



Organisational Performance Quarter 4

1st April 2024 to 31st March 2025

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 **14th April 2025**, 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 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.

During 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 Incident Recording System or details 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.

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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 10 | Identify and minimise fire and rescue related risks in the community | Performing Well | Adequate Performance | Performing Well |
| | Safer Homes | 12 Performing Well | 12 Performing Well | 12 Performing Well |
| | Safer Buildings | 13 Performing Well | 13 Adequate Performance | 13 Adequate Performance |
| | Safer Transport Infrastructures | 5 Performing Well | 5 Adequate Performance | 5 Performing Strongly |
| | Safer High Hazard Industries | 5 Requires Improvement | 5 Adequate Performance | 5 Adequate Performance |
| | Safer Neighbourhoods and the Environment | 7 Requires Improvement | 7 Adequate Performance | 7 Adequate Performance |
| | Supporting National Resilience | 3 Performing Strongly | 3 Performing Strongly | 3 Performing Strongly |
| | Improved Health Outcomes | 2 Performing Well | 2 Performing Well | 2 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 20 | Recruit, develop and maintain a professional, diverse and value driven workforce | Adequate Performance | Performing Well | Adequate Performance |
| | A Healthy Workforce | 12 Performing Well | 12 Adequate Performance | 12 Adequate Performance |
| | A Safe Workforce, Safe Workplaces | 7 Adequate Performance | 7 Performing Well | 7 Adequate Performance |
| | A Competent Workforce, Outstanding Leaders | 5 Adequate Performance | 5 Adequate Performance | 5 Adequate Performance |
| | Ensure that Cleveland Fire Brigade is a great, fair and inclusive place to work | Adequate Performance | Performing Well | Adequate Performance |
| | An Inclusive and Great Place to Work | 20 Adequate Performance | 20 Performing Well | 20 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 27 | 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 | 13 Performing Well | 13 Performing Well | 13 Performing Well |
| | | | | |
| | Capitalise on insight, learning and technological advances | No Measures | No Measures | No Measures |
| | No Strategic Outcome | 0 No Measures | 0 No Measures | 0 No Measures |
| | | | | |
| | Pursue opportunities to collaborate | No Measures | No Measures | No Measures |
| | No Strategic Outcome | 0 No Measures | 0 No Measures | 0 No Measures |
| | | | | |
| | Contribute to a more sustainable future for our next generations | No Measures | No Measures | No Measures |
| | A Greener, More Sustainable Organisation | 0 No Measures | 0 No Measures | 0 No Measures |

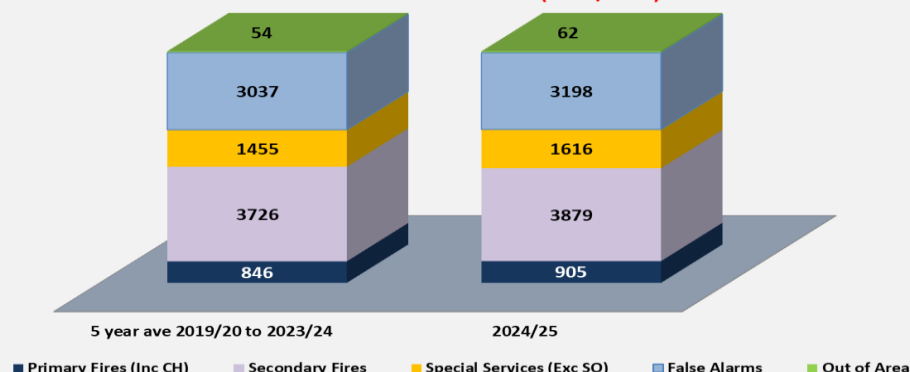
CORPORATE SUITE OF INDICATORS



Incident Profile April 2024 to March 2025 compared to 5-yr Average

Total Incidents 9,118

Total Incidents 9,660
(+542/ +6%)



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

Fire Control

During the period April 2024 - March , Fire Control dealt with **13,458 emergency calls, an increase of 1% (+116)** from the 5-year average of **13,342**.

