Protecting local communities

Organisational Performance and Efficiency Report

Quarter 2
01 April – 30 September 2019

October 2019

Prepared by:
Risk and Performance
Cleveland Fire Brigade

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 apart from one 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 22nd October 2019, such as reclassification of incidents following fire investigations, will not be represented in the information reported.

At the time of extracting the information to inform the indicators within this report there is an ongoing incident. The details of this incident are:

The Incident was received on 19th September 2019 at 1414 hours at the coke ovens former SSI Plant in South Bank. The plant is categorised as derelict and was in the process of being decommissioned.

Five appliances initially attended the incident with the first appliance arriving within 6 minutes of the initial call.

An explosion occurred within the site which resulted in two fatalities. An ongoing fire situation occurred in two disused ammonia scrubber towers, 42m high. The fire is extinguished in tower 1 and a low level in tower 2. Brigade resources have been deployed to the site since the start of the incident and are currently deployed to the incident on protective standby. The Brigade is working with the site for a safe hand over of the incident.

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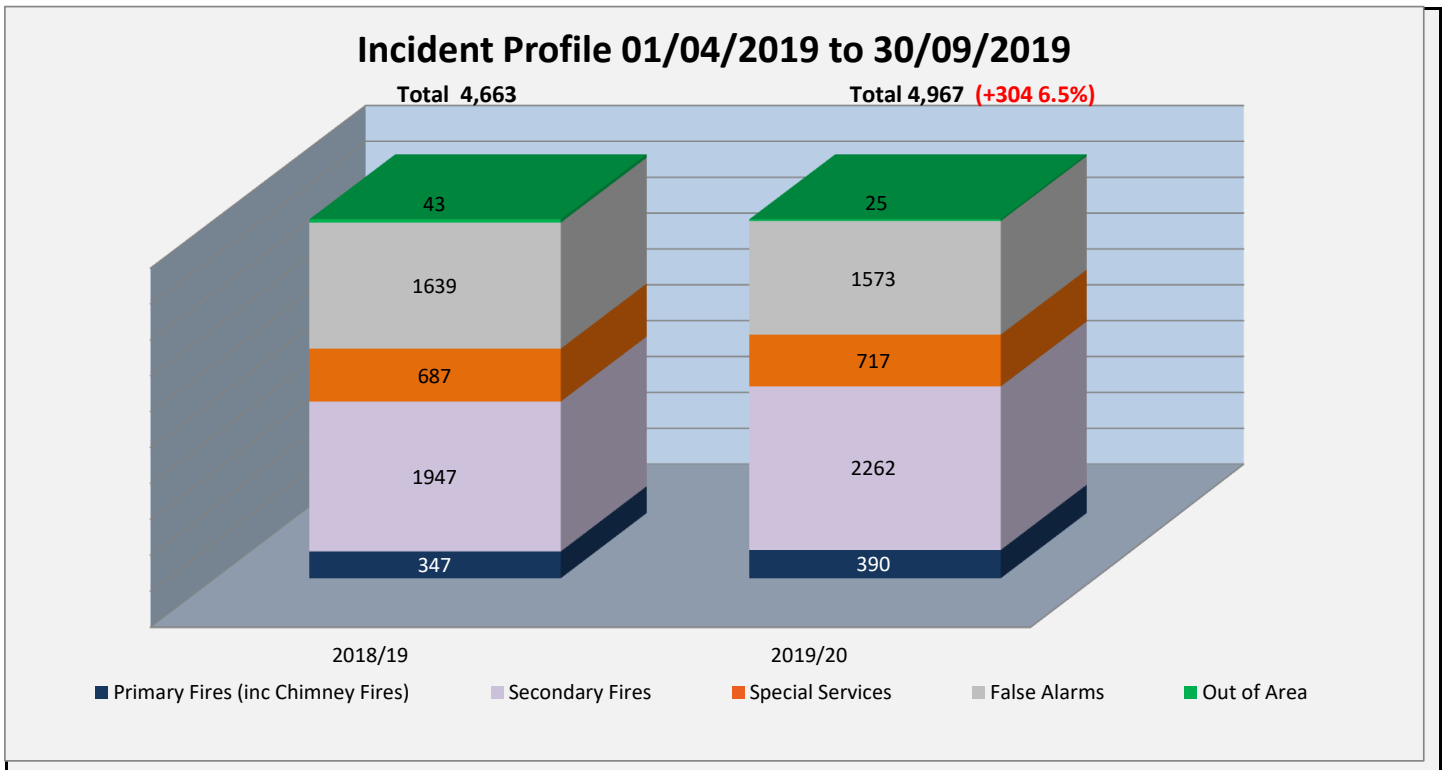

Response

During quarter 2 of 2019/20 there have been 4,967 incidents, an increase of 304 (6.5%) compared to the second quarter in 2018/19.

