SERVICE DELIVERY PLAN 2017-18:

July - November 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.
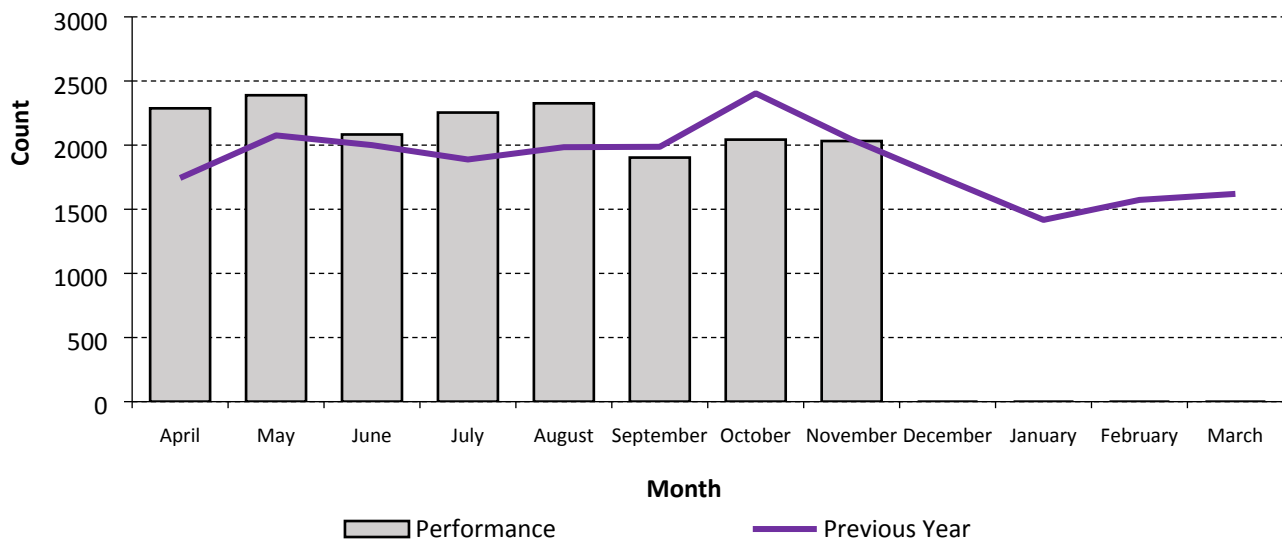
Merseyside FIRE & RESCUE SERVICE

BENCHMARK INDICATORS

TC00 Total number of emergency calls received

Service Plan Target	Quality Assurance	Progress to Date	17317

Chart: Count by Month (April–March), Performance (bars) and Previous Year (line)

Cumulative Performance

Chart: Cumulative Count by Month (April–February), Previous Year (dashed) and Performance (solid)
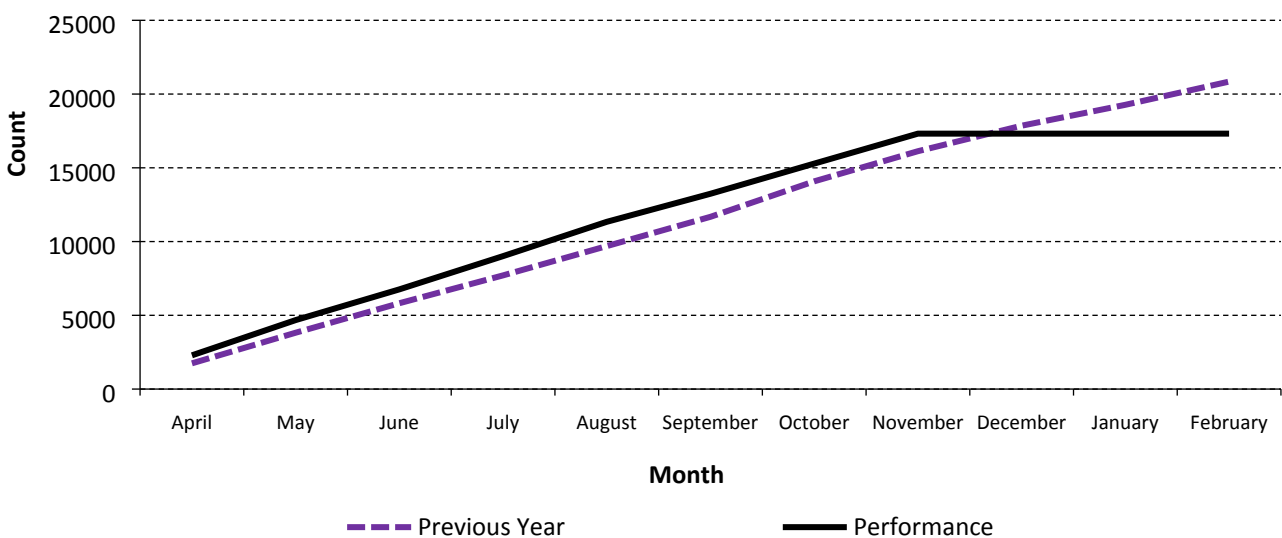
TO00 Total number of emergency calls received	For quality assurance only
DO22 The % of 999 calls answered within 10 seconds	

| TC00	To date there have been 17317 emergency calls received at Fire Control compared to 16127 at this time last year. August saw the highest number of calls (2326) but over 1000 of these calls were repeat calls to incidents including Spotmix in Bootle.
DO22	98.1% of 999 calls were answered within 10 seconds by Fire Control. The target is 96%.

