

SERVICE DELIVERY PLAN 2017-18:

April to June 2017

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

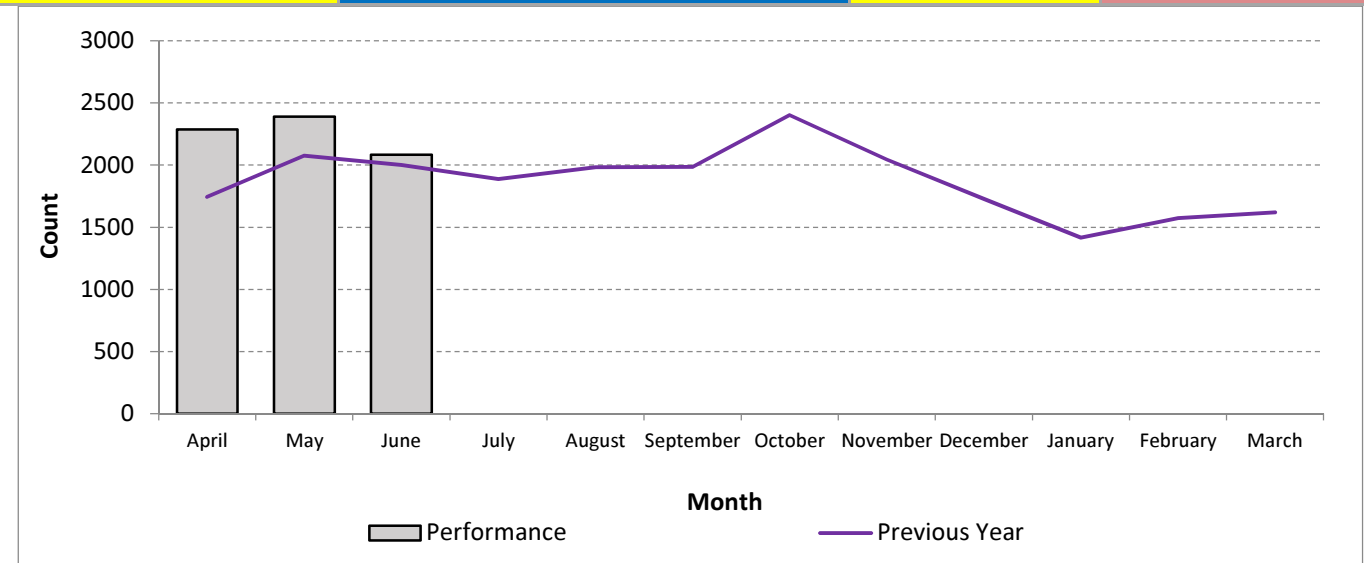
TC00 Total number of emergency calls received

Service Plan Target

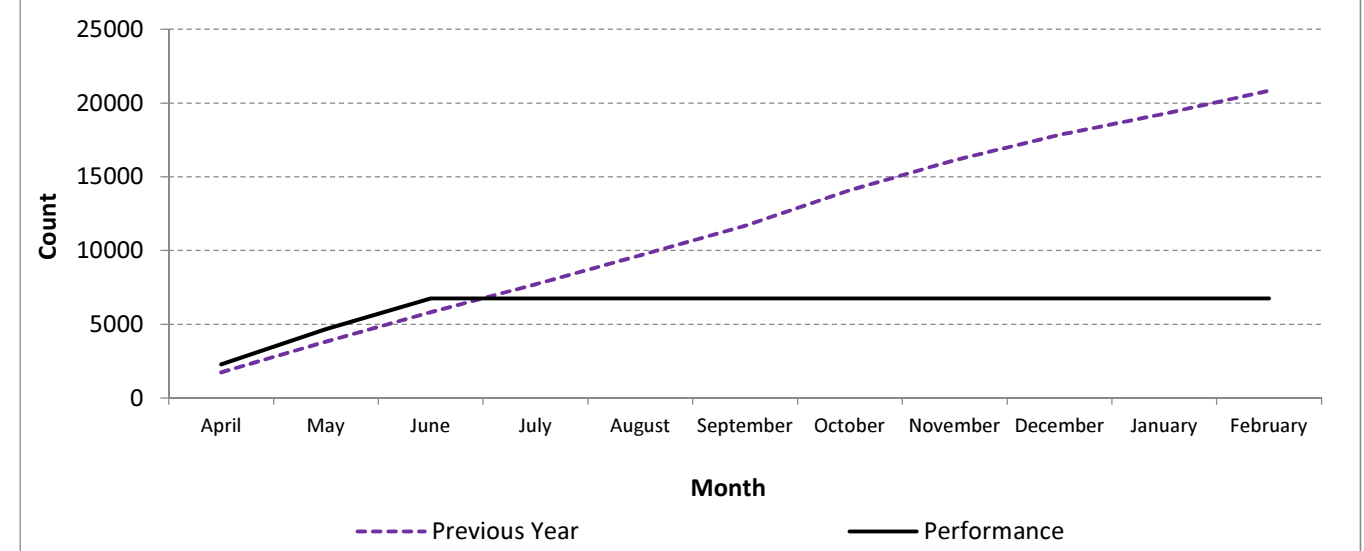
Quality Assurance

Progress to Date

6759



Cumulative Performance



TO00 Total number of emergency calls received	For quality assurance only
DO22 The % of 999 calls answered within 10 seconds	
TC00	To date there have been 6759 emergency calls received at Fire Control compared to 5820 at this time last year. Each of the 3 months have been over target. In April there were a large number of repeat calls to an incident in Netherton and most fire types increased in May due in part to dry weather and school holidays
DO22	97.8% of 999 calls were answered within 10 seconds by Fire Control.

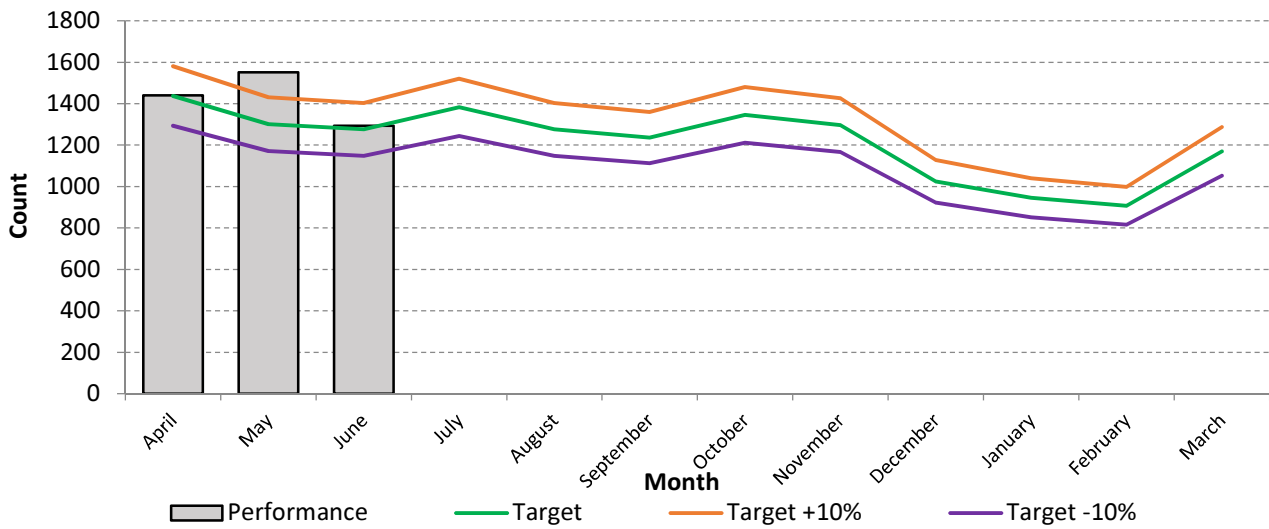
TC01 The total number of incidents attended

