

SERVICE DELIVERY PLAN 2020-21:

April 2020 to June 2020

INDEX

Total emergency calls

Total incidents

Total fires

Primary fires

Secondary fires

Special services

False alarms

Attendance standard

Sickness absence

Carbon output

Objective:

Good performance is reflected on the top bar of each indicator graph. We use Red, Amber, and Green to indicate how each indicator is performing. Amber reflects an indicator is within 10% of target.



BENCHMARK INDICATORS

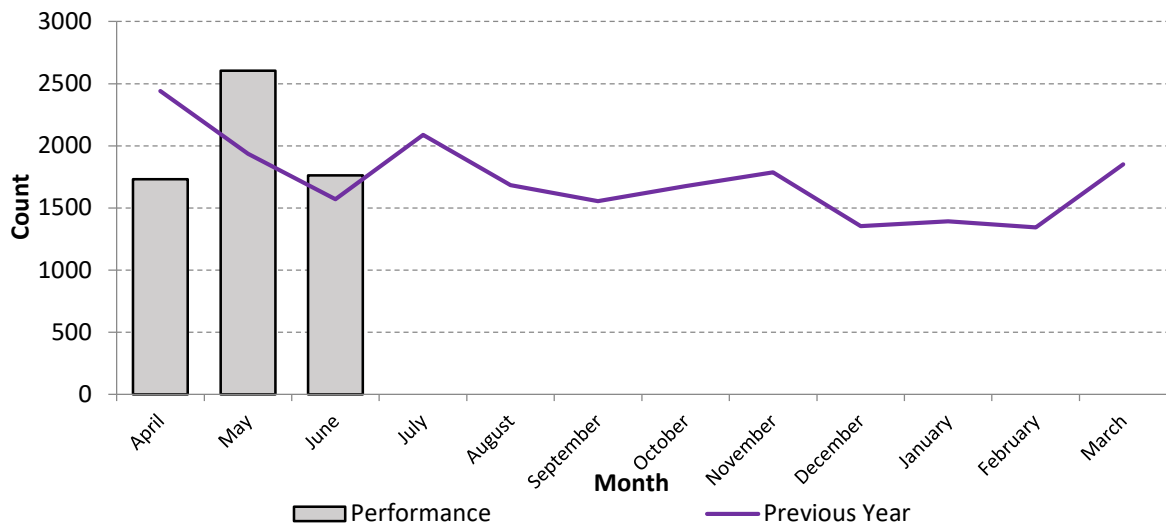
TC00 Total number of emergency calls received

Service Plan Target

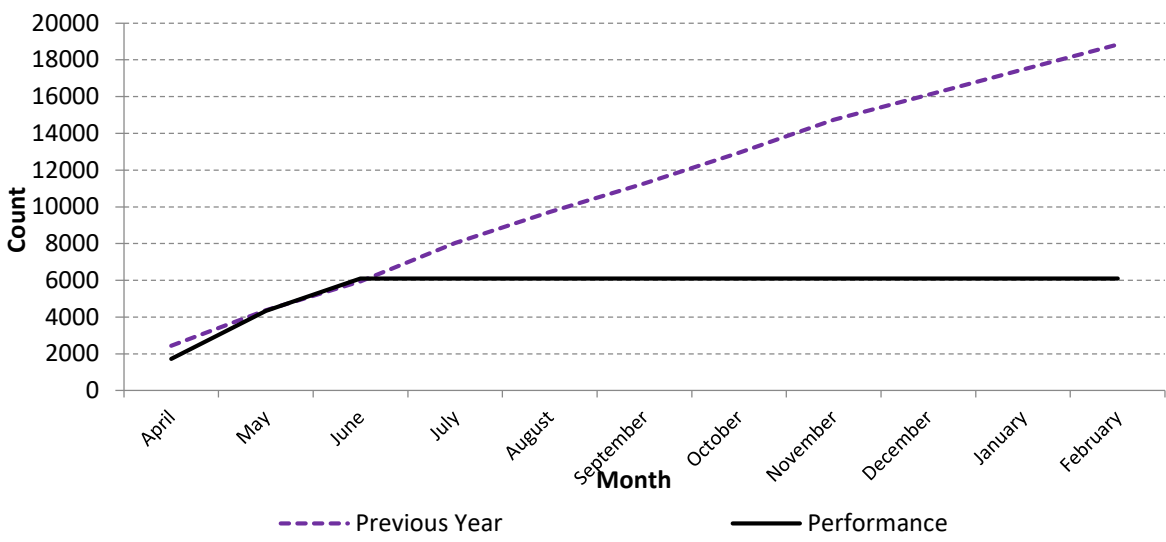
Quality Assurance

Progress to Date

6097



Cumulative Performance



TO00 Total number of emergency calls received

For quality assurance only

DO22 The % of 999 calls answered within 10 seconds

TC00

During the first quarter of 2020/21 6097 emergency calls were received at Fire Control. This was 148 less than the same period last year when 5949 calls were received. This indicator does not have a target it is monitored for quality assurance only

DO22

Cumulatively 98.4% of 999 calls were answered within 10 seconds. This achieved the 95% target.