TC01 The total number of incidents attended

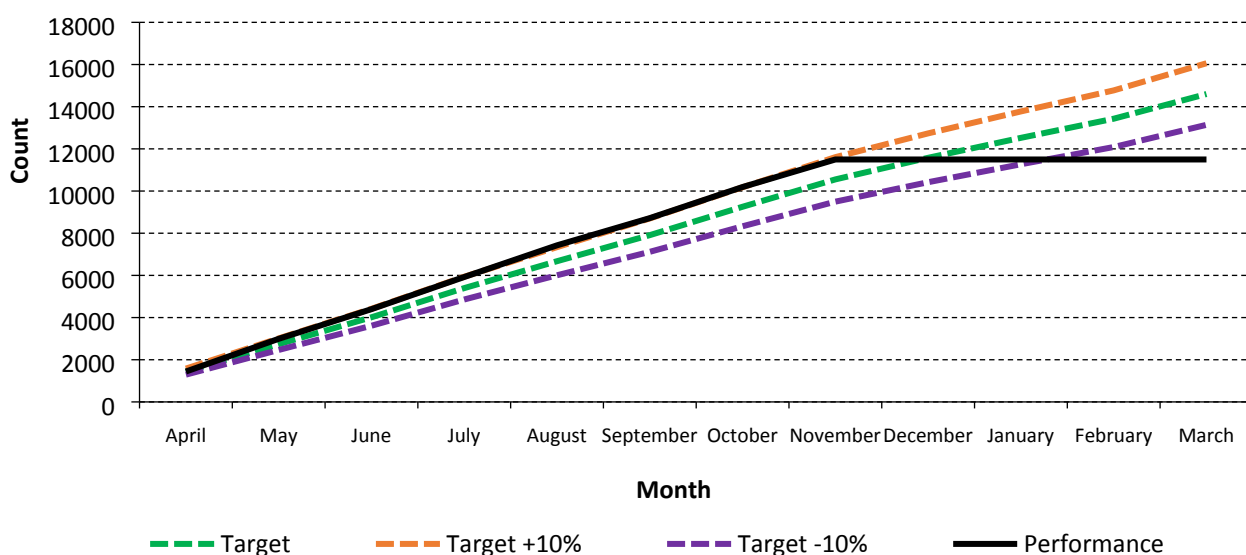| Service Plan Target July - Nov 2017/18	10552	Progress to Date	11525
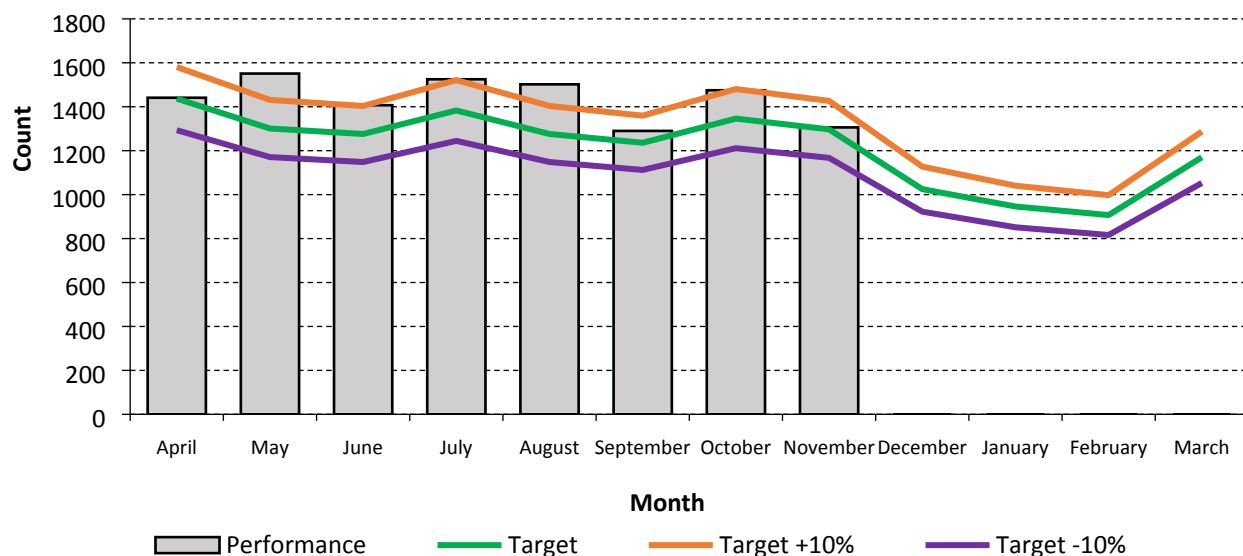
Cumulative Performance

TC01 Total number of incidents attended	

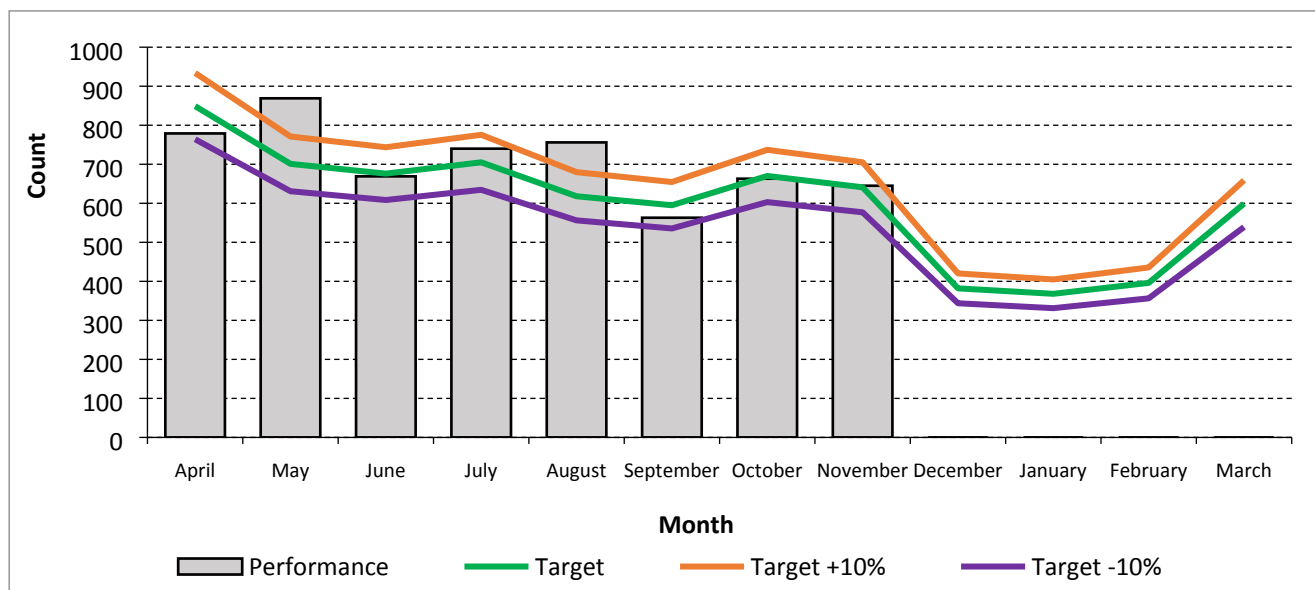| TC01	By 30th November 2017 crews had attended 11525 incidents, this is 550 more incidents than in 2016/17. However this figure is within 10% of the target of 10552 incidents.

