondary fires
- 12% are Deliberate primary Fires.

Nationally this equates to:

- 74% deliberate secondary fires
- 23% deliberate primary fires.

Performance 1st April 2022 to 30th June 2022



- During Q1 2022/23 the Brigade responded to **1,511 deliberate fires**. Of these, **1347 (89%) deliberate secondary fires** and **164 (11%) deliberate primary fires**.

- April - June: 1,511 deliberate fires, 404 (36%) higher compared to 5-year average.

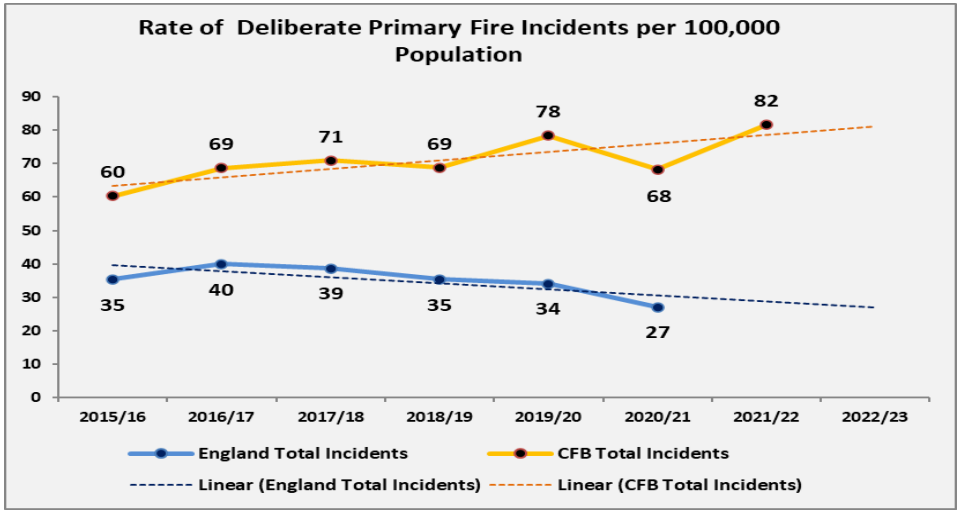
- April - June 5 Year Average: 1,110 Deliberate Fires.

- April – June 2021: 1,445 Deliberate Fires.

- May and June 2022 are higher than both the previous year and the 5-year average.

Deliberate Primary Fires

Over the period 2015/16 to 2020/21 nationally the rate of deliberate primary fire incidents has **reduced by 23%** (35 to 27) compared to an **increase of 13%** (60 to 68 incidents per 100,000 population) within CFB. During 2021/22 the rate of deliberate primary incidents for the Brigade increased from 68 to 82 (+21%) per 100,000 population. We do not have the national figures for 2021/22 as they are not published until September 2022



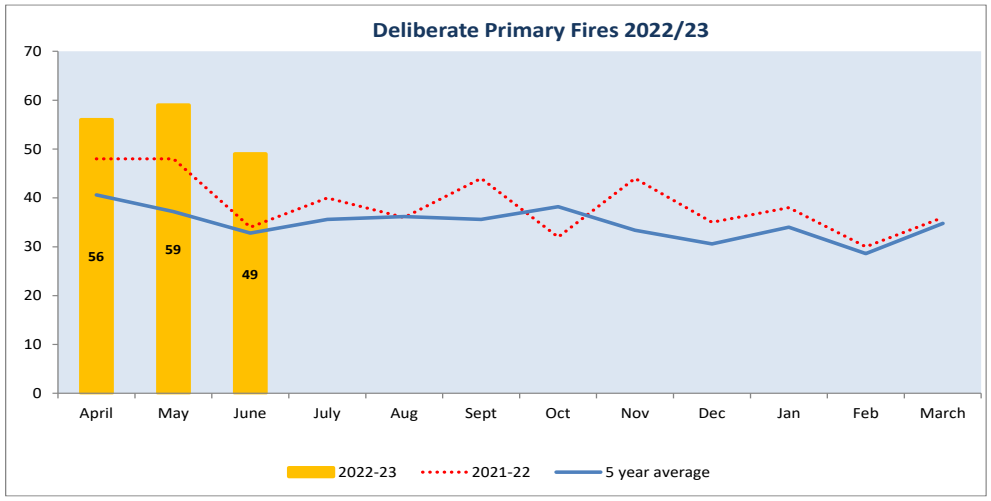
Over the last five years:

• 53% of deliberate primary fires within the Brigade are vehicle fires predominantly road vehicles.

• 20% are deliberate dwelling fires.

• 27% are other deliberate primary fires including Industrial and Commercial properties and other buildings (garages /sheds etc).

Performance 1st April 2022 to 30th June 2022



• During Q1 2022/23 the Brigade responded to **164 deliberate primary fires**.

• April - June 2022: 164 deliberate primary fires (+53 /48%) compared to 5 year average.

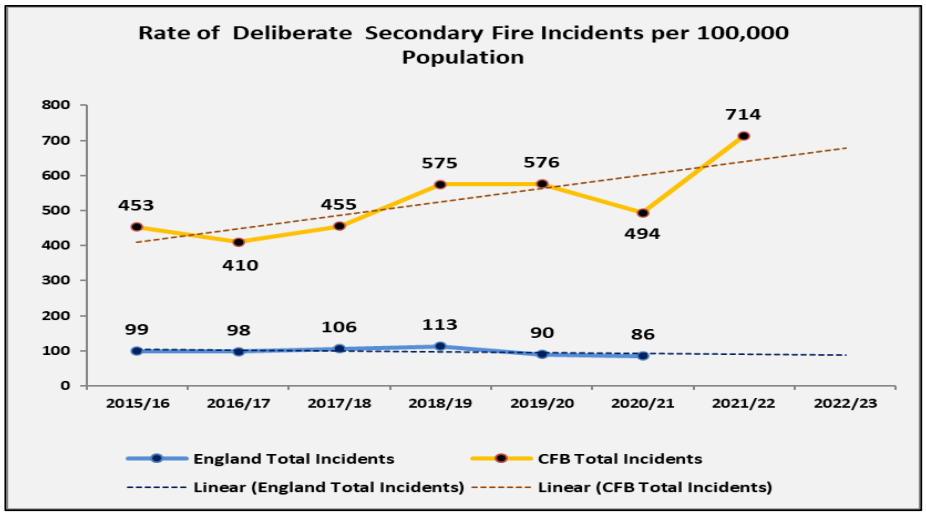
• April - June 5 Year Average: 111 deliberate primary fires.

• April – June 2021: 130 deliberate primary fires.

• April to June 2022;
49% of deliberate primary fires are vehicle fires,
14% are deliberate dwelling fires
37% are other deliberate primary fires (e.g. Sheds, Garages, Farm Buildings).

Deliberate Secondary Fires

Between 2015/16 to 2020/21 nationally the rate of deliberate secondary fire incidents has **reduced by 13%** (99 to 86 per 100,000 population) compared to an **increase of 9%** (453 to 494 incidents per 100,000 population) within CFB. In 2021/22 the rate of deliberate secondary fires was **8 times higher than the national average for 2020/21**.



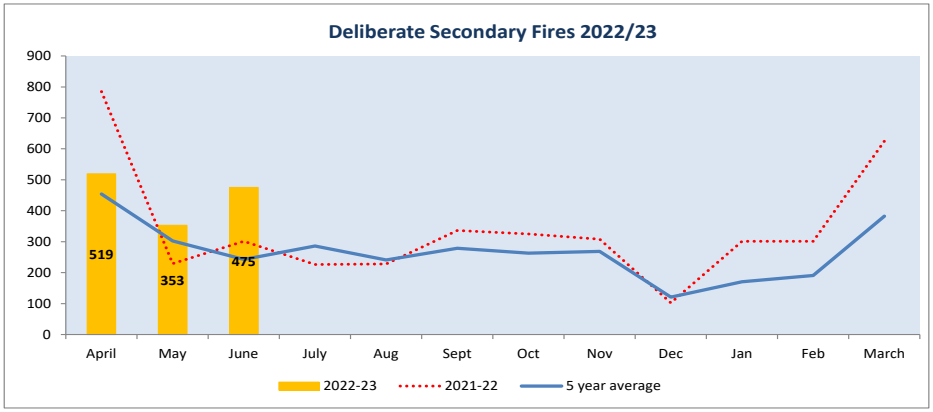
Over the last 5 years within the Brigade:

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

Between April to June 2022,

- 53% of deliberate secondary fires were refuse related
- 43% were grass related.

Performance 1st April 2022 to 30th June 2022



- During April to June 2022 the Brigade attended **1,347 deliberate secondary fires**.

- April - June 2022: 1,347 deliberate fires (+348 /35%) compared to 5-year average.

- April - June 5 Year Average: 999 Deliberate Secondary Fires.

- April - June 2021: 1,315 Deliberate Fires.

- May and June 2022 are higher than both the 5-year average and the previous year.

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 **00:05:03 for the first appliance against a target of 0:07:00 and an average time of 00:07:34 for the second appliance against a target of 00:10:00.**

The benchmark performance is based on an average time for 1st and 2nd appliances. Our analysis indicates that on a number of occasions the benchmark was exceeded. In 2022/23 the number of times the benchmark was exceeded equate to 85 and 66 mobilisations for 1st and 2nd appliance respectively.

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

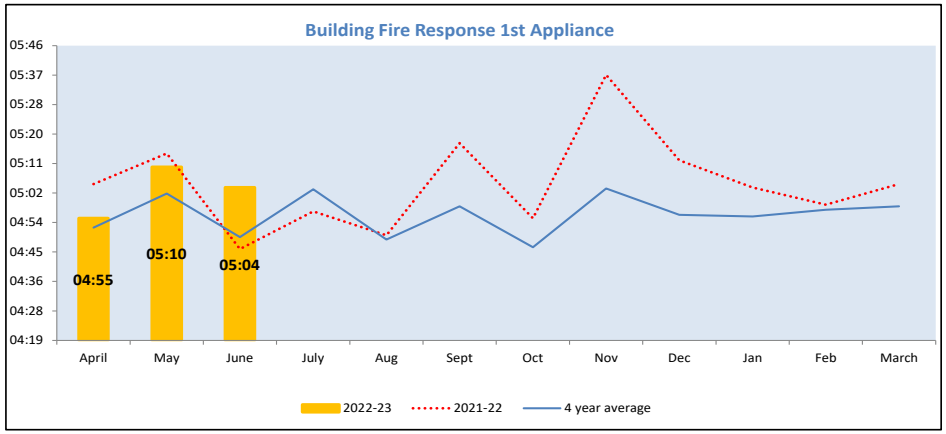
	1st Appliance	2nd Appliance
Target	00:07:00	00:10:00
April 2022	00:04:55	00:08:09
May 2022	00:05:10	00:07:20
June 2022	00:05:04	00:07:12
Average	00:05:03 (501/586)	00:07:34 (365/431)

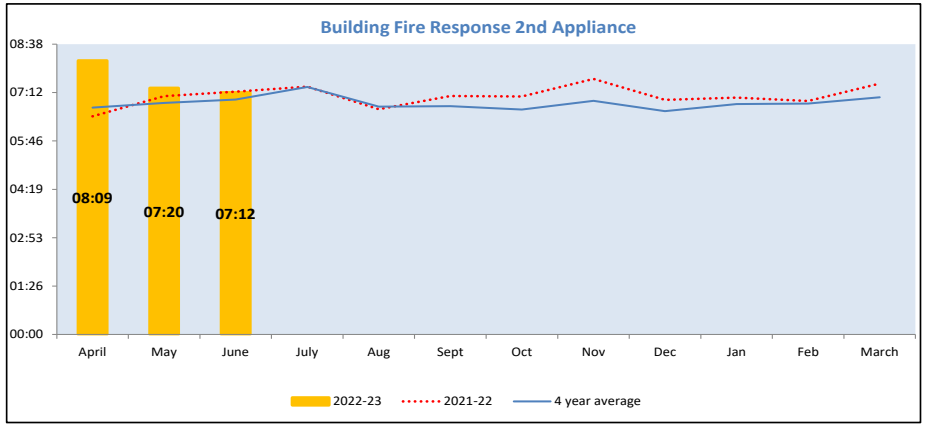
Detailed reasons for mobilisations exceeding the benchmark is collated throughout the year with all such mobilisations investigated by operational managers to ascertain any emerging trends.

The chart below demonstrates that the current years response standard for 1st appliances generally mirrors the average time over the last 4 year;

Each month is slower than the average for each month and June 2022 is also slower than the previous year by 18 seconds.

The chart below demonstrates that the current years response standard for 2nd appliances also generally mirrors both the average time and during 2021;
All months are slower than the average times for the month. April 2022 is 1min 39 seconds slower than April 2021 and May 2022 is 14 seconds slower than May 2021.

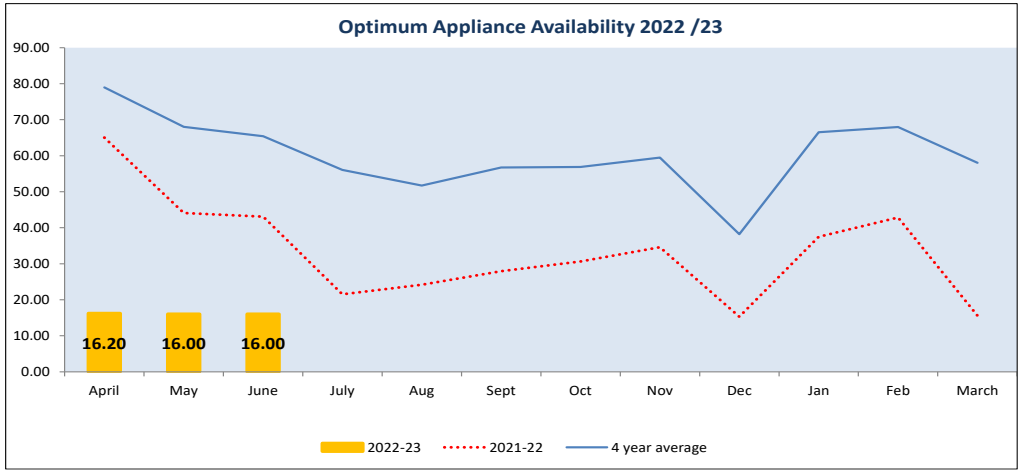




Optimum Appliance Availability

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

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



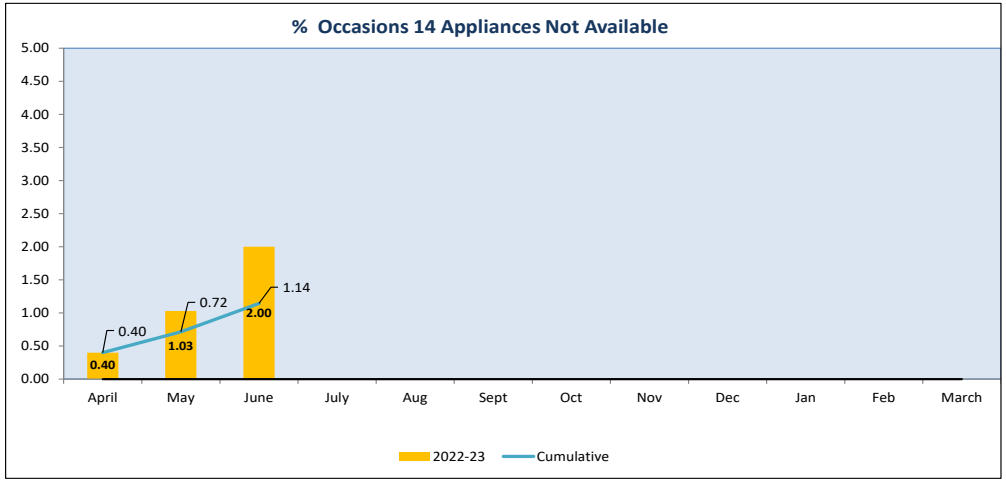
• April - June: 18 or more appliances were available on 20% of occasions. The average number of appliances available in the period April to June 2022 was 16.1.

• April - June 4-Year Average 18-appliance availability is 71%.

• April - June 2021 the average appliance availability is 50.7%.

• 18 Appliance availability April to June 2022 is lower than the 4-year average and the same period in 2021.

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



14 appliances being available is identified as the minimum operating threshold for the Brigade.

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

• **15 Occurrences**.

• Total of **26 hours (or part of)** breached the 14 appliance threshold, of which 17 were during day shifts and 9 during night shifts. 13 of these breaches occurred in the afternoons between 15:00 and 19:30.

• There were 2 occasions where the Brigade had less than 13 appliances available. Both occurred at shift changeover time: 1 day shift (Friday 17th June 2022) and 1 night shift (Thursday 12th May 2022).

• April to June 2022 on **1.1%** of the month there was less than 14 appliances available for response.

Sickness Absence

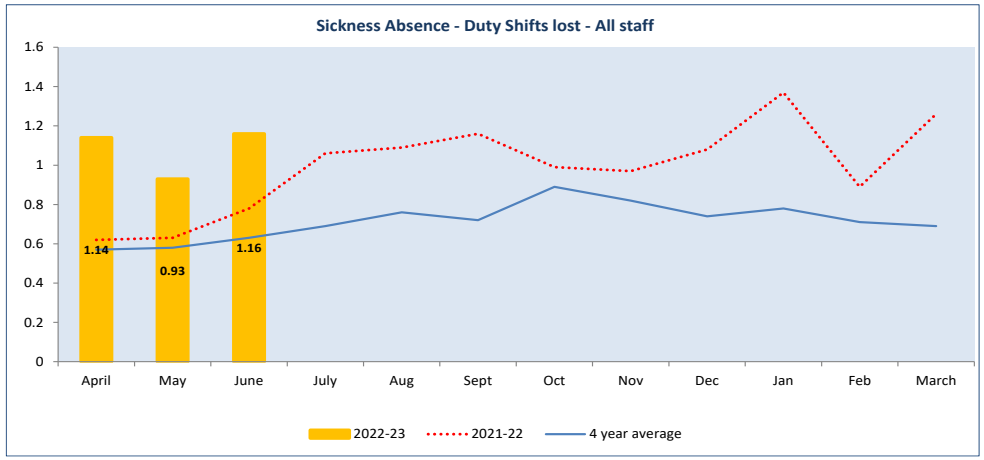
The organisation's Employee Health and Wellbeing Strategy was developed to ensure the effective management of health, work and wellbeing within the Brigade concentrating specifically on sickness absence management; substance misuse management; mental wellbeing; fitness; occupational health; and life/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

Analysis of sickness levels within the Brigade across all staff groups indicate sickness levels in 2017/18 to 2021/22 are detailed in the following table.

	2017/18	2018/19	2019/20	2020/21	2021/22
All Staff	6.72	7.95	9.36	7.86	11.90
Wholetime	6.44	8.06	9.47	9.60	12.07
Retained	7.25	6.81	8.30	4.97	6.52
Fire Control	4.83	10.52	6.00	3.81	20.57
Green Book	7.62	8.11	10.65	6.43	14.19

Performance 1st April 2022 to 30th June 2022

The following table details the sickness absence rates across all staff groups.



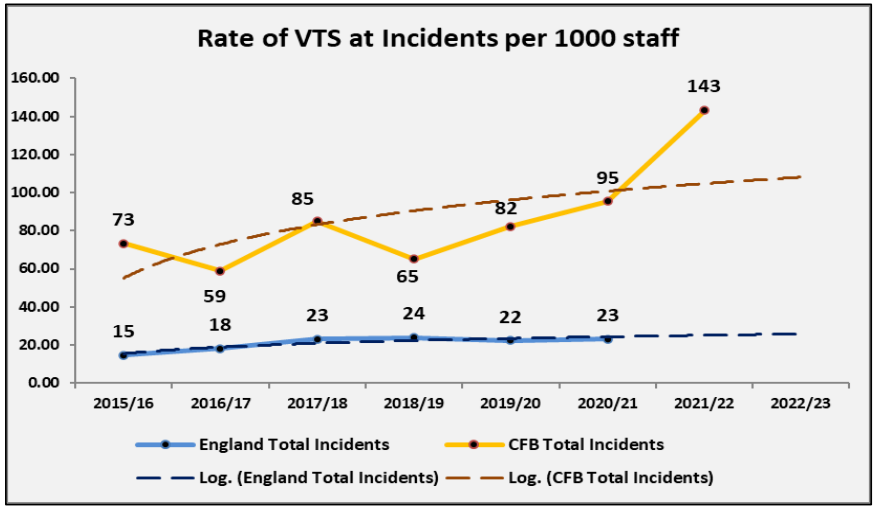
- April - June: **3.23 duty shifts per person** lost to sickness absence (+1.44 / 80%) compared to 5-year average.
- April - June 5-Year Average: 1.79 duty shifts per person.
- April - June 2021: 2.02 duty shifts per person.
- All months during Q1 2022/23 were above the average and also the same period during 2021.

Violence To Staff

The rate of incidents per 1000 staff that CFB employees have suffered Violence to Staff during operational incidents is significantly **higher** than the national rate. During 2021/22 there were 143 such incidents per 1000 staff compared to a national rate of 23 incidents per 1000 staff for financial year 2020/21.

Since 2015/16 (from available information) nationally the rate of violence to staff incidents has increased by 53% compared to an increase of 30% for CFB.

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



Performance 1st April 2022 to 30th June 2022

During 2022/23 there have been **6 violence to staff incidents** against CFB staff. These incidents relate to incidents against all staff groups to any type of service delivery.

- April - June: 6 VTS incidents (-6/ 50%) compared to 5-year average.
- April - June 5-year Average: 12 incidents.
- April – June 2021: 21 incidents.

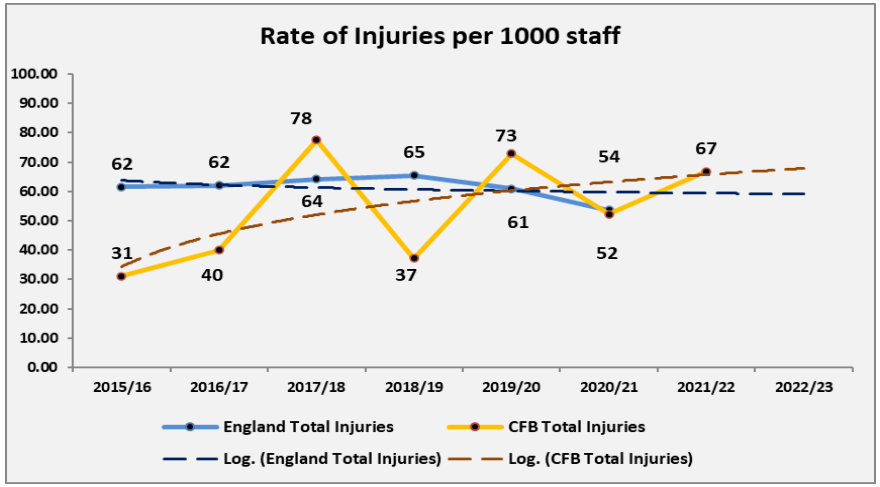
Health and Safety : Injuries to Brigade Personnel

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

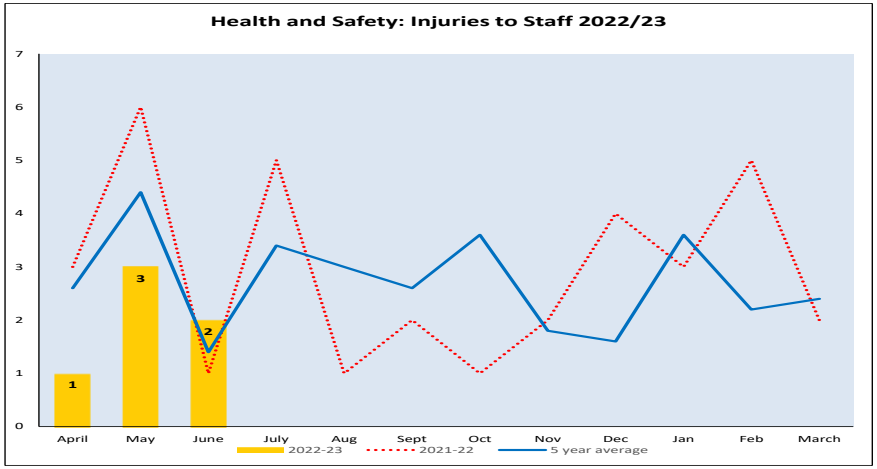
The rate of injuries per 1000 staff that CFB operational employees have suffered is slightly **lower** than the national rate. During 2020/21 there were 52 such incidents per 1000 staff compared to a national rate of 54 incidents per 1000 staff. During 2021/22 the rate **increased to 67 (29%)** per 1000 staff.

