



# **Organisational Performance 2020/21**

1st April to 31st March 2021

## DATA QUALITY STATEMENT

We are satisfied that any information and assessments included in this report are in all respects accurate and complete. No significant data quality issues have been identified during the preparation of this report by the Risk and Performance Team nor have any been brought to the team's attention.

Whilst we have not validated every item of information within the report we are confident, from our knowledge of our staff, relevant systems and processes, that the information produced is done so in accordance with CFB approved guidance. No issues on data quality have been identified in any internal or external assessment conducted on the Brigade. In addition the internal audit annual assurance statement on the Brigade's system of management controls has not identified any weaknesses with systems and processes.

Our commitment to high quality data is driven by our Data Quality Policy supported by a robust procedure and delivery plan to ensure continued improvements in the data quality arrangements. This quality assurance framework underpins the Brigade's Integrated Strategic, Business and Financial Planning Cycle.

Our embedded approach to the principles of efficient and accurate data collection, collation, recording, analysis and reporting of information across the organisation, to partners and the public, enable increased levels of confidence in the quality of information produced.

In all cases, whatever the source of the information, the most up to date information that is available is used within our reports. Information and data sharing agreements and protocols have been formally established where data is shared between partners.

We continually work to further improve the quality of our data through internal reviews of management information systems, processes and procedures. Staff understanding and adherence to appropriate data quality standards will be continually monitored to ensure current high standards are maintained and are not the sole responsibility of the Risk and Performance Team.

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



















Any amendments to the data supporting this report after April 26th 2021, such as reclassification of incidents following fire investigations, will not be represented in the information reported.

***When considering and contextualising the information contained within the report and in particular comparing to previous years, care must be taken as the period covered by this report coincides with the Covid lockdown period and the changes in the way services were delivered by the Brigade during this period.***

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## 2020/21 AT A GLANCE

999 Calls	11,076 	Dwelling Fires	233 	Staff (Av Strength WTE)	508 
Mobilisations	11,707 	Deliberate Fires	3201 	Appliances Available (Av)	18 
Incidents	7781 	Industrial Commercial Fires	62 	WT Availability	99% 
Fires	3761 	RTC Casualties	691 	Retained Availability	67% 
Safer Homes Visits	15,556 	Response Time 1st Appliance	04:53 	Staff Absence (Duty Days)	4076 
Non Domestic Audit Inspections	858 	Response Time 2nd Appliance	06:46 	RIDDOR Incidents	6 

## Introduction

This report provides details of Cleveland Fire Brigade's performance for the period 1st April 2020 to 31st March 2021. 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 service delivery which support the delivery of our vision and outcomes.

The following sections highlight areas of performance on an exceptions basis that require continued monitoring so we can evaluate the effectiveness of the umbrella strategies directing services. It provides the most recent national and family group comparator information that is available notably

- (i) National Fire Stats : For the period 1st April 2020 to 30th September 2020
- (ii) Family Group 4 benchmarking Data: For the period 1st April 2020 to 31st March 2021
- (iii) NFCC Sickness Absence Benchmarking Data: For the period 1st April 2020 to 31st December 2020

Information of all performance is detailed in the body of the report.

## Performance Overview

### Total Incidents

#### Historic Performance and Trend

CFB traditionally attends more emergency response incidents per head of population than the average of all F&RS across the country: in 2019/20 this was 1,510 incidents per 100,000 population compared with 990 incidents per 100,000 population. This is predominantly due to the volume of secondary fires we attend where in absolute terms we attended the 5th highest number of such incidents in the country.

Over the past five years (from available information) 2014/15 to 2019/20 nationally the rate of incidents has **increased by 5.3%** compared to an **increase of 2.8%** within CFB.

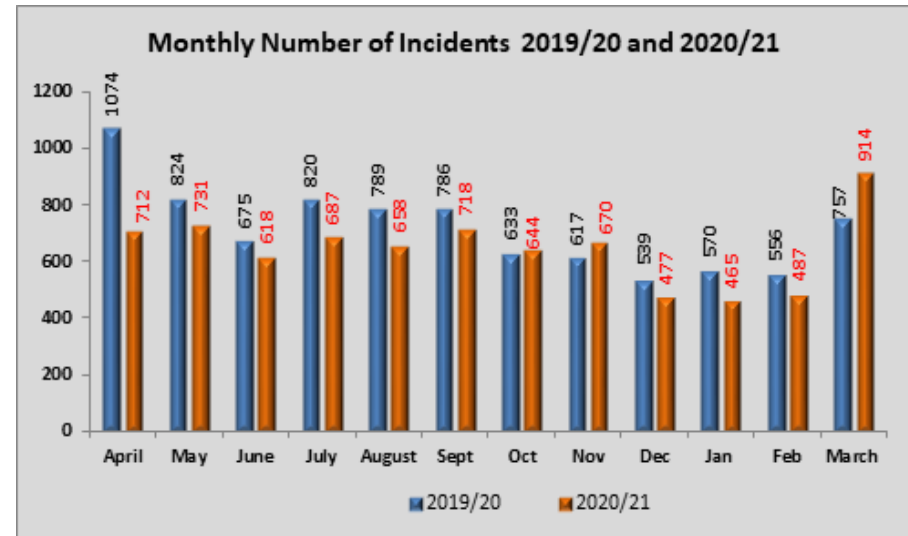
No national comparator information is available for 2020/21 at the time of writing this report.

#### Current Years Performance

In 2020/21 the Brigade responded to fewer incidents when compared to the 2019/20. In 2020/21 7,781 incidents were attended which is a **10% (852) reduction** in incidents attended compared to 2019/20.

When comparing 2020/21 with 2019/20 all incident types have experienced a reduction in numbers.

The chart (right) details the monthly analysis of incident numbers over the year and there is a correlation between the Covid full and partial lockdown periods and numbers of incidents occurring.



Our analysis indicates that during the **first quarter** of 20/21 the Brigade responded to **512 (-20%) fewer incidents**.

This reduction in the number of incidents attended continued during the **second quarter** of the financial year with the Brigade responding to **332 (14%) fewer incidents**.

In the **third and fourth quarters** the number of incidents was **comparable** with the equivalent periods in 2019/20 with two additional incidents attended in quarter 3 2020/21 and 17 fewer incidents attended in quarter 4 2020/21.

In **March 2021** there was a significant increase in numbers of incidents attended **(+157 (21%))** when compared to March 2020. This increase has continued throughout April 2021.

#### **How we compare nationally 1/4/20 to 30/9/20**

From recently published information by the Home office, in the period 1/4/20 to 30/9/20 the average number of incidents attended **nationally reduced by 6.3%** compared to a reduction in the **Cleveland Fire Brigade area of 17%**.

At the time of writing this report no further updated information has been published by the Home Office.

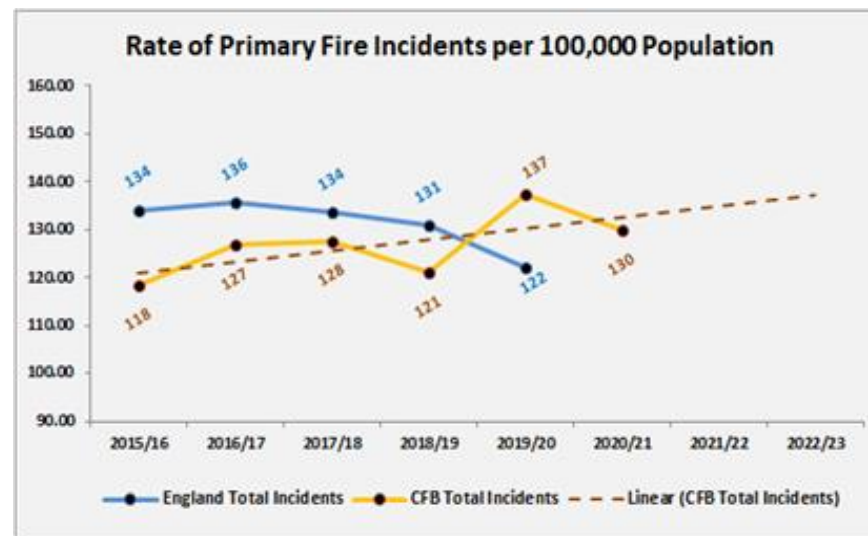
## Primary Fires

### Historic Performance and Trend

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.. This is primarily due to the volume of deliberate primary fire incidents that occur within the Brigade area, as detailed in a later section.

Between 2015/16 (from the available information) and 2019/20 **nationally** the rate of incidents has **reduced by 9%** compared to an **increase of 16%** (118 to 137 incidents per 100,000 population) within **CFB**.

In 2019/20 the rate of primary fires per 100,000 population in England became lower than the rate of primary fires experienced in CFB for the first time.



### 2020/21 Performance

In 2020/21 CFB experienced 739 primary fire incidents which is a **reduction of 41 (5%)** compared with the equivalent period in 2019/20.

An area of note is that whilst **total incidents have reduced by 10%** over this period and all **fire incidents have reduced by 13.5%** over the period there has only been a **reduction of 5% in primary fire** incidents.

The reduction in all fires compared with that of primary fires indicates that the greatest reduction in rates of fire incident is in secondary fires. Whilst this reduction is positive, it is primary fires that cause the greatest risk in terms of economic and societal damage.



### How we compare nationally 1/4/20 to 30/9/20

From recently published information by the Home Office, in the period 1/4/20 to 30/9/20 the average number of incidents attended nationally reduced by 9% compared to a reduction in the Cleveland Fire Brigade area of 2%.

The following table provides a detailed breakdown of reductions / increases for the Brigade compared to national reductions

	National Av	CFB
Dwelling Fires	-5%	-6%
Other Building Fires	-15%	+26%
Road Vehicle Fires	-15%	-1%
Other Outdoor Fires	+5%	-8%

### How We Compare with Family Group (1/4/20 to 31/3/21)

Recently published information from our Family Group for 2020/21 shows that during this period the Brigade saw a 5.3% **reduction** in Primary Fires when comparing with 2019/20. The **average reduction across Family Group 4 (14 services) was 9.7%**. Only one service, Derbyshire FRS, reported an increase in Primary Fire incidents and Humberside FRS experienced the largest reduction in Primary Fire Incidents at 16%.

Comparing with Family Group 4 the Brigade has the **second highest rate** per head of population of Primary Fire Incidents: Northern Ireland have the highest rate.

The average reduction over a three year period (2017/18 to 2020/21) for Family Group 4 was 15%; the Brigade increased by 2.6%

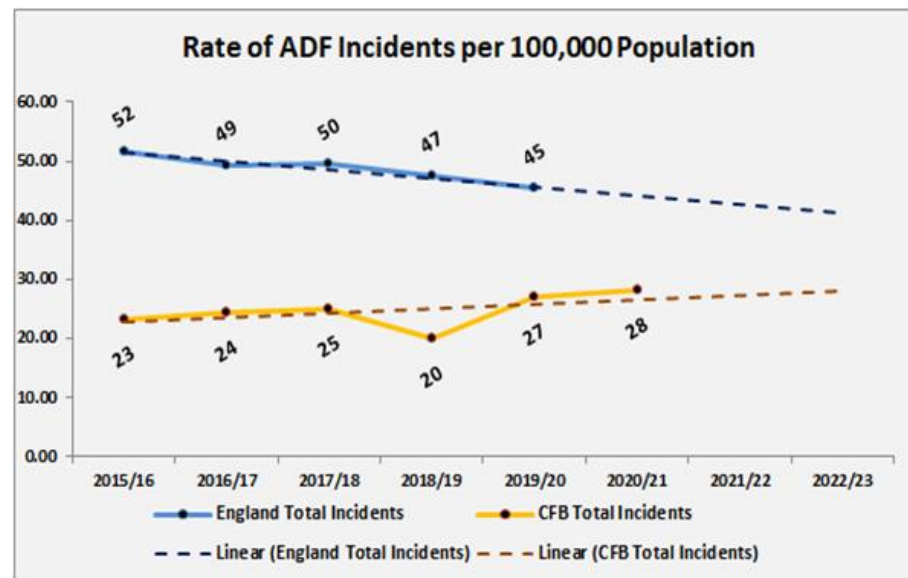
## Accidental Dwelling Fires

### Historic Performance and Trend

Over the last five years the Brigade has had the lowest number of ADFs in the country. During 2019/20 the Brigade responded to 155 ADF incidents which was the 2nd lowest rate in the country, after Warwickshire FRS.

Since 2015/16 (from the available information) to 2019/20 nationally the rate of incidents has reduced by 12.4% compared to an increase of 16.1% (23.3 to 27.1 incidents per 100,000 population) within CFB.

Since 2018/19, when the Brigade incurred an exceptionally good year, there has been an upward trend in numbers of ADFs which has continued in the current year.



### 2020/21 Performance

In 2020/21 this increasing trend has continued with 160 accidental dwelling fires in the Brigade area, an **increase of 5 (3%)** compared to the equivalent period in 2019/20.

Between 2015/16 to 2020/21 the rate of ADFs within the Brigade has **increased by 21%** (23.3 per 100,000 pop to 28.1 per 100,000 pop).

An area to note is that as total incidents have reduced by 10% over this period and all fire incidents have reduced by 13.5%, the number of ADFs has actually increased.

### How we compare nationally 1/4/20 to 30/9/20

From recently published information by the Home Office, in the period 1/4/20 to 30/9/20 the average number of Accidental Dwelling Fire incidents **nationally reduced by 3.8%** compared to an **increase of 16% (11)** in Cleveland Fire Brigade.

### How We Compare with Family Group (1/4/20 to 31/3/21)

Recently published information from our Family Group for 2020/21 shows that during this period the number of ADFs within the Brigade **increased by 3.2%** when the average for the Family Group (14 services) **reduced by 0.5%**.

**Six** services reported an **increase** in ADF incidents with Derbyshire FRS (+21%) reporting the largest increase and South Wales FRS (-12.5%) reporting the largest decrease in ADFs.

From Family Group 4 the **Brigade has the lowest rate per head of population** of ADF Incidents with Lancashire FRS having the highest rate.

The **average reduction over a three year period** (2017/18 to 2020/21) for **Family Group 4 was 6.7%** compared with a **12.7% increase** within the Brigade

## Safer Homes Visits (HFSVs)

There is a direct correlation between the number of HFSVs conducted and the number of ADFs incurred. Traditionally the Brigade has performed in significantly more than 18,000 targeted Safer Homes Visits every year (one of the highest rates in the country per head of population) which has contributed to the exceptional performance in numbers of ADFs.

The reduction of HFSVs in 2019/20 **to 17,846** caused the Brigade to drop from 2nd highest to the 4th highest rate in the country.

During 2020/21 this has been compounded by Covid restricting our ability to complete HFSVs due to lockdown restrictions. The number of Safer Homes Visits reduced to **15,556 Visits** completed through a combination of physical visits, telephone visits and web based safer homes visits, which is a **reduction of 2,290 (13%)** when compared with last year. Of these visits **2,585 Safe and Well Visits** have been completed compared to 3,316 in 2019/20, a **reduction of 731 (22%)**.

### How we compare nationally

No national information for 2020/21 on volume of Safer Homes Visits has been published by the Home office.

### How We Compare with Family Group (1/4/20 to 31/3/21)

Recently published information from our Family Group for 2020/21 shows the number of Safer Homes Visits **reduced by 13%** for the Brigade whilst Family Group 4 (8 services provided data) reported an **average decrease of 35%**. Only one service, Leicestershire FRS, reported an increase (+24%) in numbers of Safer Homes Visits and seven services reported a decrease in Safer Home Visits. The remaining services did not report any data.

From the Family Group 4 information the **average number of Safer Homes Visits** Services completed was 5,634: the Brigade conducted 15,556 visits in 2020/21. 1/4/20 to 31/12/20.

Deliberate Primary Fires

Historic Performance and Trend

Over the past five years (from available information) 2014/15 to 2019/20 **nationally** the rate of deliberate primary fire incidents has **reduced by 1.2%** compared to an **increase of 31.6%** (60 to 78 incidents per 100,000 population) within CFB.

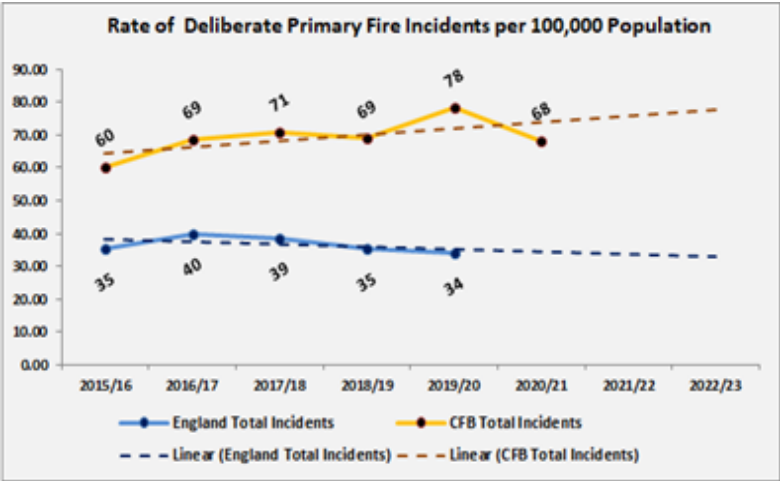
2020/21 Performance

In 2020/21 the Brigade experienced 389 deliberate primary fire incidents which is a **decrease of 55 (12%)** to the equivalent period in 2019/20. This is consistent with the level of reduction in Fire incidents for the Brigade during 2020/21.

How we compare nationally 1/4/20 to 30/9/20

From recently published information by the Home Office, in the period 1/4/20 to 30/9/20 the average number of deliberate primary fire incidents **nationally decreased by 18%** compared to a **decrease of 5% (11)** in Cleveland Fire Brigade. This is made up of;

Category	CFB	National
Deliberate Dwelling Fires	-40% (-19)	-6%
Other Building Fires (Deliberate)	+39% (11)	-30%
Road Vehicle Fires (Deliberate)	+3% (3)	-18%
Other Outdoor (Deliberate)	-19% (-6)	-15%



Nationally all categories of deliberate primary fires have reduced whilst at CFB there has been an increase in the number of Deliberate Other Building Fires. Deliberate dwelling fires and Other Outdoor deliberate fires have reduced by a greater proportion within the Brigade area compared to national reductions.

### How We Compare with Family Group (1/4/20 to 31/3/21)

Recently published information from our Family Group for 2020/21 shows the number of Deliberate Primary Fires across the Brigade **reduced by 12%** when comparing to 2019/20 when the **average for Family Group 4 (14 services) reduced by 21%**.

All 14 services reported a decrease in deliberate primary fires with Surrey FRS (-46.5%) reporting the largest decrease and South Wales FRS (-7.5%) reporting the smallest decrease.

From the family group the Brigade has the highest rate per head of population of Deliberate Primary fire Incidents with Surrey FRS having the lowest rate of incidents.

The **average reduction** over a three year period (2017/18 to 2020/21) for **Family Group was 27.6%** when the **Brigade's reduction was 2.8%**.

