

SERVICE DELIVERY PLAN 2018-19:

December 2018 to March 2019

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

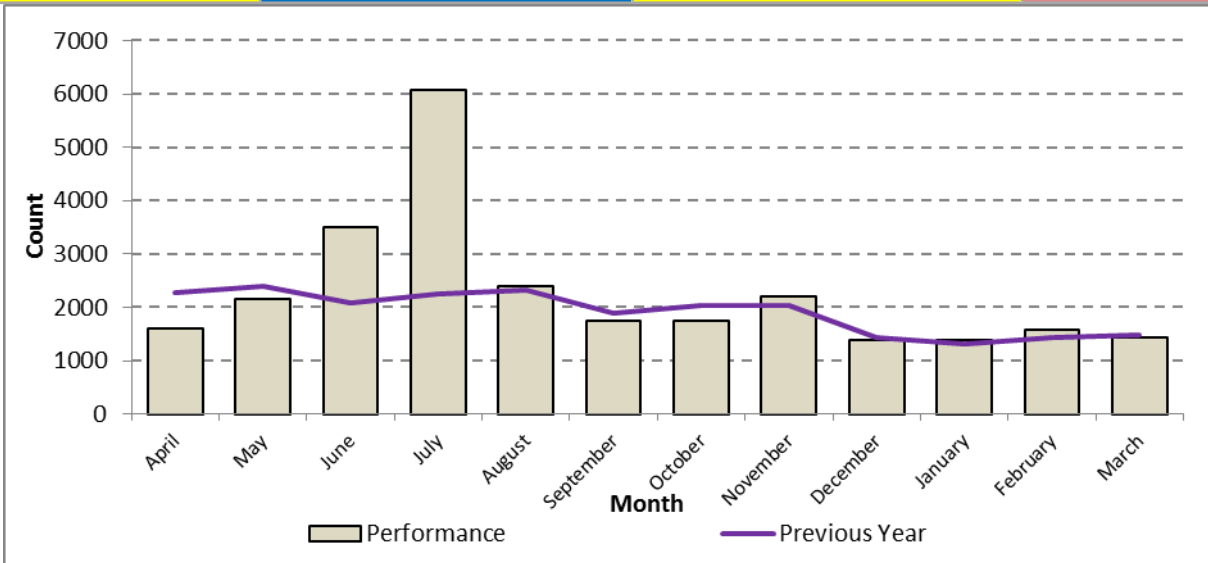
TC00 Total number of emergency calls received

