

Cleveland Fire Brigade: Key Performance Indicators

Q1 APRIL - JUNE 2026



Protecting People, Places & Futures

Performance Summary Overview



Our Strategic Priorities

We deliver a wide range of services under five core pillars of People, Prevention, Protection, Response and Resources which are underpinned by Strategic Planning.

Our priorities are aligned to these areas and set out where we will focus our efforts over the life of our Community Risk Management Plan 2026-2030, providing the foundation for how we deliver our services.

Each priority is supported by clear objectives to ensure we continue to keep people safe and make the best use of our resources.

COMMUNITY RISK MANAGMENT PLAN PILLAR	NUMBER OF KEY PERFORMANCE INDICATORS
People	4
Prevention	3
Protection	2
Response	12
Resources	3
Strategic Planning	4
Total	28

Performance Summary: Key Performance Indicator Ratings



Performance Ratings

In order to assist our measuring of progress against our priorities, a suite of performance indicators have been developed that will assess performance against the following criteria:

- Performance compared to Previous Year*
- Performance Compared to 5 Year Average*
- Performance to Target*

Comparison to 5 year average/previous year/target will be assessed and rated using a three band system, which will indicate:

- The Indicator is 'On Track' - has a variance of equal to or below 10% compared to comparator data,*
- The Indicator needs 'Some Improvement' - has a variance of between 11% - 30% to comparator data*
- The Indicator needs 'Significant Improvement' - has a variance of more than 31% to comparator data*

Performance to
5 Year Average/
Previous
Year/Target

ON TRACK

SOME IMPROVEMENT NEEDED

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KPI 1: Safer Homes Visits

Strategic Pillar: Prevention

Indicator Owner: Head of Prevention



Indicator: Number of Safer Homes Visits Delivered



KPI 2: Prevention Referrals

Strategic Pillar: Prevention

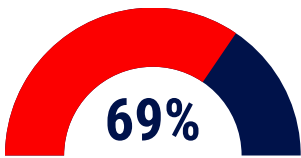
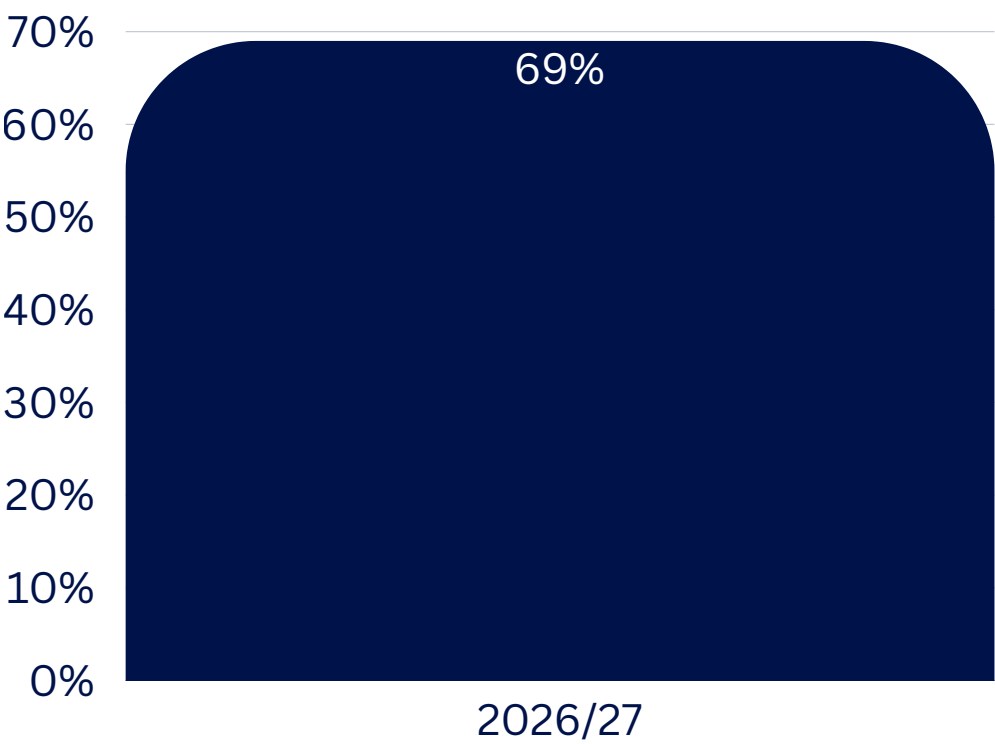
Indicator Owner: Head of Prevention



