



Organisational Performance Quarter 1

1st April to 30th June 2021

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 **July 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.

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2021/22 AT A GLANCE QUARTER 1

	Qu 1 Actual	Compared To 2020/21	Compared to 5 Yr Average		Qu 1 Actual	Compared To 2020/21	Compared to 5 Yr Average
Number of 999 Calls	4,064	↑	↑	Deliberate Fires	1,445	↑	↑
Number of Mobilisations	3,472	↑	↑	RTC Casualties	146	↑	↓
Number of Incidents	2,788	↑	↑	Response Time: 1st Appliance	05:03	↓	↑
Number of Fires	1,659	↑	↑	Response Time: 2nd Appliance	06:57	↑	↑
Dwelling Fires	78	↑	↑	Appliances Available (Average)	17	↓	↓
Industrial Commercial Fires	22	↑	↑	WT Availability	97%	↓	↑
Safer Homes Visits	5,187	↑	↑	Retained Availability	61%	↓	↓
Non Dwelling Audit Inspections	451	↑	↑	Staff Absence (Duty Days)	1,074	↑	↑

Introduction

This report provides details of Cleveland Fire Brigade's performance for the period 1st April 2021 to 30th June 2021. It provides a transparent, single view of information which allows Elected Members, Auditors and members of the public to hold the Brigade's senior managers and staff to account in terms of the performance of their Fire Brigade.

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

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

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

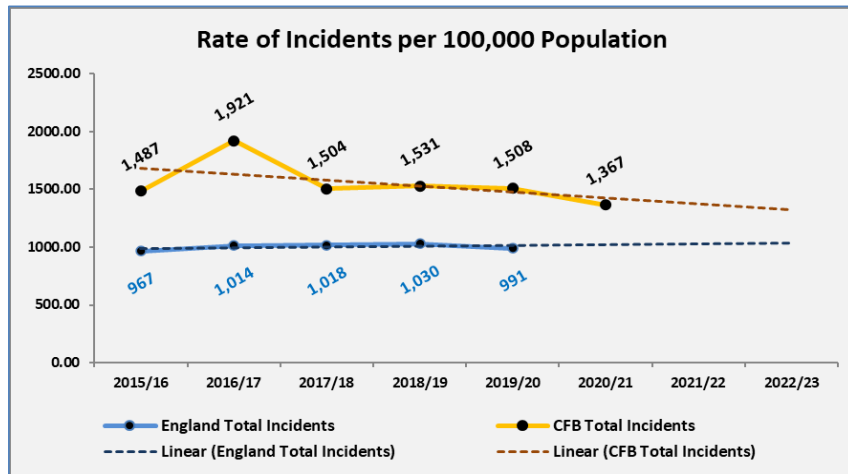
To address the issues of Covid impacting the performance figures the report contains the following performance information; Information of all performance is detailed in the body of the report and provides the following detail;

- Performance compared with National Performance (where information is available) over a 5 year period
- Performance compared to 2020/21
- Performance compared to 5 years ago (2016/17)
- Performance against approved Targets
- Performance trends over the last 5 years (2016/17 to 2020/21)
- Performance Compared to the average 5 year performance (2016/17 to 2020/21).

Performance Overview

Total Incidents

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

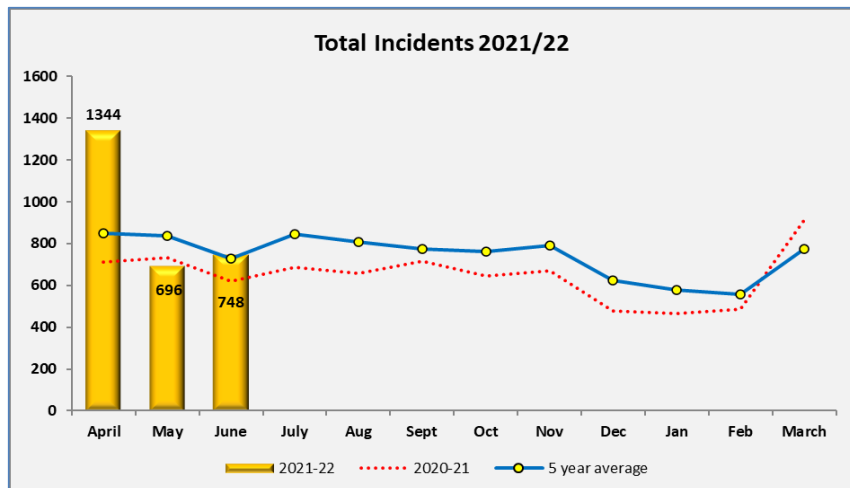


In 2020/21 the Brigade attended **1,367 incidents per 100,000 population**.

The rate of incidents we attend has **decreased by 8%** between 2015/16 to 2020/21. Over the period 2015/16 to 2019/20 the rate of incidents **increased by 1.3%**.

Nationally the rate of incidents has **increased by 2.5%** between 2015/16 to 2019/20 (no national information for 2020/21 is available at the time of writing this report).

Performance 1st April to 30th June 2021



(i) April - June 2021/22: **2788 Incidents (+370 /15% higher)** compared to 5 year average): **30.6 Incidents per day**

(ii) April - June 5 Year Average: **2418 incidents: 26.5 Incidents per day**

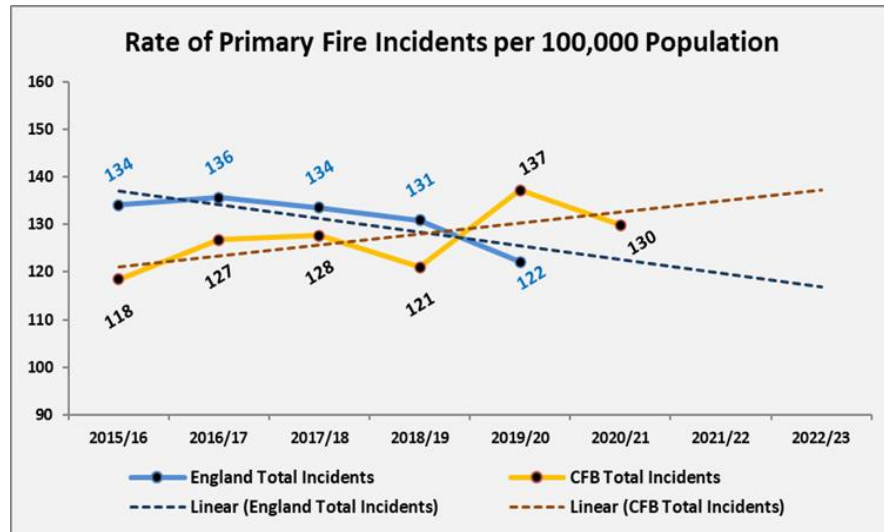
(iii) April – June 2020: **2061 incidents: 22.6 Incidents per day**

(iv) Number of incidents attended during April 2021 (**1344** (45 incidents per day)) was **58% (495) higher** than the 5 year average.

(v) Number of incidents during May and June (**1444** (23.6 incidents per day)) was **8% (125) fewer** than the 5 year average.

Primary Fires

CFB traditionally attend a lower rate of primary fire incidents per head of population than the average in the country. However this pattern changed in 2019/20 where the Brigade attended 137 incidents per 100,000 population compared with 122 incidents per 100,000 population nationally.



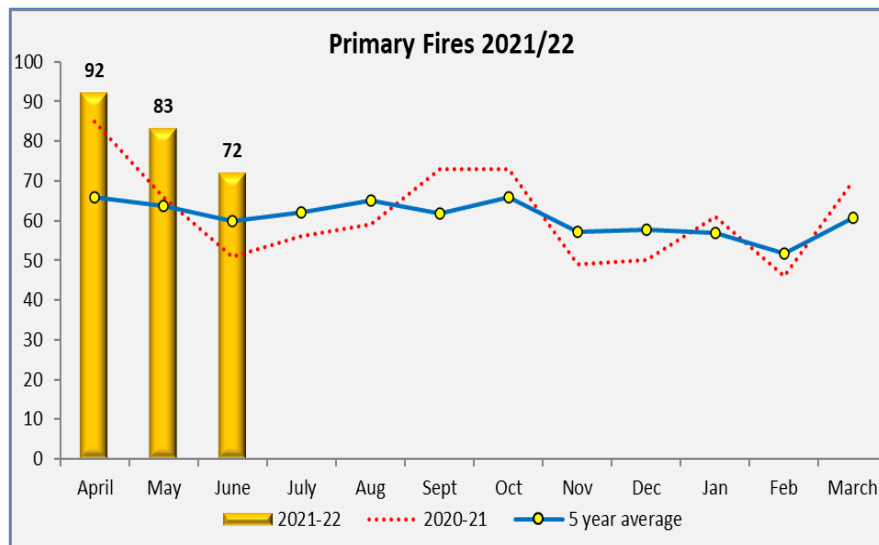
Nationally between 2015/16 to 2019/20 the rate of primary fire incidents **reduced by 9%**. For CFB the rate of incidents over this period **increased by 16%**.

Between 2015/16 and 2020/21 the rate of fire incidents **increased by 10%**. (118 to 130 incidents per 100,000 population) within CFB. No national information is available.

In 2019/20 the rate of primary fires per 100,000 population in England became lower than the rate of primary fires experienced in CFB for the first time.

Performance 1st April to 30th June 2021

In 2021/22 the Brigade responded to **247 primary fire incidents** which is **31% (58) higher** than the average (189) over the last 5 years .



- April - June 2021/22: **247 Incidents (+58 / 31% higher)** compared to 5 year average

- April - June 5 Year Average: 189 incidents
- April – June 2020: 202 incidents

- Number of incidents attended during **April, May and June 2021 is higher than both the 5 year average and 2020/21**

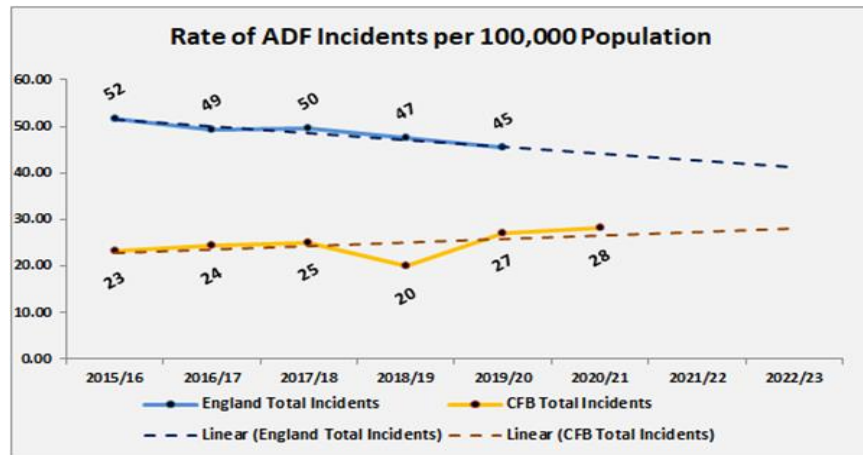
- **53%** of Primary Fires are classed as **deliberate fires**

The proportion of types of primary fire incidents compared to the 5 year average is shown in the following table;

Sub Type	5 Year Av	2021/22
Dwelling Fires	30%	32%
Other Building Fires	18%	22%
Vehicle Fires	41%	39%
Other	11%	7%

Accidental Dwelling Fires

Traditionally the Brigade has had one of 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. In 2020/21 the Brigade responded to 160 Accidental dwelling fires.



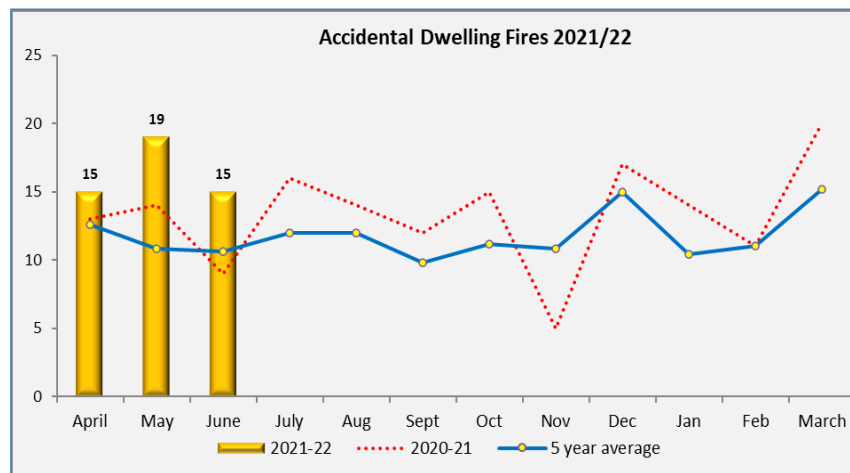
Since 2015/16, apart from 2018/19, there has been an upward trend (21% increase 2015/16 to 2020/21) in rate of ADFs which has continued in the current year.

Since 2015/16 to 2019/20 nationally the rate of incidents has reduced by 13.5% compared to an increase of 16.1% (23.3 to 27.1 incidents per 100,000 population) within CFB.

No national comparator information for 2020/21 is available from the Home Office at the time of writing this report.

Performance 1st April to 30th June 2021

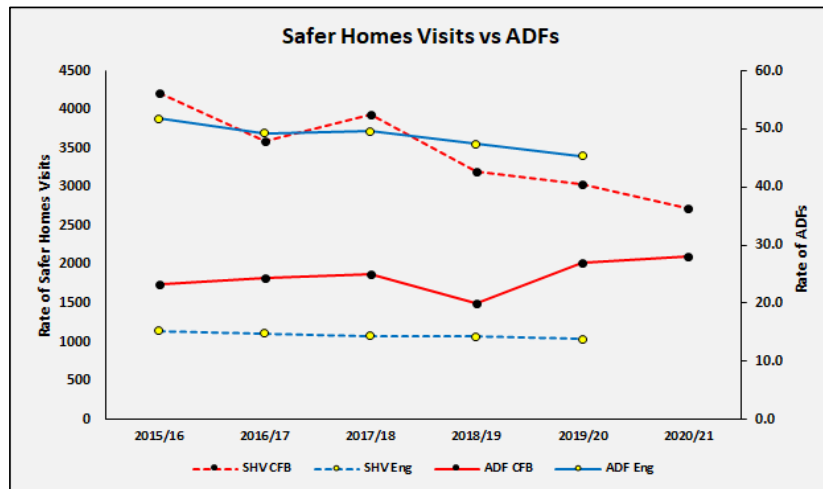
In 2021/22 this increasing trend has continued with **49 accidental dwelling fires** in the Brigade area, an **increase of 15 (44%)** compared to the 5-year average.



- April - June 2021/22: **49 Incidents (+15 /44%)** compared to 5 year average
- April - June 5 Year Average: 34 incidents
- April – June 2020: 36 incidents
- Number of incidents attended during **April, May and June 2021 is higher** than both the 5 year average and 2020/21

Safer Homes Visits (HFSVs)

There is a direct correlation between the number of Safer Homes Visits conducted and the number of ADFs incurred, as demonstrated in the following chart.



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

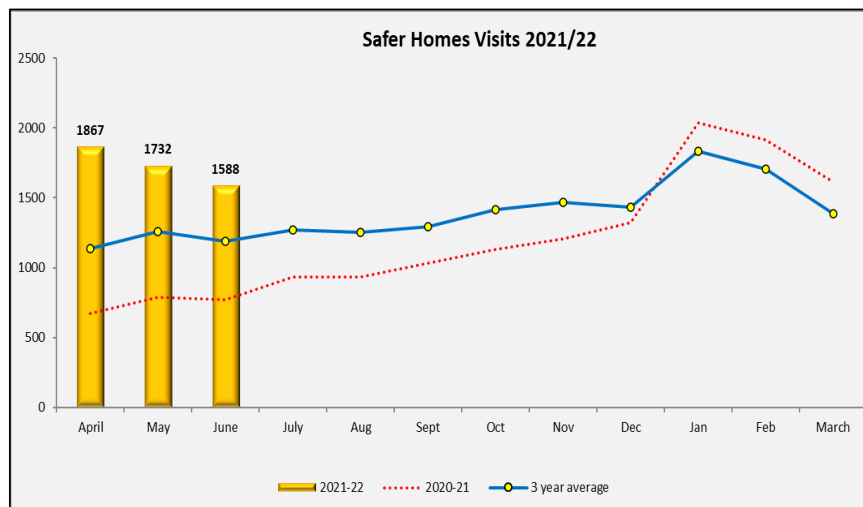
Between 2015/16 and 2019/20 the Brigade conducted an average of 3595 per 100,000 population Safer Homes Visits compared to the national average of 1087 Safer Homes Visits.

Over the same period the average rate of ADFs for the Brigade was 23.9 compared to an average national rate of 48.7.

The rate of Safer Homes Visits has **decreased by 28%** between 2015/16 and 2020/21 and over the same period there has been a **16% increase** in ADFs.

Performance 1st April to 30th June 2021

During the first 3 months of this year **5187 Safer Homes Visits** have been conducted. This is **1607 visits (45%) higher** than the 3 year average (3580).



• April - June 2021/22: **5187 Safer Homes Visits Completed (+1607 /45%)** compared to 3 year average

• April - June 5 Year Average: 3580 Safer Homes Visits

• April – June 2020: 2813 incidents Safer Homes Visits

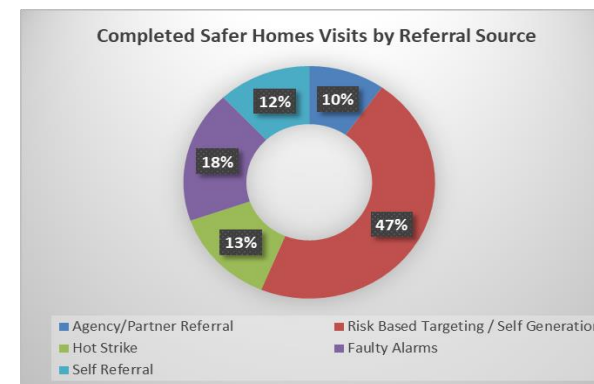
• Number of Safer Homes Visits completed during **April, May and June 2021 is higher** than both the 3-year average and 2020/21

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

Sources of Visits

Based on those visits recorded on the tablets;

- **10%** arise from referrals from other agencies compared to **12%** self-referrals
- **47%** of visits are derived from self-identification by stations using our risk profiles
- **18%** arise from faulty alarms
- **13%** arise from reactive hot strikes following incidents and false alarms



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

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

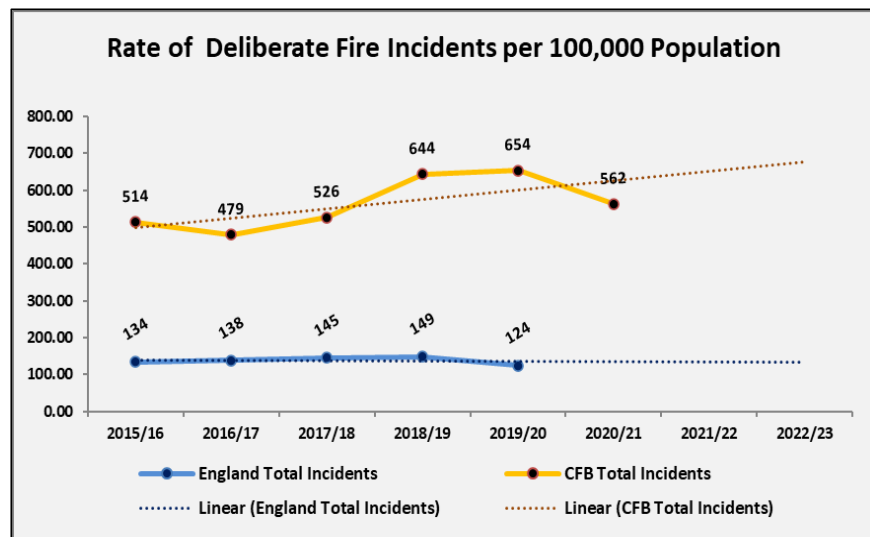
In total **67%** of all identified properties are converted into actual visits.

The conversion rate ranges from **56%** (station self-generation) to **95%** (faulty alarms)

Referral Type	% Converted to Visit
Agency/Partner Referral	74
Risk Based Targeting / Self Generation	56
Hot Strike	61
Faulty Alarms	95
Self-Referral	89
Total	67

Deliberate Fires

Deliberate fire setting within the Brigade area is the highest rate in the country and has been for a number of years with the Brigade experiencing **5 times the national rate of deliberate fires**.



Using the last 5 Year data reported in the National Fire Statistical tables;

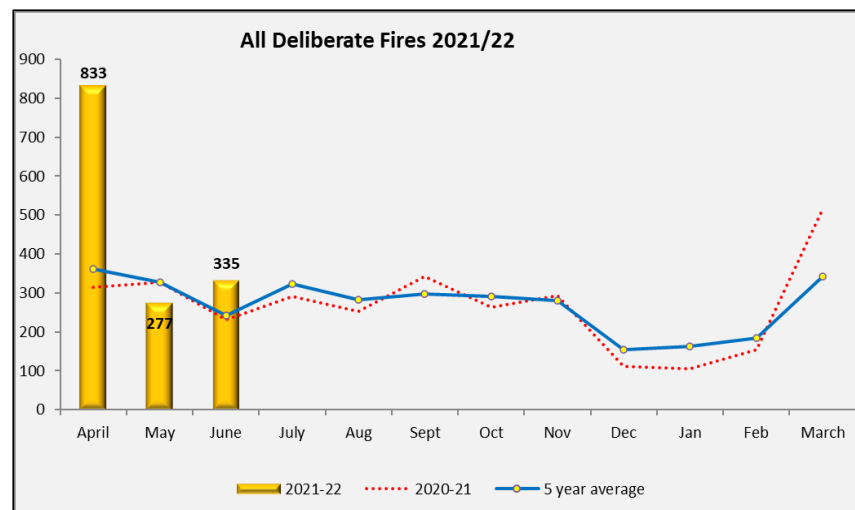
- 88% of the Brigades Deliberate fires are secondary fires
- 12% are Deliberate primary Fires.

