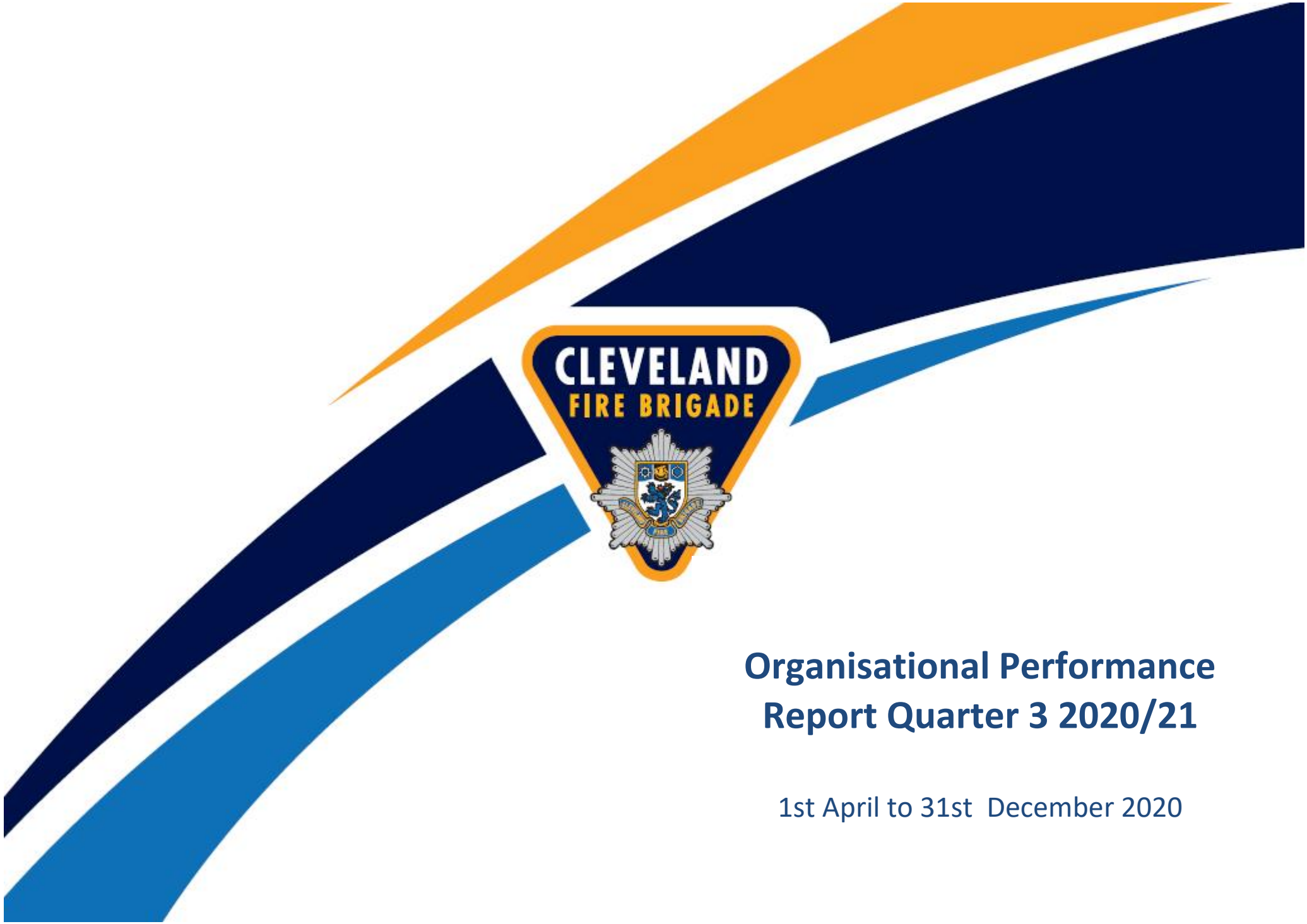


Organisational Performance Report Quarter 3 2020/21

1st April to 31st December 2020

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 Strategic, 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 producing this report all incidents have been completed by our Operational Managers and quality assured through the approved data quality framework.

Any amendments to the data supporting this report after January 22nd 2021, such as reclassification of incidents following fire investigations, will not be represented in the information reported.

When considering and contextualising the information contained within the report and in particular comparing to previous years, care must be taken as the period covered by this report coincides with the Covid lockdown period and the changes in the way services were delivered by the Brigade during this period.

CONTENTS

Section		Page Number
	Performance Overview	5
1	Incident Profile	16
2	Measuring Performance	17
3	Brigade Performance	19
3	Safer Stronger Communities	20
4	Proud Passionate Professional and Inclusive Workforce	49
5	Efficient Use of Resources	64
6	Emergency Response Benchmarks	69
7	Glossary of Terms	76
	Contact Details	78

Introduction

This report provides details of Cleveland Fire Brigade's performance for the period 1st April 2020 to 31st December 2020. 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 3 Strategic Goals that support the achievement of our vision by guiding our priorities and work.

Each goal is underpinned by strategic objectives which deliver a number of strategic 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 Strategic Goals and associated strategic outcomes. A suite of 'umbrella strategies' direct service delivery which support the delivery of our vison and outcomes.

The folowing sections highlight areas of performance on an exceptions basis that require continued monitoring as there is a risk that the umbrella strategies directing the services may not be totally effective.

Information of all performance is detailed in the body of the report.

Performance Overview

Total Incidents

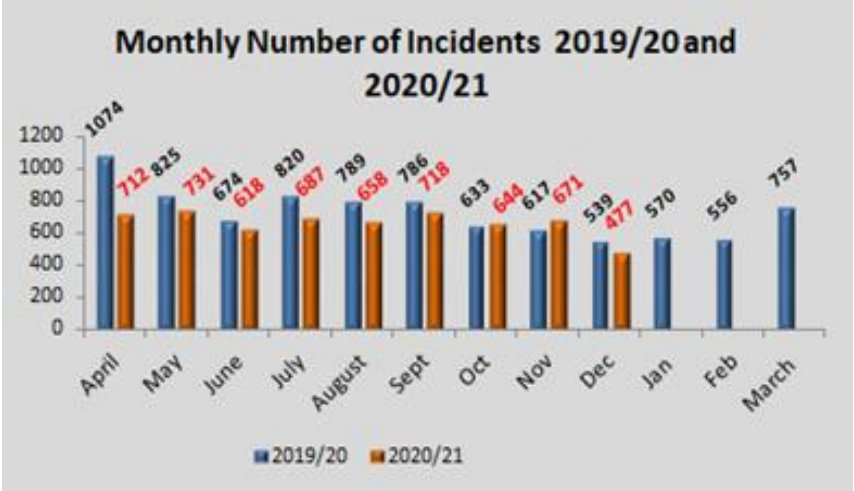
CFB traditionally attends more emergency response incidents per head of population than the average across the country, in 2019/20 this was 1,510 incidents per 100,000 population compared with 990 incidents per 100,000 population. This is predominantly due to the volume of secondary fires we attend where in absolute terms we attended the 5th highest number of such incidents in the country.

Over the past 5 years (from available information) 2014/15 to 2019/20 nationally the rate of incidents has increased by 5.25% compared to an increase of 2.80% within CFB.

Current Years Performance

In the first 9 months of the year CFB experienced a reduction in the number of incidents attended when compared to the equivalent period last year. Over 9 months there has been **5915** incidents attended which is a **12% (835)** reduction in incidents attended compared to 2019/20. All incident types apart from out of area incidents have experienced a reduction in numbers.

Within the Brigade, during 2020/21 The first quarter experienced a reduction of **-512 (20%)** incidents attended. During the second quarter the Brigade responded to **-332 (14%)** fewer incidents and in the third quarters there has been a minor increase of **3 i**ncidents attended when compared to the equivalent number in 2019/20.



How we compare Nationally 2020/21

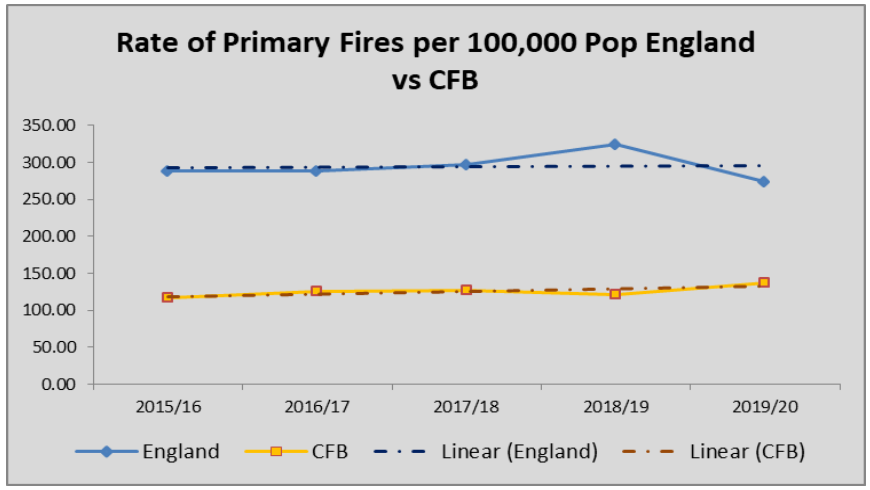
From recently published information by the Home office, in the first quarter of 2020/21 the average number of incidents attended nationally reduced by **5.3%** compared to a reduction in the Cleveland Fire Brigade area of **20%**.

Primary Fires

Historic Performance and Trend

CFB traditionally attend fewer primary fire incidents per head of population than the average in the country - 137 incidents per 100,000 population compared with 274 incidents per 100,000 population in 2019/20.

Over the last 5 years (from available information) 2014/15 to 2019/20 nationally the rate of incidents has reduced by 5.12% compared to an increase of 17.3% (117 to 137 incidents per 100,000 population) within CFB.



Current Years Performance

In the first 9 months of the year CFB experienced **565 primary fire** incidents which is a reduction of **17 (3%)** to the equivalent period in 2019/20. An area of concern is that as total incidents have reduced by **12%** over this period and fire incidents have reduced by 16% over the period there has only been a reduction of **3%** in primary fire incidents.

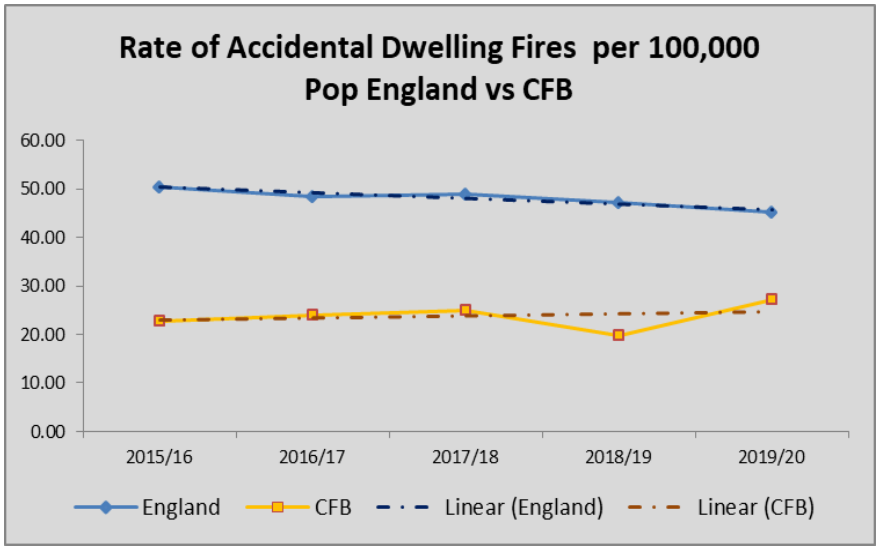
How we compare Nationally 2020/21

From recently published information by the Home office, in the first quarter of 2020/21 the average number of primary fire incidents attended nationally reduced by **5.8%** compared to an increase of **13% (+24)** in Cleveland Fire Brigade. Other building fires and Road vehicles fires are demonstrating increases within CFB area whereas nationally they were showing a decreasing trend.

Accidental Dwelling Fires

Historic Performance and Trend

For many years CFB traditionally has had the lowest number of ADFs in the country. During 2019/20 the Brigade responded to 155 ADF incidents which was the 2nd lowest rate in the country, after Warwickshire FRS. Over the last 5 years the Brigade has had the lowest number of ADFs in the country.



Over the last 5 years (from the available information) 2014/15 to 2019/20 nationally the rate of incidents has reduced by 10.12% compared to an increase of 19.13% (130 to 155 incidents per 100,000 population) within CFB.

Since 2018/19 when the Brigade incurred an exceptionally good year there has been an upward trend in numbers of ADFs which has continued in the current year where there Brigade has incurred 78 incidents, an increase of 11 (16%) compared to the equivalent period last year).

Current Years Performance

In the first 9 months of the year CFB experienced **115** accidental dwelling fire incidents which is an increase of **5 (5%)** to the equivalent period in 2019/20. An area of concern is that as total incidents have reduced by **12%** over this period and fire incidents have reduced by **16%** over the period there has been an **increase** in Accidental Dwelling Fires fire incidents.

How we compare Nationally 2020/21

From recently published information by the Home office, in the first quarter of 2020/21 the average number of Accidental Dwelling Fire incidents nationally **reduced by 1.5%** compared to an **increase of 20% (6)** in Cleveland Fire Brigade.

Safer Homes Visits (HFSVs)

There is a direct correlation between the number of HFSVs conducted and the numbers of ADFs incurred. Traditionally the Brigade has performed in excess of 18,000 targeted Safer Homes visits every year (one of the highest rates in the country per head of population) which has contributed to the exceptional performance in numbers of ADFs.

However the number of HFSVs in 2019/20 reduced to 17,293 (-870(-5%)) dropping to 4th highest rate in the country. This may have contributed to the increase in numbers being experienced. During this current year this has been compounded by Covid restricting our ability to complete face to face HFSVs.In place of face to face visits the Brigade introduced telephone discussions on Fire Safety in the home as an alternative.

Current Years Performance

During the first 9 months of this financial year there has been **9747** Safer Homes Visits completed, a combination of physical visits and telephone visits, which is a reduction of **3379 (26%)** when compared with last year. Of these visits **1770** Safe and Well Visits have been completed compared to **1823** in 2019/20, a reduction of **3% (53).**

Analysis of the main causes of ADFs indicates a shift away from the traditional main causes of fire related incidents. Whilst 'cooking related' incidents remain the main cause (27% of incidents in 20/21; 23% in 19/20), 'electrical' fires have reduced from 25% to 18%. 'Careless Handling including Negligent use of equipment' ' has increased from 23% to 26% and 'Radiated Heat' has increased to 19% from 14%.

Risk Based Inspection Programme

The Brigade has consistently completed one of the highest rates of Fire Safety Audits (reactive & proactive from the Risk Based Inspection Programme) but has consistently failed to deliver the full Risk Based Inspection Programme.

During 2019/20 1,567 (4.3 per day) Fire Safety Audits were completed (2nd highest rate in the country). 945 of these were from the Risk Based Inspection Programme (leaving 1,358 allocated audits incomplete) with the remaining 622 audits of a reactive nature.

The outcome of these audits indicate that 1,374 (88%) classed as being satisfactory with 193 (12%) classed as unsatisfactory. From these unsatisfactory audits 75 (39%) informal notifications were issued, 6 (3%) enforcement notices were issued and 18 (9%) prohibition notices issued.

Nationally 34% of audits are classed as unsatisfactory with 8% resulting in the issue of enforcement notices and 5% resulting in prohibition notices being issued.

Current Years Performance

During the current year the risk based inspection programme amounts to **2739** audits to be completed. In the 9 months ending 31st December, **666** (2.4 per day) audit inspections have been completed which is a reduction of **426 (53%)** compared to the equivalent period last year. Of these audits **390** of these were from the Risk Based Inspection Programme, (14% of the risk based inspection programme) and **276** being classed as reactive audits. The remaining 2,349 allocated audits in the RBIP are still to be completed.

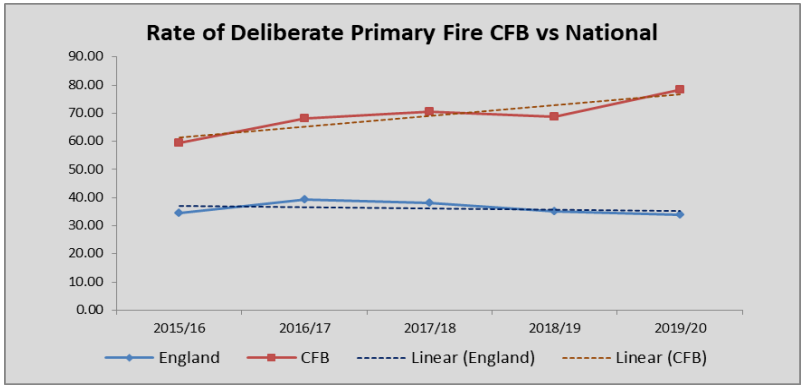
From the **426** audits completed **8 (1.8%)** enforcement notices were issued, **4** of which were still in force at the 31st December 2020.

Deliberate Fires

Deliberate Primary Fires

Historic Performance and Trend

Over the past 5 years (from available information) 2014/15 to 2019/20 nationally the rate of deliberate primary fire incidents has reduced by 1.2% compared to an increase of 31.6% (60 to 78 incidents per 100,000 population) within CFB.



Current Years Performance

In the first 9 months of the year CFB experienced **299** deliberate primary fire incidents which is a decrease of **28 (9%)** to the equivalent period in 2019/20. An area of concern is that as total incidents have reduced by **12%** over this period and fire incidents have reduced by **16%** over the period there has only been a reduction of **9%** in deliberate primary fires. On a positive note there has been a greater reduction (9%) in deliberate primary fire incidents when there has been a reduction of 4.7% in all primary fire incidents.

How we compare Nationally 2020/21

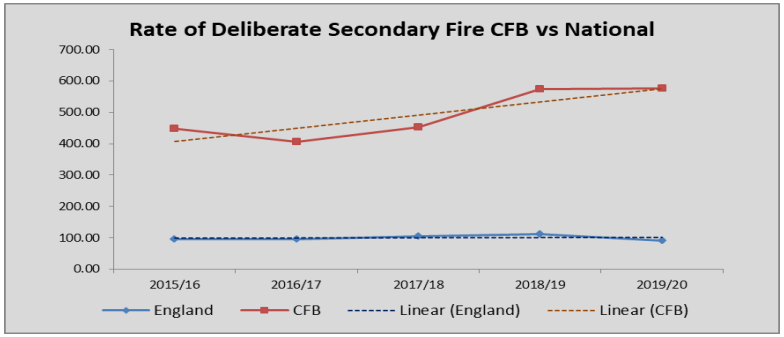
From recently published information by the Home office, in the first quarter of 2020/21 the average number of deliberate primary fire incidents decreased by **18%** compared to an increase of **8% (8)** in Cleveland Fire Brigade. This is made up of;

Category	CFB	National
Deliberate Dwelling Fires	-30% (-6)	+2%
Other Building Fires (Deliberate)	+90% (9)	-34%
Road Vehicle Fires (Deliberate)	+21% (11)	-22%
Other Outdoor (Deliberate)	-33% (-6)	-1%

Deliberate Secondary Fires

Historic Performance and Trend

Over the last 5 years (using available information) 2014/15 to 2019/20 nationally the rate of deliberate secondary fire incidents has reduced by 6% compared to an increase of 29% (448 to 575 incidents per 100,000 population) within CFB.



Current Years Performance

In the first 9 months of the year CFB experienced **2128** deliberate secondary fire incidents which is a decrease of **516 (20%)** to the equivalent period in 2019/20.

How we compare Nationally 2020/21

From recently published information by the Home office, in the first quarter of 2020/21 the average number of deliberate secondary fire incidents nationally reduced by **9.7%** compared to a decrease of **33.5% (385)** in Cleveland Fire Brigade.

Response Benchmarks

As detailed in the table (right) and the body of this performance report CFB achieved its emergency response benchmarks for building fire incidents .

The benchmarks are however based on an average time for both 1st and 2nd appliances and analysis indicates a number of occasions where the benchmark was exceeded. In the current year the failures equate to 193 and 158 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, resulting incident end type and the length of time each failure exceeded the benchmark.

Detailed qualitative analysis of reasons for these failures is collated throughout the year. Analysis of these reasons indicates that one main causes is the failure to operate the MDT to record time in attendance at the incident. This is consistent with the analysis of Attendance Times analysis that has been compiled using the national incident datasets which shows that there is a higher proportion of incidents excluded from the calculation of actual attendance times than the national average.

Month	1st Appliance	2nd Appliance
April	04:39	06:21
May	05:12	06:52
June	05:01	06:50
July	04:59	07:53
Aug	04:43	06:35
Sept	04:46	06:28
Oct	04:26	06:10
Nov	04:59	06:35
Dec	04:48	06:29
Average	04:50	06:42

Sickness Absence

The organisations 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 2019/20 were, in all cases, higher than during 2014/15 with an increasing trend over the past 3 years in sickness absence (see table to right).

Detail analysis and evaluation reports on the Employee Health and Wellbeing Strategy has been produced to continue our efforts and focus on Employee Health and Well Being.

CFB 2014/15	Staff	CFB 2017/18	CFB 2018/19	CFB 2019/20		National 2019/20
7.23	**All Staff**	6.72	7.96	9.36		9.78
7.41	**Wholetime**	6.44	8.06	9.47		9.05
5.64	**Retained**	7.25	6.81	8.30		12.41
4.44	**Control**	4.83	10.52	6.00		10.86
7.96	**Green Book**	7.62	8.11	10.65		9.35

Current Years Performance

During the first nine months of the current year sickness absence rates is lower than the equivalent period in 2019/20. As demonstrated in the chart however the trend of sickness absence is on an upward trajectory with a significant increase experienced in October to December when compared to the period April to July.

