APPENDIX 1

Organisational Performance and Efficiency Report

Quarter 3
01 April – 31 December 2019

January 2020

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 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 30th January 2020, such as reclassification of incidents following fire investigations, will not be represented in the information reported.

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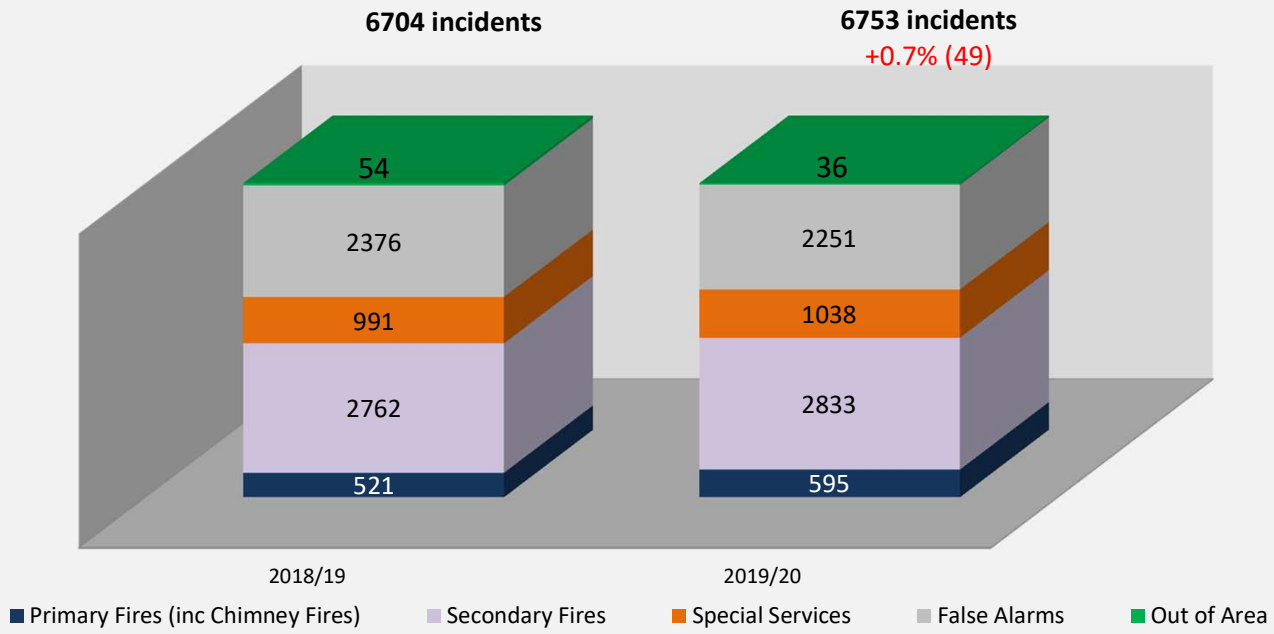
Incident Profile 01/04/2019 to 31/12/2019



Response

During quarter 3 of 2019/20 there have been 6,753 incidents, an increase of 49 (0.7%) compared to the third quarter in 2018/19.

Secondary Fires (2,833) account for 42% of all incidents attended, followed by False Alarms (2,251) accounting for 33% of all incidents. Special Services (1,038) and Primary Fires (595) account for 15% and 9% of incidents respectively.

Primary Fires have increased by 14% (74) compared to 2018/19, Special Services have increased by 5% (47) to 1,038 incidents and Secondary Fires have increased by 3% (71) to 2,833 incidents.

False Alarms have reduced by 5% (125) to 2251 which includes a reduction of Non Domestic Automatic False Alarm incidents by 11% (-48) to 389 incidents.

Prevention

The Brigade (including the Volunteer Network) has conducted 12,716 Home Fire Safety Visits (HFSV) during the period. This is a reduction of 911 (7%) compared to the equivalent period in 2018, when the Brigade completed 13,627 HFSV.

