



Organisational Performance 2021/22

1st April 2021 to 31st March 2022

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 compiling 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 **27th April 2022**, such as reclassification of incidents following fire investigations, will not be represented in the information reported.

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

































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

Note: The information detailed within the report for 2020/21 covers the Covid lockdown period and associated reductions experienced in service demand for Emergency Response, Prevention and Protection activities.

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2021/22 AT A GLANCE QUARTER 4

	Qu 4 Actual	Compared To 2020/21	Compared to Five Year Average *		Qu 4 Actual	Compared To 2020/21	Compared to Five Year Average *
Number of 999 Calls	14,041	+27% (+2965) 	+11% (+1340) 	Number of Incidents	9,919	+28% (+2,140) 	+11% (+989) 
Primary Fires	851	+15% (+112) 	+17% (+123) 	Secondary Fires	4,312	+43% (+1,294) 	+36% (+1152) 
Accidental Dwelling Fires	180	+13% (+20) 	+28% (+39) 	Safer Homes Visits	20,577	+43% (+6,222) 	+24% (+3,934) 
Deliberate Dwelling Fires	89	+22% (+16) 	+14% (+11) 	Total annual risk based inspections completed	1789	+1281 (252%) 	+787 (127%) 
Industrial Commercial Fires	66	-8% (-6) 	-10% (-6) 	Percentage 18 appliances availability	34%	-33% 	-36% 
Response Time: First Appliance	00:05:06	+4% (+00:00:13) 	+4% (+00:00:14) 	Response Time: 2nd Appliance	00:07:06	+5% (+00:00:20) 	+4% (+00:00:16) 
Violence to Staff	75	+47% (+24) 	+74% (+32) 	Accidents causing injury	35	+25% (+7) 	+17% (+5) 
All staff average duty days absence	11.9	+51% (+4.04) 	+47% (+3.8) 	% duty days lost to mental health	31%	14% 	9% 

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

Introduction

This report provides details of Cleveland Fire Brigade's performance for the period 1st April 2021 to 31st March 2022. It provides a transparent, single view of information which allows Elected Members, Auditors and members of the public to hold the Brigade's senior managers and staff to account in terms of the performance of their Fire Brigade.

Cleveland Fire Authority's vision is suitably ambitious and yet underpinned by principles of reality and common sense; these being to understand the needs of its diverse communities and to respond with a wide range of excellent, value for money, integrated community services. Our Vision is underpinned by three Strategic Goals that support the achievement of our vision by guiding our priorities and work.

Each goal is underpinned by strategic objectives which deliver a number of strategic outcomes.

We are in the business of keeping people safe and believe that our long term success is founded on our ability to identify, assess and manage risk. The way we manage risk in Cleveland is simple: we adopt a balanced approach of prevention, protection and emergency response.

We plan our areas for service delivery against our Strategic Goals and associated strategic outcomes. A suite of 'umbrella strategies' direct our service delivery which support delivery of our vision and outcomes.

The following sections highlight areas of performance on an exceptions basis that require continued monitoring to ensure that the effectiveness of the umbrella strategies directing services can be monitored and evaluated. At the time of writing the report no comparator information from the Home Office or Family Group is available for 2021/22.

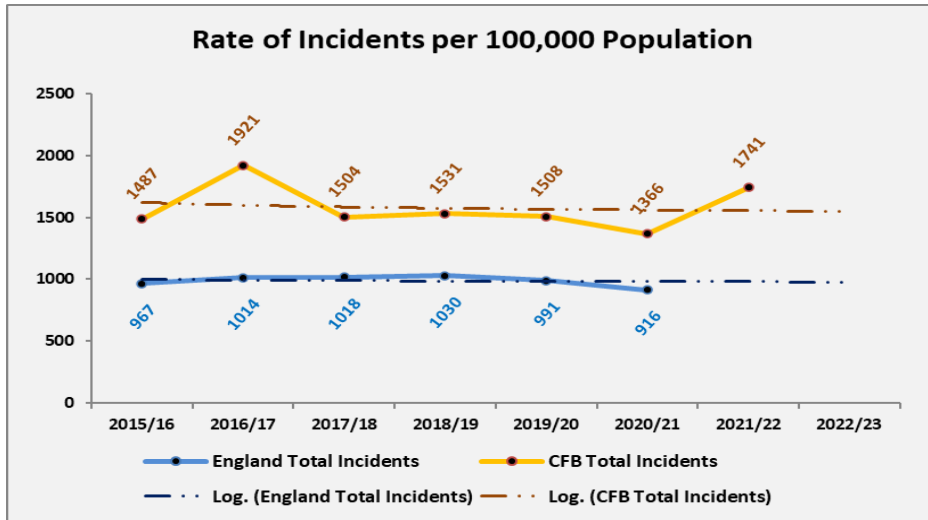
All performance information is detailed in the body of the report. When considering the information and comparing with previous years consideration must be made of the impact of Covid during 2020 and 2021, where significant reductions in service demand for emergency response incidents was experienced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

- Performance compared with National Performance (where information is available) over a five year period
- Performance compared to 2020/21
- Performance compared to five years ago (2016/17)
- Performance against approved Targets
- Performance trends over the last five years (2016/17 to 2020/21)
- Performance compared to the average five years performance (2016/17 to 2020/21).
- Performance trend includes CFB 2021/22 data. National data is not available until September 2022

Performance Overview

Total Incidents

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



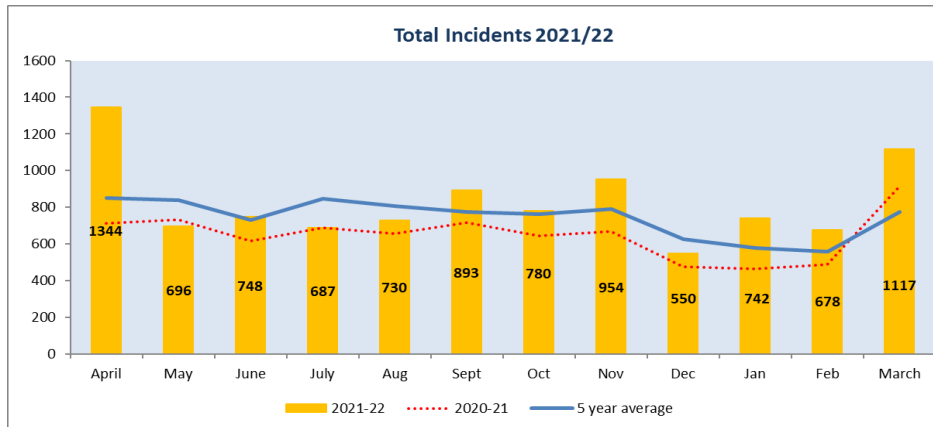
In 2021/22 we attended **1,741 incidents per 100,000 population**.

The rate of incidents we attend has **increased by 17%** between 2015/16 to 2021/22.

Nationally the rate of incidents has **decreased by 5%** between 2015/16 to 2020/21.

CFB rate of total incidents per 100,000 population is **90% higher** than the national rate.

Performance 1st April 2021 to 31st March 2022



• April 2021 - March 2022: 9919 Incidents (+989/11% higher compared to five year average): 27.2 Incidents per day.

• April 2021 - March 2022 5 Year average: 8930 incidents: 24.5 incidents per day

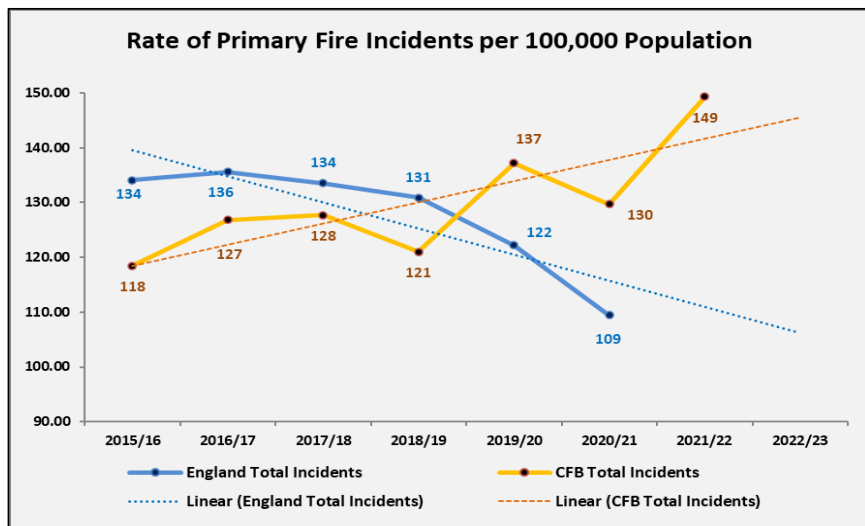
• April 2020 – March 2021: 7779 incidents: 21.3 incidents per day.

• Number of incidents attended during April 2021 was 1344 (45 incidents per day), 58% (495.2) higher than the five year average for April of 848.8.

• May was the only month where the number of incidents were lower than the 5 year average for May as well as the previous year.

Primary Fires

CFB traditionally attend a lower rate of primary fire incidents per head of population than the average in the country. However this pattern changed in 2019/20 where the Brigade attended 137 incidents per 100,000 population compared with 122 incidents per 100,000 population nationally. In 2020/21 although the rate in CFB had reduced to 130 incidents this remained higher than the national average (109 incidents).



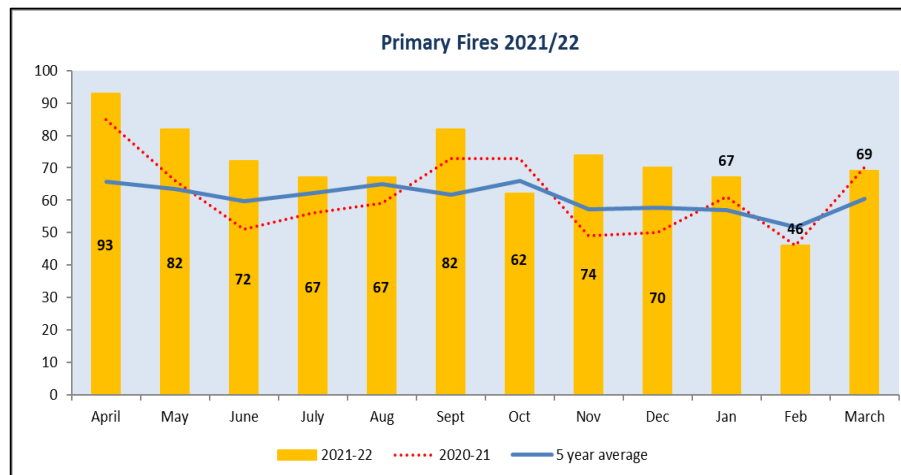
During 2021/22 we attended 149 Primary Fire Incidents per 100,00 population.

Nationally between 2015/16 to 2020/21 the rate of primary fire incidents **reduced by 19%**.

For CFB the rate of incidents between 2015/16 and 2021/22 **increased by 26%**.

Performance 1st April 2021 to 31st March 2022

In 2021/22 the Brigade responded to 851 primary fire incidents which is 15% (112) higher than the total attended for 2020/21 (739).



- April - March: 851 Incidents (+123 / 17% higher) compared to five year average.

- April - March 5 Year Average: 728 incidents.

- April – March 2020: 739 incidents.

- October and February are the only two months where the incidents are lower than both the five year average and 2020/21.

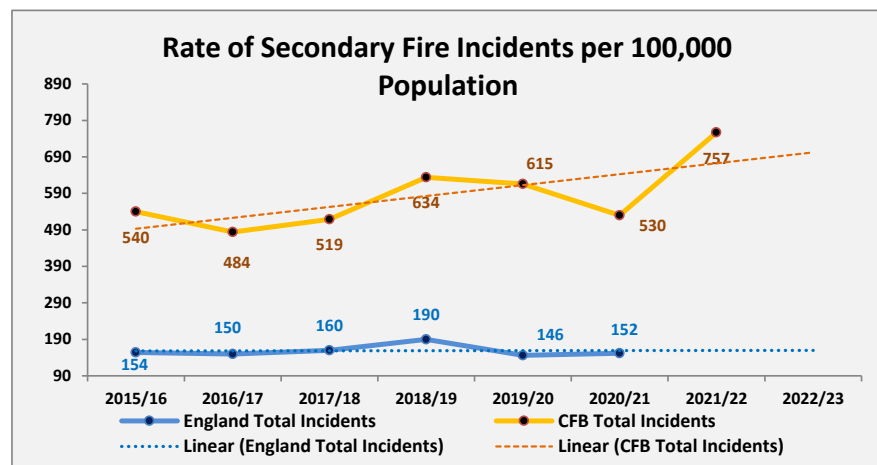
- 55% of Primary Fires are classed as deliberate fires.

The proportion of each type of primary fires compared to the five year average is shown in the following table;

Property Type	5 Year %	2021/22
Dwelling Fires	30%	32%
Non Domestic	14%	13%
Vehicle Fires	41%	41%
Other	15%	14%

Secondary Fires

Between 2015/16 to 2020/21 nationally the rate of secondary fire incidents has **reduced by 1%** (154 to 152 per 100,000 population) and **has reduced by 2%** (540 to 530 incidents per 100,000 population) within CFB. In 2020/21 the **rate of secondary fires was 3.5 times higher than the national average**.



During 2021/22 CFB's rate of secondary fires was 757 per 100,00 population

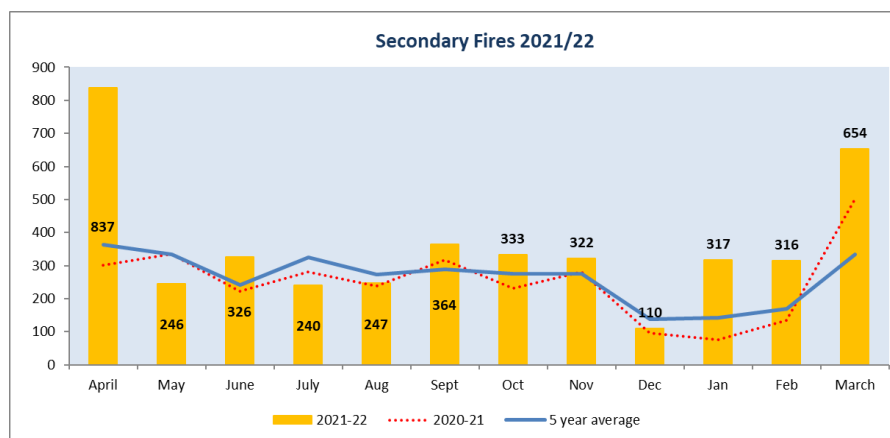
Over the period 2015/16 to 2020/21 within the Brigade

- 73% of secondary fires were refuse related
- 23% were grass related.

Between April to March, 66% of secondary fires were classed as refuse related and 30% grass related.

Performance 1st April 2021 to 31st March 2022

During April to March the Brigade attended 4312 secondary fires, which is 1152 (36%) higher than the five year average.



• April - March: 4312 secondary fires (+1152/36%) compared to five year average.

• April - March five year Average: 3160 Fires.

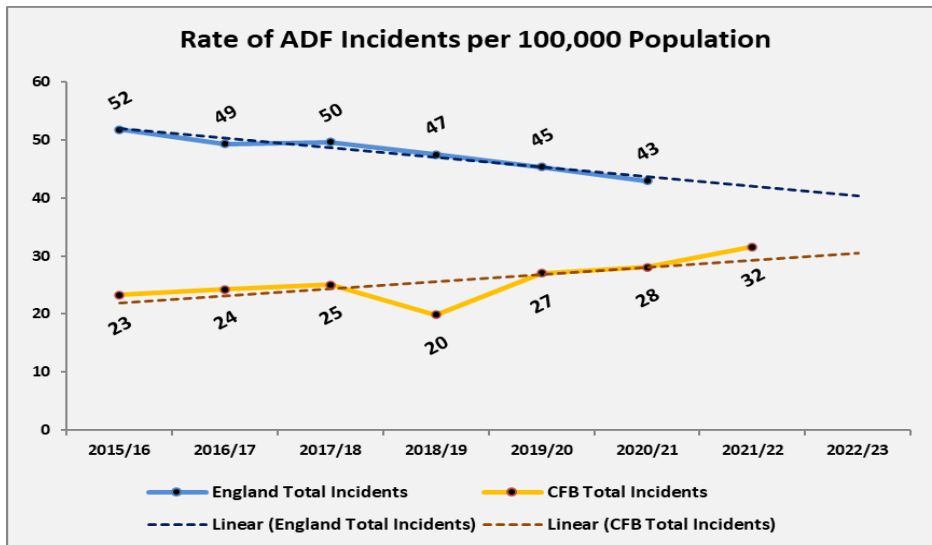
• April 2020 - March 2021: 3018 Secondary Fires.

• April 2021: 837 secondary fires which is 474 (131%) higher than five year average for April.

• Only May and July were lower than both the five year average and 2020/21.

Accidental Dwelling Fires

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

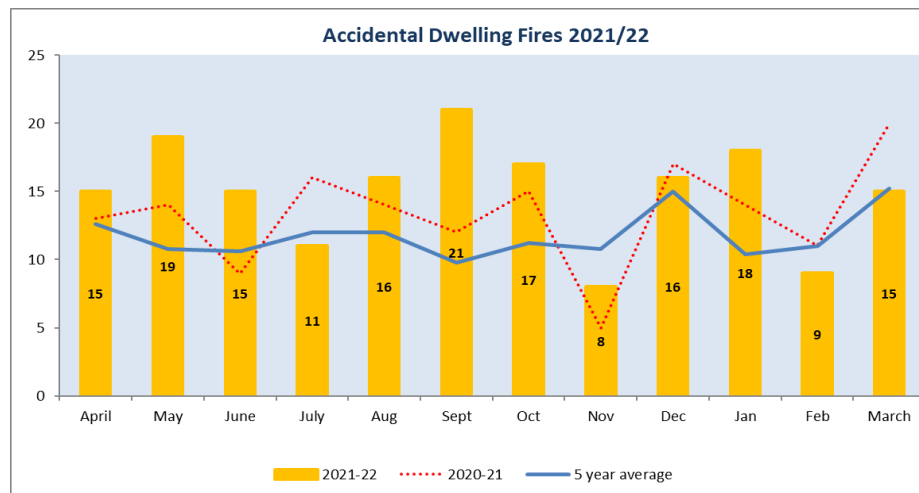


Since 2015/16, apart from 2018/19, there has been an upward trend (**21% increase** 2015/16 to 2021/22) in the rate of ADFs in CFB which has continued in the current year.

Since 2015/16 to 2020/21 nationally the rate of incidents has **reduced by 17%** compared to the **increase** seen within CFB.

Performance 1st April 2021 to 31st March 2022

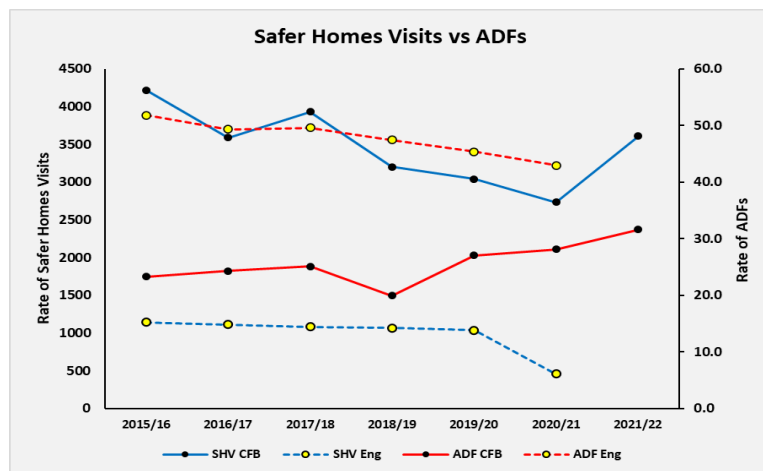
During 2021/22 there were 180 Accidental Dwelling Fires in the Brigade area.



- April - March: 180 Incidents (+39 /28%) compared to 5 year average
- April - March 5 Year Average: 141 incidents.
- April – March 2020: 160 incidents.
- Number of incidents attended during all months except July and February were higher than both the 5 year average and 2020/21.

Safer Homes Visits (HFSVs)

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



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

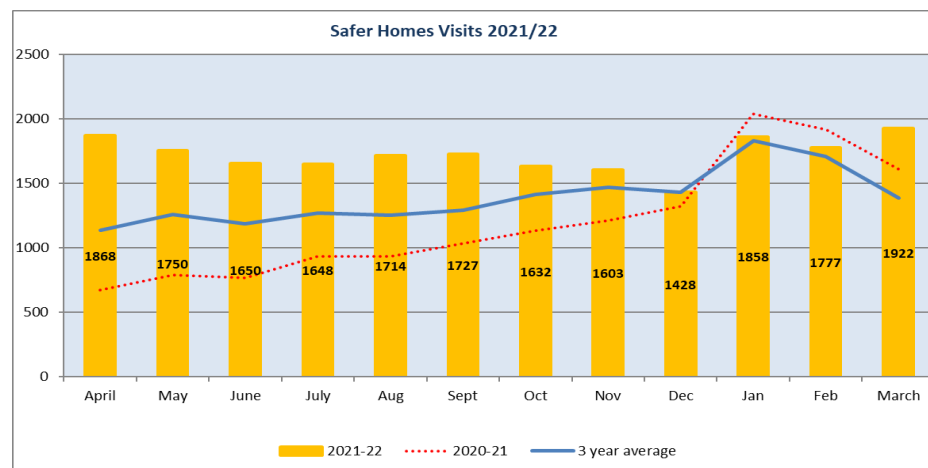
Between 2015/16 and 2020/21 we conducted an average of 3,451 per 100,000 population Safer Homes Visits compared to the national average of 983 Safer Homes Visits.

Over the same period the average rate of ADFs for the Brigade was 24.6 compared to an average national rate of 47.7.

The rate of Safer Homes Visits within CFB has **decreased by 14%** between 2015/16 and 2021/22 and over the same period there has been a **36% increase** in ADFs.

Performance 1st April 2021 to 31st March 2022

During Financial Year 2021-22 the Brigade attempted to carry out 28,901 Safer Home Visits (SHV), the number conducted is 20,577. This is 3,943 visits (24%) higher than the three year average (16,634).



- April - March: 20,577 Safer Homes Visits Completed (+6,222 /43%) compared to the same period in 2020-21. During the same period CFB staff attempted to carry out 28,901 Safer Home Visits.

- April - March 3 Year Average: 16,634 Safer Homes Visits.

- April 2020– March 2021: 14,355 incidents Safer Homes Visits.

- Number of Safer Homes Visits completed during Financial year 2021 is higher than both the 3-year average and Financial Year 2020.

Sources of Visits

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

Based on those completed visits recorded on the tablets;

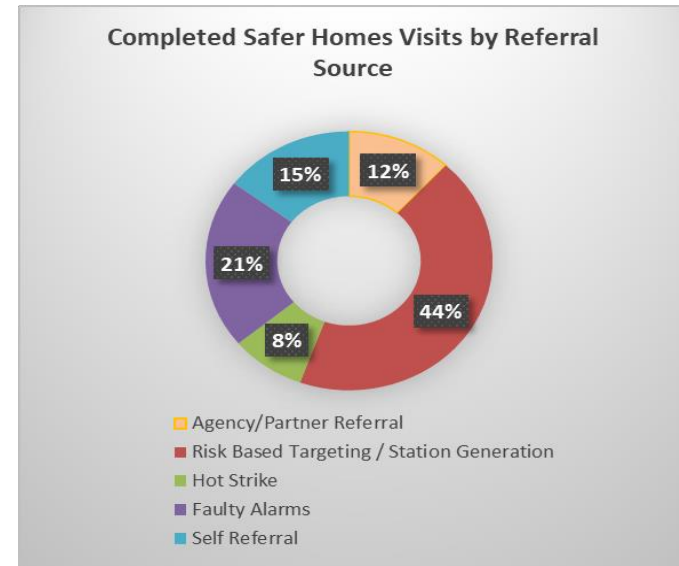
- 12% arise from referrals from other agencies and 15% are self-referrals.
- 44% of visits are derived from Brigade Risk Based Targetting/Station Self Generation using our risk profiles.
- 21% arise from faulty alarms.
- 8% arise from reactive hot strikes following incidents and false alarms.