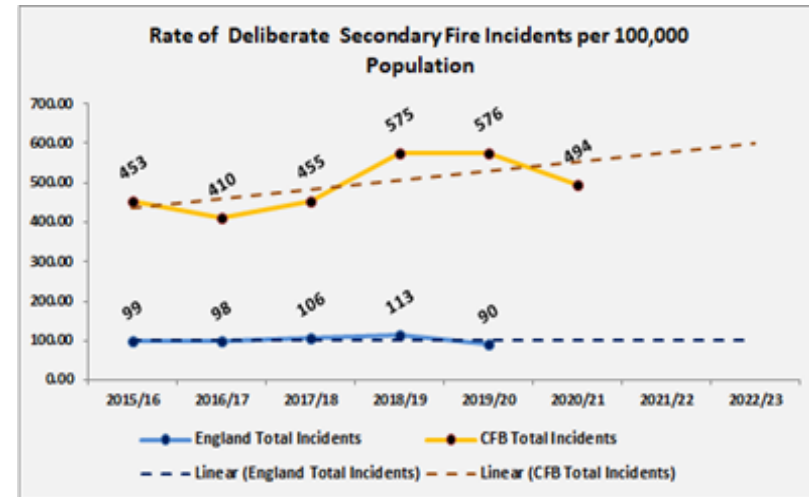
## Deliberate Secondary Fires

### Historic Performance and Trend

Over the last 5 years (using available information) 2015/16 to 2019/20 nationally the rate of deliberate secondary fire incidents has reduced by 9% compared to an increase of 27% (453 to 576 incidents per 100,000 population) within CFB.

### 2020/21 Performance

In 2020/21 CFB responded to **2812 deliberate secondary fire incidents** which is a **decrease of 467 (14%)** incidents to the equivalent period in 2019/20.



### How we compare nationally 2020/21

From recently published information by the Home Office, in the period 1/4/20 to 30/9/20 the average number of deliberate secondary fire incidents **nationally reduced by 9%** compared to a **decrease of 26% (549)** in Cleveland Fire Brigade.

### How We Compare with Family Group (1/4/20 to 31/3/21)

Recently published information from our Family Group for 0202/21 shows the number of Deliberate Secondary Fires across the **Brigade reduced by 14%** when comparing to 2019/20. Over the same period the average for the Family Group (14 services) **reduced by 5%.**

Eight services reported a decrease in deliberate secondary fires with Humberside FRS (-23%) reporting the largest decrease and the remaining six services reporting increases in deliberate secondary fires with Northern Ireland FRS reporting a 21% increase in secondary fires.

Comparing with the Family Group the Brigade has the highest rate per head of population of Deliberate Secondary Fires with Leicestershire FRS having the lowest rate of incidents.

The **average reduction** over a three year period (2017/18 to 2020/21) for **Family Group was 10.5%** when the **Brigade's increased by 9.1%.**

## Risk Based Inspection Programme

The Brigade has consistently completed one of the highest rates of Fire Safety Audits (reactive & planned audits) but has consistently failed to deliver the full Risk Based Inspection Programme.

During **2019/20 1,567 (4.3 per day)** Fire Safety Audits were completed (2nd highest rate in the country). 945 of these were from the Risk Based Inspection Programme (leaving 1,358 allocated audits incomplete) with the remaining 622 audits of a reactive nature.

The outcome of these audits indicate that 1,374 (88%) classed as being satisfactory with 193 (12%) classed as unsatisfactory. From these unsatisfactory audits 75 (39%) informal notifications were issued, 6 (3%) enforcement notices were issued and 18 (9%) prohibition notices issued.

Nationally 34% of audits are classed as unsatisfactory with 8% resulting in the issue of enforcement notices and 5% resulting in prohibition notices being issued.

## 2020/21 Performance

In **2020/21** the Brigade **completed 858** audit inspections of industrial and commercial premises compared to 1,567 during the same period in 2019/20, a **reduction of 709 (-45%)**.

This is made up of **508 (59%) planned audits** (from the Risk Based Inspection Programme of 2739 audits) and **350 (41%) reactive audits** from in year referrals.

Of the Risk Based Inspection Programme, the following profile has been completed;

Risk Level	Planned	Complete	Percentage
High Risk	6	2	33%
Medium Risk	1833	391	21%
Low Risk	596	103	17%
Very Low Risk	258	11	4%
No Risk	46	1	2%
Total	2739	508	19%

### How we Compare Nationally

No national information for 2020/21 on volume of audit inspections has been published by the Home office.

### How We Compare with Family Group

No comparator information from Family Group 4 for 2020/21 on number of audit inspections is available.



## Operational Intelligence (inc SSRI)

The Operational Intelligence framework is locally derived with no comparable national information collated in terms of SSRI inspections completed. The Brigade's programme of visits are produced from the CFRMIS system which uses the risk assessment information and information of the applicable sites. This generates an indicative rating for each site ranging from very high risk (inspected annually) to very low risk. The programme of Ops Intel visits is derived from this information and can range from annual physical inspections visits to inspection visits not being required

The following table provides details of the numbers of properties in each of the risk bands, as supplied to the HMICFRS in November 2020.

Level	Total No
1 VL	78
2	361
3	265
4	35
5 VH	38

The following table provides details of the numbers of sites which have received an Ops Intel visit conducted in the current year against the planned schedule of visits

Category	Revised Plan for Year		Completed	%
2020/21 Plan	129 (134)*		127	98
Prev Years CFWD	12 (13)*		12	100
In Year Additions	45	New 23	23	100
		Reactive 22	22	100
Total	186		184	99

\*Figures in brackets detail the original numbers – amended during year by FE)

## Response Benchmarks

As detailed in the table (right) and the body of this performance report CFB achieved its emergency response benchmarks for building fire incidents .

The outturn for the emergency response benchmarks indicates that the first appliance benchmark is achieved with **2:07m capacity** which subsequently reduces the risk of a fire fatality occurring in accordance with the Fire Survivability Model that the Brigade has used when setting its response benchmarks.

The outturn of the benchmarks has been achieved in 2020/21 when the **average number of appliances on duty at any one time equates to 18 appliances out of the fleet of 21 appliances**, i.e. at anyone time on average 86% of the Brigades emergency response capability is available to respond to emergency response incidents.

The benchmarks are however based on an average time for both 1st and 2nd appliances and analysis indicates a number of occasions where the benchmark was exceeded. In the current year the **failures equate to 273 and 220 mobilisations for 1st and 2nd appliance** respectively.

Month	1 <sup>st</sup> Appliance	2 <sup>nd</sup> Appliance	Month	1 <sup>st</sup> Appliance	2 <sup>nd</sup> Appliance
Target	07:00	10:00			
April 2020	04:39	06:21	Oct 2020	04:26	06:10
May 2020	05:12	06:52	Nov 2020	04:59	06:35
June 2020	05:01	06:50	Dec 2020	04:48	06:29
July 2020	04:59	07:53	Jan 2021	05:10	07:05
Aug 2020	04:43	06:35	Feb 2021	05:01	06:37
Sept 2020	04:46	06:28	March 2021	05:00	07:19
			2020/21	04:53	06:46

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, resulting incident end type and the length of time each failure exceeded the benchmark.

Detailed qualitative analysis of reasons for these failures is collated throughout the year. Analysis of these reasons indicates that one main causes is the failure to operate the MDT to record time in attendance at the incident. This is consistent with the analysis of Attendance Times analysis that has been compiled using the national incident datasets which shows that there is a higher proportion of incidents excluded from the calculation of actual attendance times than the national average.

Response Benchmarks are locally determined and thus there is no comparator information available.

## Sickness Absence

The organisations 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 2019/20 were, in all cases, higher than during 2014/15 with an increasing trend over the past 3 years in sickness absence ( see table to right).

Detail analysis and evaluation reports on the Employee Health and Wellbeing Strategy has been produced to continue our efforts and focus on Employee Health and Well Being.

CFB 2015/16	Staff Group	CFB 2017/18	CFB 2018/19	CFB 2019/20	National 2019/20
7.44	All Staff	6.72	7.96	9.36	9.78
7.23	Whole time	6.44	8.06	9.47	9.05
6.58	Retained	7.25	6.81	8.30	12.41
4.05	Control	4.83	10.52	6.00	10.86
9.48	Green Book	7.62	8.11	10.65	9.35

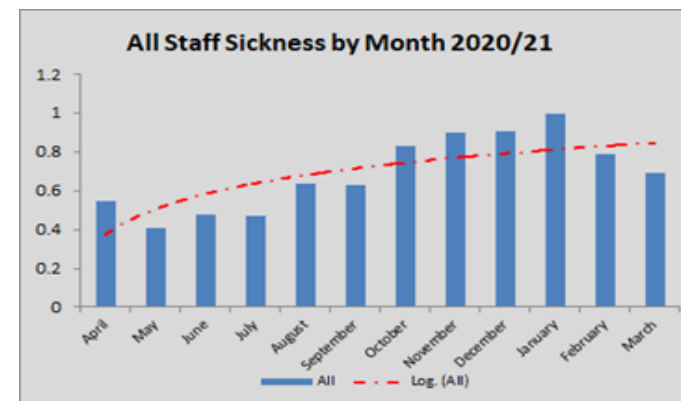
## 2020/21 Performance

The following table details the sickness absence rates across all staff groups for the year ending 31st March 2021

Staff Group	2019/20	2020/21	Diff
All Staff	9.36	8.05	-1.31 (-14%)
<u>Wholetime</u>	9.47	9.60	+0.13 (+1.4%)
Retained	8.30	4.97	-3.33 (-40%)
Fire Control	6.00	3.81	-2.19 (-36.5%)
Green Book	10.65	6.43	-4.22 (-40%)

In 2020/21 sickness absence rates in **all staff groups** apart from Whole Time was **significantly lower** than in 2019/20. **Whole-time** reported a **small increase** in sickness levels of +1.4%

However the trend of sickness absence, as demonstrated in the chart (right), shows that between July and January there was an increasing trend of levels of sickness absence with reductions experienced in February and March. April to July incurred significantly lower levels of sickness absence which contributed significantly to the overall reduction in sickness absence levels



#### How we compare nationally 1/4/20 to 31/12/20

Using the OH reports that CFB compiles for the NFCC, the levels of sickness absence for the 9 months ending 31st December 2020 for CFB compared to participating Brigades is detailed in the following table

1/4/20 to 31/12/20	CFB	National
All Staff Sickness	5.64	5.21
Whole Time	6.37	5.02
Retained	3.41	6.00
Fire Control	3.61	5.75
Green Book	5.43	4.47

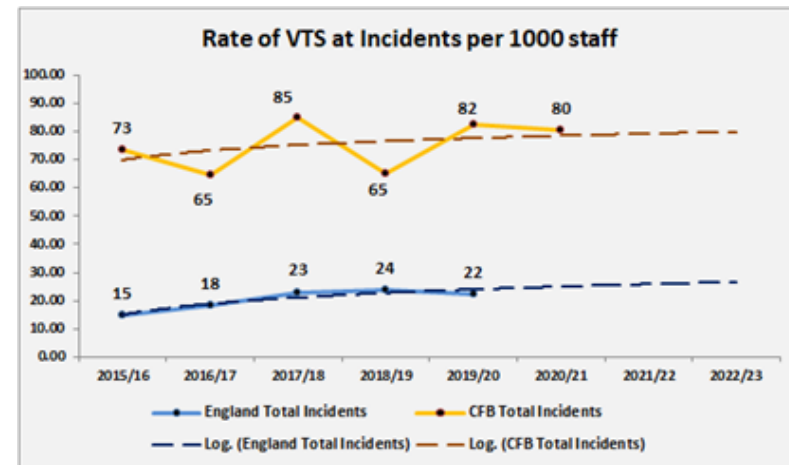
Overall levels of **All staff sickness** within the Brigade is **higher** than the average for those services who participate in the national benchmarking. **Whole-time and Green book staff** sickness absence rates are **higher** than the comparable national rates whilst the rate of sickness absence in **Fire Control and Retained** rates is **lower** to the national average.

## Violence To Staff

The rate of incidents per 1000 staff that CFB employees have suffered during operational incidents is significantly higher than the national rate. During 2019/20 there were 82 such incidents per 1000 staff compared to a national rate of 22 incidents per 1000 staff.

These relate to incidents occurring during operational incidents, in addition to these there are also incidents that occur in non-emergency response incidents that cover both frontline and enabling service staff.

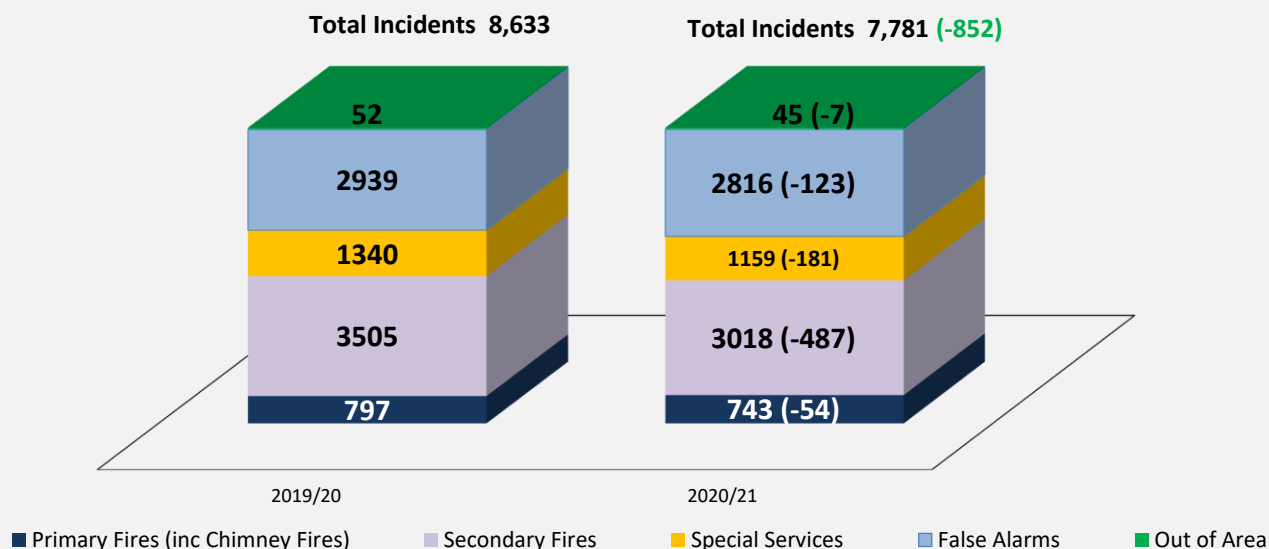
Over the last 5 years (from available information) 2014/15 to 2019/20 nationally the rate of violence to staff incidents that have occurred at Emergency Response incidents has increased by 44% compared to an increase of 10% for CFB.



During 2020/21 there has been **52 violence to staff incidents** against CFB staff which is an **increase of 6 (13%)** than 2019/20. These incidents relate to incident against member of staff and relate to any type of service delivery.

When reporting into the **Fire Statistics the only VTS incidents reported nationally** are those which have **occurred at emergency response incidents**. In 2020/21 there has been **43 incidents** compared to 44 in 2019/20 a **decrease of 1 (2%)**

## Incident Profile 01/04/2020 to 31/03/2021



### Prevention: Safer Homes

The Brigade has conducted 15,556 **Home Fire Safety Visits (HFSV)** during the period 1st April - 31st March 2020/21 including 2,585 **Safe and Well Visits**. Within the HFSV there are 464 website referrals and 3,321 referrals received from other agencies.

This is a **reduction of 2,290 (-13%)** HFSV and a **decrease of 472 (-15%)** SAW compared to 2019/20, when the Brigade completed 17,846 HFSV and 3,057 SAW respectively.

Resulting from the 2,585 SAW visits, 3% (83) of these led to referrals to other agencies for support and/or items of risk reduction equipment. This is a **45% reduction** compared to 2019/20 when further referrals and/or equipment was provided to 150 individuals.

Operational crews completed 11,629 HFSV compared to 13,676 in 2019/20; a **reduction of 2,409 (15%)**.

Hubs and Advocates completed 3,927 HFSV compared to 4,170 in 2019/20; a **reduction of 243 (6%)**.

### Fire Control

During the period April - March 2020/21 Fire Control dealt with 11,076 **emergency calls**, a **reduction of 12% (-1552)** from the same period in 2019/20.

#### Emergency Response

During the period April - March we responded to 7,781 **incidents**, a **reduction of 852 (-10%)** compared to the same period in 2019/20.

Comparing 2020/21 to 2019/20, there has been a small **increase** in False Alarm Good Intent incidents by 14 **(1%)** from 1,712 to 1,726.

There have been **decreases** in all other incidents:

Primary Fires by **5% (41)** from **780 to 739**

Chimney Fires by **77% (13)** from **17 to 4**

Secondary Fires by **14% (487)** from **3,505 to 3,018**

All False Alarms by **4% (123)** from **2,939 to 2,816**

Special Services by **14% (181)** from **1,340 to 1,159**

Out Of Area incidents by **14% (7)** from **52 to 45**

Fire incidents account for **48% (3,761)** of total incidents with **Primary Fires excluding Chimney Fires (739)** and **Secondary Fires (3,018)** accounting for **10%** and **39%** of all incidents attended respectively. **85% (3,201)** of fires attended have been classified as **deliberate** in nature.

Special Services account for **14% (1,159)** incidents attended.

False Alarms account for **36% (2,816)** of all incidents attended of which **1,726 (22%)** are **False Alarm Good Intent**s, **1,002 (13%)** due to **Automated False Alarms** and **88 (1%)** **Malicious False Alarms**.

### Protection: Safer Buildings - Risk Based Inspections

During the period April - March 2020/21, 858 **audit inspections** of industrial and commercial premises have been completed compared to 1,551 during the same period in 2019/20, a **reduction of 693 (-45%)**.

This is made up of 508 (59%) planned audits (Risk Based Inspection Programme Audits) and 350 (41%) reactive audits from in year referrals.

Of these audits, station based advisers completed 72 (8%) of the audits with the remaining 786 (92%) by Fire Engineering staff.

Of the risk based inspection programme, the following profile has been completed;

Risk Level	Planned	Complete	Percentage
High Risk	6	2	33%
Medium Risk	1833	391	21%
Low Risk	596	103	17%
Very Low Risk	258	11	4%
No Risk	46	1	2%
Total	2739	508	19%

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 2020/21, 2019/20 and 2015/16;
- 22% reduction in Deliberate Dwelling Fires;
- All response benchmarks performing well within target;
- National Resilience Mobilisation targets met on 100% of occasions;
- 14% (487) reduction in the number of Secondary Fires;
- Reduction in rate of all staff sickness absence by 14% (1.31 shifts per employee) in comparison to the previous year;
- 45% reduction in the number of RIDDOR reportable accidents from 11 to 6;
- 56% (9) reduction in number of Accidents resulting in physical injury from 16 to 7.

### Areas For Improvement

- There has been an Accidental Dwelling Fire fatality in 2020/21, 2019/20 and 2015/16;
- 19 Accidental Dwelling Fire Injuries;
- 5 Deliberate Dwelling Fire Injuries;
- 85% of all fires are deliberate;
- 45% year on year decrease in the percentage of annual risk based inspection completed;
- 52 Violence to Staff incidents, an increase of 13%.

