Organisational Performance and Efficiency Report

Audit and Governance

Quarter 1 April – 30 June 2018

August 2018

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 Strategic, 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.
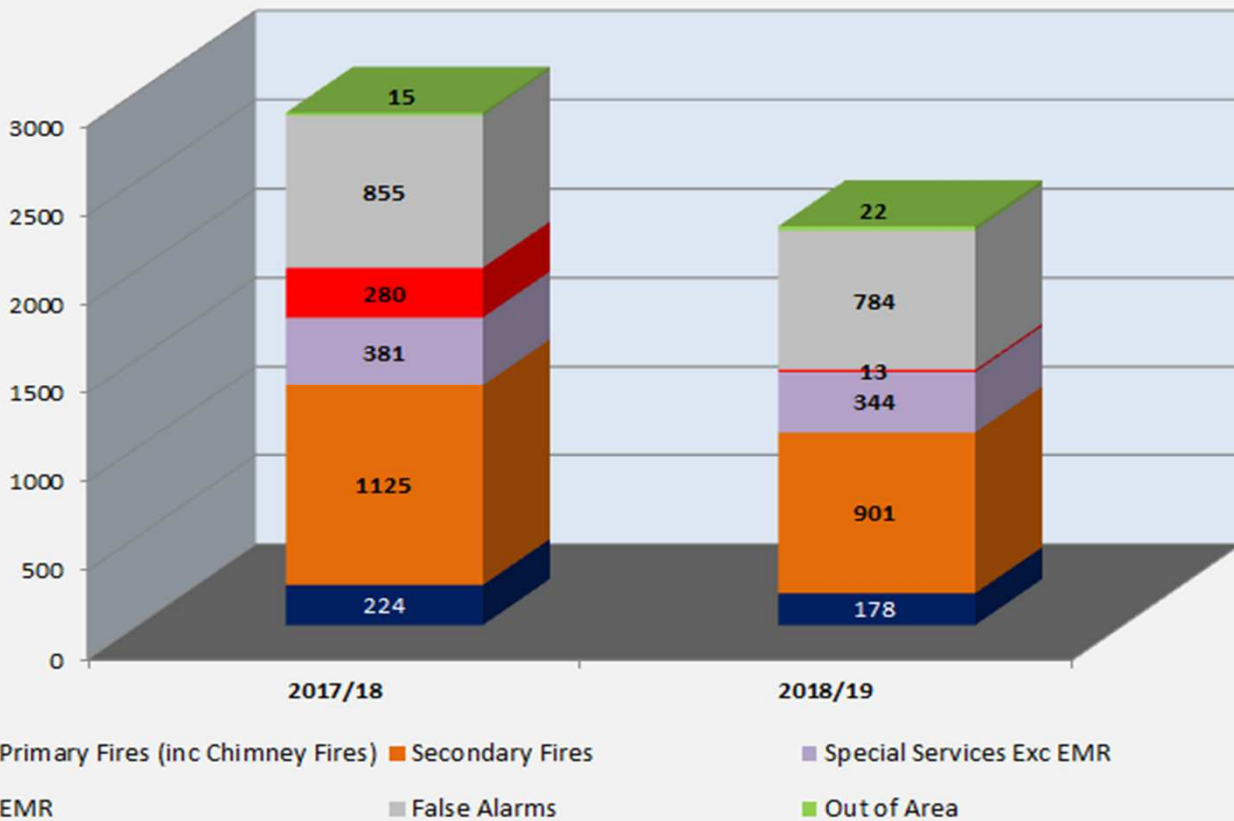
At the time of producing this report 1 incident has not been completed by our Operational Managers and quality assured through the approved data quality framework.

Any amendments to the data supporting this report after 21st July 2018, such as reclassification of incidents following fire investigations, will not be represented in the information reported.

CONTENTS

Incident Profile 01/04/2018 to 30/06/2018

Legend:
- Primary Fires (inc Chimney Fires)
- Secondary Fires
- Special Services Exc EMR
- EMR
- False Alarms
- Out of Area

2017/18: 224, 1125, 381, 280, 855, 15
2018/19: 178, 901, 344, 13, 784, 22

Response

In the first quarter of 2018/19 there have been 2,242 incidents, a reduction of 638 **(22%)** compared to the first quarter in 2017/18.

Secondary Fires (901) account for 40% of all incidents attended followed by False Alarms (784) accounting for 35% of all incidents.

The main areas that have experienced reductions in numbers are Special Services which have reduced by 304 incidents and Secondary Fires which have reduced by 224 incidents.