Nationally this equates to

- 73% deliberate secondary fires
- 27% deliberate primary fires.

Performance 1st April to 30th June 2021

During 2021/22 the Brigade responded to **1445 deliberate fires** which is **511 (55%) higher** than the 5 year average. Of which **91% are deliberate secondary fires**



- April - June 2021/22: 1445 deliberate fires, **+511 /55% higher** compared to 5 year average

- April - June 5 Year Average: 934 Deliberate Fires

- April – June 2020: 873 Deliberate Fires

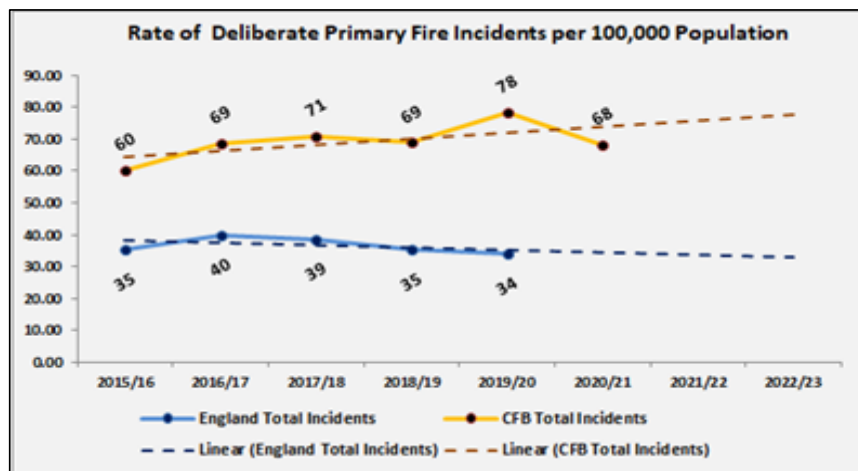
- April 2021: 833 deliberate fires which is **471 (130%) higher** than 5 year average for April

- May & June 2021: 612 deliberate fires which is **41 (7%) higher** than 5 year average

- April 2021 (833) is the highest number of monthly deliberate fires incurred over the last 5 years

Deliberate Primary Fires

Over the past five years 2015/16 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. During 2020/21 the rate of deliberate primary incidents for the Brigade reduced from 78 to 68 (-15%) per 100,000 population. No comparator national information is available.

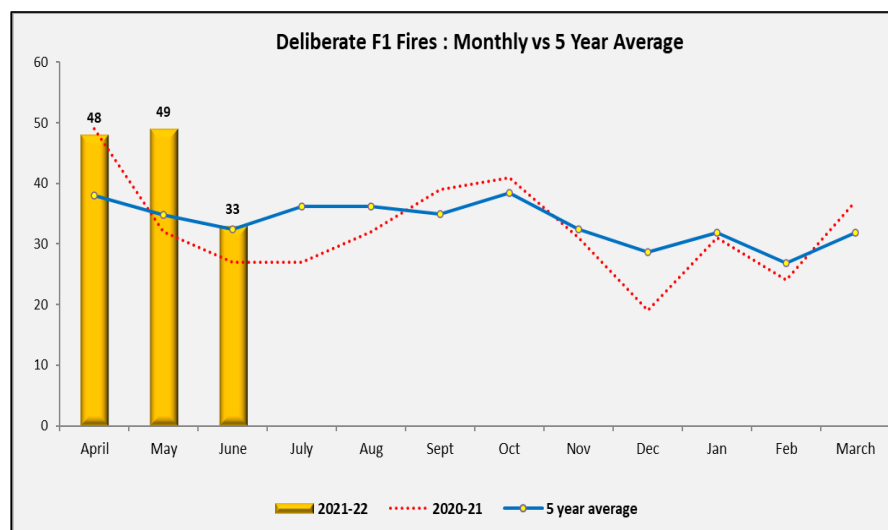


Over the last 5 years

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

Performance 1st April to 30th June 2021

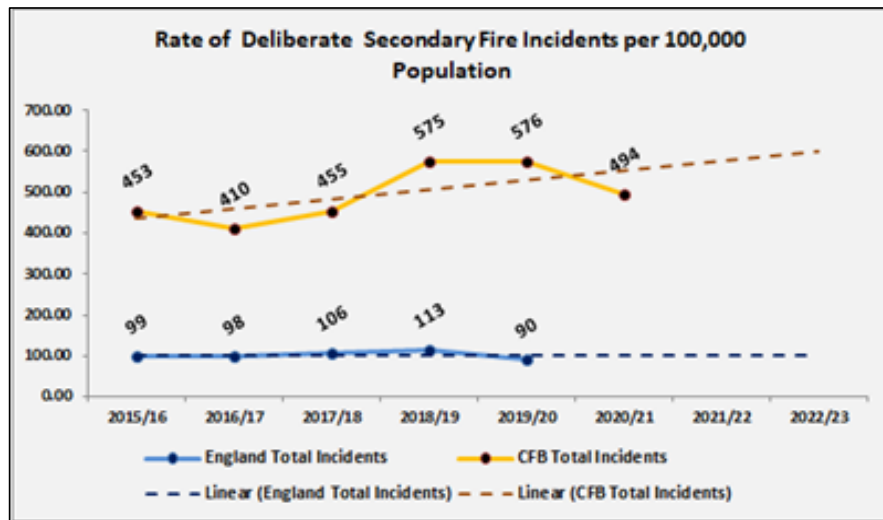
During 2021/22 the Brigade responded to **130 deliberate primary fires** which is **25 (24%) higher** than the 5 year average.



- April - June 2021/22: **130 deliberate primary fires (+25 /24%)** compared to 5 year average
- April - June 5 Year Average: 105 deliberate primary fires
- April – June 2020: 108 deliberate primary fires
- April & May 2021: **97 deliberate primary fires** which is **24(33%) higher** than the 5 year average
- During 2021/22; **52%** of deliberate primary fires are **vehicle fires** , **22%** are deliberate **dwelling fires** and **26%** are **other deliberate primary fires** – similar proportions to the 5 year average

Deliberate Secondary Fires

Between 2015/16 to 2019/20 nationally the rate of deliberate secondary fire incidents has **reduced by 9%** (99 to 90 per 100,000 population) compared to an **increase of 29%** (453 to 576 incidents per 100,000 population) within CFB. In 2019/20 the rate of deliberate secondary fires was **6 times higher than the national average**.



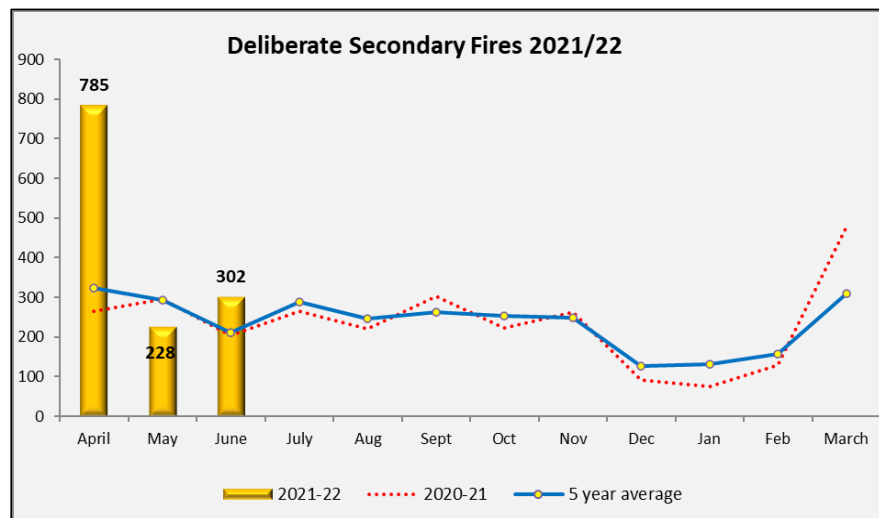
Over the period 2015/16 to 2020/21 within the Brigade

- 73 % of deliberate secondary fires were refuse related
- 23% were grass related.

Between April to June 2021, 60% of deliberate secondary fires were classed as refuse related and 37% grass related.

Performance 1st April to 30th June 2021

During April to June 2021 the Brigade attended **1315 deliberate secondary fires**, which is **487 (59%) higher** than the 5 year average.



- April - June 2021/22: **1315 deliberate fires (+487 /59%)** compared to 5-year average
- April - June 5 Year Average: 828 Deliberate Fires
- April - June 2020: 765 Deliberate Fires

- April 2021: **785 deliberate secondary fires** which is **460 (141%) higher** than 5 year average for April

- May and June **530 incidents** which is **26 (5%) higher** than 5-year average

- April 2021 (785) is the highest number of monthly deliberate secondary fires incurred over the last 5

Response Benchmarks : Building Fires

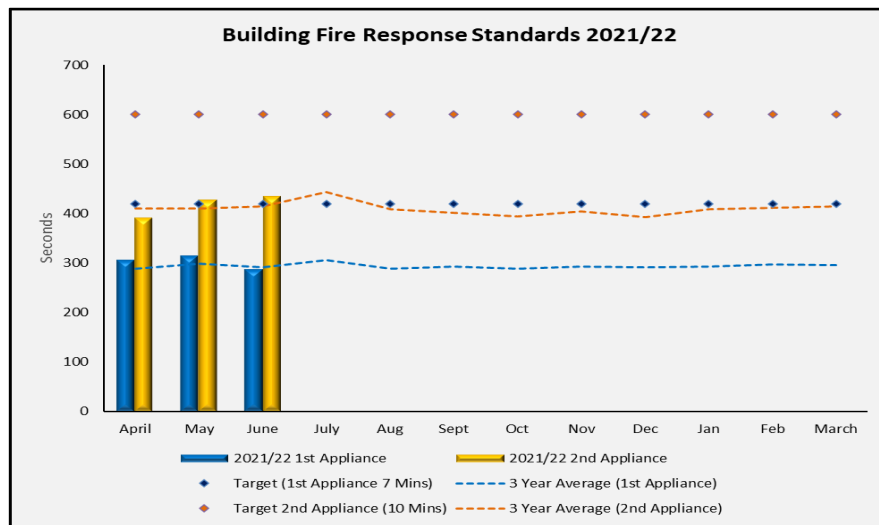
As detailed in the table and in the body of this performance report CFB achieved its emergency response benchmarks for building fire incidents.

Month	1st Appliance	2nd Appliance
Target	07:00	10:00
April 2021	05:05	06:30
May 2021	05:14	07:05
June 2021	04:46	07:14
Average	05:03	06:57

The outturn for the emergency response benchmarks indicates;

- first appliance benchmark (**5:03**) is achieved with **1:57 m capacity**
- second appliance benchmark (**6:57**) is achieved with **3:03m capacity**.

The following chart demonstrates that the current years response standard for April to June mirror the average time over the last 3 years.



The benchmark performance is based on an average time for 1st and 2nd appliances. Our analysis indicates that on a number of occasions where the benchmark was exceeded.

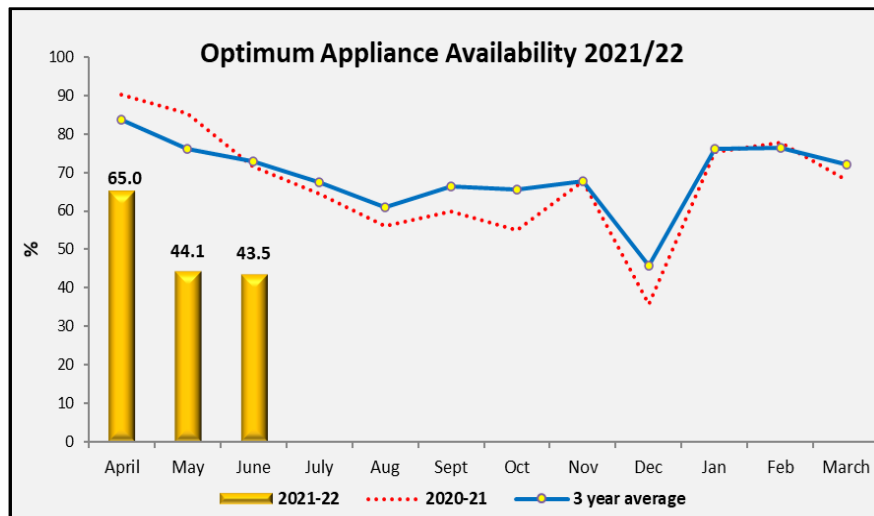
In 2021/22 the number of incidents where the benchmark was exceeded equate to **96 and 63 mobilisations** for 1st and 2nd appliance respectively.

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

Detailed reasons for failures is collated throughout the year with every failure being investigated by operational managers.

Optimum Appliance Availability

The CIRMP 2018/22 states that the Brigade will maintain, as far as possible, a core emergency response resource of 18 fire appliances being available to respond to emergency response incidents at any point in time.



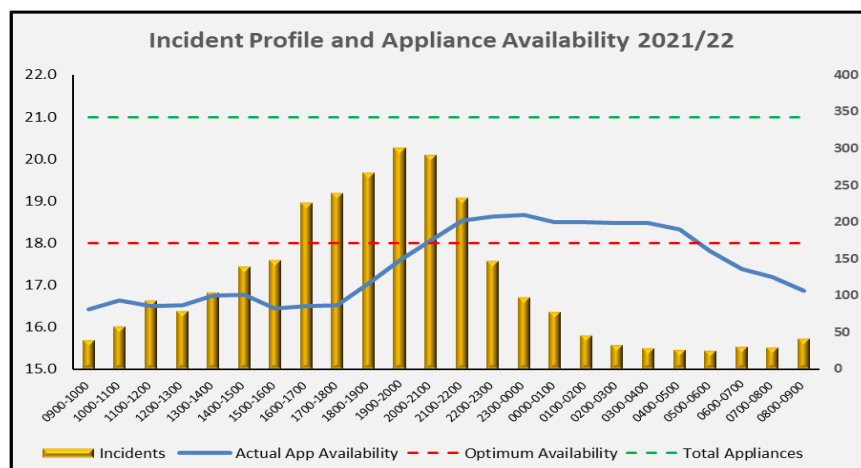
During 2021/22 for each month the availability of 18 appliances is significantly lower than the average over the last 3 years and has reduced month on month.

The average availability of 18 appliances during the period April to June equates to **51%**

Analysis indicates that the average number of appliances available from the fleet of 21 appliances is;

- All time Periods: **17.2** appliances
- Mon-Fri Day Shift: **16.4** appliances
- Mon-Fri Night Shift **18** appliances
- Weekend Day Shift **16.5** appliances
- Weekend Night Shift: **17.2** appliances

As previously detailed the response benchmarks for the Brigade have been achieved within the reduced level of appliance availability



Optimum appliance availability is higher at times of lowest demand for emergency response incidents.

Lowest levels of appliance availability are during day shifts Monday to Friday and maximum availability of appliances is during night shifts Monday to Friday

Monday to Friday night shifts, the Brigade achieves its optimum appliance availability, all other times the Brigade has fallen below the Optimum level.

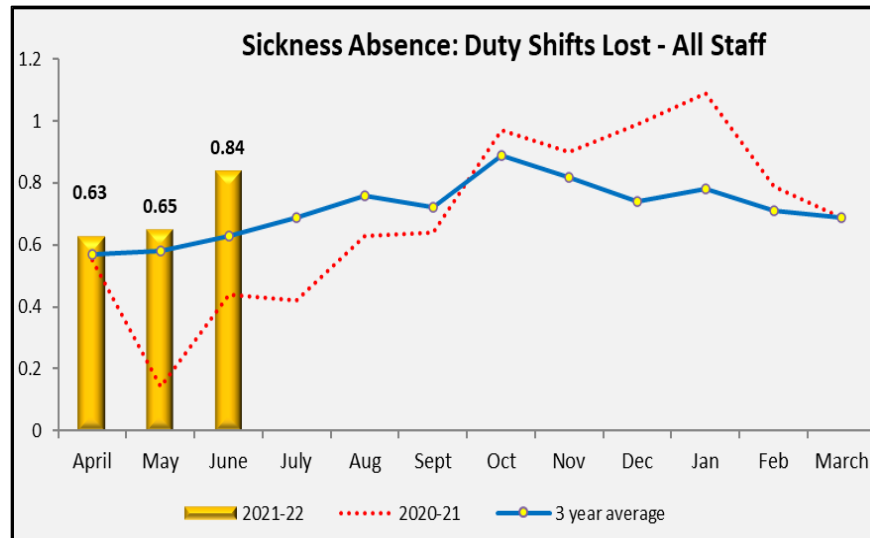
Sickness Absence

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

Analysis of sickness levels within the Brigade across all staff groups indicate sickness levels in 2017/18 to 2020/21 are detailed in the following table.

CFB 2015/16	Staff Group	CFB 2017/18	CFB 2018/19	CFB 2019/20	CFB 2020/21	National 2020/21
7.44	All Staff	6.72	7.96	9.36	8.05	7.07
7.23	Wholetime	6.44	8.06	9.47	9.60	6.82
6.58	Retained	7.75	6.81	8.30	4.97	8.33
4.05	Control	4.83	10.52	6.00	3.81	8.20
9.48	Green Book	7.62	8.11	10.65	6.43	5.93

Performance 1st April to 30th June 2021



- April - June 2021/22: **2.14** duty shifts per person lost to sickness absence **(+0.63 / 41%)** compared to 3-year average
- April - June 3 Year Average: 1.51 duty shifts per person
- April - June 2020: 1.31 duty shifts per person
- April, May, June 2021 all **above** the 3 year average and 2020

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

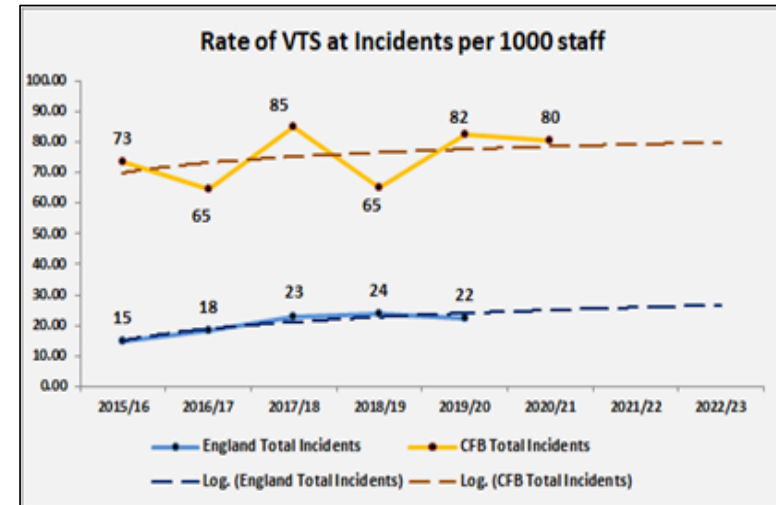
Staff Group	3 Yr Av	2021/22	Diff
All Staff	1.51	2.14	+0.63 (41%)
Wholetime	1.75	2.34	+0.59 (+34%)
Retained	1.15	1.05	-0.10 (-9%)
Fire Control	1.70	5.65	+3.95(232%)
Green Book	1.04	1.70	+0.66 (-63%)

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 82 such incidents per 1000 staff compared to a national rate of 22 incidents per 1000 staff. In 2020/21 this reduced to 80 incidents per 1000 staff. No national comparator information is available for 2020/21.

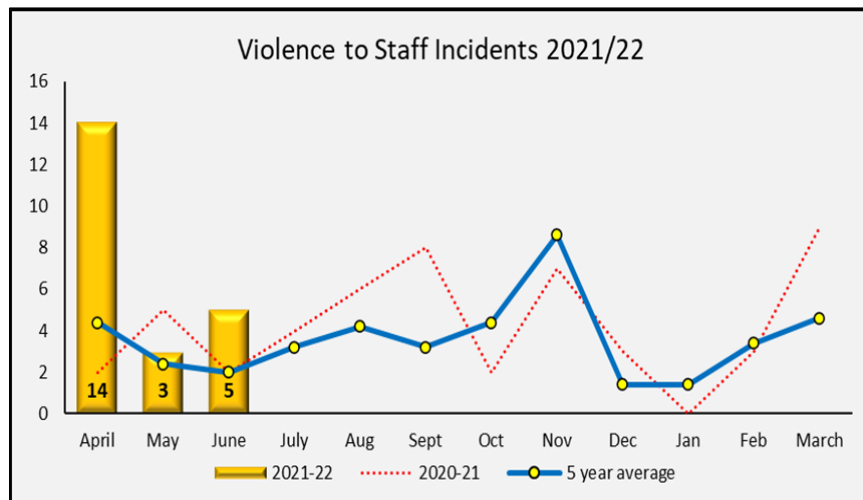
Over the last 5 years (from available information) 2014/15 to 2019/20 nationally the rate of violence to staff incidents has increased by 44% compared to an increase of 10% for CFB.

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



Performance 1st April to 30th June 2021

During 2021/22 there has been **22 violence to staff incidents** against CFB staff which is an **increase of 13 (144%)** than the average for the last 5 years. These incidents relate to incident against member of staff and relate to any type of service delivery.