Emergency Response

We responded to **9,660 incidents, an increase of 542 (+6%)** compared to the 5-year average. Comparing Quarter 4 2024/25 to the 5-year average across all incident categories:

- **Primary Fires** have **increased by 8% (68)** from 834 to 902;
- **Secondary Fires** have **increased by 4% (153)** from 3,726 to 3,879;
- **All False Alarms** have **increased by 5% (161)** from 3,037 to 3,198; within this AFA incidents have **increased by 6% (1,079 to 1,147)**, FAGI have **increased by 6%** (1,830 to 1,948) and Malicious incidents have **reduced by 20%** (128 to 103);
- **Out Of Area** incidents have **increased by 15% (8)** from 54 to 62;
- **Special Services** have **increased by 11% (161)** from 1,455 to 1,616;
- **Chimney Fires** have **reduced by 75%** from 12 to 3.

Fire incidents account for **50% (4,784)** of total incidents, with the 5-year average also at 50%. **Primary Fires** **excluding Chimney Fires** and **Secondary Fires** account for **9%** and **40%** of all incidents attended respectively. **85% (4,051)** 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 2024 to 31st March 2025 the Brigade carried out **34,261 Safer Home Visit (SHV) interventions**. From these Safer Home Visit interventions, the Brigade has **completed 21,797 visits**.

This is an **increase of 2,114 (+11%)** Safer Home Visits compared to 2023/24, when the Brigade completed **19,683 SHV**.

This is also an **increase of 3,322 (+18%)** against the 5 year average of **18,475**.

Resulting from the Safer Home Visits there were **3,226 (15%) referrals to other agencies** for support and/or to provide items of risk reduction equipment.

Operational crews completed **19,234 (88%) SHV** compared to **17,385** in 2023/24; **an increase of 1,849 (+11%)**.

Hubs and Advocates completed **2,563 (12%) SHV** compared to **2,298** in 2023/24; **an increase of 265 (+12%)**.

Protection: Safer Buildings - Risk Based Inspections

| No Properties in RBIP | Property Risk Level | 2024/25 RBIP Plan | 2024/25 Audits completed | % of RBIP Plan |
|---|---------------------|-------------------|--------------------------|----------------|
| | 3* Very High | 3 | 2 | 67% |
| | 14* High | 14 | 3 | 21% |
| | 3667 Medium | 1305 | 552 | 42% |
| | 5503 Low | - | 34 | |
| | 7107 Very Low | - | | |
| | RBIP Completed | | 557 | |
| | RBIP Attempted | | 135 | |
| | Audits | 1322 | 692 | 52% |
| | Reactive Audits | | 312 | |
| * One VH and Two H Risk Properties are currently Under Construction | | | | |
| | TOTAL AUDITS | | 1038 | |

557 inspections have been completed from the risk based inspection programme (RBIP), with a further **135 audits attempted** where the premises have been demolished, are derelict or converted to a private dwelling.

312 'Reactive' inspections that were not part of the RBIP and 34 planned audits of lower risk premises by station based auditors have also taken place, giving a total of **1,038 audits completed or attempted**. This overall in comparison to 23/24 (1,517) is an inspection **reduction of 479 (32%)**.

In addition to inspections under the RBIP, **298 (96%) consultations** and **338 (83%) licencing consultations** have also been completed within the agreed timescales.

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 for the period 1st April 2024 to 31st March 2025 against our Corporate Goal 1.