Prevention

There have been 4,442 Home Fire Safety Visits completed during the period. This is made up of
- Exeter HFSV: 1,142
- Other HFSV: 3,300

Within these HFSV there have been 987 Safe and Well visits (SAW) completed.

Protection

396 Inspections of industrial and commercial premises have been completed during the period.

Fire Control

During the period Fire Control dealt with 3221 emergency calls, a decrease of 775 (19%) calls from the equaivalent period in 2017/18

MEASURING PERFORMANCE

The Community Integrated Risk Management Plan 2018 to 2022 identifies three strategic goals supported by six strategic objectives and twenty strategic outcomes. The strategic goals are:

- Safer, Stronger Communities;
- A Proud, Passionate, Professional and Inclusive Workforce;
- Efficient Use of Resources.

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

By measuring progress against these indicators and subsequently our strategic aims, as detailed within this section, it can tell us whether or not we are achieving our strategic 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 will follow a
two stage process.

Stage 1 Assessment of Each Indicator:
For every indicator identified in each Strategic Outcome will be allocated a performance RAG

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	Under Development
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 Strategic 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 required 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 Strategic Outcome is then calculated and an overall assessment is evaluated using the following scoring;

Stage 2

>3.5	Performing Strongly (More Than 3.5)
2.5-3.5	Performing Well (Score 2.5 to 3.5)
1.5-2.5	Adequate Performance (Score 1.5 to 2.5)
<1.5	Requires Improvement (Score Less than 1.5)
--	Under Development
--	No Activity to Assess / No Comparator Info

New Performance Dashboard

The introduction of the new strategic goals and associated strategic outcome has resulted in a review of the performance dashboard to summarise the performance assessment against each strategic goal.

Using the performance assessment detailed in the previous section, a new style chart for each outcome has been developed that summarises the performance of the performance measures against each strategic outcome and also provides the overall assessment for the strategic goal.

The following section details how the dashboard works.

The overall judgement for the strategic outcome based on the measurable indicators.

Calculation of this assessment as detailed in **Stage 2** of the assessment framework detailed above
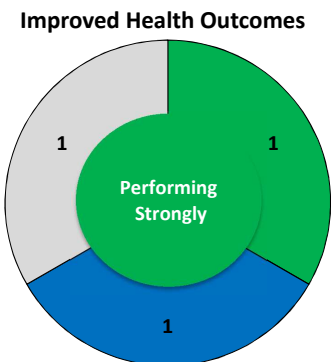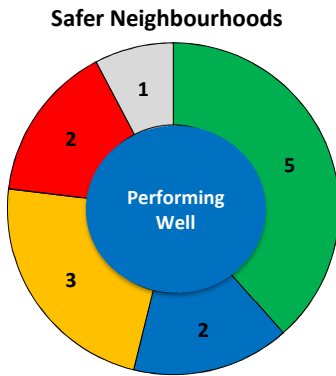
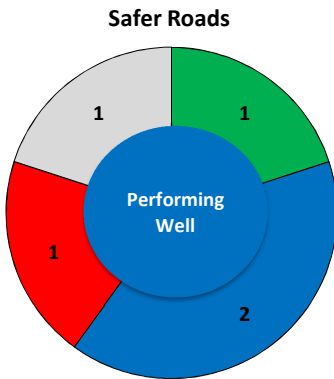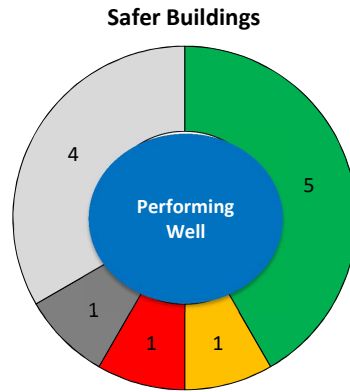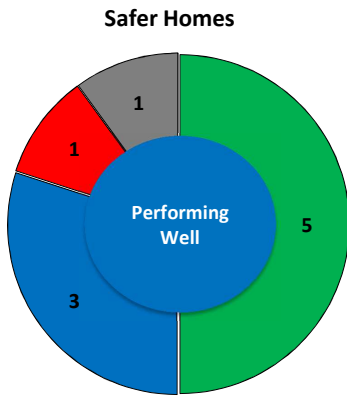A graphical representation of the individual indicator assessment – based on **Stage 1** of the Performance Assessment process detailed above.

Full details of the performance for each indicator is shown in the tables detailed against each strategic outcome.