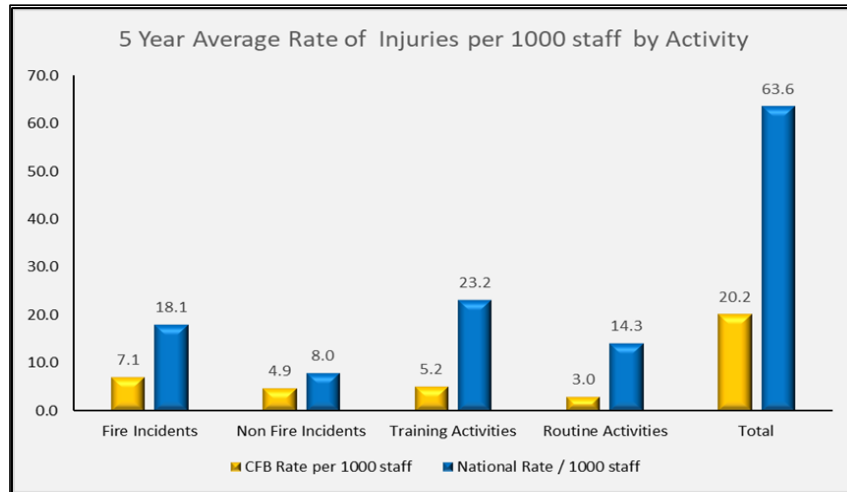
April - June 2021/22: **22 VTS incidents (+13/ 144%)** compared to 5 year average

- April - June 5 Year Average: 9 incidents
- April – June 2020: 9 incidents

- April 2021 : 14 incidents compared to 2 incidents in 2021/22 and average of 4 incidents over last 5 years. This is in line with increase in number of emergency response incidents attended in particularly deliberate secondary fires during April 2021.

Health and Safety : Injuries to Brigade Personnel

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



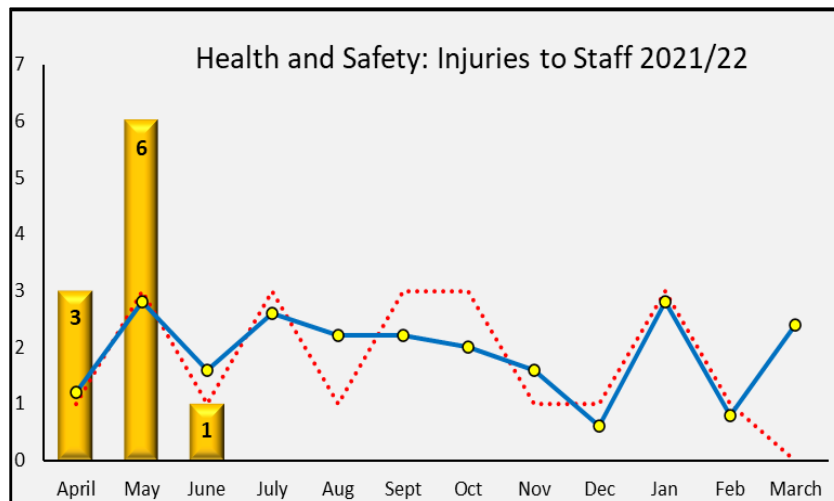
Based on the information supplied by services for the Home Office's National Fire Statistics, the average rate of injuries per 1000 staff by type of activity is;

- Total Injuries 20.2 per 1000 staff (national rate: 63.6) of which
- Injuries at Fire Incidents: 7.1 / 35% (National 18.1 / 38%)
- Injuries at other incidents: 4.9 / 24% (National 8.0 / 13%)
- Injuries in Training activities: 5.2 / 26% (National 23.2 / 37%)
- Injuries in other routine activities: 3.3 / 15% (National 14.3 / 22%)

In all categories the rate of injuries sustained by Brigade personnel is significantly lower than the national rate.

Performance 1st April to 30th June 2021

During 2021/22 there has been **10 injuries** suffered by staff in the course of their duties which is an **increase of 4 (67%)** than the average incurred for the last 5 years.



April - June 2021/22: **10 injuries (+4 / 67%)** compared to 5 year average

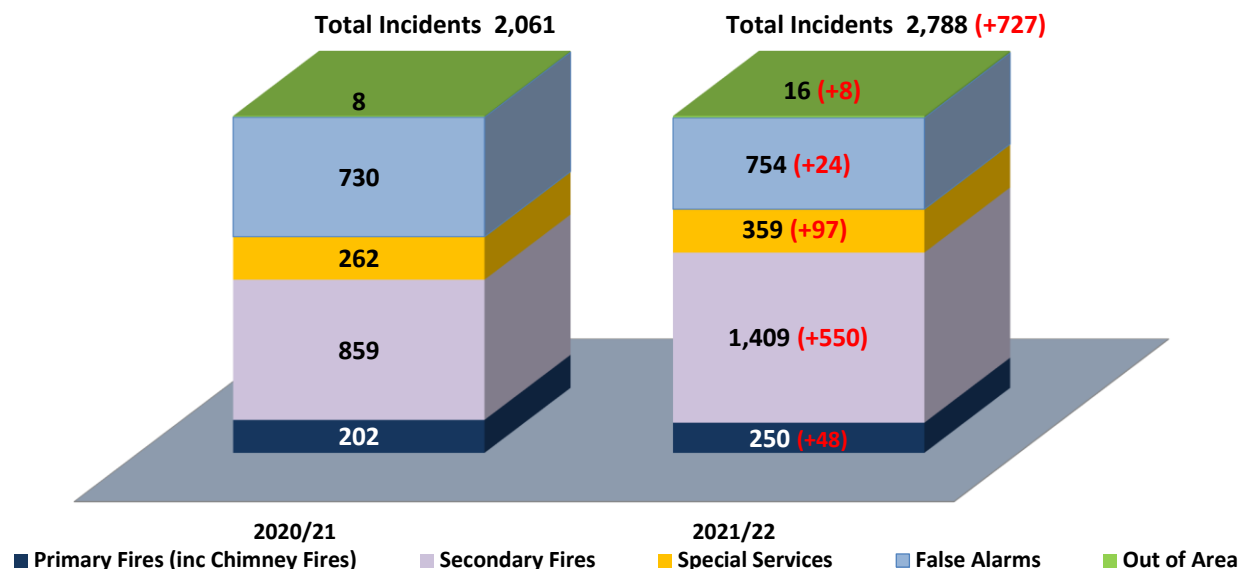
- April - June 5 Year Average: 6 injuries
- April - June 2020: 5 injuries

- 4 Injuries sustained at incidents (3x Fire incidents, 1x other incident)
- 2 sustained in training activities
- 4 during routine activities

CORPORATE SUITE OF INDICATORS



Incident Profile 01/04/2021 to 30/06/2021



Prevention: Safer Homes

The Brigade has conducted 5,187 **Safer Home Visits (SHV)** during the period 1st April - 30th June 2021.

This is an **increase of 2,374 (84%)** Safer Home Visits compared to Quarter one 2020, when the Brigade completed **2,813 SHV**.

Resulting from the Safer Home Visits, **2% (123)** of these led to referrals to other agencies for support and/or items of risk reduction equipment. This is a **215% increase** compared to 2020 when further referrals and/or equipment was provided to **39** individuals.

Operational crews completed **4,362 SHV** compared to **1,819** in 2020; an **increase of 2,543 (139%)**.

Hubs and Advocates completed **825 SHV** compared to **994** in 2020; a **decrease of 169 (17%)**.

Fire Control

During the period April - June 2021 Fire Control dealt with 4,064 **emergency calls**, an increase of **43% (+1223)** from the same period in 2020/21.

Emergency Response

During the period April - June we responded to 2,788 **incidents**, an **increase of 727 (+35%)** compared to the same period in 2020/21.

Comparing 2020/21 to 2021/22, there have been **increases** in all incidents:

Primary Fires by **22% (45)** from **202 to 247**
 Chimney Fires by **100% (3)** from **0 to 3**
 Secondary Fires by **64% (550)** from **859 to 1,409**
 All False Alarms by **3% (24)** from **730 to 754**
 Special Services by **37% (97)** from **262 to 359**
 Out Of Area incidents by **100% (8)** from **8 to 16**

Fire incidents account for **60% (1,759)** of total incidents with **Primary Fires excluding Chimney Fires (247)** and **Secondary Fires (1,409)** accounting for **9%** and **51%** of all incidents attended respectively. **87% (1,445)** of fires attended have been classified as **deliberate** in nature.

Protection: Safer Buildings - Risk Based Inspections

During the period April - June 2021, **451 audit inspections** of industrial and commercial premises have been completed compared to 136 during the same period in 2020/21, an **increase of 315 (231%)**.

Of the 451 Audit inspections carried out 60 (13%) were carried out by Station based advisors. The remaining 391 (87%) were completed by Fire Engineering Staff.

In addition to these audits **95 building regulation consultations** and **95 licencing consultations** have been completed during the period. Of which **61 (98%)** and **94 (99%)** respectively have been completed within the prescribed timescales.

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 Deliberate Dwelling Fire Fatalities in 2021/22, 2020/21 and 2016/17;
- All response benchmarks performing well within target;
- 33% (1) reduction in Accidental Dwelling Fire Injuries;
- Zero occasions when a Fire Appliance assigned to an incident failed to respond;
- Zero accidents resulting in physical injury;
- 21% increase in operational and Fire Control personnel assessed as maintaining competency aligned to PDR core skills increase from 58% to 79%;
- 86% operational exercises undertaken and completed as a proportion of the Annual Operational Exercise Programme (6/7).

Areas For Improvement

- 36% (+13) increase in Accidental Dwelling Fires;
- 107% (+15) increase in Deliberate Dwelling Fires;
- 100% (+1) increase in Accidental Dwelling Fire Fatalities;
- 83% (+10) increase in Industrial and Commercial Fires;
- 50% (+24) increase in Road Traffic Collisions attended by the Brigade;
- 66% (+572) increase in all Deliberate Fires;
- 59% (+0.79) increase in average number of days lost to sickness absence per employee - All Staff;
- 100% (+11) increase in Violence to Staff incidents.

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 performance for the period 1st April to 30th June 2021 against our Strategic Goal 1.

	Performance compared to previous year assessed as	Performance compared to previous 5 year 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	Adequate Performance	Performing Well	Performing Strongly
Safer High Hazard	Adequate performance	Performing Strongly	Performing Well
Safer Neighbourhoods	Adequate Performance	Adequate Performance	Adequate Performance
Supporting National Resilience	Performing Strongly	No Comparator	Performing Strongly
Improved Health Outcomes	Adequate Performance	No Comparator	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		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	Target	% Direction of travel from target
1.1.1.1	Number of Accidental Dwelling Fires	26	36	49	+36% (+13) ↑	+88% (+23) ↑	40	+23% (+9) ↑
1.1.1.2	Number of Deliberate Dwelling Fires	12	14	29	+107% (+15) ↑	+142% (+17) ↑	18	+61% (+11) ↑
1.1.1.3	Number of Accidental Dwelling Fire Fatalities	0	0	1	+100% (+1) ↑	+100% (+1) ↑	0	+100% (+1) ↑
1.1.1.4	Number of Deliberate Dwelling Fire Fatalities	0	0	0	0% (0) ↔	0% (0) ↔	0	0% (0) ↔
1.1.1.5	Number of Accidental Dwelling Fire Injuries	1	3	2	-33% (-1) ↓	+100% (+1) ↑	3	-33% (-1) ↓
1.1.1.6	Number of Deliberate Dwelling Fire Injuries	0	2	0	-100% (-2) ↓	0% (0) ↔	-	-
1.1.1.7	Number of False Alarm Good Intentions in Dwellings	169	152	146	-6% (-4) ↓	-14% (-23) ↓	154	-5% (-8) ↓
1.1.1.8	Percentage of ADFs which have received a HFSV within 5 years prior to the ADF	-	25%	32%	+7% ↑	no comparator information	-	-
1.1.1.9	Percentage of Dwellings which have received a HFSV	55%	61%	62%	+1% ↑	+7% ↑	-	-
1.1.1.10	Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	-	00:04:59 (292/327)	00:04:55 (297/357)	-1% (-00:00:04) ↓	no comparator information	00:07:00	-30% (-00:02:05) ↓
1.1.1.11	First Appliance Attendance to a Dwelling Fire Within 10 Minutes on 90% of Occasions	-	98% (321/327)	97% (348/357)	-1% ↓	no comparator information	90%	+7% ↑
1.1.1.12	Average time of a Second Appliance Attendance to a Dwelling Fire (10 Minutes)	-	00:06:28 (252/277)	00:06:57 (255/301)	+7% (00:00:29) ↑	no comparator information	00:10:00	-30% (-00:03:23) ↓
Safer Homes Overall Performance Judgement					Performing Well	Adequate Performance		Performing Well

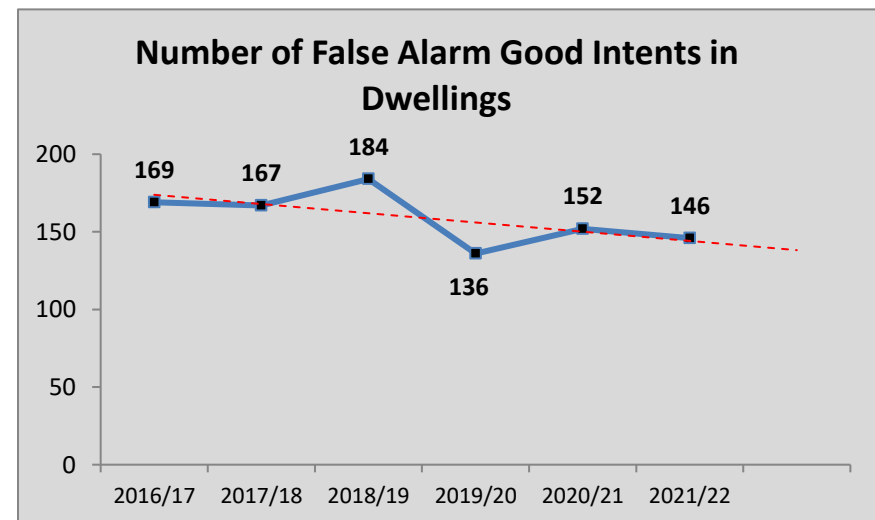
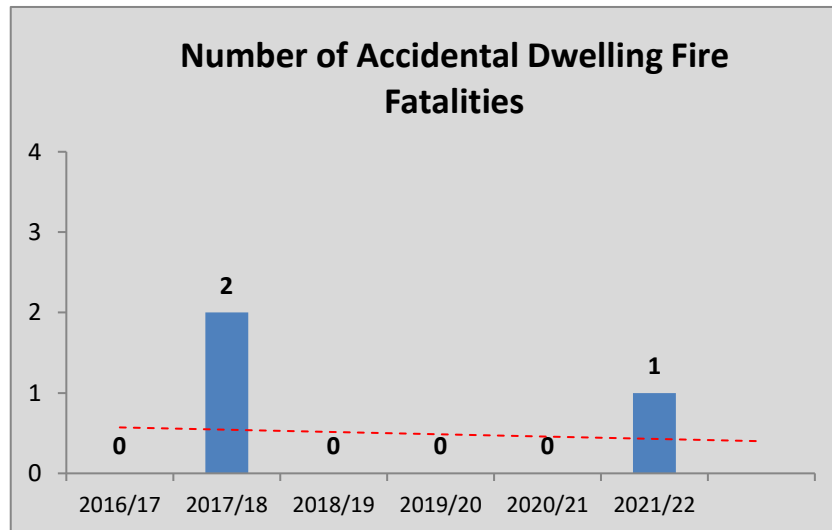
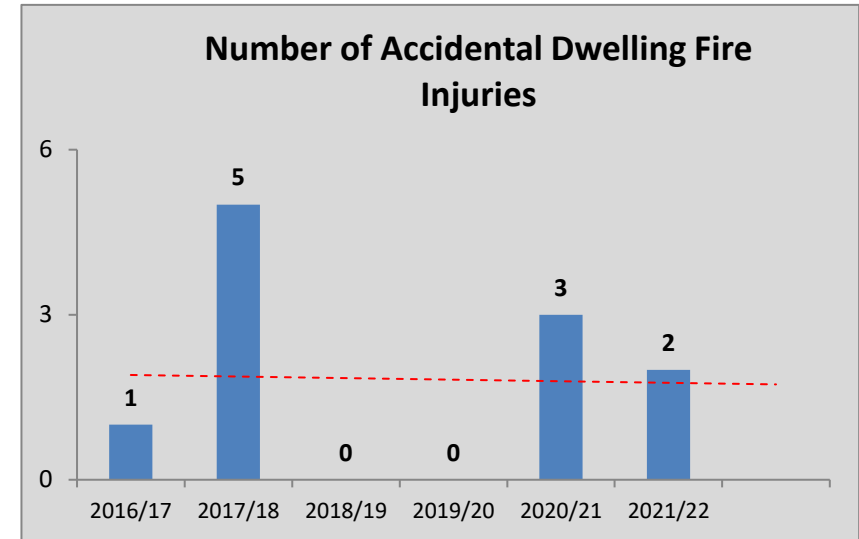
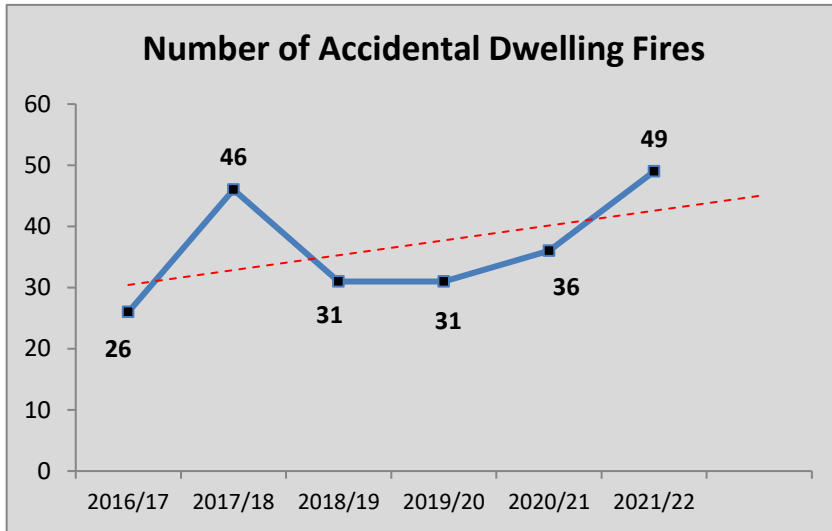
Hartlepool District	20/21	21/22
Accidental Dwelling Fire Fatality	0	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	1	0
Deliberate Dwelling Fire Injury	0	0
Accidental Dwelling Fires	7	11
Deliberate Dwelling Fires	6	8
False Alarm Good Intents in Dwellings	27	24

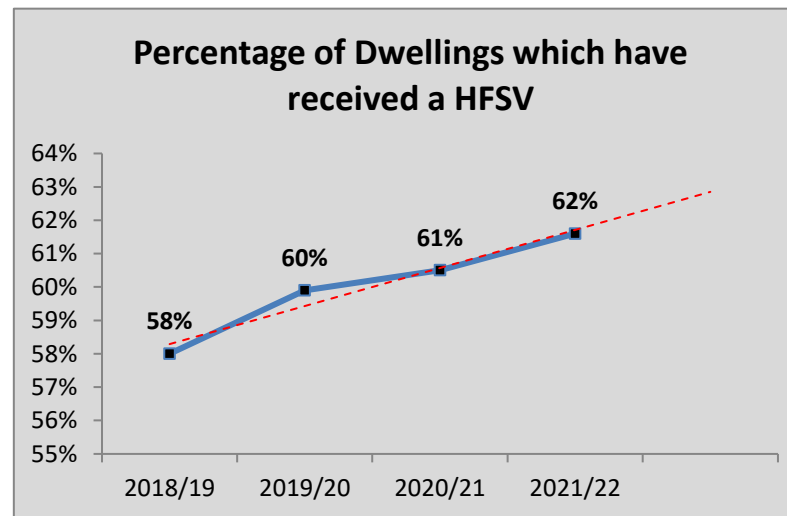
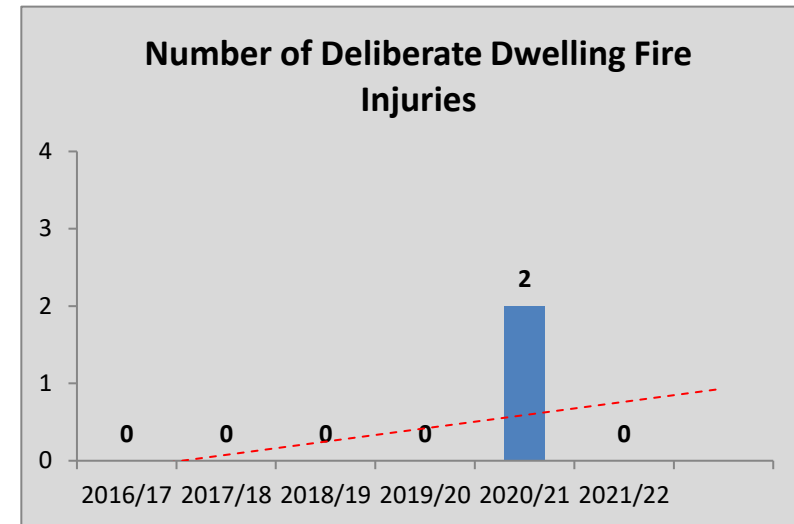
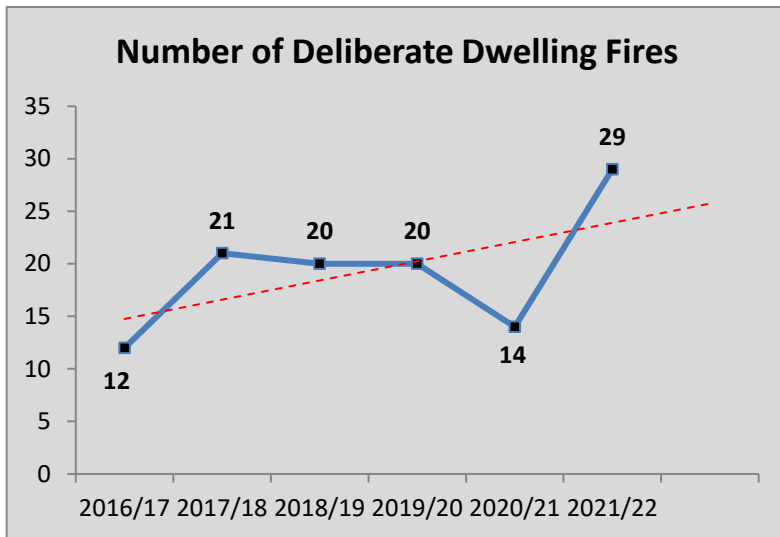
Redcar & Cleveland District	20/21	21/22
Accidental Dwelling Fire Fatality	0	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	1	0
Deliberate Dwelling Fire Injury	0	0
Accidental Dwelling Fires	4	4
Deliberate Dwelling Fires	3	7
False Alarm Good Intents in Dwellings	35	44

