Organisational Performance Report Quarter 2 2020/21

1st April to 30th September 2020

DATA QUALITY STATEMENT

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

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

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

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

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

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

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

Any amendments to the data supporting this report after **19th October 2020**, such as reclassification of incidents following fire investigations, will not be represented in the information reported.

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

CONTENTS

Introduction

This report provides details of Cleveland Fire Brigade's performance for the period 1st April 2020 to 30th September 2020. It provides a transparent, single view of information which allows Elected Members, Auditors and members of the public to hold the Brigade's senior managers and staff to account in terms of the performance of their Fire Brigade.

Cleveland Fire Authority's vision is suitably ambitious and yet underpinned by principles of reality and common sense; these being to understand the needs of its diverse communities and to respond with a wide range of excellent, value for money, integrated community services. Our Vision is underpinned by 3 Strategic Goals that support the achievement of our vision by guiding our priorities and work.

Each goal is underpinned by strategic objectives which deliver a number of strategic outcomes.

We are in the business of keeping people safe and believe that our long term success is founded on our ability to identify, assess and manage risk.The way we manage risk in Cleveland is simple: we adopt a balanced approach of prevention, protection and emergency response.

We plan our areas for service delivery against our Strategic Goals and associated strategic outcomes. A suite of 'umbrella strategies' direct service delivery which support the delivery of our vison and outcomes.

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

Full details of all areas of performance is detailed in the body of the report.

Performance Overview

Total Incidents

CFB traditionally attends more emergency response incidents per head of population than the average across the country - 1,510 incidents per 100,000 population compared with 990 incidents per 100,000 population. This is predominantly due to the volume of secondary fires we attend.

Over the past 5 years (from available information) 2015/16 to 2019/20 nationally the rate of incidents has increased by 5.25% compared to an increase of 2.80% within CFB.

In the first 6 months of the year CFB experienced a reduction in the number of incidents attended when compared to the equivalent period last year. Over 6 months there has been a 17% reduction in incidents attended. All incident types - apart from primary fires - have experienced a reduction in numbers.

The first quarter of 2020/21 experienced a greater reduction than the second quarter, potentially due to the impact of the Covid lockdown.

To date no equivalent comparator data for 2020/21 has been released by the Home Office to enable us to ascertain whether these reductions are being experienced in all Fire and Rescue Services.

Monthly Number of Incidents 2019/20 and 2020/21
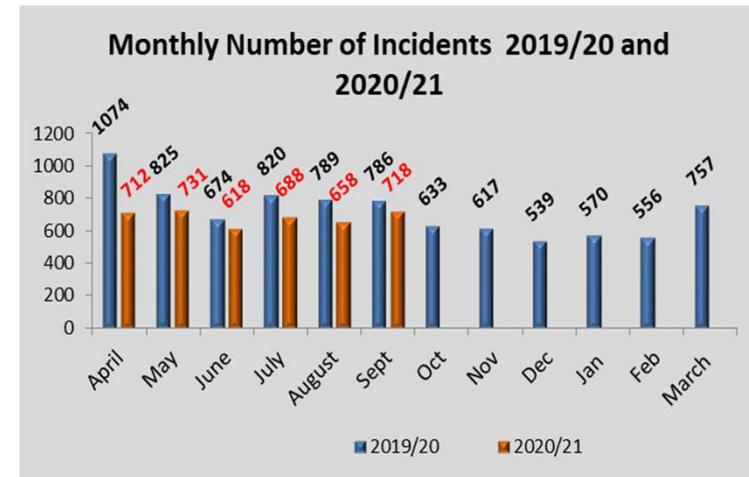
Primary Fires

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

Over the last 5 years (from available information) 2015/16 to 2019/20 nationally the rate of incidents has reduced by 5.12% compared to an increase of 17.3% (117 to 137 incidents per 100,000 population) within CFB.

Rate of Primary Fires per 100,000 Pop England vs CFB

In the first 6 months of the year CFB experienced a static number of primary fires as the equivalent period last year. An area of concern is that as incidents have reduced by 17% over this period there has been no corresponding decrease in primary fire incidents.
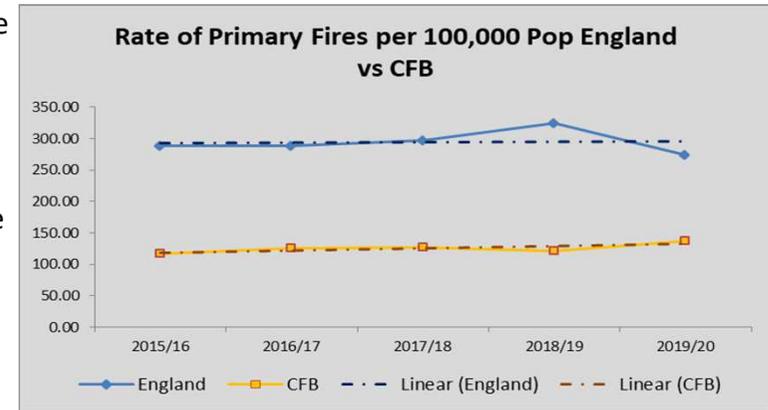
Accidental Dwelling Fires

CFB traditionally has had the lowest number of ADFs in the country. 155 ADF incidents during 2019/20 resulted in the Brigade having the 2nd lowest rate in the country after Warwickshire FRS. Over the last 5 years the Brigade has had the lowest number of ADFs in the country.

Over the last 5 years(from the available information) 2015/16 to 2019/20 nationally the rate of incidents has reduced by 10.12% compared to an increase of 19.13% (130 to 155 incidents per 100,000 population)within CFB.

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

Rate of Accidental Dwelling Fires per 100,000 Pop England vs CFB

Safer Homes Visits(HFSVs)

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

However the number of HFSVs in 2019/20 reduced to 17,293 ((-870(-5%)) dropping to 4th highest rate in the country. This may have contributed to the increase in numbers being experienced. During this current year this has been compounded by Covid restricting our ability to complete face to face HFSVs in favour of telephone HFSVs.
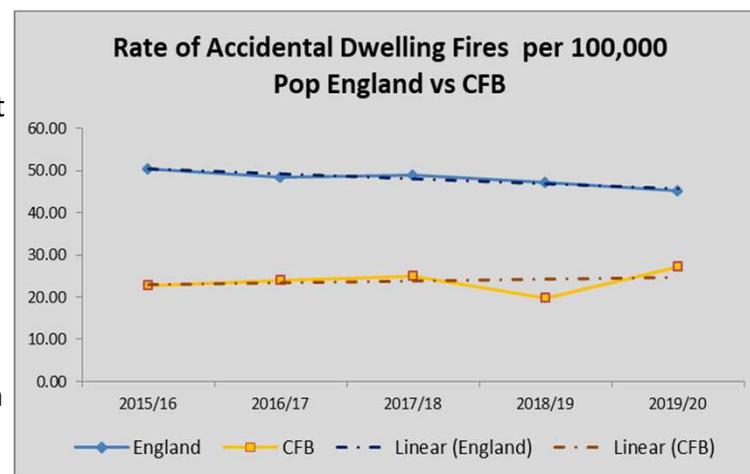
During the first 6 months of this financial year we completed 6,073 visits which is a reduction of 2,337 (28%) when compared with last year.

Analysis of the main causes of ADFs indicates a shift away from the traditional two main causes of fire related incidents. Whilst '*cooking related* ' incidents remain the main cause (26% of incidents in 20/21; 23% in 19/20), '*electrical* ' fires have reduced from 25% to 14%. '*Radiated Heat'* as a cause has increased to 19% from 14% with '*Careless Handling'* also increasing (from 15% to 18%). Potentially there could be an issue with the effective communication of fire safety messages during HFSVs conducted over the telephone resulting in increased numbers of incidents and this shift in the causational factors.

Risk Based Inspection Programme

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

During 2019/20 1,567 (4.3 per day) Fire Safety Audits were completed (2nd highest rate in the country). 945 of these were from the Risk Based Inspection Programme (leaving 1,358 allocated audits incomplete) with the remaining 622 audits of a reactive nature. 1,374 (88%) of these audits were classed as being satisfactory with 193 (12%) classed as unsatisfactory. From these unsatisfactory audits 75 (39%) informal notifications were issued, 6 (3%) enforcement notices were issued and 18 (9%) prohibition notices issued.

Nationally 34% of audits are classed as unsatisfactory with 8% resulting in the issue of enforcement notices and 5% resulting in prohibition notices being issued.
During the current year 426 (2.3 per day) inspections have been completed which is a reduction of 426 (53%) compared to the equivalent period last year. 249 of these were from the Risk Based Inspection Programme with 177 being reactive audits. The remaining 2,490 allocated audits are still to be completed.

From the 426 audits completed 3 (0.7%) enforcement notices were issued (2 generated via the Risk Based Inspection Programme).

Deliberate Fires

Primary

Over the past 5 years (from available information) 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 the first 6 months of the year CFB experienced a reduction of 5% (10) in deliberate primary fires when compared with the equivalent period last year. This compares with an overall reduction in incidents of 17% over this period. Deliberate vehicle fires remain the main type of deliberate primary fires resulting in a 3% increase during this period.

Rate of Deliberate Primary Fire CFB vs National
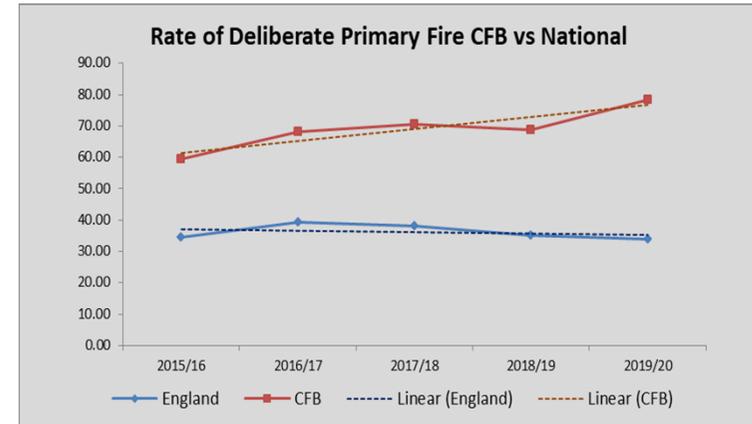
Secondary Fires

Over the last 5 years (using available information) 2015/16 to 2019/20 nationally the rate of deliberate secondary fire incidents has reduced by 6% compared to an increase of 29% (448 to 575 incidents per 100,000 population) within CFB.

During the first 6 months of the year CFB has experienced a reduction of 26% (552) in deliberate secondary fires compared with the equivalent period last year. This is higher than the overall reduction in incidents which was 17% over this period.

Rate of Deliberate Secondary Fire CFB vs National
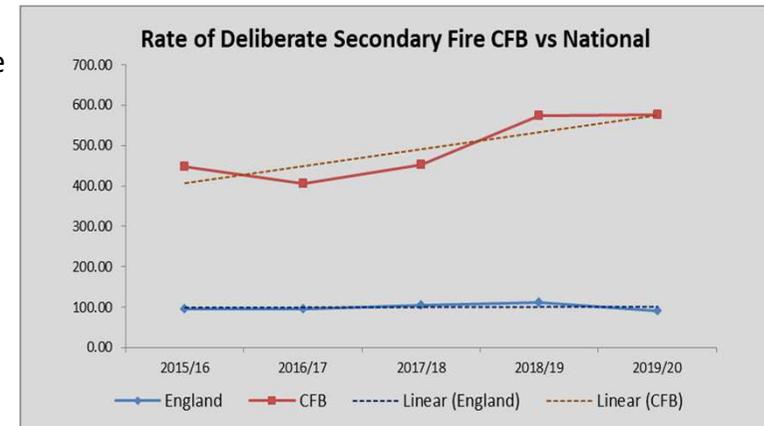
Response Benchmarks

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

The benchmarks are however based on an average time for both 1st and 2nd appliances and analysis indicates a number of occasions where the benchmark was exceeded. In the current year the failures equate to 140 and 109 mobilisations for 1st and 2nd appliance respectively.

Month	1st App	2nd App
April	04:39	06:21
May	05:12	06:52
June	05:01	06:50
July	04:59	07:53
Aug	04:43	06:35
Sept	04:46	06:28

As requested at the previous ELT details of the failures during the current year have been provided in the body of the report in terms of geographical location, resulting end type of the and the length of time each failure exceeded the benchmark.

In addition detailed analysis of reasons for these failures is collated throughout the year for qualitative purposes. Analysis of these reasons indicates that one main causes is failure to operate the MDT to record time in attendance at the incident. Whilst this has a negative impact on the internal response benchmarks this also has the added adverse impact on the actual response times reported by the Home Office.

Sickness Absence

The organisations Employee Health and Wellbeing Strategy 2016/17 – 2018/19 was developed to ensure the effective management of health, work and wellbeing within the Brigade concentrating specifically on sickness absence management; substance misuse management; mental wellbeing; fitness; occupational health; and life/ work balance.

Analysis of sickness levels within the Brigade across all staff groups indicate sickness levels in 2019/20 were, in all cases, higher than during 2015/16 with an increasing trend over the past 3 years in sickness absence (see table to right).

CFB 2015/16	Staff	CFB 2017/18	CFB 2018/19	CFB 2019/20	National 2019/20
7.44	All Staff	6.72	7.96	9.36	9.78
7.23	Wholetime	6.44	8.06	9.47	9.05
6.58	Retained	7.25	6.81	8.30	12.41
4.05	Control	4.83	10.52	6.00	10.86
9.48	Green Book	7.62	8.11	10.65	9.35

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

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

All Staff Sickness by Month 2020/21
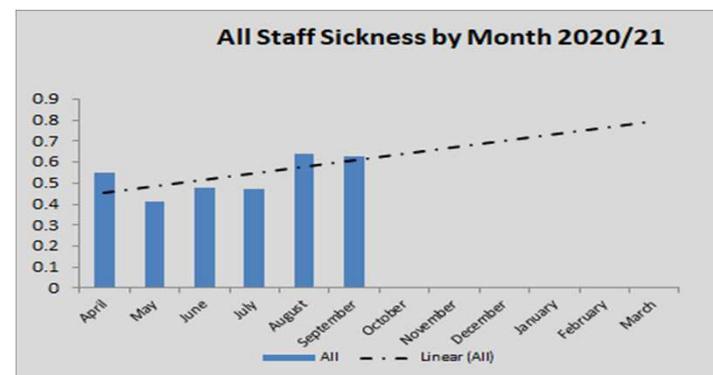
Violence To Staff

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

Over the last 5 years (from available information) 2015/16 to 2019/20 nationally the rate of violence to staff incidents has increased by 44% compared to an increase of 10%.

During the first six months of the current year there has been 24 violence to staff incidents against CFB staff which is one fewer than the equivalent period in 2019/20.