Secondary Fires (2,262) account for 46% of all incidents attended, followed by False Alarms (1,573) accounting for 32% of all incidents. Special Services (717) and Primary Fires (390) accountv for 14% and 8% of incidents respectively.

Secondary Fires have increased by 16%(315) compared to 2018/19, Special Services have increased by 4% (30) to 717 incidents and Primary Fires have increased by 12%(43) to 390 incidents.

False Alarms have reduced by 4%(66) to 1573 which is primarily due to a reduction of Automatic False Alarm incidents by 7% (-40) to 545 incidents.

Prevention

The Brigade (including the Volunteer Network) has conducted 8,093 Home Fire Safety Visits (HFSV) during the period. This is a reduction of 828 (9%) compared to the equivalent period in 2018, when the Brigade completed 8,921 HFSV.

This is made up of:
- Exeter HFSV: 239 (1827 Q2 2018/19)
- Safe and Well: 774 (1859 Q2 2018/19)
- Other HFSV: 7,854 (7,094 Q2 2018/19)

Arising from the SAW visits there were referrals to other agencies for support and/or items of equipment provided to 88 individuals. This is a 245 (74%) reduction compared to Quarter 2 2018/19 when referrals or equipment was provided to 333 individuals as a result of their Safe and Well Visit.

Protection

902 Inspections of industrial and commercial premises have been completed during the period compared to 863 in the equivalent period during 2018/19, an increase of 46 (5%).

This is made up of 553 planned audits and 349 reactive audits.

Of these audits, 180 (20%) have been completed by Station based advisers and the remaining 722 (80%) by Fire Engineering staff.

Fire Control

During the period Fire Control dealt with 7,140 emergency calls, an increase of 449 (7%) calls from the equivalent period in 2018/19.

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

>3.5	Performing Strongly (More than 3.5)
2.5-3.5	Performing Well (Score 2.5 to 3.5)
1.5-2.5	Adequate Performance (Score 1.5 to 2.5)
<1.5	Requires Improvement (Less than 1.5)
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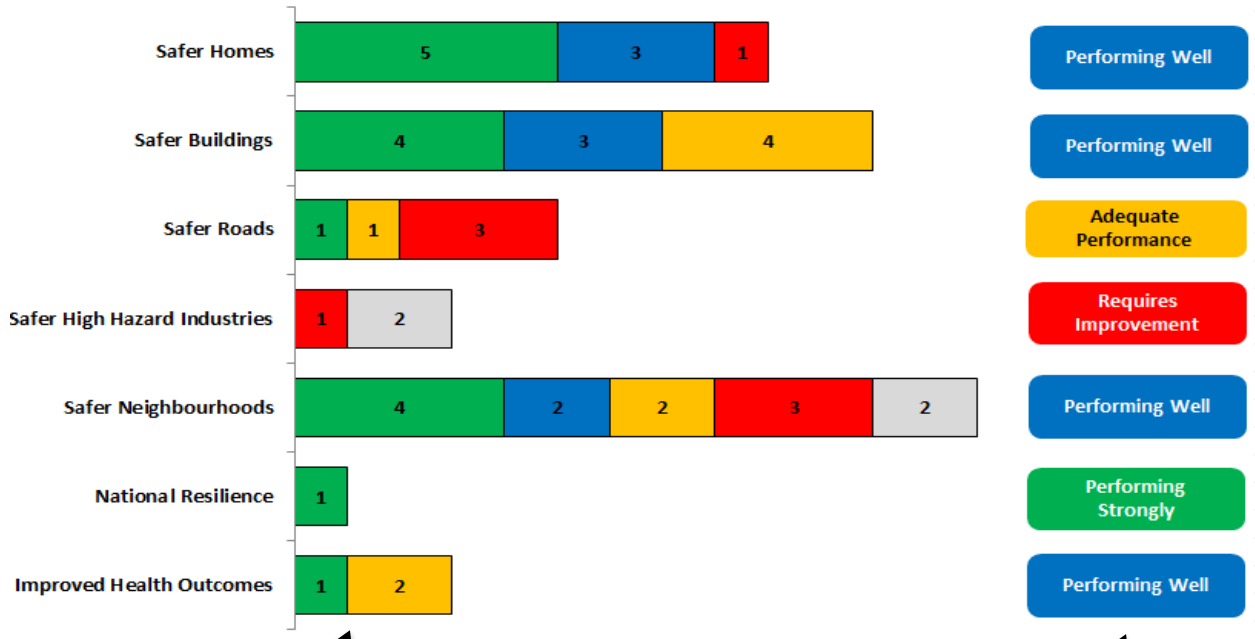
New Performance Dashboard

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

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

The following section details how the dashboard works.



A graphical representation of the individual indicator assessment – based on **Stage 1** of the Performance Assessment process detailed above.

