



Organisational Performance and Efficiency Report 2019/20

1st April 2019 to 31st March 2020

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.

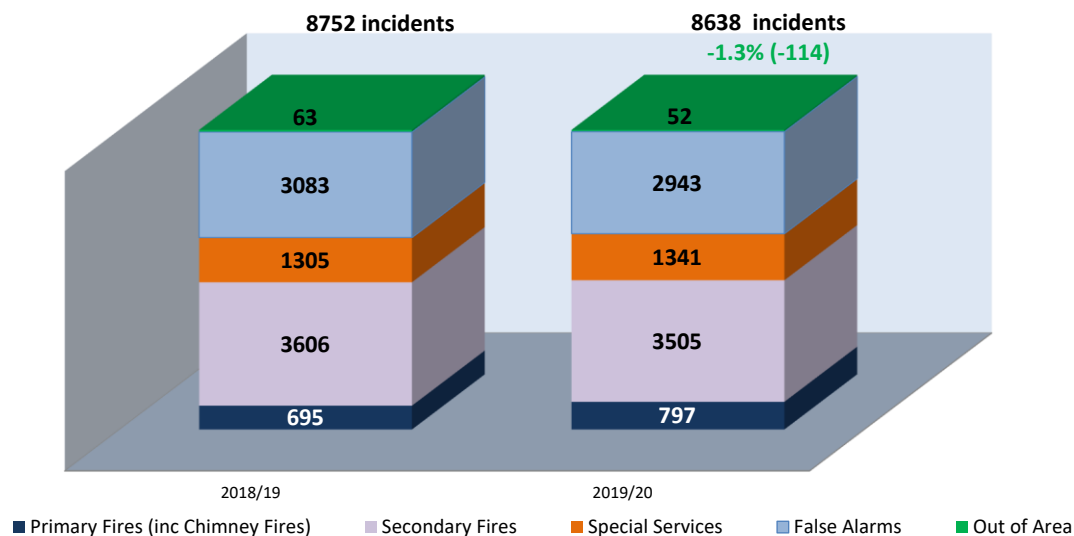
At the time of producing this report all incidents have been completed by our Operational Managers and quality assured through the approved data quality framework.

Any amendments to the data supporting this report after 10th April 2020, such as reclassification of incidents following fire investigations, will not be represented in the information reported.

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Incident Profile 01/04/2019 to 31/03/2020



Prevention

The Brigade (including the Volunteer Network) has conducted **17,293 Home Fire Safety Visits (HFSV)** during 2019/20 including **3,071 Safe and Well Visits**.

This is a **reduction of 865 (-5%) HFSV** and an **increase of 393 (13%) SAW** compared to 2018/19, when the Brigade completed **18,158 HFSV** and **2,927 SAW** respectively.

Resulting from the 3,071 SAW visits, **5% (139)** of these led to referrals to other agencies for support and/or items of risk reduction equipment. This is a **12% reduction** compared to 2018/19 when further referrals and/or equipment was provided to 17% of individuals as a result of their Safe and Well Visit.

Due to Covid 19 the Brigade only completed High Risk HFSV/ SAW from 16th March 2020.

Fire Control

During the 2019/20 Fire Control dealt with **12,627 emergency calls**, an **increase of 0.2% (+29)** from 2018/19.

Response

In 2019/20 we responded to **8,638 incidents**, a **reduction of 114 (-1.3%)** compared to 2018/19.

Comparing 2018/19 to 2019/20, there have been **increases** in:

Primary Fires (including chimney fires) by **15% (102)** from **695 to 797**

Special Services by **3% (36)** from **1,305 to 1,341**

There have been **decreases** in:

Secondary Fires by **3% (101)** from **3,606 to 3,505**

False Alarms by **5% (140)** from **3,083 to 2,943**

Fire incidents account for **50% (4,302)** of total incidents with **Primary Fires (797)** and **Secondary Fires (3,505)** accounting for **9%** and **41%** of all incidents attended respectively. **87% (3,723)** of fires attended have been classified as **deliberate** in nature.

Special Services account for **15% (1,341)** incidents attended.

False Alarms account for **34% (2,943)** of all incidents attended of which **1,716 (20%)** are **False Alarm Good Intent**s, **1082 (12%)** due to **Automated False Alarms** and **145 (2%)** **Malicious False Alarms**.

Between 2018/19 and 2019/20 there has been a **6% (33) reduction** in **Non Domestic Automated False Alarm Calls** and a **14% (98)** reduction in **False Alarm Good Intent**s in Dwellings .

Protection

In 2019/20, **1,567 audit inspections** of industrial and commercial premises have been completed compared to **1,456** in 2018/19, an **increase of 111 (+8%)**.

This is made up of **961 planned** audits and **606 reactive** audits.

Of these audits, **station based advisers completed 372 (24%)** of the audits with the remaining **1,195 (76%)** by **Fire Engineering staff**.

Due to Covid 19 the Brigade only completed High Risk Audit Inspections on site. Alternative ways of delivering our services were introduced from 16th March 2020.

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 follows a two stage process.

Stage 1 Assessment of Each Indicator:

Every indicator identified in each Strategic Outcome will be allocated a performance RAG rating using the following criteria:

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 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 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 Strategic 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

- Accidental Dwelling Fire Fatalities reduced by 50% (-1) and zero Deliberate Fire Fatalities for last two years;
- False Alarm Good Intent in Dwellings reduced by 14% (-98);
- All response benchmarks performing well within target;
- National Resilience Mobilisation targets met on 100% of occasions

Areas For Improvement

- Accidental Dwelling Fires increased by 37% from 113 to 155;
- Accidental Dwelling Fire Injuries increased by 50% from 8 to 12;
- 17% increase in Industrial & Commercial Fires from 54 to 63;
- 4 Fire Fatalities and 16 Injuries;
- 75% increase in Road Traffic Collision fatalities from 8 to 14 and a 30% increase in people seriously injured rising from 121 to 157;
- 14% increase in Deliberate Primary incidents rising to 444 and a 19% increase in Deliberate Primary Vehicles rising from 195 to 232.
- Increase in rate of sickness absence by 18% (1.41 shifts per employee) - increases experienced in Wholetime, Retained and Green Book Sickness, reduction in Fire Control sickness
- Increases in number of accidents (+14) and incidents (+5) resulting in an injury. Increase in RIDDOR (+6) reportable accidents.