Violence to Staff Incidents per 1000 staff England vs CFB
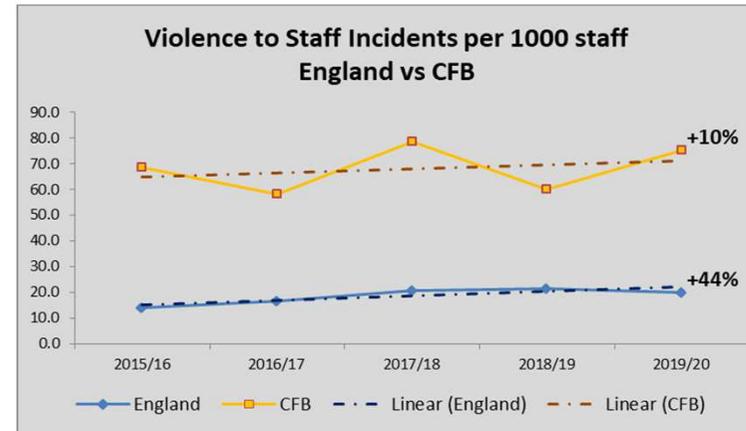
Incident Profile 01/04/2020 to 30/09/2020

	2019/20	2020/21
Out of Area	25	24 (-1)
False Alarms	1571	1462 (-109)
Special Services	716	551 (-165)
Secondary Fires	2262	1695 (-567)
Primary Fires (inc Chimney Fires)	391	392 (+1)

Legend: ■ Primary Fires (inc Chimney Fires) ■ Secondary Fires ■ Special Services ■ False Alarms ■ Out of Area

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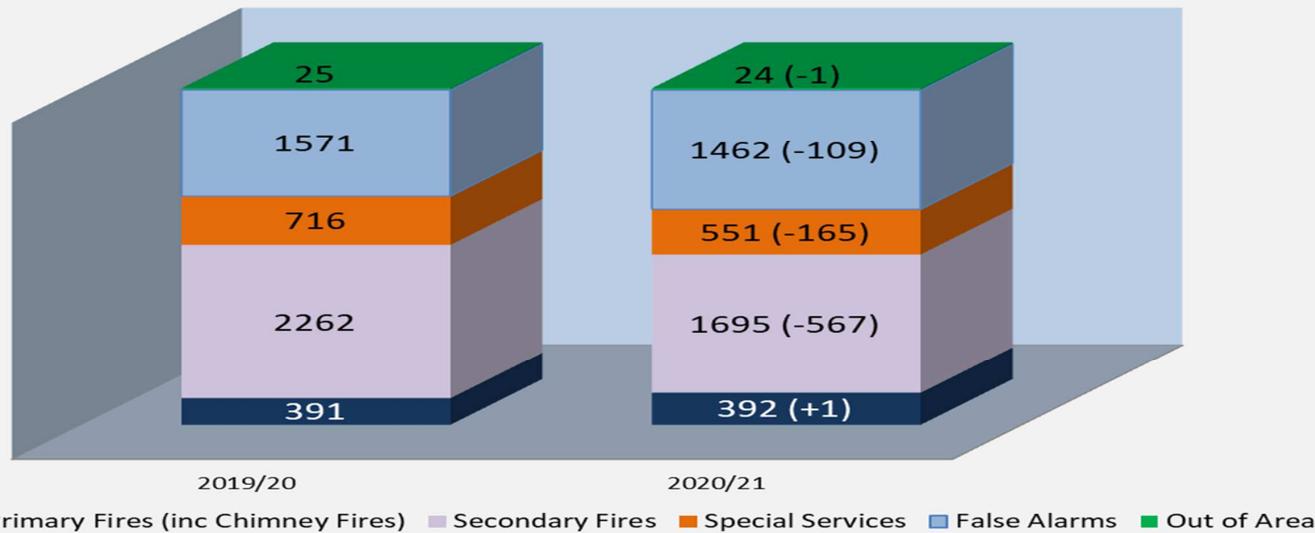
Prevention: Safer Homes

The Brigade has conducted 6,073 **Home Fire Safety Visits** (HFSV) during the period 1st April - 30th September 2020/21 including 1,112 **Safe and Well Visits**. Within the HFSV there are 118 website referrals and 1373 referrals received from other agencies.

This is a **reduction of 2,337 (-28%)** HFSV and an **increase of +368 (+49%)** SAW compared to Q2 2019/20, when the Brigade completed 8,410 HFSV and 744 SAW respectively.

Resulting from the 1112 SAW visits, 4.2% (42) of these led to referrals to other agencies for support and/or items of risk reduction equipment. This is a **45% reduction** compared to 2019/20 when further referrals and/or equipment was provided to 77 individuals.

Operational crews completed 4,232 HFSV compared to 6,160 in 2019/20; a **reduction of 1,928 (31%)**.

Hubs and Advocates completed 1,841 HFSV compared to 2,250 in 2019/20; a **reduction of 409 (18%).**

Fire Control

During the period April - September 2020/21 Fire Control dealt with **5,780 emergency calls**, a reduction **of 19% (-1361)** from the same period in 2019/20.

Emergency Response

During the quarters 1 and 2 2020/21 we responded to **4,124 incidents,** a reduction of 844 (-17%) compared to the same period in 2019/20.

Comparing 2020/1 to 2019/20, there have been **increases** in:
Primary Fires (including chimney fires) by **0.25% (1)** from **391 to 392**

There have been **decreases** in:
Secondary Fires by **25% (567)** from **2,262 to 1,695**
False Alarms by **7% (109)** from **1,571 to 1,462**
Special Services by **23% (165)** from 716 to 551

Fire incidents account for **51% (2,087)** of total incidents with **Primary Fires excluding Chimney Fires (391)** and **Secondary Fires (1695)** accounting for **10%** and **41%** of all incidents attended respectively. **84% (1,759)** of fires attended have been classified as **deliberate** in nature.

Special Services account for **13% (551)** incidents attended.

False Alarms account for **36% (1462)** of all incidents attended of which **911 (12%)** are **False Alarm Good Intents**, **510 (22%)** due to **Automated False Alarms** and **41 (1%) Malicious False Alarms**.

Protection: Safer Buildings - Risk Based Inspections

During the period April - September 2020/21, **426 audit inspections** of industrial and commercial premises have been completed compared to 902 during the same period in 2019/20, a **reduction of 476 (-53%)**. This is made up of 249 (58%) planned audits (Risk Based Inspection Programme Audits) and 177 (42%) reactive audits from in year referrals.

Of these audits, station based advisers completed 29 (7%) of the audits with the remaining 397 (93%) by Fire Engineering staff.

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

	RBIP	Complete	%
High Risk	6	1	17%
Medium Risk	1833	182	10%
Low Risk	596	62	10%
Very Low Risk	258	4	2%
No Risk	46	0	0%
Total	2739	249	9%

MEASURING PERFORMANCE

The Community Integrated Risk Management Plan (2018 to 2022) identifies three strategic goals supported by six strategic objectives and twenty strategic outcomes. The strategic goals are:

- Safer, Stronger Communities;
- A Proud, Passionate, Professional and Inclusive Workforce;
- Efficient Use of Resources.

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

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

We will assess this performance against the following criteria;

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

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

Stage 1 Assessment of Each Indicator:

Every indicator identified in each Strategic Outcome will be allocated a performance RAG rating using the following criteria:

Stage 1

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

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

Stage 2: Assessment of each Strategic Outcome:

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

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

Stage 2

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

BRIGADE SUMMARY

Exceptionally Good Performance

- Zero Accidental Dwelling Fire or Deliberate Dwelling Fire Fatalities during quarter 1 in current year, previous year and 5 years previous;

- 40% reduction in Deliberate Dwelling Fires;

- All response benchmarks performing well within target;

- National Resilience Mobilisation targets met on 100% of occasions;

- 30% (3) reduction in the number of people killed in Road Traffic Collisions;

- 25% (567) reduction in the number of Secondary Fires;

- Reduction in rate of sickness absence by 30% (1.52 shifts per employee) across all staff groups in comparison to the previous year;

- 57% reduction in the number of RIDDOR reportable accidents from 7 to 3.

Areas For Improvement

- Accidental Dwelling Fires increased by 16% from 67 to 78;

- 15 Accidental Dwelling Fire Injuries;

- 5% increase in False Alarm Good Intent in Dwellings from 291 to 306.

- 16% year on year decrease in the percentage of annual risk based inspection completed

SAFER STRONGER COMMUNITIES

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

Performance Summary: Safer Stronger Communities

Below is a summary of our performancefor the period 1st April to 30th September 2020 against our Strategic Goal 1.

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

Strategic Goal: Safer, Stronger Communities

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

Strategic Outcome 1.1.1: Safer Homes

	Indicator	2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	% Direction of travel from target
1.1.1.1	Number of Accidental Dwelling Fires	61	67	78	+16% ⇑ (+11)	+28% ⇑ (+17)	58	+34% ⇑ (+20)
1.1.1.2	Number of Deliberate Dwelling Fires	29	48	29	-40% ⇓ (-19)	0% ⇔	39	-26% ⇓ (-10)
1.1.1.3	Number of Accidental Dwelling Fire Fatalities	0	0	0	0% ⇔	0% ⇔	0	0% ⇔
1.1.1.4	Number of Deliberate Dwelling Fire Fatalities	0	0	0	0% ⇔	0% ⇔	0	0% ⇔
1.1.1.5	Number of Accidental Dwelling Fire Injuries	4	0	15	+100% ⇑ (+15)	+275% ⇑ (+11)	4	+275% ⇑ (+11)
1.1.1.6	Number of Deliberate Dwelling Fire Injuries	0	0	4	+100% ⇑ (+4)	+100% ⇑ (+4)	-	-
1.1.1.7	Number of False Alarm Good Intents in Dwellings	317	291	306	+5% ⇑ (+15)	-3% ⇓ (-11)	303	+1% ⇑ (+3)
1.1.1.8	Percentage of ADFs which have received a HFSV within 5 years prior to the ADF	-	67%	25%	-42% ⇓	No Comparator information	-	-
1.1.1.9	Percentage of Dwellings which have received a HFSV	54%	60%	61%	+1% ⇑	+7% ⇑	-	-
1.1.1.10	Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	-	00:04:59 (618/714)	00:04:52 (598/670)	-2% (00:00:07) ⇓	No Comparator information	00:07:00	-30% (00:02:08) ⇓
1.1.1.11	First Appliance Attendance to a Dwelling Fire Within 10 Minutes on 90% of Occasions	-	96% (688/714)	98% (654/670)	+2% ⇑	No Comparator information	90%	+8% ⇑
1.1.1.12	Average time of a Second Appliance Attendance to a Dwelling Fire (10 Minutes)	-	00:07:02 (498/575)	00:06:44 (495/567)	-4% (00:00:18) ⇓	No Comparator information	00:10:00	-33% (00:03:16) ⇓
	Safer Homes Overall Performance Judgement				**Performing Well**	**Performing Well**		**Performing Well**

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Hartlepool District	19/20	20/21
Accidental Dwelling Fire Fatality	0	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	0	12
Deliberate Dwelling Fire Injury	0	0
Accidental Dwelling Fires	12	16
Deliberate Dwelling Fires	11	9
False Alarm Good Intents in Dwellings	51	57

Redcar & Cleveland District	19/20	20/21
Accidental Dwelling Fire Fatality	0	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	0	2
Deliberate Dwelling Fire Injury	0	0
Accidental Dwelling Fires	12	10
Deliberate Dwelling Fires	10	4
False Alarm Good Intents in Dwellings	80	79

Hartlepool

Stockton-on-Tees

Middlesbrough

Redcar and Cleveland

Stockton District	19/20	20/21
Accidental Dwelling Fire Fatality	0	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	0	0
Deliberate Dwelling Fire Injury	0	2
Accidental Dwelling Fires	17	25
Deliberate Dwelling Fires	9	6
False Alarm Good Intents in Dwellings	81	82

Middlesbrough District	19/20	20/21
Accidental Dwelling Fire Fatality	0	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	0	1
Deliberate Dwelling Fire Injury	0	2
Accidental Dwelling Fires	26	27
Deliberate Dwelling Fires	18	10
False Alarm Good Intents in Dwellings	79	88
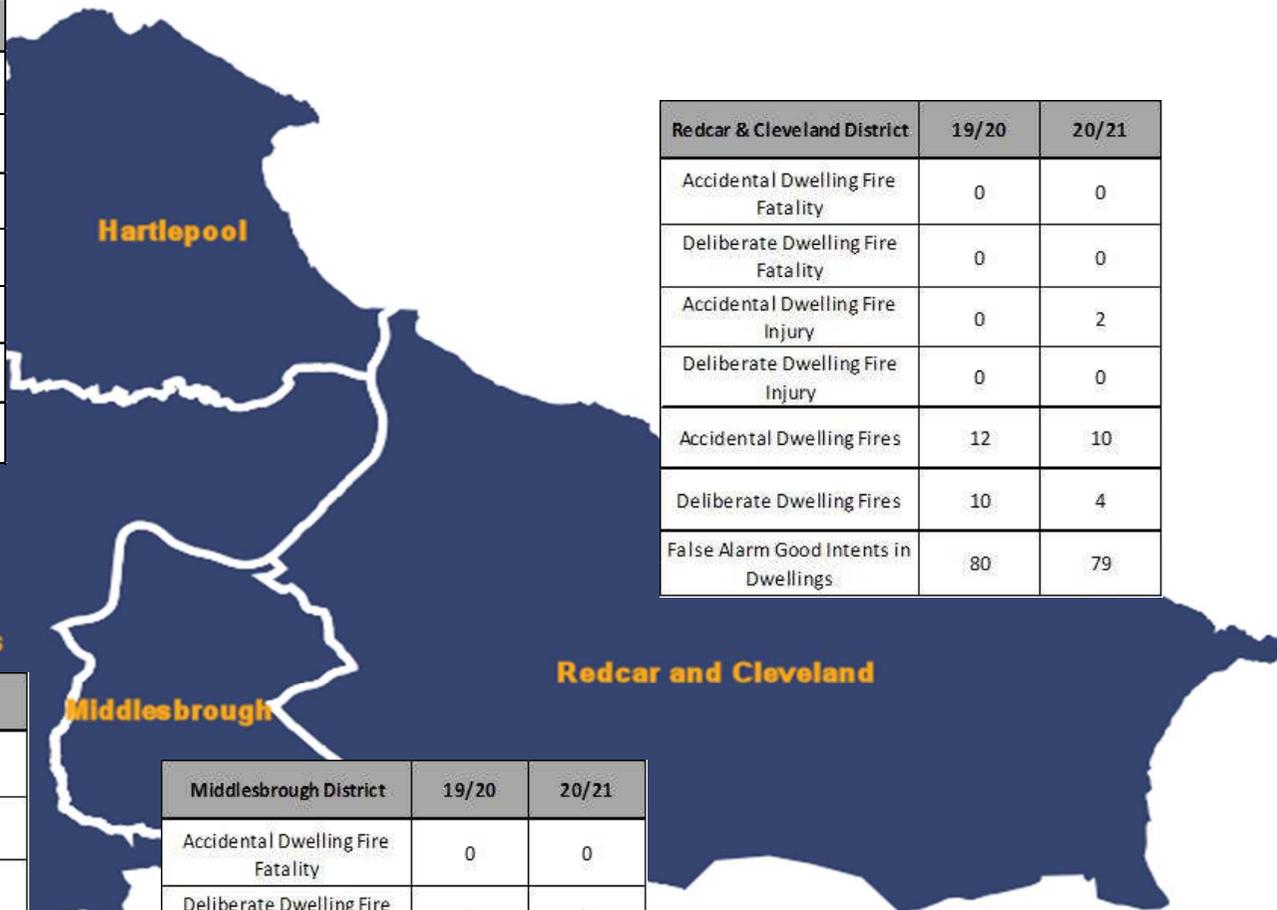
Strategic Goal: Safer, Stronger Communities

