



Audit & Governance Committee  
21st February 2025

# Organisational Performance

Quarter 3 2024/25  
1st April to 31st December



# Safer, Stronger Communities

## Actual Demand



### Fire Control Calls

10,293

(+5% to 2023/24/+1% to 5 Year Average)

Average 1.4 per incident

Average 19 per shift



### Safer Homes Visits

(+17% to 2023/24/+26% to 5 Year Average)

16,653 Completed (62%)

26,705 Interventions

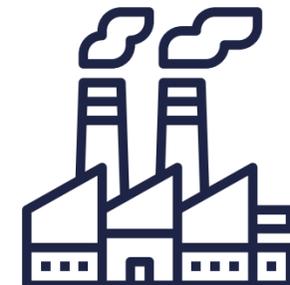


### Mobilisations

10,886

Average 1.4 per incident

Average 20 per shift



### Industrial & Commercial Audits

772 Audits (including Attempted)

(-35% to 2023/24)

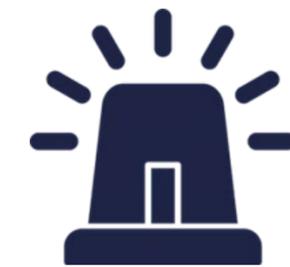


### Fire Incidents Attended

3,824

(+19% to 2023/24/+6% to 5 Year Average)

51% of All Incidents Apr - Dec 2024



### Non -Fire Incidents Attended\*

3,729

(-2% to 2023/24 /+6% to 5 Year Average)

49% of All Incidents Apr - Dec 2024

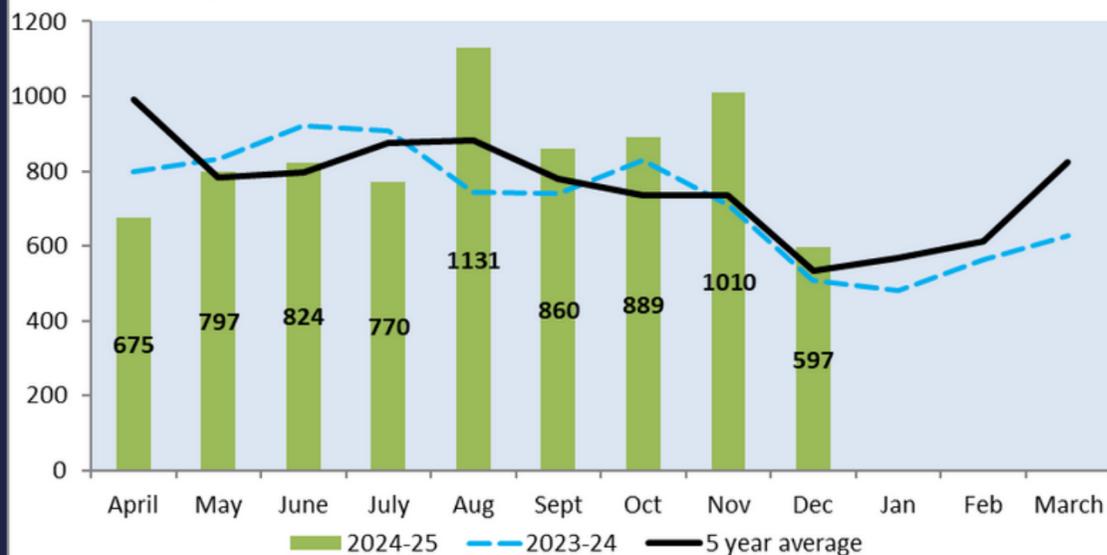
\*Includes False Alarms, Special Services and Out of Area Incidents

# Safer, Stronger Communities



## All Incidents

ALL INCIDENTS/ MONTH VS 5 YEAR AVERAGE



April to December 2024: 7,553 Incidents (1,304 per 100,000 population)

**+560 (+8%)** Compared to 23/24 (6,993)

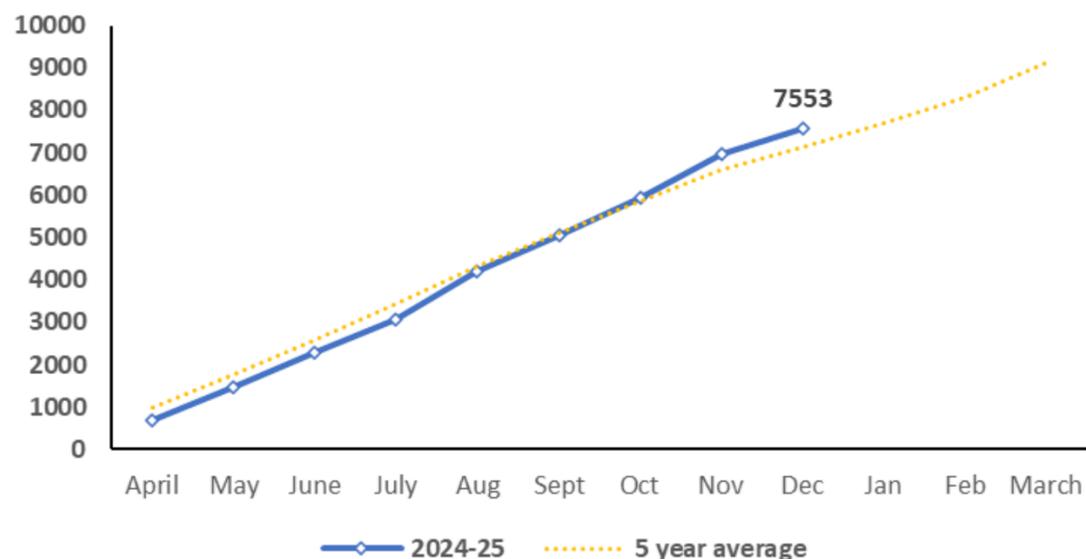
**+441 (+6%)** Compared to 5-year average (7,112)

**No target set** Compared to target

**Second highest** rate nationally in 2023/24\*

**Highest** rate nationally in 2022/23

All Incidents 2024/25



### Insight

Incidents have increased in comparison to both the previous year and five year average, mainly as a result of the **large increase in Secondary Fires (+22% to 2023/24 and +7% to five year average)**.

