



Organisational Performance Quarter 4

1st April 2022 to 31st March 2023

DATA QUALITY STATEMENT

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

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

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

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

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

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

At the time of compiling this report, **all incidents** have been completed and quality assured through the approved data quality framework.

Any amendments to the data supporting this report after **30th April 2023**, such as reclassification of incidents following fire investigations, will not be represented in the information reported.

During August 2021 a technical issue in the SEED mobilisation system resulted in incident reference numbers being generated in error. No incident details have been impacted by this but the incident numbers between F21151009 to F21151013 do not relate to any response activity.

























Between the 15th and 22nd September 2021 and on the 2nd October a technical issue occurred in the Incident Recording System resulting in appliance call sign details and attendance times not being automatically assigned to incidents from the mobilisation system. Incidents impacted have had the appropriate details manually recorded into the system. Additional quality assurance checks indicate that the details within these incidents are true and accurate.

Between May and December 2022, a technical issue in the SEED mobilisation system has caused a sporadic error to occur which causes the time of call to be recorded after the time of mobilisation. Incidents impacted have had appropriate details manually adjusted from available information.

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FINANCIAL YEAR 2022/23

	Qu 4 Actual	Compared To Previous year	Compared to Five Year Average *		Qu 4 Actual	Compared To Previous year	Compared to Five Year Average *
Number of 999 Calls	15,218	+8% (+1176) 	+21% (+2633) 	Number of Incidents	10,606	+7% (+686) 	+22% (+1,877) 
Primary Fires	993	+17% (+142) 	+32% (+238) 	Secondary Fires	4,709	+9% (+396) 	+35% (+1233) 
Accidental Dwelling Fires	216	+20% (+36) 	+44% (+66) 	Safer Homes Visits	21,157	+3% (+577) 	+21% (+3,716) 
Deliberate Dwelling Fires	77	-13% (-12) 	-8% (-7) 	Total annual risk based inspections completed	1081	no comparator	no comparator
Industrial Commercial Fires	70	+6% (+4) 	+13% (+8) 	Percentage 14 appliances availability	96.6%	no comparator	no comparator
Response Time: First Appliance	00:05:26 (2018/2392)	+7% (00:00:20) 	+9% (+00:00:28) 	Response Time: 2nd Appliance	00:07:33 (1417/1706)	+6% (00:00:27) 	+10% (+00:00:39) 
Violence to Staff	44	-41% (-31) 	-15% (-8) 	Accidents causing injury	26	-26% (-9) 	-21% (-7) 
All staff average duty days absence	12.70	+7% (+0.8) 	+45% (+3.94) 	% duty days lost to mental health	30%	-1% 	+6% 

*less than five year average may be calculated where five year not available

Performance Summary

Goal	Objective & Outcome	Performance compared to previous year assessed as	Performance compared to 5 years average assessed as	Performance compared to Target assessed as
Safer Stronger Communities Go To Page 32	Identify and minimise fire and rescue related risks in the community	Performing Well	Adequate Performance	Performing Well
	Safer Homes	12 Adequate Performance	12 Adequate Performance	12 Performing Well
	Safer Buildings	13 Adequate Performance	13 Adequate Performance	13 Performing Well
	Safer Transport Infrastructures	5 Adequate Performance	5 Adequate Performance	5 Performing Strongly
	Safer High Hazard Industries	5 Performing Well	5 Performing Well	5 Performing Well
	Safer Neighbourhoods and the Environment	7 Performing Well	7 Adequate Performance	7 Adequate Performance
	Supporting National Resilience	3 Performing Strongly	3 No Comparator	3 Performing Strongly
	Improved Health Outcomes	2 Performing Well	2 Performing Well	2 No Targets Set

Goal	Objective & Outcome	Performance compared to previous year assessed as	Performance compared to 5 years average assessed as	Performance compared to Target assessed as
Professional, Proud, Passionate People Go To Page 64	Recruit, develop and maintain a professional, diverse and value driven workforce	Performing Well	Adequate Performance	Adequate Performance
	A Healthy Workforce	12 Adequate Performance	12 Adequate Performance	12 Adequate Performance
	A Safe Workforce, Safe Workplaces	7 Performing Well	7 Performing Well	7 Adequate Performance
	A Competent Workforce, Outstanding Leaders	5 Adequate Performance	5 Requires Improvement	5 Requires Improvement
	Ensure that Cleveland Fire Brigade is a great, fair and inclusive place to work	Performing Well	Performing Well	not targetted
	An Inclusive and Great Place to Work	20 Performing Well	20 Performing Well	20 not targetted

Goal	Objective & Outcome	Performance compared to previous year assessed as	Performance compared to 5 years average assessed as	Performance compared to Target assessed as
Efficient, Sustainable Resources Go To Page 77	Promote good governance, be transparent and accountable to our communities for the provision of an efficient, effective and value for money service	Performing Well	Adequate Performance	Performing Well
	Efficient and Effective Use of Resources	13 Performing Well	13 Adequate Performance	13 Performing Well
	Capitalise on insight, learning and technological advances	No Measures	No Measures	No Measures
	No Strategic Outcome	0 No Measures	0 No Measures	0 No Measures
	Pursue opportunities to collaborate	No Measures	No Measures	No Measures
	No Strategic Outcome	0 No Measures	0 No Measures	0 No Measures
	Contribute to a more sustainable future for our next generations	No Measures	No Measures	No Measures
	A Greener, More Sustainable Organisation	0 No Measures	0 No Measures	0 No Measures

Introduction

This report provides details of Cleveland Fire Brigade's performance for the period Quarter 4 1st April 2022 to 31st March 2023. 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 three Corporate Goals that support the achievement of our vision by guiding our priorities and work.

Each goal is underpinned by Corporate objectives which deliver a number of Corporate 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 Corporate Goals and associated Corporate outcomes. A suite of 'umbrella strategies' direct our service delivery which support delivery of our vision and outcomes.

The following sections highlight areas of performance on an exceptions basis that require continued monitoring to ensure that the effectiveness of the umbrella strategies directing services can be monitored and evaluated.

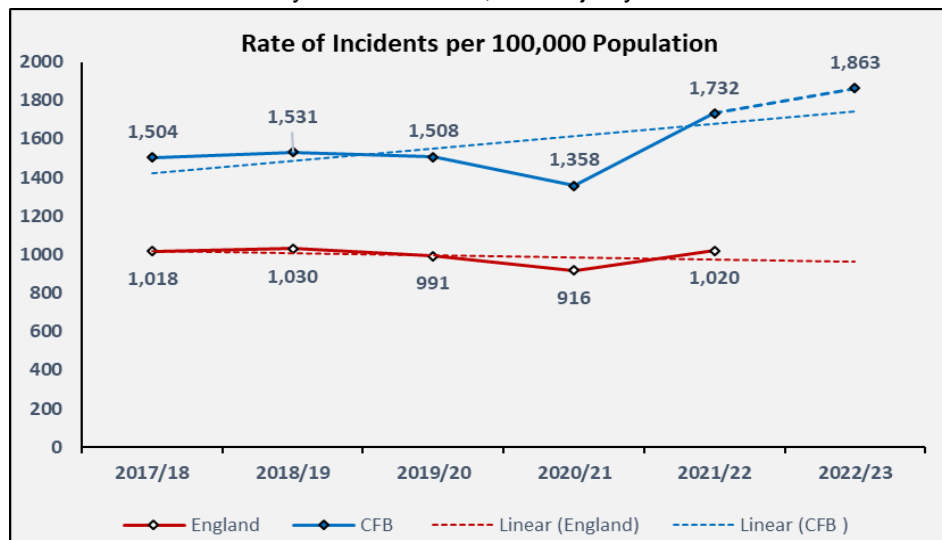
All performance information is detailed in the body of the report. When considering the information and comparing with previous years consideration must be made of the impact of Covid during 2020 and 2021, where significant reductions in service demand for emergency response incidents was experienced and prevention and protection activity was restricted for parts of the year. The following details are provided:

- Performance compared with National Performance (where information is available) over a five year period
- Performance compared to 2021/22
- Performance compared to the five year average (2017/18 to 2021/22)
- Performance against approved Targets
- Performance trends over the last five years (2017/18 to 2021/22)
- Performance trends include CFB 2022/23 data. Full Year National data has been updated for 2021/22.

Performance Overview

Total Incidents

CFB traditionally attends more emergency response incidents per head of population than the average of all FRS' across the country. This is predominantly due to the volume of secondary fires we attend, the majority of which are deliberate in nature, where we attend the highest rate of secondary fires nationally.



In 2021/22 we attended **1,732 incidents per 100,000 population**.

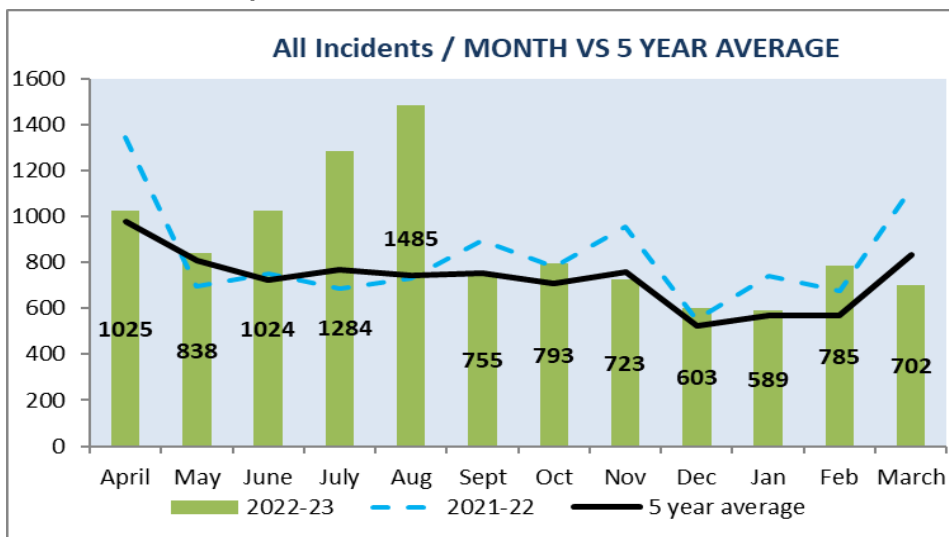
The rate of incidents we have attended has **increased by 15%** between 2017/18 to 2021/22.

Nationally, the rate of incidents has slightly **increased by 0.2%** between 2017/18 to 2021/22.

CFB rate of total incidents per 100,000 population was **70% higher** than the national rate during 2021/22.

The rate of incidents per 100,000 within CFB **rose by 8% to 1,863 incidents** by the end of financial year 2022/23.

Performance 1st April 2022 to 31st March 2023



- April 2022 - March 2023: **10,606 Incidents (+1,877/ 22% higher** compared to five year average): 29 incidents per day.

- April - March 5 Year average: 8,729 incidents: 24 incidents per day.

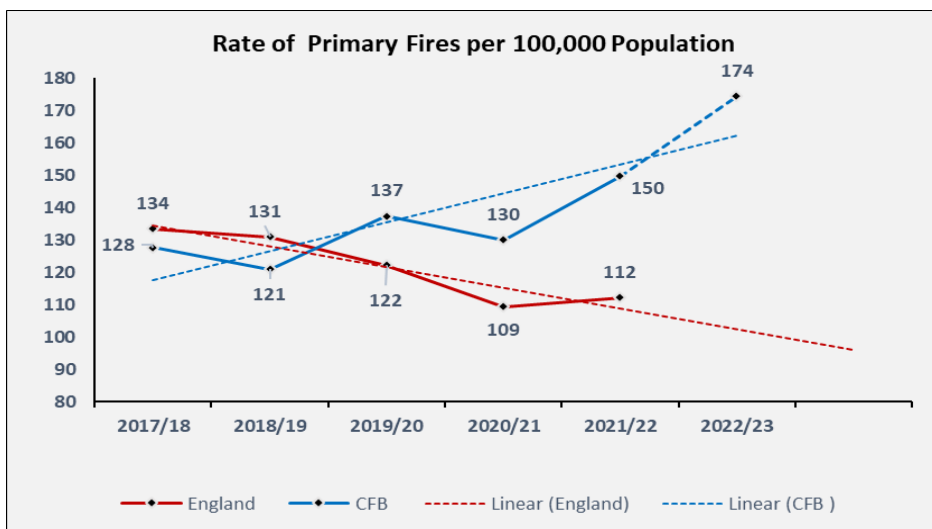
- April 2021 – March 2022: 9,920 incidents: 27 incidents per day.

- April, June, July and August 2022 all exceeded 1,000 incidents per month. The average number of incidents per month is 884.

- January 2023 had the lowest number of incidents with 589 incidents occurring.

Primary Fires

CFB traditionally attend a lower rate of primary fire incidents per head of population than the national average. However, this pattern changed in 2019/20 when the Brigade attended 137 incidents per 100,000 population compared with 122 incidents per 100,000 population nationally and has remained higher than the national average for the past 3 years, peaking in 2021/22 when the Brigade saw the highest rate over the past seven years, with 150 primary fire incidents per 100,000 population compared to 112 nationally.



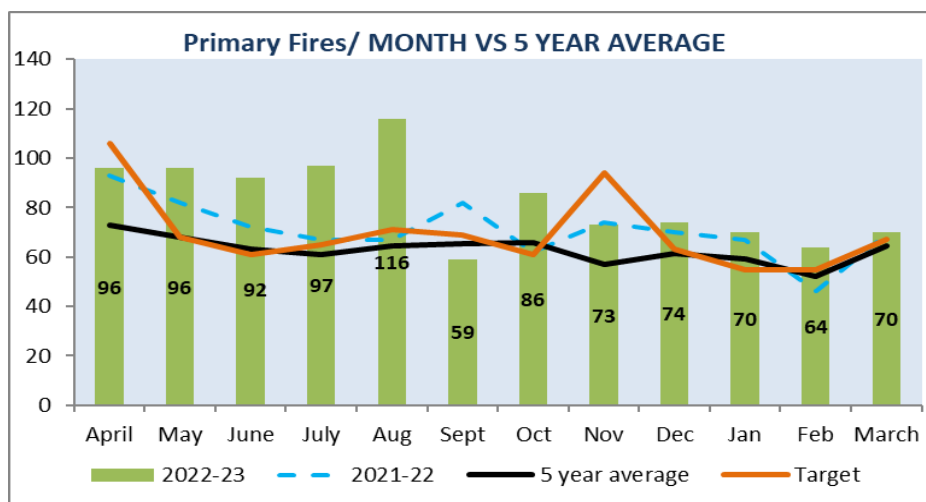
During 2021/22, we attended 150 Primary Fire Incidents per 100,00 population.

Nationally between 2017/18 to 2021/22 the rate of primary fire incidents **reduced by 16%**.

For CFB, the rate of incidents between 2017/18 and 2021/22 **increased by 17%**.

The rate for the financial year 2022/23 in Cleveland has **risen by 16%** to 174 primary fire incidents per 100,000 population.

Performance 1st April 2022 to 31st March 2023



- In Q4 2022/23, the Brigade responded to **993 primary fire** incidents which is **17% (142) higher** than the total attended for 2021/22 (851), **32% (238) higher** than the 5-year average of 755 and **19% (158) higher** than target of 835.

- April - March 2023: 993 Incidents compared to 851 incidents in April to March 2022.

- April – March 5 Year average: 755 incidents.

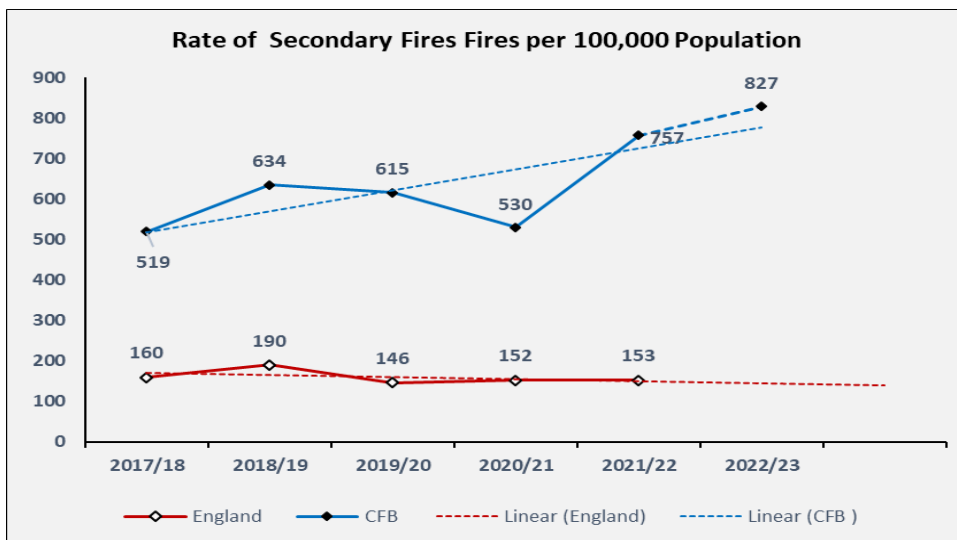
- 538 fires (54%) primary fires are classed as deliberate fires.

The proportion of each type of primary fire compared to the previous year is shown in the following table:

Property Type	2021/22	2022/23
Dwelling Fires	32%	30%
Non Domestic	13%	11%
Vehicle Fires	41%	42%
Other	14%	17%
Total	100%	100%

Secondary Fires

Between 2017/18 to 2021/22, nationally the rate of secondary fire incidents has **reduced by 4%** (160 to 153 per 100,000 population). During the same period, secondary incidents within CFB have **increased by 46%** (519 to 757 incidents per 100,000 population) within CFB. In 2021/22 the **rate of secondary fires was nearly 5 times higher** than the national average. The rate within Cleveland for the financial year 2022/23 has **risen by 9%** to 827 incidents per 100,000 population.



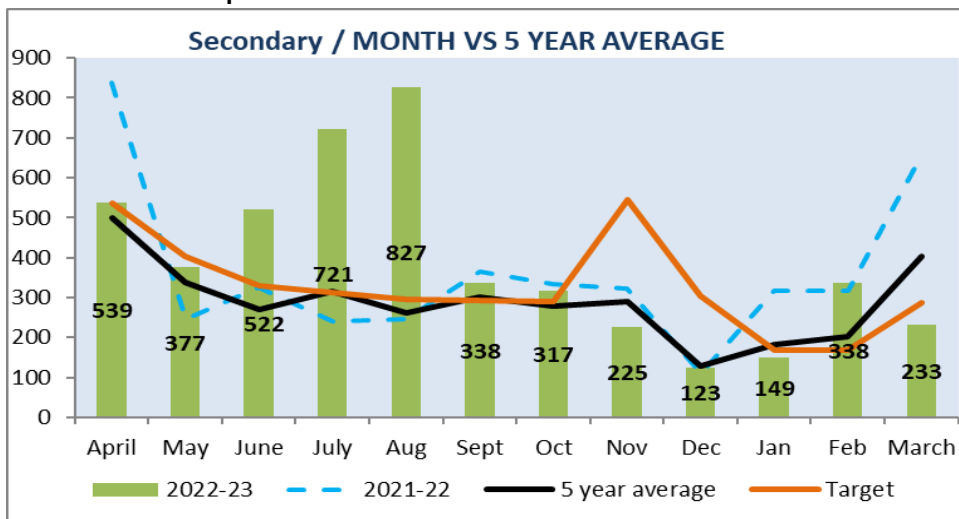
During 2021/22, CFB's rate of secondary fires was 757 per 100,000 population.

Over the 5-year period to 2021/22 within the Brigade:

- 71% of secondary fires were refuse related;
- 24% were grass related.

Between April 2022 to March 2023, 56% of secondary fires were classed as refuse related and 39% grass related.

Performance 1st April 2022 to 31st March 2023

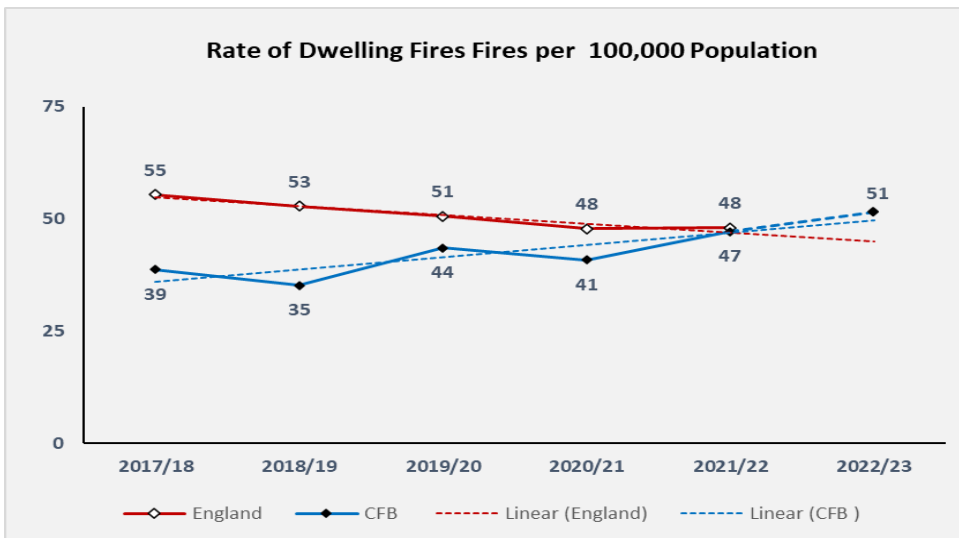


During April 2022 to March 2023, the Brigade have attended **4,709 secondary fires**, which is:

- **1,233 (35%) higher** than the 5-year average (3,476 fires).
- **396 (9%) higher** than the same period in 2021/22 (4,313 fires).
- **771 (20%) higher** than target (3,938 fires).

Dwelling Fires

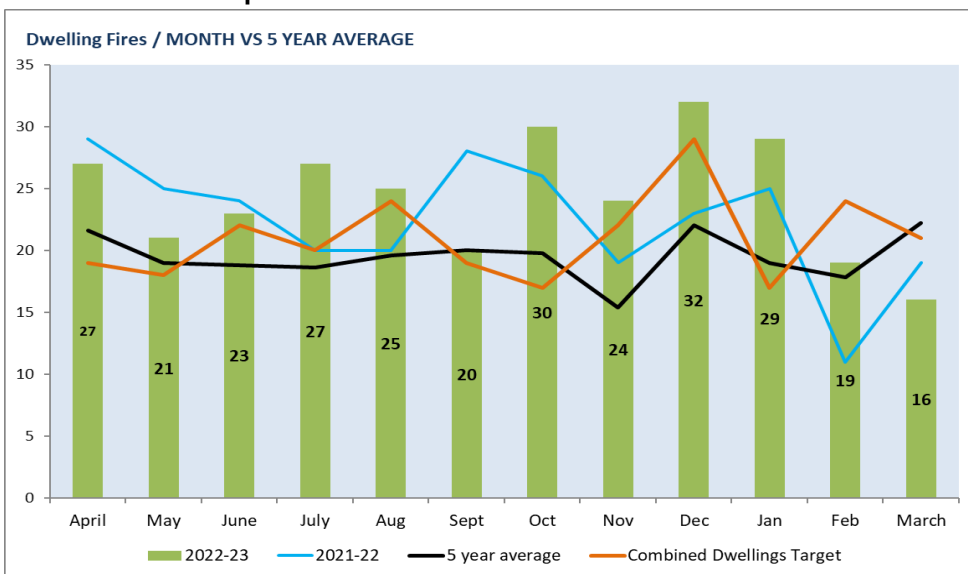
Cleveland Fire Brigade has always performed well compared to the national rate for dwelling fires, with the rate per 100,000 population always lower than the national data as illustrated in the chart below. However this trend is upwards and during 2021/22, the Brigade responded to 269 Dwelling Fires (180 accidental and 89 deliberate dwelling fires).



Since 2017/18, there has been an upward trend (**21% increase** 2017/18 to 2021/22) in the rate of dwelling fires in CFB which has continued into the current year. At the end of financial year 2022/23, this **has risen** to 51 dwelling fires per 100,000 population.

Between 2017/18 to 2021/22, nationally the rate of dwelling fires incidents has seen the opposite trend to the rate within CFB with incidents at 55 per 100,000 population, reducing to 48 per 100,000 in 2021/22. This is a **reduction of 13%** compared to the increase seen within CFB.

Performance 1st April 2022 to 31st March 2023

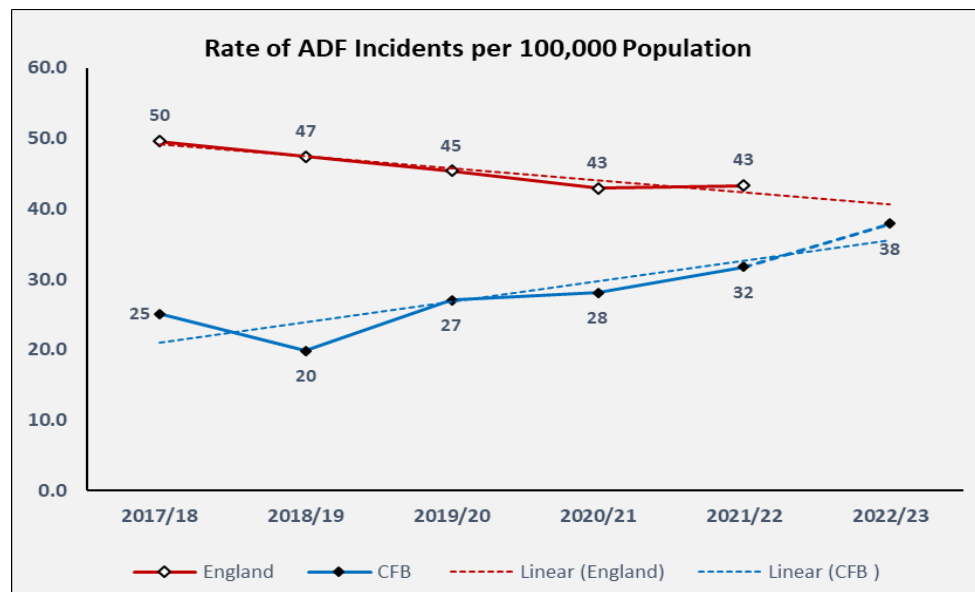


Between April 2022 - March 2023, there has been 293 fires within dwellings, of which 26% (77) were deemed to have been ignited deliberately and 74% (216) were accidental.

- 293 dwelling fires between April 2022 - March 2023.
- an **increase of 24 (9%)** when comparing to 2021 (269 dwelling fires).
- an **increase of 59 (25%)** when comparing to the Five-Year Average (234 dwelling fires).
- an **increase of 41 (16%)** when comparing to the combined Target (252 dwelling fires- target compiled by adding accidental dwelling fires target to deliberate dwelling fires target).

Accidental Dwelling Fires

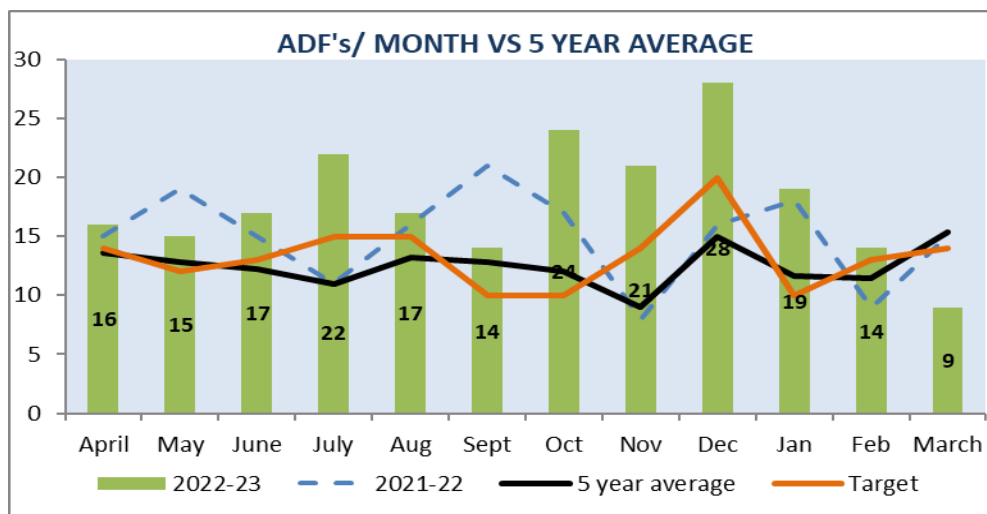
Traditionally, the Brigade has had one of the lowest number of ADFs in the country. During 2021/22, the Brigade responded to 180 Accidental Dwelling Fires.