Service Plan Target

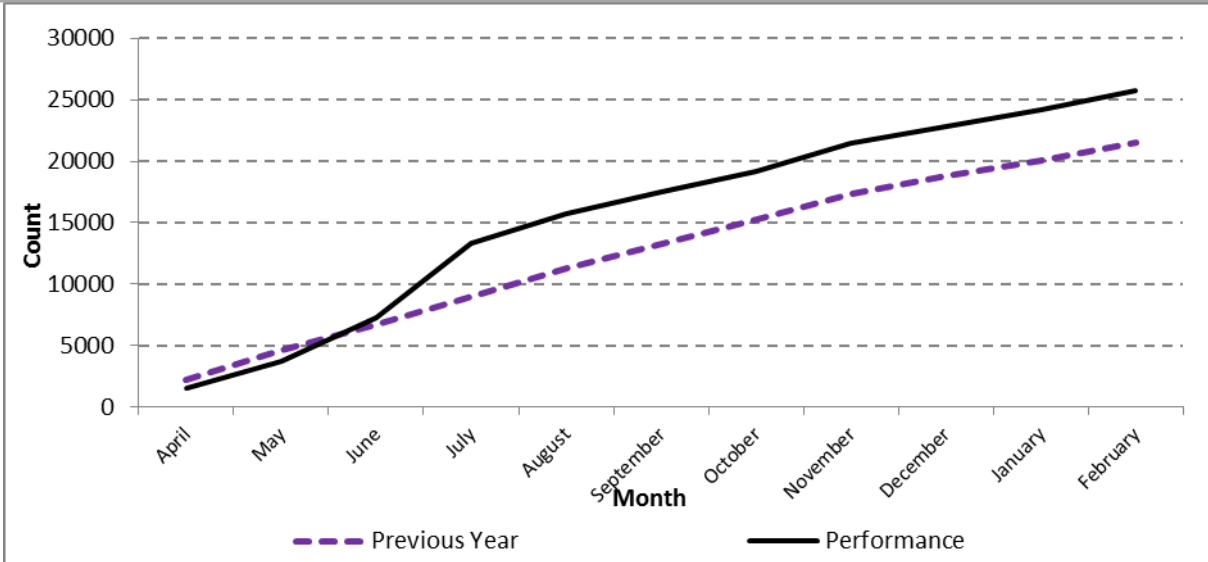
Quality Assurance

End of Year Performance

27215



Cumulative Performance



TO00 Total number of emergency calls received

For quality assurance only

DO22 The % of 999 calls answered within 10 seconds

TC00 The number of emergency calls received during 2018/19 (27215) exceeded the previous year (22980), this KPI does not have an annual target it is for quality assurance only. However this outcome remains due to exceptionally hot weather over a prolonged period in June and July. Since then calls fell back to expected levels. There was a slight peak in November due to the bonfire period, as expected.

DO22 Cumulatively 94.4% of 999 calls were answered within 10 seconds. This is within 10% of the 95% target. Failures to achieve this were during the protracted hot weather in the Summer and the volume of calls received during the bonfire period.

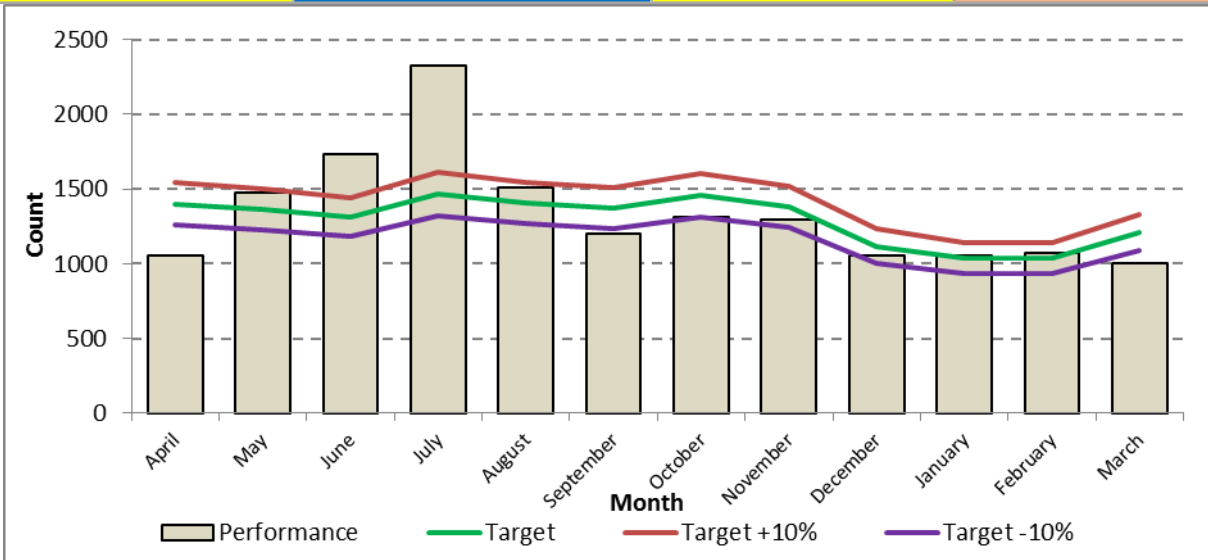
TC01 The total number of incidents attended