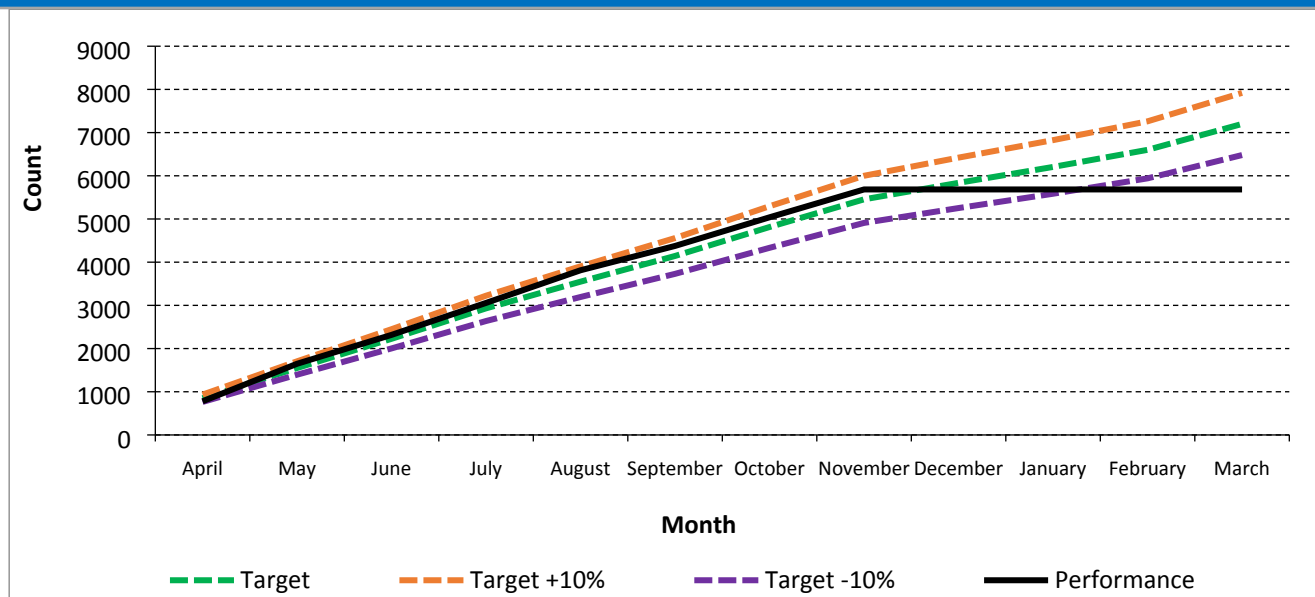## TC02 Total number of fire attended in Merseyside

Service Plan Target July - Nov 2017/18	5455	Progress to Date	5695

Cumulative Performance

TC02 Total number of Fires attended in Merseyside	

| TC02	This indicator (5695) is within 10% of the target (5455) but since peaks earlier in the year, particularly in May, numbers of fires have fallen with 108 fewer fires attended during the Bonfire period in November 2017 (656) than in November 2016 when crews attended 764 fires.

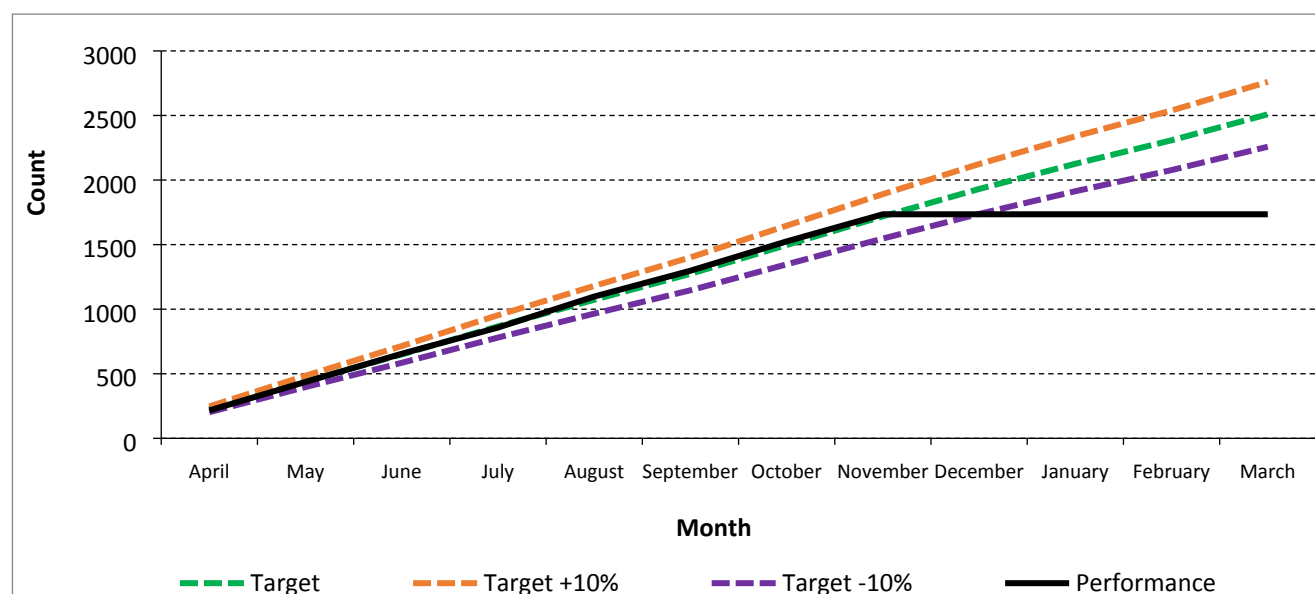## TC03 Total number of primary fires attended

Service Plan Target July - Nov 2017/18	1719	Progress to Date	1739
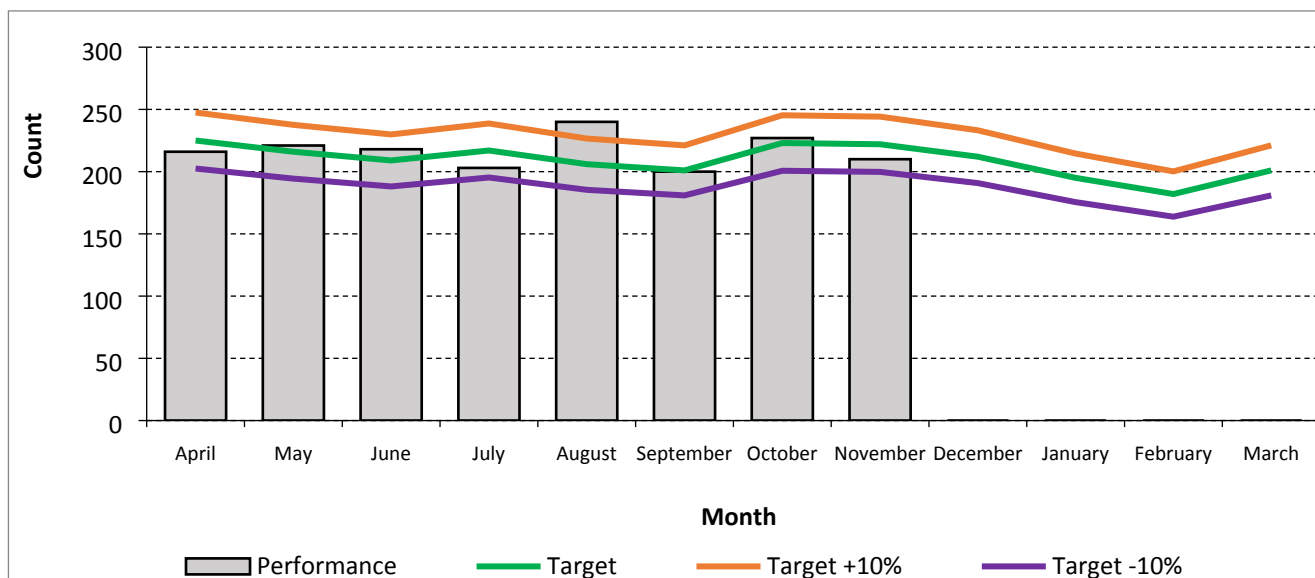
Cumulative Performance

TC03 Total number of primary fires attended	

TC03	Primary fires are fires which include an insurable loss. This indicator is within 10% of target. There have been 43 fewer incidents than at this time last year. The number of fires has been consistent each month at just over 200 with a peak in August when there were 240 incidents.

