# Organisational Performance
# Quarter 4

1st April 2023 to 31st March 2024

**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 **13th April 2024**, such as reclassification of incidents following fire investigations, will not be represented in the information reported.

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

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

***On 25th June 2023, a national outage occurred on the BT 999 call system resulting in in the system being unavailable for a number of hours. It was confirmed by BT that call data for this period can not be recovered and therefore the call data for Quarter One 2023 will NOT include any calls received during this downtime.***

***On 9th November 2023, a major power failure resulted in our Business Continuity Plans for Control being implemented. During this time, some systems had to be manually populated and some call data could not be registered, therefore data from this period should be used with caution.***

***It was also identified that during 2023/24, there was an issue in uploading National Resilience Incidents and therefore the figures quoted have been taken from our internal systems and not the National Resilience Database.***

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# QUARTER FOUR 2023/24

| | Qu 4 Actual | Compared To Previous year | Compared to Five Year Average * |
|---|---|---|---|
| Number of 999 Calls | 12,288 | -19% (-2,930) | -6% (-825) |
| Primary Fires | 807 | -19% (-186) | -0.4% (-3) |
| Accidental Dwelling Fires | 189 | -13% (-27) | +15% (+24) |
| Deliberate Dwelling Fires | 61 | -21% (-16) | -27% (-23) |
| Industrial Commercial Fires | 65 | -19% (-15) | -10% (-7) |
| Response Time: First Appliance | 00:05:58 (1967/2637) | +10% (00:00:32) | +18% (+00:00:54) |
| Violence to Staff | 34 | -23% (-10) | -35% (-18) |
| All Staff Average Duty Days Absence | 13.74 | +8% (+1.04) | +38% (+3.79) |

| | Qu 4 Actual | Compared To Previous year | Compared to Five Year Average * |
|---|---|---|---|
| Number of Incidents | 8,665 | -18% (-1,940) | -5% (-473) |
| Secondary Fires | 3,086 | -34% (-1,623) | -19% (-744) |
| Safer Homes Visits | 19,683 | -4% (-879) | +8% (+1,510) |
| % annual risk based inspections completed | 97% (1122/1155) | +1% | No Comparator |
| Percentage 14 appliances availability | 90.2% | -6.4% | No Comparator |
| Response Time: 2nd Appliance | 00:08:03 (1471/1869) | +7% (00:00:30) | +15% (+00:01:02) |
| Accidents Causing Injury | 24 | -8% (-2) | -20% (-6) |
| % Duty Days lost to Mental Health | 41% | +11% | +18% |

*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<br><br>Go To Page 33 | **Identify and minimise fire and rescue related risks in the community** | **Performing Well** | | **Performing Well** | | **Performing Well** | |
| | Safer Homes | 12 | Performing Well | 12 | Performing Well | 12 | Performing Well |
| | Safer Buildings | 13 | Performing Well | 13 | Performing Well | 13 | Performing Well |
| | Safer Transport Infrastructures | 5 | Adequate Performance | 5 | Adequate Performance | 5 | Performing Strongly |
| | Safer High Hazard Industries | 5 | Performing Well | 5 | Requires Improvement | 5 | Performing Well |
| | Safer Neighbourhoods and the Environment | 7 | Performing Well | 7 | Performing Well | 7 | Performing Well |
| | 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<br><br>Go To Page 65 | **Recruit, develop and maintain a professional, diverse and value driven workforce** | **Performing Well** | | **Performing Well** | | **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 | Performing Well | 5 | Performing Well | 5 | Adequate Performance |
| | **Ensure that Cleveland Fire Brigade is a great, fair and inclusive place to work** | **Adequate Performance** | | **Performing Well** | | **Adequate Performance** | |
| | An Inclusive and Great Place to Work | 20 | Adequate Performance | 20 | Performing Well | 20 | Adequate Performance |

| Goal | Objective & Outcome | Performance compared to previous year assessed as | Performance compared to 5 years average assessed as | Performance compared to Target assessed as |
|---|---|---|---|---|
| Efficient, Sustainable Resources<br><br>Go To Page 79 | **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 Four 2023/24 (1st April 2023 to 31st March 2024). 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.

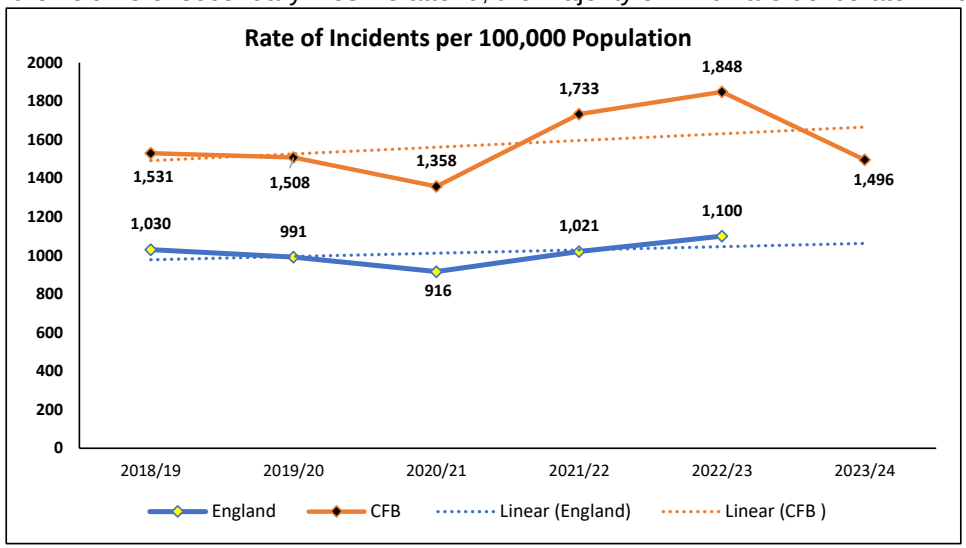
All performance information is detailed in the body of the report. When considering the information and comparing with previous years consideration must be made of the impact of Covid during 2020 and 2021, where significant reductions in service demand for emergency response incidents was experienced 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 2022/23
- Performance compared to the five year average (2018/19 to 2022/23)
- Performance against approved Targets
- Performance trends over the last five years (2018/19 to 2022/23)
- Performance trends include CFB 2023/24 data. Full Year National data has been updated for 2022/23 where this data is available.

# 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 2022/23 we attended **1,848 incidents per 100,000 population**.

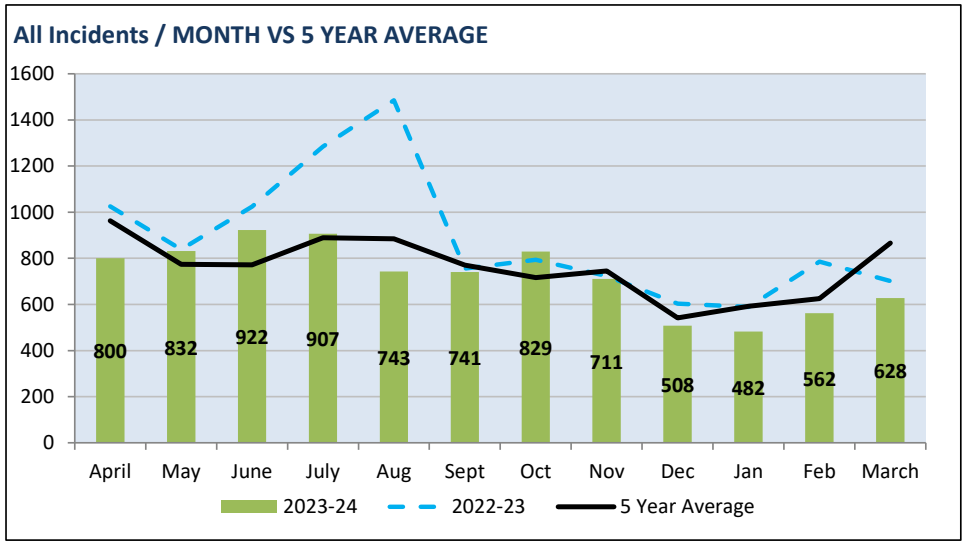
The rate of incidents we have attended has **increased by 21%** between 2018/19 to 2022/23.

Nationally, the rate of incidents has slightly **increased by 7%** between 2018/19 to 2022/23.

CFB rate of total incidents per 100,000 population was **68% higher** than the national rate during 2022/23.

The rate for financial year 2023/24 using the final outturn is **1,496 incidents per 100,000 population,** demonstrating a **19% reduction year on year**. 2023/24 England national data will not be made available until September 2024.

### Performance 1st April 2023 to 31st March 2024




• April 2023 - March 2024: **8,665 Incidents** **(-473/-5% fewer compared to five year average**): 24 incidents per day. Incidents have **reduced by 18% (-1,940)** when comparing Q4 2023/24 to Q4 2022/23.

• April - March 5 Year average: 9,138 incidents: 25 incidents per day.

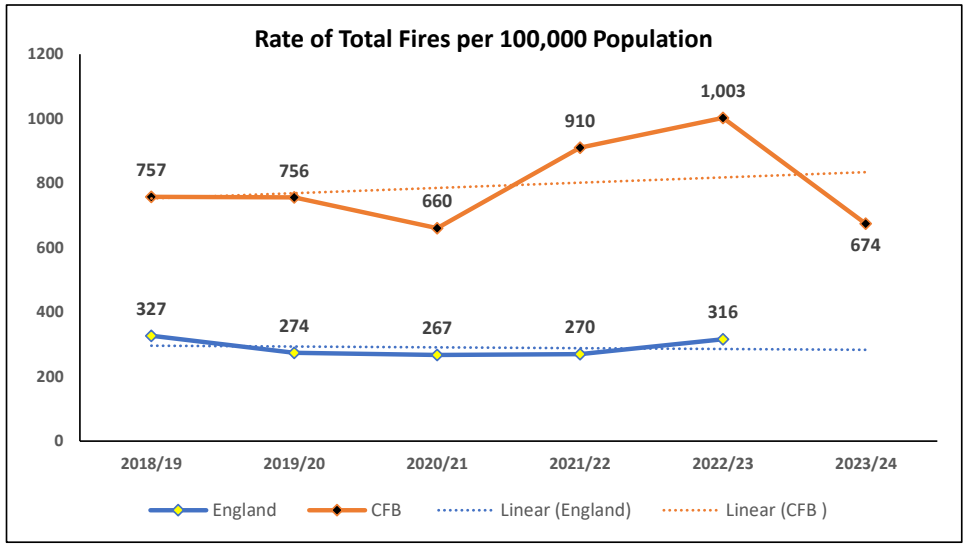
• April 2022 – March 2023: 10,605 incidents: 29 incidents per day.

• April 2023 - March 2024: The average number of incidents per month is 722.

• January 2024 had the lowest number of incidents with 482 incidents occurring. June 2023 was the highest with 922 incidents occurring.

## Total Fires

Between 2018/19 to 2022/23, nationally the rate of total fire incidents has **reduced by 3%** (327 to 316 per 100,000 population).

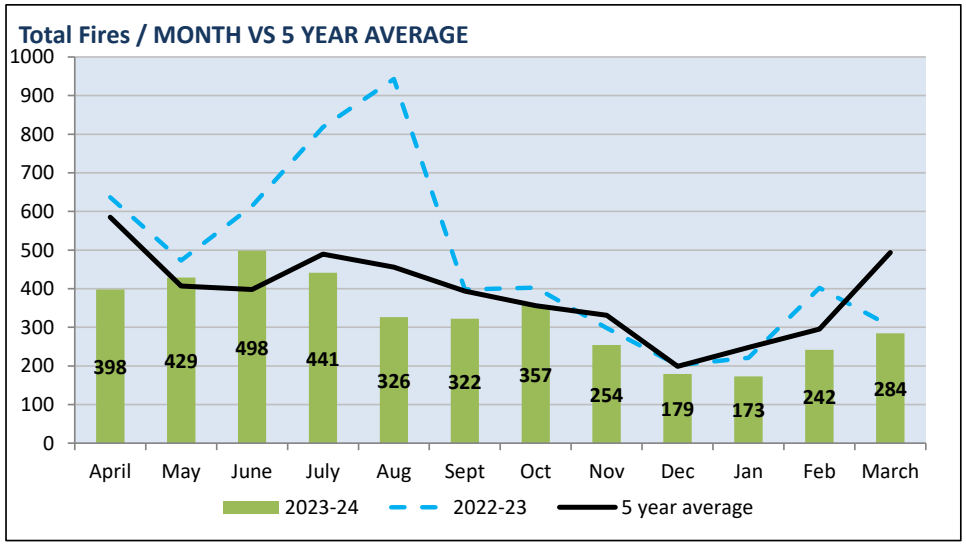



During the same period, total fire incidents within CFB have **increased by 32%** (757 to 1003 incidents per 100,000 population) within CFB.

In 2022/23, the rate of secondary fires within Cleveland Fire Brigade was **over three times higher** than the national rate.

The rate for financial year 2023/24 using the final outturn is **674 incidents per 100,000 population**, demonstrating a **33% reduction** year on year. 2023/24 England national data will not be made available until September 2024.

### Performance 1st April 2023 to 31st March 2024

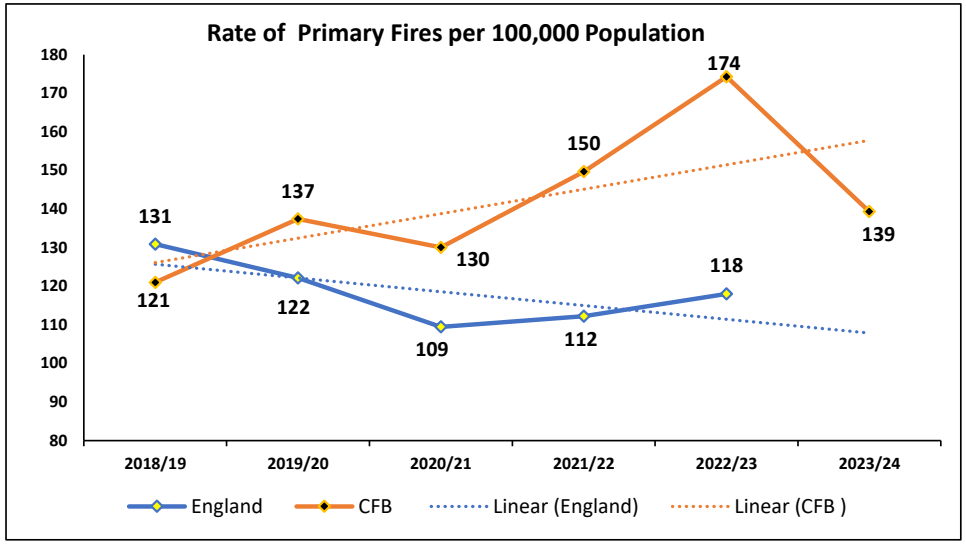



During Q4 2023/24, there has been **3,903 fires** of which 83% deemed deliberate ignition and 17% accidental, which is:

- **a reduction of 1,809 (32%)** when comparing to 2022/23 (5,712).
- **a reduction of 749 (16%)** when comparing to the Five-Year Average (4,652).

## 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 each subsequent year, peaking in 2022/23 when the Brigade saw the highest rate with 174 primary fire incidents per 100,000 population compared to 118 nationally.



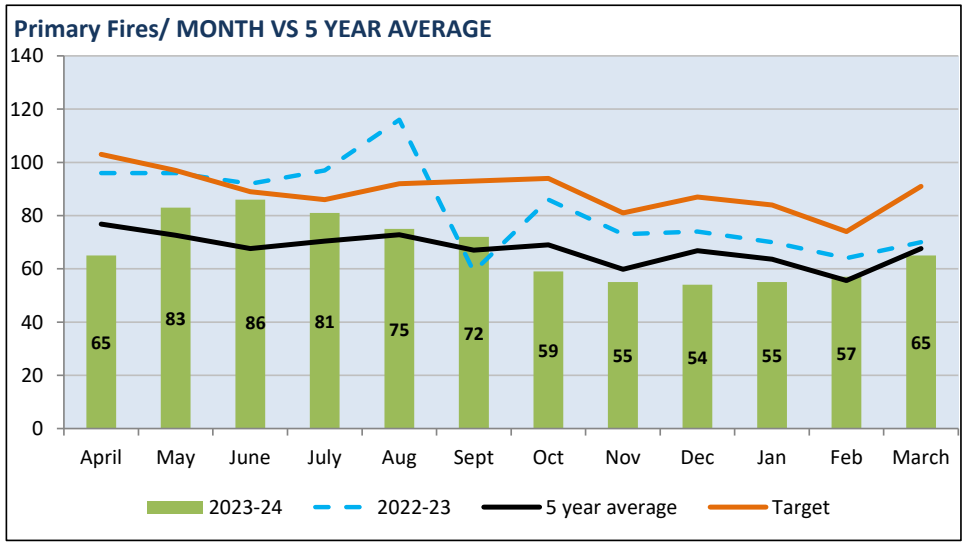

During 2022/23, we attended 174 Primary Fire Incidents per 100,000 population.

Nationally between 2018/19 to 2022/23, the rate of primary fire incidents **reduced by 10%.**

For CFB, the rate of incidents between 2018/19 and 2022/23 **increased by 44%.**

The rate for financial year 2023/24 using the final outturn is **139 incidents per 100,000 population**, demonstrating a **20% reduction** year on year. 2023/24 England national data will not be made available until September 2024.

### Performance 1st April 2023 to 31st March 2024




• April 2023 - March 2024: 807 Incidents compared to 993 incidents in April 2022 to March 2023, **a reduction of 19% (-186)**.

• April – March 5 Year average: 810 incidents;

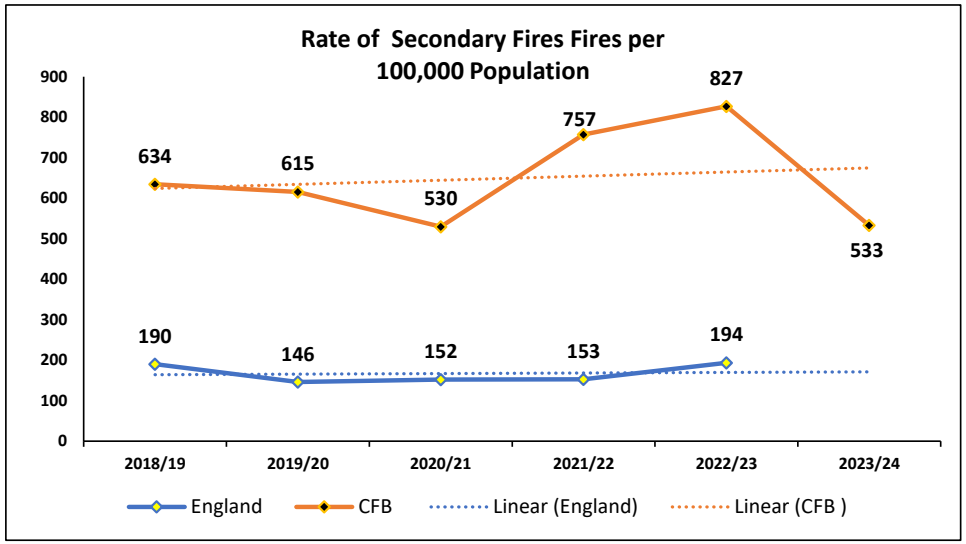
• April 2023- March 2024: 439 fires (54%) primary fires are classed as deliberate fires.

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

| Property Type | Q4 2022/23 | Q4 2023/24 |
|---|---|---|
| Dwelling Fires | 293 | 250 |
| Non Domestic | 114 | 100 |
| Vehicle Fires | 415 | 326 |
| Other | 171 | 131 |
| **Total** | **993** | **807** |

## Secondary Fires

Between 2018/19 to 2022/23, nationally the rate of secondary fire incidents has **increased by 2%** (190 to 194 per 100,000 population). During the same period, secondary incidents within CFB have **increased by 30%** (634 to 827 incidents per 100,000 population) within CFB. In 2022/23, the rate of secondary fires was **over 4 times higher** than the national average.




During 2022/23, CFB's rate of secondary fires was 827 per 100,000 population.

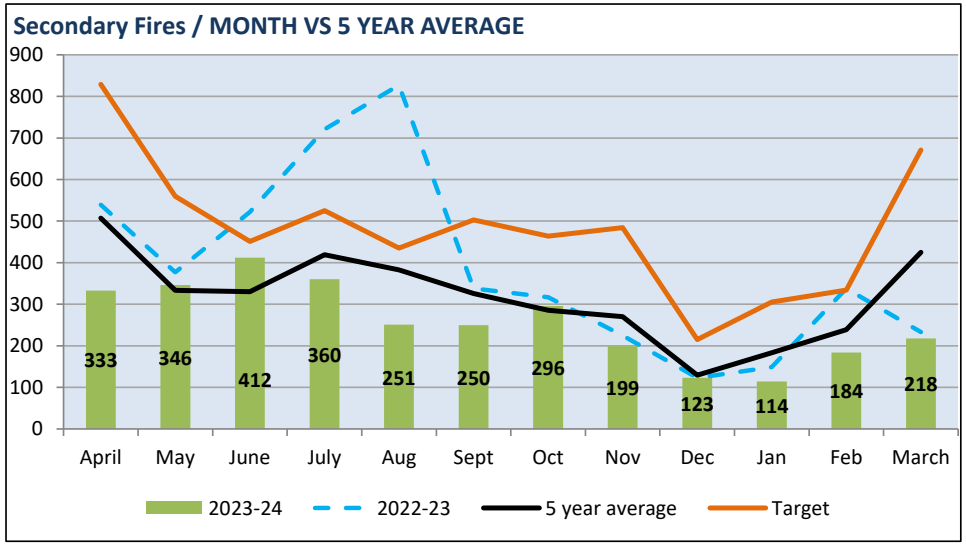
Over the 5-year period 2018/19 to 2022/23 within the Brigade:

- 66% of secondary fires were refuse related;
- 29% were grass related.

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

The rate for financial year 2023/24 using the final outturn is **533 incidents per 100,000 population**, demonstrating a **36% reduction year on year**. 2023/24 England national data will not be made available until September 2024.

**Performance 1st April 2023 to 31st March 2024**



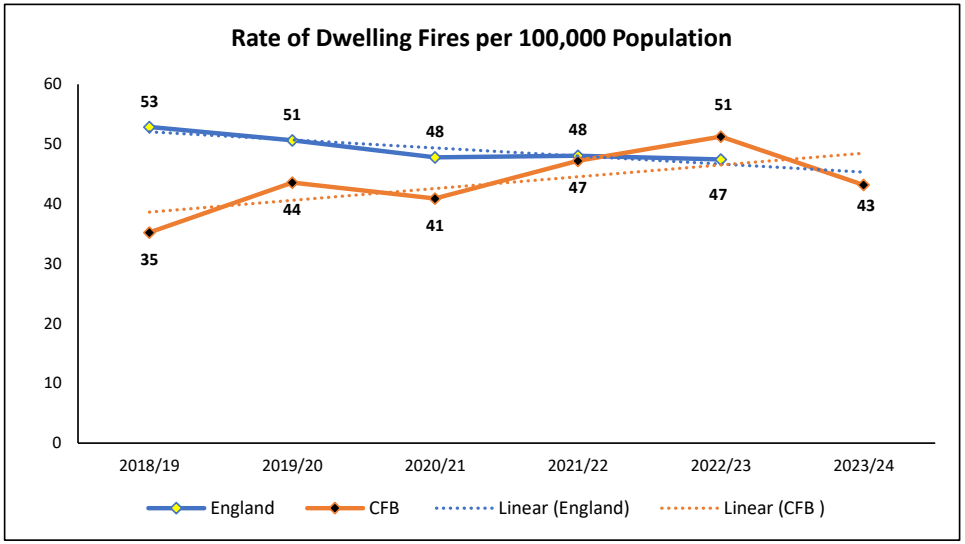

During April 2023 to March 2024, the Brigade have attended 3,086 secondary fires, which is:

- **744 (19%) lower** than the 5-year average (3,830 fires);
- **1,623 (34%) lower** than the same period in 2022/23 (4,709 fires);
- **2,690 (47%) lower** than target (5,776 fires).

| Property Type | Q4 2022/23 | Q4 2023/24 |
|---|---|---|
| Refuse | 56% | 71% |
| Grassland | 39% | 22% |
| Other | 5% | 6% |
| **Total** | **100%** | **100%** |

## 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, during 2022/23 we have exceeded the national rate with 51 incidents occurring in Cleveland per 100,000 population compared to 47 nationally.

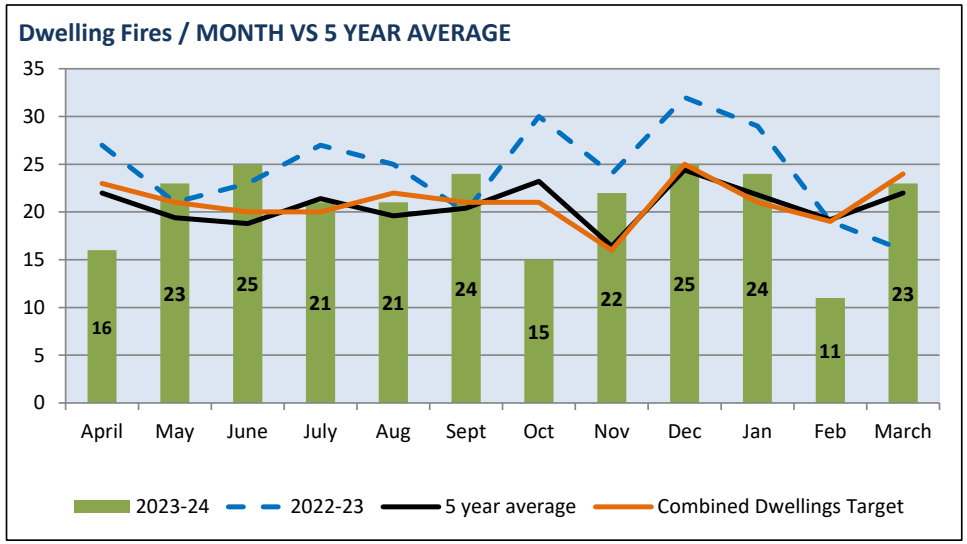



Since 2018/19, there has been an upward trend (**46% increase** 2018/19 to 2022/23) in the rate of dwelling fires in CFB which has continued into the current year.

Between 2018/19 to 2022/23, nationally the rate of dwelling fires incidents has seen the opposite trend to the rate within CFB with incidents at 53 per 100,000 population, reducing to 47 per 100,000 in 2022/23. This is a **reduction of 11%** compared to the increase seen within CFB.

The rate for financial year 2023/24 using the final outturn is **43 incidents per 100,000 population**, demonstrating a **16% reduction year on year**. 2023/24 England national data will not be made available until September 2024.

### Performance 1st April 2023 to 31st March 2024

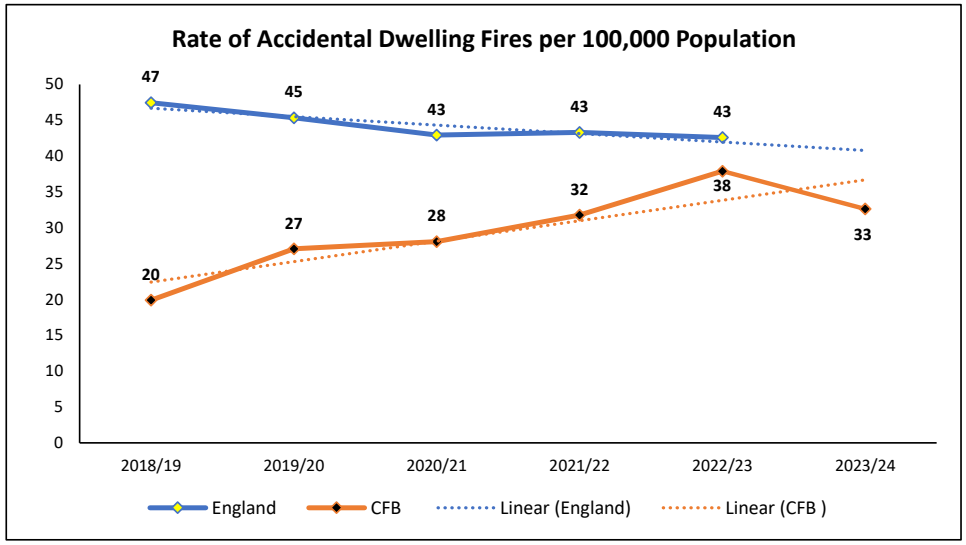



Between April 2023 - March 2024, there has been 250 fires within dwellings of which 24% (61) were deemed to have been ignited deliberately and 76% (189) were accidental.

- 250 dwelling fires between April 2023 - March 2024;
- **a reduction of 43 (15%)** when comparing to 2022/23 (293 dwelling fires);
- **an increase of 1 (0.4%)** when comparing to the Five-Year Average (249 dwelling fires).
- **a reduction of 3 (1%)** when comparing to the combined Target (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 2022/23, the Brigade responded to 216 Accidental Dwelling Fires which places us in the third quartile of incidents nationally.



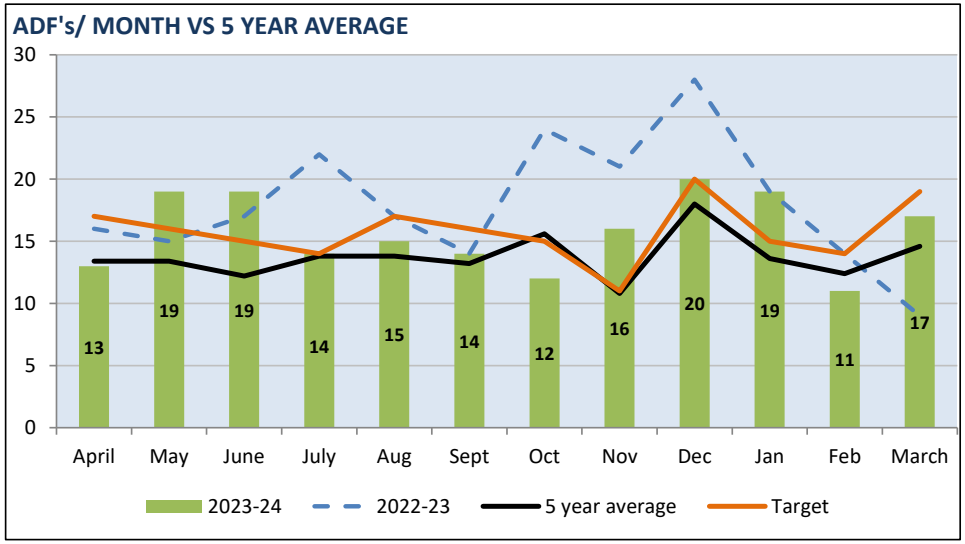

Between 2018/19 - 2022/23 there has been a **90% increase** in the rate of ADFs in Cleveland Fire Brigade, increasing from 20 incidents per 100,000 in 2018/19 to 38 per 100,000 in 2022/23.

Since 2018/19 to 2022/23, nationally the rate of incidents has **reduced by 9%** compared to the **increase** seen within CFB, with 47 incidents per 100,000 population occurring during 2018/19, reducing to 43 per 100,000 in 2022/23.

Although we are experiencing an upward trend compared to the downward trend nationally, Cleveland Fire Brigade is still below the national rate per 100,000 incidents for Accidental Dwelling Fires.

The rate for financial year 2023/24 using the final outturn is **33 incidents per 100,000 population**, demonstrating a **13% reduction year on year**. 2023/24 England national data will not be made available until September 2024.