Over the period 2015/16 to 20/21 nationally the rate of violence to staff incidents has **decreased by 13%** compared to an **increase of 67%** for CFB.

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



Performance 1st April 2022 to 30th June 2022

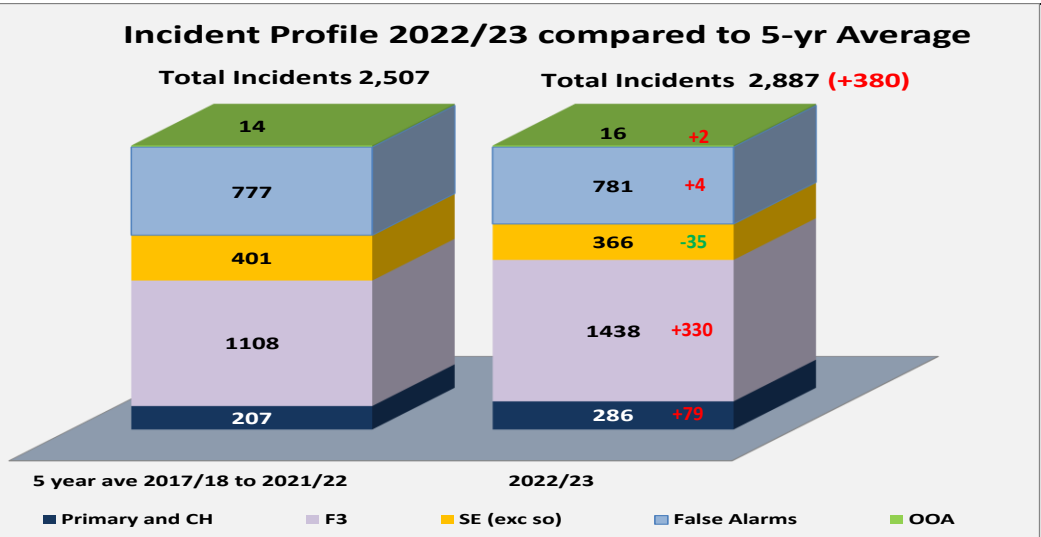


During Q1 2022/23 there have been **6 injuries** suffered by staff in the course of their duties which is a reduction of 2 (25%) when compared with the average incurred for the last five years. Note these incidents include all brigade staff groups.

- April - June 2022: 6 injuries (-4 / 20%) compared to the same period 2021/22.
- April -June 5-year average: 8 injuries .
- April - June 2021: 10 injuries.

Cause April-June	Total
Fire & Explosion	1
Human Error	1
Manual Handling	2
Slips,Trips & Falls	2
Total	**6**

CORPORATE SUITE OF INDICATORS



Prevention: Safer Homes Visits

Following its risk based targeting approach to Safer Homes Visits between 1st April 2022 to 30th June 2022 the Brigade **attempted to perform 9,871 Safer Home Visits (SHV).** From these attempted Safer Home Visits the Brigade has **completed 5,394 visits.**

This is an increase of 126 (2%) Safer Home Visits compared to q1 2021, when the Brigade completed 5,268 SHV.

Resulting from the Safer Home Visits there were 326 **(6%) referrals to other agencies** for support and/or items of risk reduction equipment.

Operational crews completed 4,505 **(84%) SHV** compared to 4,362 in Q1 2022; an increase of 143 (3%).

Hubs and Advocates completed 889 **(16%) SHV** compared to 825 in Q1 2021; an increase of 64 (8%).

Fire Control

During the period April 2022 - June 2022 Fire Control dealt with 4,107 **emergency calls**, an **increase of 15% (+544)** from the 5-year average.

Emergency Response

We responded to 2,887 incidents, an **increase of 380 (+15%)** compared to the 5-year average. Comparing Quarter 1 2022/23 to the 5-year average across all incident categories:

- **Primary Fires** have increased by 39% (80**)** from 204 to 284.
- **Secondary Fires** have increased by 30% (330) from 1,108 to 1,438.
- **All False Alarms** are increased by 0.5% (4**)** from 777 to 781; within this AFA incidents have reduced by 15% from 246 to 209, whilst FAGI and Malicious incidents have increased by 6% (501 to 530) and 39% (30 to 42) respectively.
- **Out Of Area** incidents have increased by 14% (2**)** from 14 to 16.
- **Special Services** have reduced by 9% (35) from 401 to 366.
- **Chimney Fires** have reduced by 1 from 3 to 2.

Fire incidents account for **60% (1,724) of total incidents** with Primary Fires excluding Chimney Fires (284) and Secondary Fires (1,438) accounting for 10% and 50% of all incidents attended respectively.
88% (1,511) of all fires attended have been classified as deliberate in nature.

Protection: Safer Buildings - Risk Based Inspections

During the period April 2022 - June 2022, 254 **inspections** of premises from the risk based inspection programme have been completed. In addition to this a further 47 low and very low properties and 55 reactive inspections have taken place giving a total of 356 inspections. In Q1 2021/22 451 audits were completed. This is a total inspections reduction of 95 (21%) although it should be borne in mind that the RBIP had not been established/agreed until March 2022 for comparative purposes.

In addition to these audits we have completed
75 building regulation consultations
24 licencing consultations

Of which 71 (95%) and 23 (96%) respectively have been completed within the prescribed timescales.

The table shows the proportion of RBIP inspections completed:

No Properties	Property Risk Level	2022/23 RBIP Plan	2022/23 Audits Completed	%
2	Very High	4	0	0%
138	High	138	4	2.90%
2763	Medium	1052	250	24%
7943	Low	--	--	--
5225	Very Low	--	--	--
16071	Total RBIP Audits	1194	254	21%
	Audits not in 22/23 RBIP (47) & Reactive (55) Audits	--	102	
	Total Audits Completed	--	356	

MEASURING PERFORMANCE

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

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

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

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

We will assess this performance against the following criteria;

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

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

Stage 1 Assessment of Each Indicator:

Every indicator identified in each Corporate Outcome will be allocated a performance RAG rating using the following criteria:

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)

- Zero Dwelling Fire Fatalities in Quarter 1 2022/23;
- All response benchmarks performing well within target;
- Accidental dwelling Fire Injuries are 67% (-2) lower than the targeted figure;
- 13% improvement in the time taken to answer a 999 call than the target. 6.12 seconds taken on average compared to a target of 7 seconds
- the average number of duty days lost to sickness for retained staff is 95% better than the target. 0.08 days compared to a target of 1.67;
- The number of Violence to Staff incidents is 60% lower than the target figure of 15 with 6 incidents recorded so far this year;
- Zero internal audits classed as limited assurance and no interest paid due to late payments of invoices. 99.7% of all invoices are paid within 30 days.

Areas For Improvement (Performance Compared to Target)

- 23% (+9) more Accidental Dwelling Fires than the target of 39;
- 15% (+3) more Deliberate Dwelling Fires than the target of 20;
- 24% (+4) increase in Industrial & Commercial Fires compared to a target of 17;
- 22% (+274) more Deliberate Fires than the target of 1237;
- Primary Fire Injuries are 7 (+233%) higher than the target with a total of 10 injuries so far in 2022/23
- the percentage of retained appliances meeting the book mobile threshold of 5 minutes is 76% which is 24% lower than the 100% target;
- Sickness rates for all staff is 54% higher than the target figure. 3.23 average duty days lost compared to a target of 2.10

SAFER STRONGER COMMUNITIES

We want our Communities to be Safer and Stronger

Performance Summary: Safer Stronger Communities

Below is a summary of our performance for the period 1st April 2022 to 30th June 2022 against our Corporate Goal 1.

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

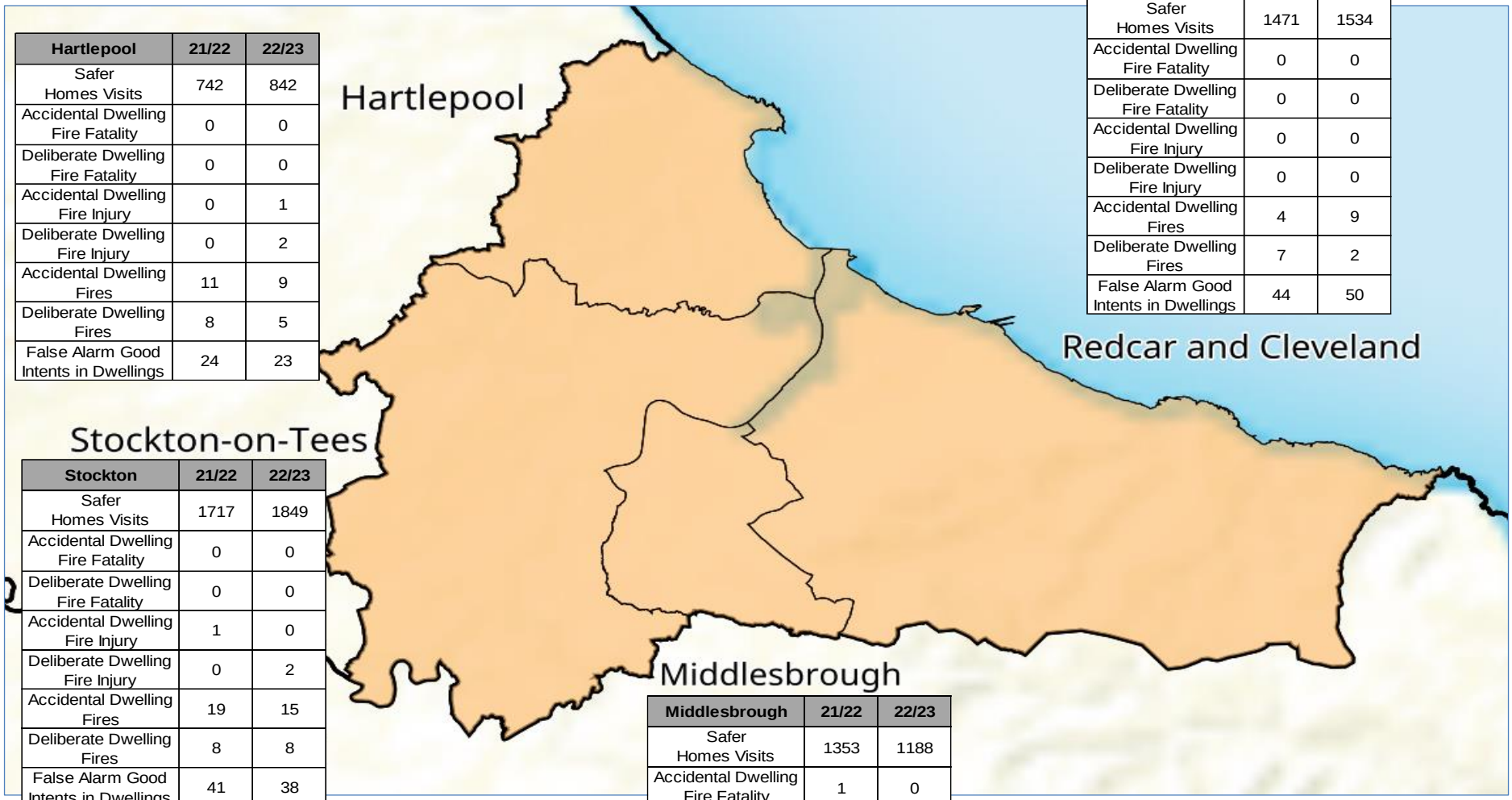
Corporate Goal: Safer, Stronger Communities

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

Corporate Outcome: Safer Homes

	Indicator	5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.1.1	Number of Accidental Dwelling Fires	39	49	48	-2% -1 ⇩	23% 9 ⇧	39	23% 9 ⇧
1.1.1.2	Number of Deliberate Dwelling Fires	21	29	23	-21% -6 ⇩	10% 2 ⇧	20	15% 3 ⇧
1.1.1.3	Number of Accidental Dwelling Fire Fatalities	1	1	0	-100% ⇩	-100% ⇩	0	-% ⇔
1.1.1.4	Number of Deliberate Dwelling Fire Fatalities	0	0	0	-% ⇔	-% ⇔	0	-% ⇔
1.1.1.5	Number of Accidental Dwelling Fire Injuries	2	2	1	-50% -1 ⇩	-50% -1 ⇩	3	-67% -2 ⇩
1.1.1.6	Number of Deliberate Dwelling Fire Injuries	1	0	4	100% 4 ⇧	300% 3 ⇧	2	100% 2 ⇧
1.1.1.7	Number of False Alarm Good Intents in Dwellings	157	146	157	8% 11 ⇧	-% ⇔	153	3% 4 ⇧
1.1.1.8	Percentage of ADFs which have received a SHV within 5 years prior to the ADF	29%	33%	31%	-2% ⇩	+2% ⇧	-	-
1.1.1.9	Percentage of Dwellings which have received a SHV	59%	61%	62%	1% ⇧	+3% ⇧	-	-
1.1.1.10	Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	00:04:57	00:04:55 (299/359)	00:05:06 (313/363)	4% 00:0011 ⇧	3% (00:00:09) ⇧	00:07:00	-27% -00:01:54 ⇩
1.1.1.11	First Appliance Attendance to a Dwelling Fire Within 10 Minutes on 90% of Occasions	97%	97% (350/359)	97% (352/363)	-% ⇔	-% ⇔	90%	+7% ⇧
1.1.1.12	Average time of a Second Appliance Attendance to a Dwelling Fire (10 Minutes)	00:06:56	00:06:58 (254/300)	00:07:26 (264/304)	7% (00:00:28) ⇧	7% (00:00:30) ⇧	00:10:00	-26% -00:02:34 ⇩
Safer Homes Overall Performance Judgement					**Performing Well**	**Performing Well**		**Performing Well**

SAFER HOMES



Hartlepool	21/22	22/23
Safer Homes Visits	742	842
Accidental Dwelling Fire Fatality	0	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	0	1
Deliberate Dwelling Fire Injury	0	2
Accidental Dwelling Fires	11	9
Deliberate Dwelling Fires	8	5
False Alarm Good Intents in Dwellings	24	23

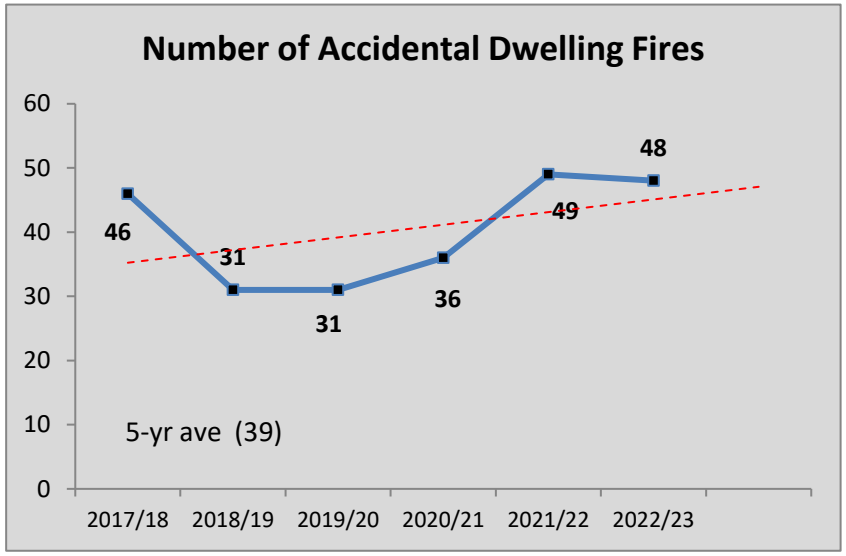
Redcar Cleveland	21/22	22/23
Safer Homes Visits	1471	1534
Accidental Dwelling Fire Fatality	0	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	0	0
Deliberate Dwelling Fire Injury	0	0
Accidental Dwelling Fires	4	9
Deliberate Dwelling Fires	7	2
False Alarm Good Intents in Dwellings	44	50

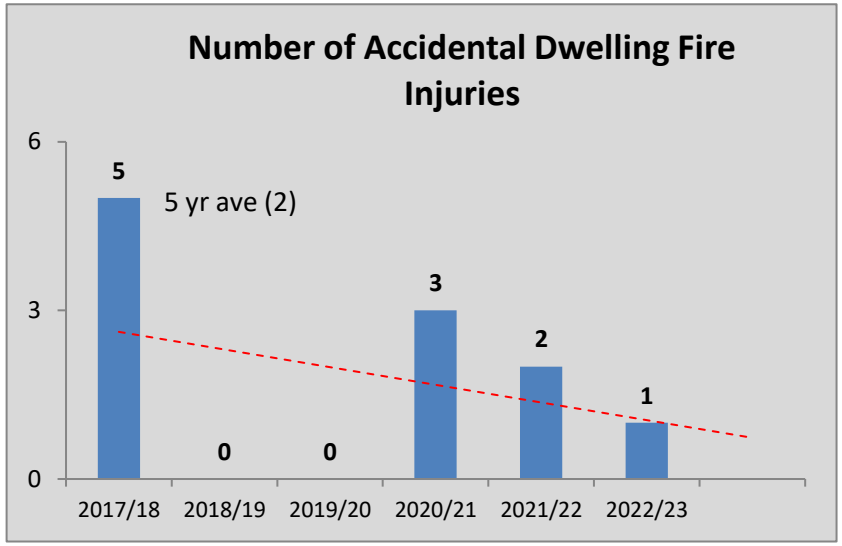
Stockton	21/22	22/23
Safer Homes Visits	1717	1849
Accidental Dwelling Fire Fatality	0	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	1	0
Deliberate Dwelling Fire Injury	0	2
Accidental Dwelling Fires	19	15
Deliberate Dwelling Fires	8	8
False Alarm Good Intents in Dwellings	41	38

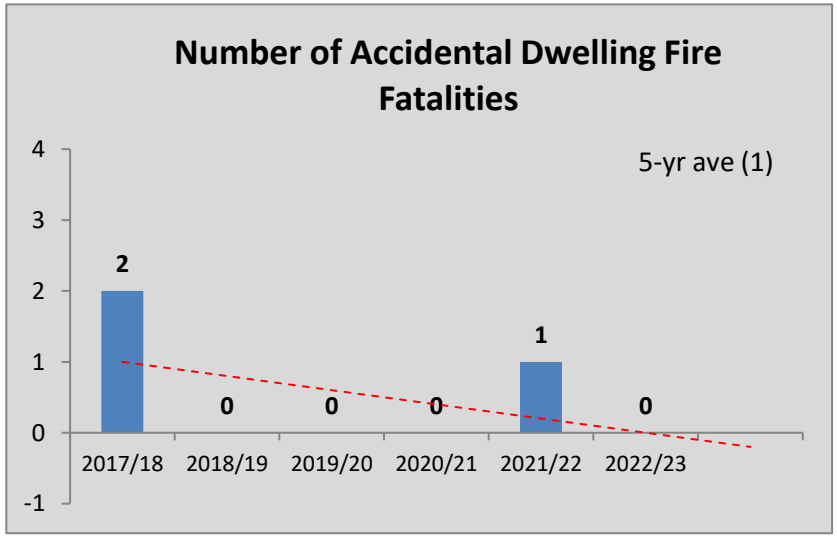
Middlesbrough	21/22	22/23
Safer Homes Visits	1353	1188
Accidental Dwelling Fire Fatality	1	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	1	0
Deliberate Dwelling Fire Injury	0	0
Accidental Dwelling Fires	15	15
Deliberate Dwelling Fires	6	8
False Alarm Good Intents in Dwellings	37	46

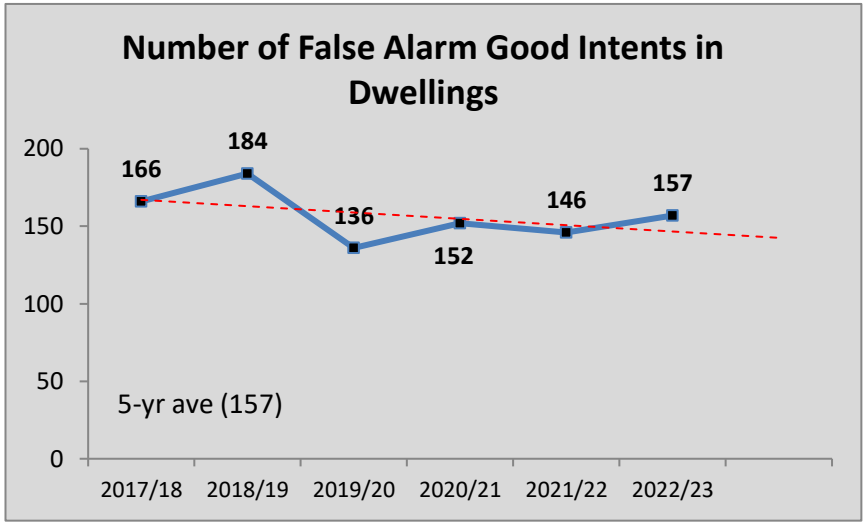
Trend Analysis: Corporate Outcome: Safer Homes							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average*
Number of Accidental Dwelling Fires	46	31	31	36	49	48	39
Number of Deliberate Dwelling Fires	21	20	20	14	29	23	21
Number of Accidental Dwelling Fire Fatalities	2	0	0	0	1	0	1
Number of Deliberate Dwelling Fire Fatalities	0	0	0	0	0	0	0
Number of Accidental Dwelling Fire Injuries	5	0	0	3	2	1	2
Number of Deliberate Dwelling Fire Injuries	0	0	0	2	0	4	1
Number of False Alarm Good Intents in Dwellings	166	184	136	152	146	157	157
Percentage of ADFs which have not received a SHV prior to the ADF	-	-	29%	25%	33%	31%	29%
Percentage of Dwellings which have received a SHV	56%	58%	60%	61%	61%	62%	59%
Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	-	-	00:04:57 (286/323)	00:04:59 (292/327)	00:04:55 (299/359)	00:05:06 (313/363)	00:04:57
First Appliance Attendance to a Dwelling Fire Within 10 Minutes on 90% of Occasions	-	-	97% (314/323)	98% (321/327)	97% (350/359)	97% (352/363)	97%
Average time of a Second Appliance Attendance to a Dwelling Fire (10 Minutes)	-	-	00:07:01 (229/260)	00:06:28 (252/277)	00:06:58 (254/300)	00:07:26 (264/304)	00:06:56

