



Organisational Performance Quarter 4

1st April 2025 to 31st March 2026

DATA QUALITY STATEMENT

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

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

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

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

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

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

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

Any amendments to the data supporting this report after **17th April 2026**, such as reclassification of incidents following fire investigations, will not be represented in the information reported.

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

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

On 9th November 2023, a major power failure resulted in our Business Continuity Plans for Control being implemented. During this time, some systems had to be manually populated and some call data could not be registered, therefore data from this period should be used with caution.

It was also identified that during 2023/24, there was an issue in uploading National Resilience Incidents and therefore the figures quoted have been taken from our internal systems and not the National Resilience Database.

Commencing in 2023/24 and ongoing it has been identified that the technical issue in the mobilisation system periodically reoccurs. These incidents are identified as they fail to publish to the national system and relevant details are manually recorded. This occurs due to a timing issue between consoles. Affected incidents are kept to a minimum by a frequent reset of the affected consoles.

On 7th May 2024, an error occurred within the SQL database which resulted in automatic incident numbering running out of sequence, as a result of insufficient memory. Therefore, incident numbers between F24194300 and F24194412 were not assigned to any incidents.

On 13th September 2024 through to 16th September 2024 a failure resulted in incidents not pulling through into the the Incident Recording System or Idetails leading to a delay in the records being completed and appliance call sign details and attendance times not being automatically assigned to incidents. Incidents impacted have had the relevant details manually recorded. Quality assurance checks indicate that the details within these incidents are true and accurate.

On 29th April 2025 through to 1st May 2025 a failure resulted in incidents not pulling through into the the Incident Recording System or Idetails leading to a delay in the records being completed. Logs were recovered for all incidents and for most incidents affected, appliance call sign details and attendance times were recovered, however it was necessary to manually enter some appliance times into idetails and manually attach appliances to a small number of incidents in IRS. Incidents impacted have had the relevant details manually recorded.

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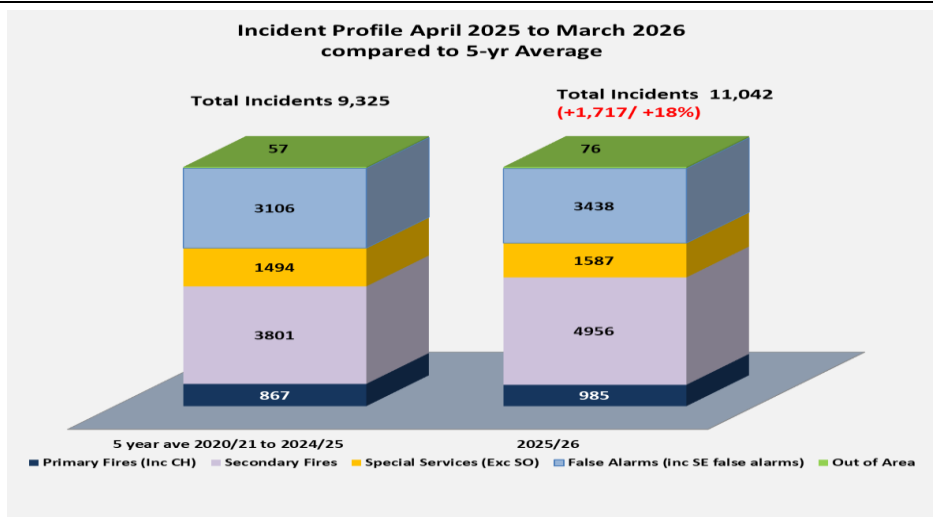
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Performance Summary

Goal	Objective & Outcome	Performance compared to previous year assessed as	Performance compared to 5 years average assessed as	Performance compared to Target assessed as
Safer Stronger Communities Go To Page 11	Identify and minimise fire and rescue related risks in the community	Adequate Performance	Performing Well	Performing Well
	Safer Homes	Adequate Performance	Adequate Performance	Adequate Performance
	Safer Buildings	Adequate Performance	Performing Well	Adequate Performance
	Safer Transport Infrastructures	Adequate Performance	Adequate Performance	Performing Strongly
	Safer High Hazard Industries	Performing Strongly	Performing Well	Performing Strongly
	Safer Neighbourhoods and the Environment	Adequate Performance	Adequate Performance	Adequate Performance
	Supporting National Resilience	Performing Well	Performing Well	Performing Well
	Improved Health Outcomes	Adequate Performance	Performing Well	No Targets Set