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

Strategic Outcome 1.1.2 Safer Buildings

	Indicator	2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	% Direction of travel from target
1.1.2.1	Percentage of the annual risk based inspection program completed in approved frequency*	-	25% (552/2214)	9% (249/2739)	-16% ⬇	No Comparator Information	50%	-41% ⬇
1.1.2.3	Percentage of enforcement notices that are completed within prescribed timescales	-	33% (1/3)	67% (2/3)	+34% ⬆	No Comparator Information	100%	-33% ⬇
1.1.2.4	Number of Fatalities in Industrial and Commercial Fires	0	0	0	0% ⬌	0% ⬌	0	0% ⬌
1.1.2.5	Number of Injuries in Industrial and Commercial Fires	1	0	0	0% ⬌	-100% (-1) ⬇	-	-
1.1.2.6	Number of Industrial and Commercial Fires	39	33	29	-12% (-4) ⬇	-26% (-10) ⬇	32	-9% (-3) ⬇
1.1.2.7	Number of Non Domestic Unwanted Automated Fire Alarm Calls received**	—	291	252	-13% (-39) ⬇	no comparator information	-	-
1.1.2.8	Number of attendances at Non Domestic Unwanted Automated Fire Alarm Calls	390	261	226	-13% (-35) ⬇	-42% (-164) ⬇	214	+6% (12) ⬆
1.1.2.10	Average time of first appliance attendance to a building fire (7 Minutes)	-	00:04:58 (1041/1200)	00:04:53 (969/1109)	-2% (00:00:05) ⬇	No Comparator Information	00:07:00	-30% (00:02:07) ⬇
1.1.2.11	First appliance attendance to a building fire within 10 minutes on 90% of occasions	-	96% (1156/1200)	97% (1076/1109)	1% ⬆	No Comparator Information	90%	+7% ⬆
1.1.2.12	Average time of second appliance to attend a building fire incident (10 minutes)	-	00:07:06 780/911	00:06:51 (708/817)	-4% (00:00:15) ⬇	No Comparator Information	00:10:00	-32% (00:03:09) ⬇
1.1.2.13	Percentage of Consultations completed within prescribed timescales	-	-	96% (103/107)	No Comparator Information	No Comparator Information	100%	-4% ⬇
1.1.2.14	Percentage of Licensing Consultations completed within prescribed timescales	-	-	100% (99/99)	No Comparator Information	No Comparator Information	100%	0% ⬌
1.1.2.15	Percentage of Building (72d) Risk Information scheduled to be reviewed during the year that has been reviewed*	-	-	19% (19/102)	No Comparator Information	No Comparator Information	100%	-81% ⬇
	Safer Buildings Overall Performance Judgement				**Performing Well**	**Performing Strongly**		**Performing Well**

*249 planned completed plus 177 reactive total of 426 completed.

Strategic Goal: Safer, Stronger Communities

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

Strategic Outcome 1.1.3 Safer Roads

	Indicator	2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	Direction of travel from target
1.1.3.1	Number of Road Traffic Collisions attended by the Brigade	184	177	106	-40% (-71) ⬇	-42% (-78) ⬇	-	-
1.1.3.2	Number of Fatalities in Road Traffic Collisions (police data)	4	10	7	-30% (-3) ⬇	+75% (+3) ⬆	-	-
1.1.3.3	Number of people seriously injured in Road Traffic Collisions (police data)	104	92	57	-38% (-35) ⬇	-45% (-47) ⬇	-	-
1.1.3.4	Number of people suffering slight injuries Road Traffic Collisions (police data)	535	316	244	-23% (-72) ⬇	-54% (-291) ⬇	-	-
1.1.3.5	Average time of first appliance attendance to an immediate life threatening / rescue Road Traffic Collisions (8 minutes)	-	00:05:13 (101/120)	00:05:37 (56/65)	+8% (00:00:25) ⬆	No Comparator Information	00:08:00	-30% (00:02:23) ⬇
	Safer Roads Overall Performance Judgement				**Performing Strongly**	**Performing Well**		**Performing Strongly**

Strategic Goal: Safer, Stronger Communities

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

Strategic Outcome 1.1.4 Safer High Hazard Industries

	Indicator	2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	% Direction of travel from target
1.1.4.1	Number of Incidents within identified High Hazard sites	13	10	3	-70% (-7) ⇩	-77% (-10) ⇩	-	-
1.1.4.2	Average time of first appliance attendance to a Life Risk incident at a High Hazard site (7 minutes)	-	00:04:29 (12/13)	00:05:20 (7/9)	+19% (00:00:51) ⇧	No Comparator Information	00:07:00	-24% (00:01:40) ⇩
1.1.4.3	Average time of full mobilisation to a Worse Case Planning Scenario incident at a High Hazard site (20 minutes)	-	-	-	No Incidents	-	00:20:00	-
1.1.4.4	Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	00:19:56	00:22:09	No reported mobilisations	No Comparator Information	No Comparator Information	00:16:00	No reported mobilisations
1.1.4.5	Percentage of High Hazard sites risk information that have been reviewed during the year*	not reported	not reported	27% (8/30)	No Comparator Information	No Comparator Information	50%	-23% ⇩
	Safer High Hazard Overall Performance Judgement				**Performing Well**	**Performing Strongly**		**Performing Well**

*Figure is based on all reviews completed. None completed so far in 2020

	Strategic Goal: Safer, Stronger Communities

Strategic Goal: Safer, Stronger Communities

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

Strategic Outcome 1.1.5 Safer Neighbourhoods and Environment

	Indicator	2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	% Direction of travel from target
1.1.5.1	Number of Deliberate Fire Fatalities	0	1	0	-100% (-1) ⇩	0% ⇔	0	0% ⇔
1.1.5.2	Number of Deliberate Fire Injuries	1	0	4	+100% (+4) ⇧	+300% (+3) ⇧	0	+100% (+4) ⇧
1.1.5.3	Number of Deliberate Fires	1685	2321	1759	-24% (-562) ⇩	4% (+74) ⇧	2029	-13% (-270) ⇩
1.1.5.4	Number of Deliberate Primary Fires	173	217	207	-5% (-10) ⇩	+20% (+34) ⇧	218	-5% (-11) ⇩
1.1.5.5	Number of Deliberate Primary Fire Vehicles	94	109	112	3% (+3) ⇧	19% (+18) ⇧	-	-
1.1.5.6	Number of Deliberate Secondary Fires	1512	2104	1552	-26% (-552) ⇩	+3% (+40) ⇧	1775	-13% (-223) ⇩
1.1.5.7	Number of Water Rescue Incidents	3	5	1	-80% (-4) ⇩	-67% (-2) ⇩	-	-
	Safer Neighbourhoods Overall Performance Judgement				**Performing Well**	**Adequate Performance**		**Performing Well**

Hartlepool District	19/20	20/21
Primary Fires	86	81
Secondary Fires	383	306
Deliberate Fires	392	325

Hartlepool

Redcar & Cleveland District	19/20	20/21
Primary Fires	88	96
Secondary Fires	692	471
Deliberate Fires	692	477

Stockton-on-Tees

Redcar and Cleveland

Stockton District	19/20	20/21
Primary Fires	102	102
Secondary Fires	465	354
Deliberate Fires	478	360

Middlesbrough

Middlesbrough District	19/20	20/21
Primary Fires	108	112
Secondary Fires	722	564
Deliberate Fires	759	597

Supplementary Indicators							
Indicator	2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	% Direction of travel from target
Total Number of 999 calls to Fire Control	6926	7141	5780	-19% (-1361) ⇩	-17% (-1146) ⇩	-	-
Number of times a Fire Appliance assigned to an incident failed to respond	-	4	4	0% ⇔	No Comparator Information	-	-
Number of Primary Fire Fatalities	0	3	0	-100% (-3) ⇩	0% ⇔	0	0% ⇔
Number of Primary Fire Injuries	8	1	19	+100% (+18) ⇧	+138% (+11) ⇧	8	+138% (+11) ⇧
Percentage of all fires that are classed as Accidental Fires	23%	13%	16%	For Information Purposes Only		-	-
Percentage of all fires that are classed as Deliberate Fires	77%	87%	84%			-	-
Number of Primary Fires	346	384	391	+2% (+7) ⇧	+13% (+45) ⇧	355	+10% (+36) ⇧
Number of Secondary Fires	1853	2262	1695	-25% (-567) ⇩	-9% (-158) ⇩	1846	-8% (-151) ⇩
Average time taken to answer an emergency 999 call (7 seconds)	-	6.4	5.79	-10% (-0.61) ⇩	No Comparator Information	7	-17% (-1.21) ⇩
Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	69	71	98	+39% (+27 sec) ⇧	+42% (+29 sec) ⇧	100	-2% (-2 sec) ⇩
Percentage of Occasions Fire Control mobilise a Fire Appliance within 2 minutes of the call	-	89%	92%	+3% ⇧	No Comparator Information	98%	-6% ⇩
Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	-	99%	98%	-0.5% ⇩	No Comparator Information	100%	-2% ⇩
Percentage of Retained appliances meeting the Book Mobile threshold of 5 Minutes	-	72%	73%	+1% ⇧	No Comparator Information	100%	-27% ⇩

Strategic Goal: Safer, Stronger Communities

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

Strategic Outcome 1.1.6: Supported National Resilience

	Indicator	2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	% Direction of travel from target
1.1.6.1	Percentage of times the DIM (G8) National Resilience resource is mobilised within 60 minutes	-	100%	100% (5/5)	0% ⬄	No Comparator Information	100%	0% ⬄
1.1.6.2	Percentage of times the MDU (G9) New Dimensions asset is mobilised within 60 minutes of request to mobilise	-	no mobilisations	no mobilisations	No Comparator Information	No Comparator Information	100%	-
1.1.6.3	Percentage of times the National Resilience Assets (DIM G8 and MDU G9) are available for emergency response	-	-	100%	No Comparator Information	No Comparator Information	100%	0% ⬄
	National Resilience Overall Performance Judgement				**Performing Strongly**	**Not Measured**		**Performing Strongly**

Strategic Goal: Safer, Stronger Communities

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

Strategic Outcome 1.2.1: Improved Health Outcomes

	Indicator	2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	% Direction of travel from target
1.2.1.1	**Percentage of Safe and Well visits that lead to a positive intervention (equipment and / or referral for additional support)**	-	12%	4%	-8% ⇩	No Comparator Information	-	-
1.2.1.2	**Number of falls related emergency admission aged 65+ to hospital ***	-	-	-	No Comparator Information	No Comparator Information	-	-
1.2.1.3	**Percentage of Co-responder incidents attended by the Brigade where medical treatment was provided by CFB**	78% (7/9)	100% (11/11)	100% (2/2)	0% ⇔	+22% ⇧	-	-
Improved Health Overall Performance Judgement					**Performing Well**	**Performing Strongly**		**Not measured**

* To be reported 1/4ly in arrears due to delays in obtaining data externally from Health. In Q1 2020 the data is not available as Health are reporting their data tool to collate is not functioning

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 September 2020 against our Strategic Goal 2

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

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

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

Strategic Outcome 2.1.1: A Healthy Workforce

	Indicator	2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	% Direction of travel from target
2.1.1.1	Percentage of operational staff who have completed fitness assessments during year*	-	84%	64%	-20%	No Comparator Information	100%	-36%
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%	92%	-4%	No Comparator Information	100%	-8%
2.1.1.4	Average Number of Duty days lost to sickness absence per employee - All Staff	3.48	5.38	2.95	-45% (-2.43) ⇩	-15% (-0.53) ⇩	3.36	-12% (-0.41) ⇩
2.1.1.5	Average Number of Duty days lost to sickness absence per employee - Wholetime	3.34	5.03	3.51	-30% (-1.52) ⇩	+5% (+0.17) ⇧	3.50	+0.3% (+0.01) ⇧
2.1.1.6	Average Number of Duty days lost to sickness absence per employee - Retained	2.16	6.67	1.21	-82% (-5.46) ⇩	-44% (-0.95) ⇩	3.00	-60% (-1.79) ⇩
2.1.1.7	Average Number of Duty days lost to sickness absence per employee - Fire Control	2.99	4.80	3.25	-32% (-1.55) ⇩	+9% (+0.26) ⇧	3.00	+8% (+0.25) ⇧
2.1.1.8	Average Number of Duty days lost to sickness absence per employee - Green Book	4.97	5.49	2.57	-53% (-2.92) ⇩	-48% (-2.40) ⇩	3.00	-14% (-0.43) ⇩
2.1.1.9	Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness	-	25%	21%	-4% ⇩	No Comparator Information	-	-
2.1.1.10	Number of people who exceed Phased Return Limits	-	0	1	100% (1) ⇧	No Comparator Information	0	100% (1) ⇧
2.1.1.11	Number of people who exceed Modified Duties Limits	-	2	6	200% (4) ⇧	No Comparator Information	0	100% (6) ⇧
2.1.1.12	Length of time on Phased Return Duty**	-	-	150	No Comparator Information	No Comparator Information	-	-
2.1.1.13	Length of time on Modified Duties**	-	-	910	No Comparator Information	No Comparator Information	-	-
A Healthy Workforce Overall Performance Judgement					Performing Well	Performing Well		Adequate Performance

* no assessments in Qtr 1 due to pandemic

** cumulative days

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

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

Strategic Outcome 2.1.2: A Safe Workforce

	Indicator	2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	% Direction of travel from target
2.1.2.1	Number of Violence to Staff Incidents (verbal and/or physical)	7	25	24	-4% (-1) ⇩	+243% (+17) ⇧	15	+60% (+9) ⇧
2.1.2.2	Number of RIDDOR Reportable Accidents	1	7	3	-57% (-4) ⇩	+200% (+2) ⇧	0	+300% (+3) ⇧
2.1.2.3A	Number of Accidents resulting in physical injury	15	9	6	-33% (-3) ⇩	-60% (-9) ⇩	2	+200% (+4) ⇧
2.1.2.3B	Incidents resulting in injury	12	10	12	+20% (+2) ⇧	0% ⇔	-	-
2.1.2.4	Number of Accidents resulting in damage to property	0	1	0	-100% (-1) ⇩	0% ⇔	1	100% (-1) ⇩
2.1.2.5	Number of Near Misses	10	9	7	-22% (-2) ⇩	-30% (-3) ⇩	7	0% ⇔
2.1.2.6	Number of Vehicle Accidents	19	20	15	-25% (-5) ⇩	-21% (-4) ⇩	13	+15% (+2) ⇧
	A Safe Workforce Overall Performance Judgement				**Performing Well**	**Performing Well**		**Adequate Performance**