Stockton District	20/21	21/22
Accidental Dwelling Fire Fatality	0	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	0	1
Deliberate Dwelling Fire Injury	2	0
Accidental Dwelling Fires	13	19
Deliberate Dwelling Fires	2	8
False Alarm Good Intents in Dwellings	42	41

Middlesbrough District	20/21	21/22
Accidental Dwelling Fire Fatality	0	1
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	1	1
Deliberate Dwelling Fire Injury	0	0
Accidental Dwelling Fires	12	15
Deliberate Dwelling Fires	3	6
False Alarm Good Intents in Dwellings	48	37

Trend Analysis: Strategic Outcome 1.1.1: Safer Homes						
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Number of Accidental Dwelling Fires	26	46	31	31	36	49
Number of Deliberate Dwelling Fires	12	21	20	20	14	29
Number of Accidental Dwelling Fire Fatalities	0	2	0	0	0	1
Number of Deliberate Dwelling Fire Fatalities	0	0	0	0	0	0
Number of Accidental Dwelling Fire Injuries	1	5	0	0	3	2
Number of Deliberate Dwelling Fire Injuries	0	0	0	0	2	0
Number of False Alarm Good Intentions in Dwellings	169	167	184	136	152	146
Percentage of ADFs which have not received a HFSV prior to the ADF	-	-	-	29%	25%	32%
Percentage of Dwellings which have received a HFSV	55%	57%	58%	60%	61%	62%
Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	-	-	-	00:04:57 (286/323)	00:04:59 (292/327)	00:04:55 (297/357)
First Appliance Attendance to a Dwelling Fire Within 10 Minutes on 90% of Occasions	-	-	-	97% (314/323)	98% (321/327)	97% (348/357)
Average time of a Second Appliance Attendance to a Dwelling Fire (10 Minutes)	-	-	-	00:07:01 (229/260)	00:06:28 (252/277)	00:06:57 (255/301)





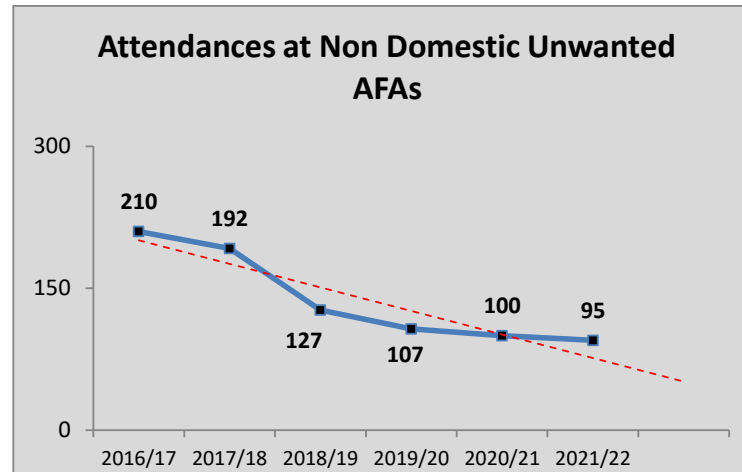
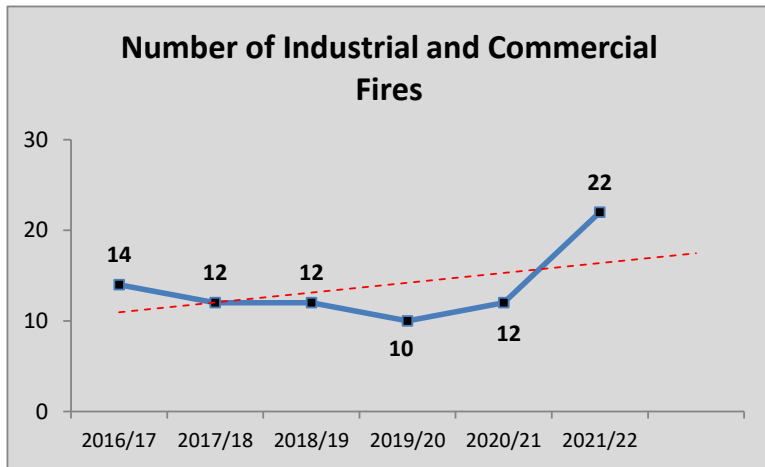
Strategic Goal: Safer, Stronger Communities

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		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	Target	% Direction of travel from target
1.1.2.1	Percentage of the annual risk based inspection program completed in approved frequency	-	-	Information not available	Information not available	No Comparator Information	-	-
1.1.2.3	Percentage of enforcement notices that are completed within prescribed timescales	-	100% (2/2)	100% (4/4)	0% ↔	No Comparator Information	100%	0% (0) ↔
1.1.2.4	Number of Fatalities in Industrial and Commercial Fires	0	0	0	0% (0) ↔	0% (0) ↔	0	0% (0) ↔
1.1.2.5	Number of Injuries in Industrial and Commercial Fires	0	0	0	0% (0) ↔	0% (0) ↔	0	0% (0) ↔
1.1.2.6	Number of Industrial and Commercial Fires	14	12	22	+83% (+10) ↑	+57% (+8) ↑	14	+57% (+8) ↑
1.1.2.8	Number of attendances at Non Domestic Unwanted Automated Fire Alarm Calls	210	100	95	-5% (-5) ↓	-55% (-115) ↓	93	+2% (+2) ↑
1.1.2.10	Average time of first appliance attendance to a building fire (7 Minutes)	-	00:05:05 (442/508)	00:05:03 (473/569)	-1% (-00:00:02) ↓	No Comparator Information	00:07:00	-28% (-00:01:57) ↓
1.1.2.11	First appliance attendance to a building fire within 10 minutes on 90% of occasions	-	97% (493/508)	96% (544/569)	-1% ↓	No Comparator Information	90%	+6% ↑
1.1.2.12	Average time of second appliance to attend a building fire incident (10 minutes)	-	00:06:46 (347/389)	00:06:57 (336/399)	+3% (-00:00:11) ↑	No Comparator Information	00:10:00	-30% (-00:03:03) ↓
1.1.2.13	Percentage of Consultations completed within prescribed timescales	-	100% (51/51)	98% (61/62)	-2% ↓	No Comparator Information	100%	-2% ↓
1.1.2.14	Percentage of Licensing Consultations completed within prescribed timescales	-	100% (31/31)	99% (94/95)	-1% ↓	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	-	12% (12/102)	69% (24/35)	+57% (+1) ↑	No Comparator Information	100%	-31% ↓
Safer Buildings Overall Performance Judgement					Performing Well	Performing Well		Performing Well

Trend Analysis: Strategic Outcome 1.1.2 Safer Buildings						
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Percentage of the annual risk based inspection program completed in approved frequency	-	-	-	9% (211/2229)	-	Information not available
Percentage of enforcement notices that are completed within prescribed timescales	-	-	100%	100% (1/1)	100% (2/2)	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	0	0	0	0
Number of Industrial and Commercial Fires	14	12	12	10	12	22
Number of attendances at Non Domestic Unwanted Automated Fire Alarm Calls	210	192	127	107	100	95
Average time of first appliance attendance to a building fire (7 Minutes)	-	-	00:04:43	00:04:55 (480/544)	00:05:05 (442/508)	00:05:03 (473/569)
First appliance attendance to a building fire within 10 minutes on 90% of occasions	-	-	98%	97% (528/544)	97% (493/508)	96% (544/569)
Average time of second appliance to attend a building fire incident (10 minutes)	-	-	00:06:44	00:07:09 (350/404)	00:06:46 (347/389)	00:06:57 (336/399)
Percentage of Consultations completed within prescribed timescales	-	-	-	-	-	98% (61/62)
Percentage of Licensing Consultations completed within prescribed timescales	-	-	-	-	-	99% (94/95)
Percentage of Building (72d) Risk Information scheduled to be reviewed during the year that has been reviewed	-	-	-	-	12% (12/102)	69% (24/35)



Strategic Goal: Safer, Stronger Communities

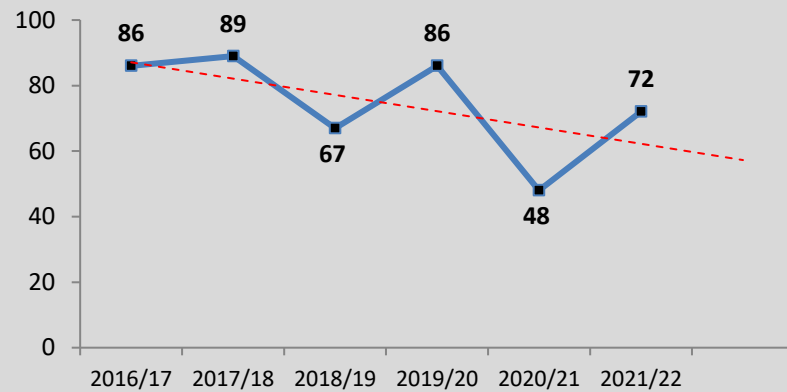
Strategic Objective 1.1: We will protect people, property and the environment from harm as a result of fires and other emergencies.

Strategic Outcome 1.1.3 Safer Roads

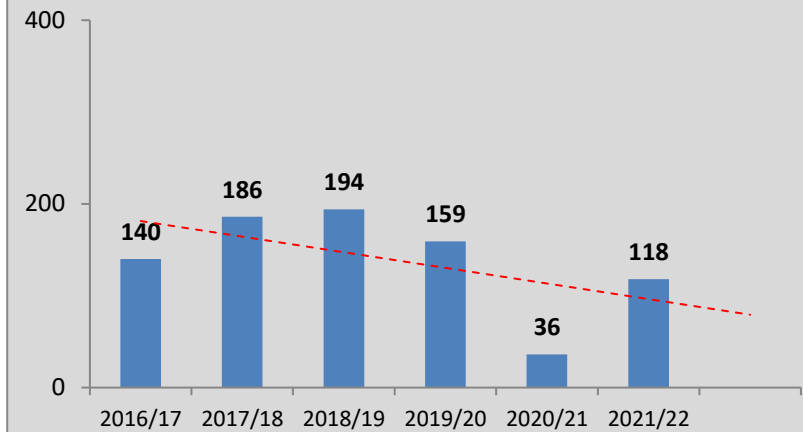
Indicator		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	Target	Direction of travel from target
1.1.3.1	Number of Road Traffic Collisions attended by the Brigade	86	48	72	+50% (+24) ↑	-16% (-14) ↓	-	-
1.1.3.2	Number of Fatalities in Road Traffic Collisions (police data)	0	1	1	-0% (0) ↔	+100% (+1) ↑	-	-
1.1.3.3	Number of people seriously injured in Road Traffic Collisions (police data)	16	18	28	+56% (+10) ↑	+75% (+12) ↑	-	-
1.1.3.4	Number of people suffering slight injuries Road Traffic Collisions (police data)	140	36	118	+227% (+82) ↑	-16% (-22) ↓	-	-
1.1.3.5	Average time of first appliance attendance to an immediate life threatening / rescue Road Traffic Collisions (8 minutes)	-	00:05:40 (23/28)	00:05:46 (50/58)	+2% (+00:00:06) ↑	No Comparator Information	00:08:00	-28% (-00:02:14) ↓
Safer Roads Overall Performance Judgement					Adequate Performance	Performing Well		Performing Strongly

Trend Analysis: Strategic Outcome 1.1.3 Safer Roads						
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Number of Road Traffic Collisions attended by the Brigade	86	89	67	86	48	72
Number of Fatalities in Road Traffic Collisions*	0	1	4	5	1	1
Number of people seriously injured in Road Traffic Collisions*	16	32	33	43	18	28
Number of people suffering slight injuries in Road Traffic Collisions*	140	186	194	159	36	118
Average time of first appliance attendance to an immediate life threatening / rescue RTC (8 minutes)	-	-	00:05:13	00:05:20 (51/60)	00:05:40 (23/28)	00:05:46 (50/58)

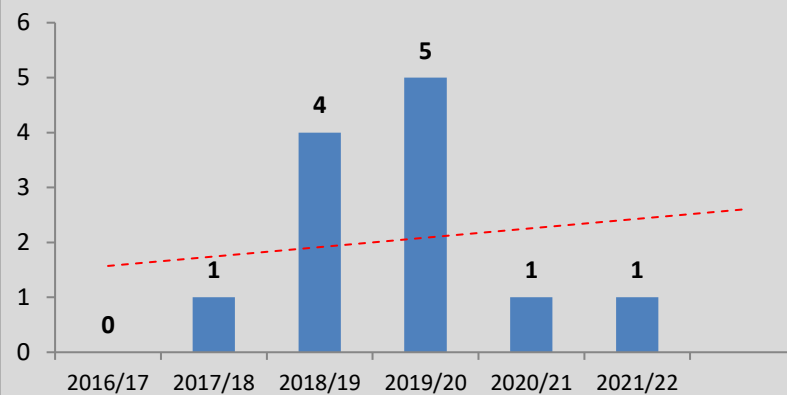
Road Traffic Collisions attended by the Brigade



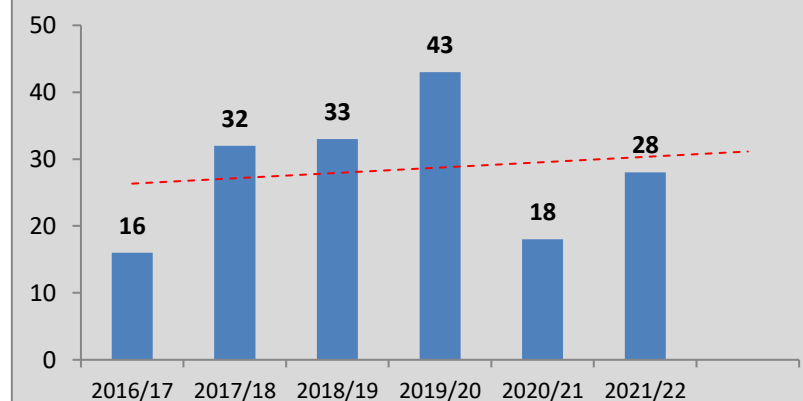
Slight injuries in Road Traffic Collisions

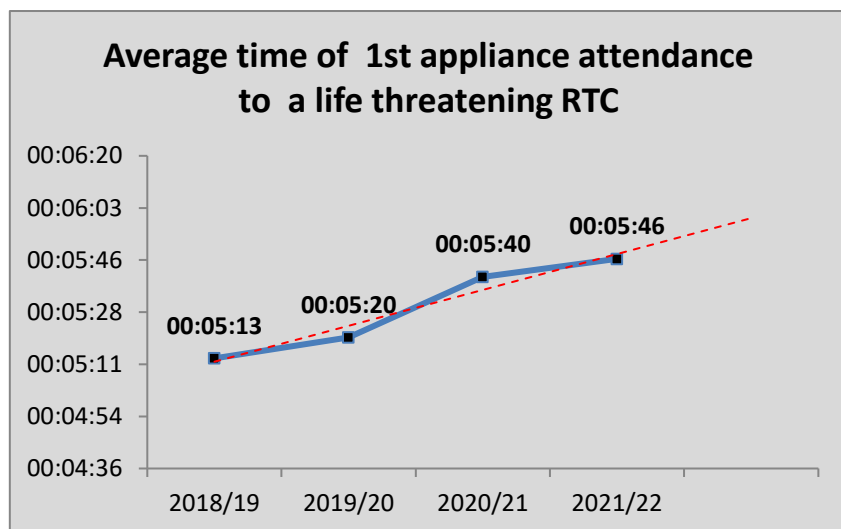


Number of Fatalities in Road Traffic Collisions



Number of people seriously injured in Road Traffic Collisions





Strategic Goal: Safer, Stronger Communities

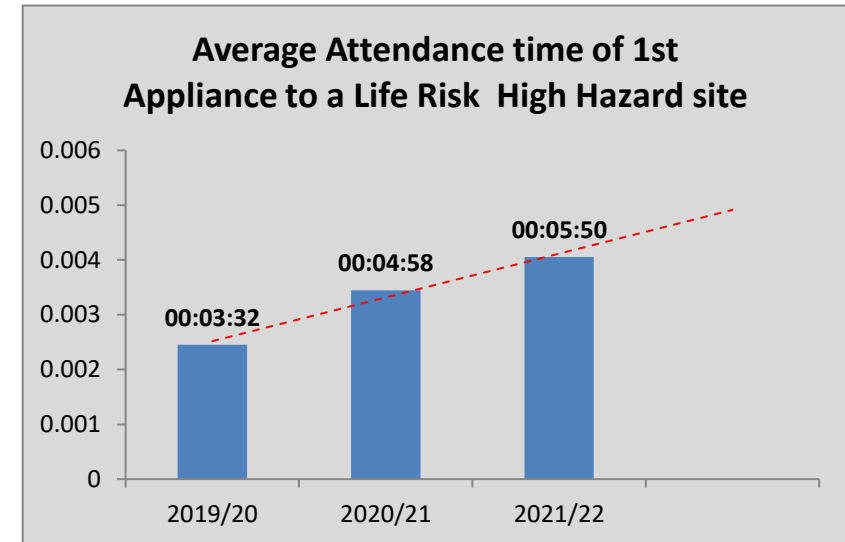
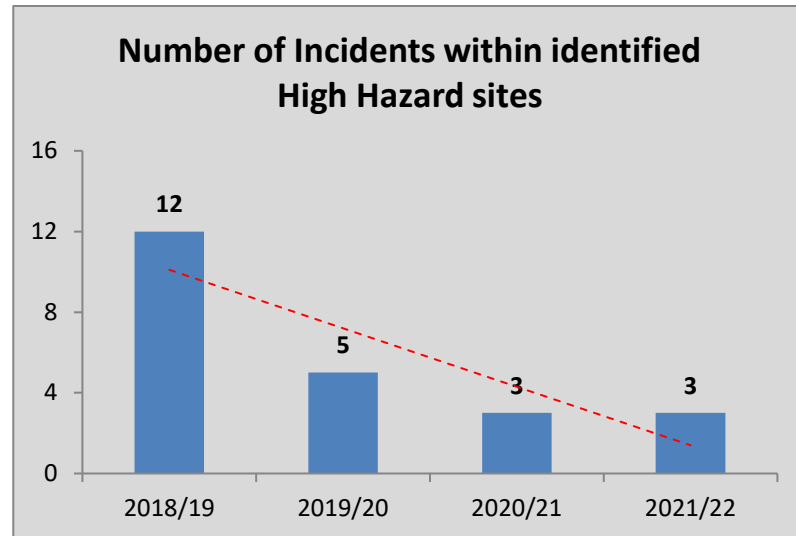
Strategic Objective 1.1: We will protect people, property and the environment from harm as a result of fires and other emergencies.

Strategic Outcome 1.1.4 Safer High Hazard Industries

Indicator		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	Target	% Direction of travel from target
1.1.4.1	Number of Incidents within identified High Hazard sites	4	3	3	0% (0) ↔	-25% (-1) ↓	-	-
1.1.4.2	Average time of first appliance attendance to a Life Risk incident at a High Hazard site (7 minutes)	-	00:04:58	00:05:50	+17% (+00:00:25) ↑	No Comparator Information	00:07:00	-17% (-00:01:10) ↓
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	00:20:00	-
1.1.4.4	Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	-	-	-	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	0% (0/1)	No Comparator Information	No Comparator Information	100%	-100% ↓
Safer High Hazard Overall Performance Judgement					Adequate performance	Performing Strongly		Performing Well

*Figure is based on all reviews completed.