# 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 2020 to 31st March 2021 against our Strategic Goal 1.

	Performance compared to 2019/20 assessed as	Performance compared to 2015/16 assessed as	Performance compared to Target assessed as
Safer Homes	Performing Well	Adequate Performance	Performing Well
Safer Buildings	Performing Well	Performing Strongly	Performing Well
Safer Roads	Performing Strongly	Performing Well	Performing Strongly
Safer High Hazard	Performing Strongly	Performing Strongly	Performing Well
Safer Neighbourhoods	Performing Strongly	Adequate Performance	Performing Well
Supporting National Resilience	Performing Strongly	No Comparator	Performing Strongly
Improved Health Outcomes	Performing Well	Performing Strongly	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		2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	% Direction of travel from target
1.1.1.1	Number of Accidental Dwelling Fires	130	155	160	+3% (+5) ↑	+23% (+30) ↑	128	+25% (+32) ↑
1.1.1.2	Number of Deliberate Dwelling Fires	53	93	73	-22% (-20) ↓	+38% (+20) ↑	81	-10% (-8) ↓
1.1.1.3	Number of Accidental Dwelling Fire Fatalities	1	1	1	0% (0) ↔	0% (0) ↔	0	+100% (+1) ↑
1.1.1.4	Number of Deliberate Dwelling Fire Fatalities	0	0	0	0% (0) ↔	0% (0) ↔	0	0% (0) ↔
1.1.1.5	Number of Accidental Dwelling Fire Injuries	7	12	19	+58% (+7) ↑	+171% (+12) ↑	10	+90% (+9) ↑
1.1.1.6	Number of Deliberate Dwelling Fire Injuries	2	1	5	+400% (+4) ↑	+150% (+3) ↑	-	-
1.1.1.7	Number of False Alarm Good Intents in Dwellings	630	595	627	+5% (+32) ↑	-0.5% (-3) ↓	592	+6% (+35) ↑
1.1.1.8	Percentage of ADFs which have received a HFSV within 5 years prior to the ADF	-	47%	29%	-18% (-18) ↓	no comparator information	-	-
1.1.1.9	Percentage of Dwellings which have received a HFSV	55%	60%	61%	+1% ↑	+6% ↑	-	-
1.1.1.10	Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	-	00:04:57 (1249/1443)	00:04:48 (1254/1407)	-3% (-00:00:09) ↓		00:07:00	-31% (-00:02:12) ↓
1.1.1.11	First Appliance Attendance to a Dwelling Fire Within 10 Minutes on 90% of Occasions	-	97% (1398/1443)	98% (1375/1407)	+1% ↑		90%	+8% ↑
1.1.1.12	Average time of a Second Appliance Attendance to a Dwelling Fire (10 Minutes)	-	00:06:55 (1033/1187)	00:06:37 (1051/1206)	-4% (00:00:19) ↓		00:10:00	-34% (-00:03:23) ↓
Safer Homes Overall Performance Judgement					Performing Well	Adequate Performance		Performing Well

Hartlepool District	19/20	20/21
Accidental Dwelling Fire Fatality	0	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	2	13
Deliberate Dwelling Fire Injury	0	1
Accidental Dwelling Fires	26	31
Deliberate Dwelling Fires	17	22
False Alarm Good Intent in Dwellings	100	103

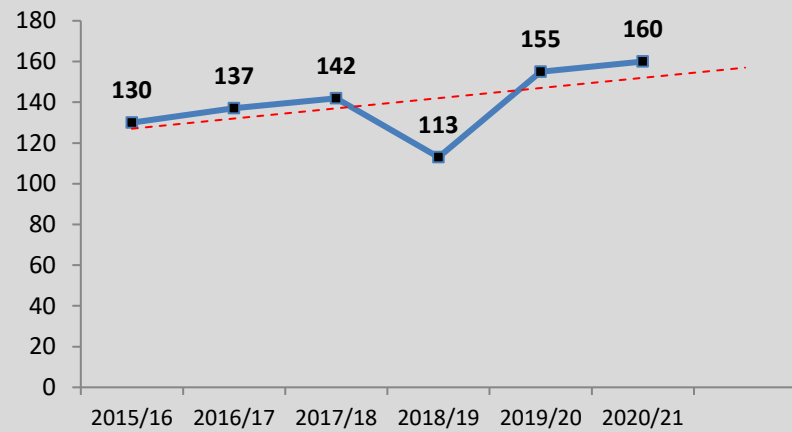
Redcar & Cleveland District	19/20	20/21
Accidental Dwelling Fire Fatality	0	1
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	3	3
Deliberate Dwelling Fire Injury	0	0
Accidental Dwelling Fires	35	25
Deliberate Dwelling Fires	27	10
False Alarm Good Intent in Dwellings	171	165

Stockton District	19/20	20/21
Accidental Dwelling Fire Fatality	0	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	5	2
Deliberate Dwelling Fire Injury	0	2
Accidental Dwelling Fires	48	51
Deliberate Dwelling Fires	15	12
False Alarm Good Intent in Dwellings	163	172

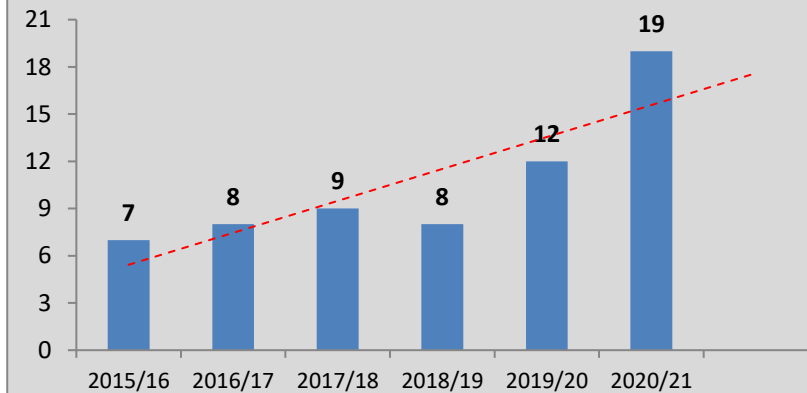
Middlesbrough District	19/20	20/21
Accidental Dwelling Fire Fatality	1	0
Deliberate Dwelling Fire Fatality	0	0
Accidental Dwelling Fire Injury	2	1
Deliberate Dwelling Fire Injury	1	2
Accidental Dwelling Fires	46	53
Deliberate Dwelling Fires	34	29
False Alarm Good Intent in Dwellings	161	187

Trend Analysis: Strategic Outcome 1.1.1: Safer Homes						
Quarter 4 April to March	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Number of Accidental Dwelling Fires	130	137	142	113	155	160
Number of Deliberate Dwelling Fires	53	61	77	86	93	73
Number of Accidental Dwelling Fire Fatalities	1	0	4	2	1	1
Number of Deliberate Dwelling Fire Fatalities	0	0	0	0	0	0
Number of Accidental Dwelling Fire Injuries	7	8	9	8	12	19
Number of Deliberate Dwelling Fire Injuries	2	5	2	0	1	5
Number of False Alarm Good Intentions in Dwellings	630	663	634	693	595	627
Percentage of ADFs which have not received a HFSV prior to the ADF	-	-	29%	65%	47%	29%
Percentage of Dwellings which have received a HFSV	55%	-	58%	60%	60%	61%
Average time of a First Appliance Attendance to a Dwelling Fire (7 Minutes)	-	-	-	-	00:04:57 (1249/1443)	00:04:48 (1254/1407)
First Appliance Attendance to a Dwelling Fire Within 10 Minutes on 90% of Occasions	-	-	-	-	97% (1398/1443)	98% (1375/1407)
Average time of a Second Appliance Attendance to a Dwelling Fire (10 Minutes)	-	-	-	-	00:06:55 (1033/1187)	00:06:37 (1051/1206)

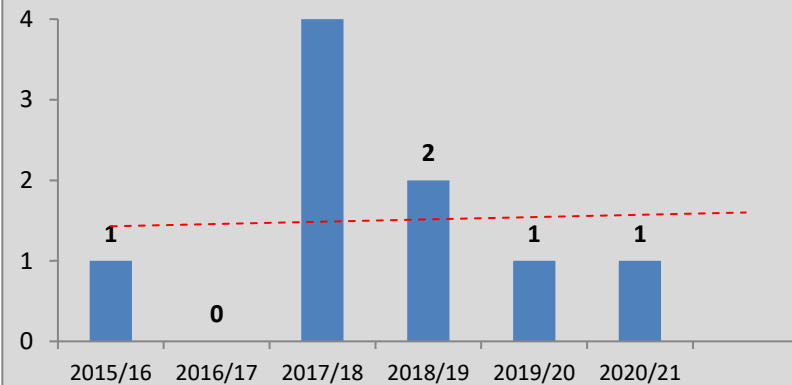
**Number of Accidental Dwelling Fires**



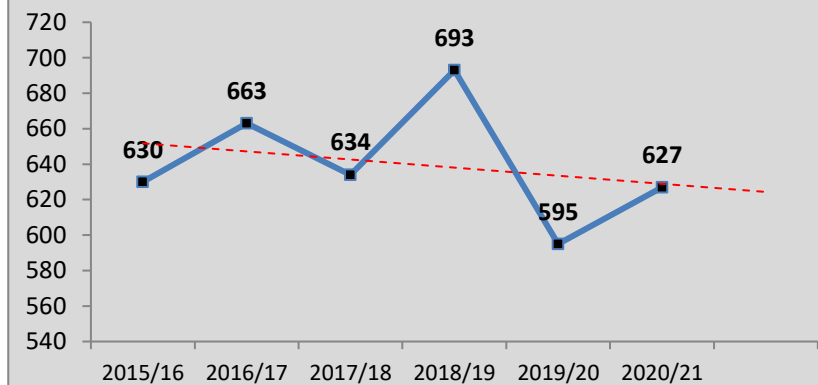
**Number of Accidental Dwelling Fire Injuries**

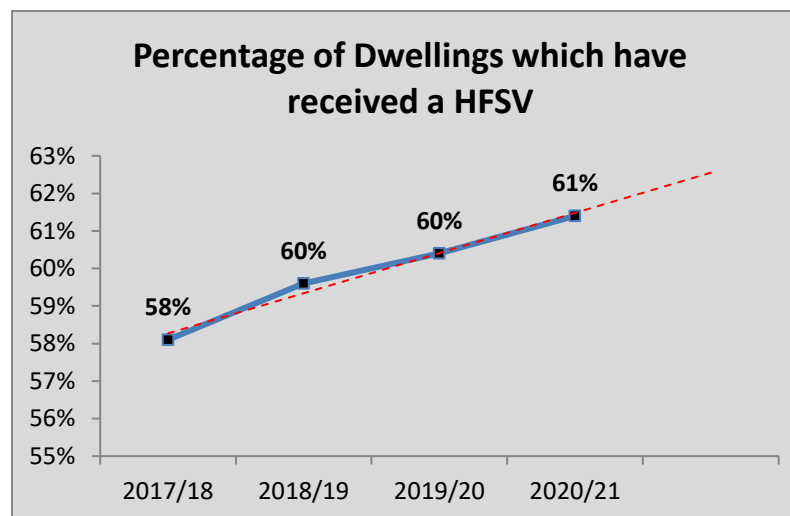
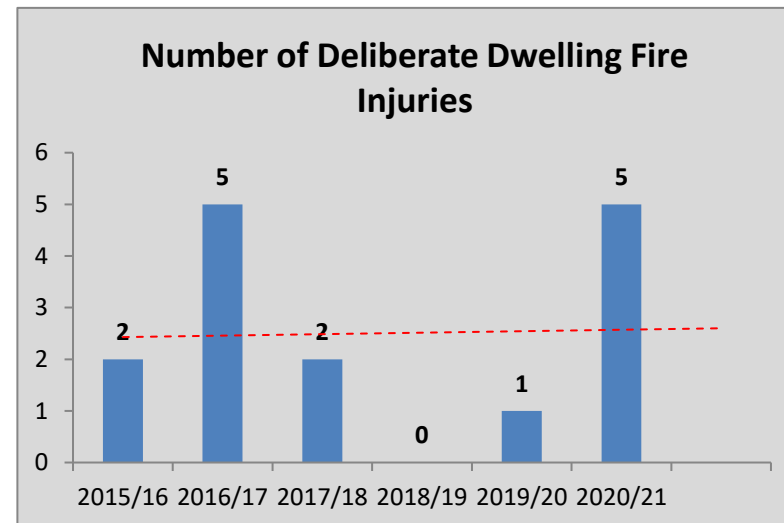
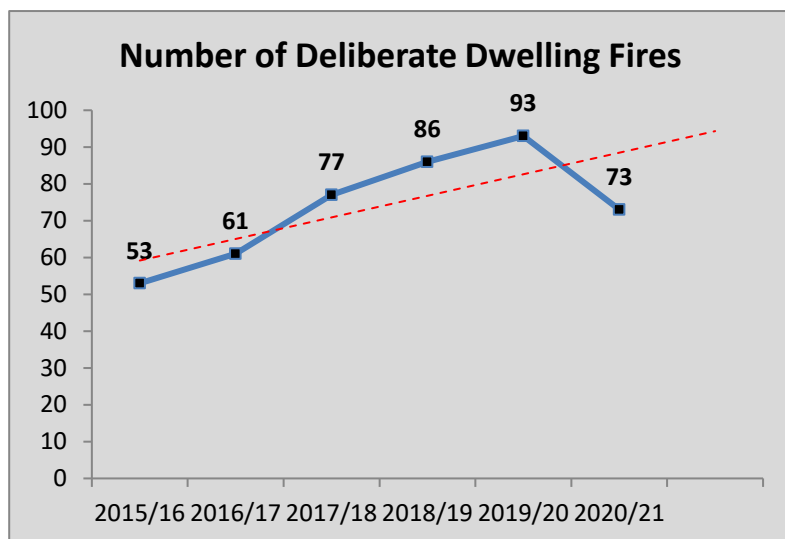


**Number of Accidental Dwelling Fire Fatalities**



**Number of False Alarm Good Intentions in Dwellings**



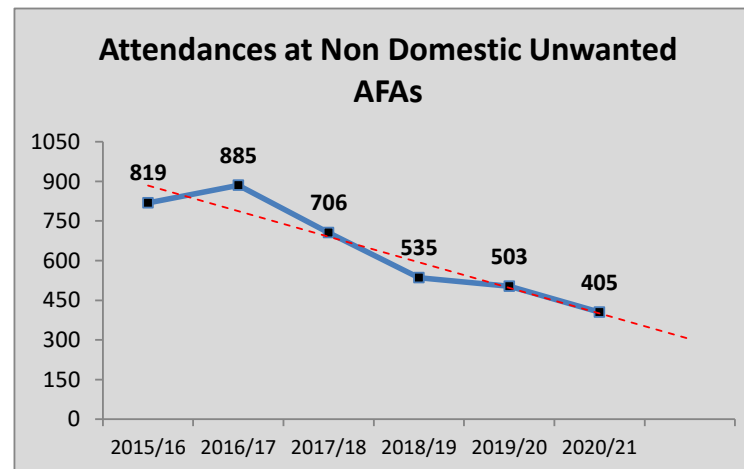
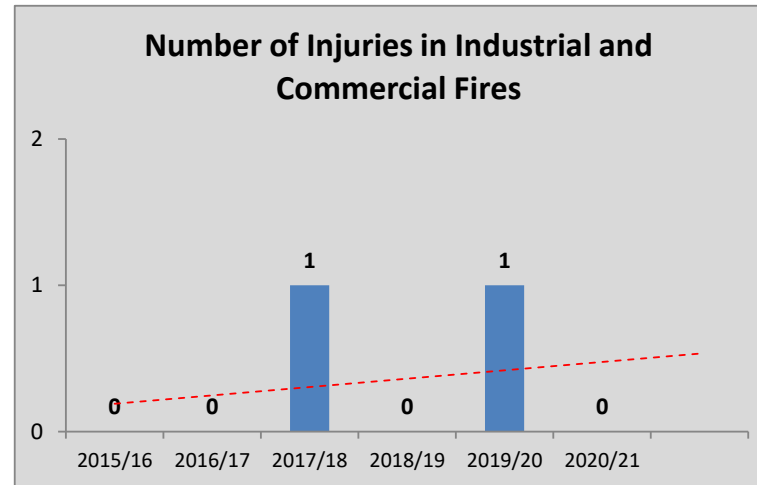
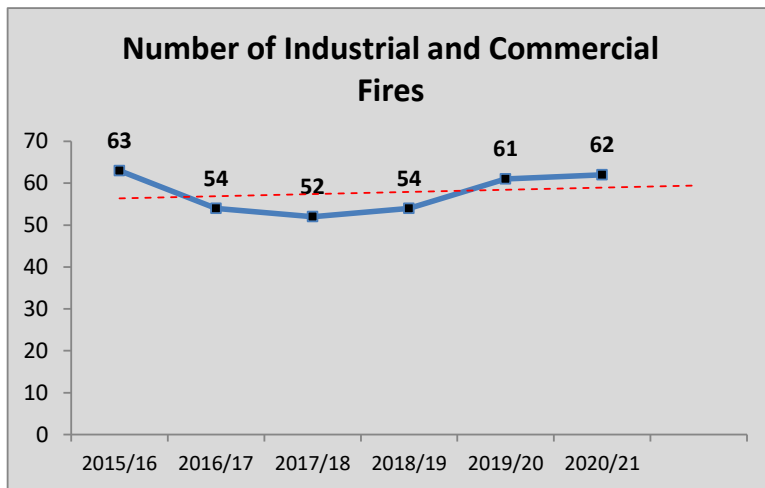




**Strategic Goal: Safer, Stronger Communities**
**Strategic Objective 1.1: We will protect people, property and the environment from harm as a result of fires and other emergencies.**
**Strategic Outcome 1.1.2 Safer Buildings**

Indicator		2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	% Direction of travel from target
1.1.2.1	Percentage of the annual risk based inspection program completed in approved frequency	-	41% (945/2304)	19% (508/2739)	-22% ↓	No Comparator Information	100%	-81% ↓
1.1.2.3	Percentage of enforcement notices that are completed within prescribed timescales	-	67% (4/6)	89% (8/9)	+22% ↑	No Comparator Information	100%	-11% ↓
1.1.2.4	Number of Fatalities in Industrial and Commercial Fires	0	0	0	0% (0) ↔	0% (0) ↔	0	0% (0) ↔
1.1.2.5	Number of Injuries in Industrial and Commercial Fires	0	1	0	-100% (-1) ↔	0% (0) ↔	-	-
1.1.2.6	Number of Industrial and Commercial Fires	63	61	62	+2% (+1) ↑	-2% (-1) ↓	56	+11% (+6) ↑
1.1.2.8	Number of attendances at Non Domestic Unwanted Automated Fire Alarm Calls	819	503	405	-19% (-98) ↓	-51% (-414) ↓	473	-14% (-473) ↓
1.1.2.10	Average time of first appliance attendance to a building fire (7 Minutes)	-	00:04:57 (2066/2385)	00:04:53 (1923/2196)	-1% (-00:00:03) ↓	No Comparator Information	00:07:00	-30% (-00:02:07) ↓
1.1.2.11	First appliance attendance to a building fire within 10 minutes on 90% of occasions	-	97% (2313/2385)	97% (2133/2196)	0% ↔	No Comparator Information	90%	+7% ↑
1.1.2.12	Average time of second appliance to attend a building fire incident (10 minutes)	-	00:06:56 (1603/1860)	00:06:46 (1388/1608)	-2% (-00:00:10) ↓	No Comparator Information	00:10:00	-32% (-00:03:14) ↓
1.1.2.13	Percentage of Consultations completed within prescribed timescales	-	-	97% (272/280)	No Comparator Information	No Comparator Information	100%	-3% ↓
1.1.2.14	Percentage of Licensing Consultations completed within prescribed timescales	-	-	99.5% (205/206)	No Comparator Information	No Comparator Information	100%	-0.5% ↓
1.1.2.15	Percentage of Building (72d) Risk Information scheduled to be reviewed during the year that has been reviewed	-	-	100% (99/99)	No Comparator Information	No Comparator Information	100%	0% ↔
Safer Buildings Overall Performance Judgement					Performing Well	Performing Strongly		Performing Well

