

## ORGANISATIONAL PERFORMANCE REPORT APRIL 2022 – MARCH 2023



### 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 suite of Corporate Performance Indicators for the period 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023.
- 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 2022 and March 2023. 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<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023.
- 4.2 Page four provides Members with the Performance for the Brigade at a Glance, for the period 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023.
- 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-five 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-seven provides Members with a summary of the level of service demand for Emergency Response incidents and associated prevention and protection activity in terms of Safer Home Visits conducted and Audit Inspections of Industrial and Commercial premises.
- 4.6 Members will see that between 1<sup>st</sup> April 2022 and 31<sup>st</sup> March 2023, the Brigade attended 10,606 Emergency Response incidents which is an increase of 22% (1,877 incidents) compared to the five-year average for the equivalent period. There have been increases of 32% (238) in Primary Fires, 35% (1,233) Secondary Fires, 41% (21) Out of Area incidents, 8% (115) in Special Services and 9% (187) for all False Alarm incidents.
- 4.7 During 2022/23, the Brigade attempted to complete 36,676 Safer Homes Visits and successfully completed 21,157 Safer Home Visits providing 21,777 smoke alarms. During 2022/23 the Brigade attempted to complete 1,517 Fire Safety Audit Inspections of non-residential buildings and successfully audited 1094 buildings.
- 4.8 Page thirty 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-one to sixty-two provide details of performance for the period for the strategic goal of Safer Stronger Communities.
- 4.10 Page thirty-two 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-three to sixty-two provide Members with the summary tables for the corporate indicators comparing the performance of the equivalent period in 2021/22, the five-year average and current year targets.
- 4.12 **Professional, Proud and Passionate People**  
Pages sixty-three to seventy-five provide details of performance for the period for the strategic goal of Professional, Proud and Passionate People.
- 4.13 Page sixty-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.
- 4.14 Pages sixty-five to seventy-five provide Members with the summary tables for the corporate indicators comparing the performance of the equivalent period in 2021/22, the five-year average and current year targets.

**4.15 Efficient, Sustainable Resources**

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

4.16 Page seventy-seven 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 seventy-eight to seventy-nine provide Members with the summary tables for the corporate indicators comparing the performance of the equivalent period in 2021/22, 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 to eighty-nine of the appended report provides Members with a consolidated summary of all the Brigade's Emergency Response Standards including Fire Control Call Handling, Crew Reaction Times and Operational Response Standards.

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