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

From the type of visits the following table provides the rate of conversion into actual visits.

In total **65%** of all identified properties are converted into actual visits.

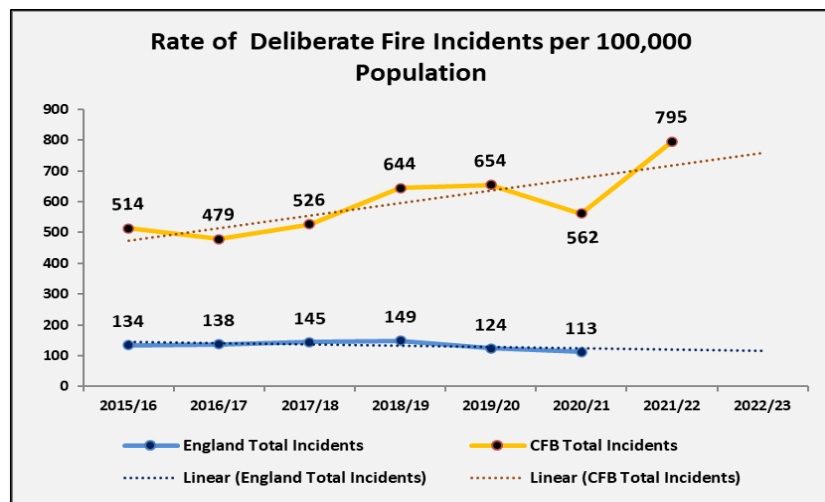
The conversion rate ranges from **51% (Hot Strike)** to **92% (faulty alarms)**



Referral Type	% converted to visit
Agency/Partner Referral	73
Risk Based Target/Station Generation	54
Hot Strike	51
Faulty Alarms	92
Self Referral	83
All Referral Types	65

Deliberate Fires

Deliberate fire setting within the Brigade area is the highest rate in the country and has been for a number of years with the Brigade experiencing **5 times the national rate of deliberate fires**.



Performance 1st April 2021 to 31st March 2022

During 2021/22 the Brigade responded to 4532 deliberate fires. Of these, 90% (4067) are deliberate secondary fires.

Using the data reported in the National Fire Statistical tables;

- 88% of the Brigades Deliberate fires are secondary fires
- 12% are Deliberate primary Fires.

Nationally this equates to:

- 74% deliberate secondary fires
- 23% deliberate primary fires.

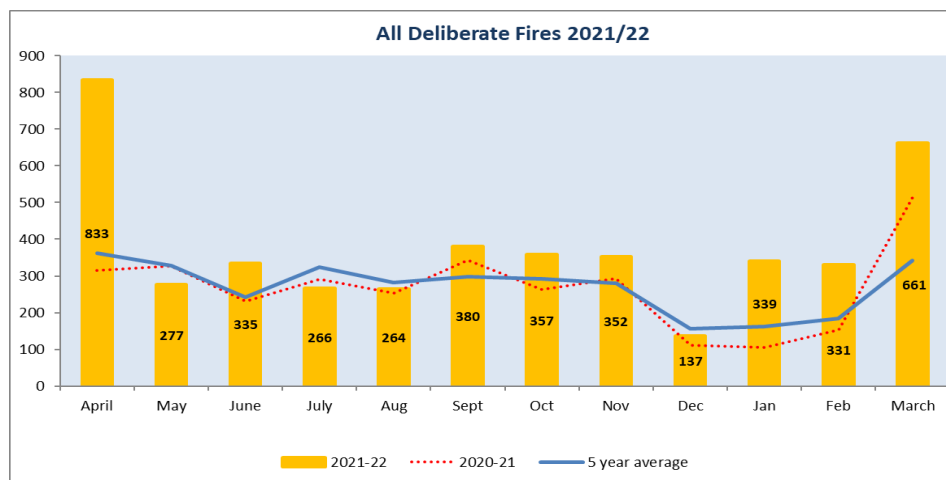
- April - March: 4,532 deliberate fires, +1,279 /39% higher compared to 5 year average.

- April - March 5 Year Average: 3,253 Deliberate Fires.

- April – March 2021: 3,201 Deliberate Fires.

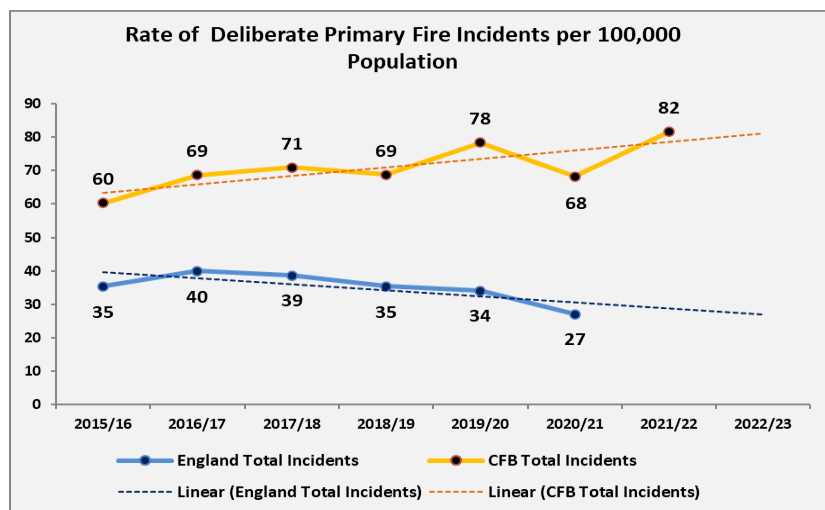
- April 2021: 833 deliberate fires which is 470 (130%) higher than five year average for April. April 2021 has incurred the highest number of monthly deliberate fires for the whole of the last five years.

- April, June, Sept, Oct, Nov and Jan through to March for Financial year 2021-22 figures are higher than both 2020 and the five year average.



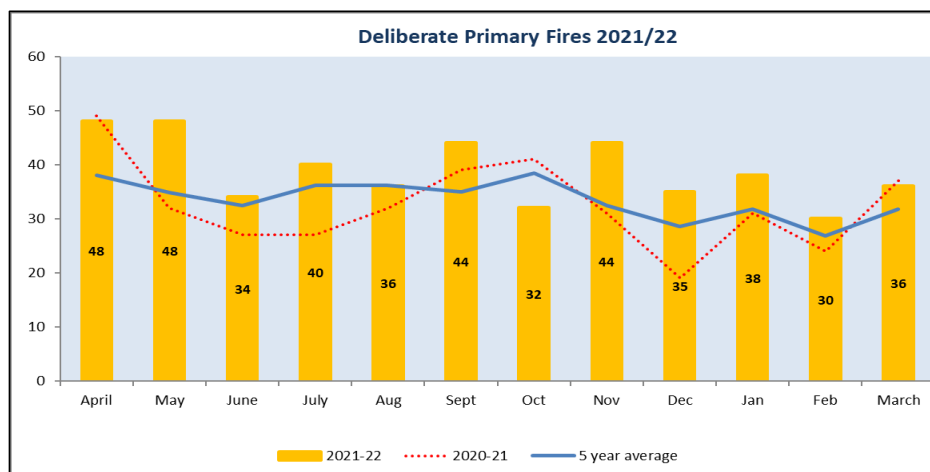
Deliberate Primary Fires

Over the period 2015/16 to 2020/21 nationally the rate of deliberate primary fire incidents has **reduced by 23%** (35 to 27) compared to an **increase of 13%** (60 to 68 incidents per 100,000 population) within CFB. During 2021/22 the rate of deliberate primary incidents for the Brigade reduced from 68 to 82 (+21%) per 100,000 population. We do not have the national figures for 2021/22 as they are not published until September 2022



Performance 1st April 2021 to 31st March 2022

During 2021/22 the Brigade responded to 465 deliberate primary fires.



Over the last five years:

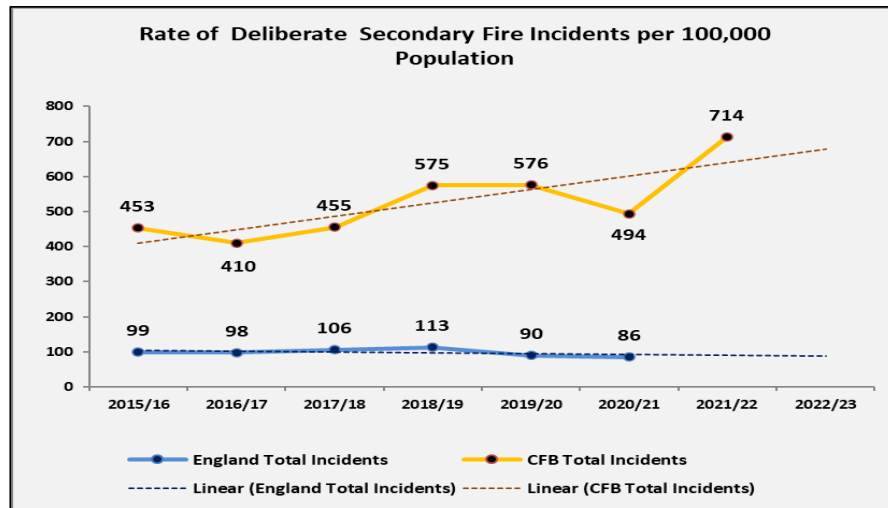
- 54% of deliberate primary fires within the Brigade are vehicle fires predominantly road vehicles.
- 19% are deliberate dwelling fires.
- 27% are other deliberate primary fires including Industrial and Commercial properties and other buildings (garages /sheds etc).

- April - March: 465 deliberate primary fires (+63 /16%) compared to 5 year average.
- April - March 5 Year Average: 402 deliberate primary fires.
- April – March 2020: 389 deliberate primary fires.
- The number of deliberate fires is higher than five year average and against the previous year in all months except October.

During 2021/22; 58% of deliberate primary fires are vehicle fires, 19% are deliberate dwelling fires and 23% are other deliberate primary fires – similar proportions to the five year average.

Deliberate Secondary Fires

Between 2015/16 to 2020/21 nationally the rate of deliberate secondary fire incidents has **reduced by 13%** (99 to 86 per 100,000 population) compared to an **increase of 9%** (453 to 494 incidents per 100,000 population) within CFB. In 2021/22 the rate of deliberate secondary fires was **8 times higher than the national average for 2020/21**.



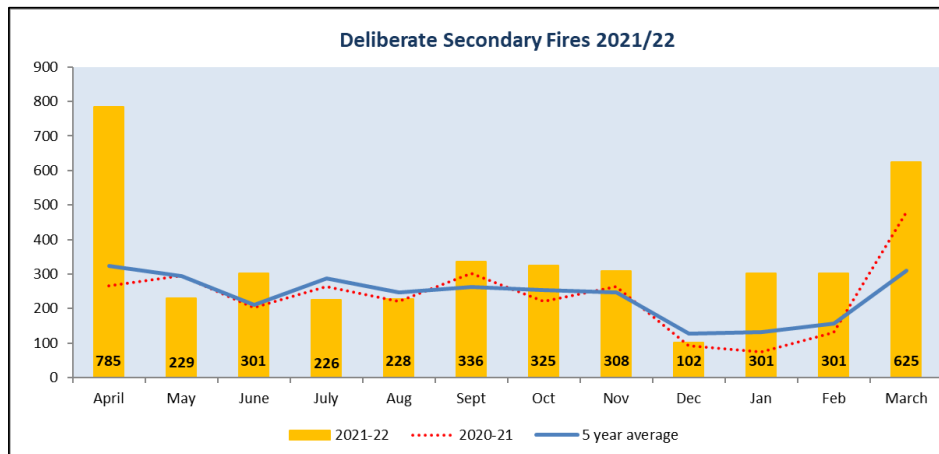
Over the period within the Brigade:

- 74% of deliberate secondary fires were refuse related.
- 22% were grass related.

Between April to March 2022, 69% of deliberate secondary fires were classed as refuse related and 27% grass related.

Performance 1st April 2021 to 31st March 2022

During April to March the Brigade attended 4,067 deliberate secondary fires.



- April - March: 4,067 deliberate fires (+1,217 /43%) compared to five year average.

- April - March 5 Year Average: 2,850 Deliberate Fires.

- April - March 2021: 2,812 Deliberate Fires.

- April 2021: 785 deliberate secondary fires which is 460 (141%) higher than five year average for April. April 2021 incurred the highest monthly deliberate secondary fires for the whole of the past 5 years.

- Only May, July, August and December were lower than both the 5 year average and the previous year.

Response Benchmarks : Building Fires

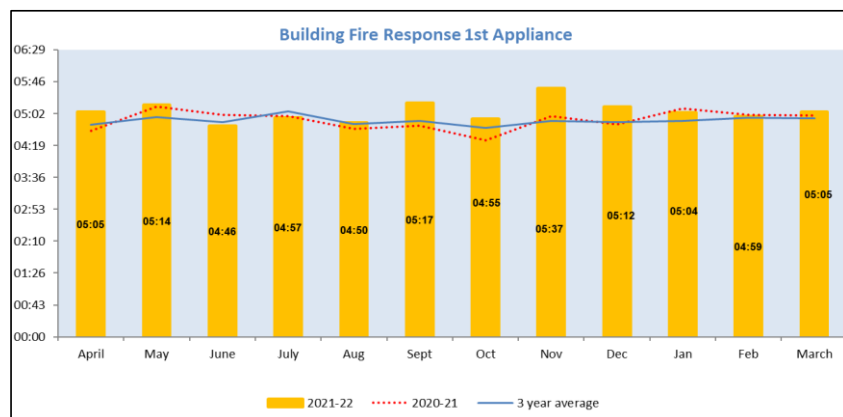
As detailed in the table and in the body of this performance report CFB achieved its emergency response benchmarks for building fire incidents with an average time of **00:05:06 for the first appliance against a target of 07:00:00 and an average time of 00:07:06 for the second appliance against a target of 10:00:00.**

The benchmark performance is based on an average time for 1st and 2nd appliances. Our analysis indicates that on a number of occasions the benchmark was exceeded. In 2021/22 the number of times the benchmark was exceeded equate to 376 and 253 mobilisations for 1st and 2nd appliance respectively.

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

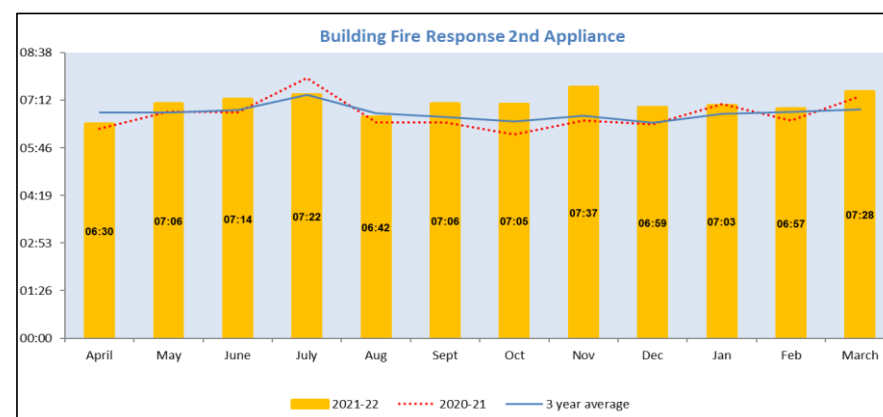
Detailed reasons for failures is collated throughout the year with failures being investigated by operational managers.

The chart below demonstrates that the current years response standard for 1st appliances mirrors the average time over the last 3 year; however November 2021 is 00:00:47 higher than the 3 year average and 00:00:38 higher than November 2020.



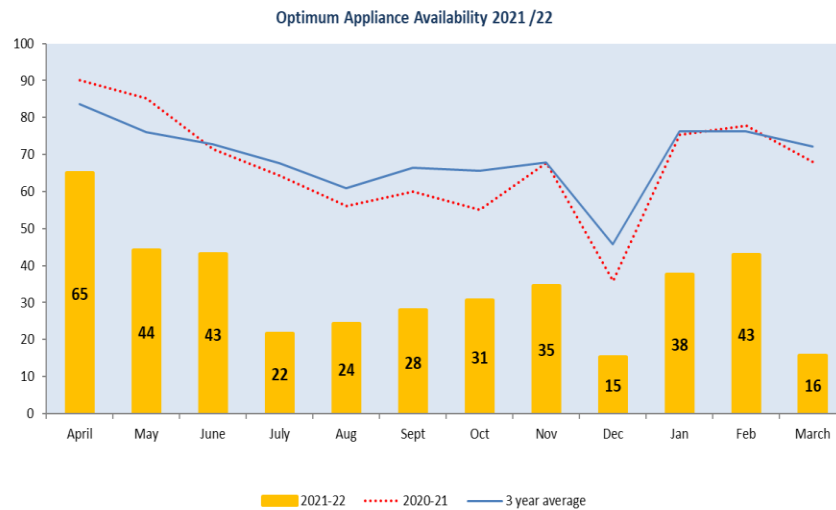
	1st Appliance	2nd Appliance
Target	07:00:00	10:00:00
Apr-21	00:05:05	00:06:30
May-21	00:05:14	00:07:06
Jun-21	00:04:46	00:07:14
Jul-21	00:04:57	00:07:22
Aug-21	00:04:50	00:06:42
Sep-21	00:05:17	00:07:06
Oct-21	00:04:55	00:07:05
Nov-21	00:05:37	00:07:37
Dec-21	00:05:12	00:06:59
Jan-22	00:05:04	00:07:03
Feb-22	00:04:59	00:06:57
Mar-22	00:05:05	00:07:28
Average	00:05:06	00:07:06

The chart below demonstrates that the current years response standard for 2nd appliances for April to March mirrors both the average time over the last three years and during 2020.



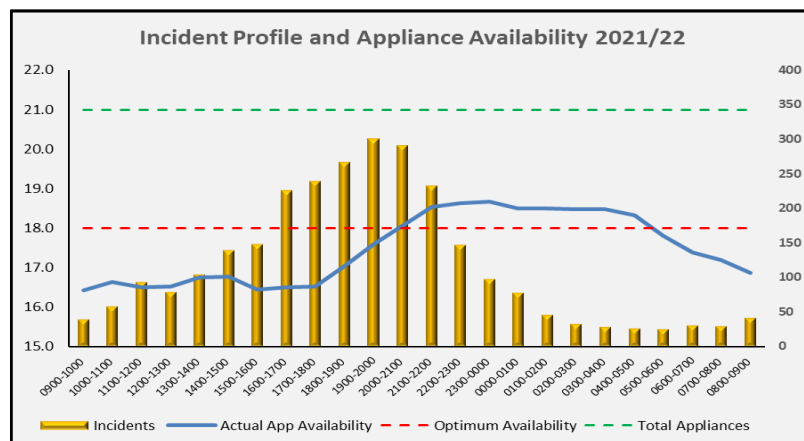
Optimum Appliance Availability

The CIRMP 2018/22 states that the Brigade will maintain, as far as possible, a core emergency response resource of 18 fire appliances being available to respond to emergency response incidents at any point in time.



- April - March: 18 or more appliances were available on 34% of occasions. The average number of appliances available in March was 15.8 with the average number for the period April to March 2021 being 16.3.
- April - March 3 Year Average 18-appliance availability is 69%.
- April - March 2021 the average appliance availability is 67%.
- Appliance availability April to March is lower than the previous 3 year average and the preceding year.

The following chart details the temporal analysis of number of appliances being available over the course of a 24 hour period compared to the number of incidents occurring over the 24 hour period.



Optimum appliance availability is higher at times of lowest demand for emergency response incidents.

Lowest levels of appliance availability are during day shifts Monday to Friday and maximum availability of appliances is during night shifts Monday to Friday

Monday to Friday night shifts, the Brigade achieves its optimum appliance availability, all other times the Brigade has fallen below the optimum level.

Sickness Absence

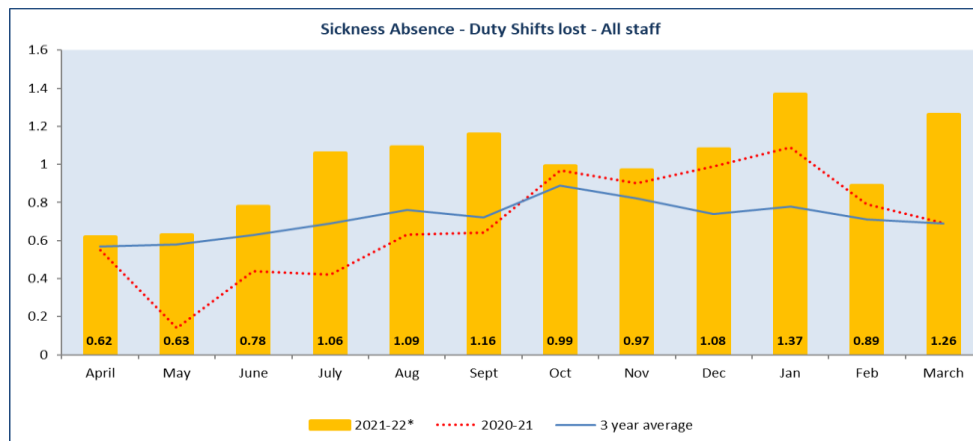
The organisation's Employee Health and Wellbeing Strategy was developed to ensure the effective management of health, work and wellbeing within the Brigade concentrating specifically on sickness absence management; substance misuse management; mental wellbeing; fitness; occupational health; and life/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

Analysis of sickness levels within the Brigade across all staff groups indicate sickness levels in 2017/18 to 2021/22 are detailed in the following table.

	2017/18	2018/19	2019/20	2020/21	2021/22
All Staff	6.72	7.95	9.36	7.86	11.90
Wholetime	6.44	8.06	9.47	9.60	12.07
Retained	7.25	6.81	8.30	4.97	6.52
Fire Control	4.83	10.52	6.00	3.81	20.57
Green Book	7.62	8.11	10.65	6.43	14.19

Performance 1st April 2021 to 31st March 2022

The following table details the sickness absence rates across all staff groups.



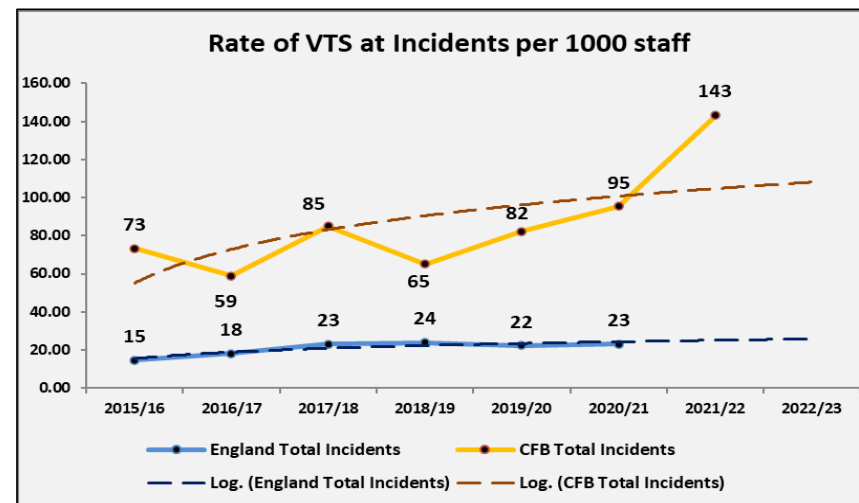
- April - March: 11.9 duty shifts per person lost to sickness absence (+3.82 / 47%) compared to 5-year average.
- April - March 5 Year Average: 8.08 duty shifts per person.
- April - March 2021: 7.86 duty shifts per person.
- All months during 2021 were above the 5-year average and also the same period during 2020.

Violence To Staff

The rate of incidents per 1000 staff that CFB employees have suffered Violence to Staff during operational incidents is significantly **higher** than the national rate. During 2021/22 there were 143 such incidents per 1000 staff compared to a national rate of 23 incidents per 1000 staff for financial year 2020/21.