How We Compare Nationally 2020/21

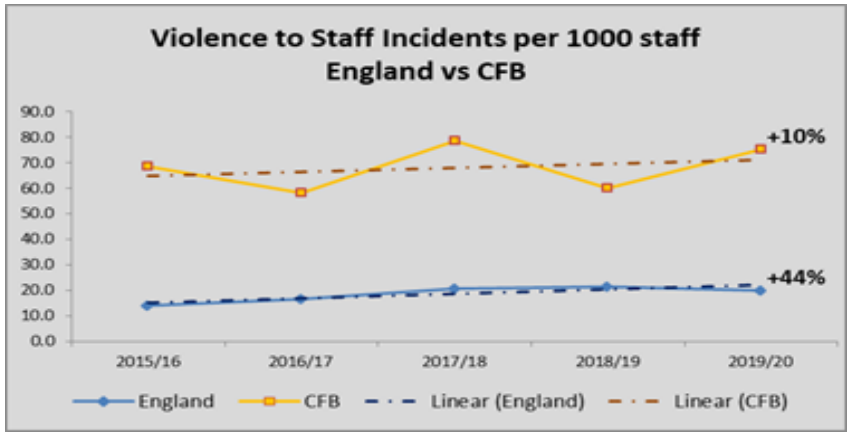
Using the OH reports that CFB compiles for the NFCC, the levels of sickness absence for the 6 months ending 30th September 2021 for CFB compared to participatoing Brigades is shown in the following table

1/4/20 to 30/9/20	CFB	National
All Staff Sickness	2.95	3.58
Whole Time	3.51	3.47
Retained	1.21	4.28
Fire Control	3.25	4.54
Green Book	2.63	3.00

Violence To Staff

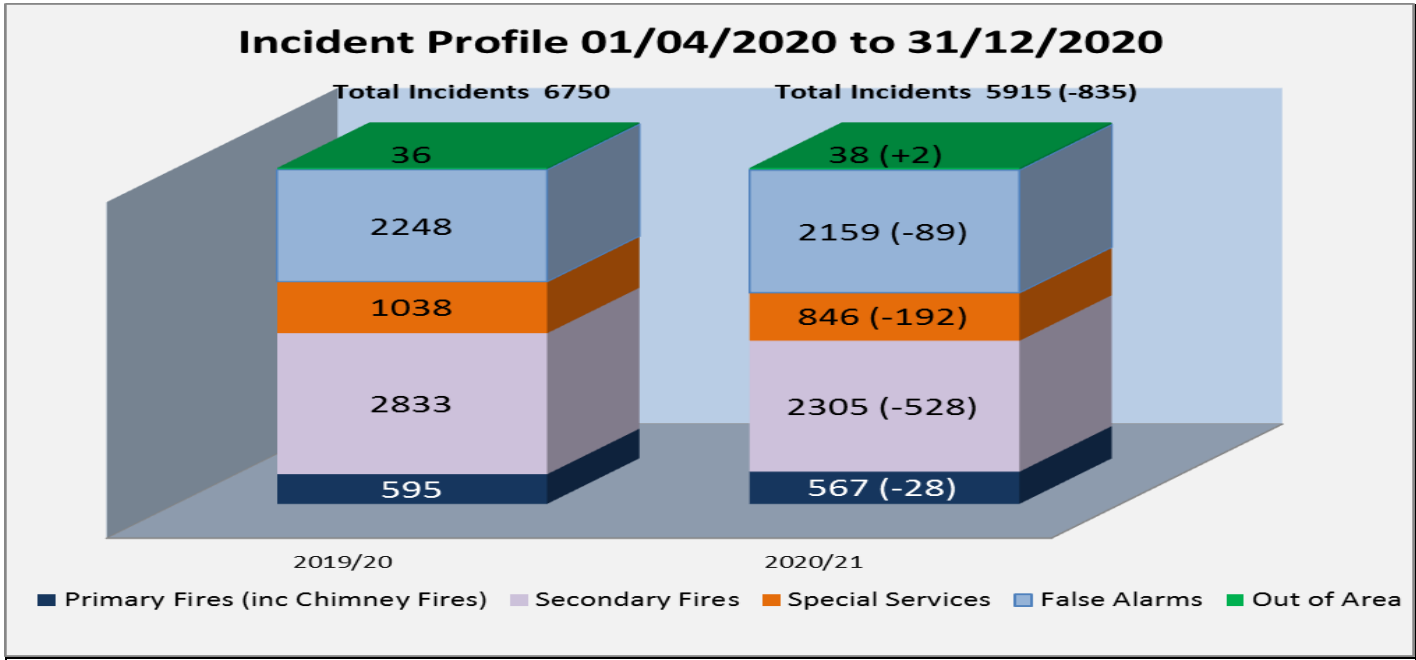
The rate of incidents per 1000 staff that CFB employees have suffered during operational incidents is significantly higher than the national rate. During 2019/20 there were 75 such incidents per 1000 staff compared to a national rate of 20 incidents per 1000 staff.
These relate to incidents occurring during operational incidents, in addition to these there are also incidents that occur in non-emergency response incidents that cover both frontline and enabling service staff.

Over the last 5 years (from available information) 2014/15 to 2019/20 nationally the rate of violence to staff incidents that have occurred at Emergency Response incidents has increased by 44% compared to an increase of 10% for CFB.



Current Years Performance

During the first nine months of the current year there has been **39** violence to staff incidents against CFB staff which is **one** more than 2019/20.



Prevention: Safer Homes

The Brigade has conducted **9,852 Home Fire Safety Visits (HFSV)** during the period 1st April - 31st December 2020/21 including **1,629 Safe and Well Visits**. Within the HFSV there are 240 website referrals and 2,224 referrals received from other agencies.

This is a **reduction of 3,274 (-25%)** HFSV and a **decrease of -62 (-4%)** SAW compared to Q3 2019/20, when the Brigade completed 13,126 HFSV and 1,691 SAW respectively.

Resulting from the 1,629 SAW visits, 3% (51) of these led to referrals to other agencies for support and/or items of risk reduction equipment. This is a **50% reduction** compared to 2019/20 when further referrals and/or equipment was provided to 103 individuals.

Operational crews completed 7,180 HFSV compared to 9,785 in 2019/20; a **reduction of 2,605 (27%)**.

Hubs and Advocates completed 2,672 HFSV compared to 3,341 in 2019/20; a **reduction of 669 (20%)**.

Fire Control

During the period April - December 2020/21 Fire Control dealt with **8,314 emergency calls**, a reduction **of 16% (-1579)** from the same period in 2019/20.

Emergency Response

During the period April - December we responded to **5,915 incidents,** a reduction of 835 (-12%) compared to the same period in 2019/20.

Comparing 2020/21 to 2019/20, there have been a small **increase** in Out of Area incidents by **2 (5%)** from 36 to 38.

There have been **decreases** in all other incidents:
Primary Fires by **5% (28)** from **595** to **567**
Secondary Fires by **19% (528)** from **2,833 to 2,305**
False Alarms by **4% (89)** from **2,248 to 2,159**
Special Services by **19% (192) from 1,038 to 846**

Fire incidents account for **49% (2,872)** of total incidents with **Primary Fires excluding Chimney Fires (565)** and **Secondary Fires (2305)** accounting for **10%** and **39%** of all incidents attended respectively. **84% (2,427)** of fires attended have been classified as **deliberate** in nature.

Special Services account for **14% (846)** incidents attended.

False Alarms account for **36% (2159)** of all incidents attended of which **1,327 (22%)** are **False Alarm Good Intents**, **760 (13%)** due to **Automated False Alarms** and **72 (1%) Malicious False Alarms**.

Protection: Safer Buildings - Risk Based Inspections

During the period April - December 2020/21, **666 audit inspections** of industrial and commercial premises have been completed compared to 1,267 during the same period in 2019/20, a **reduction of 601(-47%)**.
This is made up of 390 (59%) planned audits (Risk Based Inspection Programme Audits) and 276 (41%) reactive audits from in year referrals.

Of these audits, station based advisers completed 42 (6%) of the audits with the remaining 624 (94%) by Fire Engineering staff.

Of the risk based inspection programme, the following profile has been completed;

RBIP		Complete	%
High Risk	6	2	33%
Medium Risk	1833	287	16%
Low Risk	596	95	16%
Very Low Risk	258	6	2%
No Risk	46	0	0%
Total	2739	390	14%

MEASURING PERFORMANCE

The Community Integrated Risk Management Plan (2018 to 2022) identifies three strategic goals supported by six strategic objectives and twenty strategic outcomes. The strategic 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 strategic goals, objectives and outcomes a suite of corporate performance indicators have been developed.

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

- Zero Accidental Dwelling Fire or Deliberate Dwelling Fire Fatalities between April and December 2020;
- 33% reduction in Deliberate Dwelling Fires;
- All response benchmarks performing well within target;
- National Resilience Mobilisation targets met on 100% of occasions;
- 19% (528) reduction in the number of Secondary Fires;
- Reduction in rate of sickness absence by 25% (1.91 shifts per employee) across all staff groups in comparison to the previous year;
- 60% reduction in the number of RIDDOR reportable accidents from 10 to 4;
- 50% (7) Reduction in number of Accidents resulting in physical injury from 14 to 7.

Areas For Improvement

- Accidental Dwelling Fires increased by 5% from 110 to 115;
- 17 Accidental Dwelling Fire Injuries;
- 5% increase in False Alarm Good Intent in Dwellings from 450 to 472.
- 21% year on year decrease in the percentage of annual risk based inspection completed

SAFER STRONGER COMMUNITIES

Our communities are safer and stronger through the delivery of our responsive, accessible, prevention, protection and emergency response services.

Performance Summary: Safer Stronger Communities

Below is a summary of our performancefor the period 1st April to 31st December 2020 against our Strategic Goal 1.

	Performance compared to 2019/20 assessed as	Performance compared to 2015/16 assessed as	Performance compared to Target assessed as
Safer Homes	Performing Well	Adequate Performance	Performing Well
Safer Buildings	Performing Well	Performing Well	Performing Well
Safer Roads	Performing Strongly	Performing Well	Performing Strongly
Safer High Hazard	Performing Well	Performing Strongly	Performing Well
Safer Neighbourhoods	Performing Well	Adequate Performance	Performing Well
Supporting National Resilience	Performing Strongly	No Comparator	Performing Strongly
Improved Health Outcomes	Performing Well	Performing Strongly	Under Development

Strategic Goal: Safer, Stronger Communities

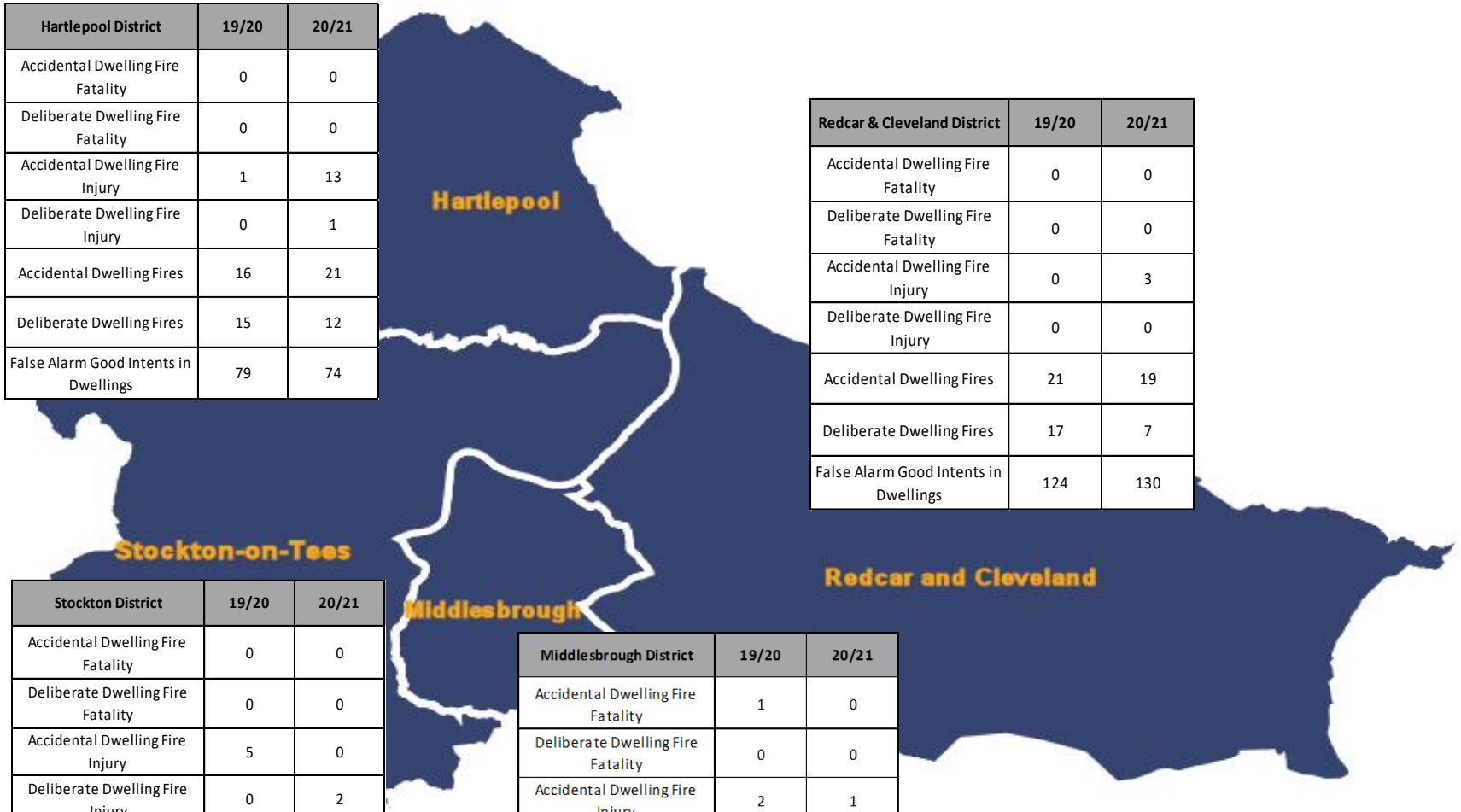
Strategic Objective 1.1: We will protect people, property and the environment from harm as a result of fires and other emergencies.

Strategic Outcome 1.1.1: Safer Homes

	Indicator	2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	% Direction of travel from target
1.1.1.1	Number of Accidental Dwelling Fires	103	110	115	+5% (+5) ⇧	+12% (+12) ⇧	88	+31% (+27) ⇧
1.1.1.2	Number of Deliberate Dwelling Fires	41	69	46	-33% (-23) ⇩	+12% (+5) ⇧	60	-23% (-14) ⇩
1.1.1.3	Number of Accidental Dwelling Fire Fatalities	1	1	0	-100% (-1) ⇩	-100% (-1) ⇩	0	0% ⇔
1.1.1.4	Number of Deliberate Dwelling Fire Fatalities	0	0	0	0% ⇔	0% ⇔	0	0% ⇔
1.1.1.5	Number of Accidental Dwelling Fire Injuries	5	8	17	+113% (+9) ⇧	+240% (+12) ⇧	6	+183% (+11) ⇧
1.1.1.6	Number of Deliberate Dwelling Fire Injuries	1	1	5	+400% (+4) ⇧	+400% (+4) ⇧	-	-
1.1.1.7	Number of False Alarm Good Intents in Dwellings	481	450	472	+5% (+22) ⇧	-2% (-9) ⇩	444	+6% (+28 ⇧
1.1.1.8	Percentage of ADFs which have received a HFSV within 5 years prior to the ADF	-	52%	28%	-24% ⇩	No Comparator information	-	-
1.1.1.9	Percentage of Dwellings which have received a HFSV	54%	60%	61%	+1% ⇧	+7% ⇧	-	-
1.1.1.10	Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	-	00:04:58 (1078/929)	00:04:47 942/1052)	-4% (00:00:11) ⇩	No Comparator information	00:07:00	-32% (00:02:13) ⇩
1.1.1.11	First Appliance Attendance to a Dwelling Fire Within 10 Minutes on 90% of Occasions	-	97% (1045/1078)	98% (1026/1052)	+1% ⇧	No Comparator information	90%	+8% ⇧
1.1.1.12	Average time of a Second Appliance Attendance to a Dwelling Fire (10 Minutes)	-	00:07:03 (752/869)	00:06:34 (785/897)	-7% (00:00:29) ⇩	No Comparator information	00:10:00	-34% (00:03:26) ⇩
	Safer Homes Overall Performance Judgement				**Performing Well**	**Adequate Performance**		**Performing Well**

Hartlepool District	19/20	20/21
Accidental Dwelling Fire Fatality	0	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	1	13
Deliberate Dwelling Fire Injury	0	1
Accidental Dwelling Fires	16	21
Deliberate Dwelling Fires	15	12
False Alarm Good Intents in Dwellings	79	74

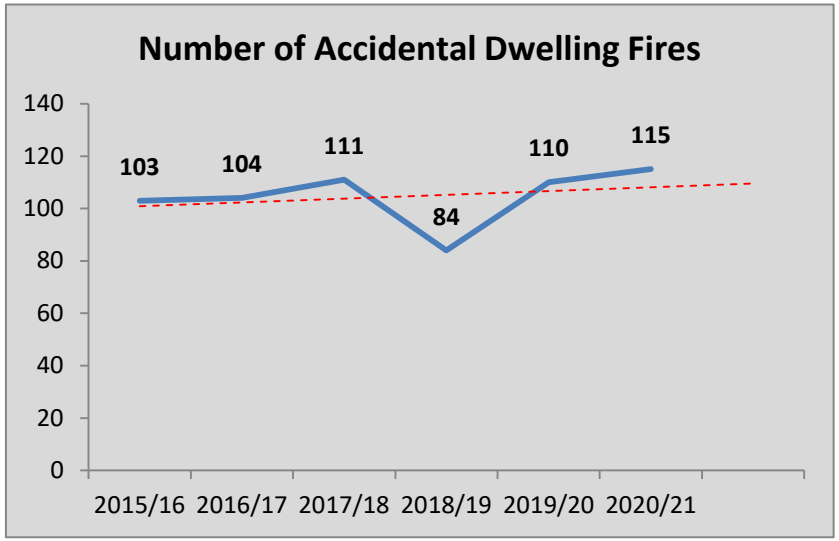
Redcar & Cleveland District	19/20	20/21
Accidental Dwelling Fire Fatality	0	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	0	3
Deliberate Dwelling Fire Injury	0	0
Accidental Dwelling Fires	21	19
Deliberate Dwelling Fires	17	7
False Alarm Good Intents in Dwellings	124	130

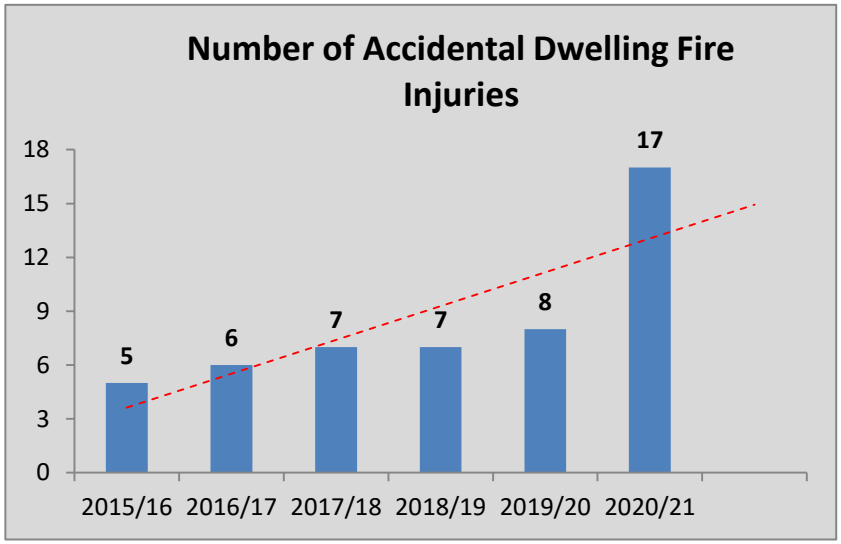


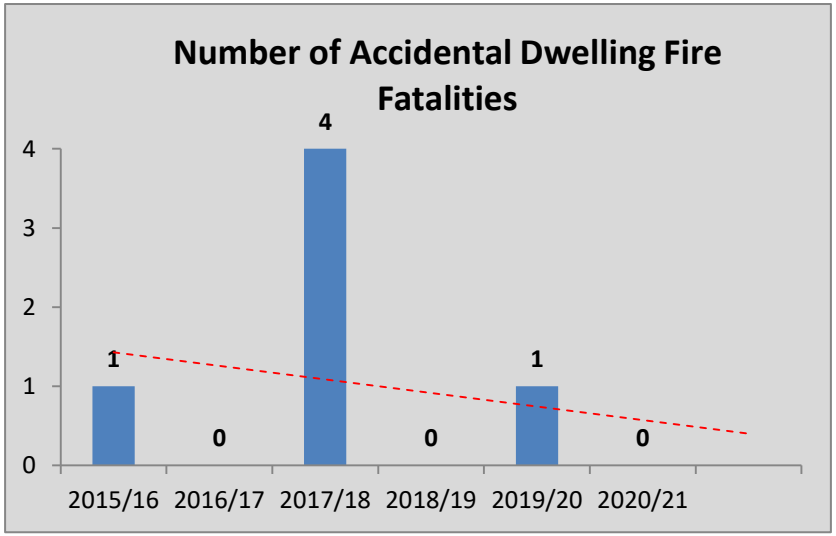
Stockton District	19/20	20/21
Accidental Dwelling Fire Fatality	0	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	5	0
Deliberate Dwelling Fire Injury	0	2
Accidental Dwelling Fires	34	33
Deliberate Dwelling Fires	12	9
False Alarm Good Intents in Dwellings	127	128