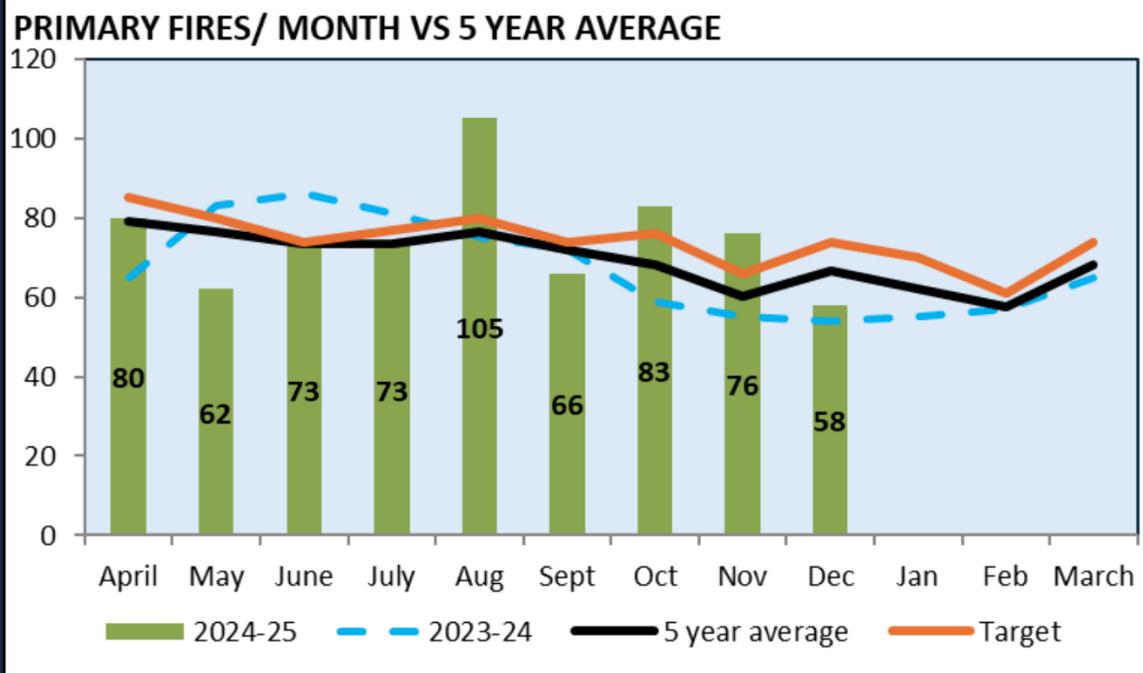
\* Highest rate per 100,000 population in 2023/24: Isles of Scilly

# Safer, Stronger Communities



## Primary Fires

April to December 2024: 676 Incidents (117 per 100,000 population)

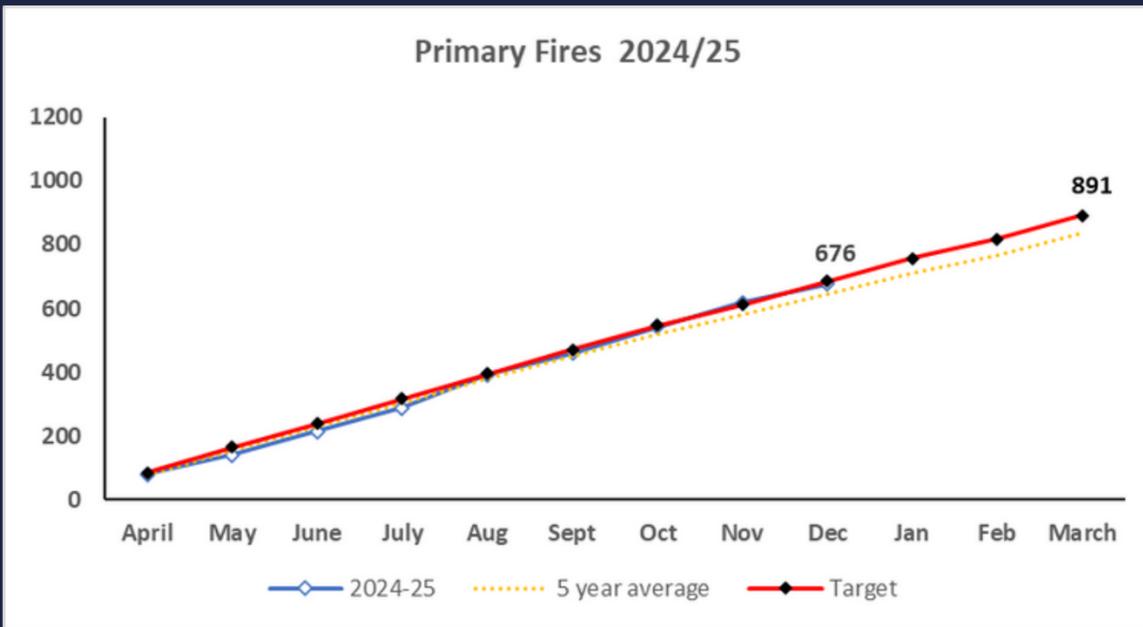


**+46 (+7%)** Compared to 23/24 (630)

**+30 (+5%)** Compared to 5 -year average (646)

**-10 (-1%)** Compared to target (686)

Cleveland reduced from Highest national rate in 2022/23 to **Fourth in 2023/24\***



### Insight

Primary fires predominantly vehicle fires (44%, 300 incidents) followed by dwelling fires (28%, 188 incidents).