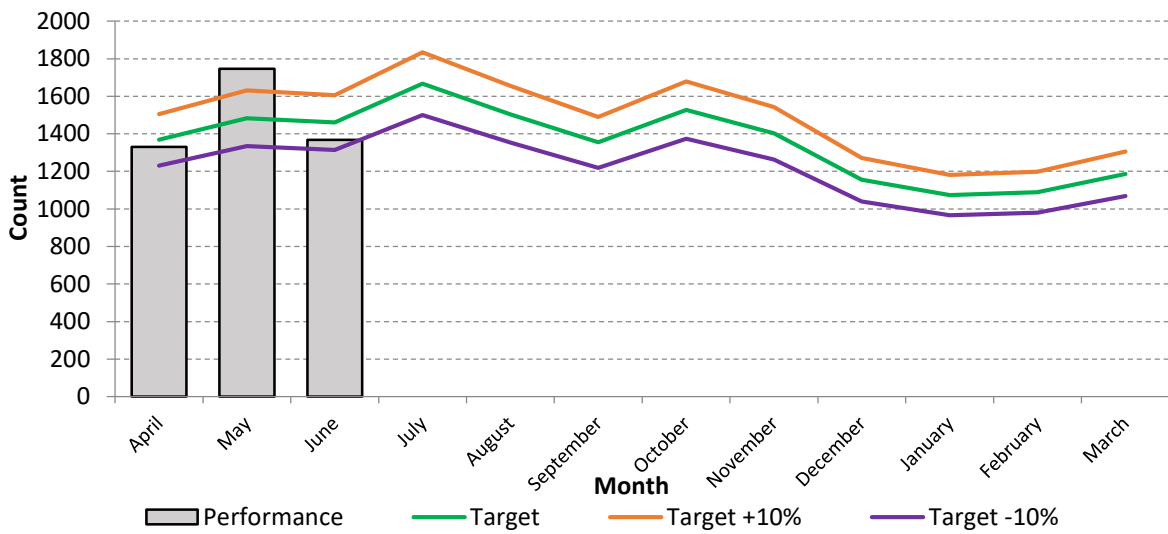
TC01 The total number of incidents attended

Service Plan Target
Apr-Jun 2020/21

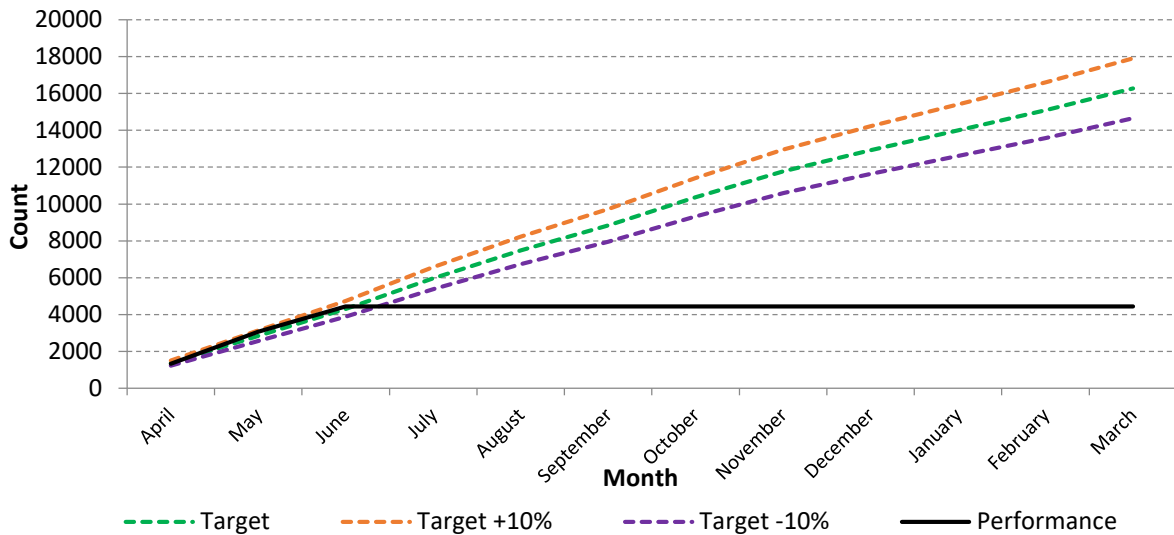
4311

Progress to Date

4445



Cumulative Performance



TC01 Total number of incidents attended

TC01

May 2020 saw a higher number of incidents attended (1746) than in April or June. Due to the strict Covid 19 lockdown in March incidents attended in April (1331) were much lower than in 2019/20 (1502) but it would appear there was more activity during May when most incident types increased, returning to more usual levels in June. This indicator was within 10% of target for the first quarter.

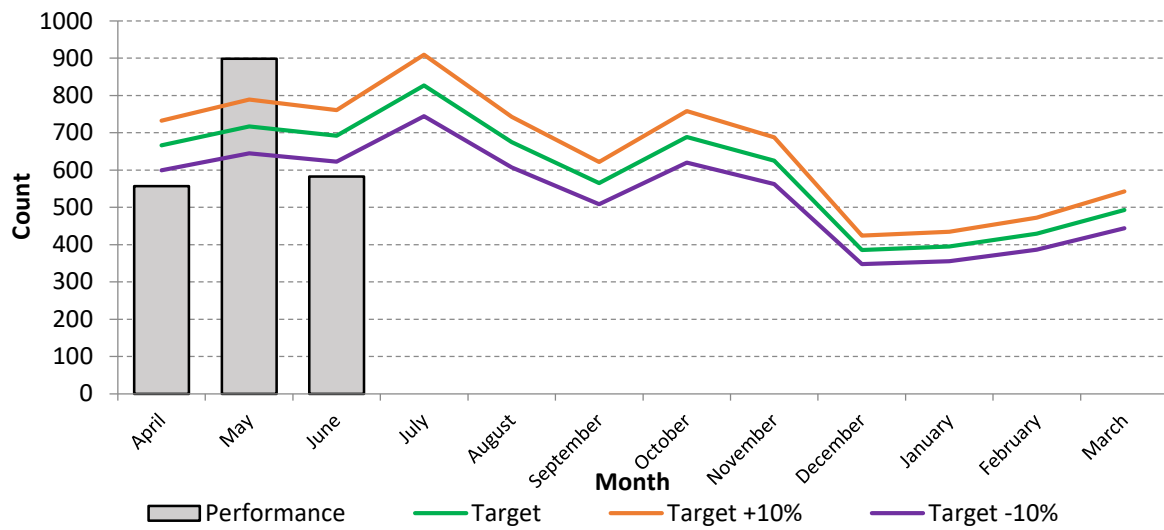
TC02 Total number of fires attended in Merseyside