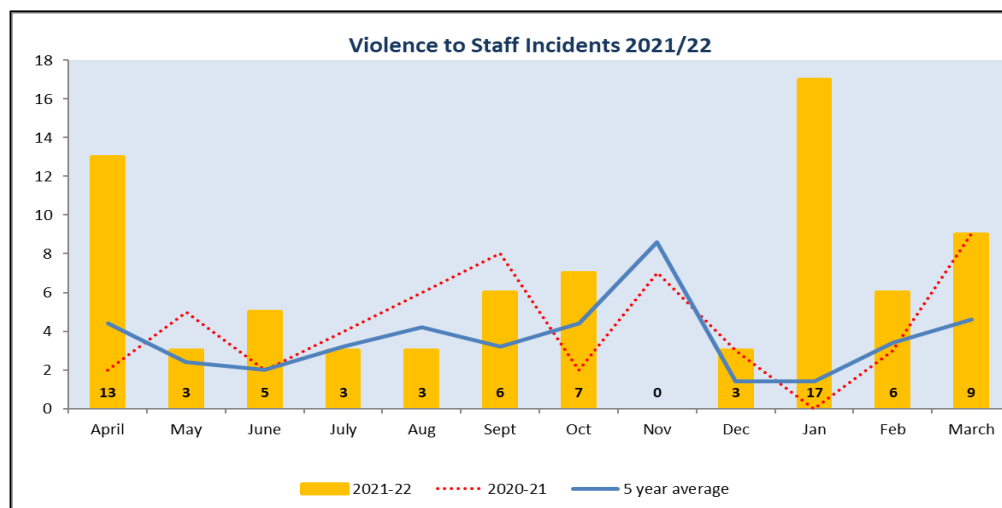
Since 2015/16 (from available information) nationally the rate of violence to staff incidents has increased by 57% compared to an increase of 30% for CFB.

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



Performance 1st April 2021 to 31st March 2022

During 2021/22 there has been 75 violence to staff incidents against CFB staff. These incidents relate to incidents against all staff groups to any type of service delivery.



- April - March: 75 VTS incidents (+32/ 74%) compared to five year average.
- April - March five year Average: 43 incidents.
- April – March 2021: 51 incidents.
- April 2021: In the month there were 13 incidents compared to two incidents in 2021/22 and an average of 4 incidents over last 5 years. This is in line with an increase in the number of emergency response incidents attended, particularly deliberate secondary fires, during April 2021. This reached an unprecedented high in January 2022 when there were 17 violence to staff incidents recorded.

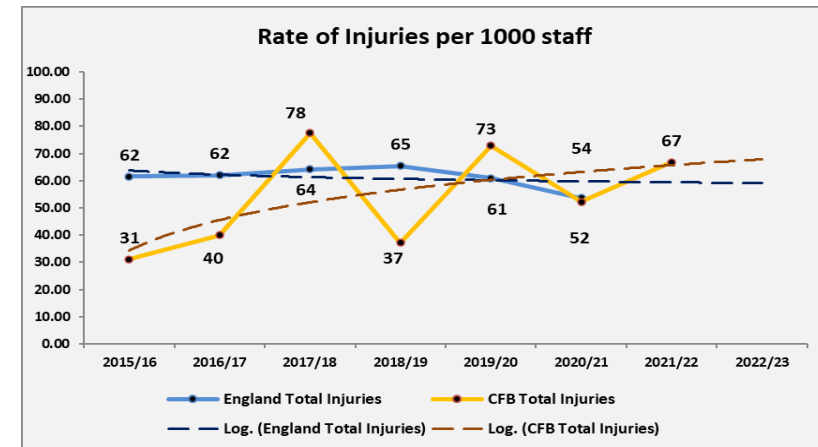
Health and Safety : Injuries to Brigade Personnel

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

The rate of injuries per 1000 staff that CFB operational employees have suffered is slightly **lower** than the national rate. During 2020/21 there were 52 such incidents per 1000 staff compared to a national rate of 54 incidents per 1000 staff. During 2021/22 the rate **increased to 67 (29%)** per 1000 staff.

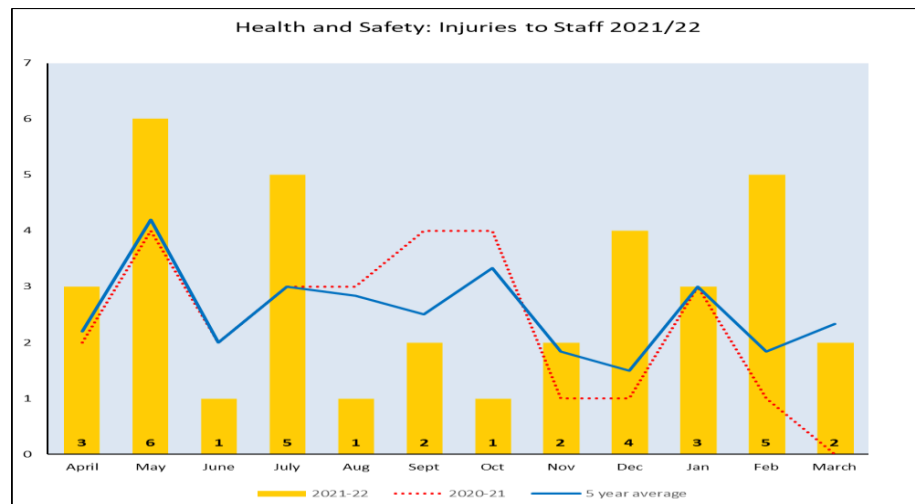
Over the period 2015/16 to 20/21 nationally the rate of violence to staff incidents has **decreased by 13%** compared to an **increase of 3%** for CFB.

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



Performance 1st April 2021 to 31st March 2022

During 2021/22 there has been 35 injuries suffered by staff in the course of their duties which is an increase of 4 (15%) when compared with the average incurred for the last five years. Please note these incidents include all brigade staff groups



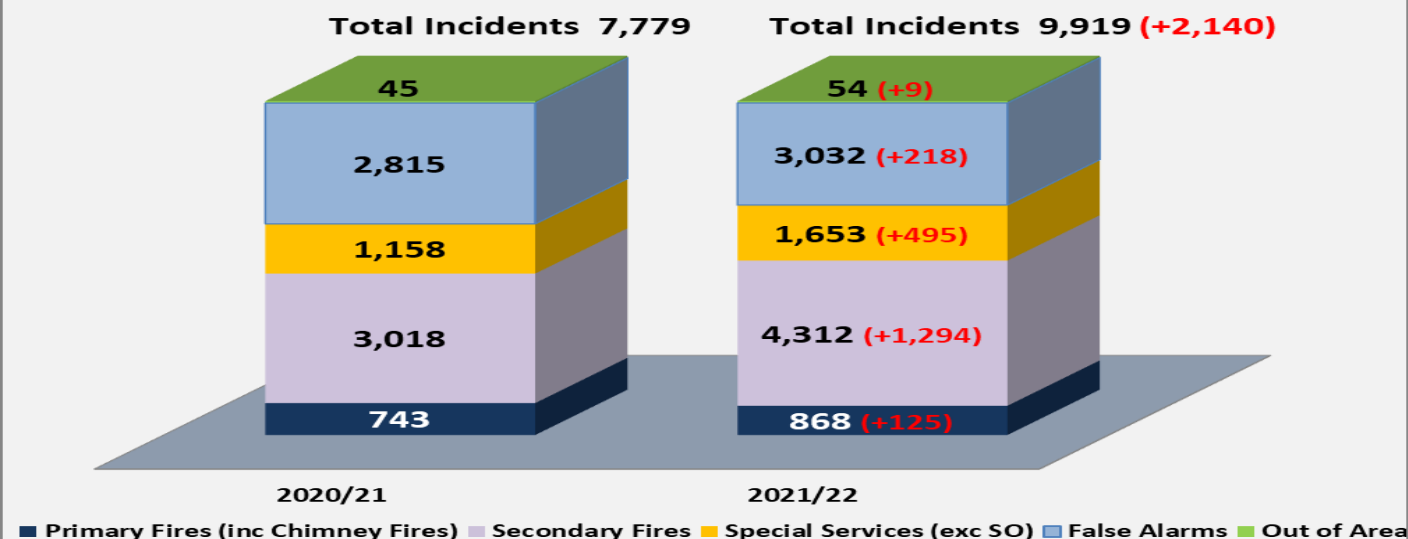
- April - March: 35 injuries (+7 / 25%) compared to to same period 2020/21.
- April -March five year average: 30 injuries .
- April – March 2021: 28 injuries.

Cause April-March	Total
Contact with Materials	2
Electrical	1
Ergonomical	1
Falling Objects	4
Fire & Explosion	3
Human Error	8
Manual Handling	2
Physical	5
Slips, Trips & Falls	4
Struck by Fixed Object	3
Contact with Machinery	2
Total	35

CORPORATE SUITE OF INDICATORS



Incident Profile 01/04/2021 to 31/03/2022



Prevention: Safer Homes Visits

Following its risk based targeting approach to Safer Homes Visits between 1st April 2021 to 31st March 2022 the Brigade **attempted to perform 28,901 Safer Home Visits (SHV)**. From these attempted Safer Home Visits the Brigade has **completed 20,577 visits**.

This is an **increase of 6,222 (43%)** Safer Home Visits compared to 2020, when the Brigade completed 14,355 SHV.

Resulting from the Safer Home Visits there were **1058 (5%) referrals to other agencies** for support and/or items of risk reduction equipment.

Operational crews completed **17,263 (84%) SHV** compared to 11,629 in 2020; an **increase of 5,634 (48%)**.

Hubs and Advocates completed **3,314 (16%) SHV** compared to 3,927 in 2020; a **decrease of 613 (15.6%)**.

Fire Control

During the period April 2021 - March 2022 Fire Control dealt with **14,041 emergency calls**, an **increase of 27% (+2,965)** from the same period in 2020/21.

Emergency Response

During the period April - March we responded to 9,919 incidents, an **increase of 2,140 (+28%)** compared to the same period in 2020/21.

Comparing 2020/21 to 2021/22, there have been **increases in all incident categories**:

- **Primary Fires** by **+15% (112)** from 739 to 851
- **Chimney Fires** by **+325% (13)** from 4 to 17
- **Secondary Fires** by **+43% (1,294)** from 3,018 to 4,312
- **False Alarms** by **+8% (217)** from 2,815 to 3,032
- **Special Services** by **+43% (495)** from 1,158 to 1,653
- **Out Of Area** incidents by **+20% (9)** from 45 to 54

Fire incidents account for **52% (5,180) of total incidents** with Primary Fires excluding Chimney Fires (851) and Secondary Fires (4,312) accounting for 9% and 43% of all incidents attended respectively.

87.5% (4,532) of all fires attended have been classified as deliberate in nature.

Protection: Safer Buildings - Risk Based Inspections

During the period April 2021 - March 2022, **1,789 audit inspections** of industrial and commercial premises have been completed compared to 508 during the same period in 2020/21, an **increase of 1,281 (252%)**.

In addition to these audits **355 building regulation consultations** and **181 licencing consultations** have been completed during the period. Of which 347 (98%) and 175 (97%) respectively have been completed within the prescribed timescales.

Within the Risk Based Inspection Programme there are 16,071 Industrial and Commercial Premises rates in the following risk bands:

RBIP Risk Levels	
Very High	2
High	137
Medium	2763
Low	7943
Very Low	5226

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

- Zero Deliberate Dwelling Fire Fatalities in 2021/22, 2020/21 and 2016/17;
- All response benchmarks performing well within target;
- 47% (-9) reduction in Accidental Dwelling Fire Injuries;
- 47% reduction (-7) fatalities in Road Traffic Collisions;
- Zero occasions when a Fire Appliance assigned to an incident failed to respond;
- 8% (-6) Reduction in number of Industrial and Commercial Fires;
- 95% operational exercises undertaken and completed as a proportion of the Annual Operational Exercise Programme (101/106).

Areas For Improvement

- 13% (+20) increase in Accidental Dwelling Fires;
- 22% (+16) increase in Deliberate Dwelling Fires;
- 52% (+123) increase in Road Traffic Collisions attended by the Brigade;
- 42% (+1331) increase in all Deliberate Fires;
- 83% (+5) increase in Deliberate Dwelling Fire Injuries
- 51% (+4.04) increase in average number of days lost to sickness absence per employee - All Staff;
- 47% (+24) increase in Violence to Staff incidents.

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 for the period 1st April 2021 to 31st March 2022 against our Strategic Goal 1.

	Performance compared to previous year assessed as	Performance compared to previous 5 year assessed as	Performance compared to Target assessed as
Safer Homes	Adequate Performance	Adequate Performance	Performing Well
Safer Buildings	Performing Well	Performing Well	Performing Well
Safer Roads	Adequate Performance	Performing Well	Performing Strongly
Safer High Hazard	Adequate Performance	Requires Improvement	Performing Well
Safer Neighbourhoods	Requires Improvement	Requires Improvement	Requires Improvement
Supporting National Resilience	Performing Strongly	No Comparator	Performing Strongly
Improved Health Outcomes	Performing Well	No Comparator	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		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	Target	% Direction of travel from target
1.1.1.1	Number of Accidental Dwelling Fires	137	160	180	+13% (+20) ↑	+31% (+43) ↑	157	+15% (+23) ↑
1.1.1.2	Number of Deliberate Dwelling Fires	61	73	89	+22% (+16) ↑	+46% (+28) ↑	64	+39% (+25) ↑
1.1.1.3	Number of Accidental Dwelling Fire Fatalities	0	1	1	0 ↔	+100% (+1) ↑	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	8	19	10	-47% (-9) ↓	+2% (+25) ↑	10	0 ↔
1.1.1.6	Number of Deliberate Dwelling Fire Injuries	5	5	10	+100% (+5) ↑	+100% (+5) ↑	-	-
1.1.1.7	Number of False Alarm Good Intents in Dwellings	664	627	627	0 ↔	-6% (-37) ↓	635	-1% (-8) ↓
1.1.1.8	Percentage of ADFs which have received a SHV within 5 years prior to the ADF	-	29%	32%	3% ↑	no comparator information	-	-
1.1.1.9	Percentage of Dwellings which have received a SHV	56%	61%	62%	1% ↑	6% ↑	-	-
1.1.1.10	Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	-	00:04:48 (1254/1407)	00:04:58 (1243/1458)	+3% (00:00:10) ↑	no comparator information	00:07:00	-29% (00:02:02) ↓
1.1.1.11	First Appliance Attendance to a Dwelling Fire Within 10 Minutes on 90% of Occasions	-	98% (1375/1407)	97% (1411/1458)	-1% ↓	no comparator information	90%	+7% ↑
1.1.1.12	Average time of a Second Appliance Attendance to a Dwelling Fire (10 Minutes)	-	00:06:37 (1051/1206)	00:06:58 (1026/1195)	+5% (00:00:21) ↑	no comparator information	00:10:00	+30% (00:03:02) ↓
Safer Homes Overall Performance Judgement					Adequate Performance	Adequate Performance		Performing Well

SAFER HOMES

Hartlepool	20/21	21/22
Safer Homes Visits	1748	2660
Accidental Dwelling Fire Fatality	0	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	13	1
Deliberate Dwelling Fire Injury	1	1
Accidental Dwelling Fires	31	33
Deliberate Dwelling Fires	22	17
False Alarm Good Intents in Dwellings	103	114

Hartlepool

Redcar Cleveland	20/21	21/22
Safer Homes Visits	3645	4362
Accidental Dwelling Fire Fatality	1	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	3	5
Deliberate Dwelling Fire Injury	0	0
Accidental Dwelling Fires	25	37
Deliberate Dwelling Fires	10	15
False Alarm Good Intents in Dwellings	165	170

Redcar and Cleveland

Stockton-on-Tees

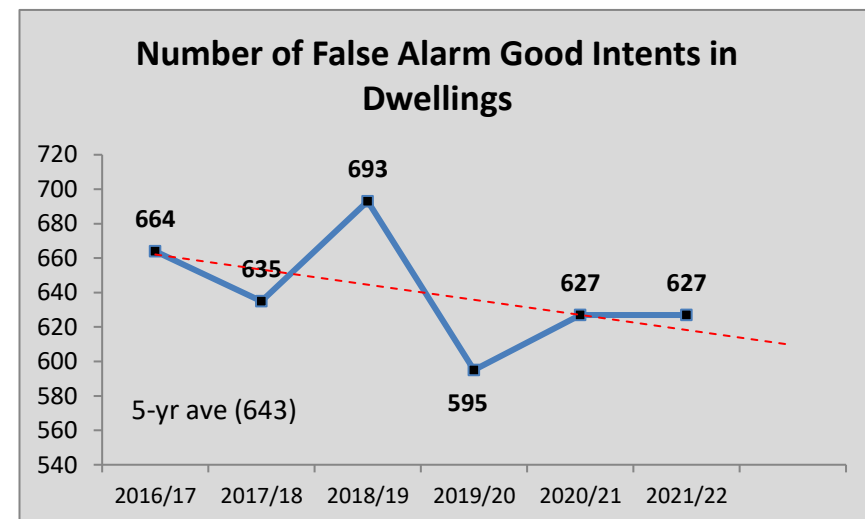
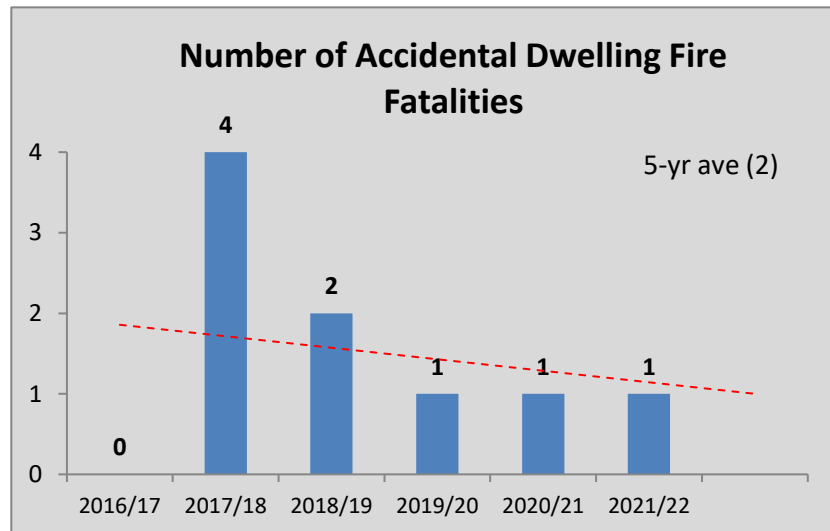
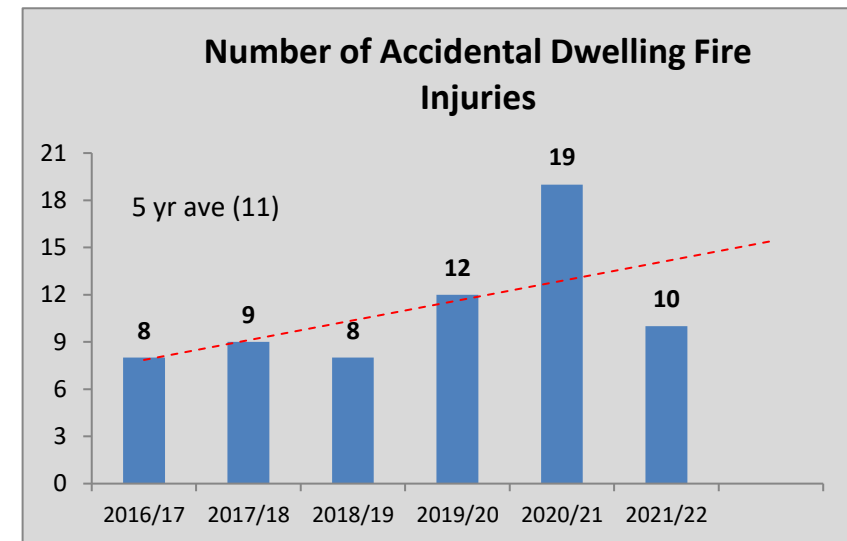
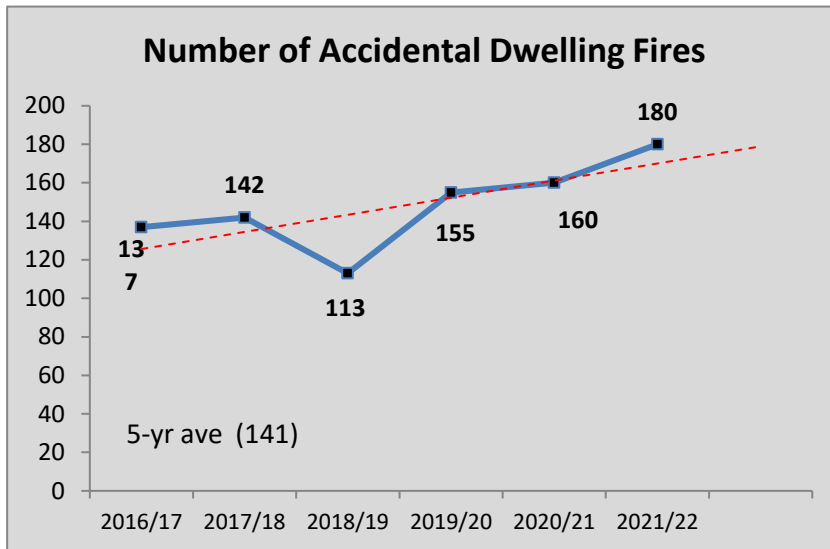
Stockton	20/21	21/22
Safer Homes Visits	4443	6509
Accidental Dwelling Fire Fatality	0	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	2	1
Deliberate Dwelling Fire Injury	2	1
Accidental Dwelling Fires	51	59
Deliberate Dwelling Fires	12	25
False Alarm Good Intents in Dwellings	172	172

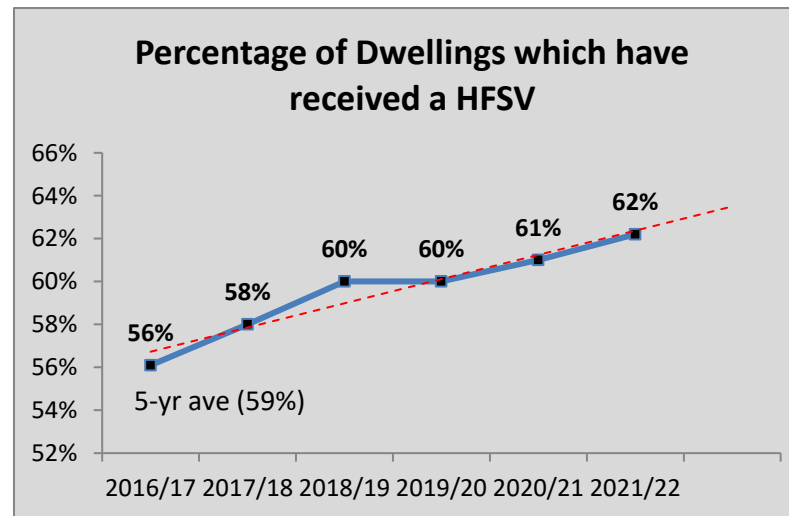
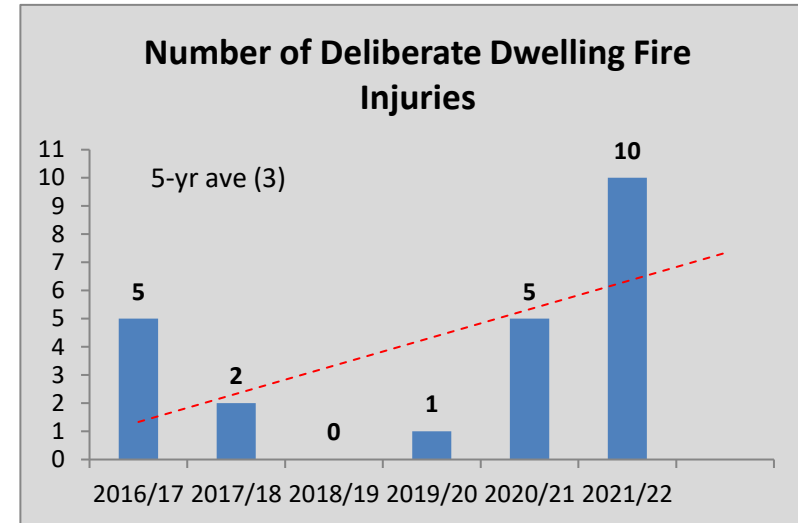
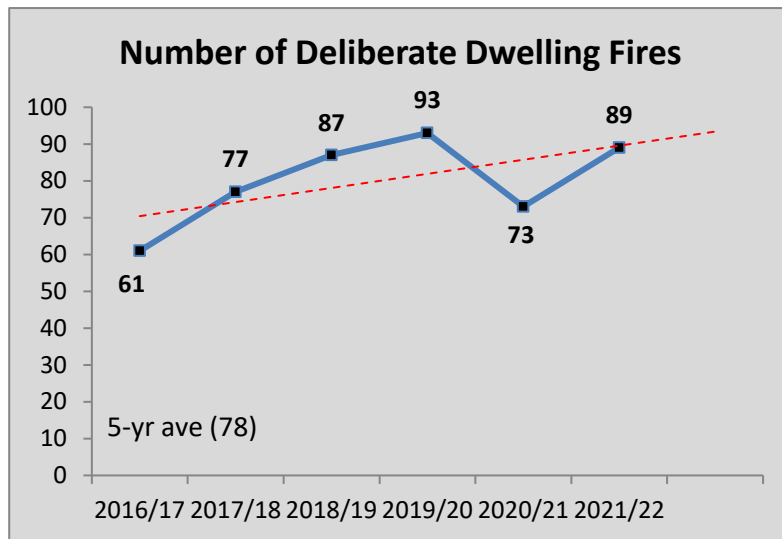
Middlesbrough