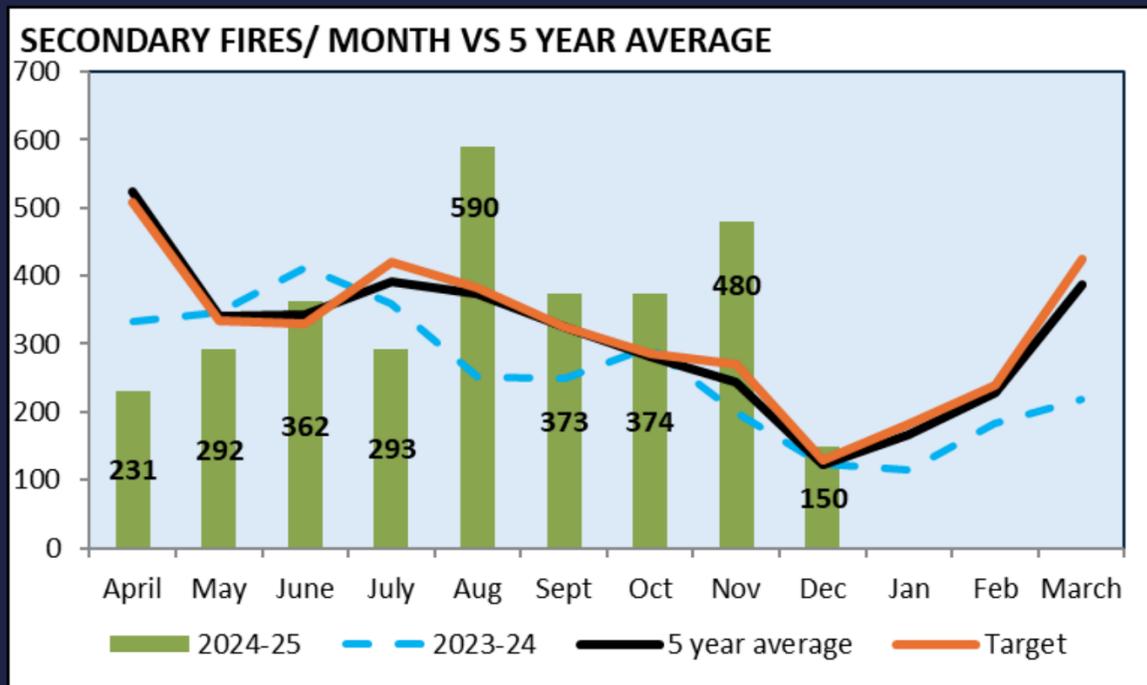
Emerging demand on resources within **Holme House Prison**, with 26 primary fires occurring between April - December 2024, compared to 12 during the same period 2023. This figure has continued to rise into January 2025, with 8 further incidents occurring during this month, bringing the total YTD to 31st January 2025 to **34 primary fire incidents**.

\* DDFRS Highest

# Safer, Stronger Communities



## Secondary Fires



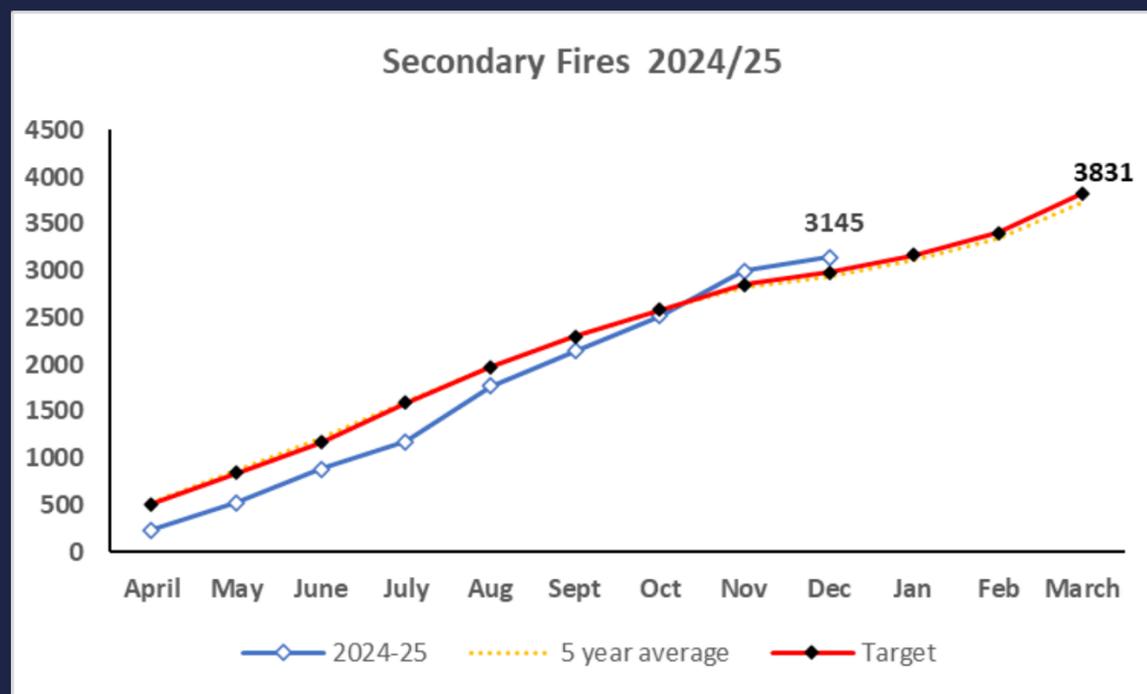
April to December 2024: 3,145 Incidents (543 per 100,000 population)

**+575 (+22%)** Compared to 23/24 (2,570)

**+200 (+7%)** Compared to 5 -year average (2,945)

**+161 (+5%)** Compared to target (2,984)

**Cleveland remained highest national rate during 2023/24**



### Insight

Secondary fires predominantly refuse fires (77%, 2,408 incidents) followed by grassland fires (18%, 578 incidents).