Goal	Objective & Outcome	Performance compared to previous year assessed as	Performance compared to 5 years average assessed as	Performance compared to Target assessed as
Professional, Proud, Passionate People Go To Page 21	Recruit, develop and maintain a professional, diverse and value driven workforce	Performing Well	Performing Well	Performing Well
	A Healthy Workforce	Performing Well	Performing Well	Adequate Performance
	A Safe Workforce, Safe Workplaces	Adequate Performance	Performing Well	Adequate Performance
	A Competent Workforce, Outstanding Leaders	Performing Strongly	Performing Strongly	Performing Strongly
	Ensure that Cleveland Fire Brigade is a great, fair and inclusive place to work	Performing Well	Performing Well	Adequate Performance
	An Inclusive and Great Place to Work	Performing Well	Performing Well	Adequate Performance

Goal	Objective & Outcome	Performance compared to previous year assessed as	Performance compared to 5 years average assessed as	Performance compared to Target assessed as
Efficient, Sustainable Resources Go To Page 28	Promote good governance, be transparent and accountable to our communities for the provision of an efficient, effective and value for money service	Performing Well	Performing Well	Performing Well
	Efficient and Effective Use of Resources	Performing Well	Performing Well	Performing Well
	Capitalise on insight, learning and technological advances	No Measures	No Measures	No Measures
	No Strategic Outcome	No Measures	No Measures	No Measures
	Pursue opportunities to collaborate	No Measures	No Measures	No Measures
	No Strategic Outcome	No Measures	No Measures	No Measures
	Contribute to a more sustainable future for our next generations	No Measures	No Measures	No Measures
	A Greener, More Sustainable Organisation	No Measures	No Measures	No Measures



*CH Incidents included with primary as too small a number to illustrate

Fire Control

During the period **April 2025 - March 2026**, Fire Control dealt with **15,744 calls**, **an increase of 19% (+2,527)** from the 5-year average of **13,217**.

Emergency Response

We responded to **11,042 incidents**, **an increase of 1,717 (+18%)** compared to the 5-year average. Comparing 2025/26 to the 5-year average across all incident categories:

- **Primary Fires** have **increased by 15% (126)** from 858 to 984;
- **Secondary Fires** have **increased by 30% (1,155)** from 3,801 to 4,956;
- **All False Alarms (including special service false alarms)** have **increased by 11% (332)** from 3,106 to 3,438; within this AFA incidents have **increased by 5% (50)** from 1,092 to 1,142, FG have **increased by 17% (318)** from 1,893 to 2,211 and Malicious incidents have **reduced by 29% (-35) 120** to 85;
- **Out Of Area** incidents have **increased by 33% (19)** from 57 to 76;
- **Special Services** have **increased by 6% (93)** from 1,494 to 1,587;
- **Chimney Fires** have **reduced by 89%** from 9 to 1.

Fire incidents account for **54% (5,941)** of total incidents, higher than the 5-year average of 50%. **Primary Fires** excluding **Chimney Fires** and **Secondary Fires** account for **9%** and **45%** of all incidents attended respectively. **83% (4,925)** of all fires attended have been classified as **deliberate** in nature.

Prevention: Safer Homes Visits

Following its risk based targeting approach to Safer Homes Visits, between 1st April 2025 to 31st March 2026 the Brigade has **completed 16,958 visits**.

This is a **reduction of 4,839 (-22%)** Safer Home Visits compared to 2024/25, when the Brigade completed **21,797 SHV**.

This is also a **reduction of 2,399 (-12%)** against the 5 year average of **19,357**.

11% of Safer Homes Visits are recorded as leading to referrals to **other agencies** for support and/or to provide items of risk reduction equipment.

Protection: Safer Buildings - Risk Based Inspections

256 inspections have been completed from the risk based inspection programme (RBIP). This compares to **557 completed audits** from the RBIP in 2024/25 a **reduction of (301) 54%**.

131 low risk premises audited and **193 'Reactive' inspections** that were not part of the RBIP were also completed, giving a total of **580 completed audits**.

In addition to inspections under the RBIP, 143 premises have been demolished, are derelict or converted to a private dwelling.

There have also been **419 (95%) consultations** and **932 (99%) licencing consultations** completed within the agreed timescales.