Service Plan Target
Apr-Nov 2018/19

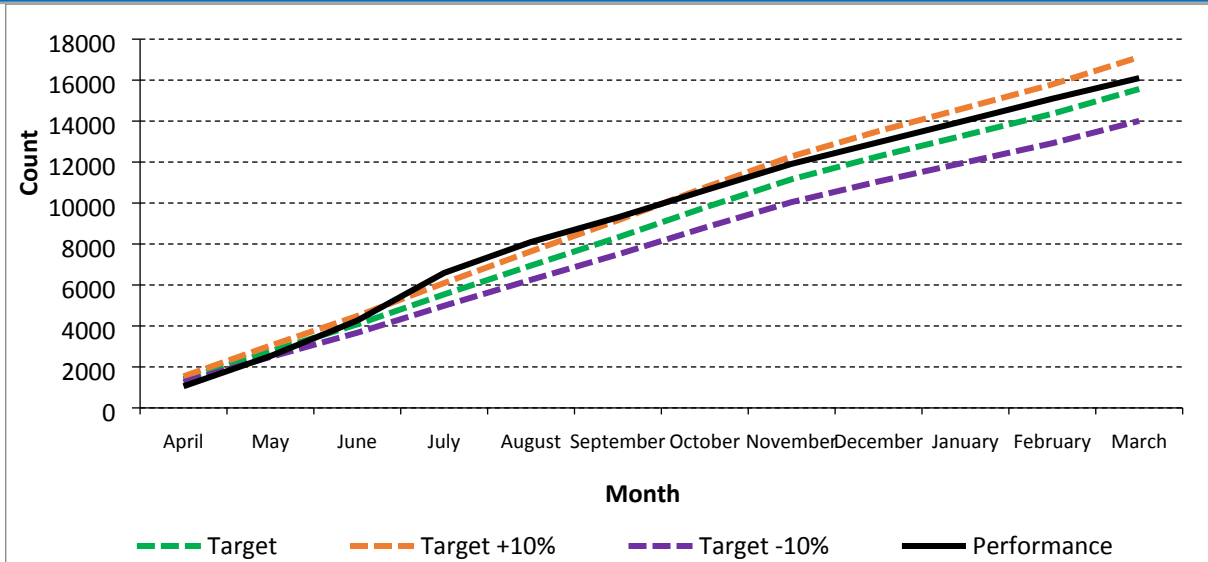
15567

End of Year
Performance

16010



Cumulative Performance



TC01 Total number of incidents attended

TC01

There were 16010 incidents attended during 2018/19, this is 148 more than last year. This was mainly due to the high number of secondary fires attended during the unusually dry, hot summer. During June and July crews attended 4061 incidents.

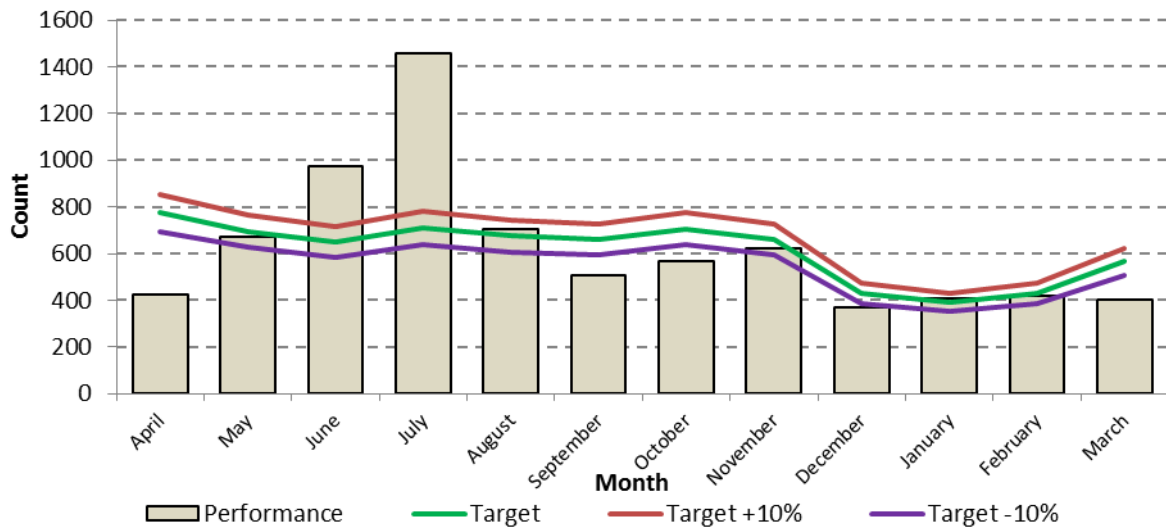
TC02 Total number of fires attended in Merseyside