This is made up of:
- Exeter HFSV: 277 (2,180 Q3 2018/19)
- Safe and Well: 1,700 (2,203 Q3 2018/19)
- Other HFSV: 10,739 (9,244 Q3 2018/19)

Arising from the SAW visits there were referrals to other agencies for support and/or items of equipment provided to 119 individuals. This is a 277 (70%) reduction compared to Quarter 3 2018/19 when referrals or equipment was provided to 396 individuals as a result of their Safe and Well Visit.

Protection

1,267 Inspections of industrial and commercial premises have been completed during the period compared to 1,163 in the equivalent period during 2018/19, an increase of 104 (9%).

This is made up of 783 planned audits and 484 reactive audits.

Of these audits, 265 (21%) have been completed by Station based advisers and the remaining 1002 (79%) by Fire Engineering staff.

Fire Control

During the period Fire Control dealt with 9,893 emergency calls, an increase of 3% (243) 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)
1.5-2.49	Adequate Performance (Score 1.5 to 2.49)
<1.5	Requires Improvement (Less than 1.5)
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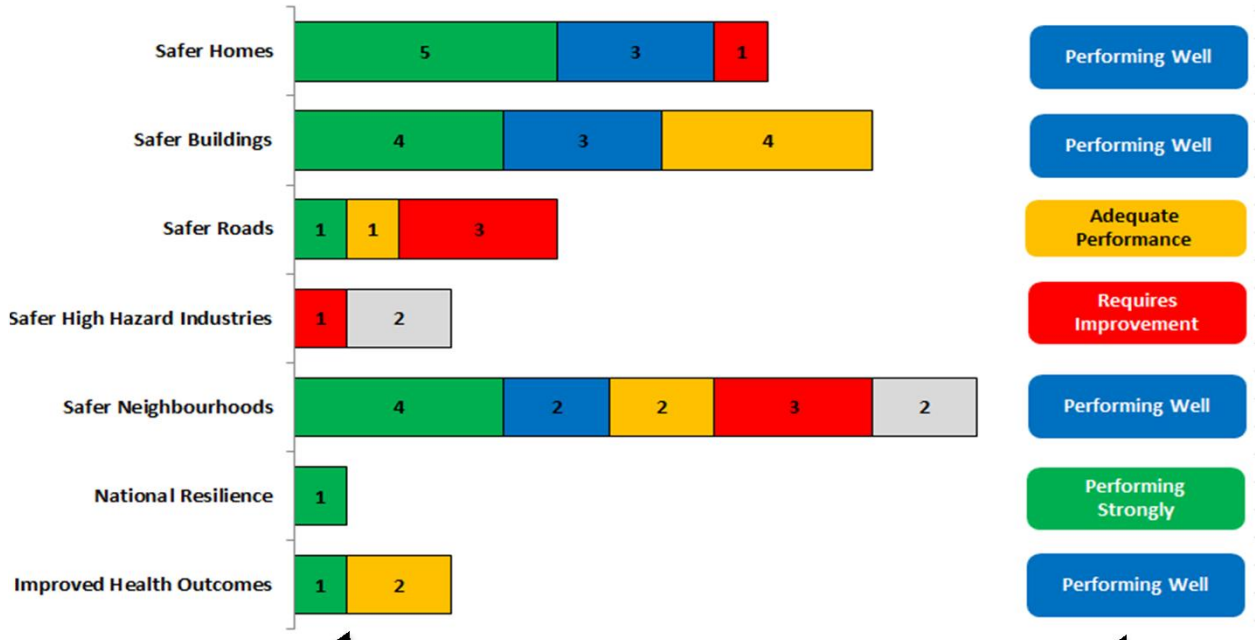
New Performance Dashboard

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.