Indicator: % Prevention Referrals Contact Attempted Within Service Standard



% Prevention Referrals Attempted Within Service Standard Average YTD



Target: 100%

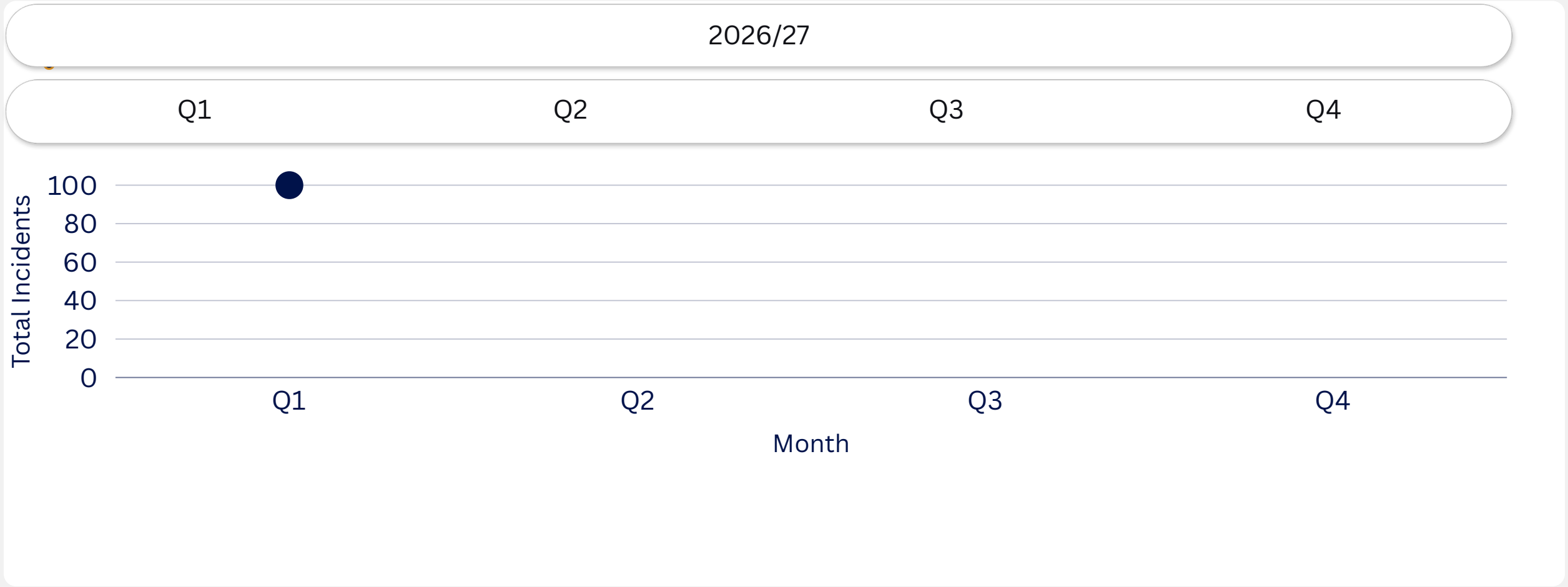
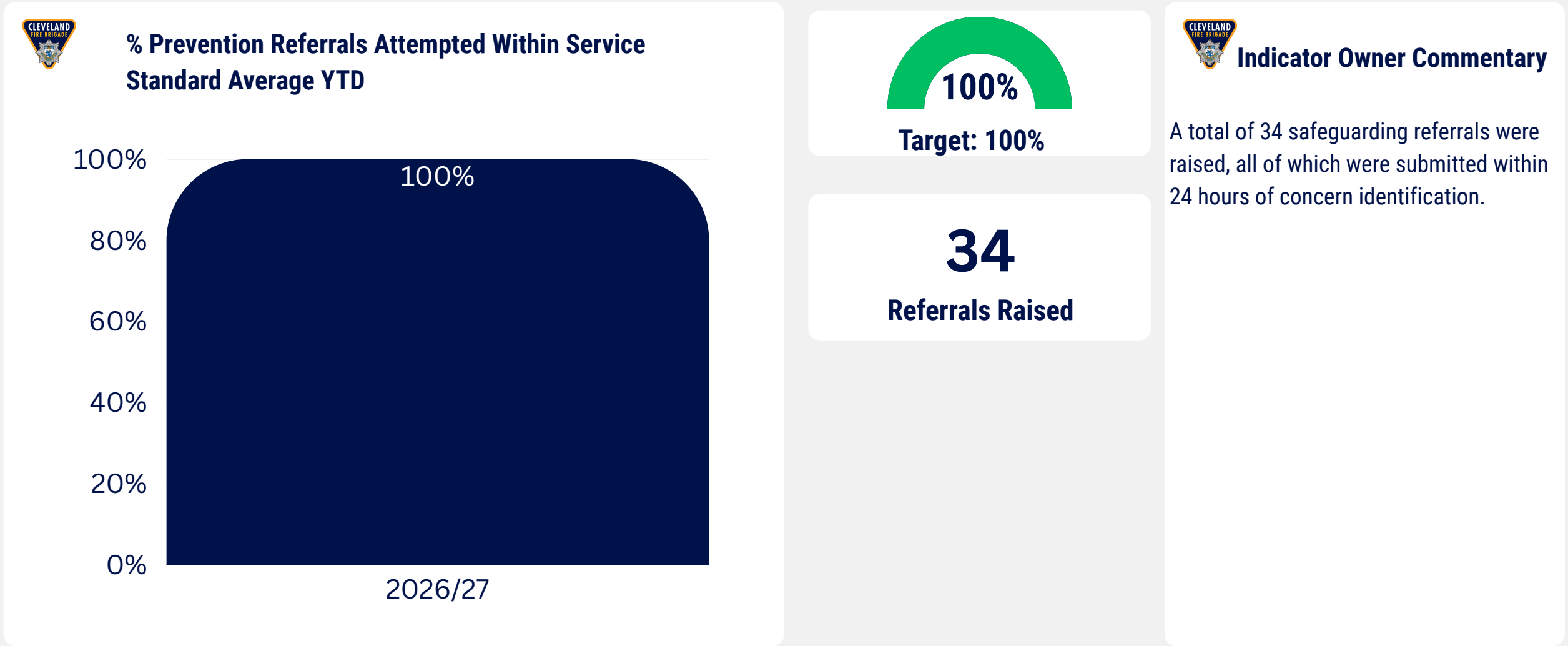
KPI 3: Safeguarding Referrals