| | Performance compared to previous year assessed as | Performance compared to 5 years average assessed as | Performance compared to Target assessed as |
|--|---|---|--|
| Safer Homes | Performing Well | Performing Well | Performing Well |
| Safer Buildings | Performing Well | Adequate Performance | Adequate Performance |
| Safer Transport Infrastructures | Performing Well | Adequate Performance | Performing Strongly |
| Safer High Hazard Industries | Requires Improvement | Adequate Performance | Adequate Performance |
| Safer Neighbourhoods and the Environment | Requires Improvement | Adequate Performance | Adequate Performance |
| Supporting National Resilience | Performing Strongly | Performing Strongly | Performing Strongly |
| Improved Health Outcomes | Performing Well | Performing Well | No Targets Set |
| Total Overall | Adequate Performance | Adequate Performance | 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) | 2023/24 | 2024/25 | % Direction of travel from 2023/24 | % Direction of travel from 5-yr average | Target | % Direction of travel from target |
|---|---|---|-------------------------|-------------------------|------------------------------------|---|----------|-----------------------------------|
| 1.1.1.1 | Number of Accidental Dwelling Fires | 180 | 189 | 168 | -11% | -7% | 171 | -2% |
| 1.1.1.2 | Number of Deliberate Dwelling Fires | 79 | 61 | 68 | 11% | -14% | 56 | 21% |
| 1.1.1.3 | Number of Accidental Dwelling Fire Fatalities | 2 | 1 | 1 | 0% | -50% | 0 | +% |
| 1.1.1.4 | Number of Deliberate Dwelling Fire Fatalities | 0 | 0 | 1 | +% | +% | 0 | +% |
| 1.1.1.5 | Number of Accidental Dwelling Fire Injuries | 13 | 9 | 8 | -11% | -38% | 11 | -27% |
| 1.1.1.6 | Number of Deliberate Dwelling Fire Injuries | 5 | 3 | 2 | -33% | -60% | 3 | -33% |
| 1.1.1.7 | Number of False Alarm Good Intentions in Dwellings | 671 | 785 | 793 | 1% | 18% | 770 | 3% |
| 1.1.1.8 | Percentage of ADFs which have received a SHV within 5 years prior to the ADF | 34% | 39% | 27% | -12% | -7% | - | - |
| 1.1.1.9 | Percentage of Dwellings which have received a SHV | 62% | 64% | 64% | 0% | 2% | - | - |
| 1.1.1.10 | Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes) | 00:05:12 | 00:05:51 (1334/1748) | 00:05:55 (1216/1597) | 2% | 14% | 00:07:00 | -15% |
| 1.1.1.11 | First Appliance Attendance to a Dwelling Fire Within 10 Minutes on 90% of Occasions | 96% | 94% (1648/1748) | 94% (1500/1597) | 0% | -2% | 90% | 4% |
| 1.1.1.12 | Average time of a Second Appliance Attendance to a Dwelling Fire (10 Minutes) | 00:07:10 | 00:07:57 (1176/1481) | 00:07:47 (1035/1281) | -2% | 9% | 00:10:00 | -22% |
| Safer Homes 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: Safer Buildings

| Indicator | | 5-yr Average (where data is available) | 2023/24 | 2024/25 | % Direction of travel from 2023/24 | % 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* | - | 97% (1122/1155) | 52% (692/1322) | -45% | No Comparator Information | 100% | -48% |
| 1.1.2.2 | Percentage of enforcement notices that are completed within prescribed timescales | 91% | 93% (14/15) | 84% (16/19) | -9% | -7% | 100% | -16% |
| 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% | 3 | -67% |
| 1.1.2.5 | Number of Industrial and Commercial Fires | 73 | 65 | 79 | 22% | 8% | 66 | 20% |
| 1.1.2.6 | Number of Non Domestic Unwanted Automated Fire Alarm Calls received | - | 1359 | 1173 | -14% | No Comparator Information | - | - |
| 1.1.2.7 | Number of attendances at Non Domestic Unwanted Automated Fire Alarm Calls | 455 | 514 | 468 | -9% | 3% | 456 | 3% |
| 1.1.2.8 | Average time of first appliance attendance to a building fire (7 Minutes) | 00:05:17 | 00:05:58 (1966/2637) | 00:06:00 (1902/2537) | 1% | 14% | 00:07:00 | -14% |
| 1.1.2.9 | First appliance attendance to a building fire within 10 minutes on 90% of occasions | 96% | 94% (2468/2637) | 94% (2384/2537) | 0% | -2% | 90% | 4% |
| 1.1.2.10 | Average time of second appliance to attend a building fire incident (10 minutes) | 00:07:18 | 00:08:03 (1471/1869) | 00:07:53 (1380/1722) | -2% | 8% | 00:10:00 | -21% |
| 1.1.2.11 | Percentage of Consultations completed within prescribed timescales | 95% | 94% (275/293) | 96% (298/311) | 2% | 1% | 100% | -4% |
| 1.1.2.12 | Percentage of Licensing Consultations completed within prescribed timescales | 96% | 90% (139/154) | 83% (338/407) | -7% | -13% | 100% | -17% |
| 1.1.2.13 | Percentage of Building (72d) Risk Information scheduled to be reviewed during the year that has been reviewed | 98% | 100% (225/225) | 94% (338/358) | -6% | -4% | 100% | -6% |
| Safer Buildings Overall Performance Judgement | | | | | Performing Well | Adequate Performance | | Adequate Performance |