Between 2017/18 - 2021/22, with the exception of 2018/19, there has been an upward trend (**28% increase** 2017/18 to 2021/22) in the rate of ADFs in CFB which has continued into the current year. By the end of financial year 2022/23 the rate of ADFs per 100,000 within CFB has **increased by 19%** to 38 per 100,000 population.

Since 2017/18 to 2021/22, nationally the rate of incidents has **reduced by 14%** compared to the **increase** seen within CFB.

Performance 1st April 2022 to 31st March 2023



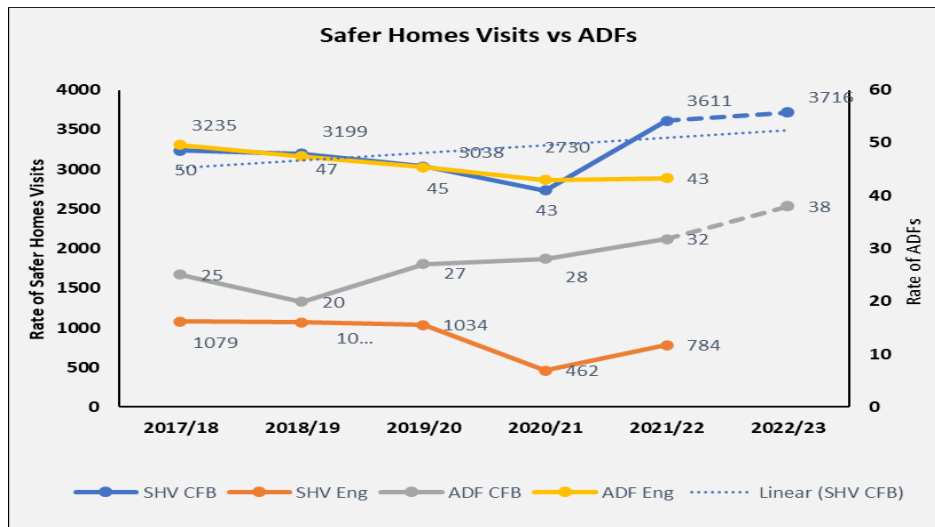
- During Q4 2022/23 there were 216 **Accidental Dwelling Fires** in the Brigade area which is 36 (**20% higher**) than 2021/22 and 66 (**44% higher**) than the 5-year average of 150.

- 35% (56) higher** than target of 160

No of Properties	Risk Band of Properties	Number of Incidents	%	Rate of ADF per 1,000 dwellings
4,153	VH	18	8.33%	4.33
12,690	H	19	8.80%	1.50
55,441	M	91	42.13%	1.64
56,718	L	34	15.74%	0.60
107,399	VL	54	25.00%	0.50
236,401	Grand Total	216	100.00%	0.91

Safer Homes Visits (HFSVs)

Traditionally there is a direct correlation between the number of Safer Homes Visits conducted and the number of ADFs incurred, however, this trend has shifted as demonstrated in the following chart:



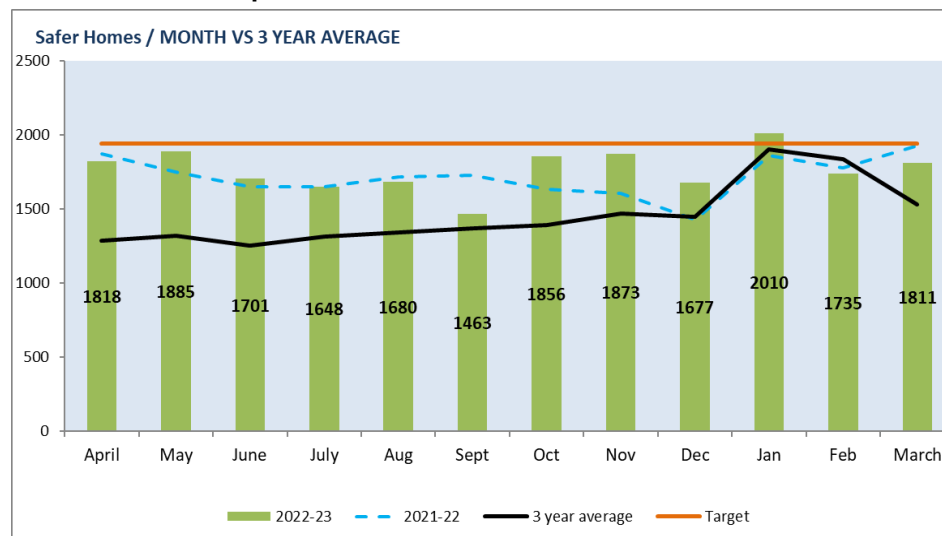
Traditionally we conduct one of the highest rate of Safer Homes Visits nationally, which has contributed to the exceptional performance in numbers of ADFs.

Between 2017/18 and 2021/22 we conducted an average of 3,163 per 100,000 population Safer Homes Visits compared to the national average of 885 Safer Homes Visits.

Over the same period the average rate of ADFs for the Brigade was 26.4 compared to an average national rate of 45.7

The rate of Safer Homes Visits within CFB per 100,000 population **has increased by 11%** between 2017/18 and 2021/22 and over the same period there has been a **28% increase** in the rate of ADFs per 100,000 population.

Performance 1st April 2022 to 31st March 2023



- During 2022-23, the Brigade **attempted to carry out 36,676 Safer Home Visits (SHV) and completed 21,157**. This is 3,716 visits **(21%) higher** than the 3-year average (17,441) and 577 **(3%) higher** than the same period in 2021/22 (20,580).

- April 2022 - March 2023: 21,157 completed.

- April - March 3 Year Average: 17,441.

- April 2021 - March 2022: 20,580 Safer Homes Visits.

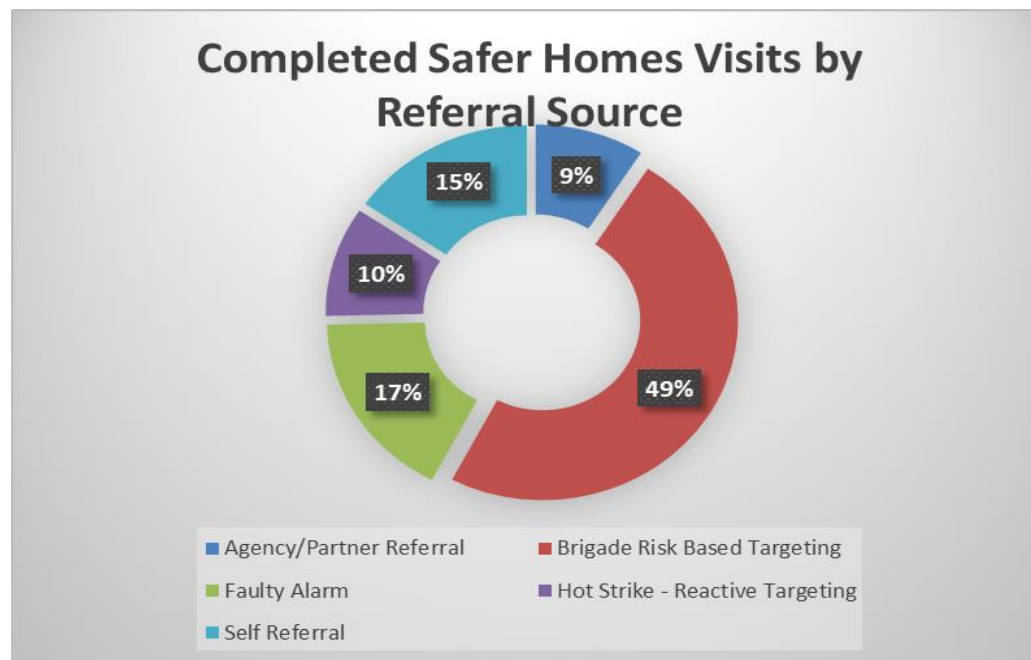
- Number of Safer Homes Visits completed in each month is higher than the 3 year average but lower than the target for all months except January 2023.

Sources of Visits

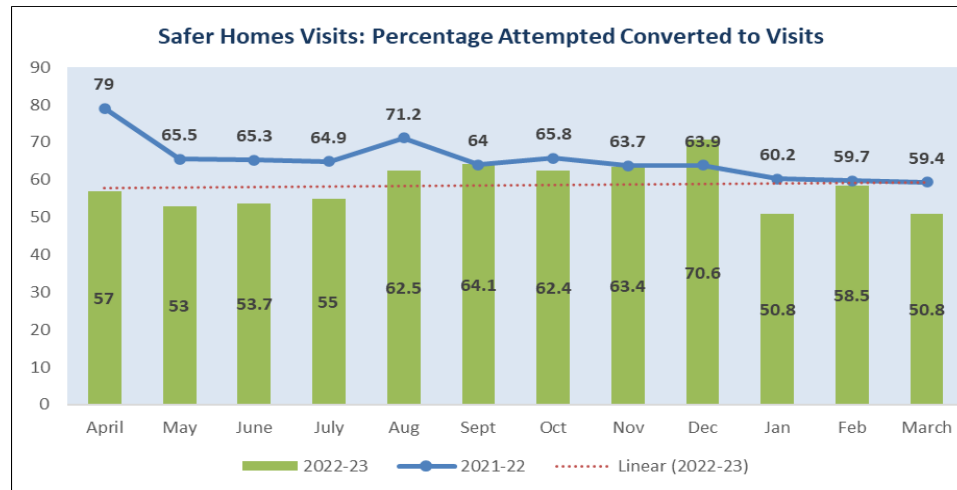
We adopt a risk based approach to the identification of Safer Homes Visits to complete, which targets the vulnerable individuals in the community. The chart opposite displays the proportion of visits from the various referral sources, ranging from referrals from other organisations, self referrals from the public to self generation of visits by station using the Brigades risk profiles.

Based on those completed visits recorded on the tablets:

- 49% of visits are derived from Brigade Risk Based Targetting/Station Self Generation using our Risk Profiles;
- 17% arise from Faulty Alarms;
- 15% are self referrals;
- 10% result from hot strikes;
- 9% arise from referrals from other Agencies.



Conversion of Visits



During 2022-23, we have attempted 36,676 Safer Homes visits and have successfully converted 21,157 of these into completed visits. This demonstrates that 58% of all attempted visits result in a completed Safer Homes Visit.

In 2021/22 the conversion rate of visits was 59%.

Conversion rates in 2022/23 are generally lower every month when compared to 2021/22, excepting September 2022 and December 2022 which exceeded the previous years rates.

Once potential visits are identified using our targeting approach, it is essential that the identified properties are converted into actual visits to ensure that fire safety advice is conveyed to the relevant individuals.

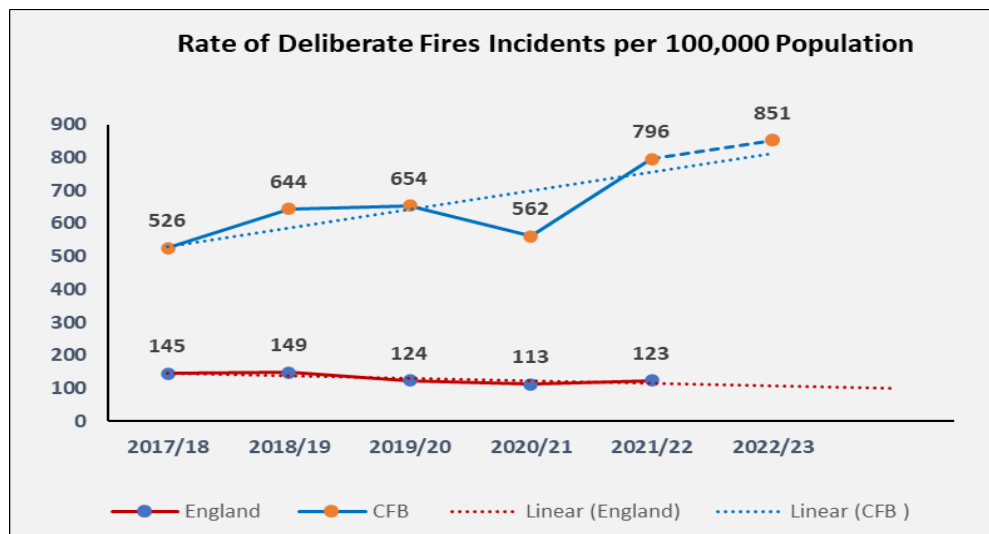
The following table provides the rate of conversion into actual visits from the various types of visits.

The conversion rate ranges from 47% (Risk Based Targeting) to 93% (Faulty Alarms):

Referral Type	% Converted to Visit 22/23	% Converted to Visit 21/22
Agency/Partner Referral	77%	73%
Brigade Risk Based Targeting	47%	53%
Faulty Alarm	93%	92%
Hot Strike - Reactive Targeting	48%	51%
Self Referral	80%	83%

Deliberate Fires

Deliberate fire setting within the Brigade area is the highest rate in the country and has been for a number of years with the Brigade experiencing over **6 times the national rate of deliberate fires**. By the end of financial year 2022/23, the rate of deliberate fires per 100,000 within CFB has **risen to 851** deliberate fires per 100,000 population.



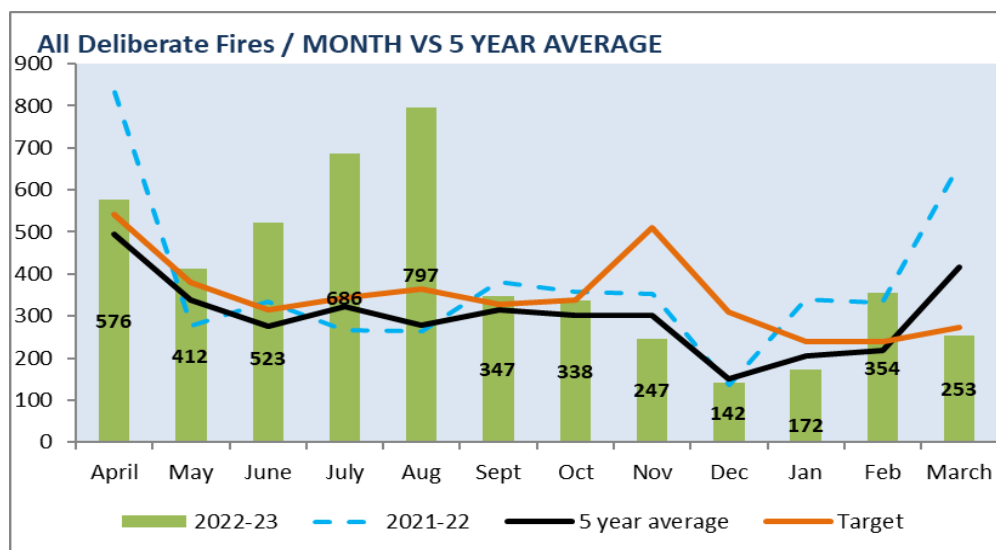
Using the data reported in the National Fire Statistical tables for 2021/22:

- 90% of the Brigades deliberate fires are secondary fires;
- 10% are deliberate primary fires.

Nationally this equates to:

- 77% deliberate secondary fires;
- 23% deliberate primary fires.

Performance 1st April 2022 to 31st March 2023



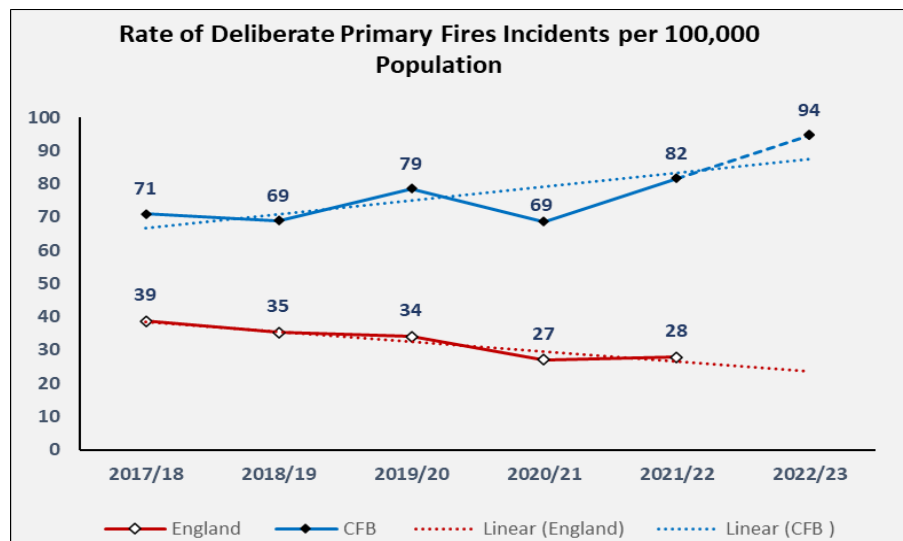
- During 2022/23 the Brigade responded to **4,847 deliberate fires**. Of these, **4,309 (89%)** were deliberate secondary fires and **538 (11%)** deliberate primary fires.

April 2022 - March 2023: **4,847** deliberate fires which is:

- **1,228 (34%) higher** compared to 5-year average (3,619).
- **314 (7%) higher** compared to 2021/22 (4,183).
- **664 (16%) higher** than target (4,847).

Deliberate Primary Fires

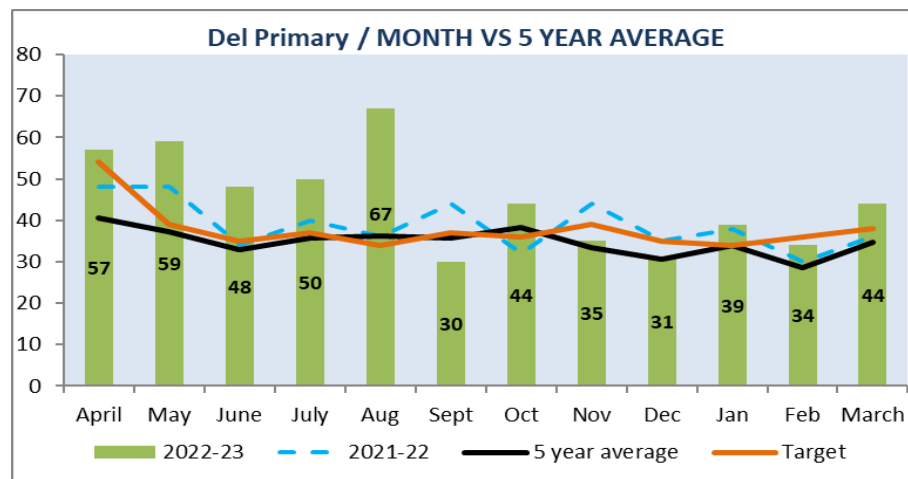
Over the period 2017/18 to 2021/22, nationally the rate of deliberate primary fire incidents has **reduced by 28%** (39 to 28) compared to an **increase of 15%** (71 to 82 incidents per 100,000 population) within CFB. By the end of financial year 2022/23, the rate of deliberate primary fires per 100,000 within CFB has increased by a further 15% to 94.



Between 2017/18 and 2021/22:

- 55% of deliberate primary fires within the Brigade are vehicle fires, predominantly road vehicles.
- 20% are deliberate dwelling fires.
- 25% are other deliberate primary fires including Industrial and Commercial properties and other buildings (garages /sheds etc).

Performance 1st April 2022 to 31st March 2023



During 2022/23 the Brigade responded to **538 deliberate primary fires**:

April 2022 - March 2023: 538 deliberate primary fires which is:

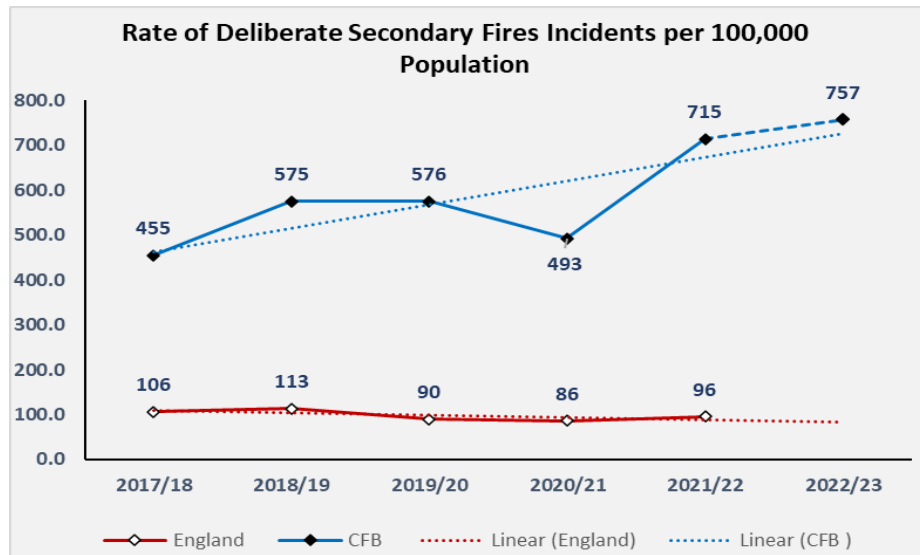
- **120 (29%) higher** compared to 5 year average (418 fires).
- **73 (16%) higher** compared to 2021/22 (465 fires).
- **84 (19%) higher** compared to Target (454 fires).

April to March 2023:

- 56% (300) of deliberate primary fires are vehicle fires.
- 16% (84) are outdoor primary (e.g. stacked/baled crops, woodland/forest).
- 14% (77) are deliberate dwelling fires.
- 14% (77) are other deliberate primary fires (e.g. sheds, garages, farm buildings).

Deliberate Secondary Fires

Between 2017/18 to 2021/22, nationally the rate of deliberate secondary fire incidents has **reduced by 9%** (106 to 96 per 100,000 population) compared to an **increase of 57%** (455 to 715 incidents per 100,000 population) within CFB. In 2021/22, the rate of deliberate secondary fires was over **7 times higher than the national average**. At the end of financial year 2022/23, the rate of deliberate secondary fires per 100,000 within CFB **increased** to 757.



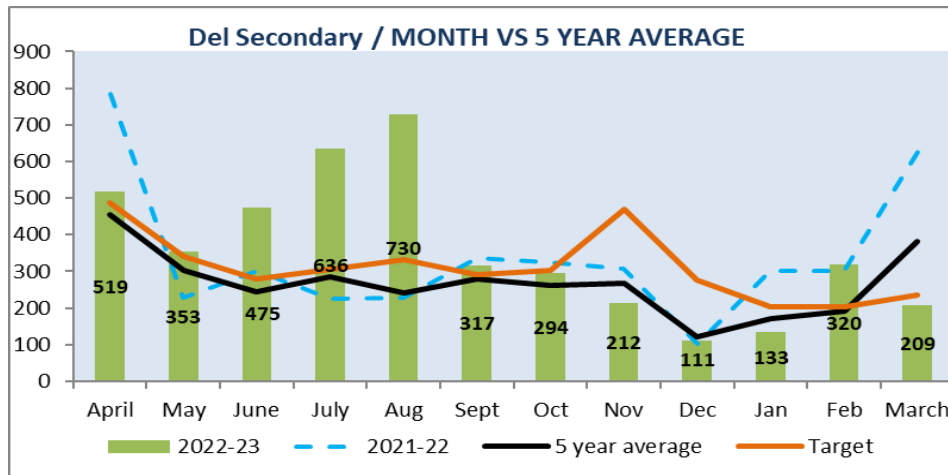
Between 2017/18 to 2021/22 within the Brigade:

- 71% of deliberate secondary fires were refuse related;
- 25% were grass related.

Between April 2022 to March 2023:

- 57% of deliberate secondary fires were refuse related;
- 39% were grass related.

Performance 1st April 2022 to 31st March 2023



During April 2022 to March 2023, the Brigade attended **4,309 deliberate secondary fires** which is;

- **1,108 (35%) higher** compared to 5-year average (3,201 fires).
- **241 (6%) higher** compared to 2021/22 (4,068 fires).
- **580 (16%) higher** compared to target (3,729 fires).

Response Benchmarks : Building Fires

As detailed in the table and in the body of this performance report, CFB achieved its emergency response benchmarks for building fire incidents with an average time of **00:05:26 for the first appliance against a target of 00:07:00 and an average time of 00:07:33 for the second appliance against a target of 00:10:00.**

The benchmark performance is based on an average time for 1st and 2nd appliances. Our analysis indicates that on a number of occasions the benchmark was exceeded during 2022/23; 464 mobilisations and 287 mobilisations for 1st and 2nd appliance respectively.

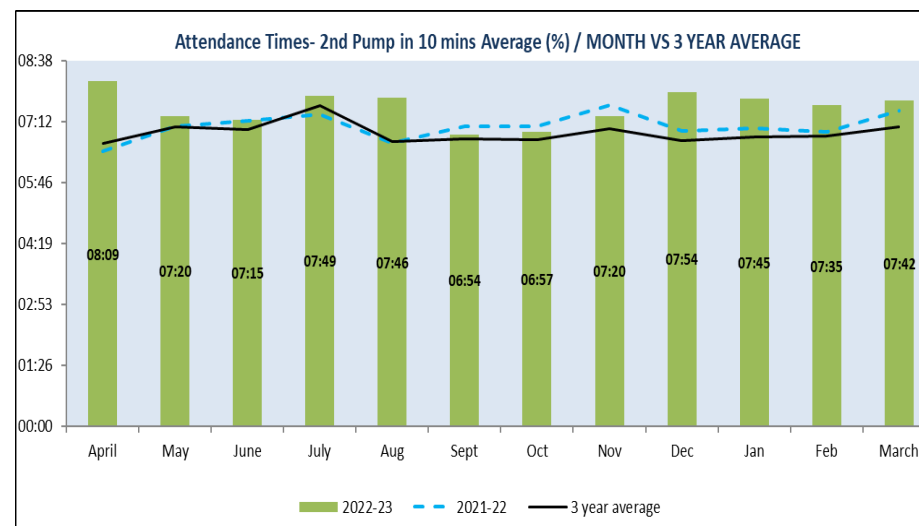
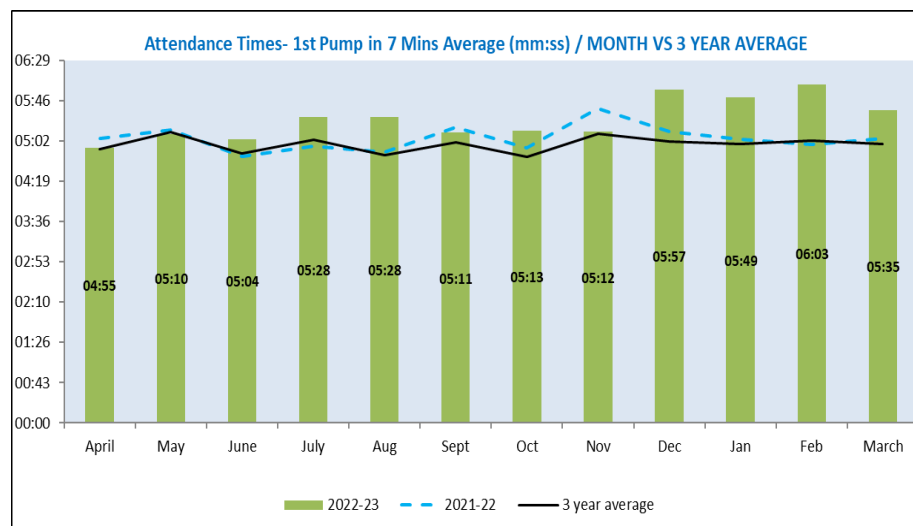
Details of the incidents that exceed the benchmark thresholds during the current year have been provided in the body of the report in terms of geographical location, incident end type and the time each failure exceeded the benchmark.