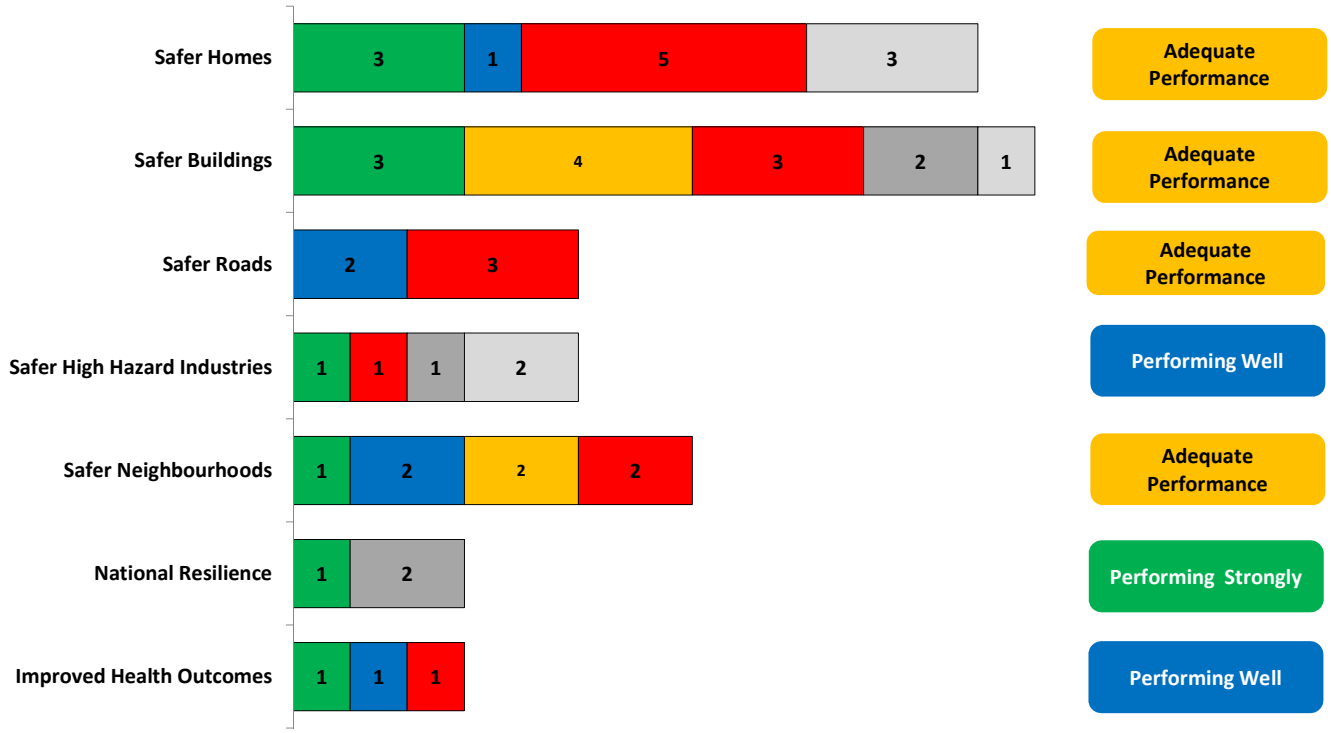
The overall judgement for the strategic outcome based on the measurable indicators.

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



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Exceptionally Good Performance

- 11% (54) reduction in the number of False Alarms in dwellings from 504 to 450;
- 11% (48) reduction in the number of attendances at Non Domestic Unwanted Automated Alarm Calls compared to Quarter 3 2017/18 and a 35% (213) reduction from 2014/15;
- All Emergency Response Attendance standards (1st and 2nd Appliances) achieved;
- 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;
- The average time of the first appliance attendance to a **dwelling fire** is 4 minutes and 58 seconds which is 2 minutes and 2 seconds faster than the approved response standards to building fires;
- The average time of the first appliance to a **high hazard site** is 4 minutes and 45 seconds, which is 2 minutes and 15 seconds faster than the approved response time;
- The average time of the first appliance attendance to an **RTC** is 5 minutes and 33 seconds which is 2 minutes and 27 seconds faster than the approved response standards to an RTC incident.

Areas For Improvement

- 4 Primary Fire Fatalities: 1 fatality in an ADF, 1 fatality in a Deliberate Fire and 2 Fatalities in an Industrial and Commercial Incident;
- Road Traffic Collisions: 12 fatalities (+7) and an increase of 38% (+35) to 128 Individuals seriously injured in RTCs;
- On 6 occasions the initial fire appliance assigned to an incident has failed to respond resulting in an alternative appliance responding;
- 14% (70) increase in primary fires;
- 31% (26) increase in Accidental Dwelling Fires & 13% (8) increase in Deliberate Dwelling Fires;
- 33% (13) increase in the number of Industrial and Commercial Fires;
- Increases of 14% (39) in deliberate primary fires and 6% (161) in deliberate secondary fires;
- 22% (32) increase in deliberate primary vehicle fires (54% of deliberate primary fires).