Middlesbrough	20/21	21/22
Safer Homes Visits	4252	3721
Accidental Dwelling Fire Fatality	0	1
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	1	3
Deliberate Dwelling Fire Injury	2	8
Accidental Dwelling Fires	53	51
Deliberate Dwelling Fires	29	32
False Alarm Good Intents in Dwellings	187	171

Trend Analysis: Strategic Outcome 1.1.1: Safer Homes							
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	5 year average*
Number of Accidental Dwelling Fires	137	142	113	155	160	180	141
Number of Deliberate Dwelling Fires	61	77	87	93	73	89	78
Number of Accidental Dwelling Fire Fatalities	0	4	2	1	1	1	2
Number of Deliberate Dwelling Fire Fatalities	0	0	0	0	0	0	0
Number of Accidental Dwelling Fire Injuries	8	9	8	12	19	10	11
Number of Deliberate Dwelling Fire Injuries	5	2	0	1	5	10	3
Number of False Alarm Good Intentions in Dwellings	664	635	693	595	627	627	643
Percentage of ADFs which have not received a HFSV prior to the ADF	-	-	-	47%	29%	32%	-
Percentage of Dwellings which have received a HFSV	56%	58%	60%	60%	61%	62%	59%
Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	-	-	-	00:04:57 (1249/1443)	00:04:48 (1254/1407)	00:04:58 (1243/1458)	-
First Appliance Attendance to a Dwelling Fire Within 10 Minutes on 90% of Occasions	-	-	-	97% (688/714)	98% (1375/1407)	97% (1411/1458)	-
Average time of a Second Appliance Attendance to a Dwelling Fire (10 Minutes)	-	-	-	00:06:55 (1031/1187)	00:06:37 (1051/1206)	00:06:58 (1026/1195)	-

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

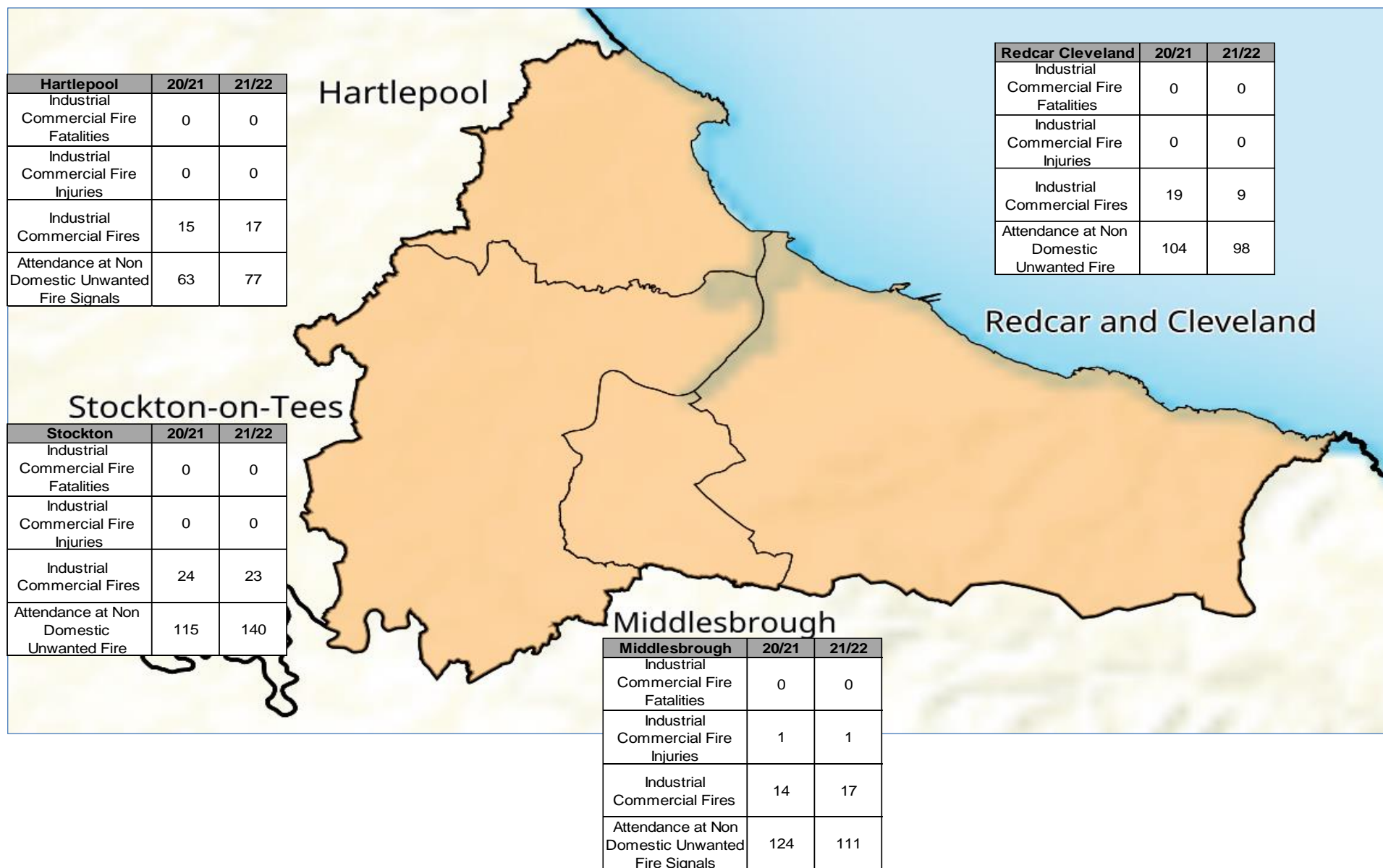




Strategic Goal: Safer, Stronger Communities
Strategic Objective 1.1: We will protect people, property and the environment from harm as a result of fires and other emergencies.
Strategic Outcome 1.1.2 Safer Buildings

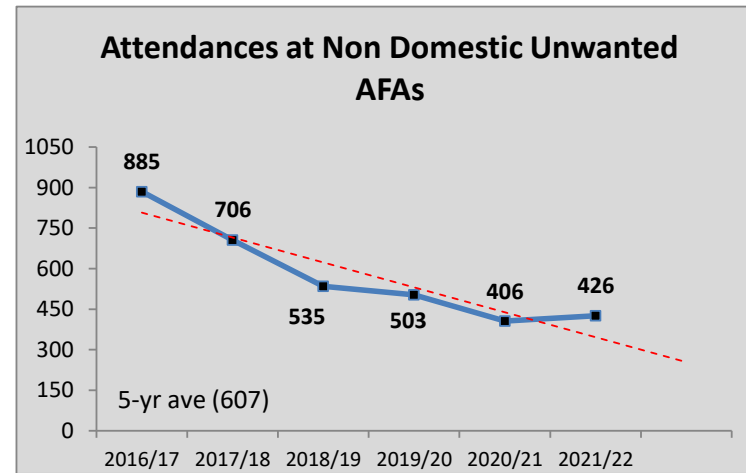
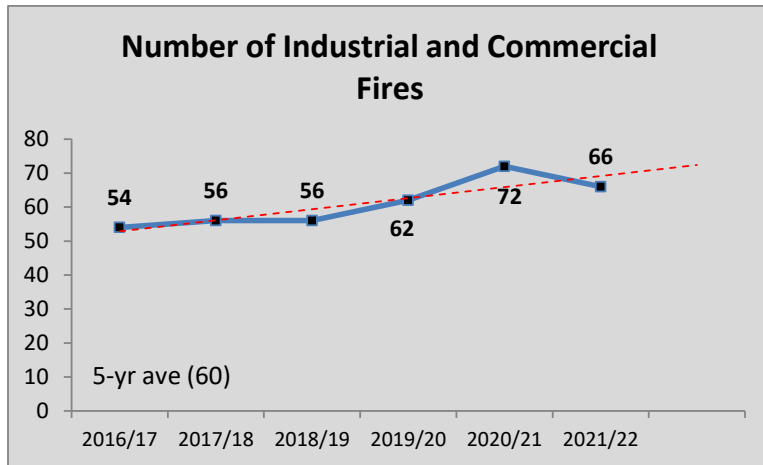
Indicator		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	Target	% Direction of travel from target
1.1.2.1	Percentage of the annual risk based inspection program completed in approved frequency	During 2021/22 the Risk Based Inspection was reviewed and a new risk model developed. Over the year the risk stratification methodology underpinning the model was refined which resulted in changes in the number of properties in each of the risk bands over the course of the year. Inspections continued to be undertaken against the properties risk at the time of the audit inspection and during 2021/22 1789 inspections were undertaken. In March 2022 the final risk based inspection programme was approved and will be worked towards over the life of the CRMP 2022-26 in line with the approved inspection frequency.						
1.1.2.3	Percentage of enforcement notices that are completed within prescribed timescales	-	89% (8/9)	100% (14/14)	+11% ↑	No Comparator Information	100%	0 ↔
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	0	1	1	0 ↔	100% (+1) ↑	-	-
1.1.2.6	Number of Industrial and Commercial Fires	54	72	66	-8% (-6) ↓	+22% (+12) ↑	55	+20% (+11) ↑
1.1.2.8	Number of attendances at Non Domestic Unwanted Automated Fire Alarm Calls	885	406	426	+5% (-20) ↑	-52% (-459) ↓	473	-10% (-47) ↓
1.1.2.10	Average time of first appliance attendance to a building fire (7 Minutes)	-	00:04:53 (1923/2196)	00:05:06 (1924/2300)	+4% (00:00:13) ↑	No Comparator Information	00:07:00	-27% (00:01:54) ↓
1.1.2.11	First appliance attendance to a building fire within 10 minutes on 90% of occasions	-	97% (2133/2196)	96% (2206/2300)	-1% ↓	No Comparator Information	90%	+6% ↑
1.1.2.12	Average time of second appliance to attend a building fire incident (10 minutes)	-	00:06:46 (1388/1608)	00:07:06 (1312/1565)	+2% (+00:00:20) ↑	No Comparator Information	00:10:00	-29% (00:02:54) ↓
1.1.2.13	Percentage of Consultations completed within prescribed timescales	-	97% (272/280)	98% (347/355)	+1% ↑	No Comparator Information	100%	-2% ↓
1.1.2.14	Percentage of Licensing Consultations completed within prescribed timescales	-	99.5% (205/206)	96.7% (175/181)	-3% ↓	No Comparator Information	100%	-3% ↓
1.1.2.15	Percentage of Building (72d) Risk Information scheduled to be reviewed during the year that has been reviewed	-	100%	93%	-7% ↓	No Comparator Information	100%	-7% ↓
Safer Buildings Overall Performance Judgement					Performing Well	Performing Well		Performing Well

SAFER BUILDINGS



Trend Analysis: Strategic Outcome 1.1.2 Safer Buildings							
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	5 year average*
Percentage of the annual risk based inspection program completed in approved frequency	During 2021/22 the Risk Based Inspection was reviewed and a new risk model developed. Over the year the risk stratification methodology underpinning the model was refined which resulted in changes in the number of properties in each of the risk bands over the course of the year. Inspections continued to be undertaken against the properties risk at the time of the audit inspection and during 2021/22 1789 inspections were undertaken. In March 2022 the final risk based inspection programme was approved and will be worked towards over the life of the CRMP 2022-26 in line with the approved inspection frequency.						
Percentage of enforcement notices that are completed within prescribed timescales	-	-	100% (3/3)	67% (4/6)	89% (8/9)	100% (14/14)	89%
Number of Fatalities in Industrial and Commercial Fires	0	0	0	0	0	0	0
Number of Injuries in Industrial and Commercial Fires	0	1	0	0	1	1	1.0
Number of Industrial and Commercial Fires	54	56	56	62	72	66	60
Number of attendances at Non Domestic Unwanted Automated Fire Alarm Calls	885	706	535	503	406	426	607
Average time of first appliance attendance to a building fire (7 Minutes)	-	-	00:04:48 (2422 mobilisations)	00:04:57 (2066/2385)	00:04:53 (1923/2196)	00:05:06 (1924/2300)	00:04:55
First appliance attendance to a building fire within 10 minutes on 90% of occasions	-	-	98% 2373/2422	97% (2313/2385)	97% (2133/2196)	96% (2206/2300)	97%
Average time of second appliance to attend a building fire incident (10 minutes)	-	-	00:06:44	00:06:56 1603/1860	00:06:46 (1388/1608)	00:07:06 (1312/1565)	00:06:56
Percentage of Consultations completed within prescribed timescales	-	-	-	-	97% (272/280)	98% (347/355)	-
Percentage of Licensing Consultations completed within prescribed timescales	-	-	-	-	99.5% (205/206)	96.7% (175/181)	-
Percentage of Building (72d) Risk Information scheduled to be reviewed during the year that has been reviewed	-	-	-	-	100%	93%	-

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



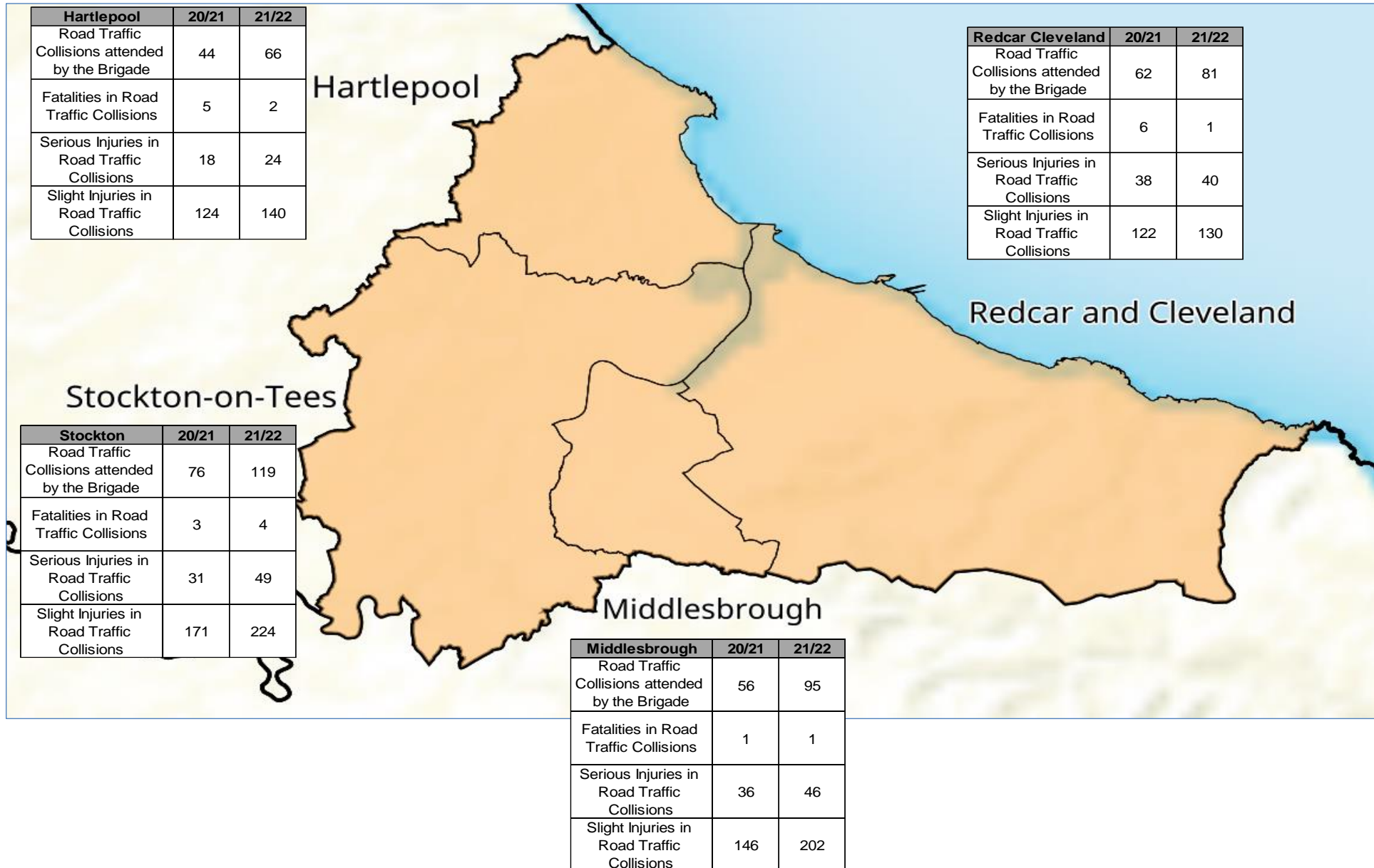
Strategic Goal: Safer, Stronger Communities

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

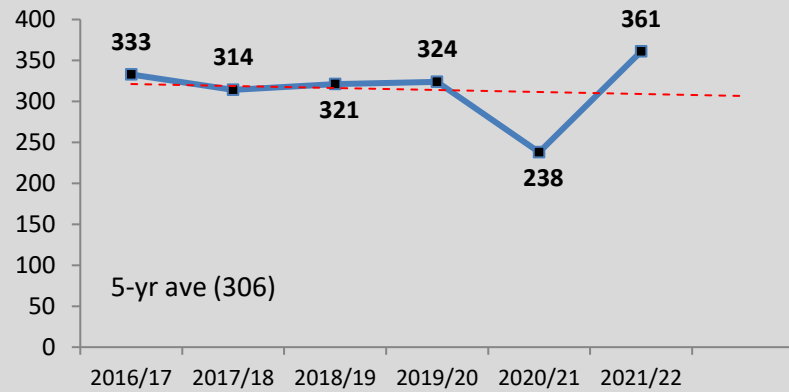
Indicator		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	Target	Direction of travel from target
1.1.3.1	Number of Road Traffic Collisions attended by the Brigade	333	238	361	+52% (+123) ↑	+8% (+28) ↑	-	-
1.1.3.2	Number of Fatalities in Road Traffic Collisions (police data)	8	15	8	-47% (-7) ↓	0% ↔	-	-
1.1.3.3	Number of people seriously injured in Road Traffic Collisions (police data)	156	123	159	+29% (+36) ↑	+2% (+3) ↑	-	-
1.1.3.4	Number of people suffering slight injuries Road Traffic Collisions (police data)	874	563	696	+24% (+133) ↑	-20% (-178) ↓	-	-
1.1.3.5	Average time of first appliance attendance to an immediate life threatening / rescue Road Traffic Collisions (8 minutes)	-	00:05:48 (135/166)	00:05:30 (219/262)	-5% (00:00:18) ↓	No Comparator Information	00:08:00	-31% (00:02:30) ↓
Safer Roads Overall Performance Judgement					Adequate Performance	Performing Well		Performing Strongly

SAFER ROADS

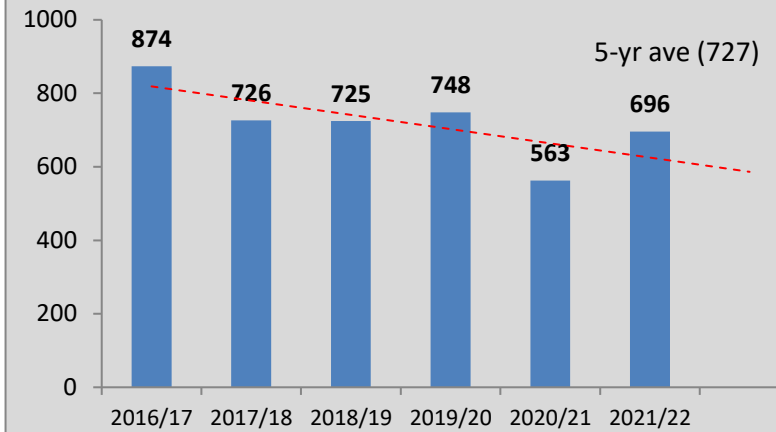


Trend Analysis: Strategic Outcome 1.1.3 Safer Roads							
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	5 year average *
Number of Road Traffic Collisions attended by the Brigade	333	314	321	324	238	361	306
Number of Fatalities in Road Traffic Collisions	8	9	8	14	15	8	11
Number of people seriously injured in Road Traffic Collisions	156	137	121	157	123	159	139
Number of people suffering slight injuries in Road Traffic Collisions	874	726	725	748	563	696	727
Average time of first appliance attendance to an immediate life threatening / rescue RTC (8 minutes)	-	-	00:05:46 (200 mobilisations)	00:05:27 (192/234)	00:05:48 (135/166)	00:05:30 (219/262)	00:05:24

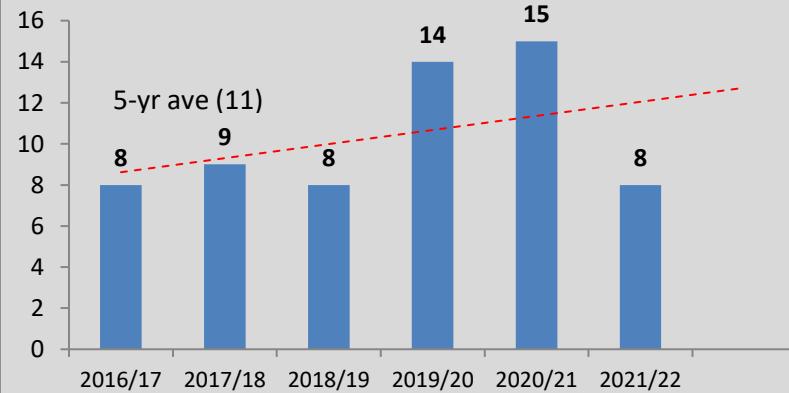
Road Traffic Collisions attended by the Brigade



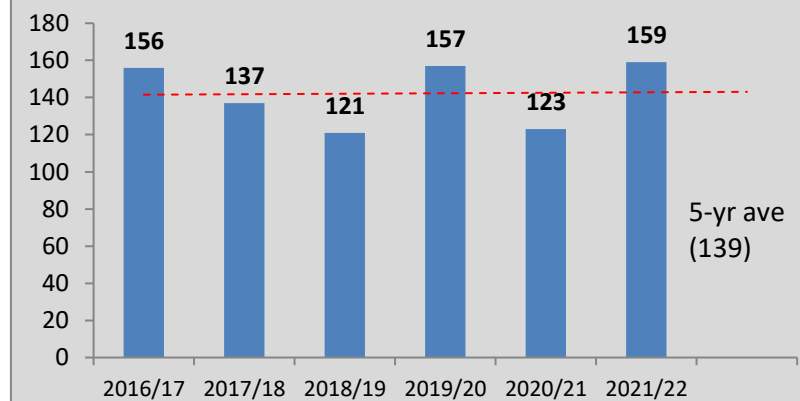
Slight injuries in Road Traffic Collisions

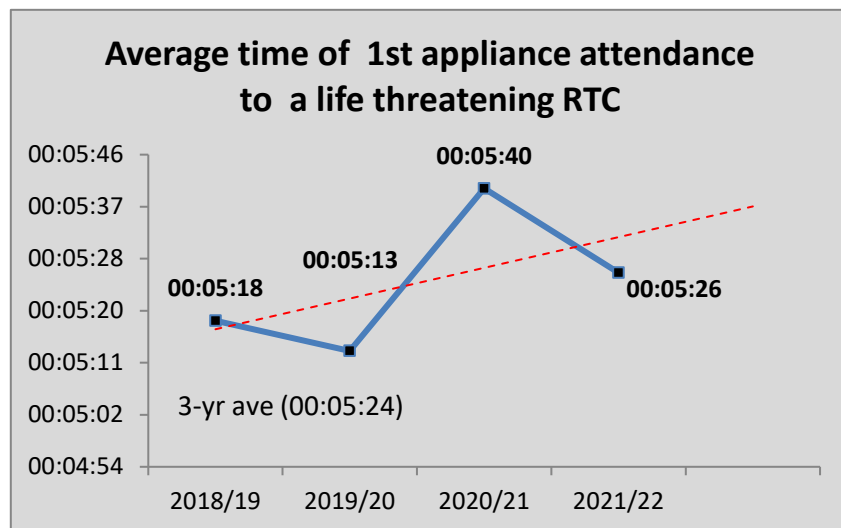


Number of Fatalities in Road Traffic Collisions



Number of people seriously injured in Road Traffic Collisions





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.