### Performance 1st April 2023 to 31st March 2024



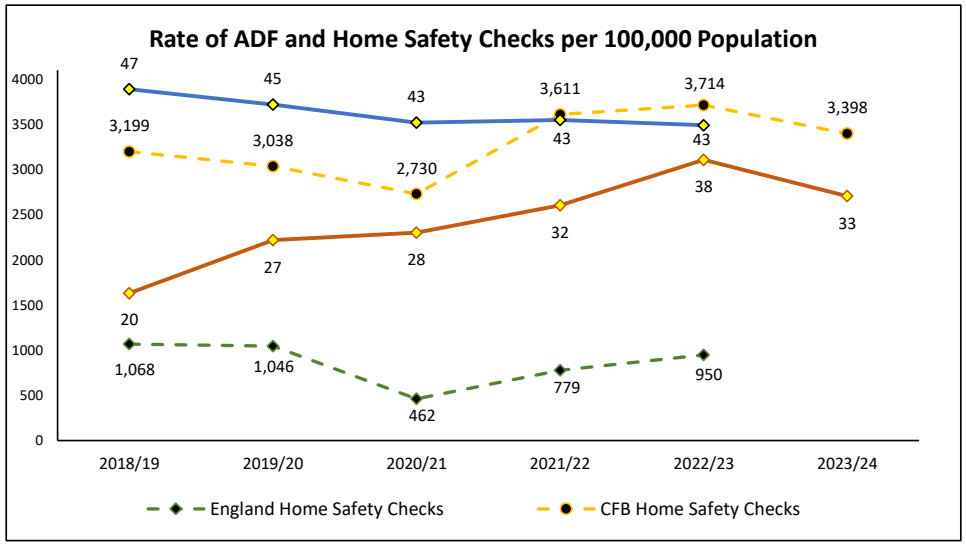

• During Q4 2023/24 there were **189 Accidental Dwelling Fires** in the Brigade area, which is **27 (13%) lower** than 2022/23 but **24 (15%) higher** than the 5-year average of 165.

• This **remained the same** as the target of 189.

| Number of Properties | Property Risk Level | Number of Incidents | % | Rate of ADF per 1,000 Dwellings |
|---|---|---|---|---|
| 18,028 | VH | 24 | 13% | 1.33 |
| 3,966 | H | 9 | 5% | 2.27 |
| 107,785 | M | 91 | 48% | 0.84 |
| 31,984 | L | 25 | 13% | 0.78 |
| 100,952 | VL | 40 | 21% | 0.40 |
| **262,715** | **Grand Total** | **189** | 100% | |

## 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:



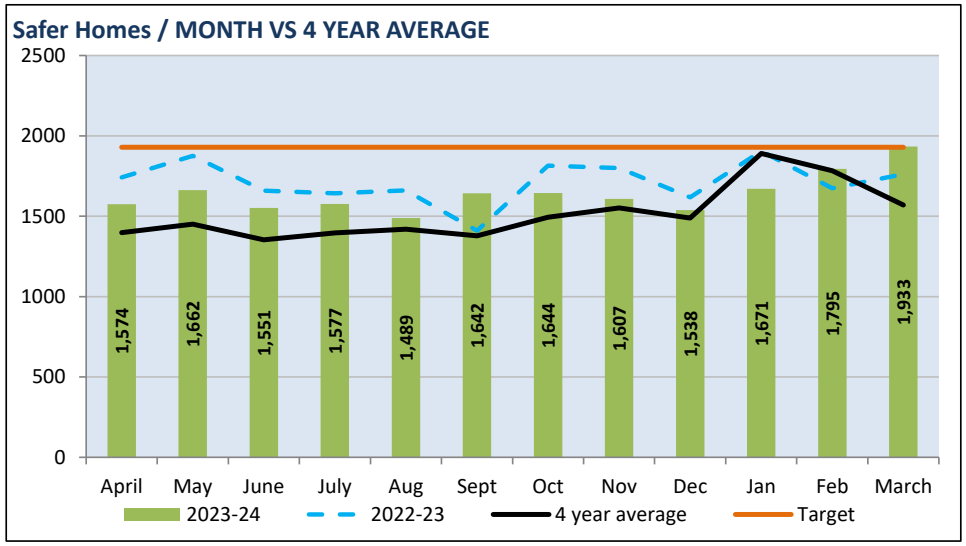

Traditionally we conduct one of the highest rate of Safer Homes Visits nationally, which has contributed to the exceptional performance in numbers of ADFs.

Between 2018/19 and 2022/23 we conducted an average of 3,259 per 100,000 population Safer Homes Visits compared to the national average of 861 Safer Homes Visits.

Over the same period the average rate of ADFs for the Brigade was 28.9 compared to an average national rate of 44.3.

The rate of Safer Homes Visits within CFB per 100,000 population **has increased by 16%** between 2018/19 and 2022/23 and over the same period there has been a **90% increase** in the rate of ADFs per 100,000 population.

**Performance 1st April 2023 to 31st March 2024**




- During 2023-24, the Brigade **carried out 33,088** Safer Home Visit (SHV) **interventions** and **completed 19,683**. This is **1,510 visits (8%) higher than the 4-year average** (18,173) but **879 (4%) lower than the same period in 2022/23** (20,562).

- April 2023 - March 2024: 19,683 completed.

- April - March 4 Year Average: 18,173 Safer Homes Visits.

- April 2022 - March 2023: 20,562 Safer Homes Visits.

- The number of Safer Homes Visits completed in each month during 2023/24 is higher than the 4 year average in every month apart from January 2024.

## 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 completed visits recorded:

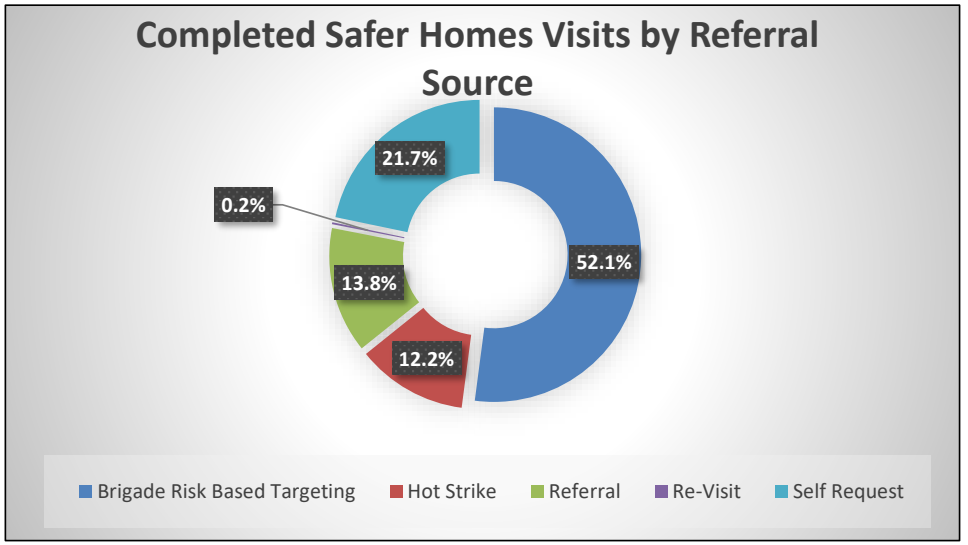
• **52.1%** of visits are derived from Brigade Risk Based Targeting using our Risk Profiles;

• **21.7%** arise from Self Referrals;

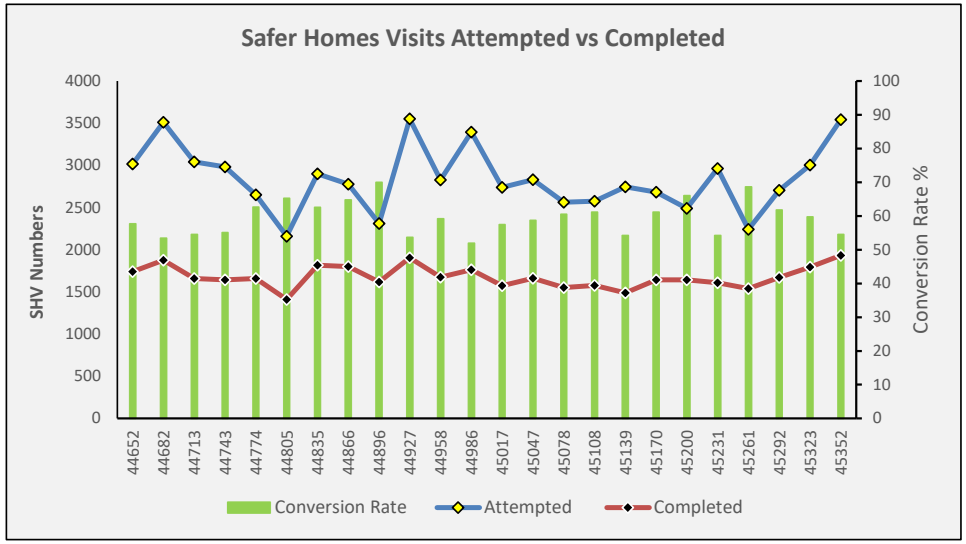
• **13.8%** arise from Referrals;

• **12.2%** result from Hot Strikes;

• **0.2%** arise from Re-Visits.



## Conversion of Visits




During 2023-24, we have attempted 33,088 Safer Homes Visits and have successfully converted 59% of these (19,683) into completed visits. The equivalent conversion rate for 2022/23 was also 59%.

The chart above tracks the conversion rate of Safer Homes from April 2022 to March 2024. This demonstrates that although there are fluctuations in the number of attempts, the overall number of visits completed, remains relatively consistent.

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.

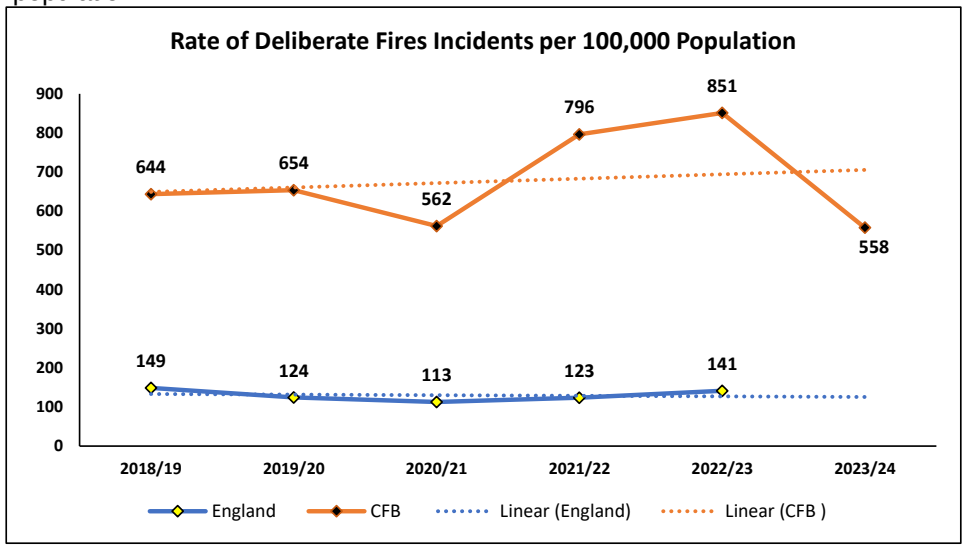
The following table provides the rate of conversion into actual visits from the various types of visits.

The conversion rate ranges from 48% (Hot Strike) to 86% (Re-Visits):

| Referral Type | % Converted to Visit to Q4 2023/24 | % Converted to Visit to Q4 2022/23 |
|---|---|---|
| Brigade Risk Based Targeting | 51% | 45% |
| Hot Strike | 48% | 50% |
| Referral | 77% | 77% |
| Re-Visit | 86% | N/A |
| Self Request | 78% | 80% |
| **Overall Conversion Rate** | **58%** | **54%** |

## 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**. During financial year 2022/23, the rate of deliberate fires per 100,000 within CFB had **risen to 851** deliberate fires per 100,000 population**.**




Using the data reported in the National Fire Statistical tables for 2022/23:

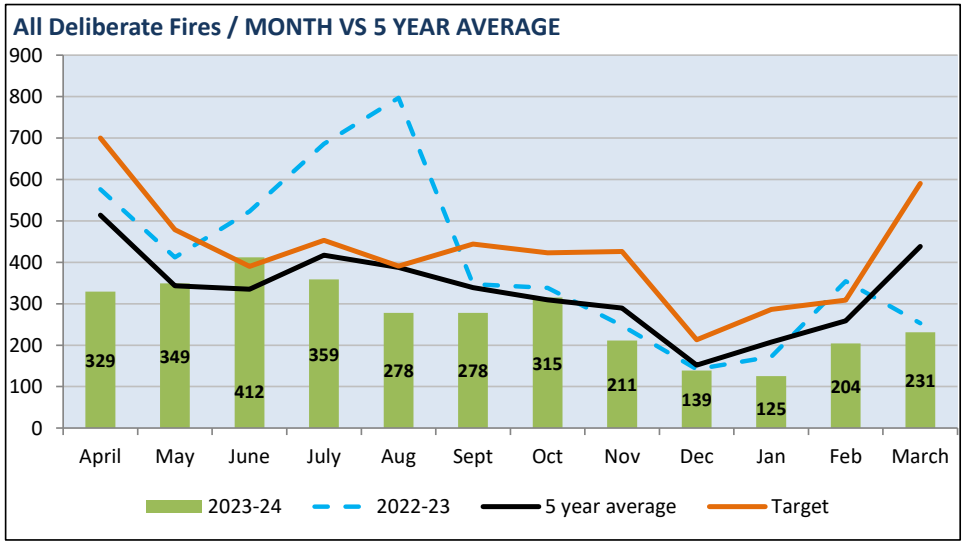
- 89% of the Brigades deliberate fires are secondary fires;
- 11% are deliberate primary fires.

Nationally this equates to:

- 79% deliberate secondary fires;
- 21% deliberate primary fires.

The rate for financial year 2023/24 using the final outturn is **558 incidents per 100,000 population**, demonstrating a **34% reduction year on year**. This is also the lowest rate in the six year analysis period. 2023/24 England national data will not be made available until September 2024.

### Performance 1st April 2023 to 31st March 2024



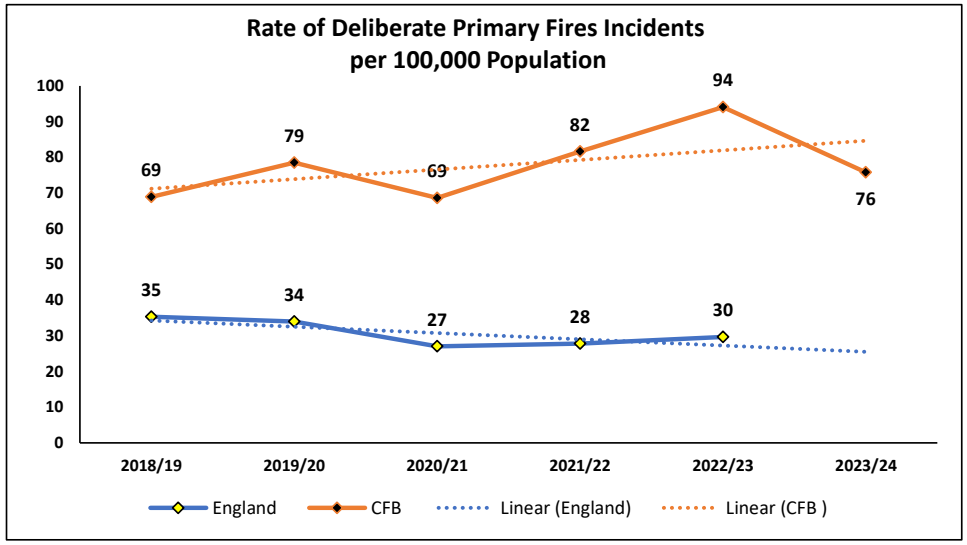

During Quarter Four 2023/24, the Brigade responded to **3,230 deliberate fires**. Of these, 2,791 (86%) were deliberate secondary fires and 439 (14%) deliberate primary fires.

April 2023 - March 2024: 3,230 deliberate fires which is:

- **762 (19%) lower** compared to 5-year average (3,992);
- **1,617 (33%) lower** compared to 2022/23 (4,847);
- **1,874 (37%)** lower than target (5,104).

## Deliberate Primary Fires

During the period 2018/19 to 2022/23, nationally the rate of deliberate primary fire incidents has **reduced by 14%** (35 to 30) compared to an **increase of 36%** (69 to 94 incidents per 100,000 population) within CFB.




Between 2018/19 and 2022/23:

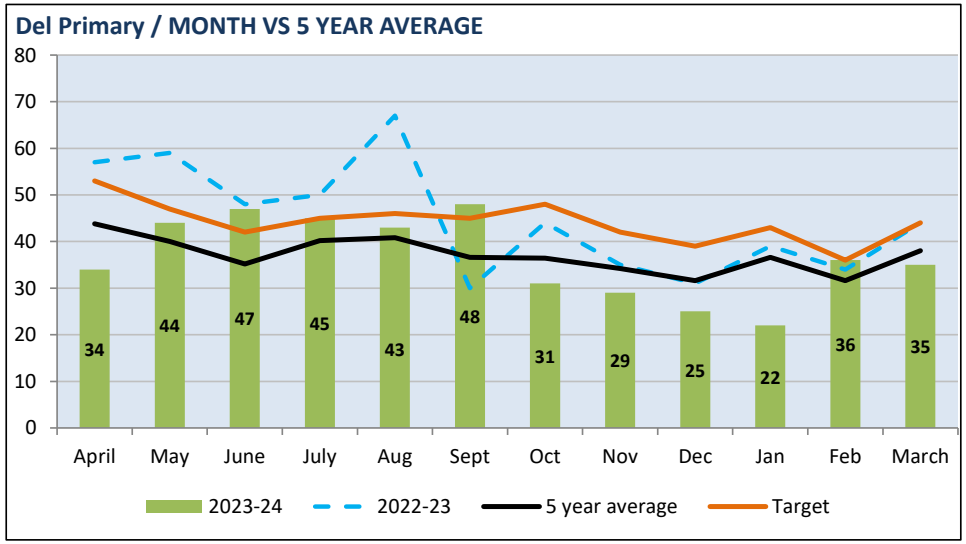
• 54% of deliberate primary fires within the Brigade are vehicle fires, predominantly road vehicles.

• 19% are deliberate dwelling fires.

• 27% are other deliberate primary fires including Industrial and Commercial properties and other buildings (garages /sheds etc).

The rate for financial year 2023/24 using the final outturn is **76 incidents per 100,000 population**, demonstrating a **19% reduction year on year**. 2023/24 England national data will not be made available until September 2024.

### Performance 1st April 2023 to 31st March 2024



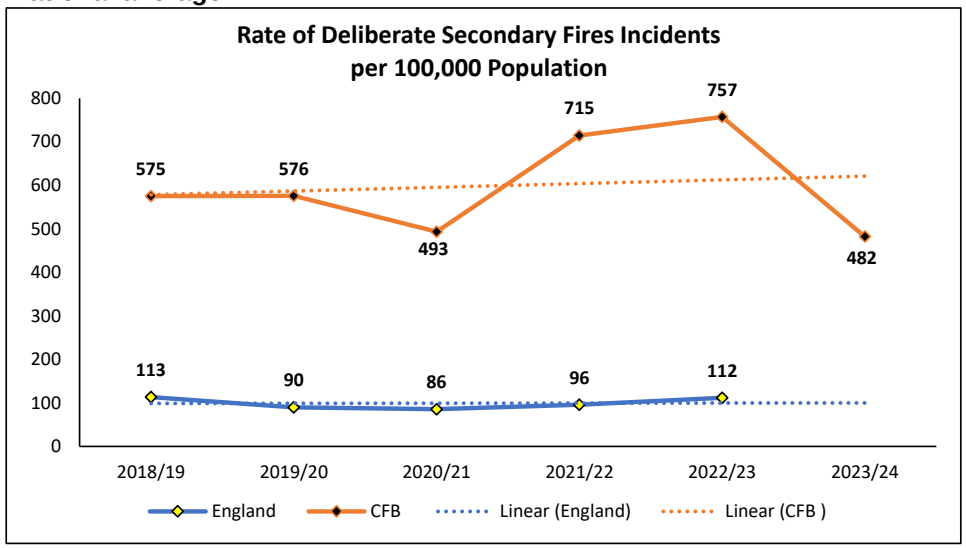

During Quarter Four 2023/24, the Brigade responded to **439 deliberate primary fires**, which is:

- **6 (1%) lower** compared to 5 year average (445 fires);
- **99 (18%) lower** compared to 2022/23 (538 fires);
- **91 (17%) lower** compared to Target (530 fires).

April 2023 to March 2024:
•56% (248) of deliberate primary fires are vehicle fires;
•18% (80) are other categories (e.g. public toilets and secondary type incidents of 5 or more appliances such as primary grassland);
•14% (61) are dwelling fires;
•11% (50) are non domestic (e.g. sheds, garages, farm buildings).

## Deliberate Secondary Fires

Between 2018/19 to 2022/23, nationally the rate of deliberate secondary fire incidents has **reduced by 1%** (113 to 112 per 100,000 population) compared to an **increase of 32%** (575 to 757 incidents per 100,000 population) within CFB. In 2022/23, the rate of deliberate secondary fires was **almost 7 times higher than the national average.**




Between 2018/19 to 2022/23 within the Brigade:

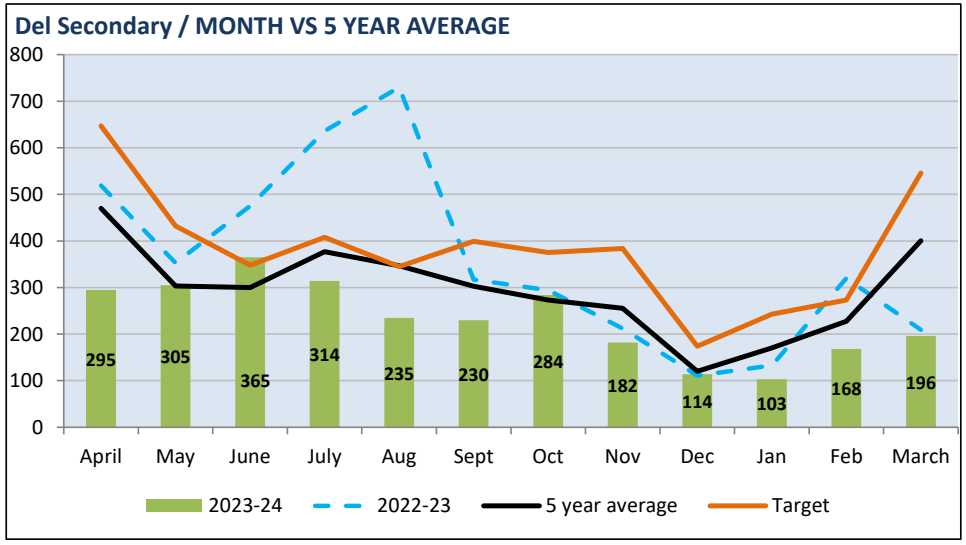
- 68% of deliberate secondary fires were refuse related;
- 29% were grass related.

Between April 2023 to March 2024:

- 72% of deliberate secondary fires were refuse related;
- 22% were grass related.

The rate for financial year 2023/24 using the final outturn is **482 incidents per 100,000 population**, demonstrating a **36% reduction year on year**. This is also the lowest rate in the six year analysis period. 2023/24 England national data will not be made available until September 2024.

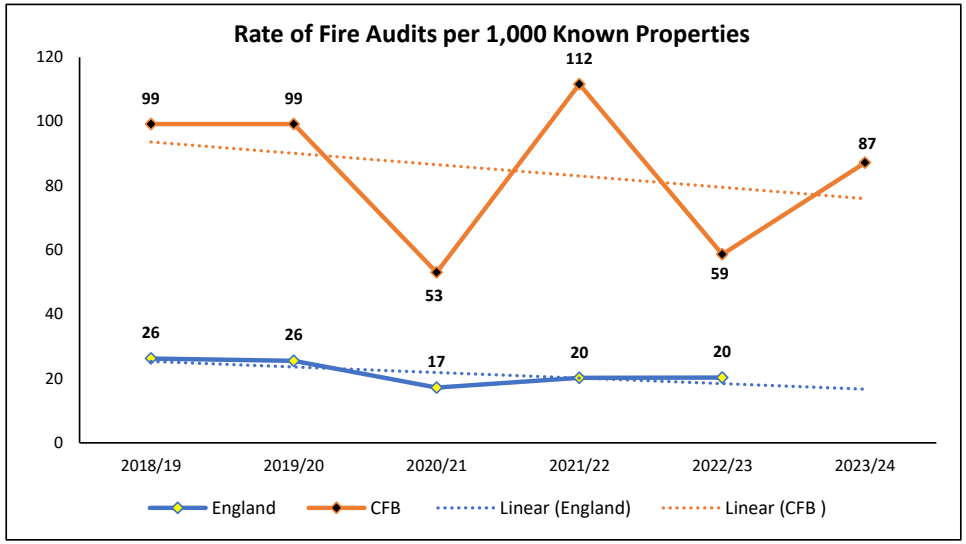
### Performance 1st April 2023 to 31st March 2024




During April 2023 to March 2024, the Brigade attended 2,791 deliberate secondary fires which is:

- **756 (21%) lower** compared to 5-year average (3,547 fires);
- **1,518 (35%) lower** compared to 2022/23 (4,309 fires);
- **1,783 (39%) lower** compared to target (4,574 fires).

## Protection: Safer Buildings




**Protection: Safer Buildings - Risk Based Inspections**

**442 inspections have been completed** from the risk based inspection programme (RBIP), with a further **680 inspections from the RBIP attempted**.

**'Reactive' and 'Other' inspections** that were not part of the RBIP took place at a **further 625 premises** giving a total of **1,747 audits completed or attempted**.

In Q4 2022/23, a total of **1,517 audits were completed or attempted**. This is an inspection **increase of 230 (15%)**.

The tables opposite demonstrate the breakdown of audits for 2023/24 and also highlight the proportion of completed inspections that were satisfactory:

The Fire Safety Order 2005 places a duty on fire authorities to enforce fire safety legislation in non residential premises such as shops, offices and factories. We audit these premises and target audit inspections at those premises that present the highest risk.

In 2021, we reviewed and enhanced our Risk Based Inspection Programme to ensure that we identify and target for inspection those properties that pose the highest risk.

During 2022/23, our rate of audits per 1,000 known properties was 59 which is almost three times higher than the England average of **20** audits.

This rate placed Cleveland Fire Brigade the sixth highest in the country.

| No Properties in RBIP | Property Risk Level | 2023/24 RBIP Plan | 2023/24 Audits completed | % of RBIP Plan |
|---|---|---|---|---|
| 3 | Very High | 6 | 0 | 0% |
| 94 | High | 86 | 37 | 3% |
| 4439 | Medium | 1063 | 405 | 35% |
| 4925 | Low | - | - | - |
| 7256 | Very Low | - | - | - |
| | Other Attempted | - | 680 | 59% |
| | **TOTAL RBIP Audits** | **1155** | **1122** | **97%** |
| | *Reactive Audits* | | *298* | |
| | *Other Audits* | | *327* | |
| | ***TOTAL AUDITS*** | ***Including Attempts*** | ***1747*** | |

| Audits All Types recorded in CFRMIS Q1 to Q4 2023/24 | TOTAL | % |
|---|---|---|
| Satisfactory | **245** | 23% |
| Unsatisfactory | **822** | 77% |
| **Total** | **1067** | |

## 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 00:05:58 for the first appliance against a target of 00:07:00 and an average time of 00:08:05 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. On 1,067 occasions, the benchmark was exceeded during April 2023 to March 2024: 669 and 398 mobilisations for 1st and 2nd appliance respectively.

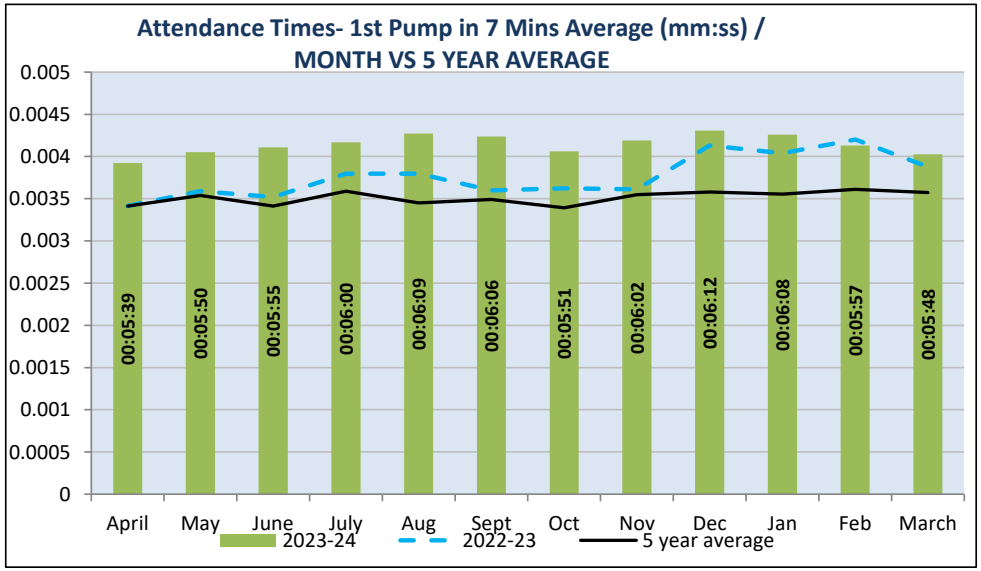
Details of the incidents that exceed the benchmark thresholds during the current year have been provided in the body of the report in terms of geographical location and incident end type.

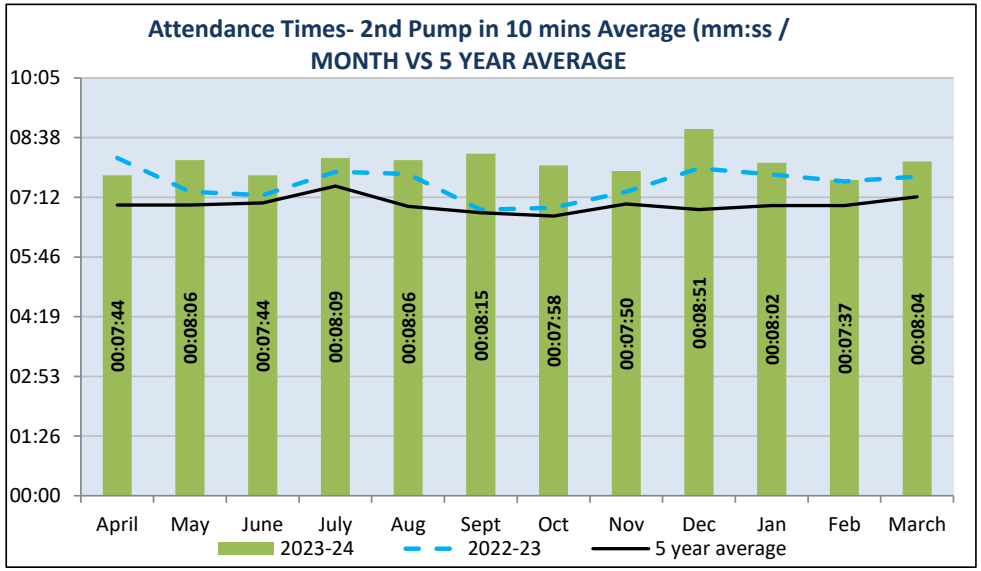
| Target | 1st appliance 00:07:00 | 2nd appliance 00:10:00 |
|---|---|---|
| Apr-23 | 00:05:39 | 00:07:44 |
| May-23 | 00:05:50 | 00:08:06 |
| Jun-23 | 00:05:55 | 00:07:44 |
| Jul-23 | 00:06:00 | 00:08:09 |
| Aug-23 | 00:06:09 | 00:08:06 |
| Sep-23 | 00:06:06 | 00:08:15 |
| Oct-23 | 00:05:51 | 00:07:58 |
| Nov-23 | 00:06:02 | 00:07:50 |
| Dec-23 | 00:06:12 | 00:08:51 |
| Jan-24 | 00:06:08 | 00:08:02 |
| Feb-24 | 00:05:57 | 00:07:37 |
| Mar-24 | 00:05:48 | 00:08:04 |
| **Average** | **00:05:58** | **00:08:03** |

The charts below demonstrate:

• 1st Appliance Response Standard: During April 2023 to March 2024, the first pump attendance times have been slower than both the previous year and the 5 year average performance, with the exception of February 2024. This type of increase would typically be seen during increases in service demand, however, incident levels during this period are 18% lower than 2022/23. They still remain well within the benchmark of seven minutes.