SAFER STRONGER COMMUNITIES

*Our communities are safer and stronger
through the delivery of our responsive,
accessible prevention protection and
emergency response services.*

SAFER STRONGER COMMUNITIES
STRATEGIC OUTCOMES SUMMARY

Safer Homes

Performing Well

Safer Buildings

Performing Well

Safer Roads

Performing Well

Safer High Hazard

Performing Strongly

Safer Neighbourhoods

Performing Well

National Resilience

No Activity

Improved Health Outcomes

Performing Strongly

KEY	Stage 1		Stage 2	
	Value 4	Performing Strongly (More Than 10% Better than previous year)	>3.5	Performing Strongly (More Than 3.5)
	Value 3	Performing Well (Between 0% and 9.9% better than previous year)	2.5–3.5	Performing Well (Score 2.5 to 3.5)
	Value 2	Adequate Performance (Between 0% and 9.9% worse than previous year)	1.5–2.5	Adequate Performance (Score 1.5 to 2.5)
	Value 1	Requires Improvement (More than 10% worse than previous year)	<1.5	Requires Improvement (Score Less than 1.5)
	NA	Under Development	--	Under Development
	Value 0	No Activity to Assess / No Comparator Info	--	No Activity to Assess / No Comparator Info

9

SAFER STRONGER COMMUNITIES

Exceptionally Good Performance

- Zero fire fatalities, a reduction of 100% (2) from 2017/18;

- Reduction of 40% (2) in the number of injuries in accidental dwelling fires from 5 to 3;

- 35% (16) decrease in numbers of ADFs from 46 to 30;

- 20% (45) decrease in the number of Primary Fires from 220 to 175;

- 20% (224) decrease in the number of secondary fires from 1125 to 901;

- 34% (65) reduction in the number of attendances at Non Domestic unwanted automated fire alarm calls;

- Average time of first appliance attendance to a building fire is 4 minutes and 43 seconds and 6 minutes 44 seconds for the second appliance : both faster than the target response time.

Areas For Improvement

- Increase of 3 in the number of people killed in Road Traffic Collisions from 1 to 4 individuals;

- 58% of ADFs had a HFSV prior to the ADF;

- 25% (3) increase in Industrial and Commercial Fires;

- On 8 occasions a fire appliance assigned to mobilise to an incident failed to respond resulting in an alternative appliance being mobilised, an increase of 2 incidents;

- 11% (18) increase in the number of False Alarm Good Intent incidents in Dwellings;

- Low numbers of customer satisfaction responses received;

- 81.9% of all fires attended by the Brigade classed as deliberate.

1.1.1 Safer Homes	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Number of Accidental Dwelling Fires	46	30	-16	-35%	⬇
Number of Deliberate Dwelling Fires	21	20	-1	-5%	⬇
Number of Accidental Dwelling Fire Fatalities	2	0	-2	-100%	⬇
Number of Deliberate Dwelling Fire Fatalities	0	0	0	-	⬅➡
Number of Accidental Dwelling Fire Injuries	5	3	-2	-40%	⬇
Number of Deliberate Dwelling Fire Injuries	0	0	0	-	⬅➡
Number of False Alarm Good Intents in Dwellings	166	184	18	11%	⬆
Percentage of ADFs which have received a HFSV prior to the ADF	67.0%	58.0%	-9.0%	-	⬇
Percentage of Dwellings which have received a HFSV	57.1%	58.6%	1.5%	-	⬆
Percentage of individuals receiving a HFSV who indicate increased fire prevention awareness following the HFSV	-	-	-	-	-

1.1.2 Safer Buildings	2017/18	2018/19	Variance No	Variance %	RAG & DOT
Percentage of the annual risk based inspection program completed in approved frequency	-	13.5%	-	-	-
Percentage of customers who have received a Fire Inspection by the Brigade indicate they have a greater understanding and agreement to their responsibilities under the Fire Safety Order 2005	-	-	-	-	-
No of enforcement notices that are completed within prescribed timescales	100% (1/1)	0 (0/0)	0	-	-
Number of Fatalities in Industrial and Commercial Fires	0	0	0	-	⬅➡
Number of Injuries in Industrial and Commercial Fires	0	0	0	-	⬅➡
Number of Industrial and Commercial Fires	12	15	3	25%	🔺
Number of unwanted automated fire alarm calls received	510	530	20	4%	🔼
Number of attendances at Non Domestic Unwanted automated fire calls	192	127	-65	-34%	🔽
Percentage of eligible automated fire alarm calls where no fire is confirmed that the Brigade attends	69.6%	51.7%	-17.9%	-	🔽
Average time of first appliance attendance to a building fire (7 Minutes)	-	00:04:43	-	-	-
First appliance attendance to a building fires in within 10 minutes on 90% of occasions	-	97.86%	-	-	-
Average time for second appliance to attend a building fire (10 minutes)	-	00:06:44	-	-	-