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

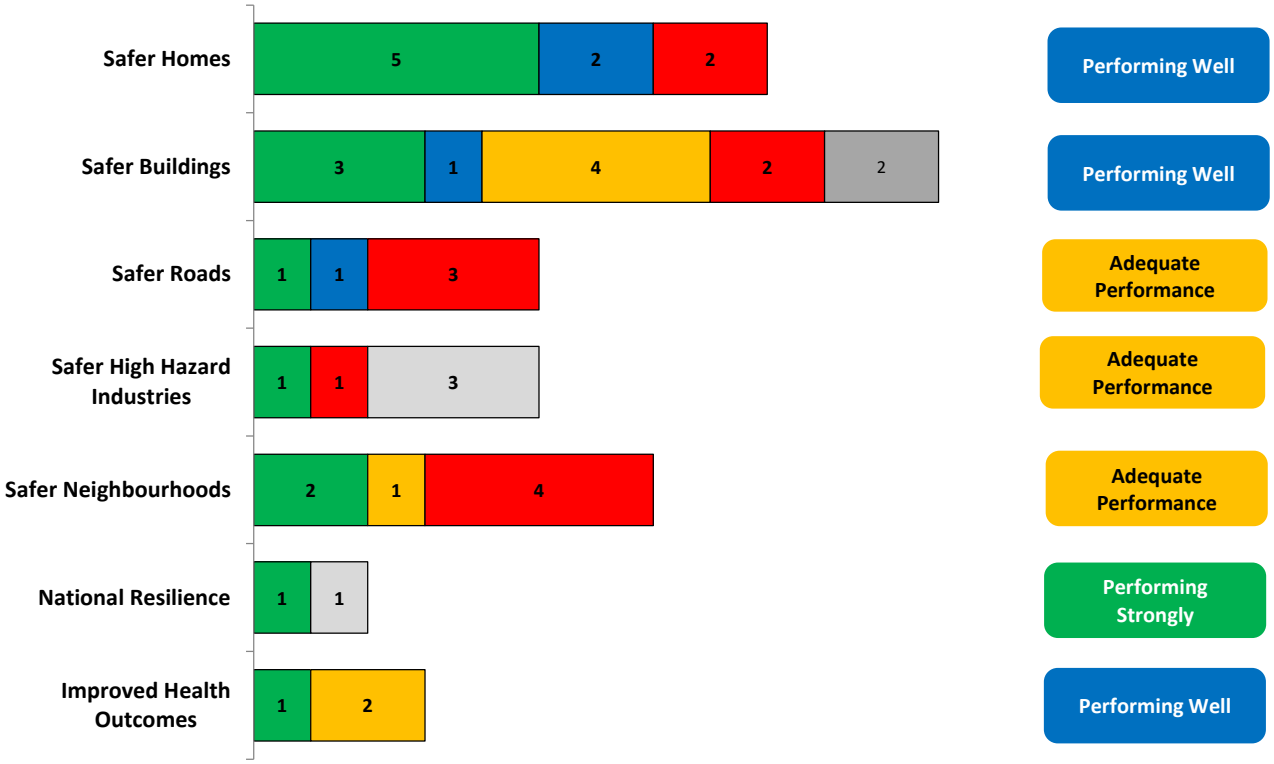
The overall judgement for the strategic outcome based on the measurable indicators.

Calculation of this assessment as detailed in **Stage 2** of the Performance Assessment framework detailed above.

SAFER STRONGER COMMUNITIES

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

SAFER STRONGER COMMUNITIES
STRATEGIC OUTCOMES SUMMARY



KEY

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Exceptionally Good Performance

- Zero Dwelling Fire Fatalities;
- One (-5) Primary Fire Injury. Zero injuries in dwelling or Industrial & Comercial Fire Incidents;
- 19% reduction in the number of False Alarms in dwellings from 360 to 290;
- 15% (45) reduction in the number of attendances at Non Domestic Unwanted Fire Signals;
- All Emergency Response Attendance standards achieved
- The average time of the first appliance to a high hazard site is 4 minutes and 29 seconds, which is 2 minutes and 31 seconds faster than the approved response time;
- The average time of the first appliance attendance to a building fire is 4 minutes and 58 seconds which is 2 minutes and 2 seconds faster than the approved response standards to building fires.

Areas For Improvement

- 1 Primary Fire Fatality and 2 Fatalities in Industrial and Commercial Incidents;
- Road Traffic Collissions: 10 fatalities (+5) and an increase of 63%(+35) to 95 Individuals seriously injured in RTCs;
- On 4 occasions a fire appliance assigned to an incident has failed to respond;
- 18% (10) increase in Accidental Dwelling Fires & 17% (7) increase in Deliberate Dwelling Fires;
- 50% (12) Increase in Industrial and Commercial Fires;
- 12% (40) increase in primary fires ;
- 16% (315) increase in secondary fires;
- Increase of 22% (413) in deliberate Fires : increase in deliberate primary 14% (13) and secondary fires 23% (395).