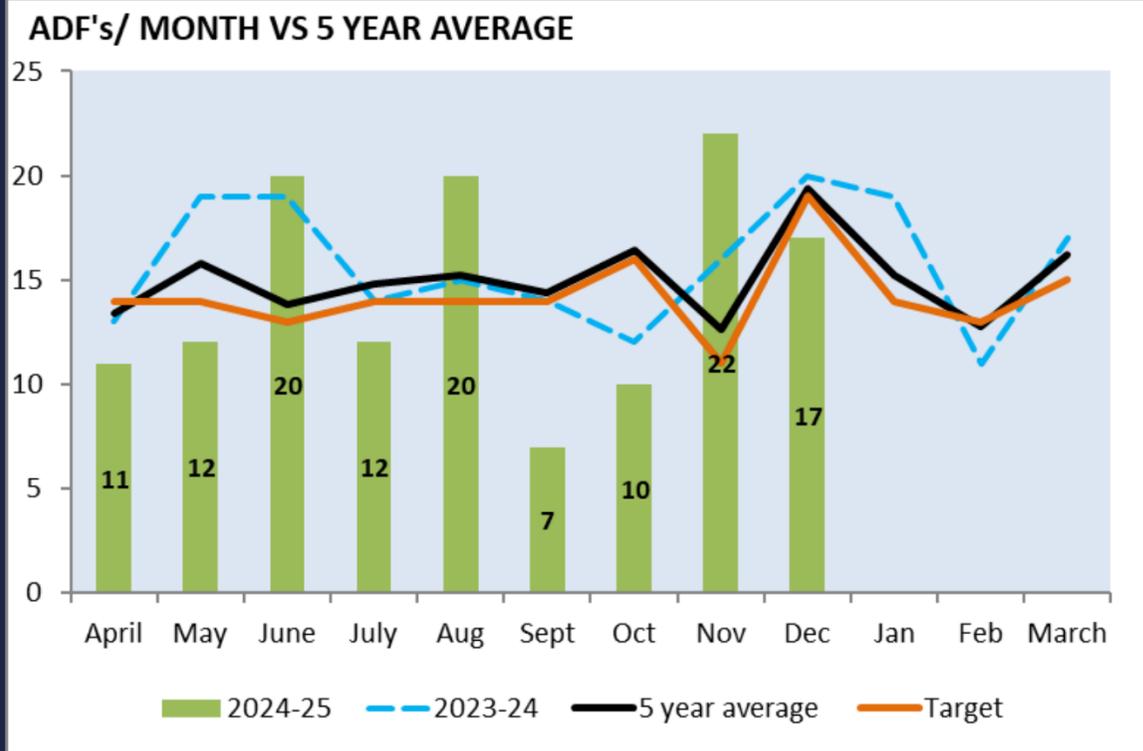
Service demand higher in Redcar & Cleveland District with 30% (954 incidents) occurring in this District YTD, followed by Middlesbrough District with 29% (909 incidents).

# Safer, Stronger Communities



## Accidental Dwelling Fires

April to December 2024: 131 Incidents (23 per 100,000 population)

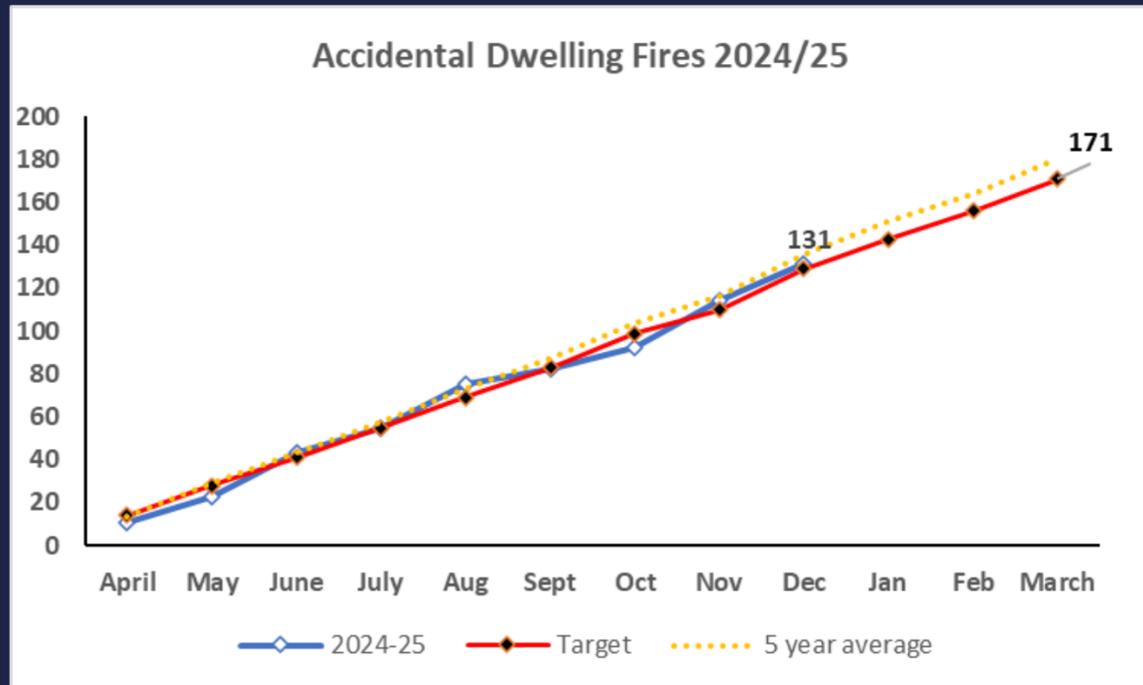


-11 (-8%) Compared to 23/24 (142)