Service Plan Target
Apr-Nov 2018/19

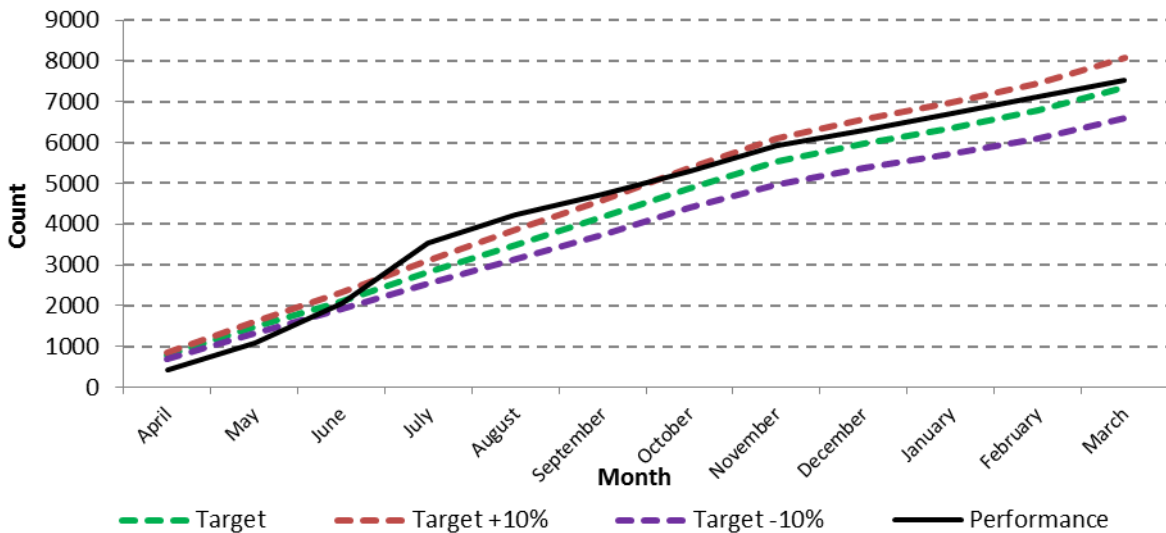
7349

End of Year
Performance

7484



Cumulative Performance



TC02 Total number of Fires attended in Merseyside

TC02

Total fires attended have remained on target since the Summer months when crews attended 3137 fires in June, July and August. This is highest number of fires since 2013/14 when 8422 fires were attended.

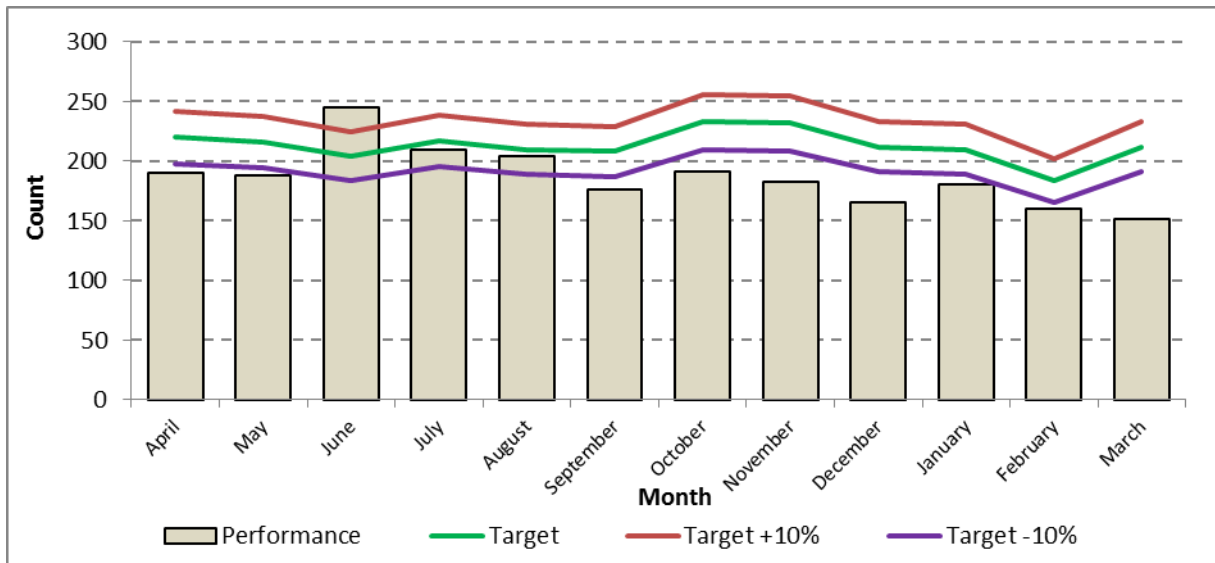
TC03 Total number of primary fires attended