Service Plan Target
Apr-June 2017/18

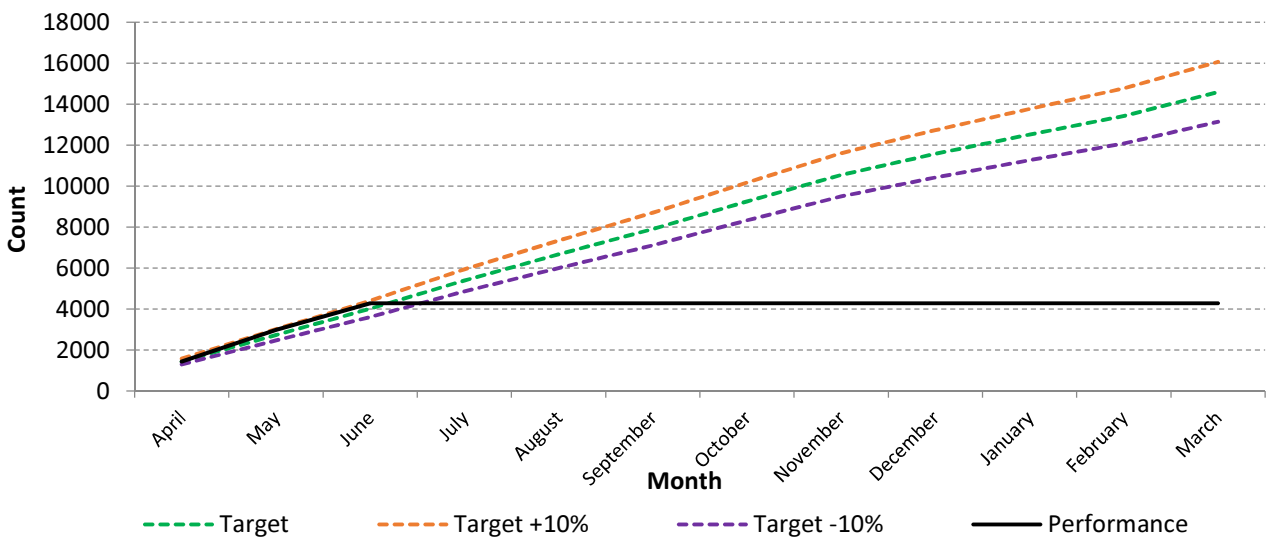
4014

Progress to Date

4285



Cumulative Performance



TC01 Total number of incidents attended

TC01

There were 417 more incidents between April and June 2017 (1293) than in the same period in 2016 (1274). April and June performance was within 10% of target but May saw 1509 incidents against the target of 1301. As previously mentioned May saw good weather and school holidays when historically fires can increase.

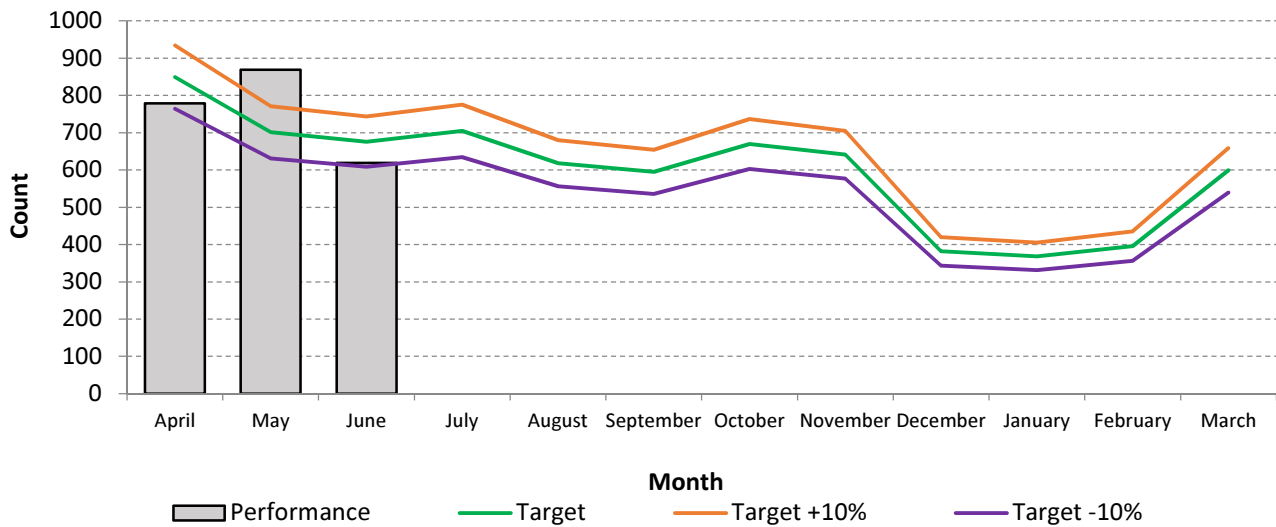
TC02 Total number of fire attended in Merseyside

