

SERVICE DELIVERY PLAN 2022-23:

April to December 2022

INDEX

Total emergency calls

Total incidents

Total fires

Primary fires

Secondary fires

Special services

False alarms

Attendance standard

Sickness absence

Carbon output

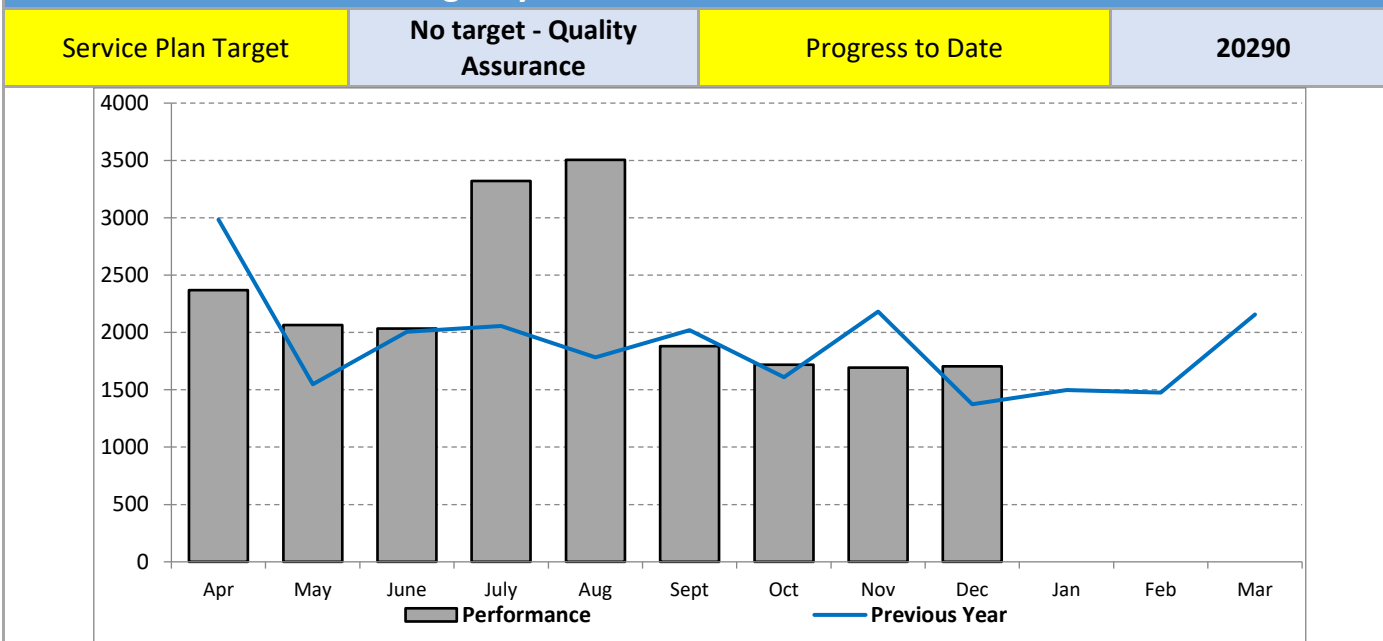
Objective:

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.

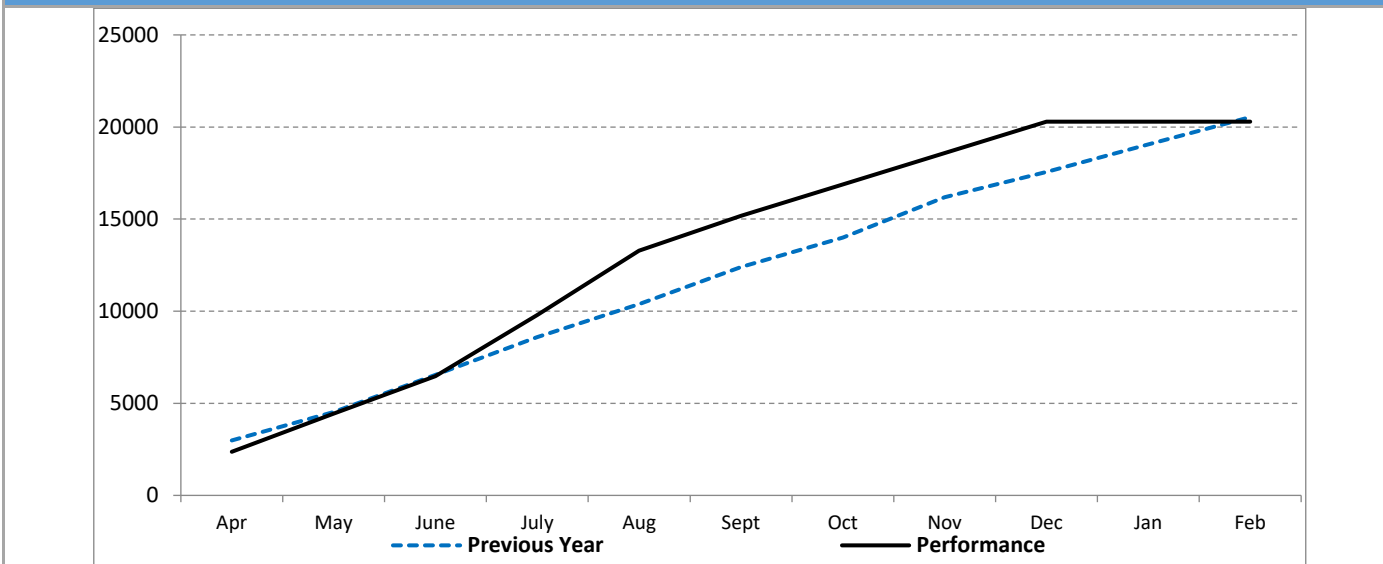


BENCHMARK INDICATORS

TC00 Total number of emergency calls received



Cumulative Performance



TO00 Total number of emergency calls received

For quality assurance only

DO22 The % of 999 calls answered within 10 seconds

TC00

From 1st April to 31st December Fire Control received 20290 emergency calls. This was 2727 more calls than this time last year, when 17563 were received.

Since July the number of calls has exceeded those received in the same month in 2021, apart from November (1694) compared to 2182 last year. December saw 1704 calls compared to 1374 in Dec 21 and 1719 in October against 1610 in 2021. This is not attributable to any one incident type. A peak in incidents during very hot weather in the Summer caused increases in calls and incidents in July and August.

This indicator does not have a target it is monitored for quality assurance only.

DO22

Cumulatively 96.5% of 999 calls were answered within 10 seconds achieving the performance standard of 96% target.