1.1.3 Safer Roads	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Number of RTCs attended by the Brigade	89	67	-22	-25%	⬇
Number of Fatalities in Road Traffic Collisions	1	4	3	300%	⬆
No of people seriously injured in Road Traffic Collisions	32	32	0	0%	↔
No of people suffering slight injuries Road Traffic Collisions	186	174	-12	-6%	⬇
Average time of first appliance attendance to an immediate life threatening / rescue RTC (8 minutes)	-	00:05:13	-	-	-

1.1.4 Safer High Hazard Industries	2017/18	2018/19	Variance		RAG &DOT
			No	%	
Number of Incidents within identified High Hazard sites	-	0	-	-	↔
Average time of first appliance attendance to an incident at a High Hazard site (7 minutes)	-	-	No Incidents		-
Average time full mobilisation requirement to a fire incident at a High Hazard site (20 minutes)	-	-	No Incidents		-

1.1.5 Safer Neighbourhoods and Environment	2017/18	2018/19	Variance No	%	RAG & DOT
Total Number of 999 Calls Dealt with by Fire Control	3996	3221	-775	-19%	⬇
Number of times a Fire Appliance assigned to an incident failed to respond	6	8	2	33%	⬆
Number of Primary Fire Fatalities	2	0	-2	-100%	⬇
Number of Primary Fire Injuries	5	3	-2	-40%	⬇
Percentage of all fires that are classed as Accidental Fires	18.75%	18.07%	-0.7%	-	⬇
Percentage of all fires that are classed as Deliberate Fires	81.25%	81.93%	0.7%	-	⬆
Number of Primary Fires	220	175	-45	-20%	⬇
Number of Secondary Fires	1125	901	-224	-20%	⬇
Average time taken to answer an emergency 999 call (7 seconds)	-	7.4	-	-	-
Average time for Fire Control to mobilise a fire appliance to an incident (100 seconds)	82	104	22	27%	⬆
Percentage of times a Fire Appliance is dispatched to an emergency in 2 minutes	93.2%	91.0%	-2.2%	-	⬇
Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	97.3%	98.4%	1.1%		⬆
Percentage of Retained appliances meeting Book Mobile threshold of 5 minutes	75.4%	70.4%	-5.0%	-	⬇

1.1.6 Supported National Resilience	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Percentage of times the appropriate national resilience resource is mobilised within 60 minutes of request	-	-	No Incidents		-

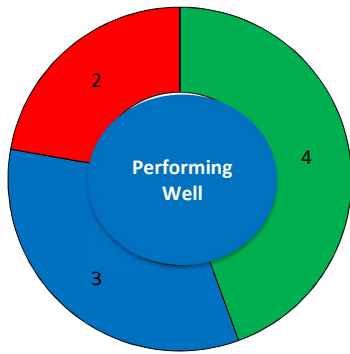| 1.2.1 Improved Health Outcomes	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Percentage of Safe and Well visits that led to a positive intervention (equipment and/or referral for additional support)	17.0%	18.0%	1.0%	-	⬆
Number of Falls related emergency admission aged 65+ to hospital*	-	-	-	-	-
Percentage of Co-responder incidents attended by the Brigade where medical treatment was provided by CFB	100.0%	100.0%	0.0%	-	⬌

* to be reported 1/4ly in arrears due to delays in obtaining data from Health

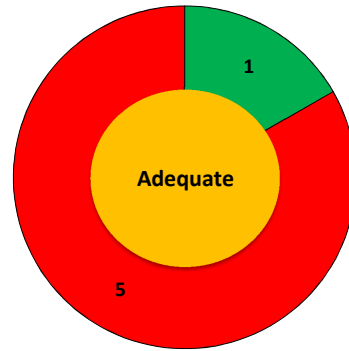# A PROUD, PASSIONATE , PROFESSIONAL AND INCLUSIVE WORKFORCE

Our staff are fully supported, competent and motivated to give their best in keeping Teesside safe.