No Properties in RBIP	Property Risk Level	2025/26 RBIP Plan	2025/26 Audits Completed	% of RBIP Plan
0	Very High	0	0	N/A
16	High	16	6	38%
3601	Medium	1254	250	20%
5629	Low	-	131	
7075	Very Low	-		
Audits Completed (VH, H, M)		1270	256	20%
Reactive Audits			193	
TOTAL AUDITS			580	

CORPORATE SUITE OF INDICATORS



MEASURING PERFORMANCE

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

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

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

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

We will assess this performance against the following criteria;

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

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

Stage 1 Assessment of Each Indicator:

Stage 1

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

Direction of Travel:

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

Stage 2: Assessment of each Corporate Outcome:

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

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

Stage 2

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

SAFER STRONGER COMMUNITIES

We want our Communities to be Safer and Stronger



Performance Summary: Safer Stronger Communities

Below is a summary of our performance against our Corporate Goal 1.

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

Corporate Goal: Safer, Stronger Communities								
Corporate Objective: Identify and minimise fire and rescue related risks in the community								
Corporate Outcome: Safer Homes								
Indicator		5-yr Average (where data is available)	2024/25	2025/26	% Direction of travel from 2024/25	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.1.1	Number of Accidental Dwelling Fires	183	168	213	27%	16%	171	25%
1.1.1.2	Number of Deliberate Dwelling Fires	74	68	78	15%	5%	64	22%
1.1.1.3	Number of Accidental Dwelling Fire Fatalities	1	1	2	100%	100%	0	+
1.1.1.4	Number of Deliberate Dwelling Fire Fatalities	1	1	1	0%	0%	0	+
1.1.1.5	Number of Accidental Dwelling Fire Injuries	12	8	8	0%	-33%	0	+
1.1.1.6	Number of Deliberate Dwelling Fire Injuries	5	2	0	-100%	-100%	0	%
1.1.1.7	Number of False Alarm Good Intentions in Dwellings	710	793	853	8%	20%	799	7%
1.1.1.8	Percentage of ADFs which have received a SHV within 5 years prior to the ADF	33%	27%	35%	8%	2%	-	-
1.1.1.9	Percentage of Dwellings which have received a SHV*	63%	64%	65%	1%	2%	-	-
1.1.1.10	Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	00:05:24	00:05:55 (1216/1597)	00:06:01 (1300/1770)	2%	11%	00:07:00	-14%
1.1.1.11	First Appliance Attendance to a Dwelling Fire Within 10 Minutes on 90% of Occasions	96%	94% (1500/1597)	94% (1656/1770)	0%	-2%	90%	4%
1.1.1.12	Average time of a Second Appliance Attendance to a Dwelling Fire (10 Minutes)	00:07:21	00:07:47 (1035/1281)	00:08:10 (1005/1315)	5%	11%	00:10:00	-18%
Safer Homes Overall Performance Judgement					Adequate Performance	Adequate Performance		Adequate Performance

*based on available data in the old css and existing calculation methodology

Corporate Goal: Safer, Stronger Communities								
Corporate Objective: Identify and minimise fire and rescue related risks in the community								
Corporate Outcome: Safer Buildings								
Indicator		5-yr Average (where data is available)	2024/25	2025/26	% Direction of travel from 2024/25	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.2.1	Percentage of the annual risk based inspection program completed in approved frequency*	46%	42% (557/1322)	20% (256/1270)	-22%	-26%	100%	-80%
1.1.2.2	Percentage of enforcement notices that are completed within prescribed timescales	90%	84% (16/19)	33% (5/15)	-51%	-57%	100%	-67%
1.1.2.3	Number of Fatalities in Industrial and Commercial Fires	0	0	0	%	%	0	%
1.1.2.4	Number of Injuries in Industrial and Commercial Fires	2	1	1	0%	-50%	0	+
1.1.2.5	Number of Industrial and Commercial Fires	75	79	73	-8%	-3%	70	4%
1.1.2.6	Number of Non Domestic Unwanted Automated Fire Alarm Calls received	1272	1173	1202	2%	-6%	-	-
1.1.2.7	Number of attendances at Non Domestic Unwanted Automated Fire Alarm Calls	448	468	337	-28%	-25%	494	-32%
1.1.2.8	Average time of first appliance attendance to a building fire (7 Minutes)	00:05:29	00:06:00 (1902/2537)	00:06:04 (1781/2445)	1%	11%	00:07:00	-13%
1.1.2.9	First appliance attendance to a building fire within 10 minutes on 90% of occasions	95%	94% (2384/2537)	93% (2277/2445)	-1%	-2%	90%	3%
1.1.2.10	Average time of second appliance to attend a building fire incident (10 minutes)	00:07:29	00:07:53 (1380/1722)	00:08:08 (1274/1650)	3%	9%	00:10:00	-19%
1.1.2.11	Percentage of Consultations completed within prescribed timescales	95%	96% (298/311)	95% (419/440)	-1%	0%	100%	-5%
1.1.2.12	Percentage of Licensing Consultations completed within prescribed timescales	93%	83% (338/407)	99% (932/945)	16%	6%	100%	-1%
1.1.2.13	Percentage of Building (72d) Risk Information scheduled to be reviewed during the year that has been reviewed	97%	94% (338/358)	88% (212/241)	-6%	-9%	100%	-12%
Safer Buildings Overall Performance Judgement					Adequate Performance	Performing Well		Adequate Performance