-5 (-4%) Compared to 5-year average (136)

+2 (+2%) Compared to target (129)

Cleveland is back into the **lowest quartile** nationally during 2023/24 (2nd quartile in 2022/23)



### Insight

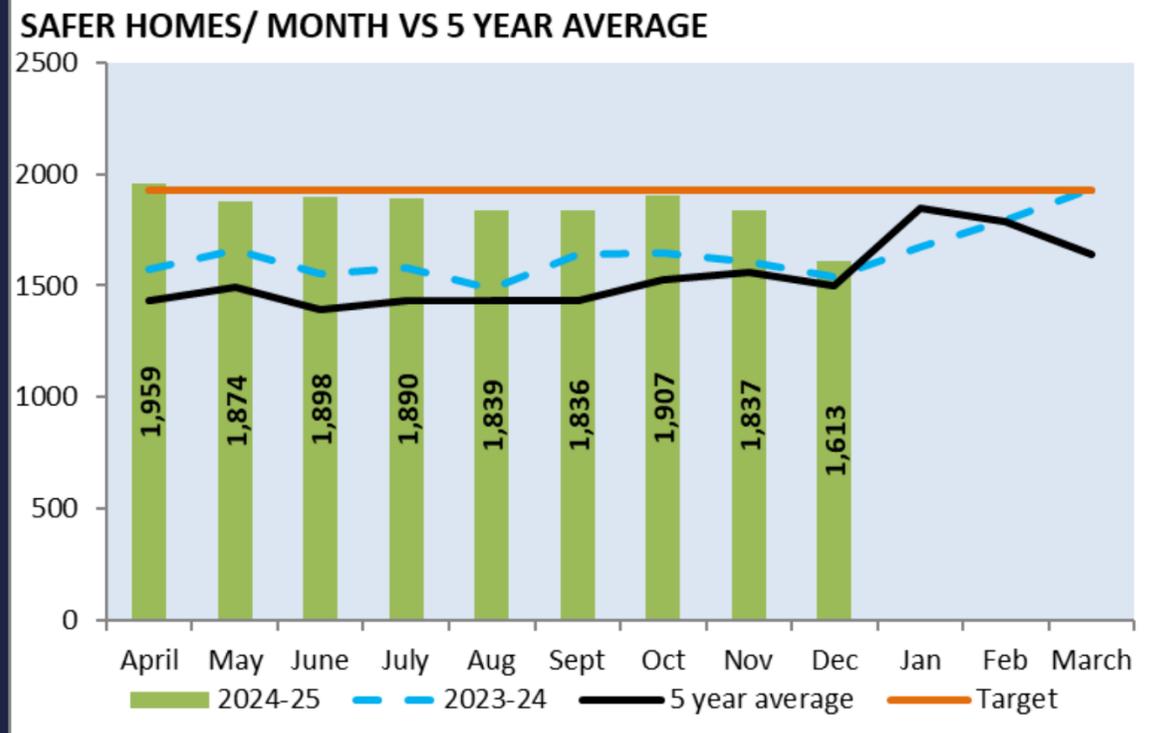
When converted to a rate of ADFs per 1,000 dwellings identified within our Buildings Risk Assessment, the highest rate of fires occurs within our **VERY HIGH** range (0.78 fires per 1,000 dwellings).

23% of ADFs caused by electrical faults during 2024/25 to date.

# Safer, Stronger Communities



## Safer Homes Visits



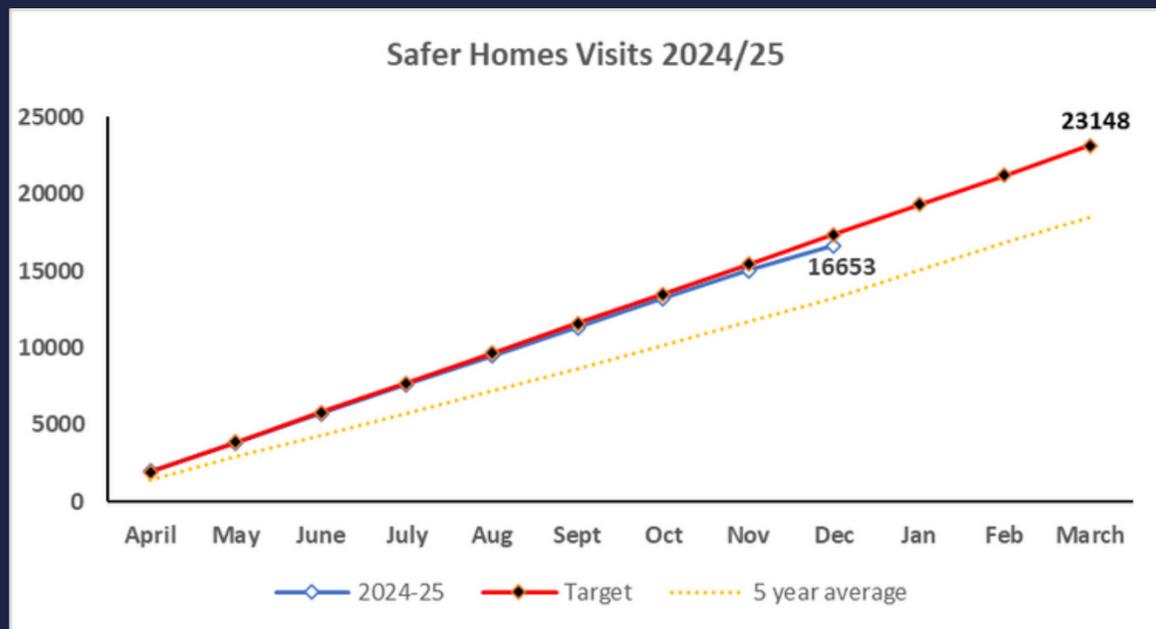
April to December 2024: 16,653 Visits (2,875 per 100,000 population) (26,705 Interventions)