1.1.1 Safer Homes	2018/19	2019/20	Variance No	Variance %	RAG & DOT
Number of Accidental Dwelling Fires	56	66	10	18%	↑
Number of Deliberate Dwelling Fires	41	48	7	17%	↑
Number of Accidental Dwelling Fire Fatalities	0	0	0	-	↔
Number of Deliberate Dwelling Fire Fatalities	0	0	0	-	↔
Number of Accidental Dwelling Fire Injuries	6	0	-6	-100%	↓
Number of Deliberate Dwelling Fire Injuries	0	0	0	-	↔
Number of False Alarm Good Intents in Dwellings	360	290	-70	-19%	↓
Percentage of ADFs which have not received a HFSV prior to the ADF	32%	32%	0%	-	↔
Percentage of Dwellings which have received a HFSV	59%	60%	1%	-	↑

1.1.2 Safer Buildings	2018/19	2019/20	Variance No	Variance %	RAG & DOT
Percentage of the annual risk based inspection program completed in approved frequency	29%	25%	-4%	-	↓
Percentage of enforcement notices that are completed within prescribed timescales	100% (1/1)	0% (0/1)	-1	100%	↓
Number of Fatalities in Industrial and Commercial Fires*	0	0	0	0%	↔
Number of Injuries in Industrial and Commercial Fires	0	0	0	-	↔
Number of Industrial and Commercial Fires*	24	36	12	50%	↑
Number of Unwanted Automated Fire Alarm calls received	1157	1132	-25	-2%	↓
Number of attendances at Non Domestic Unwanted Automated fire calls	305	260	-45	-15%	↓
Average time of first appliance attendance to a building fire (7 Minutes)	00:04:50	00:04:58	00:00:08	3%	↑
First appliance attendance to a building fire within 10 minutes on 90% of occasions	98%	96%	-2%	-	↓
Average time for second appliance to attend a building fire (10 minutes)	00:06:47	00:07:06	00:00:19	5%	↑
Percentage of Consultations completed within prescribed timescales	This will be reported commencing Financial Year 20/21				
Percentage of Licensing Consultations completed within prescribed timescales					

***One incident outstanding see Page 2 for details**

1.1.3 Safer Roads	2018/19	2019/20	Variance No	Variance %	RAG & DOT
Number of Road Traffic Collisions attended by the Brigade	137	177	40	29%	↑
Number of Fatalities in Road Traffic Collisions	5	10	5	100%	↑
Number of people seriously injured in Road Traffic Collisions	56	91	35	63%	↑
Number of people suffering slight injuries in Road Traffic Collisions	347	301	-46	-13%	↓
Average time of first appliance attendance to an immediate life threatening / rescue Road Traffic Collisions (8 minutes)	00:05:18	00:05:14	00:00:04	-1%	↓

1.1.4 Safer High Hazard Industries	2018/19	2019/20	Variance No	Variance %	RAG & DOT
Number of Incidents within identified High Hazard sites	6	12	6	100%	↑
Average time of first appliance attendance to an incident at a High Hazard site (7 minutes)	00:05:13	00:04:29	00:00:44	-14%	↓
Average time full mobilisation requirement to a Worse Case Planning Scenario incident at a High Hazard site (20 minutes)	-	-	No Worse Case Planning Scenario Incidents		-
Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	-	00:13:57	No comparator information		-
Percentage of High Hazard sites risk information that have been reviewed during the year	-	31% (9/29)	No comparator information		-

1.1.5 Safer Neighbourhoods and Environment	2018/19	2019/20	Variance No	Variance %	RAG & DOT
Number of Deliberate Fire Fatalities	0	1	1	100%	↑
Number of Deliberate Fire Injuries	0	0	0	0%	↔
Number of Deliberate Fires	1907	2320	413	22%	↑
Number of Deliberate Primary Fires	199	217	18	9%	↑
Number of Deliberate Primary Fire Vehicles	96	109	13	14%	↑
Number of Deliberate Secondary Fires	1708	2103	395	23%	↑
Number of Water rescue incidents	6	5	-1	-17%	↓

1.1.6 Supported National Resilience	2018/19	2019/20	Variance No	Variance %	RAG & DOT
Percentage of times the DIM national resilience resource is mobilised within 60 minutes of request to mobilise	100% (5/5)	100% (7/7)	0%	-	⟷
Percentage of times the MDU (G9) New Dimensions asset is mobilised within 60 minutes of request to mobilise	-	-	-	-	-
Percentage of time the National Resilience Assets (DIM G8 and MDU G9) are available for Emergency Response	This will be reported commencing financial Year 20/21				