• 2nd Appliance Response Standard: The second pump response standard has also seen slower attendance times recorded during the year to date to quarter four, with all months except April and February exceeding both the five year average and previous years attendance times. The average attendance time has exceeded 8 minutes overall for the first time in 5 years.

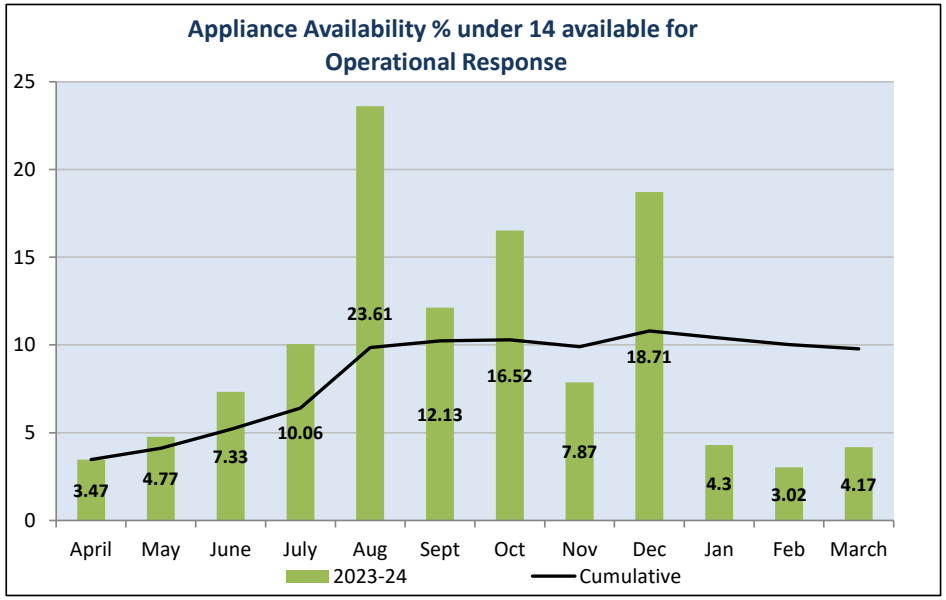


## Optimum Appliance Availability

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**.

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



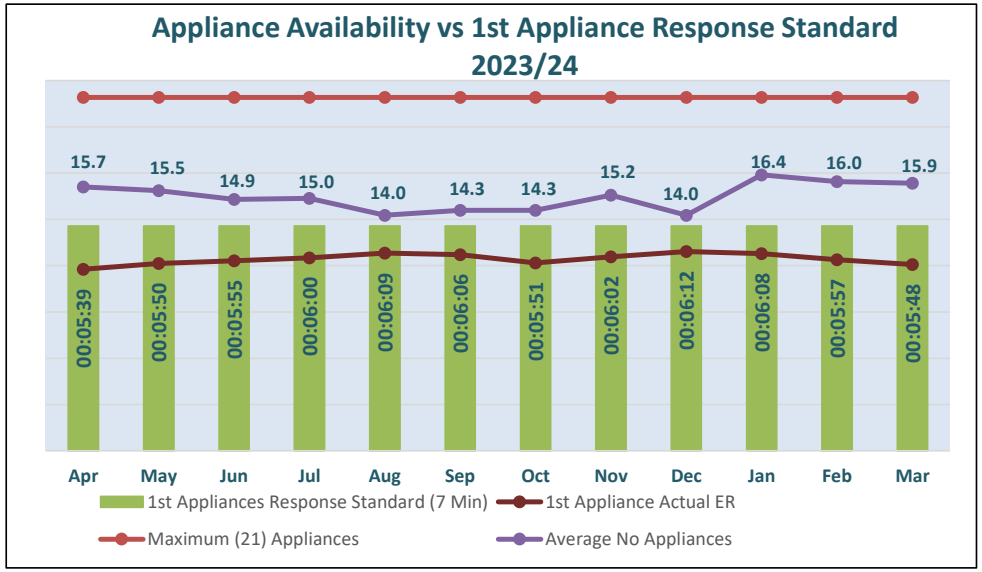

April 2023 to March 2024 the Brigade operated at below 14 appliances for 831.5 hours:

• The 14 appliance threshold was breached for 579 hours during day shift (70%) with peaks of 123.5 of these hours occurring during August 2023 and 55.5 hours in December. Weekend days accounted for 233 of the hours. Most of the weekend hours (50.5) occurred in August. On Tuesday 29 August there were just 8 appliances available and on Saturday 24 June, Saturday 15 July, Wednesday 22 November and Wednesday 24 January there were just 9 appliances available- all of these occurred in the hourly period 9:00 to 10:00.

• The 14 appliance threshold was breached for 252.5 hours during night shift (30%) with 32.5 of these hours occurring around shift changeover (18:00 to 20:00) where there were 9 occasions where there were 10 or fewer appliances. On Saturday 9 December 19:30 to 20:00, there were just 6 appliances available.

• Less than 14 appliances were available for 10% of the 2023-24 financial year. The highest month for non-availability was August 2023, when less than 14 appliances were available for 23.6% of the month.

## Appliance Availability vs 1st Appliance Response Standard 2023-24




During the financial year to date 2023/24 (1st April 2023 to 31st March 2024) the average number of appliances available for operational response has been 15.1 appliances.

Appliance Availability was at its lowest in both August and December 2023, where during these months we had an average of 14.0 appliances.

The chart highlights that, whilst we have been operating with around 15 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 00:05:58**.

## Sickness Absence

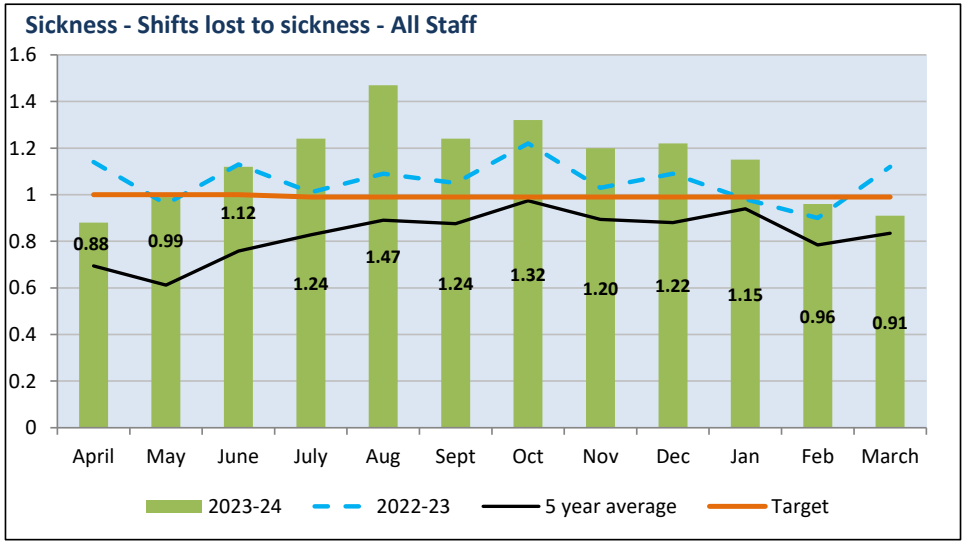
The organisation's Employee Health and Wellbeing Framework was developed to ensure the effective management of health and wellbeing within the Brigade concentrating specifically on sickness absence management, substance misuse management; mental wellbeing, fitness; occupational health and life/work balance.

The information in the following table, details the sickness levels between 2018/19 and 2022/23. These can be compared to 2014/15 when we launched the first Health and Wellbeing strategy:

| 2014/15 | Staff Group | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 |
|---|---|---|---|---|---|---|
| 7.23 | All Staff | 7.96 | 9.36 | 8.04 | 11.9 | 12.7 |
| 7.41 | Wholetime | 8.06 | 9.47 | 9.6 | 12.07 | 13.39 |
| 5.64 | On-Call | 6.81 | 8.3 | 4.97 | 6.52 | 6.65 |
| 4.44 | Fire Control | 10.92 | 6 | 3.81 | 20.57 | 24.62 |
| 7.96 | Green Book | 8.11 | 10.65 | 6.41 | 14.19 | 13.95 |

**Performance 1st April 2023 to 31st March 2024**

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




April 2023 - March 2024: **13.74 duty shifts per person** lost to sickness absence which is:

- **+3.79 (38%) higher** when compared to 5-year average (9.95 shifts);
- **+1.04 (+8%) higher** when compared to 2022/23 (12.70 shifts);
- **+1.83 (+15%) higher** when compared to target (11.91 shifts).

Sickness levels were under the monthly target for four months of the twelve across the financial year (April, May, February and March) but increased above target during all other months.

All months were above the five year average.

## Sickness Absence: Sub Type Analysis

During the period 1st April 2023 to 31st March 2024 there were **7,548 duty shifts lost to sickness**. The main causes of sickness absence are:

- Mental Health 41% (3,079 Duty Shifts).
- Musculo Skeletal 26% (1,991 Duty Shifts).
- Hospital/Post Operative 11% (794 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 2023 to 31st March 2024, from the information recorded, the key analysis from the underlying causes of Musculo Skeletal and Mental Health sickness absence is detailed in the following tables:

| Mental Health Sub Type YTD | Duty Days Lost | % |
|---|---|---|
| Work Related | 1256 | 41% |
| Personal/Domestic | 956 | 31% |
| Long Term Mental Health Condition | 276 | 9% |
| Unknown | 250 | 8% |
| Bereavement | 165 | 5% |
| Post Traumatic Stress Disorder | 155 | 5% |
| No Subtype Selected | 21 | 1% |
| **Grand Total** | **3079** | **100%** |

| Musculo-Skeletal Sub Type YTD | Duty Days Lost | % |
|---|---|---|
| Accident at Home | 591 | 30% |
| Underlying Back Condition | 456 | 23% |
| Sporting Injury | 203 | 10% |
| Accident at Work | 192 | 10% |
| Unknown | 160 | 8% |
| Underlying Limb Condition | 126 | 6% |
| Degenerative | 122 | 6% |
| Manual Handling | 71 | 4% |
| No Subtype Selected | 70 | 4% |
| **Grand Total** | **1991** | **100%** |

**Mental Health**

- **41%** of all Mental Health sickness absence was due to **work related stressors**;
- **31%** of all Mental Health sickness absence was due to **personal/domestic stressors**;
- **9%** of all Mental Health sickness absence was due to a **Long Term Mental Health Condition**.

**Musculo Skeletal**

- **30%** of Musculo-Skeletal sickness absence was due to an **accident at home**;
- **23%** of Musculo-Skeletal sickness absence was due to an **underlying back condition**;
- **10%** of Musculo-Skeletal sickness absence was due to a **sporting injury/accident at work**.

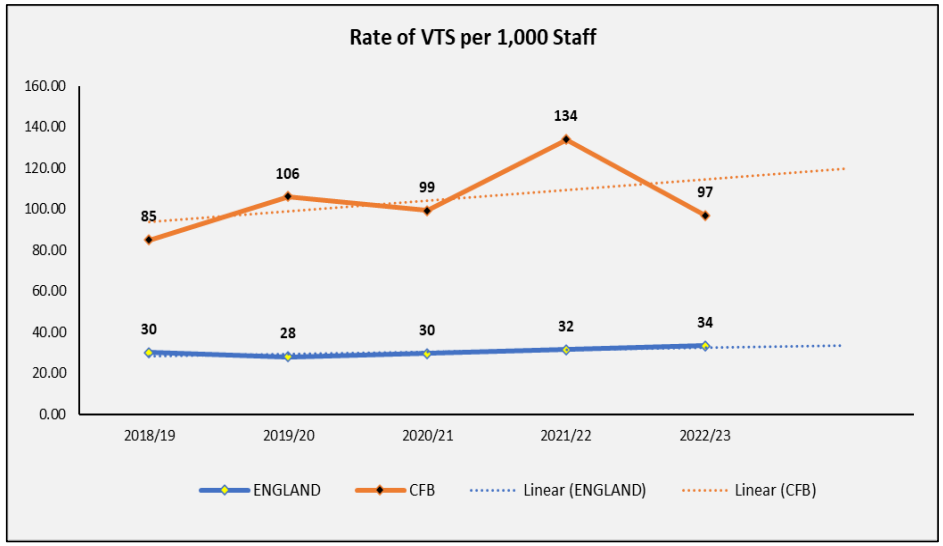
As details of the underlying causes of sickness absence evolves and matures, the associated intelligence can be used within the Health and Wellbeing Framework to enhance the support provided to individuals to ultimately reduce the levels of sickness absence being incurred.

## Violence To Staff

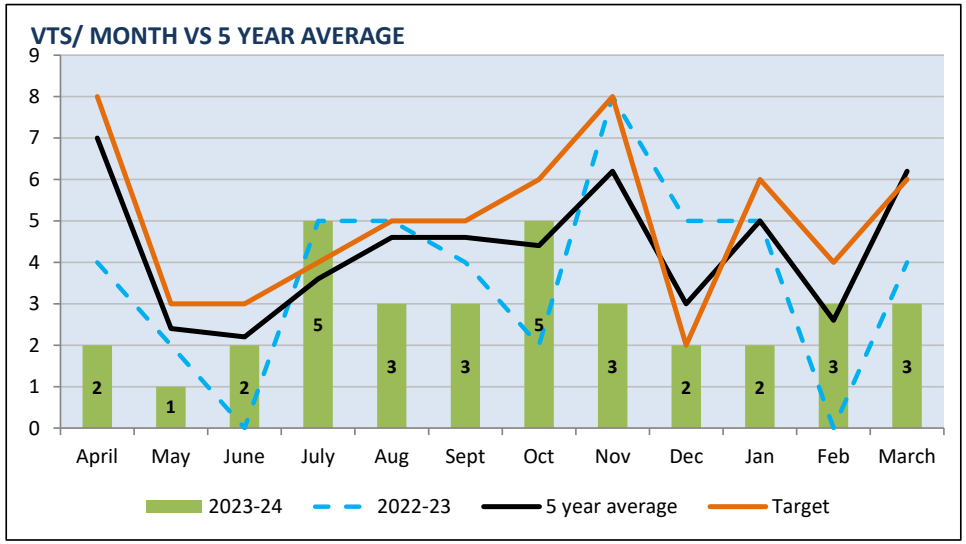
The rate of incidents per 1000 staff that CFB employees have suffered Violence to Staff during operational incidents is significantly **higher** than the national rate. During 2022/23, there were 97 such incidents per 1000 staff compared to a national rate of 34 incidents per 1000 staff.

Between 2018/19 to 2022/23 (from available information), nationally the rate of violence to staff incidents has **increased by 13%** compared to an **increase of 14%** for CFB. Over the last 5 years the highest rate was in 2021/22 when there were 134 incidents per 1000 staff.

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 and these will be shown in our total incidents information.




**Performance 1st April 2023 to 31st March 2024**




During 2023/24, there have been **34 violence to staff incidents** against CFB staff. These figures relate to all incidents of violence to staff against all staff groups in any type of service delivery:

- April 2023 - March 2024: 34 incidents **(-18 / -35%)** compared to 5-year average.
- April 2022 – March 2023: 44 incidents **(-10 / -23%)** compared to previous year.

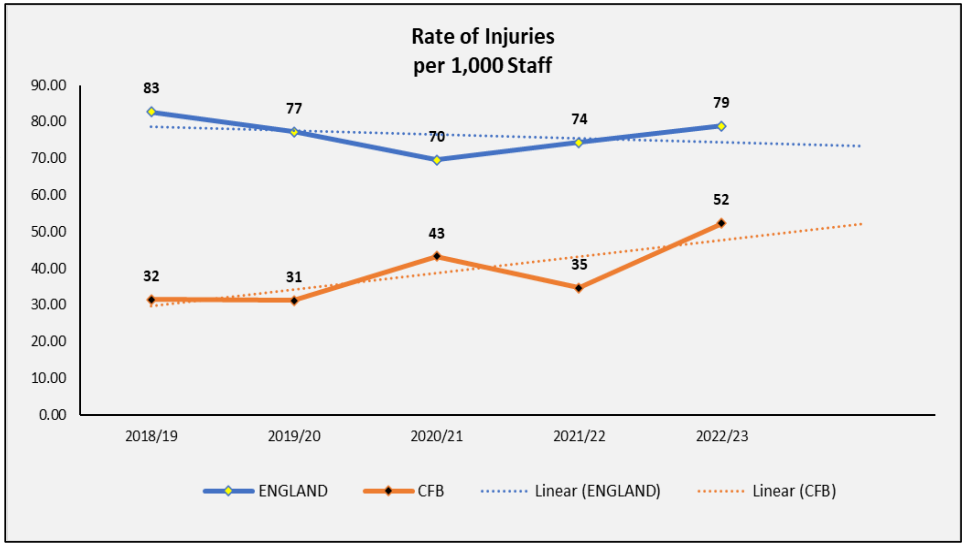
## Health and Safety : Injuries to Brigade Personnel

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.

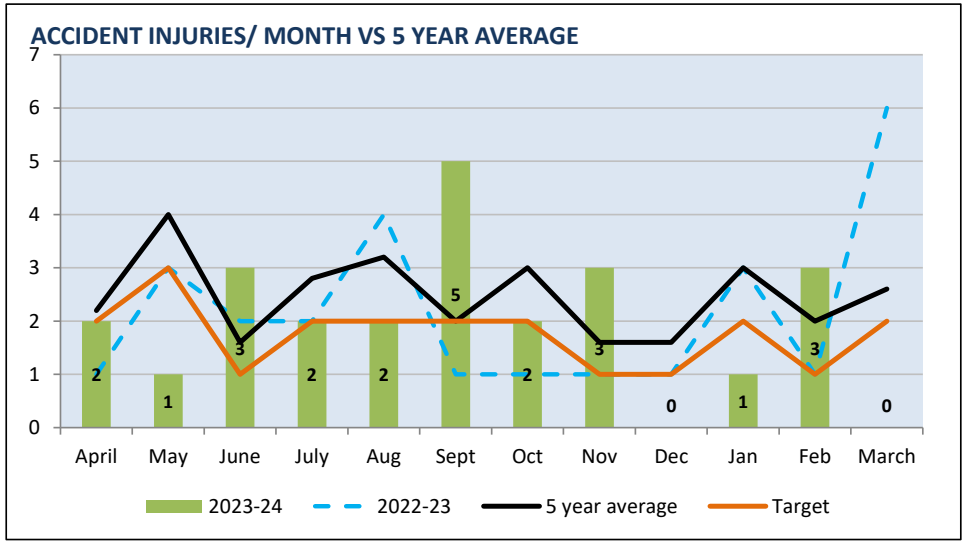
The rate of injuries per 1000 staff that CFB operational employees have suffered was lower than the national rate during 2022/23, with 52 injuries occurring within CFB compared to the national rate of 79 per 1000 staff.

Over the period 2018/19 to 2022/23, nationally the rate of injuries **has reduced by 5%.** CFB however saw an **increase during the same period of 63%.**

Note: National information reported relates 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 2023 to 31st March 2024**

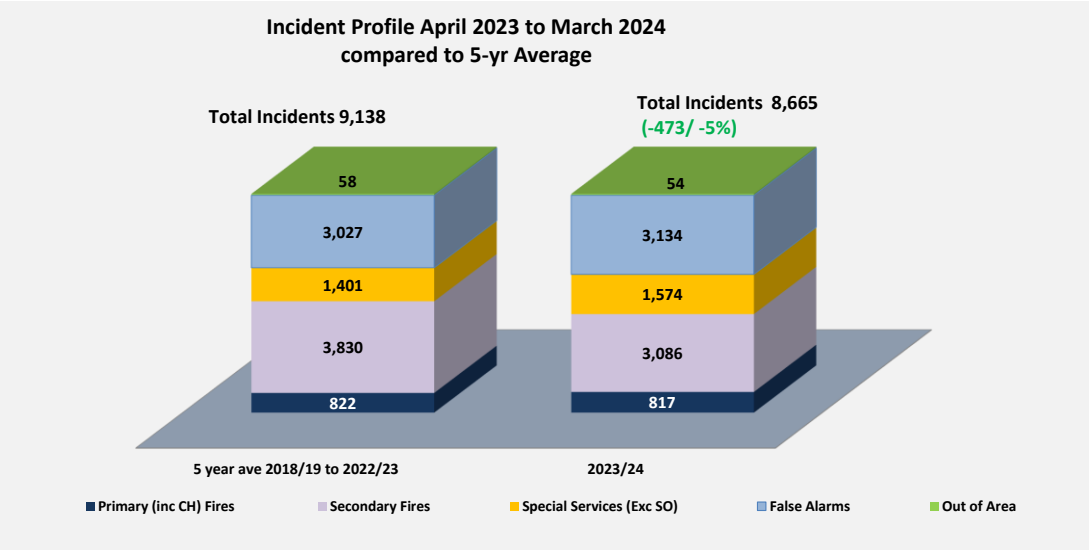



During April 2023 to March 2024, there have been **24 injuries** suffered by staff in the course of their duties which is a **reduction of 6 (20%)** when compared with the average incurred for the last five years. Note these incidents include all Brigade staff groups:

• April - March 5-year average: **30 injuries**;

• April 2023 - March 2024: 24 injuries, a **reduction of 2 (8%)** when compared to the same period 2022/23.

# CORPORATE SUITE OF INDICATORS




**Fire Control**
During the period April 2023 - March 2024, Fire Control dealt with **12,288 emergency calls**, a **reduction of 6% (-825)** from the 5-year average.

**Emergency Response**
We responded to **8,665 incidents**, a **reduction of 473 (-5%)** compared to the 5-year average. Comparing Quarter 4 2023/24 to the 5-year average across all incident categories:

- **Primary Fires** **have reduced by 1% (5)** from 822 to 817;
- **Secondary Fires** **have reduced by 19% (744)** from 3,830 to 3,086;
- **All False Alarms** **have increased by 4% (107)** from 3,027 to 3,134; within this AFA incidents **have increased by 19% (1,048 to 1,242)**, FAGI **have reduced by 5% (1,852 to 1,757)** and Malicious incidents **have increased by 7% (126 to 135);**
- **Out Of Area** incidents **have reduced by 7% (4)** from 58 to 54;
- **Special Services** **have increased by 12% (173)** from 1,401 to 1,574;
- **Chimney Fires** **have reduced by 17%** from 12 to 10.

**Fire incidents** account for **45% (3,903) of total incidents** compared to the 5-year average of **51%**, with **Primary Fires excluding Chimney Fires** and **Secondary Fires** accounting for **9%** and **36%** of all incidents attended respectively. **83% (3,230) of all fires** attended have been classified as **deliberate** in nature.

**Prevention: Safer Homes Visits**

Following its risk based targeting approach to Safer Homes Visits, between 1st April 2023 to 31st March 2024 the Brigade carried out **33,088 Safer Home Visit (SHV) interventions.** From these Safer Home Visit interventions, the Brigade has **completed 19,683 visits**.

This is a **reduction of 879 (-4%)** Safer Home Visits compared to 2022/23, when the Brigade completed **20,562 SHV**.

This is an **increase of 1,510 (+8%)** than the 4 year average of 18,173.

Resulting from the Safer Home Visits there were **2,853 (14%) referrals to other agencies** for support and/or to provide items of risk reduction equipment.

Operational crews completed **17,385 (88%) SHV** compared to 17,294 in 2022/23; **an increase of 91 (+0.5%).**

Hubs and Advocates completed **2,298 (12%) SHV** compared to 3,268 in 2022/23; **a reduction of 970 (-30%).**

**Protection: Safer Buildings - Risk Based Inspections**

**442 inspections** have been completed from the risk based inspection programme (RBIP), with **680 audits also attempted** where the premises have been demolished, are derelict or converted to a private dwelling.

**298 'Reactive' and 327 'Other' inspections** that were not part of the RBIP took place, giving a total of **1,747 audits completed or attempted.**

In **Q4 2022/23**, 658 audits were completed as part of the RBIP with a further 423 attempted audits and 436 'Reactive/Other' inspections giving a total of **1,517 audits completed or attempted**. This is an inspection **increase of 230 (15%)**.

In addition to inspections under the RBIP, **275 (94%) consultation**s and **139 (90%) licencing consultations** have also been completed within the agreed timescales.

Of the 1,067 fully completed audits, **77% (822) were deemed to be unsatisfactory**. (Please note that the audit breakdown data only includes those incidents where a full audit was completed).

## 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 fires are 37% below target, with 3,230 incidents occurring compared to a target of 5,104;
- Deliberate secondary fires are 39% below target, with 2,791 occurring compared to a target of 4,574;
- All response benchmarks performing well within target;
- The first appliance has attended a building fire within 10 minutes on 94% of occasions, 4% over the target of 90%;
- The average number of duty days lost to sickness for Fire Control is 36% lower than target (9.22 days compared to a target of 14.49);
- The number of Violence to Staff incidents is 43% lower than the target figure of 60, with a total of 34 incidents during 2023/24;
- 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 has been 1 fatality in an Accidental Dwelling Fire during 2023/24, higher than the tolerance of 0;
- Attendances at Non Domestic Unwanted Automated False Alarms are 35% above target, with 514 attendances versus a target of 380;
- Attendances at False Alarm Good Intent incidents in Dwellings are 26% above target, with 787 attendances versus a target of 627;
- Brigade Vehicle Accidents are 41% above target, with 38 occurring during 2023/24 compared to a target of 27;
- Sickness rates for Green Book Staff are 50% higher than the target figure (14.35 average duty days lost compared to a target of 9.56);
- Sickness rates for On Call Staff are 89% higher than the target figure (11.33 average duty days lost compared to a target of 6.01);
- Percentage of On Call appliances meeting book mobile threshold of 5 minutes is 54%; 46% below the aspirational target of 100%.

# 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 2023 to 31st March 2024 against our Corporate Goal 1.

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

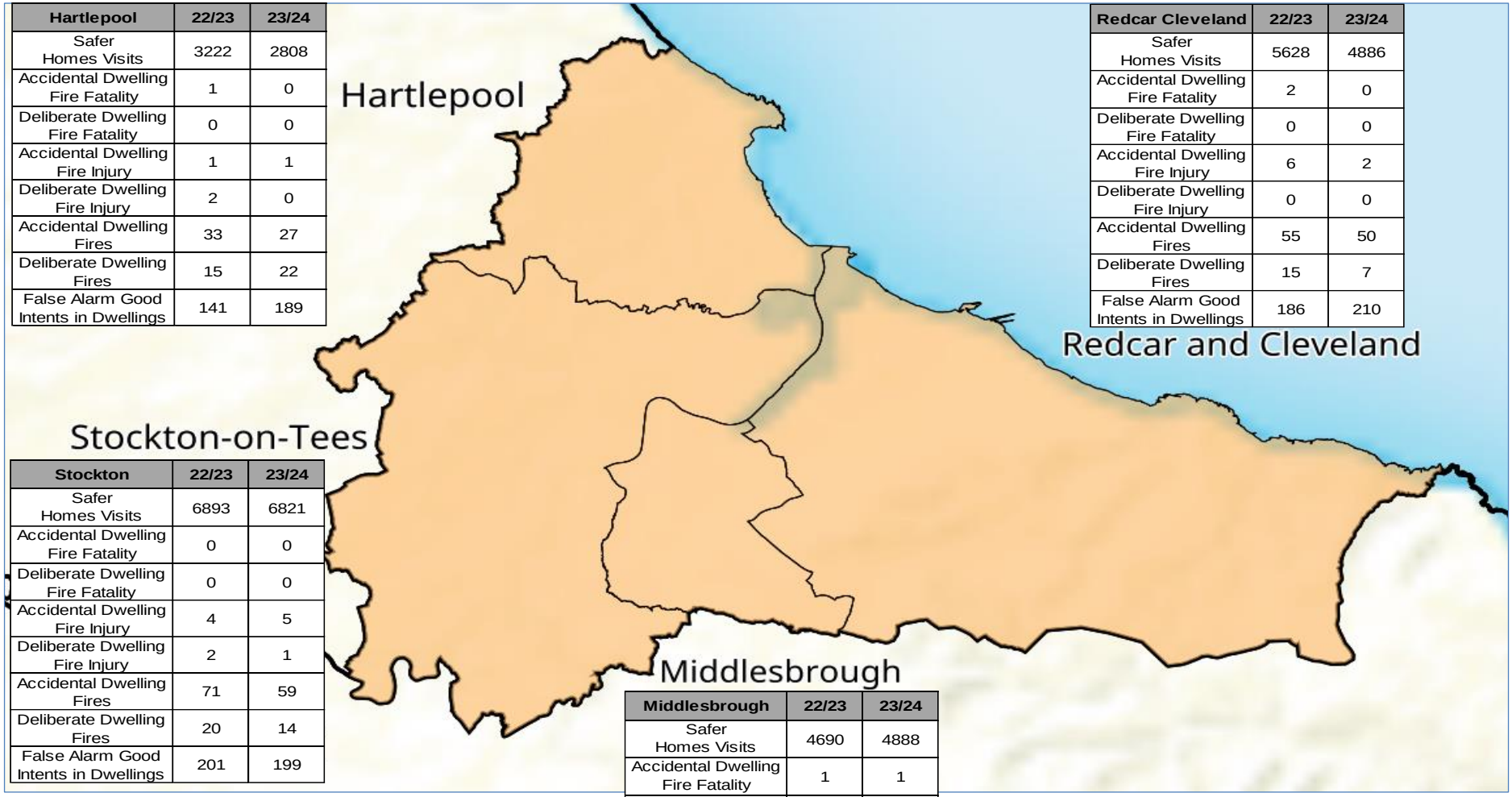
**Corporate Goal: Safer, Stronger Communities**