**+2,368 (+17%)** Compared to 23/24 (14,284)

**+3,453 (+26%)** Compared to 5 -year average (13,200)

**-898 (-5%)** Compared to target (17,451)

Cleveland has the **third highest rate** of Home Safety Checks nationally



### Insight

**90% of Safer Homes Visits** completed by **Operational Crews** (14,979). This is an **increase on the previous year of 19% (+2,403)**

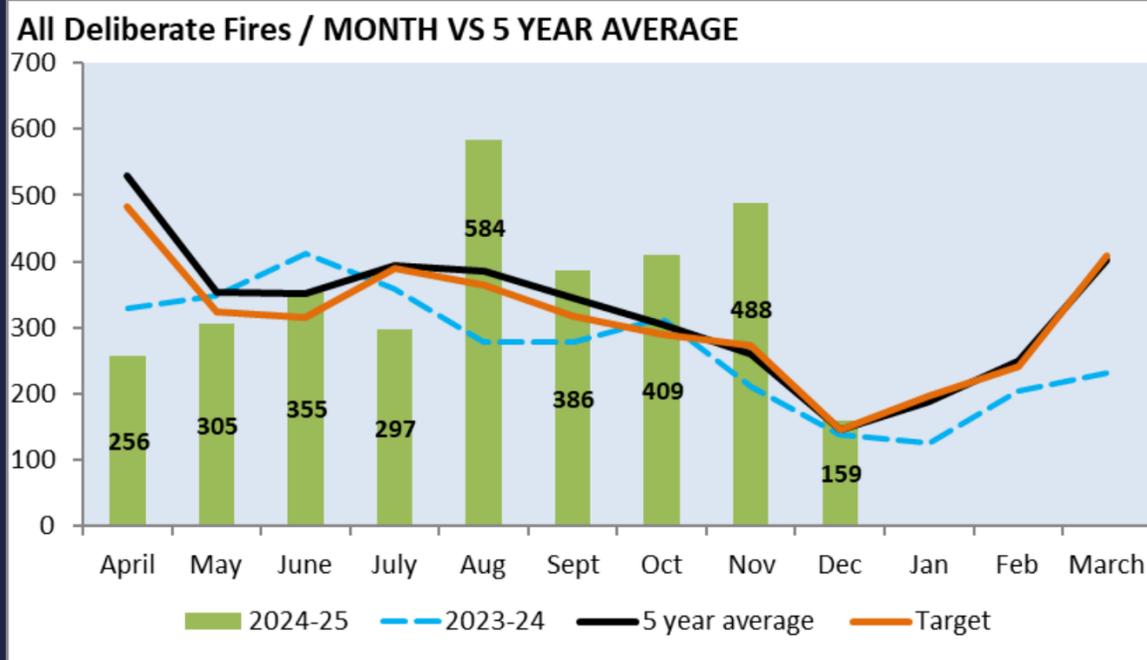
**77% of visits derived from Brigade Risk Based Targetting**

# Safer, Stronger Communities



## Deliberate Fires

April to December 2024: 3,239 Incidents (559 per 100,000 population)