Corporate Goal: Safer, Stronger Communities								
Corporate Objective: Identify and minimise fire and rescue related risks in the community								
Corporate Outcome: Safer Transport Infrastructures								
Indicator		5-yr Average (where data is available)	2024/25	2025/26	% Direction of travel from 2024/25	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.3.1	Number of Road Traffic Collisions attended by the Brigade	339	393	405	3%	19%	-	-
1.1.3.2	Number of Fatalities in Road Traffic Collisions (Police data)	11	8	10	25%	-9%	-	-
1.1.3.3	Number of people seriously injured in Road Traffic Collisions (Police data)	160	174	172	-1%	8%	-	-
1.1.3.4	Number of people suffering slight injuries Road Traffic Collisions (Police data)	616	519	434	-16%	-30%	-	-
1.1.3.5	Average time of first appliance attendance to an immediate life threatening / rescue Road Traffic Collisions (8 minutes)	00:06:04	00:06:32 (214/290)	00:06:48 (232/315)	4%	12%	00:08:00	-15%
Safer Transport Infrastructure Overall Performance Judgement					Adequate Performance	Adequate Performance		Performing Strongly

Corporate Goal: Safer, Stronger Communities								
Corporate Objective: Identify and minimise fire and rescue related risks in the community								
Corporate Outcome: Safer High Hazard Industries								
Indicator		5-yr Average (where data is available)	2024/25	2025/26	% Direction of travel from 2024/25	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.4.1	Number of Incidents within identified High Hazard sites	12	23	9	-61%	-25%	20	-55%
1.1.4.2	Average time of first appliance attendance to a Life Risk incident at a High Hazard site (7 minutes)	00:05:55	00:06:26	00:05:56	-8%	0.23%	00:07:00	-15%
1.1.4.3	Average time of full mobilisation to a Worse Case Planning Scenario incident at a High Hazard site (20 minutes)	-	No Reported Mobilisations	No Reported Mobilisations	No Comparator Information	No Comparator Information	00:20:00	No Comparator Information
1.1.4.4	Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	00:15:45	00:17:45	00:15:00	-15%	-5%	00:16:00	-6%
1.1.4.5	Percentage of High Hazard sites risk information that have been reviewed during the year	97%	97% (35/36)	100% (34/34)	3%	3%	100%	0%
					Performing Strongly	Performing Well		Performing Strongly

Corporate Goal: Safer, Stronger Communities								
Corporate Objective: Identify and minimise fire and rescue related risks in the community								
Corporate Outcome: Safer Neighbourhoods and the Environment								
Indicator		5-yr Average (where data is available)	2024/25	2025/26	% Direction of travel from 2024/25	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.5.1	Number of Deliberate Fire Fatalities	1	1	1	0%	0%	0	+
1.1.5.2	Number of Deliberate Fire Injuries	7	8	0	-100%	-100%	0	%
1.1.5.3	Number of Deliberate Fires	3972	4051	4925	22%	24%	4099	20%
1.1.5.4	Number of Deliberate Primary Fires	471	522	532	2%	13%	537	-1%
1.1.5.5	Number of Deliberate Primary Fire Vehicles	274	310	332	7%	21%	313	6%
1.1.5.6	Number of Deliberate Secondary Fires	3502	3529	4393	24%	25%	3562	23%
1.1.5.7	Number of Water Rescue Incidents	6	4	8	100%	33%	5	60%
Safer Neighbourhoods and the Environment Overall Performance Judgement					Adequate Performance	Adequate Performance		Adequate Performance