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

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

Strategic Outcome 2.2.1: A Competent and Trained Workforce

	Indicator	2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	Direction of travel from target
2.2.1.3	**Maintaining Competence: Percentage of Operational and Fire Control personnel (WT/Retained/Fire Control from FF to GM Level) who have been assessed as maintaining competency aligned to PDR core skills**	-	-	73%	No Comparator Information	No Comparator Information	75%	-2% (-2) ⇩
2.2.1.4	**Maintaining Competence: Percentage of Green Book Personnel (Grade A - J) who have been assessed as maintaining competence aligned to PDR Core Skills***	-	-	-	No Comparator Information	No Comparator Information	-	
2.2.1.6	**Percentage of staff who have received a Personnel Development Review during the current financial year****	65%	97%	82%	-15% ⇩	+17% ⇧	100%	-18%
2.2.1.7	**Percentage of Personnel who have completed training on areas identified within the approved Training Needs Assessment**	annual indicator			No Comparator Information	No Comparator Information	-	-
2.2.1.8	**Percentage of operational exercises undertaken and completed as a proportion of the Annual Operational Exercise Programme*****	-	-	21% (3/14)	No Comparator Information	No Comparator Information	50%	-29% ⇩
A Competent & Trained Workforce Overall Performance Judgement					**Requires Improvement**	**Performing Strongly**		**Requires Improvement**

* Reportable from 2021

** Data reportable from Quarter 2 2020-21

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

Strategic Goal: A Proud, Passionate, Professional and Inclusive Workforce
Strategic Objective 2.3: We will develop our leaders to lead within a modern fire and rescue service
Strategic Outcome 2.3.1: Outstanding Leaders

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

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

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

Strategic Outcome 2.4.1: A Great Workforce culture

	Indicator	2015/2016	2019/20	2019/20	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	Direction of travel from target
2.4.1.1	All Staff Turnover as a proportion of the Workforce				-	-	-	-
2.4.1.2	All Staff Voluntary turnover as a proportion of the workforce				-	-	-	-
2.4.1.3	All Staff voluntary turnover as a proportion of the workforce females				-	-	-	-
2.4.1.14	Grievance cases		Annual Measures		-	-	-	-
2.4.1.15	Grievances - Bullying and Harassment				-	-	-	-
2.4.1.16	Grievances - Discriminatory behaviour				-	-	-	-
2.4.1.17	Whistleblowing cases				-	-	-	-
2.4.1.18	Disciplinary Cases				-	-	-	-
A Great Workforce Culture Overall Performance Judgement					-	-	-	-

Strategic Outcome 2.4.1: A Great Workforce culture - Measures on the Make up Of Staff to increasingly reflect the communities we serve								
	Indicator	2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Cleveland Area Make up	Direction of travel from Cleveland Average
2.4.1.4	Females in All Staff Group Posts				-	-	-	-
2.4.1.5	Females in Grey Book Wholetime Positions				-	-	-	-
2.4.1.6	Females in Retained Positions				-	-	-	-
2.4.1.7	Females in Fire Control Positions				-	-	-	-
2.4.1.8	Females in Green Book Positions				-	-	-	-
2.4.1.9	Staff classed as BME		Annual Measures		-	-	-	-
2.4.1.10	Staff classed as BME Grey Book				-	-	-	-
2.4.1.11	Staff classed as BME Retained				-	-	-	-
2.4.1.12	Staff classed as BME Fire Control				-	-	-	-
2.4.1.13	Staff classes as BME Green Book				-	-	-	-
2.4.1.19	Promotion Applications WT & Retained				-	-	-	-
2.4.1.20	Promotions of WT and Retained Females				-	-	-	-

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

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

Strategic Outcome 2.5.1: A sustainable workforce

	Indicator	2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	Direction of travel from target
2.5.1.1	Percentage of time 18 or more appliances are available to respond to Emergency Calls*	-	60%	71%	+11% ⇑	No Comparator Information	-	-
2.5.1.2	Percentage of time Retained appliances are available for operational response	-	67%	64%	-3% ⇓	No Comparator Information	-	-
	A Sustainable Workforce Culture Overall Performance Judgement				Performing Well	Not Measured		Not Measured

* Data collection commenced June 2018

EFFICIENT USE OF RESOURCES

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

Performance Summary: Efficient Use of Resources

Below is a summary of our performance for the period 1st April to 30th September 2020 against our Strategic Goal 3

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

Strategic Goal: Efficient Use of Resources

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

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

	Indicator	2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	Direction of travel from target
3.1.1.1	Number of Internal Audit reports classed as limited assurance or below	-	0	0	0% ⬄	No Comparator Information	0	0% ⬄
3.1.1.2	Number of Internal Audit recommendations not completed and signed off by Internal Audit by the due deadline	-	1	0	-100% ⬇	No Comparator Information	0	0% ⬄
3.1.1.3	Public Contracts Regulations 2015: Percentage of invoices paid within 30 days	-	98%	98% (1152/1177)	0% ⬄	No Comparator Information	100%	-2.1% ⬇
3.1.1.4	Public Contracts Regulations 2015: Interest Paid due to late payment of invoices	-	£ -	£ -	0% ⬄	No Comparator Information	0	0% ⬄
	Governance Overall Performance Judgement				**Performing Strongly**	**Not Measured**		**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	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	Direction of travel from target
Measures under development	-	-	-	Measures Under Development	Measures Under Development	-	-
Value for Money Overall Performance Judgement				**Measures Under Development**	**Measures Under Development**		**Measures Under Development**

Strategic Goal: Efficient Use of Resources

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

Strategic Outcome: 3.1.3: Optimum Use of Human Resources

	Indicator	2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	Direction of travel from target
3.1.2.1	Number of Malicious False Alarms	62	82	41	-50% (-41) ⇩	-34% (-21) ⇩	54	-24% (-13) ⇩
3.1.2.2	Percentage of Malicious False Alarms resulting in mobilisation of a fire appliance	54%	63%	60%	-3% ⇩	+6% ⇧	-	-
3.1.3.1	Staff Turnover: Percentage of staff leaving the Brigade as a proportion of the total workforce	–	5%	5%	0% ⇔	No Comparator Information	-	-
3.1.3.2	No of FTE posts vacant at end of the reporting period	66.54	43.98	54.84	+25% (+10.86) ⇧	-18% (-11.70) ⇩	-	-
1.1.2.9	Percentage of call questioned Non Domestic Fire Alarm Calls where no fire is confirmed that the Brigade attends	-	8%	14%	+6% ⇧	No Comparator Information	-	-
	Optimum Use of Human Resources Overall Performance Judgement				**Adequate Performance**	**Performing Well**		**Performing Strongly**

EMERGENCY RESPONSE BENCHMARKS SUMMARY

EMERGENCY RESPONSE BENCHMARKS

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

Response Benchmarks

Fire Control and Mobilisation

Indicator		2019/20	2020/21	Target	% Direction of travel from target
1.1.5.9	Average time taken to answer an emergency 999 call (7 seconds)	6.40	5.79	7.00	-17% ⇩
1.1.5.10	Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	71	98	100	-2% ⇩
1.1.5.11	Percentage of times a fire appliance is dispatched to an emergency in 2 minutes	89%	92%	98%	-6% ⇩
1.1.5.12	Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	99%	98%	100%	-2% ⇩
1.1.5.13	Percentage of Retained appliances meeting the Book Mobile threshold of 5 Minutes	72%	73%	100%	-27% ⇩

Building Fires

	Indicator	2019/20	2020/21	Target	% Direction of travel from target
1.1.1.10	Average time of first appliance attendance to a Dwelling Fire (7 Minutes)	00:04:59 (618/714)	00:04:52 (598/670)	00:07:00	-30% ⇩
1.1.1.11	First appliance attendance to a Dwelling Fire within 10 minutes on 90% of occasions	96% (688/714)	98% (654/670)	90%	8% ⇧
1.1.1.12	Average time of second appliance to attend a Dwelling Fire incident (10 minutes)	00:07:02 (498/575)	00:06:44 (495/567)	00:10:00	-33% ⇩
1.1.2.10	Average time of first appliance attendance to a building fire (7 Minutes)	00:04:58 (1041/1200)	00:04:53 (969/1109)	00:07:00	-30% ⇩
1.1.2.11	First appliance attendance to building fires within 10 minutes on 90% of occasions	96% (1156/1200)	97% (1076/1109)	90%	+7% ⇧
1.1.2.12	Average time of second appliance to attend a building fire incident (10 minutes)	00:07:06 780/911	00:06:51 (708/817)	00:10:00	-33% ⇩

Road Traffic Collisions

	Indicator	2019/20	2020/21	Target	% Direction of travel from target
1.1.3.5	Average time of first appliance attendance to an immediate life threatening / rescue RTC (8 minutes)	00:05:13 (101/120)	00:05:37 (56/65)	00:08:00	-30%

High Hazard

Indicator		2019/20	2020/21	Target	% Direction of travel from target
1.1.4.2	Average time of first appliance attendance to an incident at an industrial site (7 minutes)	00:04:29 (12/13)	00:05:20 (7/9)	00:07:00	-24% ⇩
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	00:22:09	No reported mobilisations	00:16:00	-

Building Fire analysis on Benchmark Failures

Time taken to arrive at scene (minutes and seconds)	Number of occasions
07:00-07:59	52
08:00-08:59	32
09:00-09:59	22
10:00-10:59	14
11:00-11:59	4
12:00-12:59	5
13:00-13:59	5
>15 minutes	6
Total Fails	140

End Main Type	Number of Main Type
F1	25
F3	2
FA	73
FG	35
FM	4
NS	1
Total	140

Map of 1st and 2nd Benchmark failures (Buildin

(blue)	Pump 1
(green)	Pump 2
(icon)	Fire Stations
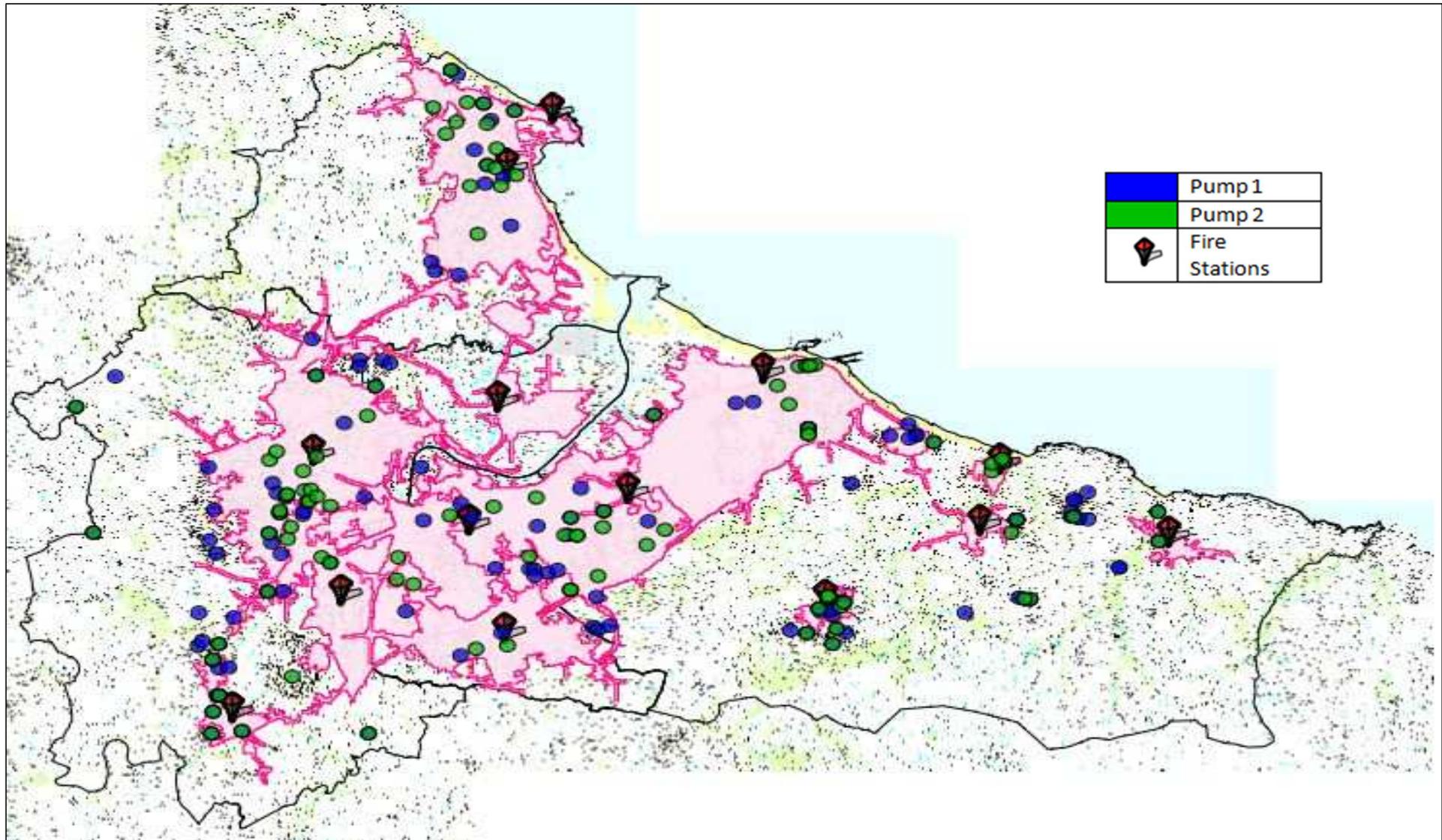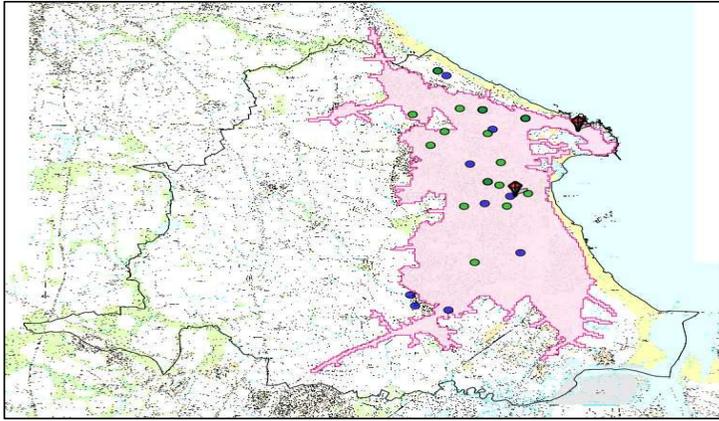
Hartlepool District
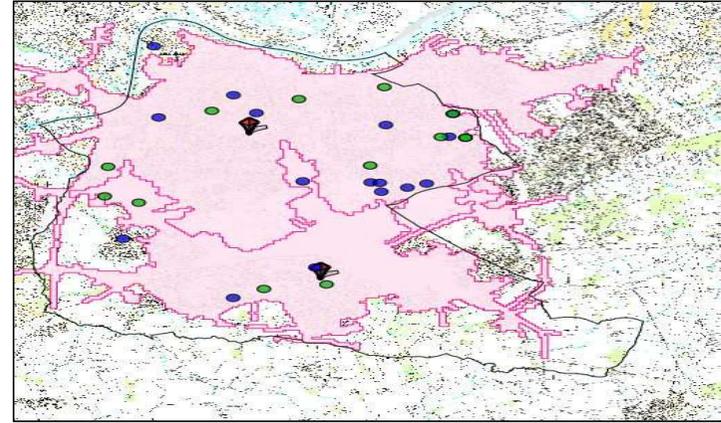
Middlesbrough District
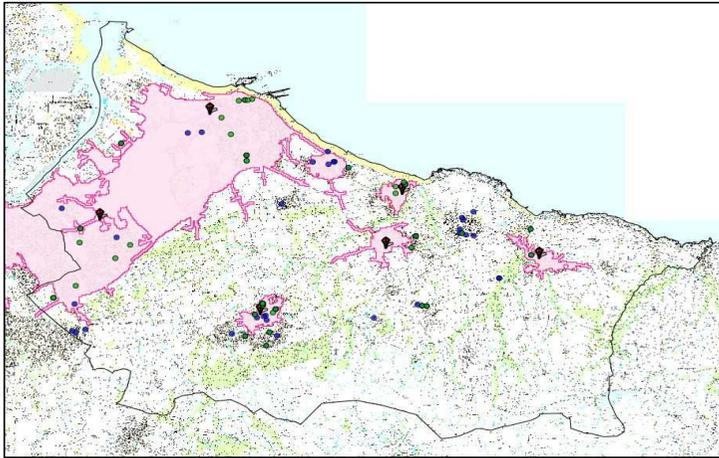
Redcar & Cleveland District
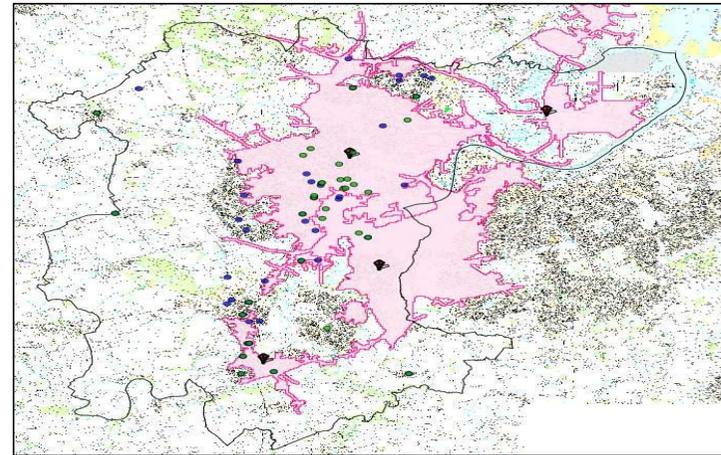
Stockton District

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.