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 (602) continue on a downward trend with 70 less incidents than at November 2016 (672).
DC12	Sadly there was a fatality in an accidental dwelling fire in October.
DC13	There have been 63 injuries in accidental dwelling fires to date, this is 11 under target. In September there were 13 injuries, which is the highest in any month this year. All these injuries were as a result of 6 incidents.
DC14	There have been 17 more deliberate dwelling fires in occupied property in 2017 (137) than in 2016/17 (120). In October there was a peak with 31 incidents, 12 of these involved fireworks.
DC15	Deliberate fires in unoccupied properties have decreased from 29 in 2016/17 to 25 in 2017/18.
DC16 DC17	There have been no fatalities in the deliberate dwelling fires to date. However there have been 3 injuries to date.

DC11 Number of accidental fires in dwelling

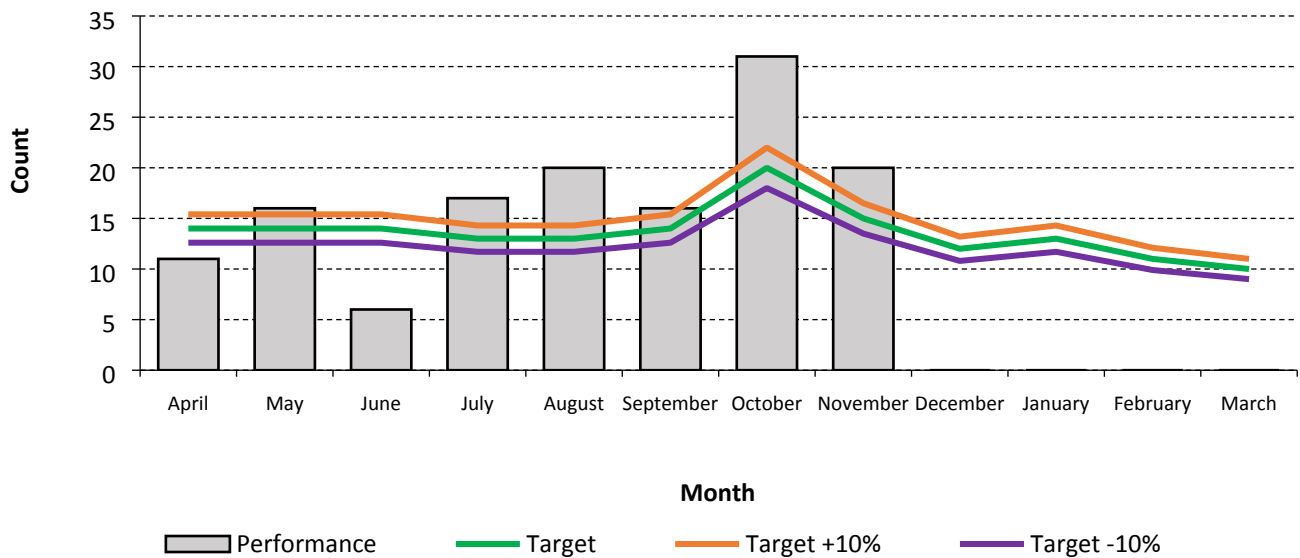| Service Plan Target July - Nov 2017-18	684	Progress to Date	602
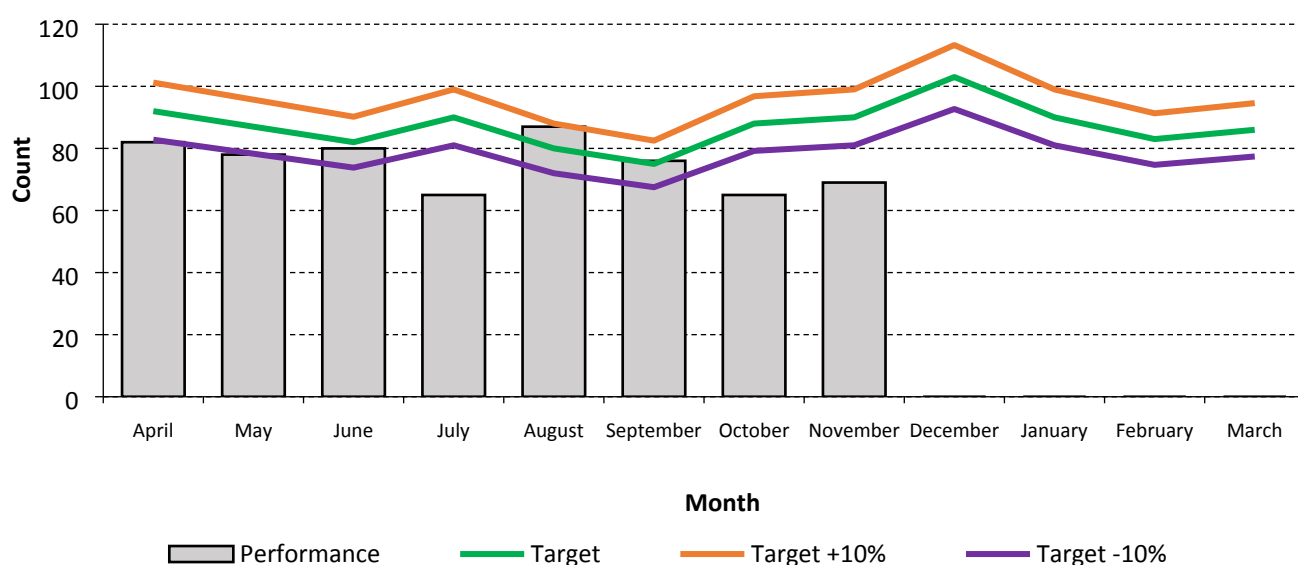
DC14 Number of deliberate dwelling fires in occupied properties