Trend Analysis: Strategic Outcome 1.1.2 Safer Buildings						
Quarter 4 April to March	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Percentage of the annual risk based inspection program completed in approved frequency	-	-	-	46% (907/1961)	41% (945/2304)	19% (508/2739)
Percentage of enforcement notices that are completed within prescribed timescales	-	-	-	100% (3/3)	67% (4/6)	89% (8/9)
Number of Fatalities in Industrial and Commercial Fires	0	0	0	0	0	0
Number of Injuries in Industrial and Commercial Fires	0	0	1	0	1	0
Number of Industrial and Commercial Fires	63	54	52	54	61	62
Number of Non Domestic Unwanted Automated Fire Alarm Calls received	-	-	-	534	503	404
Number of attendances at Non Domestic Unwanted Automated Fire Alarm Calls	819	885	706	535	503	405
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)
First appliance attendance to a building fire within 10 minutes on 90% of occasions	-	-	-	98% 2373/2422	97% (2313/2385)	97% (2133/2196)
Average time of second appliance to attend a building fire incident (10 minutes)	-	-	-	00:06:44 (1992 mobilisations)	00:06:56 (1603/1860)	00:06:46 (1388/1608)
Percentage of Consultations completed within prescribed timescales	-	-	-	-	-	97% (272/280)
Percentage of Licensing Consultations completed within prescribed timescales	-	-	-	-	-	99.5% (205/206)
Percentage of Building (72d) Risk Information scheduled to be reviewed during the year that has been reviewed	-	-	-	-	-	100% (99/99)



**Strategic Goal: Safer, Stronger Communities**

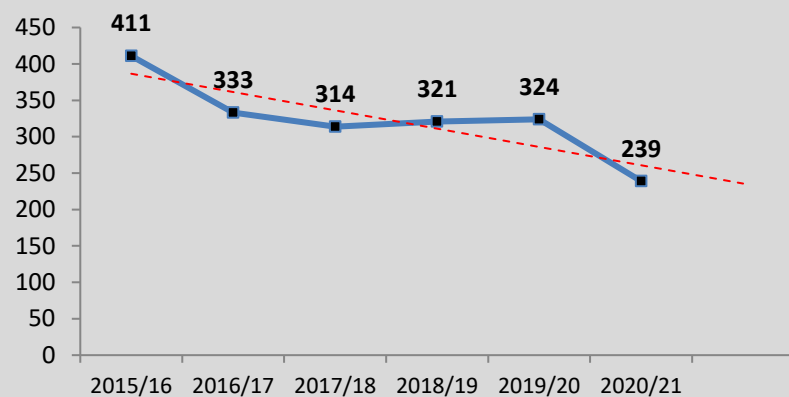
**Strategic Objective 1.1: We will protect people, property and the environment from harm as a result of fires and other emergencies.**

**Strategic Outcome 1.1.3 Safer Roads**

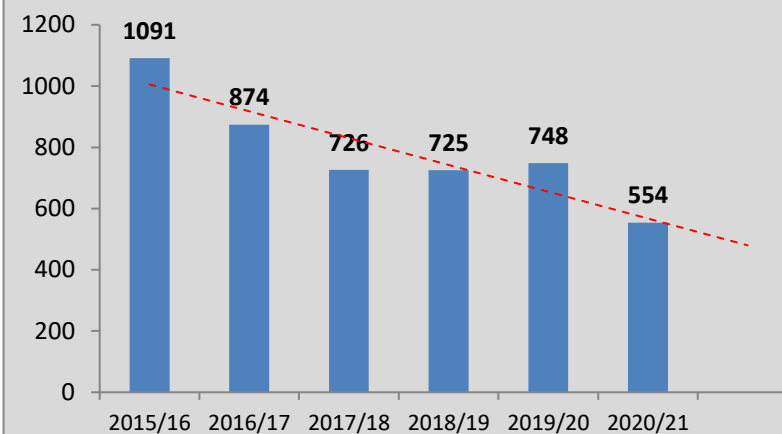
Indicator		2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	Direction of travel from target
1.1.3.1	Number of Road Traffic Collisions attended by the Brigade	411	324	239	-26% (-85) ↓	-42% (-172) ↓		
1.1.3.2	Number of Fatalities in Road Traffic Collisions (police data)	6	14	15	+7% (+1) ↑	+150% (+9) ↑		
1.1.3.3	Number of people seriously injured in Road Traffic Collisions (police data)	199	157	122	-22% (-35) ↓	-39% (-77) ↓		
1.1.3.4	Number of people suffering slight injuries Road Traffic Collisions (police data)	1091	748	554	-26% (-194) ↓	-49% (-537) ↓		
1.1.3.5	Average time of first appliance attendance to an immediate life threatening / rescue Road Traffic Collisions (8 minutes)	-	00:05:27 (192/234)	00:05:07 (135/165)	-6% (-00:00:20) ↑		00:08:00	-36% (-00:02:53) ↓
Safer Roads Overall Performance Judgement					Performing Strongly	Performing Well		Performing Strongly

Trend Analysis: Strategic Outcome 1.1.3 Safer Roads						
Quarter 4 April to March	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Number of Road Traffic Collisions attended by the Brigade	411	333	314	321	324	239
Number of Fatalities in Road Traffic Collisions	6	8	9	8	14	15
Number of people seriously injured in Road Traffic Collisions	199	156	137	121	157	122
Number of people suffering slight injuries in Road Traffic Collisions	1091	874	726	725	748	554
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)	00:05:07 (135/165)

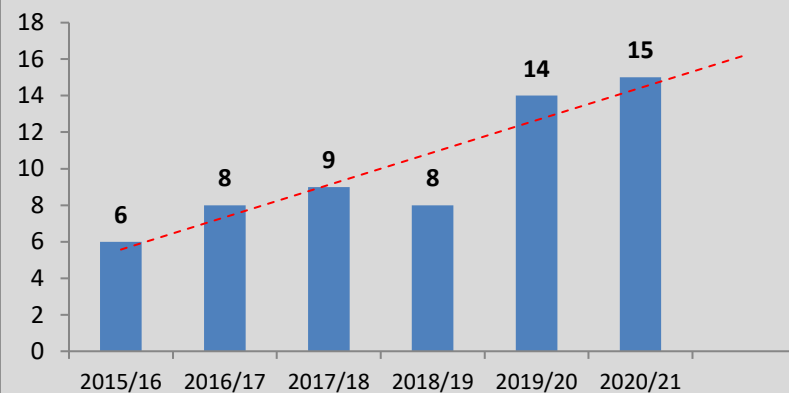
### Road Traffic Collisions attended by the Brigade



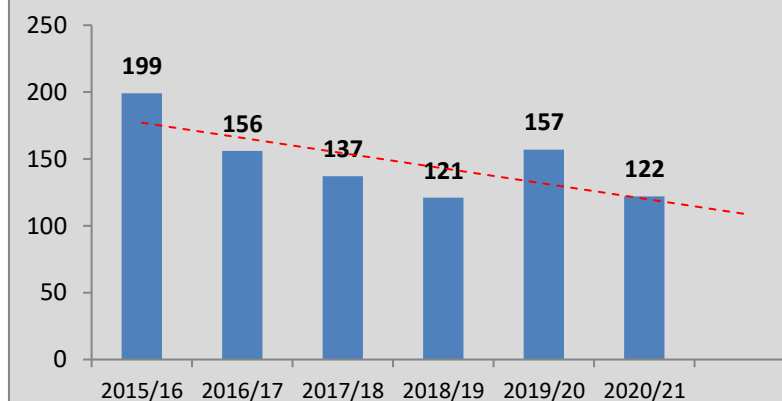
### Slight injuries in Road Traffic Collisions

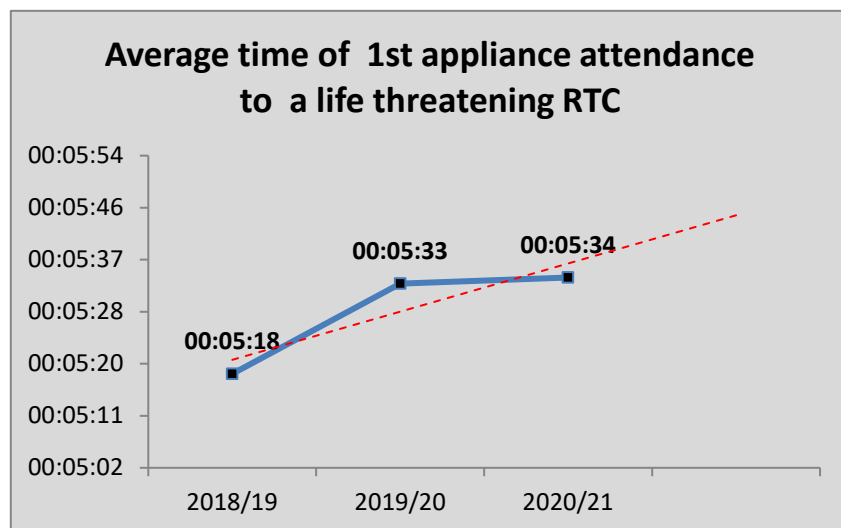


### Number of Fatalities in Road Traffic Collisions



### 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.**

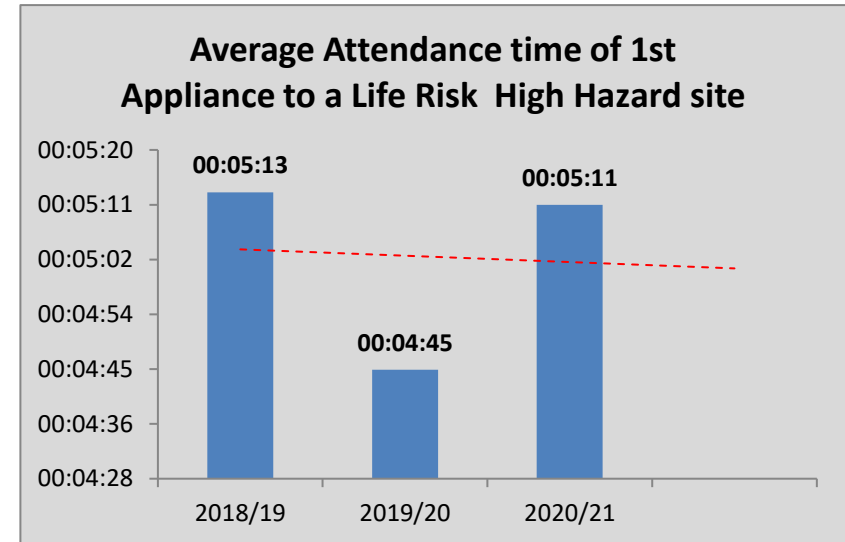
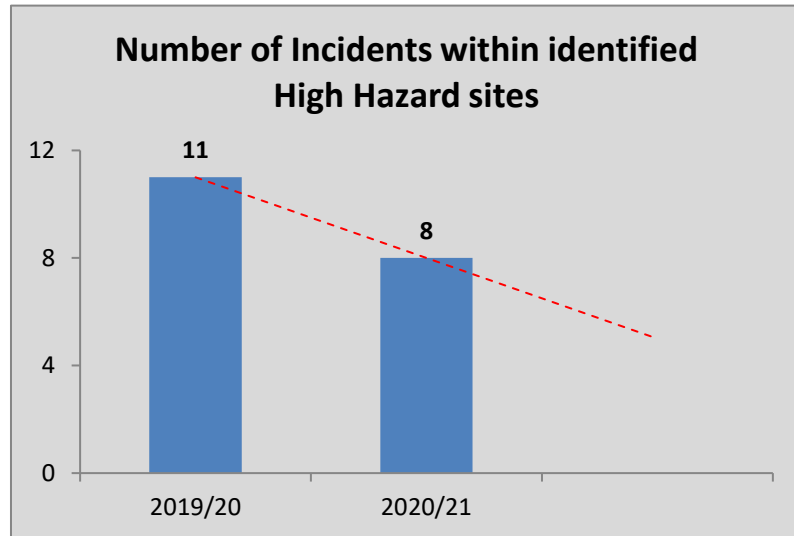
**Strategic Outcome 1.1.4 Safer High Hazard Industries**

Indicator		2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	% Direction of travel from target
1.1.4.1	Number of Incidents within identified High Hazard sites	14	11	8	-27% (-3) ↓	-43% (-6) ↓	-	-
1.1.4.2	Average time of first appliance attendance to a Life Risk incident at a High Hazard site (7 minutes)	00:05:39 (10/14)	00:08:44 (4/11)	00:05:01 (7/8)	-42% (-00:03:42) ↓	No Comparator Information	00:07:00	-28% (-00:01:59) ↓
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	00:15:41 (2 full pda mobilisation)	00:22:09 (1 full pda mobilisation)	No reported mobilisations	No Comparator Information	No Comparator Information	00:16:00	No reported mobilisations
1.1.4.5	Percentage of High Hazard sites risk information that have been reviewed during the year*	-	-	93% (28/30)	No Comparator Information	No Comparator Information	100%	-7% ↓
Safer High Hazard Overall Performance Judgement					Performing Strongly	Performing Strongly		Performing Well

\*Figure is based on all reviews completed.



Trend Analysis: Strategic Outcome 1.1.4 Safer High Hazard Industries						
Quarter 4 April to March	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Number of Incidents within identified High Hazard sites	-	-	-	-	11	8
Average time of first appliance attendance to a Life Risk incident at a High Hazard site (7 minutes)	00:05:39 (10/14)	-	-	-	00:08:44 (4/11)	00:05:01 (7/8)
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
1.1.4.4 Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	00:15:41 (2 full pda mobilisation)	-	-	-	00:22:09 (1 full pda mobilisation)	No reported mobilisations
1.1.4.5 Percentage of High Hazard sites risk information that have been reviewed during the year	-	-	-	-	-	93% (28/30)



**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		2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	% Direction of travel from target
1.1.5.1	Number of Deliberate Fire Fatalities	0	1	0	-100% (-1) ↓	0% (0) ↔	0	0% (0) ↔
1.1.5.2	Number of Deliberate Fire Injuries	5	1	6	+500% (+5) ↑	+20% (+1) ↑	0	+100% (+6) ↑
1.1.5.3	Number of Deliberate Fires	2889	3723	3201	-14% (-522) ↓	+11% (+312) ↑	3564	-10% (-363) ↓
1.1.5.4	Number of Deliberate Primary Fires	341	444	389	-12% (-55) ↓	+14% (+48) ↑	423	-8% (-34) ↓
1.1.5.5	Number of Deliberate Primary Fire Vehicles	195	232	205	-12% (-27) ↓	+5% (+10) ↑	-	-
1.1.5.6	Number of Deliberate Secondary Fires	2548	3279	2812	-14% (-467) ↓	+10% (+264) ↑	3141	-10% (-329) ↓
1.1.5.7	Number of Water Rescue Incidents	4	12	7	-42% (-5) ↓	+75% (+3) ↑	-	-
Safer Neighbourhoods Overall Performance Judgement					Performing Strongly	Adequate Performance		Performing Well

Hartlepool District	19/20	20/21
Primary Fires	150	<b>149</b>
Secondary Fires	574	<b>520</b>
Deliberate Fires	606	<b>564</b>

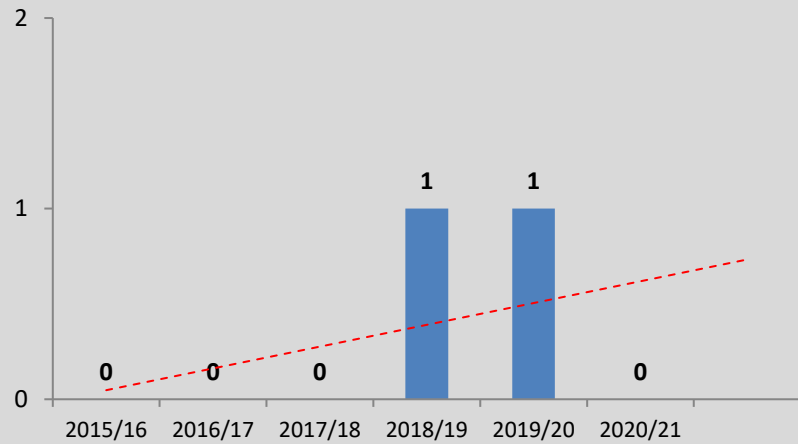
Redcar & Cleveland District	19/20	20/21
Primary Fires	196	<b>179</b>
Secondary Fires	1018	<b>813</b>
Deliberate Fires	1061	<b>844</b>

Stockton District	19/20	20/21
Primary Fires	203	<b>185</b>
Secondary Fires	695	<b>612</b>
Deliberate Fires	731	<b>633</b>

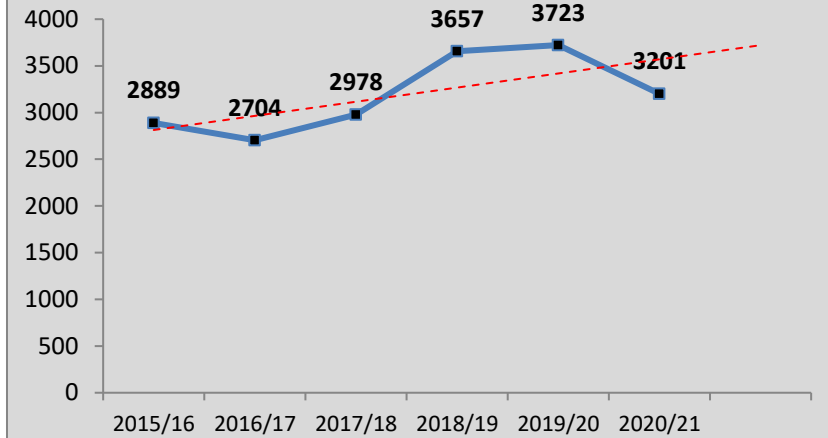
Middlesbrough District	19/20	20/21
Primary Fires	231	<b>226</b>
Secondary Fires	1218	<b>1073</b>
Deliberate Fires	1325	<b>1160</b>

Trend Analysis: Strategic Outcome 1.1.5 Safer Neighbourhoods and Environment						
Quarter 4 April to March	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Number of Deliberate Fire Fatalities	0	0	0	1	1	0
Number of Deliberate Fire Injuries	5	5	3	1	1	6
Number of Deliberate Fires	2889	2704	2978	3657	3723	3201
Number of Deliberate Primary Fires	341	389	400	388	444	389
Number of Deliberate Primary Fire Vehicles	195	220	213	195	232	205
Number of Deliberate Secondary Fires	2548	2315	2578	3269	3279	2812
Number of Water rescue incidents	4	8	6	10	12	7

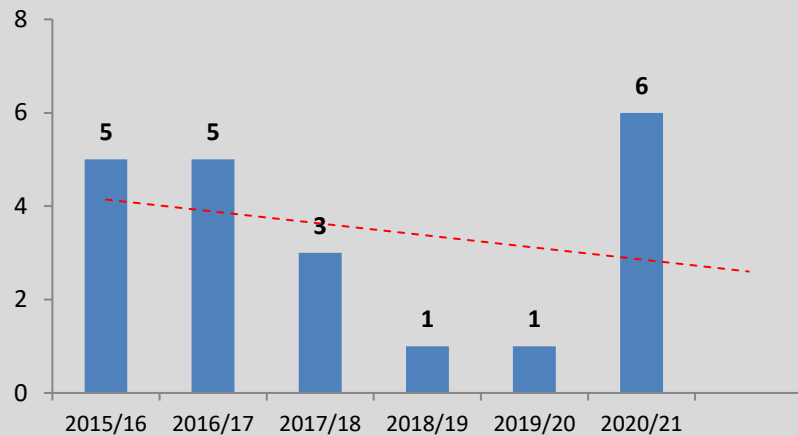
**Number of Deliberate Fire Fatalities**