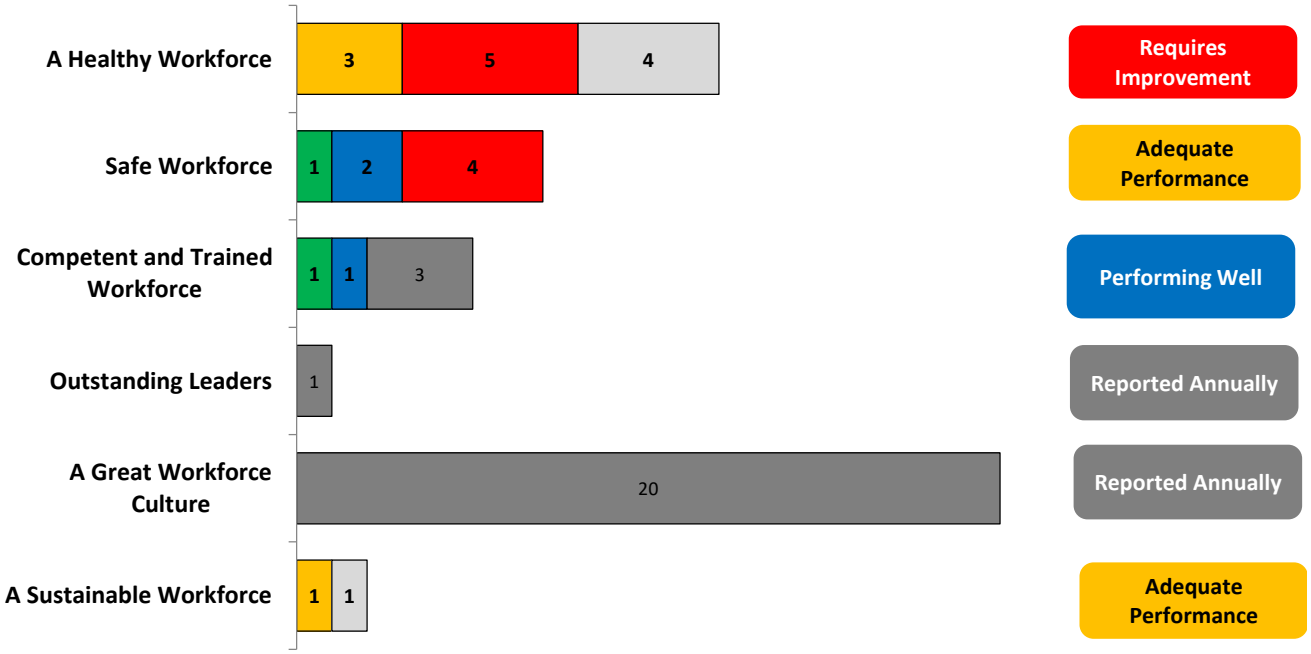
1.2.1 Improved Health Outcomes	2018/19	2019/20	Variance No	Variance %	RAG & DOT
Percentage of Safe and Well visits that lead to a positive intervention (equipment and/or referral for additional support)	18%	11%	-7%	-	↓
Number of Falls related emergency admission aged 65+ to hospital*	657	694	37	6%	↑
Percentage of Co-responder incidents attended by the Brigade where medical treatment was provided by CFB	75%	100%	25%	-	↑

** Reporting Period April - June due to delays in obtaining data from Health*

A PROUD, PASSIONATE, PROFESSIONAL AND INCLUSIVE WORKFORCE

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

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



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Stage 2	
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<1.5	Requires Improvement (Less than 1.5)
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Exceptionally Good Performance

- 12% increase in staff who have received a Personal Development Review during the current financial year;
- 67% (2) reduction in accidents causing damage to property;
- 96% of those operational officers tested have passed the fitness assessment at the first attempt.

Areas For Improvement

- 51% (1.81 duty days) increase in the average number of duty days lost to sickness absence from 3.52 to 5.33 duty days - All staff;
- 28% (1.1 duty days) increase in the average number of duty days lost to sickness absence from 3.91 to 5.01 shifts – Wholetime staff;
- 113% (3.49 duty days) increase in the average number of duty days lost to sickness absence from 3.10 to 6.59 duty shifts – Retained;
- 60% (1.73 duty days) increase in the average number of duty days lost to sickness absence from 2.86 to 4.59 duty shifts – Fire Control;
- 89% (2.53 duty days) increase in the average number of duty days lost to sickness absence from 2.84 to 5.37 duty shifts – Green Book;
- 800% (8) increase in the number of accidents resulting in physical injury;
- 41% (7) increase in the number of Violence to Staff incidents (Verbal and/or Physical;
- 25% (4) increase in number of vehicle accidents.