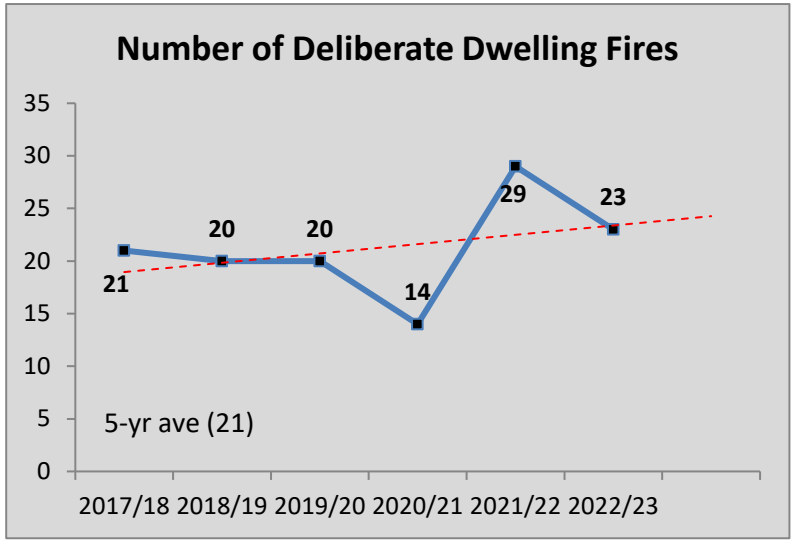
* 3 or 4-year average may be calculated where 5 years data not available

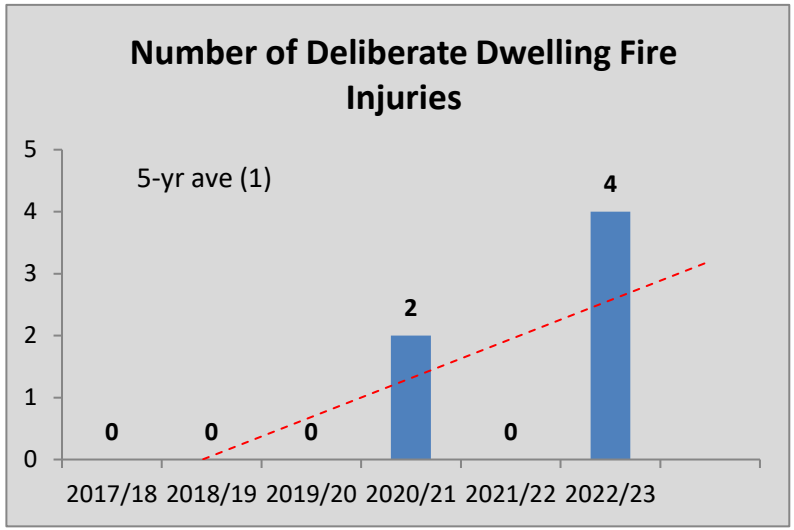

Number of Accidental Dwelling Fires
60
50
40
30
20
10
0
46
31
31
36
49
48
5-yr ave (39)
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23

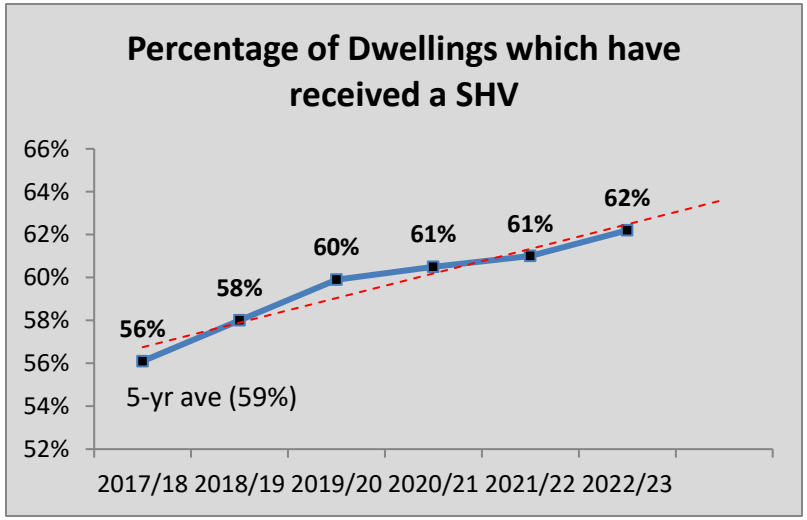

Number of Accidental Dwelling Fire Injuries
6
3
0
5
5 yr ave (2)
0
0
3
2
1
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23


Number of Accidental Dwelling Fire Fatalities
4
3
2
1
0
-1
2
0
0
0
1
0
5-yr ave (1)
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23


Number of False Alarm Good Intents in Dwellings
200
150
100
50
0
166
184
136
152
146
157
5-yr ave (157)
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23


Number of Deliberate Dwelling Fires
35
30
25
20
15
10
5
0
21
20
20
14
29
23
5-yr ave (21)
2017/18 2018/19 2019/20 2020/21 2021/22 2022/23


Number of Deliberate Dwelling Fire Injuries
5
4
3
2
1
0
5-yr ave (1)
0
0
0
2
0
4
2017/18 2018/19 2019/20 2020/21 2021/22 2022/23


Percentage of Dwellings which have received a SHV
66%
64%
62%
60%
58%
56%
54%
52%
56%
58%
60%
61%
61%
62%
5-yr ave (59%)
2017/18 2018/19 2019/20 2020/21 2021/22 2022/23

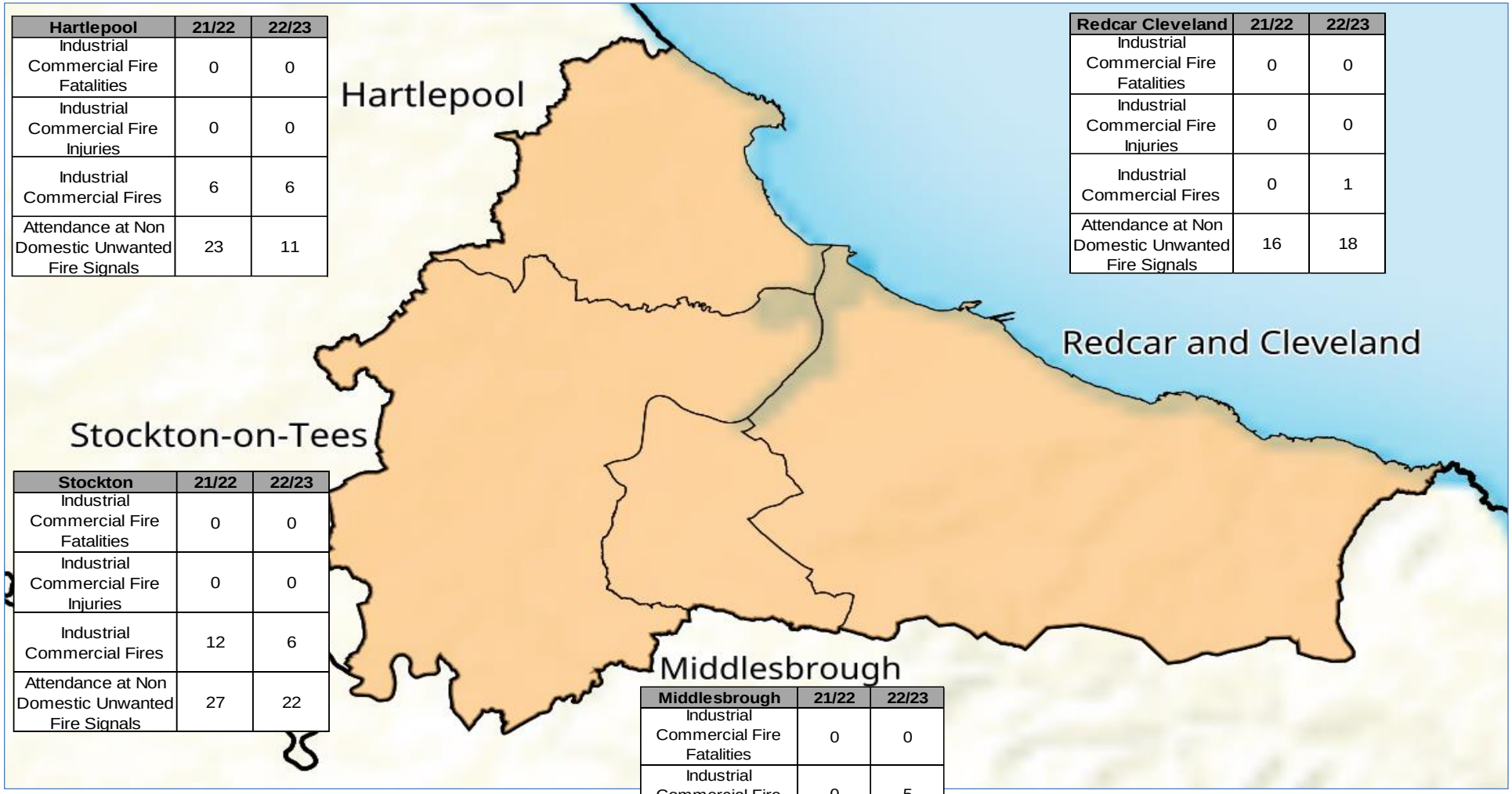
Corporate Goal: Safer, Stronger Communities

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

Corporate Outcome: Safer Buildings

	Indicator	5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.2.1	Percentage of the annual risk based inspection program completed in approved frequency	-	Data Not available	21% (254/1194)	No Comparator Information	No Comparator Information	100%	-79% ⇩
1.1.2.3	Percentage of enforcement notices that are completed within prescribed timescales	94%	75% (3/4)	80% (4/5)	5% ⇧	-14% ⇩	100%	-20% ⇩
1.1.2.4	Number of Fatalities in Industrial and Commercial Fires	0	0	0	-% ⇔	-% ⇔	0	-% ⇔
1.1.2.5	Number of Injuries in Industrial and Commercial Fires	0	0	5	100% 5 ⇧	500% 4 ⇧	0	100% 5 ⇧
1.1.2.6	Number of Industrial and Commercial Fires	14	24	21	-13% -3 ⇩	50% 7 ⇧	17	24% 4 ⇧
1.1.2.7	Number of Non Domestic Unwanted Automated Fire Alarm Calls received	-	-	243	No Comparator Information	No Comparator Information	-	-
1.1.2.8	Number of attendances at Non Domestic Unwanted Automated Fire Alarm Calls	124	95	75	-21% -20 ⇩	-40% -49 ⇩	89	-16% -14 ⇩
1.1.2.10	Average time of first appliance attendance to a building fire (7 Minutes)	00:04:57	00:05:03 (473/569)	00:05:03 (501/586)	-% ⇔	2% (00:00:06) ⇧	00:07:00	-28% 00:01:57 ⇩
1.1.2.11	First appliance attendance to a building fire within 10 minutes on 90% of occasions	97%	96% (544/569)	98% (574/586)	2% ⇧	1% ⇧	90%	8% ⇧
1.1.2.12	Average time of second appliance to attend a building fire incident (10 minutes)	00:06:54	00:06:58 333/396	00:07:34 (365/431)	8% (00:00:36) ⇧	9% (00:00:40) ⇧	00:10:00	-24% -00:02:26 ⇩
1.1.2.13	Percentage of Consultations completed within prescribed timescales	-	98% (61/62)	95% (71/75)	-3% ⇩	No Comparator Information	100%	-5% ⇩
1.1.2.14	Percentage of Licensing Consultations completed within prescribed timescales	-	99% (94/95)	96% (23/24)	-3% ⇩	No Comparator Information	100%	-4% ⇩
1.1.2.15	Percentage of Building (72d) Risk Information scheduled to be reviewed during the year that has been reviewed	-	69% (24/35)	19% (7/36)	-50% ⇩	No Comparator Information	100%	-81% ⇩
	Safer Buildings Overall Performance Judgement				**Performing Well**	**Adequate Performance**		**Adequate Performance**

SAFER BUILDINGS



Hartlepool	21/22	22/23
Industrial Commercial Fire Fatalities	0	0
Industrial Commercial Fire Injuries	0	0
Industrial Commercial Fires	6	6
Attendance at Non Domestic Unwanted Fire Signals	23	11

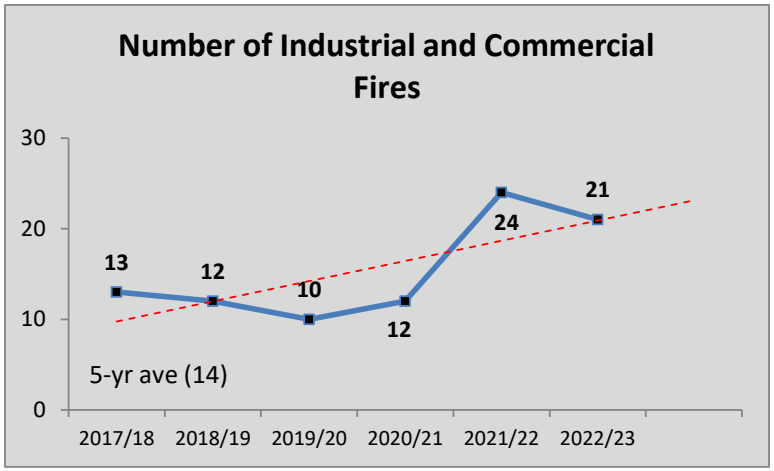
Redcar Cleveland	21/22	22/23
Industrial Commercial Fire Fatalities	0	0
Industrial Commercial Fire Injuries	0	0
Industrial Commercial Fires	0	1
Attendance at Non Domestic Unwanted Fire Signals	16	18

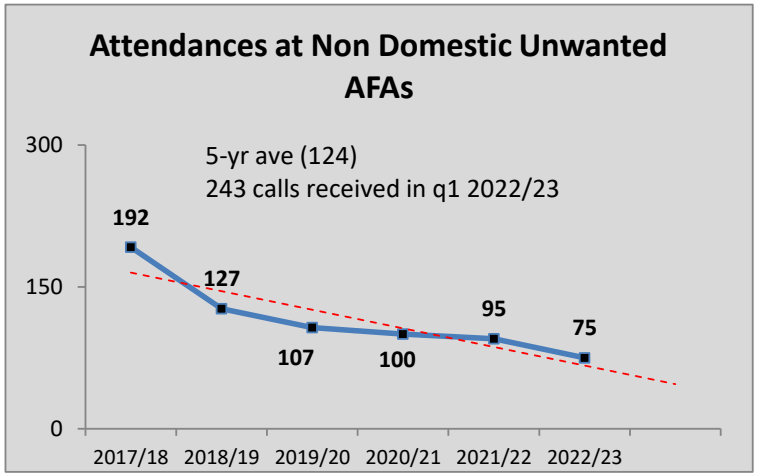
Stockton	21/22	22/23
Industrial Commercial Fire Fatalities	0	0
Industrial Commercial Fire Injuries	0	0
Industrial Commercial Fires	12	6
Attendance at Non Domestic Unwanted Fire Signals	27	22

Middlesbrough	21/22	22/23
Industrial Commercial Fire Fatalities	0	0
Industrial Commercial Fire Injuries	0	5
Industrial Commercial Fires	6	8
Attendance at Non Domestic Unwanted Fire Signals	29	24

Trend Analysis: Corporate Outcome: Safer Buildings							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average*
Percentage of the annual risk based inspection program completed in approved frequency	-	-	-	-	Data Not available	21% (254/1194)	-
Percentage of enforcement notices that are completed within prescribed timescales	-	100%	100% (1/1)	100% (2/2)	75% (3/4)	80% (4/5)	94%
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	0	5	0
Number of Industrial and Commercial Fires	13	12	10	12	24	21	14
Number of Non Domestic Unwanted Automated Fire Alarm Calls received	-	-	-	-	-	243	-
Number of attendances at Non Domestic Unwanted Automated Fire Alarm Calls	192	127	107	100	95	75	124
Average time of first appliance attendance to a building fire (7 Minutes)	-	00:04:43	00:04:55 (480/544)	00:05:05 (442/508)	00:05:03 (473/569)	00:05:03 (501/586)	00:04:57
First appliance attendance to a building fire within 10 minutes on 90% of occasions	-	98%	97% (528/544)	97% (493/508)	96% (544/569)	98% (574/586)	97%
Average time of second appliance to attend a building fire incident (10 minutes)	-	00:06:44	00:07:09 (350/404)	00:06:46 (347/389)	00:06:58 333/396	00:07:34 (365/431)	00:06:54
Percentage of Consultations completed within prescribed timescales	-	-	-	-	98% (61/62)	95% (71/75)	-
Percentage of Licensing Consultations completed within prescribed timescales	-	-	-	-	99% (94/95)	96% (23/24)	-
Percentage of Building (72d) Risk Information scheduled to be reviewed during the year that has been reviewed	-	-	-	12% (12/102)	69% (24/35)	19% (7/36)	-

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


Number of Industrial and Commercial Fires
30
20
10
0
13
12
10
12
24
21
5-yr ave (14)
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23


Attendances at Non Domestic Unwanted AFAs
300
150
0
5-yr ave (124)
243 calls received in q1 2022/23
192
127
107
100
95
75
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23

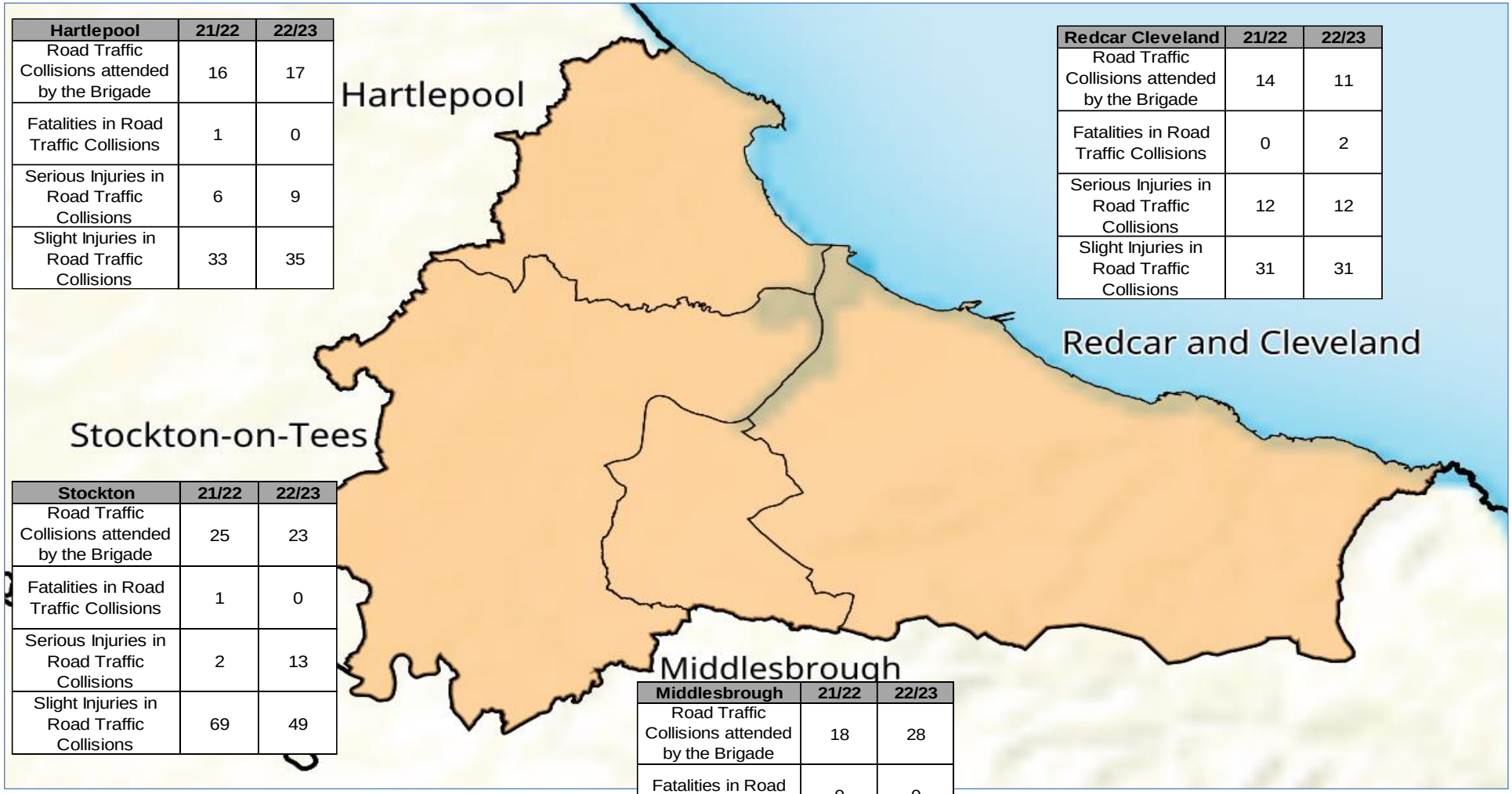
Corporate Goal: Safer, Stronger Communities

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

Corporate Outcome: Safer Transport Infrastructures

	Indicator	5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.3.1	Number of Road Traffic Collisions attended by the Brigade	73	73	79	8% 6 ⇧	8% 6 ⇧	-	-
1.1.3.2	Number of Fatalities in Road Traffic Collisions (police data)	3	2	2	-% ⇔	-33% -1 ⇩	-	-
1.1.3.3	Number of people seriously injured in Road Traffic Collisions (police data)	34	43	57	33% 14 ⇧	68% 23 ⇧	-	-
1.1.3.4	Number of people suffering slight injuries Road Traffic Collisions (police data)	154	196	167	-15% -29 ⇩	8% 13 ⇧	-	-
1.1.3.5	Average time of first appliance attendance to an immediate life threatening / rescue Road Traffic Collisions (8 minutes)	00:05:30	00:05:46 (50/58)	00:04:44 (49/53)	-18% -00:01:02 ⇩	-14% -00:00:46 ⇩	00:08:00	-41% -00:03:16 ⇩
	Safer Transport Infrastructure Overall Performance Judgement				**Performing Well**	**Performing Well**		**Performing Strongly**

SAFER TRANSPORT INFRASTRUCTURE



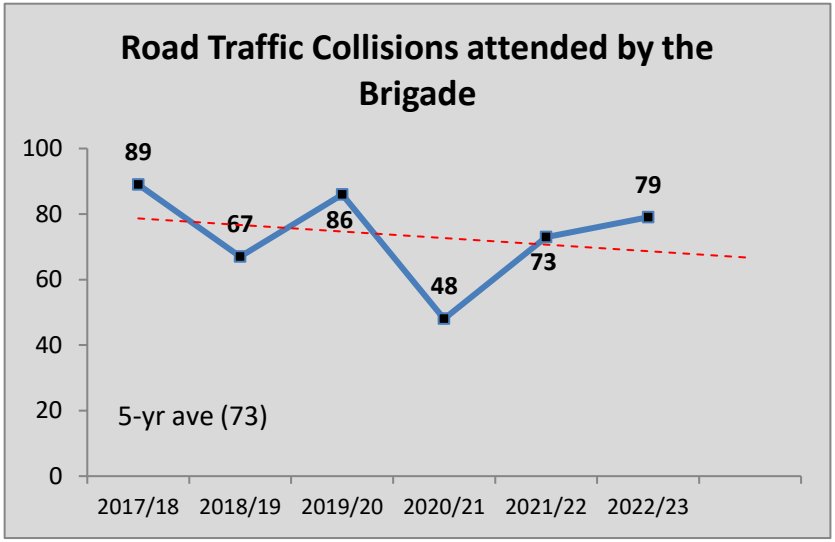
Hartlepool	21/22	22/23
Road Traffic Collisions attended by the Brigade	16	17
Fatalities in Road Traffic Collisions	1	0
Serious Injuries in Road Traffic Collisions	6	9
Slight Injuries in Road Traffic Collisions	33	35