Trend Analysis: Strategic Outcome 1.1.4 Safer High Hazard Industries						
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Number of Incidents within identified High Hazard sites	-	-	12	5	3	3
Average time of first appliance attendance to a Life Risk incident at a High Hazard site (7 minutes)	-	-	-	00:03:32	00:04:58	00:05:50
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	no incidents
1.1.4.4 Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	-	-	-	00:17:56	No Reported Mobilisation	No Reported Mobilisation
1.1.4.5 Percentage of High Hazard sites risk information that have been reviewed during the year	-	-	-	-	-	0% (0/1)



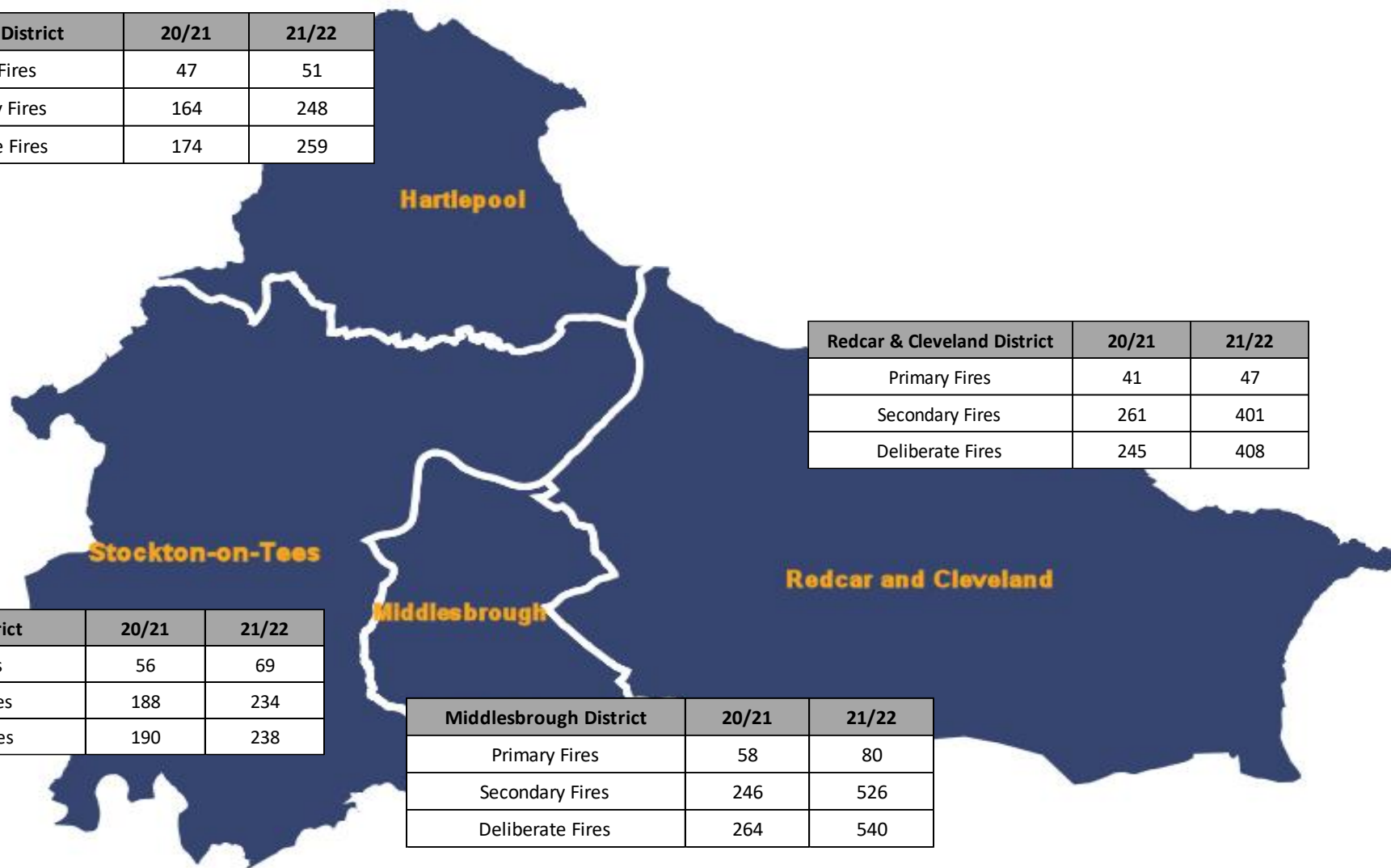
Strategic Goal: Safer, Stronger Communities

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		2016/17	2020/21	2021/22	% Direction of travel from 2019/20	% Direction of travel from 2016/17	Target	% Direction of travel from target
1.1.5.1	Number of Deliberate Fire Fatalities	0	0	0	0% (0) ⇄	0% (0) ⇄	0	0% (0) ⇄
1.1.5.2	Number of Deliberate Fire Injuries	0	2	0	-100% (-2) ↑	0% (0) ⇄	2	-100% (-2) ⇄
1.1.5.3	Number of Deliberate Fires	565	873	1445	+66% (+572) ↑	+156% (+880) ↑	1054	+37% (+391) ↑
1.1.5.4	Number of Deliberate Primary Fires	103	108	130	+20% (+22) ↑	+26% (+27) ↑	113	+15% (+17) ↑
1.1.5.5	Number of Deliberate Primary Fire Vehicles	64	63	67	+6% (+4) ↑	+5% (+3) ↑	-	-
1.1.5.6	Number of Deliberate Secondary Fires	462	765	1315	+72% (+550) ↑	+185% (+853) ↑	941	+40% (+374) ↑
1.1.5.7	Number of Water Rescue Incidents	1	1	2	+100% (+1) ↑	+100% (+1) ↑	-	-
Safer Neighbourhoods Overall Performance Judgement					Adequate Performance	Adequate Performance		Adequate Performance

Hartlepool District	20/21	21/22
Primary Fires	47	51
Secondary Fires	164	248
Deliberate Fires	174	259



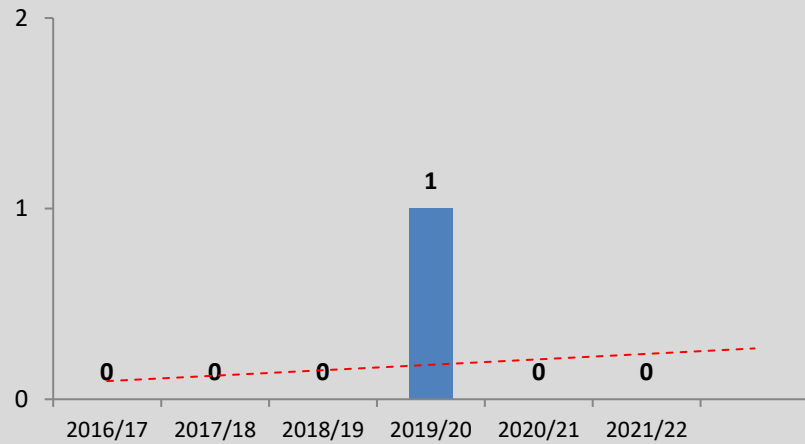
Redcar & Cleveland District	20/21	21/22
Primary Fires	41	47
Secondary Fires	261	401
Deliberate Fires	245	408

Stockton District	20/21	21/22
Primary Fires	56	69
Secondary Fires	188	234
Deliberate Fires	190	238

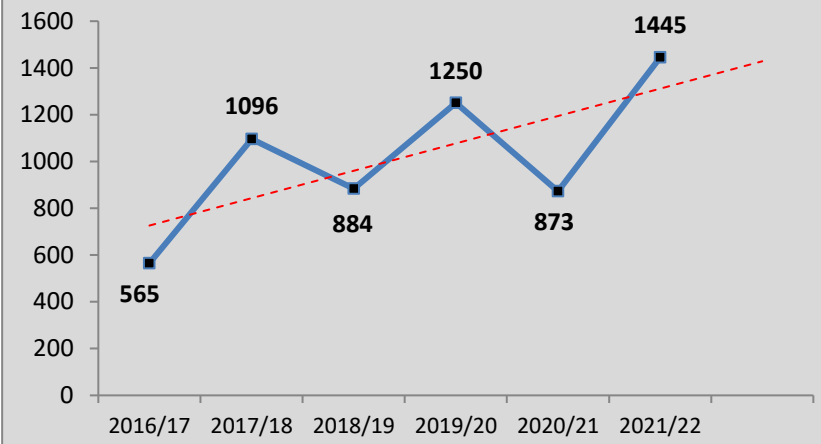
Middlesbrough District	20/21	21/22
Primary Fires	58	80
Secondary Fires	246	526
Deliberate Fires	264	540

Trend Analysis: Strategic Outcome 1.1.5 Safer Neighbourhoods and Environment						
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Number of Deliberate Fire Fatalities	0	0	0	1	0	0
Number of Deliberate Fire Injuries	0	0	0	0	2	0
Number of Deliberate Fires	565	1096	884	1250	873	1445
Number of Deliberate Primary Fires	103	122	93	100	108	130
Number of Deliberate Primary Fire Vehicles	64	65	41	52	63	67
Number of Deliberate Secondary Fires	462	974	791	1150	765	1315
Number of Water rescue incidents	1	3	3	2	1	2

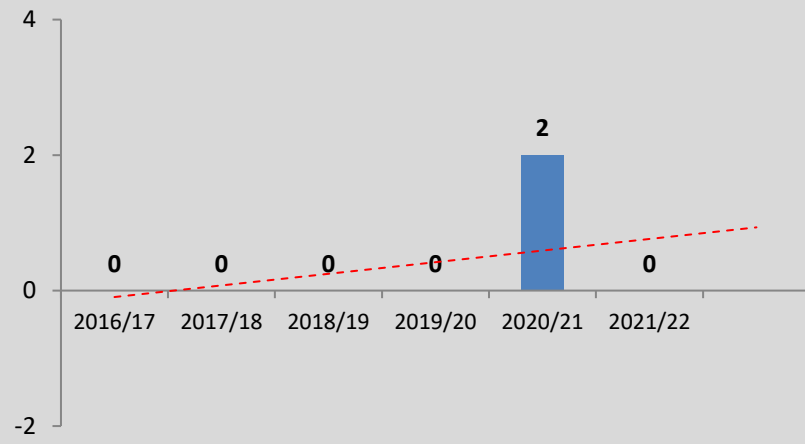
Number of Deliberate Fire Fatalities



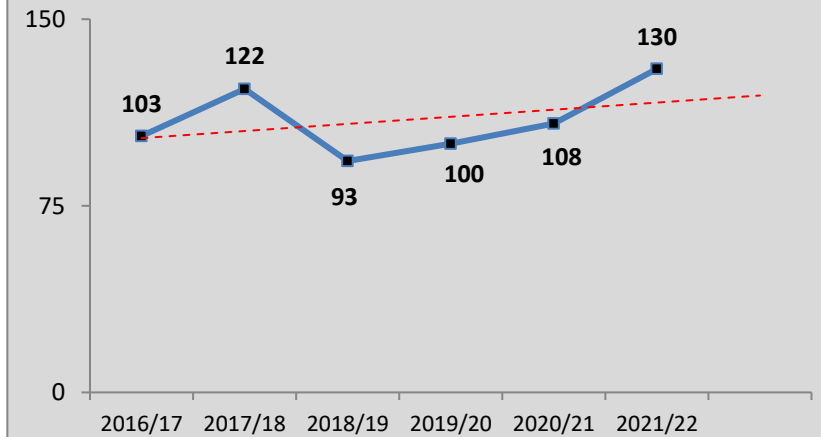
Number of Deliberate Fires

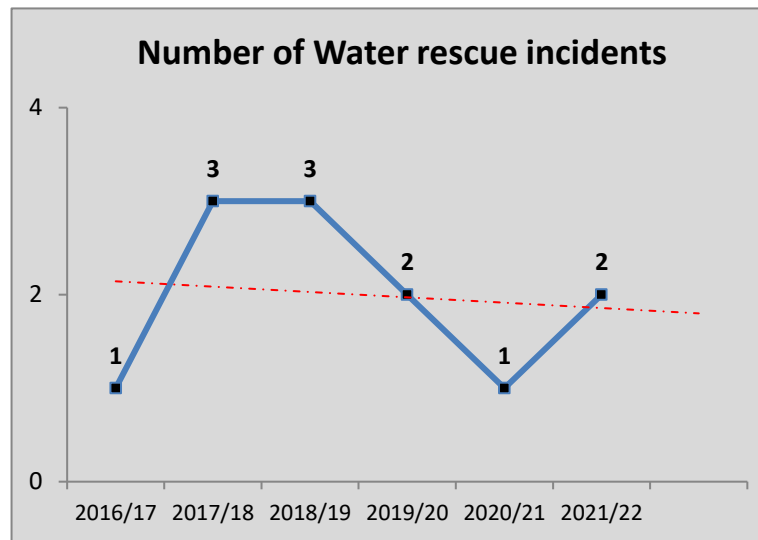
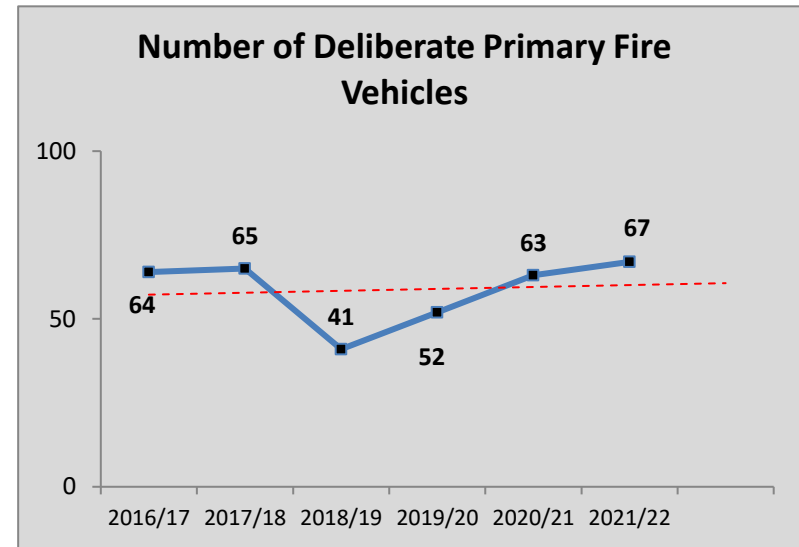
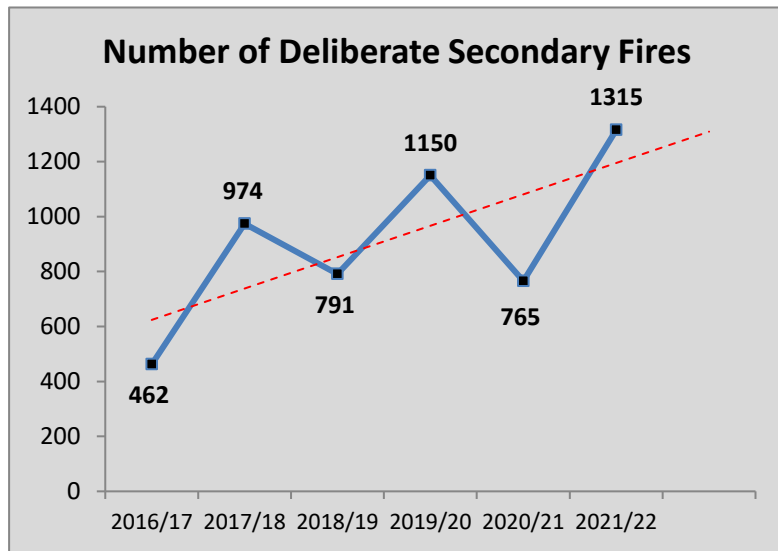


Number of Deliberate Fire Injuries



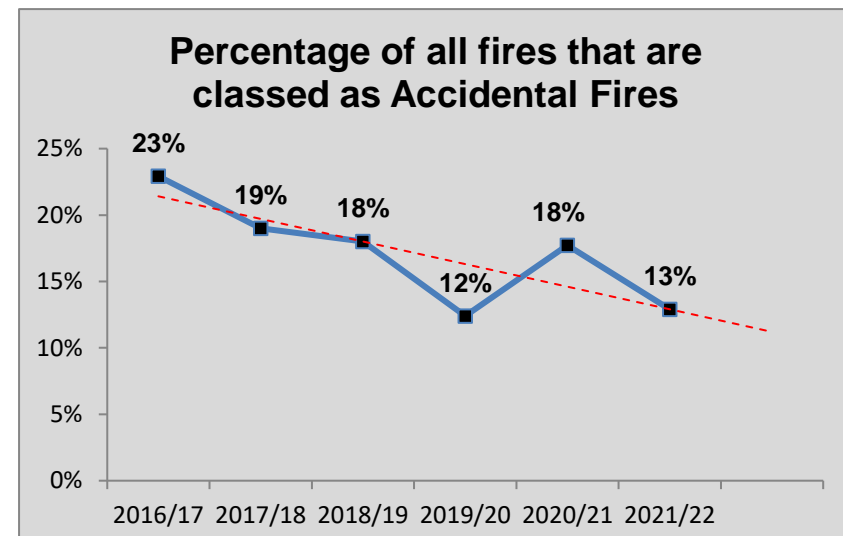
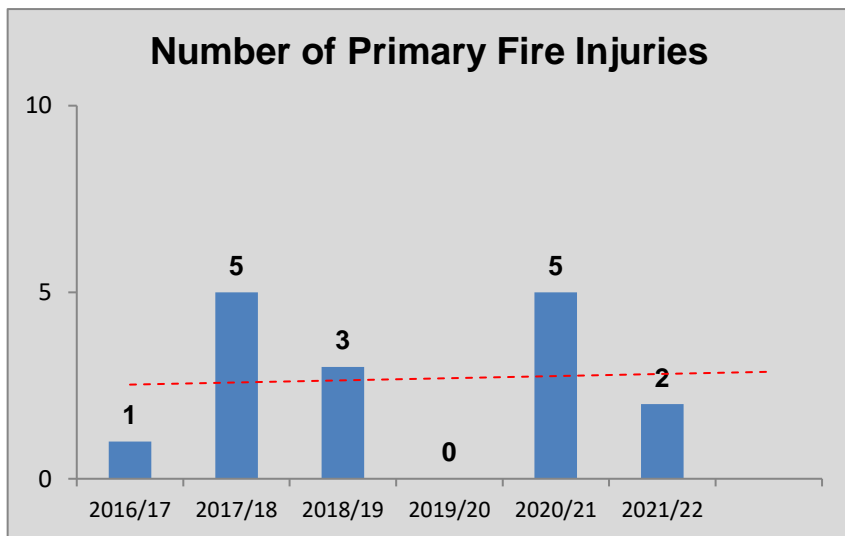
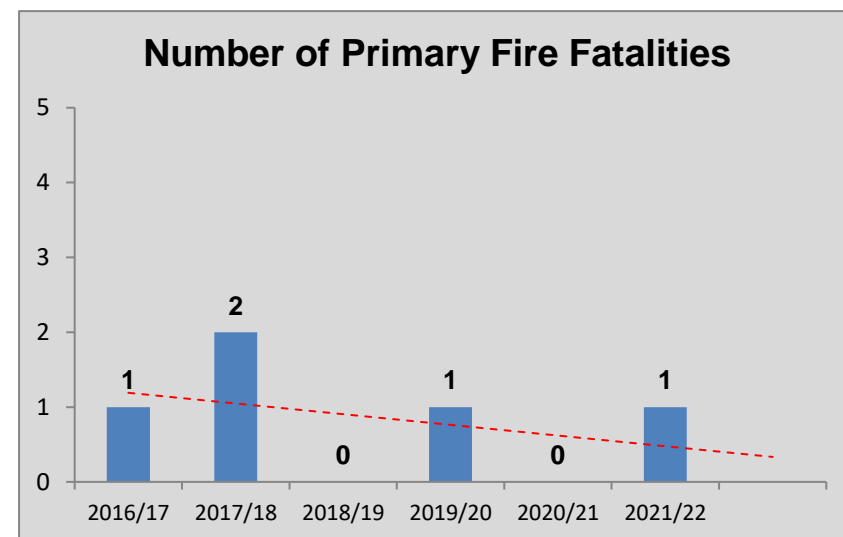
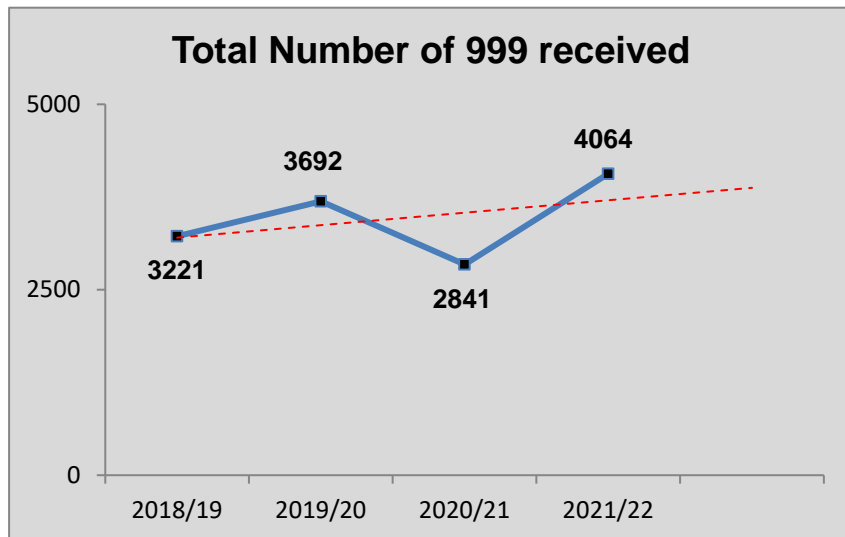
Number of Deliberate Primary Fires