Supplementary Indicators							
Indicator	5-yr Average (where data is available)	2024/25	2025/26	% Direction of travel from 2024/25	% Direction of travel from 5-yr average	Target	% Direction of travel from target
Total Number of 999 calls to Fire Control	13217	13458	15744	17%	19%	-	-
Number of times a Fire Appliance assigned to an incident failed to respond	5	7	9	29%	80%	-	-
Number of Primary Fire Fatalities	2	2	3	50%	50%	0	+%
Number of Primary Fire Injuries	21	18	9	-50%	-57%	0	+%
Percentage of all fires that are classed as Accidental Fires	15%	15%	17%	For Information Purposes		-	-
Percentage of all fires that are classed as Deliberate Fires	85%	85%	83%			-	-
Number of Primary Fires	858	902	984	9%	15%	858	15%
Number of Secondary Fires	3801	3879	4956	28%	30%	4042	23%
Average time taken to answer an emergency 999 call (7 seconds)	6.11	6.28	6.20	-1%	1%	7.00	-11%
Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	83	85	93	9%	12%	100	-7%
Percentage of Occasions Fire Control mobilise a Fire Appliance within 2 minutes of the call	90%	90%	86%	-4%	-4%	98%	-12%
Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	93%	92%	93%	1%	0%	100%	-7%
Percentage of On Call appliances meeting the Book Mobile threshold of 5 Minutes	64%	55%	61%	6%	-3%	100%	-39%

Corporate Goal: Safer, Stronger Communities

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

Corporate Outcome: Supported National Resilience

Indicator		5-yr Average (where data is available)	2024/25	2025/26	% Direction of travel from 2024/25	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.6.1	Percentage of times the DIM (G8) National Resilience resource is mobilised within 60 minutes	100%	100% (5/5)	100% (11/11)	0%	0%	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 Mobilisations	No Comparator Data	No Comparator Data	100%	No Comparator Data
1.1.6.3	Percentage of times the National Resilience Assets (DIM G8 and MDU G9) are available for emergency response	100%	100%	97%	-3%	-3%	100%	-3%
Supported National Resilience Overall Performance Judgement					Performing Well	Performing Well		Performing Well

Corporate Goal: Safer, Stronger Communities								
Corporate Objective: Identify and minimise fire and rescue related risks in the community								
Corporate Outcome: Improved Health Outcomes								
Indicator		5-yr Average (where data is available)	2024/25	2025/26	% Direction of travel from 2024/25	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.2.1.1	Percentage of Safer Home Visits that lead to a positive intervention (equipment and / or referral for additional support)	9%	16%	11%	-5%	2%	-	-
1.2.1.2	Number of Safeguarding Referrals Submitted	-	143	133	-7%	No Comparator Information	-	-
1.2.1.3	Percentage of Co-responder incidents attended by the Brigade where medical treatment was provided by CFB	-	81% (21/26)	33% (7/21)	-48%	No Comparator Information	-	-
Improved Health Overall Performance Judgement					Adequate Performance	Performing Well		Not Measured

PROFESSIONAL, PROUD, PASSIONATE PEOPLE

*We want our People to be Professional,
Proud and Passionate*



Performance Summary: Professional, Proud, Passionate People

Below is a summary of our performance against our Corporate Goal 2

	Performance compared to previous year assessed as	Performance compared to 5 years average assessed as	Performance compared to Target assessed as
A Healthy Workforce	Performing Well	Performing Well	Adequate Performance
A Safe Workforce, Safe Workplaces	Adequate Performance	Performing Well	Adequate Performance
A Competent Workforce, Outstanding Leaders	Performing Strongly	Performing Strongly	Performing Strongly
An Inclusive and Great Place to Work	Performing Well	Performing Well	Adequate Performance
Total Overall	Performing Well	Performing Well	Performing Well