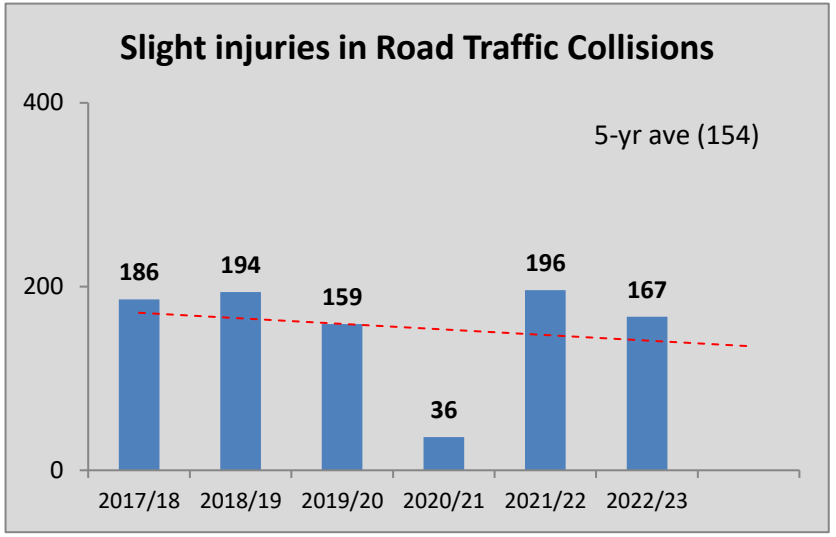
Redcar Cleveland	21/22	22/23
Road Traffic Collisions attended by the Brigade	14	11
Fatalities in Road Traffic Collisions	0	2
Serious Injuries in Road Traffic Collisions	12	12
Slight Injuries in Road Traffic Collisions	31	31

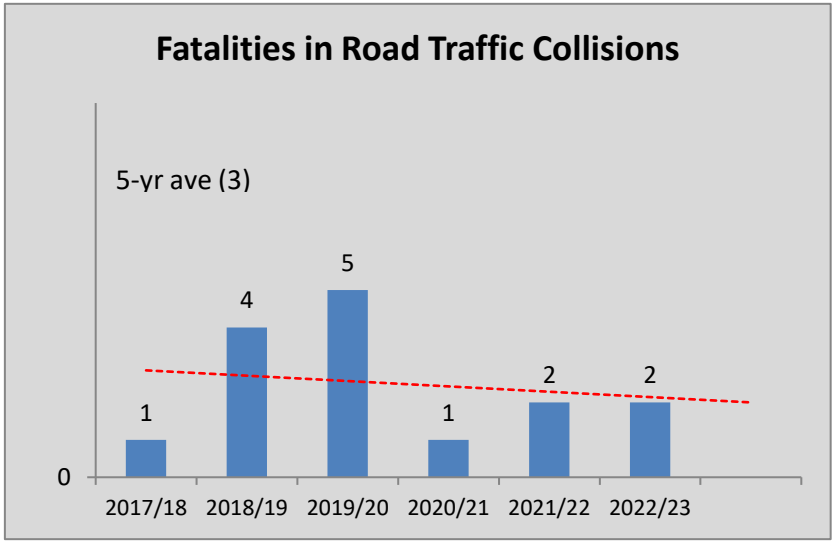
Stockton	21/22	22/23
Road Traffic Collisions attended by the Brigade	25	23
Fatalities in Road Traffic Collisions	1	0
Serious Injuries in Road Traffic Collisions	2	13
Slight Injuries in Road Traffic Collisions	69	49

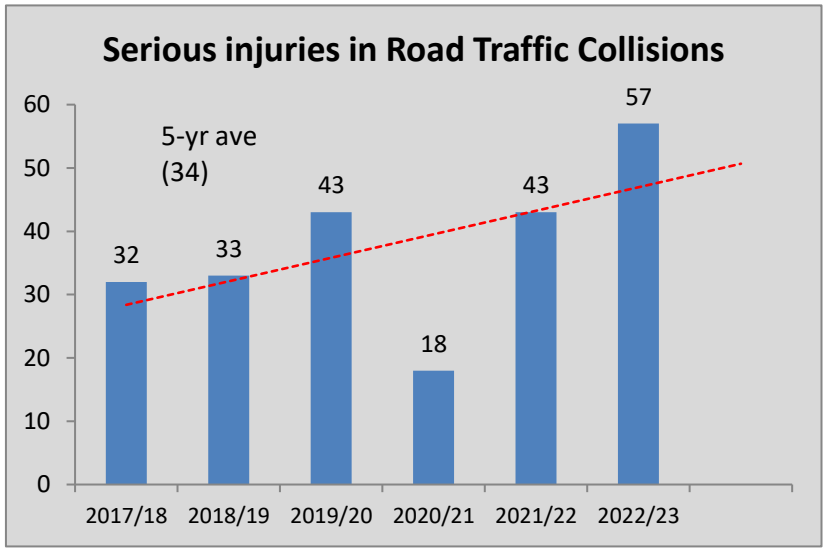
Middlesbrough	21/22	22/23
Road Traffic Collisions attended by the Brigade	18	28
Fatalities in Road Traffic Collisions	0	0
Serious Injuries in Road Traffic Collisions	10	23
Slight Injuries in Road Traffic Collisions	63	52

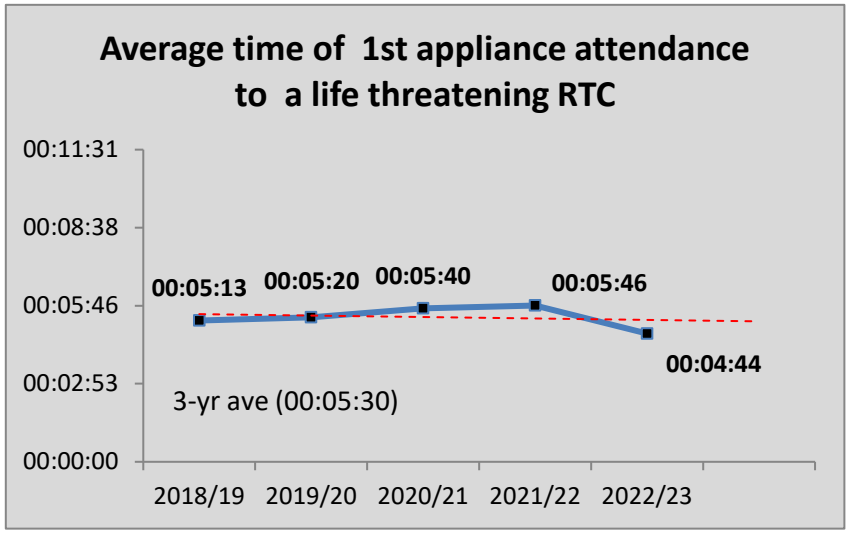
Trend Analysis: Corporate Outcome: Safer Transport Infrastructures							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average *
Number of Road Traffic Collisions attended by the Brigade	89	67	86	48	73	79	73
Number of Fatalities in Road Traffic Collisions	1	4	5	1	2	2	3
Number of people seriously injured in Road Traffic Collisions	32	33	43	18	43	57	34
Number of people suffering slight injuries in Road Traffic Collisions	186	194	159	36	196	167	154
Average time of first appliance attendance to an immediate life threatening / rescue RTC (8 minutes)	-	00:05:13	00:05:20 (51/60)	00:05:40 (23/28)	00:05:46 (50/58)	00:04:44 (49/53)	00:05:30


Road Traffic Collisions attended by the Brigade
100
80
60
40
20
0
89
67
86
48
73
79
5-yr ave (73)
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23


Slight injuries in Road Traffic Collisions
400
200
0
5-yr ave (154)
186
194
159
36
196
167
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23


Fatalities in Road Traffic Collisions
5-yr ave (3)
0
1
4
5
1
2
2
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23


Serious injuries in Road Traffic Collisions
60
50
40
30
20
10
0
5-yr ave (34)
32
33
43
18
43
57
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23


Average time of 1st appliance attendance to a life threatening RTC
00:11:31
00:08:38
00:05:46
00:02:53
00:00:00
00:05:13
00:05:20
00:05:40
00:05:46
00:04:44
3-yr ave (00:05:30)
2018/19
2019/20
2020/21
2021/22
2022/23

Corporate Goal: Safer, Stronger Communities

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

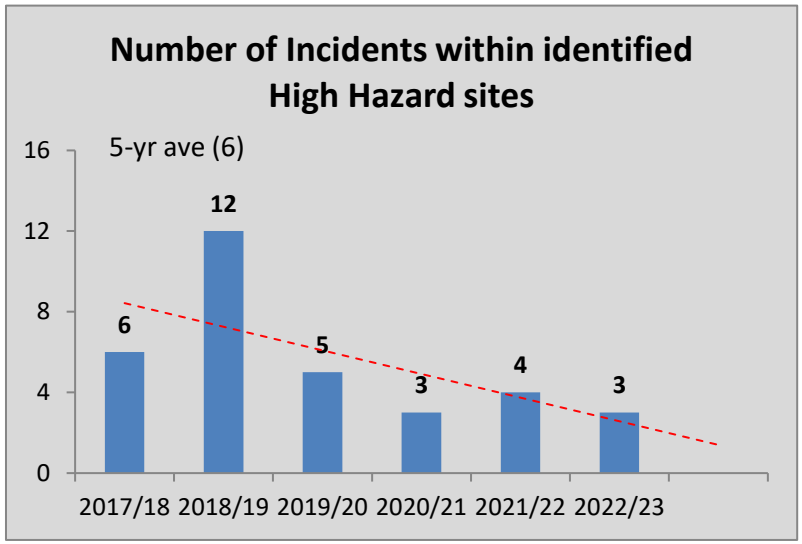
Corporate Outcome: Safer High Hazard Industries

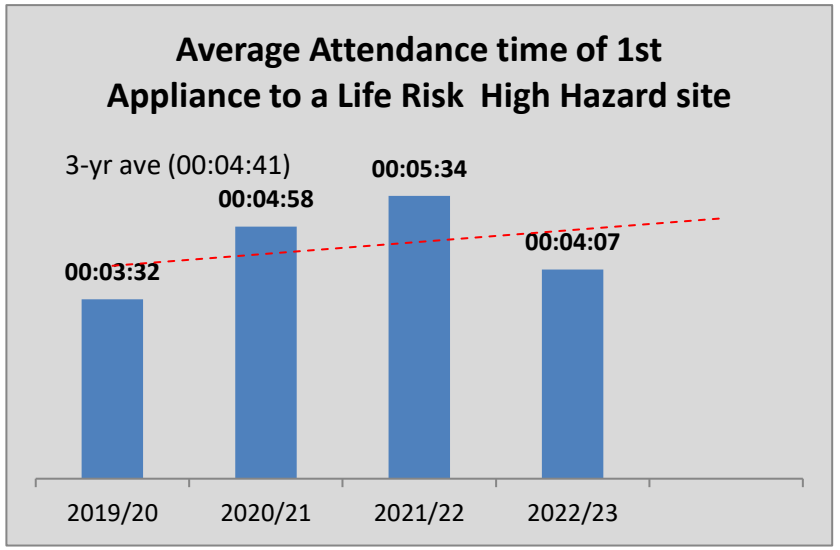
	Indicator	5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.4.1	Number of Incidents within identified High Hazard sites	6	4	3	-25% -1 ⇩	-50% -3 ⇩	-	-
1.1.4.2	Average time of first appliance attendance to a Life Risk incident at a High Hazard site (7 minutes)	00:04:41	00:05:34 (4/4)	00:04:07 (3/3)	-26% -00:01:27 ⇩	-12% -00:00:34 ⇩	00:07:00	-41% -00:02:53 ⇩
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	-	-	00:15:41 (1/1)	No Comparator Information	No Comparator Information	00:16:00	-2% -00:00:19 ⇩
1.1.4.5	Percentage of High Hazard sites risk information that have been reviewed during the year*	-	0% (0/30)	4% (1/27)	4% ⇧	No Comparator Information	100%	-96% ⇩
	Safer High Hazard Industries Overall Performance Judgement				**Performing Strongly**	**Performing Strongly**		**Performing Well**

***Figure is based on all reviews completed.**

Trend Analysis: Safer High Hazard Industries							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average*
Number of Incidents within identified High Hazard sites	6	12	5	3	4	3	6
Average time of first appliance attendance to a Life Risk incident at a High Hazard site (7 minutes)	-	-	00:03:32	00:04:58	00:05:34 (4/4)	00:04:07 (3/3)	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	-	-	00:17:56	No Reported Mobilisation	No Reported Mobilisation	00:15:41 (1/1)	-
1.1.4.5 Percentage of High Hazard sites risk information that have been reviewed during the year	-	-	-	-	0% (0/30)	4% (1/27)	-

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


Number of Incidents within identified High Hazard sites
5-yr ave (6)
16
12
8
4
0
6
12
5
3
4
3
2017/18 2018/19 2019/20 2020/21 2021/22 2022/23


Average Attendance time of 1st Appliance to a Life Risk High Hazard site
3-yr ave (00:04:41)
00:03:32
00:04:58
00:05:34
00:04:07
2019/20
2020/21
2021/22
2022/23

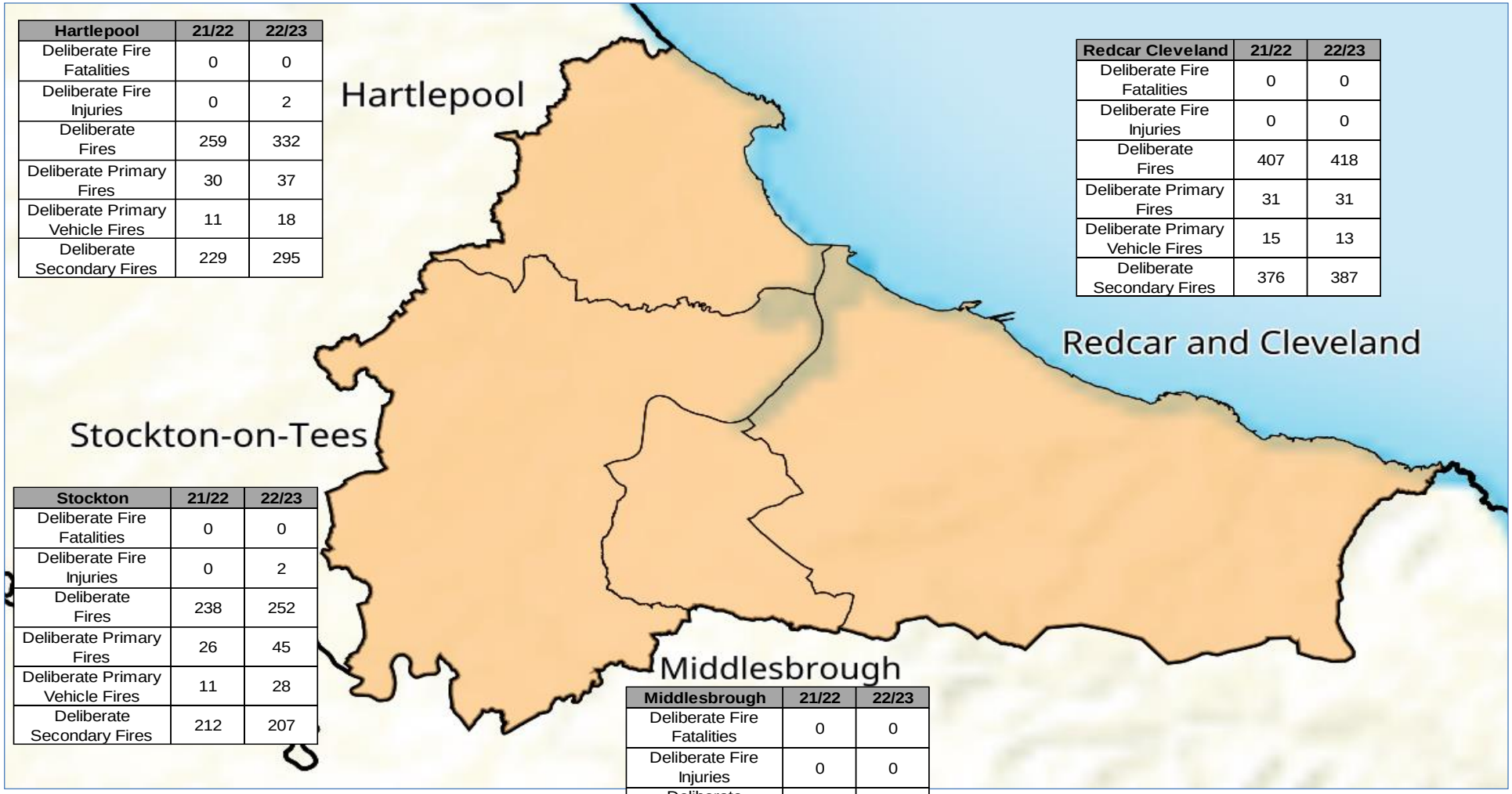
Corporate Goal: Safer, Stronger Communities

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

Corporate Outcome: Safer Neighbourhoods and the Environment

	Indicator	5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.5.1	Number of Deliberate Fire Fatalities	1	0	0	-% ⇧	-100% -1 ⇩	0	-% ⇧
1.1.5.2	Number of Deliberate Fire Injuries	1	0	4	100% 4 ⇧	300% 3 ⇧	0	100% 4 ⇧
1.1.5.3	Number of Deliberate Fires	1110	1445	1511	5% 66 ⇧	36% 401 ⇧	1237	22% 274 ⇧
1.1.5.4	Number of Deliberate Primary Fires	111	130	164	26% 34 ⇧	48% 53 ⇧	128	28% 36 ⇧
1.1.5.5	Number of Deliberate Primary Fire Vehicles	57	66	82	24% 16 ⇧	44% 25 ⇧	61	34% 21 ⇧
1.1.5.6	Number of Deliberate Secondary Fires	999	1315	1347	2% 32 ⇧	35% 348 ⇧	1109	21% 238 ⇧
1.1.5.7	Number of Water Rescue Incidents	2	2	2	-% ⇔	-% ⇔	1	100% 1 ⇧
	Safer Neighbourhoods and the Environment Overall Performance Judgement				**Adequate Performance**	**Adequate Performance**		**Requires Improvement**

SAFER NEIGHBOURHOODS AND THE ENVIRONMENT



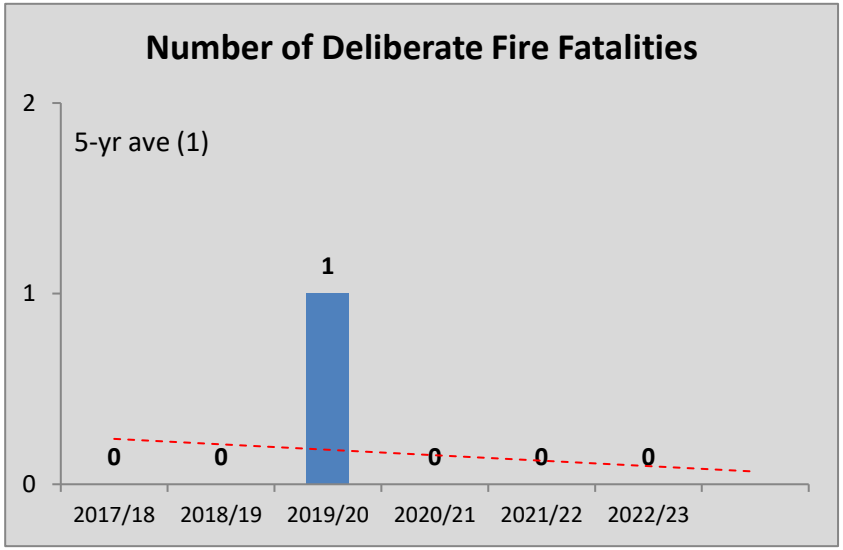
Hartlepool	21/22	22/23
Deliberate Fire Fatalities	0	0
Deliberate Fire Injuries	0	2
Deliberate Fires	259	332
Deliberate Primary Fires	30	37
Deliberate Primary Vehicle Fires	11	18
Deliberate Secondary Fires	229	295

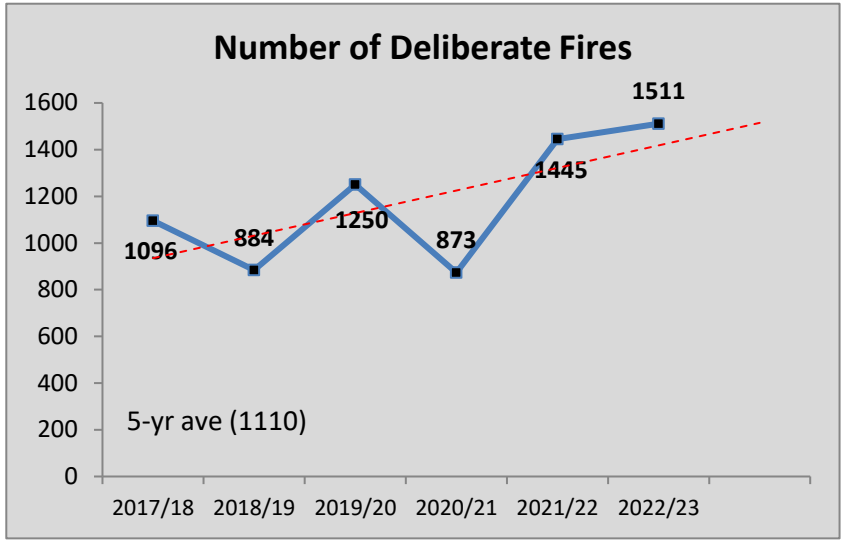
Redcar Cleveland	21/22	22/23
Deliberate Fire Fatalities	0	0
Deliberate Fire Injuries	0	0
Deliberate Fires	407	418
Deliberate Primary Fires	31	31
Deliberate Primary Vehicle Fires	15	13
Deliberate Secondary Fires	376	387

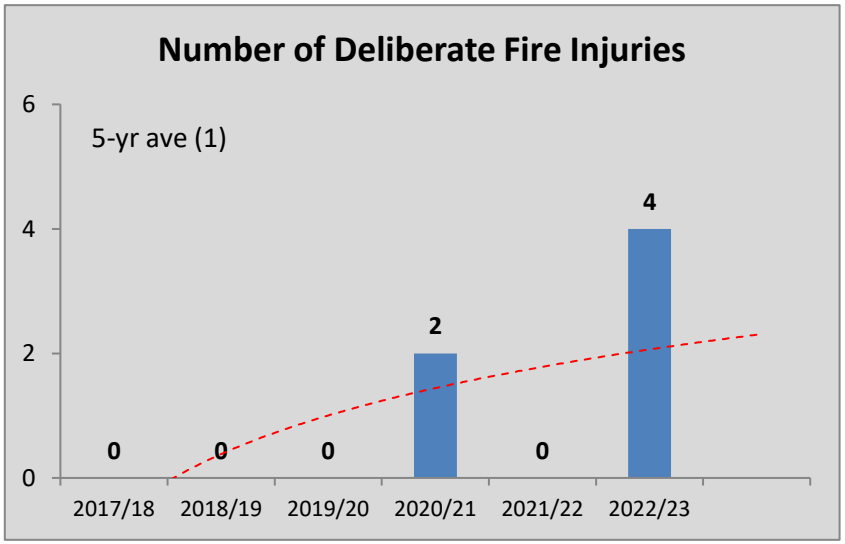
Stockton	21/22	22/23
Deliberate Fire Fatalities	0	0
Deliberate Fire Injuries	0	2
Deliberate Fires	238	252
Deliberate Primary Fires	26	45
Deliberate Primary Vehicle Fires	11	28
Deliberate Secondary Fires	212	207