2.1.1 A Healthy Workforce	2018/19	2019/20	Variance No	Variance %	RAG & DOT
Percentage of operational staff who have completed fitness assessments during year	90%	84%	-6%	-	↓
Percentage of operational personnel who have completed fitness assessments that have achieved / exceeded the relevant V02 rates (*based on initial pass rates*)	98%	96%	-2%	-	↓
Average number of duty days lost to sickness absence per employee - All Staff	3.52	5.33	1.81	51%	↑
Average number of duty days lost to sickness absence per employee - Wholetime	3.91	5.01	1.1	28%	↑
Average number of duty days lost to sickness absence per employee - Retained	3.10	6.59	3.49	113%	↑
Average number of duty days lost to sickness absence per employee - Control	2.86	4.59	1.73	60%	↑
Average number of duty days lost to sickness absence per employee - Green Book	2.84	5.37	2.53	89%	↑
Percentage of total duty days lost to sickness absence where mental health issues are classed as the main cause of the absence: All staff	20%	25%	5%	-	↑
Number of People who exceed Phased Return Limits	-	0	No comparator Information		-
Number of People who exceed Modified Duties Limits	-	6	No comparator Information		-
Total Days recorded as Phased Return Duties	Reportable from 2020/21				
Total Days recorded as Modified Duties	Reportable from 2020/21				

2.1.2 A Safe Workforce	2018/19	2019/20	Variance No	Variance %	RAG & DOT
Number of Violence to Staff Incidents (Verbal and / or Physical)	17	24	7	41%	↑
Number of RIDDOR reportable incidents recorded	2	6	4	200%	↑
Number of Accidents resulting in physical injury	1	9	8	800%	↑
Incidents resulting in injury	10	10	0	0%	↔
Number of Accidents resulting in damage to property	3	1	-2	-67%	↓
Number of Near Misses	9	9	0	0%	↔
Number of Vehicle Accidents	16	20	4	25%	↑

2.2.1 A Competent and Trained Workforce	2018/19	2019/20	Variance No	Variance %	RAG & DOT
Maintaining Competence: Percentage of Operational & Fire Control Personnel (WT/ Retained/ Fire Control, FF-GM) who have been assessed as maintaining competency aligned to PDR core skills	64%	69%	5%	-	↑
Maintaining Competence: Percentage of Green Book Personnel (Grades A-J) who have been assessed as maintaining competence aligned to PDR Core Skills	-	-	reportable from 2020		-
Percentage of staff who have received a Personal Development Review during the current financial year	82%	94%	12%	-	↑
Percentage of Personnel who have completed training on areas identified within the approved Training Needs Assessment	-	-	reportable from 2020		-
Percentage of operational exercises undertaken and completed as a proportion of the Annual Operational Exercise Programme	-	-	reportable from 2020		-

2.3.1 Outstanding Leaders	2018/19	2019/20	Variance No	Variance %	RAG & DOT
Measures Under Development	-	-	-	-	-

2.4.1 A Great Workforce Culture	2018/19	2019/20	Variance No	Variance %	RAG & DOT
2.4.1.1 All Staff Turnover as a proportion of the Workforce	Reported annually				
2.4.1.2 All Staff Voluntary turnover as a proportion fo the workforce					
2.4.1.3 All Staff voluntary turnover as a proportion of the workforce females					
2.4.1.4 All staff positions gender make-up					
2.4.1.5 Grey Book positions gender make-up					
2.4.1.6 Retained positions gender make-up					
2.4.1.7 Fire Control Positions gender make-up					
2.4.1.8 Support Service positions gender make-up					
2.4.1.9 Staff classed as BME					
2.4.1.10 Staff classed as BME Grey Book					
2.4.1.11 Staff classed as BME Retained					
2.4.1.12 Staff classed as BME Fire Control					
2.4.1.13 Staff classes as BME Green Book					
2.4.1.14 Grievance cases					
2.4.1.15 Grievances - Bullying and Harassment					
2.4.1.16 Grievances - Discriminatory behaviour					

2.4.1 A Great Workforce Culture	2018/19	2019/20	Variance No	Variance %	RAG & DOT
2.4.1.17 Whistleblowing cases	Reported annually				
2.4.1.18 Disciplinary Cases					
2.4.1.19 Promotion Applications WT & Retained					
2.4.1.20 Promotions of WT and Retained Females					