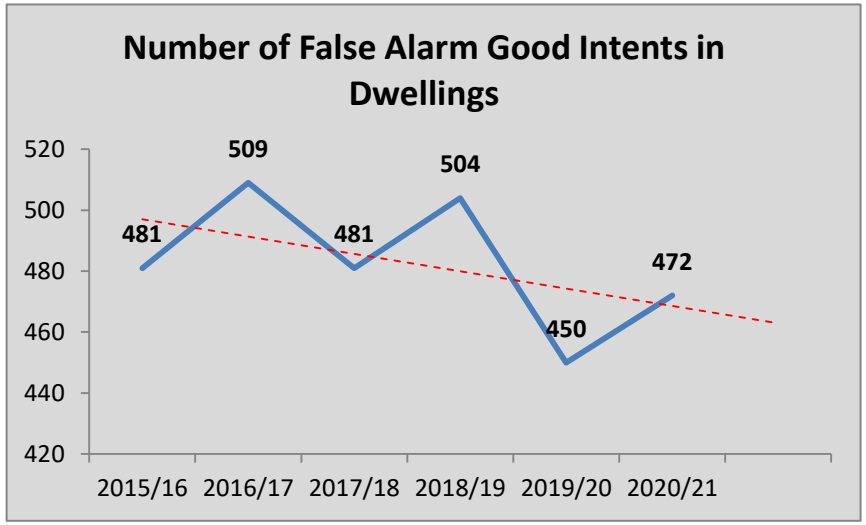
Middlesbrough District	19/20	20/21
Accidental Dwelling Fire Fatality	1	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	2	1
Deliberate Dwelling Fire Injury	1	2
Accidental Dwelling Fires	39	42
Deliberate Dwelling Fires	25	18
False Alarm Good Intents in Dwellings	120	140

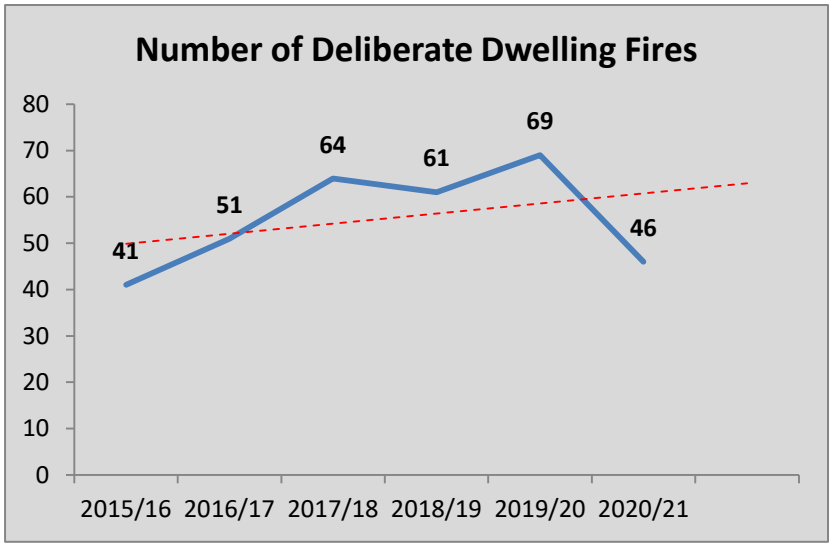
Trend Analysis: Strategic Outcome 1.1.1: Safer Homes						
Quarter 3 April to December	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Number of Accidental Dwelling Fires	103	104	111	84	110	115
Number of Deliberate Dwelling Fires	41	51	64	61	69	46
Number of Accidental Dwelling Fire Fatalities	1	0	4	0	1	0
Number of Deliberate Dwelling Fire Fatalities	0	0	0	0	0	0
Number of Accidental Dwelling Fire Injuries	5	6	7	7	8	17
Number of Deliberate Dwelling Fire Injuries	1	4	1	0	1	5
Number of False Alarm Good Intents in Dwellings	481	509	481	504	450	472
Percentage of ADFs which have not received a HFSV prior to the ADF	-	-	-	-	52%	28%
Percentage of Dwellings which have received a HFSV	54%	54%	58%	59%	60%	61%
Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	-	-	-	-	00:04:58 (1078/929)	00:04:47 942/1052)
First Appliance Attendance to a Dwelling Fire Within 10 Minutes on 90% of Occasions	-	-	-	-	97% (1045/1078)	98% (1026/1052)
Average time of a Second Appliance Attendance to a Dwelling Fire (10 Minutes)	-	-	-	-	00:07:03 (752/869)	00:06:34 (785/897)

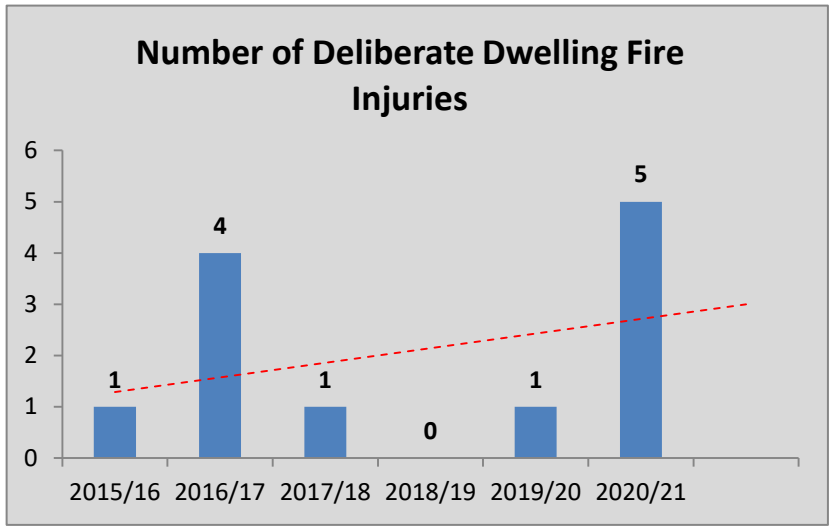

Number of Accidental Dwelling Fires
140
120
100
80
60
40
20
0
103
104
111
84
110
115
2015/16 2016/17 2017/18 2018/19 2019/20 2020/21

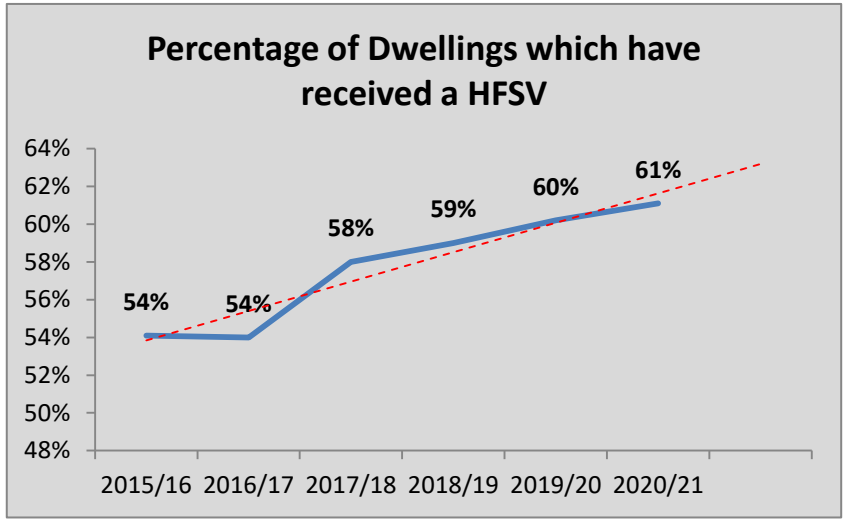

Number of Accidental Dwelling Fire Injuries
18
15
12
9
6
3
0
5
6
7
7
8
17
2015/16 2016/17 2017/18 2018/19 2019/20 2020/21


Number of Accidental Dwelling Fire Fatalities
4
3
2
1
0
1
0
4
0
1
0
2015/16 2016/17 2017/18 2018/19 2019/20 2020/21


Number of False Alarm Good Intents in Dwellings
520
500
480
460
440
420
481
509
481
504
450
472
2015/16 2016/17 2017/18 2018/19 2019/20 2020/21


Number of Deliberate Dwelling Fires
80
70
60
50
40
30
20
10
0
41
51
64
61
69
46
2015/16 2016/17 2017/18 2018/19 2019/20 2020/21


Number of Deliberate Dwelling Fire Injuries
6
5
4
3
2
1
0
1
4
1
0
1
5
2015/16 2016/17 2017/18 2018/19 2019/20 2020/21


Percentage of Dwellings which have received a HFSV
64%
62%
60%
58%
56%
54%
52%
50%
48%
54%
54%
58%
59%
60%
61%
2015/16 2016/17 2017/18 2018/19 2019/20 2020/21

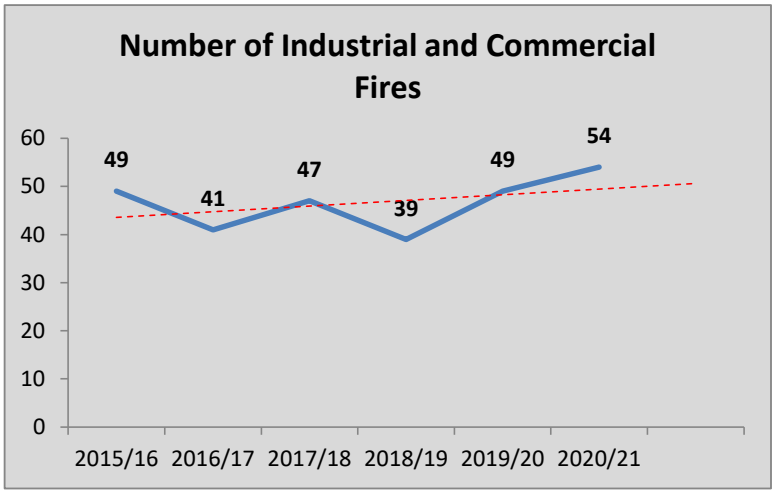
Strategic Goal: Safer, Stronger Communities

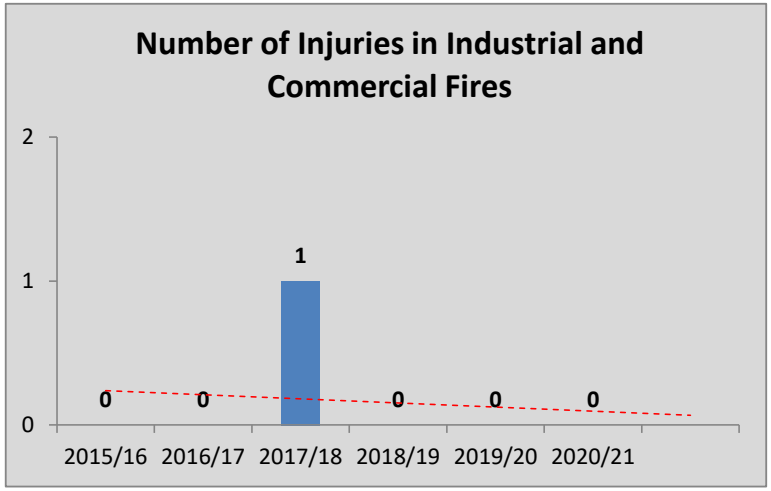
Strategic Objective 1.1: We will protect people, property and the environment from harm as a result of fires and other emergencies.

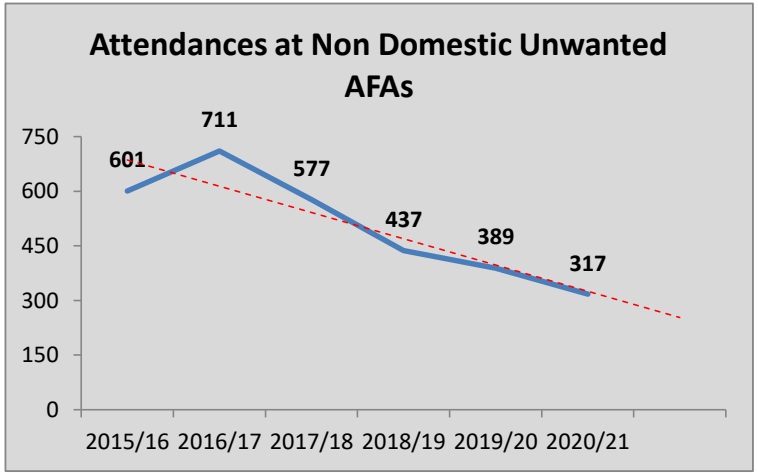
Strategic Outcome 1.1.2 Safer Buildings

	Indicator	2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	% Direction of travel from target
1.1.2.1	Percentage of the annual risk based inspection program completed in approved frequency*	-	35% (783/2214)	14% (390/2739)	-21% ⇩	No Comparator Information	75%	-61% ⇩
1.1.2.3	Percentage of enforcement notices that are completed within prescribed timescales	-	20% (1/5)	100% (4/4)	+80% ⇧	No Comparator Information	100%	0% ⇔
1.1.2.4	Number of Fatalities in Industrial and Commercial Fires	0	0	0	0% ⇔	0% ⇔	0	0% ⇔
1.1.2.5	Number of Injuries in Industrial and Commercial Fires	0	0	0	0% ⇔	0% ⇔	-	-
1.1.2.6	Number of Industrial and Commercial Fires	49	49	54	+11% (+5) ⇧	+14% (+7) ⇧	43	+25% (+11) ⇧
1.1.2.7	Number of Non Domestic Unwanted Automated Fire Alarm Calls received**	603	390	315	-19% (-75) ⇩	-48% (-288) ⇩	-	-
1.1.2.8	Number of attendances at Non Domestic Unwanted Automated Fire Alarm Calls	601	389	317	-19% (-72) ⇩	-47% (-284) ⇩	360	-12% (-43) ⇩
1.1.2.10	Average time of first appliance attendance to a building fire (7 Minutes)	-	00:04:58 (1546/1795)	00:04:50 (1472/1665)	-3% (00:00:08) ⇩	No Comparator Information	00:07:00	-30% (00:02:10) ⇩
1.1.2.11	First appliance attendance to a building fire within 10 minutes on 90% of occasions	-	97% (1737/1795)	97% (1619/1665)	0% ⇔	No Comparator Information	90%	+7% ⇧
1.1.2.12	Average time of second appliance to attend a building fire incident (10 minutes)	-	00:07:03 (1181/1374)	00:06:42 (1067/1225)	-5% (00:00:21) ⇩	No Comparator Information	00:10:00	-33% (00:03:18) ⇩
1.1.2.13	Percentage of Consultations completed within prescribed timescales	-	-	97% (191/196)	No Comparator Information	No Comparator Information	100%	-3% ⇩
1.1.2.14	Percentage of Licensing Consultations completed within prescribed timescales	-	-	99% (131/132)	No Comparator Information	No Comparator Information	100%	-1% ⇩
1.1.2.15	Percentage of Building (72d) Risk Information scheduled to be reviewed during the year that has been reviewed*	-	-	67% (68/102)	No Comparator Information	No Comparator Information	100%	-33% ⇩
	Safer Buildings Overall Performance Judgement				**Performing Well**	**Performing Well**		**Performing Well**

Trend Analysis: Strategic Outcome 1.1.2 Safer Buildings						
Quarter 3 April to December	**2015/16**	**2016/17**	**2017/18**	**2018/19**	**2019/20**	**2020/21**
Percentage of the annual risk based inspection program completed in approved frequency	-	-	-	36% (720/2000)	35% (783/2214)	14% (390/2739)
Percentage of enforcement notices that are completed within prescribed timescales	-	-	100%	100%	20% (1/5)	100% (4/4)
Number of Fatalities in Industrial and Commercial Fires	0	0	0	0	0	0
Number of Injuries in Industrial and Commercial Fires	0	0	1	0	0	0
Number of Industrial and Commercial Fires	49	41	47	39	49	54
Number of Non Domestic Unwanted Automated Fire Alarm Calls received	-	-	-	485	390	315
Number of attendances at Non Domestic Unwanted Automated Fire Alarm Calls	601	711	577	437	389	317
Average time of first appliance attendance to a building fire (7 Minutes)	-	-	-	00:04:48	00:04:58 (1546/1795)	00:04:50 (1472/1665)
First appliance attendance to a building fire within 10 minutes on 90% of occasions	-	-	-	98%	97% (1737/1795)	97% (1619/1665)
Average time of second appliance to attend a building fire incident (10 minutes)	-	-	-	00:06:41	00:07:03 (1181/1374)	00:06:42 (1067/1225)
Percentage of Consultations completed within prescribed timescales	-	-	-	-	-	97% (191/196)
Percentage of Licensing Consultations completed within prescribed timescales	-	-	-	-	-	99% (131/132)
Percentage of Building (72d) Risk Information scheduled to be reviewed during the year that has been reviewed	-	-	-	-	-	67% (68/102)


Number of Industrial and Commercial Fires
60
50
40
30
20
10
0
49
41
47
39
49
54
2015/16 2016/17 2017/18 2018/19 2019/20 2020/21


Number of Injuries in Industrial and Commercial Fires
2
1
0
0
0
1
0
0
0
2015/16 2016/17 2017/18 2018/19 2019/20 2020/21


Attendances at Non Domestic Unwanted AFAs
750
600
450
300
150
0
601
711
577
437
389
317
2015/16 2016/17 2017/18 2018/19 2019/20 2020/21

Strategic Goal: Safer, Stronger Communities

Strategic Objective 1.1: We will protect people, property and the environment from harm as a result of fires and other emergencies.

Strategic Outcome 1.1.3 Safer Roads

	Indicator	2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	Direction of travel from target
1.1.3.1	Number of Road Traffic Collisions attended by the Brigade	308	252	185	-27% (-67) ⇩	-40% (-123) ⇩	-	-
1.1.3.2	Number of Fatalities in Road Traffic Collisions (police data)	5	12	12	-0% ⇩	+140% (+7) ⇧	-	-
1.1.3.3	Number of people seriously injured in Road Traffic Collisions (police data)	163	129	85	-34% (-44) ⇩	-48% (-78) ⇩	-	-
1.1.3.4	Number of people suffering slight injuries Road Traffic Collisions (police data)	824	529	413	-22% (-116) ⇩	-50% (-411) ⇩	-	-
1.1.3.5	Average time of first appliance attendance to an immediate life threatening / rescue Road Traffic Collisions (8 minutes)	-	00:05:33 (147/181)	00:05:34 (102/122)	+0.11% (00:00:01) ⇧	No Comparator Information	00:08:00	-31% (00:02:26) ⇩
Safer Roads Overall Performance Judgement					**Performing Strongly**	**Performing Well**		**Performing Strongly**

Strategic Goal: Safer, Stronger Communities

Strategic Objective 1.1: We will protect people, property and the environment from harm as a result of fires and other emergencies.

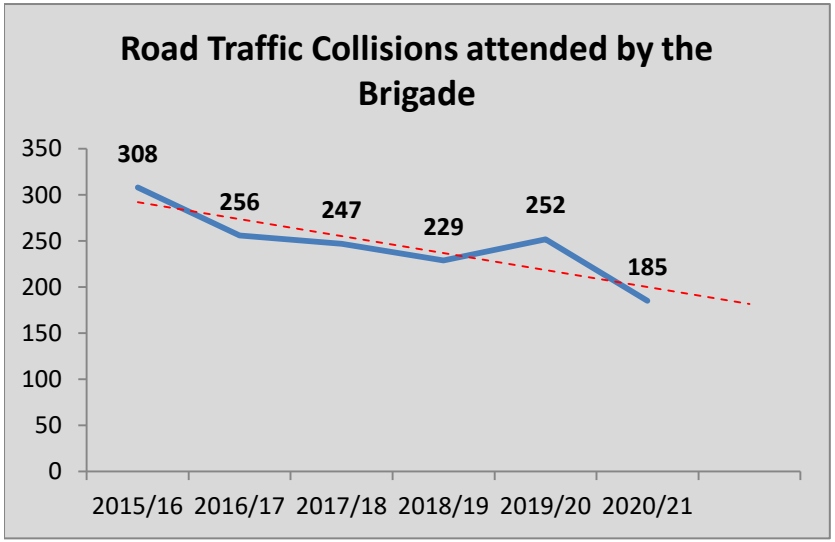
Strategic Outcome 1.1.4 Safer High Hazard Industries

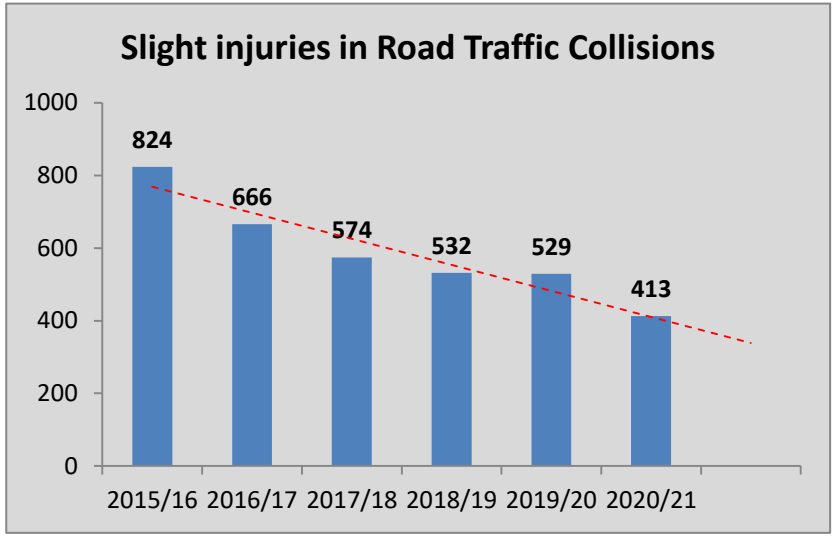
Indicator		2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	% Direction of travel from target
1.1.4.1	Number of Incidents within identified High Hazard sites	23	15	7	-53% (-8) ⇩	-70% (-16) ⇩	-	-
1.1.4.2	Average time of first appliance attendance to a Life Risk incident at a High Hazard site (7 minutes)	-	00:04:45 (18/20)	00:05:11 (13/14)	+9% (00:00:26) ⇧	No Comparator Information	00:07:00	-26% (00:01:49) ⇩
1.1.4.3	Average time of full mobilisation to a Worse Case Planning Scenario incident at a High Hazard site (20 minutes)	-	-	-	No Incidents	-	00:20:00	-
1.1.4.4	Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	00:15:22	00:20:03	No reported mobilisations	No Comparator Information	No Comparator Information	00:16:00	No reported mobilisations
1.1.4.5	Percentage of High Hazard sites risk information that have been reviewed during the year*	not reported	not reported	60% (18/30)	No Comparator Information	No Comparator Information	75%	-15% ⇩
Safer High Hazard Overall Performance Judgement					Performing Well	Performing Strongly		Performing Well