The charts below demonstrate:

•1st Appliance Response Standard: Generally mirrors both the average time, previous years and the 3 year average performance most months. Increases in times during July and August correlate to a spike in service demand. Increases in times from December correlate to a lower availability of appliances during this period.

•2nd Appliance Response Standard: Also mirrors both the average time, previous years and the 3 year average performance most months. Increases in times during April, July and August correlate again to spikes in service demand. Increase in times from December correlates to a lower availability of appliances during this period.

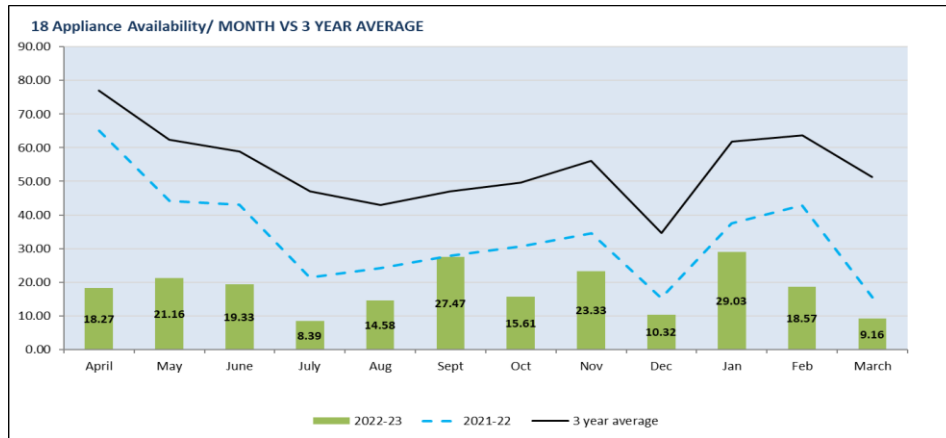
	1st appliance	2nd appliance
Target	00:07:00	00:10:00
Apr-22	00:04:55	00:08:09
May-22	00:05:10	00:07:20
Jun-22	00:05:04	00:07:15
Jul-22	00:05:28	00:07:49
Aug-22	00:05:28	00:07:46
Sep-22	00:05:11	00:06:54
Oct-22	00:05:13	00:06:57
Nov-22	00:05:12	00:07:20
Dec-22	00:05:57	00:07:54
Jan-23	00:05:49	00:07:45
Feb-23	00:06:03	00:07:35
Mar-23	00:05:35	00:07:42
Average	00:05:26	00:07:33



Optimum Appliance Availability

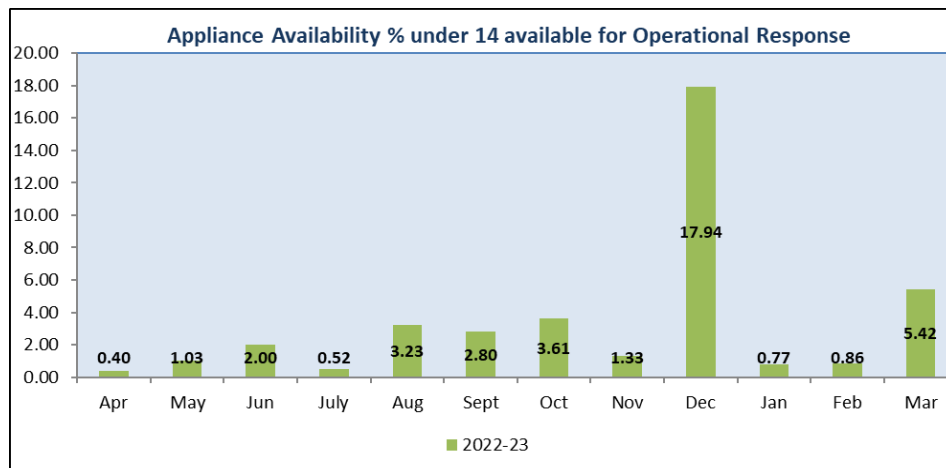
The Brigade has identified that its optimum number of appliances required at any point in time, as far as possible, is a core emergency response resource of **18 fire appliances**.

Our risk and scenario planning has identified that the minimum number of appliances that the Brigade requires to respond to Emergency Response incidents at any point in time is **14 appliances**.



- April - March 2023: 18 or more appliances were available on 18% of occasions. The average number of appliances available was 15.8.
- April - March 3-Year Average 18-appliance availability is 54%.
- April 2021 - March 2022 the average 18 appliance availability is 32%.
- 18 Appliance availability April to March 2023 is lower than the 3-year average and the same period in 2021. This is owing to our risk and scenario planning identifying that the minimum operating threshold for the Brigade is 14 appliances.

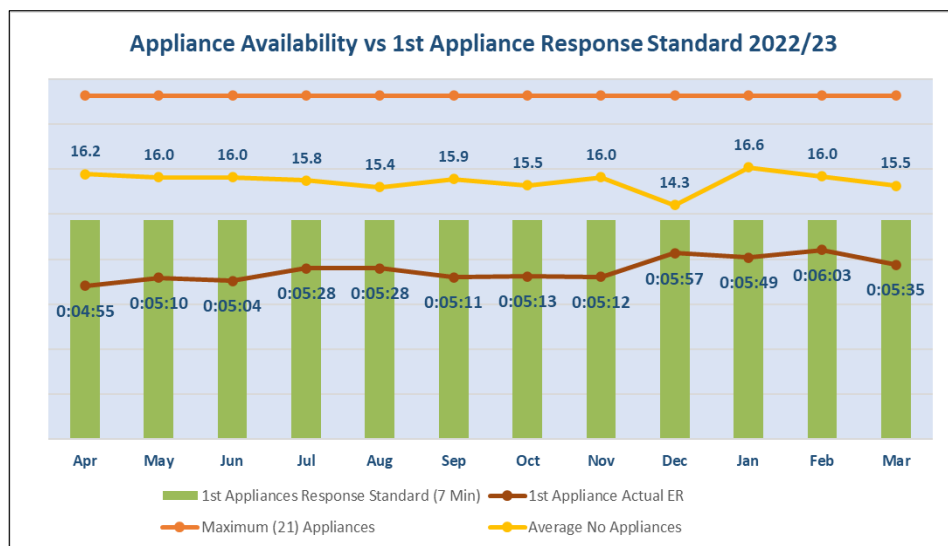
The following chart details the % occasions per month that less than 14 appliances were available for operational response over the course of a 24 hour period.



April 2022 to March 2023 the Brigade dropped below 14 appliances on:

- **289** hours across **120** Shifts
- The 14 appliance threshold was breached for **194 hours** during day shift (**67%**) with **73.5** of these hours occurring during December 2022. A notable period was Christmas Eve Day shift which operated with between 11 and 12 appliances.
- The 14 appliance threshold was breached for **95** hours during night shift (**33%**) with **55** of these hours occurring during December 2022. There were extended periods on both Christmas Eve and New Years Eve night shifts where between only 11 and 12 appliances were available.
- Less than 14 appliances were available for 3.36% of the year. The highest month for non-availability was December 2022, when less than 14 appliances were available for 18% of the month.

Appliance Availability vs 1st Appliance Response Standard 2022-23



During the financial year 1st April 2022 to 31st March 2023, the average number of appliances available for operational response has been 15.8 appliances.

Appliance Availability was at its lowest in December, where during this month we had an average of 14.3 appliances.

The chart highlights that whilst we have been operating with around 16 appliances available for emergency response at any one time against our total resource of 21 appliances, we are still achieving our emergency response benchmarks of the first appliance arriving within seven minutes, with an average attendance time of 00:05:26.

Sickness Absence

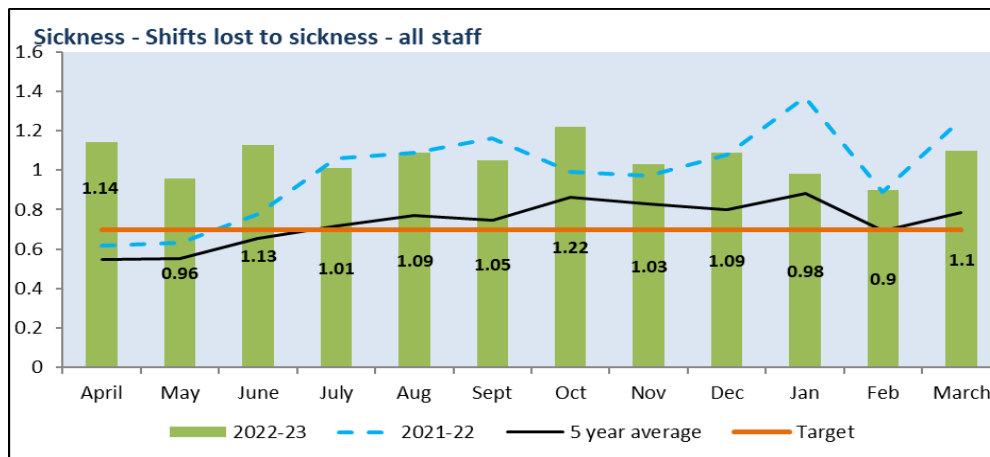
The organisation's Employee Health and Wellbeing Framework was developed to ensure the effective management of health and wellbeing within the Brigade concentrating specifically on sickness absence management, substance misuse management; mental wellbeing, fitness; occupational health and life/ work balance.

Analysis of sickness levels within the Brigade across all staff groups indicate sickness levels in 2017/18 to 2022/23, as detailed in the following table:

	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
All Staff	6.72	7.95	9.36	7.86	11.90	12.70
Wholetime	6.44	8.06	9.47	9.60	12.07	13.39
On Call	7.25	6.81	8.30	4.45	6.52	6.65
Fire Control	4.83	10.52	6.00	3.81	20.57	24.62
Green Book	7.62	8.11	10.65	6.43	14.19	13.95

Performance 1st April 2022 to 31st March 2023

The following chart details the sickness absence rates across all staff groups:



April 2022 - March 2023: **12.7 duty shifts** per person lost to sickness absence which is:

- **+3.94 (45%) higher** when compared to 5-year average (8.76 shifts);
- **+0.8 (7%) higher** when compared to 2021/22 (11.9 shifts);
- **+4.31 (51%) higher** when compared to target (8.39 shifts).

Sickness Absence

During the period 1st April 2022 to 31st March 2023 there were 6,814 duty shifts lost to sickness. The main causes of sickness absence are:

- Mental Health 30% (2,078 Duty Shifts)
- Musculo Skeletal 25% (1,681 Duty Shifts)
- Virus/Infectious diseases (inc Covid) 8% (517 Duty Shifts)

To gain a better insight into sickness absence we have commenced maintaining details of the underlying causes for the main types of sickness absence (Mental Health and Musculo Skeletal).

For the period 1st April 2022 to 31st March 2023, from the information recorded, the key analysis from the underlying causes of Musculo Skeletal and Mental Health sickness absence is detailed in the following table:

Mental Health Sub Type	Number of Duty Days	%
Personal/Domestic	694	33%
Work Related	633	30%
Long Term Mental Health Conditi	469	23%
Bereavement	184	9%
No subtype selected	50	2%
Addiction/Dependence	44	2%
Unknown	4	0%
Grand Total	2078	100%

Mental Health

- 33% of all Mental Health sickness absence was due to personal/domestic stressors;
- 30% of all Mental Health sickness absence was due to work related stressors;
- 23% of all Mental Health sickness absence was due to long term mental health conditions.

Musculo-Skeletal Sub Type	Number of Duty Days	%
Sporting Injury	413	25%
Underlying Limb Condition	339	20%
Underlying Back Condition	316	19%
Accident at Home	193	11%
Unknown	127	8%
Accident at Work	90	5%
No subtype selected	68	4%
Degenerative	65	4%
Underlying Health Condition	36	2%
Manual Handling	24	1%
Underlying Neck Condition	10	1%
Grand Total	1681	100%

Musculo Skeletal

- 25% of Musculo-Skeletal sickness absence was due to a Sporting Injury;
- 20% of Musculo-Skeletal sickness absence was due to an Underlying Limb Condition;
- 19% of Musculo-Skeletal sickness absence was due to an Underlying Back Condition.

As details of the underlying causes of sickness absence evolves and matures, the associated intelligence can be used within the Health and Wellbeing Framework to enhance the support provided to individuals to ultimately reduce the levels of sickness absence being incurred.

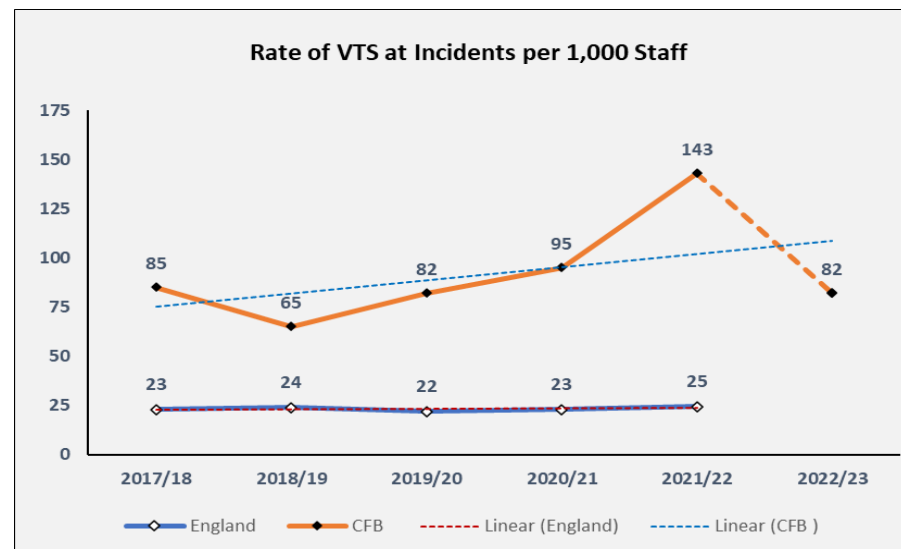
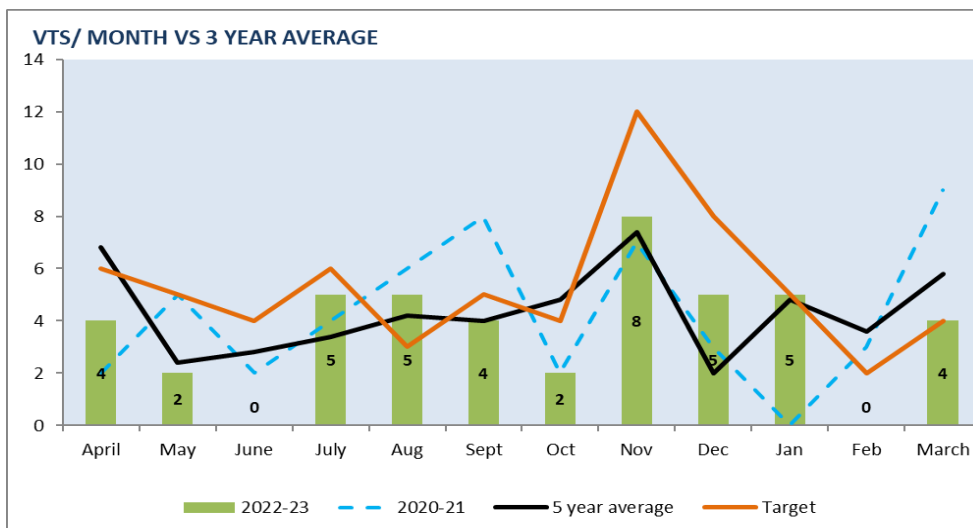
Violence To Staff

The rate of incidents per 1000 staff that CFB employees have suffered Violence to Staff during operational incidents is significantly **higher** than the national rate. During 2021/22, there were 143 such incidents per 1000 staff compared to a national rate of 25 incidents per 1000 staff.

Between 2017/18 to 2021/22 (from available information), nationally the rate of violence to staff incidents has increased by 9% compared to an increase of 68% for CFB. However the CFB Rate of incidents per 1000 staff at the end of financial year 2022/23 has **reduced** to 82.

Note: National information reported relates to VTS incidents occurring during operational incidents and recorded via IRS. It should be noted that there are also incidents that occur in non-emergency response incidents, covering both frontline and enabling service staff.

Performance 1st April 2022 to 31st March 2023



During 2022/23, there have been **44 violence to staff incidents** against CFB staff. These incidents relate to incidents against all staff groups to any type of service delivery.

- April 2022 - March 2023: 44 VTS incidents (**-8 / -15%**) compared to 5-year average.
- April - March 5-year Average: 52 incidents.
- April 2021 – March 2022: 75 incidents.

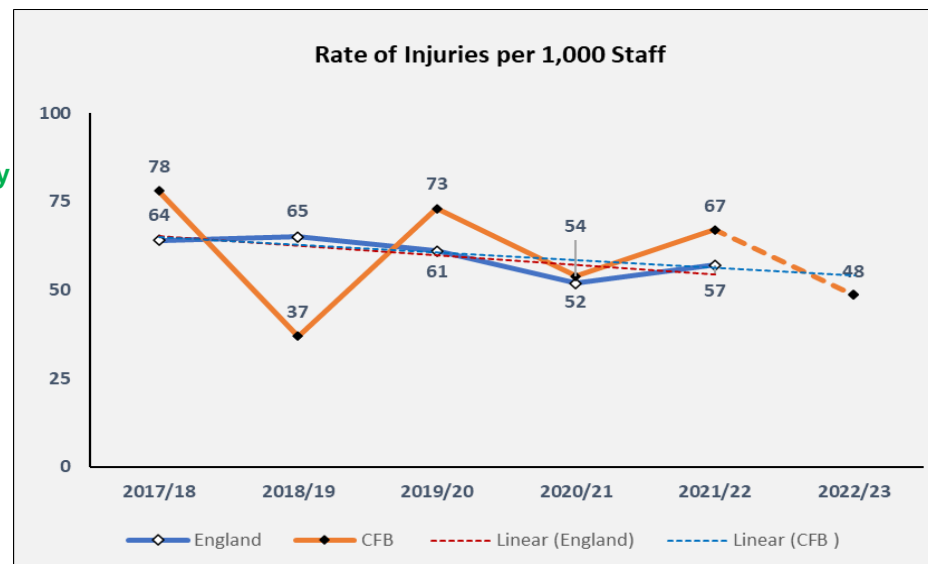
Health and Safety : Injuries to Brigade Personnel

The Brigade aims to conduct its activities in a safe and healthy working environment whilst promoting a positive health and safety culture. The Brigade aims to ensure that the health and safety of the workforce is prominent and in all of its activities whether it is front line services or as part of its enabling services.

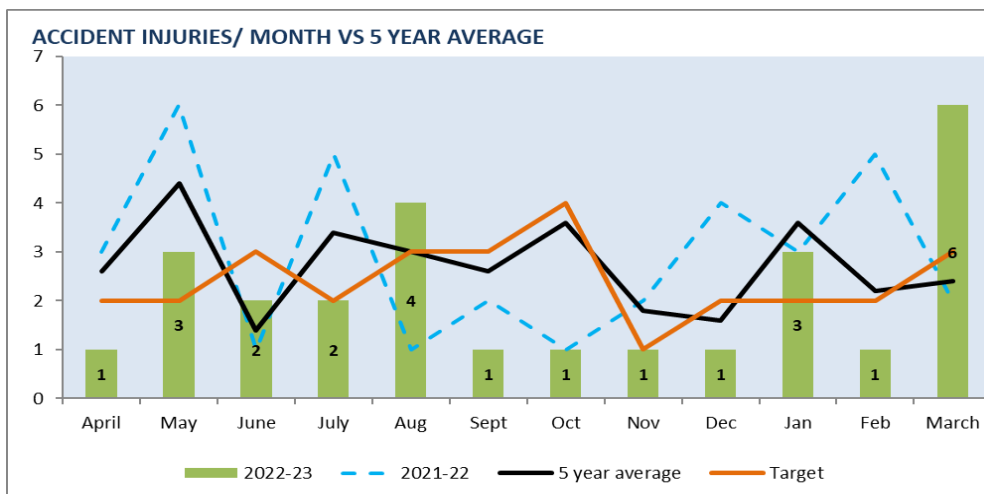
The rate of injuries per 1000 staff that CFB operational employees have suffered was higher than the national rate during 2021/22, with 67 injuries occurring within CFB compared to the national rate of 57 per 1000 staff.

Over the period 2017/18 to 2021/22, nationally the rate of injuries has **decreased by 11%**. CFB also saw a **decrease during the same period of 14%**. During financial year 2022/23 the rate within CFB has **decreased further** to 48 injuries per 1,000 staff.

Note: National information reported relate to incidents occurring to fire fighters. It must be noted that there are also incidents that occur in non-emergency response incidents covering both frontline and enabling service staff.



Performance 1st April 2022 to 31st March 2023



During April 2022 to March 2023, there have been **26 injuries** suffered by staff in the course of their duties which is a **reduction of 7 (21%)** when compared with the average incurred for the last five years. Note these incidents include all brigade staff groups:

- April 2022 - March 2023: 26 injuries **(-9 / -26%)** compared to to same period 2021/22;
- April - March 5-year average: 33 injuries;
- April 2021 - March 2022: 35 injuries.

Cause April - March	Total
Fire & Explosion	1
Human Error	11
Manual Handling	4
Slips, Trips & Falls	5
Struck by Fixed Object	1
Transport*	4
TOTAL	26

* all 4 were from an RTC

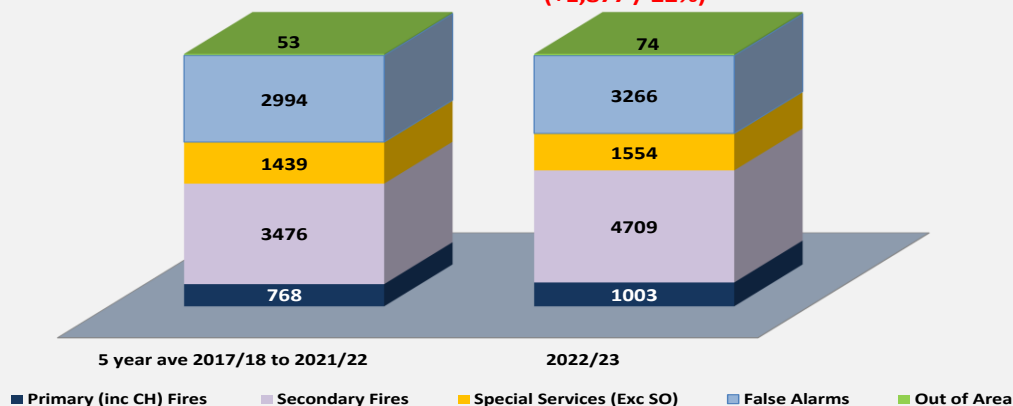
CORPORATE SUITE OF INDICATORS



Incident Profile April to March 2022/23 compared to 5-yr Average

Total Incidents 8,729

Total Incidents 10,606
(+1,877 / 22%)



Prevention: Safer Homes Visits

Using a risk based targeting approach to Safer Homes Visits, between 1st April 2022 to 31st March 2023 the Brigade attempted to perform **36,676 Safer Home Visits (SHV)**.
From these attempted Safer Home Visits the Brigade has **completed 21,157 visits**.

This is an **increase of 577 (+3%)** Safer Home Visits compared to 2021/22, when the Brigade completed 20,580 SHV. This is also an **increase of 3,716 (+21%)** than the 3 year average of 17,441.

Resulting from the Safer Home Visits there were **1,654 (8%) referrals** to other agencies for support and/or items of risk reduction equipment.

Operational crews completed **17,872 (84%) SHV** an **increase of 620 (+4%)** to 2020/21.

Hubs and Advocates completed **3,285 (16%) SHV** a **reduction of 43 (-1%)** to 2020/21.

Fire Control

During the period April 2022 - March 2023, Fire Control dealt with **15,218 emergency calls**, an **increase of 21% (+2,633)** from the 5-year average.

Emergency Response

We responded to **10,606 incidents**, an **increase of 1,877 (+22%)** compared to the 5-year average.

Comparing to the 5-year average across all incident categories:

- **Primary Fires** have **increased by 32% (238)** from 755 to 993.
- **Secondary Fires** have **increased by 35% (1,233)** from 3,476 to 4,709.
- **False Alarms** have **increased by 9% (272)** from 2,994 to 3,266;
- **Special Services** have **increased by 8% (115)** from 1,439 to 1,554.
- **Out Of Area** incidents have **increased by 41% (21)** from 53 to 74.

Fire incidents account for 54% (5,712) of total incidents

Primary Fires excluding Chimney Fires (993) and Secondary Fires (4,709) accounting for 9% and 44% of all incidents attended respectively.

85% (4,847) of all fires attended have been classified as **deliberate** in nature

Protection: Safer Buildings - Risk Based Inspection Programme (RBIP)

658 RBIP audits have been completed
423 audits attempted but the business ceased, demolished/ converted to domestic use.
18 attempts were made but unable to gain entry.

436 Other and reactive inspections (not part of the RBIP) completed.

Total Audits completed 1,517

In 2021/22, 1,789 audits were completed. This is a **reduction of 272 (15%)** although the new RBIP was not approved until March 2022.

In addition to inspections under the RBIP, **315 building consultations** completed
103 licencing consultations completed.

No Properties	Risk	2022/23 Plan	2022/23 Completed	%
2	Very High	4	0	0%
138	High	138	84	7%
2763	Medium	984	574	51%
7943	Low	--	--	--
5225	Very Low	--	--	--
	Attempted (Closed / Converted etc)		423	38%
16071	(A) Total	1126	1081	96%
	CFWD Unable to gain Entry		18	
	CFWD Building Under Construction		2	
	CFWD Not Attempted 22/23		25	
	Total RBIP 2022/23	1126	1126	100%
	Non RBIP Activity			
	(B) Reactive Audits		368	
	(C) Other Audits (Low / Very Low Risk)		68	
	Total Audits (A+B+C)		1517	

MEASURING PERFORMANCE

The Community Risk Management Plan (2022 to 2026) identifies three Corporate goals supported by four Corporate objectives and a range of Corporate outcomes. The Corporate goals are:

- Safer, Stronger Communities;
- Professional, Proud, Passionate People;
- Efficient Sustainable Resources.

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

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

We will assess this performance against the following criteria;

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

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

Stage 1 Assessment of Each Indicator:

Stage 1

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

Direction of Travel:

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

Stage 2: Assessment of each Corporate Outcome:

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

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

Stage 2

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

BRIGADE SUMMARY

Exceptionally Good Performance (Performance Compared to Target)

- Deliberate Dwelling Fires 16% (15) below target of 92 with Deliberate Dwelling Injuries 43% (3) below target of 7;
- All response benchmarks performing well within target;
- The first appliance has attended a building fire within 10 minutes on 96% of occasions, 6% over the target of 90%;
- The average number of duty days lost to sickness for On Call staff is lower than the target (6.65 days compared to a target of 6.67);
- The number of Violence to Staff incidents is 31% lower than the target figure of 64, with a total of 44 incidents recorded for the year;
- Zero internal audits classed as limited assurance and no interest paid due to late payments of invoices.