A PROUD, PASSIONATE, PROFESSIONAL AND INCLUSIVE WORKFORCE
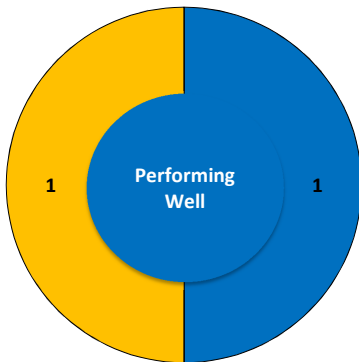## STRATEGIC OUTCOMES SUMMARY

Healthy Workforce

Performing Well
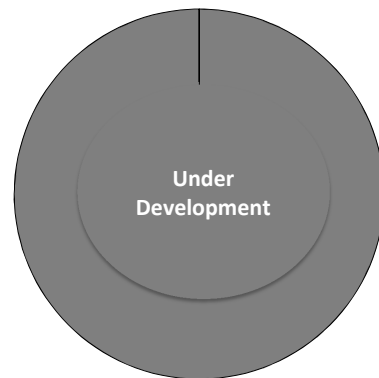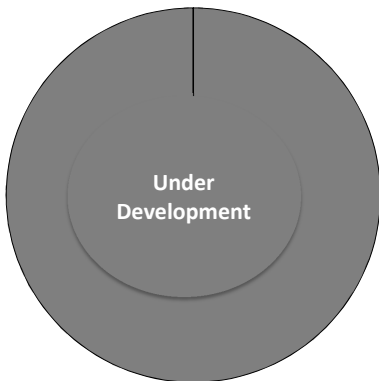
2
4
3

Safe Workforce

Adequate

1
5

Competent and Trained Workforce

Performing Well

1
1

Stronger Leaders

Under Development

Political and Professional Leaders
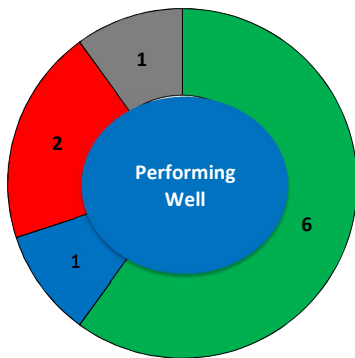
Under Development

Diverse Workforce

Under Development
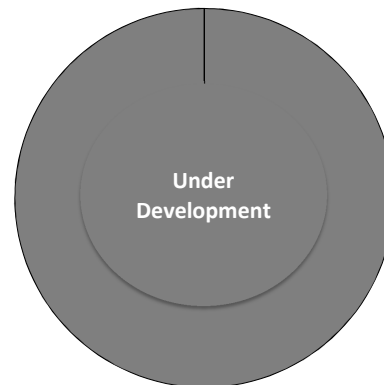
A PROUD, PASSIONATE, PROFESSIONAL AND INCLUSIVE WORKFORCE
STRATEGIC OUTCOMES SUMMARY

Positive Working Environment

Motivated Workforce

Right People

KEY	Stage 1			Stage 2	
	Value 4	Performing Strongly (More Than 10% Better than previous year)		>3.5	Performing Strongly (More Than 3.5)
	Value 3	Performing Well (Between 0% and 9.9% better than previous year)		2.5-3.5	Performing Well (Score 2.5 to 3.5)
	Value 2	Adequate Performance (Between 0% and 9.9% worse than previous year)		1.5-2.5	Adequate Performance (Score 1.5 to 2.5)
	Value 1	Requires Improvement (More than 10% worse than previous year)		<1.5	Requires Improvement (Score Less than 1.5)
	NA	Under Development		--	Under Development
	Value 0	No Activity to Assess / No Comparator Info		--	No Activity to Assess / No Comparator Info

Exceptionally Good Performance

- 69% (1.64) reduction in the average number of duty days lost to sickness absence to 0.73 shifts per employee – Non uniformed;

- 65% (0.85) reduction in the average number of duty days lost to sickness absence to 0.45 shifts per Fire Control Operator;

- 27% reduction in the percentage of sickness duty days classed as mental health issue from 41% in 2017/18 to 14%;

- 34% increase in the percentage of operational staff who have completed fitness assessments during the year from 23% to 57%;

- 98% of employees who have completed a fitness assessment have achieved / exceeded the relevant V02 rates , an increase from 90% in 2017/18;

- Reduction of 62% (13 to 5) in numbers of accidents involving Brigade vehicles;

- 100% individuals assessed during the period, assessed as competent.