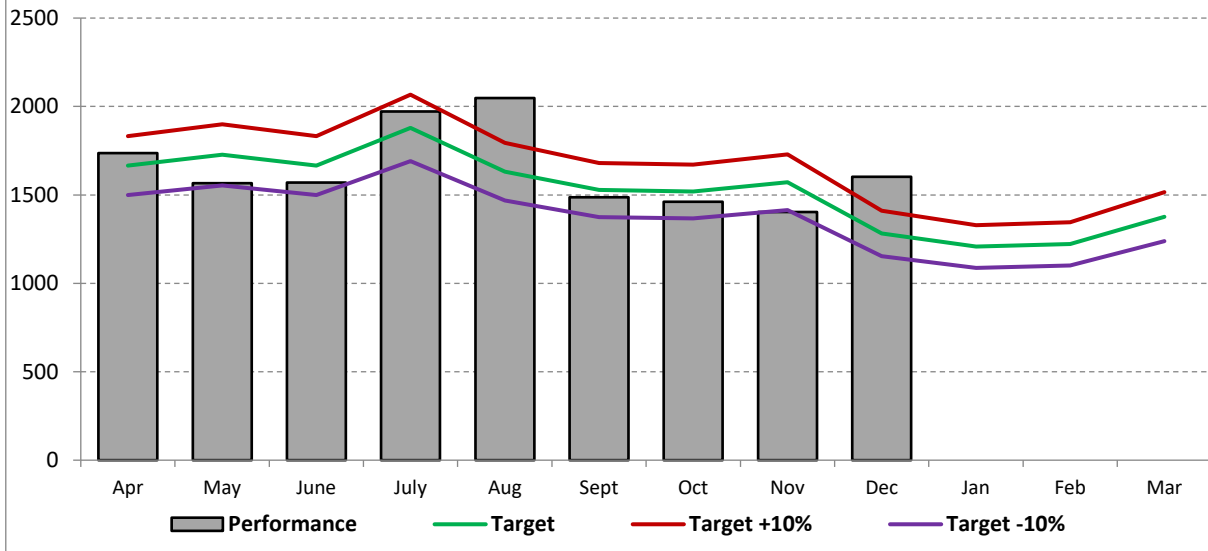
TC01 The total number of incidents attended

Service Plan Target
Apr-Dec 2022

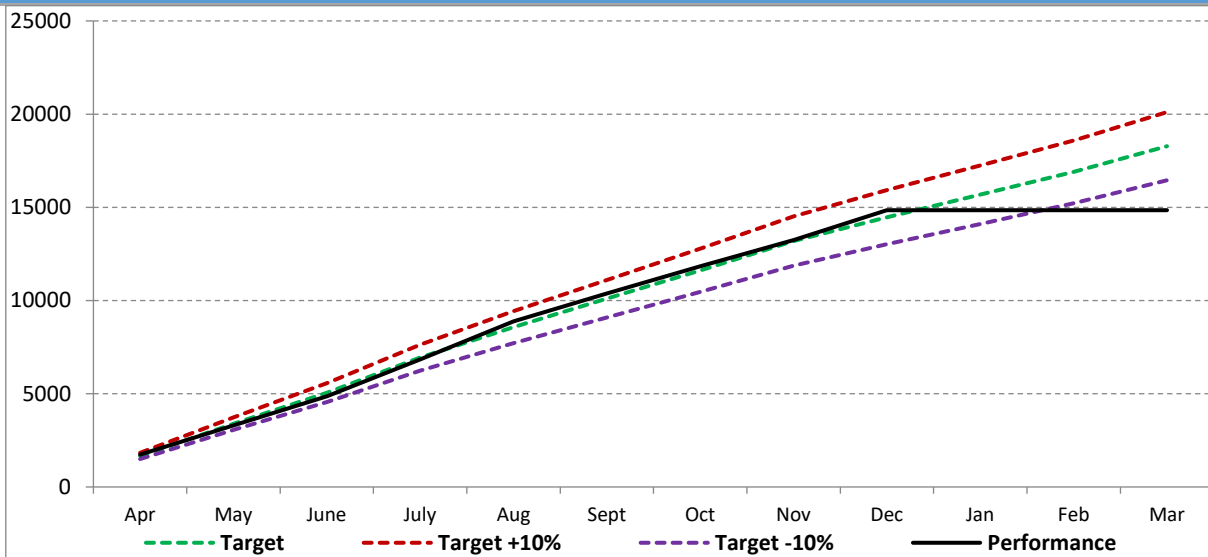
14471

Progress to Date

14846



Cumulative Performance



TC01 Total number of incidents attended

TC01

Due to an increase in most incident types during July and August, with a further peak in December (1603 incidents), this indicator remains within 10% of target with 14846 incidents attended against a target of 14471. This is also 771 more incidents than at this time last year (14075).

As the exceptionally hot weather during July and August could have been a contributory factor to the peak in incidents. Very cold weather during December saw the number of flooding calls increase, accounting for 172 of the special service calls (660) attended that month.

The number of Special Service incidents attended (4138) when compared to previous years (3989 in this period of 2021-22) continued to increase, with 149 more incidents attended. This is due to MFRS assisting partner agencies in ways such as assisting with entry to buildings on a more regular basis.

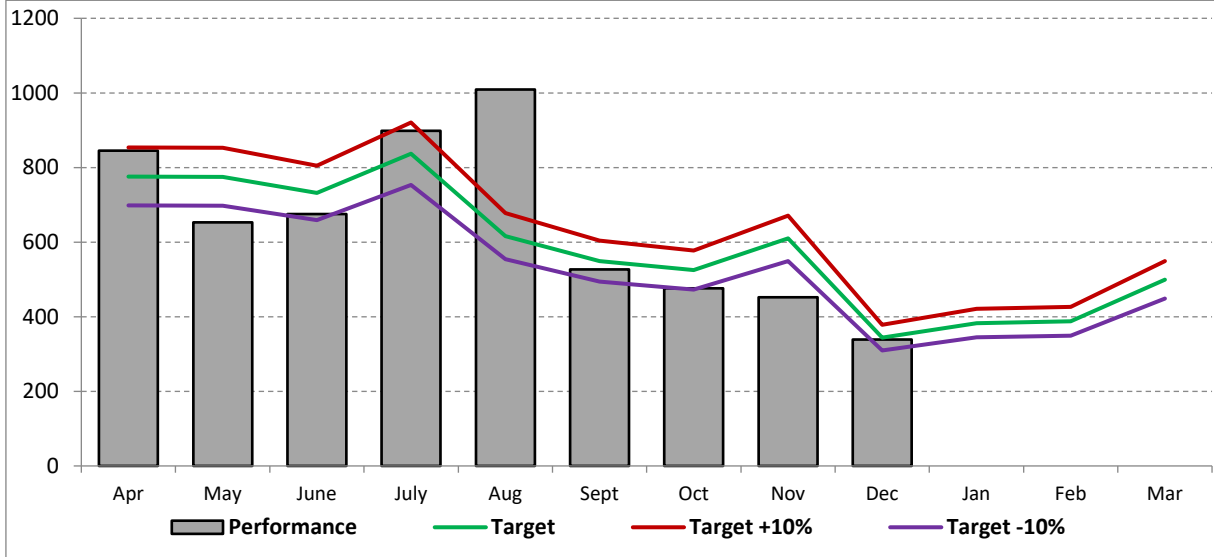
TC02 Total number of fires attended in Merseyside