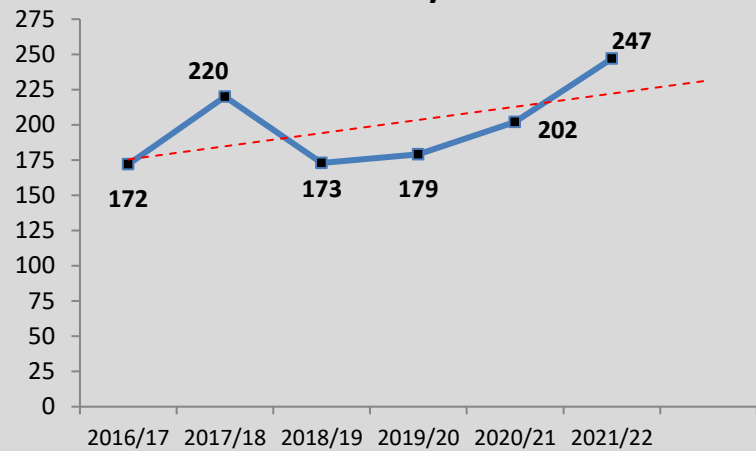


Supplementary Indicators							
Indicator	2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	Target	% Direction of travel from target
Total Number of 999 calls to Fire Control	3215	2841	4064	+43% (+1223) ↑	+26% (+849) ↑	-	-
Number of times a Fire Appliance assigned to an incident failed to respond	-	1	0	-100% (-1) ↓	No Comparator Information	-	-
Number of Primary Fire Fatalities	1	0	1	+100% (+1) ↑	0% (0) ↔	0	+100% (+1) ↑
Number of Primary Fire Injuries	1	5	2	-40% (-3) ↓	+100% (+1) ↑	3	-33% (-1) ↓
Percentage of all fires that are classed as Accidental Fires	23%	18%	13%	For Information Purposes Only		-	-
Percentage of all fires that are classed as Deliberate Fires	77%	82%	87%			-	-
Number of Primary Fires	172	202	247	+22% (+45) ↑	+44% (+75) ↑	182	+36% (+65) ↑
Number of Secondary Fires	559	859	1409	+64% (+550) ↑	+152% (+850) ↑	1015	+39% (+394) ↑
Average time taken to answer an emergency 999 call (7 seconds)	-	6.03	6.05	+0.3% (+0.02) ↑	No Comparator Information	7	-8% (-0.55) ↓
Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	73	82	82	0% (0) ↔	+12% (+9) ↑	100	-18% (-18) ↓
Percentage of Occasions Fire Control mobilise a Fire Appliance within 2 minutes of the call	94%	91%	91%	0% (0) ↔	-3% ↓	98%	-7% ↓
Percentage of Wholtime appliances meeting Book Mobile threshold of 2 minutes	-	98%	99%	+1% ↑	No Comparator Information	100%	-1% ↓
Percentage of Retained appliances meeting the Book Mobile threshold of 5 Minutes	-	74%	79%	+5% ↑	No Comparator Information	100%	-21% ↓

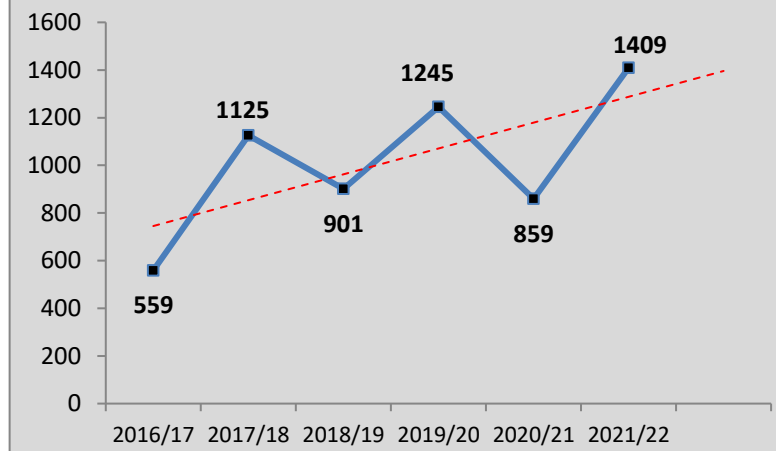
Trend Analysis: Supplementary Indicators						
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Total Number of 999 calls to Fire Control	3215	3996	3221	3692	2841	4064
Number of times a Fire Appliance assigned to an incident failed to respond	-	-	-	3	1	0
Number of Primary Fire Fatalities	1	2	0	1	0	1
Number of Primary Fire Injuries	1	5	3	0	5	2
Percentage of all fires that are classed as Accidental Fires	23%	19%	18%	12%	18%	13%
Percentage of all fires that are classed as Deliberate Fires	77%	81%	82%	88%	82%	87%
Number of Primary Fires	172	220	173	179	202	247
Number of Secondary Fires	559	1125	901	1245	859	1409
Average time taken to answer an emergency 999 call (7 seconds)	-	-	7.4	5.95	6.03	6.05
Average time for Fire Control to mobilise a fire appliance to an incident (100 seconds)	-	82	104	89	82	82
Percentage of occasions Fire Control mobilise a Fire Appliance within 2 Minutes of the call	94%	93%	92%	90%	91%	91%
Percentage of Wholtime appliances meeting Book mobile threshold of 2 minutes	-	97%	98%	98%	98%	99%
Percentage of Retained appliances meeting Book mobile threshold of 5 minutes	-	75%	70%	70%	74%	79%



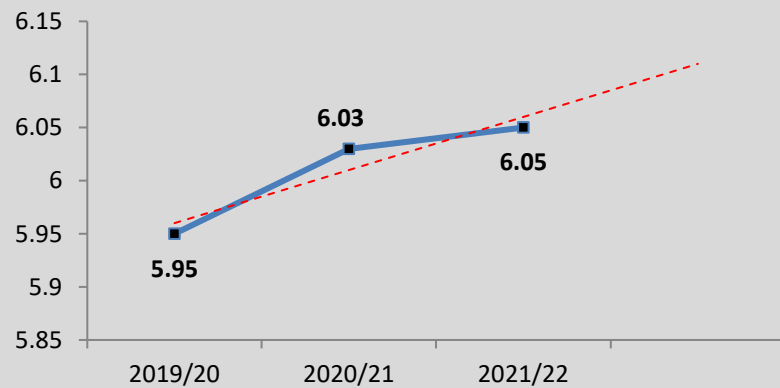
Number of Primary Fires



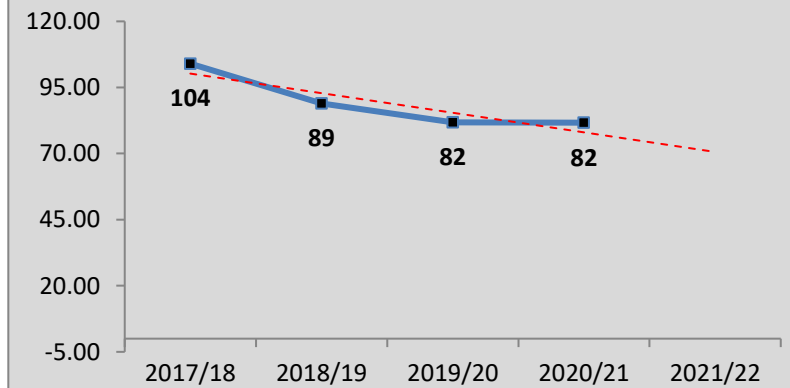
Number of Secondary Fires

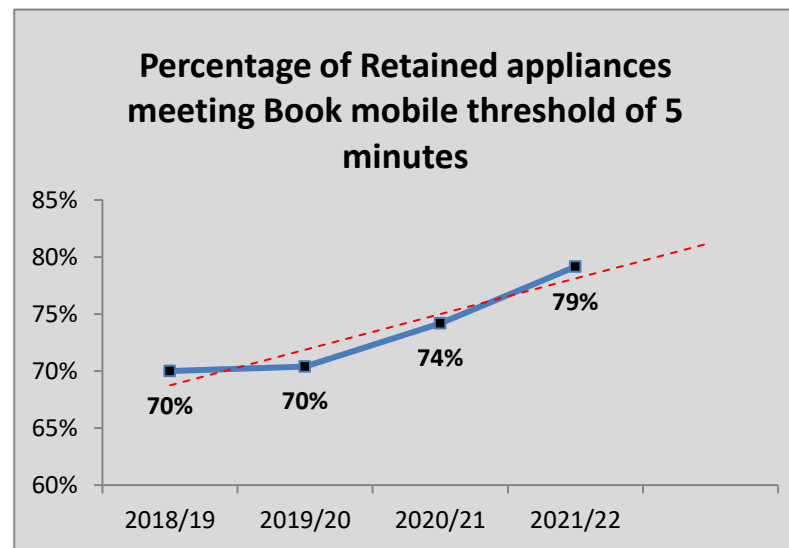
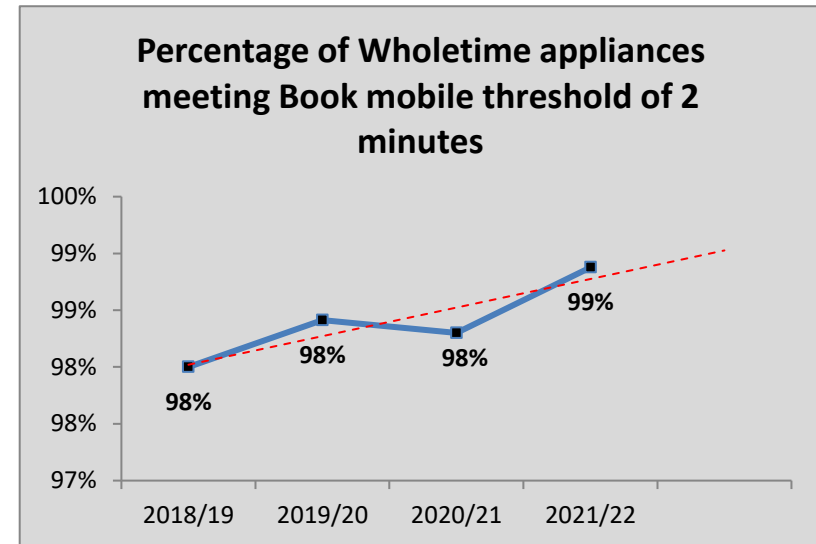
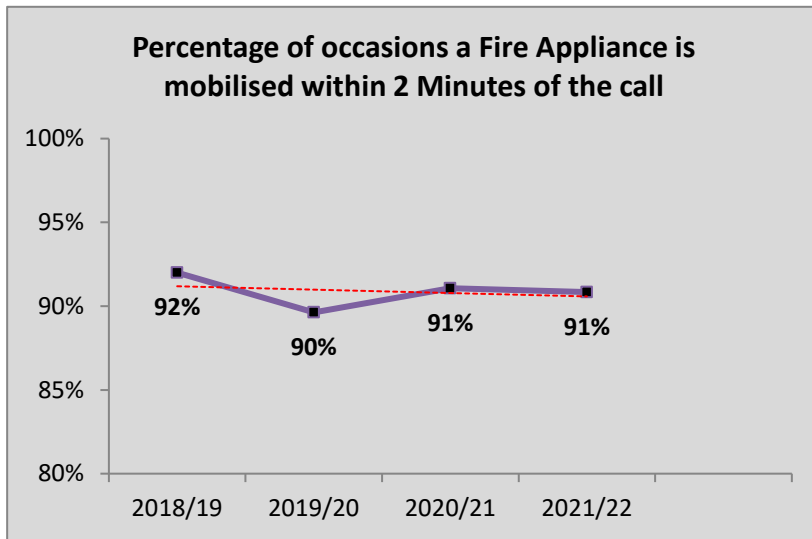


Average time taken to answer an emergency 999 call



Average time to mobilise a fire appliance to an incident (100 seconds)





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		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	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% (1/1)	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		2016/17	2020/21	2020/21	% Direction of travel from 2020/21	% Direction of travel from 2016/17	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)	-	0.4%	2%	+1.6%	No Comparator Information	-	-
1.2.1.3	Percentage of Co-responder incidents attended by the Brigade where medical treatment was provided by CFB	98%	100%	None Attended	-	-	-	-
Improved Health Overall Performance Judgement					Adequate Performance	No Comparator		Not measured

Trend Analysis: Strategic Outcome 1.1.6 Supporting National Resilience						
Quarter 4 April to March	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Percentage of times the DIM (G8) National Resilience resource is mobilised within 60 minutes	-	-	-	100%	100%	100% (1/1)
Percentage of times the MDU (G9) New Dimensions asset is mobilised within 60 minutes of request to mobilise	-	-	-	no mobilisations	no mobilisations	no mobilisations
Percentage of times the National Resilience Assets (DIM G8 and MDU G9) are available for emergency response	This will be reported from financial year 2020/21					

Trend Analysis: Strategic Outcome 1.2.1 Improved Health Outcomes						
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Percentage of Safe and Well visits that led to a positive intervention	-	-	-	-	0.4%	2%

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 30th June 2021 against our Strategic Goal 2

	Performance compared to previous year assessed as	Performance compared to 5 years previous assessed as	Performance compared to Target assessed as
A Healthy Workforce	Adequate Performance	Adequate Performance	Adequate Performance
A Safe Workforce	Performing Well	Performing Well	Performing Well
Competent & Trained Workforce	No Comparator	No Comparator	Performing Strongly
Outstanding Leaders	Under Development	Under Development	Under Development
A Great Workforce Culture	Assessed Annually	Assessed Annually	Assessed Annually
A Sustainable Workforce	Adequate Performance	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

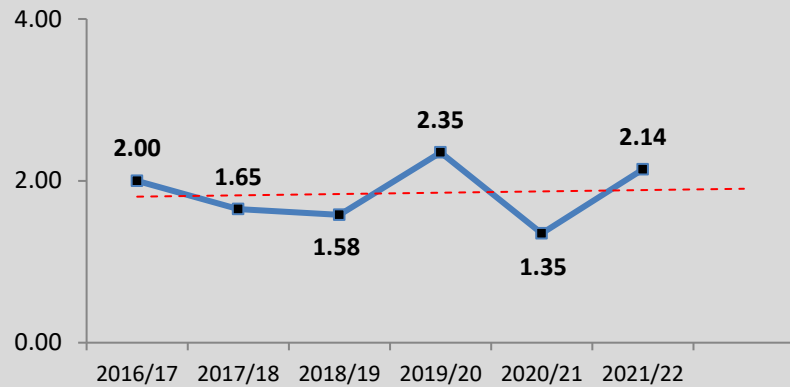
Indicator		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	Target	% Direction of travel from target
2.1.1.1	Percentage of operational staff who have completed fitness assessments during year*	-	0%	38%	38% ↑	No Comparator Information	100%	-62% ↓
2.1.1.2	Percentage of operational personnel who have completed fitness assessment that have achieved / exceeded the relevant VO2 rates (based on initial pass rates)*	-	0%	96%	+96% ↑	No Comparator Information	100%	-4% ↓
2.1.1.4	Average Number of Duty days lost to sickness absence per employee - All Staff	2.00	1.35	2.14	+59% (+0.79) ↑	+7% (+0.14) ↑	2.10	+2% (+0.04) ↑
2.1.1.5	Average Number of Duty days lost to sickness absence per employee - Wholetime	1.83	1.61	2.34	+45% (+0.7) ↑	+28% (+0.51) ↑	2.31	+1% (+0.03) ↑
2.1.1.6	Average Number of Duty days lost to sickness absence per employee - Retained	1.58	0.35	1.05	+200% (+0.7) ↑	-34% (-0.53) ↓	1.67	-37% (-0.62) ↓
2.1.1.7	Average Number of Duty days lost to sickness absence per employee - Fire Control	1.55	1.42	5.65	+298% (+4.23) ↑	+265% (+4.10) ↑	1.67	+238% (+3.98) ↑
2.1.1.8	Average Number of Duty days lost to sickness absence per employee - Green Book	2.91	1.31	1.70	+30% (+0.39) ↑	-42% (-1.21) ↓	1.83	-7% (-0.12) ↓
2.1.1.9	Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness	-	29%	27%	-2% ↓	No Comparator Information	-	-
2.1.1.10	Number of people who exceed Phased Return Limits	-	1	0	-100% (-1) ↓	No Comparator Information	0.00	0% (0)
2.1.1.11	Number of people who exceed Modified Duties Limits	-	5	9	+80% (+4) ↑	No Comparator Information	0.00	+100% (+9)
2.1.1.12	Length of time on Phased Return Duty**	-	54	0	-100% (-54) ↓	No Comparator Information	-	-
2.1.1.13	Length of time on Modified Duties**	-	450	1023	+127% (+573) ↑	No Comparator Information	-	-
A Healthy Workforce Overall Performance Judgement					Adequate Performance	Adequate Performance		Adequate Performance

* no assessments in Qtr 1 2020 due to pandemic

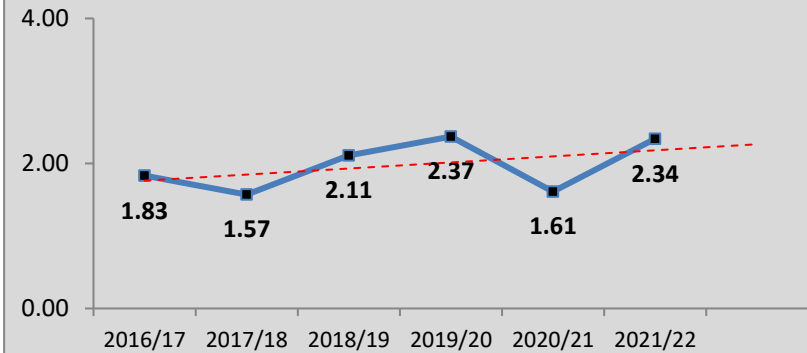
** cumulative days

Trend Analysis: Strategic Outcome 2.1.1: A Healthy Workforce						
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Percentage of operational staff who have completed fitness assessments during year	-	-	57%	47%	0%	38%
Percentage of Operational staff Achieving Passes in Relevant VO2 Rates	-	-	98%	96%	0%	96%
Average Number of Duty days lost to sickness absence per employee - All Staff	2.00	1.65	1.58	2.35	1.35	2.14
Average Number of Duty days lost to sickness absence per employee - Wholetime	1.83	1.57	2.11	2.37	1.61	2.34
Average Number of Duty days lost to sickness absence per employee - Retained	1.58	1.10	1.04	2.39	0.35	1.05
Average Number of Duty days lost to sickness absence per employee - Fire Control	1.55	1.30	0.45	3.05	1.42	5.65
Average Number of Duty days lost to sickness absence per employee - Green Book	2.91	2.37	0.68	2.12	1.31	1.70
Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness	-	41%	14%	25%	29%	27%
Number of People who exceed Phased Return Limits	-	-	-	0	1	0
Number of people who exceed Modified Duties Limits	-	-	-	4	5	9
Length of Time on Phased Return Duty	-	-	-	-	54	0
Length of Time on Modified Duties	-	-	-	-	450	1023

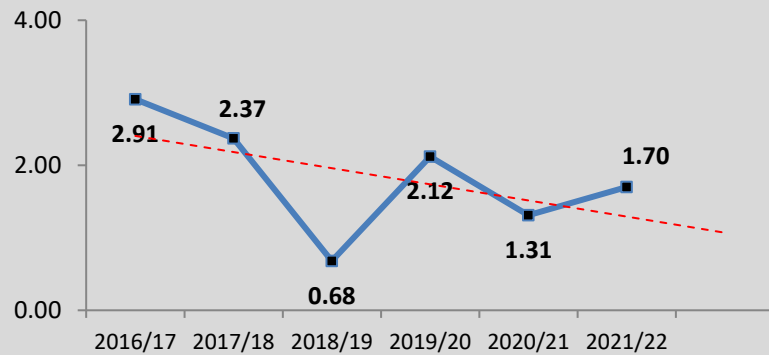
Average Number of Duty days lost to sickness absence per employee - All Staff



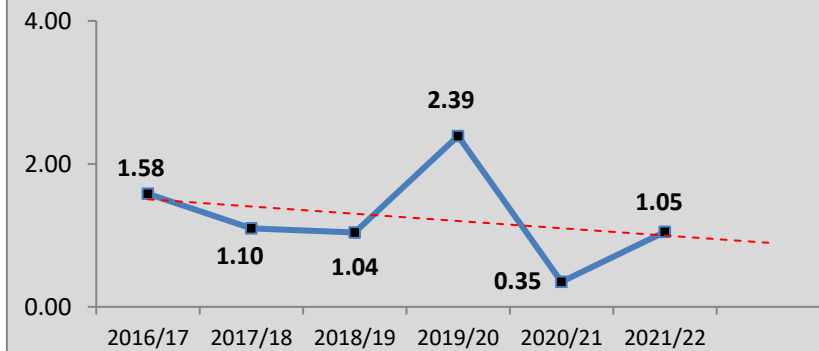
Average Number of Duty days lost to sickness absence per employee - Wholetime