Service Plan Target
Apr-June 2017/18

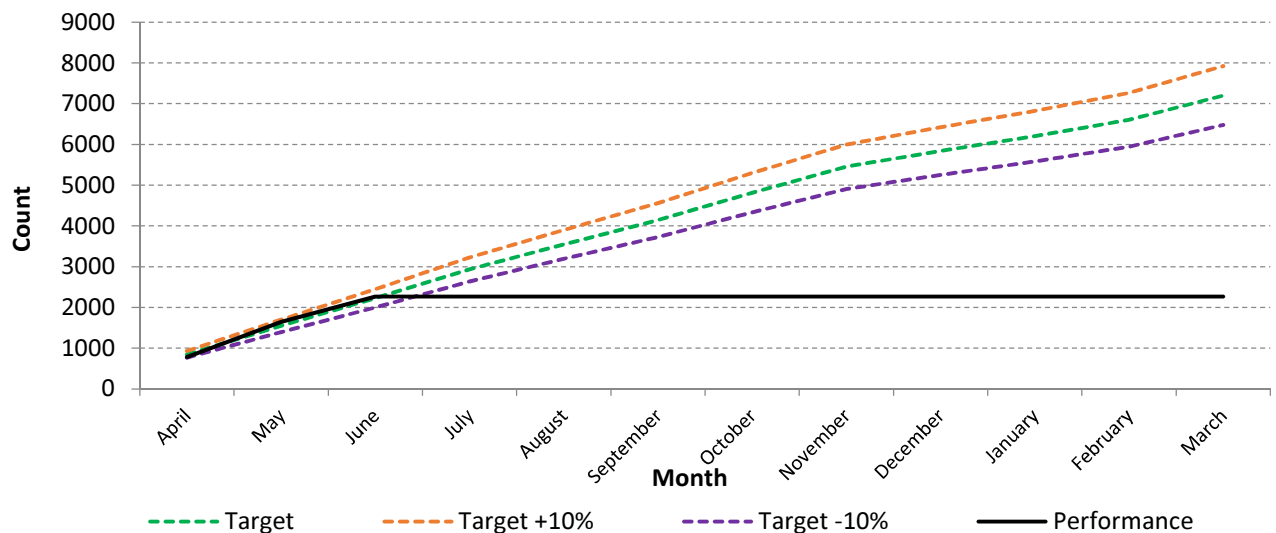
2226

Progress to Date

2267



Cumulative Performance



TC02 Total number of Fires attended in Merseyside

TC02

An increase in fires in May (846), the highest number since May 2011 (946), has resulted in this indicator being within 10% of target (2226) for the quarter (2267). In June the number of fires fell to 619 which is still 22 more than June 2016 but considerably under the target of 676.

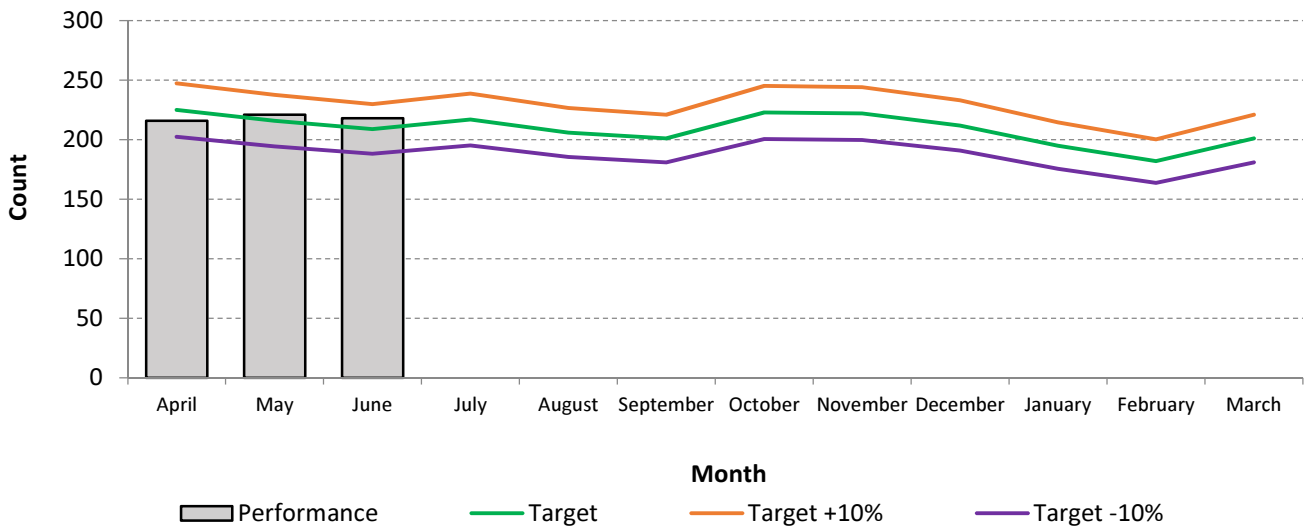
TC03 Total number of primary fires attended

Service Plan Target
Apr-June 2017/18

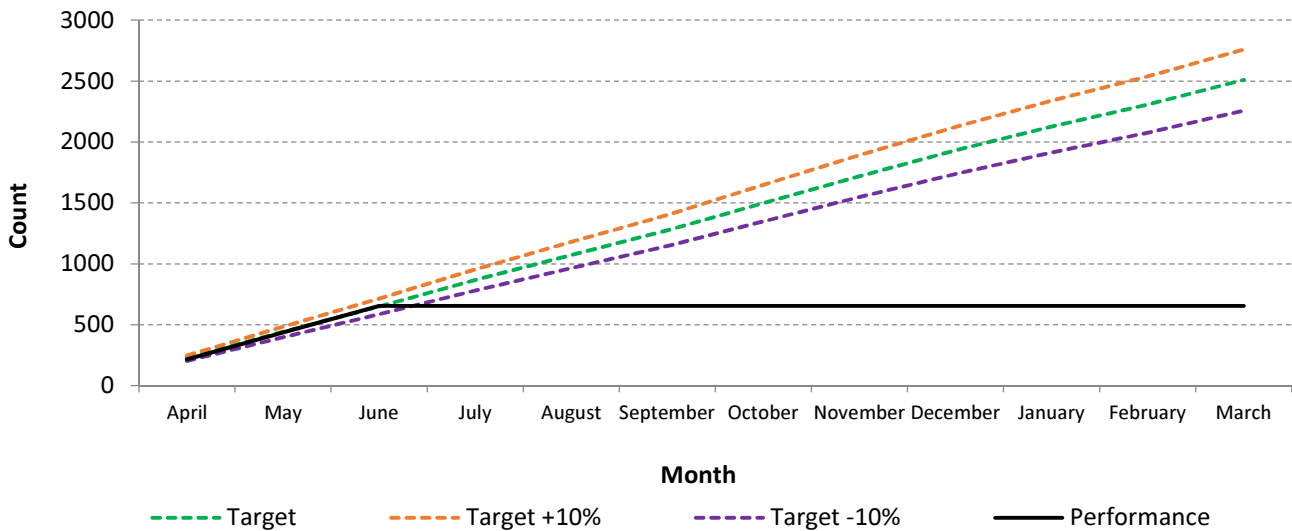
650

Progress to Date

655



Cumulative Performance



TC03 Total number of primary fires attended

TC03

There were 216 primary fires in both April and May which was within target but a slight increase to 218 in June means cumulatively this indicator is within 10% of target at the end of the first quarter.