Corporate Goal: Professional, Proud and Passionate People

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

Corporate Outcome: A Healthy Workforce

Indicator		5-yr Average (where data is available)	2024/25	2025/26	% Direction of travel from 2024/25	% Direction of travel from 5-yr average	Target	% Direction of travel from target
2.1.1.1	Percentage of operational staff who have completed fitness assessments during year	96%	96%	96%	0%	0%	100%	-4%
2.1.1.2	Percentage of operational personnel who have completed fitness assessment that have achieved / exceeded the relevant VO2 rates <i>(based on initial pass rates)</i>	96%	99%	93%	-6%	-3%	100%	-7%
2.1.1.3	Average Number of Duty days lost to sickness absence per employee - All Staff	11.46	11.09	10.96	-1%	-4%	10.55	4%
2.1.1.4	Average Number of Duty days lost to sickness absence per employee - Wholetime	12.32	12.13	10.32	-15%	-16%	11.11	-7%
2.1.1.5	Average Number of Duty days lost to sickness absence per employee - On Call	6.52	3.62	5.65	56%	-13%	3.07	84%
2.1.1.6	Average Number of Duty days lost to sickness absence per employee - Fire Control	14.42	13.89	12.72	-8%	-12%	11.81	8%
2.1.1.7	Average Number of Duty days lost to sickness absence per employee - Green Book	12.46	13.36	16.98	27%	36%	13.91	22%
2.1.1.8	Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness	30%	31%	30%	-1%	0%	-	-
2.1.1.9	Number of people who exceed Phased Return Limits	2	5 (5/11)	0 (0/2)	-100%	-100%	-	-
2.1.1.10	Number of people who exceed Modified Duties Limits	16	16 (16/35)	12 (12/21)	-25%	-25%	-	-
2.1.1.11	Length of time on Phased Return Duty*	180	259	41	-84%	-77%	-	-
2.1.1.12	Length of time on Modified Duties	2419	1848	1315	-29%	-46%	-	-
A Healthy Workforce Overall Performance Judgement					Performing Well	Performing Well		Adequate Performance

* cumulative days

Corporate Goal: Professional, Proud and Passionate People

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

Corporate Outcome : A Safe Workforce, Safe Workplaces

Indicator		5-yr Average (where data is available)	2024/25	2025/26	% Direction of travel from 2024/25	% Direction of travel from 5-yr average	Target	% Direction of travel from target
2.1.2.1	Number of Violence to Staff Incidents (verbal and/or physical)	47	32	41	28%	-13%	37	11%
2.1.2.2	Number of RIDDOR Reportable Accidents	6	7	8	14%	33%	0	+
2.1.2.3	Number of Personal Injury Accidents	28	28	33	18%	18%	26	27%
2.1.2.4	Number of Accidents resulting in damage to property	1	1	8	700%	700%	2	300%
2.1.2.5	Number of Near Misses	17	20	14	-30%	-18%	23	-39%
2.1.2.6	Number of Vehicle Accidents	36	36	27	-25%	-25%	36	-25%
2.1.2.7	Cause for Concern	1.64 46/28	1.11 31/28	1.12 37/33	Data for Information		-	-
A Safe Workforce, Safe Workplaces Overall Performance Judgement					Adequate Performance	Performing Well		Adequate Performance

Corporate Goal: Professional, Proud and Passionate People

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

Corporate Outcome: A Competent Workforce, Outstanding Leaders

Indicator		5-yr Average (where data is available)	2024/25	2025/26	% Direction of travel from 2024/25	% Direction of travel from 5-yr average	Target	% Direction of travel from target
2.2.1.1	Maintaining Competence: Percentage of Operational and Fire Control personnel (WT/Retained/Fire Control from FF to GM Level) who have been assessed as maintaining competency aligned to PDR core skills	INDICATOR IS UNDER REVIEW						
2.2.1.2	Maintaining Competence: Percentage of Green Book Personnel (Grade A - J) who have been assessed as maintaining competence aligned to PDR Core Skills	INDICATOR IS UNDER REVIEW						
2.2.1.3	Percentage of staff who have received a Personnel Development Review during the current financial year	INDICATOR IS UNDER REVIEW						
2.2.1.4	Percentage of Personnel who have completed training on areas identified within the approved Training Needs Assessment	INDICATOR IS UNDER REVIEW						
2.2.1.5	Percentage of operational exercises undertaken and completed as a proportion of the Annual Operational Exercise Programme	94%	100% (83/83)	100% (103/103)	0%	6%	100%	0%
A Competent Workforce, Outstanding Leaders Overall Performance Judgement					Performing Strongly	Performing Strongly		Performing Strongly