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

**Corporate Outcome: Safer Homes**

| | Indicator | 5-yr Average (where data is available) | 2022/23 | 2023/24 | % Direction of travel from 2022/23 | % Direction of travel from 5-yr average | Target | % Direction of travel from target |
|---|---|---|---|---|---|---|---|---|
| 1.1.1.1 | Number of Accidental Dwelling Fires | 165 | 216 | 189 | -13% (-27) ⇩ | +15% (+24) ⇧ | 189 | -% ⇔ |
| 1.1.1.2 | Number of Deliberate Dwelling Fires | 84 | 77 | 61 | -21% (-16) ⇩ | -27% (-23) ⇩ | 64 | -5% (-3) ⇩ |
| 1.1.1.3 | Number of Accidental Dwelling Fire Fatalities | 2 | 4 | 1 | -75% (-3) ⇩ | -50% (-1) ⇩ | 0 | +100% (+1) ⇧ |
| 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 | 13 | 9 | -31% (-4) ⇩ | -25% (-3) ⇩ | 10 | -10% (-1) ⇩ |
| 1.1.1.6 | Number of Deliberate Dwelling Fire Injuries | 4 | 4 | 3 | -25% (-1) ⇩ | -25% (-1) ⇩ | 7 | -57% (-4) ⇩ |
| 1.1.1.7 | Number of False Alarm Good Intents in Dwellings | 652 | 721 | 787 | +9% (+66) ⇧ | +21% (+135) ⇧ | 627 | +26% (+160) ⇧ |
| 1.1.1.8 | Percentage of ADFs which have received a SHV within 5 years prior to the ADF | - | 37% | 39% | +2% ⇧ | - | - | - |
| 1.1.1.9 | Percentage of Dwellings which have received a SHV | 62% | 63% | 64% | +1% ⇧ | +2% ⇧ | - | - |
| 1.1.1.10 | Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes) | 00:05:00 | 00:05:25 (1340/1640) | 00:05:50 (1338/1751) | +8% (+00:00:25) ⇧ | +17% (+00:00:50) ⇧ | 00:07:00 | -17% (-00:01:10) ⇩ |
| 1.1.1.11 | First Appliance Attendance to a Dwelling Fire Within 10 Minutes on 90% of Occasions | 97% | 96% (1580/1640) | 94% (1651/1751) | -2% ⇩ | -3% ⇩ | 90% | +4% ⇧ |
| 1.1.1.12 | Average time of a Second Appliance Attendance to a Dwelling Fire (10 Minutes) | 00:06:53 | 00:07:26 (1124/1326) | 00:07:56 (1179/1484) | +7% (+00:00:30) ⇧ | +15% (+00:01:03) ⇧ | 00:10:00 | -21% (-00:02:04) ⇩ |
| | **Safer Homes Overall Performance Judgement** | | | | **Performing Well** | **Performing Well** | | **Performing Well** |

# SAFER HOMES




| Hartlepool | 22/23 | 23/24 |
|---|---|---|
| Safer Homes Visits | 3222 | 2808 |
| Accidental Dwelling Fire Fatality | 1 | 0 |
| Deliberate Dwelling Fire Fatality | 0 | 0 |
| Accidental Dwelling Fire Injury | 1 | 1 |
| Deliberate Dwelling Fire Injury | 2 | 0 |
| Accidental Dwelling Fires | 33 | 27 |
| Deliberate Dwelling Fires | 15 | 22 |
| False Alarm Good Intents in Dwellings | 141 | 189 |

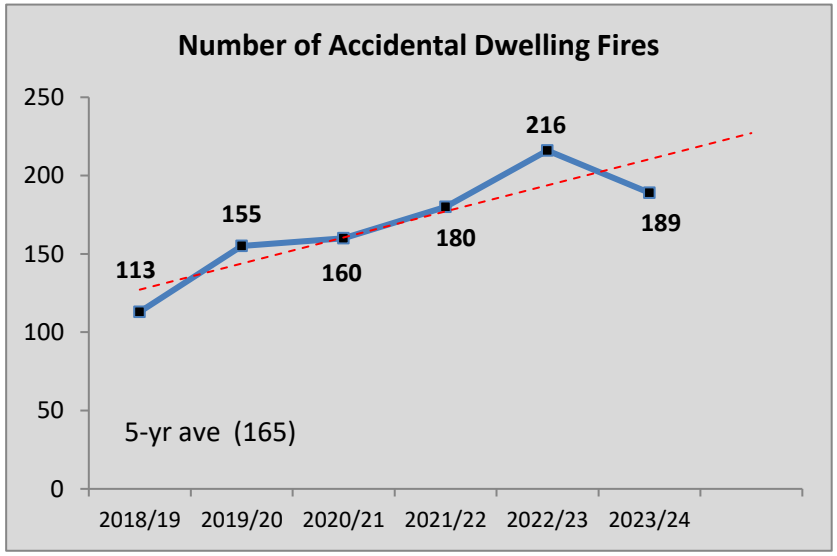
| Redcar Cleveland | 22/23 | 23/24 |
|---|---|---|
| Safer Homes Visits | 5628 | 4886 |
| Accidental Dwelling Fire Fatality | 2 | 0 |
| Deliberate Dwelling Fire Fatality | 0 | 0 |
| Accidental Dwelling Fire Injury | 6 | 2 |
| Deliberate Dwelling Fire Injury | 0 | 0 |
| Accidental Dwelling Fires | 55 | 50 |
| Deliberate Dwelling Fires | 15 | 7 |
| False Alarm Good Intents in Dwellings | 186 | 210 |

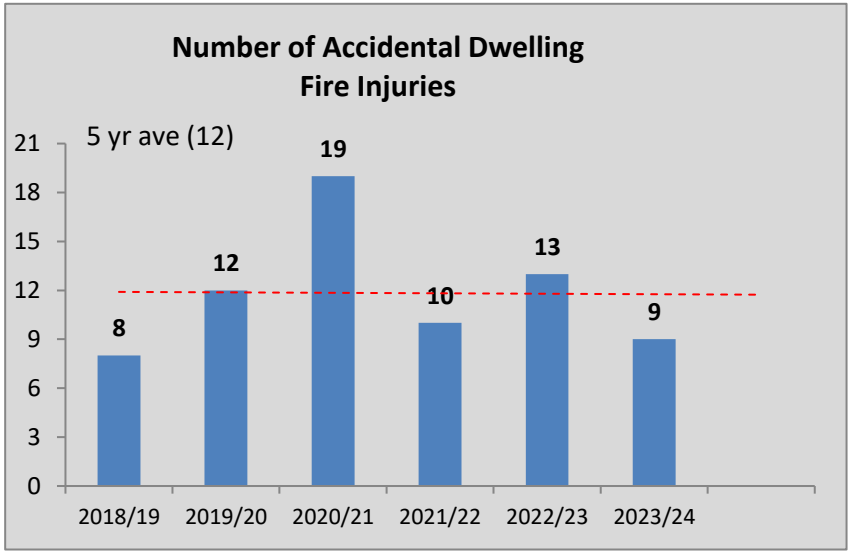
| Stockton | 22/23 | 23/24 |
|---|---|---|
| Safer Homes Visits | 6893 | 6821 |
| Accidental Dwelling Fire Fatality | 0 | 0 |
| Deliberate Dwelling Fire Fatality | 0 | 0 |
| Accidental Dwelling Fire Injury | 4 | 5 |
| Deliberate Dwelling Fire Injury | 2 | 1 |
| Accidental Dwelling Fires | 71 | 59 |
| Deliberate Dwelling Fires | 20 | 14 |
| False Alarm Good Intents in Dwellings | 201 | 199 |

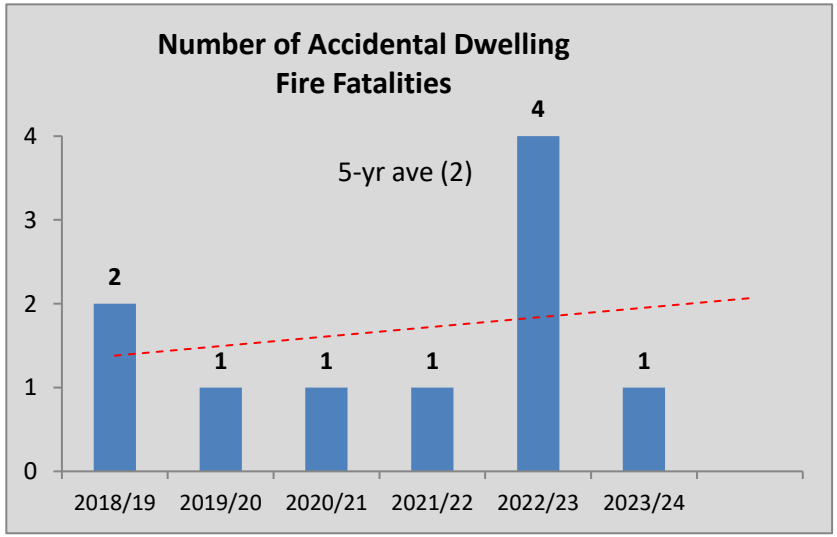
| Middlesbrough | 22/23 | 23/24 |
|---|---|---|
| Safer Homes Visits | 4690 | 4888 |
| Accidental Dwelling Fire Fatality | 1 | 1 |
| Deliberate Dwelling Fire Fatality | 0 | 0 |
| Accidental Dwelling Fire Injury | 2 | 1 |
| Deliberate Dwelling Fire Injury | 0 | 2 |
| Accidental Dwelling Fires | 57 | 53 |
| Deliberate Dwelling Fires | 27 | 18 |
| False Alarm Good Intents in Dwellings | 193 | 189 |

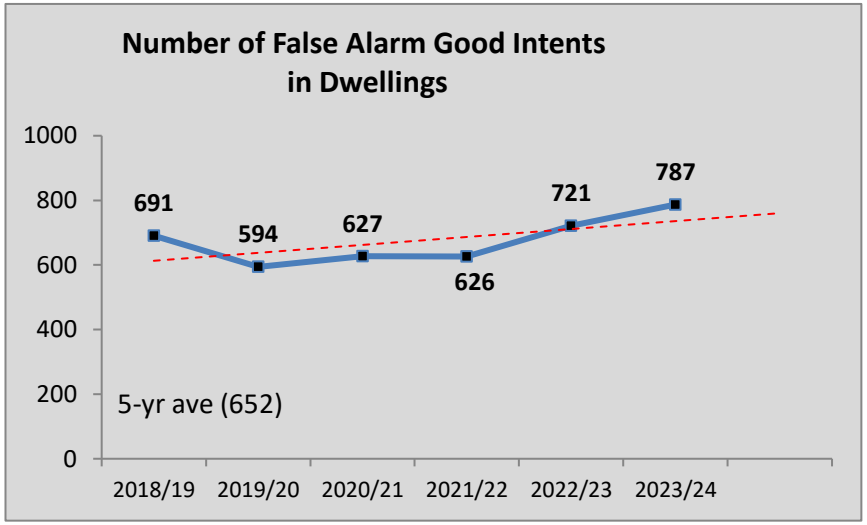
| Trend Analysis: Corporate Outcome: Safer Homes | | | | | | | |
|---|---|---|---|---|---|---|---|
| | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 | 2023/24 | 5 year average* |
| Number of Accidental Dwelling Fires | 113 | 155 | 160 | 180 | 216 | 189 | 165 |
| Number of Deliberate Dwelling Fires | 87 | 93 | 73 | 89 | 77 | 61 | 84 |
| Number of Accidental Dwelling Fire Fatalities | 2 | 1 | 1 | 1 | 4 | 1 | 2 |
| Number of Deliberate Dwelling Fire Fatalities | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Number of Accidental Dwelling Fire Injuries | 8 | 12 | 19 | 10 | 13 | 9 | 12 |
| Number of Deliberate Dwelling Fire Injuries | 0 | 1 | 5 | 10 | 4 | 3 | 4 |
| Number of False Alarm Good Intents in Dwellings | 691 | 594 | 627 | 626 | 721 | 787 | 652 |
| Percentage of ADFs which have received a HFSV prior to the ADF | - | - | 29% | 32% | 37% | 39% | - |
| Percentage of Dwellings which have received a HFSV | 60% | 60% | 61% | 62% | 63% | 64% | 62% |
| 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 (1340/1640) | 00:05:50 (1338/1751) | 00:05:00 |
| 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% (1580/1640) | 94% (1651/1751) | 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 (1124/1326) | 00:07:56 (1179/1484) | 00:06:53 |

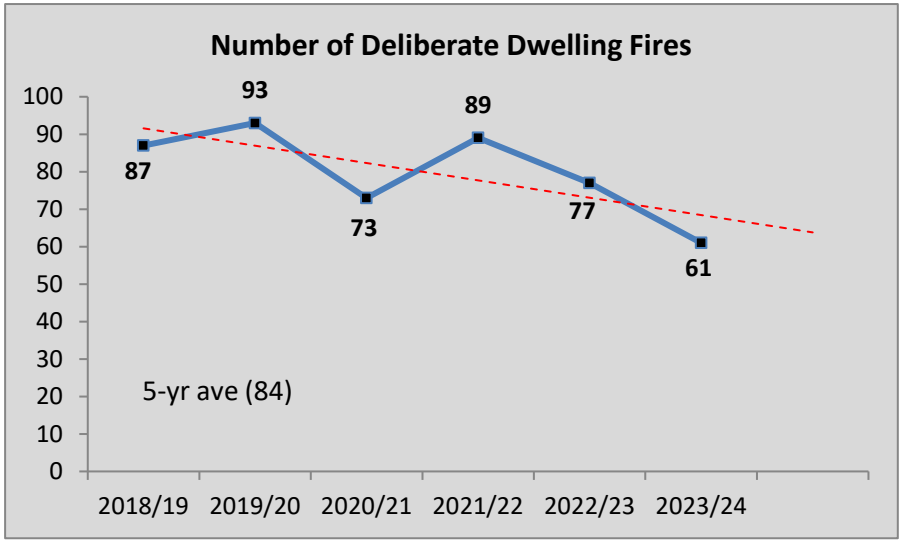
* 3 or 4-year average may be calculated where 5 years data not available

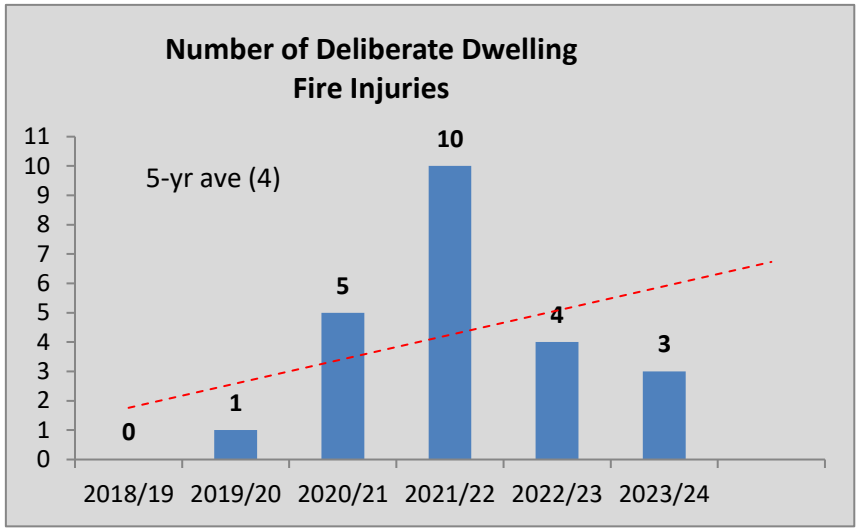

Number of Accidental Dwelling Fires
250
200
150
100
50
0
113
155
160
180
216
189
5-yr ave (165)
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24

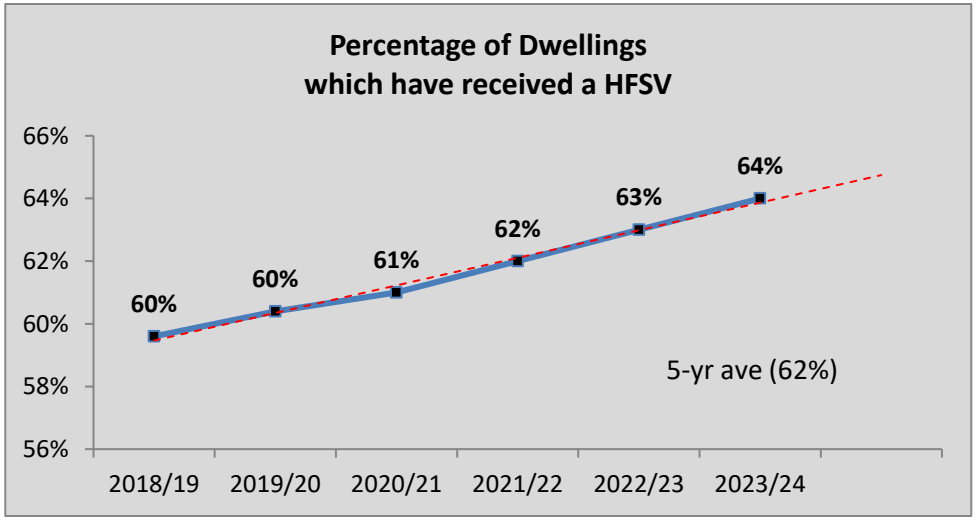

Number of Accidental Dwelling Fire Injuries
21
18
15
12
9
6
3
0
5 yr ave (12)
8
12
19
10
13
9
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24


Number of Accidental Dwelling Fire Fatalities
4
3
2
1
0
5-yr ave (2)
2
1
1
1
4
1
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24


Number of False Alarm Good Intents in Dwellings
1000
800
600
400
200
0
691
594
627
626
721
787
5-yr ave (652)
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24


Number of Deliberate Dwelling Fires
100
90
80
70
60
50
40
30
20
10
0
87
93
73
89
77
61
5-yr ave (84)
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24


Number of Deliberate Dwelling Fire Injuries
11
10
9
8
7
6
5
4
3
2
1
0
5-yr ave (4)
0
1
5
10
4
3
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24


Percentage of Dwellings which have received a HFSV
66%
64%
62%
60%
58%
56%
60%
60%
61%
62%
63%
64%
5-yr ave (62%)
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24

**Corporate Goal: Safer, Stronger Communities**

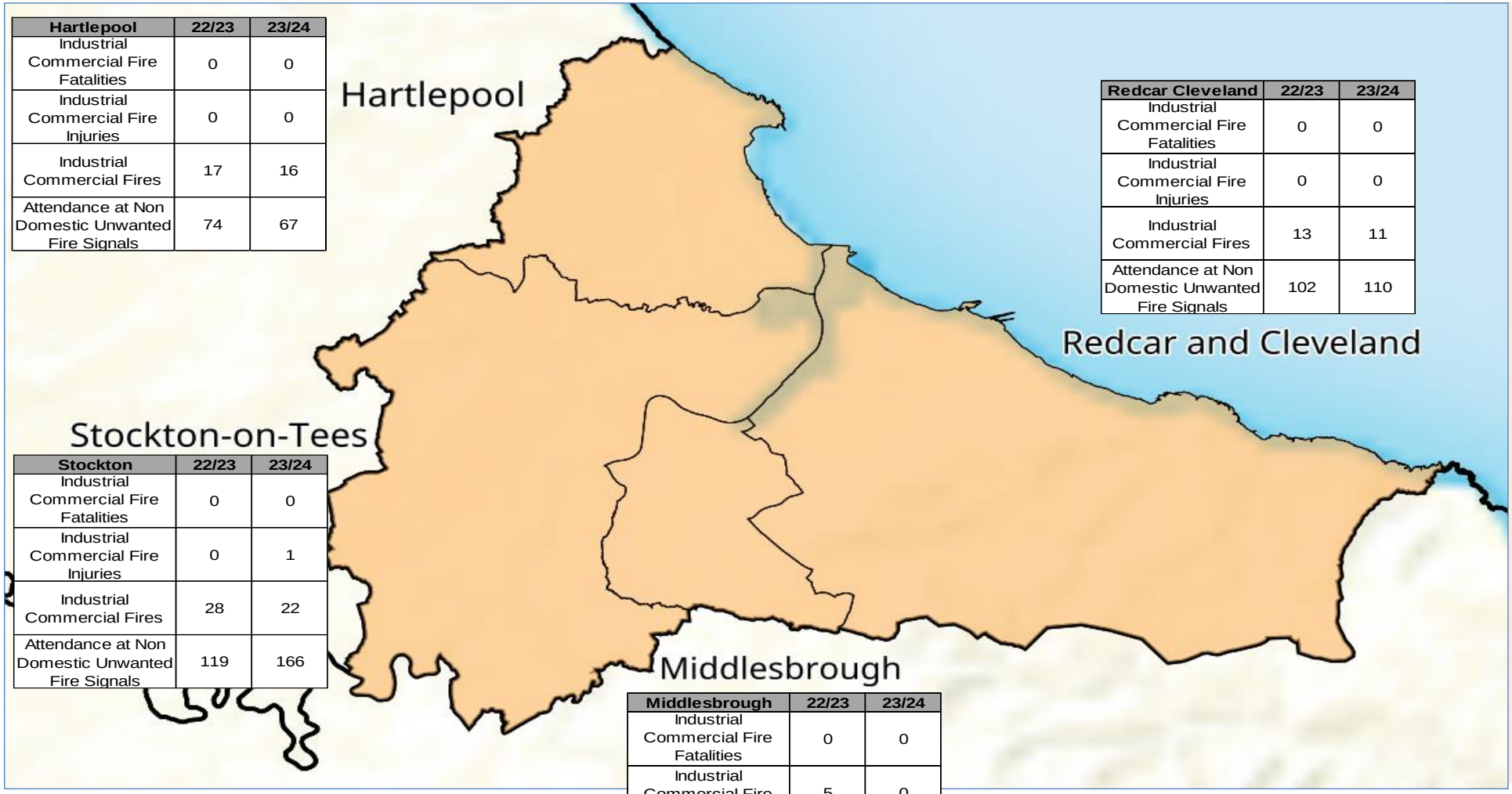
**Corporate Objective: Identify and minimise fire and rescue related risks in the community**

**Corporate Outcome: Safer Buildings**

| | Indicator | 5-yr Average (where data is available) | 2022/23 | 2023/24 | % Direction of travel from 2022/23 | % 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* | - | 96% (1081/1126) | 97% (1122/1155) | +1% ⇧ | no comparator | 100% | -3% ⇩ |
| 1.1.2.2 | Percentage of enforcement notices that are completed within prescribed timescales | 93% | 82% (9/11) | 93% (14/15) | +11% ⇧ | -% ⇔ | 100% | -7% ⇩ |
| 1.1.2.3 | Number of Fatalities in Industrial and Commercial Fires | 0 | 0 | 0 | -% ⇔ | -% ⇔ | 0 | -% ⇔ |
| 1.1.2.4 | Number of Injuries in Industrial and Commercial Fires | 2 | 5 | 1 | -80% (-4) ⇩ | -50% (-1) ⇩ | 3 | -67% (-2) ⇩ |
| 1.1.2.5 | Number of Industrial and Commercial Fires | 72 | 80 | 65 | -19% (-15) ⇩ | -10% (-7) ⇩ | 77 | -16% (-12) ⇩ |
| 1.1.2.6 | Number of Non Domestic Unwanted Automated Fire Alarm Calls received | - | 1285 | 1359 | +6% (+74) ⇧ | no comparator | - | - |
| 1.1.2.7 | Number of attendances at Non Domestic Unwanted Automated Fire Alarm Calls | 459 | 427 | 514 | +20% (+87) ⇧ | +12% (+55) ⇧ | 380 | +35% (+134) ⇧ |
| 1.1.2.8 | Average time of first appliance attendance to a building fire (7 Minutes) | 00:05:04 | 00:05:26 (2021/2482) | 00:05:58 (1967/2637) | +10% (+00:00:32) ⇧ | +18% (+00:00:54) ⇧ | 00:07:00 | -15% (-00:01:02) ⇩ |
| 1.1.2.9 | First appliance attendance to a building fire within 10 minutes on 90% of occasions | 97% | 96% (2392/2482) | 94% (2468/2637) | -2% ⇩ | -3% ⇩ | 90% | +4% ⇧ |
| 1.1.2.10 | Average time of second appliance to attend a building fire incident (10 minutes) | 00:07:01 | 00:07:33 (1424/1707) | 00:08:03 (1471/1869) | +7% (+00:00:30) ⇧ | +15% (+00:01:02) ⇧ | 00:10:00 | -20% (-00:01:57) ⇩ |
| 1.1.2.11 | Percentage of Consultations completed within prescribed timescales | - | 90% (285/315) | 94% (275/293) | +4% ⇧ | no comparator | 100% | -6% ⇩ |
| 1.1.2.12 | Percentage of Licensing Consultations completed within prescribed timescales | 97% | 96% (99/103) | 90% (139/154) | -6% ⇩ | -7% ⇩ | 100% | -10% ⇩ |
| 1.1.2.13 | Percentage of Building (72d) Risk Information scheduled to be reviewed during the year that has been reviewed | 97% | 100% (107/107) | 100% (225/225) | -% ⇔ | +3% ⇧ | 100% | -% ⇔ |
| | **Safer Buildings Overall Performance Judgement** | | | | **Performing Well** | **Performing Well** | | **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




| Hartlepool | 22/23 | 23/24 |
|---|---|---|
| Industrial Commercial Fire Fatalities | 0 | 0 |
| Industrial Commercial Fire Injuries | 0 | 0 |
| Industrial Commercial Fires | 17 | 16 |
| Attendance at Non Domestic Unwanted Fire Signals | 74 | 67 |

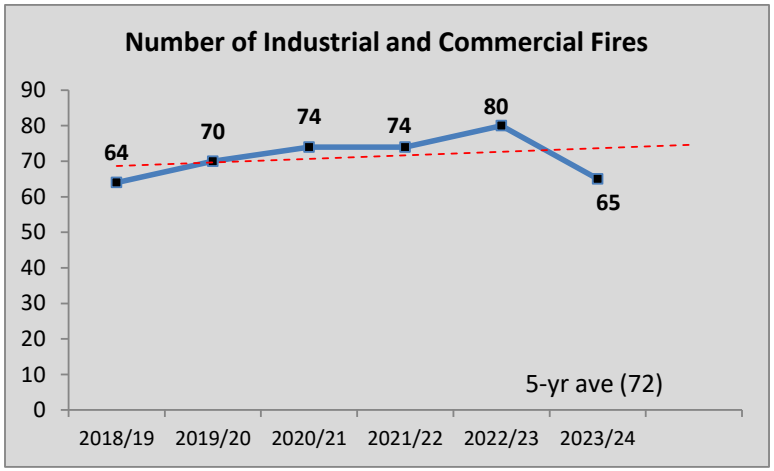
| Redcar Cleveland | 22/23 | 23/24 |
|---|---|---|
| Industrial Commercial Fire Fatalities | 0 | 0 |
| Industrial Commercial Fire Injuries | 0 | 0 |
| Industrial Commercial Fires | 13 | 11 |
| Attendance at Non Domestic Unwanted Fire Signals | 102 | 110 |

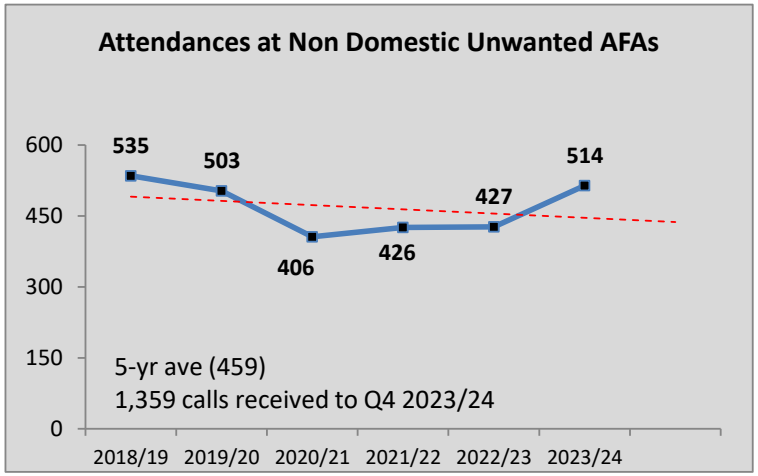
| Stockton | 22/23 | 23/24 |
|---|---|---|
| Industrial Commercial Fire Fatalities | 0 | 0 |
| Industrial Commercial Fire Injuries | 0 | 1 |
| Industrial Commercial Fires | 28 | 22 |
| Attendance at Non Domestic Unwanted Fire Signals | 119 | 166 |

| Middlesbrough | 22/23 | 23/24 |
|---|---|---|
| Industrial Commercial Fire Fatalities | 0 | 0 |
| Industrial Commercial Fire Injuries | 5 | 0 |
| Industrial Commercial Fires | 22 | 16 |
| Attendance at Non Domestic Unwanted Fire Signals | 132 | 171 |

| Trend Analysis: Corporate Outcome: Safer Buildings | | | | | | | |
|---|---|---|---|---|---|---|---|
| | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 | 2023/24 | 5 year average* |
| Percentage of the annual risk based inspection program completed in approved frequency | - | - | - | - | 96% (1081/1126) | 97% (1122/1155) | - |
| Percentage of enforcement notices that are completed within prescribed timescales | - | 80% | 89% | 100% | 82% | 93% | 93% |
| Number of Fatalities in Industrial and Commercial Fires | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Number of Injuries in Industrial and Commercial Fires | 0 | 1 | 1 | 1 | 5 | 1 | 2 |
| Number of Industrial and Commercial Fires | 64 | 70 | 74 | 74 | 80 | 65 | 72 |
| Number of Non Domestic Unwanted Automated Fire Alarm Calls received | - | - | - | - | 1285 | 1359 | - |
| Number of attendances at Non Domestic Unwanted Automated Fire Alarm Calls | 535 | 503 | 406 | 426 | 427 | 514 | 459 |
| Average time of first appliance attendance to a building fire (7 Minutes) | 00:04:50 (2085/2380) | 00:04:59 (2016/2333) | 00:04:57 (1849/2118) | 00:05:06 (1923/2300) | 00:05:26 (2021/2482) | 00:05:58 (1967/2637) | 00:05:04 |
| First appliance attendance to a building fire within 10 minutes on 90% of occasions | 98% (2330/2380) | 97% (2260/2333) | 97% (2055/2118) | 96% (2206/2300) | 96% (2392/2482) | 94% (2468/2637) | 97% |
| Average time of second appliance to attend a building fire incident (10 minutes) | 00:06:43 (1742/1989) | 00:06:57 (1585/1844) | 00:06:48 (1364/1584) | 00:07:06 (1307/1559) | 00:07:33 (1424/1707) | 00:08:03 (1471/1869) | 00:07:01 |
| Percentage of Consultations completed within prescribed timescales | - | - | 97% (272/280) | 98% (347/355) | 90% (285/315) | 94% (275/293) | - |
| Percentage of Licensing Consultations completed within prescribed timescales | - | - | 99.5% (205/206) | 97% (175/181) | 96% (99/103) | 90% (139/154) | 97% |
| 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) | 100% (225/225) | 97% |

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


Number of Industrial and Commercial Fires
90
80
70
60
50
40
30
20
10
0
64
70
74
74
80
65
5-yr ave (72)
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24


Attendances at Non Domestic Unwanted AFAs
600
450
300
150
0
535
503
406
426
427
514
5-yr ave (459)
1,359 calls received to Q4 2023/24
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24