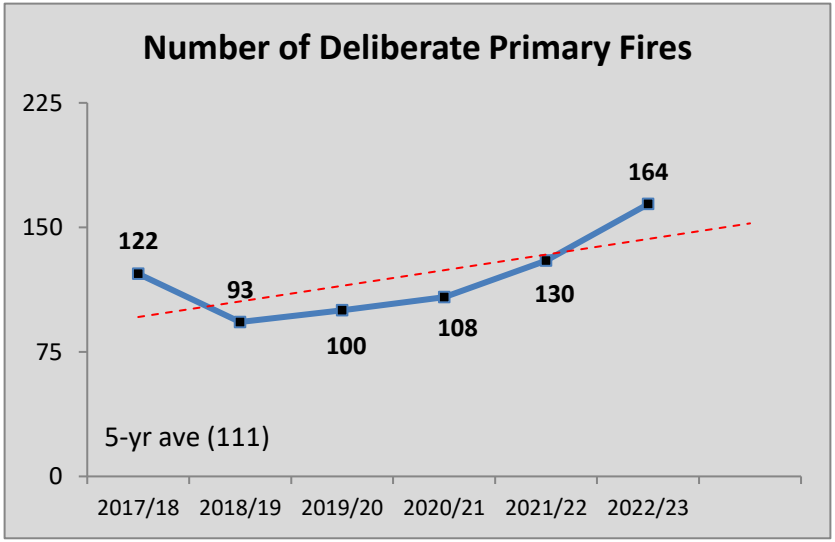
Middlesbrough	21/22	22/23
Deliberate Fire Fatalities	0	0
Deliberate Fire Injuries	0	0
Deliberate Fires	541	509
Deliberate Primary Fires	43	51
Deliberate Primary Vehicle Fires	29	23
Deliberate Secondary Fires	498	458

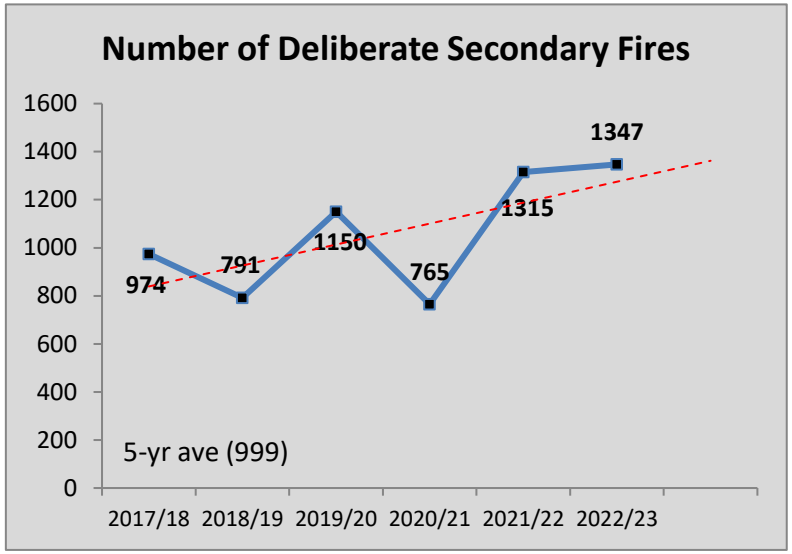
Trend Analysis: Corporate Outcome Safer Neighbourhoods and the Environment							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average *
Number of Deliberate Fire Fatalities	0	0	1	0	0	0	1
Number of Deliberate Fire Injuries	0	0	0	2	0	4	1
Number of Deliberate Fires	1096	884	1250	873	1445	1511	1110
Number of Deliberate Primary Fires	122	93	100	108	130	164	111
Number of Deliberate Primary Fire Vehicles	64	41	52	63	66	82	57
Number of Deliberate Secondary Fires	974	791	1150	765	1315	1347	999
Number of Water rescue incidents	2	3	2	1	2	2	2

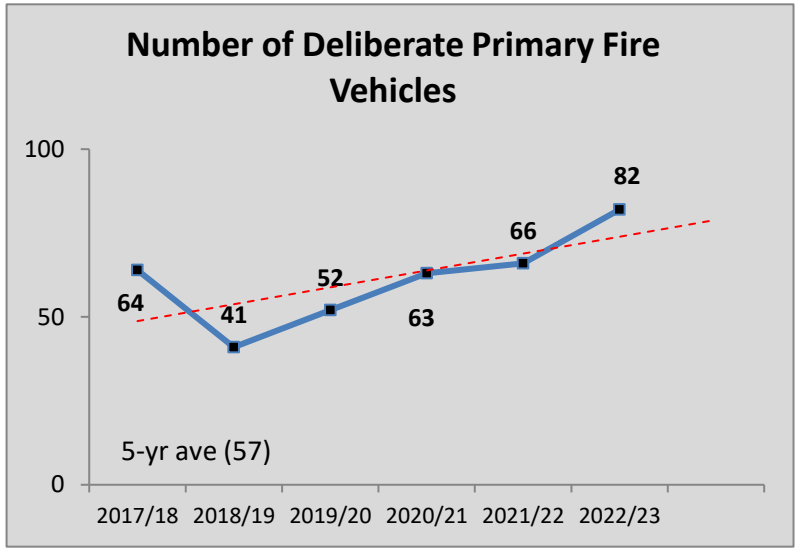

Number of Deliberate Fire Fatalities
2
1
0
5-yr ave (1)
0
0
1
0
0
0
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23

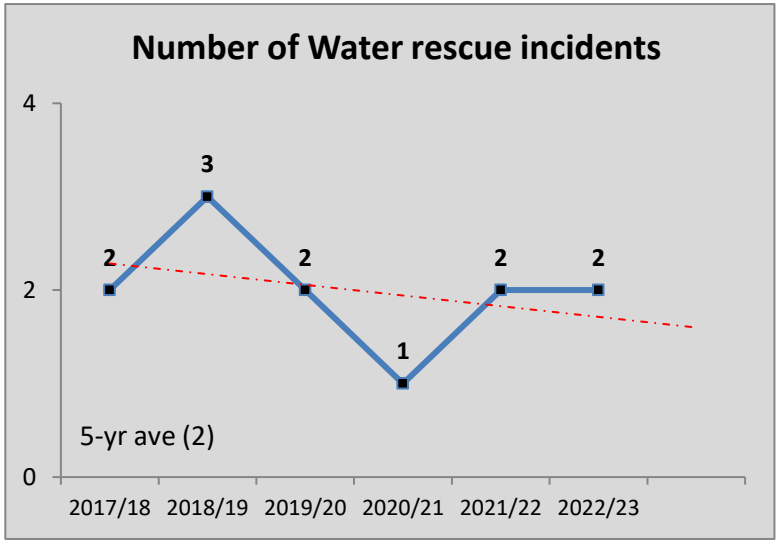

Number of Deliberate Fires
1600
1400
1200
1000
800
600
400
200
0
1096
884
1250
873
1445
1511
5-yr ave (1110)
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23


Number of Deliberate Fire Injuries
6
4
2
0
5-yr ave (1)
0
0
0
2
0
4
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23


Number of Deliberate Primary Fires
225
150
75
0
122
93
100
108
130
164
5-yr ave (111)
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23


Number of Deliberate Secondary Fires
1600
1400
1200
1000
800
600
400
200
0
974
791
1150
765
1315
1347
5-yr ave (999)
2017/18 2018/19 2019/20 2020/21 2021/22 2022/23

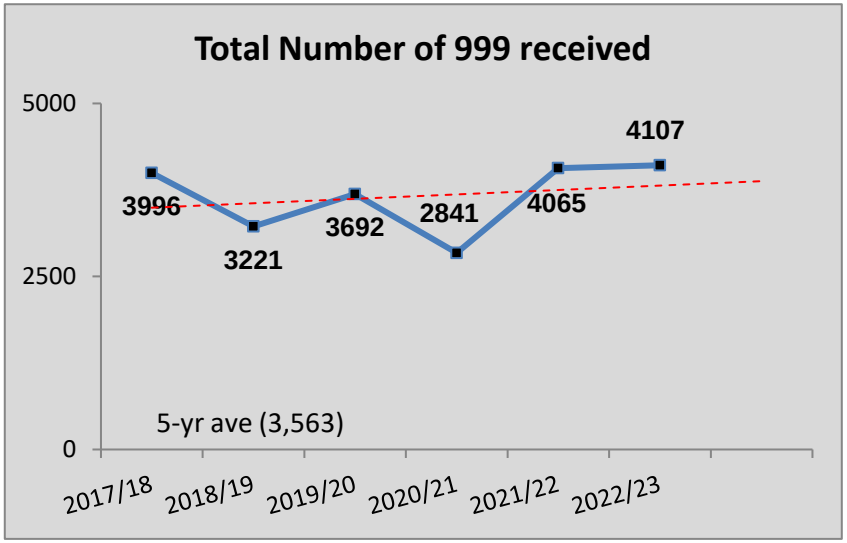

Number of Deliberate Primary Fire Vehicles
100
50
0
64
41
52
63
66
82
5-yr ave (57)
2017/18 2018/19 2019/20 2020/21 2021/22 2022/23

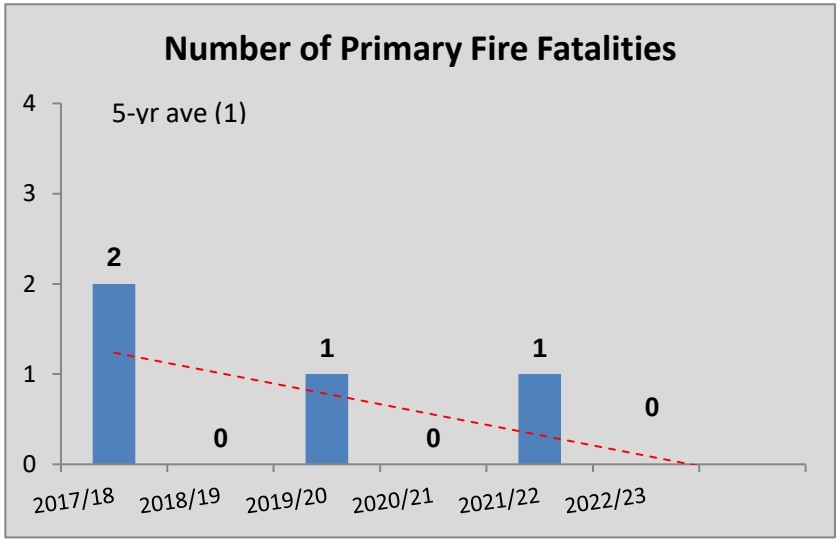

Number of Water rescue incidents
4
2
0
2
3
2
1
2
2
5-yr ave (2)
2017/18 2018/19 2019/20 2020/21 2021/22 2022/23

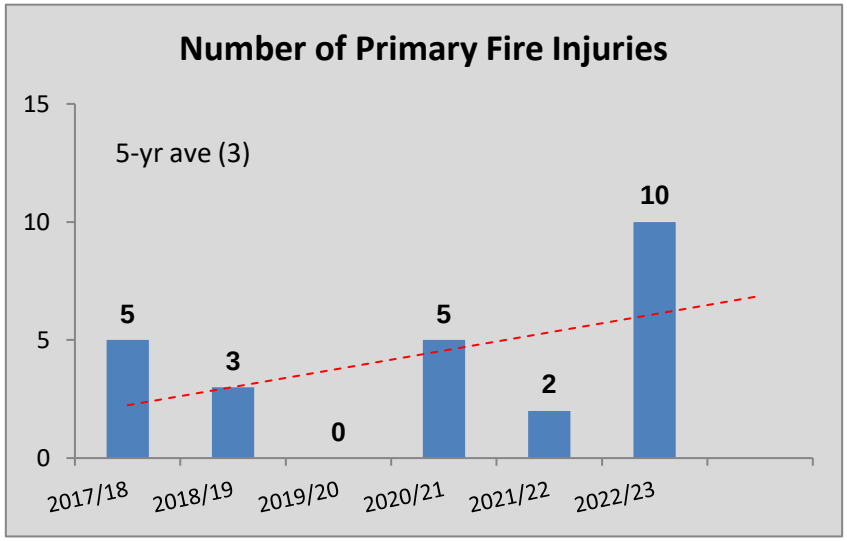
Supplementary Indicators							
Indicator	**5-yr Average (where data is available)**	**2021/22**	**2022/23**	**% Direction of travel from 2021/22**	**% Direction of travel from 5-yr average**	**Target**	**% Direction of travel from target**
Total Number of 999 calls to Fire Control	**3563**	**4065**	**4107**	1% 42 ⇧	15% 544 ⇧	-	-
Number of times a Fire Appliance assigned to an incident failed to respond	**1**	**0**	**3**	100% 3 ⇧	200% 2 ⇧	-	-
Number of Primary Fire Fatalities	**1**	**1**	**0**	-100% -1 ⇩	-100% -1 ⇩	**0**	-% ⇔
Number of Primary Fire Injuries	**3**	**2**	**10**	400% 8 ⇧	233% 7 ⇧	**3**	233% 7 ⇧
Percentage of all fires that are classed as Accidental Fires	**16%**	**13%**	**12%**	For Information Purposes Only		-	-
Percentage of all fires that are classed as Deliberate Fires	**84%**	**87%**	**88%**			-	-
Number of Primary Fires	**204**	**247**	**284**	15% 37 ⇧	39% 80 ⇧	**235**	21% 49 ⇧
Number of Secondary Fires	**1108**	**1409**	**1438**	2% 29 ⇧	30% 330 ⇧	**1269**	13% 169 ⇧
Average time taken to answer an emergency 999 call (7 seconds)	**6.36**	**6.05**	**6.12**	1% 0.07 ⇧	-4% -0.24 ⇩	**7**	-13% -0.88 ⇩
Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	**86**	**82**	**76**	-7% -6 ⇩	-12% -10 ⇩	**100**	-24% -24 ⇩
Percentage of Occasions Fire Control mobilise a Fire Appliance within 2 minutes of the call	**91%**	**91%**	**92%**	1% ⇧	1% ⇧	**98%**	-6% ⇩
Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	**98%**	**96%**	**96%**	-% ⇔	-2% ⇩	**100%**	-4% ⇩
Percentage of Retained appliances meeting the Book Mobile threshold of 5 Minutes	**74%**	**80%**	**76%**	-4% ⇩	-2% ⇩	**100%**	-24% ⇩

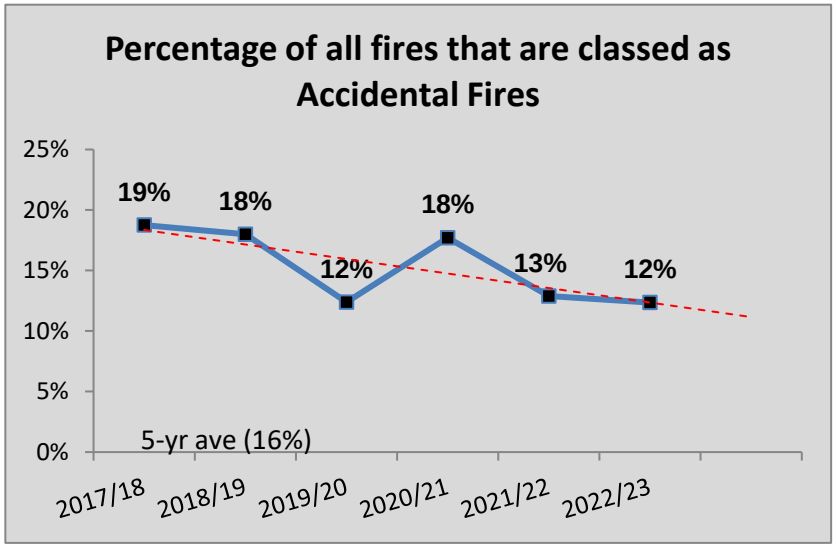
Trend Analysis: Supplementary Indicators							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average *
Total Number of 999 calls to Fire Control	3996	3221	3692	2841	4065	4107	3563
Number of times a Fire Appliance assigned to an incident failed to respond	-	-	3	1	0	3	1
Number of Primary Fire Fatalities	2	0	1	0	1	0	1
Number of Primary Fire Injuries	5	3	0	5	2	10	3
Percentage of all fires that are classed as Accidental Fires	19%	18%	12%	18%	13%	12%	16%
Percentage of all fires that are classed as Deliberate Fires	81%	82%	88%	82%	87%	88%	84%
Number of Primary Fires	220	173	179	202	247	284	204
Number of Secondary Fires	1125	901	1245	859	1409	1438	1108
Average time taken to answer an emergency 999 call (7 seconds)	-	7.4	5.95	6.03	6.05	6.12	6.4
Average time for Fire Control to mobilise a fire appliance to an incident (100 seconds)	73	104	89	82	82	76	86
Percentage of occasions Fire Control mobilise a Fire Appliance within 2 Minutes of the call	93%	92%	90%	91%	91%	92%	91%
Percentage of Wholetime appliances meeting Book mobile threshold of 2 minutes	-	98%	98%	98%	96%	96%	98%
Percentage of Retained appliances meeting Book mobile threshold of 5 minutes	-	70%	70%	74%	80%	76%	74%

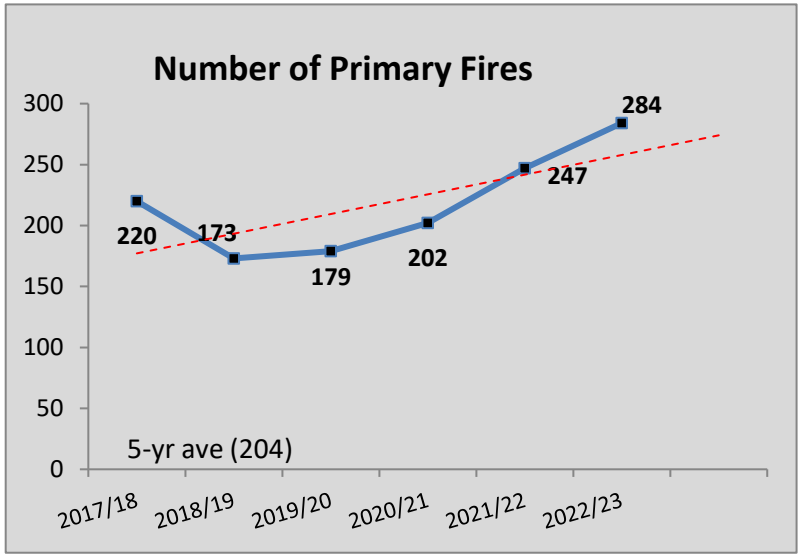
* 3 or 4-year average may be calculated where 5 years data not available

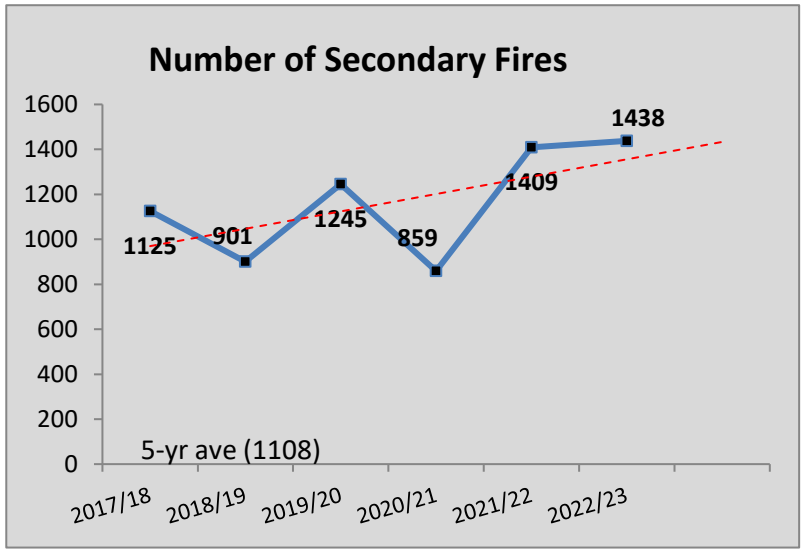

Total Number of 999 received
5000
2500
0
3996
3221
3692
2841
4065
4107
5-yr ave (3,563)
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23

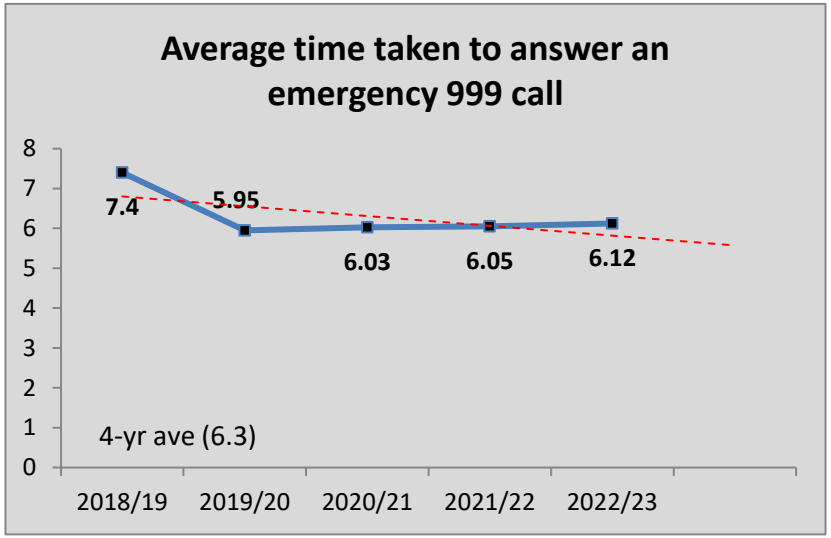

Number of Primary Fire Fatalities
4
3
2
1
0
5-yr ave (1)
2
0
1
0
1
0
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23

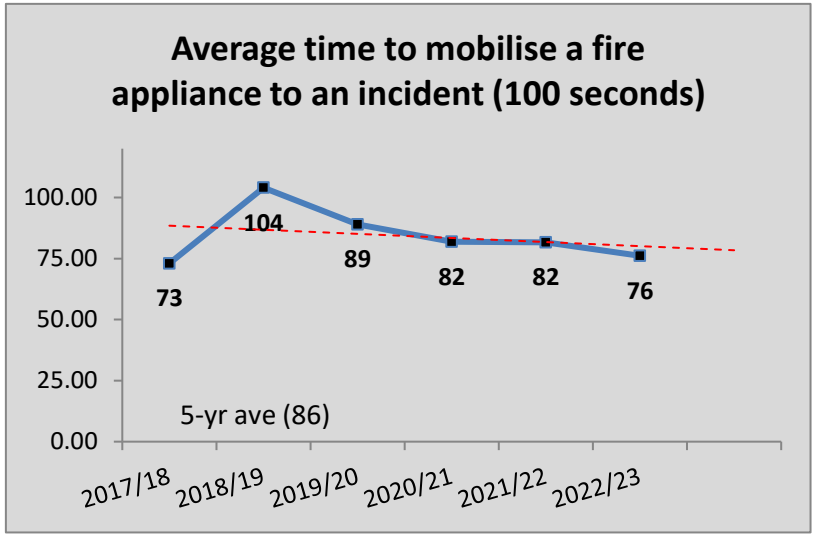

Number of Primary Fire Injuries
15
10
5
0
5-yr ave (3)
5
3
0
5
2
10
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23