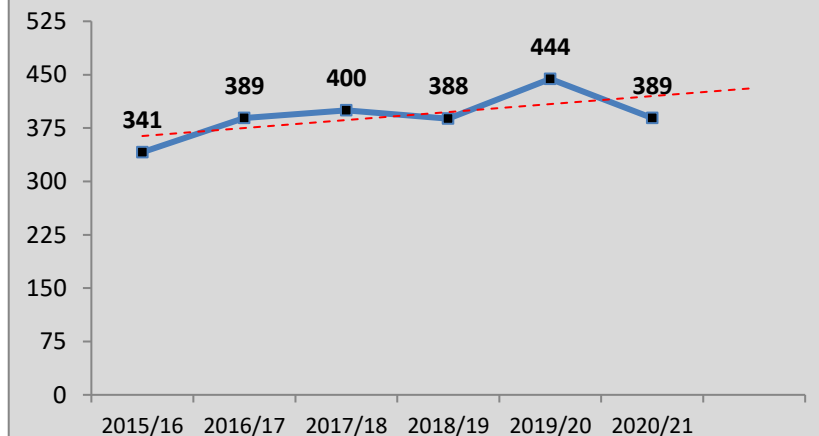
**Number of Deliberate Fires**

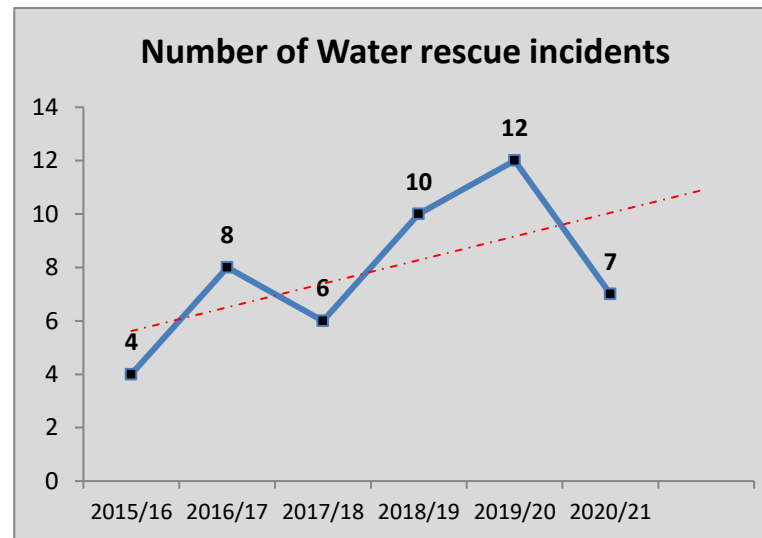
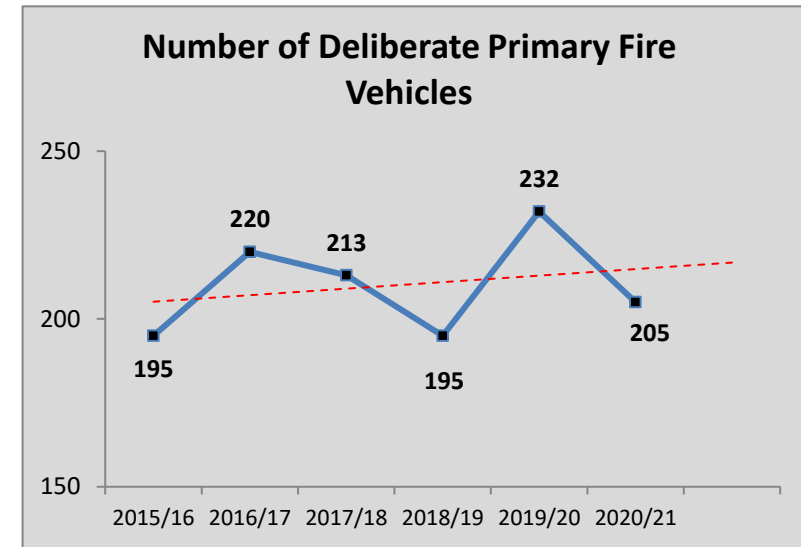
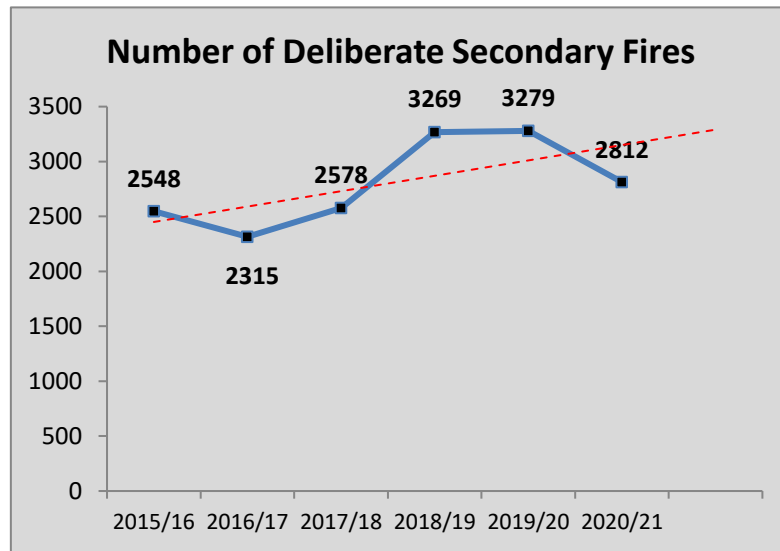


**Number of Deliberate Fire Injuries**



**Number of Deliberate Primary Fires**

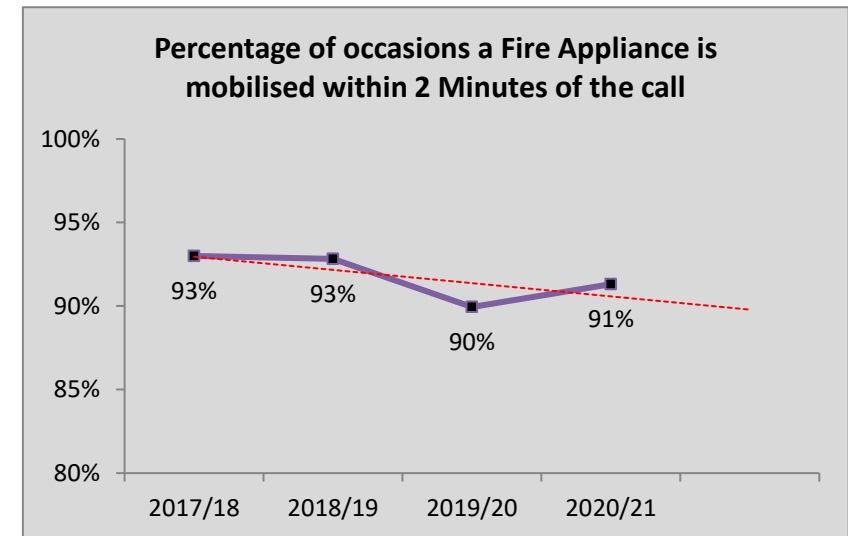
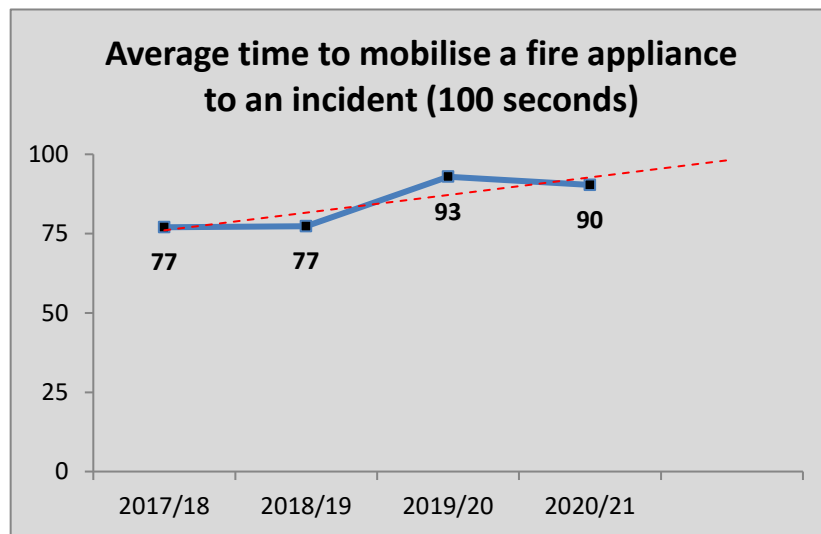
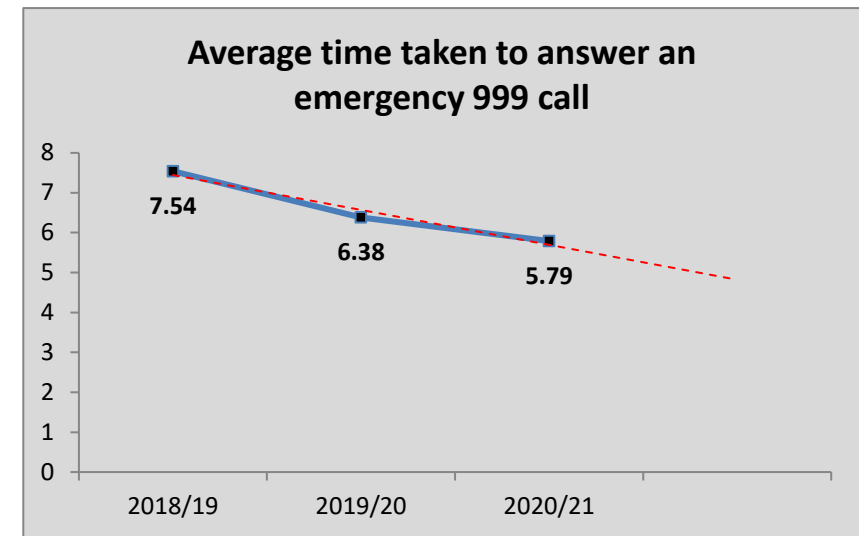
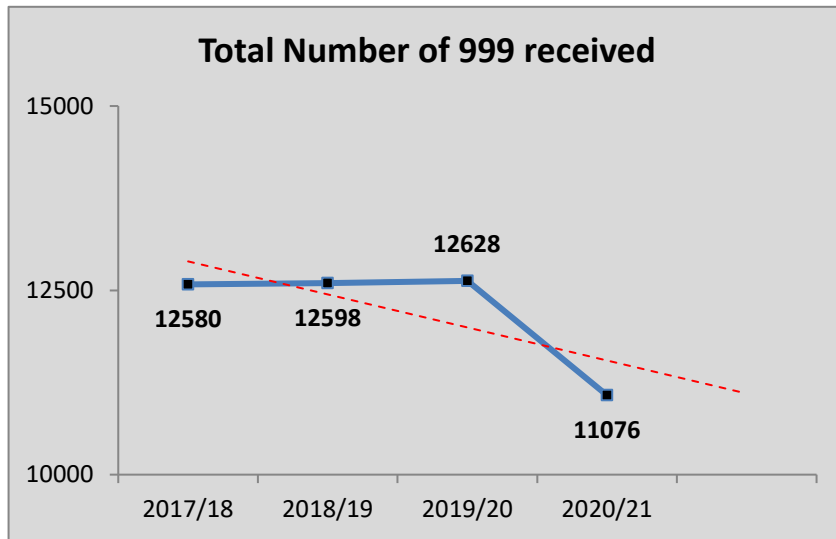


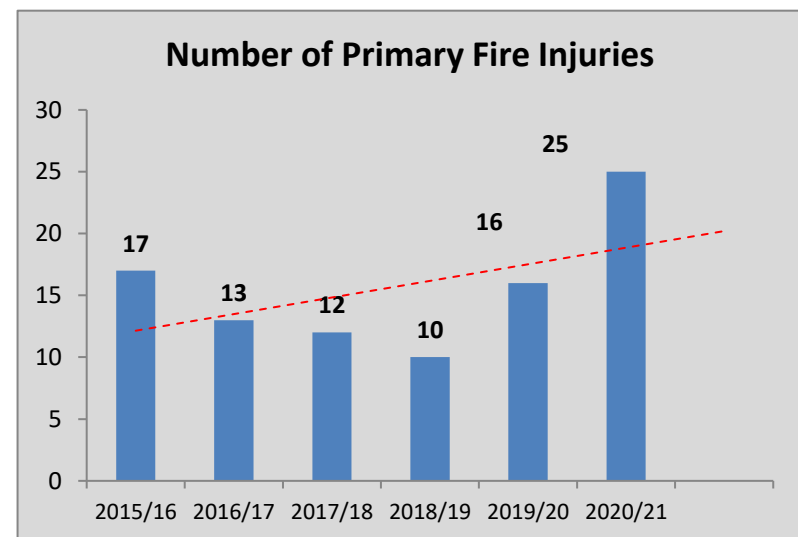
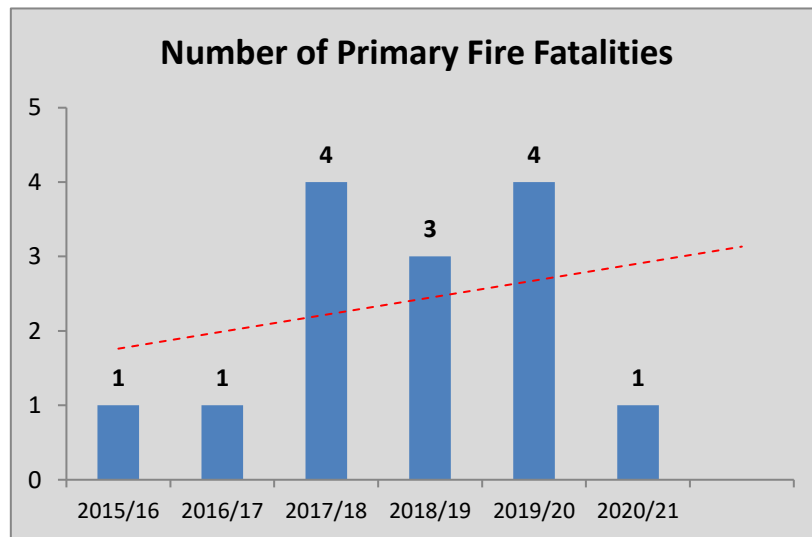
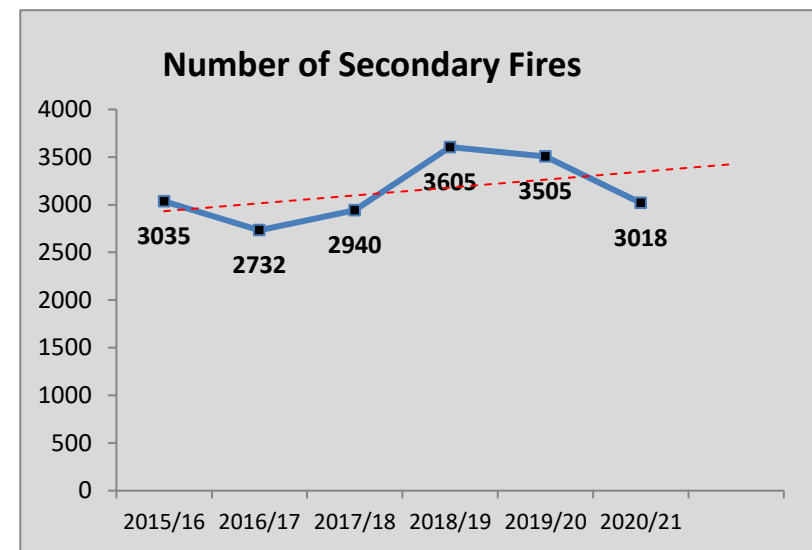
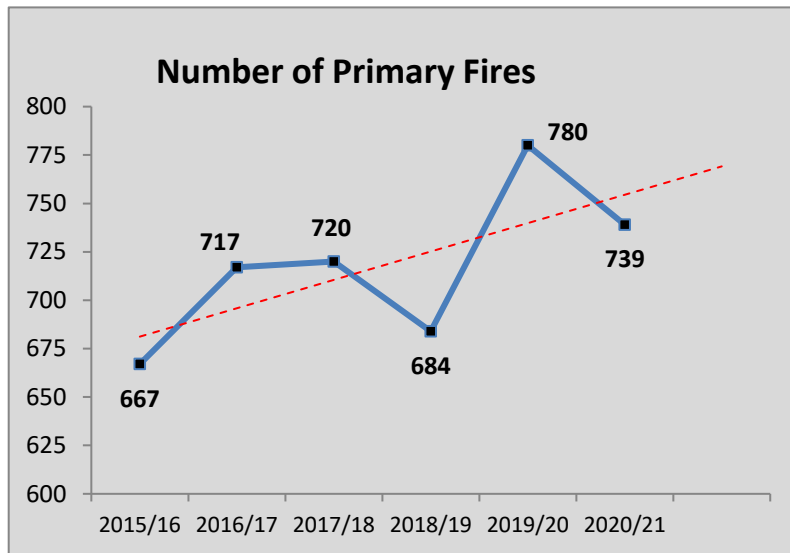