* from Quarter 4 2022/23 this data now includes attempted inspections where the business is identified to have closed, been demolished or converted to domestic property

| 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) | 2023/24 | 2024/25 | % Direction of travel from 2023/24 | % 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 | 326 | 365 | 393 | 8% | 21% | - | - |
| 1.1.3.2 | Number of Fatalities in Road Traffic Collisions (Police data) | 12 | 14 | 8 | -43% | -33% | - | - |
| 1.1.3.3 | Number of people seriously injured in Road Traffic Collisions (Police data) | 156 | 150 | 170 | 13% | 9% | - | - |
| 1.1.3.4 | Number of people suffering slight injuries Road Traffic Collisions (Police data) | 662 | 570 | 518 | -9% | -22% | - | - |
| 1.1.3.5 | Average time of first appliance attendance to an immediate life threatening / rescue Road Traffic Collisions (8 minutes) | 00:05:52 | 00:06:47 (184/258) | 00:06:32 (214/290) | -4% | 11% | 00:08:00 | -18% |
| Safer Transport Infrastructure Overall Performance Judgement | | | | | Performing Well | 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) | 2023/24 | 2024/25 | % Direction of travel from 2023/24 | % 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 | 8 | 13 | 23 | 77% | 188% | 9 | 156% |
| 1.1.4.2 | Average time of first appliance attendance to a Life Risk incident at a High Hazard site (7 minutes) | 00:05:38 | 00:05:46 | 00:06:26 | 12% | 14% | 00:07:00 | -8% |
| 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 | 00:10:20 | 00:14:20 | 00:17:45 | 24% | No Comparator Information | 00:16:00 | 11% |
| 1.1.4.5 | Percentage of High Hazard sites risk information that have been reviewed during the year | 97% | 100% (28/28) | 97% (35/36) | -3% | 0% | 100% | -3% |
| | | | | | Requires Improvement | Adequate Performance | | Adequate Performance |

| 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) | 2023/24 | 2024/25 | % Direction of travel from 2023/24 | % Direction of travel from 5-yr average | Target | % Direction of travel from target |
| 1.1.5.1 | Number of Deliberate Fire Fatalities | 1 | 0 | 1 | + | 0% | 0 | + |
| 1.1.5.2 | Number of Deliberate Fire Injuries | 5 | 5 | 8 | 60% | 60% | 5 | 60% |
| 1.1.5.3 | Number of Deliberate Fires | 3907 | 3230 | 4051 | 25% | 4% | 3748 | 8% |
| 1.1.5.4 | Number of Deliberate Primary Fires | 455 | 439 | 522 | 19% | 15% | 499 | 5% |
| 1.1.5.5 | Number of Deliberate Primary Fire Vehicles | 260 | 265 | 310 | 17% | 19% | 272 | 14% |
| 1.1.5.6 | Number of Deliberate Secondary Fires | 3452 | 2791 | 3529 | 26% | 2% | 3249 | 9% |
| 1.1.5.7 | Number of Water Rescue Incidents | 8 | 6 | 4 | -33% | -50% | 5 | -20% |
| Safer Neighbourhoods and the Environment Overall Performance Judgement | | | | | Requires Improvement | Adequate Performance | | Adequate Performance |