APPENDIX 1: TREND ANALYSIS

Trend Analysis

In order to form an opinion as to whether strategies are working and being effective the following section, detailing performance over a number of years to show the direction of trend, has been provided for information purposes.

Year end performance has not been assessed against this information as our approved and validated Performance Assessment Framework assesses performance against the following categories;
(in) Previous Years Performance
(ii) 5 Years Performance (Direction of Travel Judgement)
(iii) Performance Targets

The Brigade's approved target setting methodology uses a trend analysis when calculating and setting targets hence performance assessment against targets will provide an indication of performance against trend.

The information detailed in appendix 1 has been extracted from the relevant Annual Performance and Efficiency Reports for the time period in question - any amendments to the data after these reports have been published will not be reflected in the information quoted.

During 2019/20 there has been a review of indicators within the corporate suite of indicators. Where new indicators have been introduced no trend analysis has been provided retrospectively as systems and appropriate datasets will not be available.

RAG Rating : Performance compared against previous reporting period

Strategic Outcome 1.1.1: Safer Homes						
Quarter 2 April to September	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Number of Accidental Dwelling Fires	61	58	80	56	67	78
Number of Deliberate Dwelling Fires	29	33	43	41	48	29
Number of Accidental Dwelling Fire Fatalities	0	0	2	0	0	0
Number of Deliberate Dwelling Fire Fatalities	0	0	0	0	0	0
Number of Accidental Dwelling Fire Injuries	4	3	6	6	0	15
Number of Deliberate Dwelling Fire Injuries	0	4	0	0	0	4
Number of False Alarm Good Intents in Dwellings	317	317	324	360	291	306
Percentage of ADFs which have not received a HFSV prior to the ADF	-	-	-	-	67%	25%
Percentage of Dwellings which have received a HFSV	54%	-	58%	59%	60%	61%
Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	-	-	-	-	00:04:59 (618/714)	00:04:52 (598/670)
First Appliance Attendance to a Dwelling Fire Within 10 Minutes on 90% of Occasions	-	-	-	-	96% (688/714)	98% (654/670)
Average time of a Second Appliance Attendance to a Dwelling Fire (10 Minutes)	-	-	-	-	00:07:02 (498/575)	00:06:44 (495/567)

Number of Accidental Dwelling Fires

61, 58, 80, 56, 67, 78 (2015/16 – 2020/21)

Number of Accidental Dwelling Fire Injuries

4, 3, 6, 6, 0, 15 (2015/16 – 2020/21)

Number of Accidental Dwelling Fire Fatalities

0, 0, 2, 0, 0, 0 (2015/16 – 2020/21)

Number of False Alarm Good Intents in Dwellings

317, 317, 324, 360, 291, 306 (2015/16 – 2020/21)

Number of Deliberate Dwelling Fires

Year	Value
2015/16	29
2016/17	33
2017/18	43
2018/19	41
2019/20	48
2020/21	29

Number of Deliberate Dwelling Fire Injuries

Year	Value
2015/16	0
2016/17	4
2017/18	0
2018/19	0
2019/20	0
2020/21	4

Percentage of Dwellings which have received a HFSV

Year	Value
2015/16	54%
2016/17	0
2017/18	58%
2018/19	59%
2019/20	60%
2020/21	61%
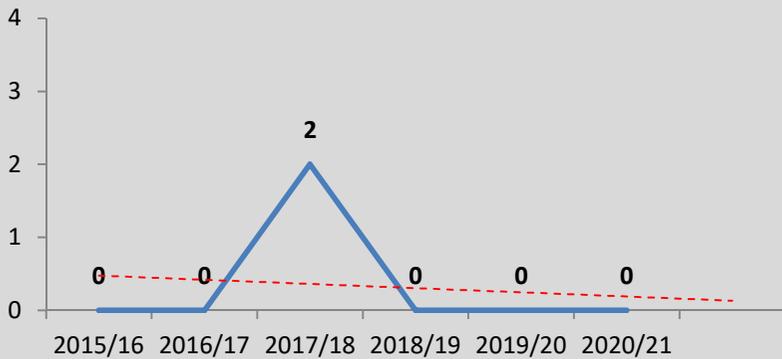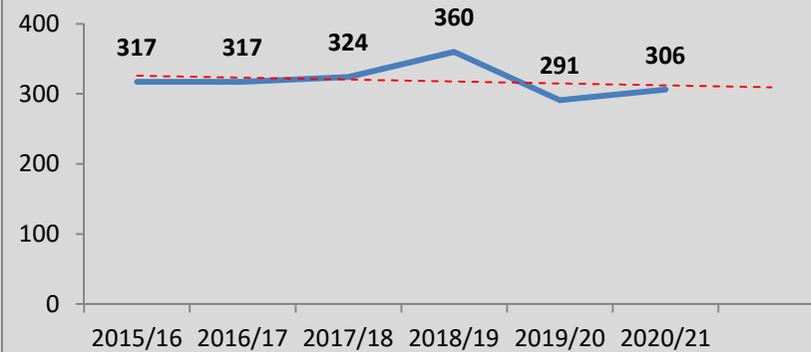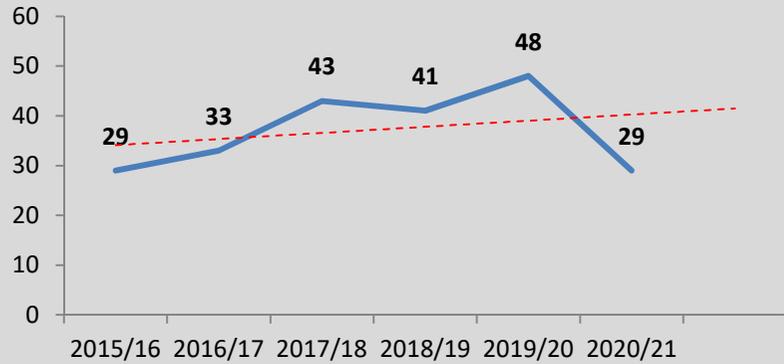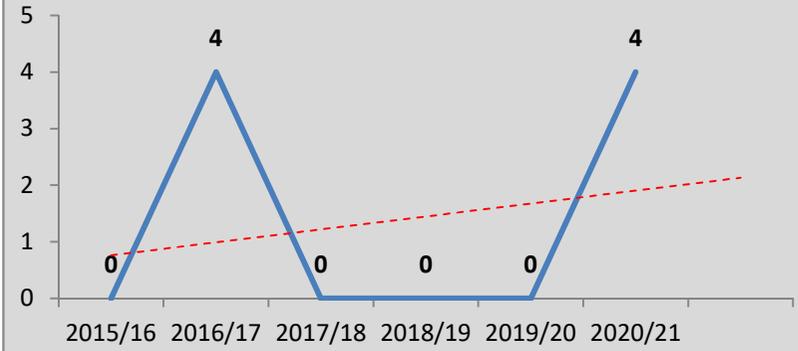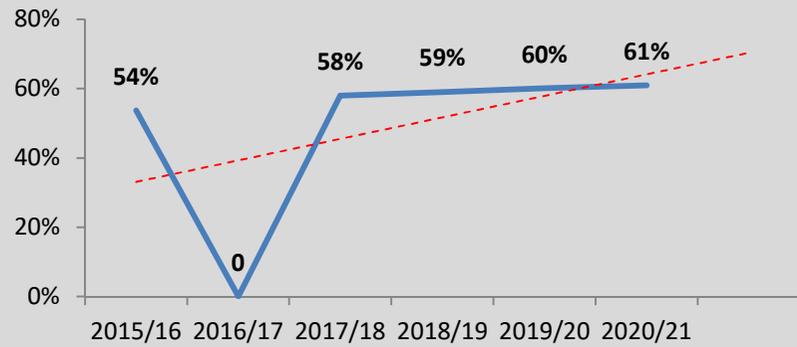
| **Strategic Outcome 1.1.2 Safer Buildings**						
Quarter 2 April to September	**2015/16**	**2016/17**	**2017/18**	**2018/19**	**2019/20**	**2020/21**
Percentage of the annual risk based inspection program completed in approved frequency	-	-	-	**29%**	**25% (552/2214)**	**4% (97/2739)**
Percentage of enforcement notices that are completed within prescribed timescales	-	-	**67% (2/3)**	**100% (1/1)**	**33% (1/3)**	**67% (2/3)**
Number of Fatalities in Industrial and Commercial Fires	**0**	**0**	**0**	**0**	**0**	**0**
Number of Injuries in Industrial and Commercial Fires	**1**	**0**	**0**	**0**	**0**	**0**
Number of Industrial and Commercial Fires	**39**	**30**	**29**	**24**	**33**	**29**
Number of Non Domestic Unwanted Automated Fire Alarm Calls received	-	-	-	-	**291**	**252**
Number of attendances at Non Domestic Unwanted Automated Fire Alarm Calls	**390**	**514**	**416**	**305**	**261**	**226**
Average time of first appliance attendance to a building fire (7 Minutes)	-	-	-	**00:04:50**	**00:04:58 (1041/1200)**	**00:04:53 (969/1109)**
First appliance attendance to a building fire within 10 minutes on 90% of occasions	-	-	-	**98%**	**96% (1156/1200)**	**97% (1076/1109)**
Average time of second appliance to attend a building fire incident (10 minutes)	-	-	-	**00:06:47**	**00:07:06 780/911**	**00:06:51 (708/817)**
Percentage of Consultations completed within prescribed timescales	-	-	-	-	-	**96% (103/107)**
Percentage of Licensing Consultations completed within prescribed timescales	-	-	-	-	-	**100% (99/99)**
Percentage of Building (72d) Risk Information scheduled to be reviewed during the year that has been reviewed	-	-	-	-	-	**19% (19/102)**

Number of Industrial and Commercial Fires
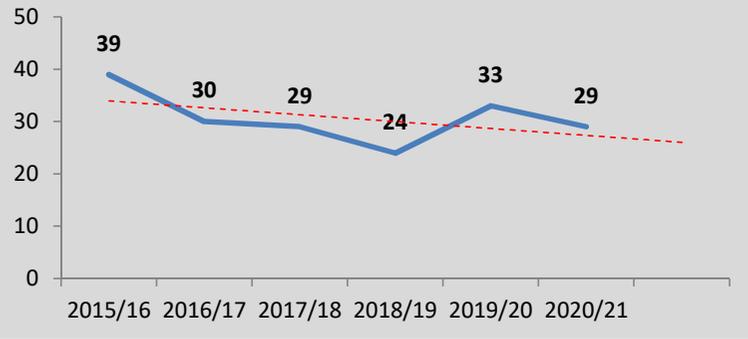
Year	Value
2015/16	39
2016/17	30
2017/18	29
2018/19	24
2019/20	33
2020/21	29

Number of Injuries in Industrial and Commercial Fires

Year	Value
2015/16	1
2016/17	0
2017/18	0
2018/19	0
2019/20	0
2020/21	0

Attendances at Non Domestic Unwanted AFAs

Year	Value
2015/16	390
2016/17	514
2017/18	416
2018/19	305
2019/20	261
2020/21	226
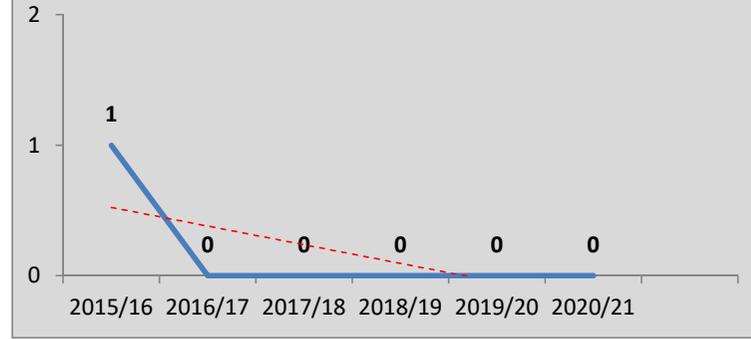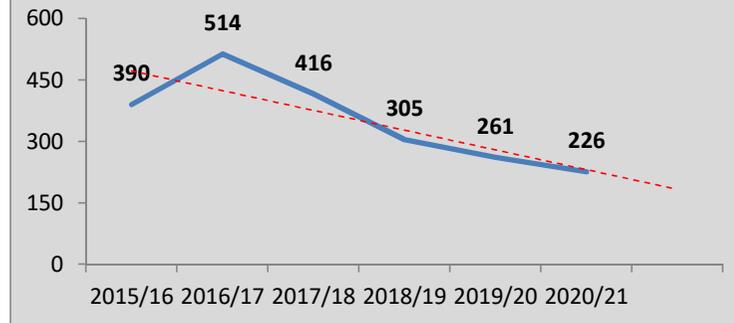
Strategic Outcome 1.1.3 Safer Roads						
Quarter 2 April to September	**2015/16**	**2016/17**	**2017/18**	**2018/19**	**2019/20**	**2020/21**
Number of Road Traffic Collisions attended by the Brigade	184	163	167	137	177	106
Number of Fatalities in Road Traffic Collisions	4	2	3	5	10	7
Number of people seriously injured in Road Traffic Collisions	104	65	67	56	92	57
Number of people suffering slight injuries in Road Traffic Collisions	535	434	373	347	316	244
Average time of first appliance attendance to an immediate life threatening / rescue RTC (8 minutes)	-	-	-	00:05:18	00:05:13 (101/120)	00:05:37 (56/65)

| Strategic Outcome 1.1.4 Safer High Hazard Industries						
	2015/16	**2016/17**	**2017/18**	**2018/19**	**2019/20**	**2020/21**
Number of Incidents within identified High Hazard sites	-	-	-	6	10	3
Average time of first appliance attendance to a Life Risk incident at a High Hazard site (7 minutes)	-	-	-	00:05:13	00:04:29 (12/13)	00:05:20 (7/9)
1.1.4.3 Average time of full mobilisation to a Worse Case Planning Scenario incident at a High Hazard site (20 minutes)	-	-	-	-	no incidents	no incidents
1.1.4.4 Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	-	-	-	-	00:22:09	No reported mobilisations
1.1.4.5 Percentage of High Hazard sites risk information that have been reviewed during the year	-	-	-	-	-	27% (8/30)