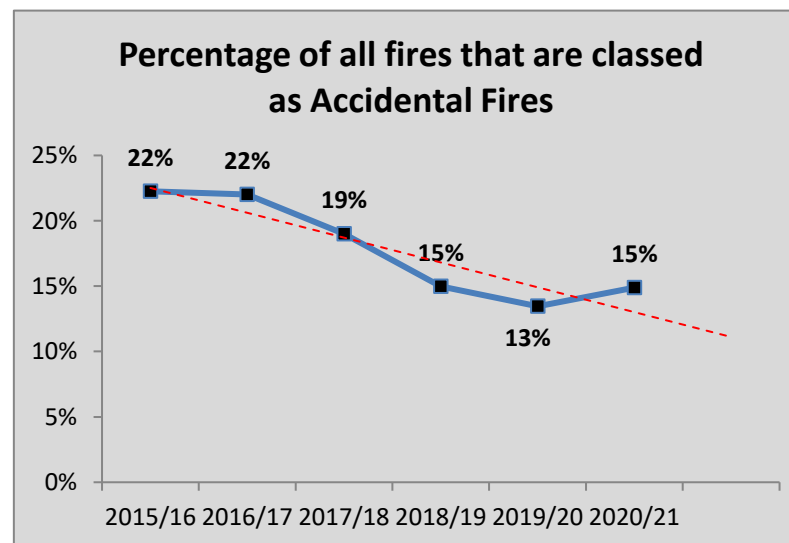
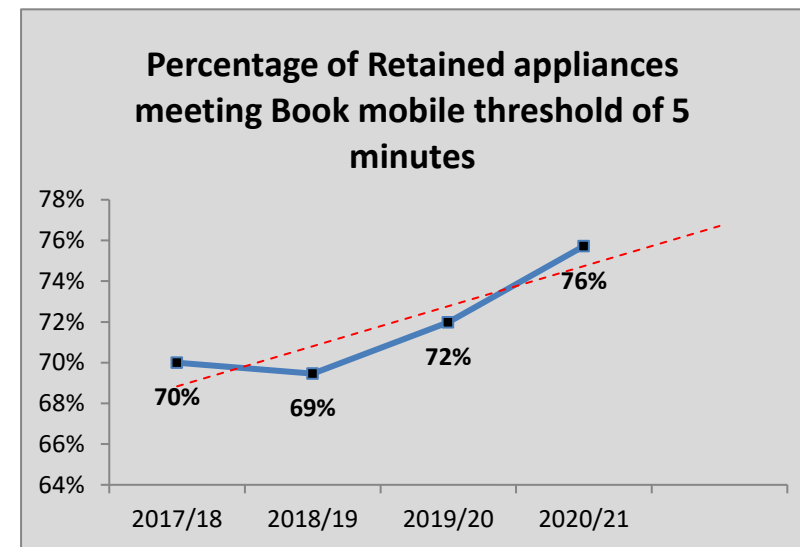
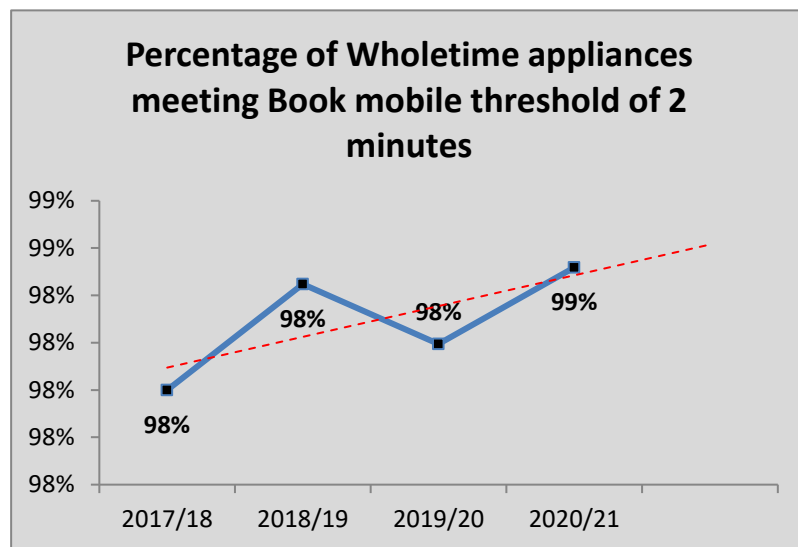
Supplementary Indicators							
Indicator	2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	% Direction of travel from target
Total Number of 999 calls to Fire Control	13084	12628	11076	-12% (-1552) ↓	-15% (-2008) ↓	-	-
Number of times a Fire Appliance assigned to an incident failed to respond	-	13	6	-54% (-7) ↓	No Comparator Information	-	-
Number of Primary Fire Fatalities	1	4	1	-75% (-3) ↓	0% (0) ↔	0	+100% (+1) ↑
Number of Primary Fire Injuries	17	16	25	+56% (+9) ↑	+47% (+8) ↑	15	+67% (+10) ↑
Percentage of all fires that are classed as Accidental Fires	22%	13%	15%	For Information Purposes Only		-	-
Percentage of all fires that are classed as Deliberate Fires	78%	87%	85%			-	-
Number of Primary Fires	667	780	739	-5% (-41) ↓	+11% (+72) ↑	696	+6% (+43) ↑
Number of Secondary Fires	3035	3505	3018	-14% (-487) ↓	-1% (-17) ↓	3280	-8% (-262) ↓
Average time taken to answer an emergency 999 call (7 seconds)	-	6.38	5.79	-9% (-0.59) ↓	No Comparator Information	7	-17% (-1.21) ↓
Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	75	93	90	-3% (-3) ↓	+20% (+15) ↑	100	-10% (-10) ↓
Percentage of Occasions Fire Control mobilise a Fire Appliance within 2 minutes of the call	-	90%	91%	+1% ↑	No Comparator Information	98%	-7% ↓
Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	-	98%	99%	+1% ↑	No Comparator Information	100%	-1% ↓
Percentage of Retained appliances meeting the Book Mobile threshold of 5 Minutes	-	72%	76%	+4% ↑	No Comparator Information	100%	-24% ↓



Trend Analysis: Supplementary Indicators						
Quarter 4 April to March	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Total Number of 999 calls to Fire Control	13084	-	12580	12598	12628	11076
Number of times a Fire Appliance assigned to an incident failed to respond	-	-	-	-	13	6
Number of Primary Fire Fatalities	1	1	4	3	4	1
Number of Primary Fire Injuries	17	13	12	10	16	25
Percentage of all fires that are classed as Accidental Fires	22%	22%	19%	15%	13%	15%
Percentage of all fires that are classed as Deliberate Fires	78%	78%	81%	85%	87%	85%
Number of Primary Fires	667	717	720	684	780	739
Number of Secondary Fires	3035	2732	2940	3605	3505	3018
Average time taken to answer an emergency 999 call (7 seconds)	-	-	-	7.54	6.38	5.79
Average time for Fire Control to mobilise a fire appliance to an incident (100 seconds)	-	-	77	77	93	90
Percentage of occasions Fire Control mobilise a Fire Appliance within 2 Minutes of the call	-	-	93%	93%	90%	91%
Percentage of Wholtime appliances meeting Book mobile threshold of 2 minutes	-	-	98%	98%	98%	99%
Percentage of Retained appliances meeting Book mobile threshold of 5 minutes	-	-	70%	69%	72%	76%







**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		2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	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% (11/11)	100% (6/6)	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%	No Comparator Information	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		2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	% Direction of travel from target
1.2.1.1	Percentage of Safe and Well visits that lead to a positive intervention (equipment and / or referral for additional support)	-	5%	3%	-2% ↓	No Comparator Information	-	-
1.2.1.3	Percentage of Co-responder incidents attended by the Brigade where medical treatment was provided by CFB	90% (28/31)	95% (19/20)	100% (1/1)	+5% ↑	+10% ↑	-	-
Improved Health Overall Performance Judgement					Performing Well	Performing Strongly		Not measured

Trend Analysis: Strategic Outcome 1.1.6 Supporting National Resilience						
Quarter 4 April to March	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Percentage of times the DIM (G8) National Resilience resource is mobilised within 60 minutes	-	-	-	100% (5/5)	100% (11/11)	100% (6/6)
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	This will be reported from financial year 2020/21					

Trend Analysis: Strategic Outcome 1.2.1 Improved Health Outcomes						
Quarter 4 April to March	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Percentage of Safe and Well visits that led to a positive intervention	-	-	14%	17%	5%	3%
Percentage of Co-responder incidents where medical treatment was provided by CFB	-	-	99%	92%	95% (19/20)	100% (1/1)

\* data provided in arrears from health

# A PROUD, PASSIONATE, PROFESSIONAL AND INCLUSIVE WORKFORCE

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





## Performance Summary: A Proud, Passionate and Inclusive Workforce

Below is a summary of our performance for the period 1st April 2020 to 31st March 2021 against our Strategic Goal 2

	Performance compared to 2019/20 assessed as	Performance compared to 2015/16 assessed as	Performance compared to Target assessed as
A Healthy Workforce	Performing Well	Performing Well	Adequate Performance
A Safe Workforce	Performing Well	Performing Well	Performing Well
Competent & Trained Workforce	No Comparator	No Comparator	Requires Improvement
Outstanding Leaders	Under Development	Under Development	Under Development
A Great Workforce Culture	Performing Well	Performing Strongly	No Comparator
A Sustainable Workforce	Performing Well	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**

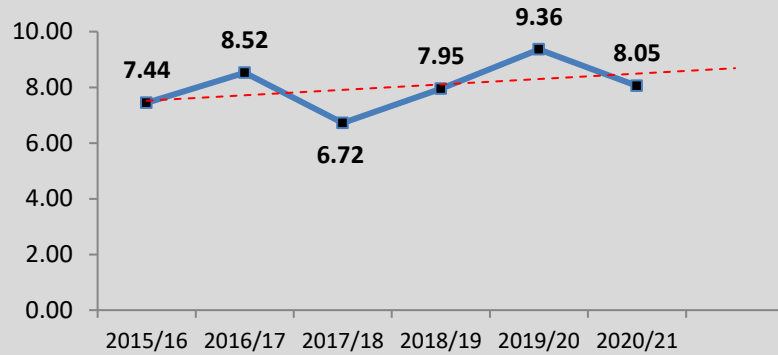
Indicator		2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	% Direction of travel from target
2.1.1.1	Percentage of operational staff who have completed fitness assessments during year*	-	96%	96%	0% ↔	No Comparator Information	100%	-4% ↓
2.1.1.2	Percentage of operational personnel who have completed fitness assessment that have achieved / exceeded the relevant VO2 rates (based on initial pass rates)*	-	96%	93%	-3% ↓	No Comparator Information	100%	-7% ↓
2.1.1.4	Average Number of Duty days lost to sickness absence per employee - All Staff	7.44	9.36	8.05	-14% (-1.31) ↓	+8.2% (+0.61) ↑	6.72	+20% (+1.33) ↑
2.1.1.5	Average Number of Duty days lost to sickness absence per employee - Wholetime	7.23	9.47	9.60	+1% (+0.13) ↑	+33% (+2.37) ↑	7.00	+37% (+2.6) ↑
2.1.1.6	Average Number of Duty days lost to sickness absence per employee - Retained	6.58	8.30	4.97	-40% (-3.33) ↓	-24% (-1.61) ↓	6.00	-17% (-1.03) ↓
2.1.1.7	Average Number of Duty days lost to sickness absence per employee - Fire Control	4.05	6.00	3.81	-37% (-2.19) ↓	-6% (-0.24) ↓	6.00	-37% (-2.19) ↓
2.1.1.8	Average Number of Duty days lost to sickness absence per employee - Green Book	9.48	10.65	6.43	-40% (-4.22) ↓	-32% (-3.05) ↓	6.00	+7% (+0.43) ↑
2.1.1.9	Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness	-	25%	17%	-8% ↓	No Comparator Information	-	-
2.1.1.10	Number of people who exceed Phased Return Limits	-	0	1	+100% (+1) ↑	No Comparator Information	-	-
2.1.1.11	Number of people who exceed Modified Duties Limits	-	12	6	-50% (-6) ↓	No Comparator Information	-	-
2.1.1.12	Length of time on Phased Return Duty**	-	-	331	No Comparator Information	No Comparator Information	-	-
2.1.1.13	Length of time on Modified Duties**	-	-	1589	No Comparator Information	No Comparator Information	-	-
A Healthy Workforce Overall Performance Judgement					Performing Well	Performing Well		Adequate Performance

\* no assessments in Qtr 1 due to pandemic

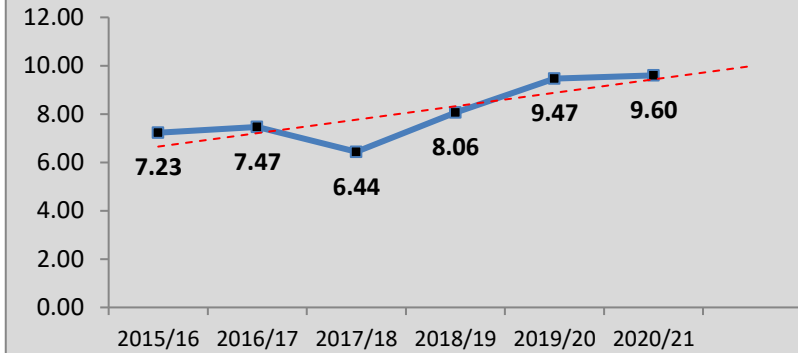
\*\* cumulative days. 2020/21 first year of reporting

Trend Analysis: Strategic Outcome 2.1.1: A Healthy Workforce						
Quarter 4 April to March	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Percentage of operational staff who have completed fitness assessments during year	-	-	98%	96%	96%	96%
Percentage of Operational staff Achieving Passes in Relevant VO2 Rates	-	-	92%	96%	96%	93%
Average Number of Duty days lost to sickness absence per employee - All Staff	7.44	8.52	6.72	7.95	9.36	8.05
Average Number of Duty days lost to sickness absence per employee - Wholetime	7.23	7.47	6.44	8.06	9.47	9.60
Average Number of Duty days lost to sickness absence per employee - Retained	6.58	7.31	7.25	6.81	8.30	4.97
Average Number of Duty days lost to sickness absence per employee - Fire Control	4.05	10.05	4.83	10.52	6.00	3.81
Average Number of Duty days lost to sickness absence per employee - Green Book	9.48	12.49	7.62	8.11	10.65	6.43
Percentage sickness duty days classed as Mental Health issues as a proportion of all duty days lost to sickness	-	-	28%	20%	25%	17%
Number of People who exceed Phased Return Limits	-	-	-	-	0	1
Number of people who exceed Modified Duties Limits	-	-	-	-	12	6
Length of Time on Phased Return Duty	-	-	-	-	-	331
Length of Time on Modified Duties	-	-	-	-	-	1589

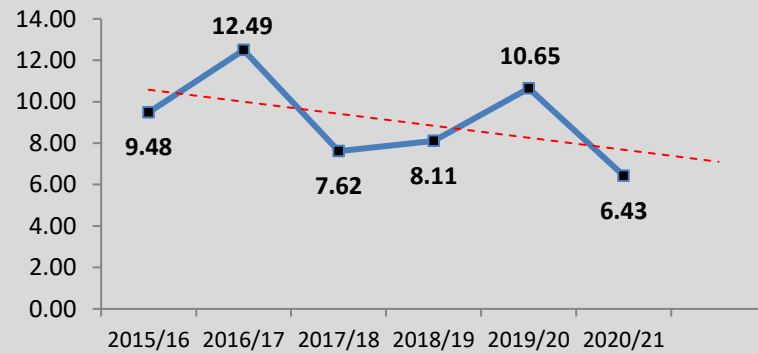
**Average Number of Duty days lost to sickness absence per employee - All Staff**



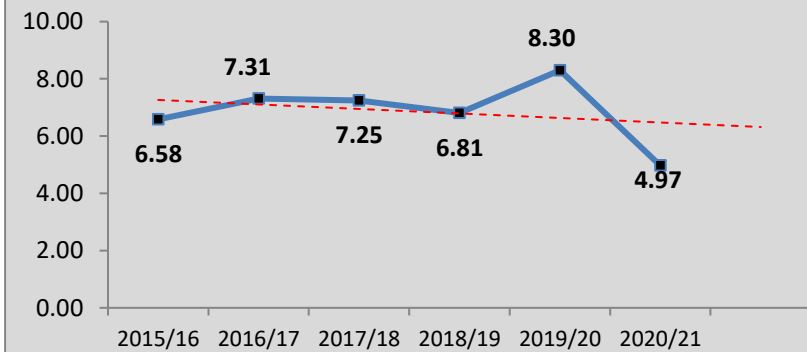
**Average Number of Duty days lost to sickness absence per employee - Wholetime**



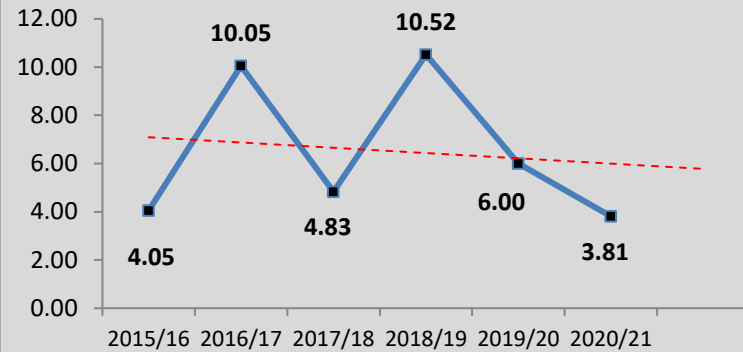
**Average Number of Duty days lost to sickness absence per employee - Green Book**



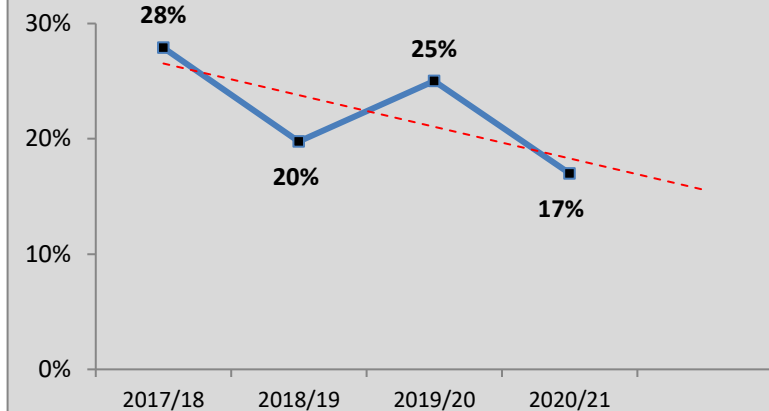
**Average Number of Duty days lost to sickness absence per employee - Retained**



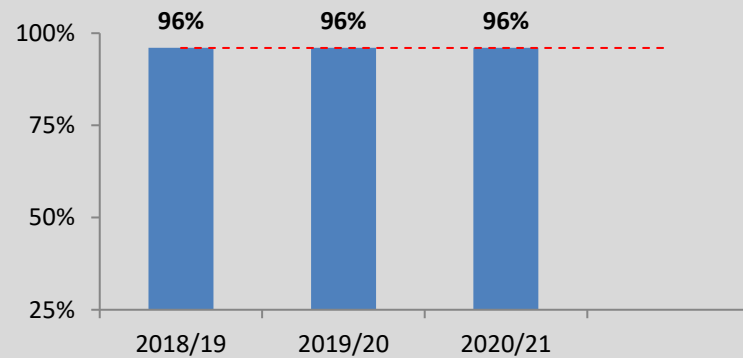
**Average Number of Duty days lost to sickness absence per employee - Fire Control**



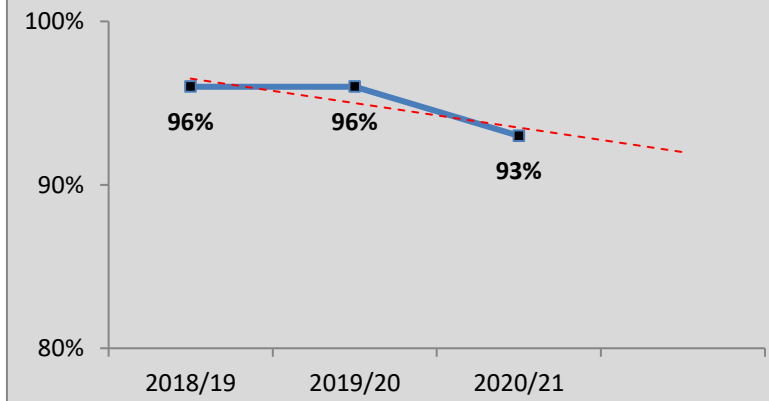
**Percentage duty days lost recorded as Mental Health issues**