Service Plan Target
Apr-Nov 2018/19

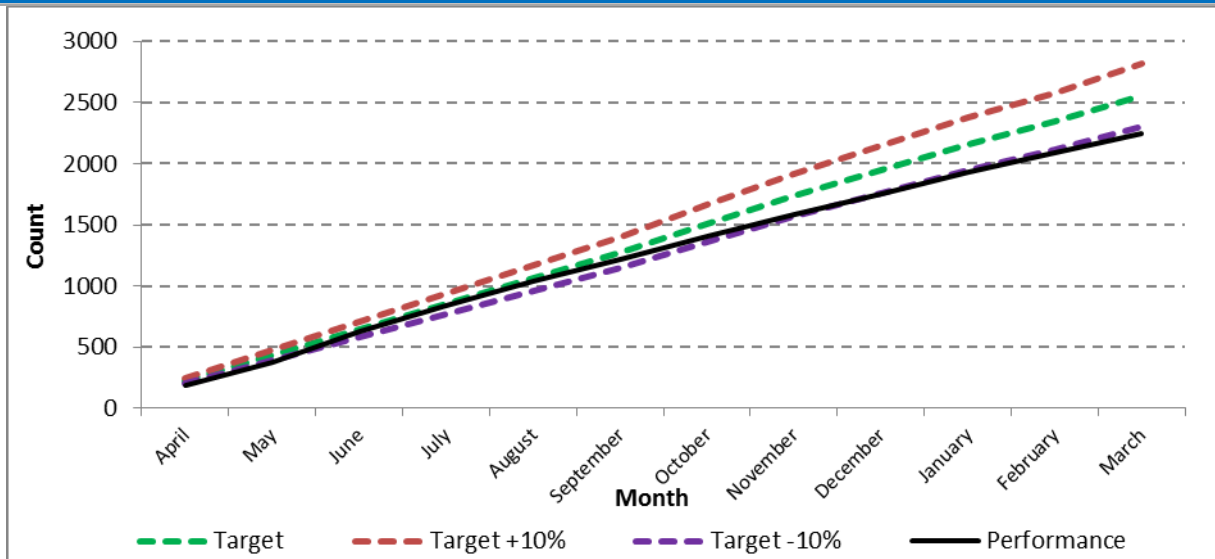
2558

End of Year Performance

2234



Cumulative Performance



TC03 Total number of primary fires attended

TC03

Primary fires involve an insurable loss.

There were 2234 Primary fires during 18/19. This is lowest number of fires since we started recording this type of incident in 2013/14 when there were 2667.

Apart from June when there were 245 primary fires this indicator has remained under target every month. There were 231 less incidents than in 2017/18.