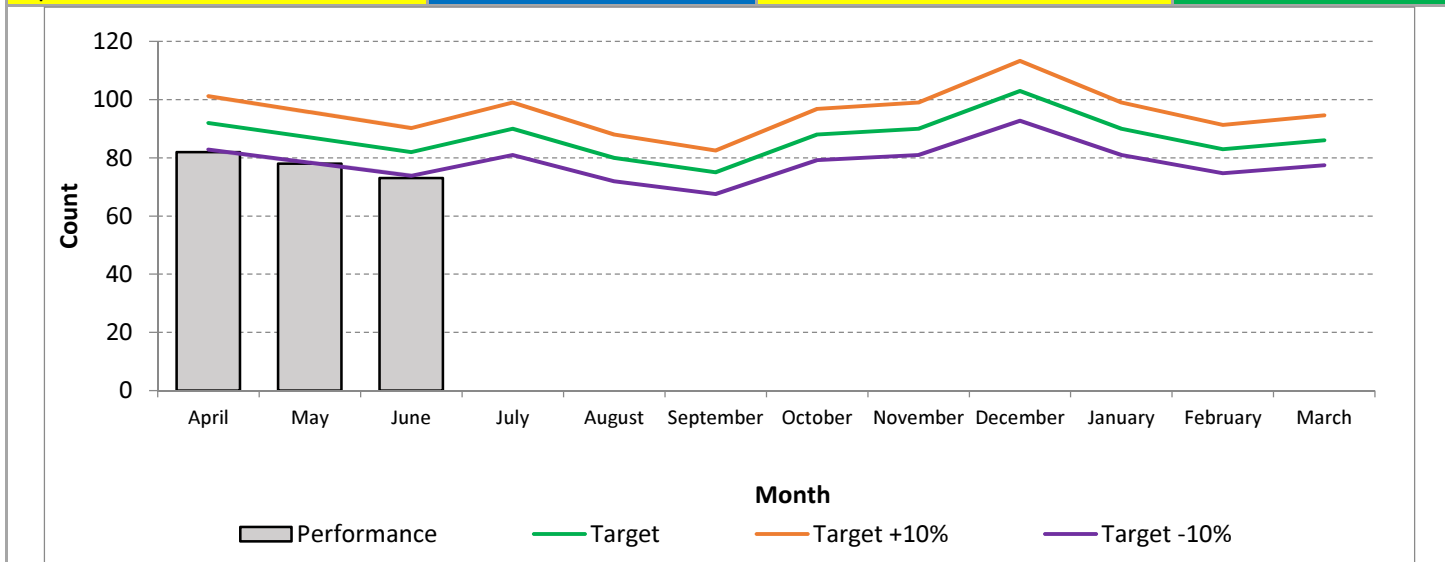
DC11	Number of accidental dwelling fires	Green
DC12	Number of fatalities in accidental dwelling fires	Green
DC13	Number of injuries in accidental dwelling fires	Red
DC14	Number of deliberate dwelling fires in occupied properties	Green
DC15	Number of deliberate dwelling fires in unoccupied properties	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 (233) are one of the fires types that fell in number during the first quarter compared to 2016/17 (254). Compared to 290 in 2013/14 and 279 in 2015/16 this is a significant improvement in performance and a continuing downward trend.
DC12	To date there have been no fatalities in accidental dwelling fires.
DC13	Injuries in accidental dwelling fires is the only indicator over target in the dwelling fires group. April and June were over target. In June there were 10 injuries however 5 of the injuries were in 2 incidents. Cumulatively there have been more injuries in 2017/18 (32) than in 2016/17 (25).
DC14	Deliberate dwelling fires in occupied property have fallen from 44 in 2016/17 to 32 in 17/18, considerably under the cumulative target of 42. There was a peak in May when there were 15 incidents this improved significantly in June to 6 fires.
DC15	Likewise deliberate fires in unoccupied properties have decreased from 13 in 2016/17 to 6 in 2017/18.
DC16 DC17	There have been no injuries or fatalities in the deliberate dwelling fires to date.

DC11 Number of accidental fires in dwelling

Service Plan Target Apr-June 2017-18	261	Progress to Date	233
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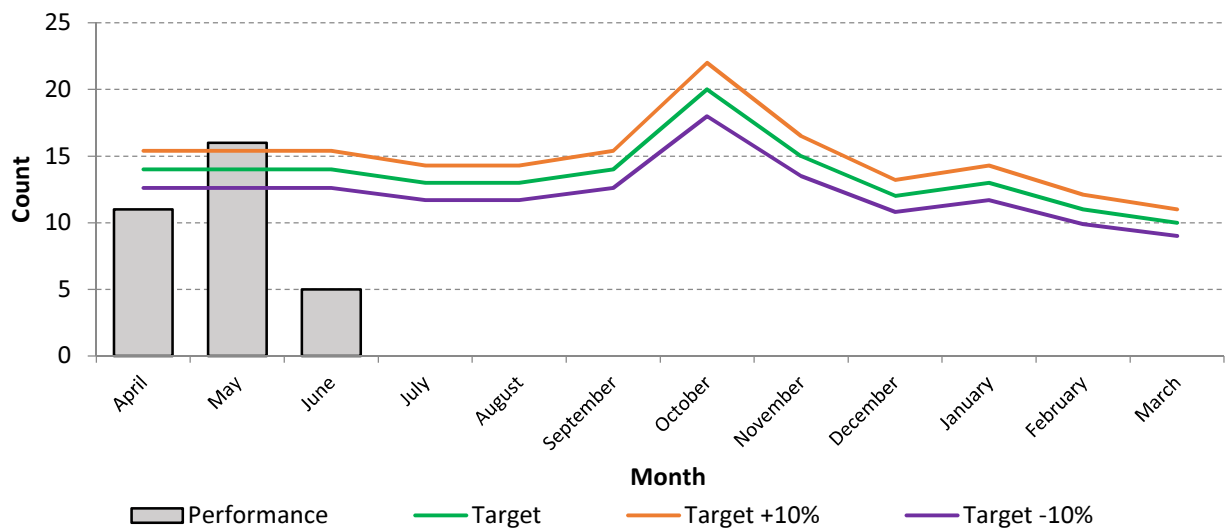
DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target
Apr-June 2017-18