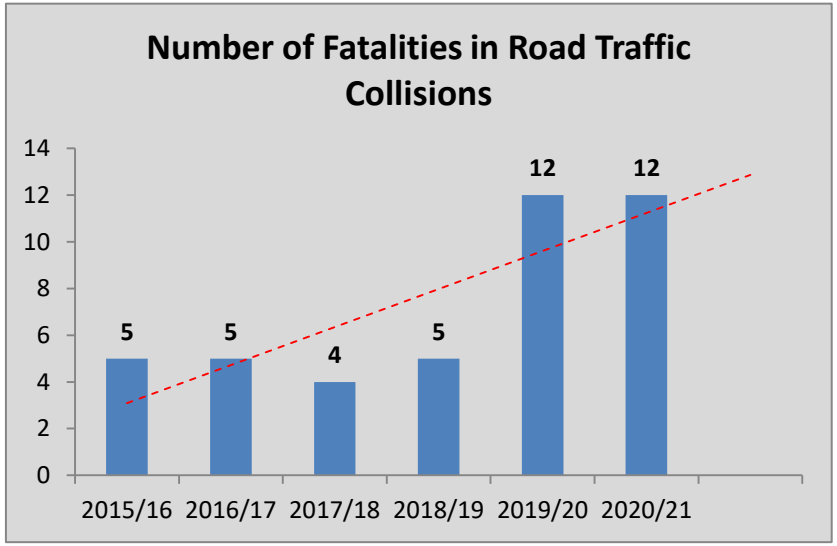
***Figure is based on all reviews completed.**

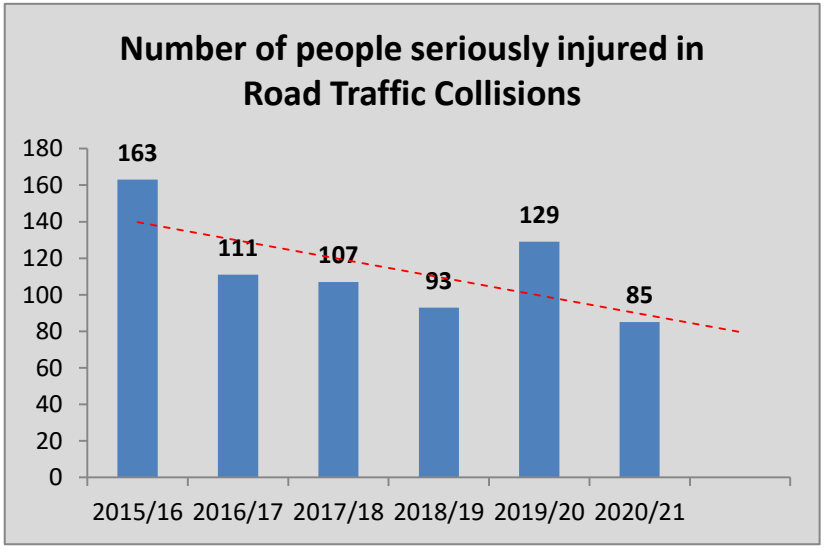
Trend Analysis: Strategic Outcome 1.1.3 Safer Roads						
Quarter 3 April to December	**2015/16**	**2016/17**	**2017/18**	**2018/19**	**2019/20**	**2020/21**
Number of Road Traffic Collisions attended by the Brigade	**308**	**256**	**247**	**229**	**252**	**185**
Number of Fatalities in Road Traffic Collisions	**5**	**5**	**4**	**5**	**12**	**12**
Number of people seriously injured in Road Traffic Collisions	**163**	**111**	**107**	**93**	**129**	**85**
Number of people suffering slight injuries in Road Traffic Collisions	**824**	**666**	**574**	**532**	**529**	**413**
Average time of first appliance attendance to an immediate life threatening / rescue RTC (8 minutes)	**-**	**-**	**-**	**00:05:37**	**00:05:33 (147/181)**	**00:05:34 (102/122)**

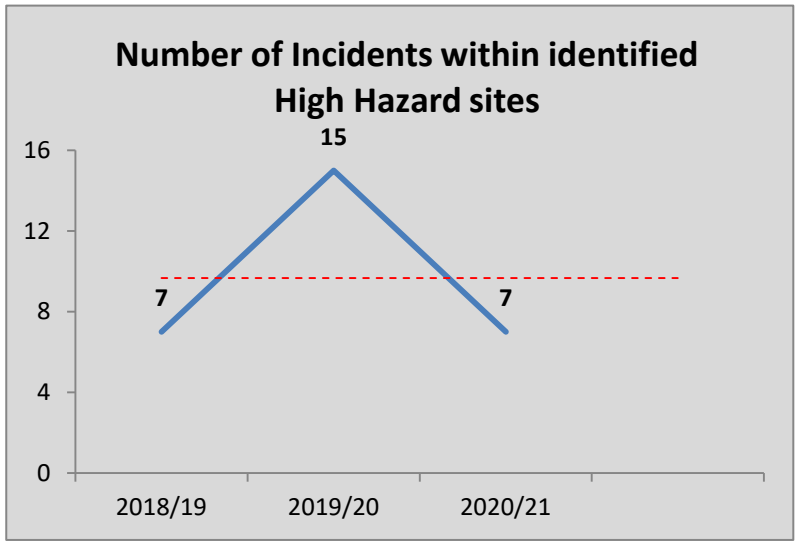
Trend Analysis: Strategic Outcome 1.1.4 Safer High Hazard Industries						
Quarter 3 April to December	**2015/16**	**2016/17**	**2017/18**	**2018/19**	**2019/20**	**2020/21**
Number of Incidents within identified High Hazard sites	**-**	**-**	**-**	**7**	**15**	**7**
Average time of first appliance attendance to a Life Risk incident at a High Hazard site (7 minutes)	**-**	**-**	**-**	**00:05:13**	**00:04:45 (18/20)**	**00:05:11 (13/14)**
1.1.4.3 Average time of full mobilisation to a Worse Case Planning Scenario incident at a High Hazard site (20 minutes)	**-**	**-**	**-**	**-**	**no incidents**	**no incidents**
1.1.4.4 Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	**-**	**-**	**-**	**-**	**00:20:03**	**No reported mobilisations**
1.1.4.5 Percentage of High Hazard sites risk information that have been reviewed during the year	**-**	**-**	**-**	**-**	**-**	**60% (18/30)**

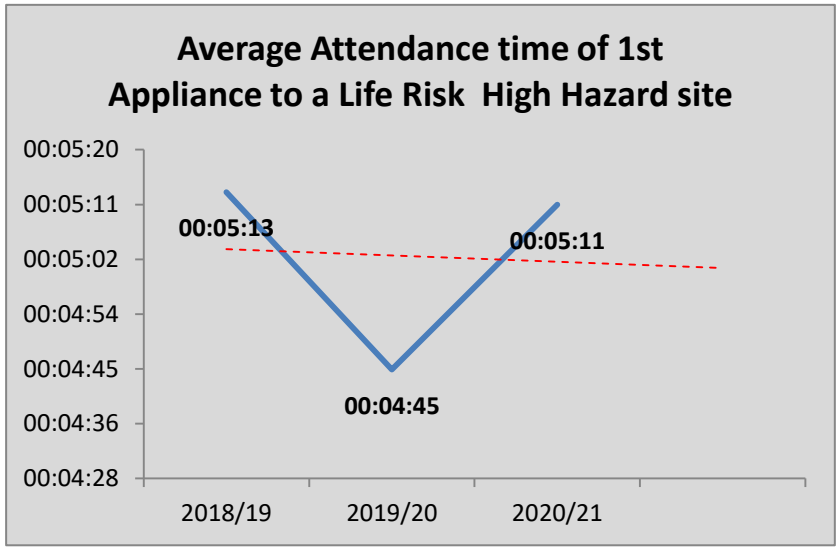

Road Traffic Collisions attended by the Brigade
350
300
250
200
150
100
50
0
308
256
247
229
252
185
2015/16 2016/17 2017/18 2018/19 2019/20 2020/21

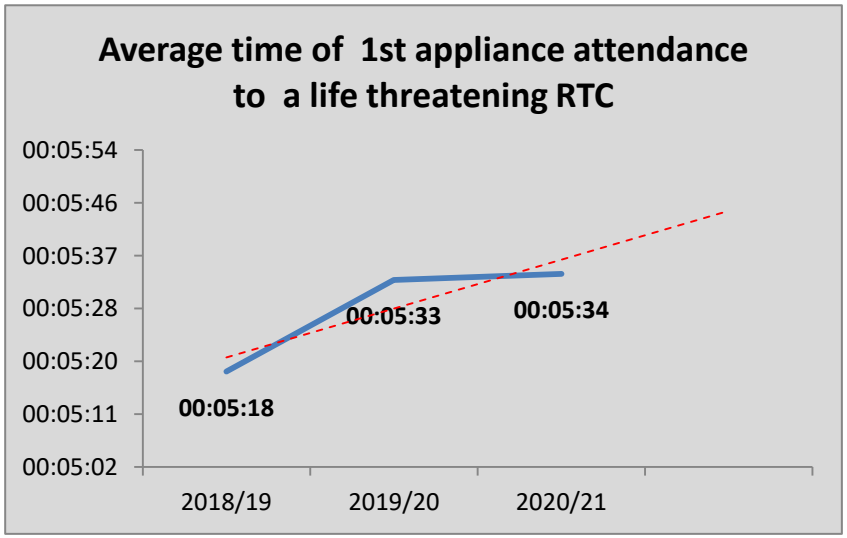

Slight injuries in Road Traffic Collisions
1000
800
600
400
200
0
824
666
574
532
529
413
2015/16 2016/17 2017/18 2018/19 2019/20 2020/21


Number of Fatalities in Road Traffic Collisions
14
12
10
8
6
4
2
0
5
5
4
5
12
12
2015/16 2016/17 2017/18 2018/19 2019/20 2020/21


Number of people seriously injured in Road Traffic Collisions
180
160
140
120
100
80
60
40
20
0
163
111
107
93
129
85
2015/16 2016/17 2017/18 2018/19 2019/20 2020/21


Number of Incidents within identified High Hazard sites
16
12
8
4
0
15
7
7
2018/19
2019/20
2020/21


Average Attendance time of 1st Appliance to a Life Risk High Hazard site
00:05:20
00:05:11
00:05:02
00:04:54
00:04:45
00:04:36
00:04:28
00:05:13
00:04:45
00:05:11
2018/19
2019/20
2020/21

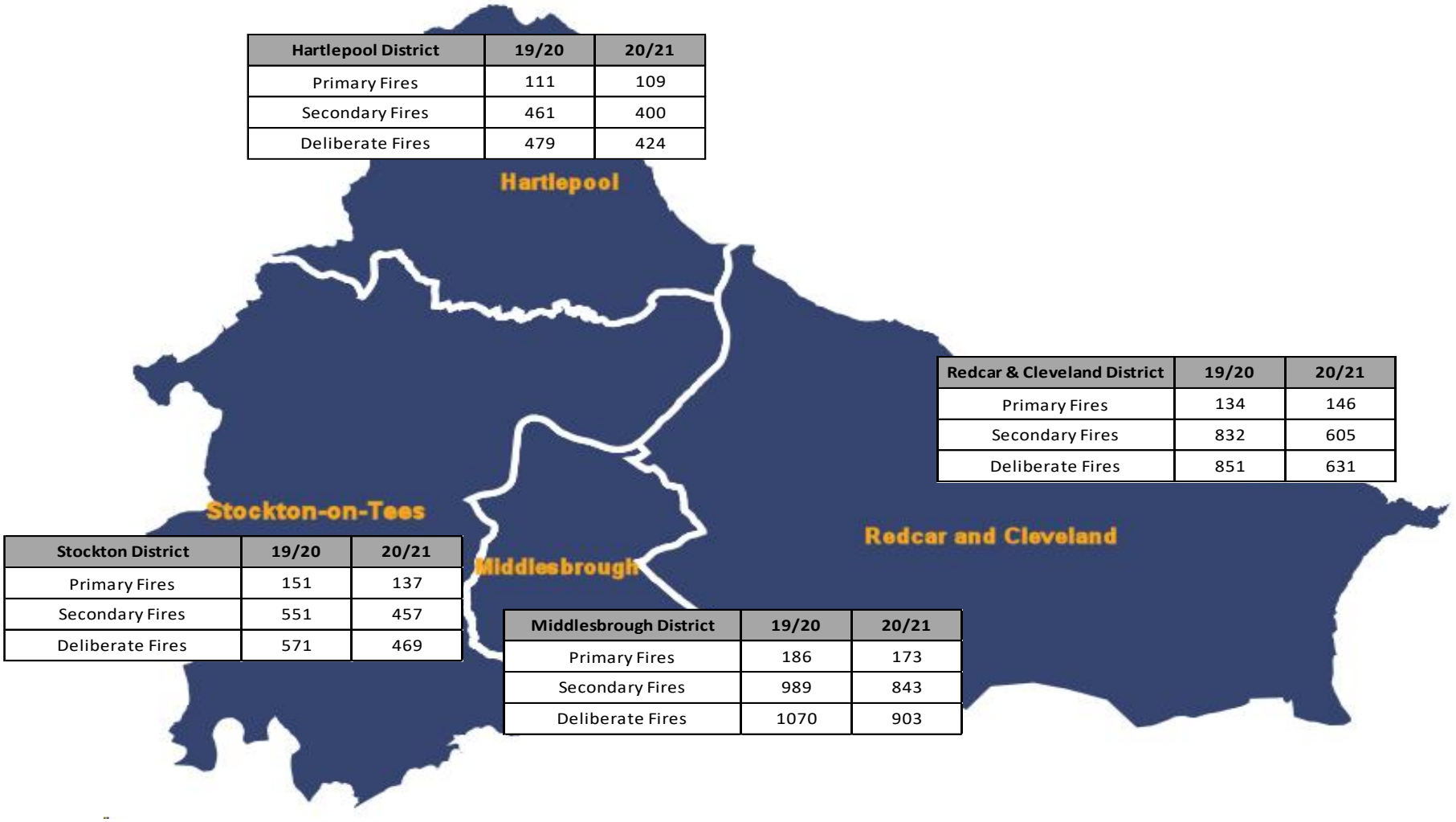

Average time of 1st appliance attendance to a life threatening RTC
00:05:54
00:05:46
00:05:37
00:05:28
00:05:20
00:05:11
00:05:02
00:05:18
00:05:33
00:05:34
2018/19
2019/20
2020/21

Strategic Goal: Safer, Stronger Communities

Strategic Objective 1.1: We will protect people, property and the environment from harm as a result of fires and other emergencies.

Strategic Outcome 1.1.5 Safer Neighbourhoods and Environment

Indicator		2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	% Direction of travel from target
1.1.5.1	Number of Deliberate Fire Fatalities	0	1	0	-100% (-1) ⇩	0% ⇔	0	0% ⇔
1.1.5.2	Number of Deliberate Fire Injuries	2	1	5	+400% (+4) ⇧	+150% (+3) ⇧	0	+100% (+5) ⇧
1.1.5.3	Number of Deliberate Fires	2313	2971	2427	-18% (-544) ⇩	+5% (+114) ⇧	2922	-17% (-495) ⇩
1.1.5.4	Number of Deliberate Primary Fires	245	327	297	-9% (-28) ⇩	+22% (+54) ⇧	318	-6% (-19) ⇩
1.1.5.5	Number of Deliberate Primary Fire Vehicles	135	176	161	-9% (-15) ⇩	+19% (+26) ⇧	-	-
1.1.5.6	Number of Deliberate Secondary Fires	2068	2644	2130	-20% (-516) ⇩	+3% (+60) ⇧	2578	-17% (-450) ⇩
1.1.5.7	Number of Water Rescue Incidents	4	6	3	-50% (-3) ⇩	-25% (-1) ⇩	-	-
Safer Neighbourhoods Overall Performance Judgement					**Performing Well**	**Adequate Performance**		**Performing Well**



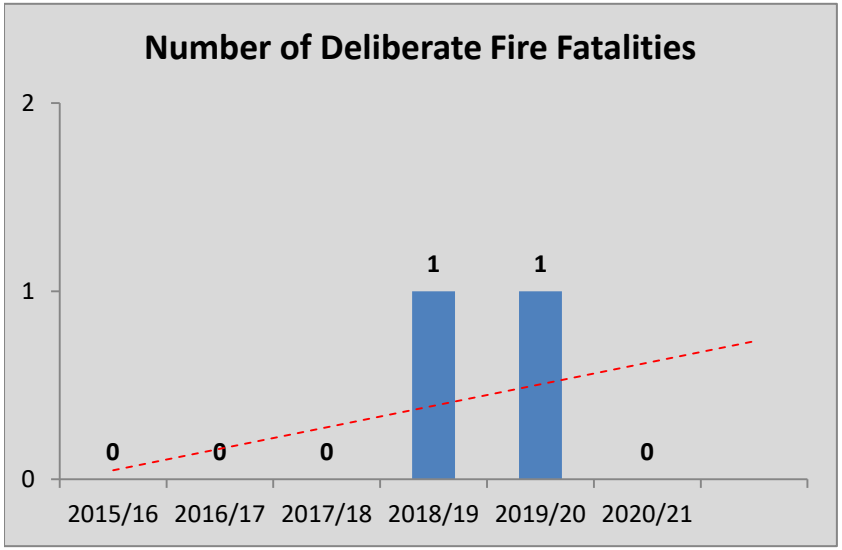
Hartlepool District	19/20	20/21
Primary Fires	111	109
Secondary Fires	461	400
Deliberate Fires	479	424

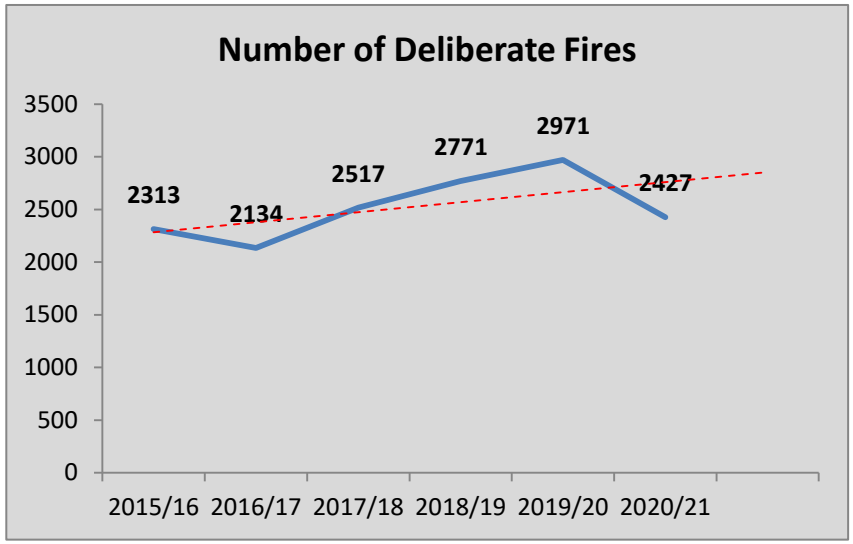
Redcar & Cleveland District	19/20	20/21
Primary Fires	134	146
Secondary Fires	832	605
Deliberate Fires	851	631

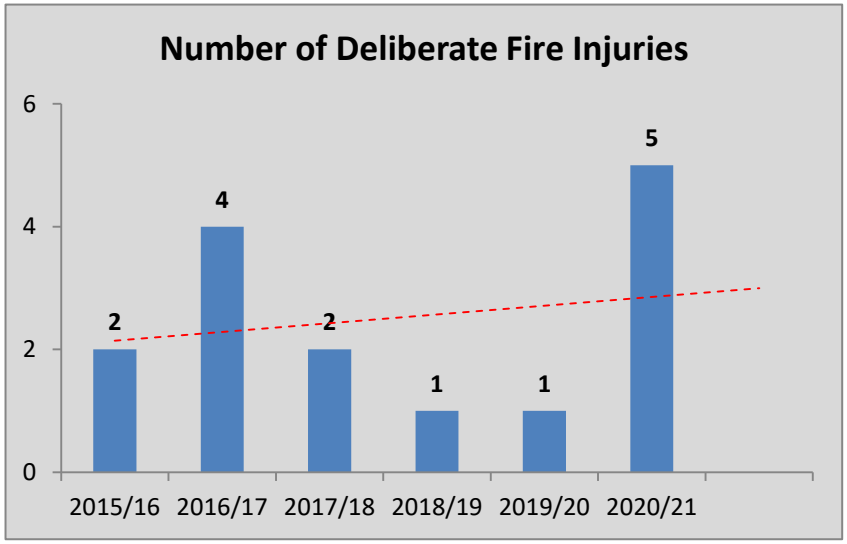
Stockton District	19/20	20/21
Primary Fires	151	137
Secondary Fires	551	457
Deliberate Fires	571	469

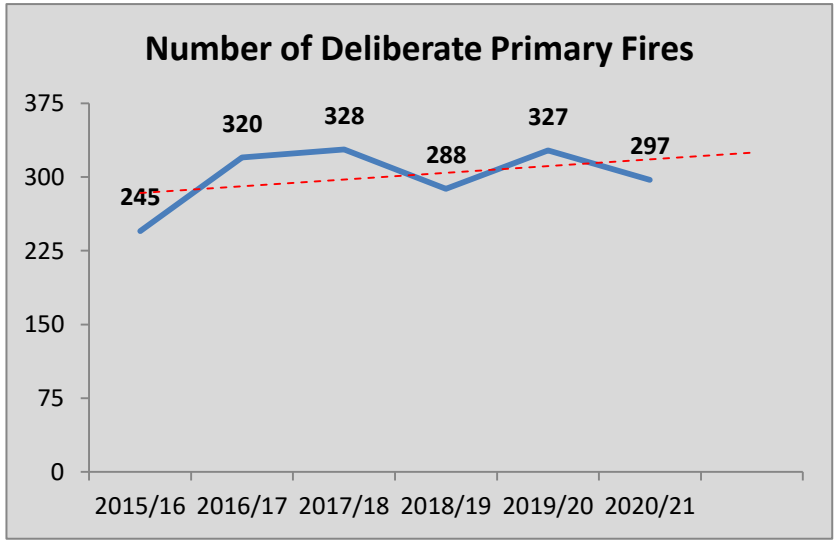
Middlesbrough District	19/20	20/21
Primary Fires	186	173
Secondary Fires	989	843
Deliberate Fires	1070	903