SAFER STRONGER COMMUNITIES

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



Performance Summary: Safer Stronger Communities

Below is a summary of our performance in 2019/20 against our Strategic Goal 1.

	Performance compared to 2018/19 assessed as	Performance compared to 2014/15 assessed as	Performance compared to Target assessed as
Safer Homes	Performing Well	Performing Well	Adequate Performance
Safer Buildings	Adequate Performance	Performing Strongly	Adequate Performance
Safer Roads	Adequate Performance	Adequate Performance	Performing Strongly
Safer High Hazard	Performing Well	Performing Strongly	Performing Strongly
Safer Neighbourhoods	Adequate Performance	Requires Improvement	Adequate Performance
Supporting National Resilience	Performing Strongly	No Comparator	Performing Strongly
Improved Health Outcomes	Adequate Performance	Adequate Performance	Under Development

Strategic Goal: Safer, Stronger Communities

Strategic Objective 1.1: We will protect people, property and the environment from harm as a result of fires and other emergencies.

Strategic Outcome 1.1.1: Safer Homes

Indicator		2014/2015	2018/19	2019/20	% Direction of travel from 2018/19	% Direction of travel from 2014/15	Target	% Direction of travel from target
1.1.1.1	Number of Accidental Dwelling Fires	171	113	155	+37% (+42) ↑	-9% (-16) ↓	112	+38% (+43) ↑
1.1.1.2	Number of Deliberate Dwelling Fires	50	86	93	+8% (+7) ↑	+86% (+43) ↑	66	+41% (+27) ↑
1.1.1.3	Number of Accidental Dwelling Fire Fatalities	1	2	1	-50% (-1) ↓	0% ↔	0	+100% (+1) ↑
1.1.1.4	Number of Deliberate Dwelling Fire Fatalities	0	0	0	0% ↔	0% ↔	0	0% ↔
1.1.1.5	Number of Accidental Dwelling Fire Injuries	13	8	12	50% (+4) ↑	-8% (-1) ↓	7	+71% (+5) ↑
1.1.1.6	Number of Deliberate Dwelling Fire Injuries	3	0	1	100% (+1) ↑	-67% (-2) ↓	-	-
1.1.1.7	Number of False Alarm Good Intentions in Dwellings	676	693	595	-14% (-98) ↓	-12% (-81) ↓	-	-
1.1.1.8	Percentage of ADFs which have received a HFSV within 5 years prior to the ADF	-	65%	47%	-18% ↓	No Comparator information	-	-
1.1.1.9	Percentage of Dwellings which have received a HFSV	-	60%	60%	0% ↔	No Comparator information	-	-
1.1.1.10	Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	-	-	00:04:57 (1443 mobilisations)	No Comparator information	No Comparator information	00:07:00	-29% (00:02:03) ↓
1.1.1.11	First Appliance Attendance to a Dwelling Fire Within 10 Minutes on 90% of Occasions	-	-	97% (1398/1443)	No Comparator information	No Comparator information	90%	+7% ↑
1.1.1.12	Average time of a Second Appliance Attendance to a Dwelling Fire (10 Minutes)	-	-	00:06:55 (1187 mobilisations)	No Comparator information	No Comparator information	00:10:00	-31% ↓
Safer Homes Overall Performance Judgement					Performing Well	Performing Well		Adequate Performance

Hartlepool District	18/19	19/20
Accidental Dwelling Fire Fatality	0	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	1	2
Deliberate Dwelling Fire Injury	0	0
Accidental Dwelling Fires	23	26
Deliberate Dwelling Fires	17	17
False Alarm Good Intentions in Dwellings	122	100

Redcar & Cleveland District	18/19	19/20
Accidental Dwelling Fire Fatality	0	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	0	3
Deliberate Dwelling Fire Injury	0	0
Accidental Dwelling Fires	21	35
Deliberate Dwelling Fires	11	27
False Alarm Good Intentions in Dwellings	158	171

Stockton District	18/19	19/20
Accidental Dwelling Fire Fatality	0	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	2	5
Deliberate Dwelling Fire Injury	0	0
Accidental Dwelling Fires	44	48
Deliberate Dwelling Fires	19	15
False Alarm Good Intentions in Dwellings	184	163

Middlesbrough District	18/19	19/20
Accidental Dwelling Fire Fatality	2	1
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	5	2
Deliberate Dwelling Fire Injury	0	1
Accidental Dwelling Fires	25	46
Deliberate Dwelling Fires	39	34
False Alarm Good Intentions in Dwellings	229	161

Strategic Goal: Safer, Stronger Communities
Strategic Objective 1.1: We will protect people, property and the environment from harm as a result of fires and other emergencies.
Strategic Outcome 1.1.2 Safer Buildings

Indicator		2014/2015	2018/19	2019/20	% Direction of travel from 2018/19	% Direction of travel from 2014/15	Target	% Direction of travel from target
1.1.2.1	Percentage of the annual risk based inspection program completed in approved frequency	-	46% (907/1961)	41% (945/2303)	-5% ⬇	No Comparator Information	100%	-59% ⬇
1.1.2.2	Percentage of Building (72d) Risk Information Scheduled to be Reviewed During the Year that has been Reviewed*	-	-	93% (92/99)	No Comparator Information	No Comparator Information	-	-
1.1.2.3	Percentage of enforcement notices that are completed within prescribed timescales	-	100% (3/3)	80% (4/5)	-20% ⬇	No Comparator Information	100%	-20% ⬇
1.1.2.4	Number of Fatalities in Industrial and Commercial Fires	0	0	0	0% ↔	0% ↔	0	0% ↔
1.1.2.5	Number of Injuries in Industrial and Commercial Fires	2	0	1	100% (+1) ⬆	-50% (-1) ⬇	-	-
1.1.2.6	Number of Industrial and Commercial Fires	81	54	63	+17% (+9) ⬆	-22% (-18) ⬇	56	+13% (+7) ⬆
1.1.2.7	Number of Non Domestic Unwanted Automated Fire Alarm Calls received	-	534	501	-6% (-33) ⬇	No Comparator Information	-	
1.1.2.8	Number of attendances at Non Domestic Unwanted Automated fire alarm calls	789	535	503	-6% (-32) ⬇	-36% (-286)	476	+6% (+27) ⬆
1.1.2.10	Average time of first appliance attendance to a building fire (7 Minutes)	-	00:04:48 (2422 mobilisations)	00:04:57 (2385 mobilisations)	3% (00:00:09) ⬆	No Comparator Information	00:07:00	-29% (00:02:03) ⬇
1.1.2.11	First appliance attendance to a building fire within 10 minutes on 90% of occasions	-	98% 2373/2422	97% 2313/2385	-1% ⬇	No Comparator Information	90%	+7% ⬆
1.1.2.12	Average time of second appliance to attend a building fire incident (10 minutes)	-	00:06:44 (1992 mobilisations)	00:06:56 (1860 mobilisations)	5% (00:00:12) ⬆	No Comparator Information	00:10:00	-31% (00:03:04)
1.1.2.13	Percentage of Consultations completed within prescribed timescales	This will be reported commencing Financial Year 20/21					-	
1.1.2.14	Percentage of Licensing Consultations completed within prescribed timescales						-	
Safer Buildings Overall Performance Judgement					Adequate Performance	Performing Strongly		Adequate Performance