Areas For Improvement (Performance Compared to Target)

- There have been 4 fatalities during 2022/23, all of which occurred in Accidental Dwelling Fires.
- Primary Fire Injuries are 7 (+44%) higher than the target with a total of 23 injuries in 2022/23;
- 35% (+56) more Accidental Dwelling Fires than the target of 160;
- 26% (+61) more Deliberate Vehicle Fires than the target of 239;
- 16% (+664) more Deliberate Fires than the target of 4183;
- The percentage of On Call appliances meeting the book mobile threshold of 5 minutes is 63%, which is 37% lower than the 100% target;
- Sickness rates for all staff are 51% higher than the target figure. 12.70 average duty days lost compared to a target of 8.39.

SAFER STRONGER COMMUNITIES

We want our Communities to be Safer and Stronger



Performance Summary: Safer Stronger Communities

Below is a summary of our performance for the period 1st April 2022 to 31st March 2023 against our Corporate Goal 1.

	Performance compared to previous year assessed as	Performance compared to 5 years average assessed as	Performance compared to Target assessed as
Safer Homes	Adequate Performance	Adequate Performance	Performing Well
Safer Buildings	Adequate Performance	Adequate Performance	Performing Well
Safer Transport Infrastructures	Adequate Performance	Adequate Performance	Performing Strongly
Safer High Hazard Industries	Performing Well	Performing Well	Performing Well
Safer Neighbourhoods and the Environment	Performing Well	Adequate Performance	Adequate Performance
Supporting National Resilience	Performing Strongly	No Comparator	Performing Strongly
Improved Health Outcomes	Performing Well	Performing Well	No Targets Set
Total Overall	Performing Well	Adequate Performance	Performing Well

Corporate Goal: Safer, Stronger Communities

Corporate Objective: Identify and minimise fire and rescue related risks in the community

Corporate Outcome: Safer Homes

Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.1.1	Number of Accidental Dwelling Fires	150	180	216	+20% +36 ↑	+44% +66 ↑	160	+35% +56 ↑
1.1.1.2	Number of Deliberate Dwelling Fires	84	89	77	-13% -12 ↓	-8% -7 ↓	92	-16% -15 ↓
1.1.1.3	Number of Accidental Dwelling Fire Fatalities	2	1	4	+300% +3 ↑	+100% +2 ↑	0	+100% +4 ↑
1.1.1.4	Number of Deliberate Dwelling Fire Fatalities	0	0	0	-% ↔	-% ↔	0	-% ↔
1.1.1.5	Number of Accidental Dwelling Fire Injuries	12	10	13	+30% +3 ↑	+8% +1 ↑	13	-% ↔
1.1.1.6	Number of Deliberate Dwelling Fire Injuries	4	10	4	-60% -6 ↓	-% ↔	7	-43% -3 ↓
1.1.1.7	Number of False Alarm Good Intents in Dwellings	635	627	722	+15% +95 ↑	+14% +87 ↑	638	+13% +84 ↑
1.1.1.8	Percentage of ADFs which have received a SHV within 5 years prior to the ADF	-	32%	37%	+5% ↑	no comparator	-	-
1.1.1.9	Percentage of Dwellings which have received a SHV	60%	62%	63%	+1% ↑	+3% ↑	-	-
1.1.1.10	Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	00:04:53	00:04:59 (1247/1465)	00:05:25 (1335/1637)	+9% +00:00:26 ↑	+11% +00:00:32 ↑	00:07:00	-23% -00:01:35 ↓
1.1.1.11	First Appliance Attendance to a Dwelling Fire Within 10 Minutes on 90% of Occasions	97%	97% (1417/1465)	96% (1577/1637)	-1% ↓	-1% ↓	90%	+6% ↑
1.1.1.12	Average time of a Second Appliance Attendance to a Dwelling Fire (10 Minutes)	00:06:44	00:06:59 (1025/1197)	00:07:26 (1118/1321)	+7% +00:00:27 ↑	+10% +00:00:42 ↑	00:10:00	-26% -00:02:34 ↓
Safer Homes Overall Performance Judgement					Adequate Performance	Adequate Performance		Performing Well

SAFER HOMES

Hartlepool	21/22	22/23
Safer Homes Visits	3249	3301
Accidental Dwelling Fire Fatality	0	1
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	1	1
Deliberate Dwelling Fire Injury	1	2
Accidental Dwelling Fires	33	33
Deliberate Dwelling Fires	17	15
False Alarm Good Intents in Dwellings	114	141

Hartlepool

Stockton-on-Tees

Stockton	21/22	22/23
Safer Homes Visits	7097	7086
Accidental Dwelling Fire Fatality	0	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	1	4
Deliberate Dwelling Fire Injury	1	2
Accidental Dwelling Fires	59	71
Deliberate Dwelling Fires	25	20
False Alarm Good Intents in Dwellings	172	202

Middlesbrough

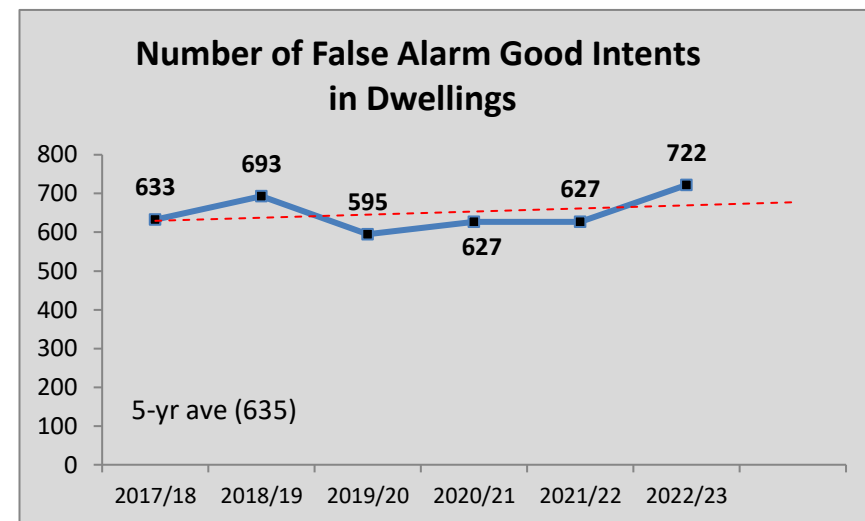
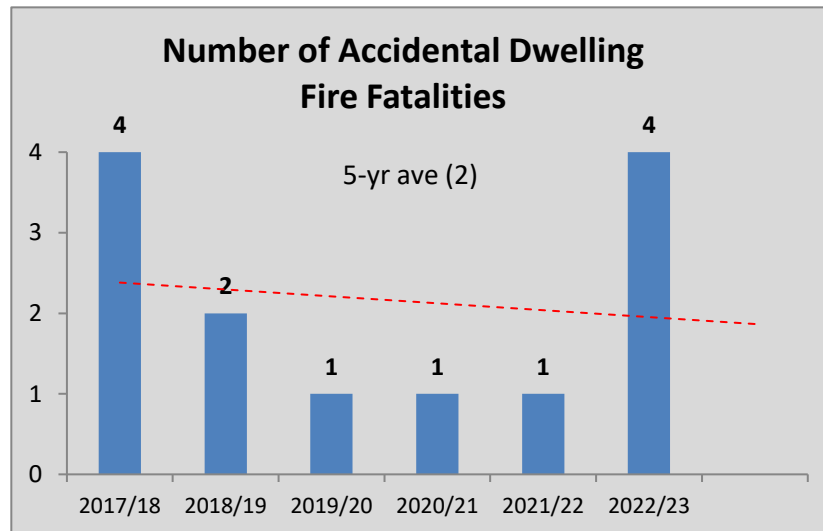
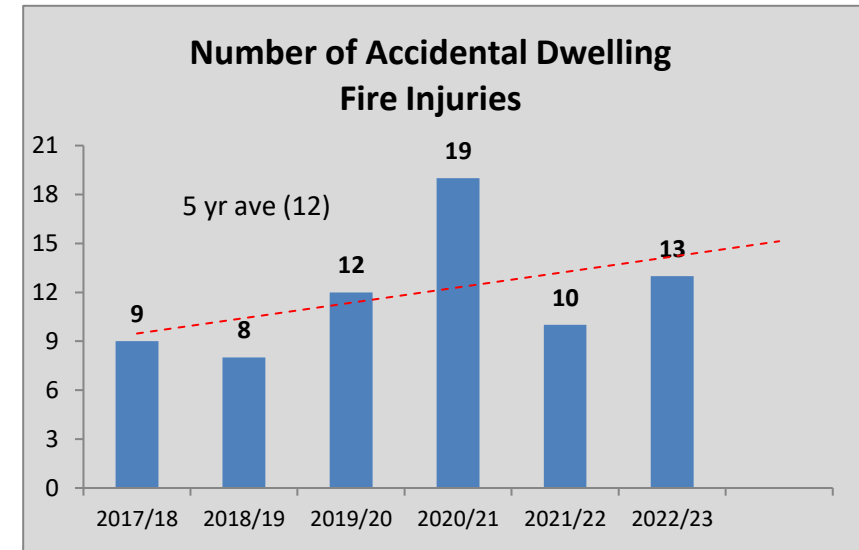
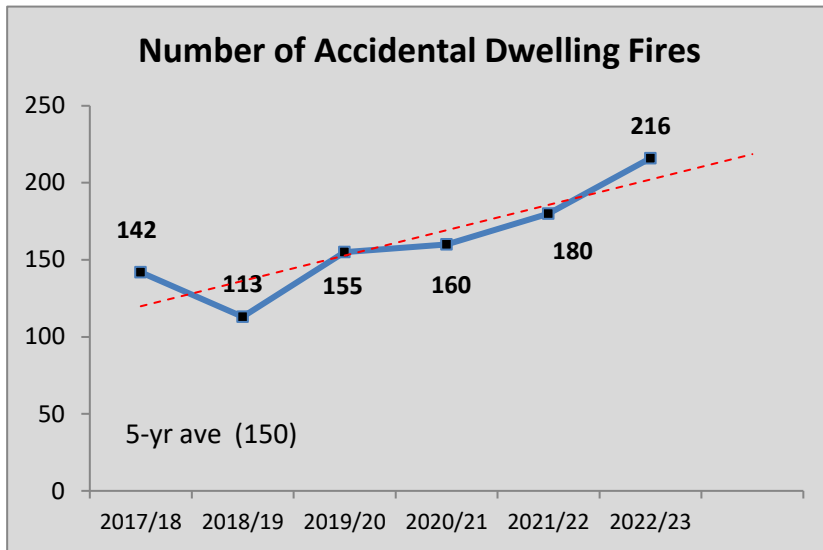
Middlesbrough	21/22	22/23
Safer Homes Visits	4965	4964
Accidental Dwelling Fire Fatality	1	1
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	3	2
Deliberate Dwelling Fire Injury	8	0
Accidental Dwelling Fires	51	57
Deliberate Dwelling Fires	32	27
False Alarm Good Intents in Dwellings	171	193

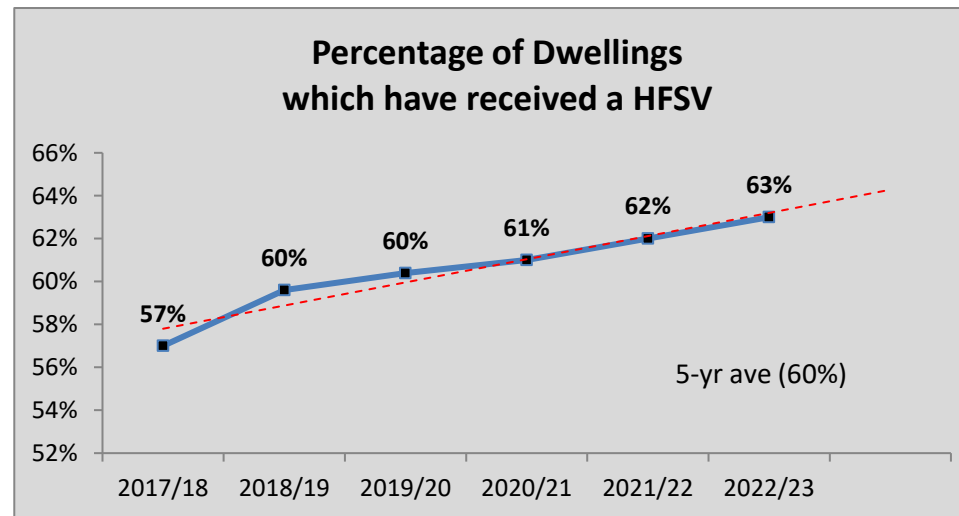
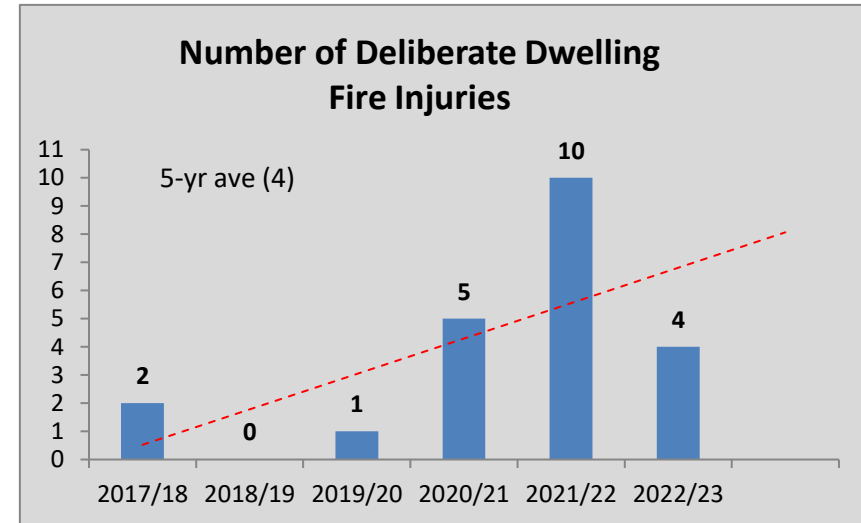
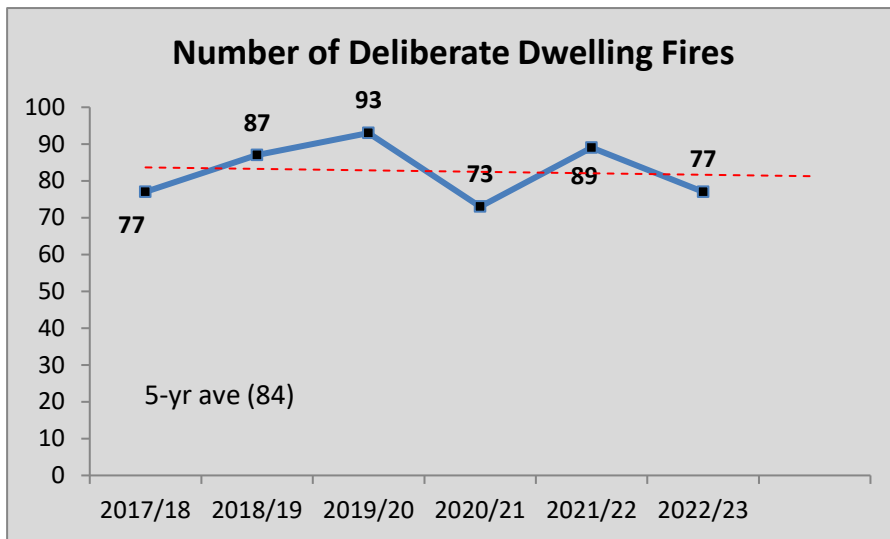
Redcar Cleveland	21/22	22/23
Safer Homes Visits	5208	5750
Accidental Dwelling Fire Fatality	1	2
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	5	6
Deliberate Dwelling Fire Injury	0	0
Accidental Dwelling Fires	37	55
Deliberate Dwelling Fires	15	15
False Alarm Good Intents in Dwellings	170	186

Redcar and Cleveland

Trend Analysis: Corporate Outcome: Safer Homes							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average*
Number of Accidental Dwelling Fires	142	113	155	160	180	216	150
Number of Deliberate Dwelling Fires	77	87	93	73	89	77	84
Number of Accidental Dwelling Fire Fatalities	4	2	1	1	1	4	2
Number of Deliberate Dwelling Fire Fatalities	0	0	0	0	0	0	0
Number of Accidental Dwelling Fire Injuries	9	8	12	19	10	13	12
Number of Deliberate Dwelling Fire Injuries	2	0	1	5	10	4	4
Number of False Alarm Good Intentions in Dwellings	633	693	595	627	627	722	635
Percentage of ADFs which have received a HFSV prior to the ADF	-	-	-	29%	32%	37%	-
Percentage of Dwellings which have received a HFSV	57%	60%	60%	61%	62%	63%	60%
Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	-	00:04:47 (1292/1457)	00:04:57 (1266/1460)	00:04:50 (1269/1428)	00:04:59 (1247/1465)	00:05:25 (1335/1637)	00:04:53
First Appliance Attendance to a Dwelling Fire Within 10 Minutes on 90% of Occasions	-	98% (1429/1457)	97% (1416/1460)	98% (1393/1428)	97% (1417/1465)	96% (1577/1637)	97%
Average time of a Second Appliance Attendance to a Dwelling Fire (10 Minutes)	-	00:06:28 (1086/1212)	00:06:54 (1041/1193)	00:06:36 (1058/1213)	00:06:59 (1025/1197)	00:07:26 (1118/1321)	00:06:44

* 3 or 4-year average may be calculated where 5 years data not available





Corporate Goal: Safer, Stronger Communities

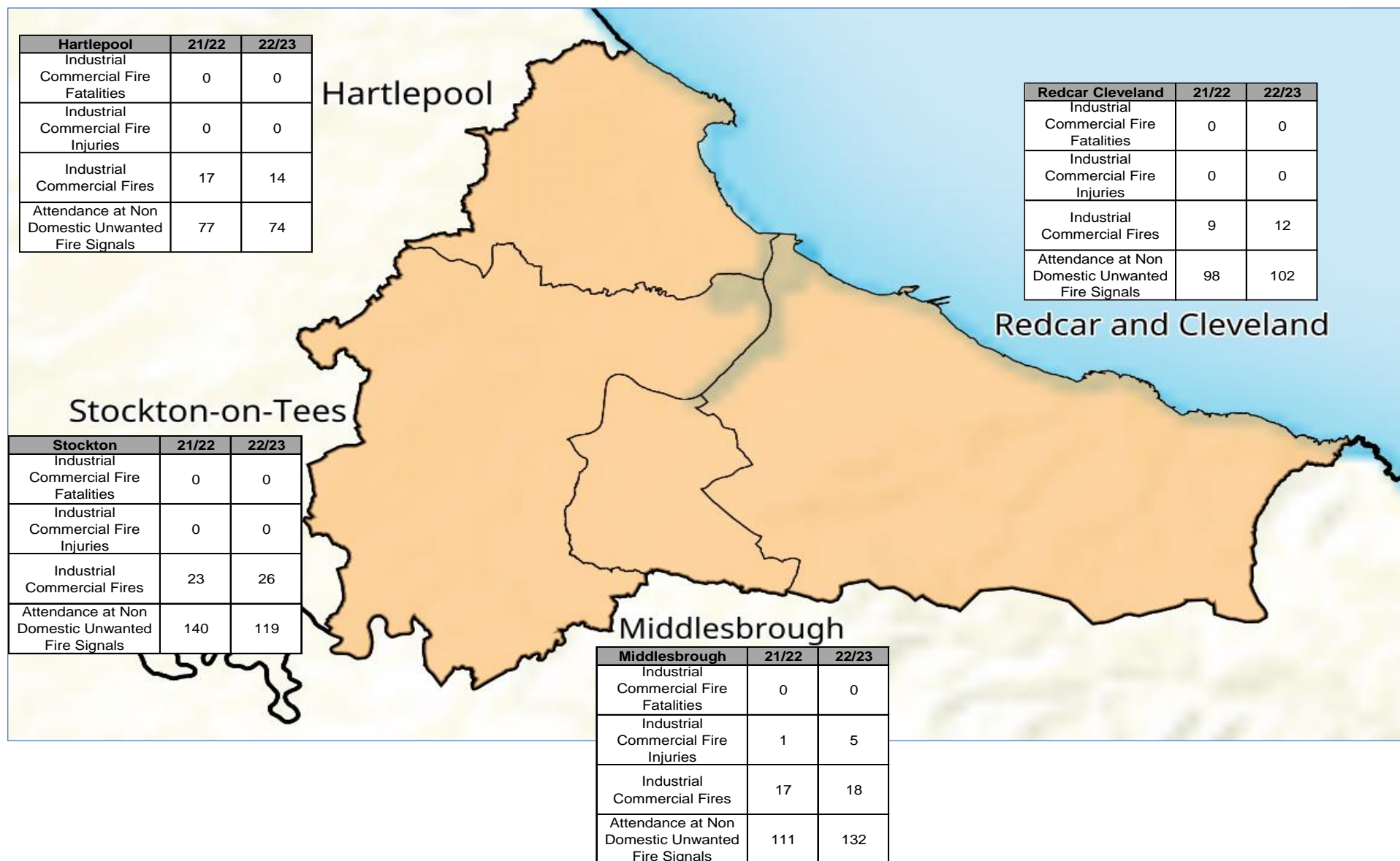
Corporate Objective: Identify and minimise fire and rescue related risks in the community

Corporate Outcome: Safer Buildings

Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.2.1	Percentage of the annual risk based inspection program completed in approved frequency*	-	Data Not Available	96% (1081/1126)	no comparator	no comparator	80%	+16% ↑
1.1.2.3	Percentage of enforcement notices that are completed within prescribed timescales	96%	100% (14/14)	82% (9/11)	-18% ↓	-14% ↓	100%	-18% ↓
1.1.2.4	Number of Fatalities in Industrial and Commercial Fires	0	0	0	-% ↔	-% ↔	0	-% ↔
1.1.2.5	Number of Injuries in Industrial and Commercial Fires	1	1	5	+400% +4 ↑	+400% +4 ↑	1	+400% +4 ↑
1.1.2.6	Number of Industrial and Commercial Fires	62	66	70	+6% +4 ↑	+13% +8 ↑	71	-1% -1 ↓
1.1.2.7	Number of Non Domestic Unwanted Automated Fire Alarm Calls received	-	-	1285	no comparator	no comparator	-	-
1.1.2.8	Number of attendances at Non Domestic Unwanted Automated Fire Alarm Calls	515	426	427	+0.23% +1 ↑	-17% -88 ↓	380	+12% +47 ↑
1.1.2.10	Average time of first appliance attendance to a building fire (7 Minutes)	00:04:58	00:05:06 (1923/2300)	00:05:26 (2018/2392)	+7% +00:00:20 ↑	+9% 00:00:28 ↑	00:07:00	-22% 00:01:34 ↓
1.1.2.11	First appliance attendance to a building fire within 10 minutes on 90% of occasions	97%	96% (2206/2300)	96% (2392/2482)	-% ↔	-1% ↓	90%	+6% ↑
1.1.2.12	Average time of second appliance to attend a building fire incident (10 minutes)	00:06:54	00:07:06 (1307/1559)	00:07:33 (1417/1706)	+6% +00:00:27 ↑	+10% 00:00:39 ↑	00:10:00	-24% -00:02:27 ↓
1.1.2.13	Percentage of Consultations completed within prescribed timescales	-	98% (347/355)	90% (285/315)	-8% ↓	no comparator	100%	-10% ↓
1.1.2.14	Percentage of Licensing Consultations completed within prescribed timescales	-	97% (175/181)	96% (99/103)	-1% ↓	no comparator	100%	-4% ↓
1.1.2.15	Percentage of Building (72d) Risk Information scheduled to be reviewed during the year that has been reviewed	95%	93% (92/99)	100% (107/107)	+7% ↑	+5% ↑	100%	-% ↔
Safer Buildings Overall Performance Judgement					Adequate Performance	Adequate Performance		Performing Well

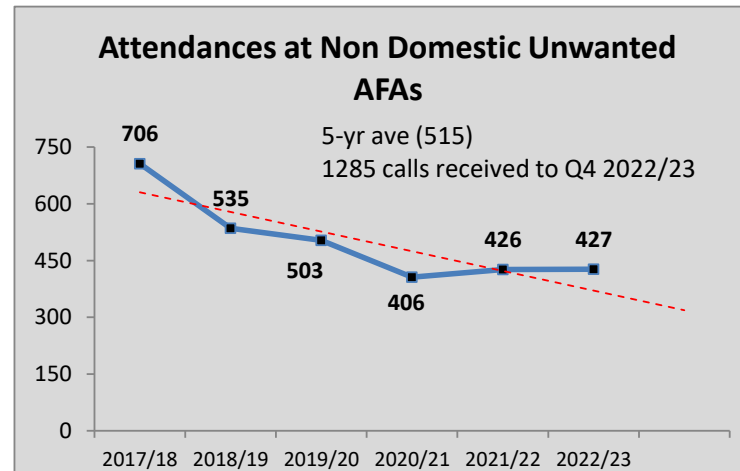
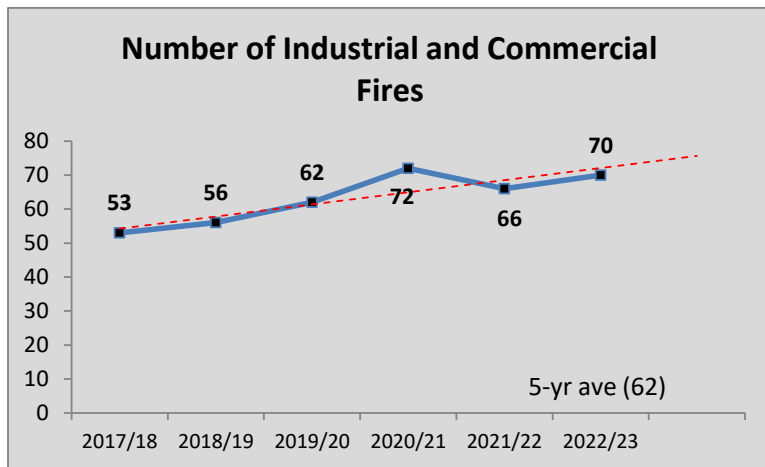
* from quarter 4 2022/23 this data now includes attempted inspections where the business is identified to have closed, been demolished or converted to domestic property