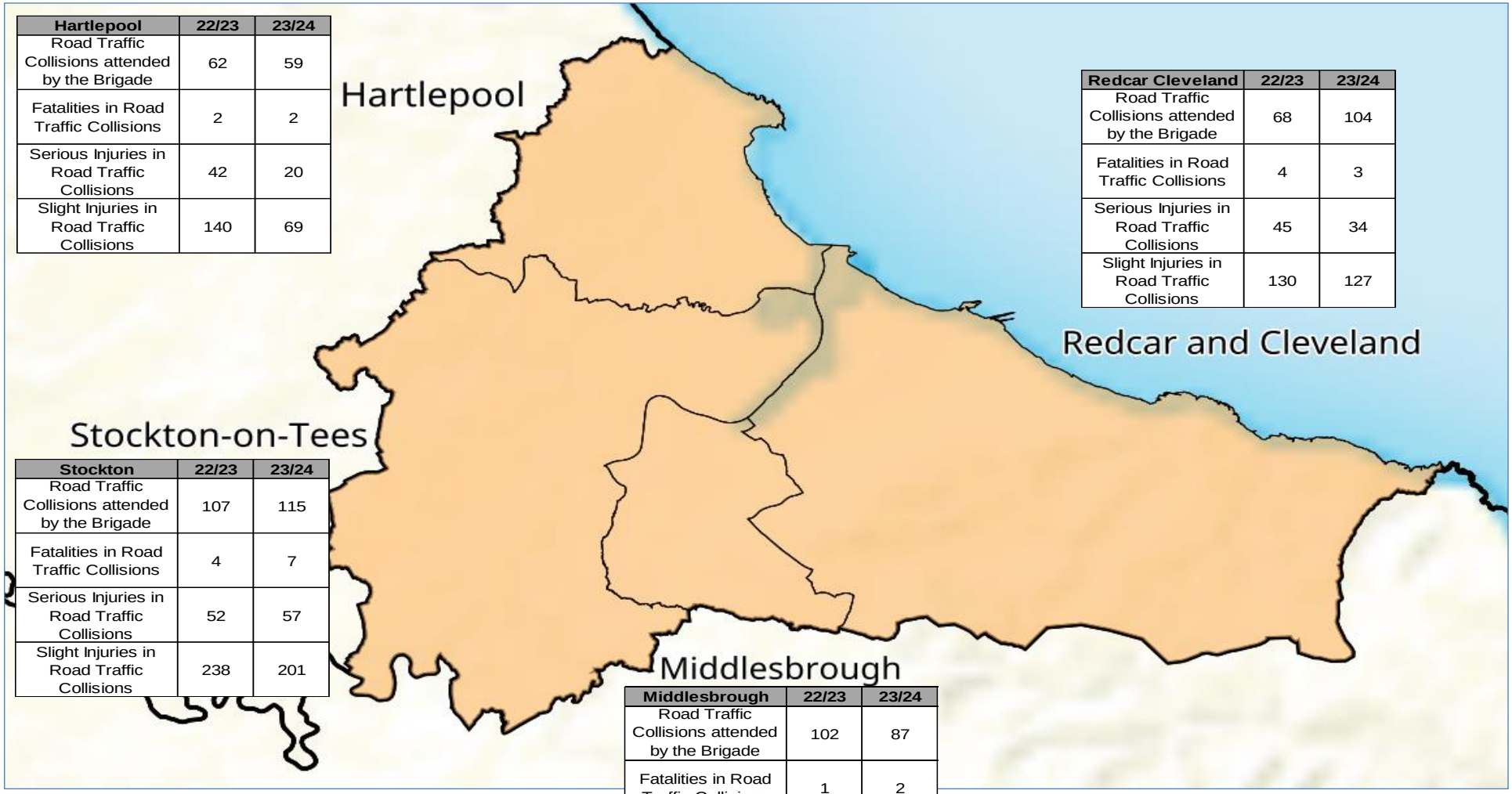
**Corporate Goal: Safer, Stronger Communities**

**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) | 2022/23 | 2023/24 | % Direction of travel from 2022/23 | % 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 | 317 | 339 | 365 | +8% (+26) ⇧ | +15% (+48) ⇧ | - | - |
| 1.1.3.2 | Number of Fatalities in Road Traffic Collisions (Police data) | 11 | 11 | 14 | +27% (+3) ⇧ | +27% (+3) ⇧ | - | - |
| 1.1.3.3 | Number of people seriously injured in Road Traffic Collisions (Police data) | 151 | 192 | 150 | -22% (-42) ⇩ | -1% (-1) ⇩ | - | - |
| 1.1.3.4 | Number of people suffering slight injuries Road Traffic Collisions (Police data) | 693 | 723 | 566 | -22% (-157) ⇩ | -18% (-127) ⇩ | - | - |
| 1.1.3.5 | Average time of first appliance attendance to an immediate life threatening / rescue Road Traffic Collisions (8 minutes) | 00:05:40 | 00:05:44 (207/248) | 00:06:47 (184/258) | +18% (+00:01:03) ⇧ | +20% (+00:01:07) ⇧ | 00:08:00 | -15% (-00:01:13) ⇩ |
| | **Safer Transport Infrastructure Overall Performance Judgement** | | | | **Adequate Performance** | **Adequate Performance** | | **Performing Strongly** |

# SAFER TRANSPORT INFRASTRUCTURE



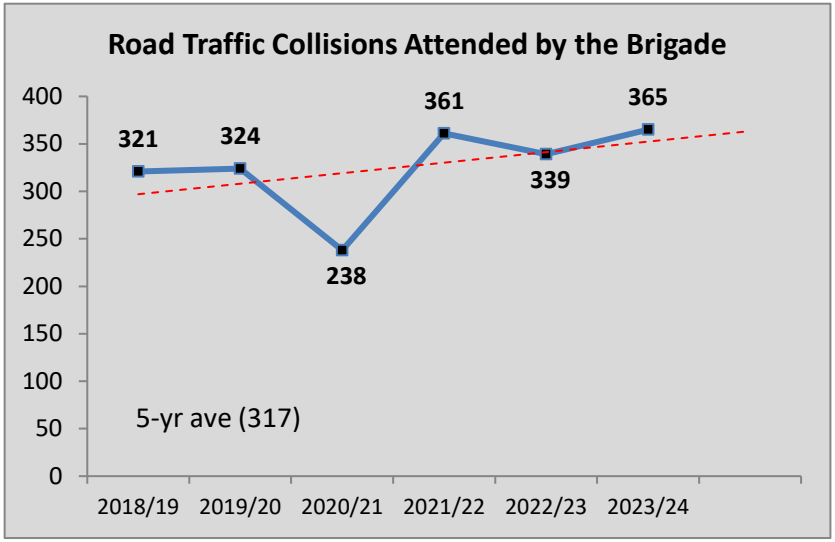

| Hartlepool | 22/23 | 23/24 |
|---|---|---|
| Road Traffic Collisions attended by the Brigade | 62 | 59 |
| Fatalities in Road Traffic Collisions | 2 | 2 |
| Serious Injuries in Road Traffic Collisions | 42 | 20 |
| Slight Injuries in Road Traffic Collisions | 140 | 69 |

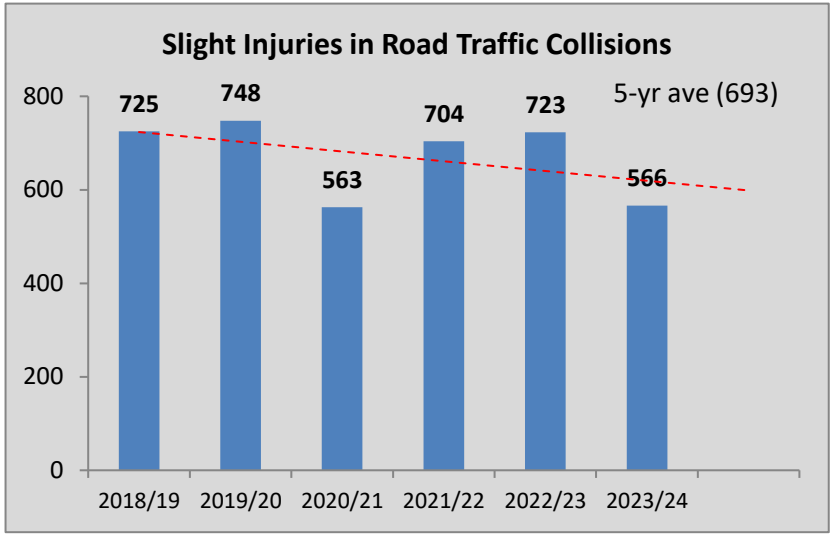
| Redcar Cleveland | 22/23 | 23/24 |
|---|---|---|
| Road Traffic Collisions attended by the Brigade | 68 | 104 |
| Fatalities in Road Traffic Collisions | 4 | 3 |
| Serious Injuries in Road Traffic Collisions | 45 | 34 |
| Slight Injuries in Road Traffic Collisions | 130 | 127 |

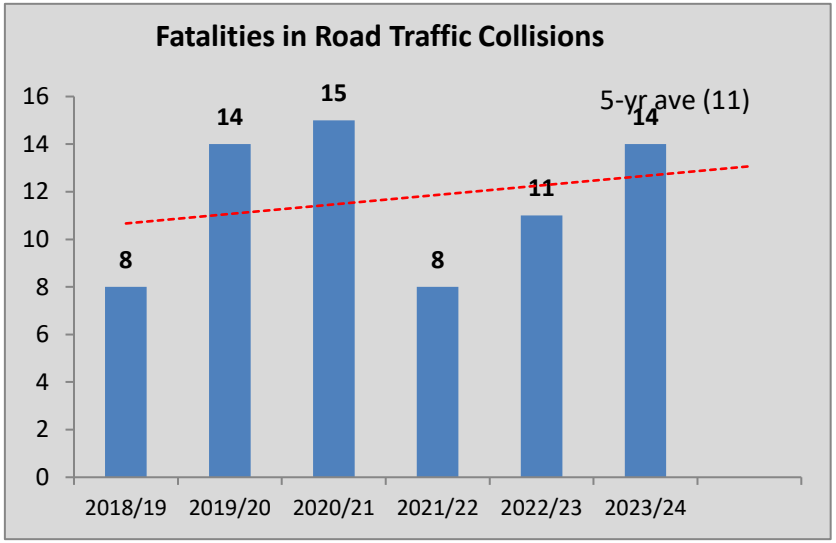
| Stockton | 22/23 | 23/24 |
|---|---|---|
| Road Traffic Collisions attended by the Brigade | 107 | 115 |
| Fatalities in Road Traffic Collisions | 4 | 7 |
| Serious Injuries in Road Traffic Collisions | 52 | 57 |
| Slight Injuries in Road Traffic Collisions | 238 | 201 |

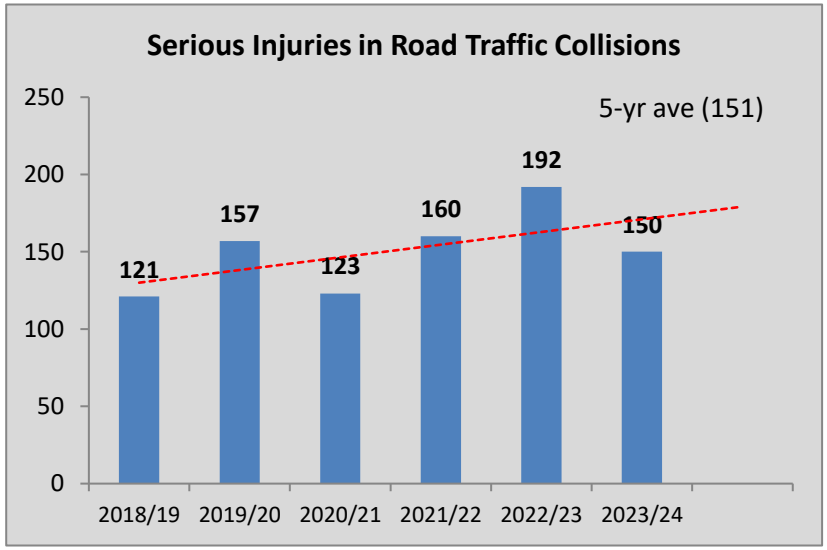
| Middlesbrough | 22/23 | 23/24 |
|---|---|---|
| Road Traffic Collisions attended by the Brigade | 102 | 87 |
| Fatalities in Road Traffic Collisions | 1 | 2 |
| Serious Injuries in Road Traffic Collisions | 53 | 39 |
| Slight Injuries in Road Traffic Collisions | 215 | 169 |

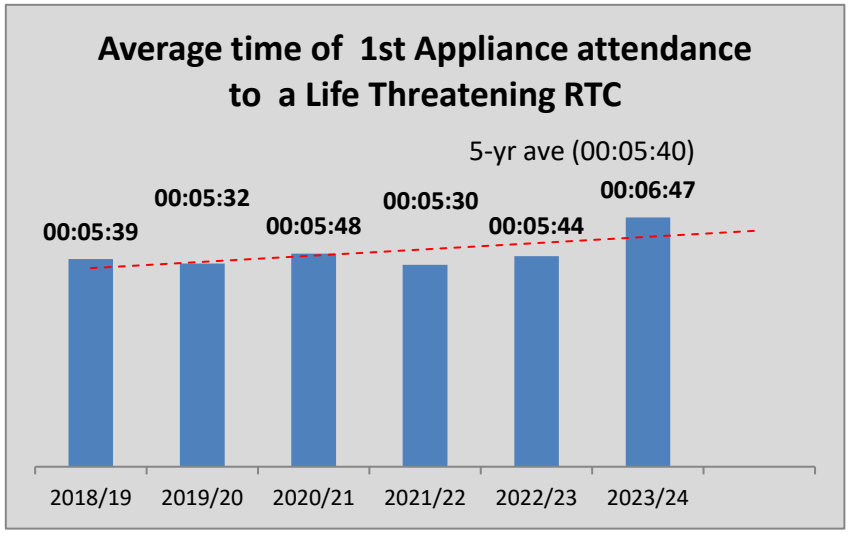
| Trend Analysis: Corporate Outcome: Safer Transport Infrastructures | | | | | | | |
|---|---|---|---|---|---|---|---|
| | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 | 2023/24 | 5 year average * |
| Number of Road Traffic Collisions attended by the Brigade | 321 | 324 | 238 | 361 | 339 | 365 | 317 |
| Number of Fatalities in Road Traffic Collisions | 8 | 14 | 15 | 8 | 11 | 14 | 11 |
| Number of people seriously injured in Road Traffic Collisions | 121 | 157 | 123 | 160 | 192 | 150 | 151 |
| Number of people suffering slight injuries in Road Traffic Collisions | 725 | 748 | 563 | 704 | 723 | 566 | 693 |
| 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) | 00:06:47 (184/258) | 00:05:40 |


Road Traffic Collisions Attended by the Brigade
400
350
300
250
200
150
100
50
0
321
324
238
361
339
365
5-yr ave (317)
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24


Slight Injuries in Road Traffic Collisions
800
600
400
200
0
725
748
563
704
723
566
5-yr ave (693)
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24


Fatalities in Road Traffic Collisions
16
14
12
10
8
6
4
2
0
8
14
15
8
11
14
5-yr ave (11)
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24


Serious Injuries in Road Traffic Collisions
250
200
150
100
50
0
121
157
123
160
192
150
5-yr ave (151)
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24


Average time of 1st Appliance attendance to a Life Threatening RTC
5-yr ave (00:05:40)
00:05:39
00:05:32
00:05:48
00:05:30
00:05:44
00:06:47
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24

**Corporate Goal: Safer, Stronger Communities**

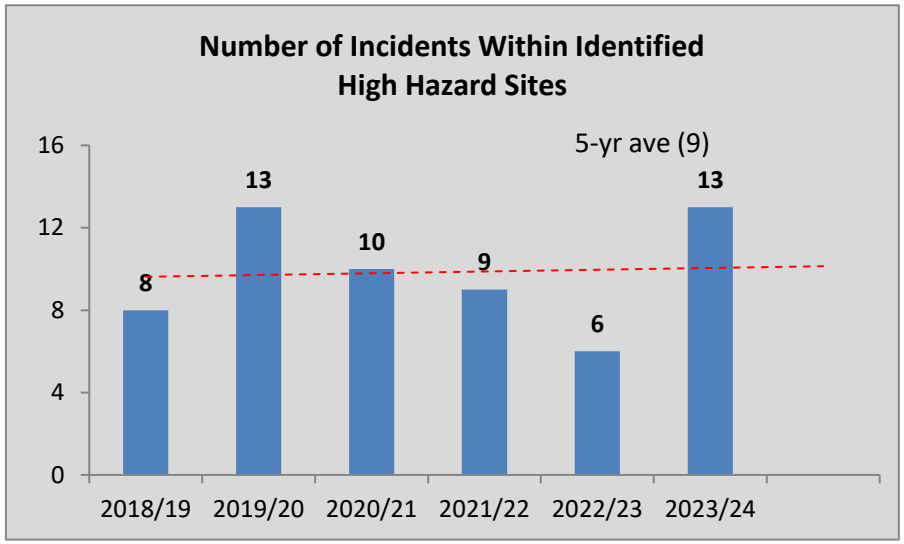
**Corporate Objective: Identify and minimise fire and rescue related risks in the community**

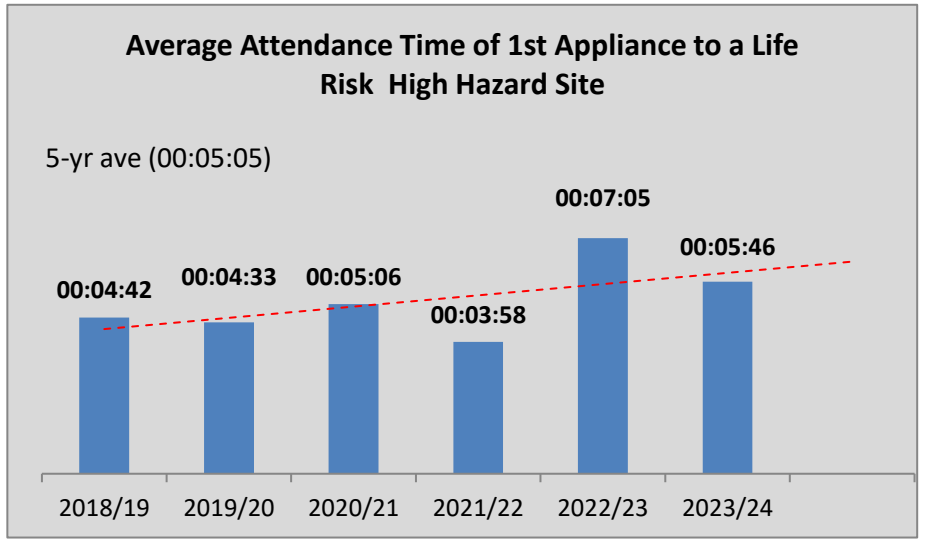
**Corporate Outcome: Safer High Hazard Industries**

| | Indicator | 5-yr Average (where data is available) | 2022/23 | 2023/24 | % Direction of travel from 2022/23 | % 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 | 9 | 6 | 13 | +117% (+7) ⇧ | +44% (+4) ⇧ | 10 | +30% (+3) ⇧ |
| 1.1.4.2 | Average time of first appliance attendance to a Life Risk incident at a High Hazard site (7 minutes) | 00:05:05 | 00:07:05 | 00:05:46 | -19% (-00:01:19) ⇩ | +14% (+00:00:41) ⇧ | 00:07:00 | -18% (-00:01:14) ⇩ |
| 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 | - | - | 00:14:20 | No Comparator Information | No Comparator Information | 00:16:00 | -10% (-00:01:40) ⇩ |
| 1.1.4.5 | Percentage of High Hazard sites risk information that have been reviewed during the year | - | 96% (26/27) | 100% (28/28) | +4% ⇧ | No Comparator Information | 100% | -% ⇔ |
| | | | | | **Performing Well** | **Requires Improvement** | | **Performing Well** |

| Trend Analysis: Safer High Hazard Industries | | | | | | | |
|---|---|---|---|---|---|---|---|
| | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 | 2023/24 | 5 year average* |
| Number of Incidents within identified High Hazard sites | 8 | 13 | 10 | 9 | 6 | 13 | 9 |
| 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 | 00:07:05 | 00:05:46 | 00:05:05 |
| 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 | 00:20:06 | 00:22:09 | 00:15:09 | 00:00:00 | 00:00:00 | 00:14:20 | - |
| 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) | 100% (28/28) | - |

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


Number of Incidents Within Identified High Hazard Sites
5-yr ave (9)
16
12
8
4
0
8
13
10
9
6
13
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24


Average Attendance Time of 1st Appliance to a Life Risk High Hazard Site
5-yr ave (00:05:05)
00:04:42
00:04:33
00:05:06
00:03:58
00:07:05
00:05:46
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24

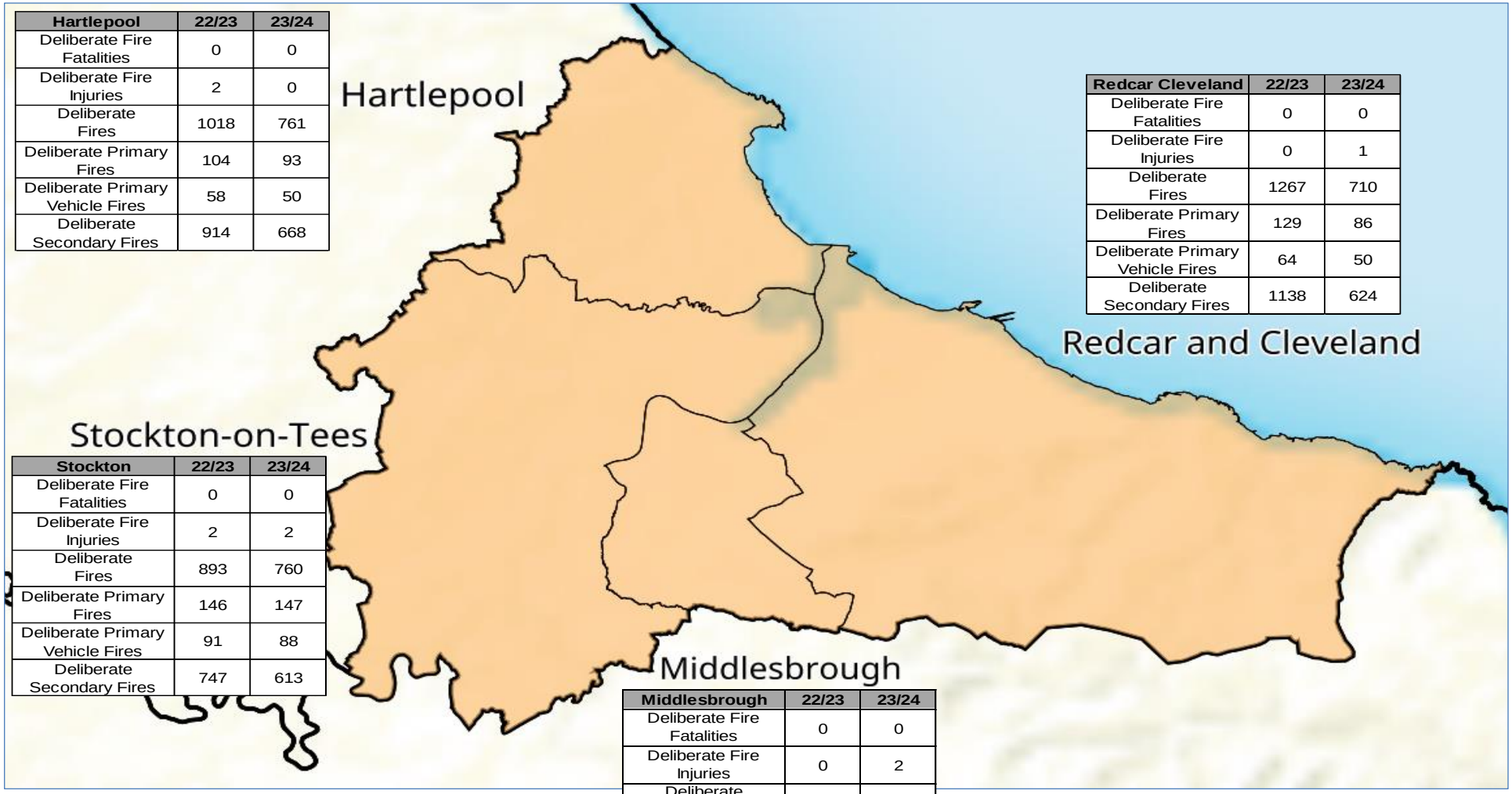
**Corporate Goal: Safer, Stronger Communities**

**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) | 2022/23 | 2023/24 | % Direction of travel from 2022/23 | % Direction of travel from 5-yr average | Target | % Direction of travel from target |
|---|---|---|---|---|---|---|---|---|
| 1.1.5.1 | Number of Deliberate Fire Fatalities | 1 | 0 | 0 | -% ⇔ | -100% (-1) ⇩ | 0 | -% ⇔ |
| 1.1.5.2 | Number of Deliberate Fire Injuries | 5 | 4 | 5 | +25% (+1) ⇧ | -% ⇔ | 4 | +25% (+1) ⇧ |
| 1.1.5.3 | Number of Deliberate Fires | 3992 | 4847 | 3230 | -33% (-1,617) ⇩ | -19% (-762) ⇩ | 5104 | -37% (-1,874) ⇩ |
| 1.1.5.4 | Number of Deliberate Primary Fires | 445 | 538 | 439 | -18% (-99) ⇩ | -1% (-6) ⇩ | 530 | -17% (-91) ⇩ |
| 1.1.5.5 | Number of Deliberate Primary Fire Vehicles | 240 | 300 | 250 | -17% (-50) ⇩ | +4% (+10) ⇧ | 303 | -17% (-53) ⇩ |
| 1.1.5.6 | Number of Deliberate Secondary Fires | 3547 | 4309 | 2791 | -35% (-1,518) ⇩ | -21% (-756) ⇩ | 4574 | -39% (-1,783) ⇩ |
| 1.1.5.7 | Number of Water Rescue Incidents | 8 | 5 | 7 | +40% (+2) ⇧ | -13% (-1) ⇩ | 6 | +17% (+1) ⇧ |
| | **Safer Neighbourhoods and the Environment Overall Performance Judgement** | | | | **Performing Well** | **Performing Well** | | **Performing Well** |

# SAFER NEIGHBOURHOODS AND THE ENVIRONMENT



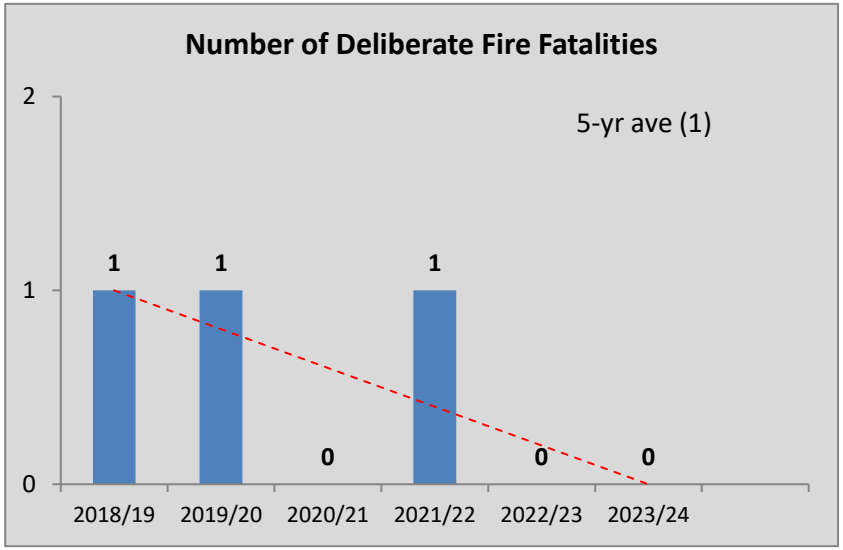

| Hartlepool | 22/23 | 23/24 |
|---|---|---|
| Deliberate Fire Fatalities | 0 | 0 |
| Deliberate Fire Injuries | 2 | 0 |
| Deliberate Fires | 1018 | 761 |
| Deliberate Primary Fires | 104 | 93 |
| Deliberate Primary Vehicle Fires | 58 | 50 |
| Deliberate Secondary Fires | 914 | 668 |

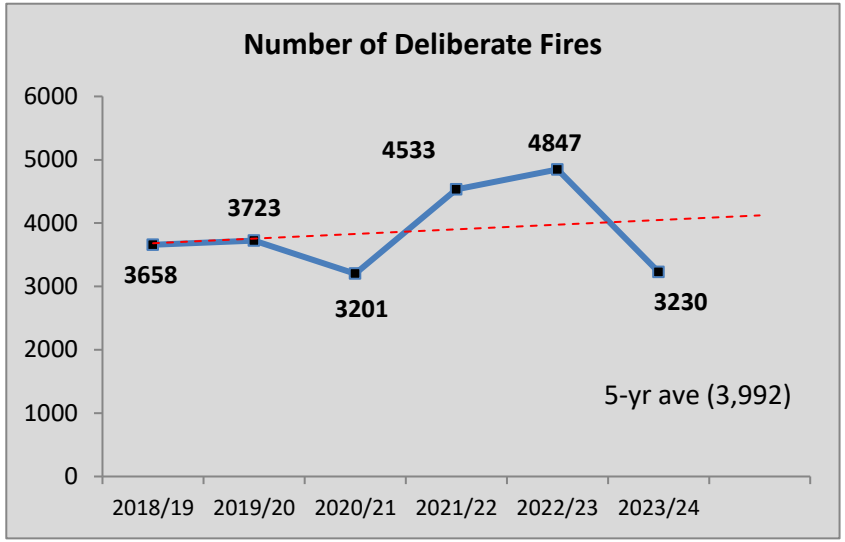
| Redcar Cleveland | 22/23 | 23/24 |
|---|---|---|
| Deliberate Fire Fatalities | 0 | 0 |
| Deliberate Fire Injuries | 0 | 1 |
| Deliberate Fires | 1267 | 710 |
| Deliberate Primary Fires | 129 | 86 |
| Deliberate Primary Vehicle Fires | 64 | 50 |
| Deliberate Secondary Fires | 1138 | 624 |

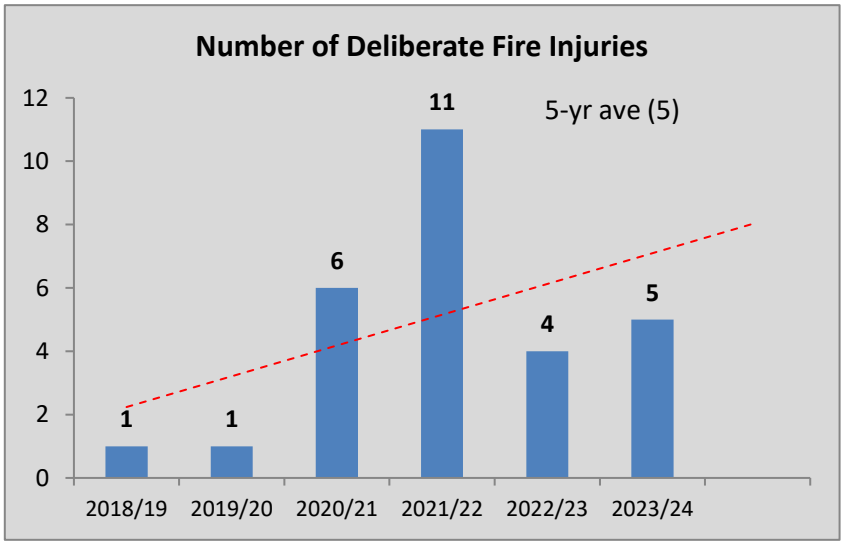
| Stockton | 22/23 | 23/24 |
|---|---|---|
| Deliberate Fire Fatalities | 0 | 0 |
| Deliberate Fire Injuries | 2 | 2 |
| Deliberate Fires | 893 | 760 |
| Deliberate Primary Fires | 146 | 147 |
| Deliberate Primary Vehicle Fires | 91 | 88 |
| Deliberate Secondary Fires | 747 | 613 |

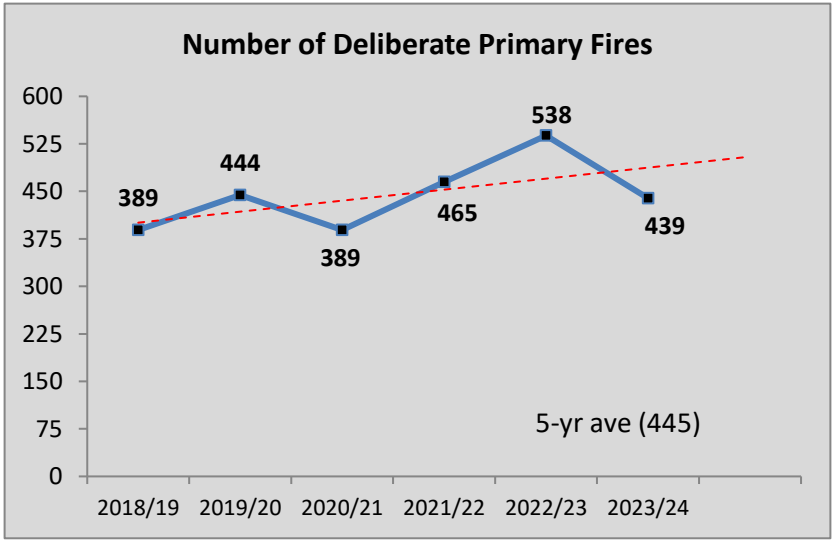
| Middlesbrough | 22/23 | 23/24 |
|---|---|---|
| Deliberate Fire Fatalities | 0 | 0 |
| Deliberate Fire Injuries | 0 | 2 |
| Deliberate Fires | 1669 | 999 |
| Deliberate Primary Fires | 159 | 113 |
| Deliberate Primary Vehicle Fires | 87 | 62 |
| Deliberate Secondary Fires | 1510 | 886 |