Service Plan Target
Apr-Jun 2020/21

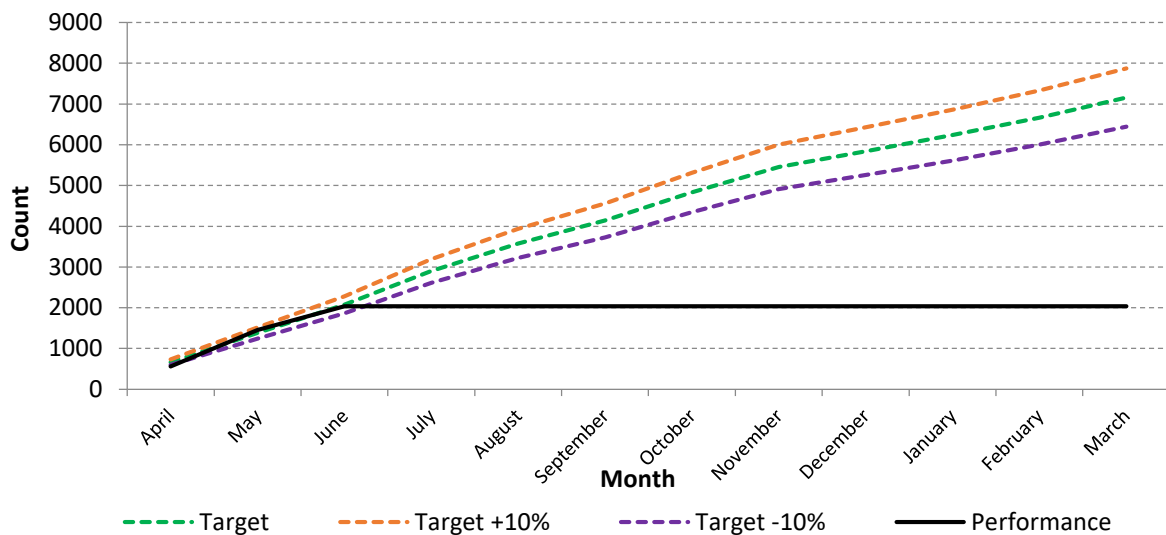
2075

Progress to Date

2039



Cumulative Performance



TC02 Total number of Fires attended in Merseyside

TC02

Despite Merseyside being in lock-down for most of quarter 1 there were 899 fires attended in May 2020 this was 266 more fires than in May 2019. The number of primary, secondary and anti-social behaviour fires were considerably higher than May 2019. May was a very hot dry month. Though the target was achieved.

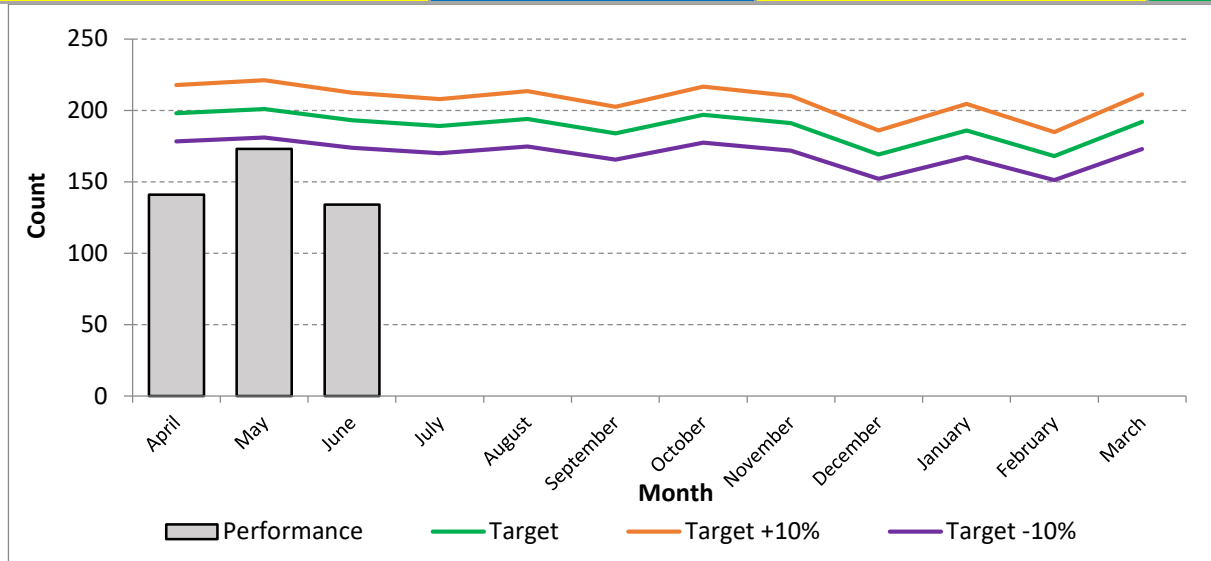
TC03 Total number of primary fires attended

Service Plan Target
Apr-Jun 2020/21

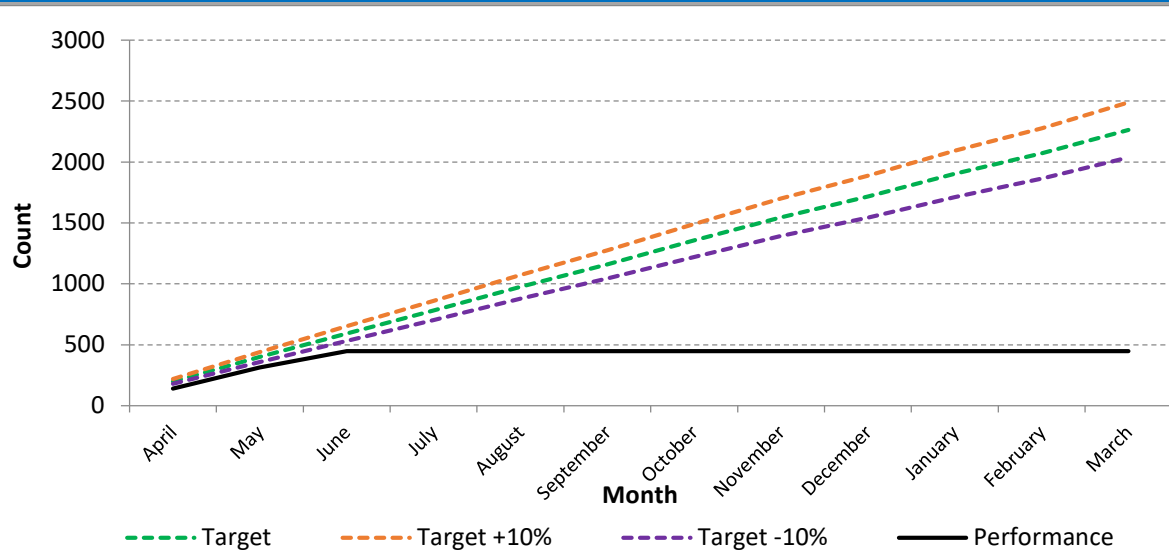
592

Progress to Date

448



Cumulative Performance



TC03 Total number of primary fires attended

TC03

There were 448 Primary fires during the first quarter of 2020/21. This is 148 less than at this time in 2019/20. This is possibly linked to the Covid 19 lockdown as homes have been occupied, fewer businesses being open and due to movement restrictions - fewer deliberate acts against others and their property.