SAFER BUILDINGS



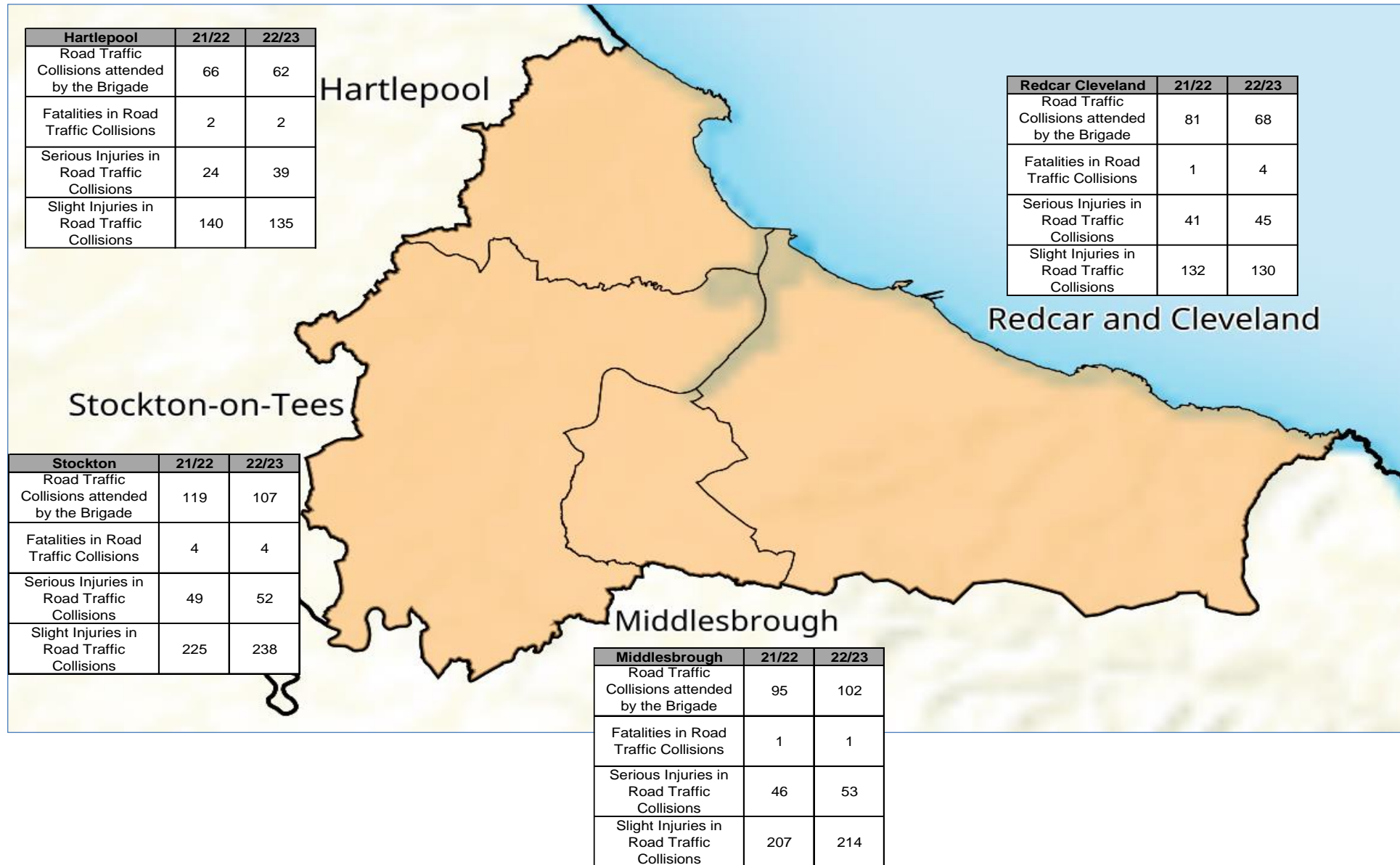
Trend Analysis: Corporate Outcome: Safer Buildings							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average*
Percentage of the annual risk based inspection program completed in approved frequency	-	-	-	-	-	96% (1081/1126)	-
Percentage of enforcement notices that are completed within prescribed timescales	-	100%	80%	89%	100%	82%	96%
Number of Fatalities in Industrial and Commercial Fires	0	0	0	0	0	0	0
Number of Injuries in Industrial and Commercial Fires	1	0	1	1	1	5	1
Number of Industrial and Commercial Fires	53	56	62	72	66	70	62
Number of Non Domestic Unwanted Automated Fire Alarm Calls received	-	-	-	-	-	1285	-
Number of attendances at Non Domestic Unwanted Automated Fire Alarm Calls	706	535	503	406	426	427	515
Average time of first appliance attendance to a building fire (7 Minutes)	-	00:04:50	00:04:59	00:04:57	00:05:06	00:05:26	00:04:58
First appliance attendance to a building fire within 10 minutes on 90% of occasions	-	98%	97%	97%	96%	96%	97%
Average time of second appliance to attend a building fire incident (10 minutes)	-	00:06:43	00:06:57	00:06:48	00:07:06	00:07:33	00:06:54
Percentage of Consultations completed within prescribed timescales	-	-	-	97%	98%	90%	-
Percentage of Licensing Consultations completed within prescribed timescales	-	-	-	100%	97%	96%	-
Percentage of Building (72d) Risk Information scheduled to be reviewed during the year that has been reviewed	-	-	93% (92/99)	100% (99/99)	93% (92/99)	100% (107/107)	95%

* 3 or 4-year average may be calculated where 5 years data not available

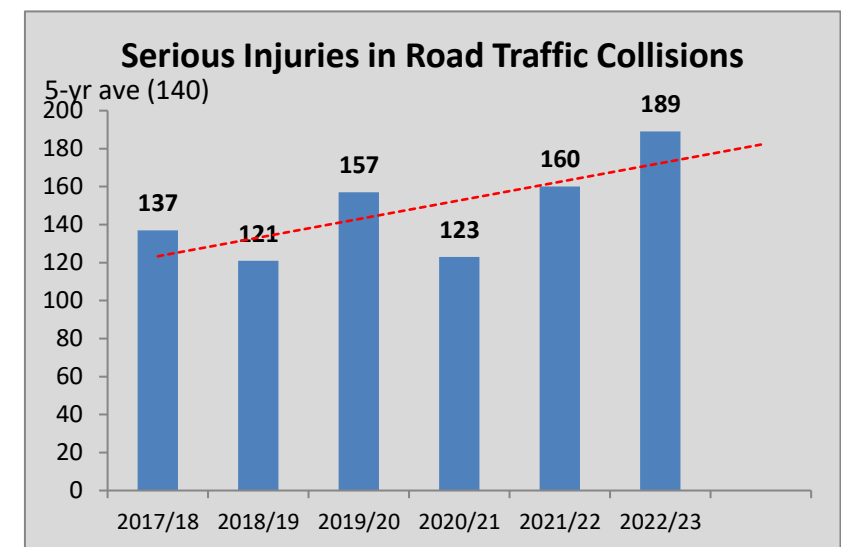
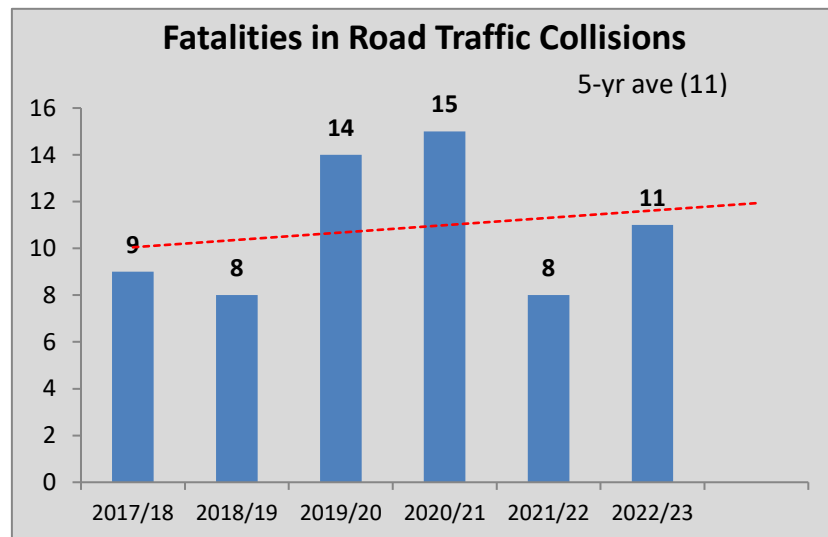
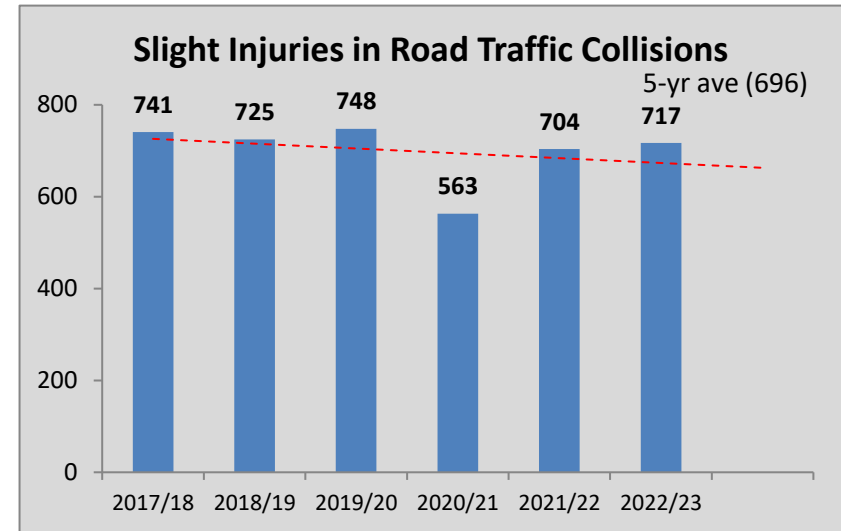
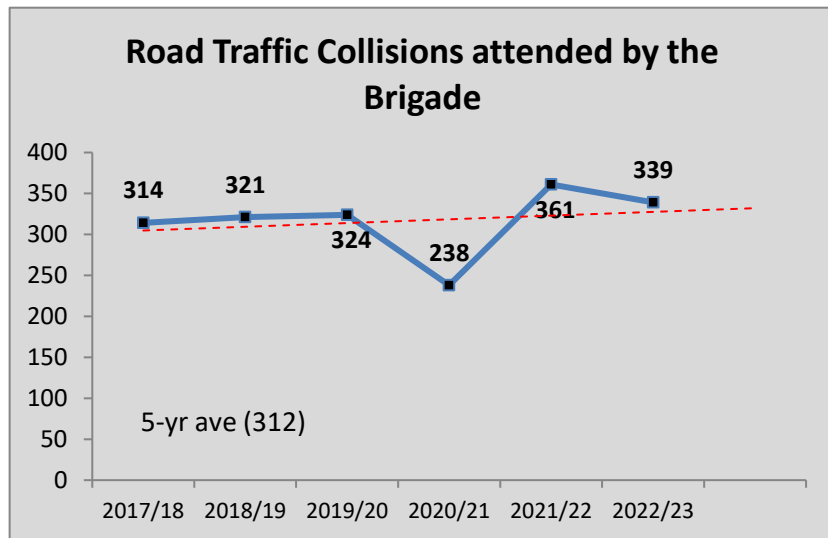


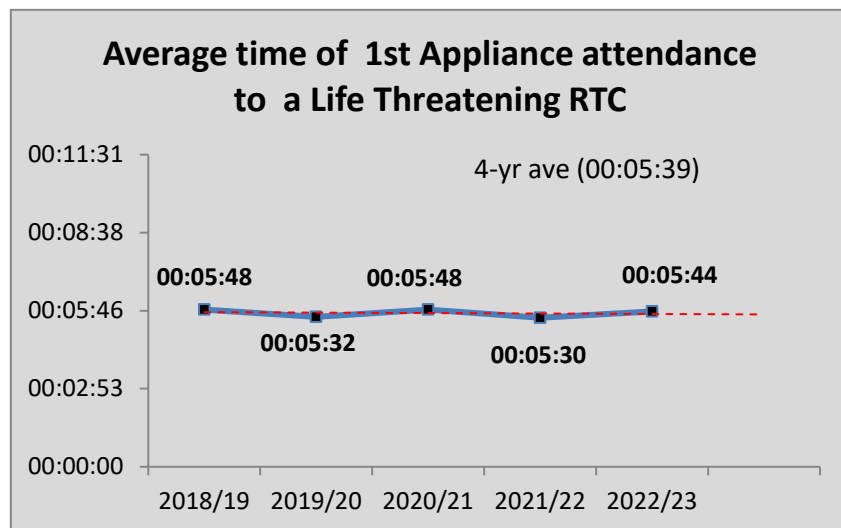
Corporate Goal: Safer, Stronger Communities								
Corporate Objective: Identify and minimise fire and rescue related risks in the community								
Corporate Outcome: Safer Transport Infrastructures								
Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.3.1	Number of Road Traffic Collisions attended by the Brigade	312	361	339	-6% -22 ↓	+9% +27 ↑	-	-
1.1.3.2	Number of Fatalities in Road Traffic Collisions (Police data)	11	8	11	+38% +3 ↑	-% ↔	-	-
1.1.3.3	Number of people seriously injured in Road Traffic Collisions (Police data)	140	160	189	+18% +29 ↑	+35% +49 ↑	-	-
1.1.3.4	Number of people suffering slight injuries Road Traffic Collisions (Police data)	696	704	717	+2% +13 ↑	+3% +21 ↑	-	-
1.1.3.5	Average time of first appliance attendance to an immediate life threatening / rescue Road Traffic Collisions (8 minutes)	00:05:39	00:05:30 (219/262)	00:05:44 (207/248)	+4% +00:00:14 ↑	+1% +00:00:05 ↑	00:08:00	-28% -00:02:16 ↓
Safer Transport Infrastructure Overall Performance Judgement					Adequate Performance	Adequate Performance		Performing Strongly

SAFER TRANSPORT INFRASTRUCTURE



Trend Analysis: Corporate Outcome: Safer Transport Infrastructures							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average *
Number of Road Traffic Collisions attended by the Brigade	314	321	324	238	361	339	312
Number of Fatalities in Road Traffic Collisions	9	8	14	15	8	11	11
Number of people seriously injured in Road Traffic Collisions	137	121	157	123	160	189	140
Number of people suffering slight injuries in Road Traffic Collisions	741	725	748	563	704	717	696
Average time of first appliance attendance to an immediate life threatening / rescue RTC (8 minutes)	-	00:05:48 (166/209)	00:05:32 (189/231)	00:05:48 (135/166)	00:05:30 (219/262)	00:05:44 (207/248)	00:05:39





Corporate Goal: Safer, Stronger Communities

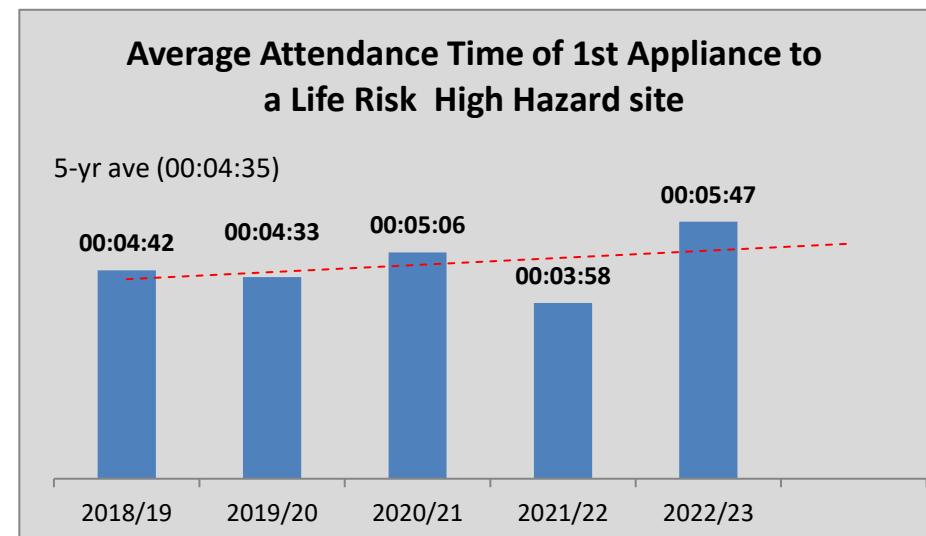
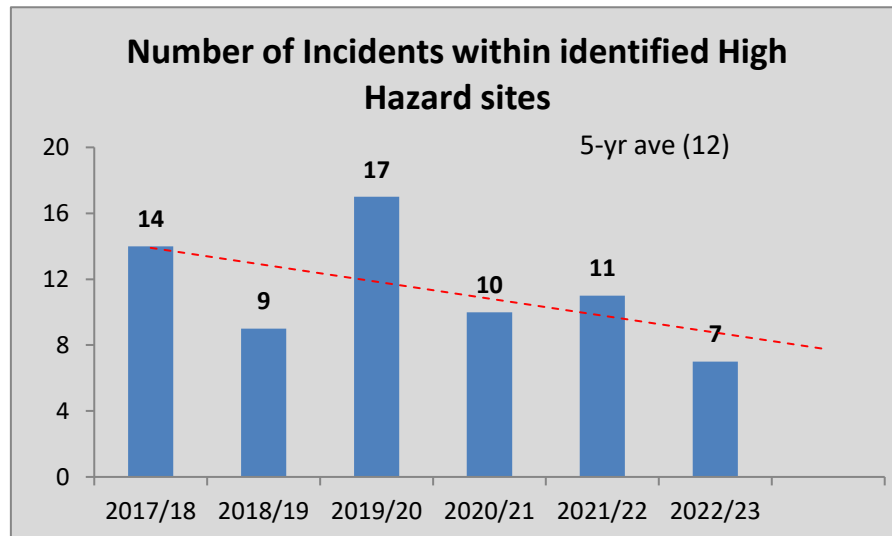
Corporate Objective: Identify and minimise fire and rescue related risks in the community

Corporate Outcome: Safer High Hazard Industries

Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.4.1	Number of Incidents within identified High Hazard sites	12	11	7	-36% -4 ↓	-42% -5 ↓	-	-
1.1.4.2	Average time of first appliance attendance to a Life Risk incident at a High Hazard site (7 minutes)	00:04:35	00:03:58	00:05:47	+46% +00:01:49 ↑	+27% +00:01:12 ↑	00:07:00	-17% -00:01:13 ↓
1.1.4.3	Average time of full mobilisation to a Worse Case Planning Scenario incident at a High Hazard site (20 minutes)	-	No reported mobilisations	No reported mobilisations	No Incidents	No Incidents	00:20:00	-
1.1.4.4	Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	00:22:11	-	00:15:01	No Comparator Information	-32% -00:07:10 ↓	00:16:00	-6% -00:00:59 ↓
1.1.4.5	Percentage of High Hazard sites risk information that have been reviewed during the year	-	96% (26/27)	96% (26/27)	-% ↔	No Comparator Information	100%	-4% ↓
					Performing Well	Performing Well		Performing Well

Trend Analysis: Safer High Hazard Industries							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average*
Number of Incidents within identified High Hazard sites	14	9	17	10	11	7	12
Average time of first appliance attendance to a Life Risk incident at a High Hazard site (7 minutes)	-	00:04:42	00:04:33	00:05:06	00:03:58	00:05:47	00:04:35
1.1.4.3 Average time of full mobilisation to a Worse Case Planning Scenario incident at a High Hazard site (20 minutes)	No reported mobilisations	No reported mobilisations	No reported mobilisations	No reported mobilisations	No reported mobilisations	No reported mobilisations	-
1.1.4.4 Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	00:34:56	00:19:36	00:19:44	00:14:29	-	00:15:01	00:22:11
1.1.4.5 Percentage of High Hazard sites risk information that have been reviewed during the year	-	-	-	93% (28/30)	96% (26/27)	96% (26/27)	-

* 3 or 4-year average may be calculated where 5 years data not available



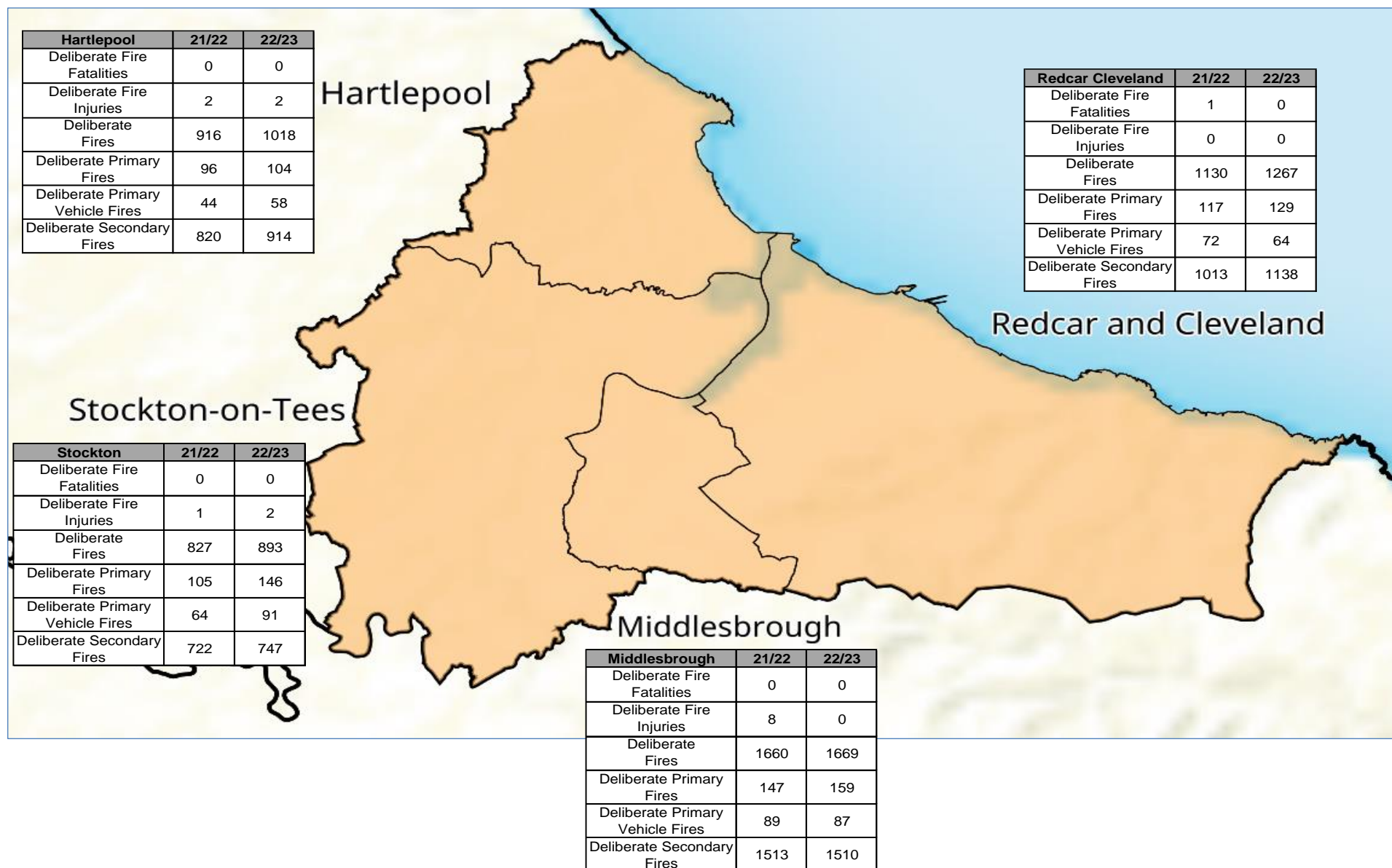
Corporate Goal: Safer, Stronger Communities

Corporate Objective: Identify and minimise fire and rescue related risks in the community

Corporate Outcome: Safer Neighbourhoods and the Environment

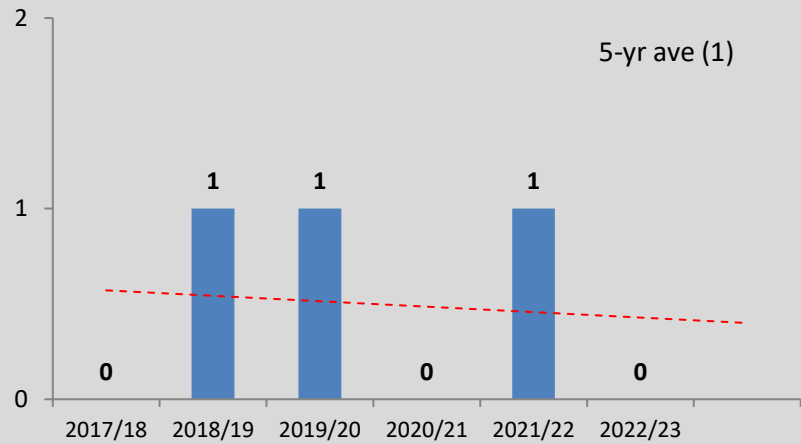
Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.5.1	Number of Deliberate Fire Fatalities	1	1	0	-100% -1 ↓	-100% -1 ↓	0	-% ↔
1.1.5.2	Number of Deliberate Fire Injuries	4	11	4	-64% -7 ↓	-% ↔	8	-50% -4 ↓
1.1.5.3	Number of Deliberate Fires	3619	4533	4847	+7% +314 ↑	+34% +1228 ↑	4183	+16% +664 ↑
1.1.5.4	Number of Deliberate Primary Fires	418	465	538	+16% +73 ↑	+29% +120 ↑	454	+19% +84 ↑
1.1.5.5	Number of Deliberate Primary Fire Vehicles	223	269	300	+12% +31 ↑	+35% +77 ↑	239	+26% +61 ↑
1.1.5.6	Number of Deliberate Secondary Fires	3201	4068	4309	+6% +241 ↑	+35% +1108 ↑	3729	+16% +580 ↑
1.1.5.7	Number of Water Rescue Incidents	8	8	5	-38% -3 ↓	-38% -3 ↓	10	-50% -5 ↓
Safer Neighbourhoods and the Environment Overall Performance Judgement					Performing Well	Adequate Performance		Adequate Performance

SAFER NEIGHBOURHOODS AND THE ENVIRONMENT

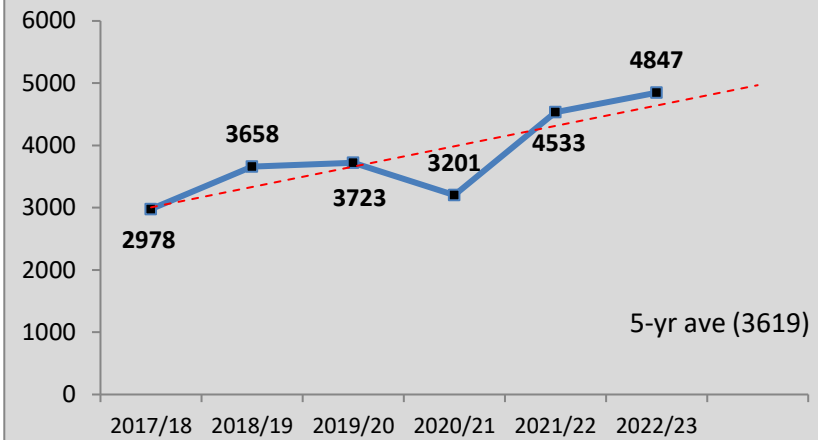


Trend Analysis: Corporate Outcome Safer Neighbourhoods and the Environment							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average *
Number of Deliberate Fire Fatalities	0	1	1	0	1	0	1
Number of Deliberate Fire Injuries	3	1	1	6	11	4	4
Number of Deliberate Fires	2978	3658	3723	3201	4533	4847	3619
Number of Deliberate Primary Fires	401	389	444	389	465	538	418
Number of Deliberate Primary Fire Vehicles	214	197	232	204	269	300	223
Number of Deliberate Secondary Fires	2577	3269	3279	2812	4068	4309	3201
Number of Water Rescue Incidents	5	10	12	7	8	5	8