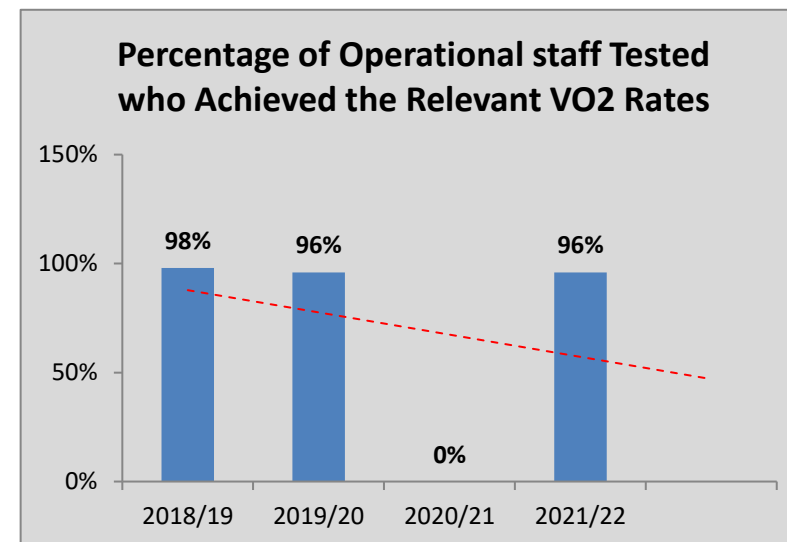
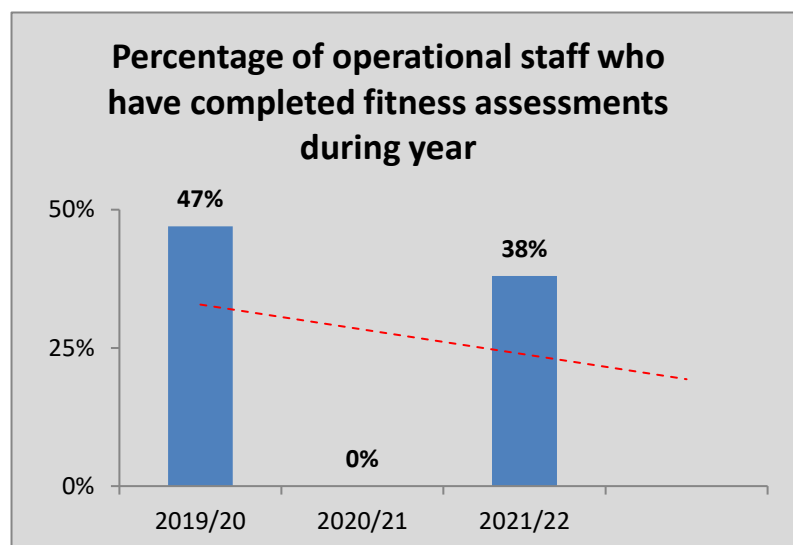
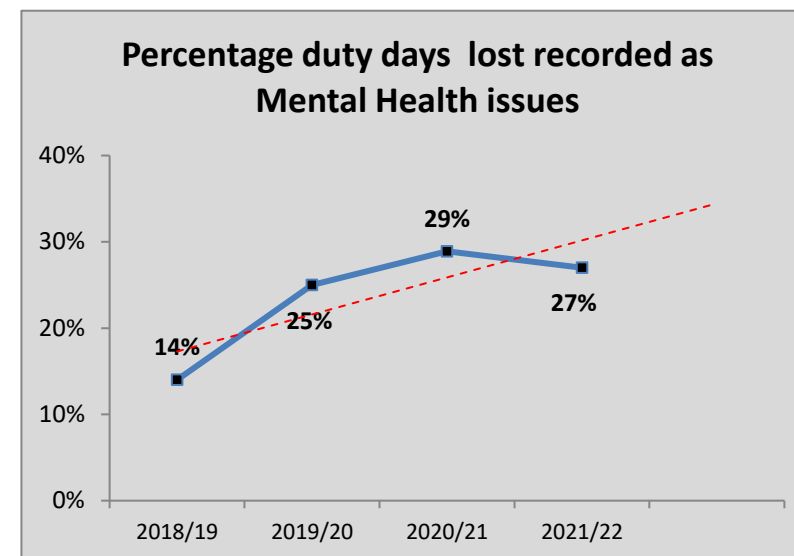
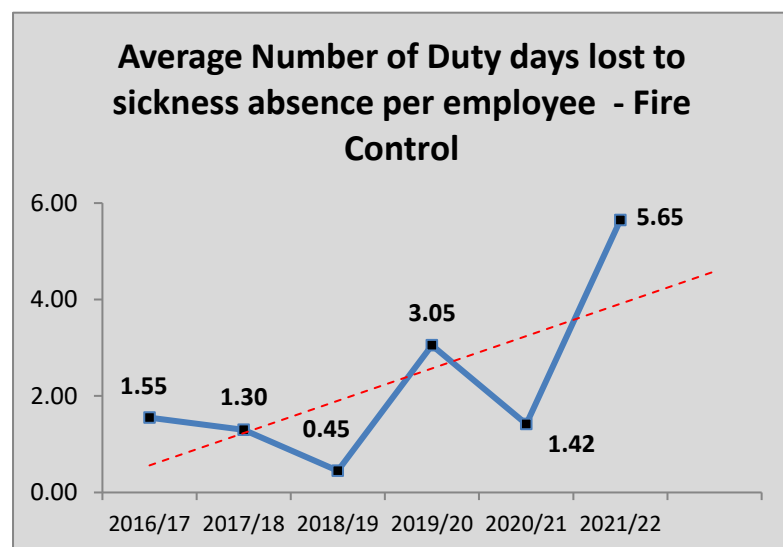


Average Number of Duty days lost to sickness absence per employee - Green Book



Average Number of Duty days lost to sickness absence per employee - Retained





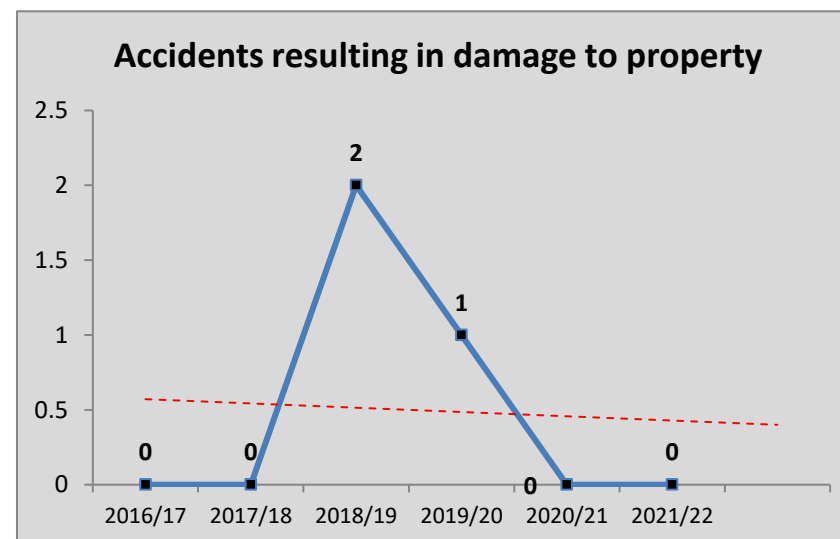
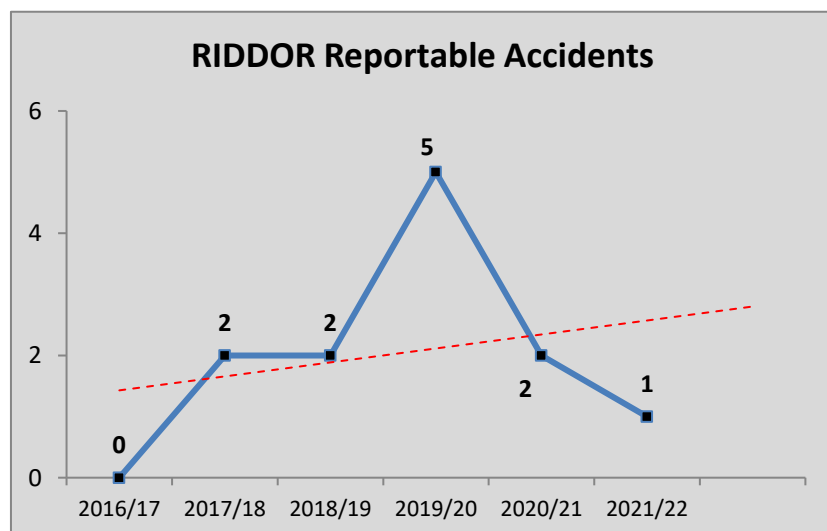
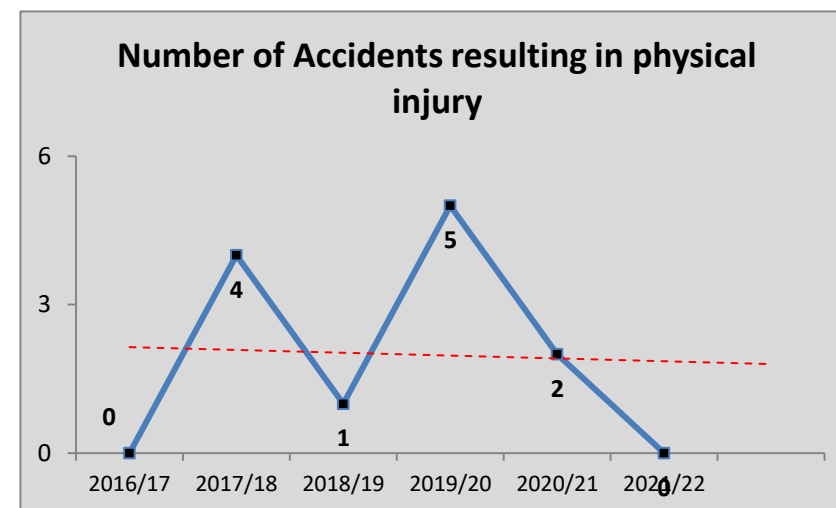
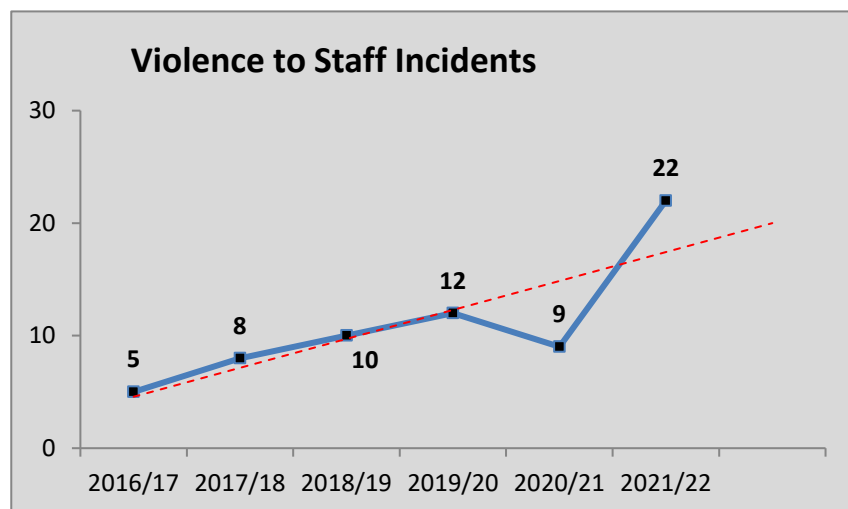
Strategic Goal: A Proud, Passionate, Professional and Inclusive Workforce

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

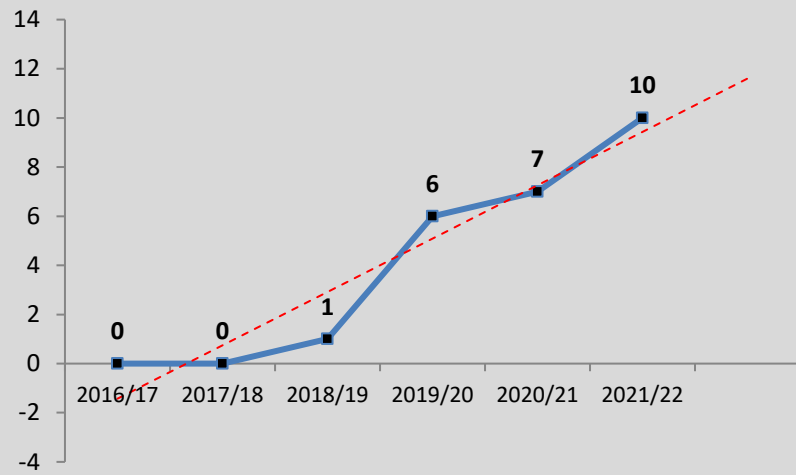
Strategic Outcome 2.1.2: A Safe Workforce

Indicator		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	Target	% Direction of travel from target
2.1.2.1	Number of Violence to Staff Incidents (verbal and/or physical)	5	9	22	+144% (+13) ↑	+340% (+17) ↑	10	+120% (+12) ↑
2.1.2.2	Number of RIDDOR Reportable Accidents	0	2	1	-50% (-1) ↓	+100% (+1) ↑	0	+100% (+1) ↑
2.1.2.3A	Number of Accidents resulting in physical injury	0	2	0	-100% (-2) ↓	0% (0) ↔	0	+0% (0) ↔
2.1.2.3B	Incidents resulting in injury	9	7	10	+43% (+3) ↑	+11% (+1) ↑	-	-
2.1.2.4	Number of Accidents resulting in damage to property	0	0	0	0% (0) ↔	0% (0) ↔	0	0% (0) ↔
2.1.2.5	Number of Near Misses	1	3	1	-67% (-2) ↓	0% (0) ↔	2	-50% (-1) ↓
2.1.2.6	Number of Vehicle Accidents	13	11	11	0% (0) ↔	-15% (-2) ↓	8	+38% (+3) ↑
A Safe Workforce Overall Performance Judgement					Performing Well	Performing Well		Performing Well

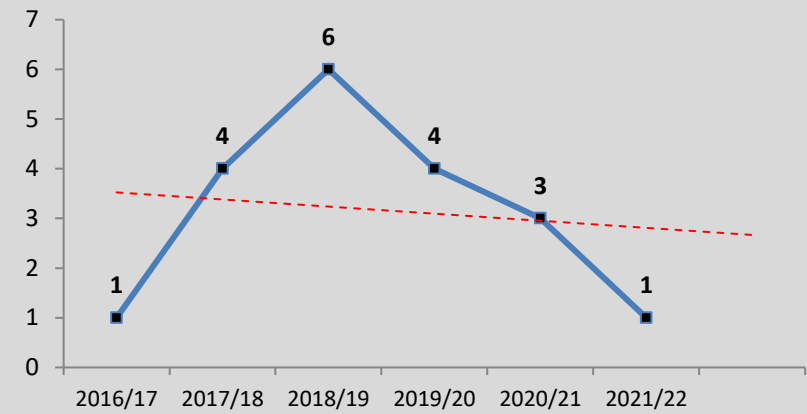
Trend Analysis: Strategic Outcome 2.1.2: A Safe Workforce						
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Number of Violence to Staff Incidents (verbal and/or physical)	5	8	10	12	9	22
Number of RIDDOR Reportable Accidents	0	2	2	5	2	1
Number of Accidents resulting in physical injury	0	4	1	5	2	0
Incidents resulting in injury	-	-	1	6	7	10
Number of Accidents resulting in damage to property	0	0	2	1	0	0
Number of Near Misses	1	4	6	4	3	1
Number of Vehicle Accidents	13	16	5	7	11	11



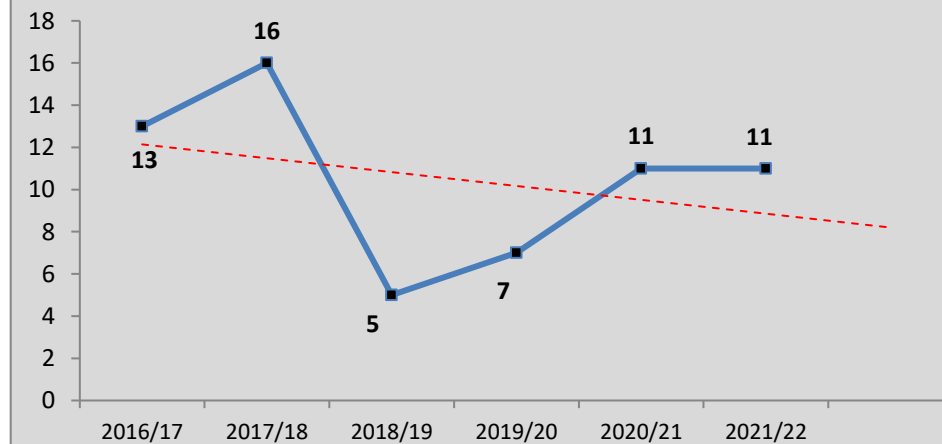
Incidents resulting in physical injury



Near Misses



Vehicle Accidents



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		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	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	99%	58%	79%	+21% ↑	-20% ↓	50%	+29% ↑
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*	to be reported from 2021/22		28%	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**	Reportable from Qtr 2 2020		78%	No Comparator Information	No Comparator Information	-	-
2.2.1.7	Percentage of Personnel who have completed training on areas identified within the approved Training Needs Assessment	annual indicator			No Comparator Information	No Comparator Information	25%	-
2.2.1.8	Percentage of operational exercises undertaken and completed as a proportion of the Annual Operational Exercise Programme***	-	0% (0/4)	86% (6/7)	+86% ↑	No Comparator Information	25%	+61% ↑
A Competent & Trained Workforce Overall Performance Judgement					Performing Strongly	Requires Improvement		Performing Strongly

* Reportable from 2021

** Data reportable from Quarter 2 2020-21

*** No Exercises carried out in Qtr 1 2020 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		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	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	2020/21	2021/22	% Direction of travel from 2020/21	% 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 indicator			-	-	-	-
2.4.1.2	All Staff Voluntary turnover as a proportion of the workforce	annual indicator			-	-	-	-
2.4.1.3	All Staff voluntary turnover as a proportion of the workforce females	annual indicator			-	-	-	-
2.4.1.14	Grievance cases	annual indicator			-	-	-	-
2.4.1.15	Grievances - Bullying and Harassment	annual indicator			-	-	-	-
2.4.1.16	Grievances - Discriminatory behaviour	annual indicator			-	-	-	-
2.4.1.17	Whistleblowing cases	annual indicator			-	-	-	-
2.4.1.18	Disciplinary Cases	annual indicator			-	-	-	-
A Great Workforce Culture Overall Performance Judgement					-	-	-	No Comparator

Strategic Outcome 2.4.1: A Great Workforce culture - Measures on the Make up Of Staff to increasingly reflect the communities we serve								
Indicator		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	Cleveland Area Make up	Direction of travel from Cleveland Area
2.4.1.4	Females in All Staff Group Posts	Annual Indicator			-	-	51% Females Based on Cleveland Area	Information Only
2.4.1.5	Females in Grey Book Wholetime Positions	Annual Indicator			-	-	51% Females Based on Cleveland Area	
2.4.1.6	Females in Retained Positions	Annual Indicator			-	-	51% Females Based on Cleveland Area	
2.4.1.7	Females in Fire Control Positions	Annual Indicator			-	-	51% Females Based on Cleveland Area	
2.4.1.8	Females in Green Book Positions	Annual Indicator			-	-	51% Females Based on Cleveland Area	
2.4.1.9	Staff classed as BME	Annual Indicator			-	-	5.5% BME based on Cleveland Area	
2.4.1.10	Staff classed as BME Grey Book	Annual Indicator			-	-	5.5% BME based on Cleveland Area	
2.4.1.11	Staff classed as BME Retained	Annual Indicator			-	-	5.5% BME based on Cleveland Area	
2.4.1.12	Staff classed as BME Fire Control	Annual Indicator			-	-	5.5% BME based on Cleveland Area	
2.4.1.13	Staff classes as BME Green Book	Annual Indicator			-	-	5.5% BME based on Cleveland Area	
2.4.1.19	Promotion Applications WT & Retained	Annual Indicator			-	-	-	No Comparator
2.4.1.20	Promotions of WT and Retained Females	Annual Indicator			-	-	-	No Comparator

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		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	Target	Direction of travel from target
2.5.1.1	Percentage of time 18 or more appliances are available to respond to Emergency Calls*	-	82%	51%	-32% ↓	No Comparator Information	-	-
2.5.1.2	Percentage of time Retained appliances are available for operational response	-	67%	61%	-6% ↓	No Comparator Information	-	-
A Sustainable Workforce Culture Overall Performance Judgement					Adequate Performance	Not Measured		Not Measured

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 30th June 2021 against our Strategic Goal 3

	Performance compared to previous year assessed as	Performance compared to 5 years previous assessed as	Performance compared to Target assessed as
Governance	Performing Strongly	No Comparator	Performing Strongly
Value for Money	Under Development	Under Development	Under Development
Optimum Use of HR	Adequate Performance	Performing Well	Adequate Performance

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		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% 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	-	0	0	0% ↔	No Comparator Information	0	0% ↔
3.1.1.3	Public Contracts Regulations 2015: Percentage of invoices paid within 30 days	-	99.5% (1186/1192)	100% (1079/1079)	+0.5% ↑	No Comparator Information	100%	0% ↔
3.1.1.4	Public Contracts Regulations 2015: Interest Paid due to late payment of invoices	-	£0.00	£0.00	0% ↔	No Comparator Information	0	0% ↔
3.1.1.5	Procurement ROI (Return on Investment)	Annual Indicators			0	Annual Indicator	0	0
3.1.1.6	Compliant Spend	Annual Indicators			0	Annual Indicator	0	0
3.1.1.7	Supporting our Communities	Annual Indicators			0	Annual Indicator	0	0
Governance Overall Performance Judgement					Performing Strongly	No Comparator		Performing Strongly

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	2020/21	2021/22	% Direction of travel from 2020/21	% 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		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2015/16	Target	Direction of travel from target
3.1.2.1	Number of Malicious False Alarms	25	21	28	+33% (+7) ↑	+12% (+3) ↑	27	+4% (+1) ↑
3.1.2.2	Percentage of Malicious False Alarms resulting in mobilisation of a fire appliance	76%	64%	78%	+14% ↑	+2% ↑	-	-
3.1.3.1	Staff Turnover: Percentage of staff leaving the Brigade as a proportion of the total workforce	6%	3%	2%	-1% ↓	-4% ↓	-	-
3.1.3.2	No of FTE posts vacant at end of the reporting period	64.55	46.92	48.88	+4% (+1.96) ↑	-24% (-15.67) ↓	-	-
1.1.2.9	Percentage of call questioned Non Domestic Fire Alarm Calls where no fire is confirmed that the Brigade attends	-	14%	23%	+9% ↑	No Comparator Information	-	-
Optimum Use of Human Resources Overall Performance Judgement					Adequate Performance	Performing Well		Adequate Performance