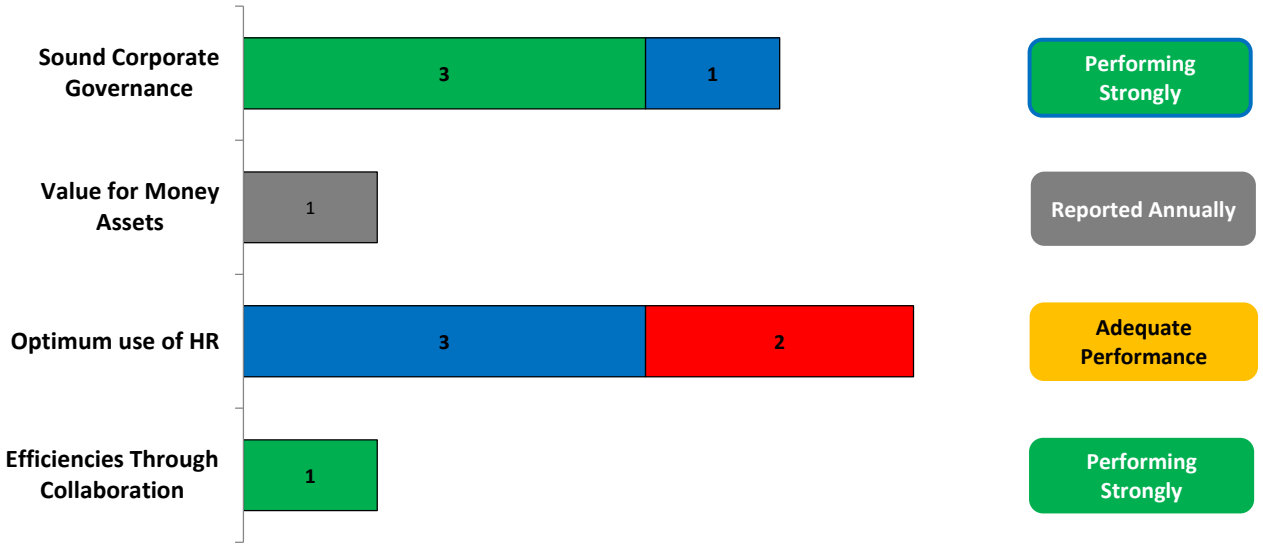
2.5.1 A Sustainable Workforce	2018/19	2019/20	Variance No	Variance %	RAG &DOT
2.5.1.1 Percentage of time 18 or more appliances are available to respond to Emergency Calls	83%	60%	-23%	-	⬇
2.5.1.2 Percentage of time Retained Crewed Appliances are available for Operational Response	68%	67%	1%	-	⬇

* Data collection commenced June 2018 for percentage of time 18 or more appliances available

EFFICIENT USE OF RESOURCES

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

EFFICIENT USE OF RESOURCES
STRATEGIC OUTCOMES SUMMARY



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Exceptionally Good Performance

- Zero Internal Audit Report assessments deemed as limited assurance or below;
- 29% increase in the number of Home Fire Safety Visits conducted by Partners from 641 to 826.

Areas For Improvement

- 57% (30) increase in number of Malicious False Alarms from 53 to 83;
- We have mobilised appliances to these Malicious False Alarms on 63% of occasions.

3.1.1 Sound Financial, Procurement and Corporate Governance	2018/19	2019/20	Variance		RAG & DOT
			No	%	
Number of Internal Audits classed as Limited Assurance or below	1	0	-1	100%	↓
Number of Internal Audit recommendations' not completed and signed off by Internal Audit by the due deadline	1	1	0	100%	↔
Public Contracts Regulation 2015: Percentage of invoices paid within 30 days	96.6%	97.5%	0.8%	-	↑
Public Contracts Regulation 2015: Interest Paid due to late payment of invoices	£0	£0	0	0%	↔

3.1.2 Value for Money Assets	2018/19	2019/20	Variance		RAG & DOT
			No	%	
Measures Under Development	-	-	-	-	-

3.1.3 Optimum Use of Human Resources	2018/19	2019/20	Variance		RAG & DOT
			No	%	
Number of Malicious False Alarms	53	83	30	57%	↑
Percentage of Malicious False Alarms resulting in mobilisation of a fire appliance	49%	63%	14%	-	↑
Staff Turnover: Percentage of staff leaving the Brigade as a proportion of the total workforce	8%	5%	-3%	-	↓
No of FTE posts vacant at end of reporting period	46.48	43.98	-2.50	-5%	↓
Percentage of eligible automated fire alarm calls where no fire is confirmed that the Brigade attends	12%	12%	0%	-	↔

3.1.4 Efficiencies through Collaboration and Partnerships	2018/19	2019/20	Variance		RAG & DOT
			No	%	
Number of HFSV conducted by Partners (Fire Support Network)	641	826	185	29%	↑

EMERGENCY RESPONSE BENCHMARKS

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.

Response Benchmarks – Post April 2018

Fire Control and Mobilisation

Indicator		2018/19	2019/20	Target	% Direction of travel from target
1.1.5.9	Average time taken to answer an emergency 999 call (7 seconds)	7.77	6.6	7	-0.40
1.1.5.10	Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	86	87	100	-13%
1.1.5.11	Percentage of times a fire appliance is dispatched to an emergency in 2 minutes	92%	89%	98%	-9%
1.1.5.12	Percentage of Wholetime appliances meeting Book Mobile threshold of 2 minutes	98%	98%	100%	-2%
1.1.5.13	Percentage of Retained appliances meeting the Book Mobile threshold of 5 Minutes	68%	72%	100%	-28%

Building Fires

Indicator		2018/19	2019/20	Target	% Direction of travel from target
1.1.2.10	Average time of first appliance attendance to a building fire (7 Minutes)	00:04:50	00:04:58	00:07:00	-29%
1.1.2.11	First appliance attendance to building fires within 10 minutes on 90% of occasions	98%	96%	90%	6%
1.1.2.12	Average time of second appliance to attend a building fire incident (10 minutes)	00:06:47	00:07:06	00:10:00	-29%