Corporate Goal: Professional, Proud and Passionate People								
Corporate Objective: ensure that Cleveland Fire Brigade is a great, fair and inclusive place to work								
Corporate Outcome: An inclusive and Great Place to Work								
Indicator		5-yr Average (where data is available)	2024/25	2025/26	% Direction of travel from 2024/25	% Direction of travel from 5-yr average	Target	% Direction of travel from target
2.4.1.1	All Staff Turnover as a proportion of the Workforce	9.50%	9.78%	5.83%	-3.95%	-3.67%	-	-
2.4.1.2	All Staff Voluntary turnover as a proportion of the workforce	9.33%	8.91%	4.51%	-4.40%	-4.82%	-	-
2.4.1.3	All Staff voluntary turnover as a proportion of the workforce females	9.88%	8.87%	1.30%	-7.57%	-8.58%	-	-
2.4.1.4	Females in All staff Group Posts	20.96%	22.16%	23.12%	0.96%	2.16%	51.00%	-27.88%
2.4.1.5	Females in Grey Book Wholetime positions	6.81%	7.72%	12.44%	4.72%	5.63%	30.00%	-17.56%
2.4.1.6	Females in Grey Book On Call positions	5.93%	6.74%	7.69%	0.95%	1.76%	30.00%	-22.31%
2.4.1.7	Females in Fire Control Positions	83.22%	86.96%	91.30%	4.34%	8.08%	51.00%	40.30%
2.4.1.8	Females in Green Book positions	55.08%	55.12%	57.03%	1.91%	1.95%	51.00%	6.03%
2.4.1.9	Staff classed as BME	1.84%	2.12%	1.69%	-0.43%	-0.15%	5.50%	-3.81%
2.4.1.10	Staff classed as BME Grey Book	2.11%	2.78%	1.32%	-1.46%	-0.79%	5.50%	-4.18%
2.4.1.11	Staff classed as BME On Call	0.97%	0.00%	0.00%	0%	-0.97%	5.50%	-5.50%
2.4.1.12	Staff classed as BME Fire Control	0.00%	0.00%	0.00%	0%	0%	5.50%	-5.50%
2.4.1.13	Staff classed as BME Green Book	2.18%	1.57%	0.56%	-1.01%	-1.62%	5.50%	-4.94%

2.4.1.14	Grievance cases	10	17	16	-6%	60%	-	-
2.4.1.15	Grievances - Bullying and Harassment	3	6	8	33%	167%	-	-
2.4.1.16	Grievances - Discriminatory behaviour	1	1	1	0%	0%	-	-
2.4.1.17	Whistleblowing cases	0	0	0	%	%	-	-
2.4.1.18	Disciplinary Cases	23	20	10	-50%	-57%	-	-
2.4.1.19	Promotion Applications WT & On Call	60	59	71	20%	18%	-	-
2.4.1.20	Promotions of WT and On Call Females	2	2	33	1550%	1550%	-	-
An Inclusive and Great Place to Work Overall Performance Judgement					Performing Well	Performing Well	-	Adequate Performance

EFFICIENT, SUSTAINABLE RESOURCES

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



Performance Summary: Efficient, Sustainable Resources

Below is a summary of our performance against our Corporate Goal 3

	Performance compared to previous year assessed as	Performance compared to 5 years previous assessed as	Performance compared to Target assessed as
Efficient and Effective Use of Resources	Performing Well	Performing Well	Performing Well
A Greener, More Sustainable Organisation	No Measures	No Measures	No Measures
Total Overall	Performing Well	Performing Well	Performing Well

Corporate Goal: Efficient, Sustainable Resources

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

Corporate Outcome: Efficient and Effective Use of Resources

Indicator		5-yr Average (where data is available)	2024/25	2025/26	% Direction of travel from 2024/25	% Direction of travel from 5-yr average	Target	% Direction of travel from target
3.1.1.1	Number of Internal Audit reports classed as limited assurance or below	1	1	1	0%	0%	0	+
3.1.1.2	Number of Internal Audit recommendations not completed and signed off by Internal Audit by the due deadline	1	0	0	%	-100%	0	%
3.1.1.3	Public Contracts Regulations 2015: Percentage of invoices paid within 30 days	97%	93% (4240/4579)	91% (4033/4439)	-2%	-6%	100%	-9%
3.1.1.4	Public Contracts Regulations 2015: Interest Paid due to late payment of invoices	£0.00	£0.00	£0.00	%	%	£0.00	%
3.1.1.5	Procurement ROI (Return on Investment)	£285,711.00	£391,305.00	£289,044.18	-26%	1%	£157,000	84%
3.1.1.6	Compliant Spend	87%	89%	88%	-1%	1%	82%	6%
3.1.1.7	Supporting our Communities	44%	38%	36%	-2%	-8%	32%	4%
3.1.1.8	Number of Malicious False Alarms	120	103	85	-17%	-29%	114	-25%
3.1.1.9	Percentage of Malicious False Alarms resulting in mobilisation of a fire appliance	79%	81%	89%	8%	10%	-	-
3.1.1.10	Staff Turnover: Percentage of staff leaving the Brigade as a proportion of the total workforce	9.50%	9.78%	5.83%	-3.95%	-3.67%	-	-
3.1.1.11	Percentage of call questioned Non Domestic Fire Alarm Calls where no fire is confirmed that the Brigade attends	13%	13%	18%	5%	5%	-	-
3.1.1.12	Percentage of time 18 or more appliances are available to respond to Emergency Calls*	32%	27%	24%	-3%	-8%	100%	-76%
3.1.1.13	Percentage of time On Call Crewed Appliances are available for Operational Response	54%	49%	50%	1%	-4%	100%	-50%
Efficient and Effective Use of Resources Performance Judgement					Performing Well	Performing Well		Performing Well