Road Traffic Collisions attended by the Brigade
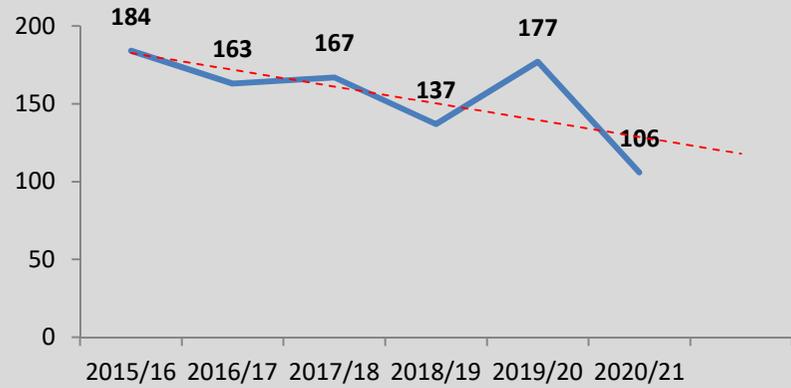
184 163 167 137 177 106

2015/16 2016/17 2017/18 2018/19 2019/20 2020/21

Slight injuries in Road Traffic Collisions

535 434 373 347 316 244

2015/16 2016/17 2017/18 2018/19 2019/20 2020/21

Number of Fatalities in Road Traffic Collisions

4 2 3 5 10 7

2015/16 2016/17 2017/18 2018/19 2019/20 2020/21

Number of people seriously injured in Road Traffic Collisions

104 65 67 56 92 57

2015/16 2016/17 2017/18 2018/19 2019/20 2020/21

Number of Incidents within identified High Hazard sites

- 2018/19: 6
- 2019/20: 10
- 2020/21: 3
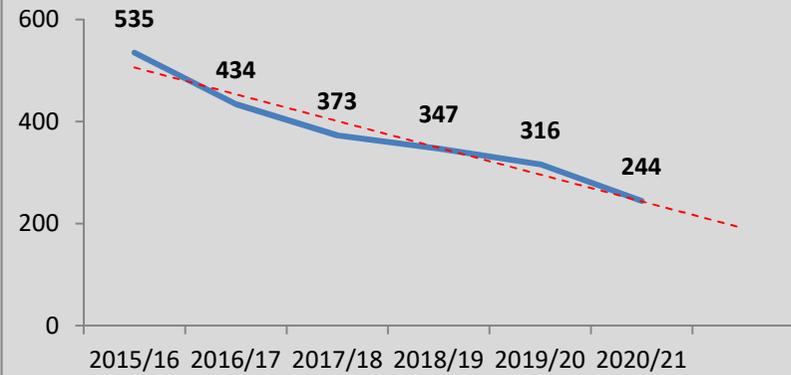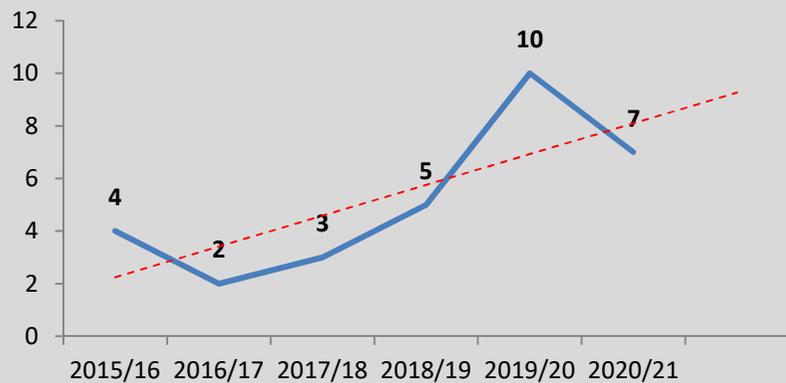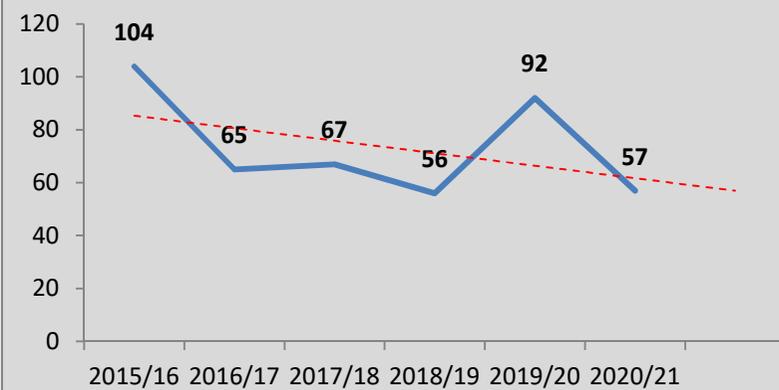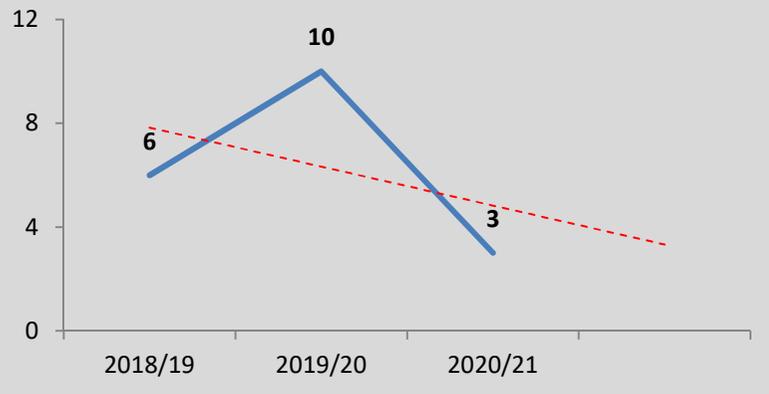
Average Attendance time of 1st Appliance to a Life Risk High Hazard site

- 2018/19: 00:05:13
- 2019/20: 00:04:29
- 2020/21: 00:05:20
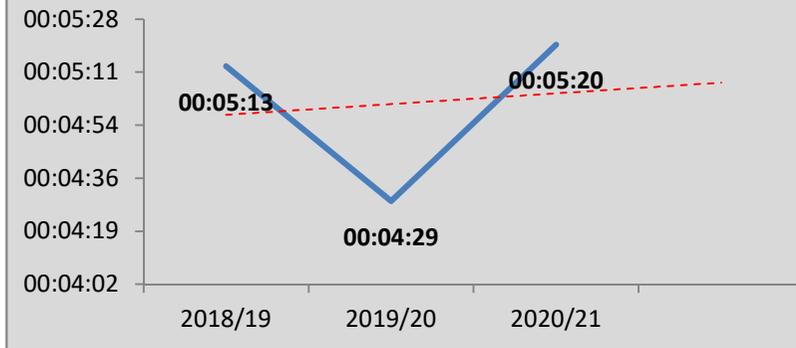
Average time of 1st appliance attendance to a life threatening RTC

- 2018/19: 00:05:18
- 2019/20: 00:05:13
- 2020/21: 00:05:37
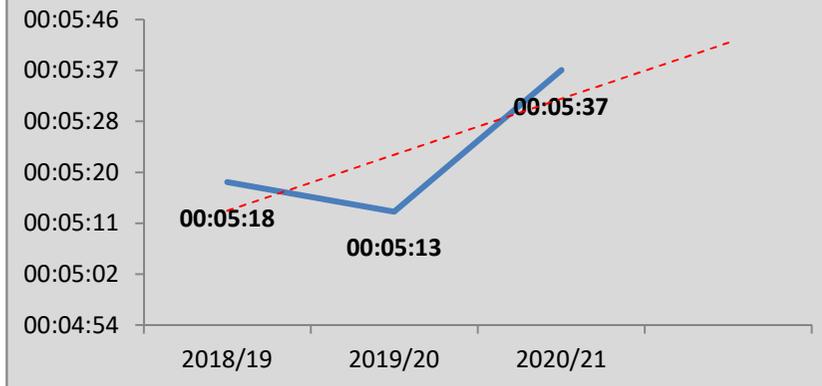
Strategic Outcome 1.1.5 Safer Neighbourhoods and Environment						
Quarter 2 April to September	**2015/16**	**2016/17**	**2017/18**	**2018/19**	**2019/20**	**2020/21**
Number of Deliberate Fire Fatalities	**0**	**0**	**0**	**0**	**1**	**0**
Number of Deliberate Fire Injuries	**1**	**4**	**0**	**0**	**0**	**4**
Number of Deliberate Fires	**1685**	**1431**	**1771**	**1907**	**2321**	**1759**
Number of Deliberate Primary Fires	**173**	**223**	**218**	**199**	**217**	**207**
Number of Deliberate Primary Fire Vehicles	**94**	**131**	**114**	**96**	**109**	**112**
Number of Deliberate Secondary Fires	**1512**	**1208**	**1553**	**1708**	**2104**	**1552**
Number of Water rescue incidents	**3**	**6**	**4**	**6**	**5**	**1**

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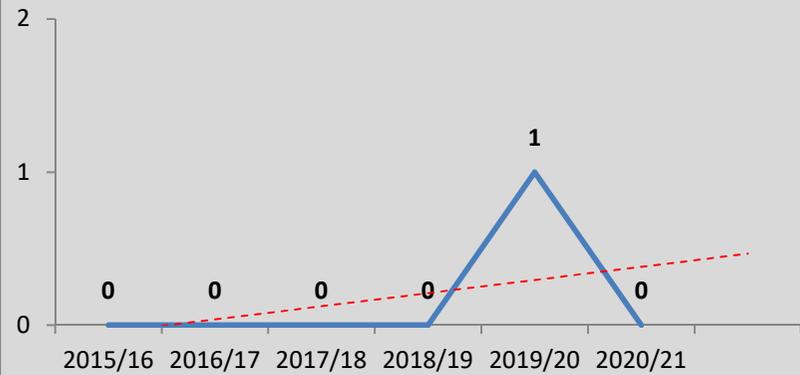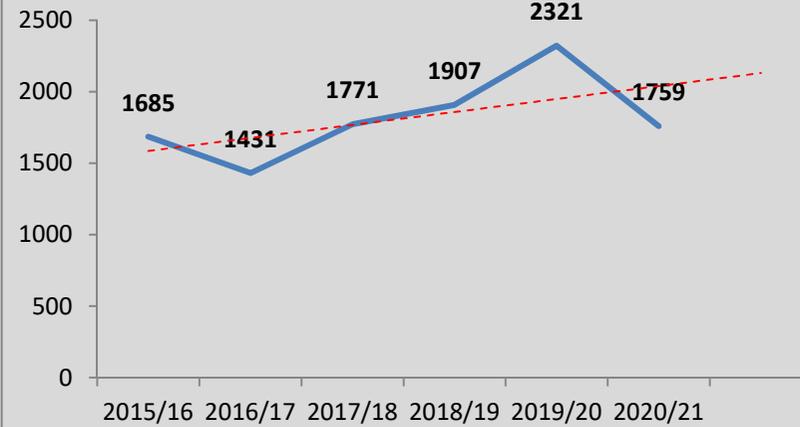
Year	Value
2015/16	0
2016/17	0
2017/18	0
2018/19	0
2019/20	1
2020/21	0

Number of Deliberate Fires

Year	Value
2015/16	1685
2016/17	1431
2017/18	1771
2018/19	1907
2019/20	2321
2020/21	1759

Number of Deliberate Fire Injuries

Year	Value
2015/16	1
2016/17	4
2017/18	0
2018/19	0
2019/20	0
2020/21	4

Number of Deliberate Primary Fires

Year	Value
2015/16	173
2016/17	223
2017/18	218
2018/19	199
2019/20	217
2020/21	207

Number of Deliberate Secondary Fires

Year	Value
2015/16	1512
2016/17	1208
2017/18	1553
2018/19	1708
2019/20	2104
2020/21	1552