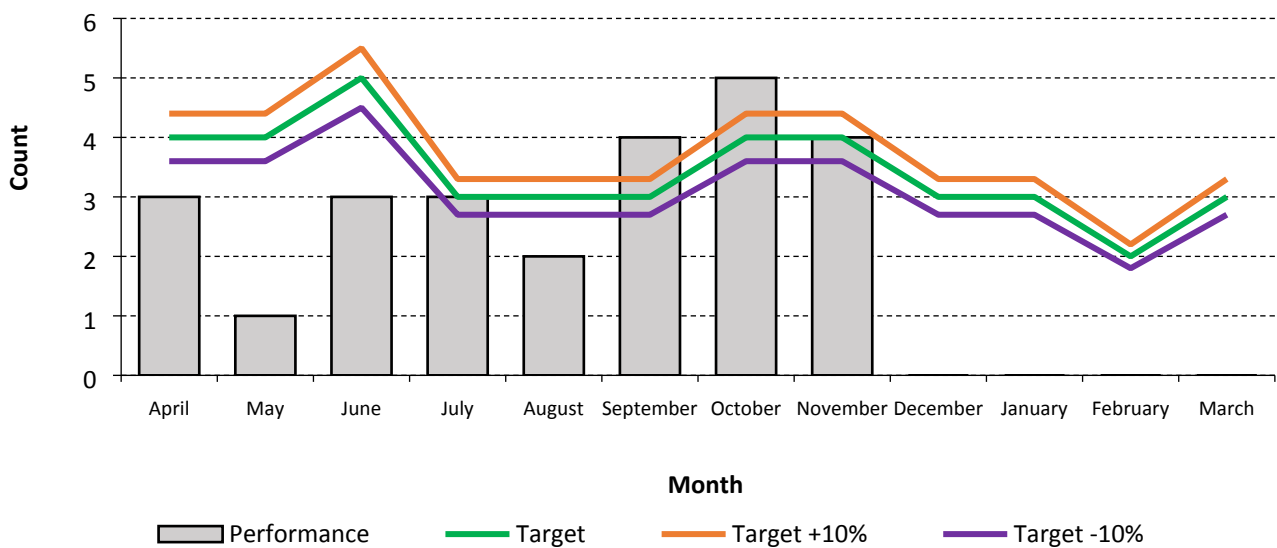| Service Plan Target July - Nov 2017-18	117	Progress to Date	137

Performance | Target | Target +10% | Target -10%

DC15 Number of deliberate fires in unoccupied properties

Service Plan Target July - Nov 2017-18	30	Progress to Date	25

Performance | Target | Target +10% | Target -10%

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Home Fire Safety Checks (HFSC's)		
	Target	**TOTAL**
Completed by Stations	27301	**28295**
Completed by stations, prevention staff and others	33967	**35670**

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. From April to November 2017 crews completed 28295 HFSC's. 56.6% of these were addresses where taken from status reports, where at least one member of the household was over 65. HFSCs that are delivered to people under the age of 65 are usually the result of specific home fire safety campaigns in a particular area (for example, after a fatality).

There were 35670 HFSC's carried out by fire crews, new Home Safety Advisers and Prevention staff (who delivered 6709 Safe and Well visits). Prevention staff target the most vulnerable people in our communities and each Officer has delivered an average of 616 visits this year to date.
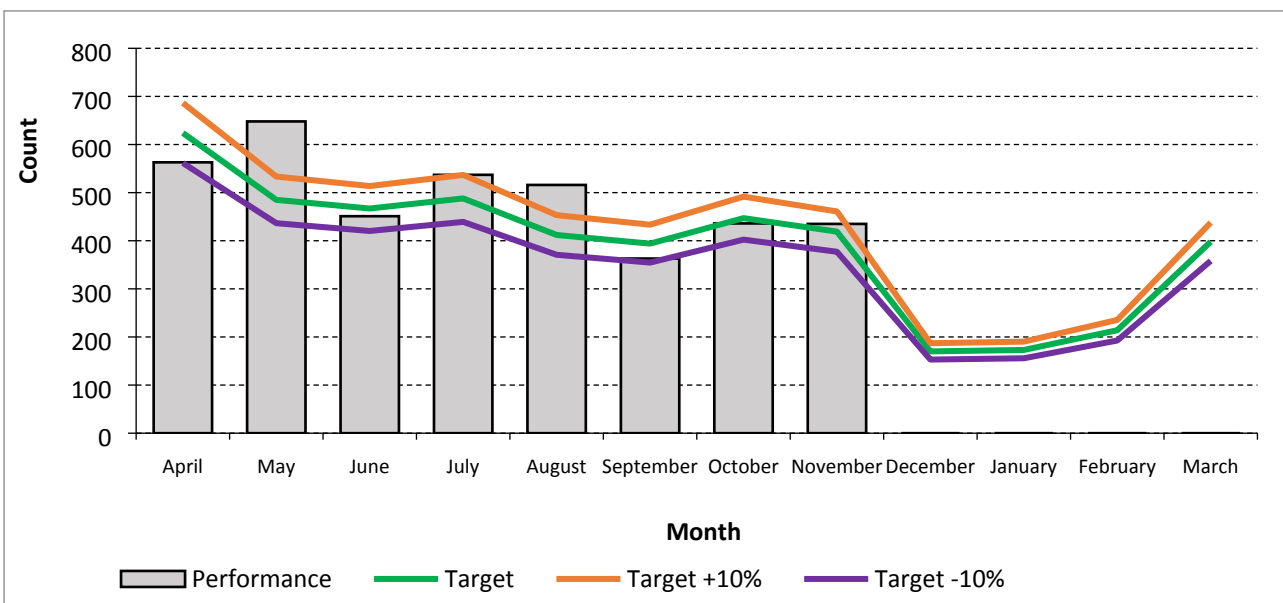
TC04 Total number of secondary fires attended