1.1.1 Safer Homes	2018/19	2019/20	Variance No	Variance %	RAG & DOT
Number of Accidental Dwelling Fires	84	110	26	31%	↑
Number of Deliberate Dwelling Fires	61	69	8	13%	↑
Number of Accidental Dwelling Fire Fatalities	0	1	1	100%	↑
Number of Deliberate Dwelling Fire Fatalities	0	0	0	100%	↔
Number of Accidental Dwelling Fire Injuries	7	8	1	14%	↑
Number of Deliberate Dwelling Fire Injuries	0	1	1	100%	↑
Number of False Alarm Good Intents in Dwellings	504	450	-54	-11%	↓
Percentage of ADFs Which Have Received a HFSV Within 5 years Prior to the ADF	70%	52%	-18%	-	↓
Percentage of Dwellings Which Have Received a HFSV	59%	60%	1%	-	↑
Average time of a first appliance attendance to a Dwelling Fire - 7 Minutes	-	00:04:58 (1078 mobilisations)	No comparator information		-
First Appliance Attendance to a Dwelling Fire within 10 Minutes on 90% of Occasions	-	97%	No comparator information		-
Average time of a second appliance to a Dwelling Fire - 10 Minutes	-	00:07:03 (869 mobilisations)	No comparator information		-

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	36% (720/2000)	33% (783/2373)	-3%	-	↓
Percentage of Building (72d) Risk Information Scheduled to be Reviewed During the Year That Has Been Reviewed	-	99% (72/73)	No comparator information		-
Percentage of enforcement notices that are completed within prescribed timescales	100% (3/3)	20% (1/5)	-80%	-	↓
Number of Fatalities in Industrial and Commercial Fires	0	2	2	100%	↑
Number of Injuries in Industrial and Commercial Fires	0	0	0	-	↔
Number of Industrial and Commercial Fires*	39	52	13	33%	↑
Number of Non Domestic Unwanted Automated Fire Alarm calls received	485	436	-49	-10%	↓
Number of attendances at Non Domestic Unwanted Automated fire calls	437	389	-48	-11%	↓
Average time of first appliance attendance to a building fire (7 Minutes)	00:04:48	00:04:58 (1795 mobilisations)	00:00:10	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)	00:06:41	00:07:03 (1374 mobilisations)	00:00:22	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					

1.1.3 Safer Roads	2018/19	2019/20	Variance No	Variance %	RAG & DOT
Number of Road Traffic Collisions attended by the Brigade	229	252	23	10%	↑
Number of Fatalities in Road Traffic Collisions	5	12	7	140%	↑
Number of people seriously injured in Road Traffic Collisions	93	128	35	38%	↑
Number of people suffering slight injuries in Road Traffic Collisions	532	516	-16	-3%	↓
Average time of first appliance attendance to an immediate life threatening / rescue Road Traffic Collisions (8 minutes)	00:05:37	00:05:33	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	7	15	8	114%	↑
Average time of first appliance attendance to an incident at a High Hazard site (7 minutes)	00:05:13	00:04:45	00:00:29	9%	↓
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	-	73% (30/41)	No comparator information		-

1.1.5 Safer Neighbourhoods and Environment	2018/19	2019/20	Variance No	Variance %	RAG & DOT
Number of Deliberate Fire Fatalities	1	1	0	0%	↔
Number of Deliberate Fire Injuries	1	1	0	0%	↔
Number of Deliberate Fires	2771	2971	200	7%	↑
Number of Deliberate Primary Fires	288	327	39	14%	↑
Number of Deliberate Primary Fire Vehicles	144	176	32	22%	↑
Number of Deliberate Secondary Fires	2483	2644	161	6%	↑
Number of Water rescue incidents	9	6	-3	-33%	↓