Areas For Improvement

- 32% (0.5 duty days) increase in the average number of duty days lost to sickness absence – Wholetime staff;

- 23% (0.25 duty days) increase in the average number of duty days lost to sickness absence – Retained staff;

- Increase in number of RIDDOR accidents from 0 to 2;

- 100% (5) increase in the number of violence to staff incidents;

2.1.1 A Healthy Workforce	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Percentage of operational staff who have completed fitness assessments during year	23.0%	57.0%	34.0%	-	⬆
Percentage of operational personnel who have completed fitness assessment that have achieved / exceeded the relevant V02 rates (*based on initial pass rates*)	90.0%	98.0%	8.0%	-	⬆
Percentage of staff who have had attendance improvement notices (formal sickness review) during the year	2.7%	1.4%	-1.3%	-	⬇
Average Number of duty days lost to sickness absence per employee - All Staff	1.65	1.64	-0.01	-1%	⬇
Average Number of duty days lost to sickness absence per employee - Wholetime	1.57	2.07	0.5	32%	⬆
Average Number of duty days lost to sickness absence per employee - Retained	1.10	1.35	0.25	23%	⬆
Average Number of duty days lost to sickness absence per employee - Control	1.30	0.45	-0.85	-65%	⬇
Average Number of duty days lost to sickness absence per employee - Non uniformed	2.37	0.73	-1.64	-69%	⬇
Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness	41.0%	14.2%	-26.8%	-	⬇

2.1.2 A Safe Workforce	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Number of Violence to Staff Incidents (Verbal and / or Physical)	5	10	5	100%	⬆
Number of RIDDOR reportable incidents	0	2	2	100%	⬆
Number of Accidents resulting in physical injury	0	1	1	100%	⬆
Number of Accidents resulting in damage to property	0	2	2	100%	⬆
Number of Near Misses	1	6	5	500%	⬆
Number of Vehicle Accidents	13	5	-8	-62%	⬇

2.2.1 A Competent and Trained Workforce	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Percentage of operational personnel independently assessed as competent (via the Validation of Competence process)*	37.6%	41.2%	3.6%	-	⬆
Percentage of staff who have received a PDR in the last the year	88.0%	82.3%	-5.7%	-	⬇

* the VOC delivery process changed in 2018 and now the themes are delivered over a 12 month period rather than as previous 6 monthly (and before that 1/4)

2.3.1 Stronger Leaders	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Under Development	-	-	-	-	-

2.4.1 Political and Professional Leaders who Promote Equality, Diversity and Inclusion	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Under Development	-	-	-	-	-

2.4.2 A Positive Working Environment that Includes Celebrating and Supporting Equality, Diversity and Inclusion	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Percentage of females in Grey Book positions as a percentage of all Grey Book positions	4.6%	5.2%	0.6%	-	⬆
Number of Grievances from staff	0	0	0	0%	⬅➡
Number of Disciplinary cases	3	2	-1	-33%	⬇
Number of external compliments	14	11	-3	-21%	⬇
Number of external complaints	7	3	-4	-57%	⬇
Percentage of complaints dealt within respective timeframes	100.0%	66.7%	-33.3%	-	⬇
Percentage of people satisfied with the way the Brigade dealt with a complaint	No Surveys	No Surveys	-	-	⬅➡
Percentage of people satisfied with the service they received: Response Services	100% (6/6)	100% (10/10)	0	0%	⬅➡
Percentage of people satisfied with the service they received: Prevention Services	-	-	-	-	-
Percentage of businesses satisfied with the service they received: Protection Services	100% (6/6)	100% (3/3)	0	0%	⬅➡

2.4.3 A Diverse Workforce that increasingly reflects the communities we serve	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Under Development	-	-	-	-	-

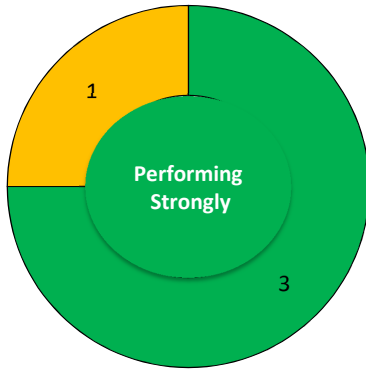| 2.4.4 Staff Feel Motivated and Proud to Work Together to Keep People Safe From Harm	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Under Development	-	-	-	-	-

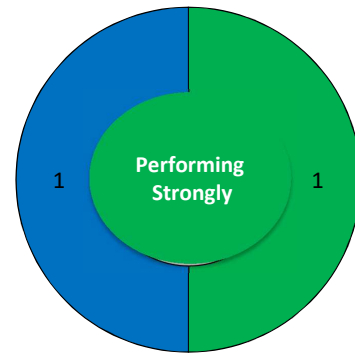| 2.5.1 Right number of people with the right skills, in the right place at the right time to deliver our organisation objectives	2017/18	2018/19	Variance		RAG &DOT
			No	%	
Under Development	-	-	-	-	-

EFFICIENT USE OF RESOURCES

Our resource management arrangements and collaborative working will provide our communities with a value for money fire and rescue service.