| Supplementary Indicators | | | | | | | |
|---|---|---------|---------|--|---|--------|--------------------------------------|
| Indicator | 5-yr Average (where data is available) | 2023/24 | 2024/25 | % Direction of travel from 2023/24 | % Direction of travel from 5-yr average | Target | % Direction of travel from target |
| Total Number of 999 calls to Fire Control | 13342 | 12291 | 13458 | 9% | 1% | - | |
| Number of times a Fire Appliance assigned to an incident failed to respond | 7 | 3 | 7 | 133% | 0% | - | |
| Number of Primary Fire Fatalities | 3 | 1 | 2 | 100% | -33% | 0 | +% |
| Number of Primary Fire Injuries | 20 | 16 | 18 | 13% | -10% | 21 | -14% |
| Percentage of all fires that are classed as Accidental Fires | 15% | 17% | 15% | For information Purposes | | - | |
| Percentage of all fires that are classed as Deliberate Fires | 85% | 83% | 85% | | | - | |
| Number of Primary Fires | 834 | 807 | 902 | 12% | 8% | 891 | 1% |
| Number of Secondary Fires | 3726 | 3086 | 3879 | 26% | 4% | 3831 | 1% |
| Average time taken to answer an emergency 999 call (7 seconds) | 6.13 | 6.13 | 6.28 | 3% | 2% | 7 | -10% |
| Average time for Fire Control to mobilise a fire appliance to an incident (seconds) | 83.00 | 87.17 | 84.73 | -3% | 2% | 100 | -15% |
| Percentage of Occasions Fire Control mobilise a Fire Appliance within 2 minutes of the call | 90% | 88% | 90% | 2% | 0% | 98% | -8% |
| Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes | 94% | 91% | 92% | 1% | -2% | 100% | -8% |
| Percentage of On Call appliances meeting the Book Mobile threshold of 5 Minutes | 66% | 56% | 55% | -1% | -11% | 100% | -45% |

| 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) | 2023/24 | 2024/25 | % Direction of travel from 2023/24 | % 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% (5/5) | 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% | 0% | No comparator Data | 100% | 0% |
| Supported National Resilience Overall Performance Judgement | | | | | Performing Strongly | Performing Strongly | | Performing Strongly |

| Corporate Goal: Safer, Stronger Communities | | | | | | | | |
|---|---|---|---------------|----------------|------------------------------------|---|--------|-----------------------------------|
| Corporate Objective: Identify and minimise fire and rescue related risks in the community | | | | | | | | |
| Corporate Outcome: Improved Health Outcomes | | | | | | | | |
| Indicator | | 5-yr Average (where data is available) | 2023/24 | 2024/25 | % Direction of travel from 2023/24 | % 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) | 7% | 14% | 16% | 2% | 9% | - | - |
| 1.2.1.2 | Number of Safeguarding Referrals Submitted | - | 143 | 143 | 0% | No Comparator Information | - | - |
| 1.2.1.3 | Percentage of Co-responder incidents attended by the Brigade where medical treatment was provided by CFB | - | 60% (6/10) | 77% (20/26) | 17% | No Comparator Information | - | - |
| Improved Health Overall Performance Judgement | | | | | Performing Well | 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 for the period 1st April 2024 to 31st March 2025 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 | Adequate Performance | Adequate Performance |
| A Safe Workforce, Safe Workplaces | Adequate Performance | Performing Well | Adequate Performance |
| A Competent Workforce, Outstanding Leaders | Adequate Performance | Adequate Performance | Adequate Performance |
| An Inclusive and Great Place to Work | Adequate Performance | Performing Well | Adequate Performance |
| Total Overall | Adequate Performance | Performing Well | Adequate Performance |