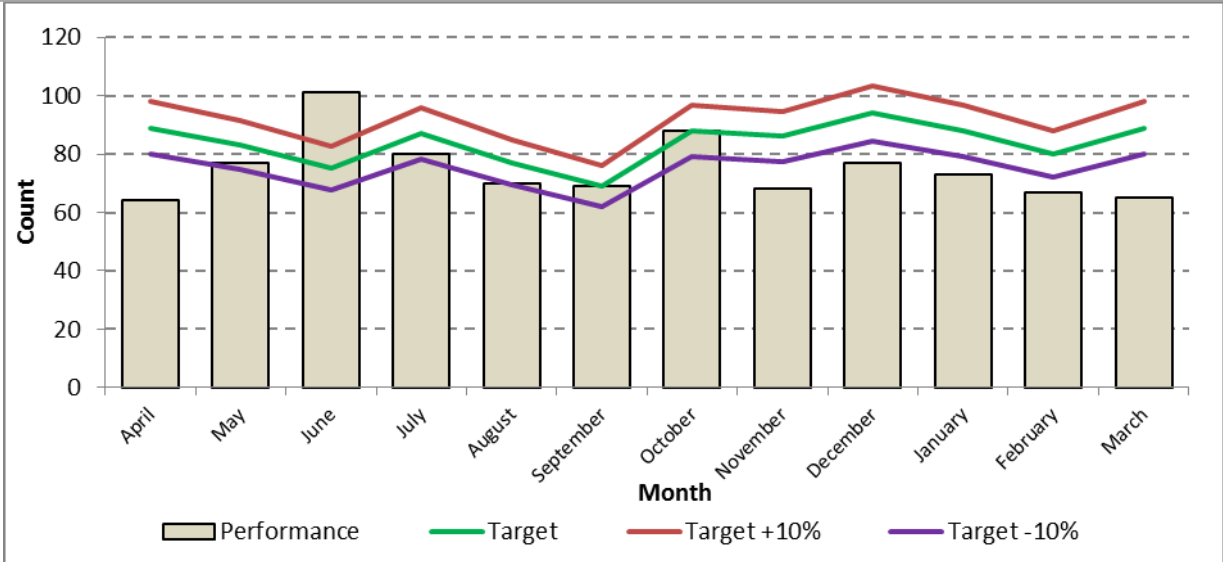
DC11	Number of accidental dwelling fires	
DC12	Number of fatalities in accidental dwelling fires	
DC13	Number of injuries in accidental dwelling fires	
DC14	Number of deliberate dwelling fires in occupied properties	
DC15	Number of deliberate dwelling fires in unoccupied properties	
DC16	Number of deaths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

COMMENTARY:

DC11 DC28 DC31 DC32	Accidental dwelling fires (892) achieved the cumulative target (1005) for the year. The only month this year when the monthly target was not achieved was June with 96 incidents but there was an increase in most fire types in June. In total MFRS delivered 49,876 Home Fire Safety Checks during 2018/19, operational crew delivered 40,107. 53% were delivered using status reports which identify households with at least occupant over 65 years old.
DC12	Sadly there were 4 fatalities in accidental dwelling fires during 2018/19.
DC13	Cumulatively there have been fewer injuries in 2018/19 (82) than in 2017/18 (89).
DC14	Deliberate dwelling fires in occupied property have fallen from 179 in 2017/18 to 124 in 18/19; under the cumulative target of 169.
DC15	Deliberate fires in unoccupied properties have also fallen this year (23) when compared to last year when crews attended 36 fires.
DC16 DC17	There have been no fatalities in the deliberate dwelling fires to date and 6 injuries.

DC11 Number of accidental fires in dwelling

Service Plan Target Apr-Nov 2018/19	1005	End of Year Performance	892
--	-------------	-------------------------	------------



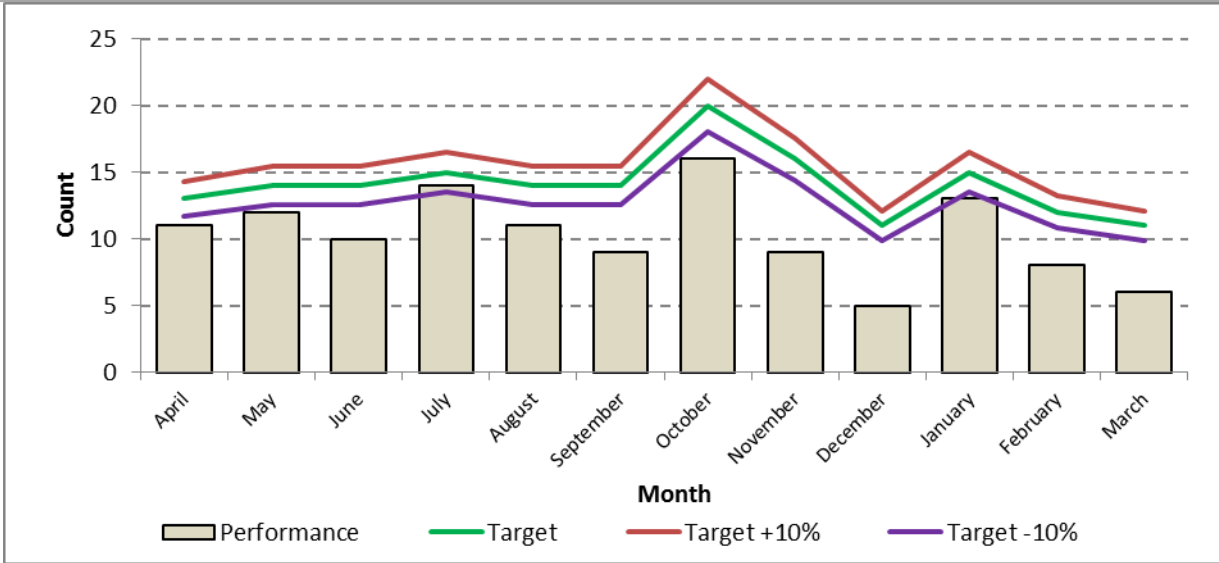
DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target
Apr-Nov 2018/19