*Figure is based on all inspections completed. Of these 57 were completed in agreed timescale, 35 completed during the year but out of timescale and 7 not completed during the year

Strategic Goal: Safer, Stronger Communities

Strategic Objective 1.1: We will protect people, property and the environment from harm as a result of fires and other emergencies.

Strategic Outcome 1.1.3 Safer Roads

Indicator		2014/2015	2018/19	2019/20	% Direction of travel from 2018/19	% Direction of travel from 2014/15	Target	Direction of travel from target
1.1.3.1	Number of Road Traffic Collisions attended by the Brigade	342	321	324	+1% (+3) ↑	-5% (-18) ↓	-	-
1.1.3.2	Number of Fatalities in Road Traffic Collisions (police data)	7	8	14	+75% (+6) ↑	+100% (+7) ↑	-	-
1.1.3.3	Number of people seriously injured in Road Traffic Collisions (police data)	139	121	157	+30% (+36) ↑	+13% (+18) ↑	-	-
1.1.3.4	Number of people suffering slight injuries Road Traffic Collisions (police data)	1039	725	746	+3% (+21) ↑	-28% (-293) ↓	-	-
1.1.3.5	Average time of first appliance attendance to an immediate life threatening / rescue Road Traffic Collisions (8 minutes)	-	00:05:46 (200 mobilisations)	00:05:27 (234 mobilisations)	-5% (00:00:19) ↓	No Comparator Information	00:08:00	-32% (00:02:33) ↓
Safer Roads Overall Performance Judgement					Adequate Performance	Adequate Performance		Performing Strongly

Strategic Goal: Safer, Stronger Communities

Strategic Objective 1.1: We will protect people, property and the environment from harm as a result of fires and other emergencies.

Strategic Outcome 1.1.4 Safer High Hazard Industries

Indicator		2014/2015	2018/19	2019/20	% Direction of travel from 2018/19	% Direction of travel from 2014/15	Target	% Direction of travel from target
1.1.4.1	Number of Incidents within identified High Hazard sites	31	9	19	+111% (+10) ↑	-27% (-12) ↓	-	-
1.1.4.2	Average time of first appliance attendance to a Life Risk incident at a High Hazard site (7 minutes)	-	00:05:13	00:04:48	-9% (00:00:25) ↓	No Comparator Information	00:07:00	-32% (00:02:12) ↓
1.1.4.3	Average time of full mobilisation to a Worse Case Planning Scenario incident at a High Hazard site (20 minutes)	-	-	-	No Incidents	-	00:20:00	-
1.1.4.4	Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	-	-	00:13:57 (4 incidents)	No Comparator data	No Comparator data	00:16:00	-13% (00:02:03) ↓
1.1.4.5	Percentage of High Hazard sites risk information that have been reviewed during the year*	-	-	87% (27/31)	No Comparator data	No Comparator data	-	-
Safer High Hazard Overall Performance Judgement					Performing Well	Performing Strongly		Performing Strongly

*Figure is based on all reviews completed. Of these 5 were completed in agreed timescale, 22 completed during the year but out of timescale and 4 not completed during the year

Strategic Goal: Safer, Stronger Communities

Strategic Objective 1.1: We will protect people, property and the environment from harm as a result of fires and other emergencies.

Strategic Outcome 1.1.5 Safer Neighbourhoods and Environment

Indicator		2014/2015	2018/19	2019/20	% Direction of travel from 2018/19	% Direction of travel from 2014/15	Target	% Direction of travel from target
1.1.5.1	Number of Deliberate Fire Fatalities	0	1	1	0% ↔	+100% (+1) ↑	0	100% (+1) ↑
1.1.5.2	Number of Deliberate Fire Injuries	3	1	1	0% ↔	-67% (-2) ↓	-	-
1.1.5.3	Number of Deliberate Fires	2751	3657	3723	+2% (+66) ↑	+35% (+972) ↑	3482	+7% (+241) ↑
1.1.5.4	Number of Deliberate Primary Fires	295	388	444	+14% (+56) ↑	+51% (+149) ↑	544	-18% (-100) ↓
1.1.5.5	Number of Deliberate Primary Fire Vehicles	132	195	232	+19% (+37) ↑	+76% (+100) ↑	-	-
1.1.5.6	Number of Deliberate Secondary Fires	2456	3269	3279	+0.31% (+10) ↑	+34% (+823) ↑	2938	+12% (+341) ↑
1.1.5.7	Number of Water Rescue Incidents	3	10	12	+20% (+2) ↑	+300% (+9) ↑	-	-
Safer Neighbourhoods Overall Performance Judgement					Adequate Performance	Requires Improvement		Adequate Performance

Hartlepool District	18/19	19/20
Primary Fires	119	150
Secondary Fires	646	574
Deliberate Fires	627	606

Redcar & Cleveland District	18/19	19/20
Primary Fires	147	196
Secondary Fires	1061	1018
Deliberate Fires	1056	1061

Stockton District	18/19	19/20
Primary Fires	224	203
Secondary Fires	777	695
Deliberate Fires	800	731

Middlesbrough District	18/19	19/20
Primary Fires	194	231
Secondary Fires	1121	1218
Deliberate Fires	1174	1325