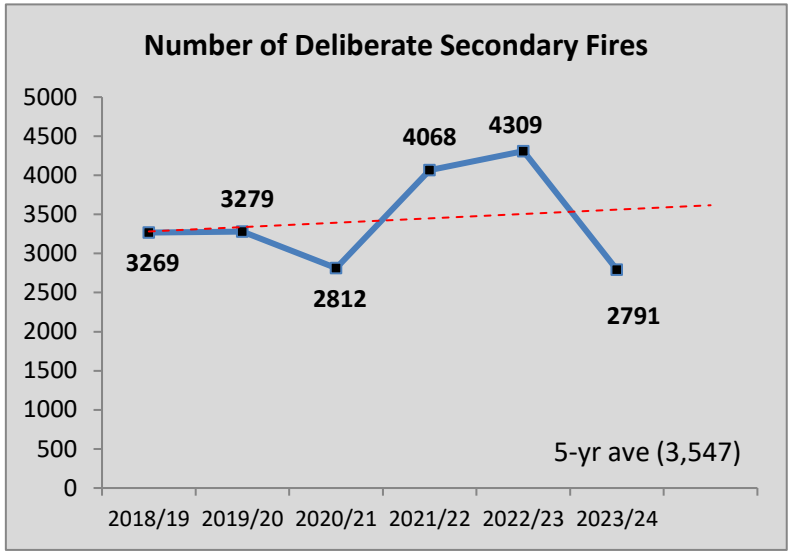
| Trend Analysis: Corporate Outcome Safer Neighbourhoods and the Environment | | | | | | | |
|---|---|---|---|---|---|---|---|
| | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 | 2023/24 | 5 year average * |
| Number of Deliberate Fire Fatalities | 1 | 1 | 0 | 1 | 0 | 0 | 1 |
| Number of Deliberate Fire Injuries | 1 | 1 | 6 | 11 | 4 | 5 | 5 |
| Number of Deliberate Fires | 3658 | 3723 | 3201 | 4533 | 4847 | 3230 | 3992 |
| Number of Deliberate Primary Fires | 389 | 444 | 389 | 465 | 538 | 439 | 445 |
| Number of Deliberate Primary Fire Vehicles | 197 | 232 | 204 | 269 | 300 | 250 | 240 |
| Number of Deliberate Secondary Fires | 3269 | 3279 | 2812 | 4068 | 4309 | 2791 | 3547 |
| Number of Water Rescue Incidents | 10 | 12 | 7 | 8 | 5 | 7 | 8 |

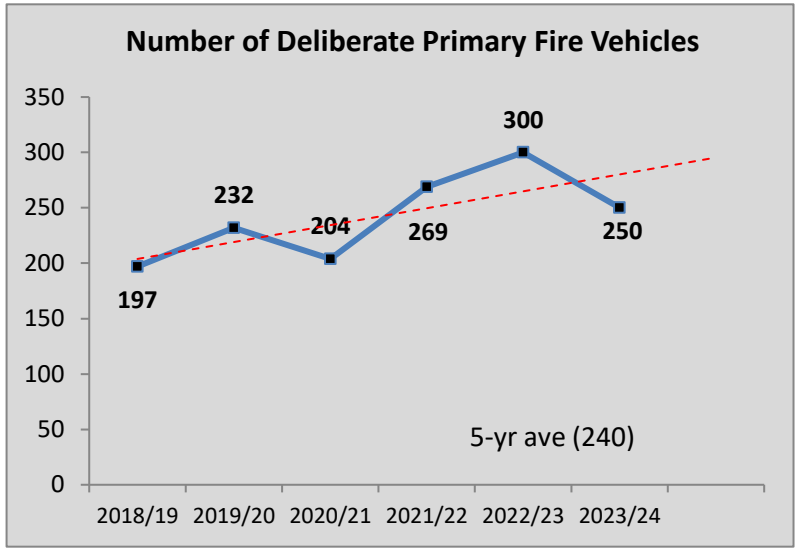

Number of Deliberate Fire Fatalities
5-yr ave (1)
2
1
0
1
1
0
1
0
0
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24

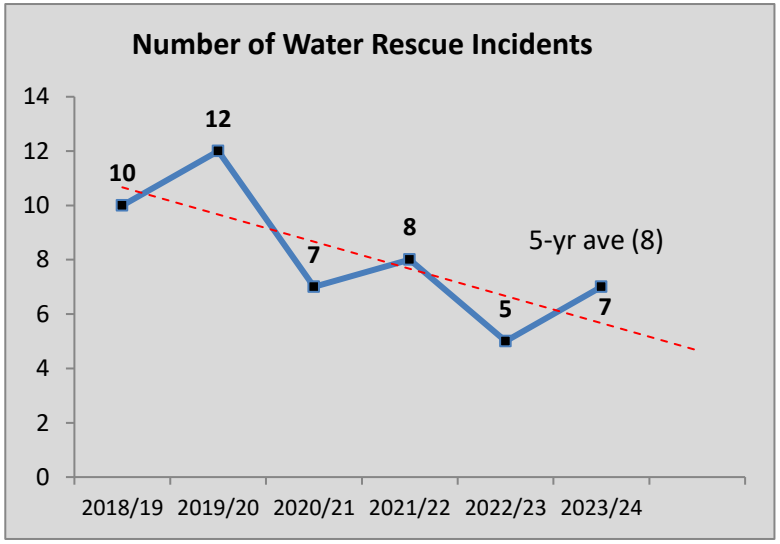

Number of Deliberate Fires
6000
5000
4000
3000
2000
1000
0
3658
3723
3201
4533
4847
3230
5-yr ave (3,992)
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24


Number of Deliberate Fire Injuries
12
10
8
6
4
2
0
1
1
6
11
4
5
5-yr ave (5)
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24


Number of Deliberate Primary Fires
600
525
450
375
300
225
150
75
0
389
444
389
465
538
439
5-yr ave (445)
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24


Number of Deliberate Secondary Fires
5000
4500
4000
3500
3000
2500
2000
1500
1000
500
0
3269
3279
2812
4068
4309
2791
5-yr ave (3,547)
2018/19 2019/20 2020/21 2021/22 2022/23 2023/24

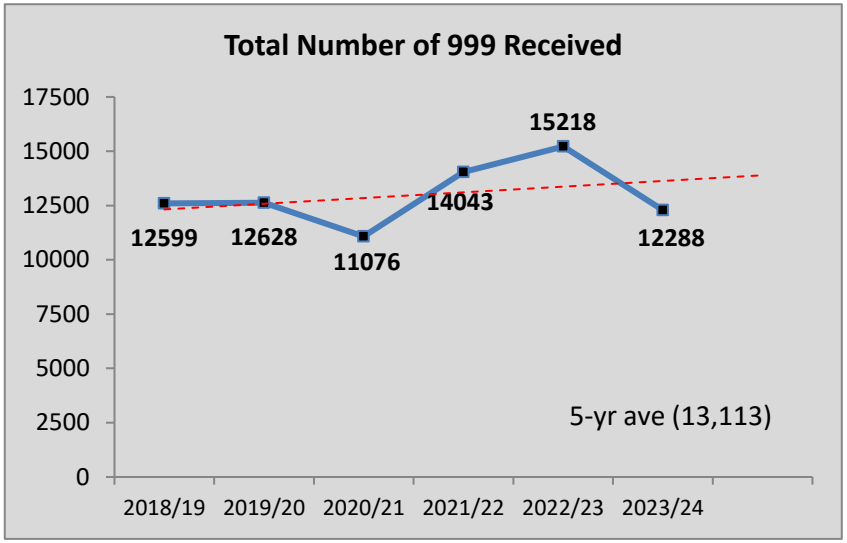

Number of Deliberate Primary Fire Vehicles
350
300
250
200
150
100
50
0
197
232
204
269
300
250
5-yr ave (240)
2018/19 2019/20 2020/21 2021/22 2022/23 2023/24

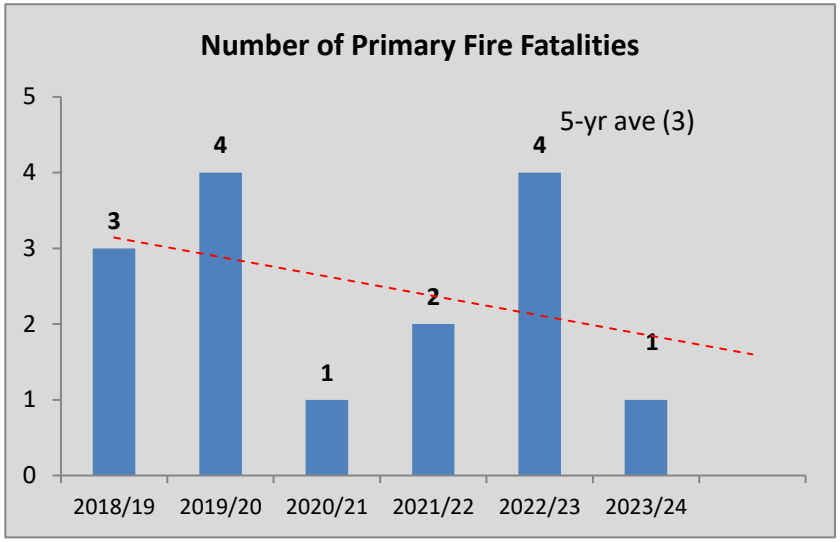

Number of Water Rescue Incidents
14
12
10
8
6
4
2
0
10
12
7
8
5
7
5-yr ave (8)
2018/19 2019/20 2020/21 2021/22 2022/23 2023/24

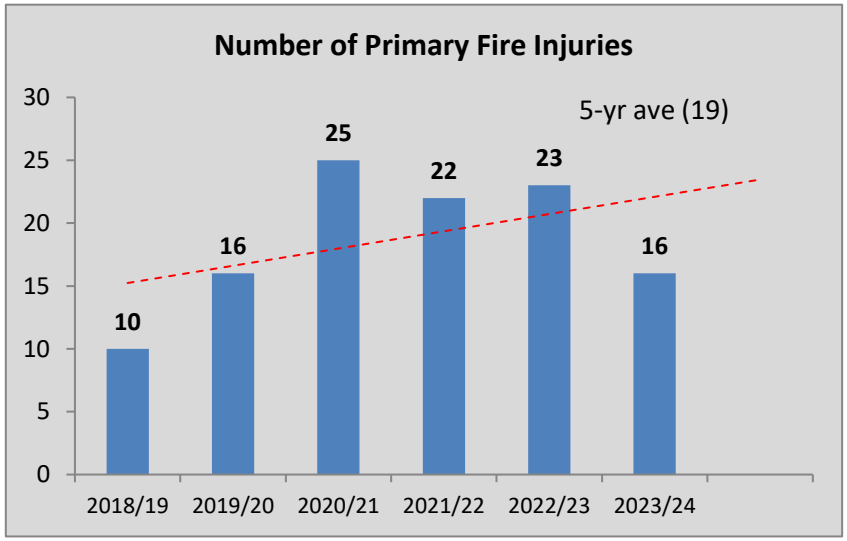
| Supplementary Indicators | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Indicator** | **5-yr Average (where data is available)** | **2022/23** | **2023/24** | **% Direction of travel from 2022/23** | **% Direction of travel from 5-yr average** | **Target** | **% Direction of travel from target** |
| **Total Number of 999 calls to Fire Control** | **13113** | **15218** | **12288** | -19% (-2,930) ⇩ | -6% (-825) ⇩ | **-** | **-** |
| **Number of times a Fire Appliance assigned to an incident failed to respond** | **8** | **8** | **3** | -63% (-5) ⇩ | -63% (-5) ⇩ | **-** | **-** |
| **Number of Primary Fire Fatalities** | **3** | **4** | **1** | -75% (-3) ⇩ | -67% (-2) ⇩ | **0** | +% (+1) ⇧ |
| **Number of Primary Fire Injuries** | **19** | **23** | **16** | -30% (-7) ⇩ | -16% (-3) ⇩ | **26** | -38% (-10) ⇩ |
| **Percentage of all fires that are classed as Accidental Fires** | **14%** | **15%** | **17%** | For Information Purposes Only | | **-** | **-** |
| **Percentage of all fires that are classed as Deliberate Fires** | **86%** | **85%** | **83%** | | | **-** | **-** |
| **Number of Primary Fires** | **810** | **993** | **807** | -19% (-186) ⇩ | -0.4% (-3) ⇩ | **1071** | -25% (-264) ⇩ |
| **Number of Secondary Fires** | **3830** | **4709** | **3086** | -34% (-1,623) ⇩ | -19% (-744) ⇩ | **5776** | -47% (-2,690) ⇩ |
| **Average time taken to answer an emergency 999 call (7 seconds)** | **6.41** | **6.29** | **6.13** | -3% (-0.16) ⇩ | -4% (-0.28) ⇩ | **7.00** | -12% (-0.87) ⇩ |
| **Average time for Fire Control to mobilise a fire appliance to an incident (seconds)** | **81** | **79** | **87** | +10% (+8) ⇧ | +7% (+6) ⇧ | **100** | -13% (-13) ⇩ |
| **Percentage of Occasions Fire Control mobilise a Fire Appliance within 2 minutes of the call** | **91%** | **90%** | **88%** | -2% ⇩ | -3% ⇩ | **98%** | -10% ⇩ |
| **Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes** | **94%** | **93%** | **90%** | -3% ⇩ | -4% ⇩ | **100%** | -10% ⇩ |
| **Percentage of On Call appliances meeting the Book Mobile threshold of 5 Minutes** | **65%** | **63%** | **54%** | -9% ⇩ | -11% ⇩ | **100%** | -46% ⇩ |

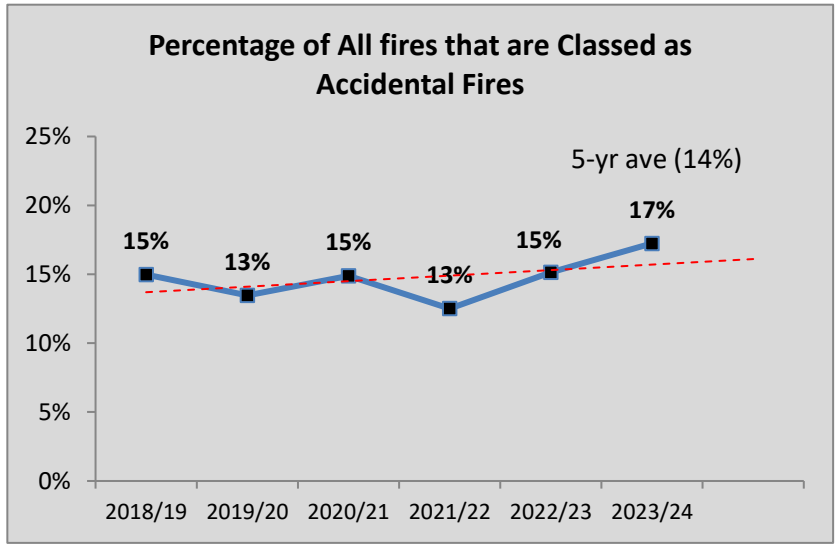
| Trend Analysis: Supplementary Indicators | | | | | | | |
|---|---|---|---|---|---|---|---|
| | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 | 2023/24 | 5 year average * |
| Total Number of 999 calls to Fire Control | 12599 | 12628 | 11076 | 14043 | 15218 | 12288 | 13113 |
| Number of times a Fire Appliance assigned to an incident failed to respond | - | 13 | 6 | 3 | 8 | 3 | 8 |
| Number of Primary Fire Fatalities | 3 | 4 | 1 | 2 | 4 | 1 | 3 |
| Number of Primary Fire Injuries | 10 | 16 | 25 | 22 | 23 | 16 | 19 |
| Percentage of all fires that are classed as Accidental Fires | 15% | 13% | 15% | 13% | 15% | 17% | 14% |
| Percentage of all fires that are classed as Deliberate Fires | 85% | 87% | 85% | 87% | 85% | 83% | 86% |
| Number of Primary Fires | 685 | 780 | 739 | 851 | 993 | 807 | 810 |
| Number of Secondary Fires | 3605 | 3505 | 3018 | 4313 | 4709 | 3086 | 3830 |
| Average time taken to answer an emergency 999 call (7 seconds) | 7.54 | 6.38 | 5.79 | 6.07 | 6.29 | 6.13 | 6.41 |
| Average time for Fire Control to mobilise a fire appliance to an incident (100 seconds) | 78 | 85 | 80 | 84 | 79 | 87 | 81 |
| Percentage of occasions Fire Control mobilise a Fire Appliance within 2 Minutes of the call | 93% | 90% | 91% | 91% | 90% | 88% | 91% |
| Percentage of Wholetime appliances meeting Book mobile threshold of 2 minutes | 93% | 93% | 94% | 94% | 93% | 90% | 94% |
| Percentage of Retained appliances meeting Book mobile threshold of 5 minutes | 61% | 65% | 67% | 72% | 63% | 54% | 65% |

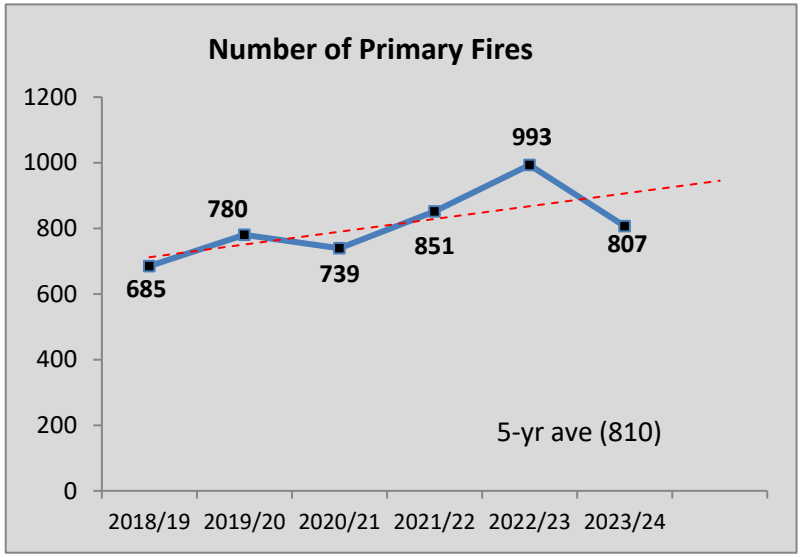
* 3 or 4-year average may be calculated where 5 years data not available

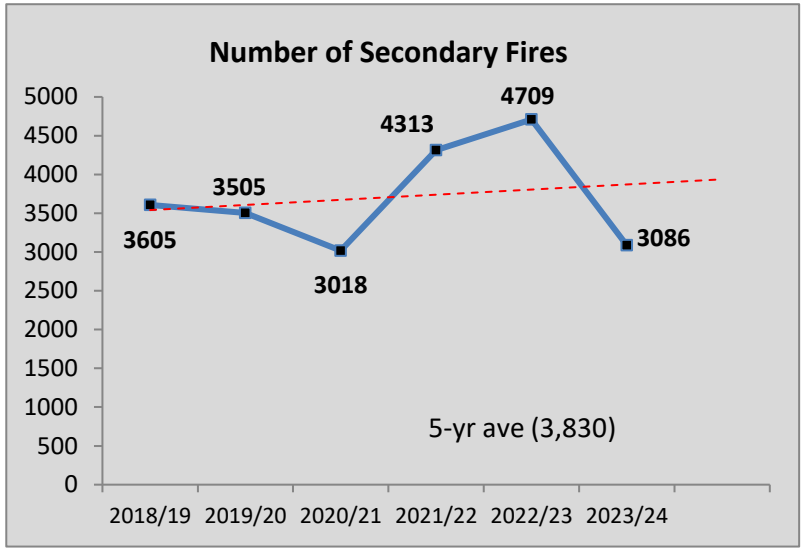

Total Number of 999 Received
17500
15000
12500
10000
7500
5000
2500
0
12599
12628
11076
14043
15218
12288
5-yr ave (13,113)
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24

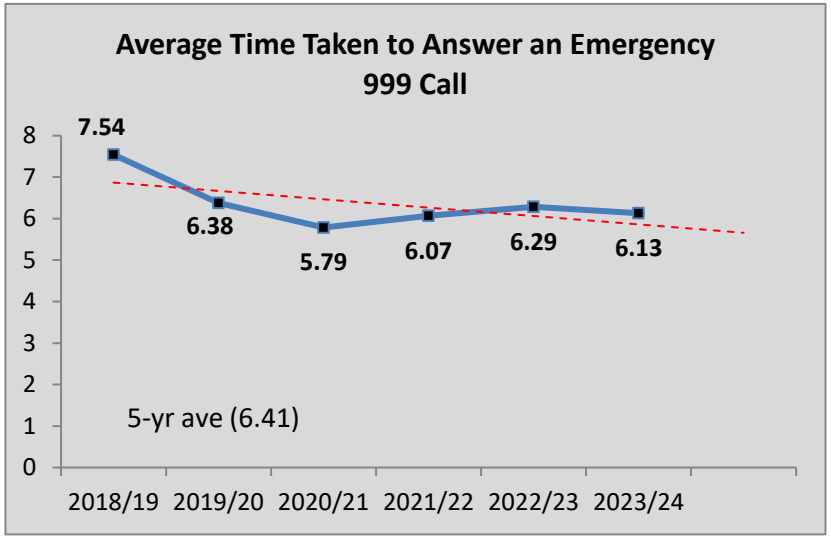

Number of Primary Fire Fatalities
5
4
3
2
1
0
3
4
1
2
4
1
5-yr ave (3)
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24

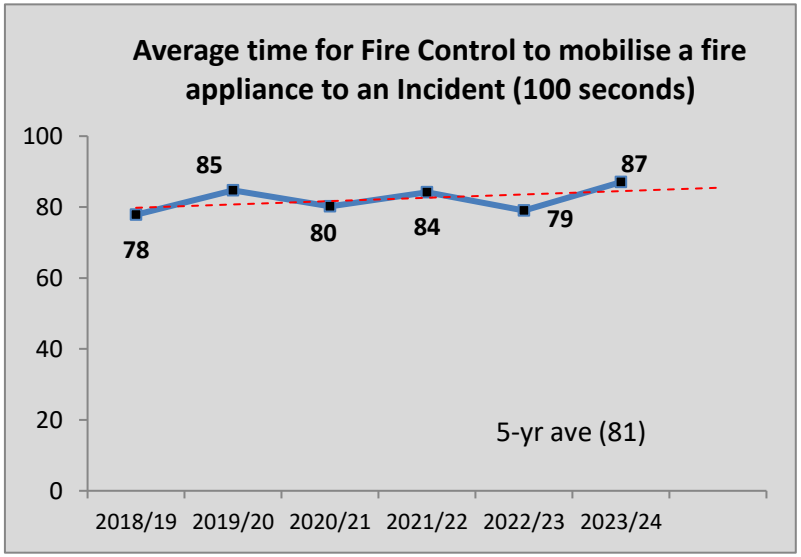

Number of Primary Fire Injuries
30
25
20
15
10
5
0
10
16
25
22
23
16
5-yr ave (19)
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24

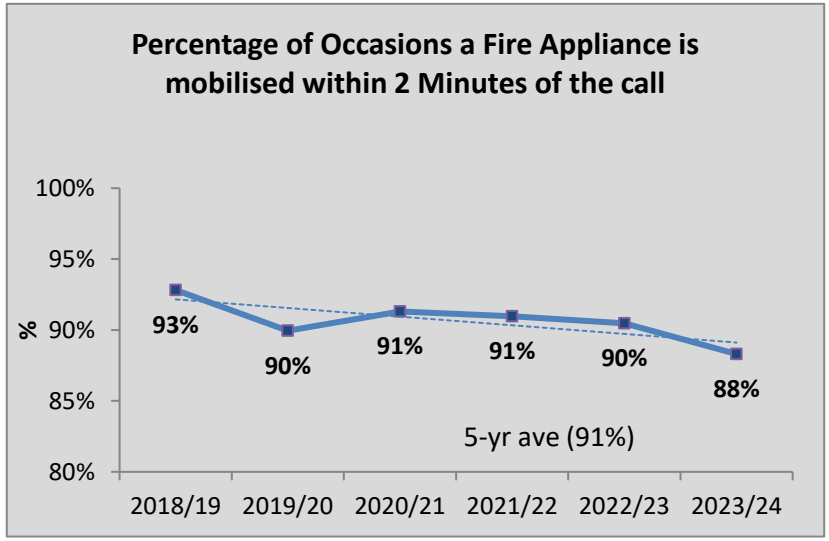

Percentage of All fires that are Classed as Accidental Fires
25%
20%
15%
10%
5%
0%
15%
13%
15%
13%
15%
17%
5-yr ave (14%)
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24

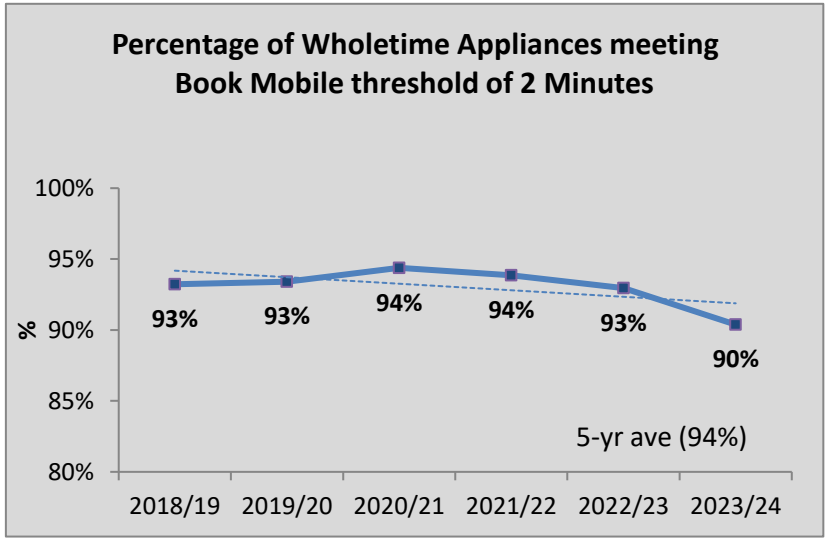

Number of Primary Fires
1200
1000
800
600
400
200
0
685
780
739
851
993
807
5-yr ave (810)
2018/19 2019/20 2020/21 2021/22 2022/23 2023/24

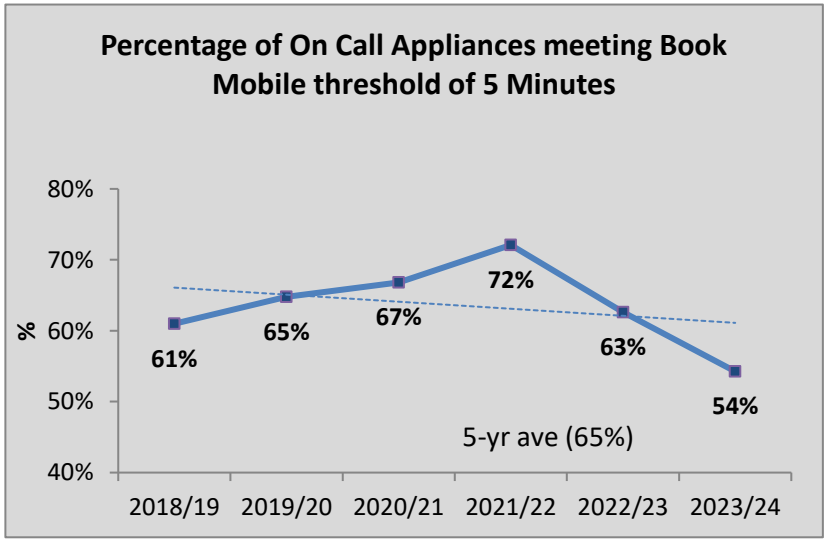

Number of Secondary Fires
5000
4500
4000
3500
3000
2500
2000
1500
1000
500
0
3605
3505
3018
4313
4709
3086
5-yr ave (3,830)
2018/19 2019/20 2020/21 2021/22 2022/23 2023/24


Average Time Taken to Answer an Emergency 999 Call
8
7
6
5
4
3
2
1
0
7.54
6.38
5.79
6.07
6.29
6.13
5-yr ave (6.41)
2018/19 2019/20 2020/21 2021/22 2022/23 2023/24


Average time for Fire Control to mobilise a fire appliance to an Incident (100 seconds)
100
80
60
40
20
0
78
85
80
84
79
87
5-yr ave (81)
2018/19 2019/20 2020/21 2021/22 2022/23 2023/24


Percentage of Occasions a Fire Appliance is mobilised within 2 Minutes of the call
100%
95%
90%
85%
80%
%
93%
90%
91%
91%
90%
88%
5-yr ave (91%)
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24


Percentage of Wholetime Appliances meeting Book Mobile threshold of 2 Minutes
100%
95%
90%
85%
80%
%
93%
93%
94%
94%
93%
90%
5-yr ave (94%)
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24


Percentage of On Call Appliances meeting Book Mobile threshold of 5 Minutes
80%
70%
60%
50%
40%
%
61%
65%
67%
72%
63%
54%
5-yr ave (65%)
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24

**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) | 2022/23 | 2023/24 | % Direction of travel from 2022/23 | % 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% (6/6) | 100% (5/5) | -% ⇔ | -% ⇔ | 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% | No Comparator Information |
| 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) | 2022/23 | 2023/24 | % Direction of travel from 2022/23 | % Direction of travel from 5-yr average | Target | % Direction of travel from target |
|---|---|---|---|---|---|---|---|---|
| 1.2.1.1 | Percentage of Safer Home Visits that lead to a positive intervention (equipment and / or referral for additional support) | 7% | 8% | 14% | +6% ⇧ | +7% ⇧ | - | - |
| 1.2.1.2 | Number of Safeguarding Referrals Submitted | - | - | 143 | No Comparator Information | No Comparator Information | - | - |
| 1.2.1.3 | Percentage of Co-responder incidents attended by the Brigade where medical treatment was provided by CFB | 38% | No Incidents | 60% | No Comparator Information | +22% ⇧ | - | - |
| Improved Health Overall Performance Judgement | | | | | Performing Well | Performing Well | | Not Measured |

| Trend Analysis: Corporate Outcome Supported National Resilience | | | | | | | |
|---|---|---|---|---|---|---|---|
| | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 | 2023/24 | 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% (5/5) | 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 | 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 | | | | | | | |
|---|---|---|---|---|---|---|---|
| | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 | 20233/24 | 5 year average * |
| Percentage of Safe and Well visits that led to a positive intervention | 17% | 5% | 3% | 5% | 8% | 14% | 7% |
| Number of Safeguarding Referrals Submitted | - | - | - | - | - | 143 | - |
| Percentage of Co-responder incidents attended by the Brigade where medical treatment was provided by CFB | 48% | 53% | 50% | 0% | No Incidents | 60% | 38% |

* 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 2023 to 31st March 2024 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 | Performing Well | Performing Well | Adequate Performance |
| An Inclusive and Great Place to Work | Adequate Performance | Performing Well | Adequate Performance |
| Total Overall | Performing Well | Performing Well | Adequate Performance |