Service Plan Target
Apr-Dec 2022

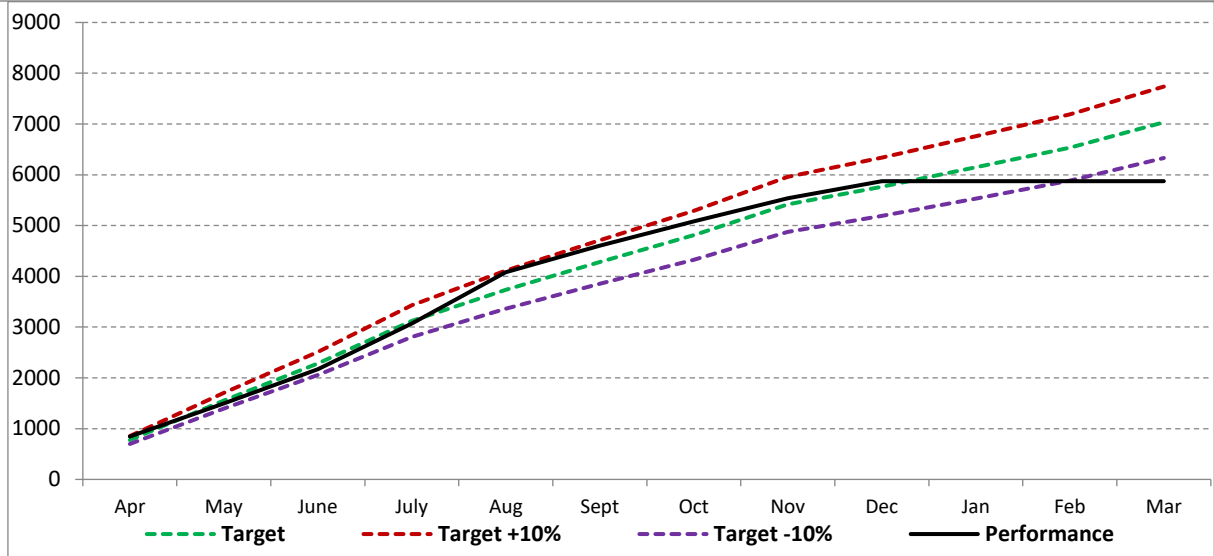
5764

Progress to Date

5874



Cumulative Performance



TC02 Total number of Fires attended in Merseyside

TC02

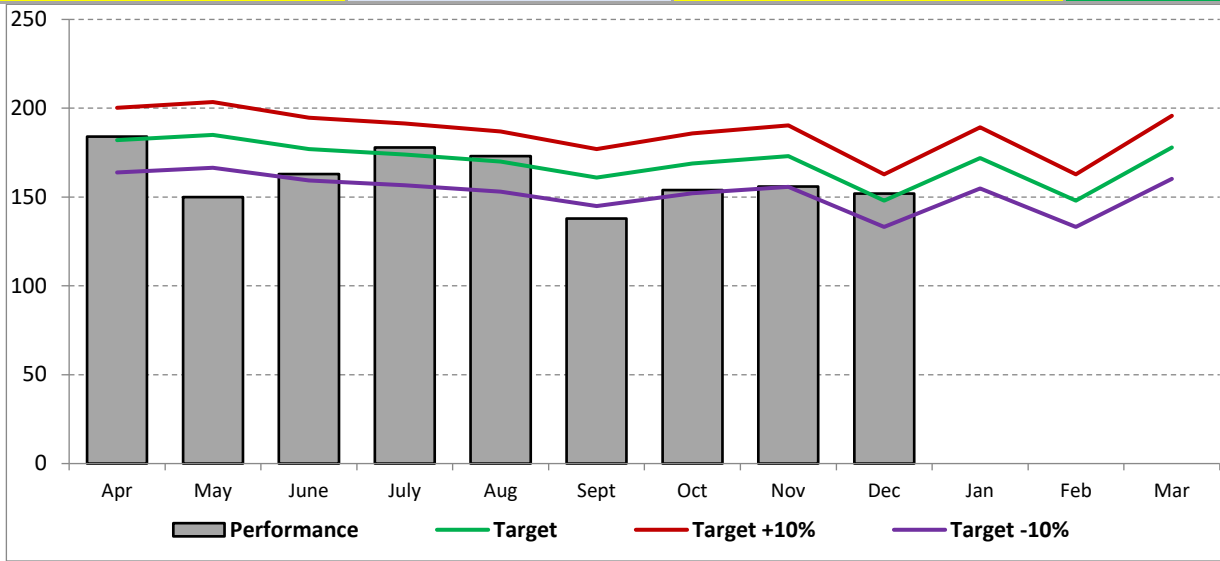
Crews attended 5874 fires during April to December 2022. This is 396 more than in 2021 (5478).

The number of fires attended during October (5083) and November (5535) predictably increased during the bonfire period but this indicator remains within 10% of the cumulative target 5764. This was the quietest Bonfire period on record for MFRS.

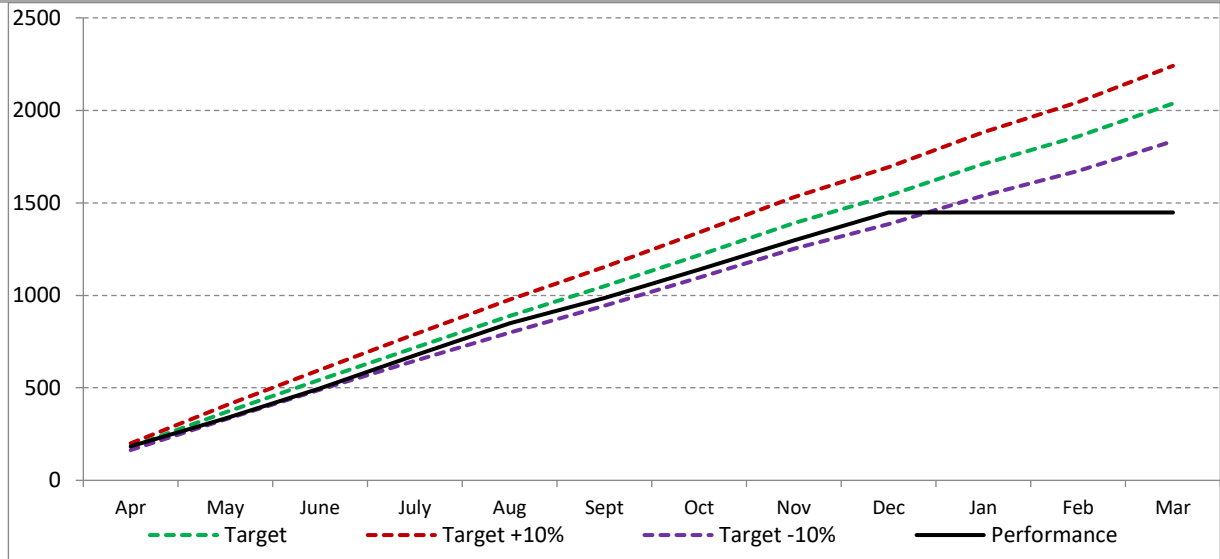
Arson teams and high visibility patrols alongside our targeted prevention work continue to improve outcomes for the Service.

