

ORGANISATIONAL PERFORMANCE & EFFICIENCY REPORT APRIL 2023 – MARCH 2024



REPORT OF THE CHIEF FIRE OFFICER

For Information

1. PURPOSE OF REPORT

- 1.1 To appraise Members on the performance of the Brigade against our Corporate Performance Indicators for the period 1 April 2023 to 31 March 2024.
- 1.2 To provide Members with information on the Brigade's performance trends.

2. RECOMMENDATIONS

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

3. BACKGROUND

- 3.1 A fundamental part of Performance Management is to demonstrate how well public bodies are performing and whether they are providing value for money.
- 3.2 The attached report provides members with details of how the organisation has performed between April 2023 and March 2024. It has been developed in line with the approved suite of indicators.

4. PERFORMANCE

- 4.1 The attached report at Appendix 1 provides Members with an overview of the Brigade's performance for the period 1 April 2023 to 31 March 2024.
- 4.2 Page four provides Members with the Performance for the Brigade at a Glance, for the period 1 April 2023 to 31 March 2024.

- 4.3 Pages five to six gives a high level view of Cleveland Fire Brigade's performance against our Corporate Goals, highlighting against each indicator how we are performing assessed to the previous year, the previous five year average and against target.
- 4.4 Pages eight to twenty seven gives a high level view of Cleveland Fire Brigade's performance, its direction of travel and provides comparison to national performance where this information is available.
- 4.5 Page twenty nine provides Members with a summary of the level of service demand for Emergency Response incidents and associated prevention and protection activity in terms of Safer Home Visits conducted and Audit Inspections of Industrial and Commercial premises.
- 4.6 Members will see that between 1 April 2023 and 31 March 2024, the Brigade attended 8,665 Emergency Response incidents which is a reduction of 5% (473 incidents) compared to the five year average for the equivalent period. There has also been a reduction of 0.4% (3) in Primary Fires (excluding chimney fires), Secondary Fires have reduced by 19% (744), Out of Area incidents have reduced by 7% (4) and Chimney Fires by 17% (2) when compared to the five year average for the equivalent period. There has, however, been increases of 4% (107) in False Alarm Incidents and 12% (173) in Special Service Incidents.
- 4.7 During this period, the Brigade carried out 33,088 interventions and completed 19,683 Safer Home Visits. We also completed or attempted 1,747 Fire Safety Audit Inspections of non-residential buildings.
- 4.8 Page thirty two provides a Brigade level summary of key areas identified as performing either exceptionally or requiring improvement in comparison to approved targets.
- 4.9 **Safer Stronger Communities**
Pages thirty three to sixty four provide details of performance for the period for the strategic goal of Safer Stronger Communities.
- 4.10 Page thirty four provides a dashboard summary of how the areas within this strategic goal are performing in comparison to the previous year, the five year average and the current target.
- 4.11 Pages thirty five to sixty four provide Members with the summary tables for the corporate indicators comparing the performance of the equivalent period in 2022/23, the five year average and current year targets.

4.12 Professional, Proud and Passionate People

Pages sixty five to seventy seven provide details of performance for the period for the strategic goal of Professional, Proud and Passionate People.

4.13 Page sixty six provides a dashboard summary of how the areas within this strategic goal are performing in comparison to the previous year, the five year average and the current target.

4.14 Pages sixty seven to seventy seven provide Members with the summary tables for the corporate indicators comparing the performance of the equivalent period in 2022/23, the five year average and current year targets.

4.15 Efficient, Sustainable Resources

Pages seventy nine to eighty two provide details of performance for the period for the strategic goal of Efficient, Sustainable Resources.

4.16 Page eighty provides a dashboard summary of how the areas within this strategic goal are performing in comparison to the previous year, the five year average and the current target.

4.17 Pages eighty one to eighty two provide Members with the summary tables for the corporate indicators comparing the performance of the equivalent period in 2022/23, the five year average and current year targets.

4.18 Emergency Response Standards

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

4.19 To ensure transparency within our Emergency Response activities, pages eighty three to ninety two of the appended report provides Members with a consolidated summary of all the Emergency Response Standards utilised by the Brigade including Fire Control Call Handling, Crew Reaction Times and Operational Response Standards.

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