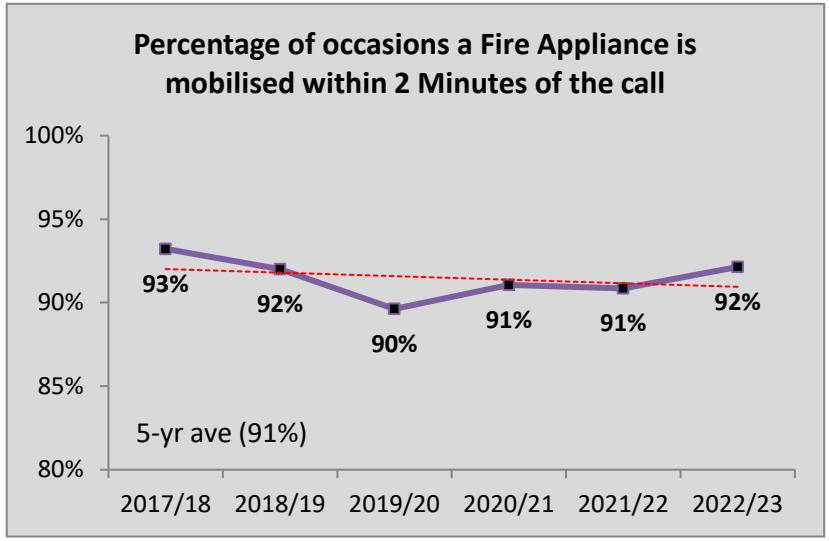

Percentage of all fires that are classed as Accidental Fires
25%
20%
15%
10%
5%
0%
5-yr ave (16%)
19%
18%
12%
18%
13%
12%
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23

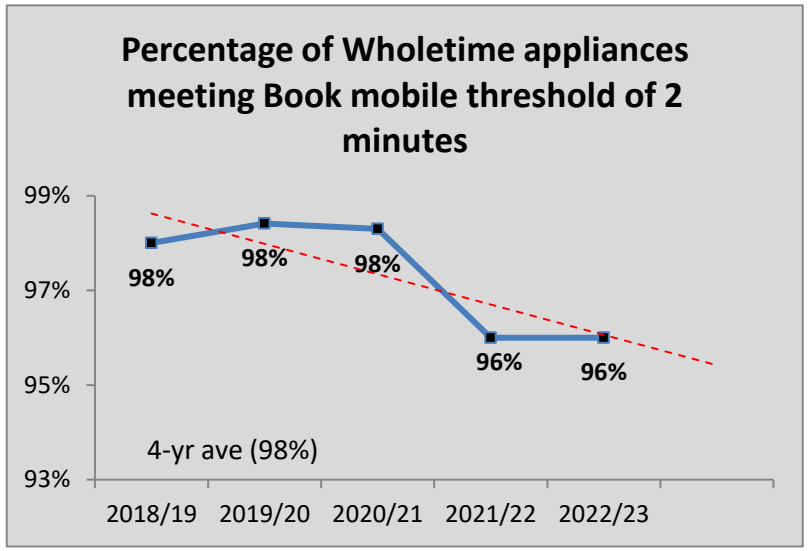

Number of Primary Fires
300
250
200
150
100
50
0
220
173
179
202
247
284
5-yr ave (204)
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23

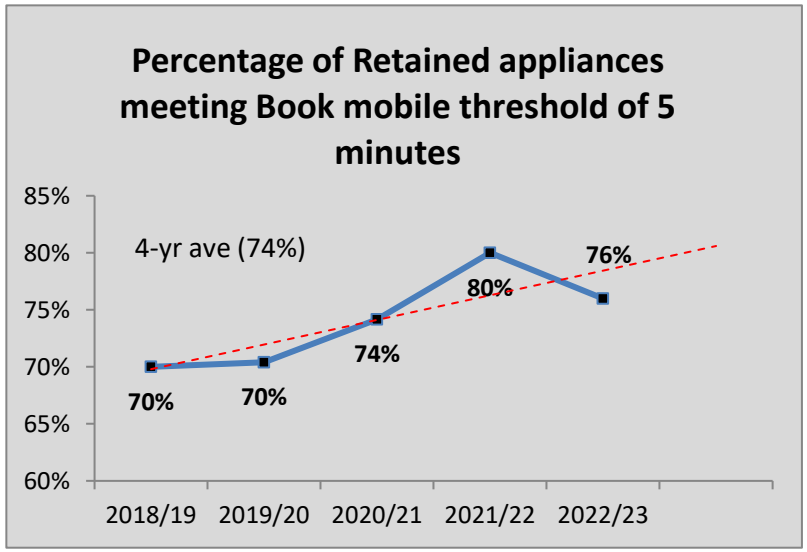

Number of Secondary Fires
1600
1400
1200
1000
800
600
400
200
0
1125
901
1245
859
1409
1438
5-yr ave (1108)
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23


Average time taken to answer an emergency 999 call
8
7
6
5
4
3
2
1
0
7.4
5.95
6.03
6.05
6.12
4-yr ave (6.3)
2018/19
2019/20
2020/21
2021/22
2022/23


Average time to mobilise a fire appliance to an incident (100 seconds)
100.00
75.00
50.00
25.00
0.00
73
104
89
82
82
76
5-yr ave (86)
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23


Percentage of occasions a Fire Appliance is mobilised within 2 Minutes of the call
100%
95%
90%
85%
80%
93%
92%
90%
91%
91%
92%
5-yr ave (91%)
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23


Percentage of Wholetime appliances meeting Book mobile threshold of 2 minutes
99%
97%
95%
93%
98%
98%
98%
96%
96%
4-yr ave (98%)
2018/19
2019/20
2020/21
2021/22
2022/23


Percentage of Retained appliances meeting Book mobile threshold of 5 minutes
85%
80%
75%
70%
65%
60%
4-yr ave (74%)
70%
70%
74%
80%
76%
2018/19
2019/20
2020/21
2021/22
2022/23

Corporate Goal: Safer, Stronger Communities

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

Corporate Outcome: Supported National Resilience

	Indicator	5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.6.1	Percentage of times the DIM (G8) National Resilience resource is mobilised within 60 minutes	-	100% (1/1)	No Mobilisations	No Comparator Information	No Comparator Information	100%	-
1.1.6.2	Percentage of times the MDU (G9) New Dimensions asset is mobilised within 60 minutes of request to mobilise	-	No Mobilisations	No Mobilisations	No Comparator Information	No Comparator Information	100%	-
1.1.6.3	Percentage of times the National Resilience Assets (DIM G8 and MDU G9) are available for emergency response	-	100%	100%	0% ⇔	No Comparator Information	100%	0% ⇔
	Supported National Resilience Overall Performance Judgement				**Performing Strongly**	**Not Measured**		**Performing Strongly**

Corporate Goal: Safer, Stronger Communities

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

Corporate Outcome: Improved Health Outcomes

	Indicator	5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.2.1.1	Percentage of Safer Home Visits that lead to a positive intervention (equipment and / or referral for additional support)	8%	2%	6%	+4% ⇧	-2% ⇩	-	-
1.2.1.3	Percentage of Co-responder incidents attended by the Brigade where medical treatment was provided by CFB	97%	no incidents	100% (1/1)	No Comparator Information	+3% ⇧	-	-
Improved Health Overall Performance Judgement					Performing Well	Performing Well		Not measured

Trend Analysis: Corporate Outcome Supported National Resilience						
Quarter 4 April to March	**2017/18**	**2018/19**	**2019/20**	**2020/21**	**2021/22**	**2022/23**
Percentage of times the DIM (G8) National Resilience resource is mobilised within 60 minutes	-	-	**100%**	**100%**	**100% (1/1)**	**No Mobilisations**
Percentage of times the MDU (G9) New Dimensions asset is mobilised within 60 minutes of request to mobilise	-	-	**No mobilisations**	**No mobilisations**	**No Mobilisations**	**No Mobilisations**
Percentage of times the National Resilience Assets (DIM G8 and MDU G9) are available for emergency response	-	-	-	-	**99.99%**	**99.89%**

Trend Analysis: Corporate Outcome Improved Health Outcomes						
	2017/18	**2018/19**	**2019/20**	**2020/21**	**2021/22**	**2022/23**
Percentage of Safe and Well visits that led to a positive intervention		14%	17%	0.4%	2%	6%

PROFESSIONAL, PROUD, PASSIONATE PEOPLE

We want our People to be Professional,
Proud and Passionate

Performance Summary: Professional, Proud, Passionate People

Below is a summary of our performance for the period 1st April 2022 to 30th June 2022 against our Corporate Goal 2

	Performance compared to previous year assessed as	Performance compared to 5 years average assessed as	Performance compared to Target assessed as
A Healthy Workforce	Adequate Performance	Adequate Performance	Requires Improvement
A Safe Workforce, Safe Workplaces	Performing Well	Performing Well	Performing Well
A Competent Workforce, Outstanding Leaders	Performing Strongly	Not Measured	Requires Improvement
An Inclusive and Great Place to Work	annual indicator	annual indicator	annual indicator

Corporate Goal: Professional, Proud and Passionate People

Corporate Objective: Recruit, develop and maintain a professional, diverse and value driven workforce; ensure that Cleveland Fire Brigade is a great, fair and inclusive place to work

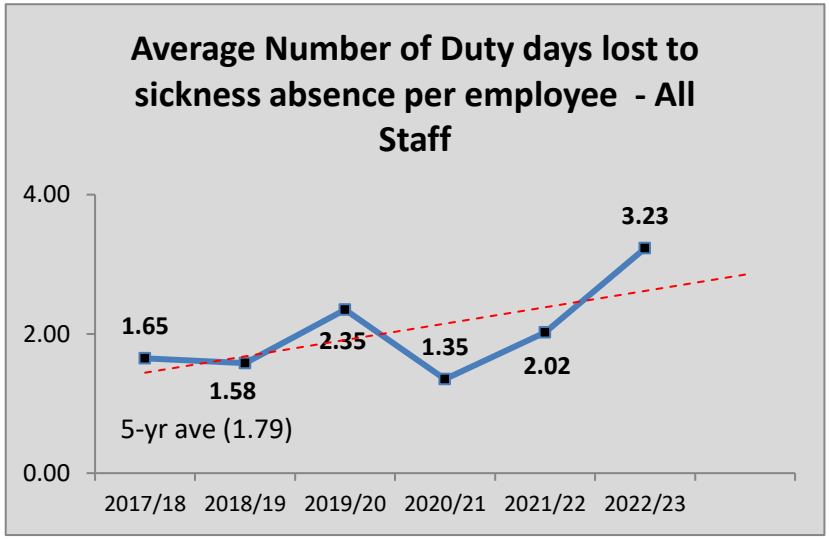
Corporate Outcome: A Healthy Workforce

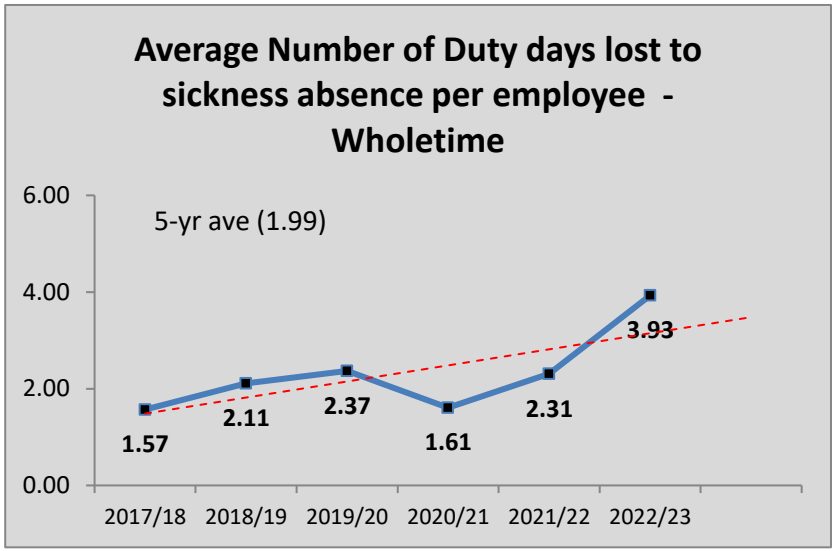
	Indicator	5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
2.1.1.1	Percentage of operational staff who have completed fitness assessments during year	36%	38%	58%	20% ⇧	22% ⇧	100%	-42% ⇩
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)*	73%	96%	96%	-% ⇔	23% ⇧	100%	-4% ⇩
2.1.1.4	Average Number of Duty days lost to sickness absence per employee - All Staff	1.79	2.02	3.23	60% 1.21 ⇧	80% 1.44 ⇧	2.10	54% 1.13 ⇧
2.1.1.5	Average Number of Duty days lost to sickness absence per employee - Wholetime	1.99	2.31	3.93	70% 1.62 ⇧	98% 1.94 ⇧	2.31	70% 1.62 ⇧
2.1.1.6	Average Number of Duty days lost to sickness absence per employee - Retained	1.13	0.79	0.08	-90% -0.71 ⇩	-93% -1.05 ⇩	1.67	-95% -1.59 ⇩
2.1.1.7	Average Number of Duty days lost to sickness absence per employee - Fire Control	2.34	5.46	7.88	44% 2.42 ⇧	237% 5.54 ⇧	1.67	371% 6.21 ⇧
2.1.1.8	Average Number of Duty days lost to sickness absence per employee - Green Book	1.62	1.63	2.91	79% 1.28 ⇧	80% 1.29 ⇧	1.83	59% 1.08 ⇧
2.1.1.9	Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness	24%	27%	38%	11% ⇧	14% ⇧	-	-
2.1.1.10	Number of people who exceed Phased Return Limits	1	0	2	100% 2 ⇧	100% 1 ⇧	0	100% 2 ⇧
2.1.1.11	Number of people who exceed Modified Duties Limits	6	9	12	33% 3 ⇧	100% 6 ⇧	0	100% 12 ⇧
2.1.1.12	Length of time on Phased Return Duty*	-	0	32	100% 32 ⇧	No Comparator Information	-	-
2.1.1.13	Length of time on Modified Duties*	-	1023	582	-43% -441 ⇩	No Comparator Information	-	-
	A Healthy Workforce Overall Performance Judgement				**Adequate Performance**	**Adequate Performance**		**Requires Improvement**

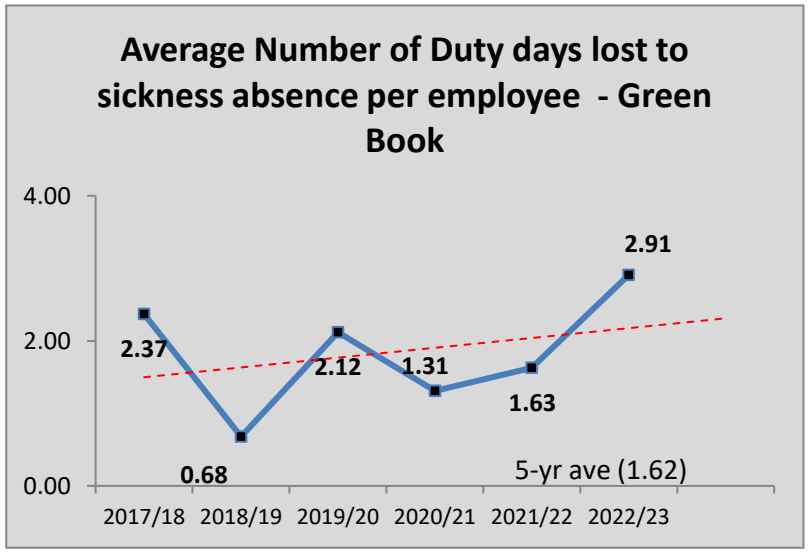
*** cumulative days**

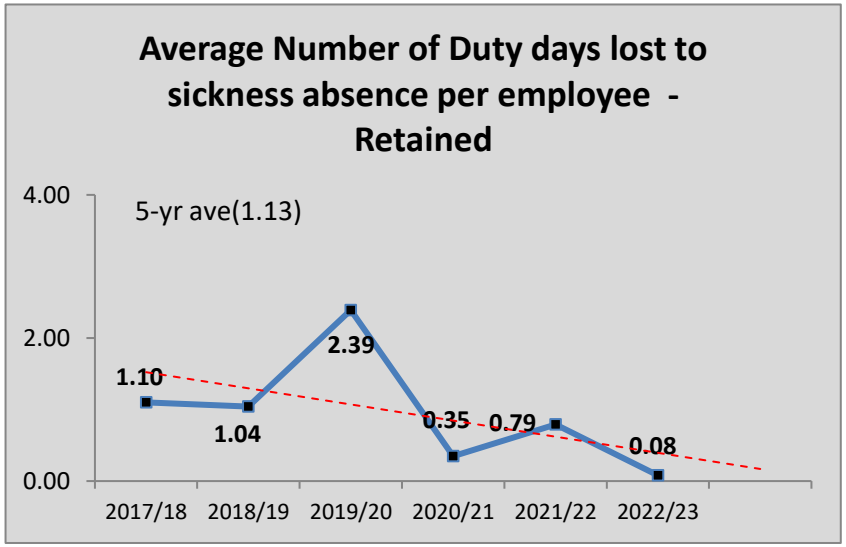
Trend Analysis: Corporate Outcome A Healthy Workforce							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average *
Percentage of operational staff who have completed fitness assessments during year	-	57%	47%	0%	38%	58%	36%
Percentage of Operational staff Achieving Passes in Relevant VO2 Rates	-	98%	96%	0%	96%	96%	73%
Average Number of Duty days lost to sickness absence per employee - All Staff	1.65	1.58	2.35	1.35	2.02	3.23	1.79
Average Number of Duty days lost to sickness absence per employee - Wholetime	1.57	2.11	2.37	1.61	2.31	3.93	1.99
Average Number of Duty days lost to sickness absence per employee - Retained	1.10	1.04	2.39	0.35	0.79	0.08	1.13
Average Number of Duty days lost to sickness absence per employee - Fire Control	1.30	0.45	3.05	1.42	5.46	7.88	2.34
Average Number of Duty days lost to sickness absence per employee - Green Book	2.37	0.68	2.12	1.31	1.63	2.91	1.62
Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness	-	14%	25%	29%	27%	38%	24%
Number of People who exceed Phased Return Limits	-	-	0	1	0	2	1
Number of people who exceed Modified Duties Limits	-	-	4	5	9	12	6
Length of Time on Phased Return Duty	-	-	-	54	0	32	-
Length of Time on Modified Duties	-	-	-	-	1023	582	-

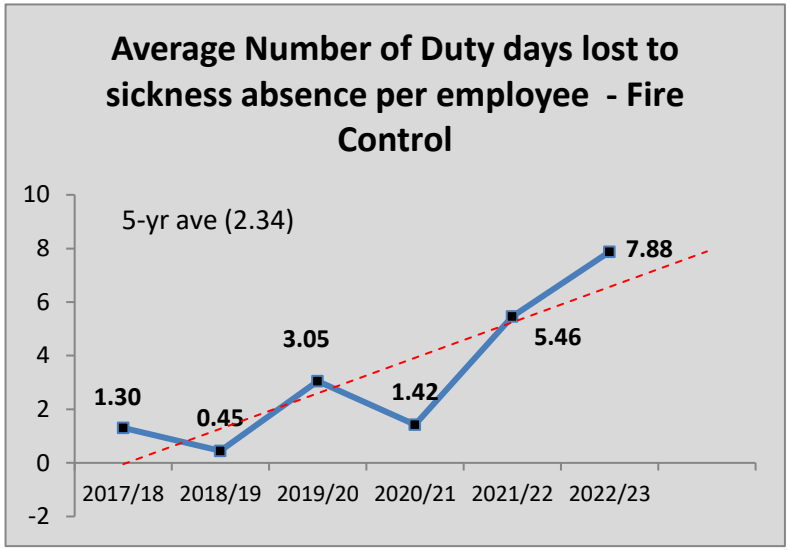
* 3 or 4-year average may be calculated where 5 years data not available

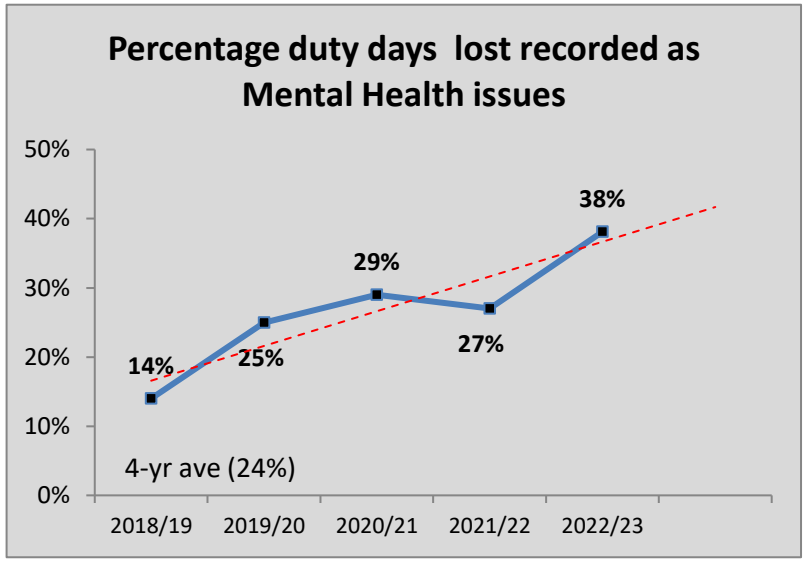

Average Number of Duty days lost to sickness absence per employee - All Staff
4.00
2.00
0.00
1.65
1.58
2.35
1.35
2.02
3.23
5-yr ave (1.79)
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23

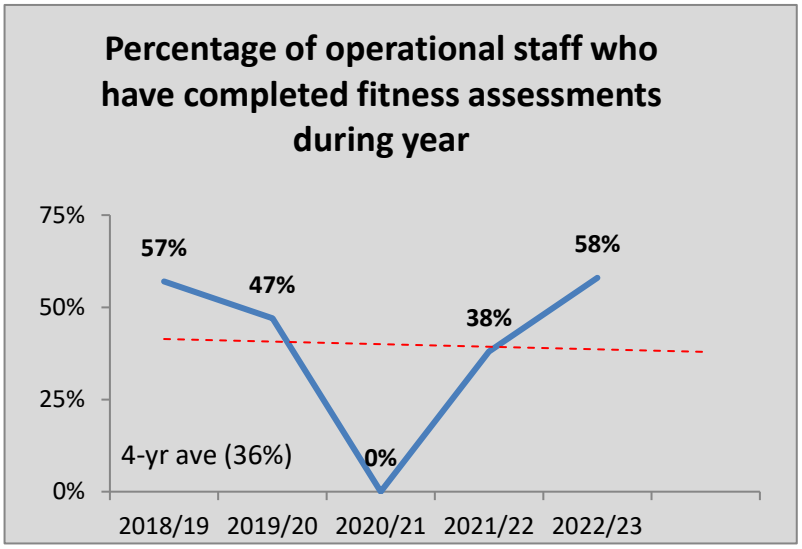

Average Number of Duty days lost to sickness absence per employee - Wholetime
6.00
4.00
2.00
0.00
5-yr ave (1.99)
1.57
2.11
2.37
1.61
2.31
3.93
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23