Strategic Pillar: Prevention

Indicator Owner: Head of Prevention



Indicator: % Safeguarding Referrals Submitted Within 24 Hours



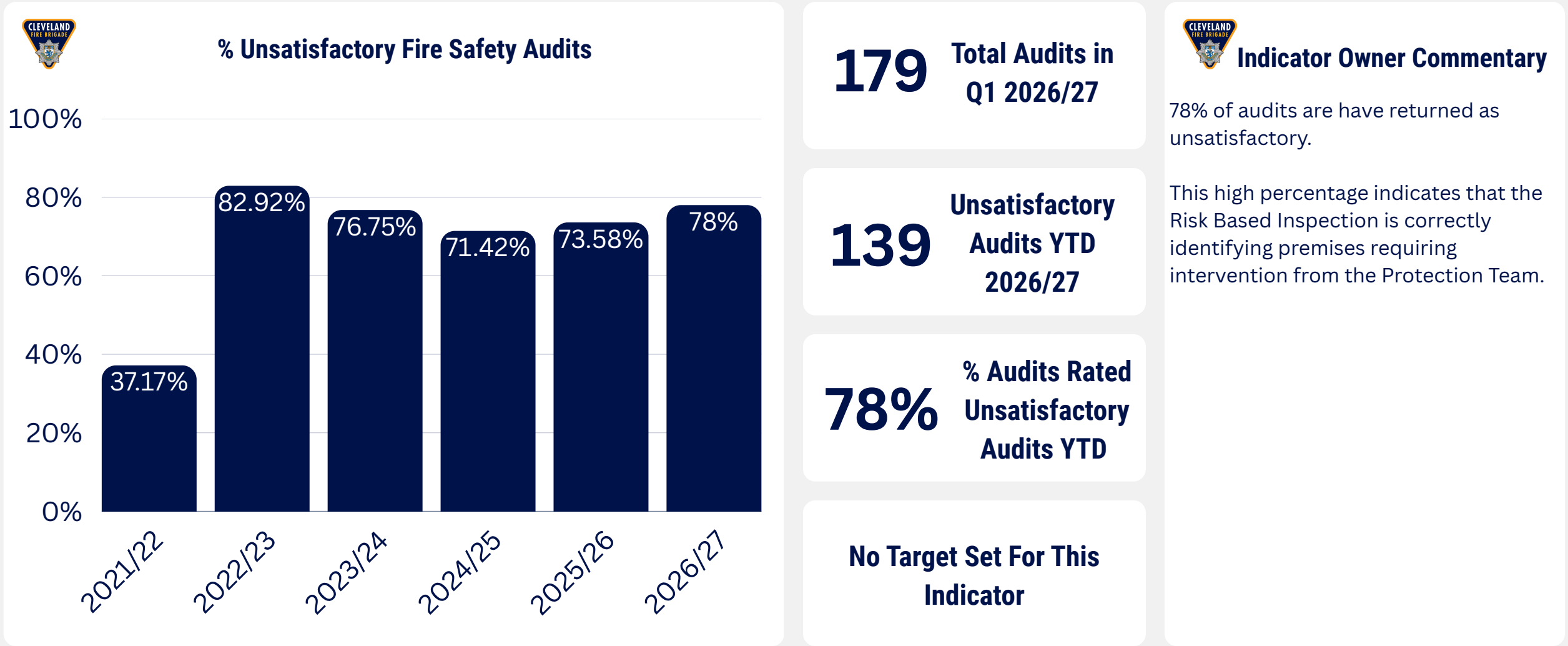
KPI 5: Unsatisfactory Fire Safety Audits