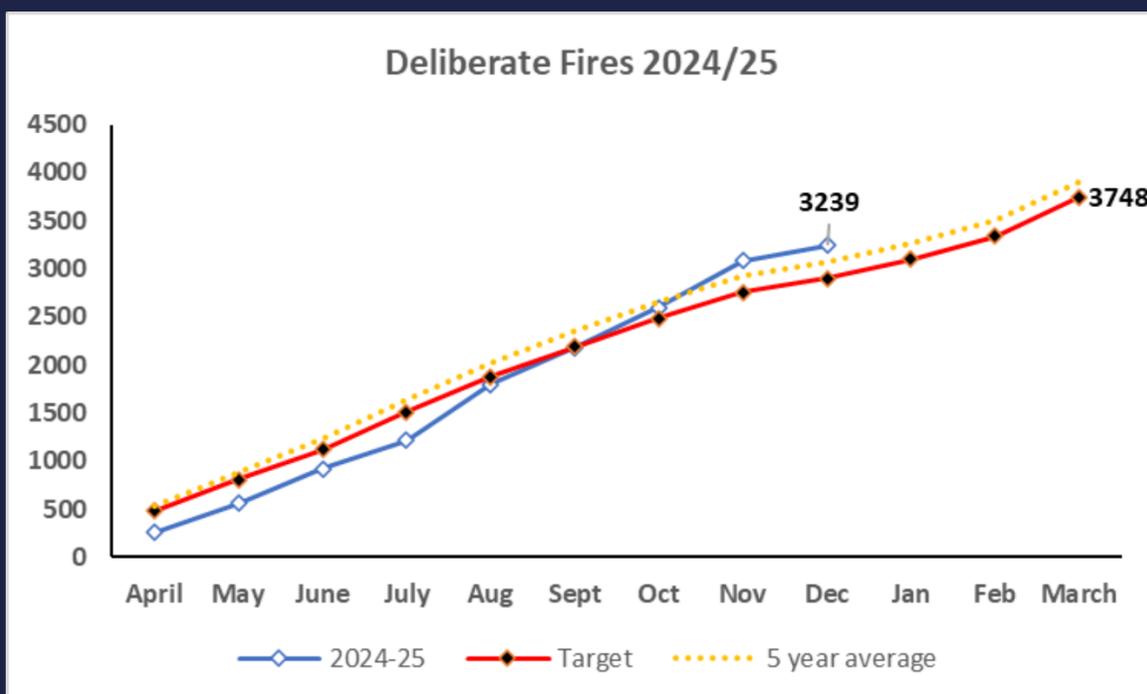


**+569 (+21%)** Compared to 23/24 (2,670)

**+172 (+6%)** Compared to 5-year average (3,067)

**+339 (+12%)** Compared to target (2,900)

**Cleveland remained Highest national rate during 2023/24**



### Insight

Deliberate fires have increased in both primary and secondary fire categories, with incidents increasing year on year by 15% and 22% respectively.

These factors have contributed to the Safer Neighbourhoods element of the Performance Report **Requiring Improvement** compared to performance YTD to previous and target, and an **Adequate Performance** compared to the 5 year average.

# Safer, Stronger Communities

## Industrial & Commercial Audits



April to December 2024: 772 Total Audits (43 per 1,000 Non Domestic Properties)



### Insight

Forecast rate of Audits for 2024/25 within Cleveland Fire Brigade is **58 Audits per 1,000 Non Domestic Premises**.

81% of completed audits deemed **Unsatisfactory** to Q3 2024/25.

All areas of Safer Buildings assessed as **Performing Well**.

**-57%**

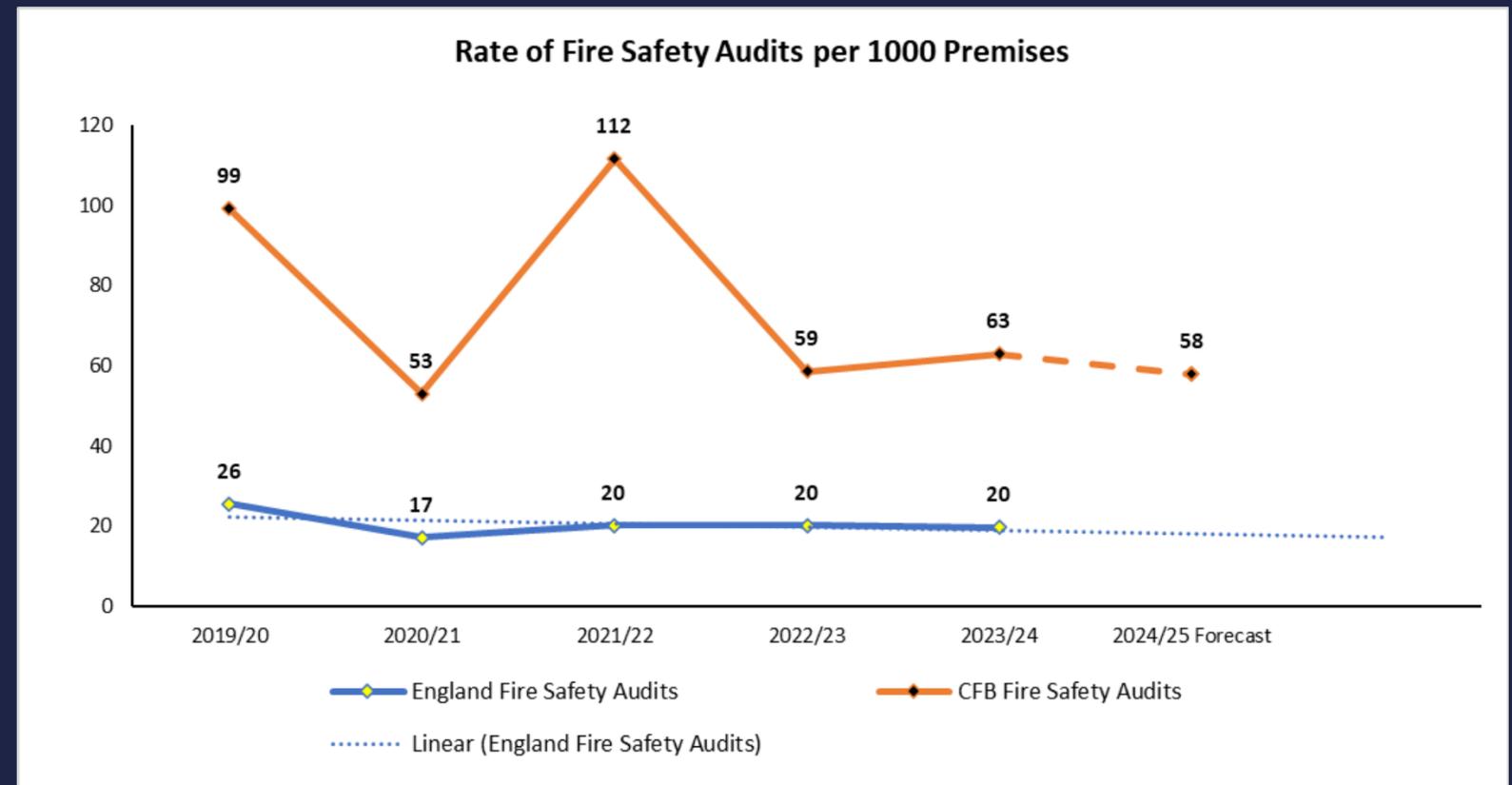
Compared to RBIP Target (1,275)