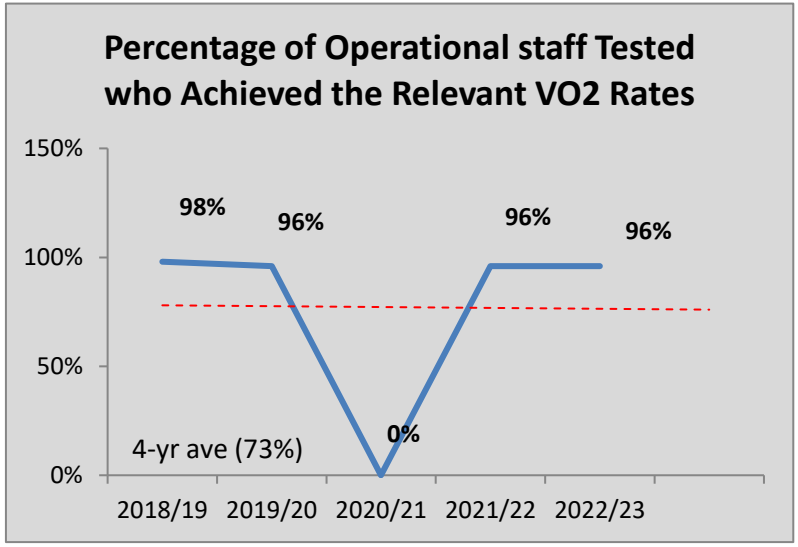

Average Number of Duty days lost to sickness absence per employee - Green Book
4.00
2.00
0.00
2.37
0.68
2.12
1.31
1.63
2.91
5-yr ave (1.62)
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23


Average Number of Duty days lost to sickness absence per employee - Retained
4.00
2.00
0.00
5-yr ave(1.13)
1.10
1.04
2.39
0.35
0.79
0.08
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23


Average Number of Duty days lost to sickness absence per employee - Fire Control
5-yr ave (2.34)
10
8
6
4
2
0
-2
1.30
0.45
3.05
1.42
5.46
7.88
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23


Percentage duty days lost recorded as Mental Health issues
50%
40%
30%
20%
10%
0%
14%
25%
29%
27%
38%
4-yr ave (24%)
2018/19
2019/20
2020/21
2021/22
2022/23


Percentage of operational staff who have completed fitness assessments during year
75%
50%
25%
0%
57%
47%
0%
38%
58%
4-yr ave (36%)
2018/19
2019/20
2020/21
2021/22
2022/23


Percentage of Operational staff Tested who Achieved the Relevant VO2 Rates
150%
100%
50%
0%
98%
96%
0%
96%
96%
4-yr ave (73%)
2018/19
2019/20
2020/21
2021/22
2022/23

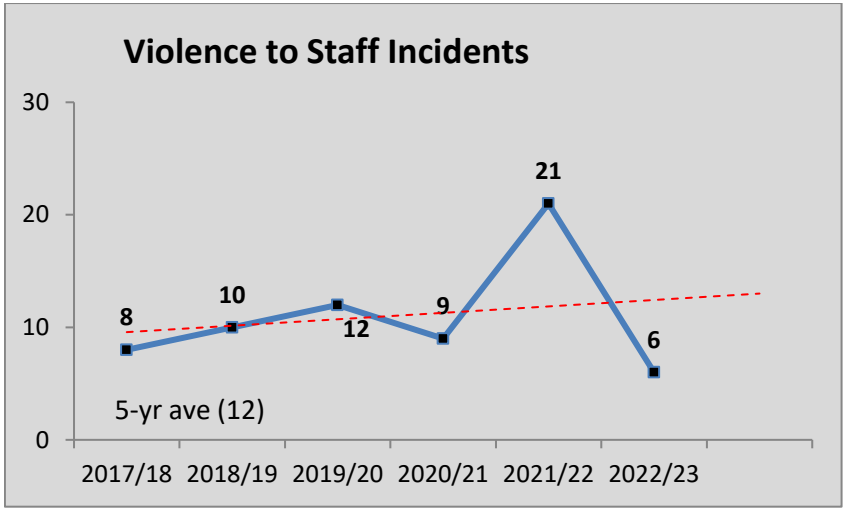
Corporate Goal: Professional, Proud and Passionate People

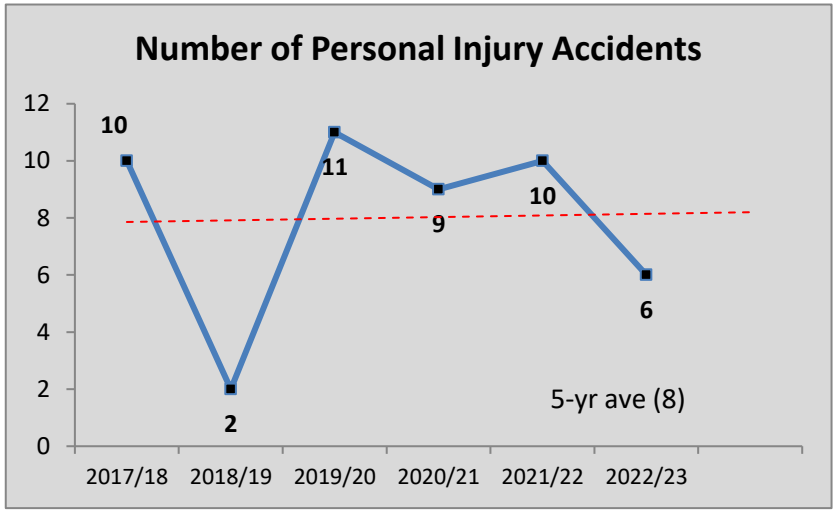
Corporate Objective: Recruit, develop and maintain a professional, diverse and value driven workforce; ensure that Cleveland Fire Brigade is a great, fair and inclusive place to work

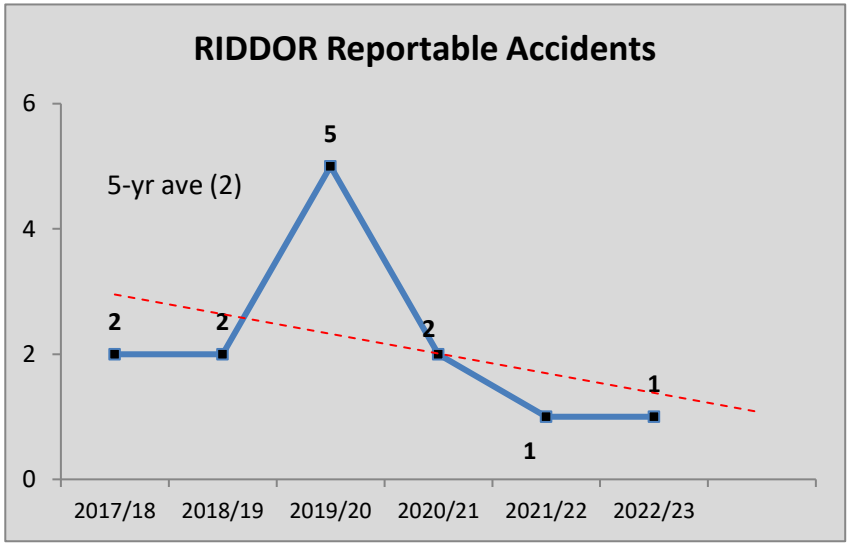
Corporate Outcome : A Safe Workforce, Safe Workplaces

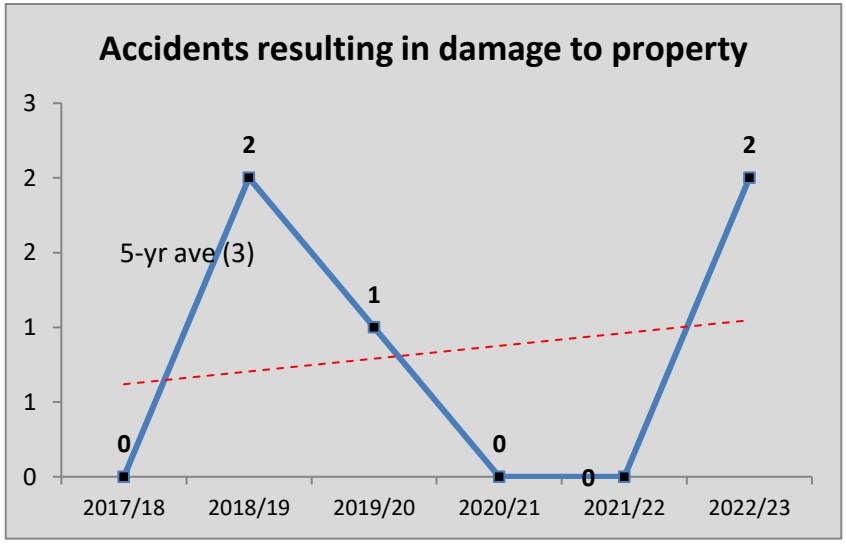
Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
2.1.2.1	Number of Violence to Staff Incidents (verbal and/or physical)	12	21	6	-71% -15 ⇩	-50% -6 ⇩	15	-60% -9 ⇩
2.1.2.2	Number of RIDDOR Reportable Accidents	2	1	1	-% ⇔	-50% -1 ⇩	0	100% 1 ⇧
2.1.2.3	Number of Personal Injury Accidents	8	10	6	-40% -4 ⇩	-25% -2 ⇩	7	-14% -1 ⇩
2.1.2.4	Number of Accidents resulting in damage to property	1	0	2	100% 2 ⇧	100% 1 ⇧	0	100% 2 ⇧
2.1.2.5	Number of Near Misses	3	1	7	600% 6 ⇧	133% 4 ⇧	3	133% 4 ⇧
2.1.2.6	Number of Vehicle Accidents	10	11	3	-73% -8 ⇩	-70% -7 ⇩	4	-25% -1 ⇩
2.1.2.7	Cause for Concern	3.43	0.60	0.83	data for information		-	-
A Safe Workforce, Safe Workplaces Overall Performance Judgement					Performing Well	Performing Well		Performing Well

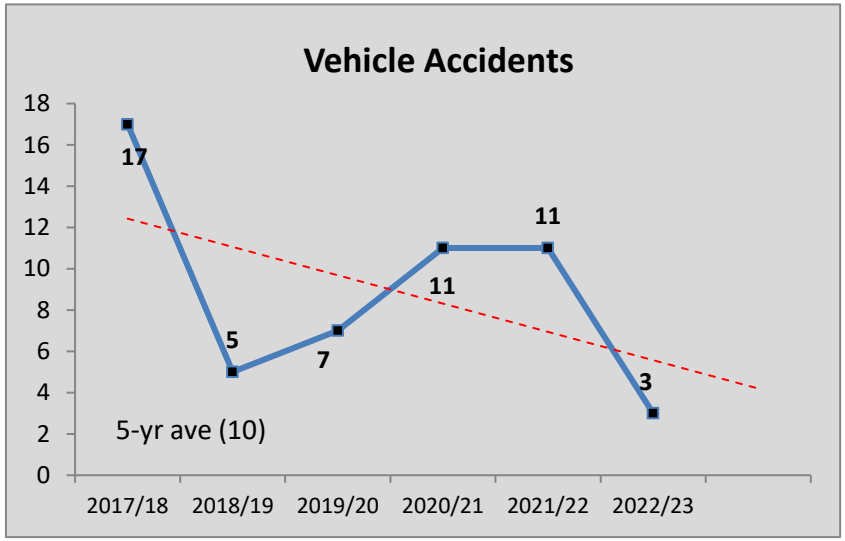
Trend Analysis: Corporate Outcome A Safe Workforce, Safe Workplaces							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average *
Number of Violence to Staff Incidents (verbal and/or physical)	8	10	12	9	21	6	12
Number of RIDDOR Reportable Accidents	2	2	5	2	1	1	2
Number of Personal Injury Accidents	10	2	11	9	10	6	8
Number of Accidents resulting in damage to property	0	2	1	0	0	2	1
Number of Near Misses	3	6	4	3	1	7	3
Number of Vehicle Accidents	17	5	7	11	11	3	10
Cause for Concern (as a proportion of injuries)	0.60	9.50	1.91	4.56	0.60	0.83	3.43

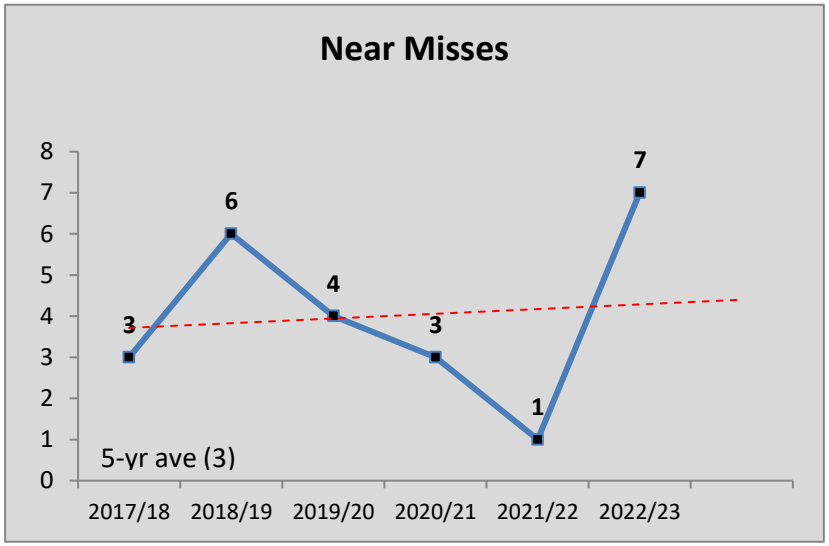

Violence to Staff Incidents
30
20
10
0
8
10
12
9
21
6
5-yr ave (12)
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23

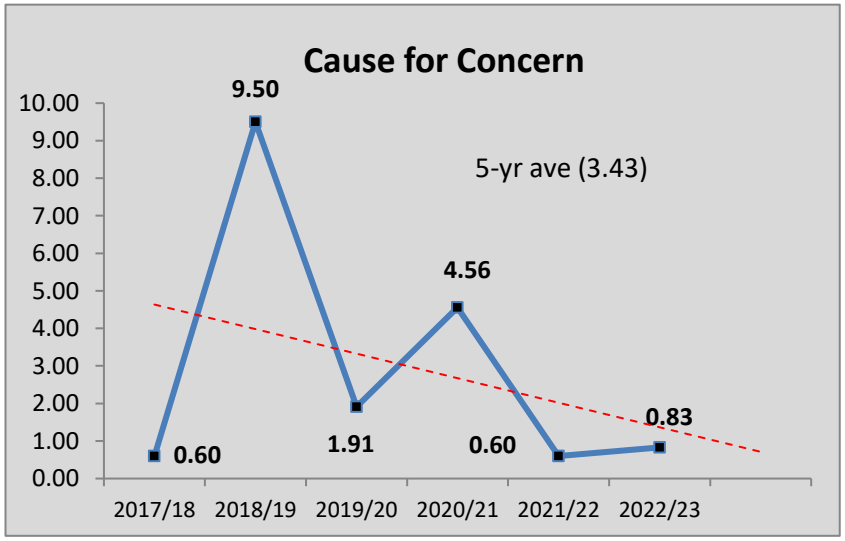

Number of Personal Injury Accidents
12
10
8
6
4
2
0
10
2
11
9
10
6
5-yr ave (8)
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23


RIDDOR Reportable Accidents
6
4
2
0
2
2
5
2
1
1
5-yr ave (2)
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23


Accidents resulting in damage to property
3
2
2
1
1
0
0
2
1
0
0
2
5-yr ave (3)
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23


Vehicle Accidents
18
16
14
12
10
8
6
4
2
0
17
5
7
11
11
3
5-yr ave (10)
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23


Near Misses
8
7
6
5
4
3
2
1
0
3
6
4
3
1
7
5-yr ave (3)
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23


Cause for Concern
10.00
9.00
8.00
7.00
6.00
5.00
4.00
3.00
2.00
1.00
0.00
9.50
0.60
1.91
4.56
0.60
0.83
5-yr ave (3.43)
2017/18
2018/19
2019/20
2020/21
2021/22
2022/23

Corporate Goal: Professional, Proud and Passionate People

Corporate Objective: Recruit, develop and maintain a professional, diverse and value driven workforce; ensure that Cleveland Fire Brigade is a great, fair and inclusive place to work

Corporate Outcome: A Competent Workforce, Outstanding Leaders

	Indicator	5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
2.2.1.3	Maintaining Competence: Percentage of Operational and Fire Control personnel (WT/Retained/Fire Control from FF to GM Level) who have been assessed as maintaining competency aligned to PDR core skills	-	79%	87%	+8% ⇧	No Comparator Information	100%	-13% ⇩
2.2.1.4	Maintaining Competence: Percentage of Green Book Personnel (Grade A - J) who have been assessed as maintaining competence aligned to PDR Core Skills	-	28%	68%	+40% ⇧	No Comparator Information	100%	-32% ⇩
2.2.1.6	Percentage of staff who have received a Personnel Development Review during the current financial year	annual indicator			No Comparator Information	No Comparator Information	-	-
2.2.1.7	Percentage of Personnel who have completed training on areas identified within the approved Training Needs Assessment	annual indicator			No Comparator Information	No Comparator Information	-	-
2.2.1.8	Percentage of operational exercises undertaken and completed as a proportion of the Annual Operational Exercise Programme	annual indicator			No Comparator Information	No Comparator Information	-	-
A Competent Workforce, Outstanding Leaders Overall Performance Judgement					**Performing Strongly**	**Not Measured**		**Requires Improvement**

AWAITING DATA

Corporate Goal: Professional, Proud and Passionate People

Corporate Objective: Recruit, develop and maintain a professional, diverse and value driven workforce; ensure that Cleveland Fire Brigade is a great, fair and inclusive place to work

Corporate Outcome: An inclusive and Great Place to Work

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

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

EFFICIENT, SUSTAINABLE RESOURCES

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

Performance Summary: Efficient, Sustainable Resources

Below is a summary of our performance for the period 1st April 2022 to 30th June 2022 against our Corporate Goal 3

	Performance compared to previous year assessed as	Performance compared to 5 years previous assessed as	Performance compared to Target assessed as
Efficient and Effective Use of Resources	**Performing Well**	**No Comparator**	**Performing Well**
A Greener, More Sustainable Organisation	**Under Development**	**Under Development**	**Under Development**

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; capitalise on insight, learning and technological advances; pursue opportunities to collaborate; contribute to a more sustainable future for our next generations

Corporate Outcome: Efficient and Effective Use of Resources

	Indicator	5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
3.1.1.1	Number of Internal Audit reports classed as limited assurance or below	-	0	0	-% ⇔	No Comparator Information	0	-% ⇔
3.1.1.2	Number of Internal Audit recommendations not completed and signed off by Internal Audit by the due deadline	-	0	0	-% ⇔	No Comparator Information	0	-% ⇔
3.1.1.3	Public Contracts Regulations 2015: Percentage of invoices paid within 30 days	-	100% (1079/1079)	99.7% (1186/1190)	-0.3% ⇩	No Comparator Information	100%	-0.3% ⇩
3.1.1.4	Public Contracts Regulations 2015: Interest Paid due to late payment of invoices	-	£0.00	£0.00	-% ⇔	No Comparator Information	0	-% ⇔
3.1.1.5	Procurement ROI (Return on Investment)	annual indicator			No Comparator Information	No Comparator Information	-	-
3.1.1.6	Compliant Spend	annual indicator			No Comparator Information	No Comparator Information	-	-
3.1.1.7	Supporting our Communities	annual indicator			No Comparator Information	No Comparator Information	-	-
3.1.2.1	Number of Malicious False Alarms	-	28	42	50% 14 ⇧	No Comparator Information	30	40% 12 ⇧
3.1.2.2	Percentage of Malicious False Alarms resulting in mobilisation of a fire appliance	-	78%	86%	8% ⇧	No Comparator Information	-	-
3.1.3.1	Staff Turnover: Percentage of staff leaving the Brigade as a proportion of the total workforce	-	2.00%	2.14%	0.14% ⇧	No Comparator Information	-	-
1.1.2.9	Percentage of call questioned Non Domestic Fire Alarm Calls where no fire is confirmed that the Brigade attends	-	23%	8%	-15% ⇩	No Comparator Information	-	-
2.5.1.1	Percentage of time 18 or more appliances are available to respond to Emergency Calls*	-	49%	20%	-29% ⇩	No Comparator Information	-	-
2.5.1.2	Percentage of time Retained appliances are available for operational response	-	58%	51%	-7% ⇩	No Comparator Information	-	-
	Efficent and Effective Use of Resources Performance Judgement				**Performing Well**	No Comparator		**Performing Well**

Corporate Goal: Efficient, Sustainable Resources

Corporate Objective: promote good governance and be transparent and accountable to our communities for the provision of an efficient, effective and value for money fire and rescue service; capitalise on insight, learning and technological advances; pursue opportunities to collaborate; contribute to a more sustainable future for our next generations

Corporate Outcome: A Greener, More Sustainable Organisation

Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
	Measures under development	**-**	-	-	Measures Under Development	Measures Under Development	-	**-**
Value for Money Overall Performance Judgement					**Measures Under Development**	**Measures Under Development**		**Measures Under Development**

EMERGENCY RESPONSE BENCHMARKS SUMMARY

EMERGENCY RESPONSE BENCHMARKS

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

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

Response Benchmarks

Fire Control and Mobilisation

Indicator		5 year average	2022/23	Target	% Direction of travel from target
1.1.5.9	Average time taken to answer an emergency 999 call (7 seconds)	6.36	6.12	7	-13% ⇩
1.1.5.10	Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	86	76	100	-24% ⇩
1.1.5.11	Percentage of times a fire appliance is dispatched to an emergency in 2 minutes	91%	92%	98%	-6% ⇩
1.1.5.12	Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	98%	96%	100%	-4% ⇩
1.1.5.13	Percentage of Retained appliances meeting the Book Mobile threshold of 5 Minutes	74%	76%	100%	-24% ⇩

Building Fires

Indicator		5 year average	2022/23	Target	% Direction of travel from target
1.1.1.10	Average time of first appliance attendance to a Dwelling Fire (7 Minutes)	00:04:57	00:05:06 (313/363)	00:07:00	27% ⇩
1.1.1.11	First appliance attendance to a Dwelling Fire within 10 minutes on 90% of occasions	97%	97% (352/363)	90%	7% ⇧
1.1.1.12	Average time of second appliance to attend a Dwelling Fire incident (10 minutes)	00:06:56	00:07:26 (264/304)	00:10:00	26% ⇩
1.1.2.10	Average time of first appliance attendance to a building fire (7 Minutes)	00:04:57	00:05:03 (501/586)	00:07:00	28% ⇩
1.1.2.11	First appliance attendance to building fires within 10 minutes on 90% of occasions	97%	98% (574/586)	90%	8% ⇧
1.1.2.12	Average time of second appliance to attend a building fire incident (10 minutes)	00:06:54	00:07:34 (365/431)	00:10:00	24% ⇩