42

Progress to Date

32



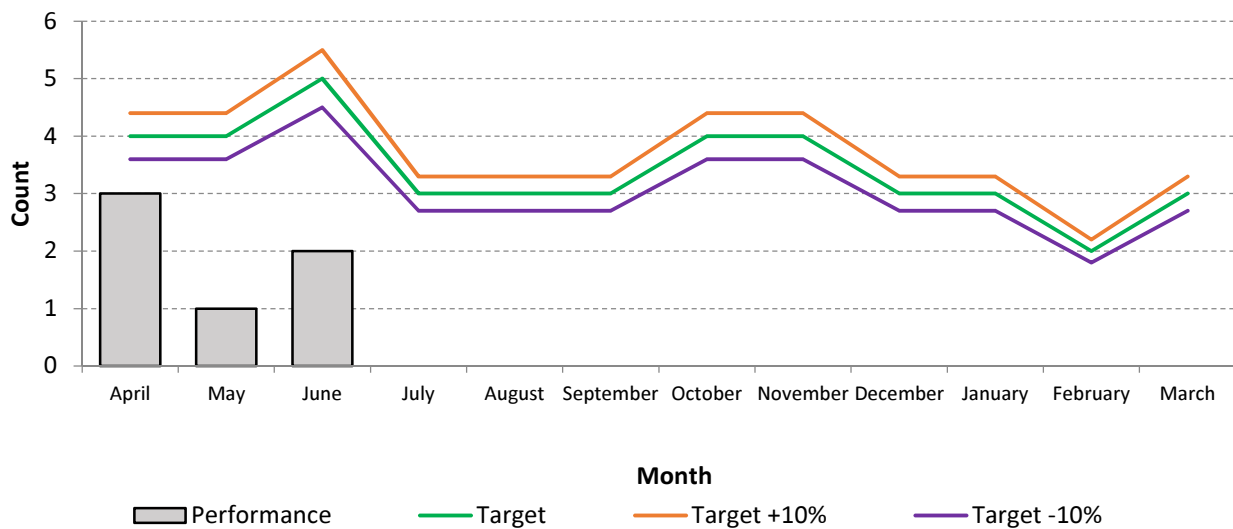
DC15 Number of deliberate fires in unoccupied properties

Service Plan Target
Apr-June 2017-18

13

Progress to Date

6



Home Fire Safety Checks (HFSC's)					
	April	May	June	Target	TOTAL
Completed by Stations	3719	3563	3793	10643	11075
Completed by stations, prevention staff and others	4480	4249	4748	13143	13577
<p>Operational fire crews are expected to use status reports to select which addresses to deliver HFSC's to. These reports identify properties where residents are over 65 and as such considered at greater risk of fire. During the first quarter of 2017/18 55.7% of HFSC's in 2017/18 were delivered to homes identified from status reports (ie. to homes where at least one resident was over 65).</p> <p>During 2017/18 to 30th June operational fire crews have delivered 11075 HFSC's. There were 13577 HFSC's were carried out by fire crews, prevention staff and the new Home Safety Advisers (who delivered 312 HFSC's). Prevention staff target the most vulnerable people in our communities and they are they are delivering more HFSC's than in previous years eg. in June 2017 884 HFSC's were delivered compared to 576 in June 2016.</p>					

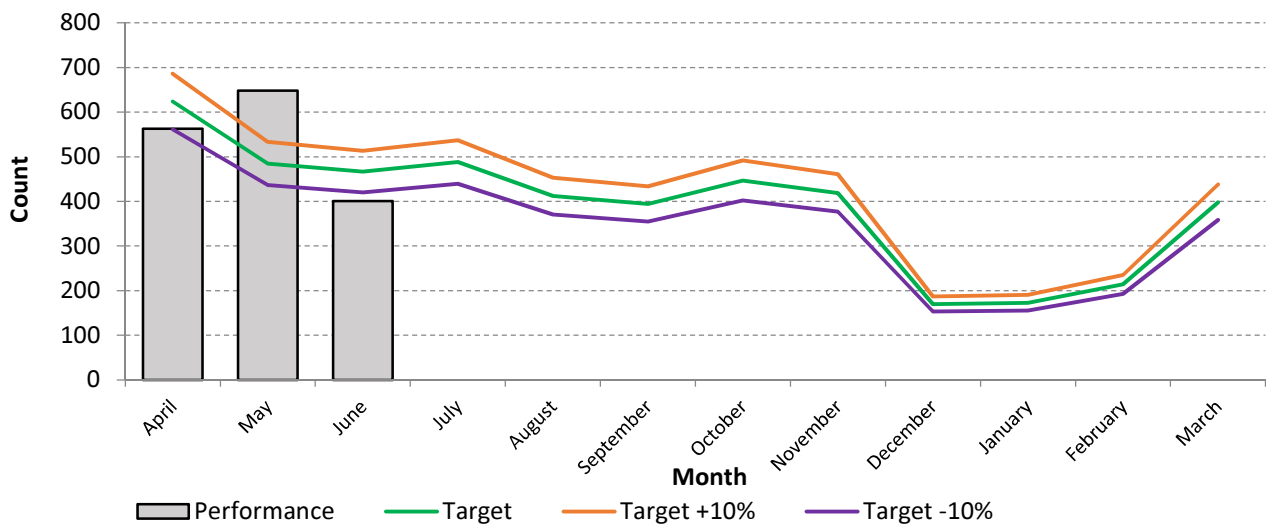
TC04 Total number of secondary fires attended

Service Plan Target
Apr-June 2017-18

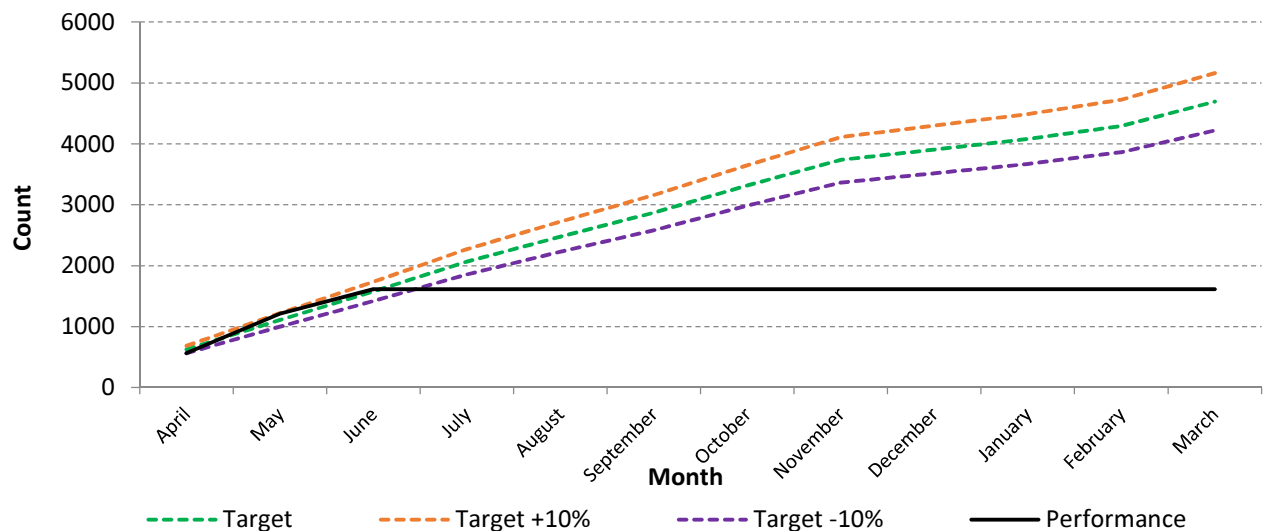
1576

Progress to Date

1612



Cumulative Performance



TC04 Total number of secondary fires attended

AC13 Number of deliberate ASB fires attended

TC04

There were 1612 secondary fires in the first quarter of 2017/18. This is over 300 more fires than in quarter 1 of 2016/17. In May there were 635 fires; this is the highest number of incidents since May 2011 when there were 671.