**Percentage of operational staff who have completed fitness assessments during year**



**Percentage of Operational staff Tested who Achieved the Relevant VO2 Rates**



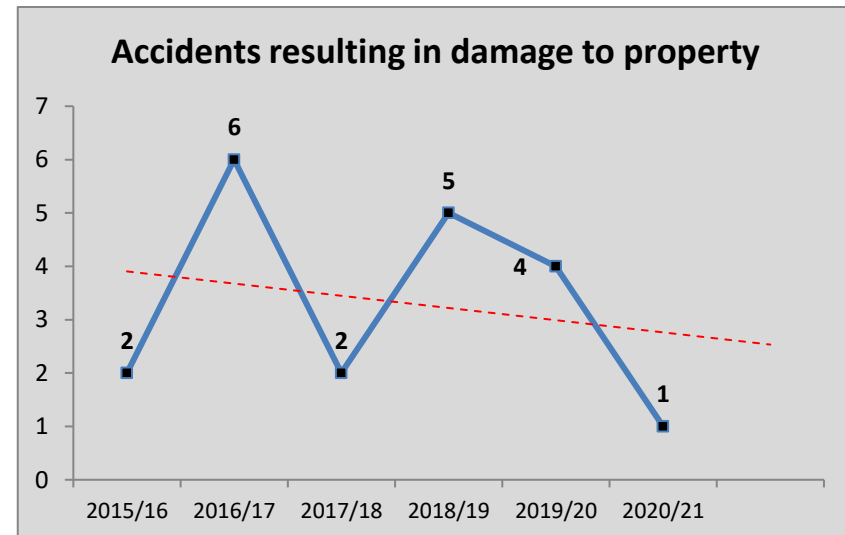
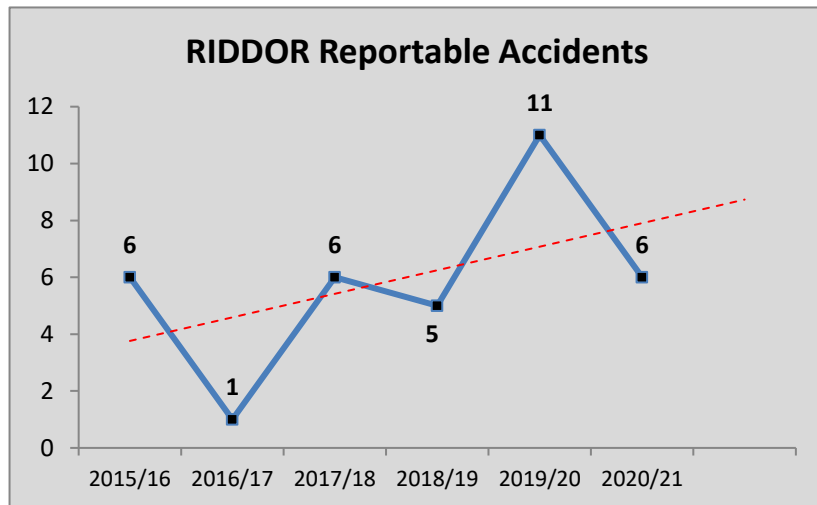
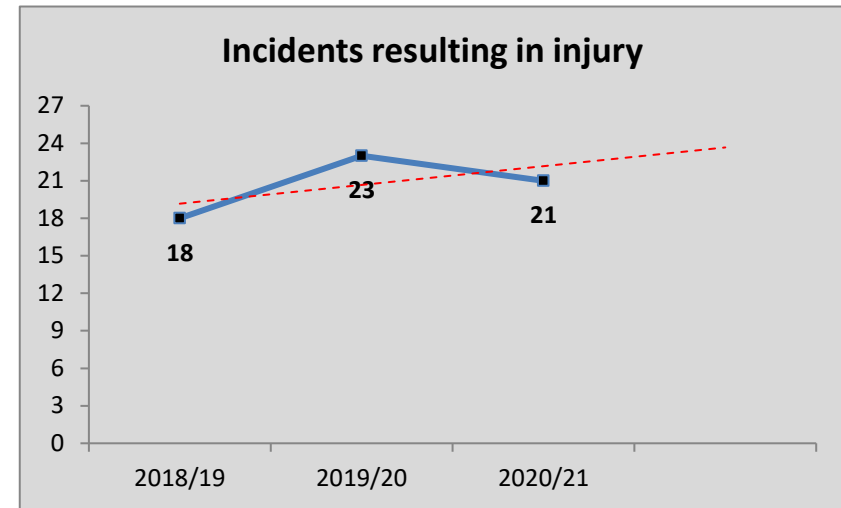
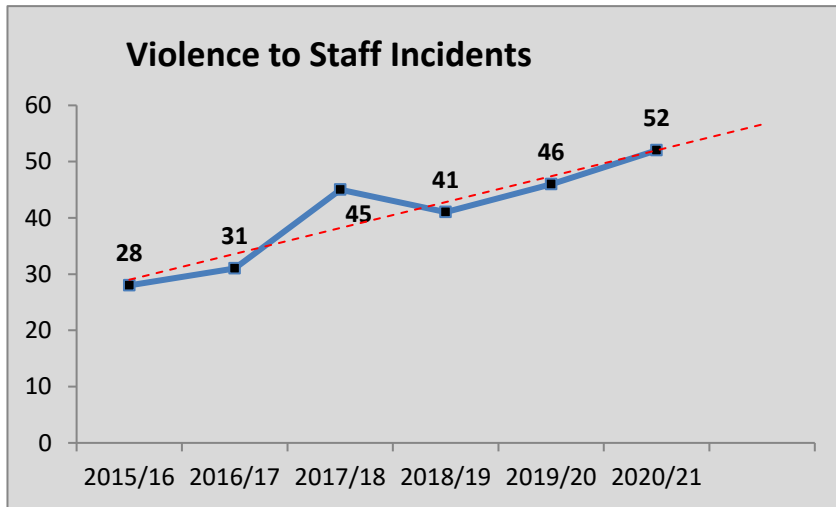
**Strategic Goal: A Proud, Passionate, Professional and Inclusive Workforce**

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

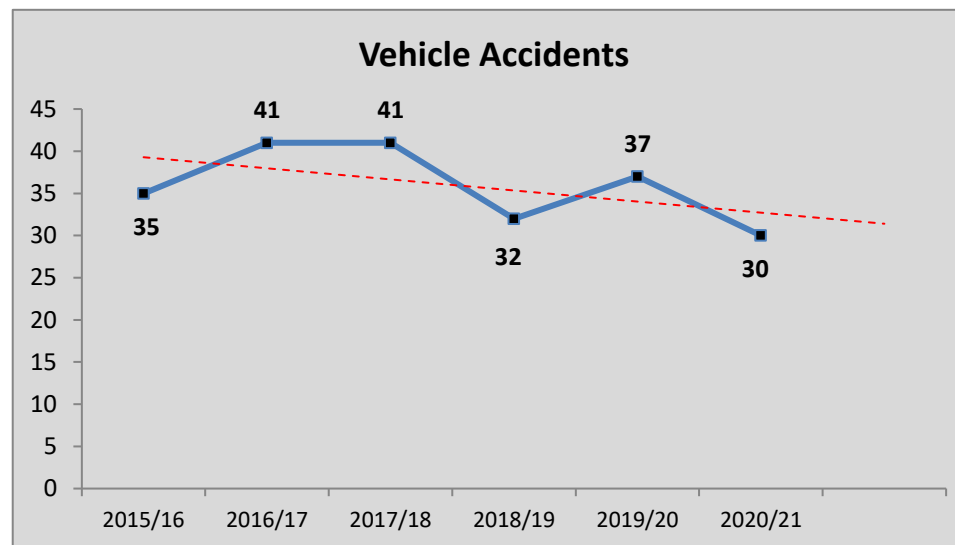
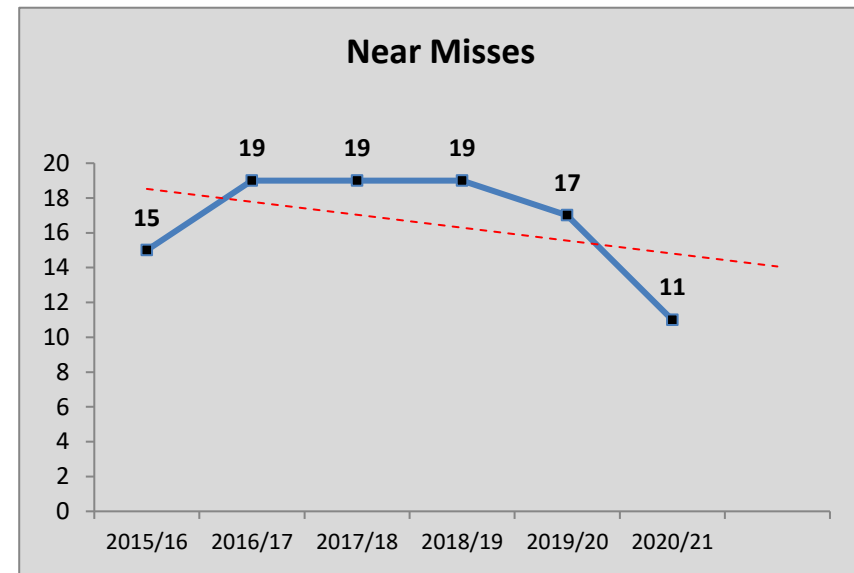
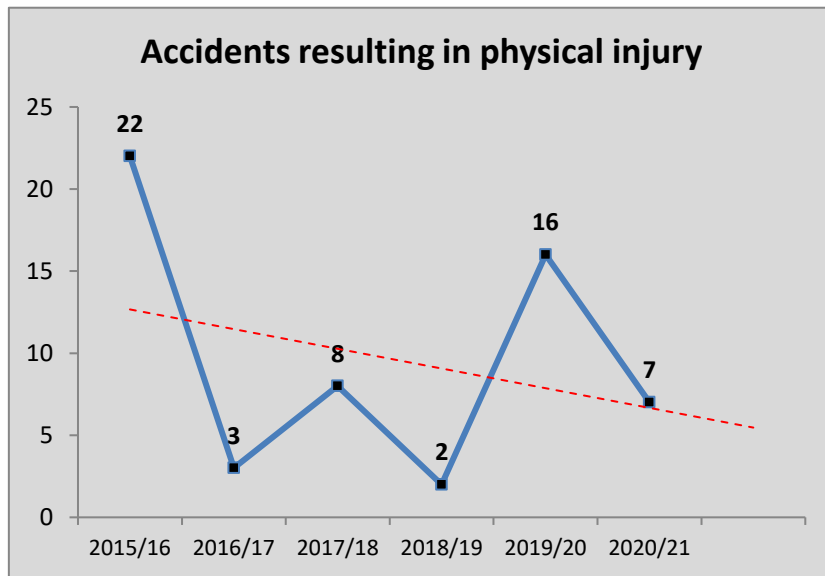
**Strategic Outcome 2.1.2: A Safe Workforce**

Indicator		2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	% Direction of travel from target
2.1.2.1	Number of Violence to Staff Incidents (verbal and/or physical)	28	46	52	+13% (+6) ↑	+86% (+24) ↑	27	+93% (+25) ↑
2.1.2.2	Number of RIDDOR Reportable Accidents	6	11	6	-45% (-5) ↓	0% (0) ↔	0	+100% (+6) ↑
2.1.2.3A	Number of Accidents resulting in physical injury	22	16	7	-56% (-9) ↓	-68% (-15) ↓	4	+75% (+3) ↑
2.1.2.3B	Incidents resulting in injury	26	23	21	-9% (-2) ↓	-19% (-5) ↓	-	-
2.1.2.4	Number of Accidents resulting in damage to property	2	4	1	-75% (-3) ↓	-50% (-1) ↓	3	-67% (-2) ↓
2.1.2.5	Number of Near Misses	15	17	11	-35% (-6) ↓	-27% (-4) ↓	16	-31% (-5) ↓
2.1.2.6	Number of Vehicle Accidents	35	37	30	-19% (-7) ↓	-14% (-5) ↓	35	-14% (-5) ↓
A Safe Workforce Overall Performance Judgement					Performing Well	Performing Well		Performing Well

Trend Analysis: Strategic Outcome 2.1.2: A Safe Workforce						
Quarter 4 April to March	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Number of Violence to Staff Incidents (verbal and/or physical)	28	31	45	41	46	52
Number of RIDDOR Reportable Accidents	6	1	6	5	11	6
Number of Accidents resulting in physical injury	22	3	8	2	16	7
Incidents resulting in injury	-	-	-	18	23	21
Number of Accidents resulting in damage to property	2	6	2	5	4	1
Number of Near Misses	15	19	19	19	17	11
Number of Vehicle Accidents	35	41	41	32	37	30







**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		2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	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	-	-	76%	No Comparator Information	No Comparator Information	100%	-24% ↓
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*	to be reported from 2021/22			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%	97%	89%	-8% ↓	+26% ↑	100%	-11% ↓
2.2.1.7	Percentage of Personnel who have completed training on areas identified within the approved Training Needs Assessment	-	-	64%	No Comparator Information	No Comparator Information	100%	-
2.2.1.8	Percentage of operational exercises undertaken and completed as a proportion of the Annual Operational Exercise Programme***	-	-	45% (9/20)	No Comparator Information	No Comparator Information	100%	-55% ↓
<b>A Competent &amp; Trained Workforce Overall Performance Judgement</b>					<b>Adequate Performance</b>	<b>Performing Strongly</b>		<b>Requires Improvement</b>

\* Reportable from 2021

\*\* Data reportable from Quarter 2 2020-21

\*\*\* No Exercises carried out in Qtr 1 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		2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	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		2015/2016	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	Direction of travel from target
2.4.1.1	All Staff Turnover as a proportion of the Workforce	20%	11%	9%	-2% ↓	-11% ↓	-	-
2.4.1.2	All Staff Voluntary turnover as a proportion of the workforce	20%	11%	9%	-2% ↓	-11% ↓	-	-
2.4.1.3	All Staff voluntary turnover as a proportion of the workforce females	19%	9%	9%	0% ↔	-10% ↓	-	-
2.4.1.14	Grievance cases	-	12	9	-25% (-3) ↓	no comparator information	-	-
2.4.1.15	Grievances - Bullying and Harassment	-	5	3	-40% (-2) ↓	no comparator information	-	-
2.4.1.16	Grievances - Discriminatory behaviour	-	3	0	-100% (-3) ↓	no comparator information	-	-
2.4.1.17	Whistleblowing cases	-	0	0	0% ↔	no comparator information	-	-
2.4.1.18	Disciplinary Cases	-	12	18	+50% (+6) ↑	no comparator information	-	-
A Great Workforce Culture Overall Performance Judgement					Performing Well	Performing Strongly	-	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		2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Cleveland Area Make up	Direction of travel from Cleveland Area
2.4.1.4	Females in All Staff Group Posts	-	19%	21%	+3% ↑	-	51% Females Based on Cleveland Area	Information Only
2.4.1.5	Females in Grey Book Wholetime Positions	-	7%	7%	0% ↔	-	51% Females Based on Cleveland Area	
2.4.1.6	Females in Retained Positions	-	6%	5%	-1% ↓	-	51% Females Based on Cleveland Area	
2.4.1.7	Females in Fire Control Positions	-	77%	76%	-1% ↓	-	51% Females Based on Cleveland Area	
2.4.1.8	Females in Green Book Positions	-	55%	56%	+1% ↑	-	51% Females Based on Cleveland Area	
2.4.1.9	Staff classed as BME	-	1%	1%	0% ↔	-	5.5% BME based on Cleveland Area	
2.4.1.10	Staff classed as BME Grey Book	-	1%	1%	0% ↔	-	5.5% BME based on Cleveland Area	
2.4.1.11	Staff classed as BME Retained	-	1%	1%	0% ↔	-	5.5% BME based on Cleveland Area	
2.4.1.12	Staff classed as BME Fire Control	-	0%	0%	0% ↔	-	5.5% BME based on Cleveland Area	
2.4.1.13	Staff classes as BME Green Book	-	1%	3%	+2% ↑	-	5.5% BME based on Cleveland Area	
2.4.1.19	Promotion Applications WT & Retained	113	29	54	+86% (+25) ↑	-52% (-59) ↓	-	No Comparator
2.4.1.20	Promotions of WT and Retained Females	0	1	0	-100% (-1) ↓	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		2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	Direction of travel from target
2.5.1.1	Percentage of time 18 or more appliances are available to respond to Emergency Calls*	-	62%	67%	+5% 	No Comparator Information	-	-
2.5.1.2	Percentage of time Retained appliances are available for operational response	-	67%	67%	0% 	No Comparator Information	-	-
A Sustainable Workforce Culture Overall Performance Judgement					Performing Well	Not Measured		Not Measured

\* Data collection commenced June 2018

# EFFICIENT USE OF RESOURCES

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



## Performance Summary: Efficient Use of Resources

Below is a summary of our performance for the period 1st April 2020 to 31st March 2021 against our Strategic Goal 3

	Performance compared to 2019/20 assessed as	Performance compared to 2015/16 assessed as	Performance compared to Target assessed as
Governance	Performing Strongly	No Comparator	Performing Well
Value for Money	Under Development	Under Development	Under Development
Optimum Use of HR	Performing Well	Performing Well	Performing Strongly



**Strategic Goal: Efficient Use of Resources**

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

**Strategic Outcome: 3.1.1: Sound Financial, Procurement and Corporate Governance**

Indicator		2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% 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	-	2	1	-50% (-1) ↓	No Comparator Information	0	+100% +1 ↑
3.1.1.3	Public Contracts Regulations 2015: Percentage of invoices paid within 30 days	-	95.29%	99.86%	+5% ↑	No Comparator Information	100%	-0.14% ↓
3.1.1.4	Public Contracts Regulations 2015: Interest Paid due to late payment of invoices	-	£ -	£ -	0% ⇔	No Comparator Information	0	0% ⇔
Governance Overall Performance Judgement					Performing Strongly	Not Measured		Performing Well

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	2019/20	2020/21	% Direction of travel from 2019/20	% 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		2015/16	2019/20	2020/21	% Direction of travel from 2019/20	% Direction of travel from 2015/16	Target	Direction of travel from target
3.1.2.1	Number of Malicious False Alarms	142	145	88	-39% (-57) ↓	-38% (-54) ↓	114	-23% (-26) ↓
3.1.2.2	Percentage of Malicious False Alarms resulting in mobilisation of a fire appliance	63%	63%	71%	+8% ↑	+8% ↑	-	-
3.1.3.1	Staff Turnover: Percentage of staff leaving the Brigade as a proportion of the total workforce	20%	11%	9%	-2% ↓	-11% ↓	-	-
1.1.2.9	Percentage of call questioned Non Domestic Fire Alarm Calls where no fire is confirmed that the Brigade attends	-	4%	14%	+10% ↑	No Comparator Information	-	-
Optimum Use of Human Resources Overall Performance Judgement					Performing Well	Performing Well		Performing Strongly

# 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		2019/20	2020/21	Target	% Direction of travel from target
1.1.5.9	Average time taken to answer an emergency 999 call (7 seconds)	6.38	5.79	7.00	-17% ↓
1.1.5.10	Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	93	90	100	-10% ↓
1.1.5.11	Percentage of times a fire appliance is dispatched to an emergency in 2 minutes	90%	91%	98%	-7% ↓
1.1.5.12	Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	98%	99%	100%	-1% ↓
1.1.5.13	Percentage of Retained appliances meeting the Book Mobile threshold of 5 Minutes	72%	76%	100%	-24% ↓

## Building Fires

Indicator		2019/20	2020/21	Target	% Direction of travel from target
1.1.1.10	Average time of first appliance attendance to a Dwelling Fire (7 Minutes)	00:04:57 (1249/1443)	00:04:48 (1254/1407)	00:07:00	-31% ↓
1.1.1.11	First appliance attendance to a Dwelling Fire within 10 minutes on 90% of occasions	97% (1398/1443)	98% (1375/1407)	90%	-8% ↑
1.1.1.12	Average time of second appliance to attend a Dwelling Fire incident (10 minutes)	00:06:55 (1033/1187)	00:06:37 (1051/1206)	00:10:00	-34% ↓
1.1.2.10	Average time of first appliance attendance to a building fire (7 Minutes)	00:04:57 (2066/2385)	00:04:53 (1923/2196)	00:07:00	-30% ↓
1.1.2.11	First appliance attendance to building fires within 10 minutes on 90% of occasions	97% (2313/2385)	97% (2133/2196)	90%	+7% ↑
1.1.2.12	Average time of second appliance to attend a building fire incident (10 minutes)	00:06:56 (1603/1860)	00:06:46 (1388/1608)	00:10:00	-32% ↓