Primary fires involve an insurable loss and includes all property related fires, or large scale secondary fires where 5 or more appliances are in attendance.

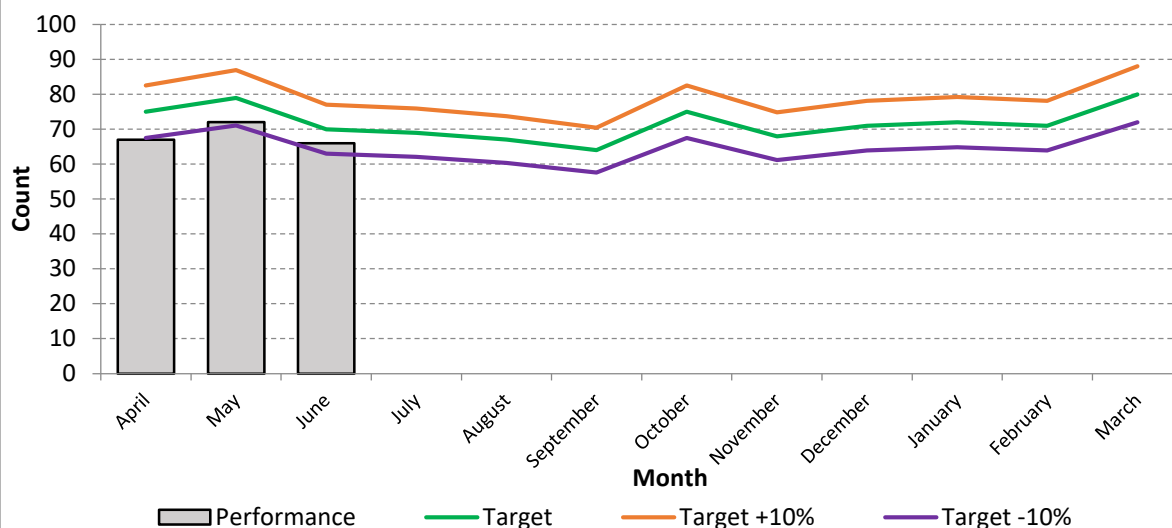
DC11	Number of accidental dwelling fires	Green
DC12	Number of fatalities in accidental dwelling fires	Red
DC13	Number of injuries in accidental dwelling fires	Green
DC14	Number of deliberate dwelling fires in occupied properties	Red
DC15	Number of deliberate dwelling fires in unoccupied properties	Green
DC16	Number of deaths occurring in deliberate dwelling fires	Green
DC17	Number of injuries occurring in deliberate dwelling fires	Green

COMMENTARY:

DC11	Accidental dwelling fires (205) achieved the cumulative target (224) for the year to date. This performance is better than 2019/20 when crews had attended 244 accidental dwelling fires and reflects the continued success of the Home Safety and Arson reduction Strategies. This is particularly of note due to almost all residents being at home in lock-down.
DC12	Sadly there has been 4 fatalities (2 during both April and May) in accidental dwelling fires during 2020/21 to date.
DC13	There were 14 injuries in Accidental Dwelling Fires, which is 14 less (half) than 2019/20.
DC14	Deliberate dwelling fires in occupied property (38) increased with 12 more incidents than last year (26). Prevention teams have been assisting partner organisations to combat this increase.
DC15	Deliberate fires in unoccupied properties (6) were exactly the same as 2019/20
DC16 DC17	There have been no fatalities in the deliberate dwelling fires to date and 3 injuries.

DC11 Number of accidental fires in dwellings

Service Plan Target Apr-Jun 2020/21	224	Progress to Date	205
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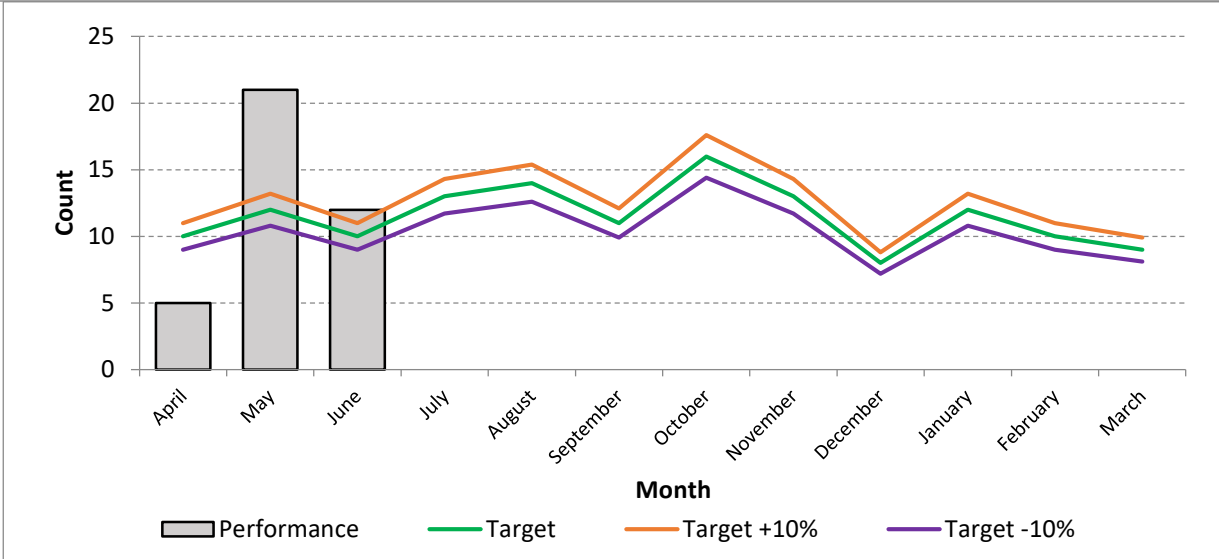
DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target
Apr-Jun 2020/21