TC03 Total number of primary fires attended

Service Plan Target Apr-Dec 2022	1539	Progress to Date	1448
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Cumulative Performance



TC03 Total number of primary fires attended

TC03	<p>Crews attended 1448 Primary Fires between April and December 2022. This is 67 fewer than in 2021/22 (1515).</p> <p>The number of accidental dwelling fires attended (600) also remains below cumulative target of 634. The number of deliberate dwelling fires in unoccupied properties (13) is less than 2021 (16).</p> <p>Particularly of note for this period deliberate vehicle fires to date during 2022/23 (224) continue to decrease significantly when compared to quarter 3 of 2021/22 when crews had attended 313 incidents.</p> <p>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.</p>
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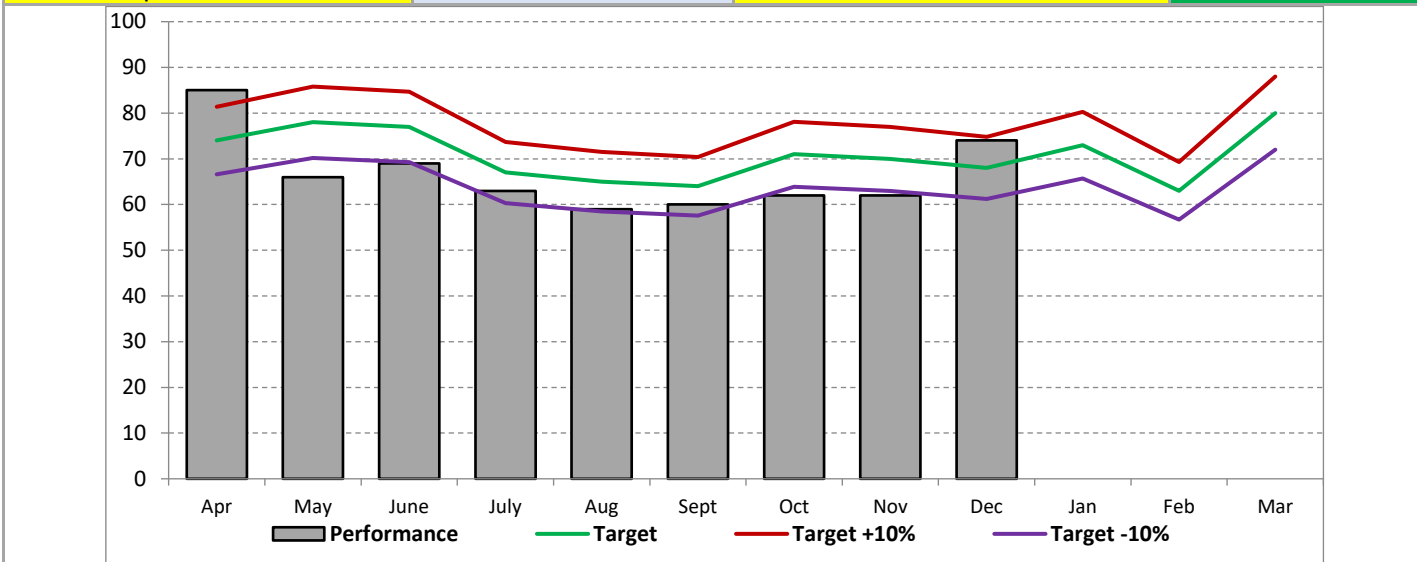
DC11	Number of accidental dwelling fires	
DC12	Number of fatalities in accidental dwelling fires	
DC13	Number of injuries in accidental dwelling fires	
DC14	Number of deliberate dwelling fires in occupied properties	
DC15	Number of deliberate dwelling fires in unoccupied properties	
DC16	Number of deaths occurring in deliberate dwelling fires	
DC17	Number of injuries occurring in deliberate dwelling fires	

COMMENTARY:

DC11	Accidental dwelling fires during 2022/23 (600) continue to be lower than the cumulative target for quarter 3 (634). This performance is also better than 2021/22, when crews had attended 619 accidental dwelling fires.
DC12	There have sadly been 5 fatalities in an accidental dwelling fire to date (end of December). The Coroner’s verdict is awaited to confirm the cause of a death in May. The 4 fatalities in November and December were all males over 50, 3 involved cooking and 1 smoking materials. At the time of writing there had been a further 4 fatalities in January.
DC13	There have been 37 injuries in Accidental Dwelling Fires. This is considerably under the cumulative target of 67.
DC14	Deliberate dwelling fires in occupied property (97) is below the cumulative target (99).
DC15	Deliberate fires in unoccupied properties (13) is less than at this time in 2021, when 16 incidents were attended.
DC16 DC17	There have been no fatalities in the deliberate dwelling fires and 5 injuries to date.

DC11 Number of accidental fires in dwellings

Service Plan Target Apr-Dec 2022	634	Progress to Date	600
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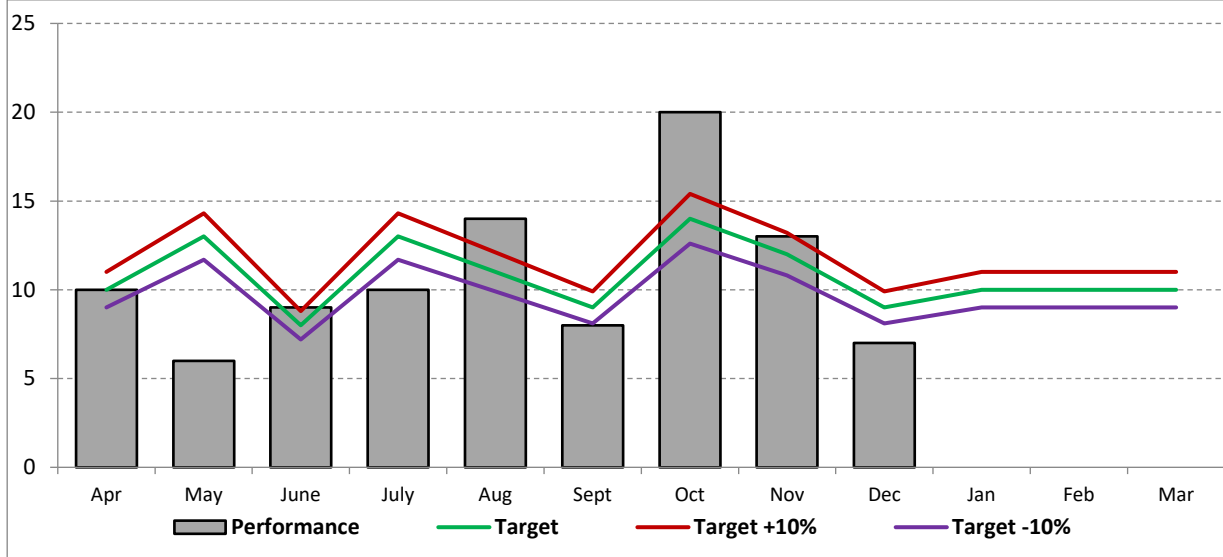
DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target
Apr-Dec 2022