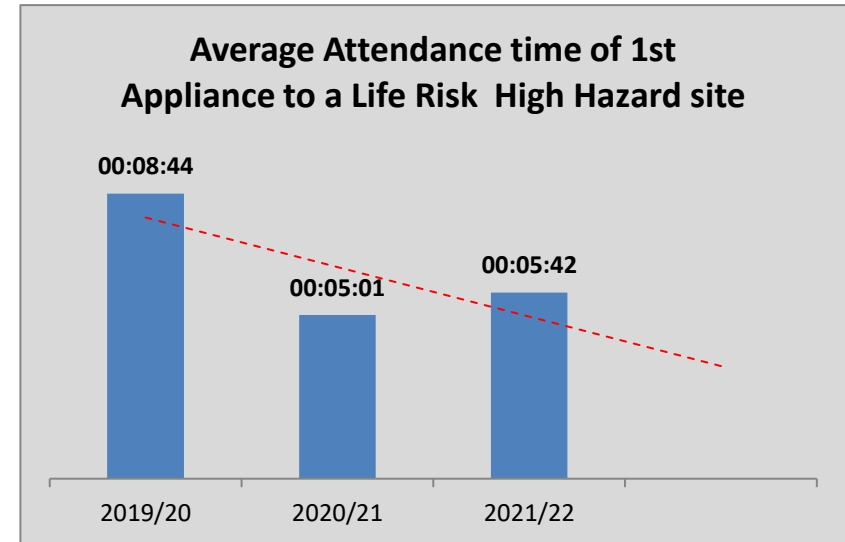
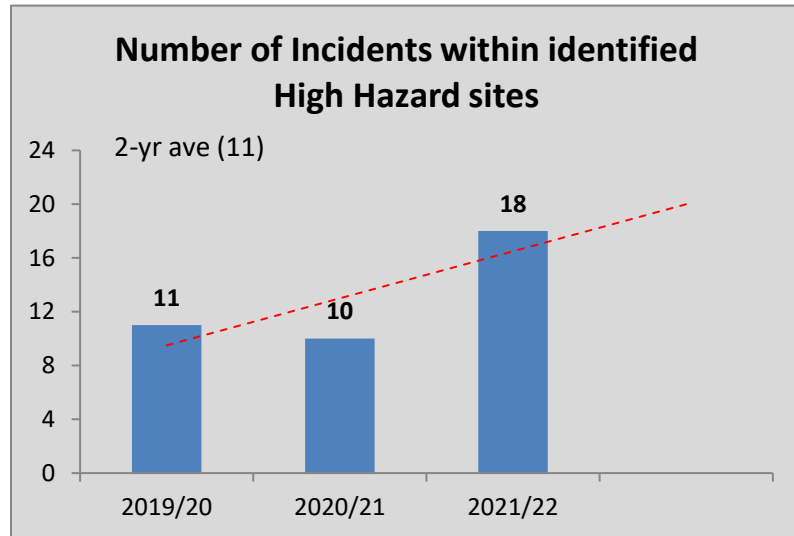
Strategic Outcome 1.1.4 Safer High Hazard Industries

Indicator		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	Target	% Direction of travel from target
1.1.4.1	Number of Incidents within identified High Hazard sites	14	10	18	+80% (+8) ↑	+29% (+4) ↑	-	-
1.1.4.2	Average time of first appliance attendance to a Life Risk incident at a High Hazard site (7 minutes)	—	00:05:01 (7/8)	00:05:42 (14/18)	+13% +00:00:40) ↑	No Comparator Information	00:07:00	-19% (-00:01:18) ↓
1.1.4.3	Average time of full mobilisation to a Worse Case Planning Scenario incident at a High Hazard site (20 minutes)	No reported mobilisations	No reported mobilisations	No reported mobilisations	No Incidents	No Incidents	00:20:00	-
1.1.4.4	Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	No reported mobilisations	00:02:56 (1 full PDA mobilisation)	00:05:16 (1 full PDA mobilisation)	+80% (+00:02:20) ↑	No Comparator Information	00:16:00	-67% (-00:10:44) ↓
1.1.4.5	Percentage of High Hazard sites risk information that have been reviewed during the year*	-	93% (28/30)	96% (26/27)	+3% ↑	No Comparator Information	100%	-4% ↓
Safer High Hazard Overall Performance Judgement					Adequate Performance	Requires Improvement		Performing Well

*Figure is based on all reviews completed.

Trend Analysis: Strategic Outcome 1.1.4 Safer High Hazard Industries							
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	5 year average*
Number of Incidents within identified High Hazard sites	-	-	-	11	10	18	11
Average time of first appliance attendance to a Life Risk incident at a High Hazard site (7 minutes)	—	-	-	00:08:44 (4/11)	00:05:01 (7/8)	00:05:42 (14/18)	-
1.1.4.3 Average time of full mobilisation to a Worse Case Planning Scenario incident at a High Hazard site (20 minutes)	No reported mobilisations	-	-	No Reported Mobilisation	No Reported Mobilisation	No Reported Mobilisation	-
1.1.4.4 Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	No reported mobilisations	-	-	00:22:09 (1 full PDA mobilisation)	00:02:56 (1 full PDA mobilisation)	00:05:16 (1 full PDA mobilisation)	-
1.1.4.5 Percentage of High Hazard sites risk information that have been reviewed during the year	-	-	-	-	93% (28/30)	96% (26/27)	-

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



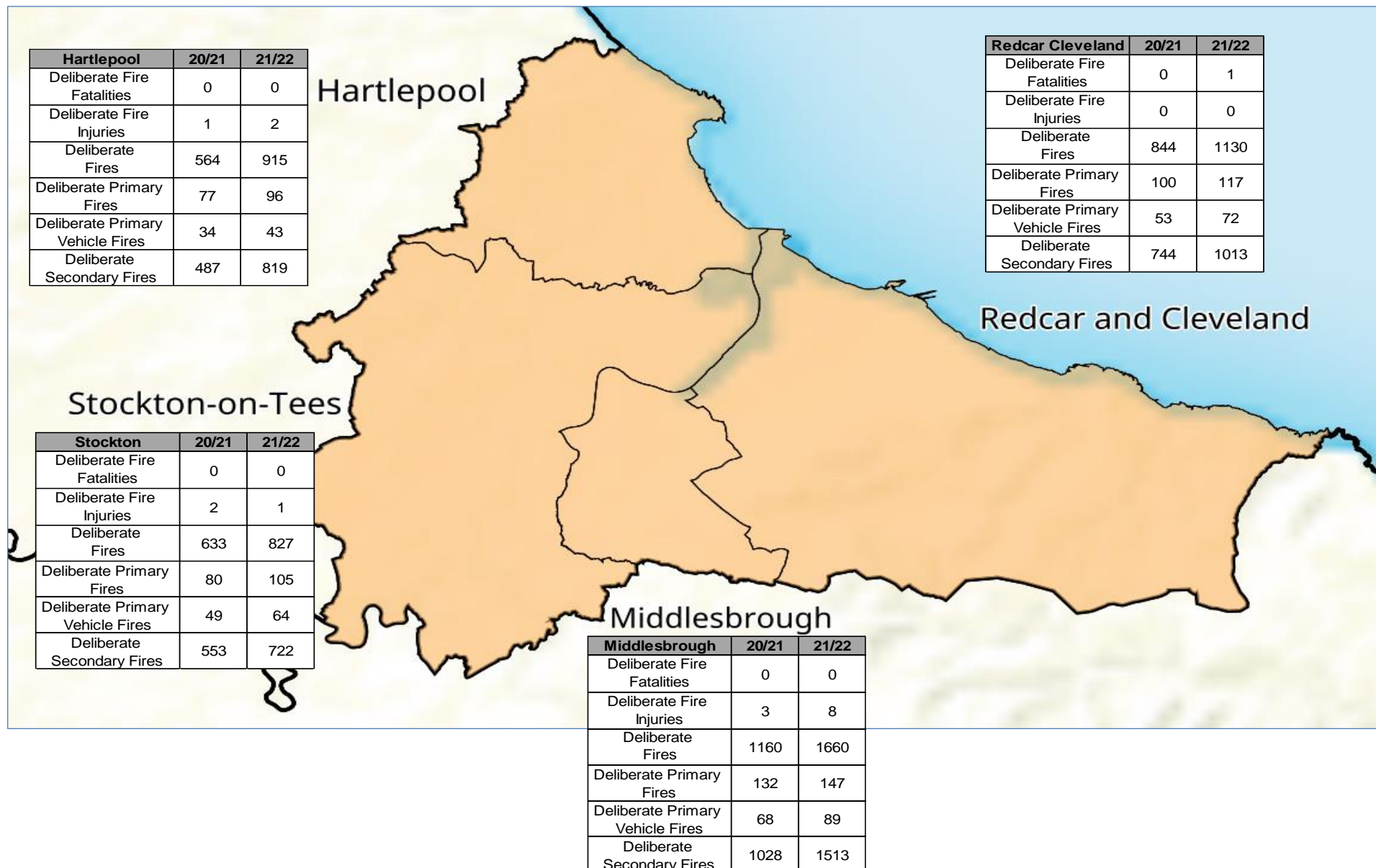
Strategic Goal: Safer, Stronger Communities

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

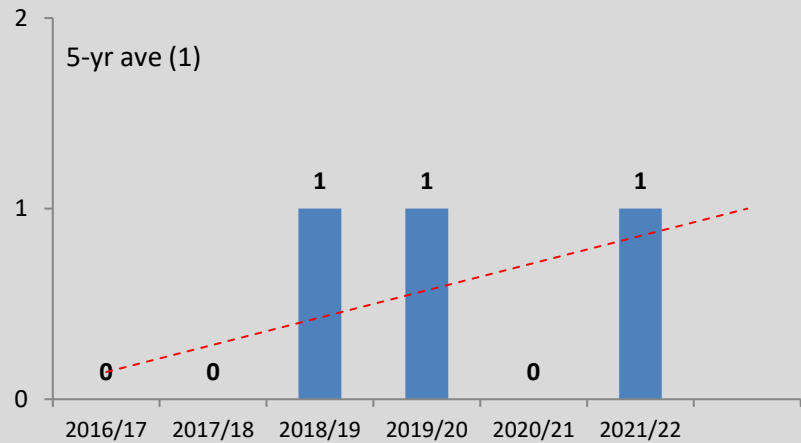
Indicator		2016/17	2020/21	2021/22	% Direction of travel from 2019/20	% Direction of travel from 2016/17	Target	% Direction of travel from target
1.1.5.1	Number of Deliberate Fire Fatalities	0	0	1	+100% (+1) ↑	+100% (+1) ↑	0	+100% (+1) ↑
1.1.5.2	Number of Deliberate Fire Injuries	5	6	11	+83% (+5) ↑	+120% (+6) ↑	0	+267% (+8) ↑
1.1.5.3	Number of Deliberate Fires	2704	3201	4532	+42% (+1331) ↑	+68% (+1828) ↑	3349	+35% (+1183) ↑
1.1.5.4	Number of Deliberate Primary Fires	389	389	465	+20% (+76) ↑	+20% (+76) ↑	431	+8% (+34) ↑
1.1.5.5	Number of Deliberate Primary Fire Vehicles	222	204	268	+31% (+64) ↑	+21% (+46) ↑	-	-
1.1.5.6	Number of Deliberate Secondary Fires	2315	2812	4067	+45% (+1255) ↑	+76% (+1752) ↑	2918	+39% (+1149) ↑
1.1.5.7	Number of Water Rescue Incidents	5	7	8	+14% (+1) ↑	+60% (+3) ↑	-	-
Safer Neighbourhoods Overall Performance Judgement					Requires Improvement	Requires Improvement		Requires Improvement

SAFER NEIGHBOURHOODS

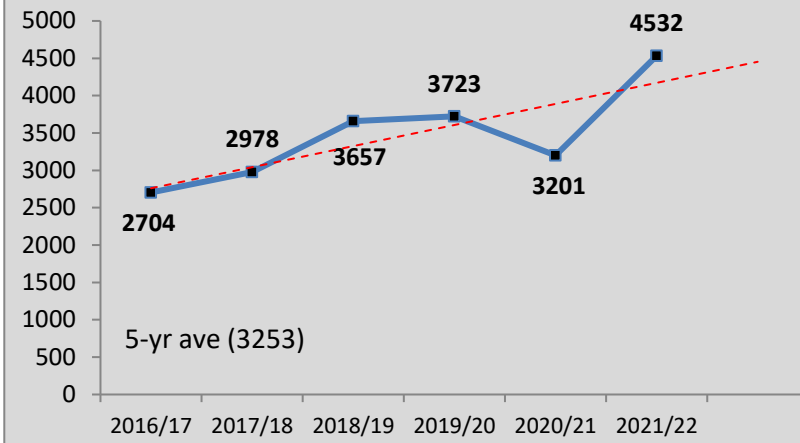


Trend Analysis: Strategic Outcome 1.1.5 Safer Neighbourhoods and Environment							
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	5 year average *
Number of Deliberate Fire Fatalities	0	0	1	1	0	1	1
Number of Deliberate Fire Injuries	5	3	1	1	6	11	3
Number of Deliberate Fires	2704	2978	3657	3723	3201	4532	3253
Number of Deliberate Primary Fires	389	401	389	444	389	465	402
Number of Deliberate Primary Fire Vehicles	222	214	197	232	204	268	214
Number of Deliberate Secondary Fires	2315	2577	3268	3279	2812	4067	2850
Number of Water rescue incidents	5	6	10	12	7	8	8

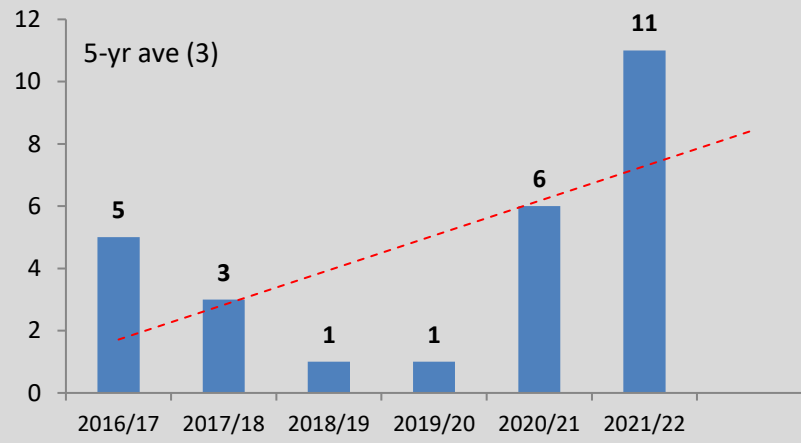
Number of Deliberate Fire Fatalities



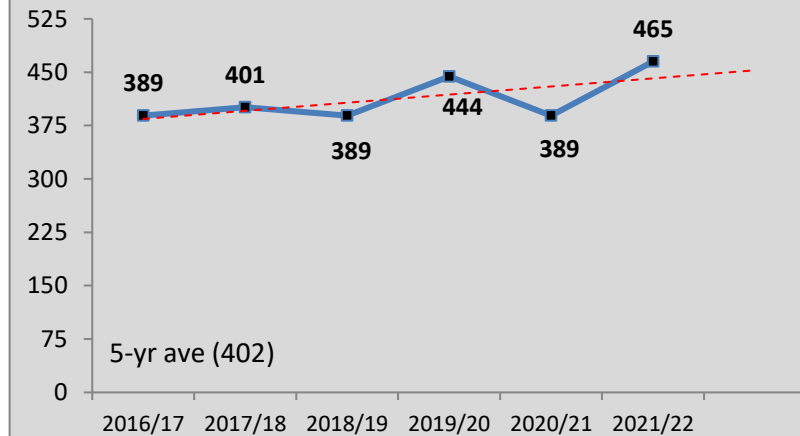
Number of Deliberate Fires

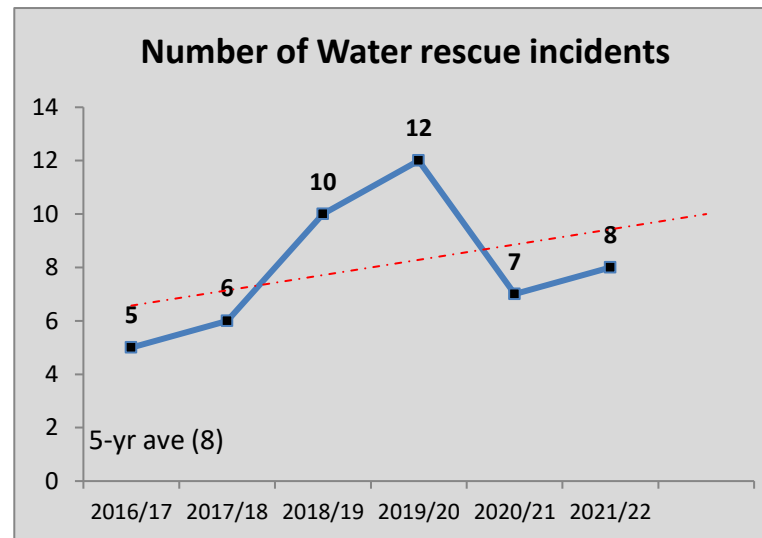
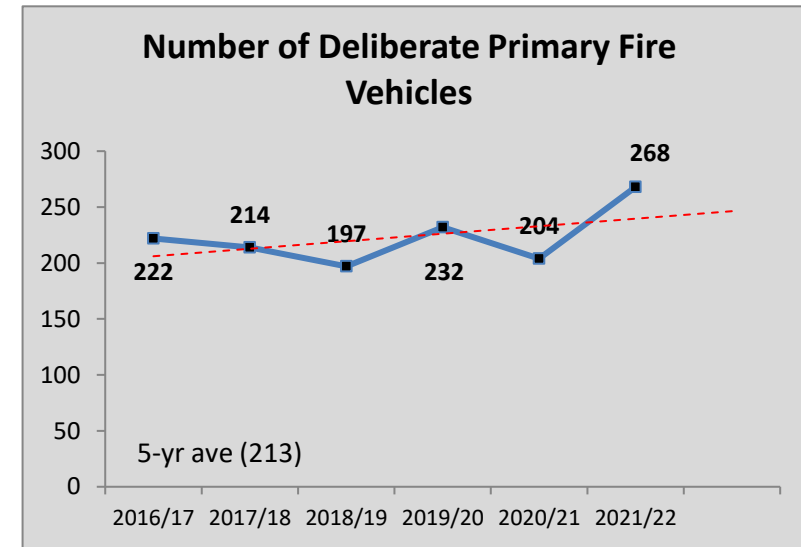
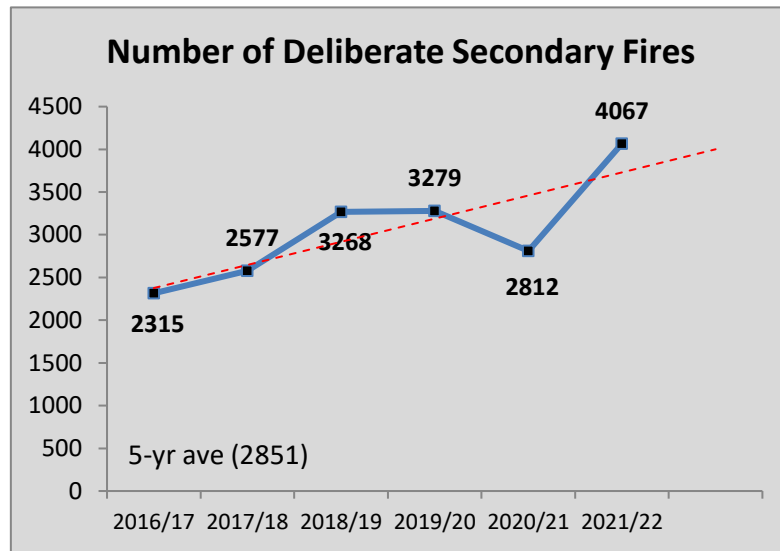