Supplementary Indicators							
Indicator	2014/2015	2018/19	2019/20	% Direction of travel from 2018/19	% Direction of travel from 2014/15	Target	% Direction of travel from target
Total Number of 999 calls to Fire Control	-	12598	12627	+0.2% (+29) ↑	No Comparator Information	-	-
Number of times a Fire Appliance assigned to an incident failed to respond	-	-	13	No Comparator Information	No Comparator Information	-	-
Number of Primary Fire Fatalities	1	3	4	+33% (+1) ↑	300% (+3) ↑	0	100% (+4) ↑
Number of Primary Fire Injuries	19	10	16	+60% (+6) ↑	-16% (-3) ↓	9	+78% (+7) ↑
Percentage of all fires that are classed as Accidental Fires	26%	15%	13%	For Information Purposes Only		-	-
Percentage of all fires that are classed as Deliberate Fires	74%	85%	87%			-	-
Number of Primary Fires	654	684	780	+14% (+96) ↑	+19% (+126) ↑	-	-
Number of Secondary Fires	3032	3605	3505	-3% (-100) ↓	+16% (+473) ↑	-	-
Average time taken to answer an emergency 999 call (7 seconds)	-	7.54	6.38	-15% (-1.16) ↓	No Comparator Information	7	-9% (-0.62) ↓
Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	-	77	81	+5% (+4sec) ↑	No Comparator Information	100	-19% (-19 sec) ↓
Percentage of Occasions Fire Control mobilise a Fire Appliance within 2 minutes of the call	-	93%	90%	-3% ↓	No Comparator Information	98%	-8% ↓
Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	-	98%	98%	0% ↔	No Comparator Information	100%	-2% ↓
Percentage of Retained appliances meeting the Book Mobile threshold of 5 Minutes	-	69%	72%	+3% ↑	No Comparator Information	100%	-28% ↓

Strategic Goal: Safer, Stronger Communities

Strategic Objective 1.1: We will protect people, property and the environment from harm as a result of fires and other emergencies

Strategic Outcome 1.1.6: Supported National Resilience

Indicator		2014/2015	2018/19	2019/20	% Direction of travel from 2018/19	% Direction of travel from 2014/15	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% (5/5)	100% (11/11)	0% ↔	No Comparator Information	100%	0% ↔
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	100%	-
1.1.6.3	Percentage of times the National Resilience Assets (DIM G8 and MDU G9) are available for emergency response	Reporting to commence April 2020						
National Resilience Overall Performance Judgement					Performing Strongly	Not measured		Performing Strongly

Strategic Goal: Safer, Stronger Communities

Strategic Objective 1.2: We will support our partners by working collaboratively to improve health outcomes across our communities

Strategic Outcome 1.2.1: Improved Health Outcomes

Indicator		2014/2015	2018/19	2019/20	% Direction of travel from 2018/19	% Direction of travel from 2014/15	Target	% Direction of travel from target
1.2.1.1	Percentage of Safe and Well visits that lead to a positive intervention (equipment and / or referral for additional support)	-	17%	5%	-12% ↓	No Comparator Information	-	-
1.2.1.2	Number of falls related emergency admission aged 65+ to hospital *	-	2130	2080	-2% (-50) ↓	No Comparator Information	-	-
1.2.1.3	Percentage of Co-responder incidents attended by the Brigade where medical treatment was provided by CFB	100%	92%	95%	3% ↑	-5% ↓	-	-
Improved Health Overall Performance Judgement					Adequate Performance	Adequate Performance		Not measured

* 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.*



Performance Summary: A Proud, Passionate and Inclusive Workforce

Below is a summary of our performance in 2019/20 against our Strategic Goal 2

	Performance compared to 2018/19 assessed as	Performance compared to 2014/15 assessed as	Performance compared to Target assessed as
A Healthy Workforce	Adequate Performance	Requires Improvement	Adequate Performance
A Safe Workforce	Adequate Performance	Performing Well	Requires Improvement
Competent & Trained Workforce	Performing Strongly	Performing Strongly	Under Development
Outstanding Leaders	Under Development	Under Development	Under Development
A Great Workforce Culture	Adequate Performance	Performing Well	Under Development
A Sustainable Workforce	Adequate Performance	No Comparator	Under Development

Strategic Goal: A Proud, Passionate, Professional and Inclusive Workforce

Strategic Objective 2.1: We will support and promote health, safety and wellbeing across our workforce

Strategic Outcome 2.1.1: A Healthy Workforce

Indicator		2014/2015	2018/19	2019/20	% Direction of travel from 2018/19	% Direction of travel from 2014/15	Target	% Direction of travel from target
2.1.1.1	Percentage of operational staff who have completed fitness assessments during year	-	96%	96%	0% ↔	No Comparator Information	-	-
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)	-	96%	96%	0% ↔	No Comparator Information	-	-
2.1.1.4	Average Number of Duty days lost to sickness absence per employee - All Staff	7.23	7.95	9.36	+18% (+1.41) ↑	+29% (+2.13) ↑	6.72	+39% (+2.64) ↑
2.1.1.5	Average Number of Duty days lost to sickness absence per employee - Wholetime	7.41	8.06	9.47	+17% (+1.41) ↑	+28% (+2.06) ↑	7.28	+30% (+2.19) ↑
2.1.1.6	Average Number of Duty days lost to sickness absence per employee - Retained	5.64	6.81	8.30	+22% (+1.49) ↑	+47% (+2.66) ↑	5.89	+41% (+2.41) ↑
2.1.1.7	Average Number of Duty days lost to sickness absence per employee - Fire Control	4.44	10.52	6.00	-43% (-4.52) ↓	+35% (+1.56) ↑	7.65	-22% (-1.65) ↓
2.1.1.8	Average Number of Duty days lost to sickness absence per employee - Green Book	7.96	8.11	10.65	+31% (+2.54) ↑	+34% (+2.69) ↑	5.65	+88% (+5.00) ↑
2.1.1.9	Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness	-	20%	25%	5% ↑	No Comparator Information		
2.1.1.10	Number of People who exceed Phased Return Limits	-	-	0	No Comparator Information	No Comparator Information	-	-
2.1.1.11	Number of people who exceed Modified Duties Limits	-	-	5	No Comparator Information	No Comparator Information	-	-
2.1.1.12	Length of Time on Phased Return Duty	Reportable from 2020/21 Onwards						
2.1.1.13	Length of Time on Modified Duties	Reportable from 2020/21 Onwards						
Healthy Workforce Overall Performance Judgement					Adequate Performance	Requires Improvement		Adequate Performance