**-27%**

Compared to RBIP 2023/24 (803)

- RBIP 553 Completed/Attempted Audits
- 219 Reactive/Other Audits

**6th Highest rate** of Fire Safety Audits Nationally\*



\* Lincolnshire Highest, and reported 3,331 premises against a population of almost 800,000 Cleveland has reported almost 17,000 premises against a population of almost 580,000



RTC

298

(+10% to 2023/24/+22% to 5 Year Average)

25% of Special Services Apr -Dec 2024



Flooding

65

(-10% to 2023/24 /+23% to 5 Year Average)

5% of Special Services Apr -Dec 2024



Suicides/Attempts

98

(+26% to 2023/24/+104% to 5 Year Average)

8% of Special Services Apr -Dec 2024



Effecting Entry/Exit

106

(+3% to 2023/24 / -5% to 5 Year Average)

9% of Special Services Apr -Dec 2024



Bariatric

30

(+3% to 2023/24/+3% to 5 Year Average)

2% of All Incidents Apr - Dec 2024



Hazardous Spills/Leaks

116

(-17% to 2023/24 /+1% to 5 Year Average)

10% of All Incidents Apr - Dec 2024

# Safer, Stronger Communities

# Rescue/Release of Persons: 9th February 2025:



## Rescue/Release of Persons

81

(-24% to 2023/24/ -13% to 5 Year Average)

7% of Special Services Apr -Dec 2024

Urgent warning issued after child nearly suffocates from getting trapped inside parcel locker



## Insight

Local and National media interest following an incident on 9th February 2025 involving a child accessing a parcel locker and climbing inside after finding a QR code online.

Crews mobilised at 18:42:44 and arrived at scene at 18:46:36 - **3 minutes and 52 seconds**. With no ventilation inside, the child's oxygen levels dropped dangerously low and Crews provided emergency oxygen therapy and ensured the child received further medical attention. This incident could have easily been **fatal**.

Our Comms team have posted about it on our social media pages and it was shared over 500 times on Facebook. It also received local and national media coverage including BBC, Northern Echo, The Mirror and Daily Mail. They have also shared the details with local Fire and Rescue Services and the NFCC to raise awareness from a Prevention perspective and to highlight the dangers of the parcel lockers and entering confined spaces.



## NEWS

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## Child trapped in parcel locker rescued



CLEVELAND FIRE BRIGADE | Firefighters were concerned the child would be left unable to breathe as the locker had no ventilation holes



The child was trapped with no air (stock image) (Image: Getty Images)

NEWS | POLITICS | FOOTBALL | CELEBS | TV | SHOPPING | ROYALS

## Urgent warning after child gets trapped in parcel locker and nearly dies of suffocation

The youngster's oxygen levels fell "dangerously low" before firefighters in Redcar, Teesside managed to prise open the door to the metal cupboard and free them

By Kelly-Ann Kiernan, News Reporter  
13:17, 11 Feb 2025 | UPDATED 13:20, 11 FEB 2025



A child almost died after becoming trapped inside a parcel storage locker without any air.

# Safer, Stronger Communities

## Emergency Response Benchmarks



Call



Dispatch



Mobilise



Attend



Answer 999 calls within 7 seconds



**6.15 Seconds**

Dispatch a Fire Engine to Emergency Incidents within 1 minute 40 seconds of answering the call.



**83 Seconds**

Dispatch a Fire Engine to Emergency Incidents within 2 minutes on 98% of calls.



**90%**

Whole-time crews mobilise within 2 minutes of instruction on 100% of occasions.



**92%**

On-Call crews mobilise within 5 minutes of instruction on 100% of occasions.



**55%**

Pump 1 - Arrive in Average of 7 Minutes to a Building Fire



**00:06:00**

Pump 2 - Arrive in Average of 10 Minutes to a Building Fire



**00:07:53**

90% of Building Fires Response Within 10 Minutes



**94%**

Pump 1 - Arrive in Average of 8 Minutes to an RTC



**00:06:42**

Professional, Proud  
& Passionate People

# All Staff Sickness



April to December 2024: 8.48 Duty Shifts per person

-2.22  
(-21%)

Compared to 23/24  
(10.70 shifts)

+0.10  
(+1%)

Compared to 5 -year  
average (8.38)

+0.83  
(+11%)

Compared to  
target (7.65 shifts)

Wholetime

9.03 Duty Days

-19% to 2023 / 24

+3% to 5 Year Average

On Call

3.49 Duty Days

-64 % to 2023 / 24

-41% to 5 Year Average

Fire Control

11.58 Duty Days

+48 % to 2023 / 24

+20 % to 5 Year Average

Green Book

10.26 Duty Days

-3% to 2023 / 24

+13% to 5 Year Average



## Insight

4,561 Duty Days Lost between April -December 2024 by 273 individuals . 58% classed as long term sickness .

Sickness has reduced in all areas year on year, excluding Fire Control.

**Mental Health** is now accounting for a lower proportion of sickness absence; although still the main cause of sickness absence, it accounts for 32% of all sickness absence (1,460 duty days) instead of 42% (2,442 duty days) in 2023/24 .



# Performance Summary

## Quarter 3 2024/25 Outcomes:



### Summary

- Safer Stronger Communities:** Large increase year on year (22%) in secondary fires year on year contributing to rise in incidents, but remaining as performing well to quarter 3.
- Professional, Proud and Passionate People:** Sickness reduced overall by 21% year on year but still above five year average and target in most areas.
- Efficient Sustainable Resources:** One audit classed as limited assurance, as well as On Call appliances being available for operational response for 47% of time contributing to an adequate score in this area when comparing to the five year average and target.



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1st April to 31st December