169

End of Year Performance

124



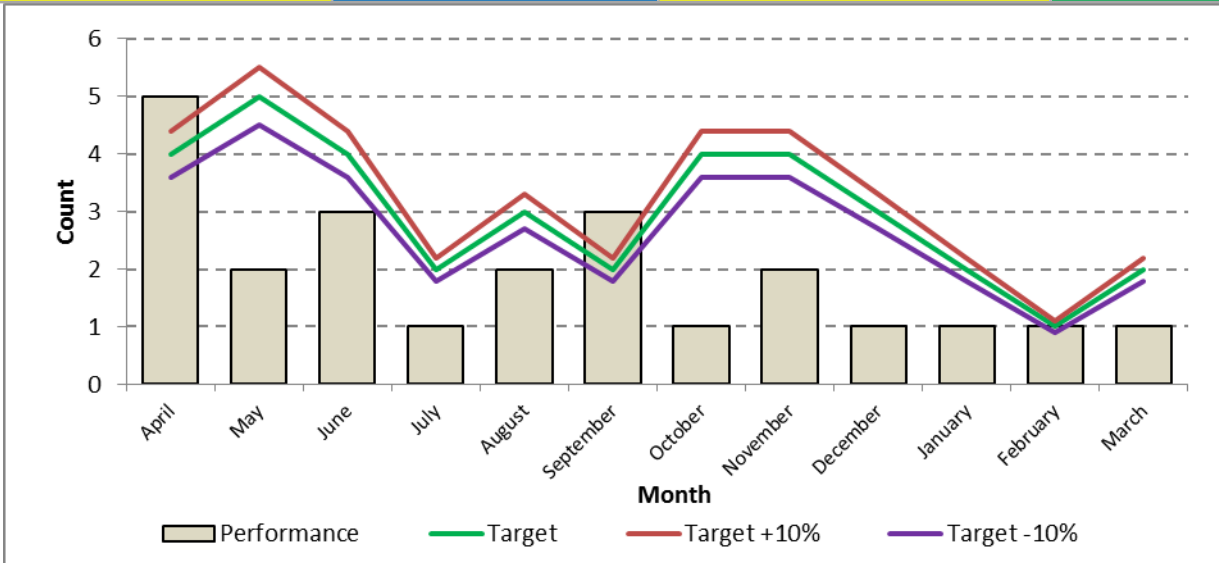
DC15 Number of deliberate fires in unoccupied properties