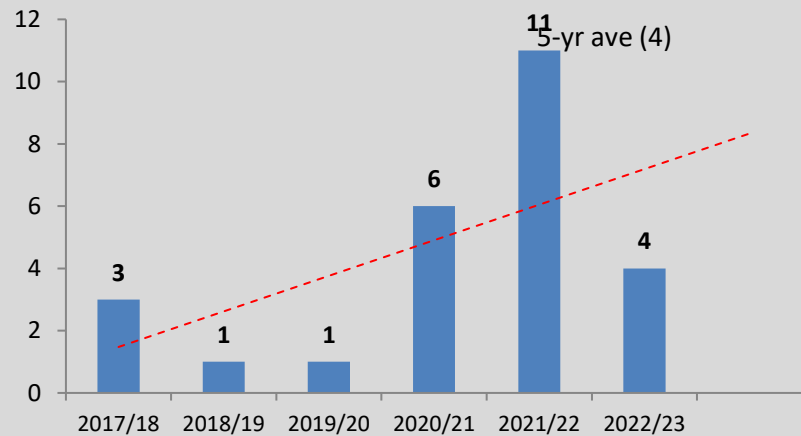
Number of Deliberate Fire Fatalities



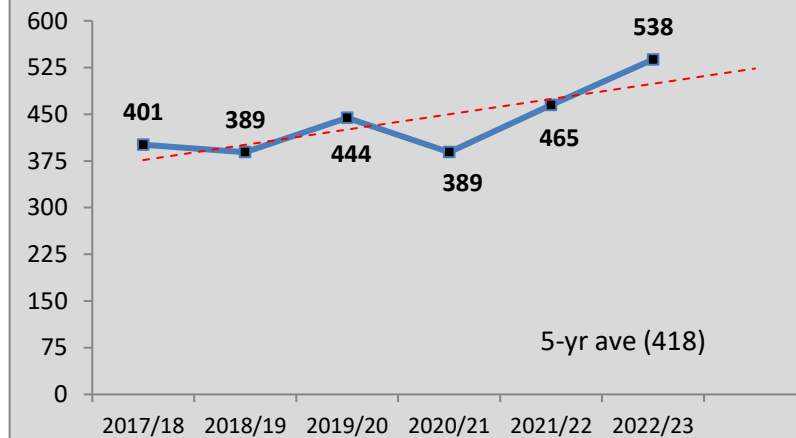
Number of Deliberate Fires

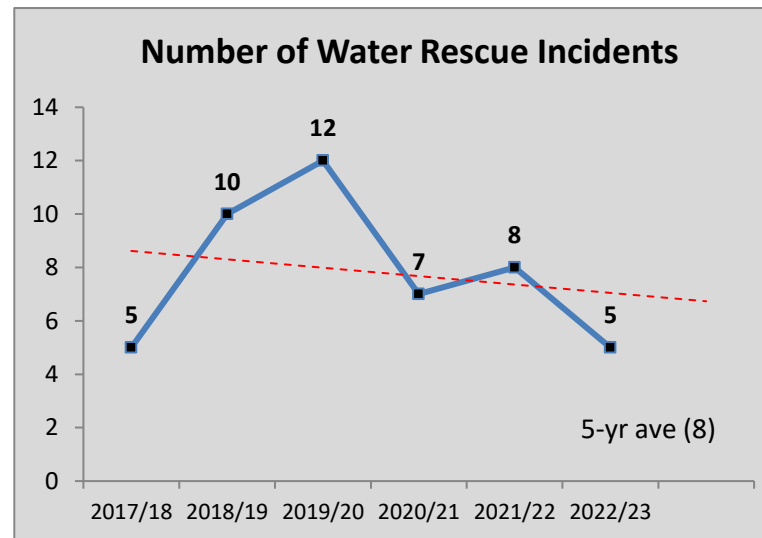
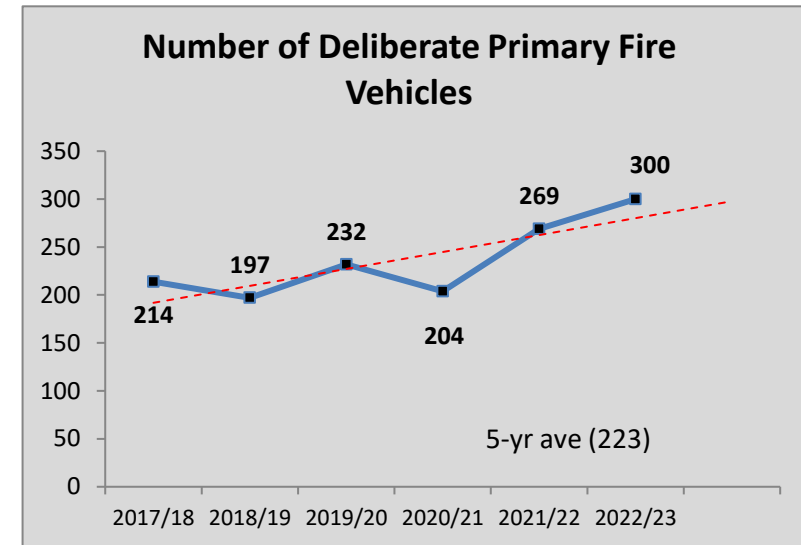
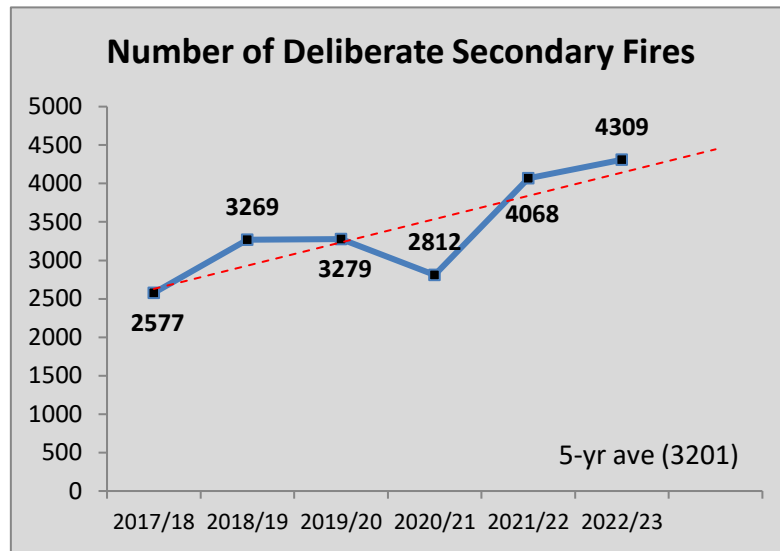


Number of Deliberate Fire Injuries



Number of Deliberate Primary Fires

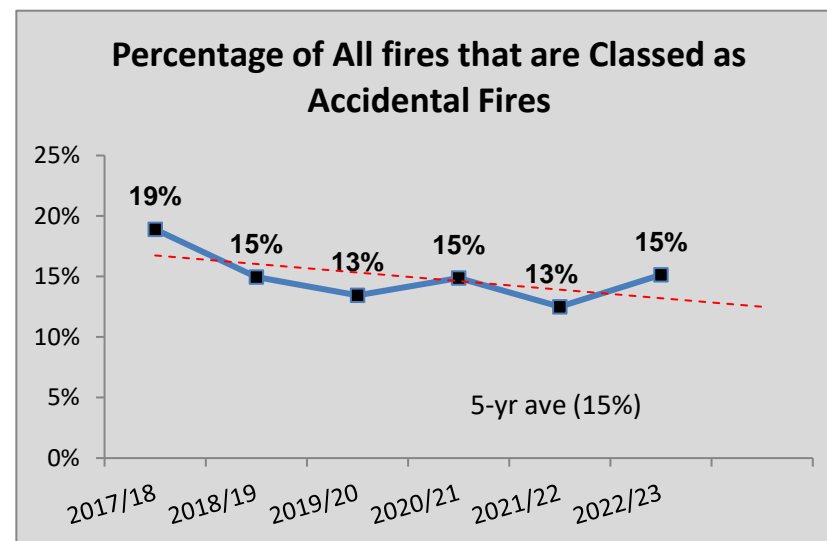
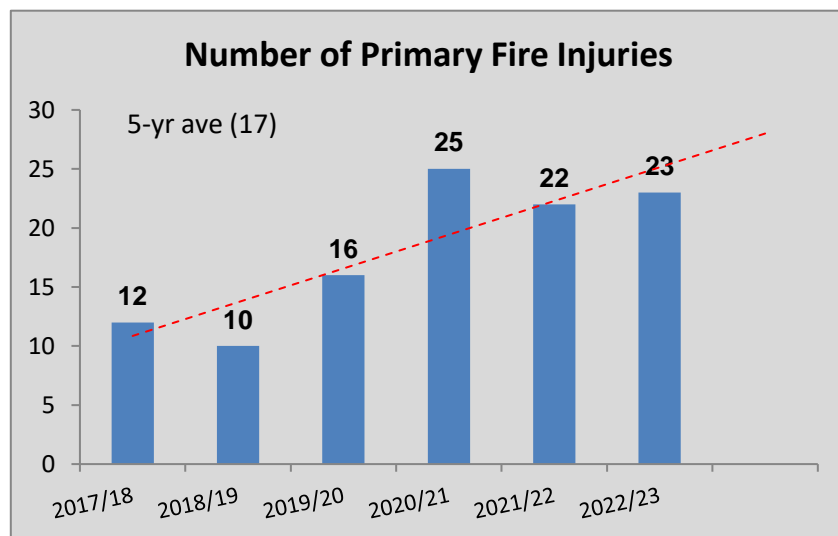
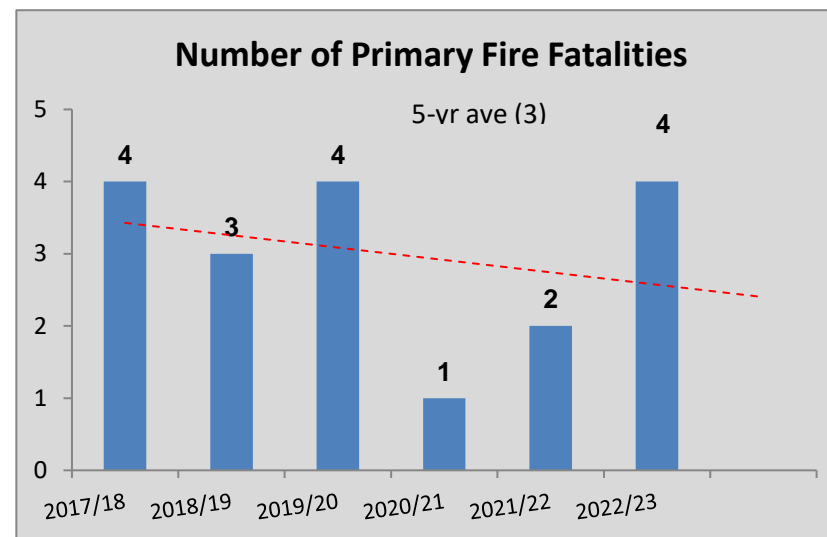
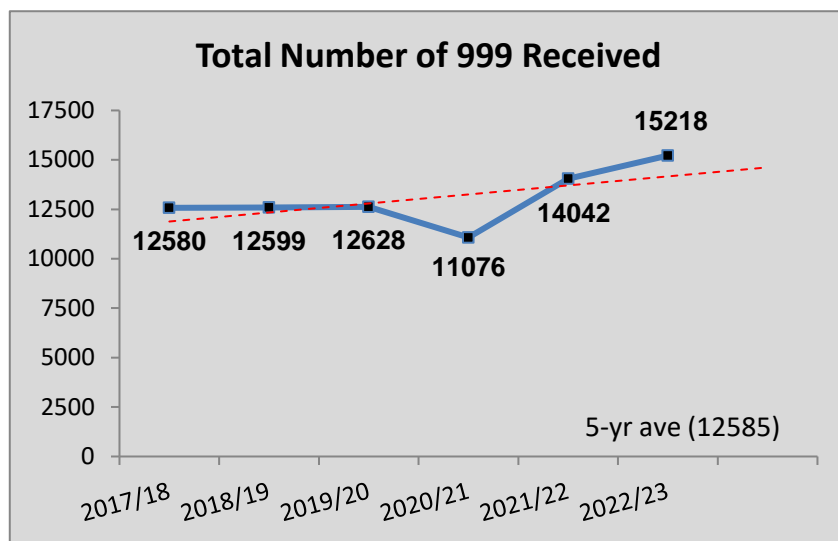


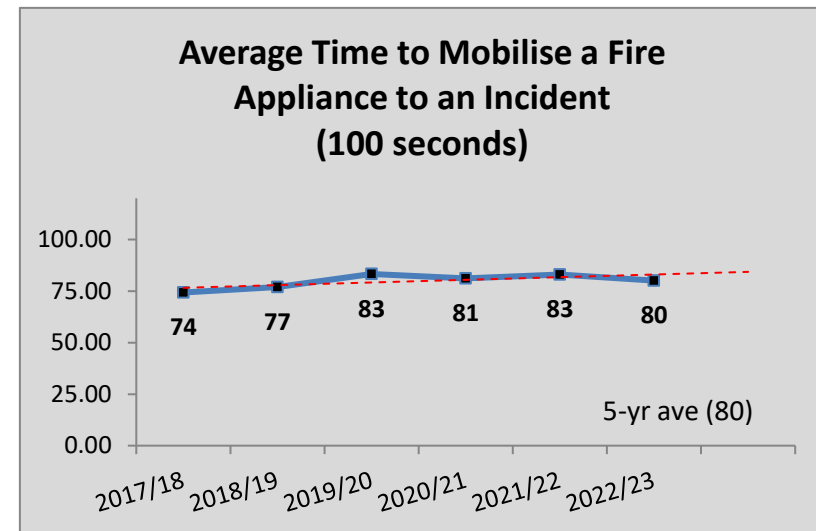
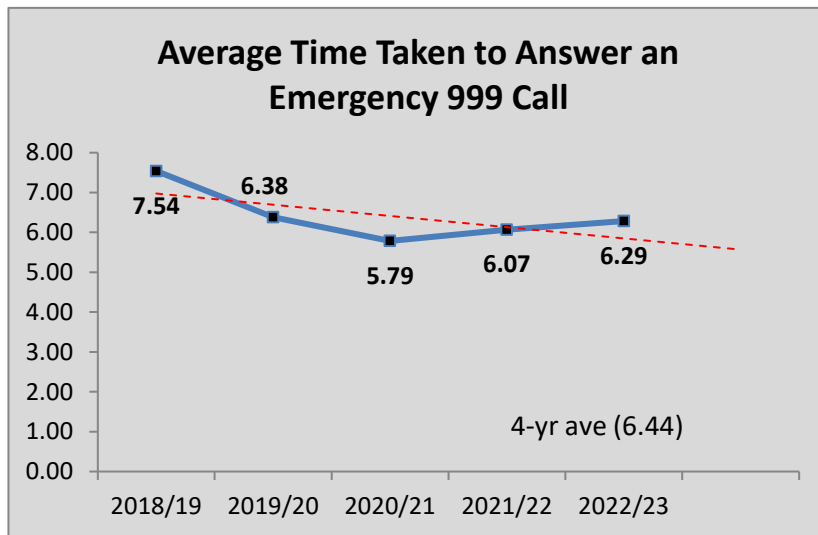
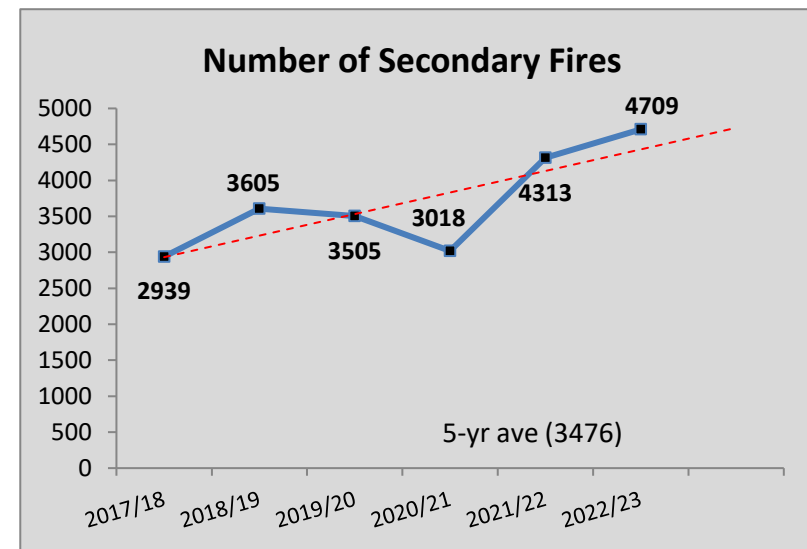
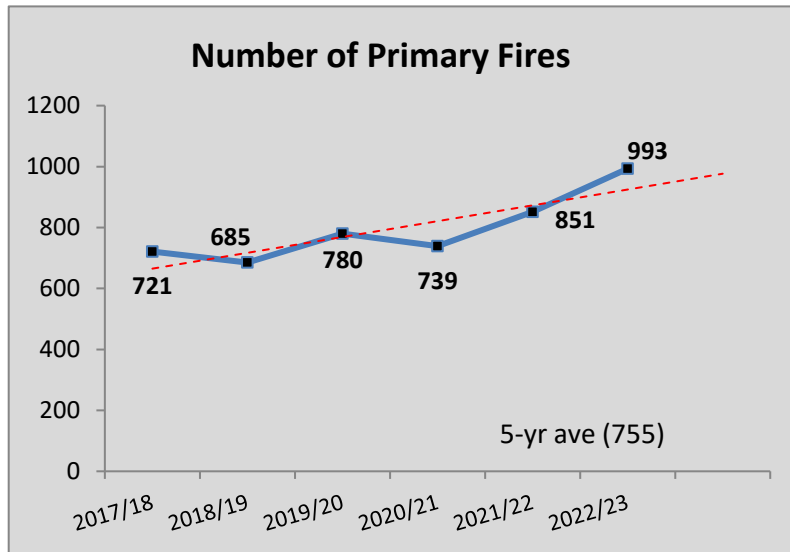


Supplementary Indicators							
Indicator	5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
Total Number of 999 calls to Fire Control	12585	14042	15218	+8% +1176 ↑	+21% +2633 ↑	-	-
Number of times a Fire Appliance assigned to an incident failed to respond	7	3	8	+167% +5 ↑	+14% +1 ↑	-	-
Number of Primary Fire Fatalities	3	2	4	+100% +2 ↑	+33% +1 ↑	0	+100% ↑
Number of Primary Fire Injuries	17	22	23	+5% +1 ↑	+35% +6 ↑	16	+44% +7 ↑
Percentage of all fires that are classed as Accidental Fires	15%	13%	15%	For Information Purposes Only		-	-
Percentage of all fires that are classed as Deliberate Fires	85%	87%	85%			-	-
Number of Primary Fires	755	851	993	+17% +142 ↑	+32% +238 ↑	835	+19% +158 ↑
Number of Secondary Fires	3476	4313	4709	+9% +396 ↑	+35% +1233 ↑	3938	+20% +771 ↑
Average time taken to answer an emergency 999 call (7 seconds)	6.44	6.07	6.29	+4% +0.22 ↑	-2% -0.15 ↓	7.00	-10% -0.71 ↓
Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	80	83	80	-4% -3 ↓	-% ↔	100	-20% -20 ↓
Percentage of Occasions Fire Control mobilise a Fire Appliance within 2 minutes of the call	92%	91%	90%	-1% ↓	-2% ↓	98%	-8% ↓
Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	94%	94%	93%	-1% ↓	-1% ↓	100%	-7% ↓
Percentage of On Call appliances meeting the Book Mobile threshold of 5 Minutes	66%	72%	63%	-9% ↓	-3% ↓	100%	-37% ↓

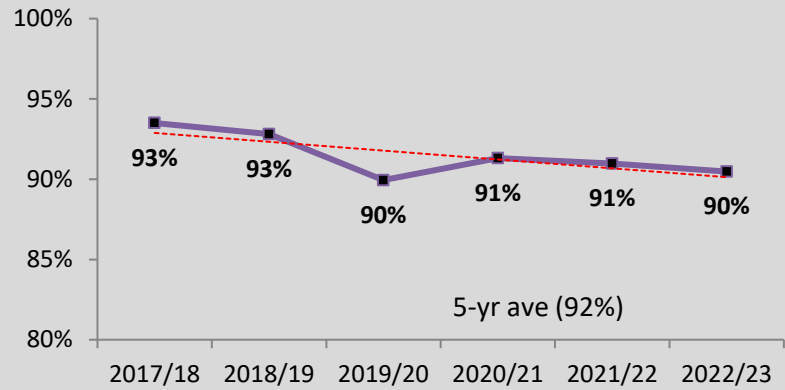
Trend Analysis: Supplementary Indicators							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average *
Total Number of 999 calls to Fire Control	12580	12599	12628	11076	14042	15218	12585
Number of times a Fire Appliance assigned to an incident failed to respond	-	-	13	6	3	8	7
Number of Primary Fire Fatalities	4	3	4	1	2	4	3
Number of Primary Fire Injuries	12	10	16	25	22	23	17
Percentage of all fires that are classed as Accidental Fires	19%	15%	13%	15%	13%	15%	15%
Percentage of all fires that are classed as Deliberate Fires	81%	85%	87%	85%	87%	85%	85%
Number of Primary Fires	721	685	780	739	851	993	755
Number of Secondary Fires	2939	3605	3505	3018	4313	4709	3476
Average time taken to answer an emergency 999 call (7 seconds)	-	7.54	6.38	5.79	6.07	6.29	6.44
Average time for Fire Control to mobilise a fire appliance to an incident (100 seconds)	74	77	83	81	83	80	80
Percentage of occasions Fire Control mobilise a Fire Appliance within 2 Minutes of the call	93%	93%	90%	91%	91%	90%	92%
Percentage of Wholetime appliances meeting Book mobile threshold of 2 minutes	-	93%	93%	94%	94%	93%	94%
Percentage of Retained appliances meeting Book mobile threshold of 5 minutes	-	61%	65%	67%	72%	63%	66%

* 3 or 4-year average may be calculated where 5 years data not available

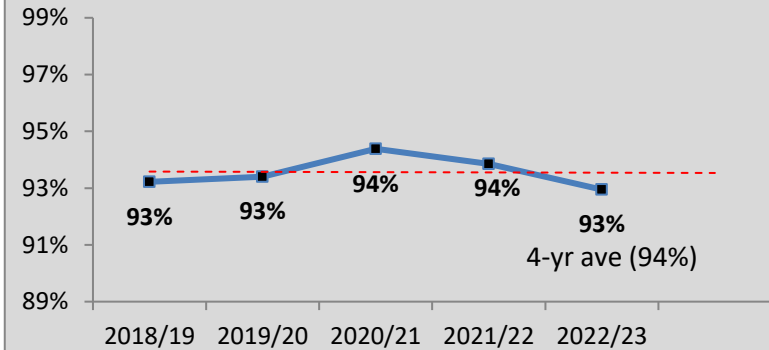




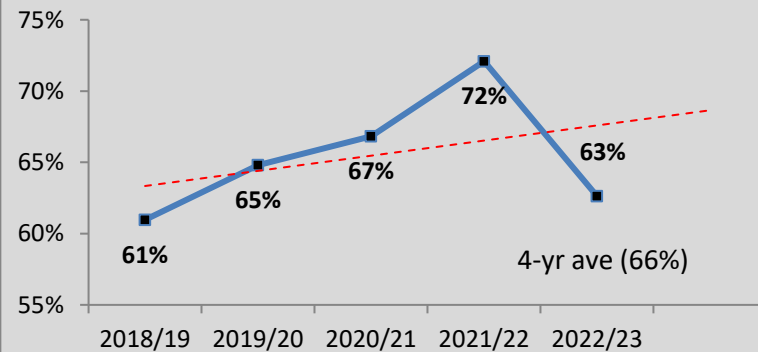
Percentage of Occasions a Fire Appliance is mobilised within 2 Minutes of the call



Percentage of Wholetime appliances meeting Book mobile threshold of 2 minutes



Percentage of Retained Appliances Meeting Book Mobile Threshold of 5 Minutes



Corporate Goal: Safer, Stronger Communities

Corporate Objective: Identify and minimise fire and rescue related risks in the community

Corporate Outcome: Supported National Resilience

Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.1.6.1	Percentage of times the DIM (G8) National Resilience resource is mobilised within 60 minutes	100%	100% (5/5)	100% (6/6)	-% ↔	No Comparator Information	100%	-% ↔
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%	100%	-% ↔	No Comparator Information	100%	-% ↔
Supported National Resilience Overall Performance Judgement					Performing Strongly	Not Measured		Performing Strongly

Corporate Goal: Safer, Stronger Communities								
Corporate Objective: Identify and minimise fire and rescue related risks in the community								
Corporate Outcome: Improved Health Outcomes								
Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
1.2.1.1	Percentage of Safer Home Visits that lead to a positive intervention (equipment and / or referral for additional support)	6%	5%	8%	+3% ↑	+2% ↑	-	-
1.2.1.3	Percentage of Co-responder incidents attended by the Brigade where medical treatment was provided by CFB	97%	No Incidents	No Incidents	No Comparator Information	No Comparator Information	-	-
Improved Health Overall Performance Judgement					Performing Well	Performing Well		Not Measured

Trend Analysis: Corporate Outcome Supported National Resilience							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average *
Percentage of times the DIM (G8) National Resilience resource is mobilised within 60 minutes	-	100% (5/5)	100% (11/11)	100% (6/6)	100% (5/5)	100% (6/6)	100%
Percentage of times the MDU (G9) New Dimensions asset is mobilised within 60 minutes of request to mobilise	-	-	-	No Mobilisations	No Mobilisations	No Mobilisations	-
Percentage of times the National Resilience Assets (DIM G8 and MDU G9) are available for emergency response	-	-	-	100%	100%	100%	-

Trend Analysis: Corporate Outcome Improved Health Outcomes							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average *
Percentage of Safe and Well visits that led to a positive intervention	3%	17%	5%	3%	5%	8%	6%
Percentage of Co-responder incidents attended by the Brigade where medical	100%	92%	95%	100%	No Incidents	No Incidents	97%

* 3 or 4-year average may be calculated where 5 years data not available

PROFESSIONAL, PROUD, PASSIONATE PEOPLE

*We want our People to be Professional,
Proud and Passionate*



Performance Summary: Professional, Proud, Passionate People

Below is a summary of our performance for the period 1st April 2022 to 31st March 2023 against our Corporate Goal 2

	Performance compared to previous year assessed as	Performance compared to 5 years average assessed as	Performance compared to Target assessed as
A Healthy Workforce	Adequate Performance	Adequate Performance	Adequate Performance
A Safe Workforce, Safe Workplaces	Performing Well	Performing Well	Adequate Performance
A Competent Workforce, Outstanding Leaders	Adequate Performance	Requires Improvement	Requires Improvement
An Inclusive and Great Place to Work	Performing Well	Performing Well	not targetted
Total Overall	Performing Well	Adequate Performance	Adequate Performance

Corporate Goal: Professional, Proud and Passionate People

Corporate Objective: Recruit, develop and maintain a professional, diverse and value driven workforce;

Corporate Outcome: A Healthy Workforce

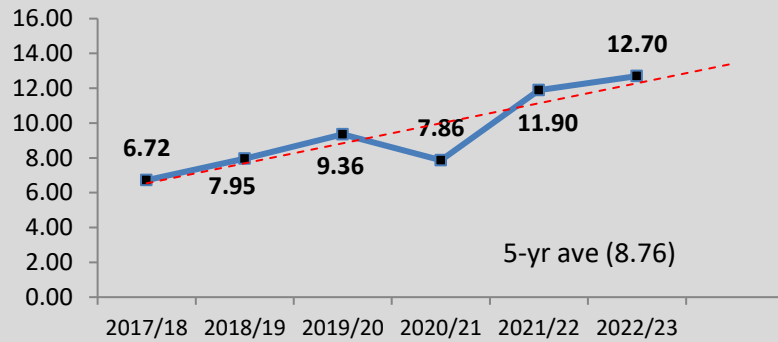
Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
2.1.1.1	Percentage of operational staff who have completed fitness assessments during year	96%	96%	94%	-2% ↓	-2% ↓	100%	-6% ↓
2.1.1.2	Percentage of operational personnel who have completed fitness assessment that have achieved / exceeded the relevant VO2 rates (<i>based on initial pass rates</i>)	95%	95%	96%	+1% ↑	+1% ↑	100%	-4% ↓
2.1.1.4	Average Number of Duty days lost to sickness absence per employee - All Staff	8.76	11.90	12.70	+7% +0.80 ↑	+45% +3.94 ↑	8.39	+51% +4.31 ↑
2.1.1.5	Average Number of Duty days lost to sickness absence per employee - Wholetime	9.13	12.07	13.39	+11% +1.32 ↑	+47% +4.26 ↑	9.25	+45% +4.14 ↑
2.1.1.6	Average Number of Duty days lost to sickness absence per employee - On Call	6.67	6.52	6.65	+2% +0.13 ↑	-0.29% -0.02 ↓	6.67	-0.29% -0.02 ↓
2.1.1.7	Average Number of Duty days lost to sickness absence per employee - Fire Control	9.15	20.57	24.62	+20% +4.05 ↑	+169% +15.47 ↑	6.66	+270% +17.96 ↑
2.1.1.8	Average Number of Duty days lost to sickness absence per employee - Green Book	9.40	14.19	13.95	-2% -0.24 ↓	+48% +4.55 ↑	7.30	+91% +6.65 ↑
2.1.1.9	Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness	24%	31%	30%	-1% ↓	+6% ↑	-	-
2.1.1.10	Number of people who exceed Phased Return Limits	0	0	1	+100% +1 ↑	+100% +1 ↑	-	-
2.1.1.11	Number of people who exceed Modified Duties Limits	12	17	21	+24% +4 ↑	+75% +9 ↑	-	-
2.1.1.12	Length of time on Phased Return Duty*	-	54	66	+22% +12 ↑	No Comparator Information	-	-
2.1.1.13	Length of time on Modified Duties	-	3854	2452	-1402 -36% ↓	No Comparator Information	-	-
A Healthy Workforce Overall Performance Judgement					Adequate Performance	Adequate Performance		Adequate Performance