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) | 2023/24 | 2024/25 | % Direction of travel from 2023/24 | % 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 (based on initial pass rates) | 96% | 98% | 99% | 1% | 3% | 100% | -1% |
| 2.1.1.3 | Average Number of Duty days lost to sickness absence per employee - All Staff | 11.11 | 13.74 | 11.09 | -19% | 0% | 10.22 | 9% |
| 2.1.1.4 | Average Number of Duty days lost to sickness absence per employee - Wholetime | 11.79 | 14.43 | 12.13 | -16% | 3% | 9.38 | 29% |
| 2.1.1.5 | Average Number of Duty days lost to sickness absence per employee - On Call | 7.45 | 11.33 | 3.62 | -68% | -51% | 13.48 | -73% |
| 2.1.1.6 | Average Number of Duty days lost to sickness absence per employee - Fire Control | 12.84 | 9.22 | 13.89 | 51% | 8% | 9.80 | 42% |
| 2.1.1.7 | Average Number of Duty days lost to sickness absence per employee - Green Book | 11.92 | 14.35 | 13.36 | -7% | 12% | 8.44 | 58% |
| 2.1.1.8 | Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness | 28% | 41% | 31% | -10% | 3% | - | - |
| 2.1.1.9 | Number of people who exceed Phased Return Limits | 1 | 4 | 5 (5/11) | 25% | 400% | - | - |
| 2.1.1.10 | Number of people who exceed Modified Duties Limits | 15 | 18 | 16 (16/35) | -11% | 7% | - | - |
| 2.1.1.11 | Length of time on Phased Return Duty* | 160 | 190 | 259 | 36% | 62% | - | - |
| 2.1.1.12 | Length of time on Modified Duties | 2562 | 2351 | 1848 | -21% | -28% | - | - |
| A Healthy Workforce Overall Performance Judgement | | | | | Performing Well | Adequate Performance | | 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) | 2023/24 | 2024/25 | % Direction of travel from 2023/24 | % 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) | 50 | 34 | 32 | -6% | -36% | 47 | -32% |
| 2.1.2.2 | Number of RIDDOR Reportable Accidents | 6 | 5 | 7 | 40% | 17% | 0 | + |
| 2.1.2.3 | Number of Personal Injury Accidents | 30 | 24 | 28 | 17% | -7% | 21 | 33% |
| 2.1.2.4 | Number of Accidents resulting in damage to property | 2 | 2 | 1 | -50% | -50% | 2 | -50% |
| 2.1.2.5 | Number of Near Misses | 17 | 18 | 20 | 11% | 18% | 15 | 33% |
| 2.1.2.6 | Number of Vehicle Accidents | 36 | 38 | 36 | -5% | 0% | 27 | 33% |
| 2.1.2.7 | Cause for Concern | 51 | 38 | 31 | 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) | 2023/24 | 2024/25 | % Direction of travel from 2023/24 | % 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 | 95% | 100% | 57% | -43% | -38% | 100% | -43% |
| 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 | 82% | 76% | 28% | -48% | -54% | 100% | -72% |
| 2.2.1.3 | Percentage of staff who have received a Personnel Development Review during the current financial year | 83% | 83% | 84% | 1% | 1% | 100% | -16% |
| 2.2.1.4 | Percentage of Personnel who have completed training on areas identified within the approved Training Needs Assessment | 79% | 76% | 31% | -45% | -48% | 100% | -69% |
| 2.2.1.5 | Percentage of operational exercises undertaken and completed as a proportion of the Annual Operational Exercise Programme | 92% | 99% (90/91) | 100% (83/83) | 1% | 8% | 100% | 0% |
| A Competent Workforce, Outstanding Leaders Overall Performance Judgement | | | | | Adequate Performance | Adequate Performance | | Adequate Performance |