Number of Deliberate Fire Injuries



Number of Deliberate Primary Fires

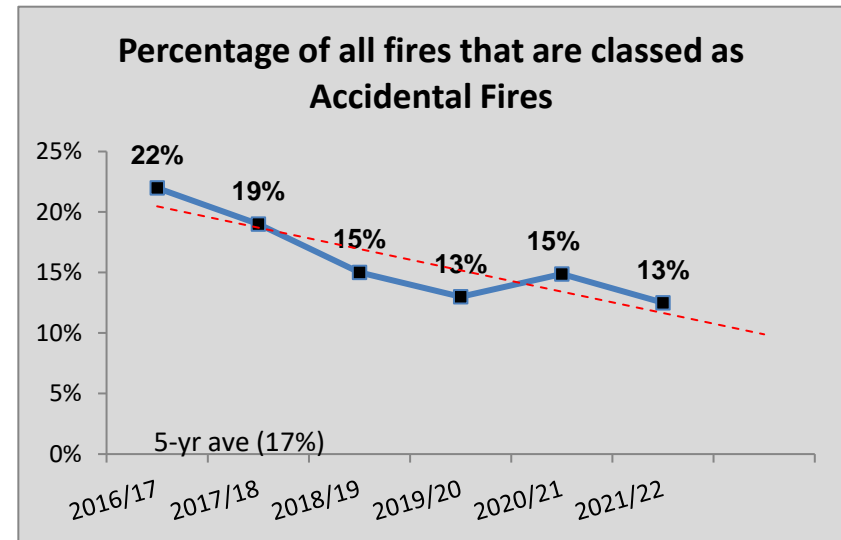
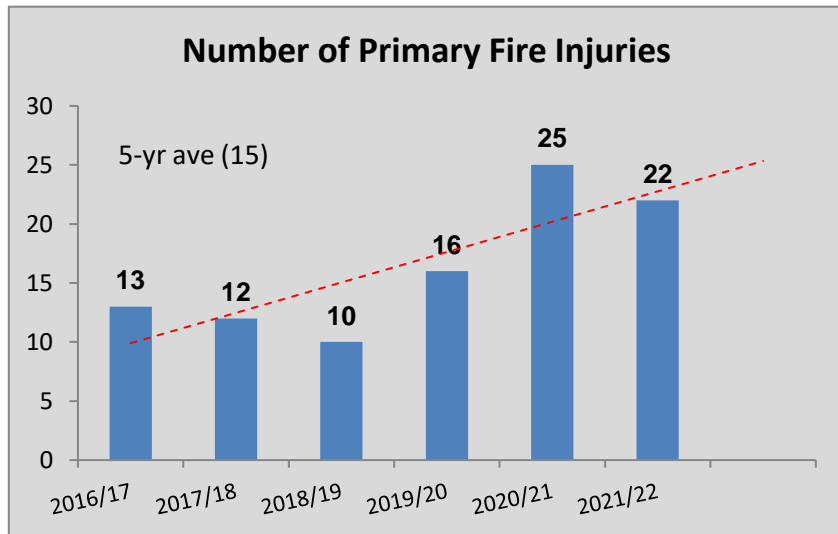
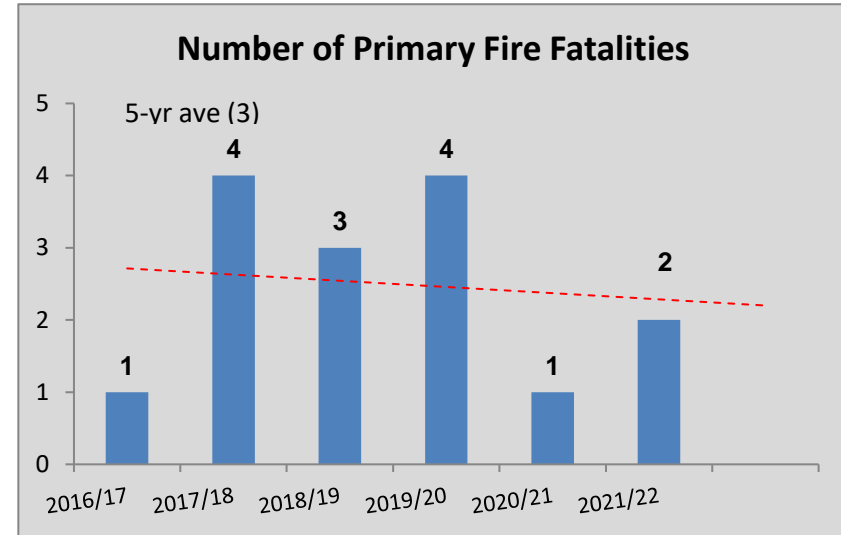
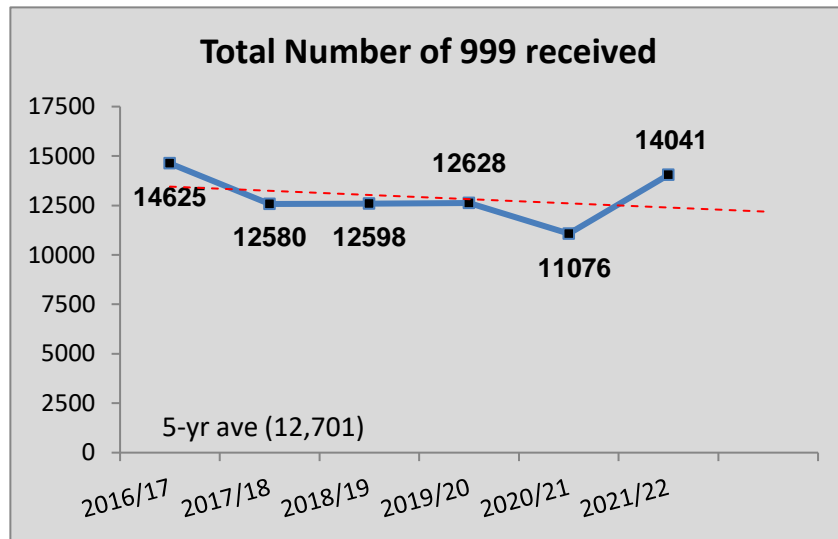


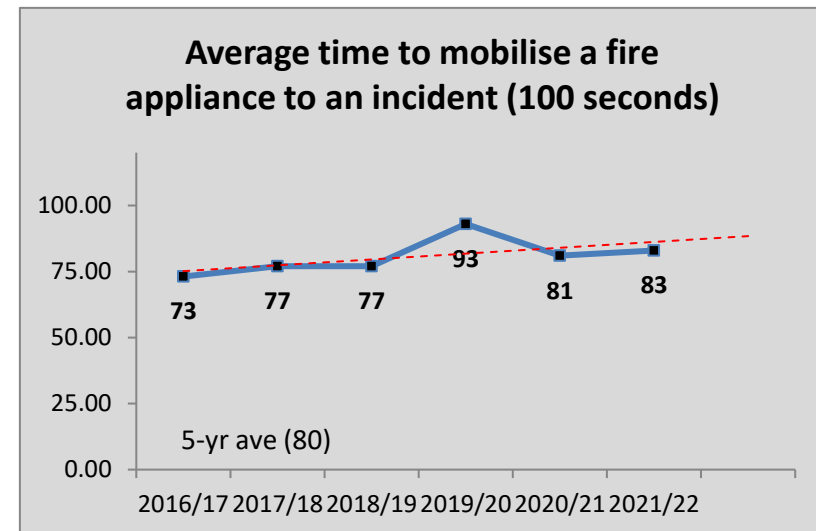
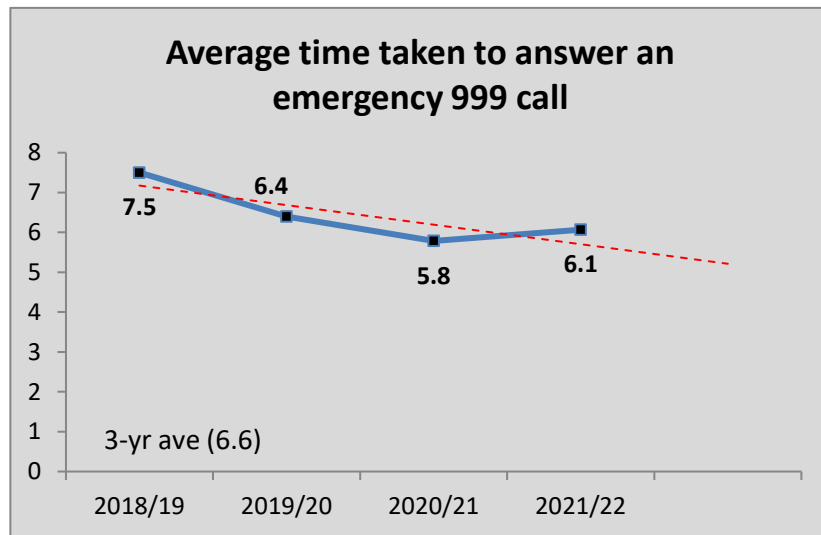
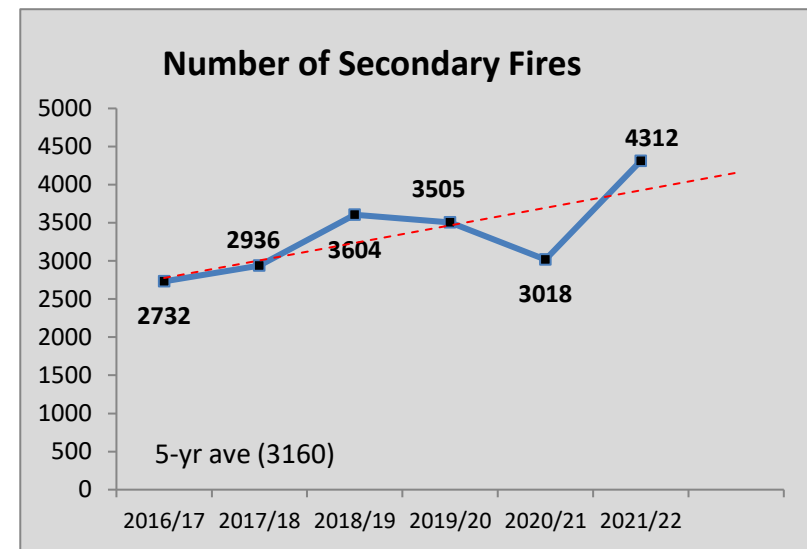
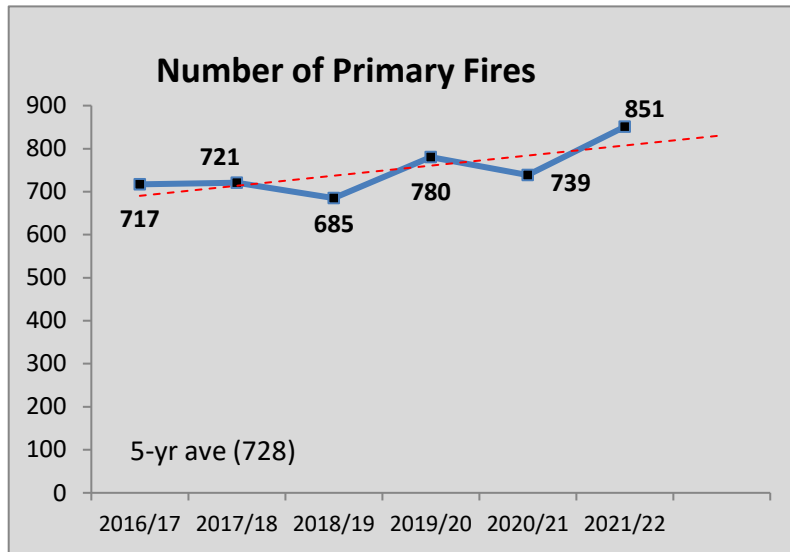


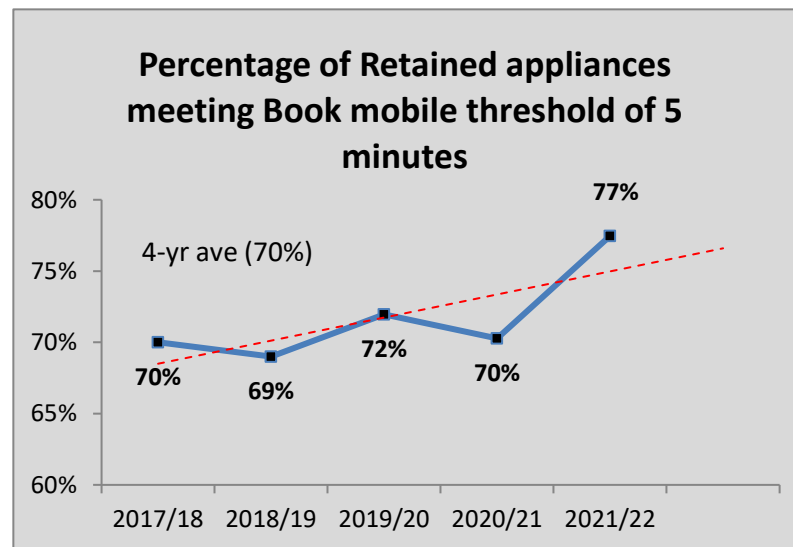
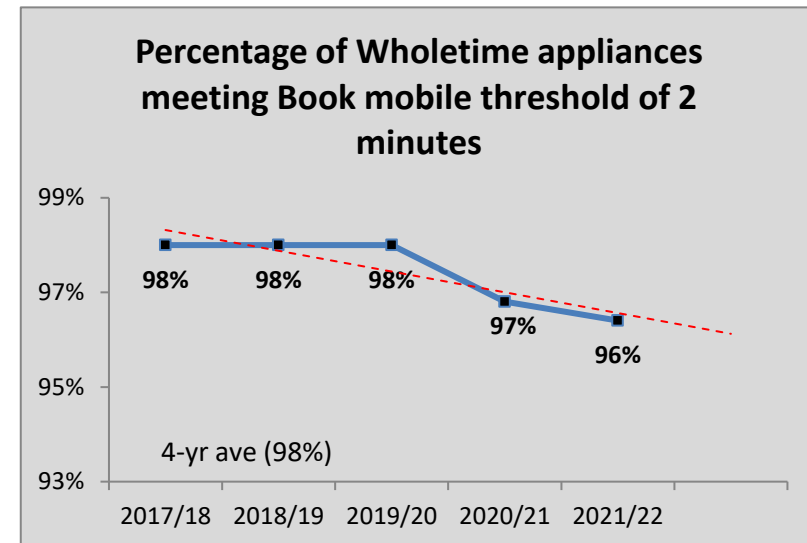
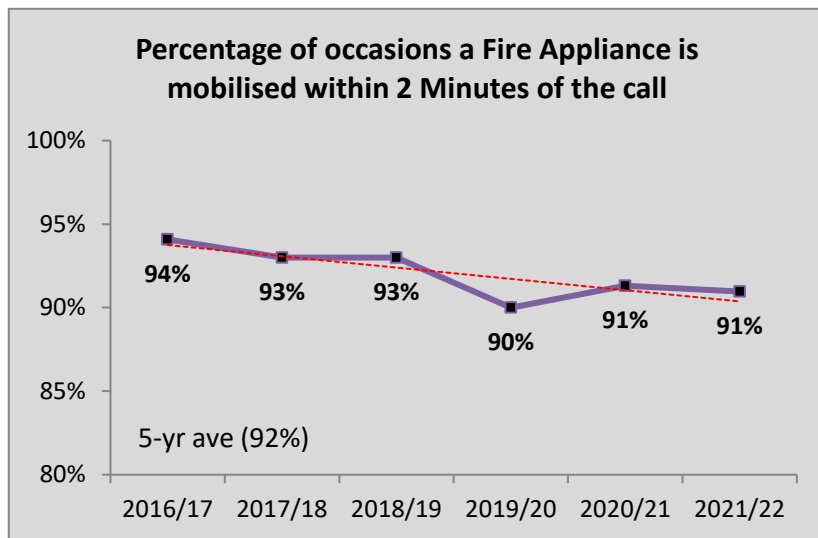
Supplementary Indicators							
Indicator	2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	Target	% Direction of travel from target
Total Number of 999 calls to Fire Control	14625	11076	14041	+27% (+2965) ↑	-4% (-584) ↓	-	-
Number of times a Fire Appliance assigned to an incident failed to respond	-	6	3	-50% (-3) ↓	No Comparator Information	-	-
Number of Primary Fire Fatalities	1	1	2	+100% (+1) ↑	+100% (+1) ↑	0	+100% (+2) ↑
Number of Primary Fire Injuries	13	25	22	-12% (-3) ↓	+69% (+9) ↑	15	+47% (+7) ↑
Percentage of all fires that are classed as Accidental Fires	22%	15%	13%	For Information Purposes Only		-	-
Percentage of all fires that are classed as Deliberate Fires	78%	85%	87%			-	-
Number of Primary Fires	717	739	851	+15% (+112) ↑	+19% (+134) ↑	707	+20% (+144) ↑
Number of Secondary Fires	2732	3018	4312	+43% (+1294) ↑	+58% (+1580) ↑	3175	+36% (+1137) ↑
Average time taken to answer an emergency 999 call (7 seconds)	-	5.79	6.07	+5% (+0.28) ↑	No Comparator Information	7	-13% (-0.93) ↓
Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	73	81	83	+2% +1.97 ↑	+14% (+9.87) ↑	100	-17% (-17.02) ↓
Percentage of Occasions Fire Control mobilise a Fire Appliance within 2 minutes of the call	94.09%	91.31%	90.97%	-0.35% ↓	-3% ↓	98%	-7% ↓
Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	-	96.8%	96.4%	-0.4% ↓	No Comparator Information	100%	-4% ↓
Percentage of Retained appliances meeting the Book Mobile threshold of 5 Minutes	-	70%	77%	+7% ↑	No Comparator Information	100%	-23% ↓

Trend Analysis: Supplementary Indicators							
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	5 year average *
Total Number of 999 calls to Fire Control	14625	12580	12598	12628	11076	14041	12701
Number of times a Fire Appliance assigned to an incident failed to respond	-	-	-	-	6	3	5
Number of Primary Fire Fatalities	1	4	3	4	1	2	3
Number of Primary Fire Injuries	13	12	10	16	25	22	15
Percentage of all fires that are classed as Accidental Fires	22%	19%	15%	13%	15%	13%	17%
Percentage of all fires that are classed as Deliberate Fires	78%	81%	85%	87%	85%	87%	83%
Number of Primary Fires	717	721	685	780	739	851	728
Number of Secondary Fires	2732	2936	3604	3505	3018	4312	3159
Average time taken to answer an emergency 999 call (7 seconds)	-	-	7.5	6.4	5.8	6.1	6.6
Average time for Fire Control to mobilise a fire appliance to an incident (100 seconds)	73	77	77	93	81	83	80
Percentage of occasions Fire Control mobilise a Fire Appliance within 2 Minutes of the call	94%	93%	93%	90%	91%	91%	92%
Percentage of Wholetime appliances meeting Book mobile threshold of 2 minutes	-	98%	98%	98%	97%	96%	98%
Percentage of Retained appliances meeting Book mobile threshold of 5 minutes	-	70%	69%	72%	70%	77%	70%

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








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		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	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% (6/6)	100% (5/5)	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	No Comparator Information	100%	-
1.1.6.3	Percentage of times the National Resilience Assets (DIM G8 and MDU G9) are available for emergency response	-	100%	100%	0 ⇄	No Comparator Information	100%	0 ⇄
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		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	Target	% Direction of travel from target
1.2.1.1	Percentage of Safer Home Visits that lead to a positive intervention (equipment and / or referral for additional support)	-	3%	5%	+2% 	No Comparator Information	-	-
1.2.1.3	Percentage of Co-responder incidents attended by the Brigade where medical treatment was provided by CFB	98% (2023/2058)	100% (1/1)	0%	No Comparator Information	No Comparator Information	-	-
Improved Health Overall Performance Judgement					Performing Well	No Comparator		Not measured

Trend Analysis: Strategic Outcome 1.1.6 Supporting National Resilience						
Quarter 4 April to March	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Percentage of times the DIM (G8) National Resilience resource is mobilised within 60 minutes	-	-	100%	100%	100% (6/6)	100% (5/5)
Percentage of times the MDU (G9) New Dimensions asset is mobilised within 60 minutes of request to mobilise	-	-	-	no mobilisations	No Mobilisations	No Mobilisations
Percentage of times the National Resilience Assets (DIM G8 and MDU G9) are available for emergency response	-	-	-	-	100%	100.00%

Trend Analysis: Strategic Outcome 1.2.1 Improved Health Outcomes						
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Percentage of Safe and Well visits that led to a positive intervention	-	14%	17%	5%	3%	5%

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 for the period 1st April 2021 to 31st March 2022 against our Strategic Goal 2

	Performance compared to previous year assessed as	Performance compared to 5 years previous assessed as	Performance compared to Target assessed as
A Healthy Workforce	Adequate Performance	Adequate Performance	Adequate Performance
A Safe Workforce	Adequate Performance	Adequate performance	Adequate Performance
Competent & Trained Workforce	Performing Well	Performing Well	Requires Improvement
Outstanding Leaders	Under Development	Under Development	Under Development
A Great Workforce Culture	Adequate Performance	Requires Improvement	No Comparator
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

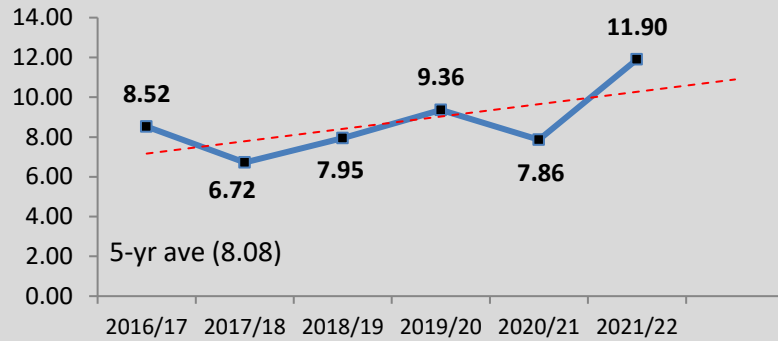
Indicator		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	Target	% Direction of travel from target
2.1.1.1	Percentage of operational staff who have completed fitness assessments during year*	-	96%	96%	0% ↔	No Comparator Information	100%	-4% ↓
2.1.1.2	Percentage of operational personnel who have completed fitness assessment that have achieved / exceeded the relevant VO2 rates (based on initial pass rates)	-	93%	95%	+2% ↑	No Comparator Information	100%	-5% ↓
2.1.1.4	Average Number of Duty days lost to sickness absence per employee - All Staff	8.52	7.86	11.90	+51% (+4.04) ↑	+40% (+3.38) ↑	8.39	+42% (+3.51) ↑
2.1.1.5	Average Number of Duty days lost to sickness absence per employee - Wholetime	7.43	9.60	12.07	+26% (+2.47) ↑	+62% (+4.64) ↑	9.25	+30% (+2.82) ↑
2.1.1.6	Average Number of Duty days lost to sickness absence per employee - Retained	7.31	4.45	6.52	+47% (+2.07) ↑	-11% (-0.79) ↓	6.67	-2% (-0.15) ↓
2.1.1.7	Average Number of Duty days lost to sickness absence per employee - Fire Control	10.70	3.81	20.57	+440% (+16.76) ↑	+92% (9.87) ↑	6.66	+209% (+13.91) ↑
2.1.1.8	Average Number of Duty days lost to sickness absence per employee - Green Book	12.63	6.43	14.19	+121% (+7.76) ↑	+12% (+1.56) ↑	7.30	+94% (+6.89) ↑
2.1.1.9	Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness	-	17%	31%	+14% ↑	No Comparator Information	-	-
2.1.1.10	Number of people who exceed Phased Return Limits	-	1	0	-100% (-1) ↓	No Comparator Information	0	0% ↔
2.1.1.11	Number of people who exceed Modified Duties Limits	-	6	17	+183% (+11) ↑	No Comparator Information	0	+100% (+17) ↑
2.1.1.12	Length of time on Phased Return Duty**	-	331	54	-84% (-277) ↓	No Comparator Information	-	-
2.1.1.13	Length of time on Modified Duties**	-	1589	3854	+143% (+2265) ↑	No Comparator Information	-	-
A Healthy Workforce Overall Performance Judgement					Adequate Performance	Adequate Performance		Adequate Performance

** cumulative days

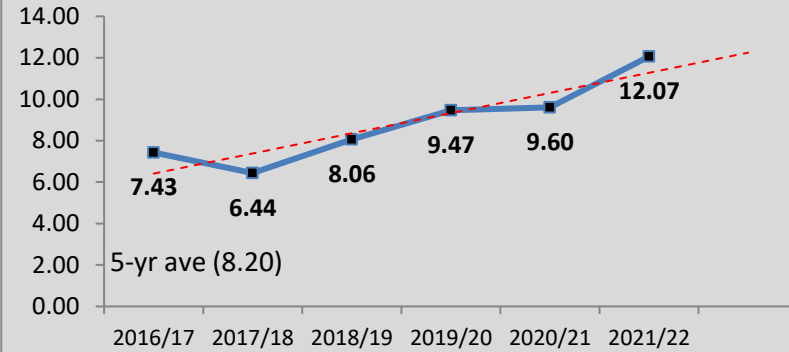
Trend Analysis: Strategic Outcome 2.1.1: A Healthy Workforce							
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	5 year average *
Percentage of operational staff who have completed fitness assessments during year	-	98%	96%	96%	96%	96%	97%
Percentage of Operational staff Achieving Passes in Relevant VO2 Rates	-	92%	96%	96%	93%	95%	94%
Average Number of Duty days lost to sickness absence per employee - All Staff	8.52	6.72	7.95	9.36	7.86	11.90	8.08
Average Number of Duty days lost to sickness absence per employee - Wholetime	7.43	6.44	8.06	9.47	9.60	12.07	8.20
Average Number of Duty days lost to sickness absence per employee - Retained	7.31	7.25	6.81	8.30	4.45	6.52	6.82
Average Number of Duty days lost to sickness absence per employee - Fire Control	10.70	4.83	10.52	6.00	3.81	20.57	7.17
Average Number of Duty days lost to sickness absence per employee - Green Book	12.63	7.62	8.11	10.65	6.43	14.19	9.09
Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness	-	28%	20%	25%	17%	31%	22%
Number of People who exceed Phased Return Limits	-	-	-	0	1	0	-
Number of people who exceed Modified Duties Limits	-	-	-	12	6	17	-
Length of Time on Phased Return Duty	-	-	-	-	331	54	-
Length of Time on Modified Duties	-	-	-	-	1589	3854	-