Corporate Goal: Efficient, Sustainable Resources								
Corporate Objective: contribute to a more sustainable future for our next generations								
Corporate Outcome: A Greener, More Sustainable Organisation								
Indicator		5-yr Average (where data is available)	2024/25	2025/26	% Direction of travel from 2024/25	% Direction of travel from 5-yr average	Target	% Direction of travel from target
	Measures Under Development	-	-	-	Measures Under Development	Measures Under Development	-	-
Value for Money Overall Performance Judgement					Measures Under Development	Measures Under Development		Measures Under Development

EMERGENCY RESPONSE BENCHMARKS SUMMARY



EMERGENCY RESPONSE BENCHMARKS

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

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

Response Benchmarks

Fire Control and Mobilisation

Indicator		5 year average	2025/26	Target	% Direction of travel from target
1.1.5.9	Average time taken to answer an emergency 999 call (7 seconds)	6.11	6.20	7	-11%
1.1.5.10	Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	83	93	100	-7%
1.1.5.11	Percentage of times a fire appliance is dispatched to an emergency in 2 minutes	90%	86%	98%	-12%
1.1.5.12	Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	93%	93%	100%	-7%
1.1.5.13	Percentage of On Call Appliances meeting the Book Mobile threshold of 5 Minutes	64%	61%	100%	-39%

Building Fires

Indicator		5 year average	2025/26	Target	% Direction of travel from target
1.1.1.10	Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	00:05:24	00:06:01 (1300/1770)	00:07:00	-14%
1.1.1.11	First appliance attendance to a Dwelling Fire within 10 minutes on 90% of occasions	96%	94% (1656/1770)	90%	4%
1.1.1.12	Average time of second appliance to attend a Dwelling Fire incident (10 minutes)	00:07:21	00:08:10 (1005/1315)	00:10:00	-18%
1.1.2.8	Average time of first appliance attendance to a building fire (7 Minutes)	00:05:29	00:06:04 (1781/2445)	00:07:00	-13%
1.1.2.9	First appliance attendance to building fires within 10 minutes on 90% of occasions	95%	93% (2277/2445)	90%	3%
1.1.2.10	Average time of second appliance to attend a building fire incident (10 minutes)	00:07:29	00:08:08 (1274/1650)	00:10:00	-19%

Road Traffic Collisions

Indicator		5 year average	2025/26	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)	00:06:04	00:06:48 (232/315)	00:08:00	-15%

High Hazard

Indicator		5 year average	2025/26	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)	00:05:55	00:05:56	00:07:00	-15%
1.1.4.3	Average time full mobilisation requirement of appliances to an industrial fire (20 minutes)	-	No Reported Mobilisations	00:20:00	No Comparator Information
1.1.4.4	Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	00:15:45	00:15:00	00:16:00	-6%

Glossary of Terms

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

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

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

COMAH sites: Control Of Major Accident Hazards;

CIRMP: Community Integrated Risk Management Plan;

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

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

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

Fatalities: fatal casualties occurring at an incident;

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

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

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

HFSV: Home Fire Safety Visit;

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

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

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

Primary Fires: fires that occur within a property;

RAG: A performance rating using an assigned colour scheme;

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

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

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

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

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

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

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

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

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

بنا الاتصال في موعدنا، برايل بطريقة أو مطبوع بالحرف كبيرة أو بدلية بلغة المسند هذا إلى محتاج كنت إذا.

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

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Jeśli chciałoby 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 ਵਿਸੇ ਬਦਲਵੀਂ ਭਾਸ਼ਾ, ਵੱਡੇ ਅੱਖਰਾਂ ਜਾਂ ਬ੍ਰੇਲ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਵਿੱਚ ਸ਼ਿਲਪ ਮਹਿਸੂਸ ਨਾ ਕਰੋ।

உங்களுக்கு இந்த ஆவணம் ஒரு மாற்ற மொழியில், பெரிய அச்சு அல்லது பிரயெயிலில் தவேபைப்பட்டால், எங்களதைத் தொடர்பு கொள்ள தயங்க வண்டாம்.

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

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