## Road Traffic Collisions

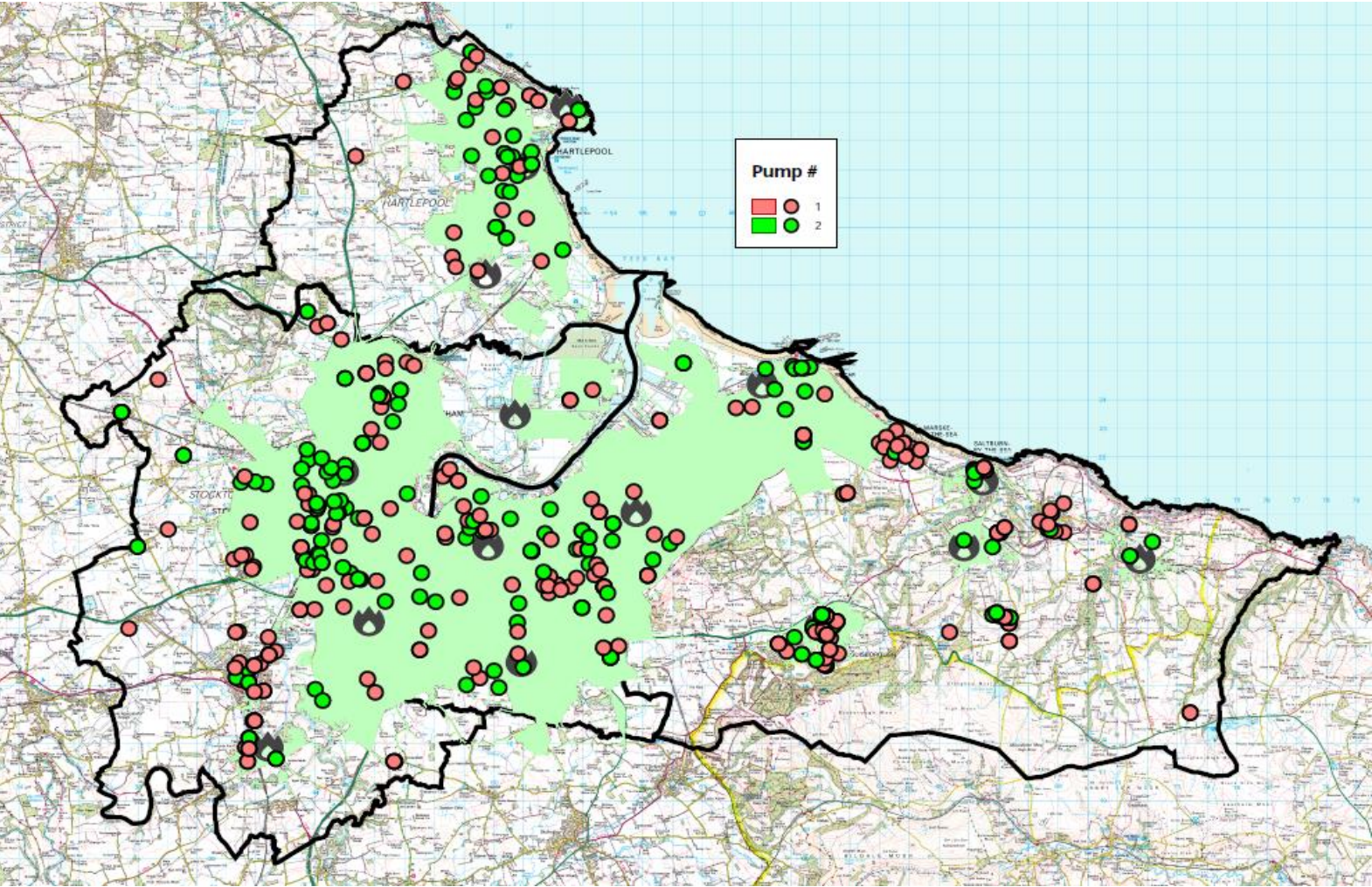
Indicator		2019/20	2020/21	Target	% Direction of travel from target
1.1.3.5	Average time of first appliance attendance to an immediate life threatening / rescue RTC (8 minutes)	00:05:27 (192/234)	00:05:07 (135/165)	00:08:00	-36% ↓

#### High Hazard

Indicator		2019/20	2020/21	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)	00:08:44 (4/11)	00:05:01 (7/8)	00:07:00	-28% ↓
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	00:22:09 (1 full pda mobilisation)	No reported mobilisations	00:16:00	-



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



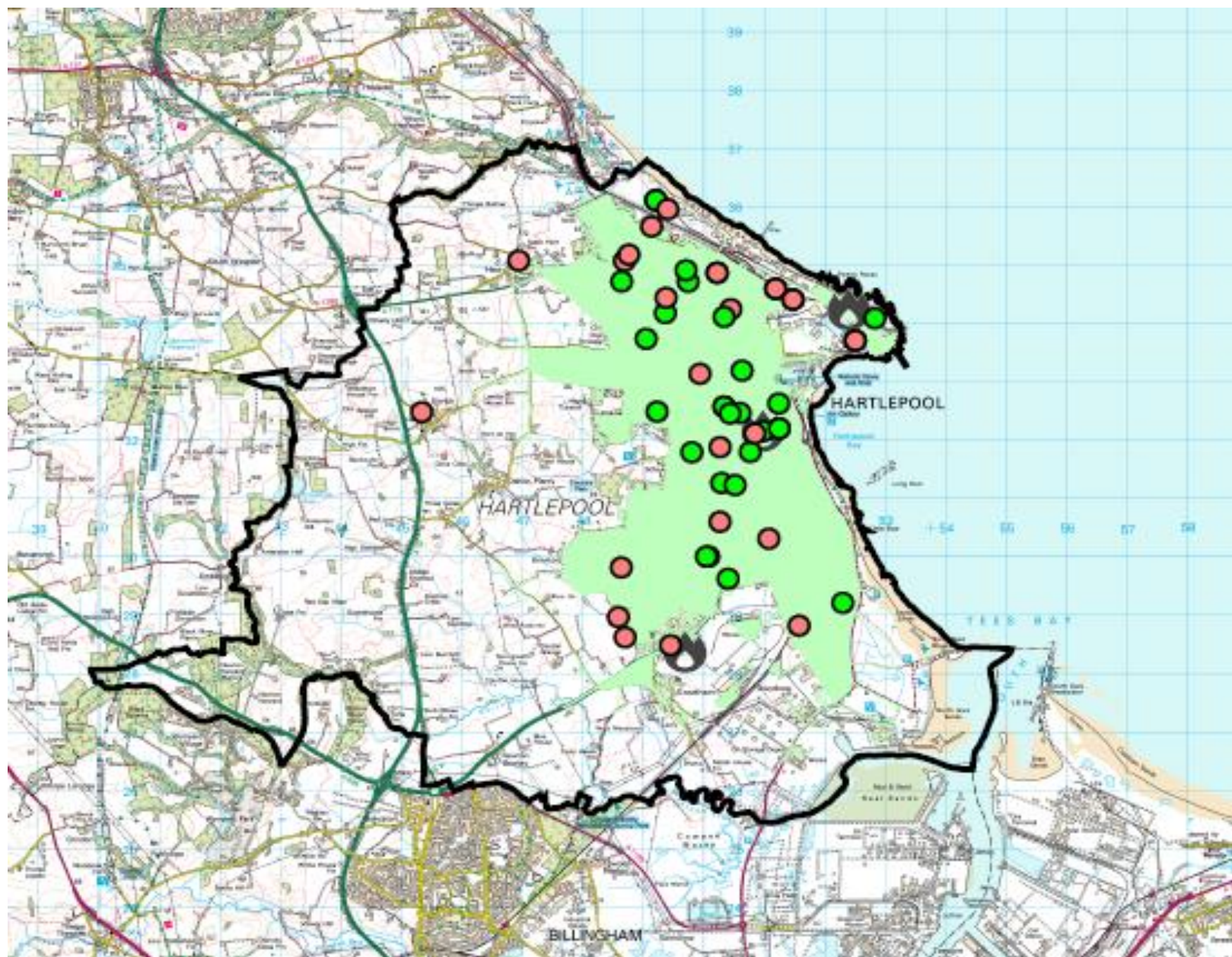
Building Fire analysis on Benchmark Failures

1st Pump Time Taken to arrive at Scene	No. Occasions
07:00 to 08:00	107
08:00 to 09:00	61
09:00 to 10:00	42
10:00 to 11:00	26
11:00 to 12:00	9
12:00 to 13:00	9
13:00 to 14:00	6
=>15:00	13
TOTAL	273

End Main Type	No Main Type
F1	47
F3	2
FA	141
FG	73
FM	7
NS	3
TOTAL	273

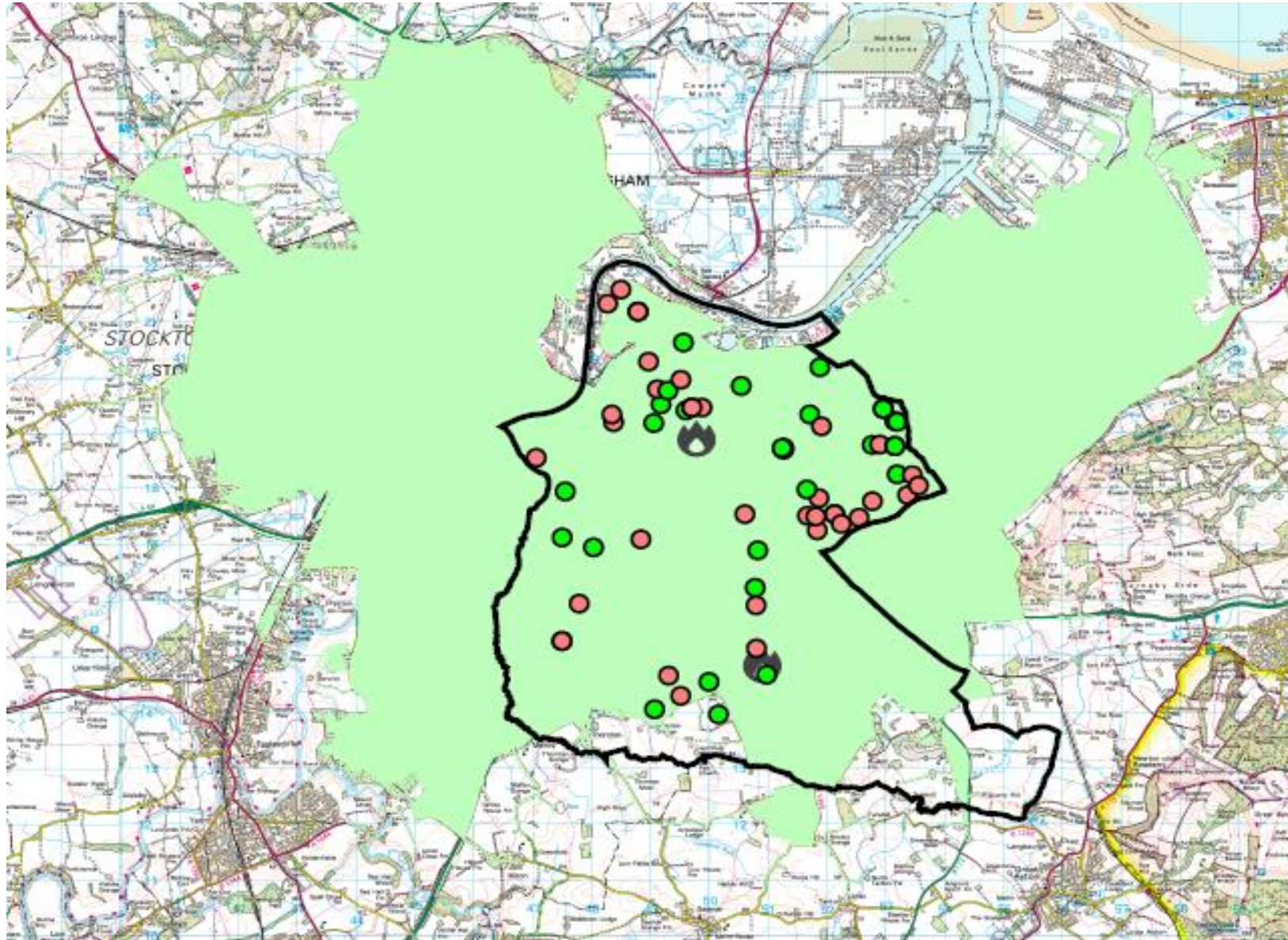


## Hartlepool District

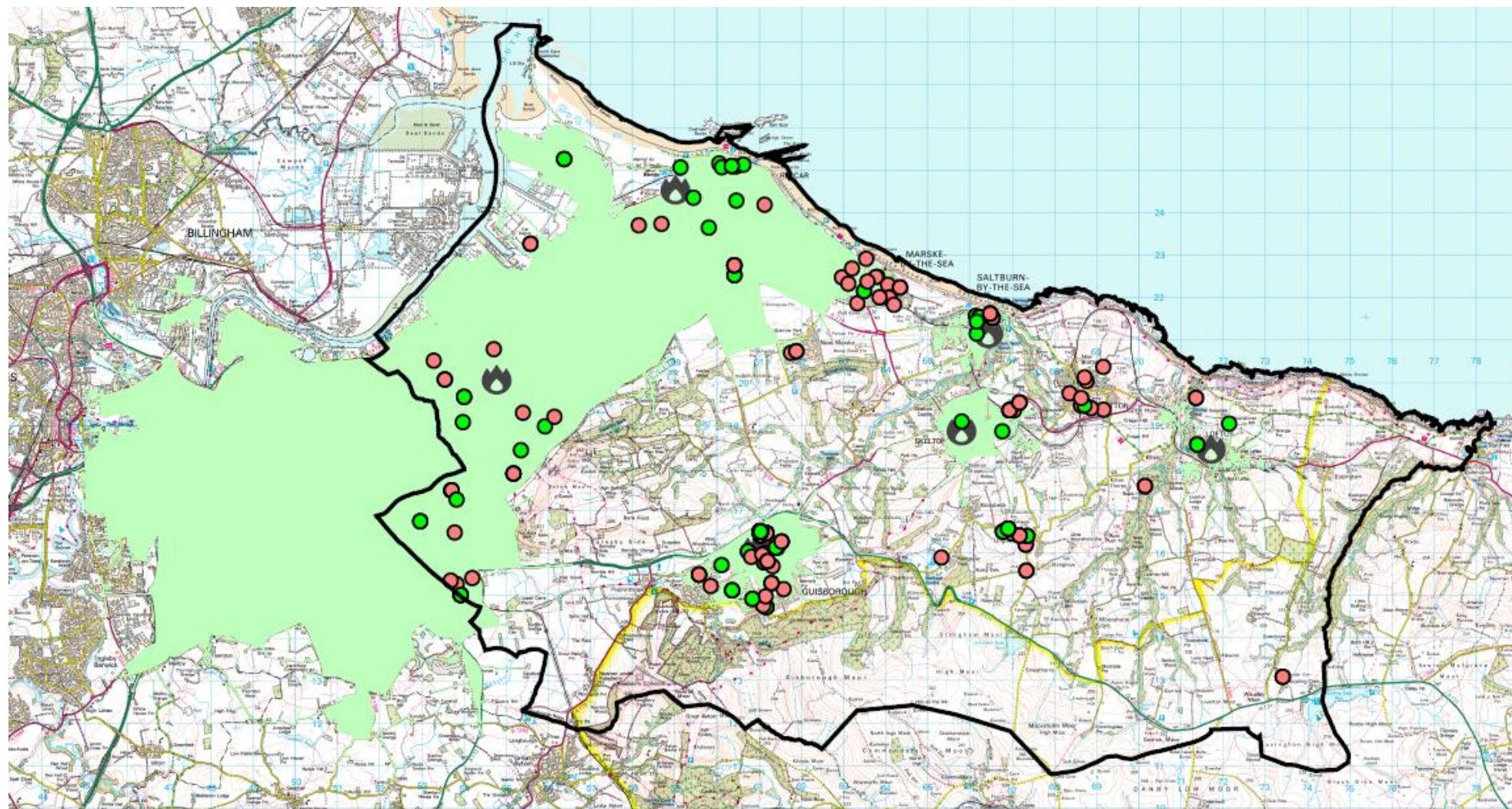




## Middlesbrough District

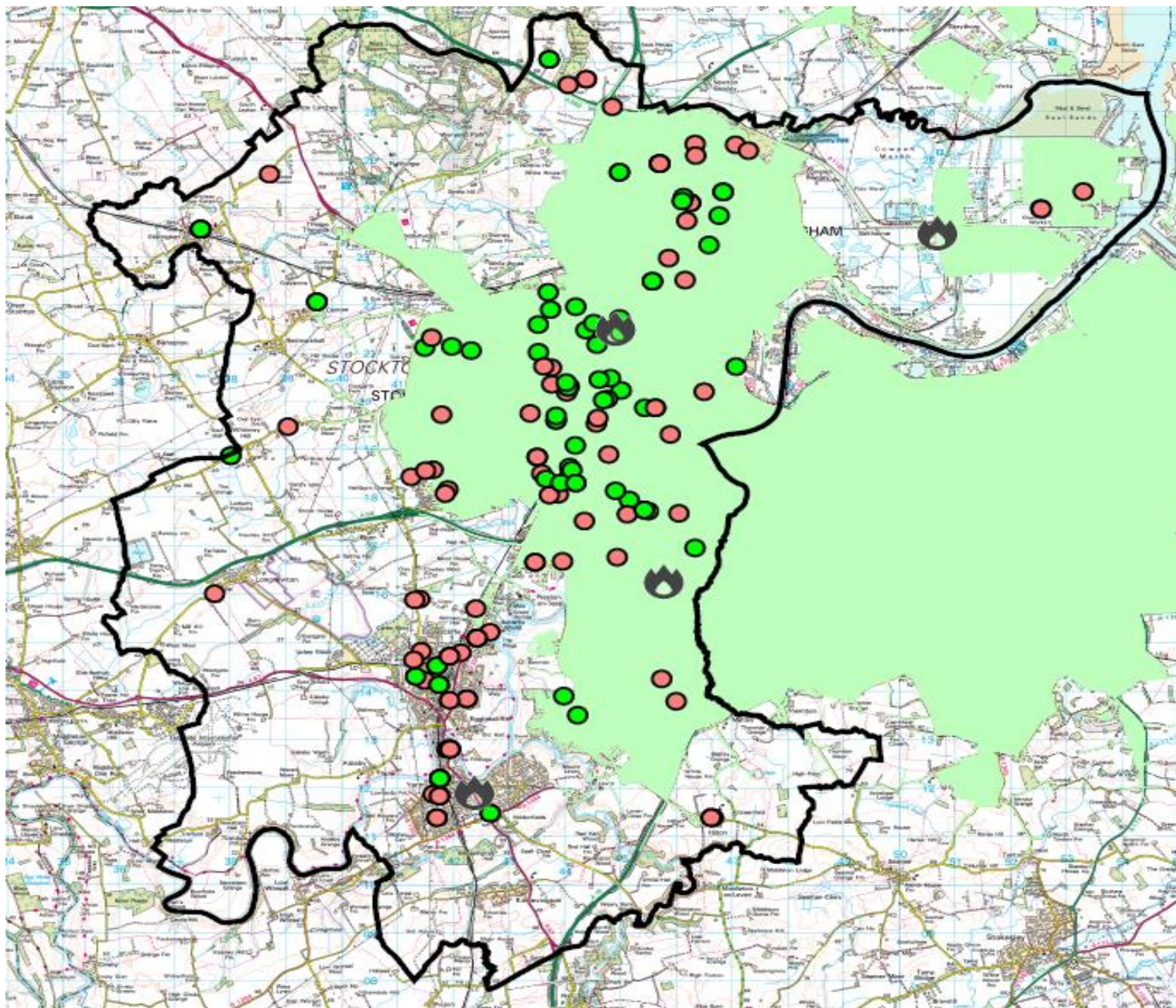








## Stockton District



## 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.**

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**Endeavour House**  
**Training and Administration Hub**  
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North East  
**Better Health**  
at Work Award