**Corporate Goal: Professional, Proud and Passionate People**

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

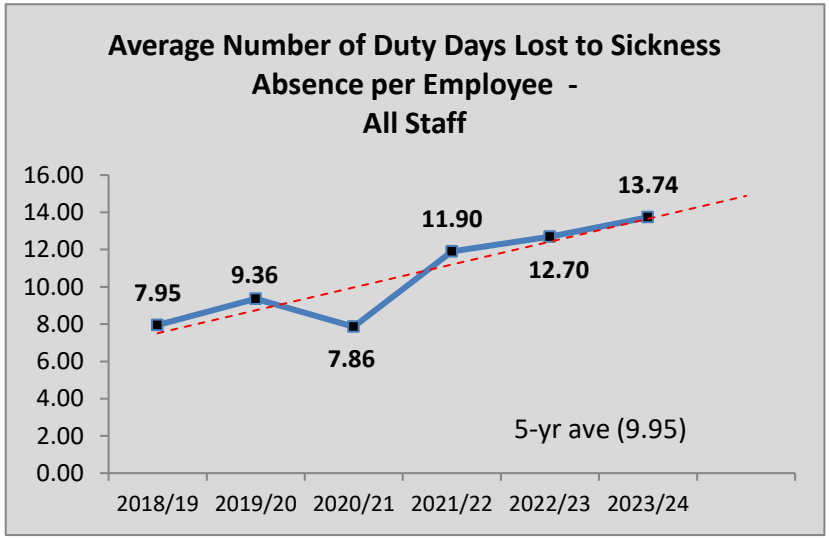
**Corporate Outcome: A Healthy Workforce**

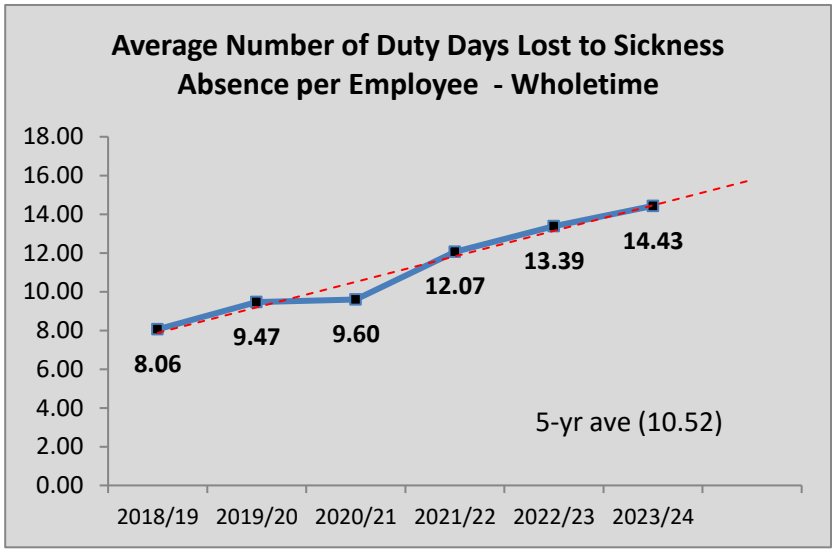
| | Indicator | 5-yr Average (where data is available) | 2022/23 | 2023/24 | % Direction of travel from 2022/23 | % Direction of travel from 5-yr average | Target | % Direction of travel from target |
|---|---|---|---|---|---|---|---|---|
| 2.1.1.1 | Percentage of operational staff who have completed fitness assessments during year | 96% | 94% | 96% | +2% ⇧ | -% ⇔ | 100% | -4% ⇩ |
| 2.1.1.2 | Percentage of operational personnel who have completed fitness assessment that have achieved / exceeded the relevant VO2 rates *(based on initial pass rates)* | 95% | 96% | 98% | +2% ⇧ | +3% ⇧ | 100% | -2% ⇩ |
| 2.1.1.3 | Average Number of Duty days lost to sickness absence per employee - All Staff | 9.95 | 12.70 | 13.74 | +8% (+1.04) ⇧ | +38% (+3.79) ⇧ | 11.91 | +15% (+1.83) ⇧ |
| 2.1.1.4 | Average Number of Duty days lost to sickness absence per employee - Wholetime | 10.52 | 13.39 | 14.43 | +8% (+1.04) ⇧ | +37% (+3.91) ⇧ | 11.43 | +26% (+3.00) ⇧ |
| 2.1.1.5 | Average Number of Duty days lost to sickness absence per employee - On Call | 6.55 | 6.65 | 11.33 | +70% (+4.68) ⇧ | +73% (4.78) ⇧ | 6.01 | +89% (+5.32) ⇧ |
| 2.1.1.6 | Average Number of Duty days lost to sickness absence per employee - Fire Control | 13.10 | 24.62 | 9.22 | -63% (-15.40) ⇩ | -30% (-3.88) ⇩ | 14.49 | -36% (-5.27) ⇩ |
| 2.1.1.7 | Average Number of Duty days lost to sickness absence per employee - Green Book | 10.67 | 13.95 | 14.35 | +3% (+0.40) ⇧ | +35% (+3.68) ⇧ | 9.56 | +50% (+4.79) ⇧ |
| 2.1.1.8 | Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness | 23% | 30% | 41% | +11% ⇧ | +18% ⇧ | - | - |
| 2.1.1.9 | Number of people who exceed Phased Return Limits | 1 | 1 | 4 | +300% (+3) ⇧ | +300% (+3) ⇧ | - | - |
| 2.1.1.10 | Number of people who exceed Modified Duties Limits | 14 | 21 | 18 | -14% (-3) ⇩ | +29% (+4) ⇧ | - | - |
| 2.1.1.11 | Length of time on Phased Return Duty* | 150 | 66 | 190 | +188% (+124) ⇧ | +27% (+40) ⇧ | - | - |
| 2.1.1.12 | Length of time on Modified Duties | 2632 | 2452 | 2351 | -4% (-101) ⇩ | -11% (-281) ⇩ | - | - |
| | **A Healthy Workforce Overall Performance Judgement** | | | | **Adequate Performance** | **Adequate Performance** | | **Adequate Performance** |

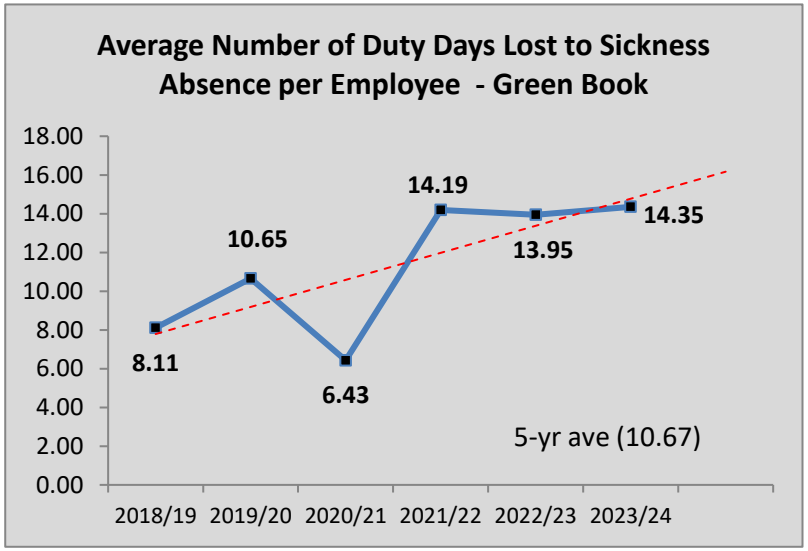
*** cumulative days**

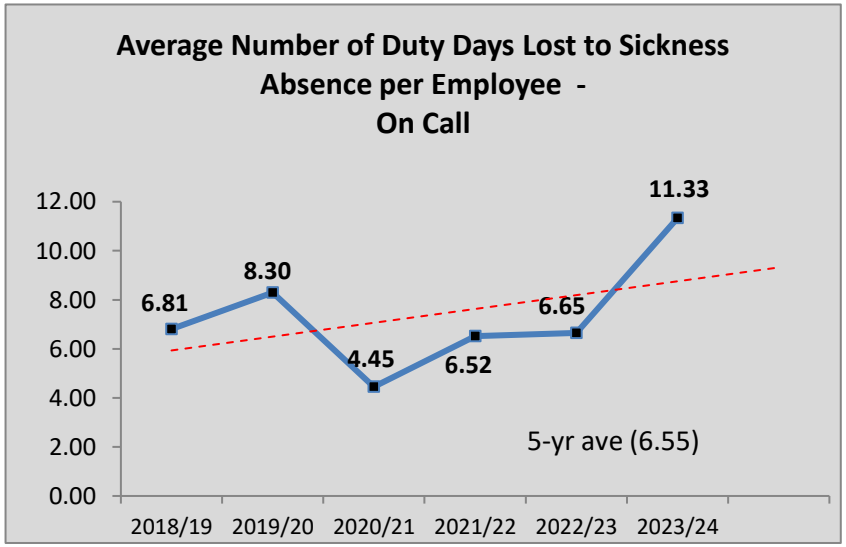
| Trend Analysis: Corporate Outcome A Healthy Workforce | | | | | | | |
|---|---|---|---|---|---|---|---|
| | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 | 2023/24 | 5 year average * |
| Percentage of operational staff who have completed fitness assessments during year | 96% | 96% | 96% | 96% | 94% | 96% | 96% |
| Percentage of Operational staff Achieving Passes in Relevant VO2 Rates | 96% | 96% | 93% | 95% | 96% | 98% | 95% |
| Average Number of Duty days lost to sickness absence per employee - All Staff | 7.95 | 9.36 | 7.86 | 11.90 | 12.70 | 13.74 | 9.95 |
| Average Number of Duty days lost to sickness absence per employee - Wholetime | 8.06 | 9.47 | 9.60 | 12.07 | 13.39 | 14.43 | 10.52 |
| Average Number of Duty days lost to sickness absence per employee - On Call | 6.81 | 8.30 | 4.45 | 6.52 | 6.65 | 11.33 | 6.55 |
| Average Number of Duty days lost to sickness absence per employee - Fire Control | 10.52 | 6.00 | 3.81 | 20.57 | 24.62 | 9.22 | 13.10 |
| Average Number of Duty days lost to sickness absence per employee - Green Book | 8.11 | 10.65 | 6.43 | 14.19 | 13.95 | 14.35 | 10.67 |
| Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness | 20% | 25% | 17% | 31% | 30% | 41% | 23% |
| Number of People who exceed Phased Return Limits | - | 0 | 1 | 0 | 1 | 4 | 1 |
| Number of people who exceed Modified Duties Limits | - | 12 | 6 | 17 | 21 | 18 | 14 |
| Length of Time on Phased Return Duty | - | - | 331 | 54 | 66 | 190 | 150 |
| Length of Time on Modified Duties | - | - | 1589 | 3854 | 2452 | 2351 | 2632 |

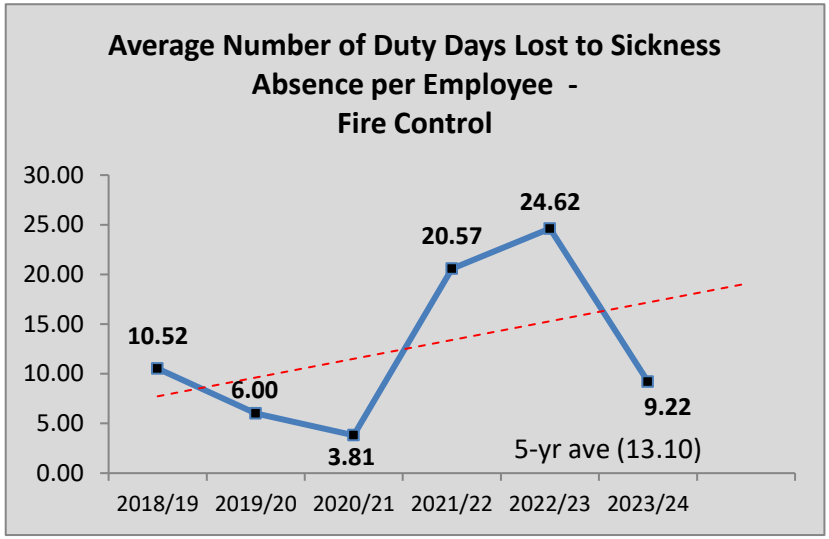
* 3 or 4-year average may be calculated where 5 years data not available

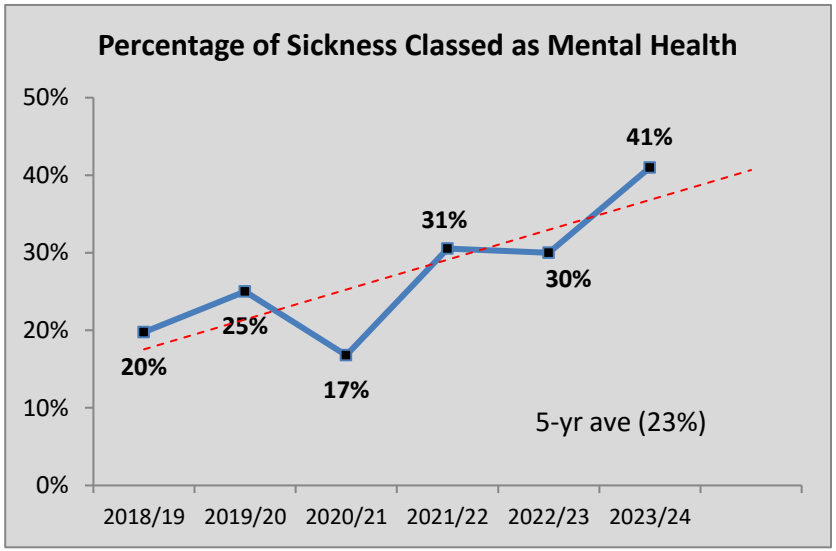

Average Number of Duty Days Lost to Sickness Absence per Employee - All Staff
16.00
14.00
12.00
10.00
8.00
6.00
4.00
2.00
0.00
7.95
9.36
7.86
11.90
12.70
13.74
5-yr ave (9.95)
2018/19 2019/20 2020/21 2021/22 2022/23 2023/24

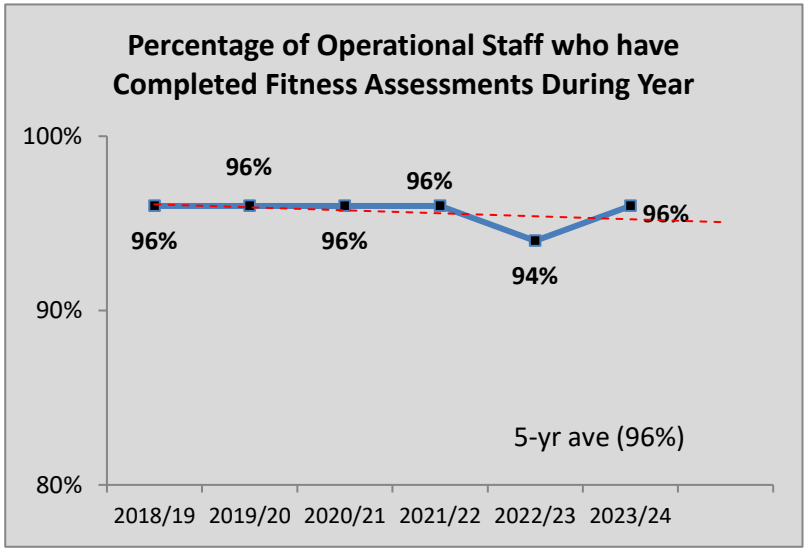

Average Number of Duty Days Lost to Sickness Absence per Employee - Wholetime
18.00
16.00
14.00
12.00
10.00
8.00
6.00
4.00
2.00
0.00
8.06
9.47
9.60
12.07
13.39
14.43
5-yr ave (10.52)
2018/19 2019/20 2020/21 2021/22 2022/23 2023/24

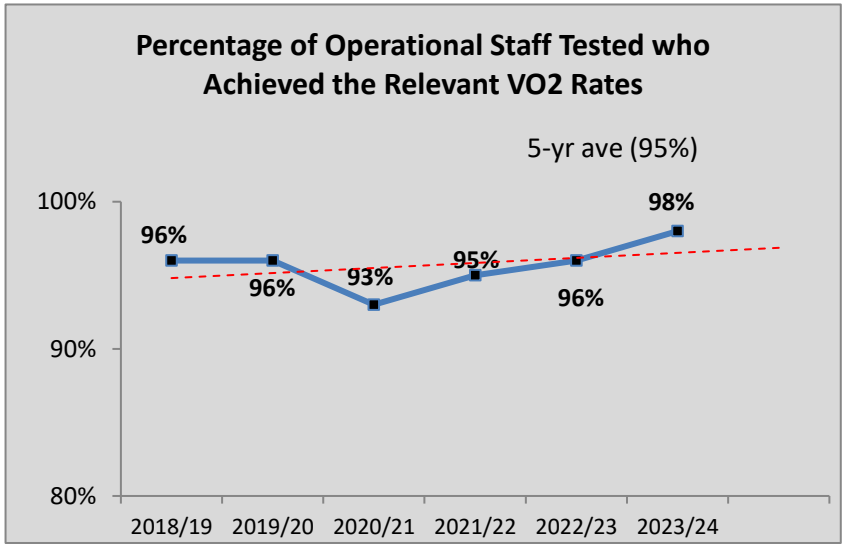

Average Number of Duty Days Lost to Sickness Absence per Employee - Green Book
18.00
16.00
14.00
12.00
10.00
8.00
6.00
4.00
2.00
0.00
8.11
10.65
6.43
14.19
13.95
14.35
5-yr ave (10.67)
2018/19 2019/20 2020/21 2021/22 2022/23 2023/24


Average Number of Duty Days Lost to Sickness Absence per Employee - On Call
12.00
10.00
8.00
6.00
4.00
2.00
0.00
6.81
8.30
4.45
6.52
6.65
11.33
5-yr ave (6.55)
2018/19 2019/20 2020/21 2021/22 2022/23 2023/24


Average Number of Duty Days Lost to Sickness Absence per Employee - Fire Control
30.00
25.00
20.00
15.00
10.00
5.00
0.00
10.52
6.00
3.81
20.57
24.62
9.22
5-yr ave (13.10)
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24


Percentage of Sickness Classed as Mental Health
50%
40%
30%
20%
10%
0%
20%
25%
17%
31%
30%
41%
5-yr ave (23%)
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24


Percentage of Operational Staff who have Completed Fitness Assessments During Year
100%
90%
80%
96%
96%
96%
94%
96%
96%
5-yr ave (96%)
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24


Percentage of Operational Staff Tested who Achieved the Relevant VO2 Rates
5-yr ave (95%)
100%
90%
80%
96%
96%
93%
95%
96%
98%
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24

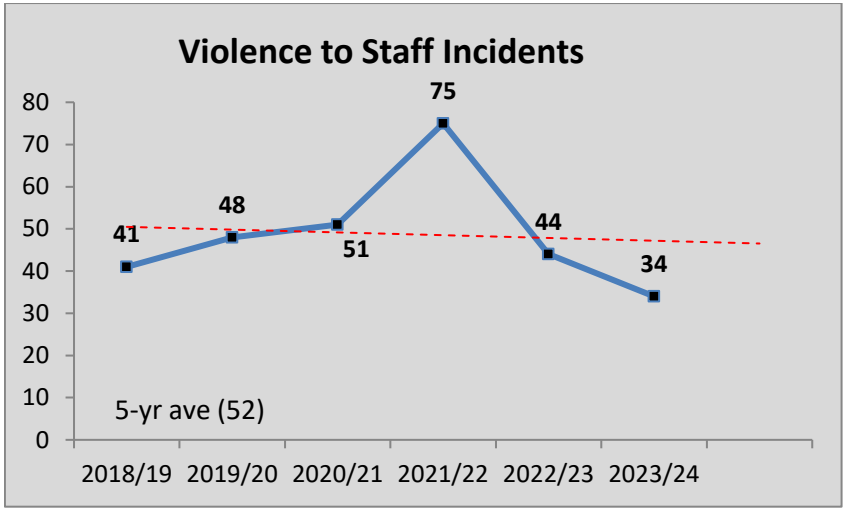
**Corporate Goal: Professional, Proud and Passionate People**

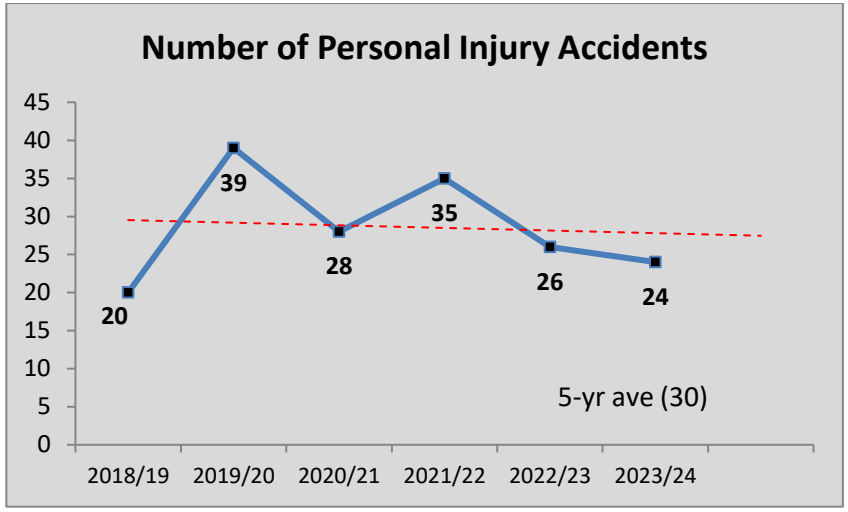
**Corporate Objective: Recruit, develop and maintain a professional, diverse and value driven workforce;**

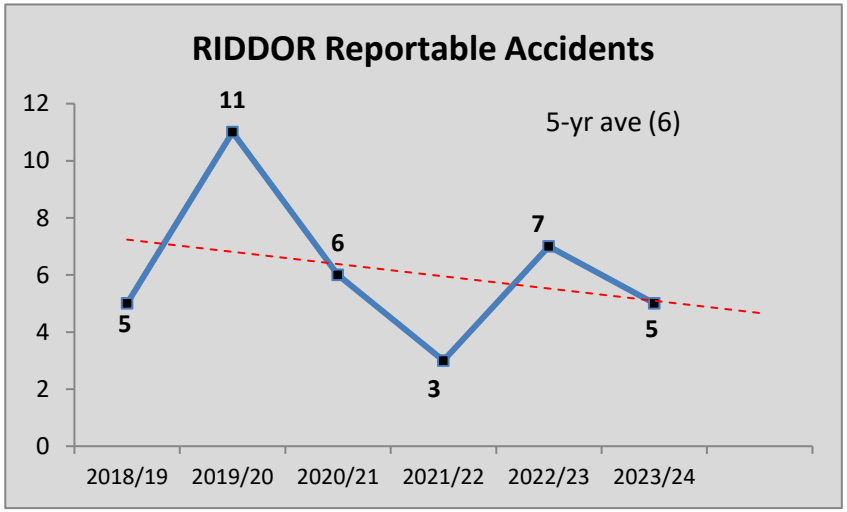
**Corporate Outcome : A Safe Workforce, Safe Workplaces**

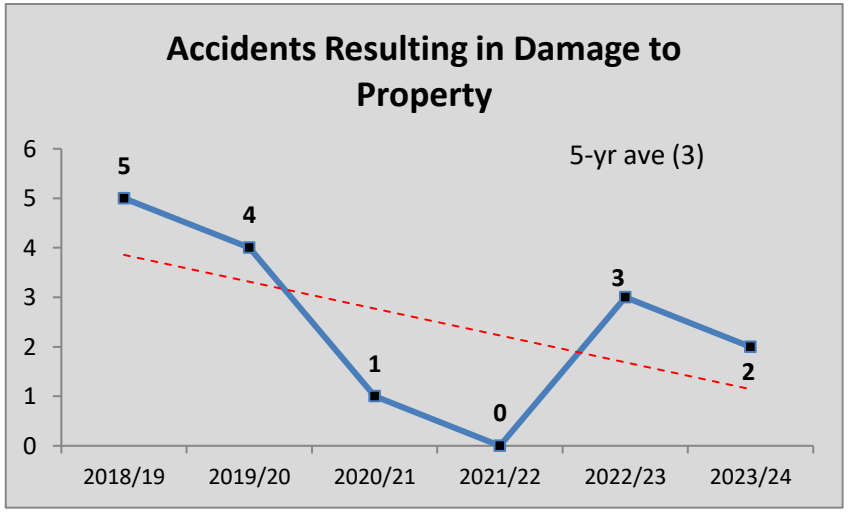
| | Indicator | 5-yr Average (where data is available) | 2022/23 | 2023/24 | % Direction of travel from 2022/23 | % Direction of travel from 5-yr average | Target | % Direction of travel from target |
|---|---|---|---|---|---|---|---|---|
| 2.1.2.1 | Number of Violence to Staff Incidents (verbal and/or physical) | 52 | 44 | 34 | -23% (-10) ⇩ | -35% (-18) ⇩ | 60 | -43% (-26) ⇩ |
| 2.1.2.2 | Number of RIDDOR Reportable Accidents | 6 | 7 | 5 | -29% (-2) ⇩ | -17% (-1) ⇩ | 0 | +% (+5) ⇧ |
| 2.1.2.3 | Number of Personal Injury Accidents | 30 | 26 | 24 | -8% (-2) ⇩ | -20% (-6) ⇩ | 21 | +14% (+3) ⇧ |
| 2.1.2.4 | Number of Accidents resulting in damage to property | 3 | 3 | 2 | -33% (-1) ⇩ | -33% (-1) ⇩ | 1 | +100% (+1) ⇧ |
| 2.1.2.5 | Number of Near Misses | 17 | 21 | 18 | -14% (-3) ⇩ | +6% (+1) ⇧ | 17 | +6% (+1) ⇧ |
| 2.1.2.6 | Number of Vehicle Accidents | 35 | 34 | 38 | +12% (+4) ⇧ | +9% (+3) ⇧ | 27 | +41% (+11) ⇧ |
| 2.1.2.7 | Cause for Concern | 55 | 55 | 38 | Data for information | | - | - |
| | **A Safe Workforce, Safe Workplaces Overall Performance Judgement** | | | | **Performing Well** | **Performing Well** | | **Adequate Performance** |

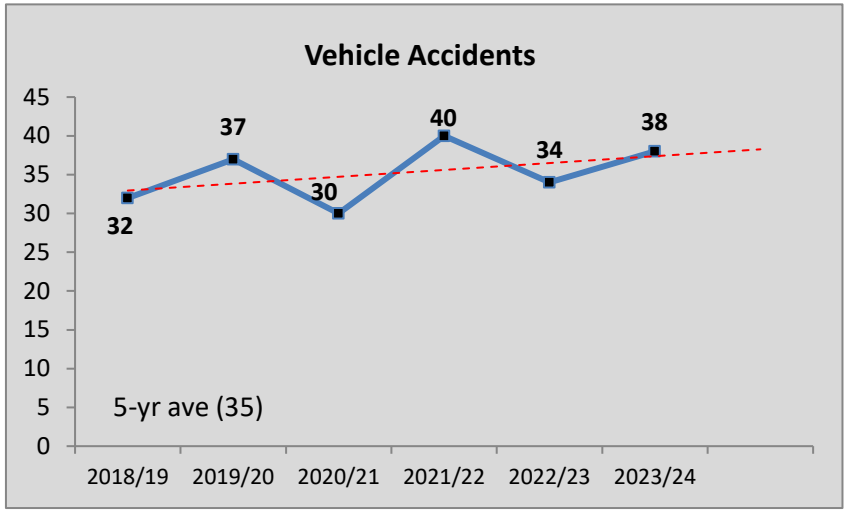
| Trend Analysis: Corporate Outcome A Safe Workforce, Safe Workplaces | | | | | | | |
|---|---|---|---|---|---|---|---|
| | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 | 2023/24 | 5 year average * |
| Number of Violence to Staff Incidents (verbal and/or physical) | 41 | 48 | 51 | 75 | 44 | 34 | 52 |
| Number of RIDDOR Reportable Accidents | 5 | 11 | 6 | 3 | 7 | 5 | 6 |
| Number of Personal Injury Accidents | 20 | 39 | 28 | 35 | 26 | 24 | 30 |
| Number of Accidents resulting in damage to property | 5 | 4 | 1 | 0 | 3 | 2 | 3 |
| Number of Near Misses | 19 | 17 | 11 | 16 | 21 | 18 | 17 |
| Number of Vehicle Accidents | 32 | 37 | 30 | 40 | 34 | 38 | 35 |
| Cause for Concern (as a proportion of injuries) | 2.75<br>55/20 | 1.51<br>59/39 | 2.36<br>66/28 | 1.09<br>38/35 | 2.12<br>55/26 | 1.58<br>38/24 | 1.83<br>55/30 |

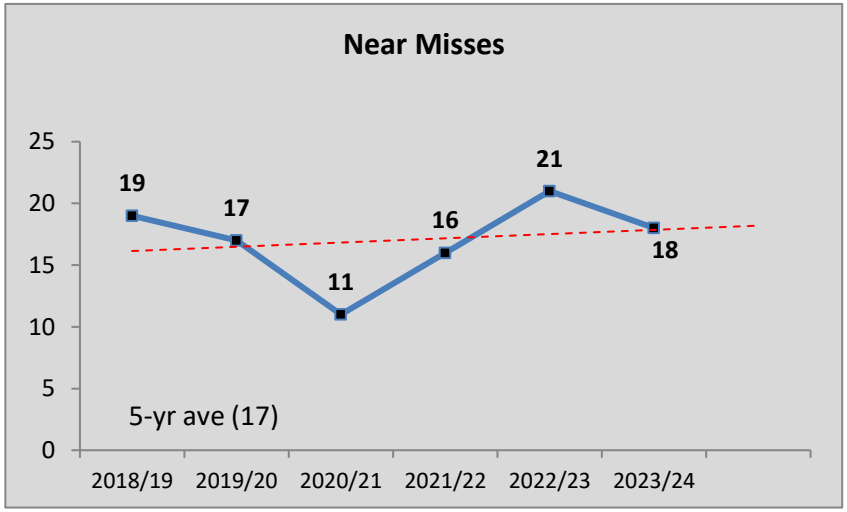

Violence to Staff Incidents
80
70
60
50
40
30
20
10
0
41
48
51
75
44
34
5-yr ave (52)
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24

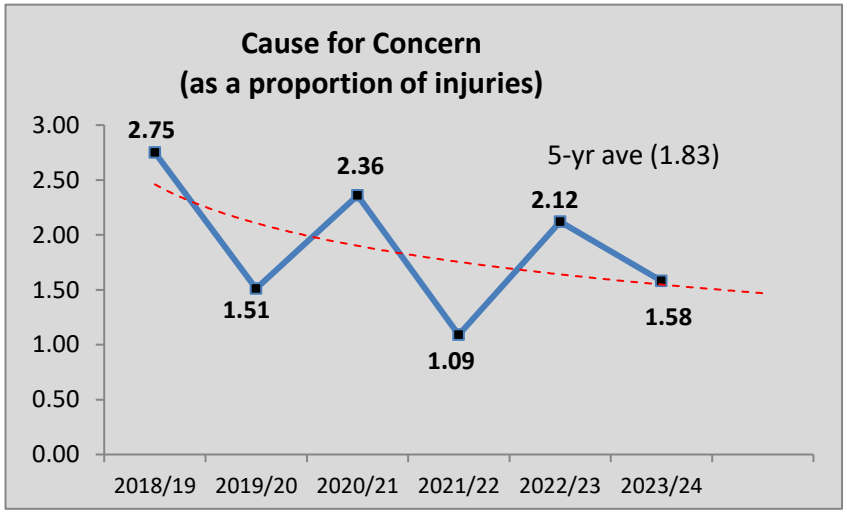

Number of Personal Injury Accidents
45
40
35
30
25
20
15
10
5
0
20
39
28
35
26
24
5-yr ave (30)
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24