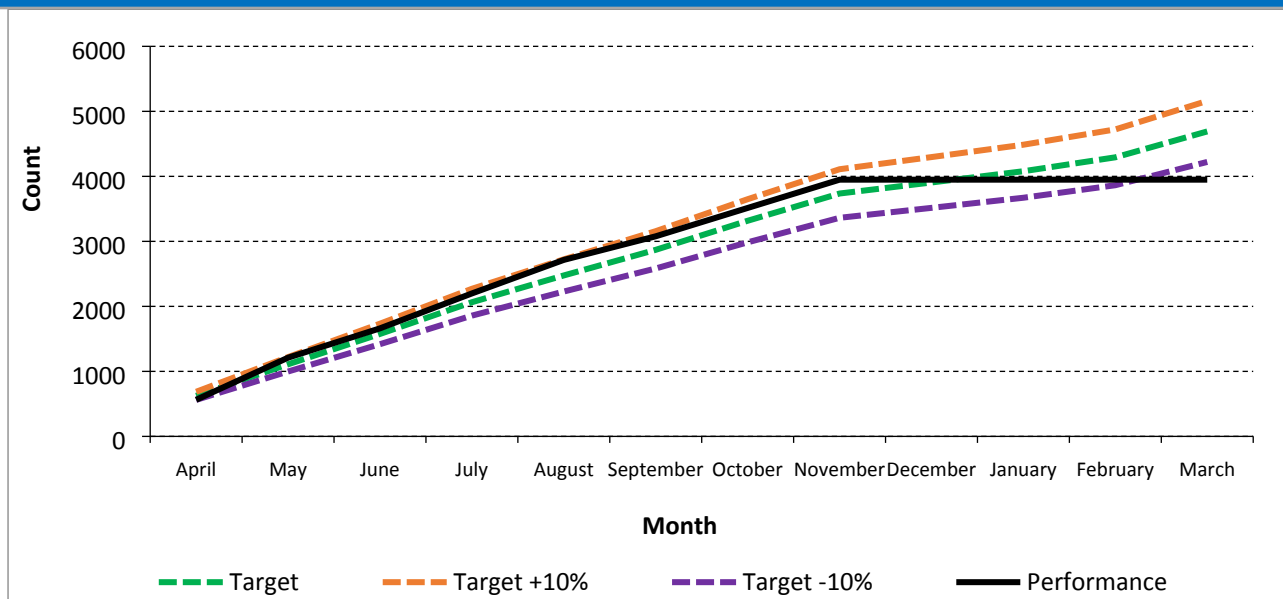| Service Plan Target July-Nov 2017-18	3736	Progress to Date	3956

Cumulative Performance

TC04 Total number of secondary fires attended	
AC13 Number of deliberate ASB fires attended	

| TC04	There were 3956 secondary fires attended by November 2017. This is over 250 more fires than at this time in 2017. There was a spike in May when there were 635 fires, but each month since then numbers have been lower, with 442 fires during November (which included the Bonfire period).
AC13	Deliberate anti-social behaviour small fires (3476) are within 10% of the cumulative target of 3358. During November (408) there were 71 fewer incidents than in 2016 (479).

TC05 Total number of special services attended
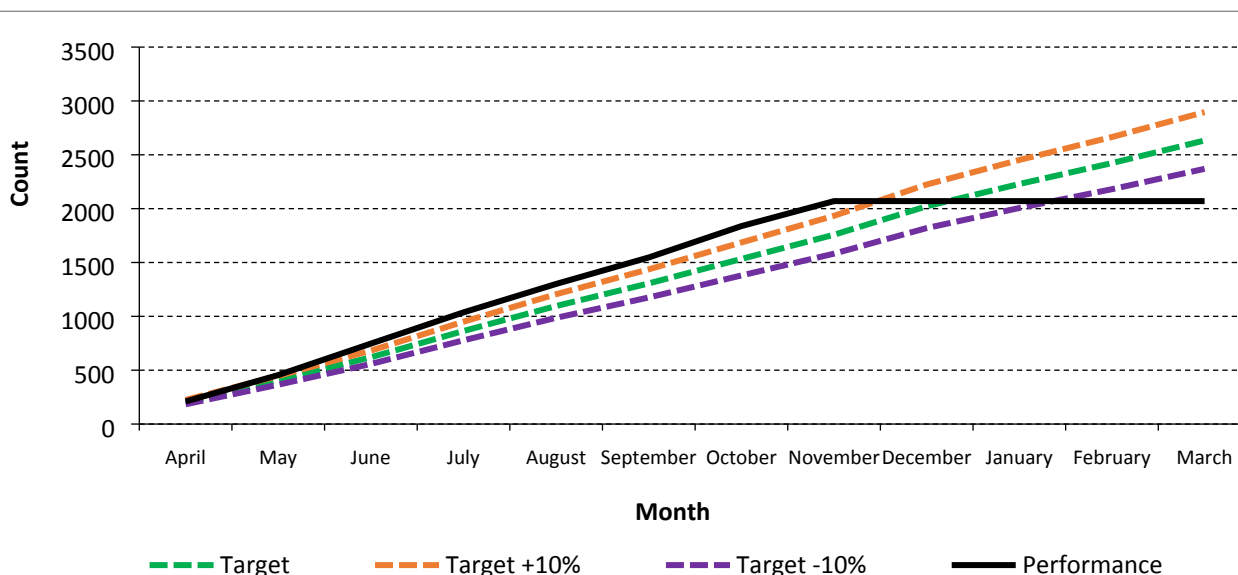
Service Plan Target July-Nov 2017-18	1758	Progress to Date	2076
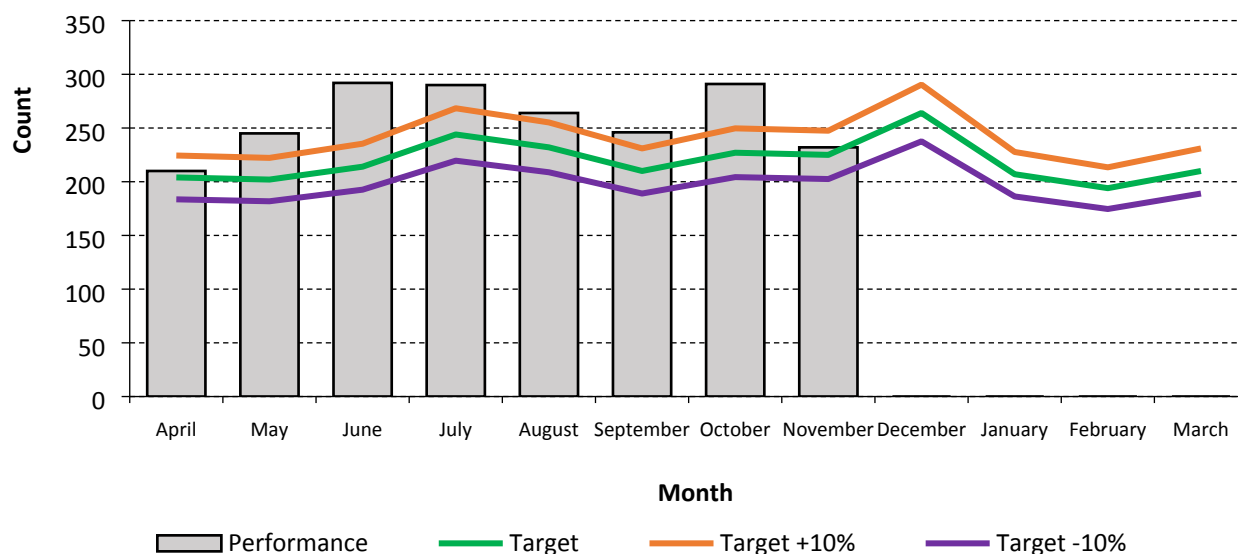
TC05 Total number of Special Services attended	
RC11 Number of Road Traffic Collisions (RTC's)	

|	
TC05	The main types of incident attended are effecting entry, assisting other agencies, flooding and lift rescues. Cumulatively there have been 2076 incidents this year compared to 2032 for this period in 2016/17. The Emergency Medical Response trial was included in this indicator (this ended in September).
RC11	The number of RTC's attended has reduced from 409 in 2016/17 to 382 in 2017/18. This was within 10% of the cumulative target (373). In line with the reduction in incidents there have been 50 less injuries in RTC's. However there have sadly been 6 fatalities to date.