Supplementary Indicators	2018/19	2019/20	Variance No	Variance %	RAG & DOT
Total Number of 999 calls to Fire control	9650	9893	243	3%	↑
Number of times a Fire Appliance assigned to an incident failed to respond	-	6	-	-	-
Number of Primary Fire Fatalities	1	4	3	300%	↑
Number of Primary Fire Injuries	8	10	2	25%	↑
Percentage of all fires that are classed as Accidental Fires	16%	13%	For information purposes		For information purposes
Percentage of all fires that are classed as Deliberate Fires	84%	87%	For information purposes		For information purposes
Number of Primary Fires	512	582	70	14%	↑
Number of Secondary Fires	2762	2833	71	3%	↑
Average time taken to answer an emergency 999 call (7 seconds)	7.73	6.36	-1.37	-18%	↓
Average time for Fire Control to mobilise a fire appliance to an incident (100 seconds)	82	84	1	2%	↑
Percentage of Occasions Fire Control mobilise a Fire Appliance within 2 Minutes of the call	93%	89%	-4%	-	↓
Percentage of Wholetime appliances meeting Book mobile threshold of 2 minutes	98%	98%	0%	-	↔
Percentage of Retained appliances meeting Book mobile threshold of 5 minutes	69%	71%	2%	-	↑

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% (9/9)	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				

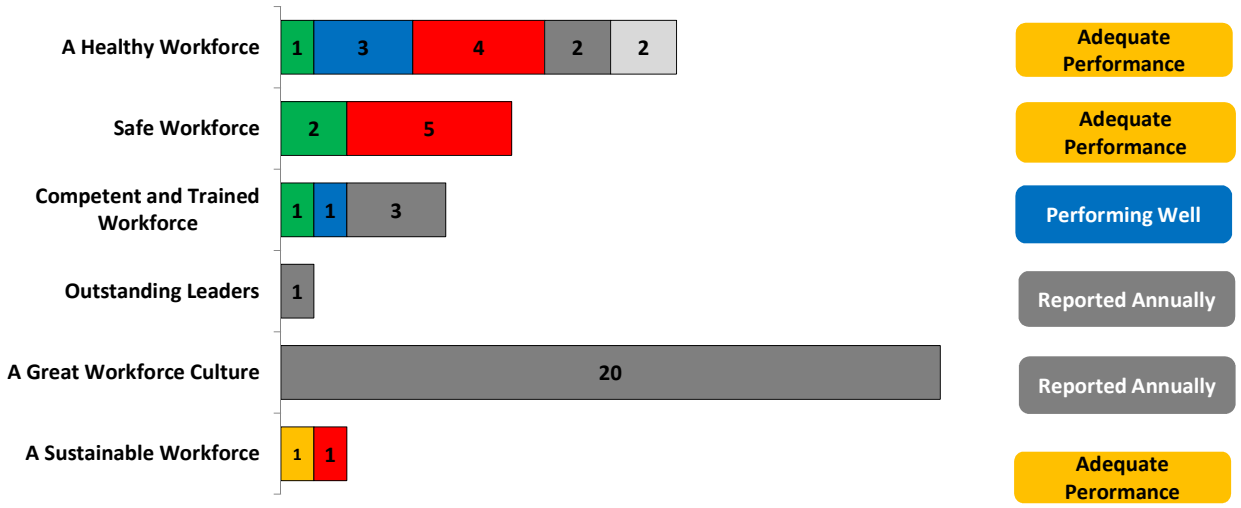
1.2.1 Improved Health Outcomes	2018/19	2019/20	Variance No	Variance %	RAG & DOT
Percentage of Safe and Well visits that lead to a positive intervention (equipment and/or referral for additional support)	18%	7%	-11%	-	↓
Number of Falls related emergency admission aged 65+ to hospital*	1428	1364	-64	5%	↓
Percentage of Co-responder incidents attended by the Brigade where medical treatment was provided by CFB	89%	100%	11%	-	↑

** Reporting Period April - September 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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Exceptionally Good Performance

- 15% increase in staff who have received a Personal Development Review during the current financial year;
- 40% (2) reduction in accidents causing damage to property;
- 14% (2) reduction in the number or near misses;
- 96% of those operational officers tested have passed the fitness assessment at the first attempt;
- 24% (1.59 duty days) reduction in the average number of duty days lost to sickness absence from 6.71 to 5.12 duty shifts – Fire Control.