32

Progress to Date

38



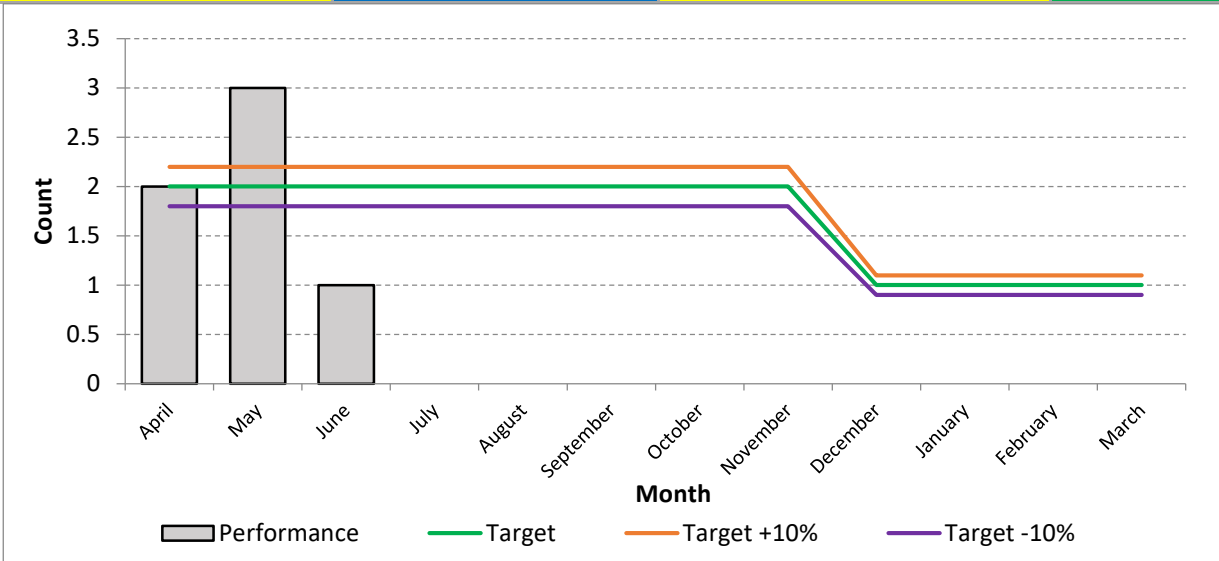
DC15 Number of deliberate fires in unoccupied properties

Service Plan Target
Apr-Jun 2020/21

6

Progress to Date

6



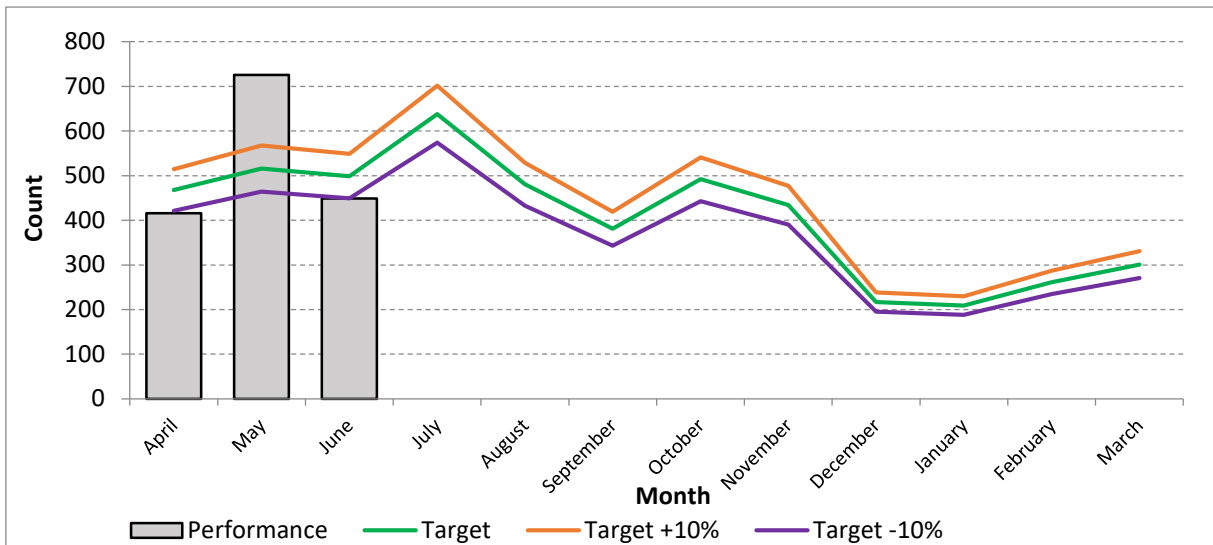
TC04 Total number of secondary fires attended