* cumulative days

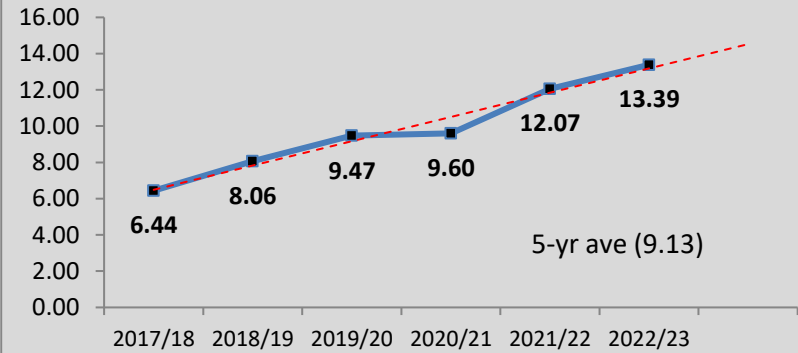
Trend Analysis: Corporate Outcome A Healthy Workforce							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average *
Percentage of operational staff who have completed fitness assessments during year	-	96%	96%	96%	96%	94%	96%
Percentage of Operational staff Achieving Passes in Relevant VO2 Rates	-	96%	96%	93%	95%	96%	95%
Average Number of Duty days lost to sickness absence per employee - All Staff	6.72	7.95	9.36	7.86	11.90	12.70	8.76
Average Number of Duty days lost to sickness absence per employee - Wholetime	6.44	8.06	9.47	9.60	12.07	13.39	9.13
Average Number of Duty days lost to sickness absence per employee - On Call	7.25	6.81	8.30	4.45	6.52	6.65	6.67
Average Number of Duty days lost to sickness absence per employee - Fire Control	4.83	10.52	6.00	3.81	20.57	24.62	9.15
Average Number of Duty days lost to sickness absence per employee - Green Book	7.62	8.11	10.65	6.43	14.19	13.95	9.40
Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness	28%	20%	25%	17%	31%	30%	24%
Number of People who exceed Phased Return Limits	-	-	0	1	0	1	0
Number of people who exceed Modified Duties Limits	-	-	12	6	17	21	12
Length of Time on Phased Return Duty	-	-	-	331	54	66	-
Length of Time on Modified Duties	-	-	-	1589	3854	2452	-

* 3 or 4-year average may be calculated where 5 years data not available

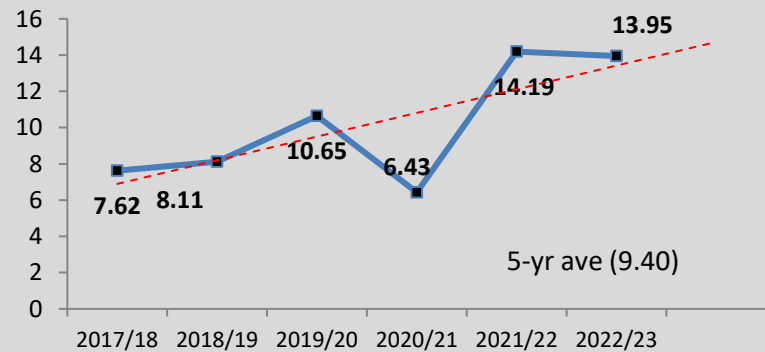
Average Number of Duty Days Lost to Sickness Absence per Employee - All Staff



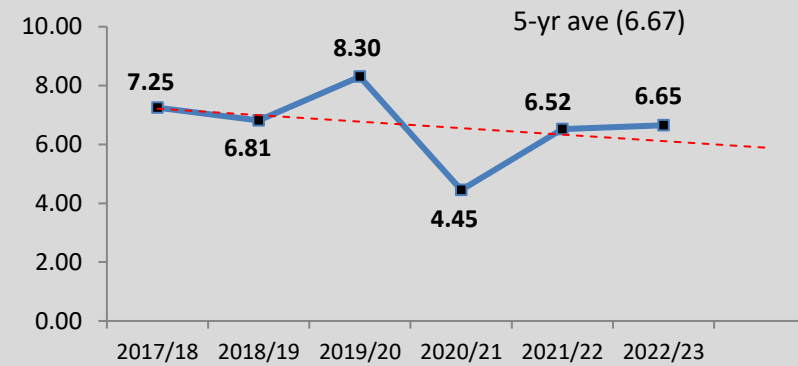
Average Number of Duty Days Lost to Sickness Absence per Employee - Wholetime



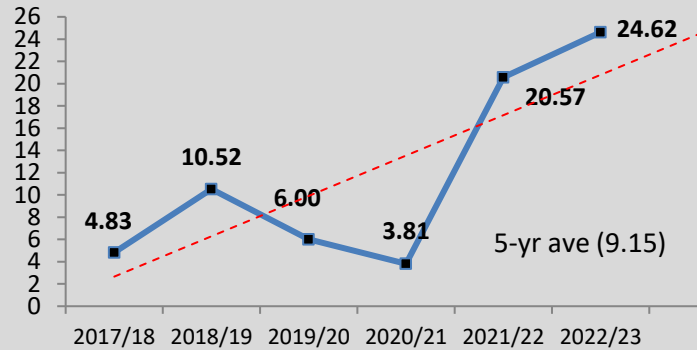
Average Number of Duty Days Lost to Sickness Absence per Employee - Green Book



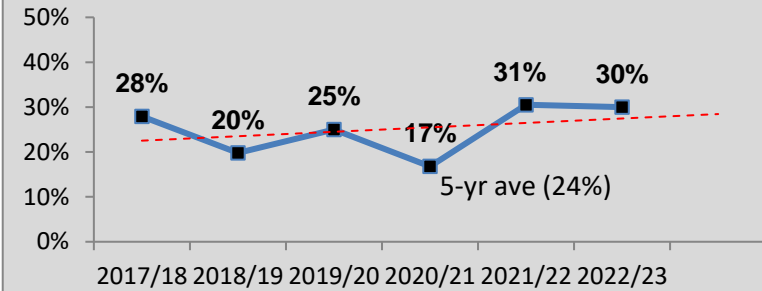
Average Number of Duty Days Lost to Sickness Absence per Employee - On Call



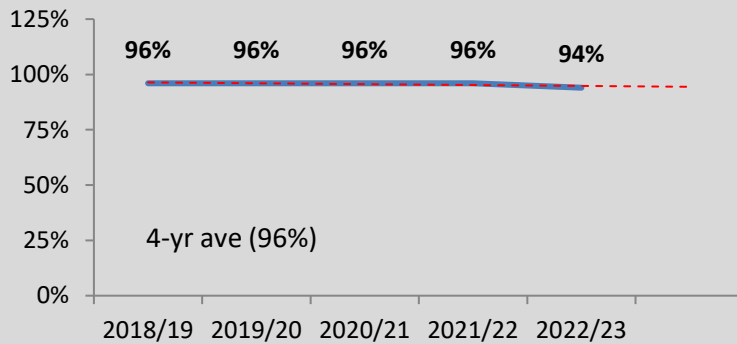
Average Number of Duty Days Lost to Sickness Absence per Employee - Fire Control



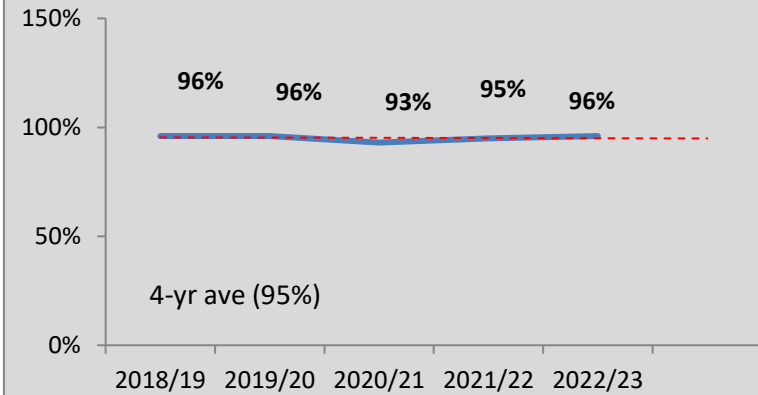
Percentage of Sickness Classed as Mental Health



Percentage of Operational Staff who have Completed Fitness Assessments During Year



Percentage of Operational Staff Tested who Achieved the Relevant VO2 Rates



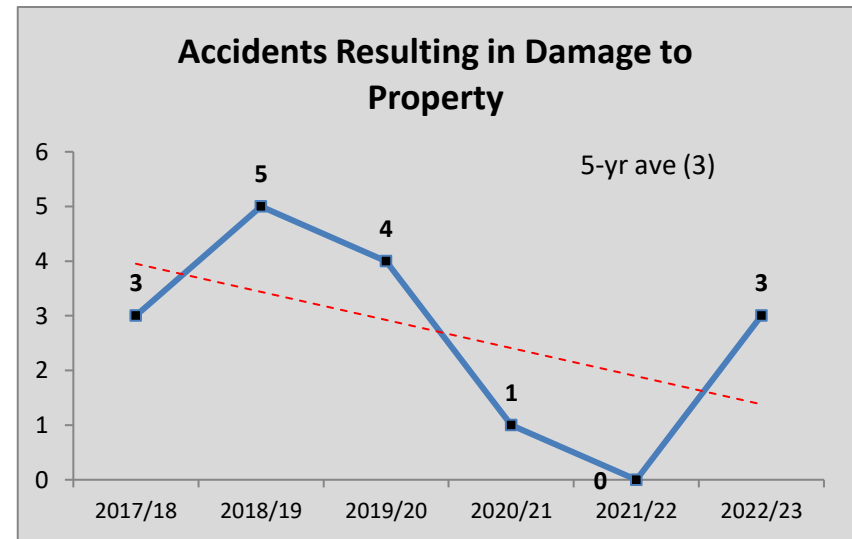
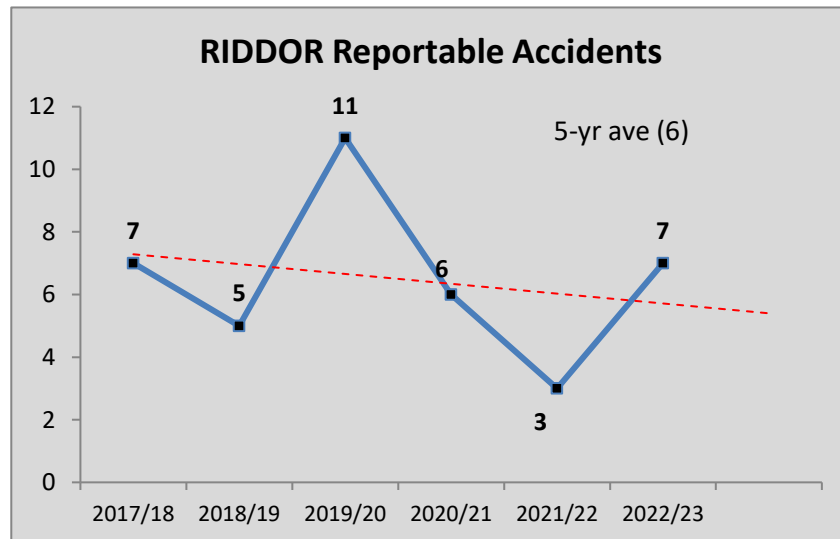
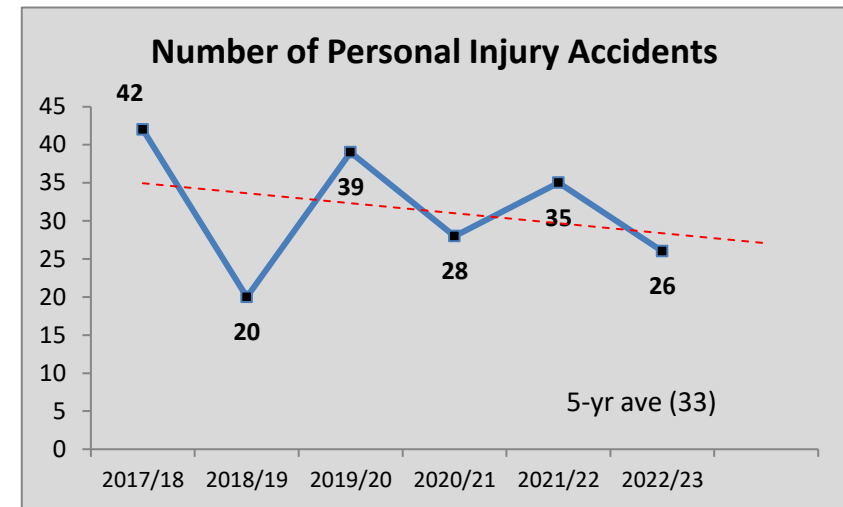
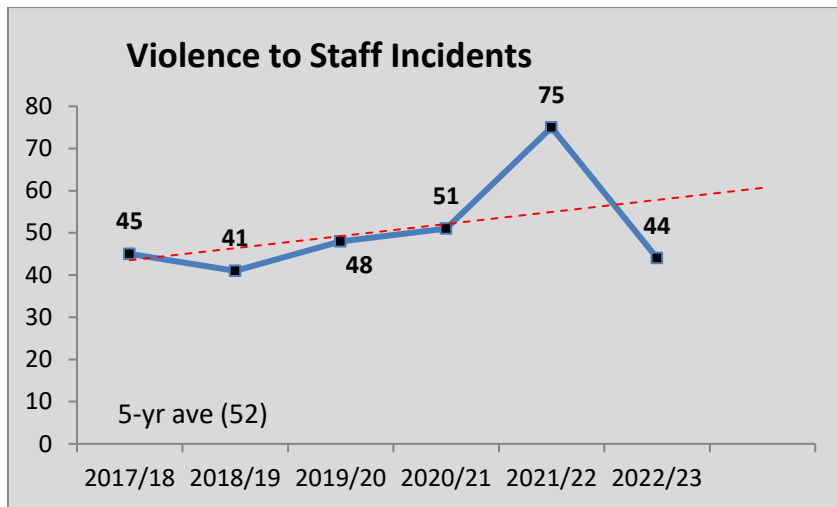
Corporate Goal: Professional, Proud and Passionate People

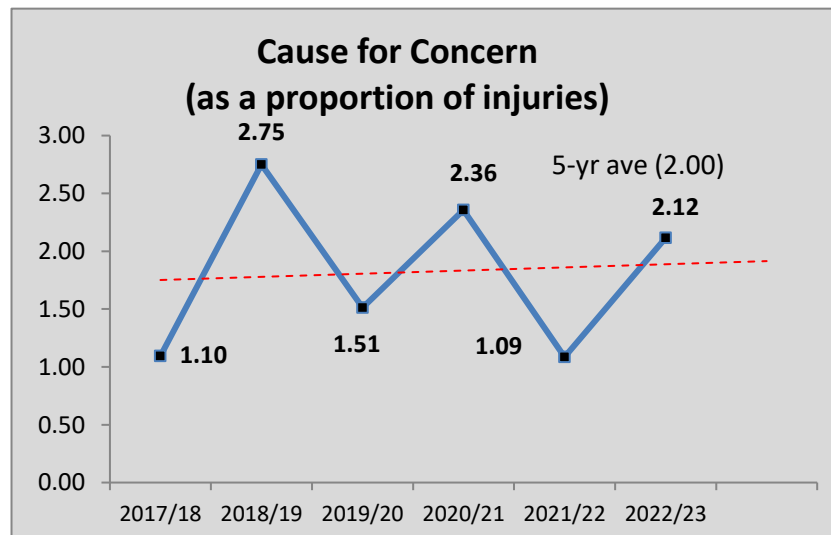
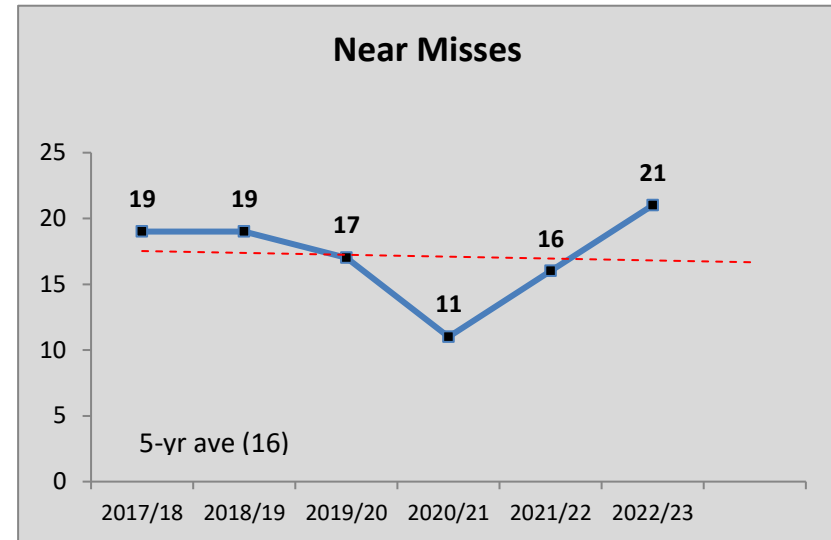
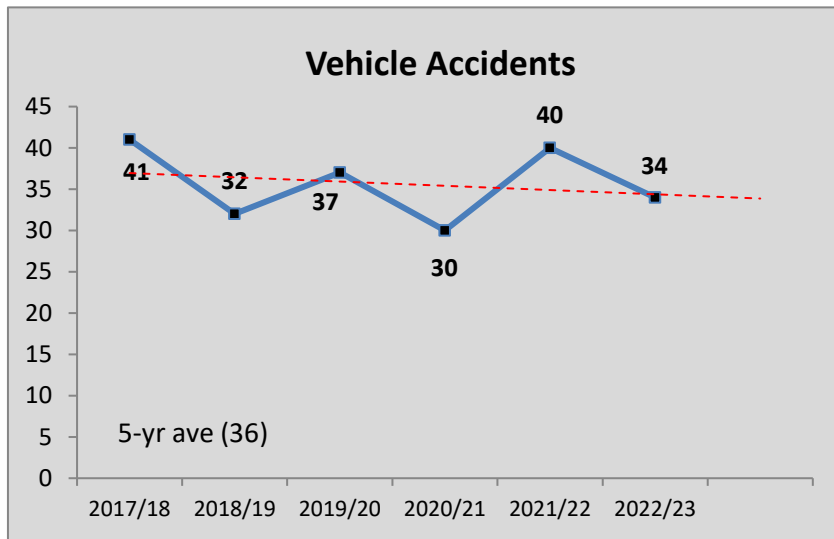
Corporate Objective: Recruit, develop and maintain a professional, diverse and value driven workforce;

Corporate Outcome : A Safe Workforce, Safe Workplaces

Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
2.1.2.1	Number of Violence to Staff Incidents (verbal and/or physical)	52	75	44	-41% -31 ↓	-15% -8 ↓	64	-31% -20 ↓
2.1.2.2	Number of RIDDOR Reportable Accidents	6	3	7	+133% +4 ↑	+17% +1 ↑	0	+100% +7 ↑
2.1.2.3	Number of Personal Injury Accidents	33	35	26	-26% -9 ↓	-21% -7 ↓	29	-10% -3 ↓
2.1.2.4	Number of Accidents resulting in damage to property	3	0	3	+100% +3 ↑	-% ↔	1	+200% +2 ↑
2.1.2.5	Number of Near Misses	16	16	21	+31% +5 ↑	+31% +5 ↑	14	+50% +7 ↑
2.1.2.6	Number of Vehicle Accidents	36	40	34	-15% -6 ↓	-6% -2 ↓	29	+17% +5 ↑
2.1.2.7	Cause for Concern	1.61 53/33	1.09 38/35	2.12 55/26	data for information		-	-
A Safe Workforce, Safe Workplaces Overall Performance Judgement					Performing Well	Performing Well		Adequate Performance

Trend Analysis: Corporate Outcome A Safe Workforce, Safe Workplaces							
	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	5 year average *
Number of Violence to Staff Incidents (verbal and/or physical)	45	41	48	51	75	44	52
Number of RIDDOR Reportable Accidents	7	5	11	6	3	7	6
Number of Personal Injury Accidents	42	20	39	28	35	26	33
Number of Accidents resulting in damage to property	3	5	4	1	0	3	3
Number of Near Misses	19	19	17	11	16	21	16
Number of Vehicle Accidents	41	32	37	30	40	34	36
Cause for Concern (as a proportion of injuries)	1.10	2.75	1.51	2.36	1.09	2.12	2.00





Corporate Goal: Professional, Proud and Passionate People

Corporate Objective: Recruit, develop and maintain a professional, diverse and value driven workforce;

Corporate Outcome: A Competent Workforce, Outstanding Leaders

Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	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	-	86%	98%	+12% ↑	No Comparator Information	100%	-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	-	89%	82%	-7% ↓	No Comparator Information	100%	-18% ↓
2.2.1.6	Percentage of staff who have received a Personnel Development Review during the current financial year	88%	82%	71%	-11% ↓	-17% ↓	100%	-29% ↓
2.2.1.7	Percentage of Personnel who have completed training on areas identified within the approved Training Needs Assessment	-	83%	79%	-4% ↓	No Comparator Information	100%	-21% ↓
2.2.1.8	Percentage of operational exercises undertaken and completed as a proportion of the Annual Operational Exercise Programme	-	95% (101/106)	99% (101/102)	+4% ↑	No Comparator Information	100%	-1% ↓
A Competent Workforce, Outstanding Leaders Overall Performance Judgement					Adequate Performance	Requires Improvement		Requires Improvement

Corporate Goal: Professional, Proud and Passionate People

Corporate Objective: ensure that Cleveland Fire Brigade is a great, fair and inclusive place to work

Corporate Outcome: An inclusive and Great Place to Work

Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
2.4.1.1	All Staff Turnover as a proportion of the Workforce	10.82%	8.85%	8.39%	-0.46% ↓	-2.43% ↓	-	-
2.4.1.2	All Staff Voluntary turnover as a proportion of the workforce	10.82%	8.85%	8.39%	-0.46% ↓	-2.43% ↓	-	-
2.4.1.3	All Staff voluntary turnover as a proportion of the workforce females	9.92%	10.20%	8.87%	-1.33% ↓	-1.05% ↓	-	-
2.4.1.14	Grievance cases	9	7	11	+57% +4 ↑	+22% +2 ↑	-	-
2.4.1.15	Grievances - Bullying and Harassment	5	5	0	-100% -5 ↓	-100% -5 ↓	-	-
2.4.1.16	Grievances - Discriminatory behaviour	3	1	2	+100% +1 ↑	-33% -1 ↓	-	-
2.4.1.17	Whistleblowing cases	2	0	0	-% ↔	-100% -2 ↓	-	-
2.4.1.18	Disciplinary Cases	15	23	29	+26% +6 ↑	93% +14 ↑	-	-
An Inclusive and Great Place to Work Overall Performance Judgement					Performing Well	Performing Well	-	not targetted

Corporate Outcome: An inclusive and Great Place to Work								
Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
2.4.1.4	Females in All Staff Group Posts	19.93%	20.50%	20.86%	0.36% ↑	0.93% ↑	51.00%	-30.14% ↓
2.4.1.5	Females in Grey Book Wholetime Positions	6.78%	6.30%	6.37%	0.07% ↑	-0.41% ↓	30.00%	-23.63% ↓
2.4.1.6	Females in Retained Positions	5.41%	6.80%	5.48%	-1.32% ↓	0.07% ↑	30.00%	-24.52% ↓
2.4.1.7	Females in Fire Control Positions	80.99%	81.80%	85.00%	3.20% ↑	4.01% ↑	51.00%	34.00% ↑
2.4.1.8	Females in Green Book Positions	55.57%	54.90%	54.62%	-0.28% ↓	-0.95% ↓	51.00%	3.62% ↑
2.4.1.9	Staff classed as BME	1.14%	1.60%	2.42%	0.82% ↑	1.28% ↑	5.50%	-3.08% ↓
2.4.1.10	Staff classed as BME Grey Book	1.22%	1.50%	2.87%	1.37% ↑	1.65% ↑	5.50%	-2.63% ↓
2.4.1.11	Staff classed as BME Retained	0.76%	1.10%	2.74%	1.64% ↑	1.98% ↑	5.50%	-2.76% ↓
2.4.1.12	Staff classed as BME Fire Control	0.00%	0.00%	0.00%	0.00% ↔	0.00% ↔	5.50%	-5.50% ↓
2.4.1.13	Staff classes as BME Green Book	1.79%	2.40%	1.54%	-0.86% ↓	-0.25% ↓	5.50%	-3.96% ↓
2.4.1.19	Promotion Applications WT & Retained	35	50	97	+94% +47 ↑	+177% +62 ↑	-	-
2.4.1.20	Promotions of WT and Retained Females	2	0	2	+100% +2 ↑	-% ↔	-	-

EFFICIENT, SUSTAINABLE RESOURCES

*We want our Fire and Rescue Service to
be Efficient, Transparent, Accountable and
Sustainable*



Performance Summary: Efficient, Sustainable Resources

Below is a summary of our performance for the period 1st April 2022 to 31st March 2023 against our Corporate Goal 3

	Performance compared to previous year assessed as	Performance compared to 5 years previous assessed as	Performance compared to Target assessed as
Efficient and Effective Use of Resources	Performing Well	Adequate Performance	Performing Well
A Greener, More Sustainable Organisation	No Measures	No Measures	No Measures
Total Overall	Performing Well	Adequate Performance	Performing Well

Corporate Goal: Efficient, Sustainable Resources

Corporate Objective: promote good governance and be transparent and accountable to our communities for the provision of an efficient, effective and value for money fire and rescue service;

Corporate Outcome: Efficient and Effective Use of Resources

Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
3.1.1.1	Number of Internal Audit reports classed as limited assurance or below	0	0	0	-% ↔	No Comparator Information	0	-% ↔
3.1.1.2	Number of Internal Audit recommendations not completed and signed off by Internal Audit by the due deadline	1	0	0	-% ↔	No Comparator Information	0	-% ↔
3.1.1.3	Public Contracts Regulations 2015: Percentage of invoices paid within 30 days	98%	100%	99% (4868/4911)	-1% ↓	+1% ↑	100%	-1% ↓
3.1.1.4	Public Contracts Regulations 2015: Interest Paid due to late payment of invoices	£0.00	£0.00	£0.00	-% ↔	-% ↔	£0.00	-% ↔
3.1.1.5	Procurement ROI (Return on Investment)	-	£219,538	£240,512	+10% +£20,974 ↑	No Comparator Information	£144,000	+67% £96,512 ↑
3.1.1.6	Compliant Spend	-	85%	87%	+2% ↑	No Comparator Information	82%	+5% ↑
3.1.1.7	Supporting our Communities	-	35%	42%	+7% ↑	No Comparator Information	32%	+10% ↑
3.1.2.1	Number of Malicious False Alarms	115	125	150	+20% +25 ↑	+30% +35 ↑	128	+17% +22 ↑
3.1.2.2	Percentage of Malicious False Alarms resulting in mobilisation of a fire appliance	65%	80%	82%	+2% ↑	+17% ↑	-	-
3.1.3.1	Staff Turnover: Percentage of staff leaving the Brigade as a proportion of the total workforce	10.82%	8.85%	8.39%	-0.46% ↓	-2.43% ↓	-	-
1.1.2.9	Percentage of call questioned Non Domestic Fire Alarm Calls where no fire is confirmed that the Brigade attends	-	-	7%	No Comparator Information	No Comparator Information	-	-
2.5.1.1	Percentage of time 18 or more appliances are available to respond to Emergency Calls*	60%	32%	18%	-14% ↓	-42% ↓	-	-
2.5.1.2	Percentage of time Retained Crewed Appliances are available for Operational Response	66%	58%	50%	-8% ↓	-16% ↓	-	-
Efficient and Effective Use of Resources Performance Judgement					Performing Well	Adequate Performance		Performing Well

Corporate Goal: Efficient, Sustainable Resources

Corporate Objective: contribute to a more sustainable future for our next generations

Corporate Outcome: A Greener, More Sustainable Organisation

Indicator		5-yr Average (where data is available)	2021/22	2022/23	% Direction of travel from 2021/22	% Direction of travel from 5-yr average	Target	% Direction of travel from target
	Measures under development	-	-	-	Measures Under Development	Measures Under Development	-	-
Value for Money Overall Performance Judgement					Measures Under Development	Measures Under Development		Measures Under Development

EMERGENCY RESPONSE BENCHMARKS SUMMARY



EMERGENCY RESPONSE BENCHMARKS

In 2018/19 a revised suite of emergency response benchmarks that moved away from the traditional risk based benchmarks for building fires to a standard benchmark based on the ethos of equal entitlement were introduced.