Areas For Improvement

- 26% (1.54 duty days) increase in the average number of duty days lost to sickness absence from 5.92 to 7.46 duty days - All staff;
- 25% (1.47 duty days) increase in the average number of duty days lost to sickness absence from 6.0 to 7.47 shifts – Wholetime staff;
- 42% (2.15 duty days) increase in the average number of duty days lost to sickness absence from 5.16 to 7.31 duty shifts – Retained;
- 48% (2.63 duty days) increase in the average number of duty days lost to sickness absence from 5.51 to 8.14 duty shifts – Green Book;
- 15% (5) increase in the number of Violence to Staff incidents;
- 600% (12) increase in the number of accidents resulting in physical injury;
- 150% (6) increase in the number of RIDDOR reportable incidents.

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	96%	96%	0%	-	↔
Percentage of operational personnel who have completed fitness assessments that have achieved / exceeded the relevant V02 rates (*based on initial pass rates*)	95%	96%	1%	-	↑
Average number of duty days lost to sickness absence per employee - All Staff	5.79	7.46	1.67	29%	↑
Average number of duty days lost to sickness absence per employee - Wholetime	6.00	7.47	1.47	25%	↑
Average number of duty days lost to sickness absence per employee - Retained	5.16	7.31	2.15	42%	↑
Average number of duty days lost to sickness absence per employee - Control	6.71	5.12	-1.59	-24%	↓
Average number of duty days lost to sickness absence per employee - Green Book	5.51	8.14	2.63	48%	↑
Percentage of total duty days lost to sickness absence where mental health issues are classed as the main cause of the absence: All staff	32%	30%	-2%	-	↓
Number of People who exceed Phased Return Limits	-	0	No comparator Information		-
Number of People who exceed Modified Duties Limits	-	6	No comparator Information		-
Time on Phased Return Duties	Reportable from 2020/21				
Time on 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)	33	38	5	15%	↑
Number of RIDDOR reportable incidents recorded	4	10	6	150%	↑
Number of Accidents resulting in physical injury	2	14	12	600%	↑
Incidents resulting in injury	13	16	3	23%	↑
Number of Accidents resulting in damage to property	5	3	-2	-40%	↓
Number of Near Misses	14	12	-2	-14%	↓
Number of Vehicle Accidents	24	28	4	17%	↑

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	78%	80%	2%	-	↑
Maintaining Competence: Percentage of Green Book Personnel (Grades A-J) who have been assessed as maintaining competence aligned to PDR Core Skills	Reportable from 2020/21				
Percentage of staff who have received a Personal Development Review during the current financial year	82%	97%	15%	-	↑
Percentage of Personnel who have completed training on areas identified within the approved Training Needs Assessment	Reportable from 2020/21				
Percentage of operational exercises undertaken and completed as a proportion of the Annual Operational Exercise Programme	Reportable from 2020/21				

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 of 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					
2.4.1.17 Whistleblowing Cases					
2.4.1.18 Disciplinary Cases					
2.4.1.19 Promotion Applications WT & Retained					
2.4.1.20 Promotions of WT and Retained Females					