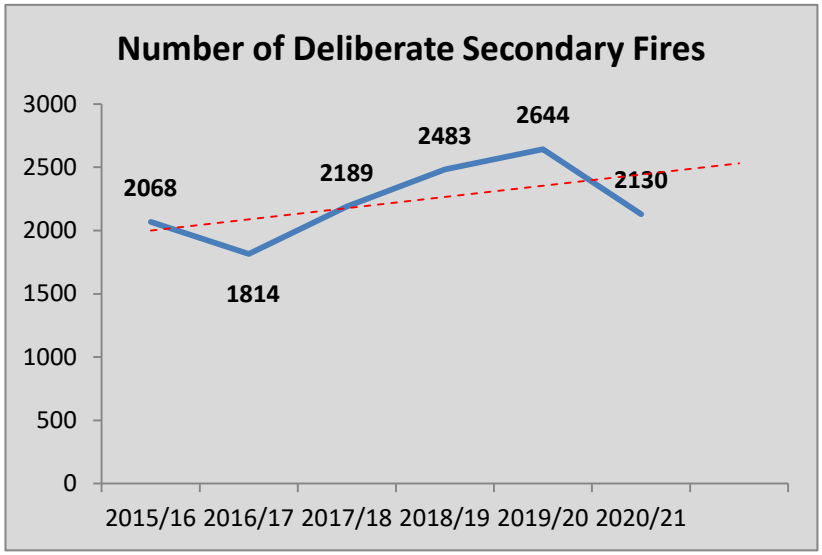
Trend Analysis: Strategic Outcome 1.1.5 Safer Neighbourhoods and Environment						
Quarter 3 April to December	**2015/16**	**2016/17**	**2017/18**	**2018/19**	**2019/20**	**2020/21**
Number of Deliberate Fire Fatalities	**0**	**0**	**0**	**1**	**1**	**0**
Number of Deliberate Fire Injuries	**2**	**4**	**2**	**1**	**1**	**5**
Number of Deliberate Fires	**2313**	**2134**	**2517**	**2771**	**2971**	**2427**
Number of Deliberate Primary Fires	**245**	**320**	**328**	**288**	**327**	**297**
Number of Deliberate Primary Fire Vehicles	**135**	**182**	**166**	**144**	**176**	**161**
Number of Deliberate Secondary Fires	**2068**	**1814**	**2189**	**2483**	**2644**	**2130**
Number of Water rescue incidents	**4**	**8**	**6**	**9**	**6**	**3**

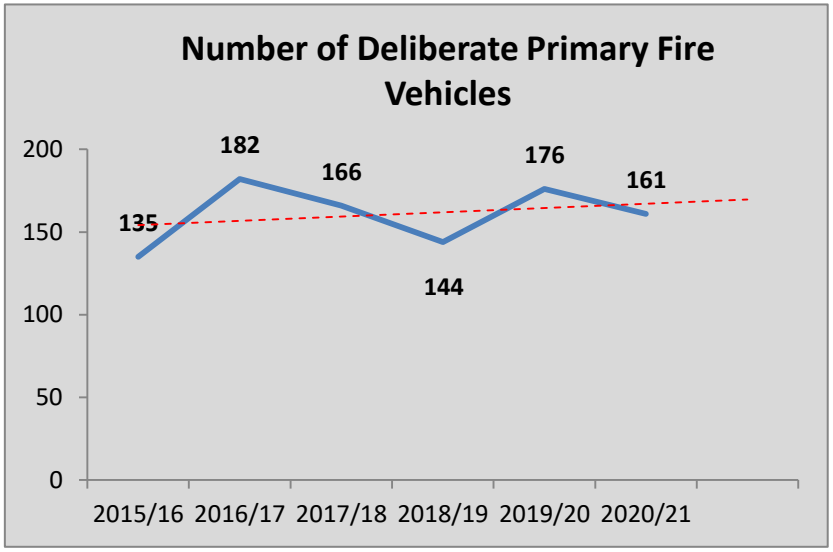

Number of Deliberate Fire Fatalities
2
1
0
0
0
0
1
1
0
2015/16
2016/17
2017/18
2018/19
2019/20
2020/21

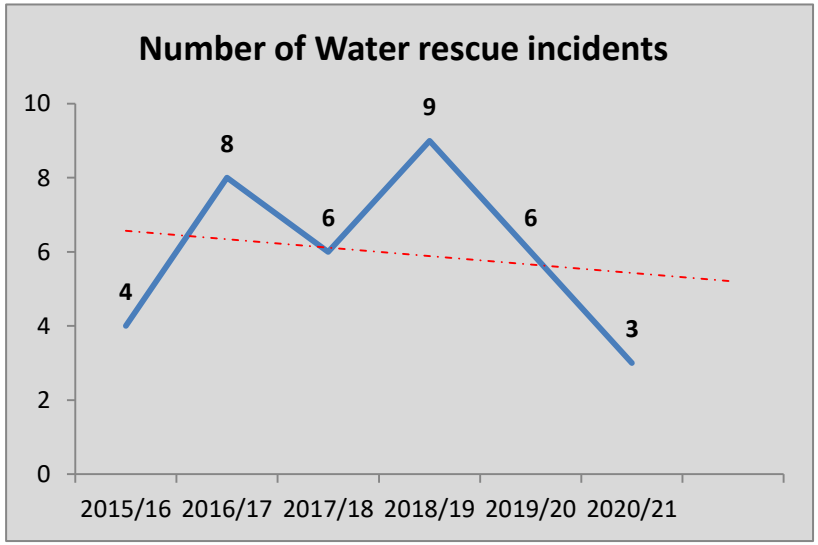

Number of Deliberate Fires
3500
3000
2500
2000
1500
1000
500
0
2313
2134
2517
2771
2971
2427
2015/16
2016/17
2017/18
2018/19
2019/20
2020/21


Number of Deliberate Fire Injuries
6
4
2
0
2
4
2
1
1
5
2015/16
2016/17
2017/18
2018/19
2019/20
2020/21


Number of Deliberate Primary Fires
375
300
225
150
75
0
245
320
328
288
327
297
2015/16
2016/17
2017/18
2018/19
2019/20
2020/21

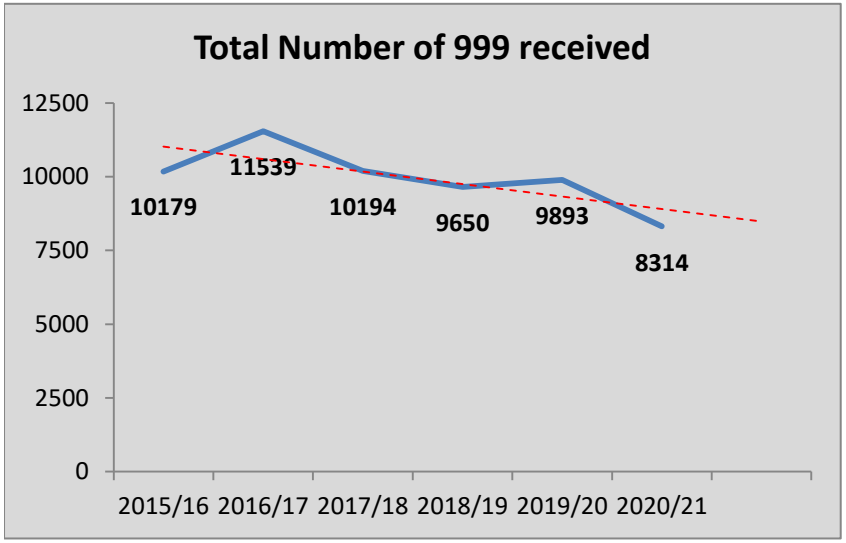

Number of Deliberate Secondary Fires
3000
2500
2000
1500
1000
500
0
2068
1814
2189
2483
2644
2130
2015/16 2016/17 2017/18 2018/19 2019/20 2020/21

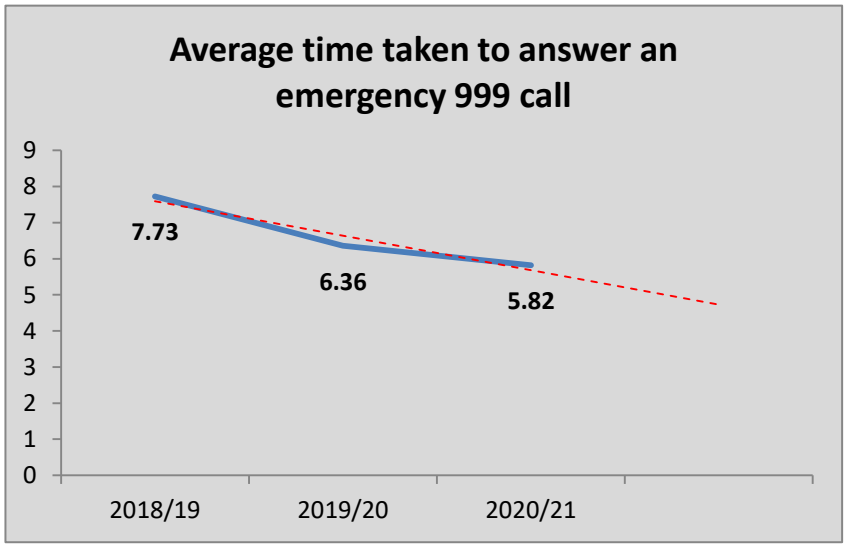

Number of Deliberate Primary Fire Vehicles
200
150
100
50
0
135
182
166
144
176
161
2015/16 2016/17 2017/18 2018/19 2019/20 2020/21

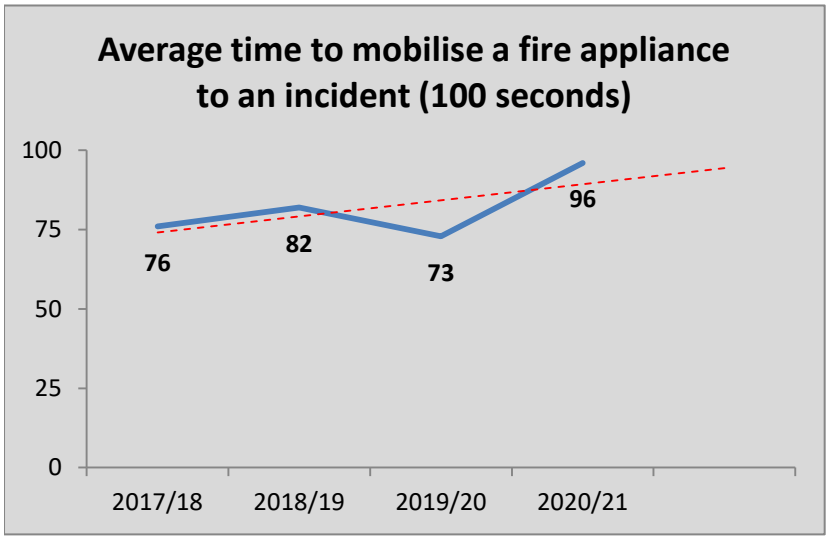

Number of Water rescue incidents
10
8
6
4
2
0
4
8
6
9
6
3
2015/16 2016/17 2017/18 2018/19 2019/20 2020/21

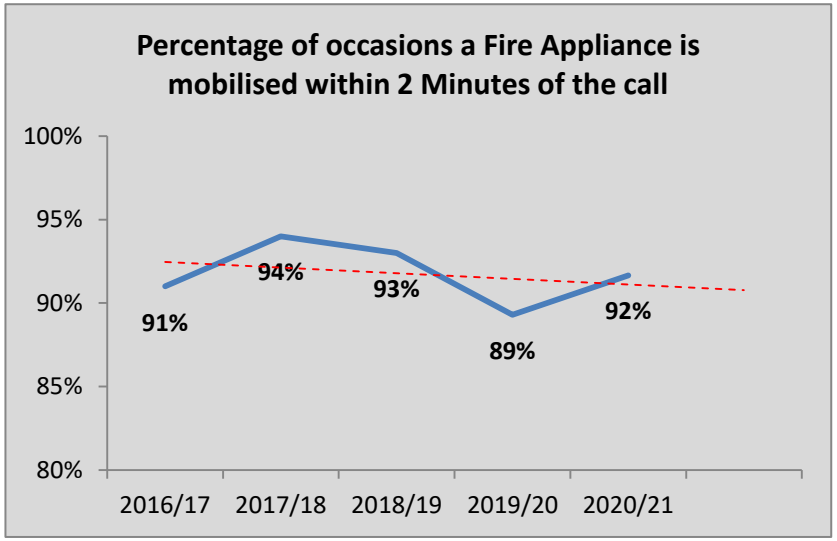
Supplementary Indicators							
Indicator	**2015/16**	**2019/20**	**2020/21**	**% Direction of travel from 2019/20**	**% Direction of travel from 2015/16**	**Target**	**% Direction of travel from target**
Total Number of 999 calls to Fire Control	**10179**	**9893**	**8314**	-16% (-1579) ⇩	-18% (-1865) ⇩	**-**	**-**
Number of times a Fire Appliance assigned to an incident failed to respond	**-**	**6**	**5**	-17% (-1) ⇩	No Comparator Information	**-**	**-**
Number of Primary Fire Fatalities	**1**	**4**	**0**	-100% (-4) ⇩	100% (-1) ⇩	**0**	0% ⇔
Number of Primary Fire Injuries	**11**	**10**	**22**	+120% (+12) ⇧	+100% (+11) ⇧	**10**	+120% (+12) ⇧
Percentage of all fires that are classed as Accidental Fires	**23%**	**13%**	**15%**	For Information Purposes Only		**-**	**-**
Percentage of all fires that are classed as Deliberate Fires	**77%**	**87%**	**85%**			**-**	**-**
Number of Primary Fires	**505**	**582**	**562**	-3% (-17) ⇩	+12% (+60) ⇧	**523**	+8% (+42) ⇧
Number of Secondary Fires	**2484**	**2833**	**2307**	-19% (-528) ⇩	-7% (-179) ⇩	**2691**	-14% (-386) ⇩
Average time taken to answer an emergency 999 call (7 seconds)	**-**	**6.36**	**5.82**	-8% (-0.54) ⇩	No Comparator Information	**7**	-17% (-1.18) ⇩
Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	**71**	**73**	**96**	+32% (+23 sec) ⇧	+36% (+25 sec) ⇧	**100**	-4% (-4sec) ⇩
Percentage of Occasions Fire Control mobilise a Fire Appliance within 2 minutes of the call	**-**	**89%**	**92%**	+3% ⇧	No Comparator Information	**98%**	-6% ⇩
Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	**-**	**98%**	**98%**	-0% ⇔	No Comparator Information	**100%**	-2% ⇩
Percentage of Retained appliances meeting the Book Mobile threshold of 5 Minutes	**-**	**71%**	**75%**	+4% ⇧	No Comparator Information	**100%**	-25% ⇩

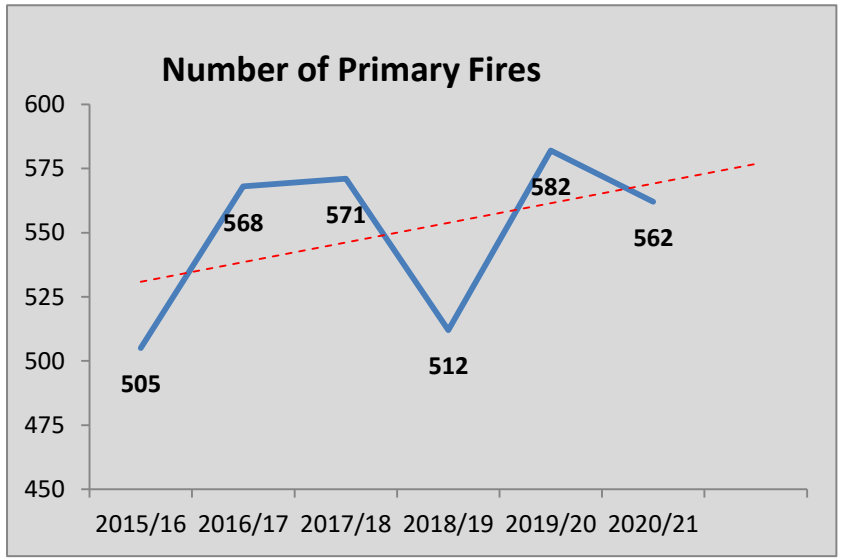
Trend Analysis: Supplementary Indicators						
Quarter 3 April to December	**2015/16**	**2016/17**	**2017/18**	**2018/19**	**2019/20**	**2020/21**
Total Number of 999 calls to Fire Control	**10179**	**11539**	**10194**	**9650**	**9893**	**8314**
Number of times a Fire Appliance assigned to an incident failed to respond	**-**	**-**	**-**	**-**	**6**	**5**
Number of Primary Fire Fatalities	**1**	**1**	**4**	**1**	**4**	**0**
Number of Primary Fire Injuries	**11**	**10**	**9**	**8**	**10**	**22**
Percentage of all fires that are classed as Accidental Fires	**23%**	**27%**	**19%**	**16%**	**13%**	**15%**
Percentage of all fires that are classed as Deliberate Fires	**77%**	**73%**	**81%**	**84%**	**87%**	**85%**
Number of Primary Fires	**505**	**568**	**571**	**512**	**582**	**562**
Number of Secondary Fires	**2484**	**2152**	**2509**	**2762**	**2833**	**2307**
Average time taken to answer an emergency 999 call (7 seconds)	**-**	**-**	**-**	**7.73**	**6.36**	**5.82**
Average time for Fire Control to mobilise a fire appliance to an incident (100 seconds)	**-**	**-**	**76**	**82**	**73**	**96**
Percentage of occasions Fire Control mobilise a Fire Appliance within 2 Minutes of the call	**-**	**91%**	**94%**	**93%**	**89%**	**92%**
Percentage of Wholetime appliances meeting Book mobile threshold of 2 minutes	**-**	**97%**	**97%**	**98%**	**98%**	**98%**
Percentage of Retained appliances meeting Book mobile threshold of 5 minutes	**-**	**73%**	**73%**	**69%**	**71%**	**75%**

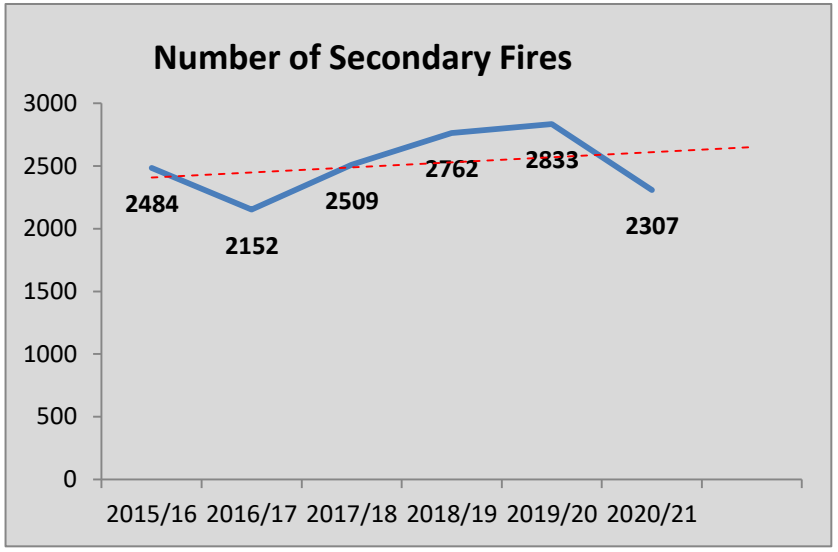

Total Number of 999 received
12500
10000
7500
5000
2500
0
10179
11539
10194
9650
9893
8314
2015/16 2016/17 2017/18 2018/19 2019/20 2020/21

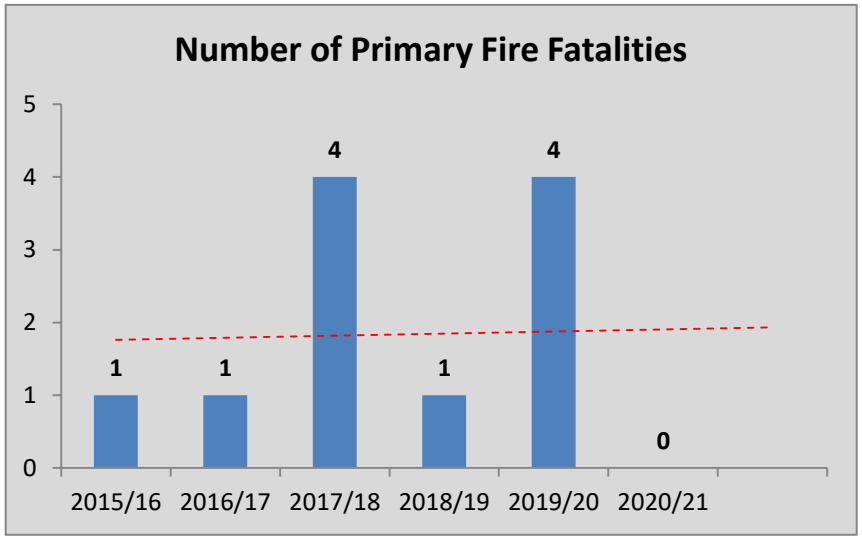

Average time taken to answer an emergency 999 call
9
8
7
6
5
4
3
2
1
0
7.73
6.36
5.82
2018/19
2019/20
2020/21

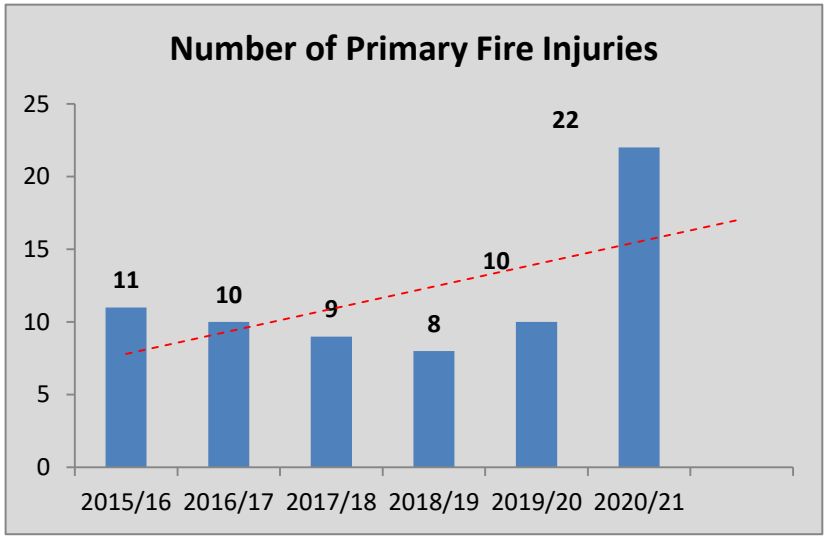

Average time to mobilise a fire appliance to an incident (100 seconds)
100
75
50
25
0
76
82
73
96
2017/18
2018/19
2019/20
2020/21