Strategic Pillar: Protection

Indicator Owner: Head of Protection



Indicator: % Unsatisfactory Fire Safety Audits



KPI 6: Operational Fitness Assessments

Strategic Pillar: People

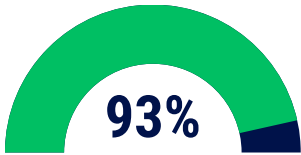
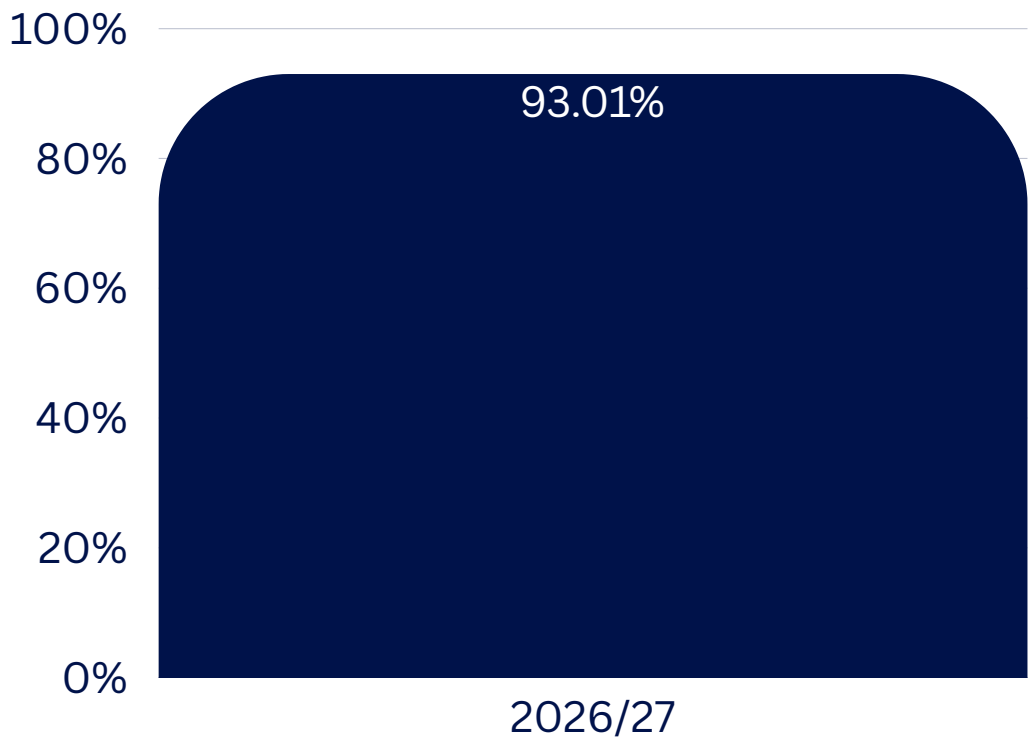
Indicator Owner: Head of Human Resources



Indicator: % of In-Work Operational Personnel Completing Fitness Assessment and Achieving or Exceeding the Relevant Standards



% In Work Operational Staff Completing Fitness Assessments and Achieving or Exceeding Standards



Target: 100%

KPI 7: Operational/Fire Control Maintaining Competency

Strategic Pillar: People

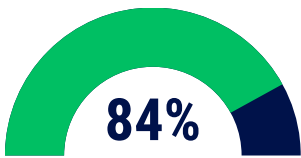
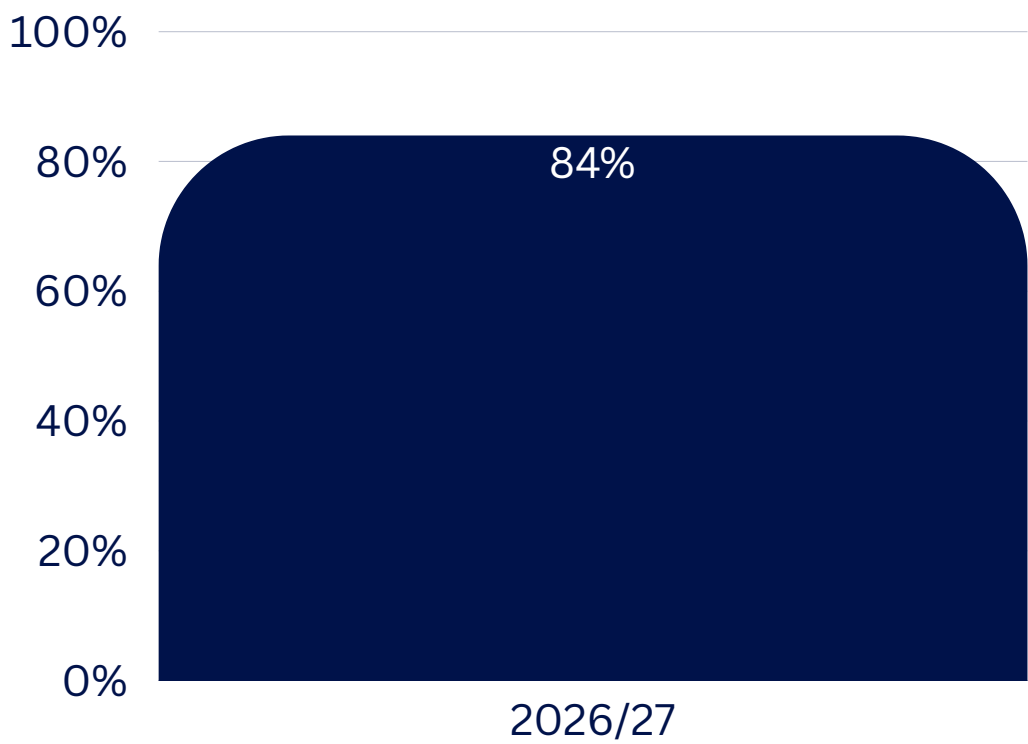
Indicator Owner: Head of Training