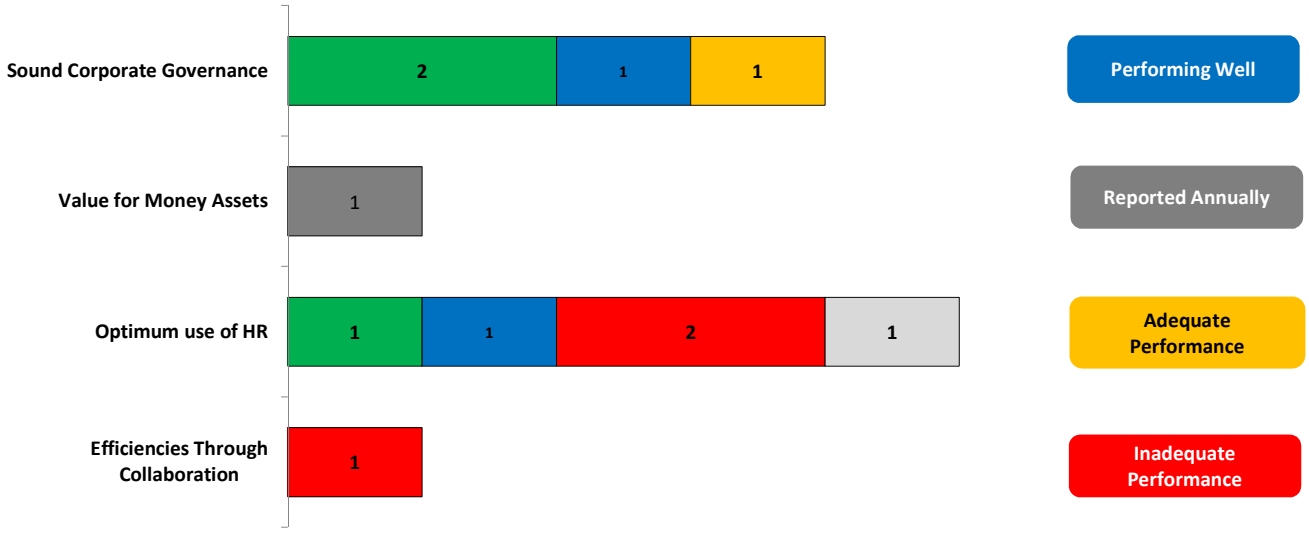
2.5.1 A Sustainable Workforce	2018/19	2019/20	Variance No	Variance %	RAG &DOT
2.5.1.1 Percentage of time 18 or more appliances are available to respond to Emergency Calls*	76%	59%	-17%	-	↓
2.5.1.2 Percentage of time Retained Crewed Appliances are available for Operational Response	73%	66%	-7%	-	↓

* 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;
- Zero interest paid by the Brigade due to late payment of invoices.

Areas For Improvement

- 40% (34) increase in number of Malicious False Alarms from 85 to 119;
- 21% reduction in the number of Home Fire Safety Visits conducted by Partners from 1456 to 1155.

3.1.1 Sound Financial, Procurement and Corporate Governance	2018/19	2019/20	Variance No	Variance %	RAG & DOT
Number of Internal Audits classed as Limited Assurance or below	0	0	0	0%	⟷
Number of Internal Audit recommendations' not completed and signed off by Internal Audit by the due deadline	1	1	0	0%	⟷
Public Contracts Regulation 2015: Percentage of invoices paid within 30 days	97.0%	95.6%	-1.4%	-	↓
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 No	Variance %	RAG & DOT
Measures Under Development	-	-	-	-	-

3.1.3 Optimum Use of Human Resources	2018/19	2019/20	Variance No	Variance %	RAG & DOT
Number of Malicious False Alarms	85	119	34	40%	↑
Percentage of Malicious False Alarms resulting in mobilisation of a fire appliance	53%	65%	12%	-	↑
Staff Turnover: Percentage of staff leaving the Brigade as a proportion of the total workforce	12%	7%	-5%	-	↓
No of FTE posts vacant at end of reporting period	60.19	46.76	-13.43	-22%	↓
Percentage of call questioned non domestic automated fire alarm calls where no fire is confirmed that the Brigade attends	-	93% (26/28)	-10%	-	-

3.1.4 Efficiencies through Collaboration and Partnerships	2018/19	2019/20	Variance No	Variance %	RAG & DOT
Number of HFSV conducted by Partners (Fire Support Network)	1456	1155	-301	-21%	↓

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)	7.73	6.36	7	-9%
1.1.5.10	Average time for Fire Control to mobilise a fire appliance to an incident (seconds)	82	84	100	-16%
1.1.5.11	Percentage of times a fire appliance is dispatched to an emergency in 2 minutes	93%	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	69%	71%	100%	-29%