TC06 Total number of false alarms attended

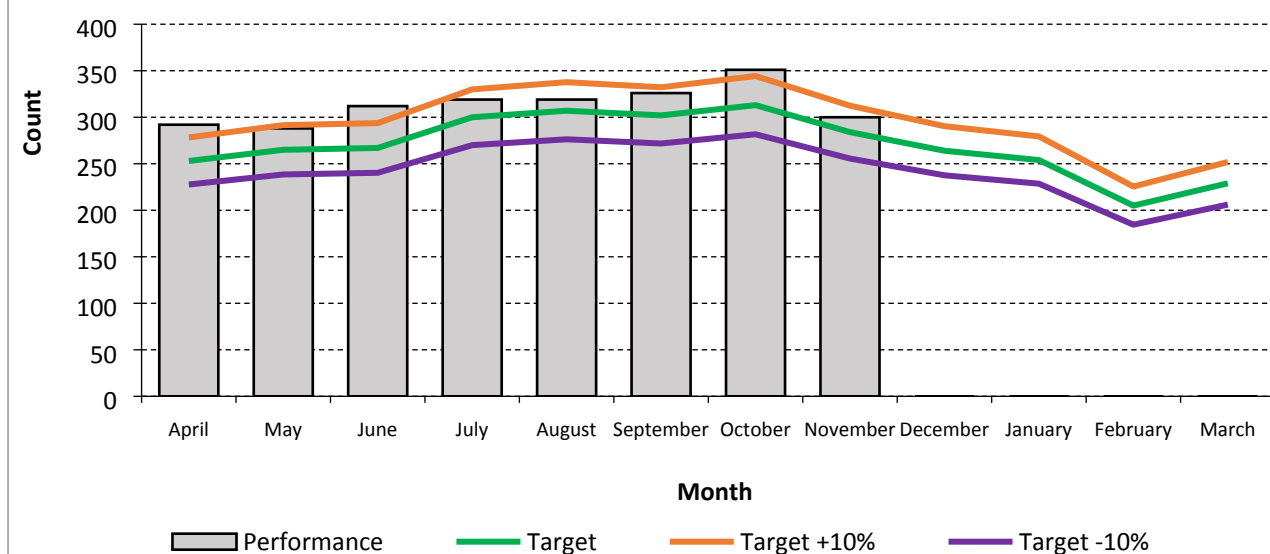| Service Plan Target July - Nov 2017-18	3339	Progress to Date	3755
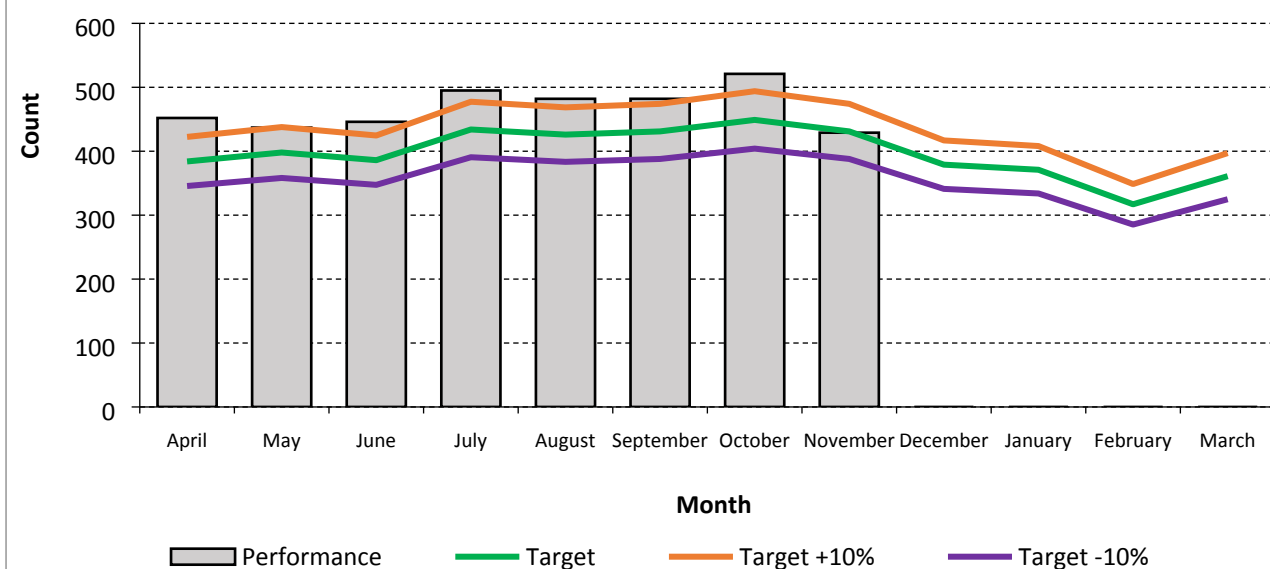
TC011 Total number of false alarms attended, discounting false alarm good intent

Service Plan Target July - Nov 2017-18	2291	Progress to Date	2518

TC06 Total number of false alarms attended	
TC011 Total false alarms attended, discounting false alarm good intent	

| TC06	The number of false alarms attended (3755) increased by 300 compared to 2016/17 (3455). Repeat attendances continue to be predominantly to sheltered self-contained accommodation. Community Risk Management teams work closely with these premises to reduce false alarm calls.
TC011	By subtracting the number of false alarm good intent calls from the total number of false alarms attended a clearer picture of the number of incidents can be drawn. This incident type is within 10% of target (3339) with 2518 attendances.