Service Plan Target
Apr-Jun 2020/21

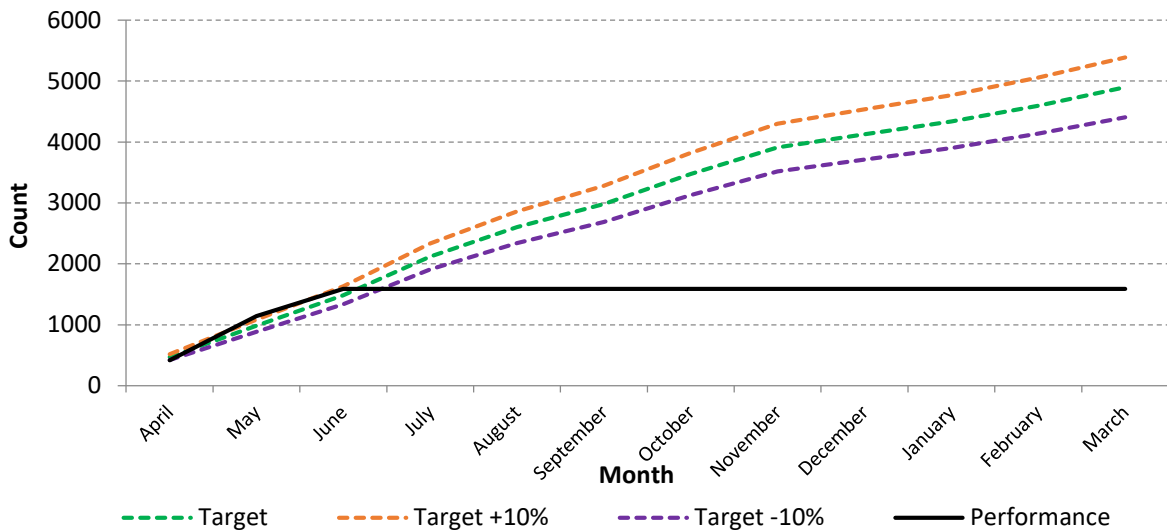
1483

Progress to Date

1591



Cumulative Performance



TC04 Total number of secondary fires attended

AC13 Number of deliberate ASB fires attended

TC04

There were 1591 secondary fires during this reporting period. This is 375 more fires than quarter 1 2019/20 (1216). However this is because of the very high numbers attended in May (726) and June (449) when the long period of hot weather had started. As such during this period there was a notable increase in secondary fires accidentally getting out of hand, specifically the burning of garden / domestic waste – as local authorities were not collecting garden waste at the time.

AC13

The number of anti-social behaviour fires attended are at little higher this year to date (1019). In May (431) and June (314), when the weather was warmer there was a spike in incidents, but the Arson Reduction Strategy continues to work with partner agencies on initiatives such as Beachsafe on the Sefton coast

to discourage barbecues and fires being lit and left in the Pinewoods and sand dunes.

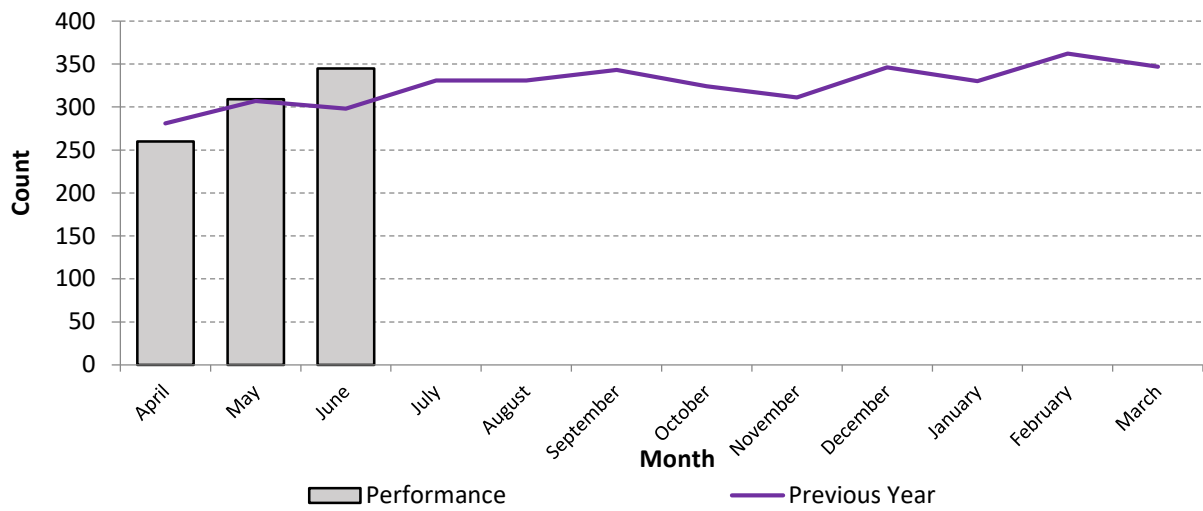
TC05 Total number of special services attended

Service Plan Target

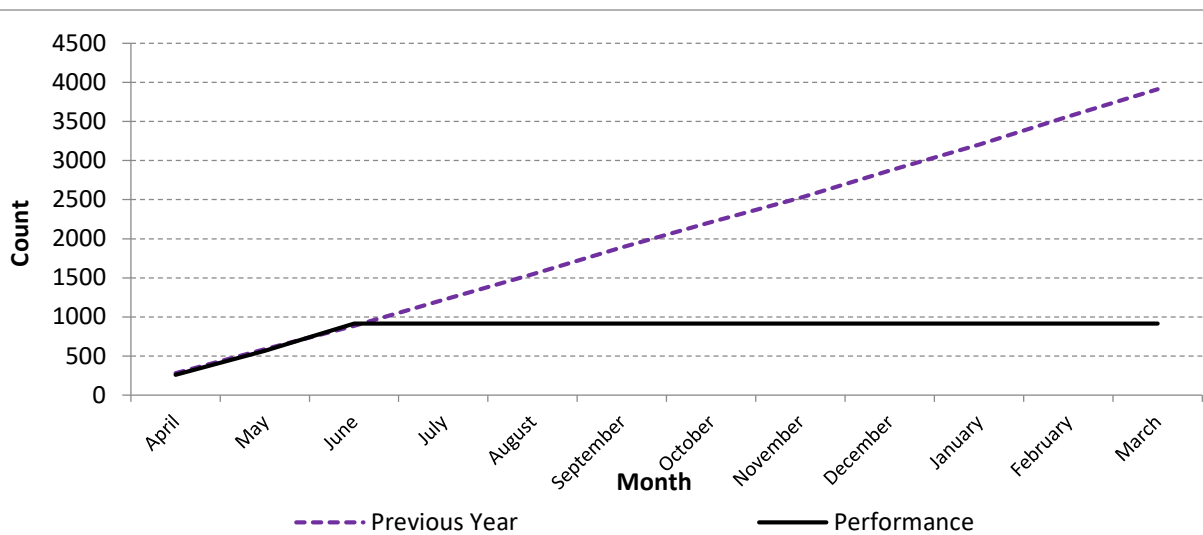
Quality Assurance

Progress to Date

914



Cumulative Performance



TC05 Total number of Special Services attended

For quality assurance only

TC05

The target for special service calls attended is for quality assurance only. There are a number of calls we are not able to influence nor would we want to discourage callers. Many are related to assisting partner agencies such as the Police and Ambulance, particularly related to providing medical assistance and effecting entry. Incident types we can influence such as road traffic collisions and water rescue incidents have been made into separate indicators. The number of special services attended (934) is higher than 2019/20 (886).