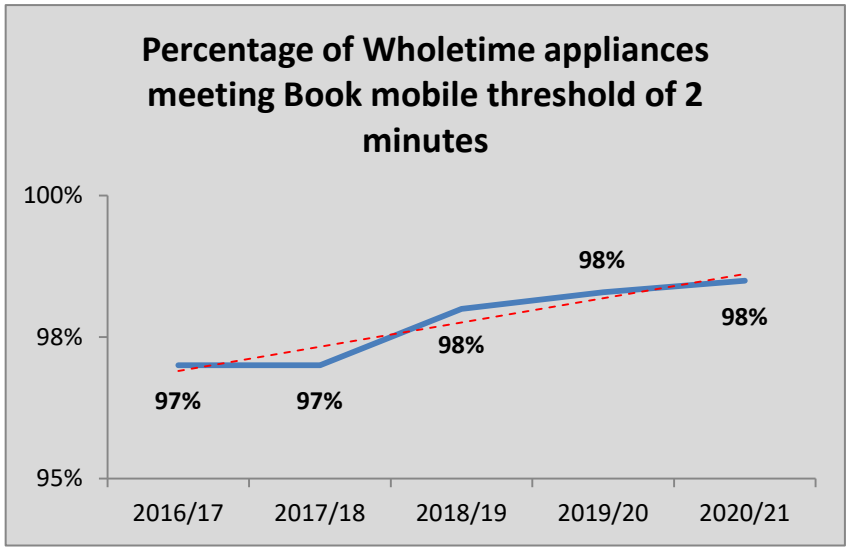

Percentage of occasions a Fire Appliance is mobilised within 2 Minutes of the call
100%
95%
90%
85%
80%
91%
94%
93%
89%
92%
2016/17
2017/18
2018/19
2019/20
2020/21

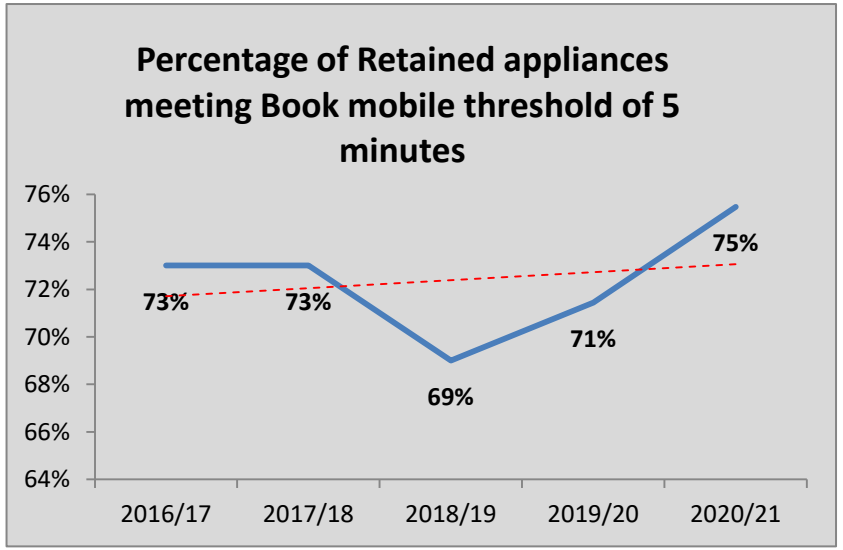

Number of Primary Fires
600
575
550
525
500
475
450
505
568
571
512
582
562
2015/16 2016/17 2017/18 2018/19 2019/20 2020/21

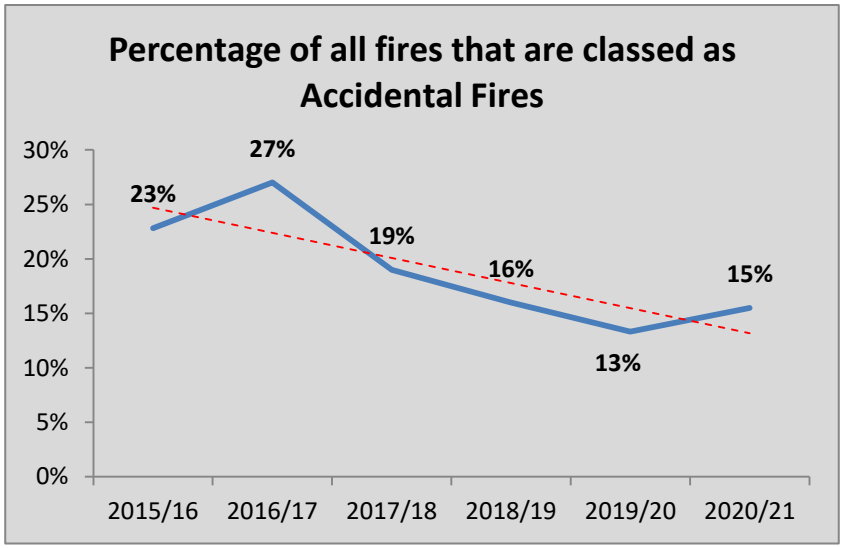

Number of Secondary Fires
3000
2500
2000
1500
1000
500
0
2484
2152
2509
2762
2833
2307
2015/16 2016/17 2017/18 2018/19 2019/20 2020/21


Number of Primary Fire Fatalities
5
4
3
2
1
0
1
1
4
1
4
0
2015/16 2016/17 2017/18 2018/19 2019/20 2020/21


Number of Primary Fire Injuries
25
20
15
10
5
0
11
10
9
8
10
22
2015/16 2016/17 2017/18 2018/19 2019/20 2020/21


Percentage of Wholetime appliances meeting Book mobile threshold of 2 minutes
100%
98%
95%
97%
97%
98%
98%
2016/17
2017/18
2018/19
2019/20
2020/21


Percentage of Retained appliances meeting Book mobile threshold of 5 minutes
76%
74%
72%
70%
68%
66%
64%
73%
73%
69%
71%
75%
2016/17
2017/18
2018/19
2019/20
2020/21


Percentage of all fires that are classed as Accidental Fires
30%
25%
20%
15%
10%
5%
0%
23%
27%
19%
16%
13%
15%
2015/16
2016/17
2017/18
2018/19
2019/20
2020/21

Strategic Goal: Safer, Stronger Communities

Strategic Objective 1.1: We will protect people, property and the environment from harm as a result of fires and other emergencies

Strategic Outcome 1.1.6: Supported National Resilience

	Indicator	2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	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% (2/2)	100% (5/5)	0% ⇔	No Comparator Information	100%	0% ⇔
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%	No Comparator Information	No Comparator Information	100%	0% ⇔
National Resilience Overall Performance Judgement					Performing Strongly	Not Measured		Performing Strongly

Strategic Goal: Safer, Stronger Communities

Strategic Objective 1.2: We will support our partners by working collaboratively to improve health outcomes across our communities

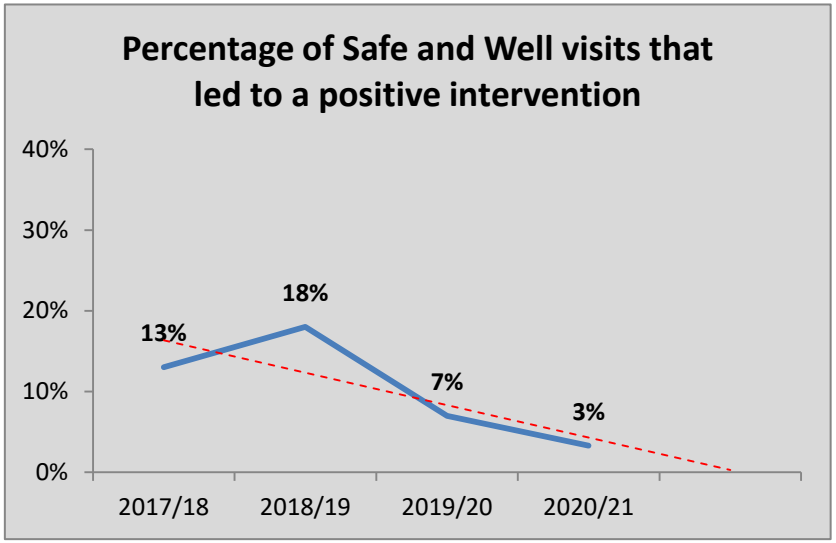
Strategic Outcome 1.2.1: Improved Health Outcomes

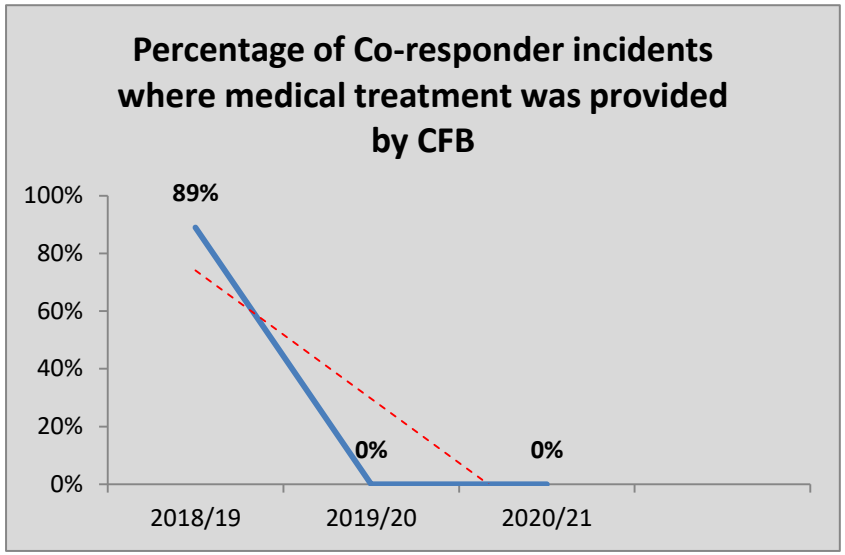
	Indicator	2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	% Direction of travel from target
1.2.1.1	Percentage of Safe and Well visits that lead to a positive intervention (equipment and / or referral for additional support)	-	7%	3%	-4% ⇩	No Comparator Information	-	-
1.2.1.3	Percentage of Co-responder incidents attended by the Brigade where medical treatment was provided by CFB	87% (13/15)	100% (14/14)	100% (2/2)	0% ⇔	+22% ⇧	-	-
Improved Health Overall Performance Judgement					Performing Well	Performing Strongly		Not measured

Trend Analysis: Strategic Outcome 1.1.6 Supporting National Resilience						
Quarter 3 April to December	**2015/16**	**2016/17**	**2017/18**	**2018/19**	**2019/20**	**2020/21**
Percentage of times the DIM (G8) National Resilience resource is mobilised within 60 minutes	**-**	**-**	**-**	**100% (5/5)**	**100% (2/2)**	**100% (5/5)**
Percentage of times the MDU (G9) New Dimensions asset is mobilised within 60 minutes of request to mobilise	**-**	**-**	**-**	**-**	**no mobilisations**	**no mobilisations**
Percentage of times the National Resilience Assets (DIM G8 and MDU G9) are available for emergency response	**This will be reported from financial year 2020/21**					

Trend Analysis: Strategic Outcome 1.2.1 Improved Health Outcomes						
Quarter 3 April to December	**2015/16**	**2016/17**	**2017/18**	**2018/19**	**2019/20**	**2020/21**
Percentage of Safe and Well visits that led to a positive intervention	-	-	13%	18%	7%	3%
Percentage of Co-responder incidents where medical treatment was provided by CFB	-	-	95%	89%	100% (14/14)	100% (2/2)

* data provided in arrears from health


Percentage of Safe and Well visits that led to a positive intervention
40%
30%
20%
10%
0%
13%
18%
7%
3%
2017/18
2018/19
2019/20
2020/21


Percentage of Co-responder incidents where medical treatment was provided by CFB
100%
80%
60%
40%
20%
0%
89%
0%
0%
2018/19
2019/20
2020/21

A PROUD, PASSIONATE, PROFESSIONAL AND INCLUSIVE WORKFORCE

Our staff are fully supported, competent and motivated to give their best in keeping Teesside safe.

Performance Summary: A Proud, Passionate and Inclusive Workforce

Below is a summary of our performance for the period 1st April to 31st December 2020 against our Strategic Goal 2

	Performance compared to 2019/20 assessed as	Performance compared to 2015/16 assessed as	Performance compared to Target assessed as
A Healthy Workforce	Performing Well	Performing Well	Adequate Performance
A Safe Workforce	Performing Well	Performing Well	Adequate Performance
Competent & Trained Workforce	No Comparator	No Comparator	Requires Improvement
Outstanding Leaders	Under Development	Under Development	Under Development
A Great Workforce Culture	Annual Indicators	Annual Indicators	Annual Indicators
A Sustainable Workforce	Performing Well	No Comparator	Under Development

Strategic Goal: A Proud, Passionate, Professional and Inclusive Workforce

Strategic Objective 2.1: We will support and promote health, safety and wellbeing across our workforce

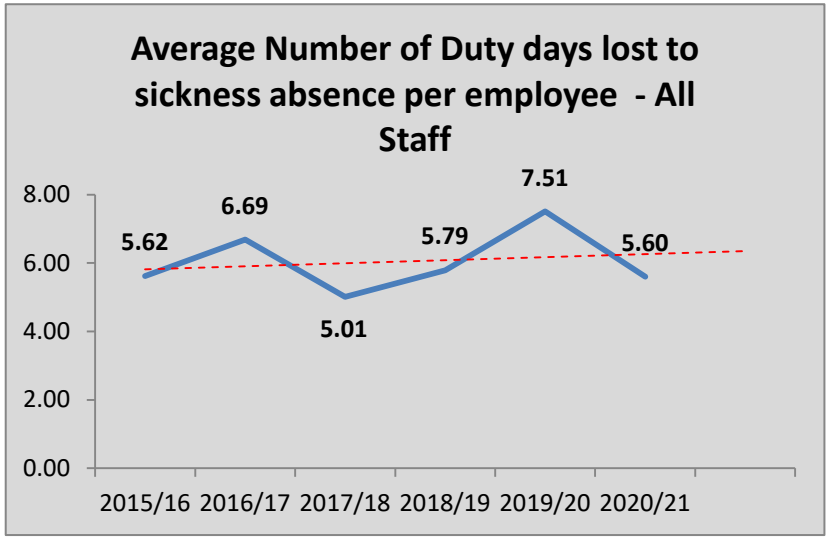
Strategic Outcome 2.1.1: A Healthy Workforce

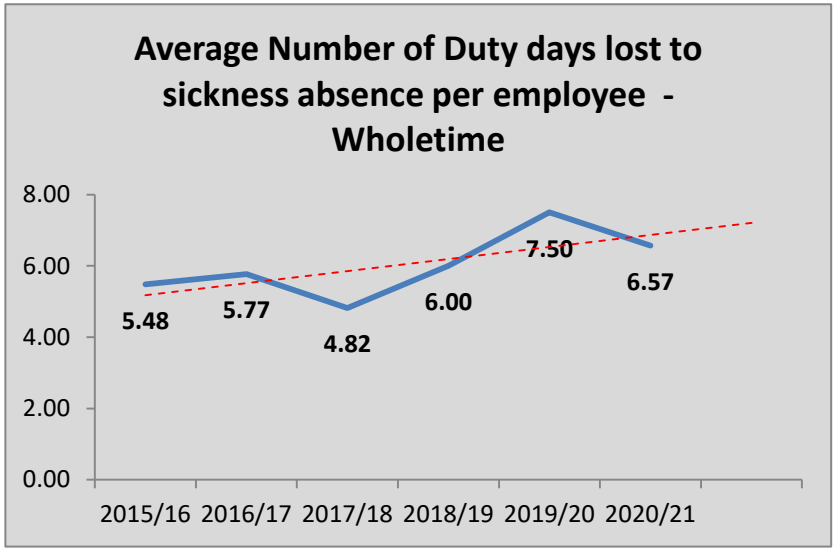
	Indicator	2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	% Direction of travel from target
2.1.1.1	Percentage of operational staff who have completed fitness assessments during year*	-	96%	96%	0% ⇔	No Comparator Information	100%	-4% ⇩
2.1.1.2	Percentage of operational personnel who have completed fitness assessment that have achieved / exceeded the relevant VO2 rates *(based on initial pass rates)**	-	93%	96%	+3% ⇧	No Comparator Information	100%	-4%
2.1.1.4	Average Number of Duty days lost to sickness absence per employee - All Staff	5.62	7.51	5.60	-25% (-1.91) ⇩	-0.4% (-0.02) ⇩	5.04	+11% (+0.56) ⇧
2.1.1.5	Average Number of Duty days lost to sickness absence per employee - Wholetime	5.48	7.50	6.57	-12% (-0.93) ⇩	+20% (+1.09) ⇧	5.25	+25% (+1.32) ⇧
2.1.1.6	Average Number of Duty days lost to sickness absence per employee - Retained	4.84	7.48	2.60	-65% (-4.88) ⇩	-46% (-2.24) ⇩	4.50	-42% (-1.90) ⇩
2.1.1.7	Average Number of Duty days lost to sickness absence per employee - Fire Control	3.41	5.44	3.50	-36% (-1.94) ⇩	+3% (+0.09) ⇧	4.50	-22% (-1) ⇩
2.1.1.8	Average Number of Duty days lost to sickness absence per employee - Green Book	7.11	8.06	5.43	-33% (-2.63) ⇩	-24% (-1.68) ⇩	4.50	+21% (+0.93) ⇧
2.1.1.9	Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness	-	25%	19%	-6% ⇩	No Comparator Information	-	-
2.1.1.10	Number of people who exceed Phased Return Limits	-	0	1	100% (1) ⇧	No Comparator Information	0	100% (1) ⇧
2.1.1.11	Number of people who exceed Modified Duties Limits	-	6	6	0% ⇔	No Comparator Information	0	100% (6) ⇧
2.1.1.12	Length of time on Phased Return Duty**	-	0	242	100% (+242)	No Comparator Information	-	-
2.1.1.13	Length of time on Modified Duties**	-	728	1370	+88% (+642)	No Comparator Information	-	-
	A Healthy Workforce Overall Performance Judgement				**Performing Well**	**Performing Well**		**Adequate Performance**

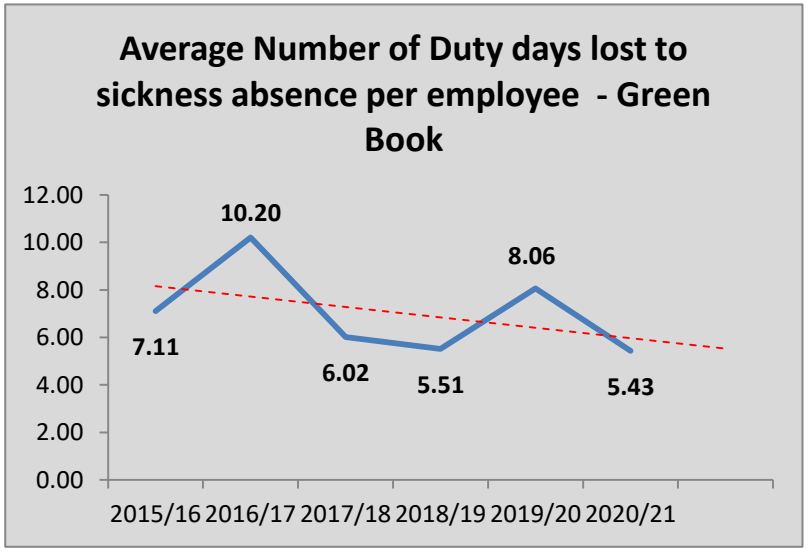
*** no assessments in Qtr 1 due to pandemic**