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) | 2023/24 | 2024/25 | % Direction of travel from 2023/24 | % 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 | 9.80% | 11.83% | 9.78% | -2.05% | -0.02% | - | - |
| 2.4.1.2 | All Staff Voluntary turnover as a proportion of the workforce | 9.80% | 11.83% | 8.91% | -2.92% | -0.89% | - | - |
| 2.4.1.3 | All Staff voluntary turnover as a proportion of the workforce females | 10.00% | 12.10% | 8.87% | -3.23% | -1.13% | - | - |
| 2.4.1.4 | Females in All staff Group Posts | 20.29% | 20.30% | 22.16% | 1.86% | 1.87% | 51.00% | -28.84% |
| 2.4.1.5 | Females in Grey Book Wholetime positions | 6.66% | 6.65% | 7.72% | 1.07% | 1.06% | 30.00% | -22.28% |
| 2.4.1.6 | Females in Grey Book On Call positions | 5.70% | 5.62% | 6.74% | 1.12% | 1.04% | 30.00% | -23.26% |
| 2.4.1.7 | Females in Fire Control Positions | 81.29% | 86.36% | 86.96% | 0.60% | 5.67% | 51.00% | 35.96% |
| 2.4.1.8 | Females in Green Book positions | 54.98% | 54.76% | 55.12% | 0.36% | 0.14% | 51.00% | 4.12% |
| 2.4.1.9 | Staff classed as BME | 1.62% | 2.05% | 2.12% | 0.07% | 0.50% | 5.50% | -3.38% |
| 2.4.1.10 | Staff classed as BME Grey Book | 1.78% | 2.42% | 2.78% | 0.36% | 1.00% | 5.50% | -2.72% |
| 2.4.1.11 | Staff classed as BME On Call | 1.15% | 0.00% | 0.00% | 0.00% | -1.15% | 5.50% | -5.50% |
| 2.4.1.12 | Staff classed as BME Fire Control | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 5.50% | -5.50% |
| 2.4.1.13 | Staff classed as BME Green Book | 2.03% | 2.38% | 1.57% | -0.81% | -0.46% | 5.50% | -3.93% |

| | | | | | | | | |
|--|---------------------------------------|----|----|----|----------------------|-----------------|---|----------------------|
| 2.4.1.14 | Grievance cases | 9 | 8 | 17 | 113% | 89% | - | - |
| 2.4.1.15 | Grievances - Bullying and Harassment | 3 | 2 | 6 | 200% | 100% | - | - |
| 2.4.1.16 | Grievances - Discriminatory behaviour | 1 | 0 | 1 | % | -17% | - | - |
| 2.4.1.17 | Whistleblowing cases | 0 | 1 | 0 | -100% | 0% | - | - |
| 2.4.1.18 | Disciplinary Cases | 21 | 23 | 20 | -13% | -4.76% | - | - |
| 2.4.1.19 | Promotion Applications WT & On Call | 54 | 39 | 59 | 51% | 10% | - | - |
| 2.4.1.20 | Promotions of WT and Retained Females | 1 | 4 | 2 | -50% | 100% | - | - |
| An Inclusive and Great Place to Work Overall Performance Judgement | | | | | Adequate Performance | 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 for the period 1st April 2024 to 31st March 2025 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) | 2023/24 | 2024/25 | % Direction of travel from 2023/24 | % Direction of travel from 5-yr average | Target | % Direction of travel from target |
|--|---|---|--------------------|--------------------|------------------------------------|---|-------------|-----------------------------------|
| 3.1.1.1 | Number of Internal Audit reports classed as limited assurance or below | 0 | 0 | 1 | + | + | 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 | 0% | -100% | 0 | 0% |
| 3.1.1.3 | Public Contracts Regulations 2015: Percentage of invoices paid within 30 days | 97% | 92% (4301/4658) | 93% (4240/4579) | 1% | -4% | 100% | -7% |
| 3.1.1.4 | Public Contracts Regulations 2015: Interest Paid due to late payment of invoices | £0.00 | £0.00 | £0.00 | 0% | 0% | £0.00 | 0% |
| 3.1.1.5 | Procurement ROI (Return on Investment) | £250,512.00 | £291,487.00 | £391,305.00 | 34% | 56% | £157,000.00 | 149% |
| 3.1.1.6 | Compliant Spend | 87% | 88% | 89% | 1% | 2% | 82% | 7% |
| 3.1.1.7 | Supporting our Communities | 43% | 52% | 38% | -14% | -5% | 32% | 6% |
| 3.1.1.8 | Number of Malicious False Alarms | 129 | 136 | 103 | -24% | -20% | 142 | -27% |
| 3.1.1.9 | Percentage of Malicious False Alarms resulting in mobilisation of a fire appliance | 75% | 79% | 81% | 2% | 6% | - | - |
| 3.1.1.10 | Staff Turnover: Percentage of staff leaving the Brigade as a proportion of the total workforce | 9.80% | 11.83% | 9.78% | -2.05% | -0.02% | - | - |
| 3.1.1.11 | Percentage of call questioned Non Domestic Fire Alarm Calls where no fire is confirmed that the Brigade attends | - | 18% | 13% | -5% | No Comparator Information | - | - |
| 3.1.1.12 | Percentage of time 18 or more appliances are available to respond to Emergency Calls* | 39% | 15% | 27% | 12% | -12% | 100% | -73% |
| 3.1.1.13 | Percentage of time On Call Crewed Appliances are available for Operational Response | 58% | 47% | 49% | 2% | -9% | 100% | -51% |
| 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) | 2023/24 | 2024/25 | % Direction of travel from 2023/24 | % 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 | 2024/25 | Target | % Direction of travel from target |
|-----------|---|----------------|---------|--------|-----------------------------------|
| 1.1.5.9 | Average time taken to answer an emergency 999 call (7 seconds) | 6.13 | 6.28 | 7 | -10% |
| 1.1.5.10 | Average time for Fire Control to mobilise a fire appliance to an incident (seconds) | 83 | 85 | 100 | -15% |
| 1.1.5.11 | Percentage of times a fire appliance is dispatched to an emergency in 2 minutes | 90% | 90% | 98% | -8% |
| 1.1.5.12 | Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes | 94% | 92% | 100% | -8% |
| 1.1.5.13 | Percentage of On Call Appliances meeting the Book Mobile threshold of 5 Minutes | 66% | 55% | 100% | -45% |