RC11
RC12
RC13

The number of RTC's attended (96) is considerably lower than at this time in 2019/20 (163). This is because of the reduction in vehicles on the road due to the Covid 19 lockdown. Sadly there have been 2 fatalities in RTC's attended by MFRS and 37 injuries compared to 73 at the end of June 2019.

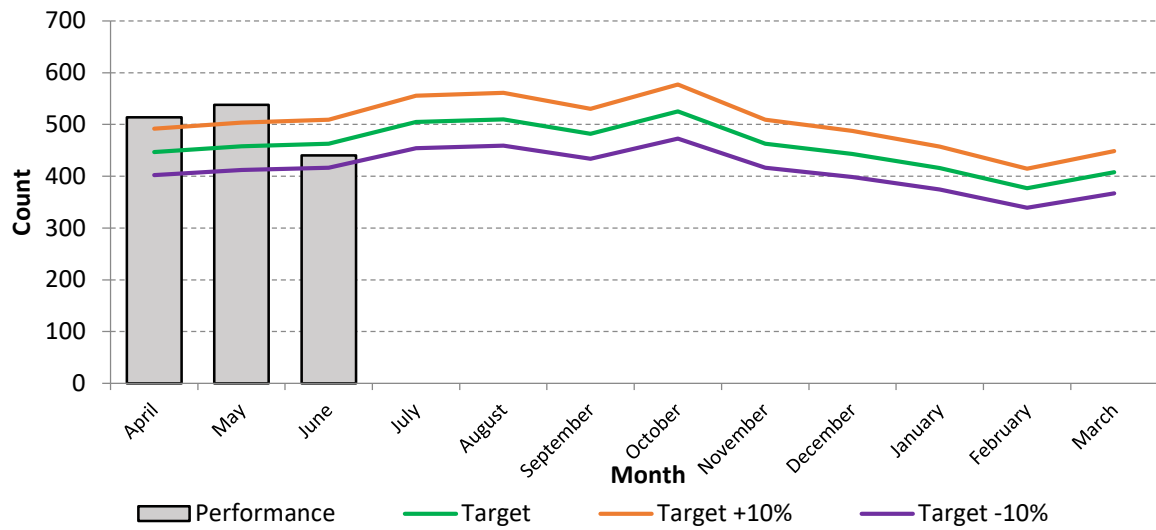
TC06 Total number of false alarms attended

Service Plan Target
Apr-Jun 2020/21

1368

Progress to Date

1492



TC06 Total number of false alarms attended

TC06

The number of false alarms attended (1492) is within 10% of the first quarter target (1368).
 The increase in false alarms are related to the Covid 19 period, where there has been a large increase in False Alarm Good Intents – particularly associated with controlled burning of refuse and vegetation. There has been a large increase in this incident type since lockdown due in part to local authorities not collecting garden waste.
 Concerning Automatic False Alarm incidents in both Dwelling and Non Domestic property types, there have been comparative reductions when compared to the previous year and targets. Repeat attendances continue to be predominantly sheltered self-contained accommodation. Community Risk Management teams work closely with these premises to reduce false alarm calls.

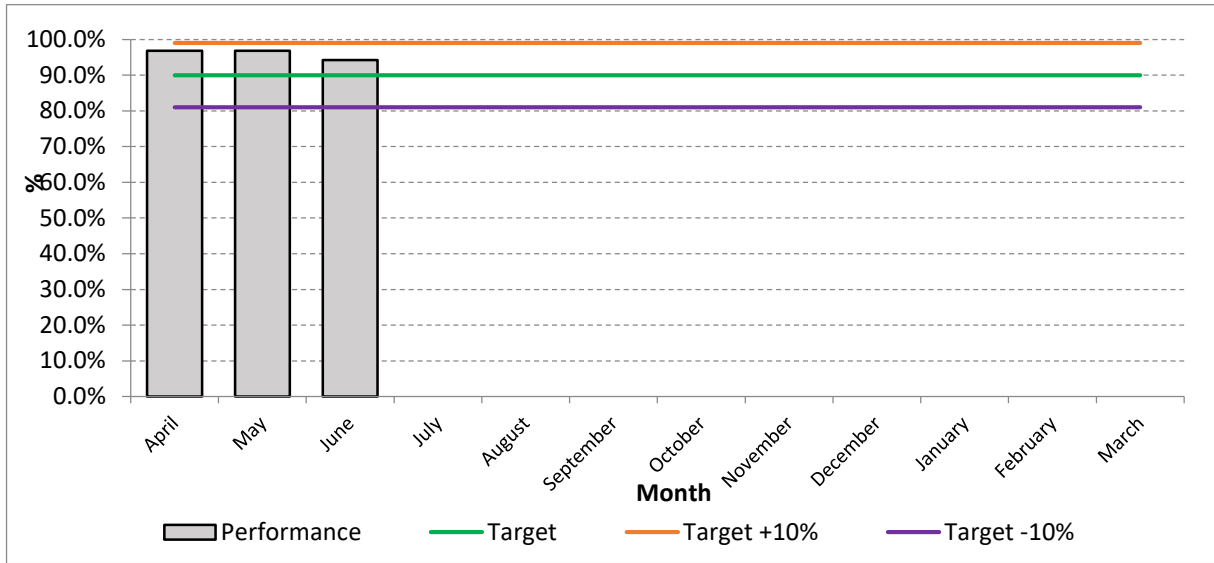
TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes

Service Plan Target
Apr-Jun 2020/21

90%

Progress to Date

96%



TR08 Attendance Standard – first attendance of an appliance at all life risk incidents in 10 minutes
DR23 Alert to mobile in under 1.9 minutes

TR08 Operational staff attained the attendance standard of the first attendance of an appliance at a life risk incident within 10 minutes on 96% of occasions, achieving the target of 90%.