Number of Deliberate Primary Fire Vehicles

Year	Value
2015/16	94
2016/17	131
2017/18	114
2018/19	96
2019/20	109
2020/21	112

Number of Water rescue incidents

Year	Value
2015/16	3
2016/17	6
2017/18	4
2018/19	6
2019/20	5
2020/21	1
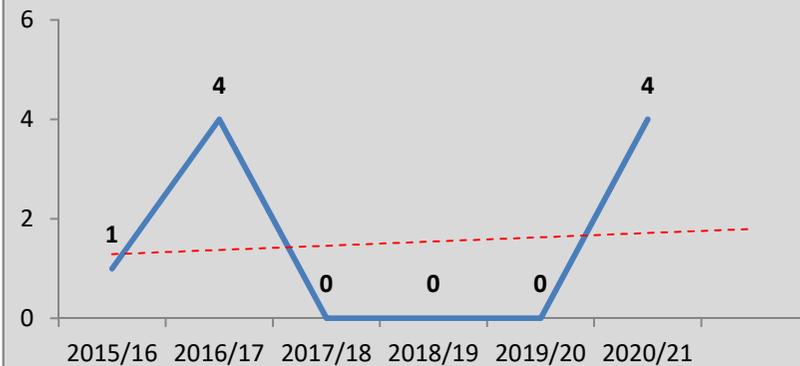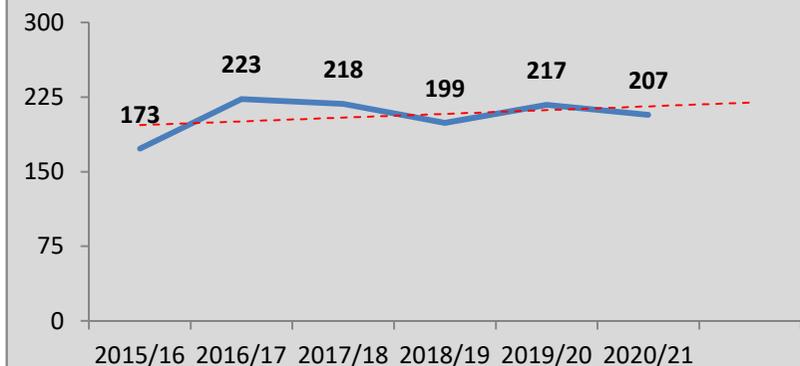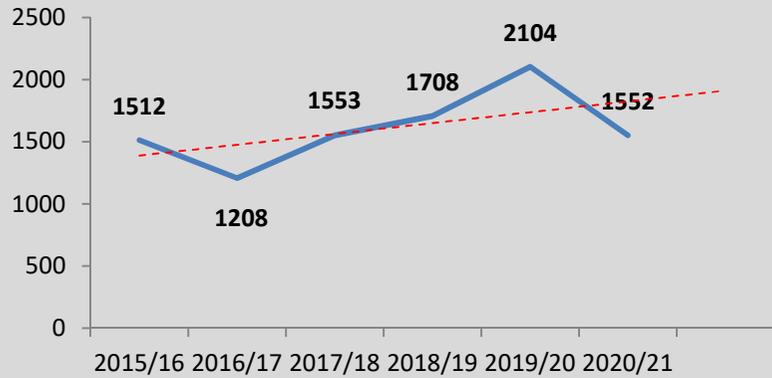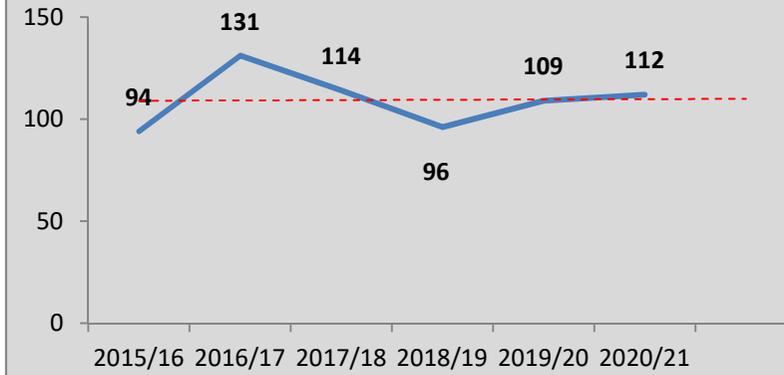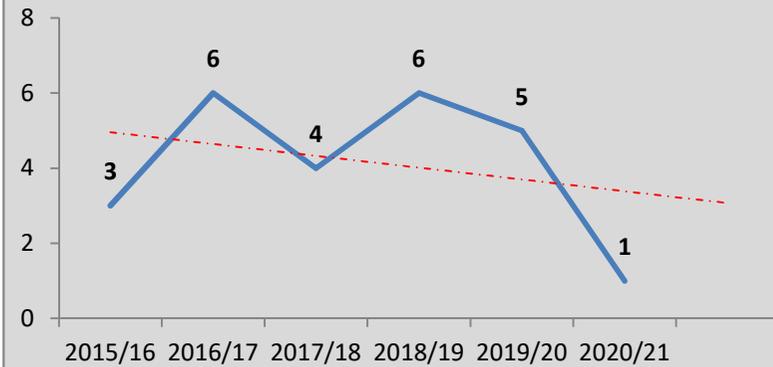
| Supplementary Indicators						
Quarter 2 April to September	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Total Number of 999 calls to Fire Control	6926	7307	7172	6691	7141	5780
Number of times a Fire Appliance assigned to an incident failed to respond	-	-	-	-	4	4
Number of Primary Fire Fatalities	0	1	2	0	3	0
Number of Primary Fire Injuries	8	7	6	6	1	19
Percentage of all fires that are classed as Accidental Fires	23%	22%	18%	17%	13%	16%
Percentage of all fires that are classed as Deliberate Fires	77%	78%	82%	83%	87%	84%
Number of Primary Fires	346	379	395	343	384	391
Number of Secondary Fires	1853	1444	1773	1947	2262	1695
Average time taken to answer an emergency 999 call (7 seconds)	-	-	-	7.77	6.4	5.79
Average time for Fire Control to mobilise a fire appliance to an incident (100 seconds)	-	-	78	86	71	98
Percentage of occasions Fire Control mobilise a Fire Appliance within 2 Minutes of the call	-	91%	94%	92%	89%	92%
Percentage of Wholetime appliances meeting Book mobile threshold of 2 minutes	-	99%	97%	98%	99%	98%
Percentage of Retained appliances meeting Book mobile threshold of 5 minutes	-	82%	73%	68%	72%	73%

Total Number of 999 received

6926 7307 7172 6691 7141 5780

2015/16 2016/17 2017/18 2018/19 2019/20 2020/21

Average time taken to answer an emergency 999 call

7.77 6.4 5.79

2018/19 2019/20 2020/21
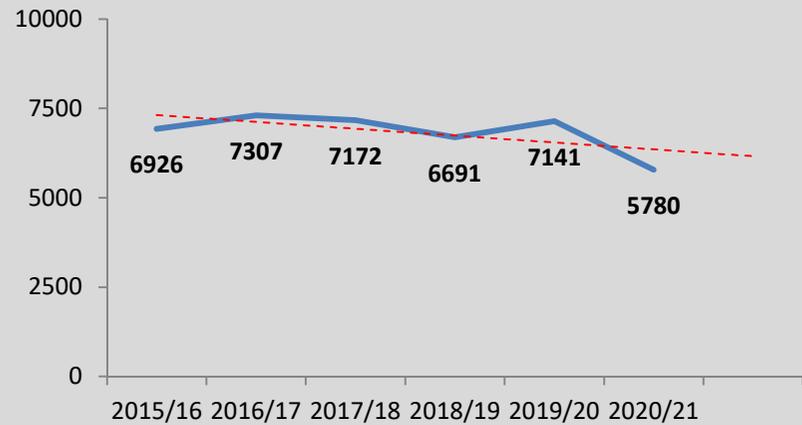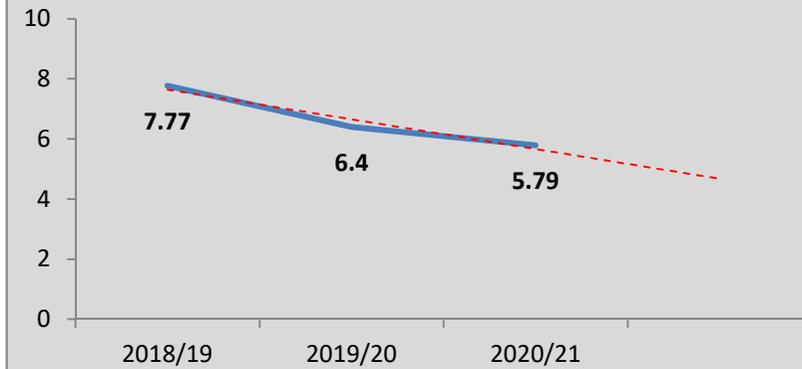
Average time to mobilise a fire appliance to an incident (100 seconds)

78 86 71 98

2017/18 2018/19 2019/20 2020/21
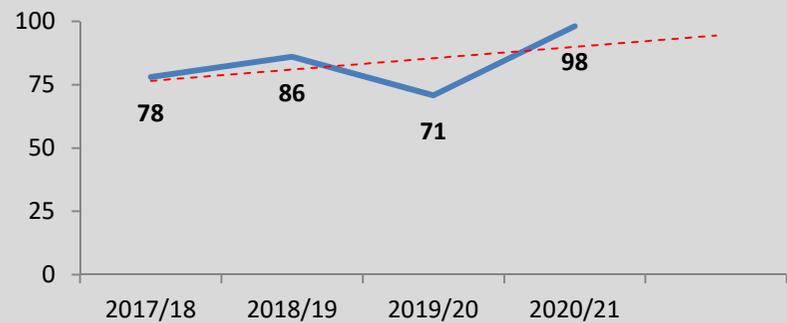
Percentage of occasions a Fire Appliance is mobilised within 2 Minutes of the call

91% 94% 92% 89% 92%

2016/17 2017/18 2018/19 2019/20 2020/21

Number of Primary Fires

2015/16: 346
2016/17: 379
2017/18: 395
2018/19: 343
2019/20: 384
2020/21: 391

Number of Secondary Fires

2015/16: 1853
2016/17: 1444
2017/18: 1773
2018/19: 1947
2019/20: 2262
2020/21: 1695

Number of Primary Fire Fatalities

2015/16: 0
2016/17: 1
2017/18: 2
2018/19: 0
2019/20: 3
2020/21: 0

Number of Primary Fire Injuries

2015/16: 8
2016/17: 7
2017/18: 6
2018/19: 6
2019/20: 1
2020/21: 19

Percentage of Wholetime appliances meeting Book mobile threshold of 2 minutes

Year	Percentage
2016/17	99%
2017/18	97%
2018/19	98%
2019/20	99%
2020/21	98%

Percentage of Retained appliances meeting Book mobile threshold of 5 minutes

Year	Percentage
2016/17	82%
2017/18	73%
2018/19	68%
2019/20	72%
2020/21	73%

Percentage of all fires that are classed as Accidental Fires

Year	Percentage
2015/16	23%
2016/17	22%
2017/18	18%
2018/19	17%
2019/20	13%
2020/21	16%

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

Strategic Outcome 1.2.1 Improved Health Outcomes						
Quarter 2 April to September	**2015/16**	**2016/17**	**2017/18**	**2018/19**	**2019/20**	**2020/21**
Percentage of Safe and Well visits that led to a positive intervention	-	-	23%	18%	12%	4%
Number of Falls related emergency admission aged 65+ to hospital*	-	-	596	684	-	data not reported
Percentage of Co-responder incidents where medical treatment was provided by CFB	-	-	100%	88%	100% (11/11)	100% (2/2)

* data provided in arrears from health

Percentage of Safe and Well visits that led to a positive intervention
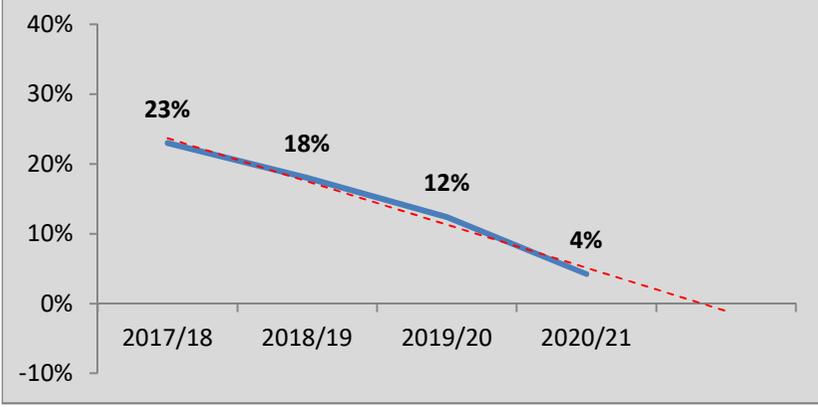
Percentage of Co-responder incidents where medical treatment was provided by CFB
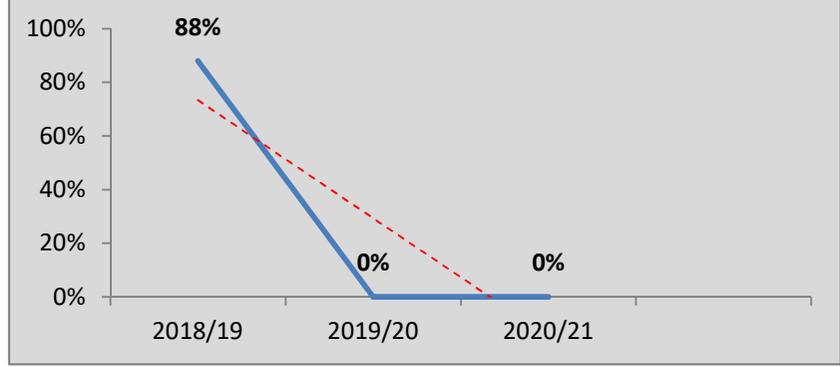
Strategic Outcome 2.1.1: A Healthy Workforce						
Quarter 2 April to September	**2015/16**	**2016/17**	**2017/18**	**2018/19**	**2019/20**	**2020/21**
Percentage of operational staff who have completed fitness assessments during year	-	-	62%	90%	84%	64%
Percentage of Operational staff Achieving Passes in Relevant VO2 Rates	-	-	90%	98%	96%	92%
Average Number of Duty days lost to sickness absence per employee - All Staff	3.48	4.19	3.06	3.52	5.38	2.95
Average Number of Duty days lost to sickness absence per employee - Wholetime	3.34	3.69	2.79	3.91	5.03	3.51
Average Number of Duty days lost to sickness absence per employee - Retained	2.16	4.15	2.30	3.10	6.67	1.21
Average Number of Duty days lost to sickness absence per employee - Fire Control	2.99	2.95	3.75	2.86	4.80	3.25
Average Number of Duty days lost to sickness absence per employee - Green Book	4.97	6.14	4.04	2.84	5.49	2.57
Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness	-	-	33%	20%	25%	21%
Number of People who exceed Phased Return Limits	-	-	-	-	0	1
Number of people who exceed Modified Duties Limits	-	-	-	-	2	6
Length of Time on Phased Return Duty	-	-	-	-	-	150
Length of Time on Modified Duties	-	-	-	-	-	910

Average Number of Duty days lost to sickness absence per employee - All Staff
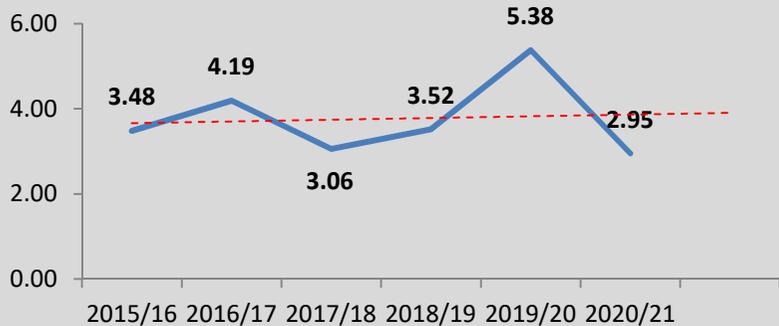
2015/16: 3.48
2016/17: 4.19
2017/18: 3.06
2018/19: 3.52
2019/20: 5.38
2020/21: 2.95

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

2015/16: 3.34
2016/17: 3.69
2017/18: 2.79
2018/19: 3.91
2019/20: 5.03
2020/21: 3.51

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

2015/16: 4.97
2016/17: 6.14
2017/18: 4.04
2018/19: 2.84
2019/20: 5.49
2020/21: 2.57

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

2015/16: 2.16
2016/17: 4.15
2017/18: 2.30
2018/19: 3.10
2019/20: 6.67
2020/21: 1.21