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 three years

Response Benchmarks

Fire Control and Mobilisation

Indicator		2020/21	2021/22	Target	% Direction of travel from target
1.1.5.9	Average time taken to answer an emergency 999 call (7 seconds)	6.03	6.05	7	14% ↓
1.1.5.10	Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	82	82	100	-18% ↓
1.1.5.11	Percentage of times a fire appliance is dispatched to an emergency in 2 minutes	91%	91%	98%	-7% ↓
1.1.5.12	Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	98%	99%	100%	-1% ↓
1.1.5.13	Percentage of Retained appliances meeting the Book Mobile threshold of 5 Minutes	74%	79%	100%	-21% ↓

Building Fires

Indicator		2020/21	2021/22	Target	% Direction of travel from target
1.1.1.10	Average time of first appliance attendance to a Dwelling Fire (7 Minutes)	00:04:59 (292/327)	00:04:55 (297/357)	00:07:00	-30% ↓
1.1.1.11	First appliance attendance to a Dwelling Fire within 10 minutes on 90% of occasions	98% (321/327)	97% (348/357)	90%	-7% ↑
1.1.1.12	Average time of second appliance to attend a Dwelling Fire incident (10 minutes)	00:06:28 (252/277)	00:06:57 (255/301)	00:10:00	-34% ↓
1.1.2.10	Average time of first appliance attendance to a building fire (7 Minutes)	00:05:05 (442/508)	00:05:03 (473/569)	00:07:00	-30% ↓
1.1.2.11	First appliance attendance to building fires within 10 minutes on 90% of occasions	97% (493/508)	96% (544/569)	90%	+6% ↑
1.1.2.12	Average time of second appliance to attend a building fire incident (10 minutes)	00:06:46 (347/389)	00:06:57 (336/399)	00:10:00	-30% ↓

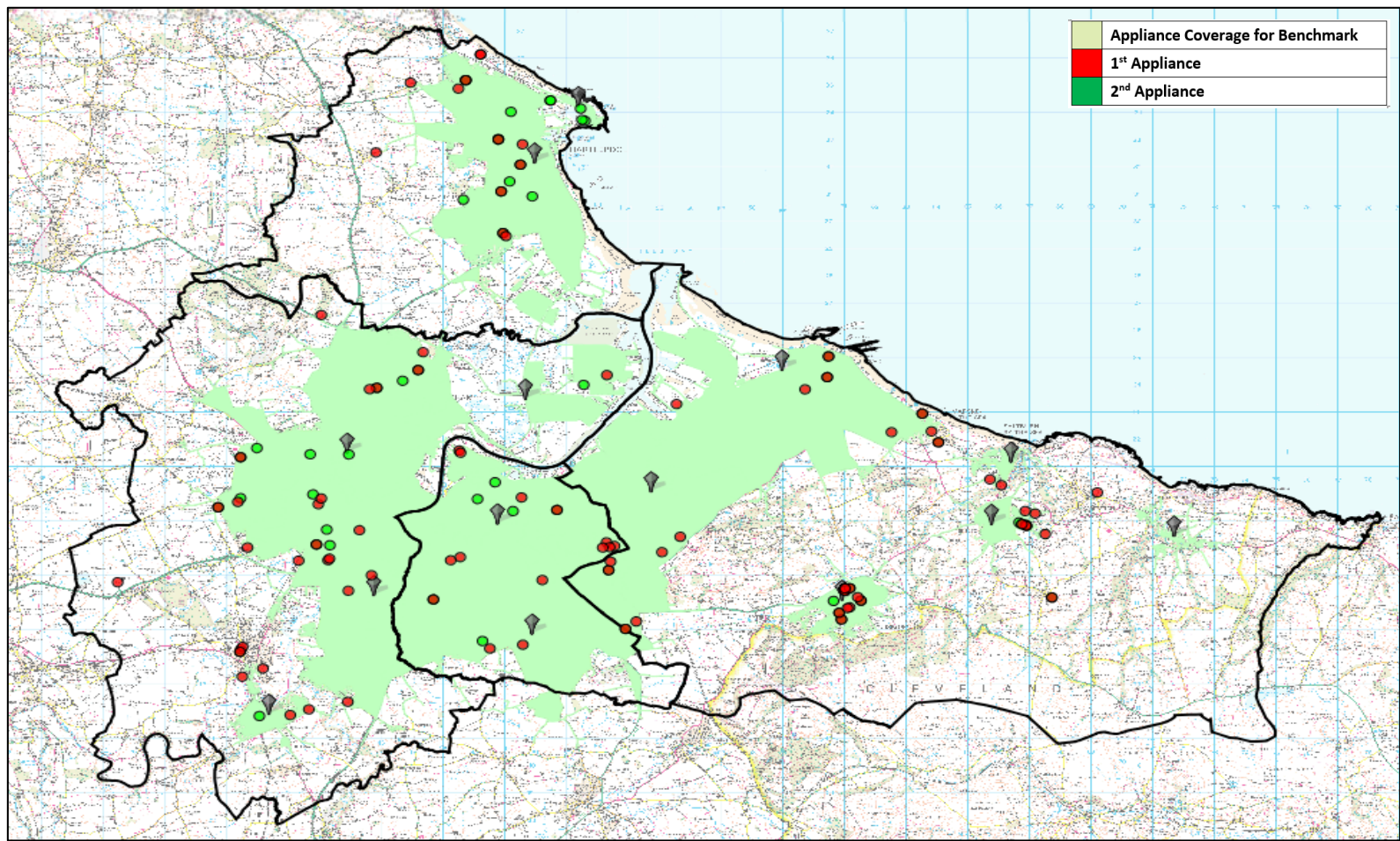
Road Traffic Collisions

Indicator		2020/21	2021/22	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)	00:05:40 (23/28)	00:05:46 (50/58)	00:08:00	-28% ↓

High Hazard

Indicator		2020/21	2021/22	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)	00:04:58	00:05:50	00:07:00	-17% ↓
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	-	-	00:16:00	-

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

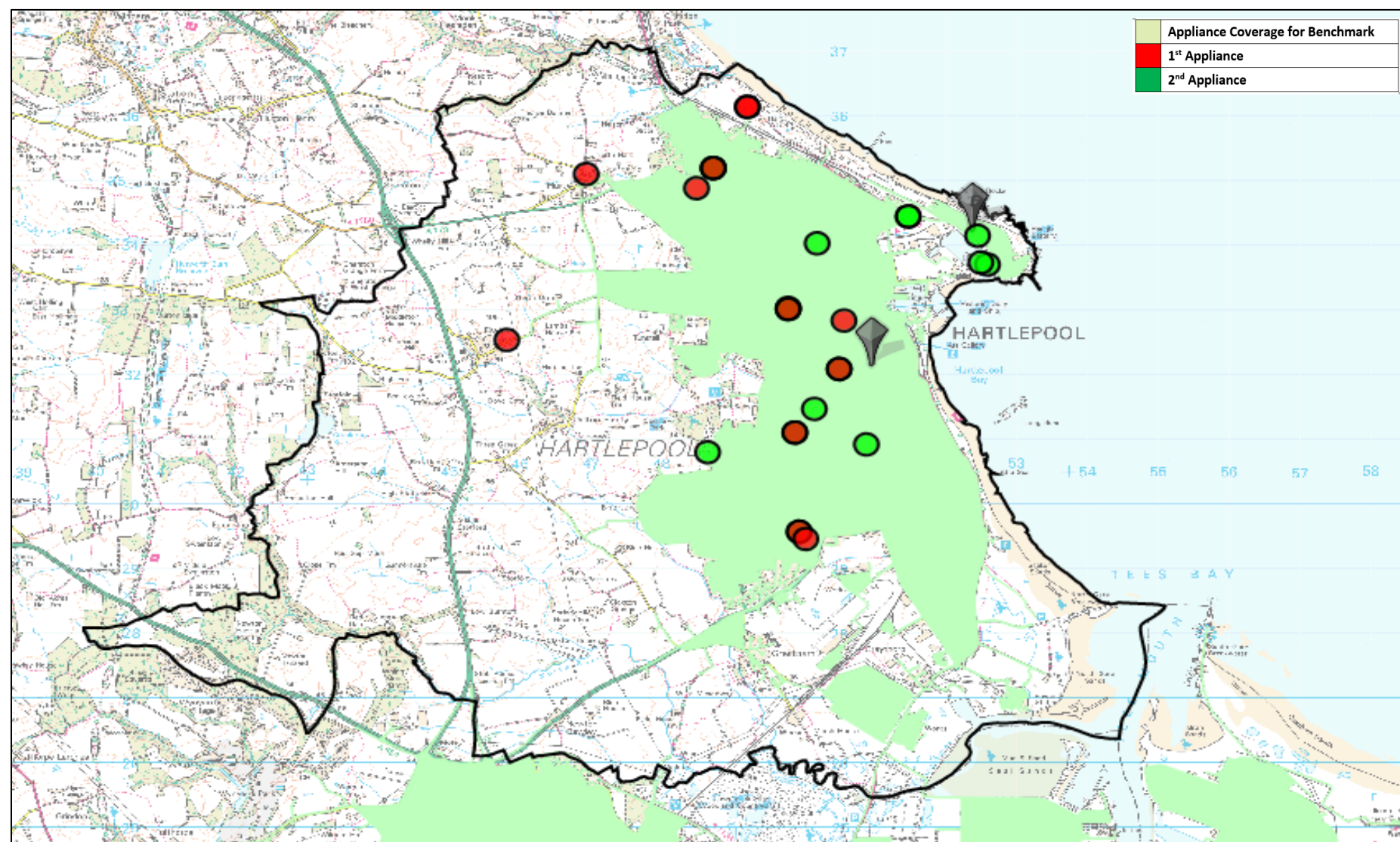


Building Fire analysis on Benchmark Failures

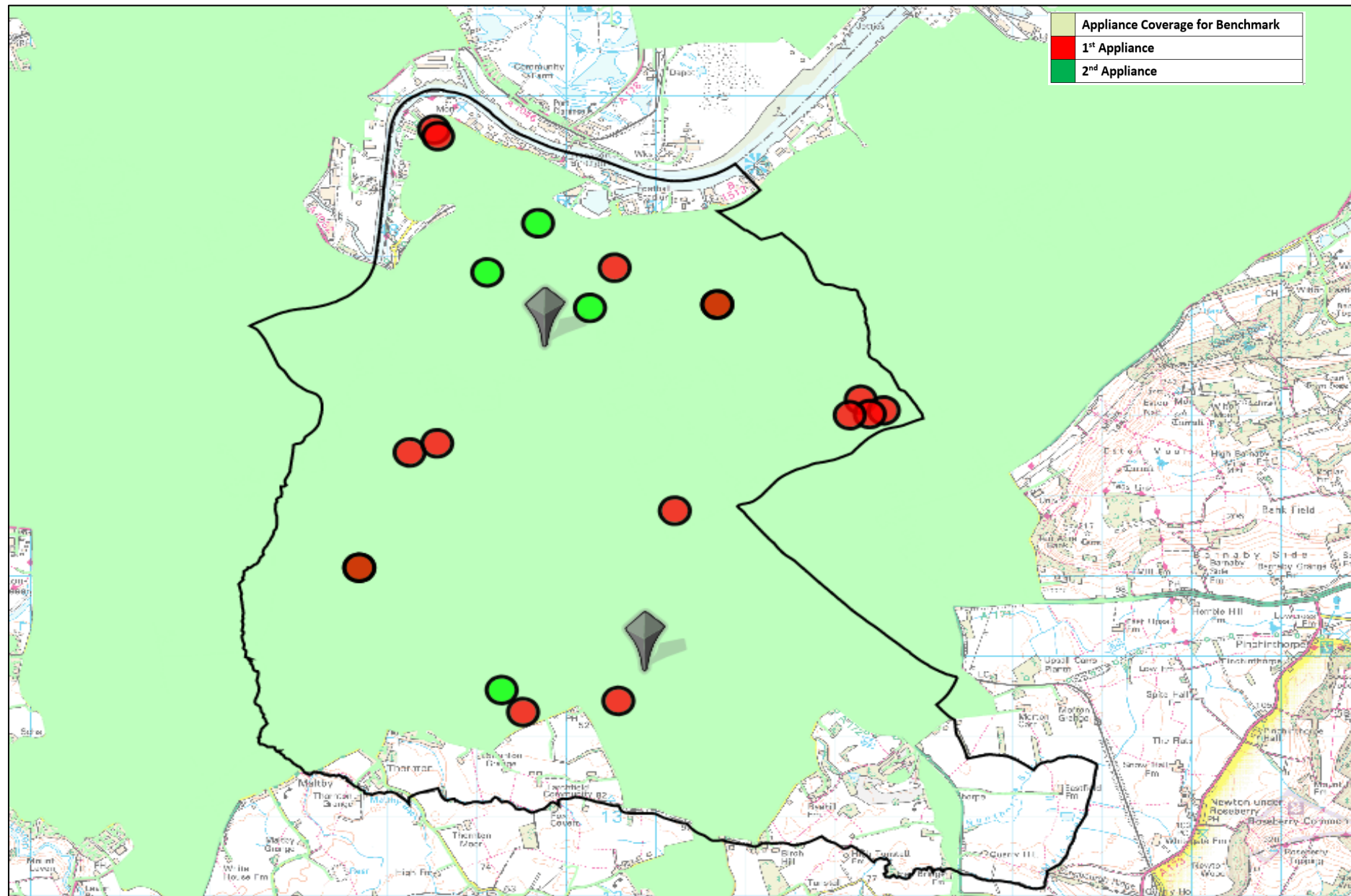
1st Pump Time Taken to arrive at scene	Total
0700:0759	42
0800:0859	15
0900:0959	14
1000:1059	9
1100:1159	5
1200:1259	5
1400:1459	1
> 15:00	5
Total	96

End Main Type	Total
F1	20
F3	2
FA	41
FG	27
FM	4
SE	2
Total	96

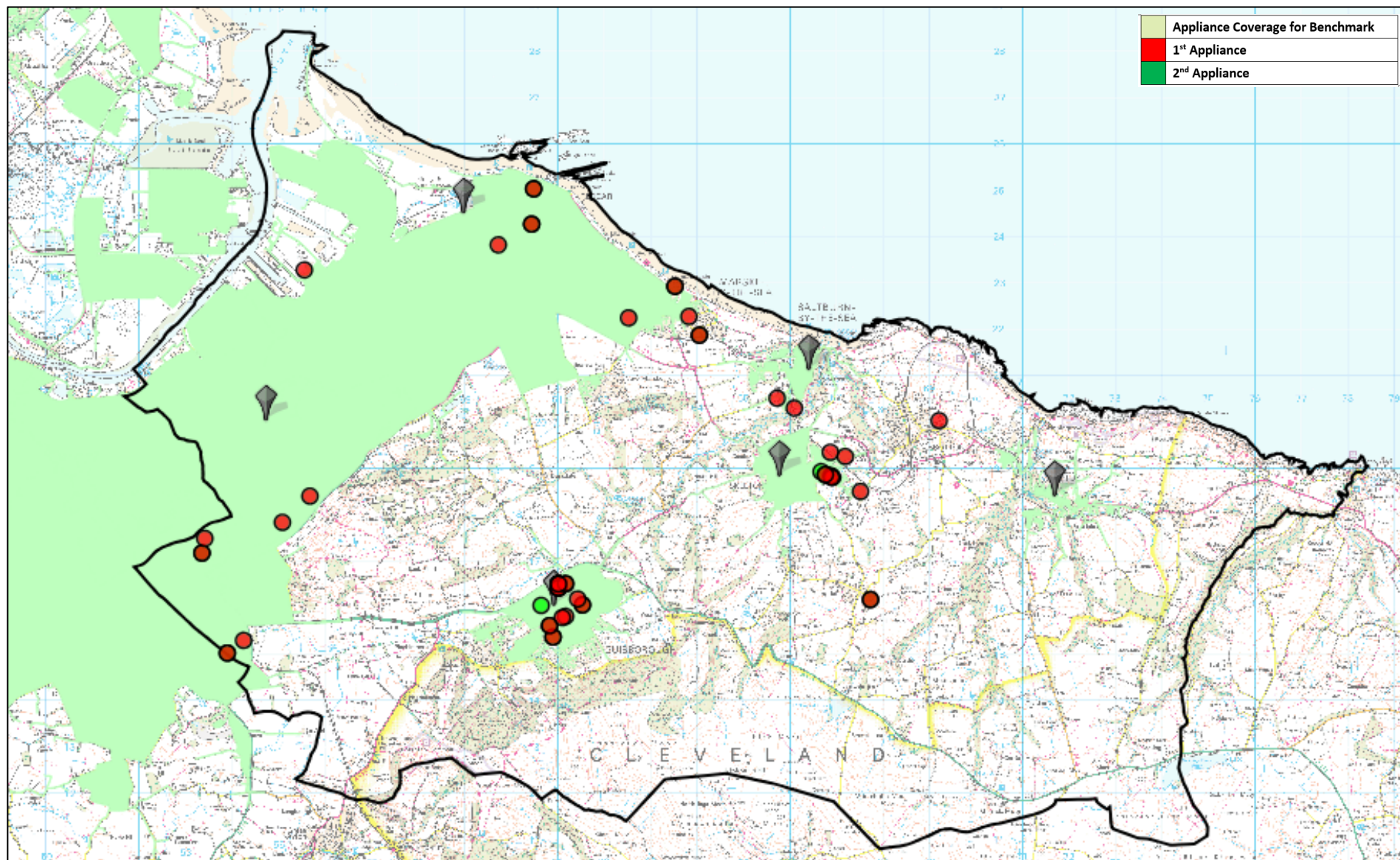
Hartlepool District



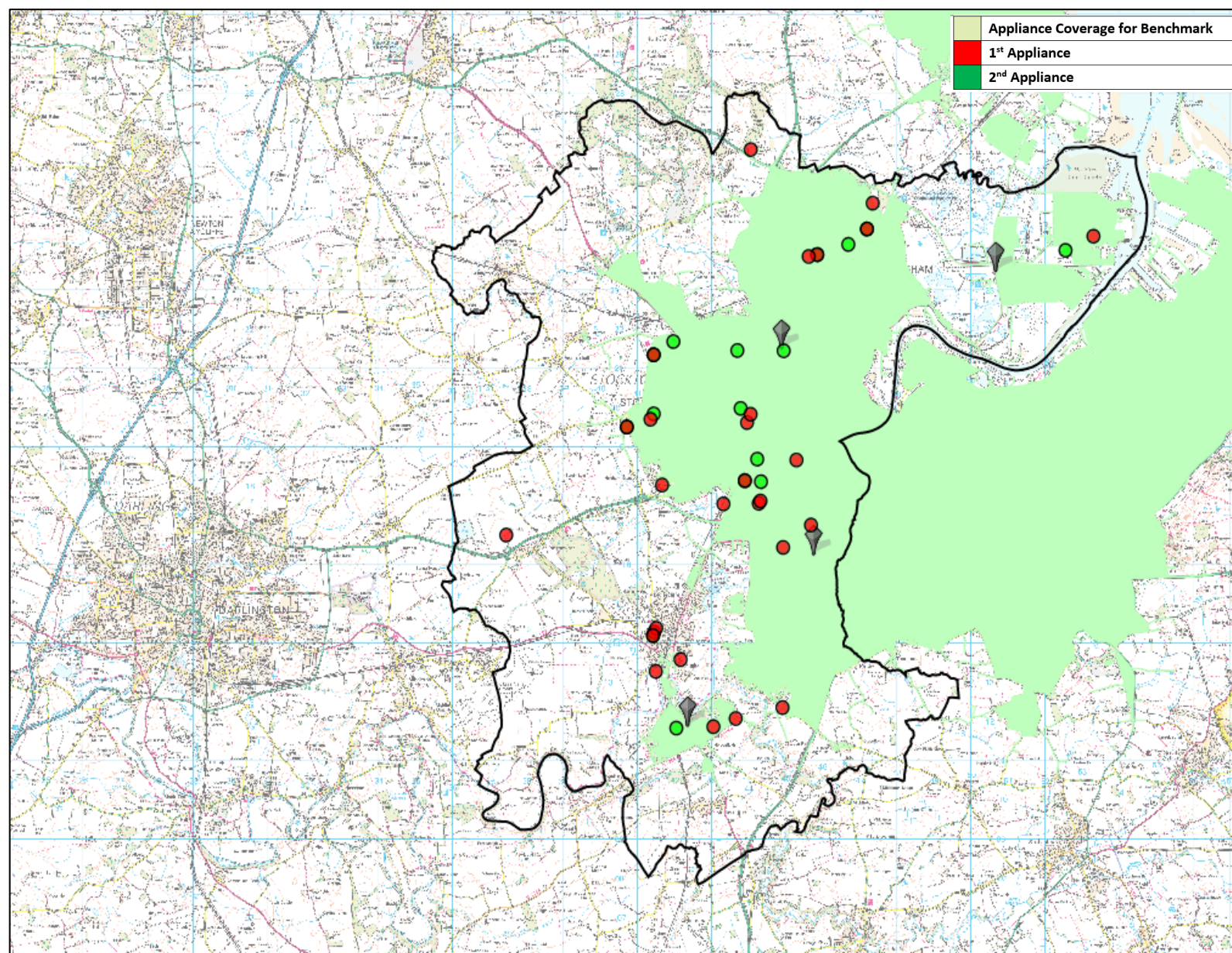
Middlesbrough District



Redcar & Cleveland District



Stockton District



Glossary of Terms

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

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

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

COMAH sites: Control Of Major Accident Hazards;

CIRMP: Community Integrated Risk Management Plan;

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

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

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

Fatalities: fatal casualties occurring at an incident;

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

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

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

HFSV: Home Fire Safety Visit;

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

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

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

Primary Fires: fires that occur within a property;

RAG: A performance rating using an assigned colour scheme;

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

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

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

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

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

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

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

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

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