AC13

Deliberate anti-social behaviour small fires (1375) are under the cumulative target of 1398. Again there was a spike in incidents in May when the weather was dry and schools were on holiday. During the Easter holidays there was a peak in incidents around Rimrose Valley Country Park. Consequently this area was targeted by ASB prevention teams and this increase in anti-social behaviour has lessened.

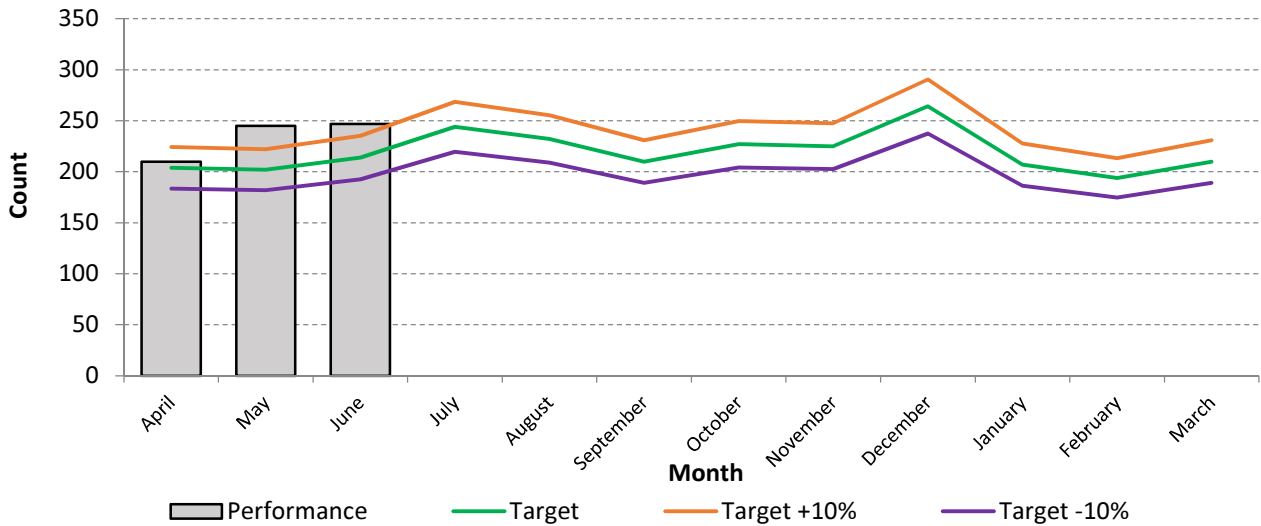
TC05 Total number of special services attended

Service Plan Target
Apr-June 2017-18

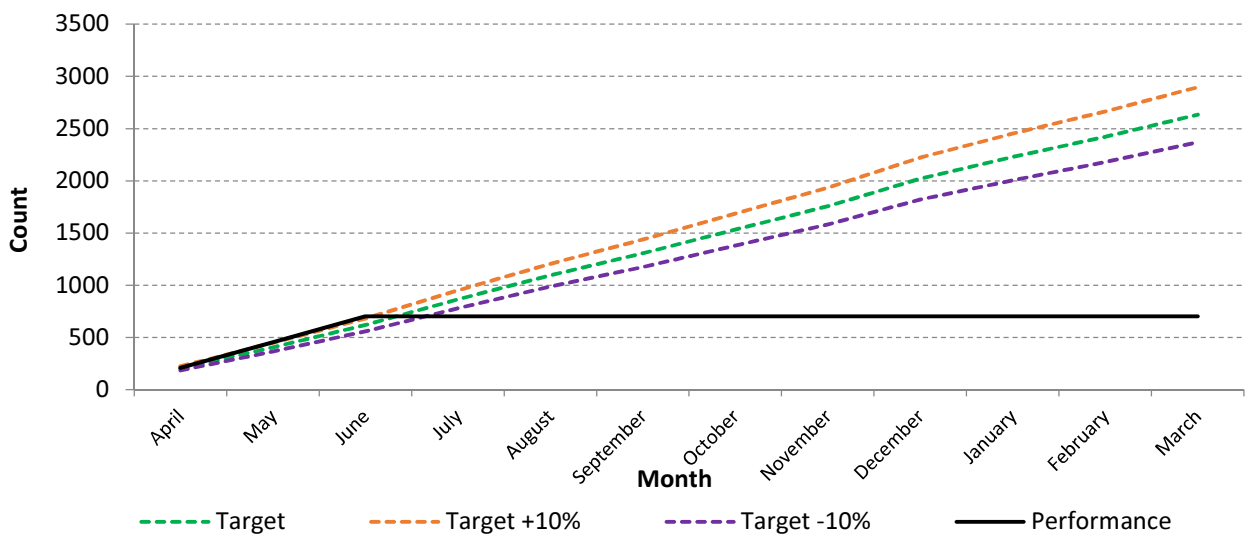
620

Progress to Date

702



Cumulative Performance



TC05 Total number of Special Services attended

RC11 Number of Road Traffic Collisions (RTC's)

TC05

Special service calls have increased each month. The main types of incident attended are effecting entry, ring removal, assisting other agencies and lift rescues. Cumulatively there have been 702 incidents this year compared to 704 for this period in 2016/17. The Emergency Medical Response trial is included in this indicator.

RC11

The number of RTC's attended has reduced from 144 in 2016/17 to 117 in 2017/18. This was 15 incidents below the cumulative target. In line with the reduction in incidents there have been 47 less injuries in RTC's. However there have sadly been 2 fatalities to date.

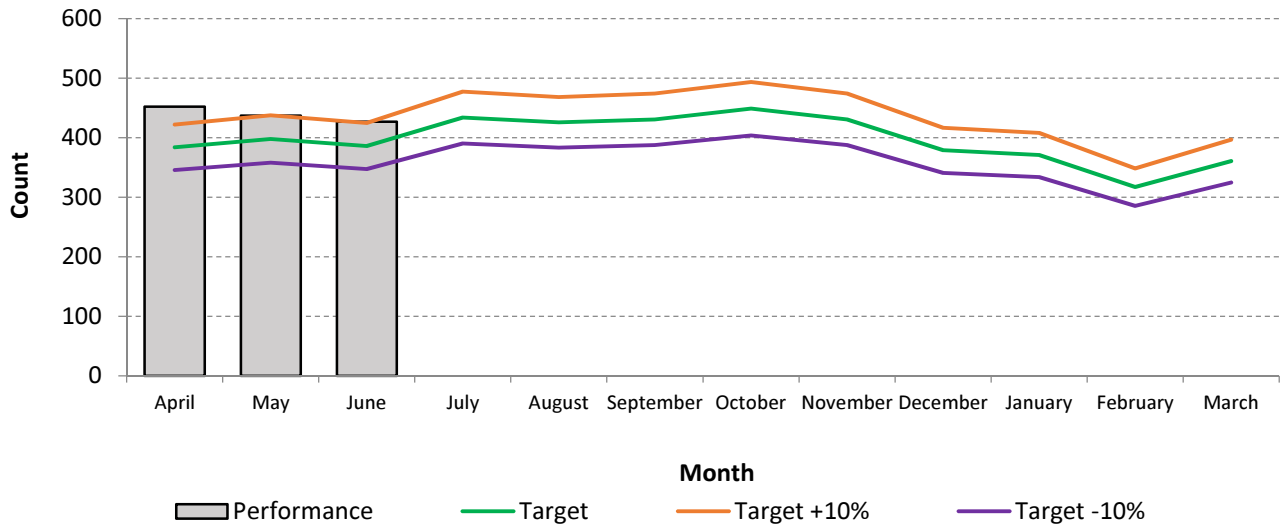
TC06 Total number of false alarms attended