EFFICIENT USE OF RESOURCES
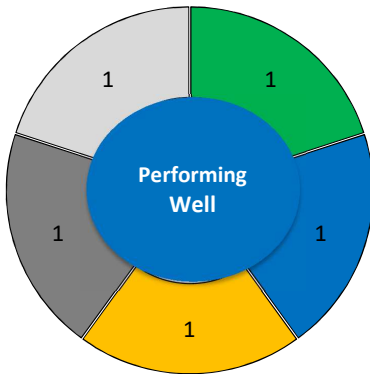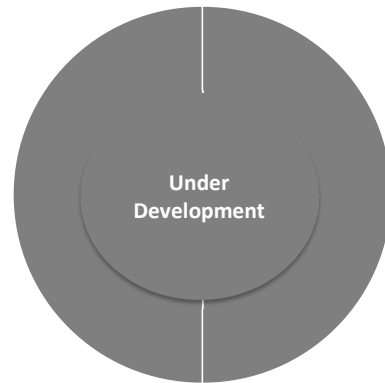# STRATEGIC OUTCOMES SUMMARY

Sound Corporate Governance

Performing Strongly

1

3

Value for Money

Performing Strongly

1

1

Optimum Use of Human Resources

Performing Well

1

1

1

1

1

Efficiencies through Collaboration

Under Development

KEY	Stage 1		Stage 2	
	Value 4	Performing Strongly (More Than 10% Better than previous year)	>3.5	Performing Strongly (More Than 3.5)
	Value 3	Performing Well (Between 0% and 9.9% better than previous year)	2.5-3.5	Performing Well (Score 2.5 to 3.5)
	Value 2	Adequate Performance (Between 0% and 9.9% worse than previous year)	1.5-2.5	Adequate Performance (Score 1.5 to 2.5)
	Value 1	Requires Improvement (More than 10% worse than previous year)	<1.5	Requires Improvement (Score Less than 1.5)
	NA	Under Development	--	Under Development
	Value 0	No Activity to Assess / No Comparator Info	--	No Activity to Assess / No Comparator Info

Exceptionally Good Performance

- No interest paid for late payment of invoices;

- Zero Internal Audit Reports classed as limited assurance or below;

- 31.79% reduction in the percentage of Malicious False Alarms resulting in mobilisation of a fire appliance;

- 45% (-24.91 FTE) reduction in the FTE of posts vacant at end of the reporting period.

Areas For Improvement

- Reduction in proportion of invoices paid within 30 days to 96.4% increasing the risk of payment of interest on late payments;

- Reduction in percentage of Retained Appliance availability from 81% to 79%.

3.1.1 Sound Financial, Procurement and Corporate Governance	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Number of Internal Audits classed as Limited Assurance or below	0	0	0	-	→
Number of Internal Audit recommendations' not completed and signed off by Internal Audit by the due deadline	0	0	0	-	→
Public Contracts Regulation 2015: Percentage of invoices paid within 30 days	98.3%	96.4%	-1.9%	-	↓
Public Contracts Regulation 2015: Interest Paid due to late payment of invoices	£0	£0	0	0%	→

3.1.2 Value for Money Assets	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Number of Malicious False Alarms	28	27	-1	-4%	↓
Percentage of Malicious False Alarms resulting in a mobilisation of a fire appliance	80.0%	48.2%	-31.8%	-	↓

3.1.3 Optimum Use of Human Resources	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Percentage of time 18 or more appliances are available to respond to Emergency Calls *	-	-	-	-	-
Percentage of time Retained crewed appliances are available for operational response	81%	79%	-2.0%	-	⬇
Percentage of shifts Wholetime staff not at prescribed staffing levels	-	25%	-	-	-
Staff Turnover: Percentage of staff leaving the Brigade as a proportion of the total workforce	4%	2%	-2.0%	-	⬇
FTE of posts vacant at end of reporting period	55.53	30.62	-24.91	-45%	⬇

*: Data not collected until late May 2018 - will be reported from next quarter when full dataset available

3.1.4 Efficiencies through Collaboration and Partnerships	2017/18	2018/19	Variance		RAG & DOT
			No	%	
Number of HFSV conducted by Partners (Fire Support Network)	520	348	-172	-33%	⬇
Under Development	-	-	-	-	-

EMERGENCY RESPONSE BENCHMARKS COMPARISON

EMERGENCY RESPONSE BENCHMARKS

In 2018/19 the approval of the Community Integrated Risk Management Plan 2018/22 saw the introduction a new suite of emergency response benchmarks that moved away from the risk based benchmark for building fires to a standard benchmark for the entire Brigade area.

It was agreed that as part of their introduction that for their first year they would run in parallel with the historic benchmarks and reported accordingly.