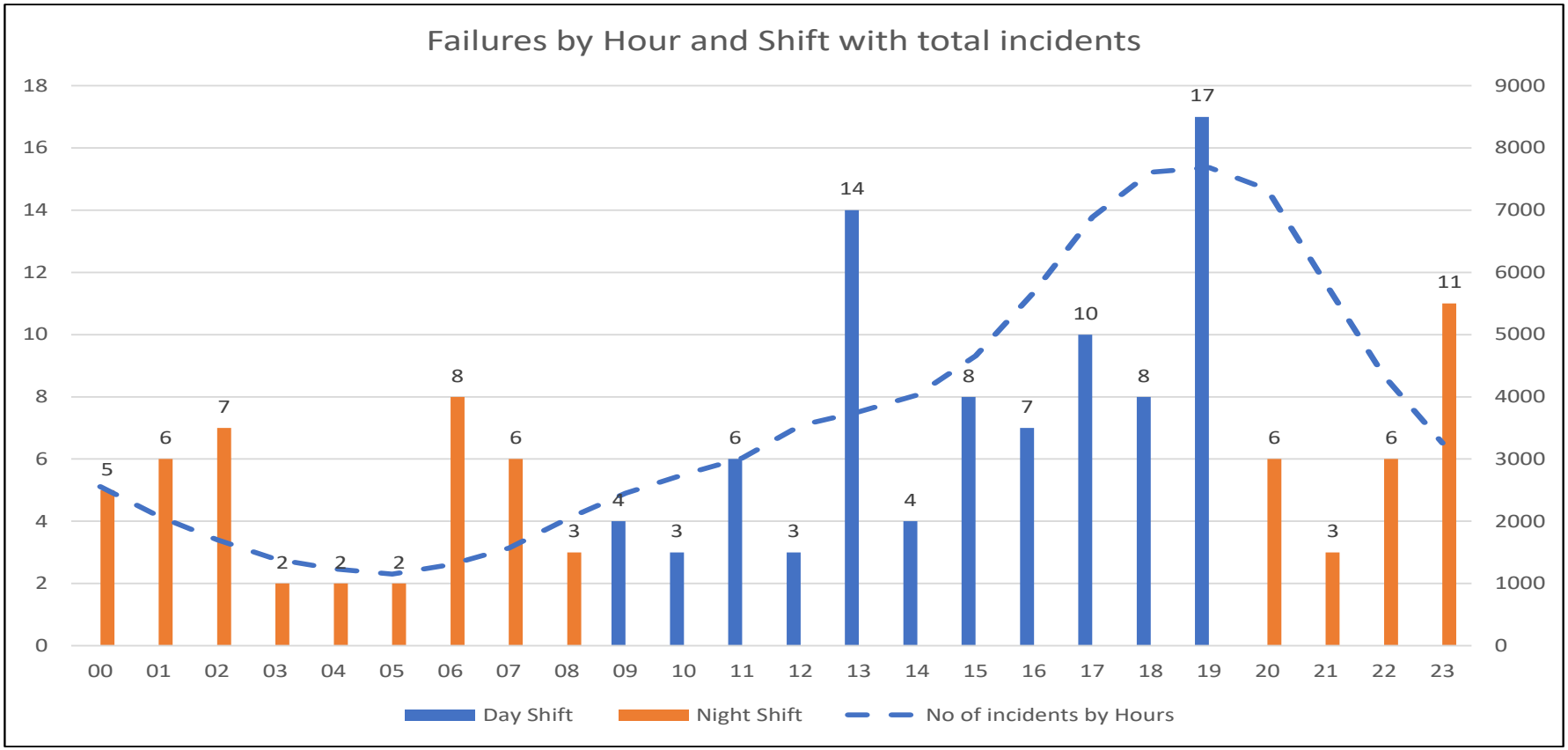
Road Traffic Collisions

Indicator		5 year average	2022/23	Target	% Direction of travel from target
1.1.3.5	Average time of first appliance attendance to an immediate life threatening / rescue RTC (8 minutes)	00:05:30	00:04:44 (49/53)	00:08:00	41% ⇩

High Hazard

Indicator		5 year average	2022/23	Target	% Direction of travel from target
1.1.4.2	Average time of first appliance attendance to an incident at an industrial site (7 minutes)	00:04:41	00:04:07 (3/3)	00:07:00	41% ⇩
1.1.4.3	Average time full mobilisation requirement of appliances to an industrial fire (20 minutes)	-	No reported mobilisations	00:20:00	-
1.1.4.4	Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	-	00:15:41 (1/1)	00:16:00	2% ⇩

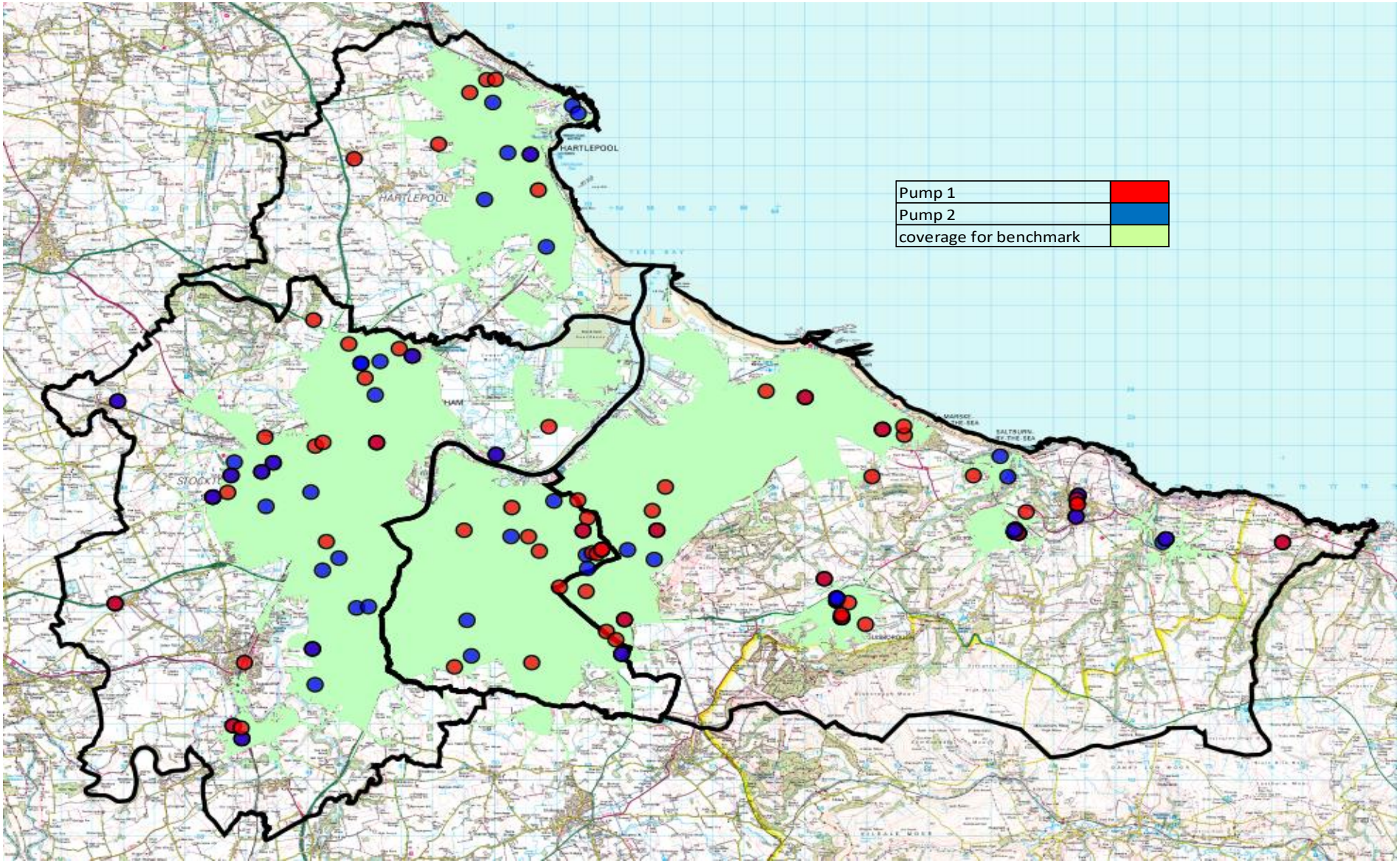
Appliance Failures by Hour and Shift



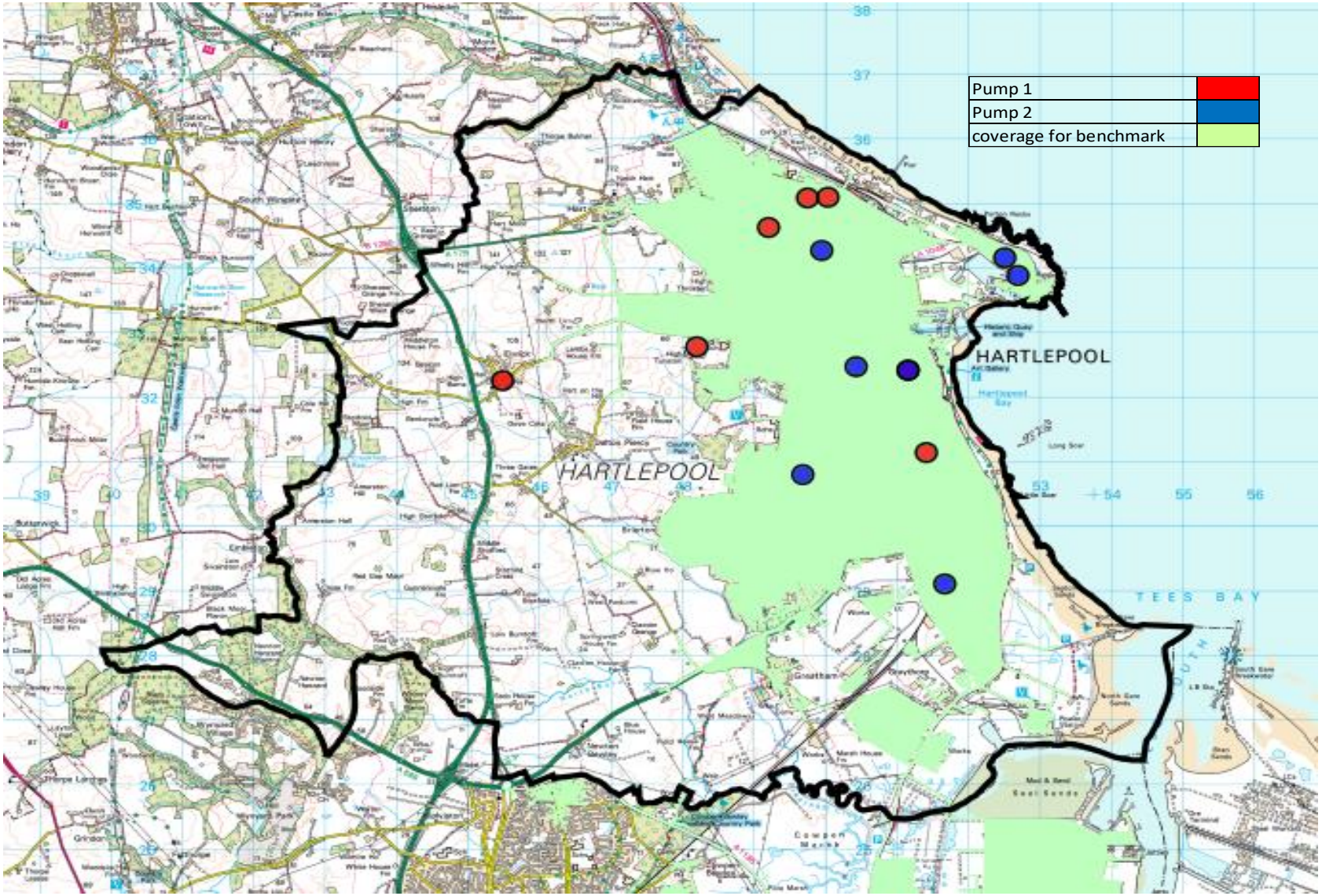
1st Pump Time Taken to arrive at scene	Total
07:00 - 07:59	**40**
08:00 - 08:59	**26**
09:00 - 09:59	**7**
10:00 - 10:59	**4**
11:00 - 11:59	**4**
12:00 - 12:59	**1**
13:00 - 13:59	**1**
14:00 - 14:59	**1**
>15	**1**
TOTAL	**85**

End Main Type 1st Pump	Total
F1	**27**
F3	**1**
FA	**33**
FG	**22**
FM	**2**
SE	**0**
TOTAL	**85**

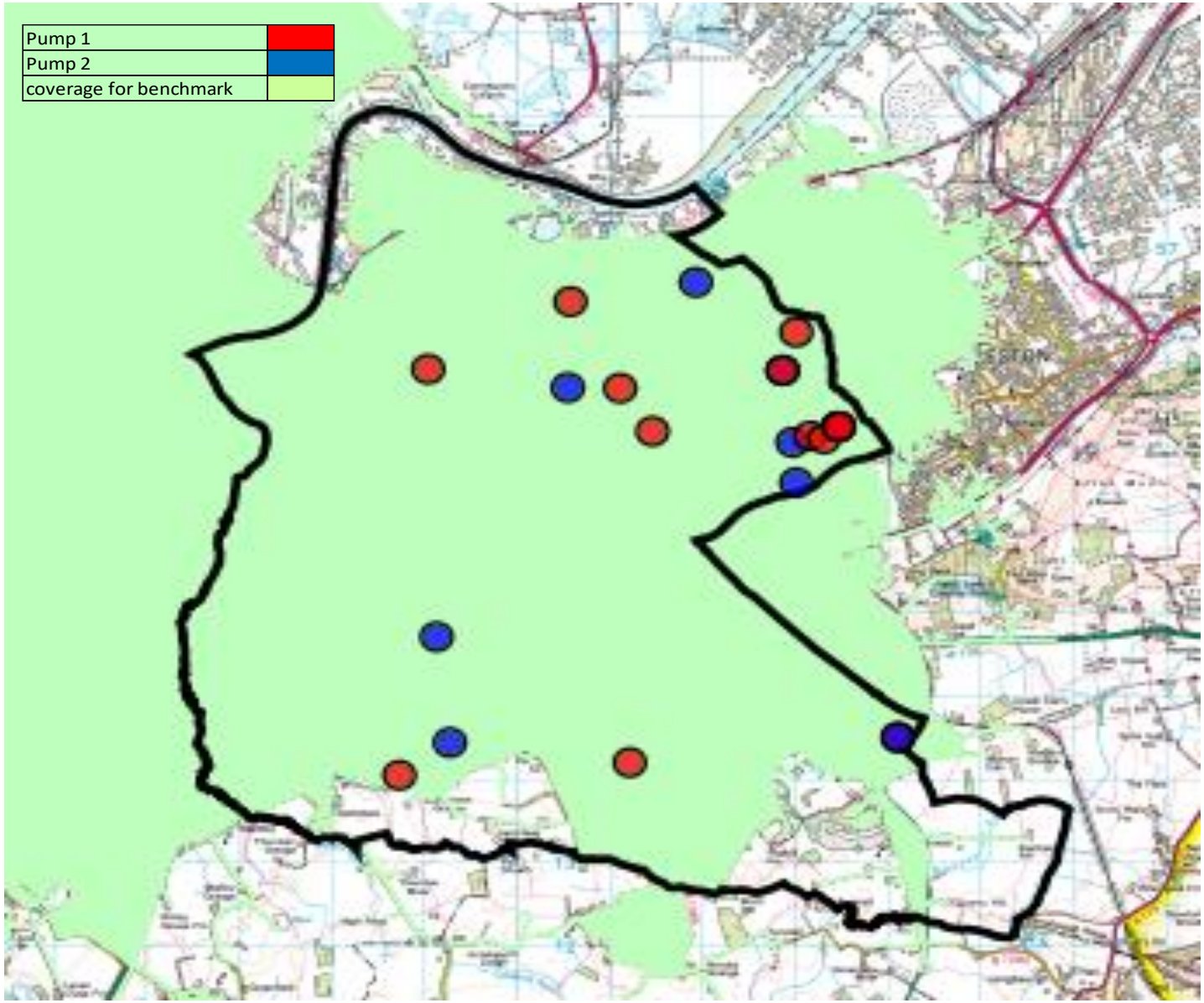
Map of 1st and 2nd Benchmark failures (Building Fire Risk) overlaid against 7 minute Isochrone



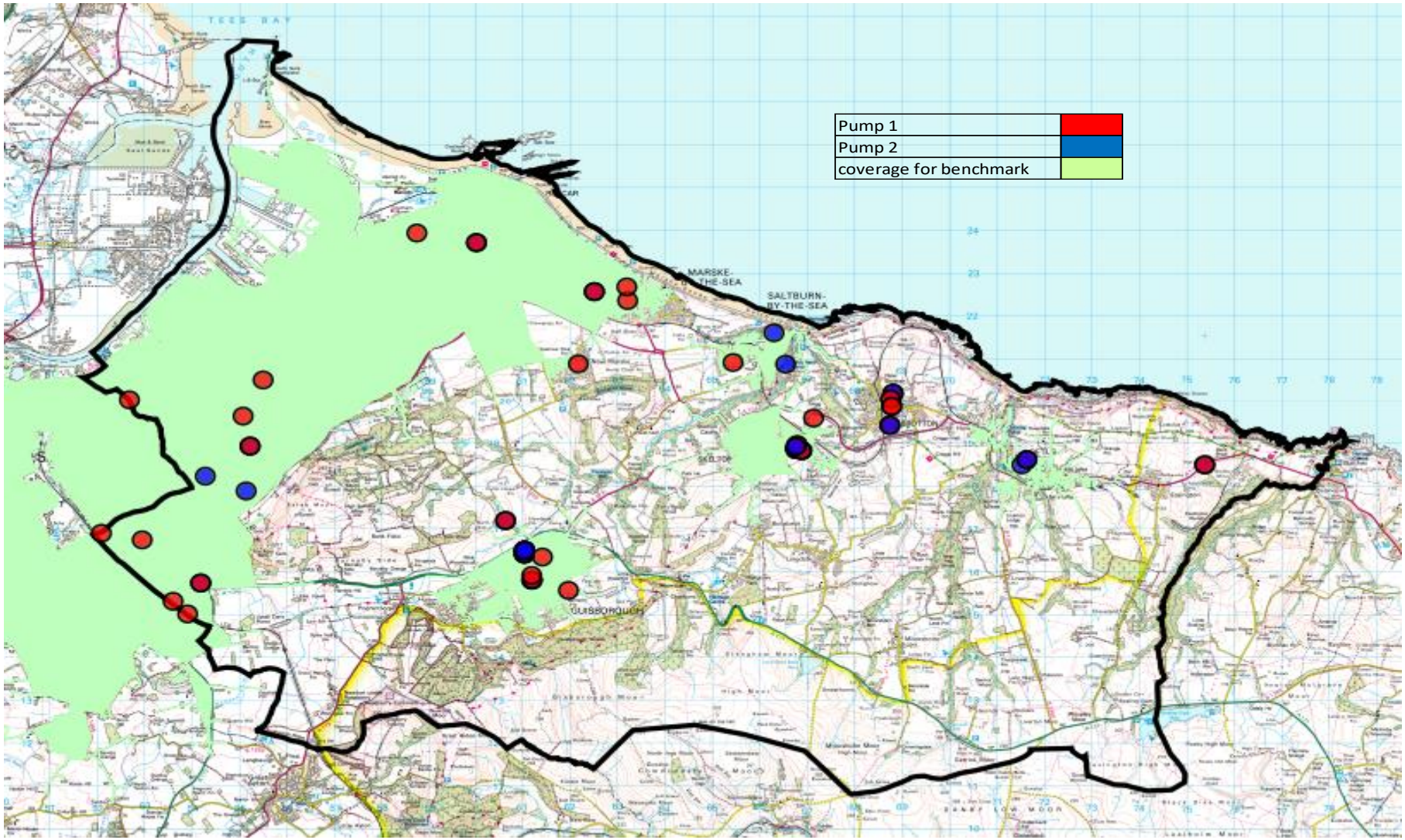
Hartlepool District



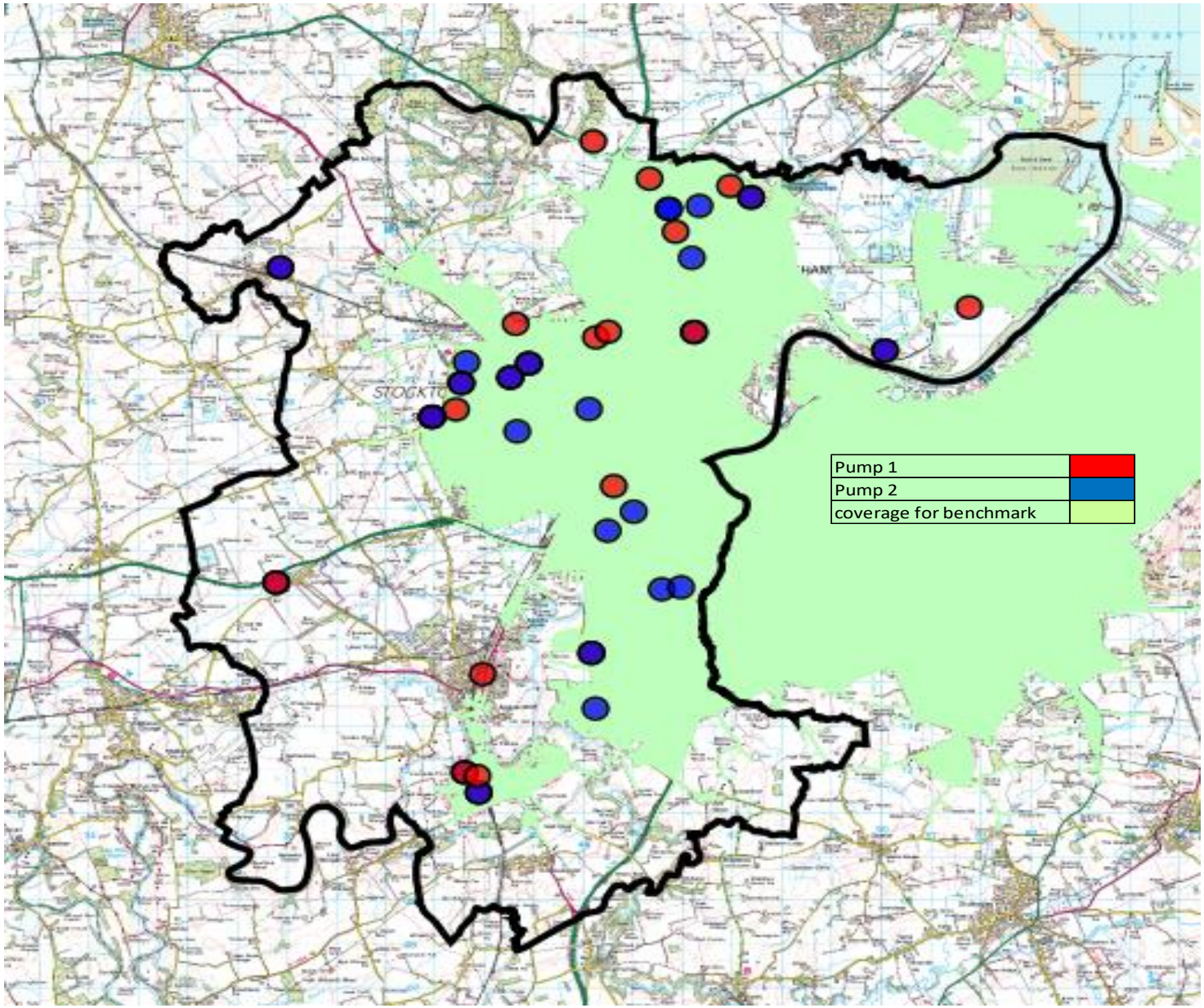
Middlesbrough District



Redcar & Cleveland District



Stockton District



Glossary of Terms

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

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

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

COMAH sites: Control Of Major Accident Hazards;

CIRMP: Community Integrated Risk Management Plan;

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

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

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

Fatalities: fatal casualties occurring at an incident;

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

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

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

HFSV: Home Fire Safety Visit;

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

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

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

Primary Fires: fires that occur within a property;

RAG: A performance rating using an assigned colour scheme;

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

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

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

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

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

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

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

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

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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

Jeśli chcieliby Państwo otrzymać ten dokument w innym języku, w wersji dużym drukiem lub pisany alfabetem Braille'a, prosimy o kontakt z nami.

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

உங்களுக்கு இந்த ஆவணம் ஒர, மாற்ற மொழியில், பரெிய அச்ச, அல்லத பிரயெிலில் தவேைப்பட்டால், எங்களைத் தொடர்பு கொள்ள தயங்க வண்டாம்.

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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