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

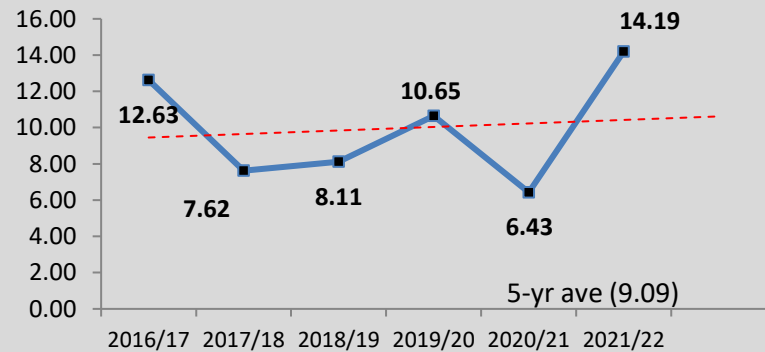
Average Number of Duty days lost to sickness absence per employee - All Staff



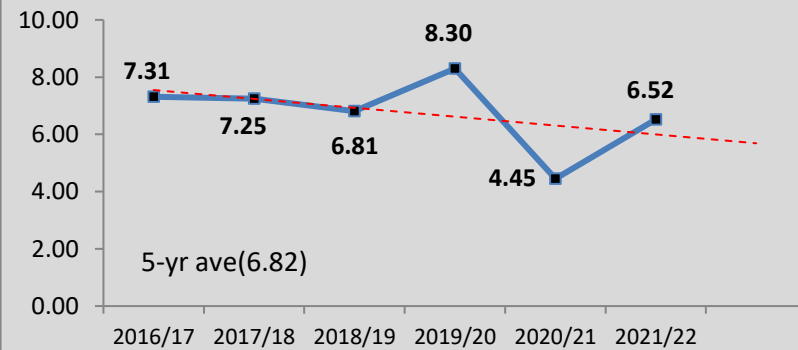
Average Number of Duty days lost to sickness absence per employee - Wholetime



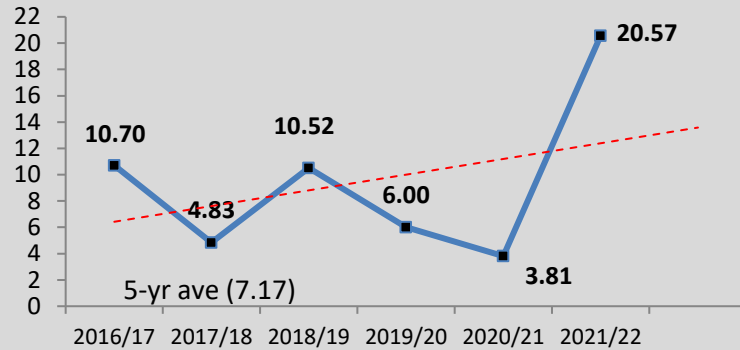
Average Number of Duty days lost to sickness absence per employee - Green Book



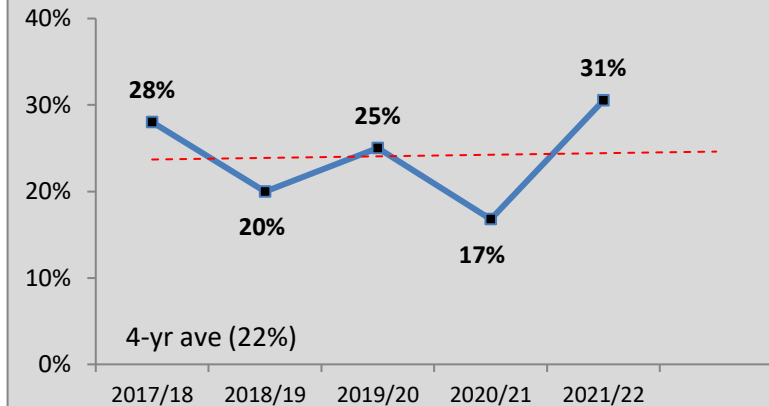
Average Number of Duty days lost to sickness absence per employee - Retained



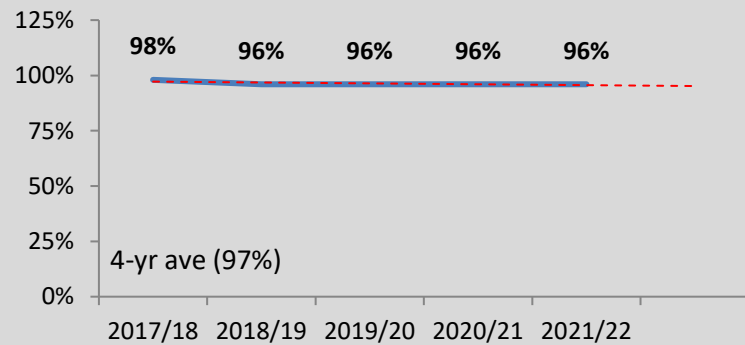
Average Number of Duty days lost to sickness absence per employee - Fire Control



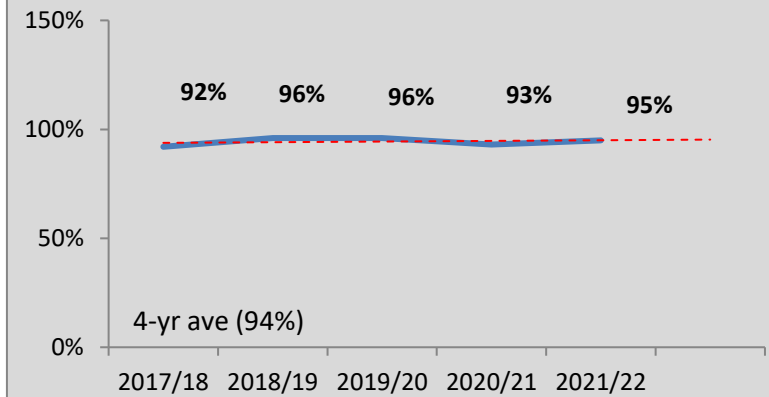
Percentage duty days lost recorded as Mental Health issues



Percentage of operational staff who have completed fitness assessments during year



Percentage of Operational staff Tested who Achieved the Relevant VO2 Rates



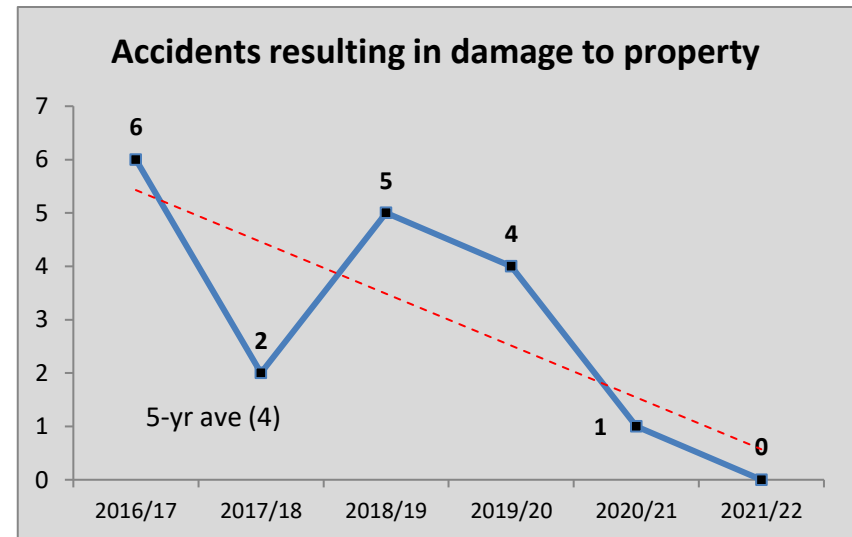
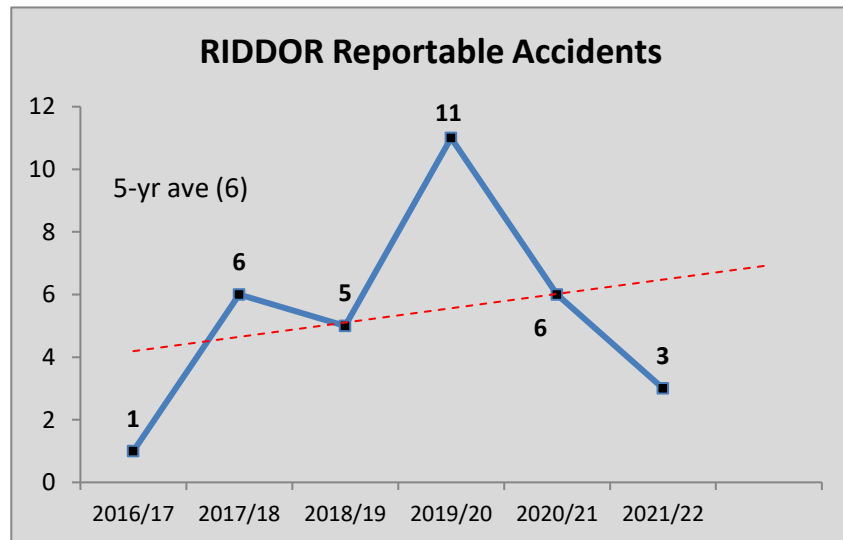
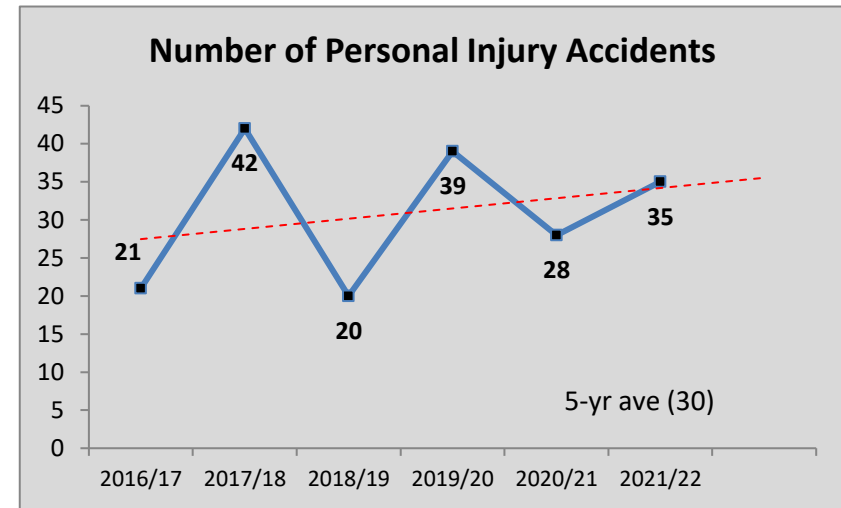
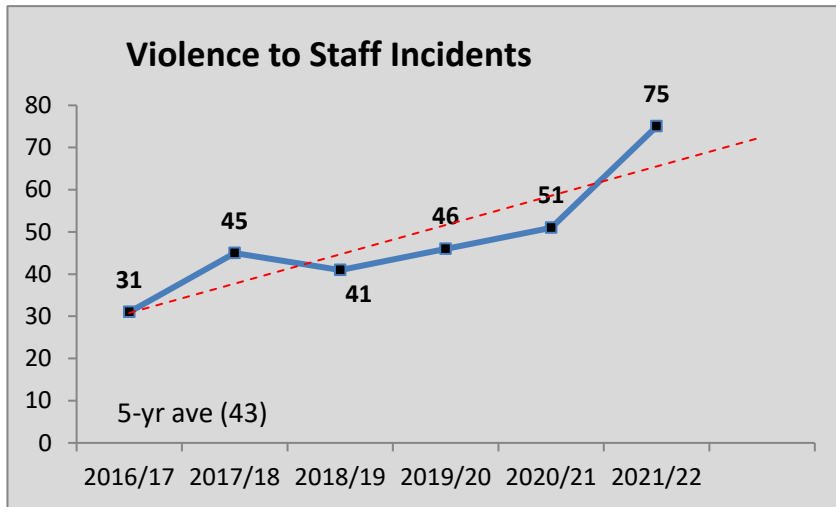
Strategic Goal: A Proud, Passionate, Professional and Inclusive Workforce

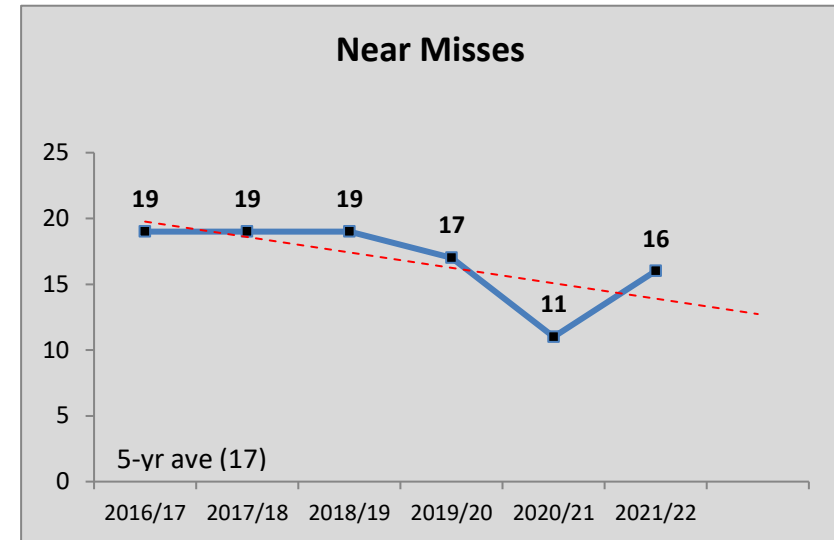
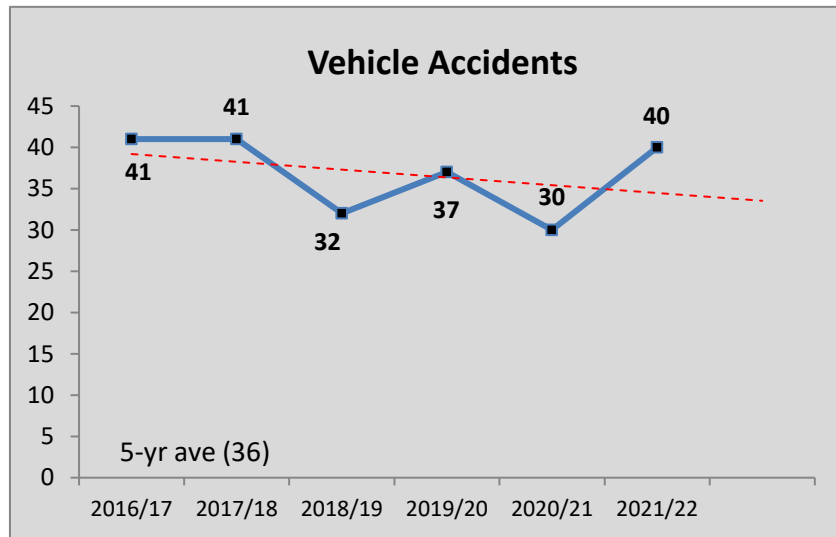
Strategic Objective 2.1: We will support and promote health, safety and wellbeing across our workforce

Strategic Outcome 2.1.2: A Safe Workforce

Indicator		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	Target	% Direction of travel from target
2.1.2.1	Number of Violence to Staff Incidents (verbal and/or physical)	31	51	75	+47% (+24) ↑	+142% (+44) ↑	41	+83% (+34) ↑
2.1.2.2	Number of RIDDOR Reportable Accidents	1	6	3	-50% (-3) ↓	+200% (+2) ↑	0	+100% (+3) ↑
2.1.2.3	Number of Personal Injury Accidents	21	28	35	+25% (+7) ↑	+67% (+14) ↑	1	+25% (+7) ↑
2.1.2.4	Number of Accidents resulting in damage to property	6	1	0	-100% (-1) ↓	-100% (-6) ↓	2	-100% (-2) ↓
2.1.2.5	Number of Near Misses	19	11	16	+45% (+5) ↑	-16% (-3) ↓	17	-6% (-1) ↓
2.1.2.6	Number of Vehicle Accidents	41	30	40	+33% (+10) ↑	-2% (-1) ↓	36	-11% (-4) ↓
A Safe Workforce Overall Performance Judgement					Adequate Performance	Adequate performance		Adequate Performance

Trend Analysis: Strategic Outcome 2.1.2: A Safe Workforce							
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	5 year average *
Number of Violence to Staff Incidents (verbal and/or physical)	31	45	41	46	51	75	43
Number of RIDDOR Reportable Accidents	1	6	5	11	6	3	6
Number of Personal Injury Accidents	21	42	20	39	28	35	30
Number of Accidents resulting in damage to property	6	2	5	4	1	0	4
Number of Near Misses	19	19	19	17	11	16	17
Number of Vehicle Accidents	41	41	32	37	30	40	36





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		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	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	95%	76%	86%	+10% ↓	-9% ↓	100%	-14% ↓
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*	-	-	86%	No Comparator Information	No Comparator Information	-	-
2.2.1.6	Percentage of staff who have received a Personnel Development Review during the current financial year**	63%	85%	86%	-3% ↓	+19% ↑	100%	-18% ↓
2.2.1.7	Percentage of Personnel who have completed training on areas identified within the approved Training Needs Assessment	-	62%	86%	+21% ↑	No Comparator Information	100%	-17% ↓
2.2.1.8	Percentage of operational exercises undertaken and completed as a proportion of the Annual Operational Exercise Programme***	-	76% (81/106)	95% (101/106)	+19% ↑	No Comparator Information	100%	-5% ↓
A Competent & Trained Workforce Overall Performance Judgement					Performing Well	Performing Well		Requires Improvement

* Reportable from 2021

*** No Exercises carried out in Qtr. 1 2020 due to pandemic

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		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	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		2016/2017	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	Target	Direction of travel from target
2.4.1.1	All Staff Turnover as a proportion of the Workforce	–	8.65%	8.85%	+0.2% ↑	No comparator information	-	-
2.4.1.2	All Staff Voluntary turnover as a proportion of the workforce	–	8.65%	8.85%	+0.2% ↑	No comparator information	-	-
2.4.1.3	All Staff voluntary turnover as a proportion of the workforce females	–	9.4%	10.2%	+0.8% ↑	No comparator information	-	-
2.4.1.14	Grievance cases	1	9	7	-2 (-22%) ↓	+6 (+600%)	-	-
2.4.1.15	Grievances - Bullying and Harassment	–	3	5	+2 (+67%) ↑	No comparator information	-	-
2.4.1.16	Grievances - Discriminatory behaviour	–	0	1	+1 (+100%) ↑	No comparator information	-	-
2.4.1.17	Whistleblowing cases	–	0	0	0 ↔	No comparator information	-	-
2.4.1.18	Disciplinary Cases	8	18	23	+5 (+28%) ↑	+15 (+188%)	-	-
A Great Workforce Culture Overall Performance Judgement					Adequate Performance	Requires Improvement	-	No Comparator

Strategic Outcome 2.4.1: A Great Workforce culture - Measures on the Make up Of Staff to increasingly reflect the communities we serve								
Indicator		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	Cleveland Area Make up	Direction of travel from Cleveland Area
2.4.1.4	Females in All Staff Group Posts	-	21.0%	20.50%	-0.5% ↓	-	51% Females Based on Cleveland Area	Information Only
2.4.1.5	Females in Grey Book Wholetime Positions	—	7.0%	6.3%	-0.7% ↓	-	51% Females Based on Cleveland Area	
2.4.1.6	Females in Retained Positions	—	5.0%	6.8%	+1.8% ↑	-	51% Females Based on Cleveland Area	
2.4.1.7	Females in Fire Control Positions	-	76.0%	81.8%	+5.8% ↑	-	51% Females Based on Cleveland Area	
2.4.1.8	Females in Green Book Positions	-	56.0%	54.9%	-1.1% ↓	-	51% Females Based on Cleveland Area	
2.4.1.9	Staff classed as BME	-	1.0%	1.6%	+0.6% ↑	-	5.5% BME based on Cleveland Area	
2.4.1.10	Staff classed as BME Grey Book	-	1.0%	1.5%	+0.5% ↑	-	5.5% BME based on Cleveland Area	
2.4.1.11	Staff classed as BME Retained	-	1.0%	1.1%	+0.1% ↑	-	5.5% BME based on Cleveland Area	
2.4.1.12	Staff classed as BME Fire Control	-	0.0%	0.0%	0 ↔	-	5.5% BME based on Cleveland Area	
2.4.1.13	Staff classes as BME Green Book	-	3.0%	2.4%	-0.6% ↓	-	5.5% BME based on Cleveland Area	
2.4.1.19	Promotion Applications WT & Retained	-	54	50	-7% (-4) ↓	-	-	No Comparator
2.4.1.20	Promotions of WT and Retained Females	-	0%	0%	0 ↔	-	-	No Comparator

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		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2016/17	Target	Direction of travel from target
2.5.1.1	Percentage of time 18 or more appliances are available to respond to Emergency Calls*	-	67%	33%	-34% ↓	No Comparator Information	-	-
2.5.1.2	Percentage of time Retained appliances are available for operational response	-	67%	58%	-9% ↓	No Comparator Information	-	-
A Sustainable Workforce Culture Overall Performance Judgement					Adequate Performance	Not Measured		Not Measured

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 for the period 1st April 2021 to 31st March 2022 against our Strategic Goal 3

	Performance compared to previous year assessed as	Performance compared to 5 years previous 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	Adequate Performance

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		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2015/16	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	-	1	0	-100% (-1) ↔	No Comparator Information	0	0% ↔
3.1.1.3	Public Contracts Regulations 2015: Percentage of invoices paid within 30 days	-	98.86%	100%	+1.14% ↑	No Comparator Information	100%	0% ↔
3.1.1.4	Public Contracts Regulations 2015: Interest Paid due to late payment of invoices	-	£0.00	£0.00	0% ↔	No Comparator Information	0	0% ↔
3.1.1.5	Procurement ROI (Return on Investment)	-	-	£219,538	No Comparator Information	No Comparator Information	£144,000 (100%)	50% ↑
3.1.1.6	Compliant Spend	-	-	85%	No Comparator Information	No Comparator Information	82%	+3% ↑
3.1.1.7	Supporting our Communities	-	-	35%	No Comparator Information	No Comparator Information	32%	+3% ↑
Governance Overall Performance Judgement					Performing Strongly	No Comparator		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		2015/16	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2015/16	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		2016/17	2020/21	2021/22	% Direction of travel from 2020/21	% Direction of travel from 2015/16	Target	Direction of travel from target
3.1.2.1	Number of Malicious False Alarms	127	88	125	+42% (+37) ↑	-2% (-2) ↓	116	+8% (+9) ↑
3.1.2.2	Percentage of Malicious False Alarms resulting in mobilisation of a fire appliance	66%	71%	80%	+9% ↑	+14% ↑	-	-
3.1.3.1	Staff Turnover: Percentage of staff leaving the Brigade as a proportion of the total workforce	—	8.65%	8.85%	+0.2% ↑	No Comparator Information	-	-
1.1.2.9	Percentage of call questioned Non Domestic Fire Alarm Calls where no fire is confirmed that the Brigade attends	0	14%	11%	-3% ↓	No Comparator Information	-	-
Optimum Use of Human Resources Overall Performance Judgement					Adequate Performance	Adequate performance		Adequate Performance