Strategic Goal: A Proud, Passionate, Professional and Inclusive Workforce

Strategic Objective 2.1: We will support and promote health, safety and wellbeing across our workforce

Strategic Outcome 2.1.2: A Safe Workforce

Indicator		2014/2015	2018/19	2019/20	% Direction of travel from 2018/19	% Direction of travel from 2014/15	Target	% Direction of travel from target
2.1.2.1	Number of Violence to Staff Incidents (verbal and/or physical)	36	41	46	+12% (+5) ↑	+28% (+10) ↑	27	+70% (+19) ↑
2.1.2.2	Number of RIDDOR Reportable Accidents	4	5	11	+120% (+6) ↑	+175% (+7) ↑	0	+100% (+11) ↑
2.1.2.3A	Number of Accidents resulting in physical injury	34	2	16	+700% (+14) ↑	-53% (-18) ↓	4	+300% (+12) ↑
2.1.2.3B	Incidents resulting in injury	-	18	23	+28% (+5) ↑	No Comparator Information	-	-
2.1.2.4	Number of Accidents resulting in damage to property	7	5	4	-20% (-1) ↓	-43% (-3) ↓	2	+100% (+2) ↑
2.1.2.5	Number of Near Misses	11	19	17	-11% (-2) ↓	+55% (+6) ↑	18	-6% (-1) ↓
2.1.2.6	Number of Vehicle Accidents	61	32	37	+16% (+5) ↑	-39% (-24) ↓	32	+16% (+5) ↑
A Safe Workforce Overall Performance Judgement					Adequate Performance	Performing Well		Requires Improvement

Strategic Goal: A Proud, Passionate, Professional and Inclusive Workforce

Strategic Objective 2.2: We will provide first class training and education to ensure the competence of all staff

Strategic Outcome 2.2.1: A Competent and Trained Workforce

Indicator		2014/2015	2018/19	2019/20	% Direction of travel from 2018/19	% Direction of travel from 2014/15	Target	Direction of travel from target
2.2.1.3	Maintaining Competence: Percentage of Operational and Fire Control personnel (WT/Retained/Fire Control from FF to GM Level) who have been assessed as maintaining competency aligned to PDR core skills	70%	78%	80%	+2% ↑	+10% ↑	-	-
2.2.1.4	Maintaining Competence: Percentage of Green Book Personnel (Grade A - J) who have been assessed as maintaining competence aligned to PDR Core Skills	not reportable until 2020/21						
2.2.1.6	Percentage of staff who have received a Personnel Development Review during the current financial year	72%	82%	97%	+15% ↑	+25% ↑	-	-
2.2.1.7	Percentage of Personnel who have completed training on areas identified within the approved Training Needs Assessment	not reportable until 2020/21						
2.2.1.8	Percentage of operational exercises undertaken and completed as a proportion of the Annual Operational Exercise Programme	not reportable until 2020/21						
A Competent & Trained Workforce Overall Performance Judgement					Performing Strongly	Performing Strongly		Not Measured

Strategic Goal: A Proud, Passionate, Professional and Inclusive Workforce

Strategic Objective 2.3: We will develop our leaders to lead within a modern fire and rescue service

Strategic Outcome 2.3.1: Outstanding Leaders

Indicator		2014/2015	2018/19	2019/20	% Direction of travel from 2018/19	% Direction of travel from 2014/15	Target	Direction of travel from target
2.3.1.1	Measure to come from staff survey - awaiting details	-	-	-	Measures Under Development	Measures Under Development	-	-
Outstanding Leaders Overall Performance Judgement					Measures Under Development	Measures Under Development		Measures Under Development

Strategic Goal: A Proud, Passionate, Professional and Inclusive Workforce

Strategic Objective 2.4: We will diversify and engage our staff, promote inclusion and create a fair, equal and great place to work

Strategic Outcome 2.4.1: A Great Workforce culture

Indicator		2014/2015	2018/19	2019/20	% Direction of travel from 2018/19	% Direction of travel from 2014/15	Target	Direction of travel from target
2.4.1.1	All Staff Turnover as a proportion of the Workforce	16%	14%	11%	-3% ↓	-5% ↓	-	-
2.4.1.2	All Staff Voluntary turnover as a proportion of the workforce	16%	14%	11%	-3% ↓	-5% ↓	-	-
2.4.1.3	All Staff voluntary turnover as a proportion of the workforce females	14%	11%	9%	-2% ↓	-5% ↓	-	-
2.4.1.14	Grievance cases	-	7	12	+71% (+5) ↑	no comparator information	-	-
2.4.1.15	Grievances - Bullying and Harassment	-	2	5	+150% (+3) ↑	no comparator information	-	-
2.4.1.16	Grievances - Discriminatory behaviour	-	0	3	+100% (+3) ↑	no comparator information	-	-
2.4.1.17	Whistleblowing cases	0	0	0	0% ↔	no comparator information	-	-
2.4.1.18	Disciplinary Cases	4	9	12	+33% (+3) ↑	+200% (+8) ↑	-	-
A Great Workforce Culture Overall Performance Judgement					Adequate Performance	Performing Well		Not Measured