Building Fires

Indicator		2018/19	2019/20	Target	% Direction of travel from target
1.1.1.10	Average time of first appliance attendance to a Dwelling Fire (7 Minutes)	-	00:04:58 (1078 mobilisations)	00:07:00	29%
1.1.1.11	First appliance attendance to a Dwelling Fire within 10 minutes on 90% of occasions	-	97%	90%	7%
1.1.1.12	Average time of second appliance to attend a Dwelling Fire incident (10 minutes)	-	00:07:03 (869 mobilisations)	00:10:00	30%
1.1.2.10	Average time of first appliance attendance to a building fire (7 Minutes)	00:04:48	00:04:58 (1795 mobilisations)	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)	00:06:41	00:07:03 (1374 mobilisations)	00:10:00	30%

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)	00:05:37	00:05:33	00:08:00	-31%

High Hazard

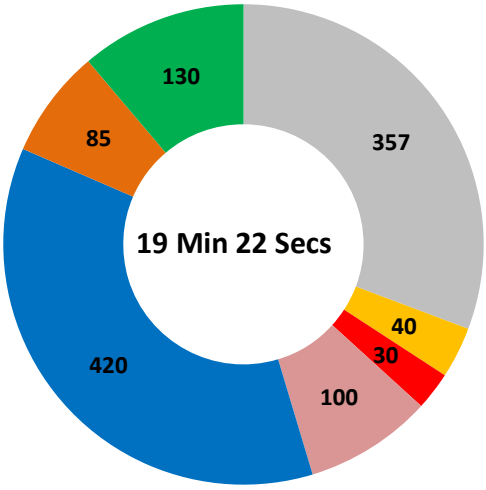
Indicator		2018/19	2019/20	Target	% Direction of travel from target
1.1.4.2	Average time of first appliance attendance to an incident at an industrial site (7 minutes)	00:05:13	00:04:45	00:07:00	-32%
1.1.4.3	Average time full mobilisation requirement of appliances to an industrial fire (20 minutes)	-	-	00:20:00	-
1.1.4.4	Average time of initial PDA attendance to Life Risk Incident on High Hazard Site	-	00:13:57	-	-

EMERGENCY RESPONSE BENCHMARKS: FIRE SURVIVABILITY

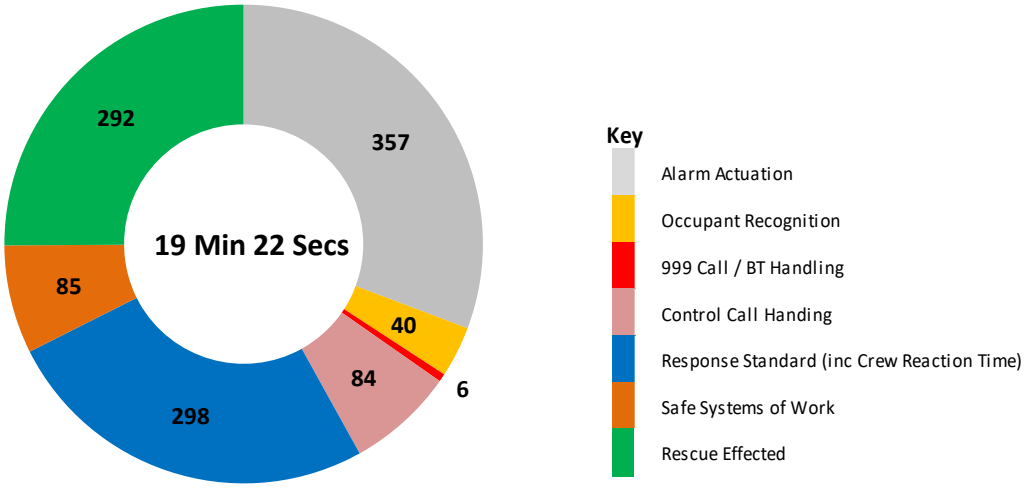
The development of our locally determined Emergency Response Standards to a Building Fire has utilised intelligence derived from live fire tests conducted in actual dwellings to establish tenability and survivability of people in fires. The tests provided raw data and enabled assessments to be made utilising 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. In 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



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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