99

Progress to Date

97



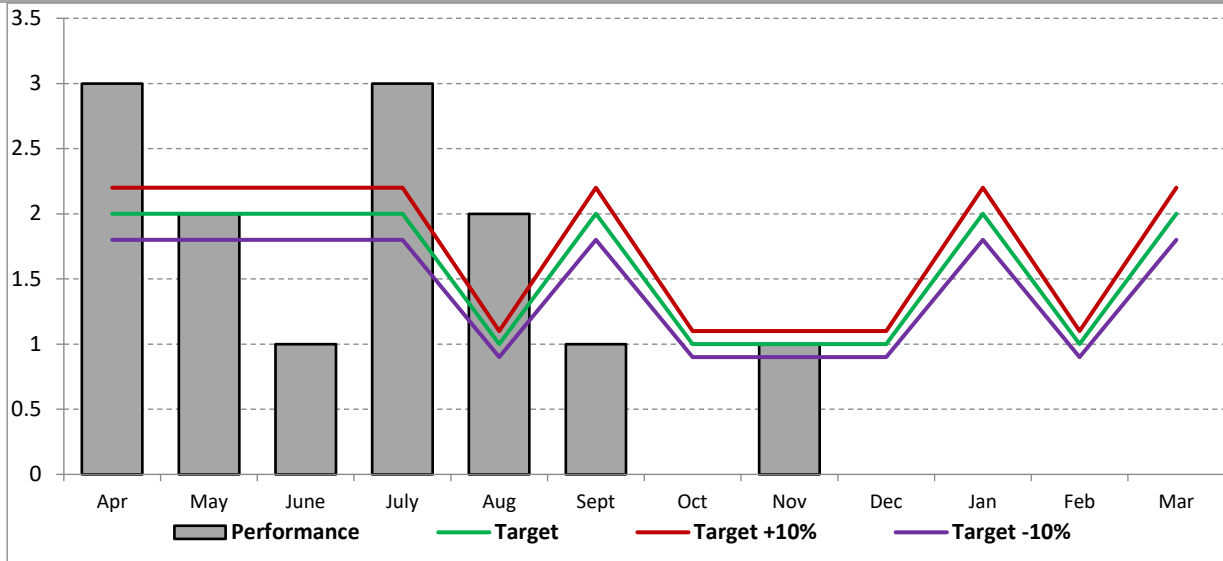
DC15 Number of deliberate fires in unoccupied properties

Service Plan Target
Apr-Dec 2022

14

Progress to Date

13



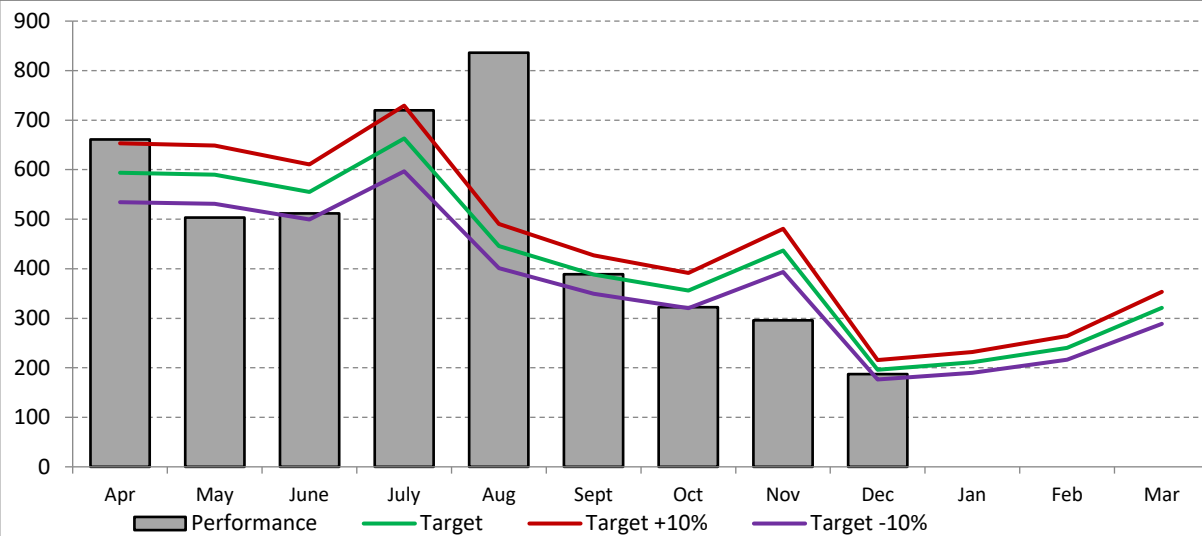
TC04 Total number of secondary fires attended