Road Traffic Collisions

Indicator		2018/19	2019/20	Target	% Direction of travel from target
1.1.3.5	Average time of first appliance attendance to an immediate life threatening / rescue RTC (8 minutes)	00:05:18	00:05:14	00:08:00	-35%

High Hazard

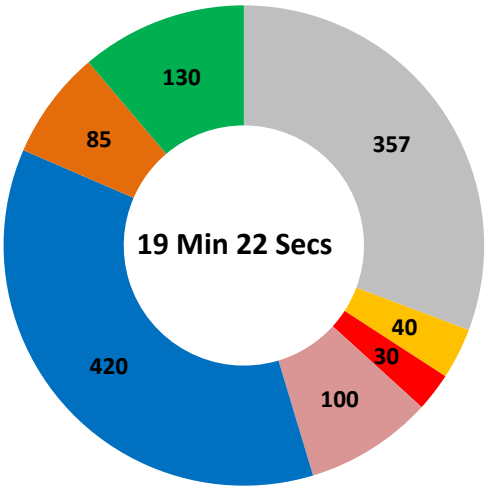
Indicator		2018/19	2019/20	Target	% Direction of travel from target
1.1.4.2	Average time of first appliance attendance to an incident at an industrial site (7 minutes)	00:05:13	00:04:29	00:07:00	-36%
1.1.4.3	Average time full mobilisation requirement of appliances to an industrial fire (20 minutes)	-	-	00:20:00	-
1.1.4.4	Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	-	00:13:57	-	-

EMERGENCY RESPONSE BENCHMARKS: FIRE SURVIVABILITY

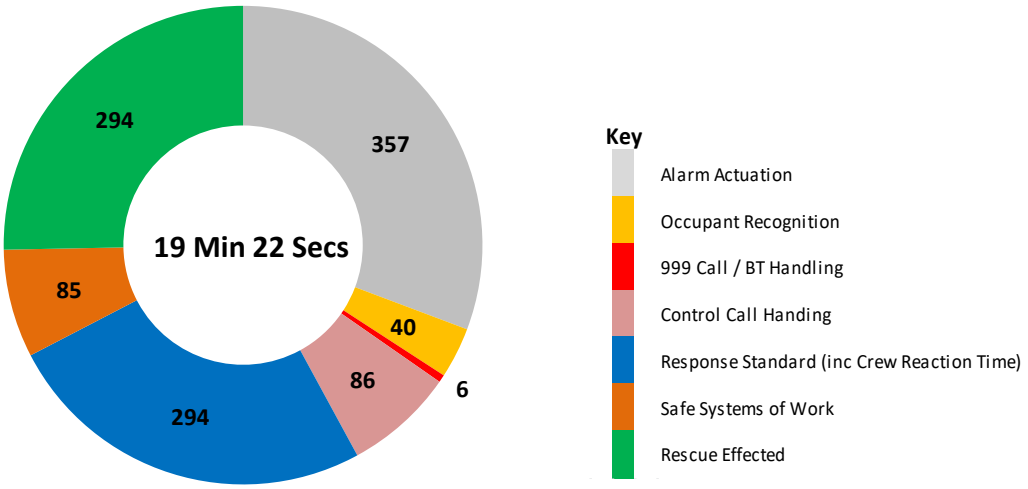
The development of our locally determined Emergency Response Standards to a Building Fire has utilised intelligence derived from live fire tests conducted in actual dwellings to establish tenability and survivability of people in fires. The tests provided raw data and enabled assessments to be made utilising the methodology set out in ISO 13571:2012 Life-threatening components of fire - Guidelines for the estimation of time to compromised tenability in fires.

A timeline for human survivability aligned to these fire tests has been developed that sets out all the components of an incident from the start of a fire in a domestic property until the last reasonable point that successful rescue could be made. The tests it was found that the fire created untenable conditions within:
- 15:44 with the door open
-19:22 with the door closed.

Fire Survivability Model: Compartment Door Closed



Fire Survivability Actuals: Compartment Door Closed



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;

CIPFA: The Chartered Institute of Public Finance & Accountancy;

COMAH sites: Control Of Major Accident Hazards;

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

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

CIRMP: Community Integrated Risk Management Plan;

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

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

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

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

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

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

Fatalities: fatal casualties occurring at an incident;

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

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

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

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;

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

NEAS: North East Ambulance Service;

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

ONS: Office of National Statistics;

Primary Fires: fires that occur within a property;

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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உங்களுக்கு இந்த ஆவணம் ஒரு மாற்று மொழியில், பெரிய அச்சு அல்லது பிரெயிலில் தேவைப்பட்டால், எங்களைத் தொடர்பு கொள்ள தயங்க வேண்டாம்.

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

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North East Better Health at Work Award

ACHIEVING FIRE & RESCUE SERVICE EQUALITY FRAMEWORK

Stonewall DIVERSITY CHAMPION

disability confident EMPLOYER