Building Fires

| Indicator | | 5 year average | 2024/25 | Target | % Direction of travel from target |
|-----------|---|----------------|-------------------------|----------|-----------------------------------|
| 1.1.1.10 | Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes) | 00:05:12 | 00:05:55 (1216/1597) | 00:07:00 | -15% |
| 1.1.1.11 | First appliance attendance to a Dwelling Fire within 10 minutes on 90% of occasions | 96% | 94% (1500/1597) | 90% | 4% |
| 1.1.1.12 | Average time of second appliance to attend a Dwelling Fire incident (10 minutes) | 00:07:10 | 00:07:47 (1035/1281) | 00:10:00 | -22% |
| 1.1.2.8 | Average time of first appliance attendance to a building fire (7 Minutes) | 00:05:17 | 00:06:00 (1902/2537) | 00:07:00 | -14% |
| 1.1.2.9 | First appliance attendance to building fires within 10 minutes on 90% of occasions | 96% | 94% (2384/2537) | 90% | 4% |
| 1.1.2.10 | Average time of second appliance to attend a building fire incident (10 minutes) | 00:07:18 | 00:07:53 (1380/1722) | 00:10:00 | -21% |

Road Traffic Collisions

| Indicator | | 5 year average | 2024/25 | 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) | 00:05:52 | 00:06:32 (214/290) | 00:08:00 | -18% |

High Hazard

| Indicator | | 5 year average | 2024/25 | 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) | 00:05:38 | 00:06:26 | 00:07:00 | -8% |
| 1.1.4.3 | Average time full mobilisation requirement of appliances to an industrial fire (20 minutes) | - | No reported mobilisations | 00:20:00 | - |
| 1.1.4.4 | Average time of initial PDA attendance to Life Risk Incident on High Hazard Site | 00:10:20 | 00:17:45 | 00:16:00 | 11% |

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 توردفلا، برايل بطريقة او مطبوع بأحرف كبيرة او بديلة بلغة المسمندة إلى تحتاج كنت إذا

আপনার যদি এই নথিটিকে একটি বিকল্প ভাষা, বড় হরফের মুদ্রন বা ব্রহ্মেলে প্রয়োজন হয়, আমাদের সাথে যোগাযোগ করতে দ্বিধা করবেন না।

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

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

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

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

如果您需要本文件的其他语言版本、大字版本或盲文版本，请随时与我们联系

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

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

உங்களுக்கு இந்த ஆவணம் ஒரு மாற்ற மொழியில், பெரிய அச்சு அல்லது பிரயெயிலில் துவைபட்டால், எங்களைத் தொடர்பு கொள்ள தயங்க வேண்டாம்.

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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North East
Better Health
at Work Award