Service Plan Target
Apr-Dec 2022

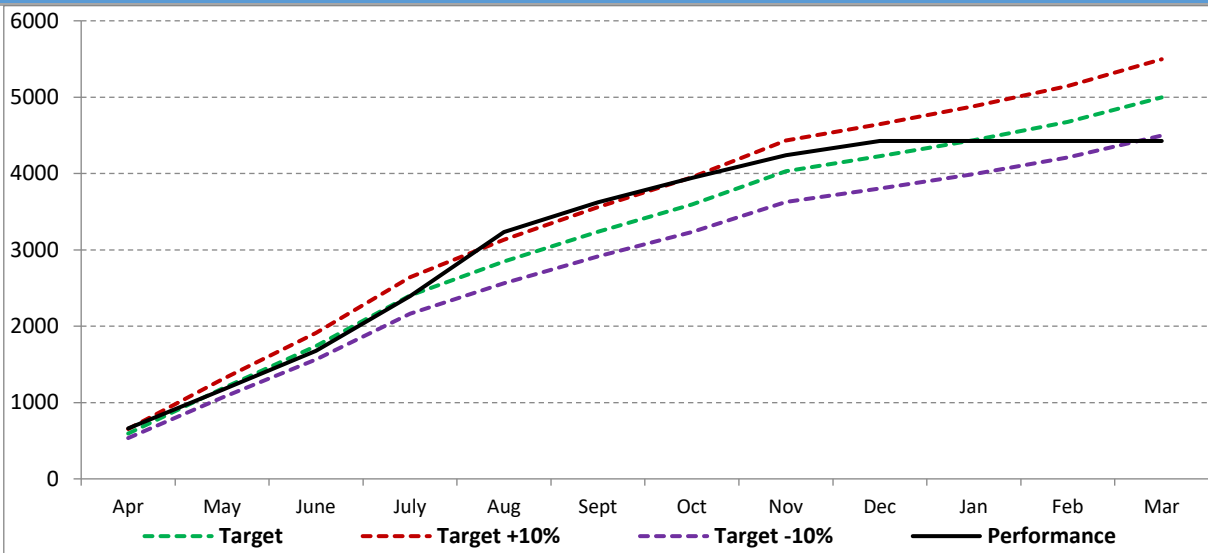
4225

Progress to Date

4426



Cumulative Performance



TC04 Total number of secondary fires attended

AC13 Number of deliberate ASB fires attended

TC04

There were 4426 secondary fires during this reporting period. This is 463 more fires than in 2021/22 (3963). As mentioned previously the very hot weather in July and August saw increases in incidents July (720) and August (836). Since then the number of fires attended has dropped steadily each month, with 187 attended in December

AC13

The count of anti-social behaviour fires are higher this year (2771) than in 2021/22 (2703) and within 10% of the cumulative Q3 target (2754).

During November (Bonfire Period) the number of incidents attended (203) was 105 fewer than November 2021 when 308 ASB fires were recorded. As with other incident types the increase in incidents during very hot weather in July (404) and August (506) has continued to have an impact on the cumulative performance for the rest of the year.

	<p>The Arson Reduction Team continued to work hard to reduce the number of anti-social behaviour fires during the Bonfire period, including working with local councils to remove bonfire materials and provide diversionary activities with partner agencies.</p>
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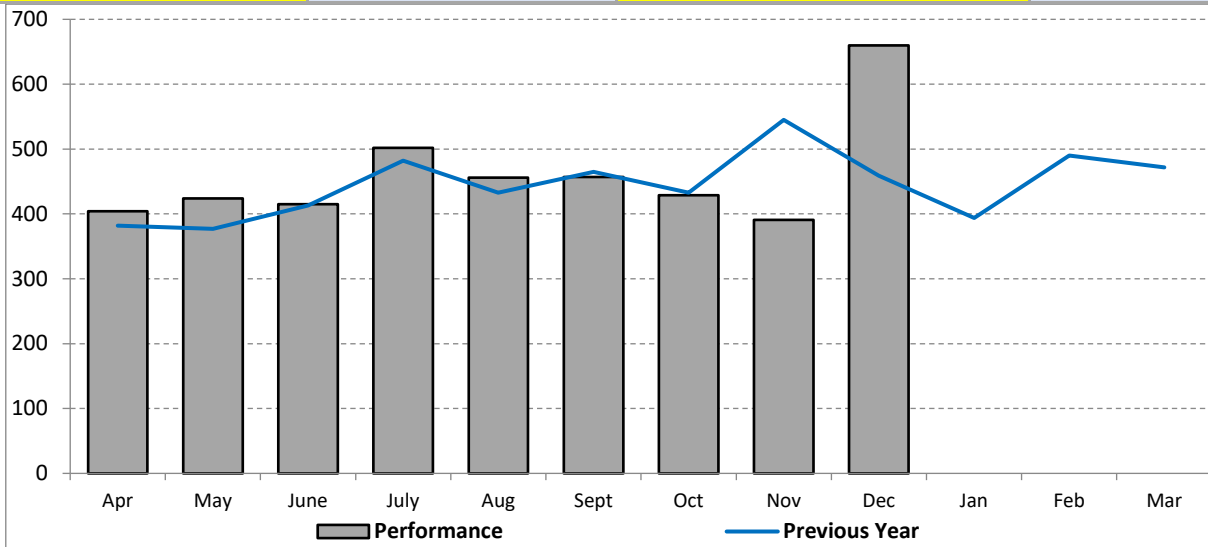
TC05 Total number of special services attended

Service Plan Target

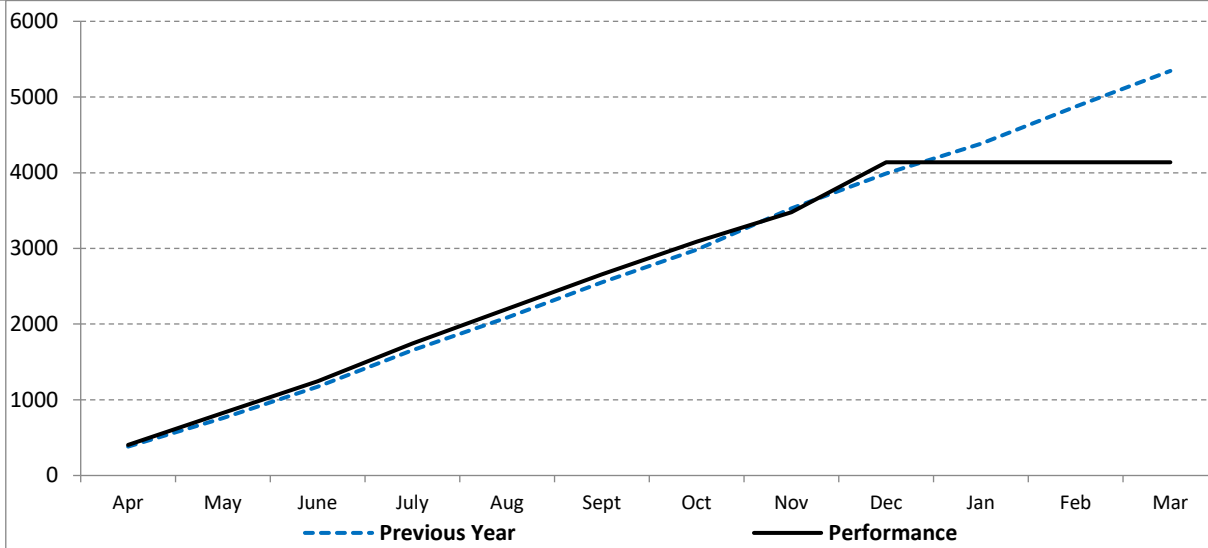
Quality Assurance

Progress to Date

4138



Cumulative Performance



TC05 Total number of Special Services attended

For quality assurance only

TC05

When personnel and equipment are deployed for services other than firefighting, those services are referred to as a 'Special Service Call' (SSC) and may be either 'emergency' or 'non-emergency.' Many are related to assisting partner agencies such as the Police and Ambulance, for example, providing assistance in effecting entry to properties. They also include incident types such as Road Traffic Collisions and Water Rescue.