Strategic Outcome 2.4.1: A Great Workforce culture - Measures on the Make up Of Staff to increasingly reflect the communities we serve								
Indicator		2014/2015	2018/19	2019/20	% Direction of travel from 2018/19	% Direction of travel from 2014/15	Cleveland Area Make up	Direction of travel from Cleveland Average
2.4.1.4	Females in All Staff Group Posts	17%	19%	19%	0% ↔	+2% ↑	51% Females Based on Cleveland Area	-32% ↓
2.4.1.5	Females in Grey Book Wholetime Positions	5%	7%	7%	0% ↔	+2% ↑	51% Females Based on Cleveland Area	-44% ↓
2.4.1.6	Females in Retained Positions	3%	4%	6%	+2% ↑	+3% ↑	51% Females Based on Cleveland Area	-45% ↓
2.4.1.7	Females in Fire Control Positions	91%	89%	77%	-4% ↓	-14% ↓	51% Females Based on Cleveland Area	-26% ↓
2.4.1.8	Females in Green Book Positions	56%	57%	55%	-2% ↓	-1% ↓	51% Females Based on Cleveland Area	+4% ↑
2.4.1.9	Staff classed as BME	1%	1%	1%	0% ↔	0% ↔	5.5% BME based on Cleveland Area	-4.5% ↓
2.4.1.10	Staff classed as BME Grey Book	2%	1%	1%	0% ↔	-1% ↓	5.5% BME based on Cleveland Area	-4.5% ↓
2.4.1.11	Staff classed as BME Retained	0%	0%	1%	+1% ↑	+1% ↑	5.5% BME based on Cleveland Area	-4.5% ↓
2.4.1.12	Staff classed as BME Fire Control	0%	0%	0%	0% ↔	0% ↔	5.5% BME based on Cleveland Area	-5.5% ↓
2.4.1.13	Staff classes as BME Green Book	2%	1%	1%	0% ↔	-1% ↓	5.5% BME based on Cleveland Area	-4.5% ↓
2.4.1.19	Promotion Applications WT & Retained	-	53	23	0% ↔	no comparator information	-	-
2.4.1.20	Promotions of WT and Retained Females	-	0	2	+100% (+2) ↑	no comparator information	-	-
					Target Key	10% +/- than the average within Cleveland	Between 1 and 9% +/- than the average within Cleveland	Meets the Cleveland Area Average

Strategic Goal: A Proud, Passionate, Professional and Inclusive Workforce

Strategic Objective 2.5: We will have the right number of people with the right skills, in the right place at the right time to deliver our organisation objectives.

Strategic Outcome 2.5.1: A sustainable workforce

Indicator		2014/2015	2018/19	2019/20	% Direction of travel from 2018/19	% Direction of travel from 2014/15	Target	Direction of travel from target
2.5.1.1	Percentage of time 18 or more appliances are available to respond to Emergency Calls*	-	77%	62%	-15% ↓	No Comparator Information	-	-
2.5.1.2	Percentage of time Retained appliances are available for operational response	-	74%	67%	-7% ↓	No Comparator Information	-	-
A Sustainable Workforce Culture Overall Performance Judgement					Adequate Performance	Not Measured		Not Measured

* Data collection commenced June 2018

EFFICIENT USE OF RESOURCES

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



Performance Summary: Efficient Use of Resources

Below is a summary of our performance in 2019/20 against our Strategic Goal 3

	Performance compared to 2018/19 assessed as	Performance compared to 2014/15 assessed as	Performance compared to Target assessed as
Governance	Performing Strongly	No Comparator	Performing Strongly
Value for Money	Under Development	Under Development	Under Development
Optimum Use of HR	Adequate Performance	Adequate Performance	Requires Improvement
Efficiency through Collaboration	Requires Improvement	No Comparator	Under Development

Strategic Goal: Efficient Use of Resources								
Strategic Objective 3.1 We will provide efficient and effective use of resources								
Strategic Outcome: 3.1.1: Sound Financial, Procurement and Corporate Governance								
Indicator		2014/2015	2018/19	2019/20	% Direction of travel from 2018/19	% Direction of travel from 2014/15	Target	Direction of travel from target
3.1.1.1	Number of Internal Audit reports classed as limited assurance or below	-	0	0	0% ↔	No Comparator Information	0	0% ↔
3.1.1.2	Number of Internal Audit recommendations not completed and signed off by Internal Audit by the due deadline	-	0	0	0% ↔	No Comparator Information	0	0% ↔
3.1.1.3	Public Contracts Regulations 2015: Percentage of invoices paid within 30 days	-	97%	95%	-2.0% ↓	No Comparator Information	100%	-5.0% ↓
3.1.1.4	Public Contracts Regulations 2015: Interest Paid due to late payment of invoices	-	£ -	£ -	0% ↔	No Comparator Information	0	0% ↔
Governance Overall Performance Judgement					Performing Strongly	Not Measured		Performing Strongly

Strategic Goal: Efficient Use of Resources

Strategic Objective 3.1 We will provide efficient and effective use of resources

Strategic Outcome: 3.1.2 Value for Money Assets

Indicator		2014/2015	2018/19	2019/20	% Direction of travel from 2018/19	% Direction of travel from 2014/15	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

Strategic Goal: Efficient Use of Resources

Strategic Objective 3.1: We will provide efficient and effective use of resources

Strategic Outcome: 3.1.3: Optimum Use of Human Resources

Indicator		2014/2015	2018/19	2019/20	% Direction of travel from 2018/19	% Direction of travel from 2014/15	Target	Direction of travel from target
3.1.2.1	Number of Malicious False Alarms	124	124	145	+17% (+21) ↑	+17% (+21) ↑	117	+24% (+28) ↑
3.1.2.2	Percentage of Malicious False Alarms resulting in mobilisation of a fire appliance	49%	57%	63%	+6% ↑	+14% ↑	-	-
3.1.3.1	Staff Turnover: Percentage of staff leaving the Brigade as a proportion of the total workforce	16%	14%	11%	-3% ↓	-5% ↓	-	-
3.1.3.2	No of FTE posts vacant at end of the reporting period	64.76	58.23	51.35	-12% (-6.88) ↓	-21% (-13.41) ↓	-	-
1.1.2.9	Percentage of call questioned Non Domestic Fire Alarm Calls where no fire is confirmed that the Brigade attends	-	-	91.6% (20/22)	No Comparator Information	No Comparator Information	-	-
Optimum Use of HR Overall Performance Judgement					Adequate Performance	Adequate Performance		Requires Improvement

Strategic Goal: Efficient Use of Resources								
Strategic Objective 3.1: We will provide efficient and effective use of resources								
Strategic Outcome: 3.1.4: Efficiencies through Collaboration and Partnerships								
Indicator		2014/2015	2018/19	2019/20	% Direction of travel from 2017/18	% Direction of travel from 2013/14	Target	Direction of travel from target
3.1.4.1	Number of HFSV conducted by Partners (Fire Support Network)	-	1816	1133	-38% (-683) ↓	No Comparator Information	-	-
Efficiencies Overall Performance Judgement					Requires Improvement	Not Reported		Not Reported