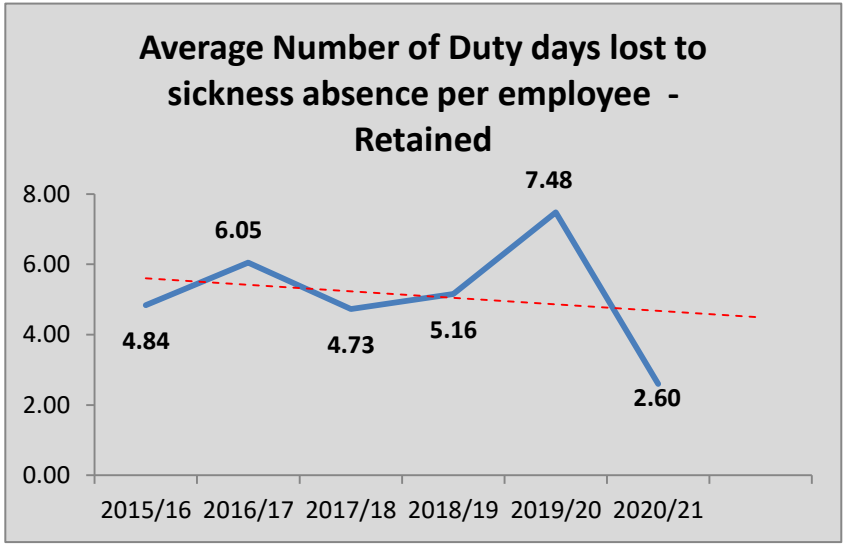
**** cumulative days**

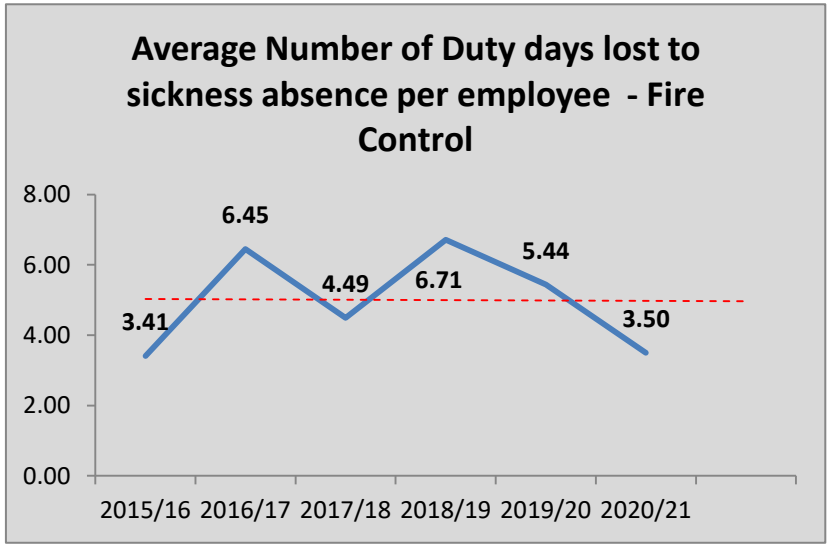
Trend Analysis: Strategic Outcome 2.1.1: A Healthy Workforce						
Quarter 3 April to December	**2015/16**	**2016/17**	**2017/18**	**2018/19**	**2019/20**	**2020/21**
Percentage of operational staff who have completed fitness assessments during year	-	-	78%	96%	96%	96%
Percentage of Operational staff Achieving Passes in Relevant VO2 Rates	-	-	89%	95%	93%	96%
Average Number of Duty days lost to sickness absence per employee - All Staff	5.62	6.69	5.01	5.79	7.51	5.60
Average Number of Duty days lost to sickness absence per employee - Wholetime	5.48	5.77	4.82	6.00	7.50	6.57
Average Number of Duty days lost to sickness absence per employee - Retained	4.84	6.05	4.73	5.16	7.48	2.60
Average Number of Duty days lost to sickness absence per employee - Fire Control	3.41	6.45	4.49	6.71	5.44	3.50
Average Number of Duty days lost to sickness absence per employee - Green Book	7.11	10.20	6.02	5.51	8.06	5.43
Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness	-	-	32%	32%	25%	19%
Number of People who exceed Phased Return Limits	-	-	-	-	0	1
Number of people who exceed Modified Duties Limits	-	-	-	-	6	6
Length of Time on Phased Return Duty	-	-	-	-	0	242
Length of Time on Modified Duties	-	-	-	-	728	1370

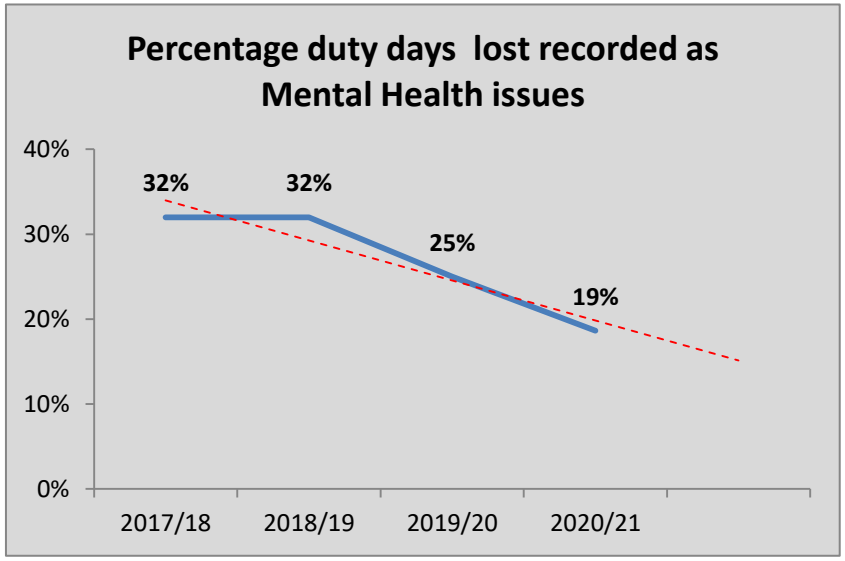

Average Number of Duty days lost to sickness absence per employee - All Staff
8.00
6.00
4.00
2.00
0.00
5.62
6.69
5.01
5.79
7.51
5.60
2015/16 2016/17 2017/18 2018/19 2019/20 2020/21

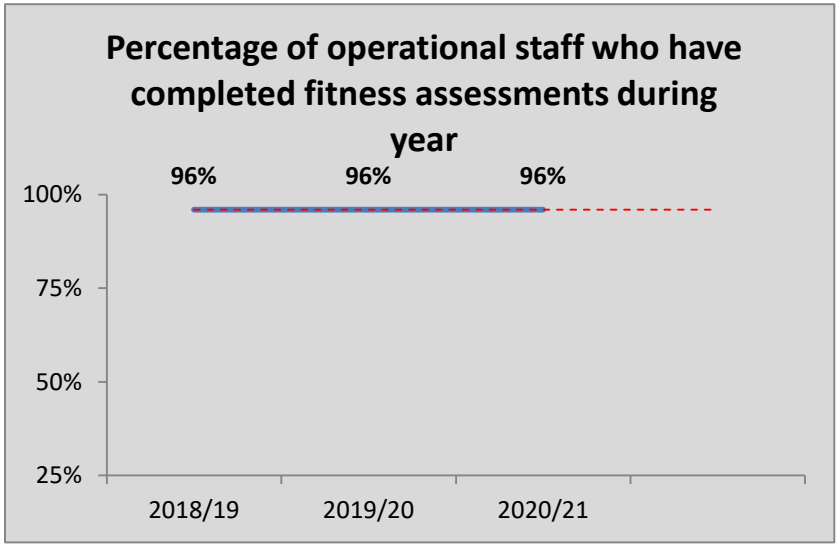

Average Number of Duty days lost to sickness absence per employee - Wholetime
8.00
6.00
4.00
2.00
0.00
5.48
5.77
4.82
6.00
7.50
6.57
2015/16 2016/17 2017/18 2018/19 2019/20 2020/21

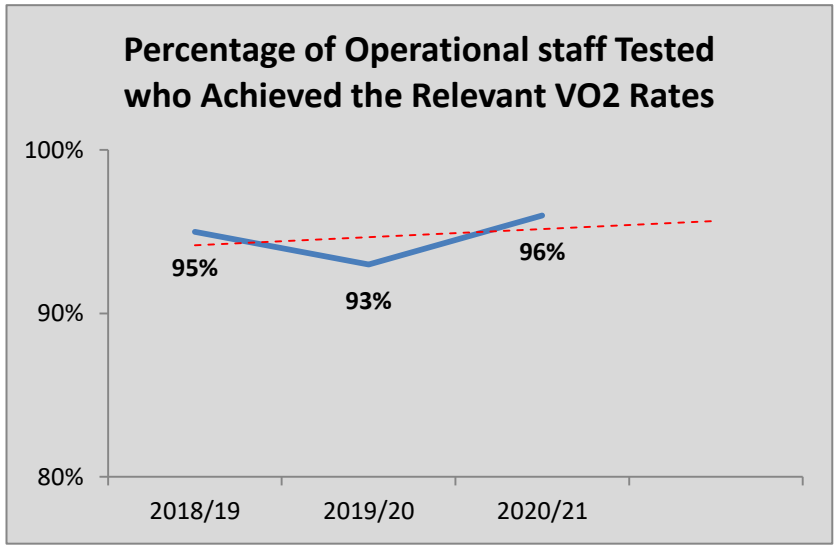

Average Number of Duty days lost to sickness absence per employee - Green Book
12.00
10.00
8.00
6.00
4.00
2.00
0.00
7.11
10.20
6.02
5.51
8.06
5.43
2015/16 2016/17 2017/18 2018/19 2019/20 2020/21


Average Number of Duty days lost to sickness absence per employee - Retained
8.00
6.00
4.00
2.00
0.00
4.84
6.05
4.73
5.16
7.48
2.60
2015/16 2016/17 2017/18 2018/19 2019/20 2020/21


Average Number of Duty days lost to sickness absence per employee - Fire Control
8.00
6.00
4.00
2.00
0.00
6.45
4.49
6.71
5.44
3.41
3.50
2015/16 2016/17 2017/18 2018/19 2019/20 2020/21


Percentage duty days lost recorded as Mental Health issues
40%
30%
20%
10%
0%
32%
32%
25%
19%
2017/18 2018/19 2019/20 2020/21


Percentage of operational staff who have completed fitness assessments during year
100%
75%
50%
25%
96%
96%
96%
2018/19 2019/20 2020/21


Percentage of Operational staff Tested who Achieved the Relevant VO2 Rates
100%
90%
80%
95%
93%
96%
2018/19 2019/20 2020/21

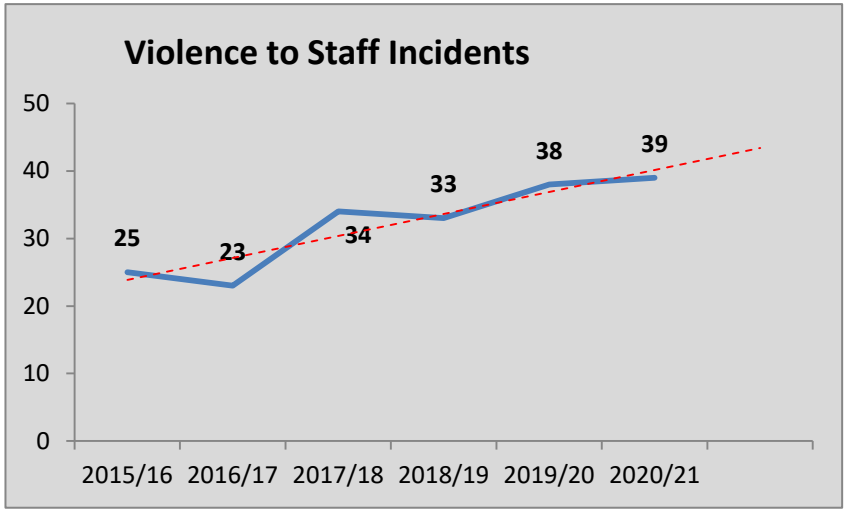
Strategic Goal: A Proud, Passionate, Professional and Inclusive Workforce

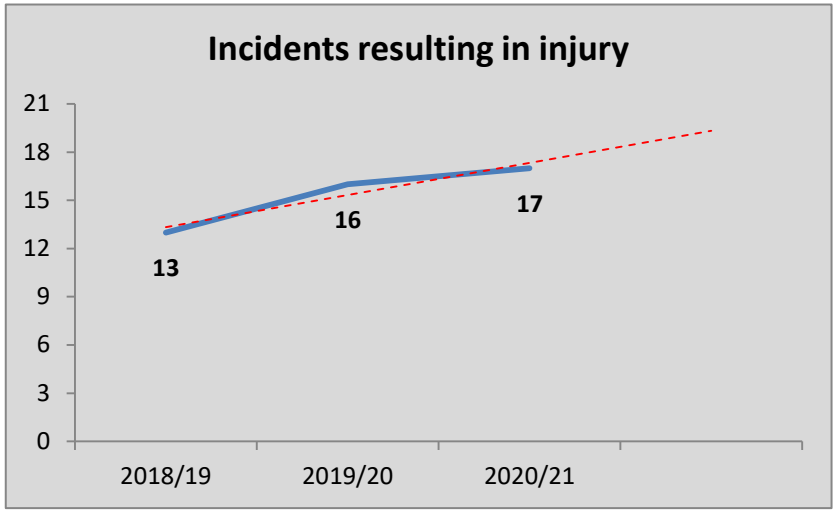
Strategic Objective 2.1: We will support and promote health, safety and wellbeing across our workforce

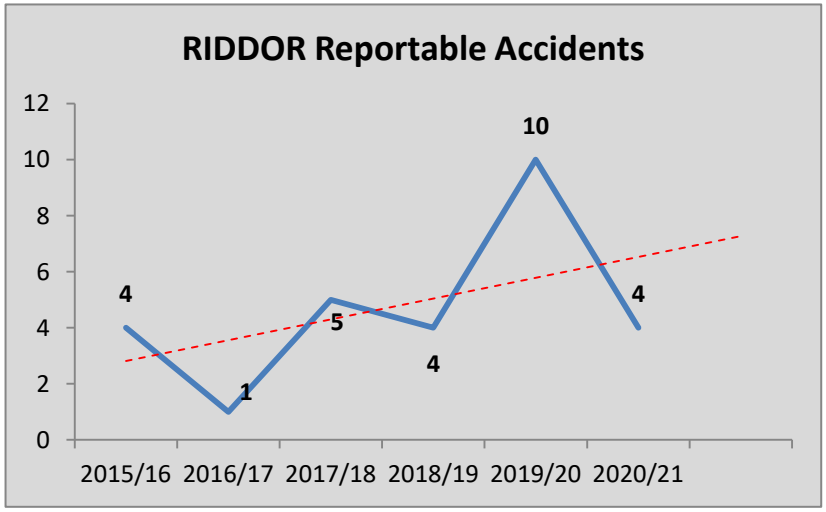
Strategic Outcome 2.1.2: A Safe Workforce

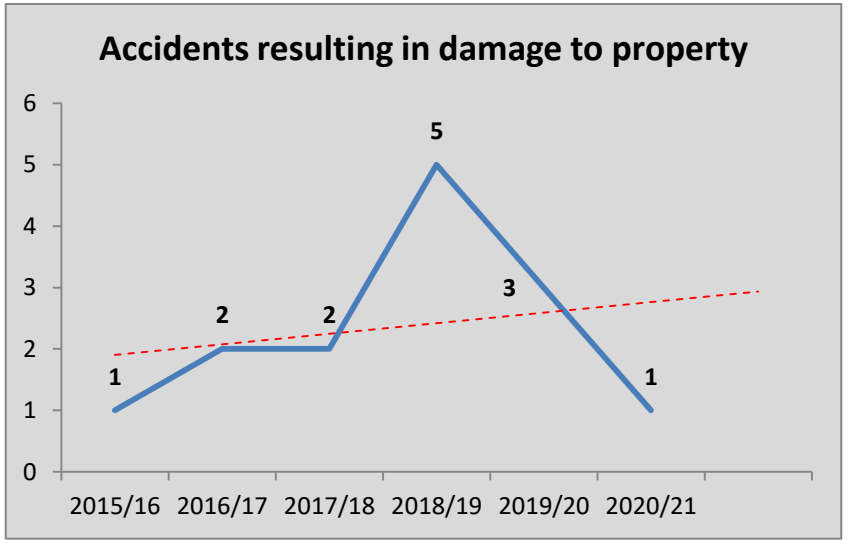
	Indicator	2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	% Direction of travel from target
2.1.2.1	Number of Violence to Staff Incidents (verbal and/or physical)	25	38	39	+3% (+1) ⇧	+56% (+14) ⇧	25	+56% (+14) ⇧
2.1.2.2	Number of RIDDOR Reportable Accidents	4	10	4	-60% (-6) ⇩	0% ⇔	0	+400% (+4) ⇧
2.1.2.3A	Number of Accidents resulting in physical injury	19	14	7	-50% (-7) ⇩	-63% (-12) ⇩	3	+133% (+4) ⇧
2.1.2.3B	Incidents resulting in injury	20	16	17	+6% (+1) ⇧	-15% (-3) ⇔	-	-
2.1.2.4	Number of Accidents resulting in damage to property	1	3	1	-67% (-2) ⇩	0% ⇔	2	50% (-1) ⇩
2.1.2.5	Number of Near Misses	12	12	9	-25% (-3) ⇩	-25% (-3) ⇩	13	-31% (-4) ⇩
2.1.2.6	Number of Vehicle Accidents	27	28	23	-18% (-5) ⇩	-15% (-4) ⇩	25	-8% (-2) ⇩
A Safe Workforce Overall Performance Judgement					**Performing Well**	**Performing Well**		**Adequate Performance**

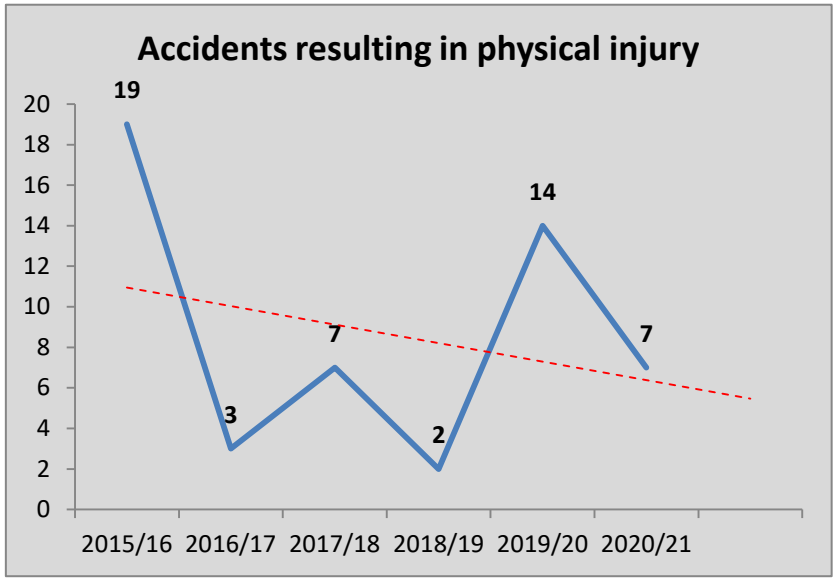
Trend Analysis: Strategic Outcome 2.1.2: A Safe Workforce						
Quarter 3 April to December	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Number of Violence to Staff Incidents (verbal and/or physical)	25	23	34	33	38	39
Number of RIDDOR Reportable Accidents	4	1	5	4	10	4
Number of Accidents resulting in physical injury	19	3	7	2	14	7
Incidents resulting in injury	-	-	-	13	16	17
Number of Accidents resulting in damage to property	1	2	2	5	3	1
Number of Near Misses	12	14	13	14	12	9
Number of Vehicle Accidents	27	34	34	24	28	23

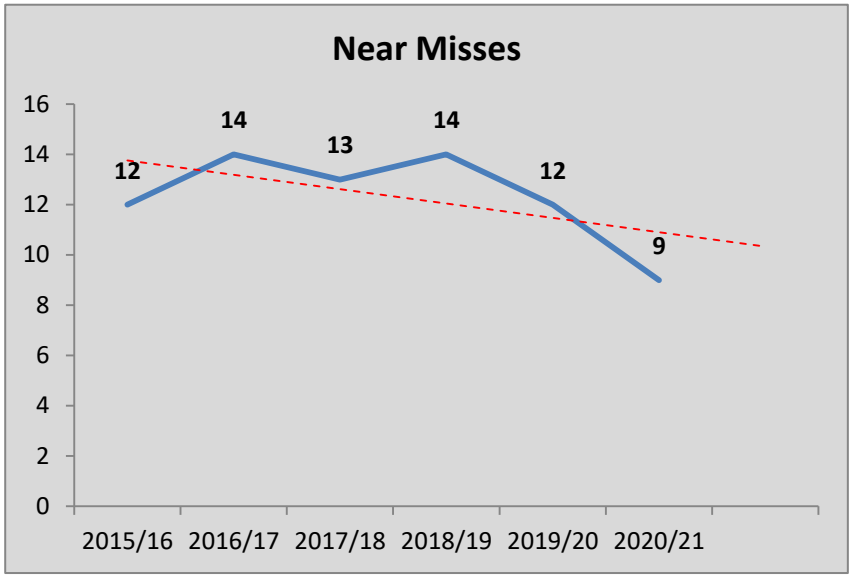

Violence to Staff Incidents
50
40
30
20
10
0
25
23
34
33
38
39
2015/16 2016/17 2017/18 2018/19 2019/20 2020/21

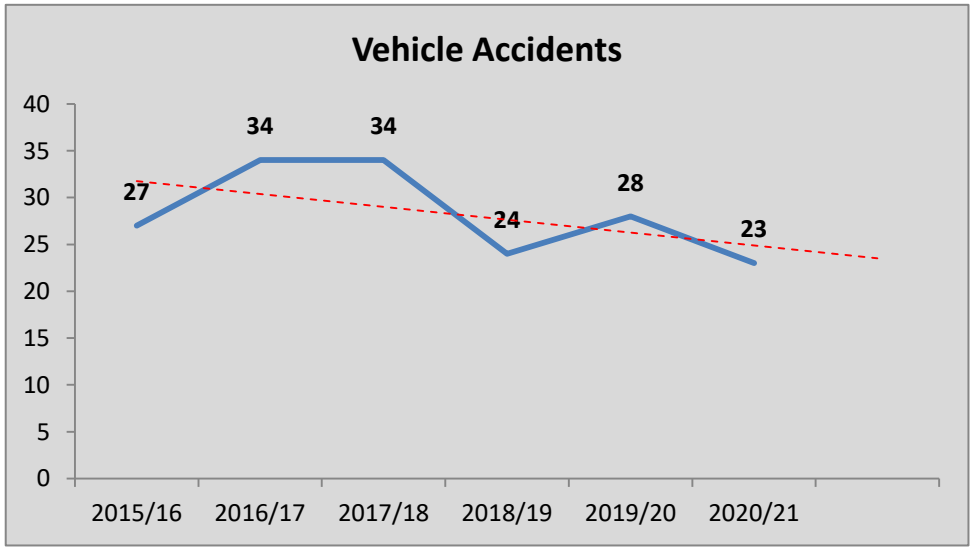

Incidents resulting in injury
21
18
15
12
9
6
3
0
13
16
17
2018/19 2019/20 2020/21


RIDDOR Reportable Accidents
12
10
8
6
4
2
0
4
1
5
4
10
4
2015/16 2016/17 2017/18 2018/19 2019/20 2020/21


Accidents resulting in damage to property
6
5
4
3
2
1
0
1
2
2
5
3
1
2015/16 2016/17 2017/18 2018/19 2019/20 2020/21


Accidents resulting in physical injury
20
18
16
14
12
10
8
6
4
2
0
19
3
7
2
14
7
2015/16
2016/17
2017/18
2018/19
2019/20
2020/21


Near Misses
16
14
12
10
8
6
4
2
0
12
14
13
14
12
9
2015/16
2016/17
2017/18
2018/19
2019/20
2020/21


Vehicle Accidents
40
35
30
25
20
15
10
5
0
27
34
34
24
28
23
2015/16
2016/17
2017/18
2018/19
2019/20
2020/21

Strategic Goal: A Proud, Passionate, Professional and Inclusive Workforce

Strategic Objective 2.2: We will provide first class training and education to ensure the competence of all staff

Strategic Outcome 2.2.1: A Competent and Trained Workforce

Indicator		2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	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	-	-	76%	No Comparator Information	No Comparator Information	100%	-24% (-24) ⇩
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*	-	-	-	No Comparator Information	No Comparator Information	-	
2.2.1.6	Percentage of staff who have received a Personnel Development Review during the current financial year**	63%	97%	85%	-12% ⇩	+22% ⇧	100%	-15% ⇩
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***	-	-	31.25% (5/16)	No Comparator Information	No Comparator Information	75%	-44% ⇩
A Competent & Trained Workforce Overall Performance Judgement					**Requires Improvement**	**Performing Strongly**		**Requires Improvement**

* Reportable from 2021

** Data reportable from Quarter 2 2020-21

*** No Exercises carried out in Qtr 1 due to pandemic

Strategic Goal: A Proud, Passionate, Professional and Inclusive Workforce

Strategic Objective 2.3: We will develop our leaders to lead within a modern fire and rescue service

Strategic Outcome 2.3.1: Outstanding Leaders

Indicator		2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	Direction of travel from target
2.3.1.1	Measure to come from staff survey - awaiting details	-	-	-	Measures Under Development	Measures Under Development	-	-
Outstanding Leaders Overall Performance Judgement					**Measures Under Development**	**Measures Under Development**		**Measures Under Development**

Strategic Goal: A Proud, Passionate, Professional and Inclusive Workforce

Strategic Objective 2.4: We will diversify and engage our staff, promote inclusion and create a fair, equal and great place to work

Strategic Outcome 2.4.1: A Great Workforce culture

Indicator		2015/2016	2019/20	2019/20	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	Direction of travel from target
2.4.1.1	All Staff Turnover as a proportion of the Workforce	Annual Measures			-	-	-	-
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				-	-	-	-
A Great Workforce Culture Overall Performance Judgement					-	-	-	-

Strategic Outcome 2.4.1: A Great Workforce culture - Measures on the Make up Of Staff to increasingly reflect the communities we serve								
Indicator		2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Cleveland Area Make up	Direction of travel from Cleveland Average
2.4.1.4	Females in All Staff Group Posts	Annual Measures			-	-	-	-
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				-	-	-	-

Strategic Goal: A Proud, Passionate, Professional and Inclusive Workforce

Strategic Objective 2.5: We will have the right number of people with the right skills, in the right place at the right time to deliver our organisation objectives.