> *"The response standards to building fires will be implemented on a one year's trial basis, at the end of which will be an evaluation to inform final implementation decisions.'*
>
> *(CIRMP 2018-22 p.44)*

This section compares the performance of the new Response Benchmarks against the previous indicators.

Response Benchmarks – Post April 2018

Building Fires

	Indicator	2018/19	Target	% Direction of travel from target
1.1.2.10	Average time of first appliance attendance to a building fire (7 Minutes)	00:04:43	00:07:00	37%
1.1.2.11	First appliance attendance to building fires in within 10 minutes on 90% of occasions	97.86%	90%	7.86%
1.1.2.12	Average time of second appliance to attend a building fire incident (10 minutes)	00:06:44	00:10:00	36%

Road Traffic Collisions

	Indicator	2018/19	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)	00:05:13	00:08:00	36%

High Hazard

	Indicator	2018/19	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)	-	00:07:00	-
1.1.4.3	Average time full mobilisation requirement of appliances to an industrial fires (20 minutes)	-	00:20:00	-

Fire Control and Mobilisation

	Indicator	2018/19	Target	% Direction of travel from target
1.1.5.9	Average time taken to answer an emergency 999 calls (7 seconds)	7.4	7	6%
1.1.5.10	Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	104	100	4%
1.1.5.11	Percentage of times a fire appliance is dispatched to an emergency in 2 minutes	91.00%	98.00%	-7%
1.1.5.12	Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	98.37%	100.00%	-1.63%
1.1.5.13	Percentage of Retained appliances meeting the Book Mobile threshold of 5 Minutes	70.35%	100.00%	-29.65%

Response Benchmarks – Pre April 2018

Building Fires

Indicator	2018/19	Target	% Direction of travel from target
High Risk Wards			
1st Pump in 5 minutes	100%	75.00%	25%
2nd pump in 8 minutes	100%	75.00%	25%
3rd pump in 10 minutes (persons reported)	-	75.00%	-
Medium Risk Wards			
1st Pump in 8 minutes	97%	75.00%	22%
2nd pump in 11 minutes	96%	75.00%	21%
Low Risk Wards			
1st pump in 10 minutes	97%	75.00%	22%
2nd pump in 13 minutes	93%	75.00%	18%

Road Traffic Collisions

Indicator	2018/19	Target	% Direction of travel from target
Emergency Response to Road Traffic Collisions 1st Pump attendance 8 minutes	81%	75.00%	6%

Fire Control and Mobilisation

Indicator	2018/19	Target	% Direction of travel from target
Percentage of times a fire appliance is dispatched to an emergency in 2 minutes	91.00%	98.00%	-7%
Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	98.37%	100.00%	-1.63%
Percentage of Retained appliances meeting the Book Mobile threshold of 5 Minutes	70.35%	100.00%	-29.65%

Glossary of Terms

Accidental Dwelling Fires (ADF): incidents that occurred in the home that were not deliberate;

BVPI's (Best Value Performance Indicators): defunct indicators that form the basis of the majority of our performance indicators;

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;

CIPFA: The Chartered Institute of Public Finance & Accountancy;

CLG: Department of Communities and Local Government;

COMAH sites: Control Of Major Accident Hazards;

Complaint: anyone expressing dissatisfaction in relation to any action or service provided by Cleveland Fire Brigade;

Compliment: an expression of satisfaction with the service provided by the Brigade or its employees in the course of their duties;

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;

CSR: Comprehensive Spending Review;

Deliberate Fire: a fire that following our investigations has been deemed to have been started with malicious intent;

Economic Cost of Fire: produced by CLG to provide estimations for the cost of specific types of fire. Costs include human costs, property damage, lost business and response cost. Costs incurred by the Criminal Justice System are excluded in all but deliberate fires;

ELT (Executive Leadership Team): Directors and Area Managers that have responsibility for the running of the Brigade;

EMR (Emergency Medical Response): Incidents the Brigade attends on behalf of the Ambulance Service to provide life savings treatment to individuals suffering life threatening medical conditions;

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;

Heartstart: an initiative ran in partnership with the British Heart Foundation to provide lifesaving first aid skills;

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;

Learn and Live: a group of hard hitting presentations covering Road Safety, Home Safety, Drugs/Alcohol Safety and Workplace Safety;

Mazars: organisation that audits Cleveland Fire Brigade on its financial, corporate governance arrangements, VfM, financial resilience improvements;

NEAS: North East Ambulance Service;

NI's (National Indicators): these indicators were taken from the BVPI's;

ONS: Office of National Statistics;

Primary Fires: fires that occur within a property;

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.

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