EMERGENCY RESPONSE BENCHMARKS SUMMARY



EMERGENCY RESPONSE BENCHMARKS

In 2018/19 the approval of the Community Integrated Risk Management Plan 2018/22 introduced a new suite of emergency response benchmarks that moved away from the traditional risk based benchmarks for building fires to a standard benchmark for building fires in Brigade area. These indicators have now been in place for two years

Response Benchmarks – Post April 2018

Fire Control and Mobilisation

Indicator		2018/19	2019/20	Target	% Direction of travel from target
1.1.5.9	Average time taken to answer an emergency 999 call (7 seconds)	7.54	6.38	7	-9% ↓
1.1.5.10	Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	77	81	100	-19% ↓
1.1.5.11	Percentage of times a fire appliance is dispatched to an emergency in 2 minutes	93%	90%	98%	-8% ↓
1.1.5.12	Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	98%	98%	100%	-2% ↓
1.1.5.13	Percentage of Retained appliances meeting the Book Mobile threshold of 5 Minutes	69%	72%	100%	-28% ↓

Building Fires

Indicator		2018/19	2019/20	Target	% Direction of travel from target
1.1.1.10	Average time of first appliance attendance to a Dwelling Fire (7 Minutes)	-	00:04:09	00:07:00	-41% ↓
1.1.1.11	First appliance attendance to a Dwelling Fire within 10 minutes on 90% of occasions	-	97% (1398/1443)	90%	+7% ↑
1.1.1.12	Average time of second appliance to attend a Dwelling Fire incident (10 minutes)	-	00:06:55 (1187 mobilisations)	00:10:00	-31% ↓
1.1.2.10	Average time of first appliance attendance to a building fire (7 Minutes)	00:04:48 (2422 mobilisations)	00:04:57 (2385 mobilisations)	00:07:00	-29% ↓
1.1.2.11	First appliance attendance to building fires within 10 minutes on 90% of occasions	98% 2373/2422	97% 2313/2385	90%	+7% ↑
1.1.2.12	Average time of second appliance to attend a building fire incident (10 minutes)	00:06:44 (1992 mobilisations)	00:06:56 (1860 mobilisations)	00:10:00	-31% ↓

Road Traffic Collisions

Indicator		2018/19	2019/20	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)	00:05:46	00:05:27	00:08:00	-32% ↓

High Hazard

Indicator		2018/19	2019/20	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)	00:05:13	00:04:45	00:07:00	-32% ↓
1.1.4.3	Average time full mobilisation requirement of appliances to an industrial fire (20 minutes)	-	-	00:20:00	-
1.1.4.4	Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	-	00:04:48	00:16:00	-70% ↓

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.

APPENDIX 1: TREND ANALYSIS

Trend Analysis

In order to form an opinion as to whether strategies are working and being effective the following section, detailing performance over a number of years to show the direction of trend, has been provided for information purposes.

Year end performance has not been assessed against this information as our approved and validated Performance Assessment Framework assesses performance against the following categories;

- (in) Previous Years Performance
- (ii) 5 Years Performance (Direction of Travel Judgement)
- (iii) Performance Targets

The Brigades approved target setting methodology uses a trend analysis when calculating and setting targets hence performance assessment against targets will provide an indication of performance against trend.

The information detailed in appendix 1 has been extracted from the relevant Annual Performance and Efficiency Reports for the time period in question - any amendments to the data after these reports have been published will not be reflected in the information quoted.

During 2019/20 there has been a review of indicators within the corporate suite of indicators. Where new indicators have been introduced no trend analysis has been provided retrospectively as systems and appropriate datasets will not be available.

RAG Rating : Performance compared against previous reporting period

Strategic Outcome 1.1.1: Safer Homes						
	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Number of Accidental Dwelling Fires	171	130	137	142	113	155
Number of Deliberate Dwelling Fires	50	53	61	77	86	93
Number of Accidental Dwelling Fire Fatalities	1	1	0	4	2	1
Number of Deliberate Dwelling Fire Fatalities	0	0	0	0	0	0
Number of Accidental Dwelling Fire Injuries	13	7	8	9	8	12
Number of Deliberate Dwelling Fire Injuries	3	2	5	2	0	1
Number of False Alarm Good Intentions in Dwellings	676	630	663	634	693	595
Percentage of ADFs which have received a HFSV prior to the ADF	-	-	-	29%	65%	47%
Percentage of Dwellings which have received a HFSV	-	-	-	58%	60%	60%
Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	-	-	-	-	-	00:04:57 (1443 mobilisations)
First Appliance Attendance to a Dwelling Fire Within 10 Minutes on 90% of Occasions	-	-	-	-	-	97% (1398/1443)
Average time of a Second Appliance Attendance to a Dwelling Fire (10 Minutes)	-	-	-	-	-	00:06:55 (1187 mobilisations)

Strategic Outcome 1.1.2 Safer Buildings						
	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Percentage of the annual risk based inspection program completed in approved frequency	-	-	-	-	46% (907/1961)	41% (945/2303)
Percentage of Building (72d) Risk Information scheduled to be reviewed during the year that has been reviewed	-	-	-	-	-	93% (92/99)
Percentage of enforcement notices that are completed within prescribed timescales	-	-	-	-	100% (3/3)	80% (4/5)
Number of Fatalities in Industrial and Commercial Fires	0	0	0	0	0	0
Number of Injuries in Industrial and Commercial Fires	2	1	0	1	0	1
Number of Industrial and Commercial Fires	81	67	54	52	54	63
Number of Non Domestic Unwanted Automated Fire Alarm Calls received	-	-	-	-	534	501
Number of attendances at Non Domestic Unwanted Automated Fire Alarm Calls	789	818	885	706	535	503
Average time of first appliance attendance to a building fire (7 Minutes)	-	-	-	-	00:04:48 (2422 mobilisations)	00:04:57 (2385 mobilisations)
First appliance attendance to a building fire within 10 minutes on 90% of occasions	-	-	-	-	98% 2373/2422	97% 2313/2385
Average time of second appliance to attend a building fire incident (10 minutes)	-	-	-	-	00:06:44 (1992 mobilisations)	00:06:56 (1860 mobilisations)
Percentage of Consultations completed within prescribed timescales	This will be reported from financial year 2020/21					
Percentage of Licensing Consultations completed within prescribed timescales	This will be reported from financial year 2020/21					