RIDDOR Reportable Accidents
12
10
8
6
4
2
0
5
11
6
3
7
5
5-yr ave (6)
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24


Accidents Resulting in Damage to Property
6
5
4
3
2
1
0
5
4
1
0
3
2
5-yr ave (3)
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24


Vehicle Accidents
45
40
35
30
25
20
15
10
5
0
32
37
30
40
34
38
5-yr ave (35)
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24


Near Misses
25
20
15
10
5
0
19
17
11
16
21
18
5-yr ave (17)
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24


Cause for Concern
(as a proportion of injuries)
3.00
2.50
2.00
1.50
1.00
0.50
0.00
2.75
1.51
2.36
1.09
2.12
1.58
5-yr ave (1.83)
2018/19
2019/20
2020/21
2021/22
2022/23
2023/24

**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) | 2022/23 | 2023/24 | % Direction of travel from 2022/23 | % Direction of travel from 5-yr average | Target | % Direction of travel from target |
|---|---|---|---|---|---|---|---|---|
| 2.2.1.1 | Maintaining Competence: Percentage of Operational and Fire Control personnel (WT/Retained/Fire Control from FF to GM Level) who have been assessed as maintaining competency aligned to PDR core skills | 87% | 98% | 100% | +2% ⇧ | +13% ⇧ | 100% | -% ⇔ |
| 2.2.1.2 | Maintaining Competence: Percentage of Green Book Personnel (Grade A - J) who have been assessed as maintaining competence aligned to PDR Core Skills | - | 82% | 76% | -6% ⇩ | No Comparator Information | 100% | -24% ⇩ |
| 2.2.1.3 | Percentage of staff who have received a Personnel Development Review during the current financial year | 88% | 82% | 83% | +1% ⇧ | -5% ⇩ | 100% | -17% ⇩ |
| 2.2.1.4 | Percentage of Personnel who have completed training on areas identified within the approved Training Needs Assessment | 75% | 79% | 76% | -3% ⇩ | +1% ⇧ | 100% | -24% ⇩ |
| 2.2.1.5 | Percentage of operational exercises undertaken and completed as a proportion of the Annual Operational Exercise Programme | 90% | 99% (101/102) | 99% (90/91) | -% ⇔ | +9% ⇧ | 100% | -1% ⇩ |
| | **A Competent Workforce, Outstanding Leaders Overall Performance Judgement** | | | | **Performing Well** | **Performing Well** | | **Adequate Performance** |

**Corporate Goal: Professional, Proud and Passionate People**

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

**Corporate Outcome: An inclusive and Great Place to Work**

| | Indicator | 5-yr Average (where data is available) | 2022/23 | 2023/24 | % Direction of travel from 2022/23 | % Direction of travel from 5-yr average | Target | Target |
|---|---|---|---|---|---|---|---|---|
| 2.4.1.1 | All Staff Turnover as a proportion of the Workforce | 10.33% | 8.39% | 11.83% | +3.44% ⇧ | +1.50% ⇧ | - | - |
| 2.4.1.2 | All Staff Voluntary turnover as a proportion of the workforce | 10.33% | 8.39% | 11.83% | +3.44% ⇧ | +1.50% ⇧ | - | - |
| 2.4.1.3 | All Staff voluntary turnover as a proportion of the workforce females | 9.71% | 8.87% | 12.10% | +3.23% ⇧ | +2.39% ⇧ | - | - |
| 2.4.1.4 | Females in All staff Group Posts | 20.11% | 20.86% | 20.30% | -0.56% ⇩ | +0.19% ⇧ | 51.00% | -30.70% ⇩ |
| 2.4.1.5 | Females in Grey Book Wholetime positions | 6.69% | 6.37% | 6.65% | +0.28% ⇧ | -0.04% ⇩ | 30.00% | -23.35% ⇩ |
| 2.4.1.6 | Females in Grey Book On Call positions | 5.43% | 5.48% | 5.62% | +0.14% ⇧ | +0.19% ⇧ | 30.00% | -24.38% ⇩ |
| 2.4.1.7 | Females in Fire Control Positions | 81.79% | 85.00% | 86.36% | +1.36% ⇧ | +4.57% ⇧ | 51.00% | +35.36% ⇧ |
| 2.4.1.8 | Females in Green Book positions | 55.38% | 54.62% | 54.76% | +0.14% ⇧ | -0.62% ⇩ | 51.00% | +3.76% ⇧ |
| 2.4.1.9 | Staff classed as BME | 1.40% | 2.42% | 2.05% | -0.37% ⇩ | +0.65% ⇧ | 5.50% | -3.45% ⇩ |
| 2.4.1.10 | Staff classed as BME Grey Book | 1.55% | 2.87% | 2.42% | -0.45% ⇩ | +0.87% ⇧ | 5.50% | -3.08% ⇩ |
| 2.4.1.11 | Staff classed as BME On Call | 1.15% | 2.74% | 0.00% | -2.74% ⇩ | -1.15% ⇩ | 5.50% | -5.50% ⇩ |
| 2.4.1.12 | Staff classed as BME Fire Control | 0.00% | 0.00% | 0.00% | -% ⇔ | -% ⇔ | 5.50% | -5.50% ⇩ |
| 2.4.1.13 | Staff classed as BME Green Book | 1.74% | 1.54% | 2.38% | +0.84% ⇧ | +0.64% ⇧ | 5.50% | -3.12% ⇩ |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| 2.4.1.14 | Grievance cases | 9 | 11 | 8 | -27% (-3) ⇩ | -11% (-1) ⇩ | - | - |
| 2.4.1.15 | Grievances - Bullying and Harassment | 4 | 0 | 2 | +% (+2) ⇧ | -50% (-2) ⇩ | - | - |
| 2.4.1.16 | Grievances - Discriminatory behaviour | 3 | 2 | 0 | -100% (-2) ⇩ | -100% (-3) ⇩ | - | - |
| 2.4.1.17 | Whistleblowing cases | 1 | 0 | 1 | +% (+1) ⇧ | -% ⇔ | - | - |
| 2.4.1.18 | Disciplinary Cases | 18 | 29 | 23 | -21% (-6) ⇩ | +28% (+5) ⇧ | - | - |
| 2.4.1.19 | Promotion Applications WT & On Call | 47 | 97 | 39 | -60% (-58) ⇩ | -17% (-8) ⇩ | - | - |
| 2.4.1.20 | Promotions of WT and Retained Females | 2 | 2 | 4 | +100% (+2) ⇧ | +100% (+2) ⇧ | - | - |
| An Inclusive and Great Place to Work Overall Performance Judgement | | | | | Adequate Performance | Performing Well | - | Adequate Performance |

# EFFICIENT, SUSTAINABLE RESOURCES

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

# Performance Summary: Efficient, Sustainable Resources

Below is a summary of our performance for the period 1st April 2023 to 31st March 2024 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) | 2022/23 | 2023/24 | % Direction of travel from 2022/23 | % 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 | -% ⇔ | -% ⇔ | 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 | -% ⇔ | -100% -1 ⇔ | 0 | -% ⇔ |
| 3.1.1.3 | Public Contracts Regulations 2015: Percentage of invoices paid within 30 days | 98% | 99% (4868/4911) | 92% (4301/4658) | -7% ⇩ | -6% ⇩ | 100% | -8% ⇩ |
| 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) | - | £240,512 | £291,487 | +21% +£50,975 ⇧ | No Comparator Information | - | No Comparator Information |
| 3.1.1.6 | Compliant Spend | - | 87% | 88% | +1% ⇧ | No Comparator Information | - | No Comparator Information |
| 3.1.1.7 | Supporting our Communities | - | 42% | 52% | +10% ⇧ | No Comparator Information | - | No Comparator Information |
| 3.1.1.8 | Number of Malicious False Alarms | 126 | 150 | 136 | -9% (-14) ⇩ | +8% (+10) ⇧ | 140 | -3% (-4) ⇩ |
| 3.1.1.9 | Percentage of Malicious False Alarms resulting in mobilisation of a fire appliance | 71% | 82% | 79% | -3% ⇩ | +8% ⇧ | - | - |
| 3.1.1.10 | Staff Turnover: Percentage of staff leaving the Brigade as a proportion of the total workforce | 10.33% | 8.39% | 11.83% | +3.44% ⇧ | +1.50% ⇧ | - | - |
| 3.1.1.11 | Percentage of call questioned Non Domestic Fire Alarm Calls where no fire is confirmed that the Brigade attends | - | 7% | 18% | +11% ⇧ | No Comparator Information | - | - |
| 3.1.1.12 | Percentage of time 18 or more appliances are available to respond to Emergency Calls* | 51% | 18% | 15% | -3% ⇩ | -36% ⇩ | 100% | -85% ⇩ |
| 3.1.1.13 | Percentage of time Retained Crewed Appliances are available for Operational Response | 63% | 50% | 47% | -3% ⇩ | -16% ⇩ | 100% | -53% ⇩ |
| | **Efficent 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) | 2022/23 | 2023/24 | % Direction of travel from 2022/23 | % 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 | 2023/24 | Target | % Direction of travel from target |
|---|---|---|---|---|---|
| 1.1.5.9 | Average time taken to answer an emergency 999 call (7 seconds) | 6.41 | 6.13 | 7 | -12% ⇩ |
| 1.1.5.10 | Average time for Fire Control to mobilise a fire appliance to an incident (seconds) | 81 | 87 | 100 | -13% ⇩ |
| 1.1.5.11 | Percentage of times a fire appliance is dispatched to an emergency in 2 minutes | 91% | 88% | 98% | -10% ⇩ |
| 1.1.5.12 | Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes | 94% | 90% | 100% | -10% ⇩ |
| 1.1.5.13 | Percentage of On Call Appliances meeting the Book Mobile threshold of 5 Minutes | 65% | 54% | 100% | -46% ⇩ |

## Building Fires

| Indicator | | 5 year average | 2023/24 | Target | % Direction of travel from target |
|---|---|---|---|---|---|
| 1.1.1.10 | Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes) | 00:05:00 | 00:05:50 (1338/1751) | 00:07:00 | -17% ⇩ |
| 1.1.1.11 | First appliance attendance to a Dwelling Fire within 10 minutes on 90% of occasions | 97% | 94% (1651/1751) | 90% | 4% ⇧ |
| 1.1.1.12 | Average time of second appliance to attend a Dwelling Fire incident (10 minutes) | 00:06:53 | 00:07:56 (1179/1484) | 00:10:00 | -21% ⇩ |
| 1.1.2.8 | Average time of first appliance attendance to a building fire (7 Minutes) | 00:05:04 | 00:05:58 (1967/2637) | 00:07:00 | -15% ⇩ |
| 1.1.2.9 | First appliance attendance to building fires within 10 minutes on 90% of occasions | 97% | 94% (2468/2637) | 90% | 4% ⇧ |
| 1.1.2.10 | Average time of second appliance to attend a building fire incident (10 minutes) | 00:07:01 | 00:08:03 (1471/1869) | 00:10:00 | -20% ⇩ |

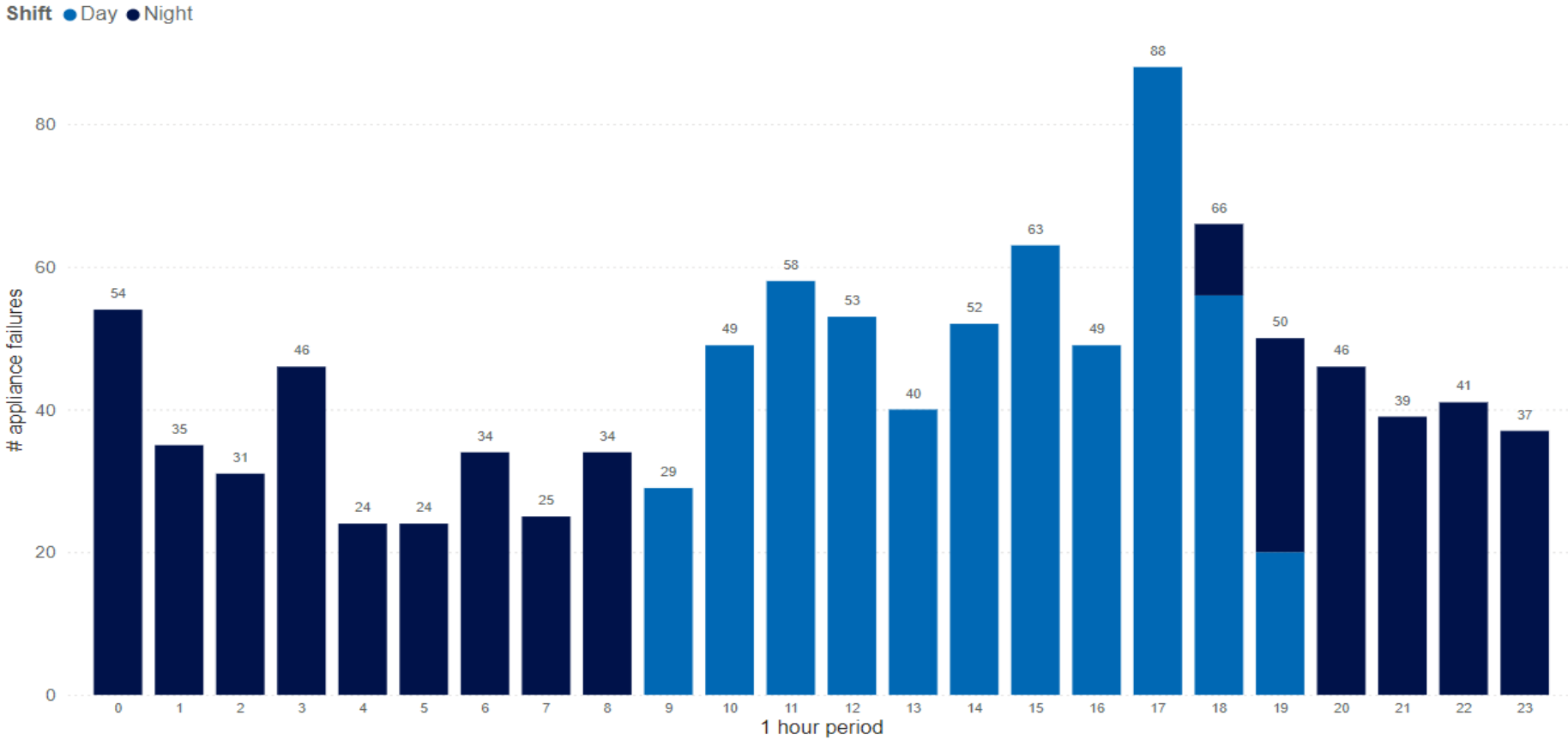
## Road Traffic Collisions

| Indicator | | 5 year average | 2023/24 | 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) | 00:05:40 | 00:06:47 (184/258) | 00:08:00 | -15% ⇩ |

## High Hazard

| Indicator | | 5 year average | 2023/24 | Target | % Direction of travel from target |
|---|---|---|---|---|---|
| 1.1.4.2 | Average time of first appliance attendance to an incident at an industrial site (7 minutes) | 00:05:05 | 00:05:46 | 00:07:00 | -18% ⇩ |
| 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 | - | 00:14:20 | 00:16:00 | -10% ⇩ |

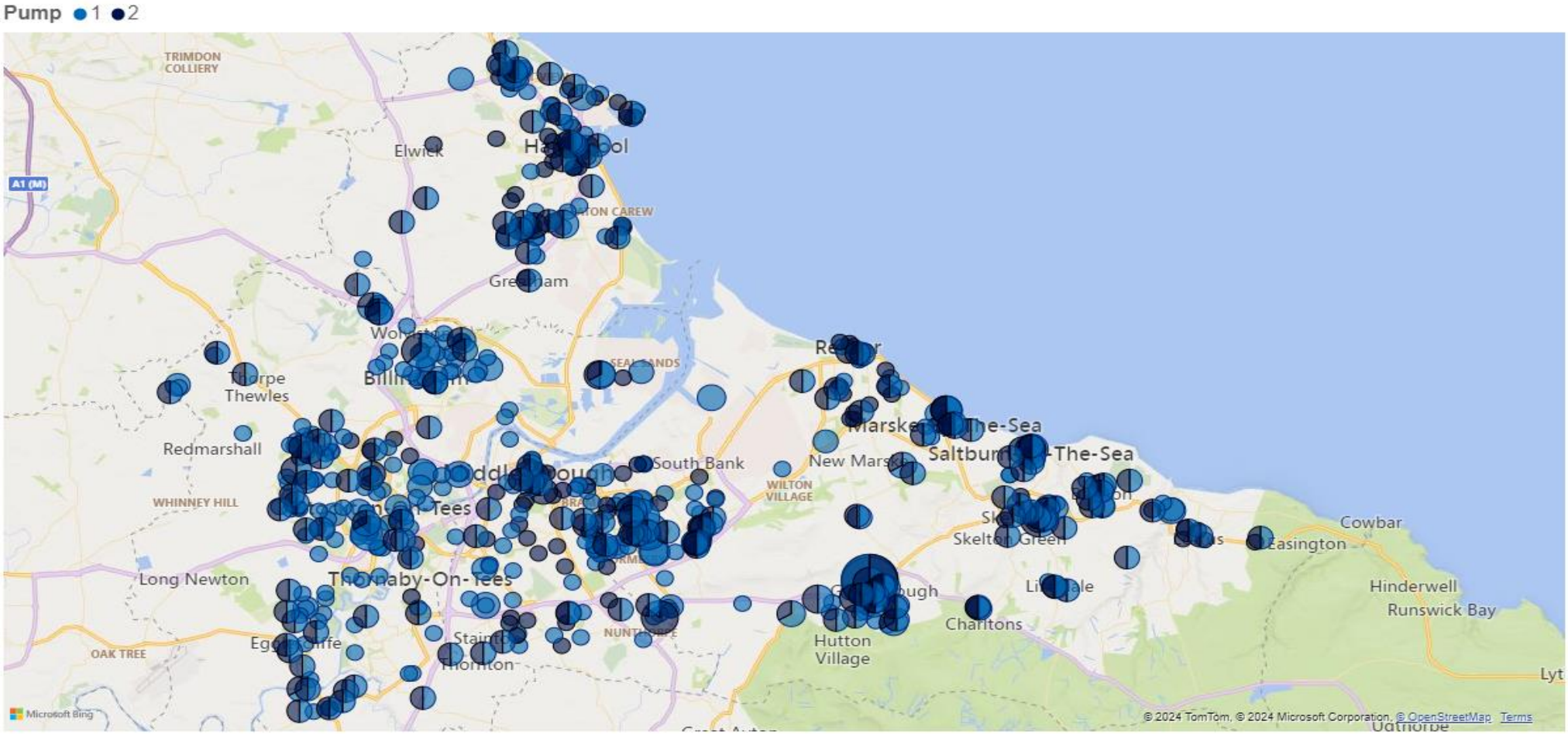
## Appliance Failures by Hour and Shift



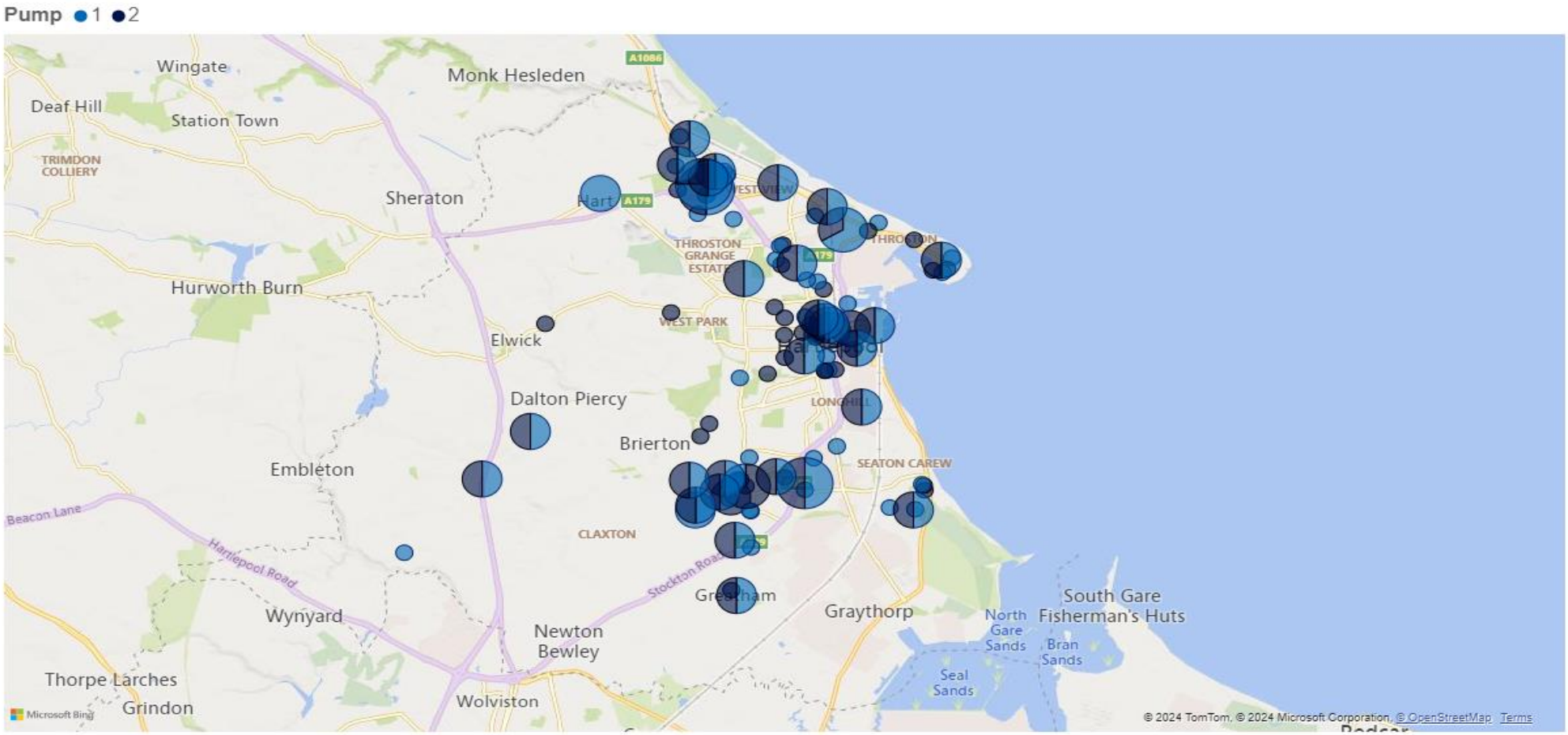

| 1st Pump Time Taken to Arrive at Incident | Total |
|---|---|
| 00:07:00 to 00:07:59 | 261 |
| 00:08:00 to 00:08:59 | 157 |
| 00:09:00 to 00:09:59 | 82 |
| 00:10:00 to 00:10:59 | 60 |
| 00:11:00 to 00:11:59 | 39 |
| 00:12:00 to 00:12:59 | 24 |
| 00:13:00 to 00:13:59 | 15 |
| 00:14:00 to 00:14:59 | 9 |
| >15 | 22 |
| **TOTAL** | **669** |

| End Main Type 1st Pump | Total |
|---|---|
| Chimney Fire | 0 |
| Primary | 89 |
| Secondary | 18 |
| False Alarm Apparatus | 343 |
| False Alarm Good Intent | 184 |
| False Alarm Malicious | 29 |
| Special Service | 6 |
| **TOTAL** | **669** |

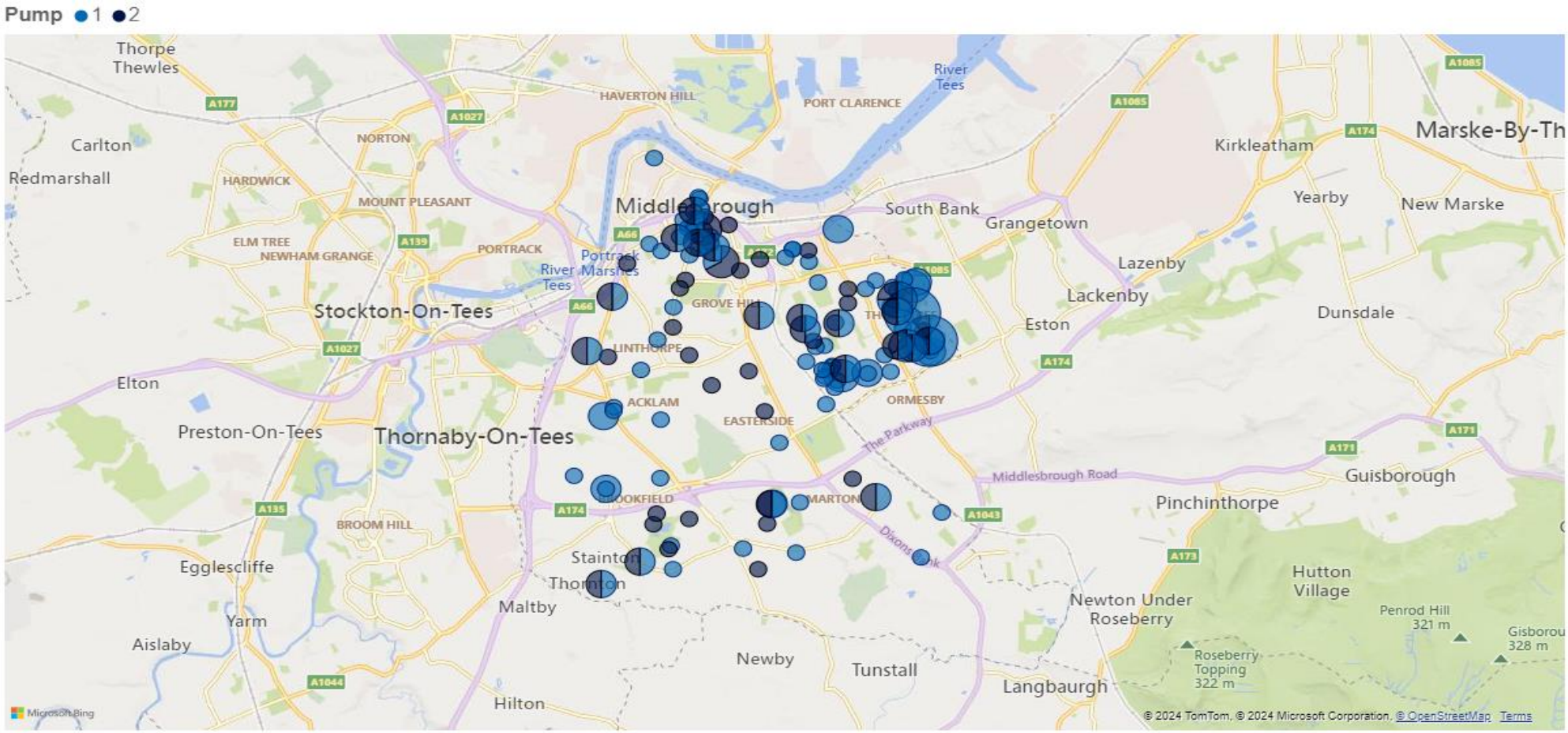
**Map of 1st and 2nd  Benchmark Failures (Building Fire Risk)**



**Hartlepool District**

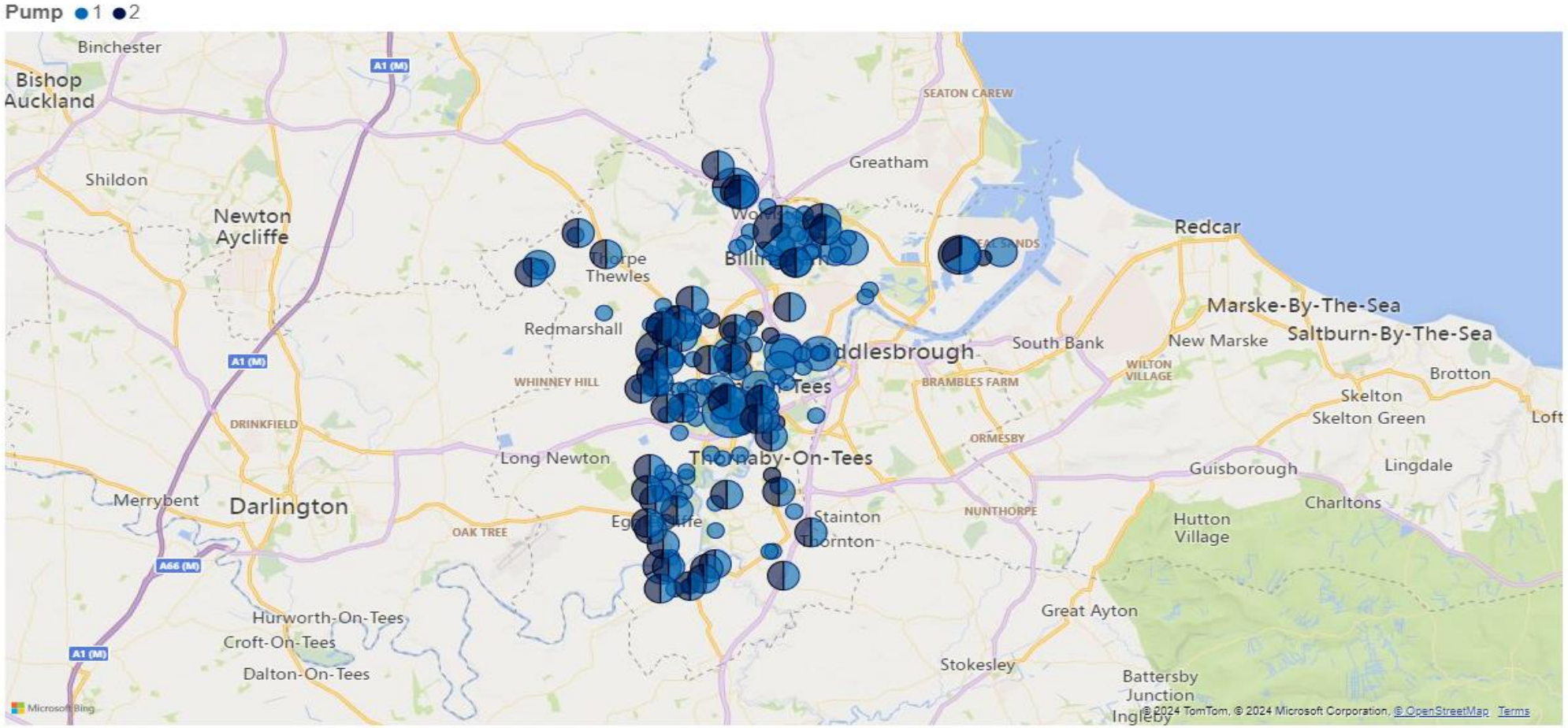


**Middlesbrough District**



**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 تتردد فلا ،برايل بطريقة أومطبوع بأحرف كبيرة أو بديلة بلغة المستندهذا إلى تحتاج كنت إذا.

আপনার যদি এই নথটি একটি বিকল্প ভাষা, বড় হরফরে মুদ্রন বা ব্রইেলে প্রয়োজন হয়, আমাদরে সাথে যোগাযোগ করতে দ্বধিা করবনে 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 ਝਿਜਕ ਮਹਿਸੂਸ ਨਾ ਕਰੋ।

உங்களுக்கு இந்த ஆவணம் ஒரு மாற்ற மொழியில், பரெிய அச்சு அல்லது பிரயெிலில் தவேைப்பட்டால், எங்களைத் தொடர்பு கொள்ள தயங்க வண்டாம்.

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

**Endeavour House**
**Training and Administration Hub**
**Queens Meadow Business Park**
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