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 more than three years

Response Benchmarks

Fire Control and Mobilisation

Indicator		2020/21	2021/22	Target	% Direction of travel from target
1.1.5.9	Average time taken to answer an emergency 999 call (7 seconds)	5.79	6.07	7	-13% ↓
1.1.5.10	Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	81	83	100	-17% ↓
1.1.5.11	Percentage of times a fire appliance is dispatched to an emergency in 2 minutes	91%	91%	98%	-7% ↓
1.1.5.12	Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	97%	96%	100%	-4% ↓
1.1.5.13	Percentage of Retained appliances meeting the Book Mobile threshold of 5 Minutes	70%	77%	100%	-23% ↓

Building Fires

Indicator		2020/21	2021/22	Target	% Direction of travel from target
1.1.1.10	Average time of first appliance attendance to a Dwelling Fire (7 Minutes)	00:04:48 (1254/1407)	00:04:58 (1243/1458)	00:07:00	29% ↓
1.1.1.11	First appliance attendance to a Dwelling Fire within 10 minutes on 90% of occasions	98% (1375/1407)	97% (1411/1458)	90%	7% ↑
1.1.1.12	Average time of second appliance to attend a Dwelling Fire incident (10 minutes)	00:06:37 (1051/1206)	00:06:58 (1026/1195)	00:10:00	30% ↓
1.1.2.10	Average time of first appliance attendance to a building fire (7 Minutes)	00:04:53 (1923/2196)	00:05:06 (1924/2300)	00:07:00	27% ↓
1.1.2.11	First appliance attendance to building fires within 10 minutes on 90% of occasions	97% (2133/2196)	96% (2206/2300)	90%	6% ↑
1.1.2.12	Average time of second appliance to attend a building fire incident (10 minutes)	00:06:46 (1388/1608)	00:07:06 (1312/1565)	00:10:00	29% ↓

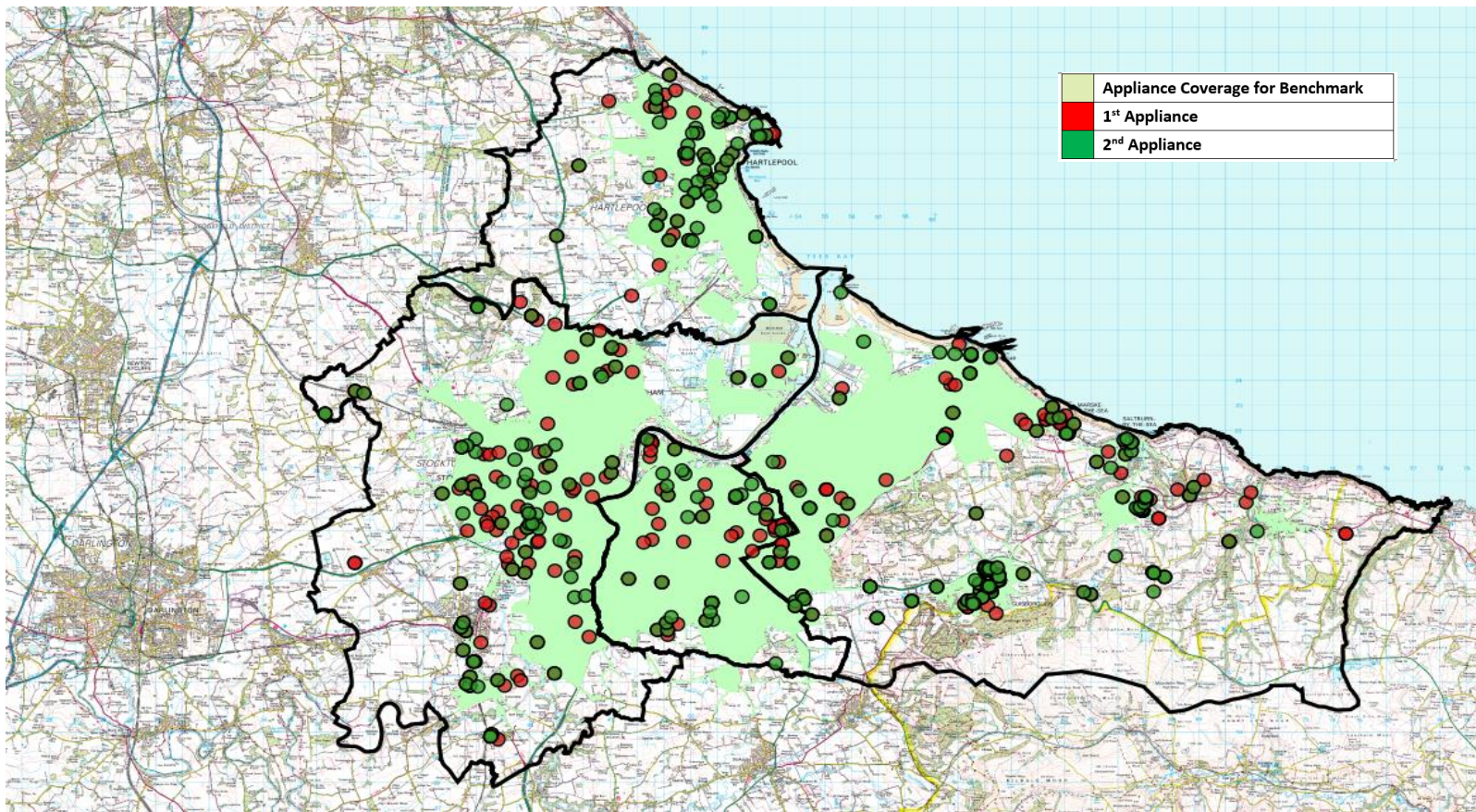
Road Traffic Collisions

Indicator		2020/21	2021/22	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)	00:05:48 (135/166)	00:05:30 (219/262)	00:08:00	31% ↓

High Hazard

Indicator		2020/21	2021/22	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)	00:05:01 (7/8)	00:05:42 (14/18)	00:07:00	19% ↓
1.1.4.3	Average time full mobilisation requirement of appliances to an industrial fire (20 minutes)	No reported mobilisations	No reported mobilisations	00:20:00	-
1.1.4.4	Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	00:02:56 (1 full PDA mobilisation)	00:05:16 (1 full PDA mobilisation)	00:16:00	67% ↓

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

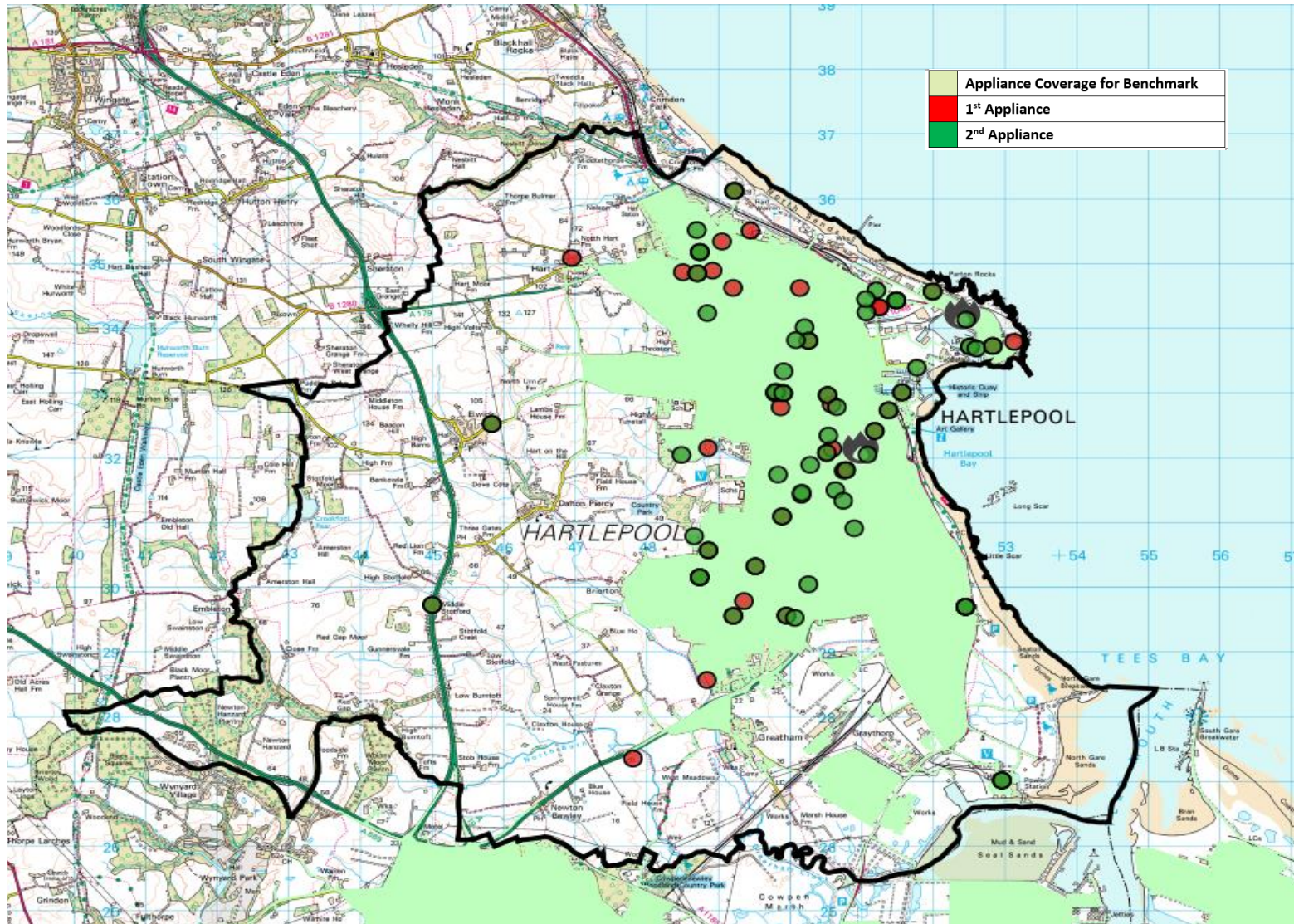


Building Fire analysis on Benchmark Failures

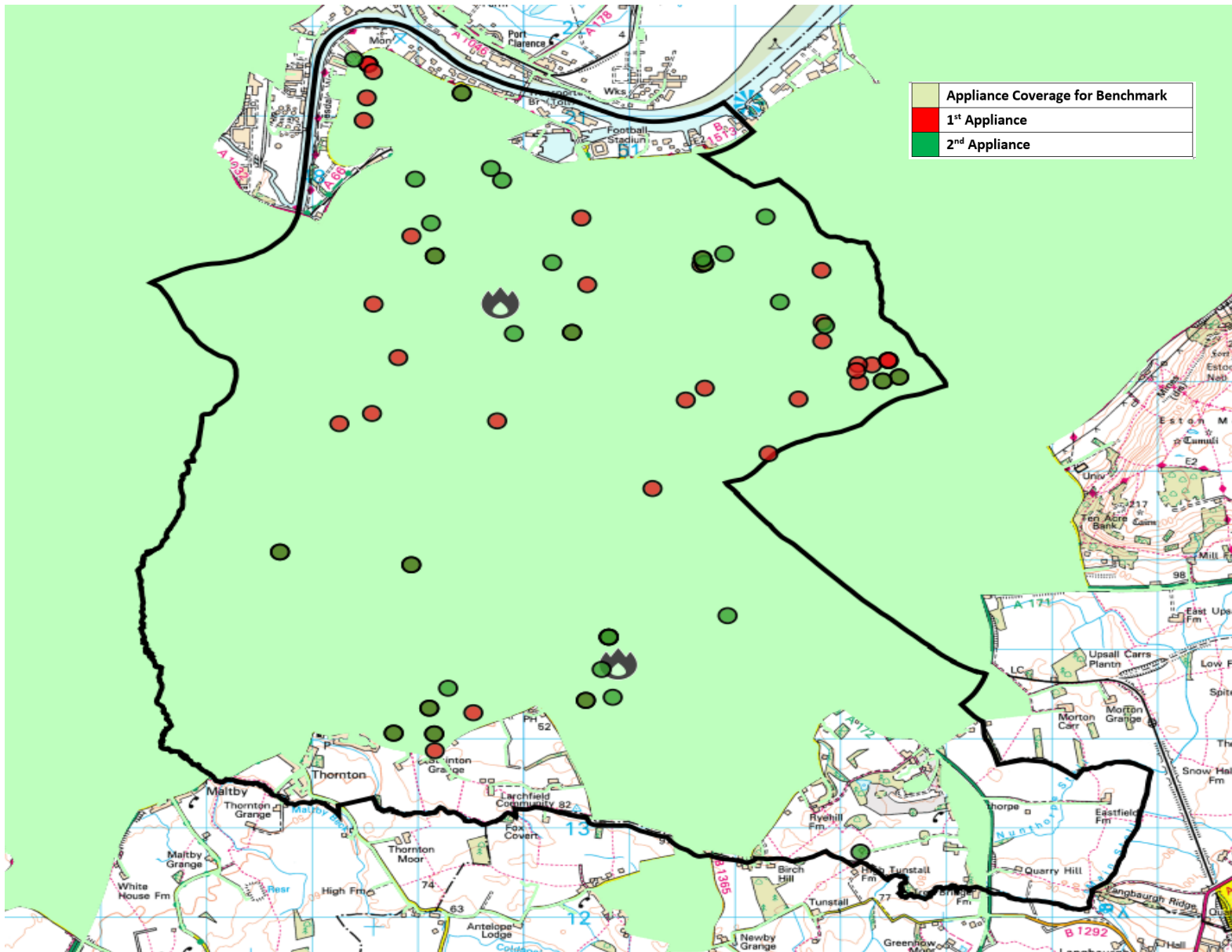
1st Pump Time Taken to arrive at scene	Total
07:00 - 07:59	153
08:00 - 08:59	68
09:00 - 09:59	62
10:00 - 10:59	42
11:00 - 11:59	20
12:00 - 12:59	15
13:00 - 13:59	5
14:00 - 14:59	2
>15	9
TOTAL	376

End Main Type	Total
F1	66
F3	8
FA	180
FG	103
FM	16
SE	3
TOTAL	376

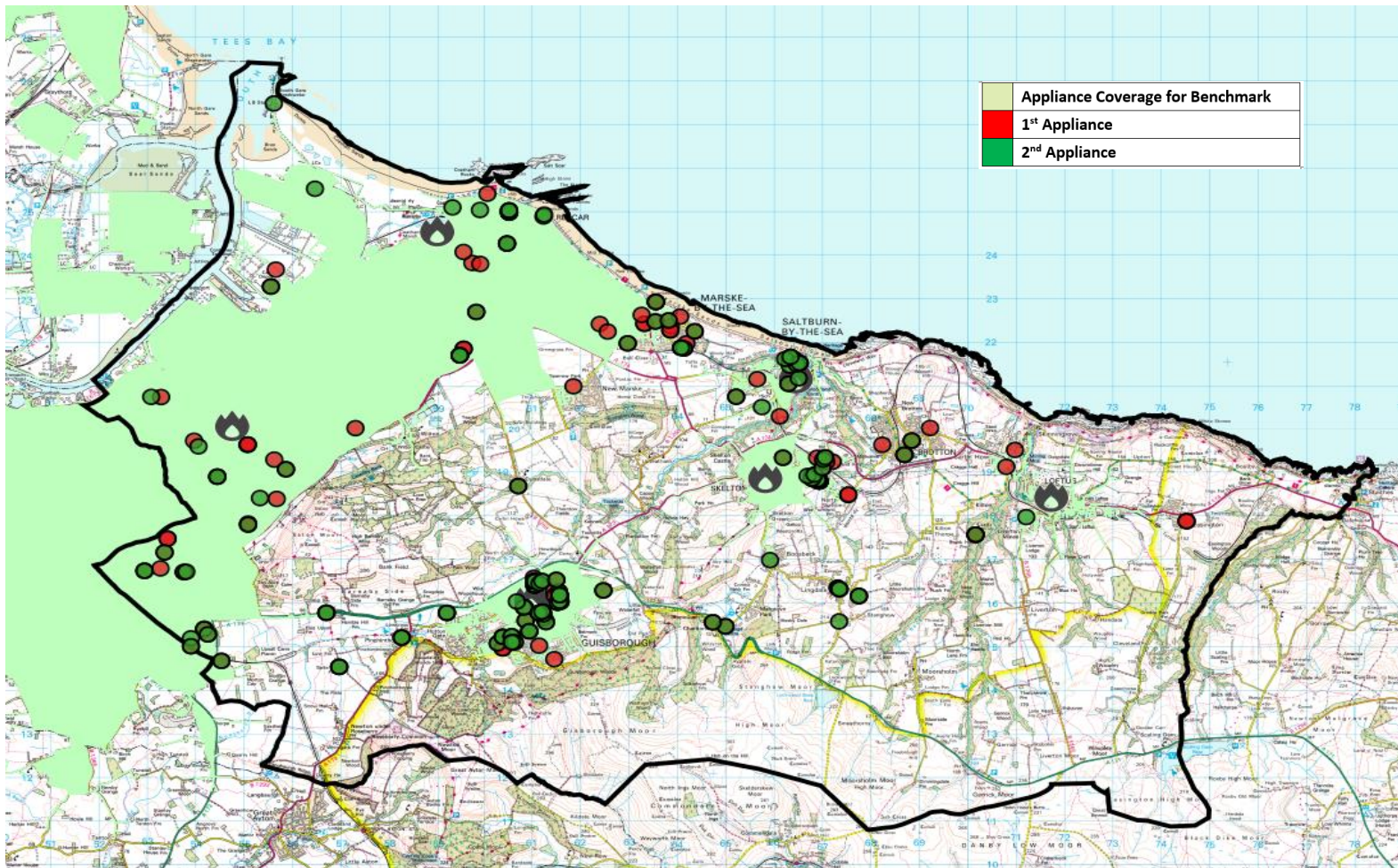
Hartlepool District



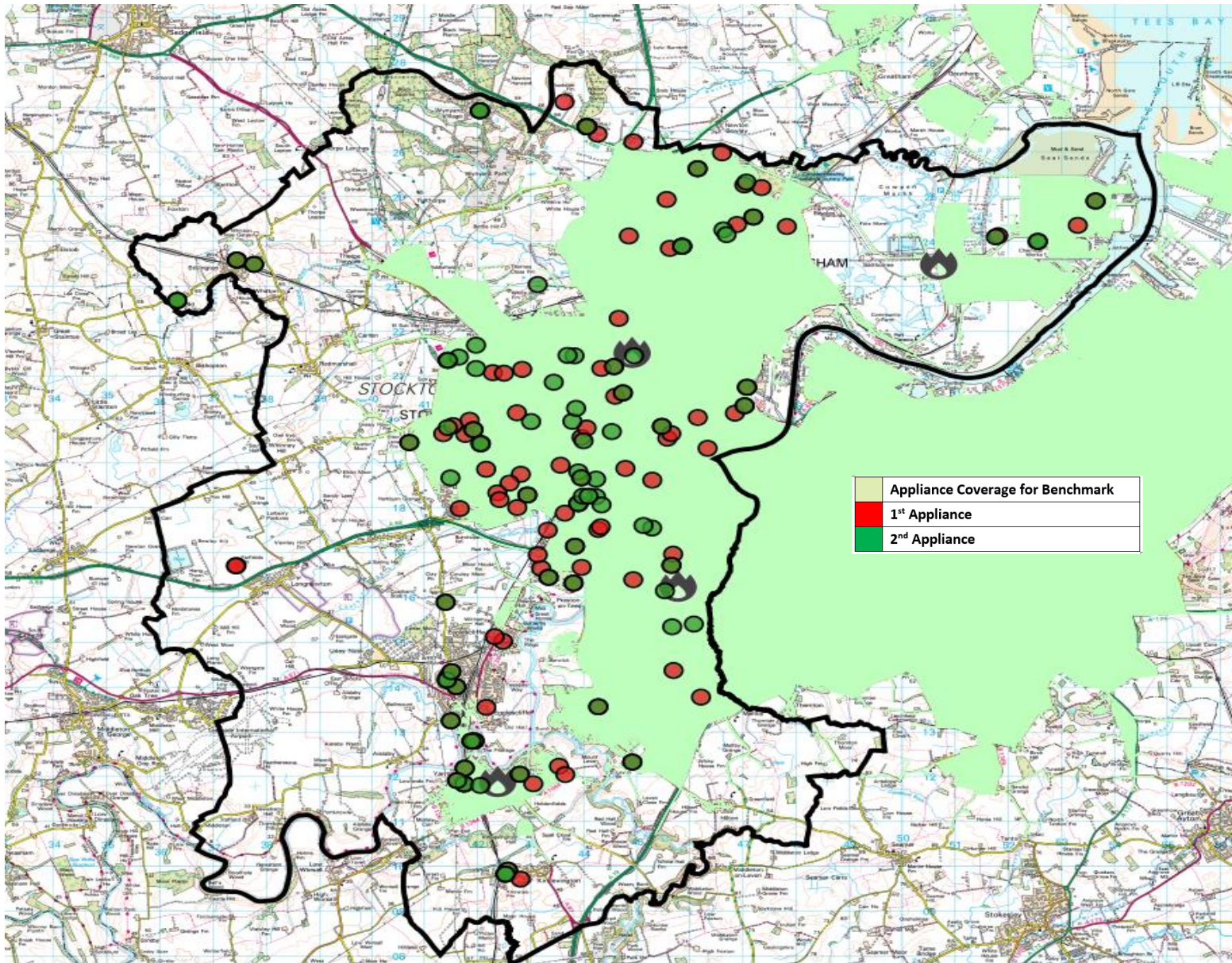
Middlesbrough District



Redcar & Cleveland District



Stockton District



Glossary of Terms

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

Call Challenge: an initiative where our Control Room Operators can challenge the caller if they believe the incident to be malicious;

Call Questioning: an initiative where our Control Room Operators question an incident with an Automatic Fire Alarm to confirm there is a fire with someone on site at the time of the incident;

COMAH sites: Control Of Major Accident Hazards;

CIRMP: Community Integrated Risk Management Plan;

Control Operator: members of staff that take calls relating to operational incidents etc.;

Co-Responder: a partnership with the NEAS (North East Ambulance Service) to attend Medical Emergencies in East Cleveland;

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

Fatalities: fatal casualties occurring at an incident;

FAM (False Alarm Malicious): incidents that are made with the intent of making the Fire Brigade attend a non-existent event;

FTE (Full Time Equivalent): a unit used to determine the percentage of time part time staff work;

Green Book (Support) Staff: corporate staff contracted under NJC Conditions of Service;

HFSV: Home Fire Safety Visit;

Injuries: Non-Fatal Casualties that occurred at an incident;

KSI (Killed and Seriously Injured): indicators used by Cleveland Police for people who have died or were seriously injured in Road Traffic Collisions;

PDA: Pre Determined Attendance. This identifies the minimum response (vehicle number and type) the Brigade needs to make based on the call to control

Primary Fires: fires that occur within a property;

RAG: A performance rating using an assigned colour scheme;

Response Standards: standards produced to determine how quickly we should aim to arrive at a certain type of incident;

Retained: members of staff that respond to incidents on a part time basis;

Secondary fires: fires that do not occur in property e.g. grass/ refuse/ wheelie bins;

Safe and Well: an initiative to ensure people remain safe within their own homes. An extension of the Home Fire Safety Visits;

Stay Safe and Warm: an initiative that aims to raise awareness of the dangers faced by people who struggle to keep warm during the cold months and to provide advice and support to anyone identified;

VfM (value for money): term used to prove an organisation is doing the right thing, in the right way, with the right people;

Wholetime: operational staff working full-time contracts that comprise of a regular rotating pattern of day shifts, night shifts or day duty.

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

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

بنا الاتصال في توردفلا، برايل بطريقة او مطبوع بأحرف كبيرة او بديلة بلغة المسمندة إلى تحتاج كنت إذا

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

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

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

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

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

Endeavour House
Training and Administration Hub
Queens Meadow Business Park
Hartlepool
TS25 5TH

01429 872311 - communications@clevelandfire.gov.uk - www.clevelandfire.gov.uk



North East
Better Health
at Work Award

