

ORGANISATIONAL PERFORMANCE & EFFICIENCY REPORT 2024-25 (Q4)



REPORT OF THE CHIEF FIRE OFFICER

For Information

1. PURPOSE OF REPORT

- 1.1 To appraise Members on the performance of the Brigade against our Corporate Performance Indicators for the period 1 April 2024 to 31 March 2025.
- 1.2 To provide Members with information on the Brigade's performance trends.

2. RECOMMENDATIONS

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

3. BACKGROUND

- 3.1 A fundamental part of Performance Management is to demonstrate how well public bodies are performing and whether they are providing value for money.
- 3.2 The attached report provides members with details of how the organisation has performed between April 2024 and March 2025. It has been developed in line with the approved suite of indicators.

4. PERFORMANCE

- 4.1 The attached report at Appendix 1 provides Members with an overview of the Brigade's performance for the period 1 April 2024 to 31 March 2025.
- 4.2 Pages four to five give a high level view of Cleveland Fire Brigade's performance against our Corporate Goals, highlighting against each indicator how we are performing assessed to the previous year, the previous five year average and against target.
- 4.3 Page seven provides Members with a summary of the level of service demand for Emergency Response incidents and associated prevention and protection activity in

terms of Safer Home Visits conducted and Audit Inspections of Industrial and Commercial premises.

- 4.4 Members will see that between 1 April 2024 to 31 March 2025, the Brigade attended 13,458 Emergency Response incidents which is an increase of 1% (116 incidents) compared to the five year average. There has been an increase of 8% (68) in Primary Fires (excluding chimney fires) and Secondary Fires have also increased by 4% (153). Deliberate Fires have increased by 4% (144). Dwelling Fires have reduced by 9% (23) compared to the 5-year average. False Alarm Incidents have increased overall by 5% (161), although False Alarm Malicious incidents have reduced by 20% (25).
- 4.5 During this period, the Brigade carried out 34,261 interventions and completed 21,797 Safer Home Visits. We also completed or attempted 1,038 Fire Safety Audit Inspections of non-residential buildings.
- 4.6 **Safer Stronger Communities**
Pages ten to nineteen provide details of performance for the period for the strategic goal of Safer Stronger Communities.
- 4.7 Page eleven provides a dashboard summary of how the areas within this strategic goal are performing in comparison to the previous year, the five year average and the current target.
- 4.8 Pages twelve to nineteen provide Members with the summary tables for the corporate indicators comparing the performance of the equivalent period in 2023/24, the five year average and current year targets.
- 4.9 **Professional, Proud and Passionate People**
Pages twenty to twenty six provide details of performance for the period for the strategic goal of Professional, Proud and Passionate People.
- 4.10 Page twenty one provides a dashboard summary of how the areas within this strategic goal are performing in comparison to the previous year, the five year average and the current target.
- 4.11 Pages twenty two to twenty six provide Members with the summary tables for the corporate indicators comparing the performance of the equivalent period in 2023/24, the five year average and current year targets.
- 4.12 **Efficient, Sustainable Resources**
Pages twenty seven to thirty provide details of performance for the period for the strategic goal of Efficient, Sustainable Resources.
- 4.13 Page twenty eight provides a dashboard summary of how the areas within this strategic goal are performing in comparison to the previous year, the five year average and the current target.
- 4.14 Pages twenty nine to thirty provide Members with the summary tables for the corporate indicators comparing the performance of the equivalent period in 2023/24, the five year average and current year targets.

4.15 Emergency Response Standards

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

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

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