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

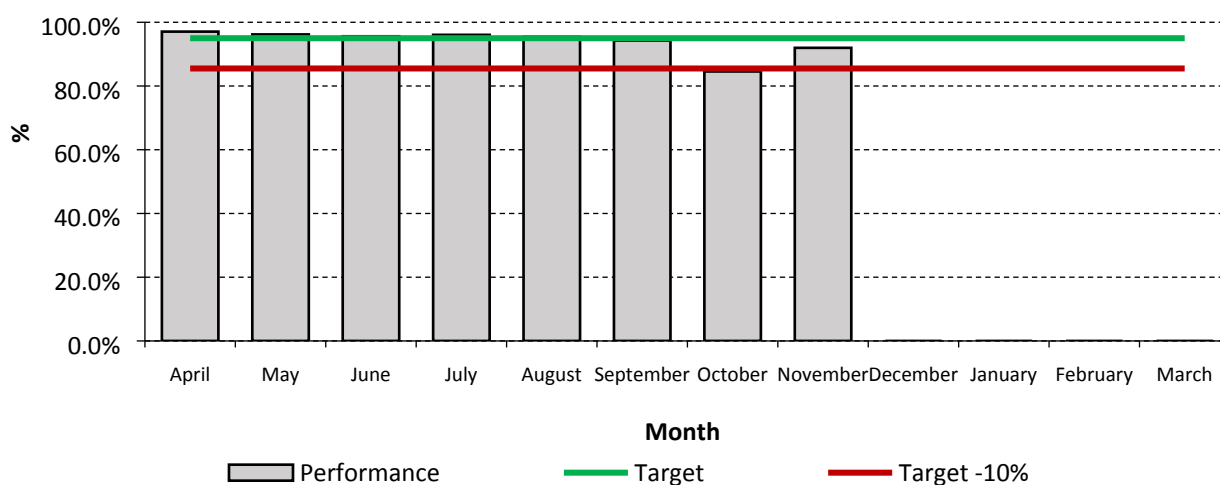| Service Plan Target	90%	Progress to Date	95.7%

Performance | Target | Target +10% | Target -10%
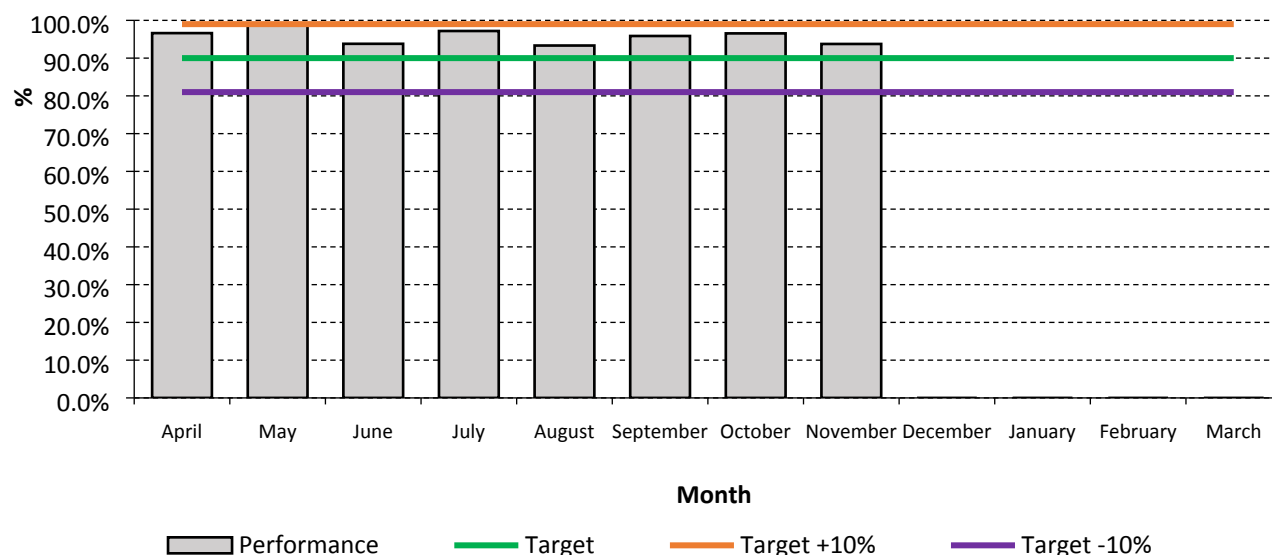
DR23 Alert to mobile in under 1.9 minutes

Service Plan Target	95%	Progress to Date	93.9%

Performance | Target | Target -10%

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 95.7% 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 93.9% of occasions. The target of 95% was missed on 52 occasions between 1st and 3rd November due to the volume of incidents at this time of year. 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 July - Nov 2017-18	4%	Progress to Date	4.41%
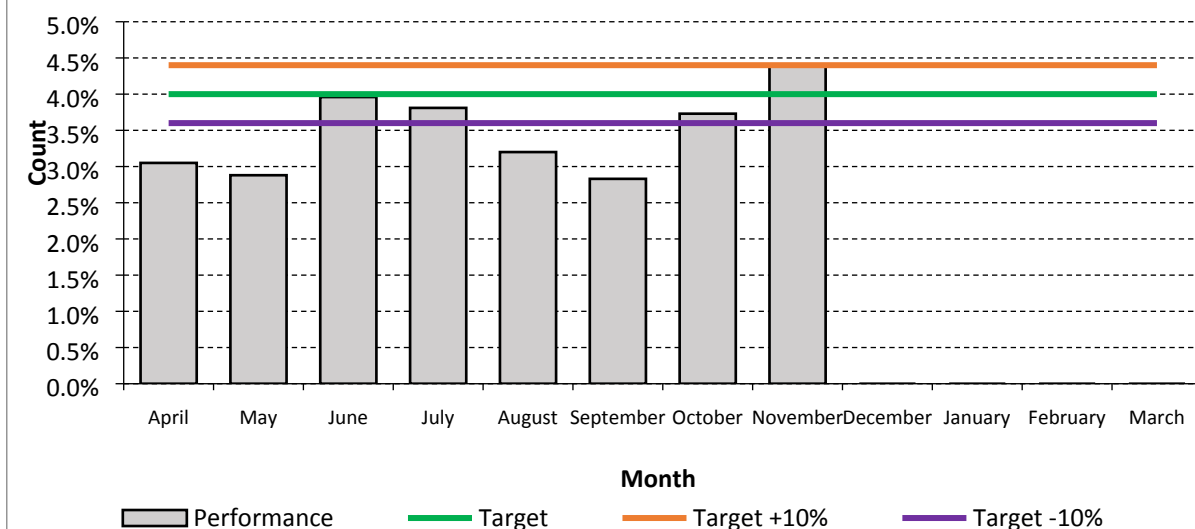
TD09 The % of available shifts lost to sickness absence, all personnel	
WD11 The % of available shifts lost to sickness absence per wholetime equivalent GREY book (operational) personnel	
WD12 The % of available shifts lost to sickness absence per wholetime equivalent GREEN & RED book (non uniformed) personnel	
TD09	Overall sickness among all staff at 4.41% shifts lost to sickness absence is over the 4% target. People and Organisation development have looked at each individual absence and there are no common factors as to why so many staff have been absent.
WD11 WD12	Uniformed staff absence has gradually increased with 4.95% of shifts lost to sickness absence. Non uniformed staff absence was 3.56% which is just under the 4% target.