Strategic Outcome 1.1.3 Safer Roads						
	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Number of Road Traffic Collisions attended by the Brigade	342	411	333	314	321	324
Number of Fatalities in Road Traffic Collisions	7	6	8	9	8	14
Number of people seriously injured in Road Traffic Collisions	139	198	156	137	121	157
Number of people suffering slight injuries in Road Traffic Collisions	1039	1076	874	726	725	746
Average time of first appliance attendance to an immediate life threatening / rescue RTC (8 minutes)	-	-	-	-	00:05:46 (200 mobilisations)	00:05:27 (234 mobilisations)

Strategic Outcome 1.1.4 Safer High Hazard Industries						
	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Number of Incidents within identified High Hazard sites	-	-	-	12	9	19
Average time of first appliance attendance to a Life Risk incident at a High Hazard site (7 minutes)	-	-	-	-	00:05:13	00:04:48
1.1.4.3 Average time of full mobilisation to a Worse Case Planning Scenario incident at a High Hazard site (20 minutes)	-	-	-	-	no incidents	no incidents
1.1.4.4 Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	-	-	-	-	-	00:13:57 (4 incidents)
1.1.4.5 Percentage of High Hazard sites risk information that have been reviewed during the year	-	-	-	-	-	87% (27/31)

Strategic Outcome 1.1.5 Safer Neighbourhoods and Environment						
	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Number of Deliberate Fire Fatalities	0	0	0	0	1	1
Number of Deliberate Fire Injuries	3	5	5	3	1	1
Number of Deliberate Fires	2751	2889	2704	2978	3657	3723
Number of Deliberate Primary Fires	295	340	389	400	388	444
Number of Deliberate Primary Fire Vehicles	132	196	220	213	195	232
Number of Deliberate Secondary Fires	2456	2549	2315	2578	3269	3279
Number of Water rescue incidents	3	3	8	6	10	12

Supplementary Indicators						
	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Total Number of 999 calls to Fire Control	-	-	-	12580	12598	12627
Number of times a Fire Appliance assigned to an incident failed to respond	-	-	-	-	-	13
Number of Primary Fire Fatalities	1	1	1	4	3	4
Number of Primary Fire Injuries	19	18	13	12	10	16
Percentage of all fires that are classed as Accidental Fires	26%	22%	22%	19%	15%	13%
Percentage of all fires that are classed as Deliberate Fires	74%	78%	78%	81%	85%	87%
Number of Primary Fires	654	666	717	720	684	780
Number of Secondary Fires	3032	3036	2732	2940	3605	3505
Average time taken to answer an emergency 999 call (7 seconds)	-	-	-	-	7.54	6.38
Average time for Fire Control to mobilise a fire appliance to an incident (100 seconds)	-	-	-	77	77	81
Percentage of occasions Fire Control mobilise a Fire Appliance within 2 Minutes of the call	-	-	-	93%	93%	90%
Percentage of Wholetime appliances meeting Book mobile threshold of 2 minutes	-	-	-	98%	98%	98%
Percentage of Retained appliances meeting Book mobile threshold of 5 minutes	-	-	-	70%	69%	72%

Strategic Outcome 1.1.6 Supporting National Resilience						
	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Percentage of times the DIM (G8) National Resilience resource is mobilised within 60 minutes	-	-	-	-	100% (5/5)	100% (11/11)
Percentage of times the MDU (G9) New Dimensions asset is mobilised within 60 minutes of request to mobilise	-	-	-	-	no mobilisations	no mobilisations
Percentage of times the National Resilience Assets (DIM G8 and MDU G9) are available for emergency response	This will be reported from financial year 2020/21					

Strategic Outcome 1.2.1 Improved Health Outcomes						
	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Percentage of Safe and Well visits that led to a positive intervention (equipment and/or referral for additional support)	-	-	-	14%	17%	5%
Number of Falls related emergency admission aged 65+ to hospital*	-	-	-	1970	2130	2080
Percentage of Co-responder incidents attended by the Brigade where medical treatment was provided by CFB	-	-	-	99%	92%	95%

* data provided in arrears this is data up to the end of Q3

Strategic Outcome 2.1.1: A Healthy Workforce						
	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Percentage of operational staff who have completed fitness assessments during year	-	-	-	98%	96%	96%
Percentage of operational personnel who have completed fitness assessment that have achieved / exceeded the relevant VO2 rates <i>(based on initial pass rates)</i>	-	-	-	92%	96%	96%
Average Number of Duty days lost to sickness absence per employee - All Staff	7.23	7.44	8.52	6.72	7.95	9.36
Average Number of Duty days lost to sickness absence per employee - Wholetime	7.41	7.23	7.47	6.44	8.06	9.47
Average Number of Duty days lost to sickness absence per employee - Retained	5.64	6.58	7.31	7.25	6.81	8.30
Average Number of Duty days lost to sickness absence per employee - Fire Control	4.44	4.05	10.05	4.83	10.52	6.00
Average Number of Duty days lost to sickness absence per employee - Green Book	7.96	9.48	12.49	7.62	8.11	10.65
Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness	-	-	-	28%	20%	25%
Number of People who exceed Phased Return Limits	-	-	-	-	-	0
Number of people who exceed Modified Duties Limits	-	-	-	-	-	5
Length of Time on Phased Return Duty	This will be reported from financial year 2020/21					
Length of Time on Modified Duties	This will be reported from financial year 2020/21					

Strategic Outcome 2.1.2: A Safe Workforce						
	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Number of Violence to Staff Incidents (verbal and/or physical)	36	28	31	45	41	46
Number of RIDDOR Reportable Accidents	4	6	1	6	5	11
Number of Accidents resulting in physical injury	34	22	3	8	2	16
Incidents resulting in injury	-	-	-	-	18	23
Number of Accidents resulting in damage to property	7	2	6	2	5	4
Number of Near Misses	11	15	19	19	19	17
Number of Vehicle Accidents	61	35	41	41	32	37

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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بنا الاتصال في مورد فـلا، برايل بطريقه او مطبوع بأحرف كبيره او بديله بلغة المسـمعه هذا إلى تمامـج كنت إذا

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

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

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

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

உங்களுக்கு இந்த ஆவணம் ஒரு மாற்ற மொழியில், பெரிய அச்சு அல்லது பிரயெயிலில் தவேபைப்பட்டால், எங்களைத் தொடர்பு கொள்ள தயங்க வண்டாம்.

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

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