The following section summarises the full suite of benchmarks that the Brigade operate to.

Response Benchmarks

Fire Control and Mobilisation

Indicator		5 year average	2022/23	Target	% Direction of travel from target
1.1.5.9	Average time taken to answer an emergency 999 call (7 seconds)	6.44	6.29	7	-10% ↓
1.1.5.10	Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	80	80	100	-20% ↓
1.1.5.11	Percentage of times a fire appliance is dispatched to an emergency in 2 minutes	92%	90%	98%	-8% ↓
1.1.5.12	Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	94%	93%	100%	-7% ↓
1.1.5.13	Percentage of On Call Appliances meeting the Book Mobile threshold of 5 Minutes	66%	63%	100%	-37% ↓

Building Fires

Indicator		5 year average	2022/23	Target	% Direction of travel from target
1.1.1.10	Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	00:04:53	00:05:25 (1335/1637)	00:07:00	23% ↓
1.1.1.11	First appliance attendance to a Dwelling Fire within 10 minutes on 90% of occasions	97%	96% (1577/1637)	90%	6% ↑
1.1.1.12	Average time of second appliance to attend a Dwelling Fire incident (10 minutes)	00:06:44	00:07:26 (1118/1321)	00:10:00	26% ↓
1.1.2.10	Average time of first appliance attendance to a building fire (7 Minutes)	00:04:58	00:05:26 (2018/2392)	00:07:00	22% ↓
1.1.2.11	First appliance attendance to building fires within 10 minutes on 90% of occasions	97%	96% (2392/2482)	90%	6% ↑
1.1.2.12	Average time of second appliance to attend a building fire incident (10 minutes)	00:06:54	00:07:33 (1417/1706)	00:10:00	24% ↓

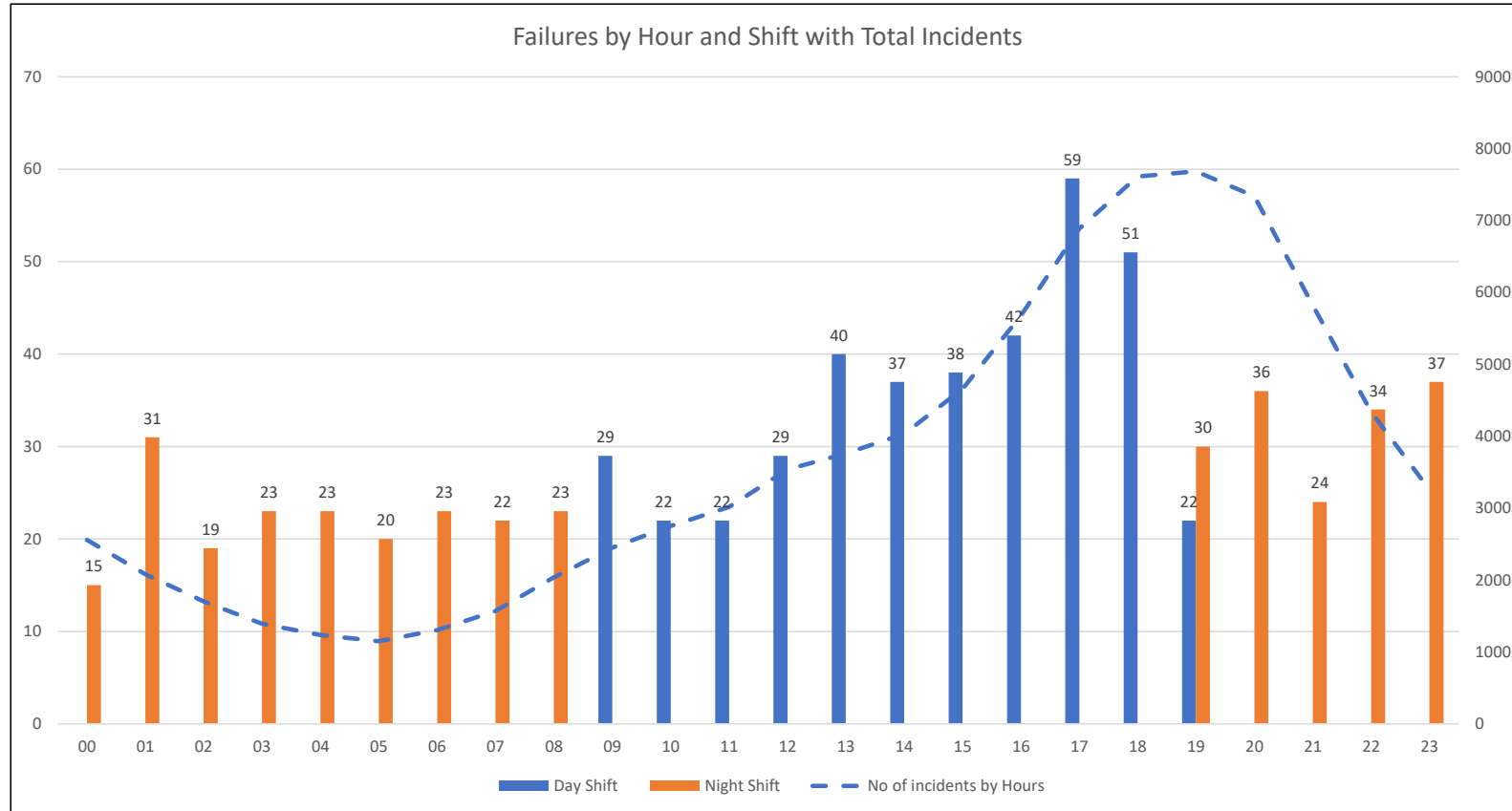
Road Traffic Collisions

Indicator		5 year average	2022/23	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)	00:05:39	00:05:44 (207/248)	00:08:00	28% ↓

High Hazard

Indicator		5 year average	2022/23	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)	00:04:35	00:05:47	00:07:00	17% ↓
1.1.4.3	Average time full mobilisation requirement of appliances to an industrial fire (20 minutes)	-	No reported mobilisations	00:20:00	-
1.1.4.4	Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	00:22:11	00:15:01	00:16:00	6% ↓

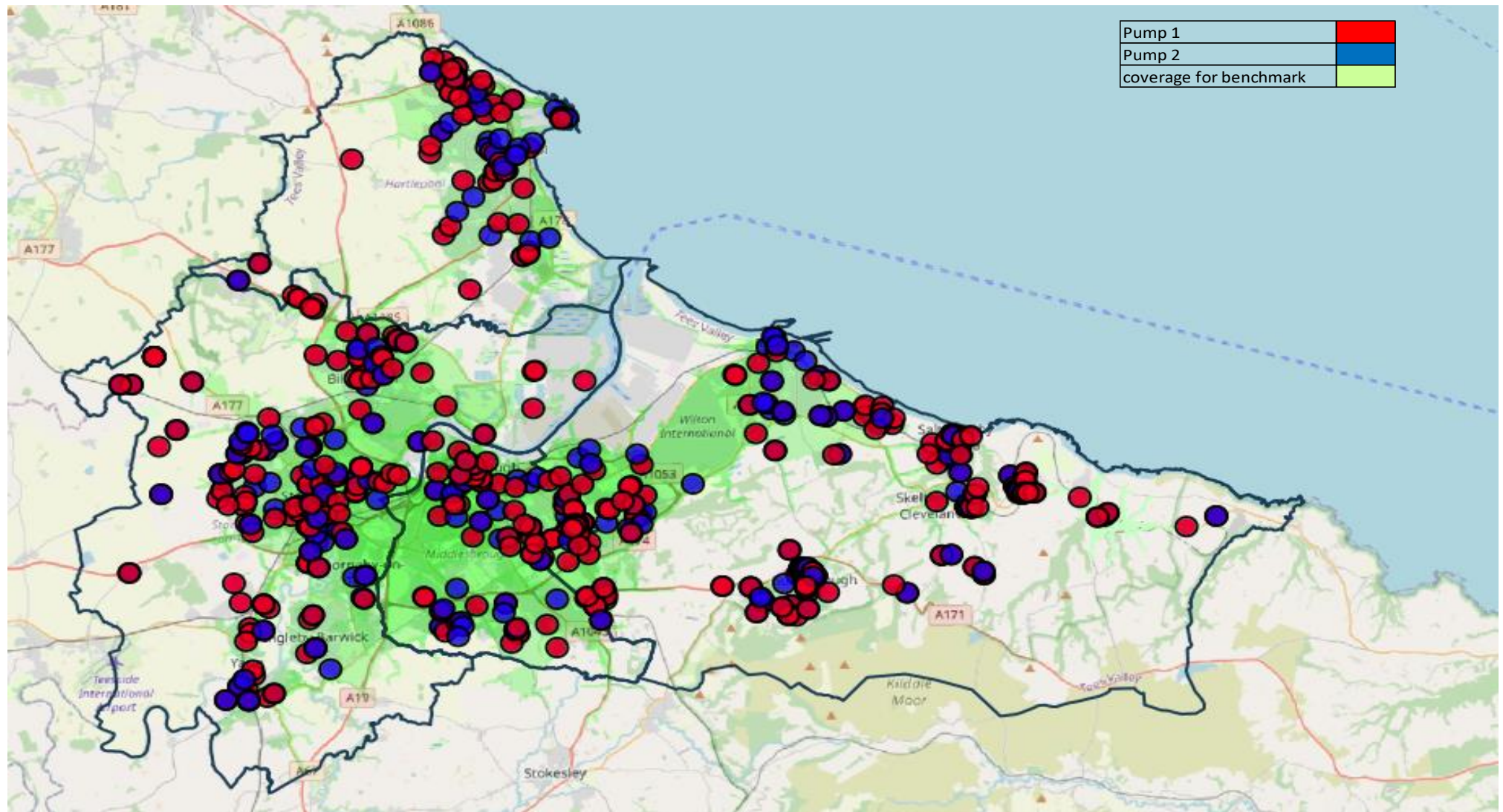
Appliance Failures by Hour and Shift



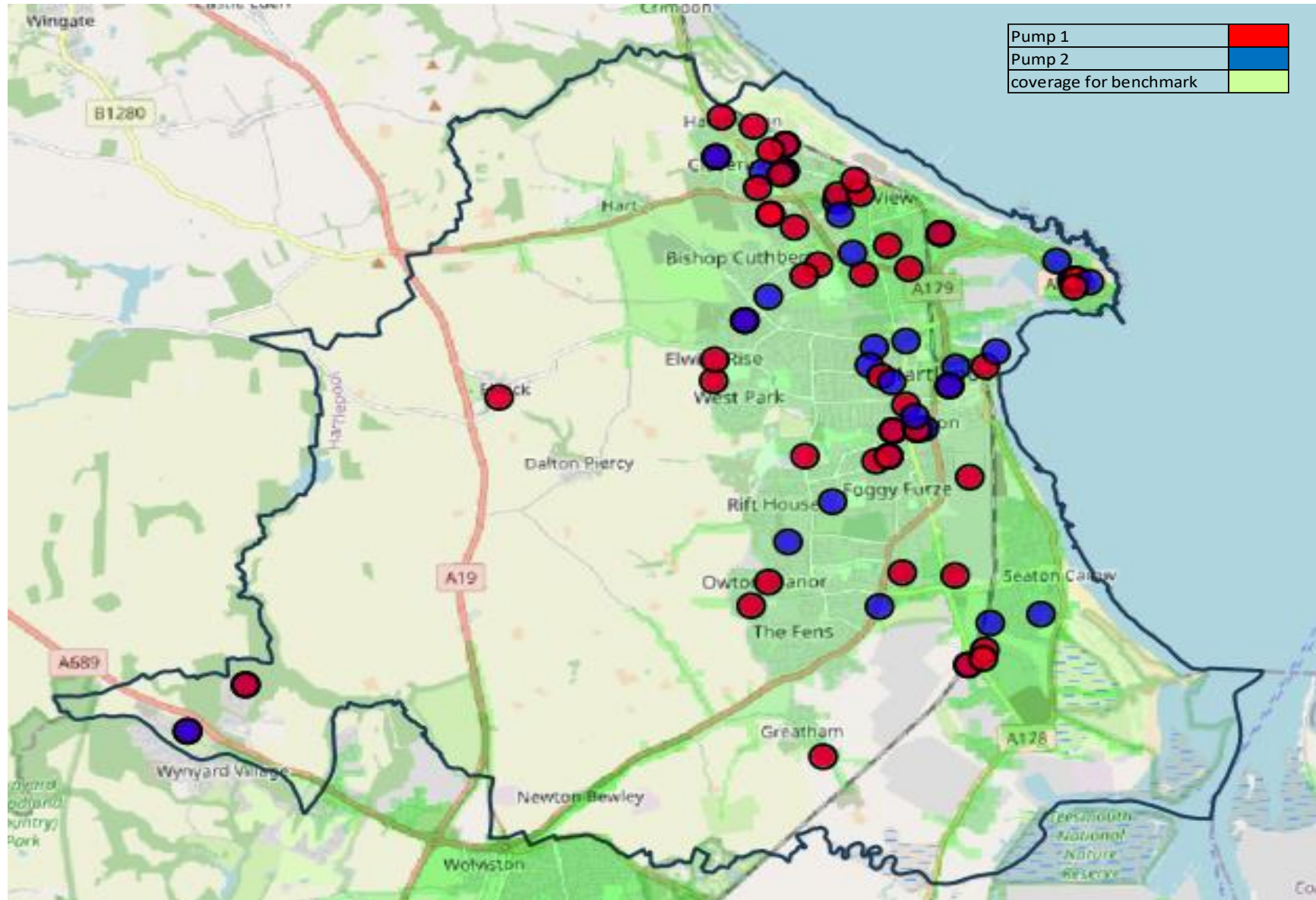
1st Pump Time Taken to Arrive at Incident	Total
00:07:00 to 00:07:59	187
00:08:00 to 00:08:59	124
00:09:00 to 00:09:59	63
00:10:00 to 00:10:59	29
00:11:00 to 00:11:59	23
00:12:00 to 00:12:59	14
00:13:00 to 00:13:59	11
00:14:00 to 00:14:59	5
>15	8
TOTAL	464

End Main Type 1st Pump	Total
F1	87
F3	12
FA	217
FG	136
FM	10
SE	2
TOTAL	464

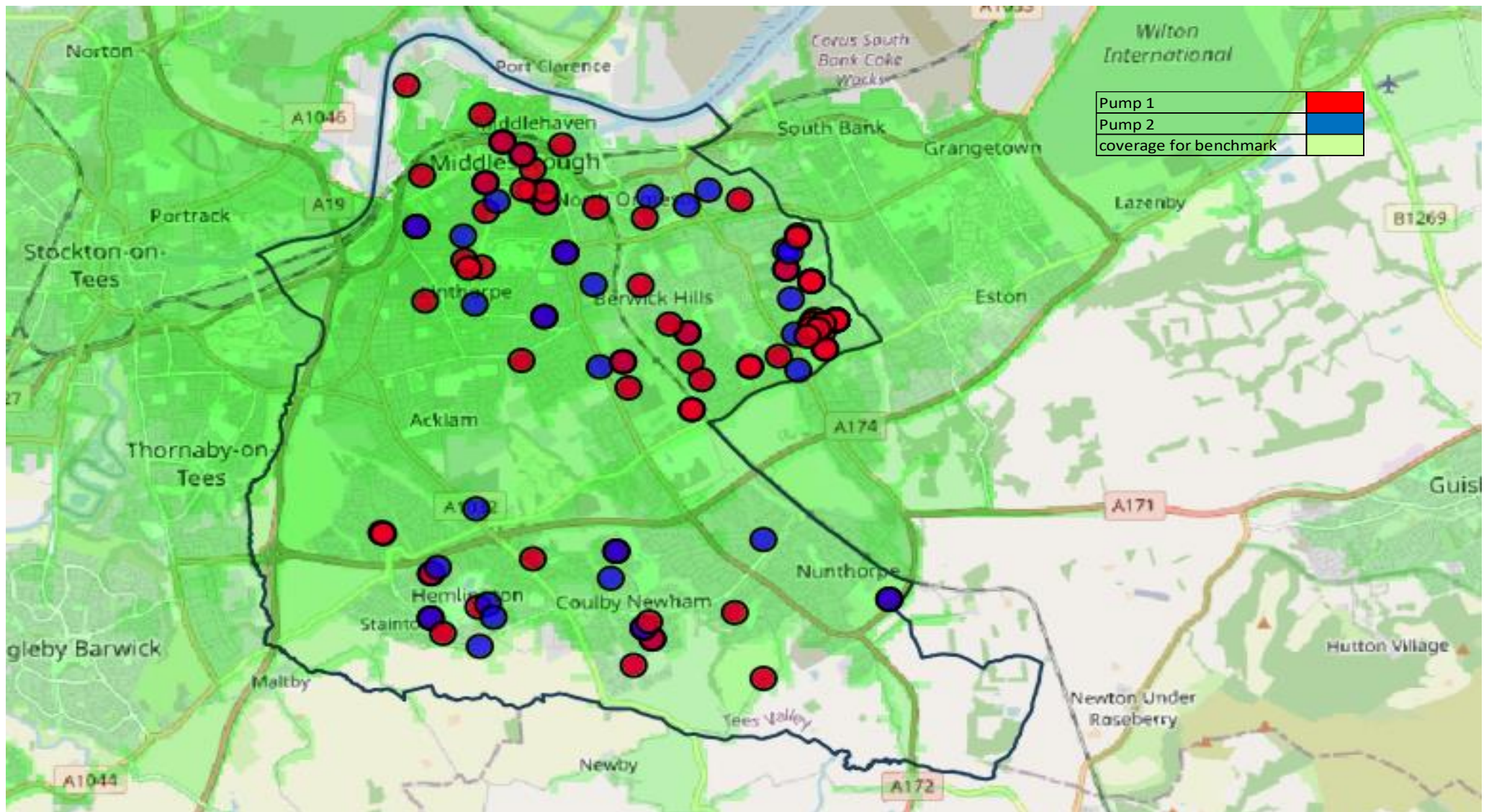
Map of 1st and 2nd Benchmark Failures (Building Fire Risk) overlaid against 7 Minute Isochrone



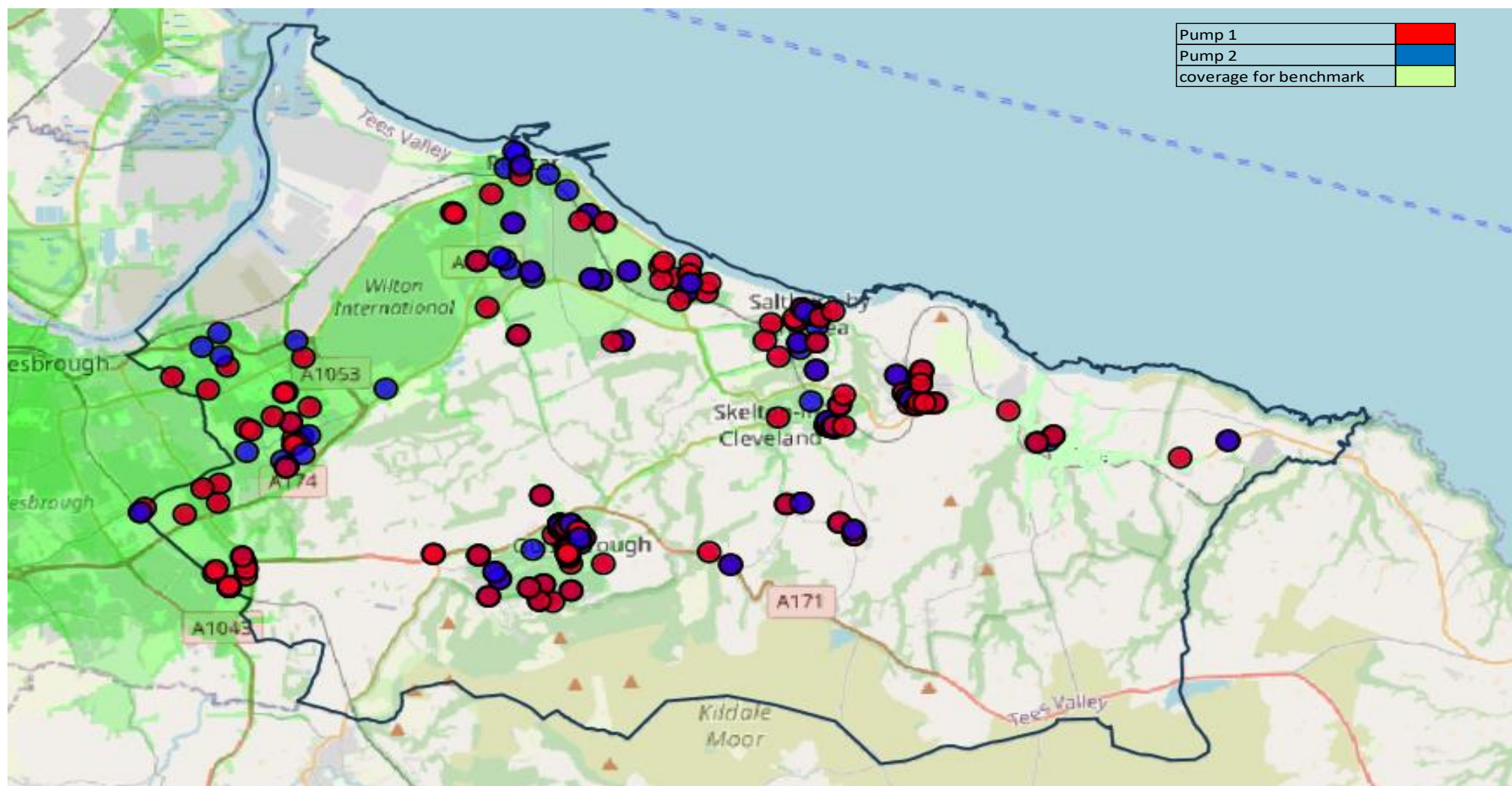
Hartlepool District



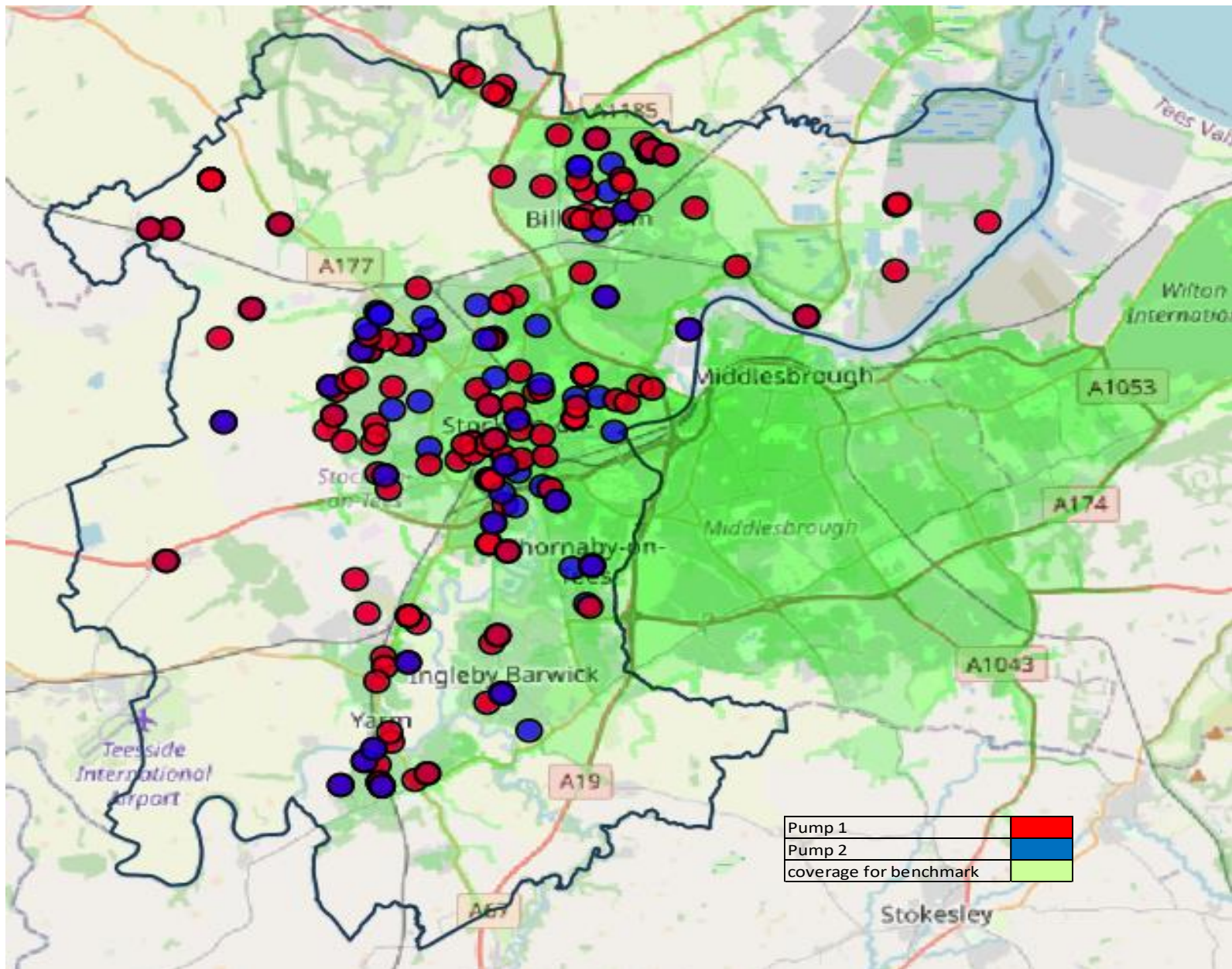
Middlesbrough District



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.

Cleveland Fire Authority recognises the diverse make-up of the area it serves and is committed to equality, diversity and inclusion.

If you require this document in an alternative language, large print or Braille, please do not hesitate to contact us.

بنا الاتصال في تورد دفا، برايل بطريقه او مطبوع بأحرف كبيره او بديله بلغة المسمنددا إلى محتاج كنت إذا

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

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

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

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

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

如果您需要本文件的其他语言版本、大字版本或盲文版本，请随时与我们联系

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

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

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

یہ دستاویز اگر آپ کو کسی دیگر زبان، بڑے حروف کی چھپائی یا بریل میں درکار ہو تو برائے مہربانی بلا جھجک ہم سے رابطہ کریں

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