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

Year	Value
2015/16	2.99
2016/17	2.95
2017/18	3.75
2018/19	2.86
2019/20	4.80
2020/21	3.25
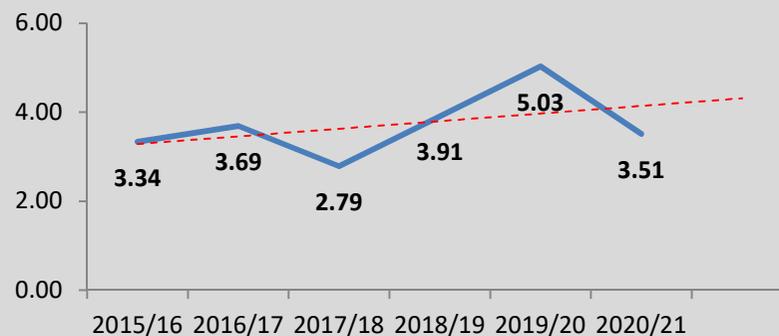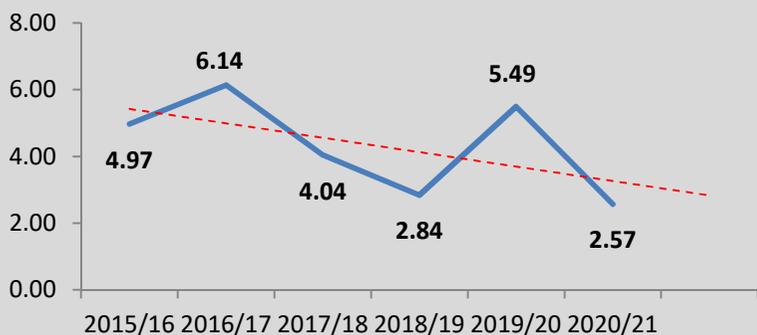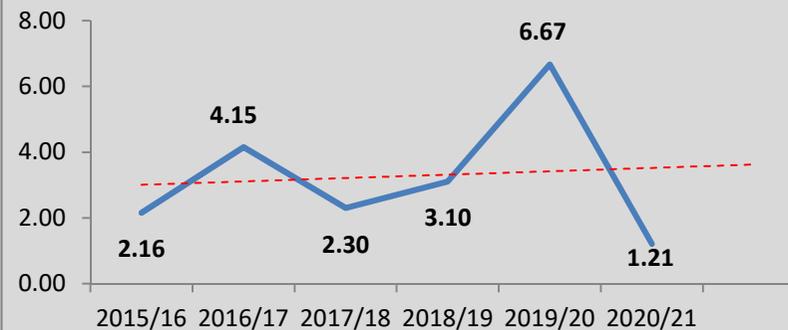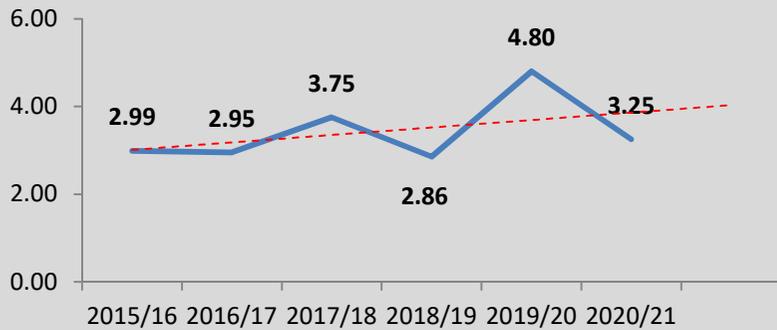
Percentage duty days lost recorded as Mental Health issues
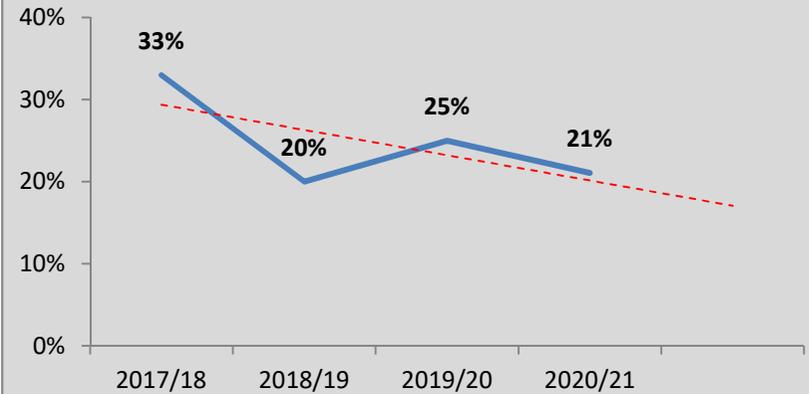
Year	Value
2017/18	33%
2018/19	20%
2019/20	25%
2020/21	21%

Percentage of operational staff who have completed fitness assessments during year

Year	Value
2018/19	90%
2019/20	84%
2020/21	64%

Percentage of Operational staff Achieving Passes in Relevant VO2 Rates

Year	Value
2018/19	98%
2019/20	96%
2020/21	92%
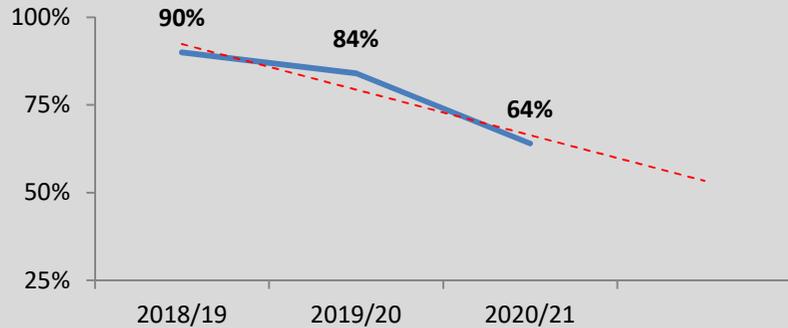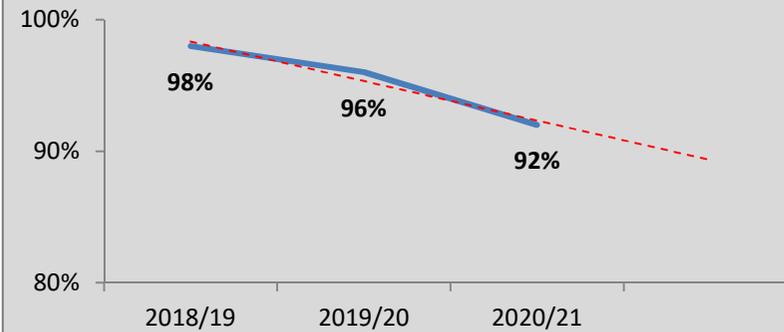
Strategic Outcome 2.1.2: A Safe Workforce						
	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Number of Violence to Staff Incidents (verbal and/or physical)	7	14	12	17	25	24
Number of RIDDOR Reportable Accidents	1	0	1	2	7	3
Number of Accidents resulting in physical injury	15	0	1	1	9	6
Incidents resulting in injury	-	-	-	10	10	12
Number of Accidents resulting in damage to property	0	2	3	3	1	0
Number of Near Misses	10	8	8	9	9	7
Number of Vehicle Accidents	19	22	22	16	20	15

Violence to Staff Incidents
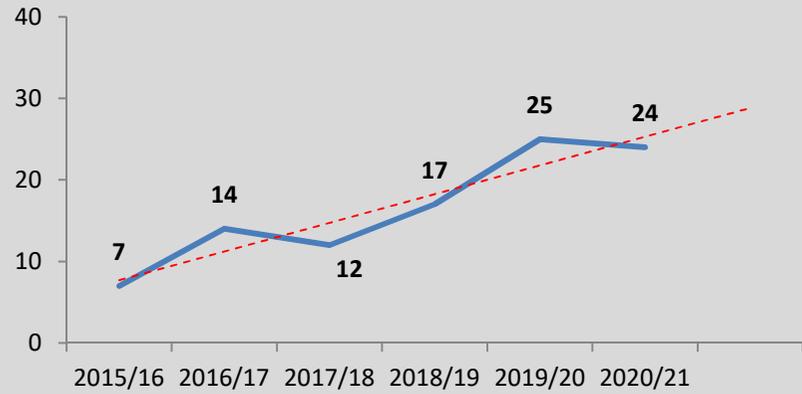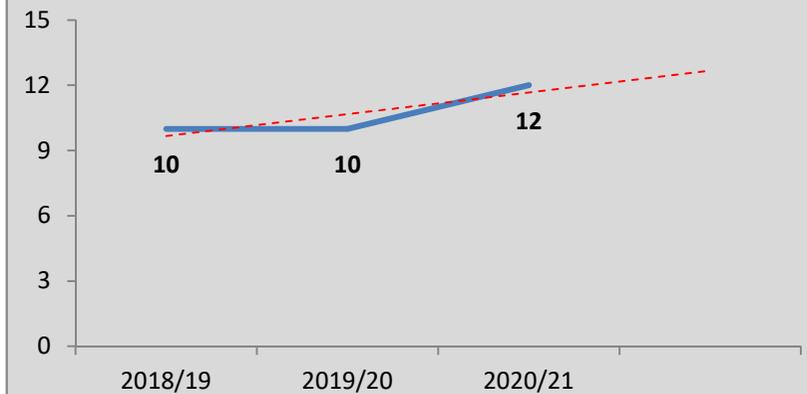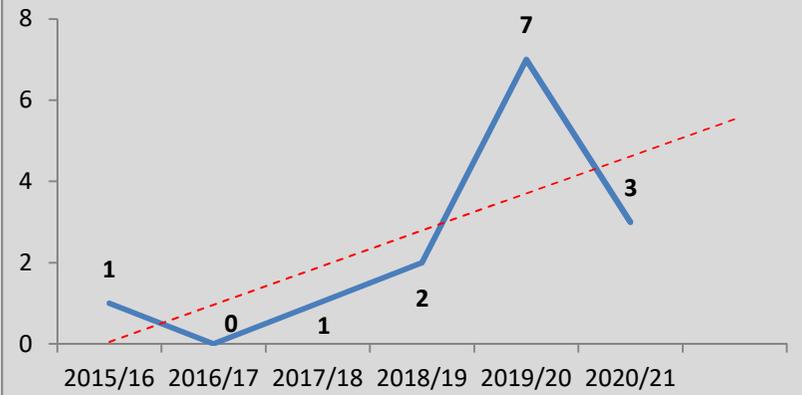
Year	Value
2015/16	7
2016/17	14
2017/18	12
2018/19	17
2019/20	25
2020/21	24

Incidents resulting in injury

Year	Value
2018/19	10
2019/20	10
2020/21	12

RIDDOR Reportable Accidents

Year	Value
2015/16	1
2016/17	0
2017/18	1
2018/19	2
2019/20	7
2020/21	3

Accidents resulting in damage to property

Year	Value
2015/16	0
2016/17	2
2017/18	3
2018/19	3
2019/20	1
2020/21	0

Accidents resulting in physical injury

Year	Value
2015/16	15
2016/17	0
2017/18	1
2018/19	1
2019/20	9
2020/21	6

Near Misses

Year	Value
2015/16	10
2016/17	8
2017/18	8
2018/19	9
2019/20	9
2020/21	7

Vehicle Accidents

Year	Value
2015/16	19
2016/17	22
2017/18	22
2018/19	16
2019/20	20
2020/21	15
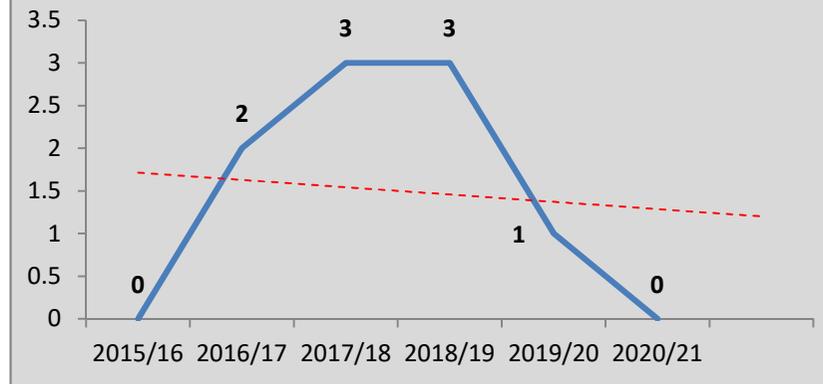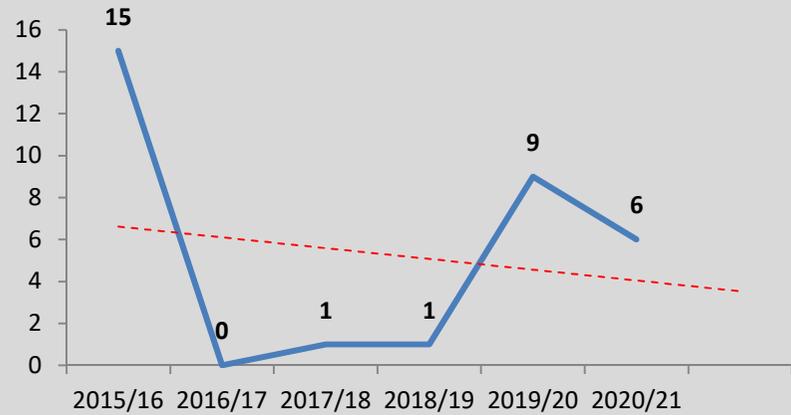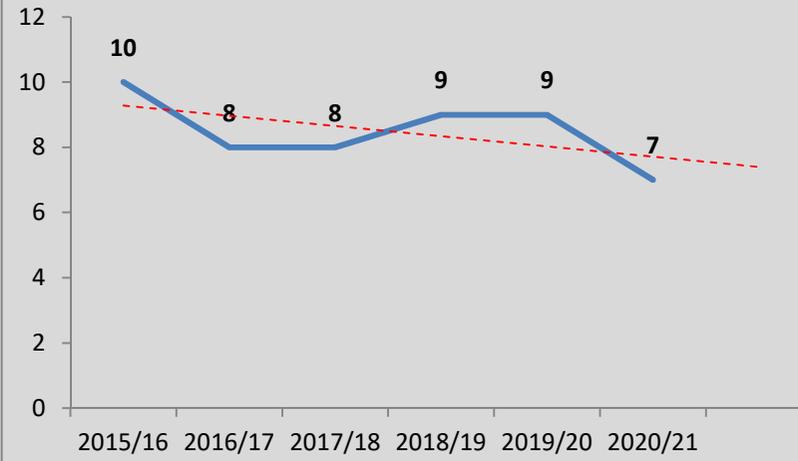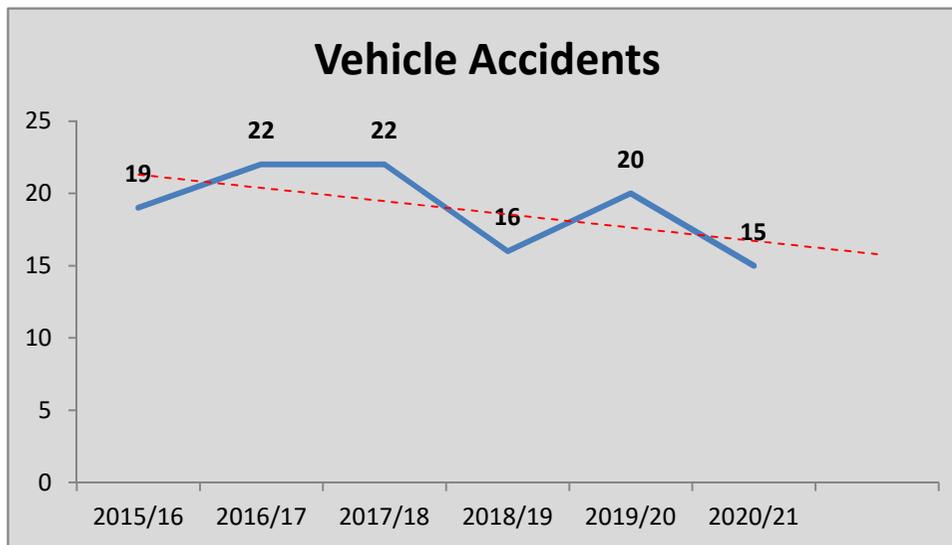
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