From April to December 2022 the number of special services attended (4138) was higher than in 2021/22 (3989) an increase of 149 incidents. Assisting other agencies continues to account for a large proportion of Special Services attended.

Special Service calls are counted for quality assurance only as a number of incident types (particularly those where MFRS is assisting other agencies) are encouraged, rather than MFRS being in a position to take action to prevent them, as is the case with most other emergency response activity.

RC11	Number of road traffic collisions (RTC)
RC12	Number of fatalities in road traffic collisions (RTC)
RC13	Number of injuries in road traffic collisions (RTC)
RC14	Number of killed and serious injuries (KSI) in RTC's across Merseyside
RC24	Total number of water rescues attended
COMMENTARY:	
RC11	The number of Road Traffic Collisions attended (634) is more than last year (621).
RC12	There have been 4 fatalities in RTC's attended by MFRS this is less than 21/22 when there were 14 fatalities.
RC13	The 237 injuries in RTC's is an increase on the same period in 2021/22 when there had been 227 injuries.
RC14	Merseyside Police's 'Killed and Seriously Injured' data is used to measure performance relating to RTCs involving the 16-24 year old age group that MFRS Prevention teams target. This shows fewer incidents than last year, with 343 incidents attended compared to 378 in 2021/22.
RC24	Water rescues are also included in Special Service calls and this type of incident has reduced from 41 at December 2021 to 23 this year. This incident type includes rescues from floods, rivers including the Mersey, park lakes and ponds. As with road traffic collisions, arson and antisocial behaviour, the Community Safety team takes action with partners to reduce these types of incident.

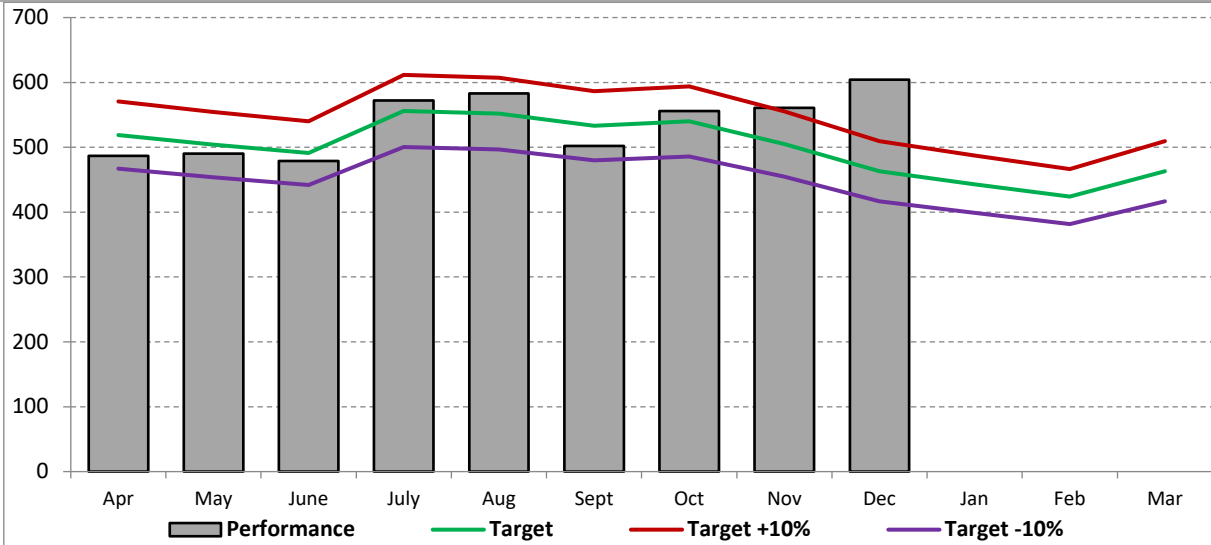
TC06 Total number of false alarms attended

Service Plan Target
Apr-Dec 2022

4663

Progress to Date

4834



TC06 Total number of false alarms attended

TC06

The number of false alarms attended (4834) have increased when compared to last year (4608) but is within 10% of the cumulative target for Q3 2022/23 (4663). The majority of false alarm calls are due to accidental/careless actuation, faults on the system and burnt toast incidents.

FC23

The total number of False Alarm Good Intent incidents attended during the year April to December 2022 were 2890. This is 65 more than at this time in 2021/22 (2825). This indicator does not have a target as we would not want to discourage people calling if they thought there was a fire. We actually use social media and other communications to encourage people to report smoke alarms sounding in neighbouring properties.

FC12/11

False Alarm incidents due to smoke alarm actuations in domestic dwellings (2410) are higher than in 2021/22 (2225) this is within 10% annual target (2293). Incidents attended in non-domestic premises (362) have decreased when compared to last year (447). Analysis has established that some of these incidents would be more appropriately recorded as False Alarm Good Intent and the indicator will be adjusted to reflect this in 2023/24.

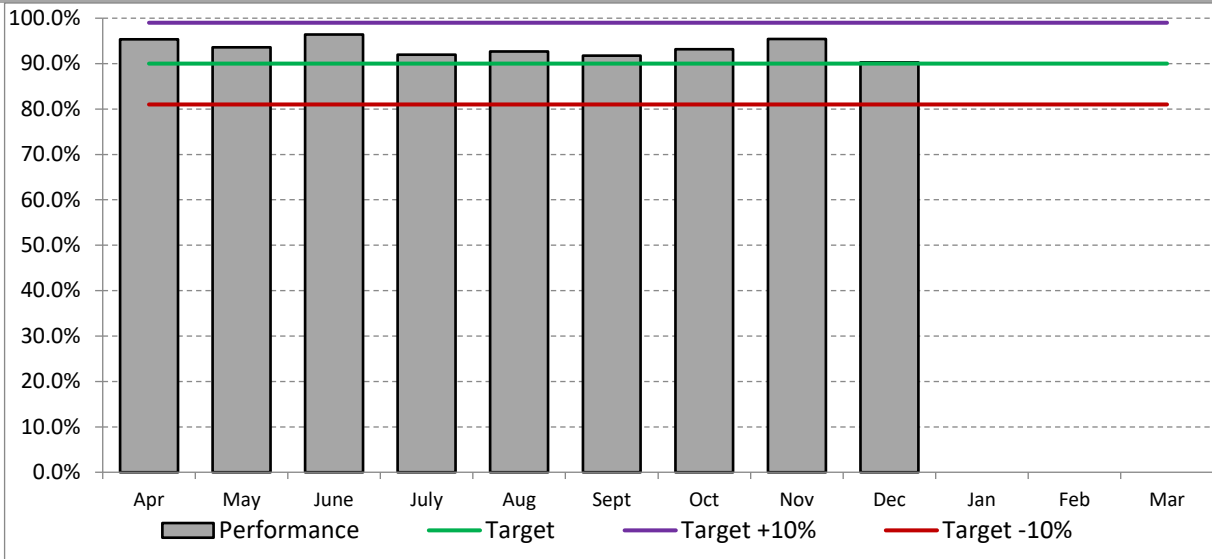
TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes

Service Plan Target
Apr-Dec 2022

90%

Progress to Date

93.4%



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

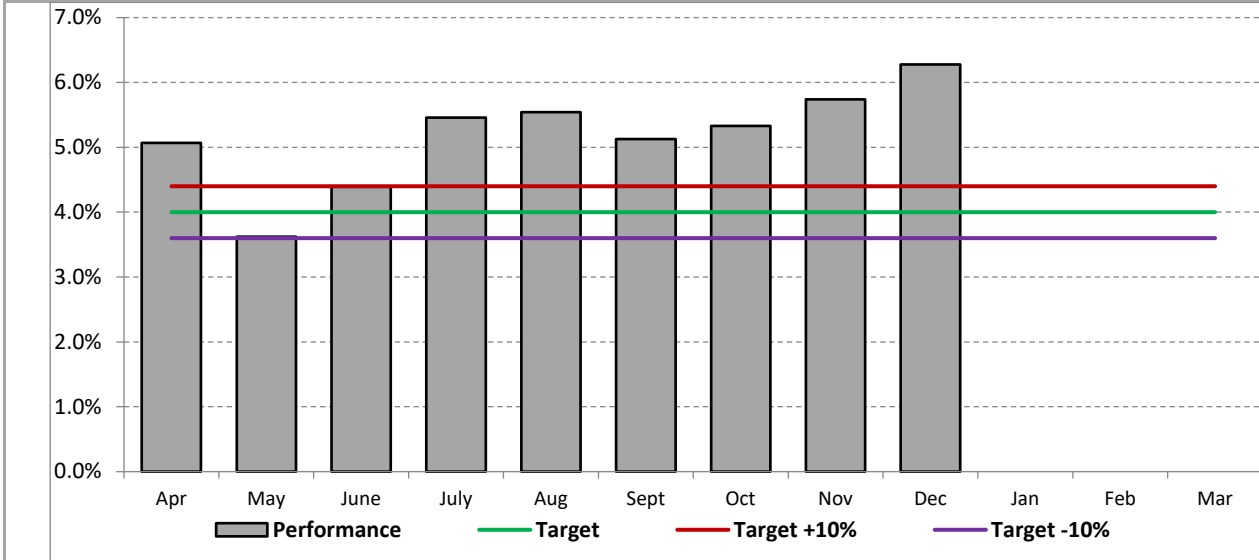
Operational staff attained the attendance standard of the first attendance of an appliance at a life risk incident within 10 minutes on 93.4% of occasions, achieving the target of 90%.

DR23

Crews when being mobilised to emergency incidents went from alert to mobile in under 1.9 minutes on 95.8% of incidents achieving the target 95%.

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

Service Plan Target Apr-Dec 2022	4%	Progress to Date	5.16%
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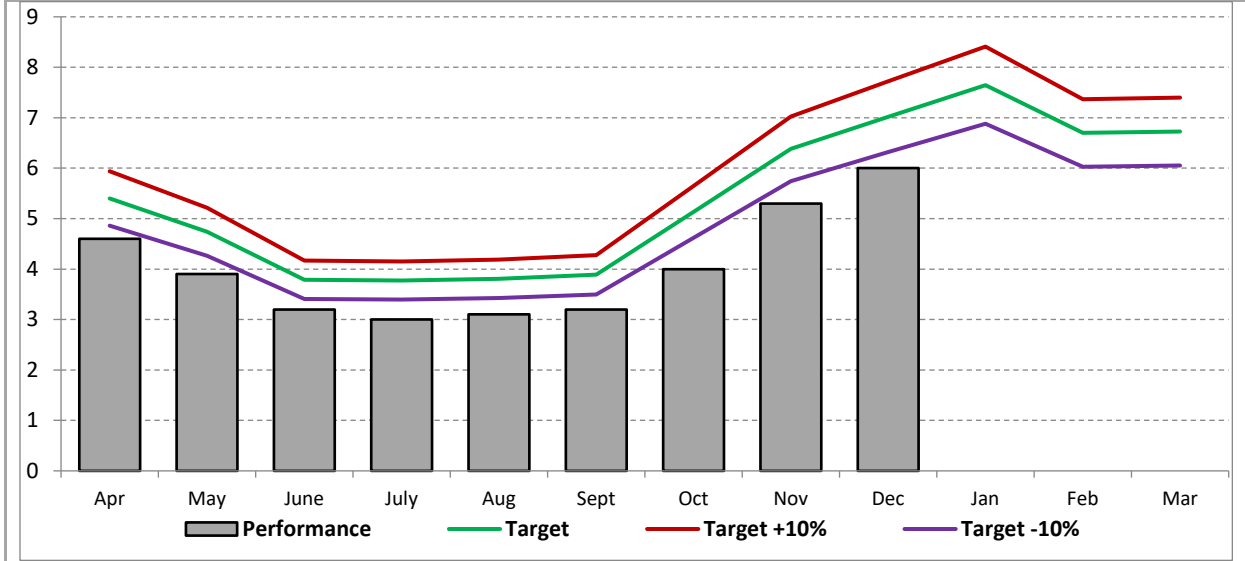


COMMENTARY:

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 5.16% shifts lost, exceeds the 4% target and is the same as at quarter 3 2021 of 5.16%. If Covid 19 related absence was omitted then cumulative sickness for this quarter of 2022 would be 3.52% which is below the 4% target.
WD11 WD12	Cumulatively, 5.79% of shifts were lost to sickness absence among uniformed staff (4.62% with Covid related absence removed). This is higher than for the same period last year when Grey book absence was 5.28% (including Covid). Non-uniformed staff absence in quarter 3 was 4.17% (3.52%) without Covid 19 absence). This much improved on absence at quarter 3 2021/22 when 4.96% of available shifts were lost to sickness absence (including Covid).

TE10 Total carbon output of all buildings

Service Plan Target Apr-Dec 2022	25.4	Progress to Date	21.0
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TE10 Total carbon output of all buildings

TE10	<p>Carbon output at 36.3 from all buildings is slightly lower than Q2 2021/22 (38.5) and below the target of 43.9. This measurement is based on tonnage of CO2# for the MFRS estate.</p> <p>The Service has commissioned work to establish a pathway to Net Zero by 2040, as previously agreed by the Authority.</p>
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