Service Plan Target
Apr-June 2017-18

1168

Progress to Date

1316



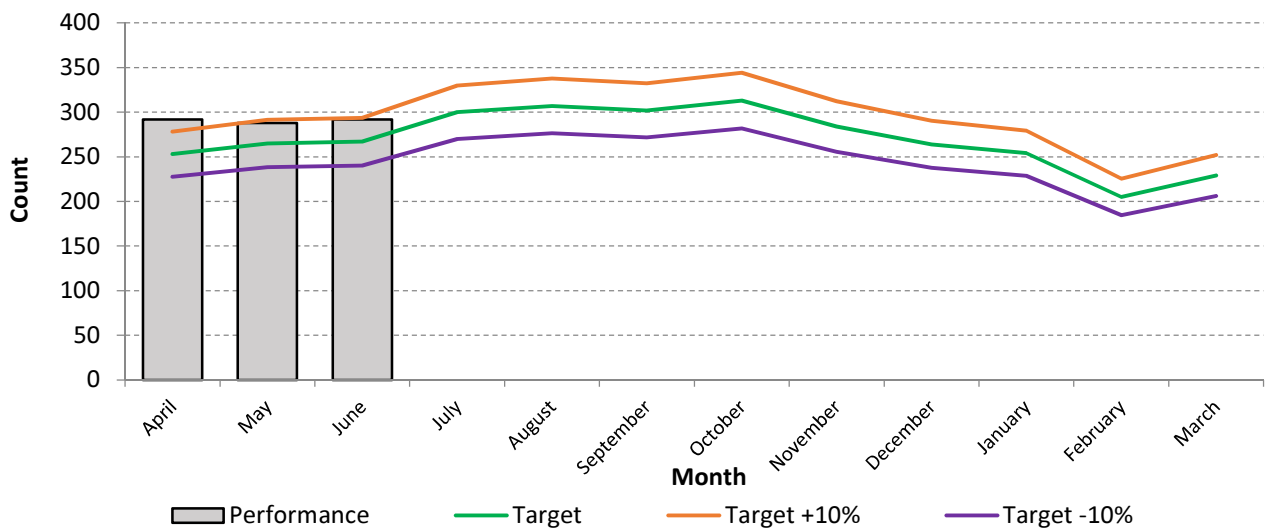
TC011 Total number of false alarms attended, discounting false alarm good intent

Service Plan Target
Apr-June 2017-18

785

Progress to Date

872



TC06 Total number of false alarms attended

TC011 Total false alarms attended, discounting false alarm good intent

TC06

The number of false alarms attended (1316) increased compared to 2016/17 when crews attended 1229 false alarms. Repeat attendances continue to be predominantly sheltered self-contained accommodation. Community Risk Management teams work closely with these premises to reduce false alarm calls.

By subtracting the number of false alarm good intent calls from the total

TC011

number of false alarms attended a clearer picture of the number of incidents can be drawn. Each month this incident type has exceeded targets.

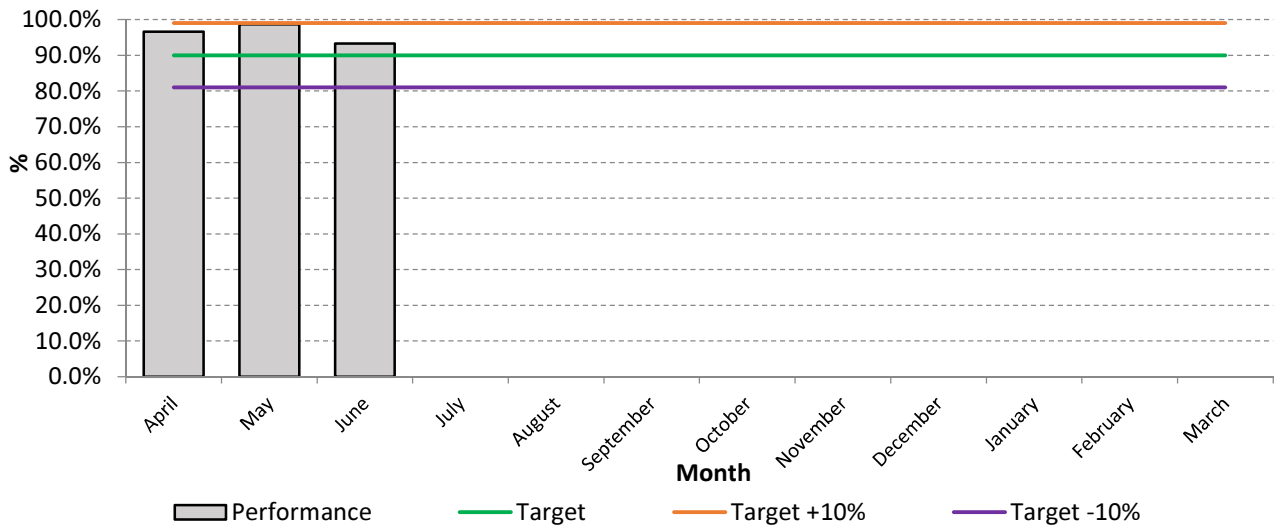
TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes

Service Plan Target

90%

Progress to Date

96.3%



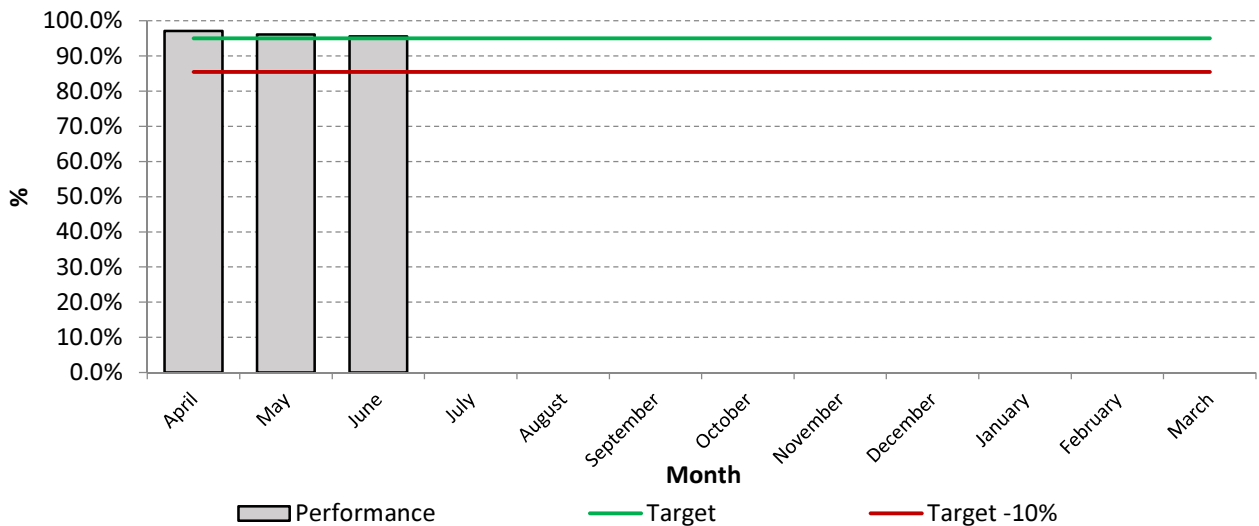
DR23 Alert to mobile in under 1.9 minutes

Service Plan Target

95%

Progress to Date

96.3%



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

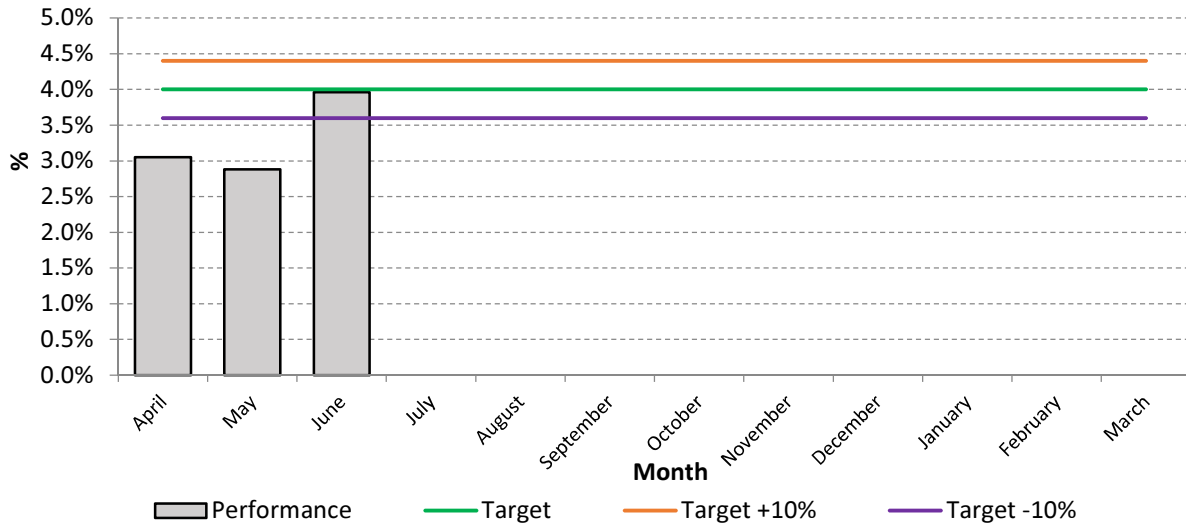
Operational staff attained the Attendance Standard of the first attendance of an appliance at a life risk incident within 10 minutes on 96.3% of occasions, well above the target of 90%.

DR23

Crews when being mobilised to emergency incidents went from alert to mobile in under 1.9 minutes on 96.3% of incidents. This is an important part of ensuring the attendance standard is met.

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

Service Plan Target Apr-June 2017-18	4%	Progress to Date	3.96%
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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

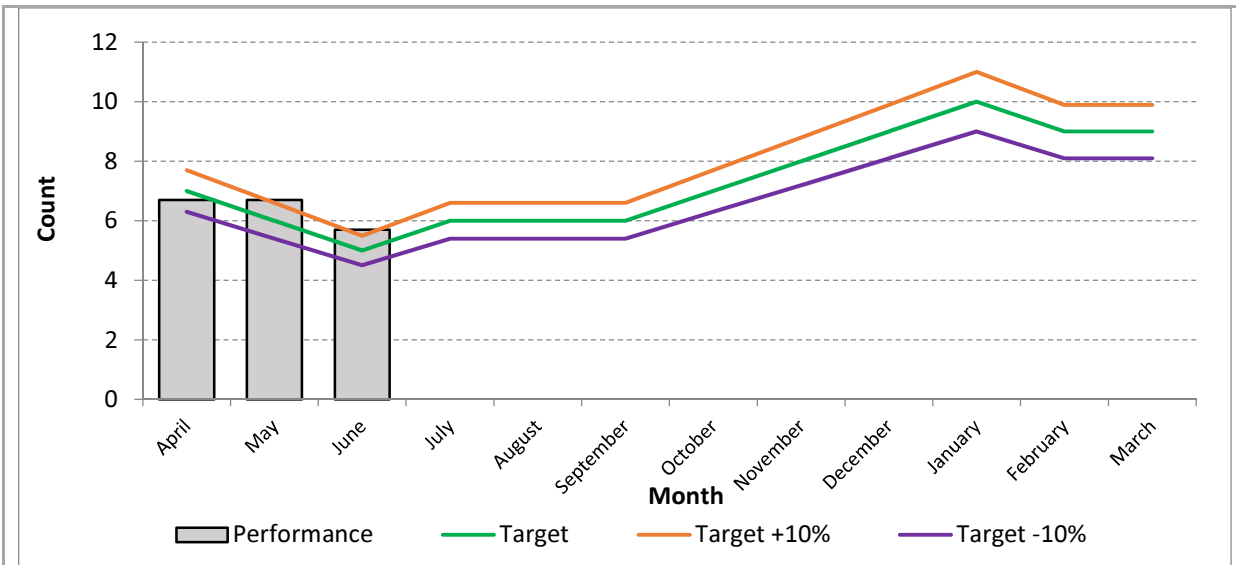
Overall sickness among all staff at 3.96% shifts lost to sickness absence is below the 4% target but has increased when compared to 2.49% in 2016/17.

**WD11
WD12**

Uniformed staff absence during April – June was 3.39% of shifts lost to sickness absence.
Non uniformed staff absence was 4.86%, which was over target and considerably higher than 2016/17 when it was 2.22%. This is due to a number of staff being off with long term sickness.

TE10 Total carbon output of all buildings

Service Plan Target Apr-June 2017-18	18.0	Progress to Date	19.1
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TE10 Total carbon output of all buildings		
TE10	Carbon output at 19.1 from all buildings remained consistent with quarter 1 last year when it was 19.2. This measurement is CO2 per metre per building.	