DR23 Crews when being mobilised to emergency incidents went from alert to mobile in under 1.9 minutes on 96.8% of incidents achieving the target 95%.

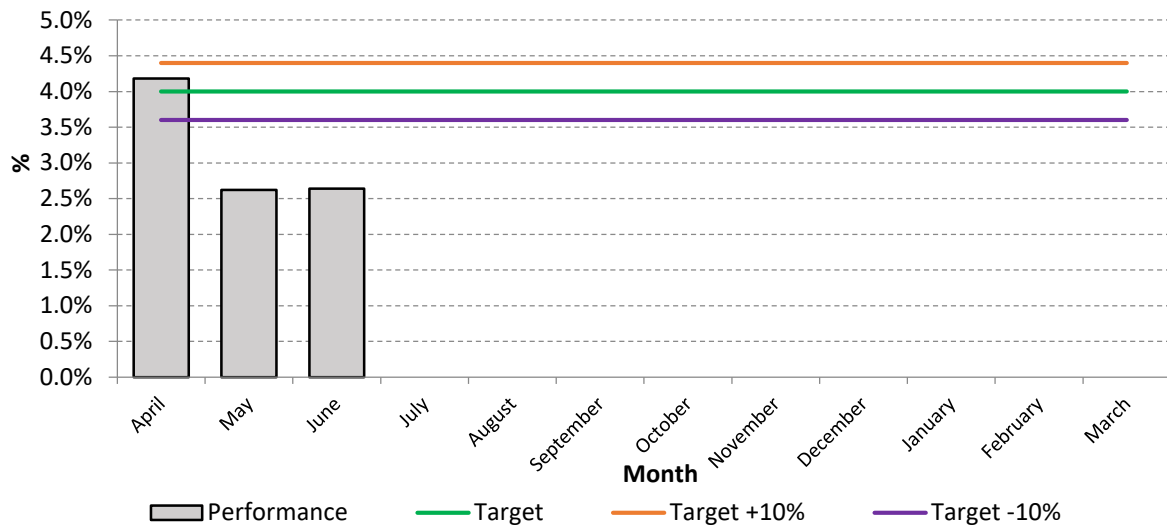
TD09 The % of available shifts lost to sickness absence, all personnel

Service Plan Target
Apr-Jun 2020/21

4%

Progress to Date

3.11%



TD09 The % of available shifts lost to sickness absence, all personnel

WD11 The % of available shifts lost to sickness absence per wholetime equivalent GREY book (operational) personnel

WD12 The % of available shifts lost to sickness absence per wholetime equivalent GREEN & RED book (non uniformed) personnel

TD09

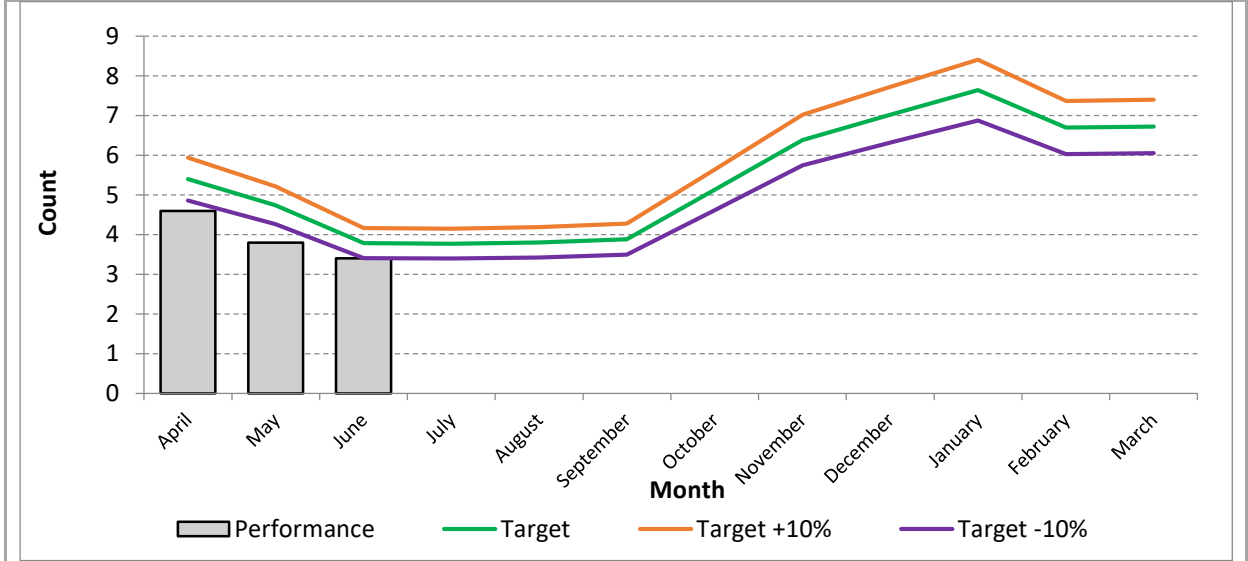
Overall sickness among all staff at 3.11% shifts lost to sickness absence is below the 4% target. This is lower than at this time in 2019 (3.63%). If Covid 19 related absence is removed then sickness would have been 2.54%.

**WD11
WD12**

3% of shifts were lost to sickness absence among uniformed staff (2.50% with Covid related absence removed, this included staff self-isolating). Non uniformed staff absence was 3.27% (2.58% without Covid 19 absence). Absence is below target for all staff groups.

TE10 Total carbon output of all buildings

Service Plan Target Apr-Jun 2019/20	13.9	Progress to Date	11.8
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TE10 Total carbon output of all buildings

TE10	Carbon output at 11.8 from all buildings is considerably lower than at June 2019 when the output was 13. This measurement is CO2 per metre per building. Overall energy use in this first quarter is lower than at this time in 2019. This is due in some part to many non-operational staff working remotely during the Covid 19 lock-down.
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