Strategic Outcome 2.5.1: A sustainable workforce

Indicator		2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	Direction of travel from target
2.5.1.1	Percentage of time 18 or more appliances are available to respond to Emergency Calls*	-	59%	65%	+6% ⇧	No Comparator Information	-	-
2.5.1.2	Percentage of time Retained appliances are available for operational response	-	66%	66%	-0% ⇔	No Comparator Information	-	-
A Sustainable Workforce Culture Overall Performance Judgement					Performing Well	Not Measured		Not Measured

* Data collection commenced June 2018

EFFICIENT USE OF RESOURCES

Our resource management arrangements and collaborative working will provide our communities with a value for money fire and rescue service.

Performance Summary: Efficient Use of Resources

Below is a summary of our performance for the period 1st April to 31st December 2020 against our Strategic Goal 3

	Performance compared to 2019/20 assessed as	Performance compared to 2015/16 assessed as	Performance compared to Target assessed as
Governance	Performing Well	No Comparator	Performing Well
Value for Money	Under Development	Under Development	Under Development
Optimum Use of HR	Adequate Performance	Performing Well	Performing Strongly
Efficiency through Collaboration	Requires Improvement	No Comparator	Under Development

Strategic Goal: Efficient Use of Resources

Strategic Objective 3.1 We will provide efficient and effective use of resources

Strategic Outcome: 3.1.1: Sound Financial, Procurement and Corporate Governance

	Indicator	2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	Direction of travel from target
3.1.1.1	Number of Internal Audit reports classed as limited assurance or below	-	0	0	0% ⇔	No Comparator Information	0	0% ⇔
3.1.1.2	Number of Internal Audit recommendations not completed and signed off by Internal Audit by the due deadline	-	1	2	+100% +1 ⇧	No Comparator Information	0	+100% +2 ⇧
3.1.1.3	Public Contracts Regulations 2015: Percentage of invoices paid within 30 days	-	96%	98% (1155/1175)	+2% ⇧	No Comparator Information	100%	-2.0% ⇩
3.1.1.4	Public Contracts Regulations 2015: Interest Paid due to late payment of invoices	-	£ -	£ -	0% ⇔	No Comparator Information	0	0% ⇔
Governance Overall Performance Judgement					**Performing Well**	**Not Measured**		**Performing Well**

Strategic Goal: Efficient Use of Resources

Strategic Objective 3.1 We will provide efficient and effective use of resources

Strategic Outcome: 3.1.2 Value for Money Assets

Indicator		2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	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**

Strategic Goal: Efficient Use of Resources

Strategic Objective 3.1: We will provide efficient and effective use of resources

Strategic Outcome: 3.1.3: Optimum Use of Human Resources

	Indicator	2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	Direction of travel from target
3.1.2.1	Number of Malicious False Alarms	105	119	72	-39% (-47) ⇩	-31% (-33) ⇩	85	-15% (-13) ⇩
3.1.2.2	Percentage of Malicious False Alarms resulting in mobilisation of a fire appliance	63%	65%	70%	+5% ⇧	+7% ⇧	-	-
3.1.3.1	Staff Turnover: Percentage of staff leaving the Brigade as a proportion of the total workforce	13%	10%	7%	-3% ⇩	-6% ⇩	-	-
3.1.3.2	No of FTE posts vacant at end of the reporting period	72.45	54.06	60.66	+12% (+6.6) ⇧	-16% (-11.79) ⇩	-	-
1.1.2.9	Percentage of call questioned Non Domestic Fire Alarm Calls where no fire is confirmed that the Brigade attends	-	7%	22%	+15% ⇧	No Comparator Information	-	-
Optimum Use of Human Resources Overall Performance Judgement					**Adequate Performance**	**Performing Well**		**Performing Strongly**

EMERGENCY RESPONSE BENCHMARKS SUMMARY

EMERGENCY RESPONSE BENCHMARKS

In 2018/19 the approval of the Community Integrated Risk Management Plan 2018/22 introduced a new suite of emergency response benchmarks that moved away from the traditional risk based benchmarks for building fires to a standard benchmark for building fires in Brigade area. These indicators have now been in place for more than two years

Response Benchmarks

Fire Control and Mobilisation

Indicator		2019/20	2020/21	Target	% Direction of travel from target
1.1.5.9	Average time taken to answer an emergency 999 call (7 seconds)	6.36	5.82	7.00	-17% ⇩
1.1.5.10	Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	73	96	100	-4% ⇩
1.1.5.11	Percentage of times a fire appliance is dispatched to an emergency in 2 minutes	89%	92%	98%	-6% ⇩
1.1.5.12	Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	98%	98%	100%	-2% ⇩
1.1.5.13	Percentage of Retained appliances meeting the Book Mobile threshold of 5 Minutes	71%	75%	100%	-25% ⇩

Building Fires

Indicator		2019/20	2020/21	Target	% Direction of travel from target
1.1.1.10	Average time of first appliance attendance to a Dwelling Fire (7 Minutes)	00:04:58 (1078/929)	00:04:47 942/1052)	00:07:00	-32% ⇩
1.1.1.11	First appliance attendance to a Dwelling Fire within 10 minutes on 90% of occasions	97% (1045/1078)	98% (1026/1052)	90%	8% ⇧
1.1.1.12	Average time of second appliance to attend a Dwelling Fire incident (10 minutes)	00:07:03 (752/869)	00:06:34 (785/897)	00:10:00	-34% ⇩
1.1.2.10	Average time of first appliance attendance to a building fire (7 Minutes)	00:04:58 (1546/1795)	00:04:50 (1472/1665)	00:07:00	-31% ⇩
1.1.2.11	First appliance attendance to building fires within 10 minutes on 90% of occasions	97% (1737/1795)	97% (1619/1665)	90%	+7% ⇧
1.1.2.12	Average time of second appliance to attend a building fire incident (10 minutes)	00:07:03 (1181/1374)	00:06:42 (1067/1225)	00:10:00	-33% ⇩

Road Traffic Collisions

Indicator		2019/20	2020/21	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)	00:05:33 (147/181)	00:05:34 (102/122)	00:08:00	-31% ⇩

High Hazard

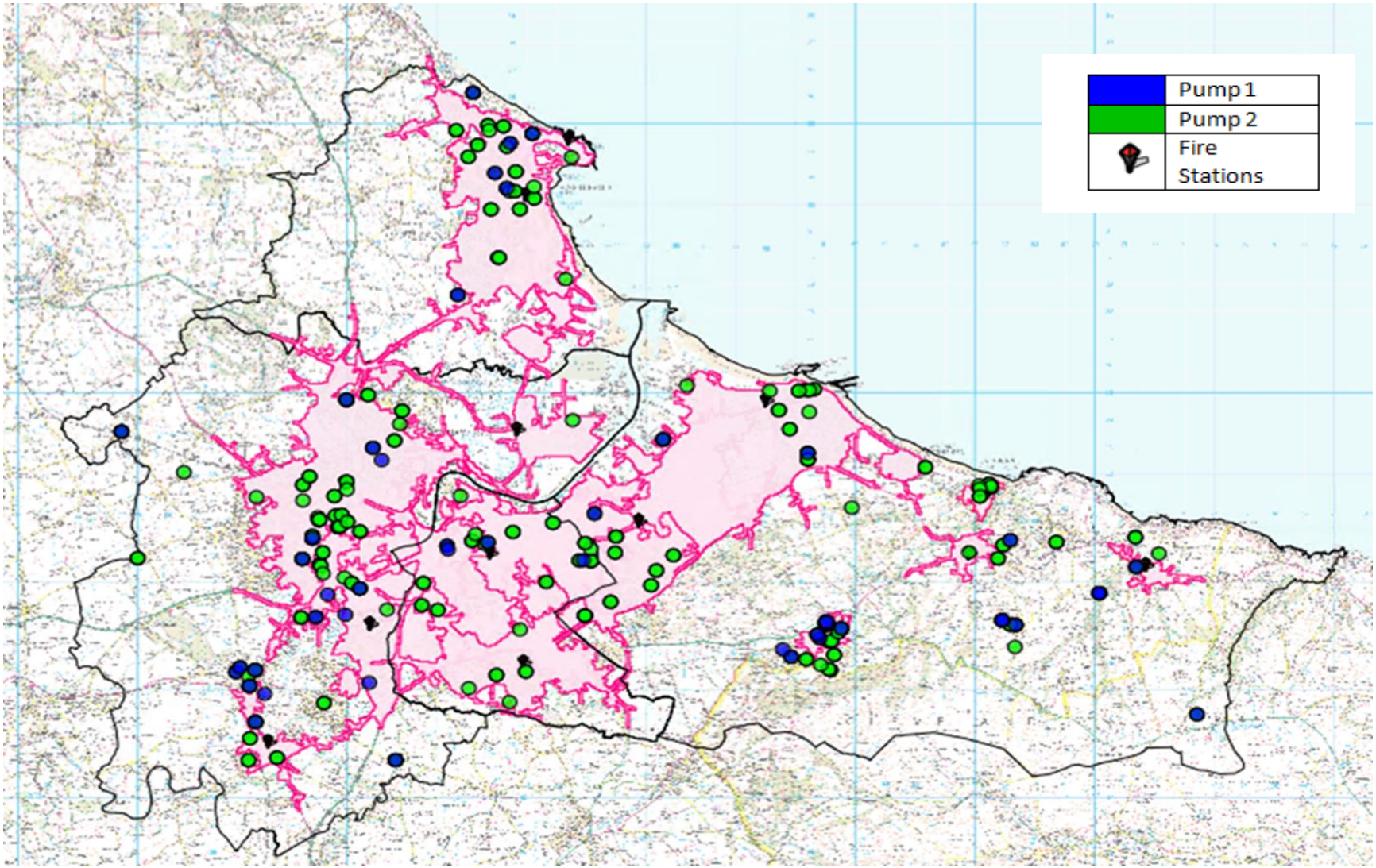
Indicator		2019/20	2020/21	Target	% Direction of travel from target
1.1.4.2	Average time of first appliance attendance to an incident at an industrial site (7 minutes)	00:04:45 (18/20)	00:05:11 (13/14)	00:07:00	-26% ⇩
1.1.4.3	Average time full mobilisation requirement of appliances to an industrial fire (20 minutes)	-	-	00:20:00	-
1.1.4.4	Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	00:20:03	No reported mobilisations	00:16:00	-

Building Fire analysis on Benchmark Failures

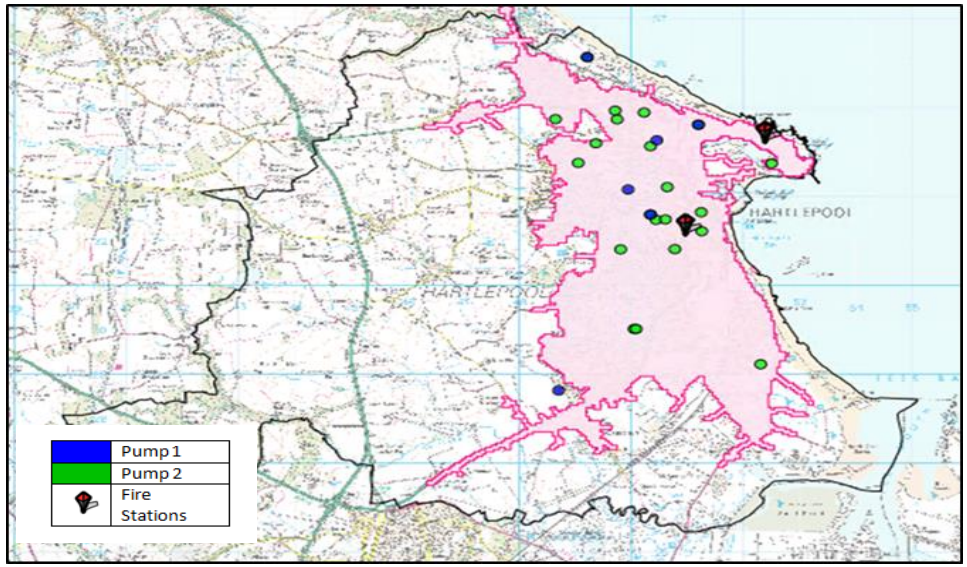
Time Taken to arrive at scene (minutes and seconds)	number of occasions
07:00-07:59	72
08:00-08:59	45
09:00-09:59	30
10:00-10:59	21
11:00-11:59	4
12:00-12:59	7
13:00-13:59	5
> 15 minutes	9
Total Fails	193

End Main Type	Number of main Type
F1	34
F3	2
FA	93
FG	55
FM	7
NS	2
Total	193

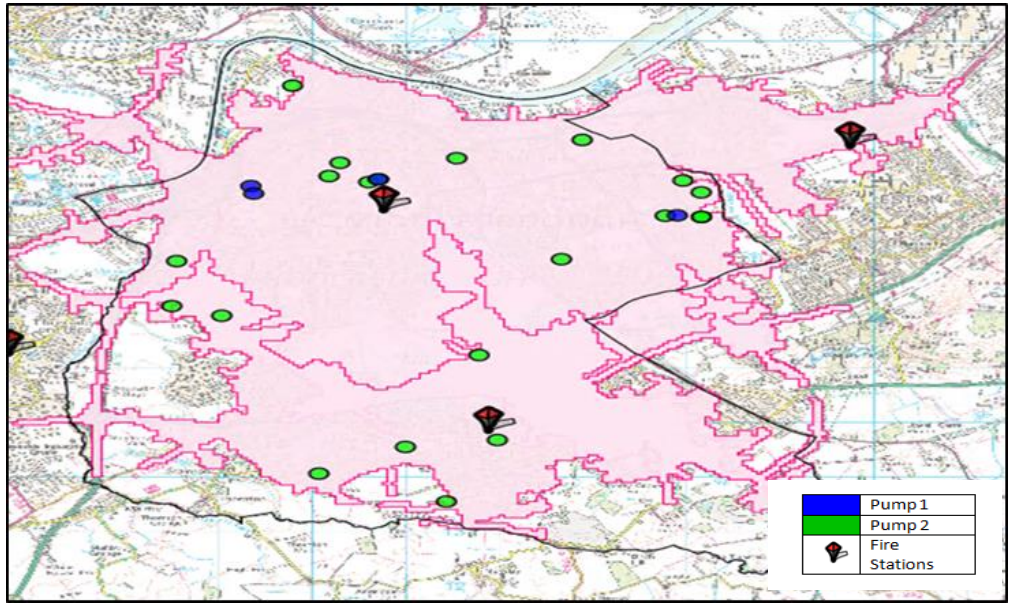
Map of 1st and 2nd Benchmark failures (Building Fire Risk) overlaid against 7 minute Isochrone



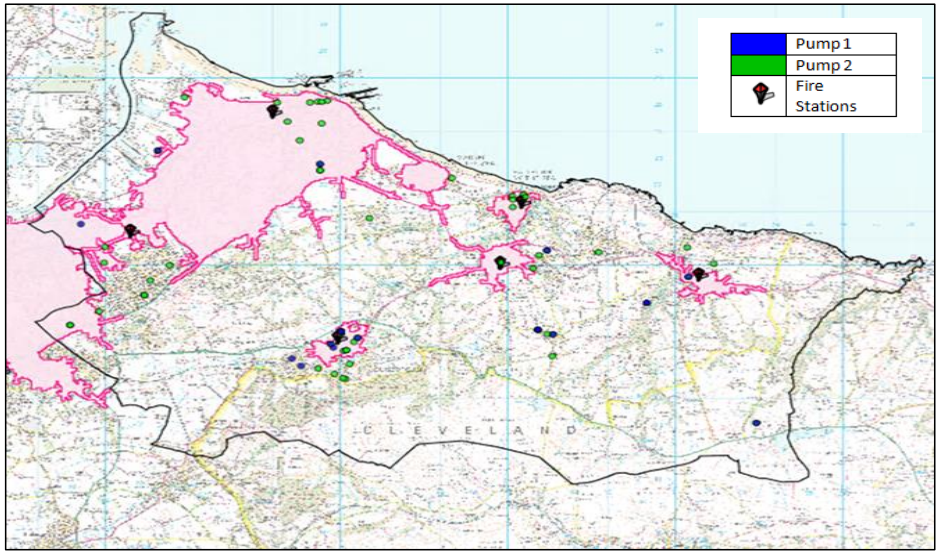
Hartlepool District



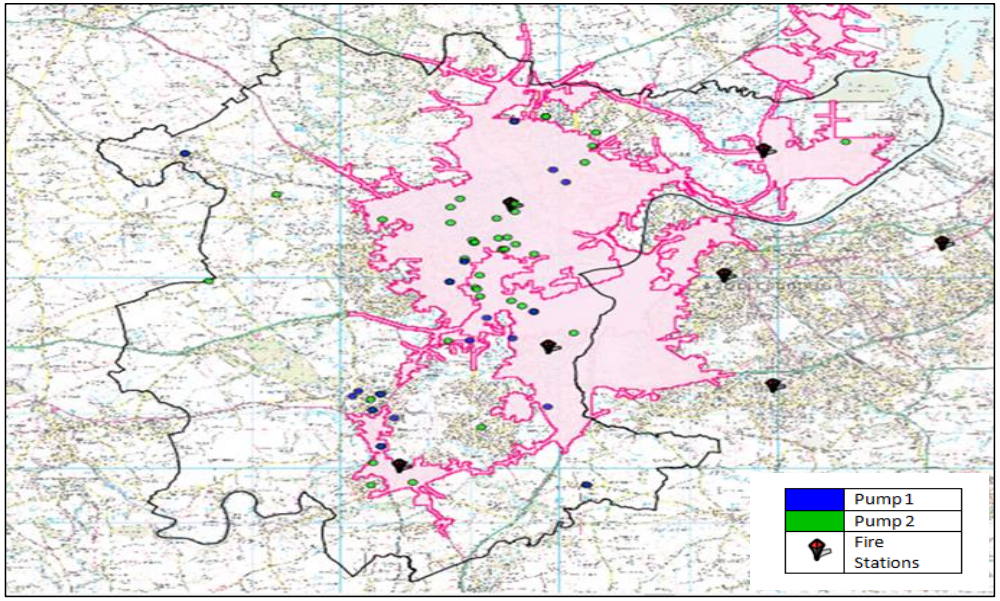
Middlesbrough District



Redcar & Cleveland District



Stockton District



Glossary of Terms

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

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

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

COMAH sites: Control Of Major Accident Hazards;

CIRMP: Community Integrated Risk Management Plan;

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

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

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

Fatalities: fatal casualties occurring at an incident;

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

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

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

HFSV: Home Fire Safety Visit;

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

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

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

Primary Fires: fires that occur within a property;

RAG: A performance rating using an assigned colour scheme;

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

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

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

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

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

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

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

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

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

إذا كنت تحتاج إلى هذا المستند بلغة أو بديلة بطريقة برايل أو مطبوع بأحرف كبيرة، فلا تتردد في الاتصال بنا.

আপনার যদি এই নথিটি একটি বিকল্প ভাষা, বড় হরফের মুদ্রণ বা ব্রেইলে প্রয়োজন হয়, আমাদের সাথে যোগাযোগ করতে দ্বিধা করবেন না।

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

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

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

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

如果您需要本文件的其他语言版本、大字版本或盲文版本，请随时与我们联系

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 பிரெயிலில் 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

Endeavour House
Training and Administration Hub
Queens Meadow Business Park
Hartlepool
TS25 5TH

01429 872311 - communications@clevelandfire.gov.uk - www.clevelandfire.gov.uk