Indicator: % of Operational and Fire Control Personnel Assessed as Maintaining Competency Against Core Skills



% of Operational and Fire Control Personnel Assessed as Maintaining Competency Against Core Skills



Target: 83%

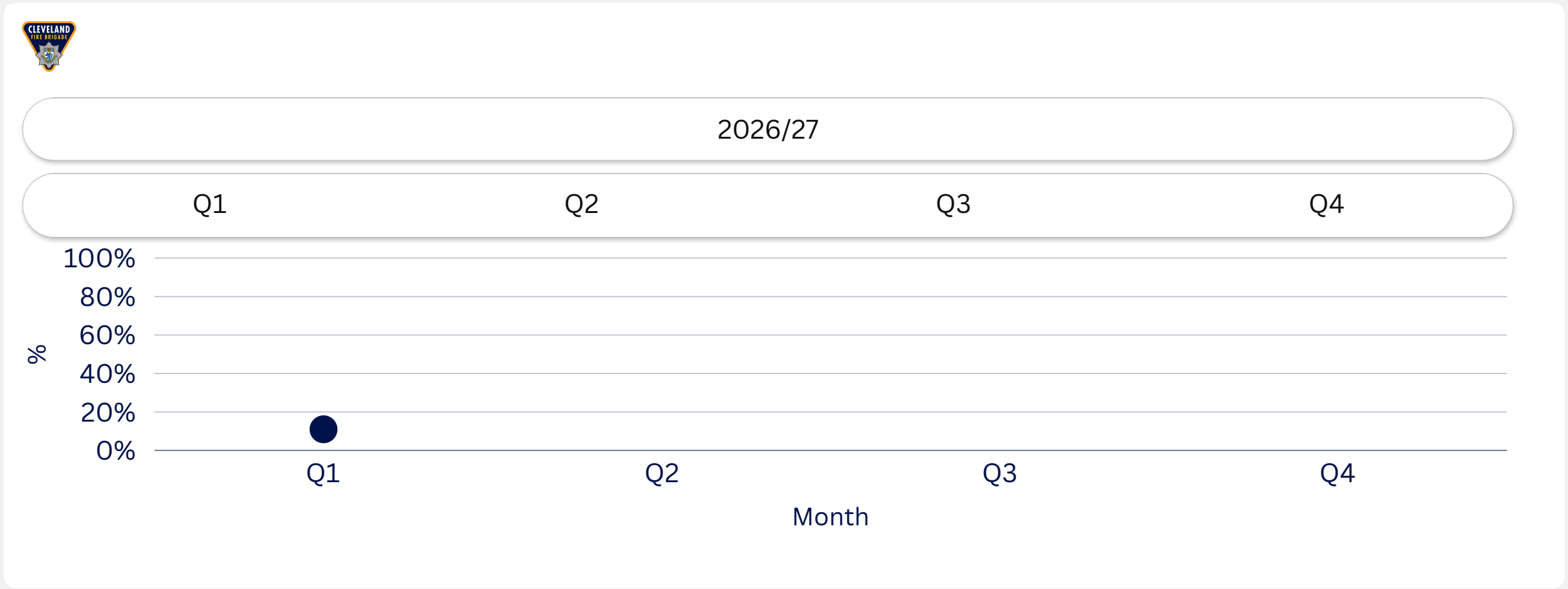
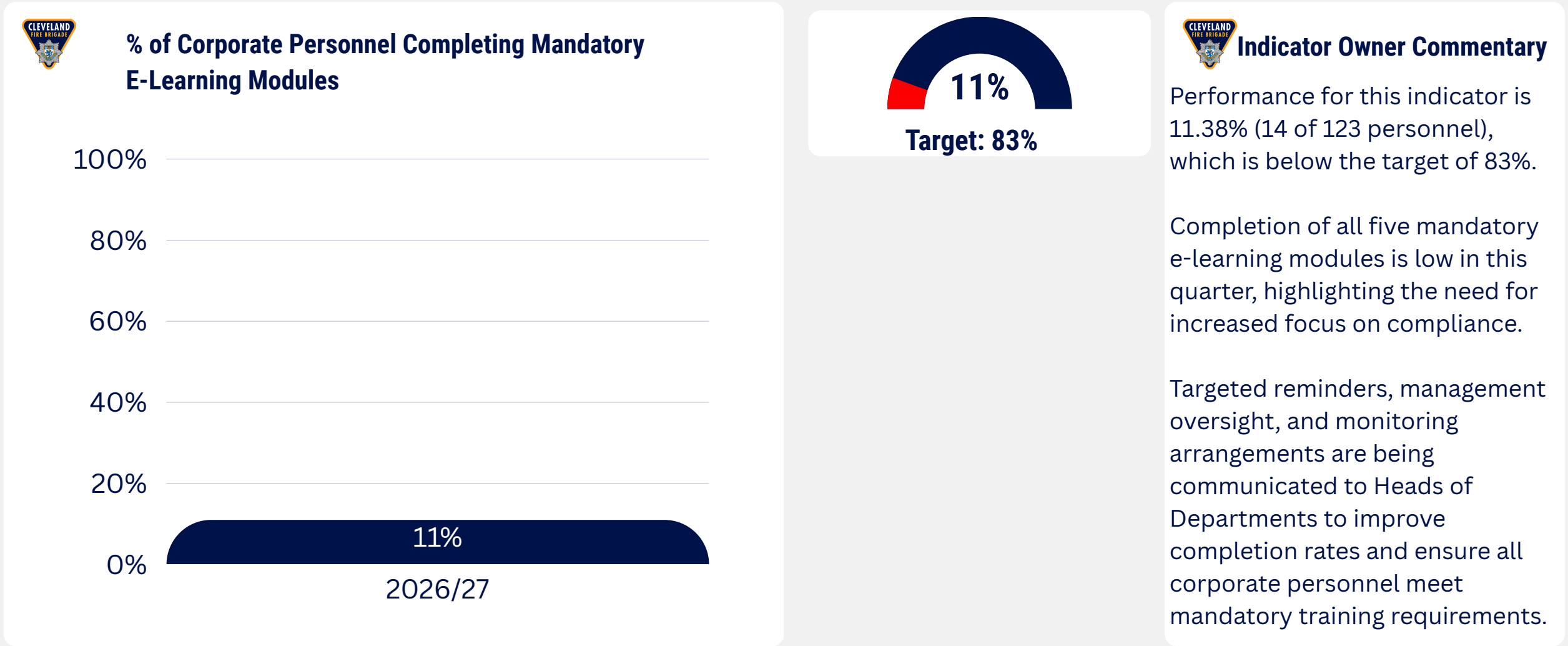
KPI 8: Completion of Mandatory Corporate E-Learning

Strategic Pillar: People

Indicator Owner: Head of Training



Indicator: % of Corporate Personnel Completing Mandatory E-Learning Modules



KPI 9: Workforce Availability

Strategic Pillar: People

Indicator Owner: Head of Human Resources



Indicator: % of Workforce Availability