Service Plan Target
Apr-Nov 2018/19

36

End of Year Performance

23



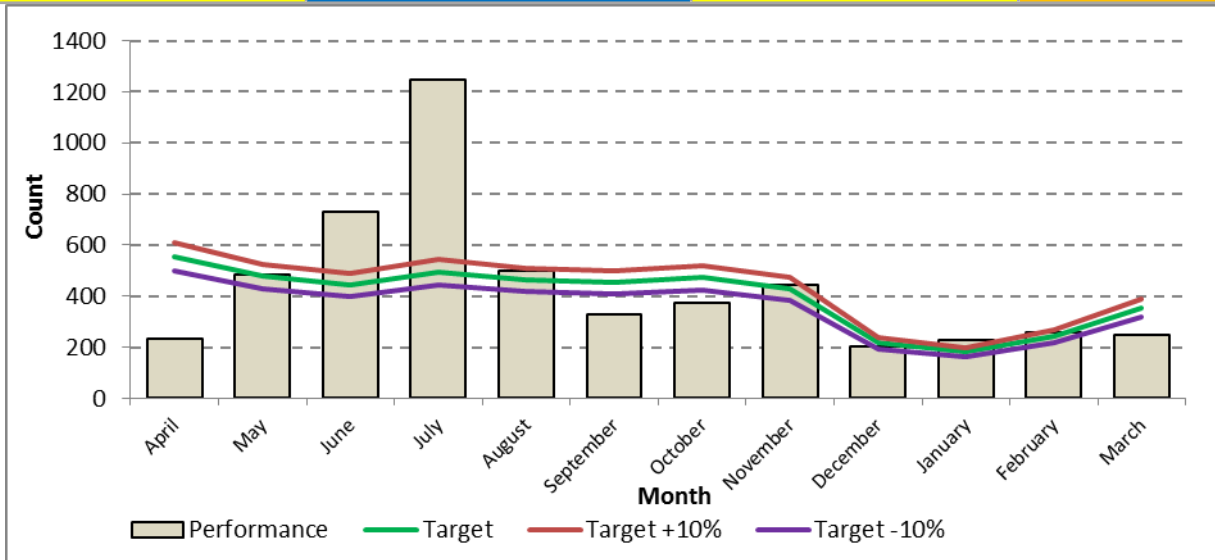
TC04 Total number of secondary fires attended

Service Plan Target
Apr-Nov 2018/19

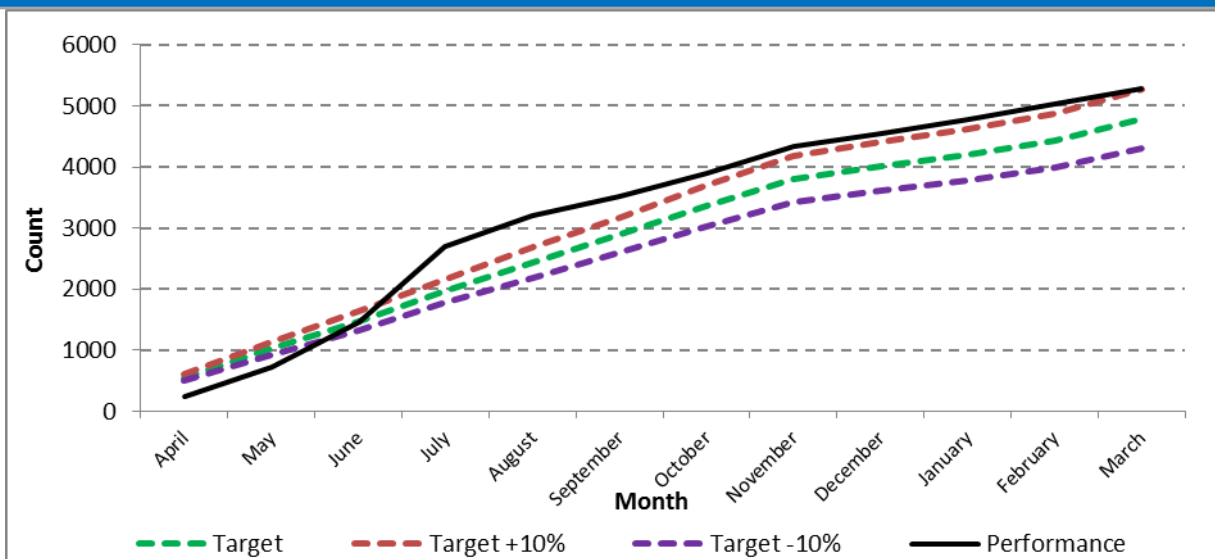
4791

End of Year Performance

5250



Cumulative Performance



TC04 Total number of secondary fires attended

AC13 Number of deliberate ASB fires attended

TC04

There were 5250 secondary fires during this reporting year. This is 459 more fires than in 2017/18. Since the very high numbers attended in June (733) and July (1020) incident numbers have returned to achieving monthly targets.

AC13

Deliberate anti-social behaviour small fires (4233) also increased during the Summer but overall this was just 38 more incidents than in 17/18. 906 of the anti-social behaviour small fires were in July alone, 580 in June compared to around 300 most other months.

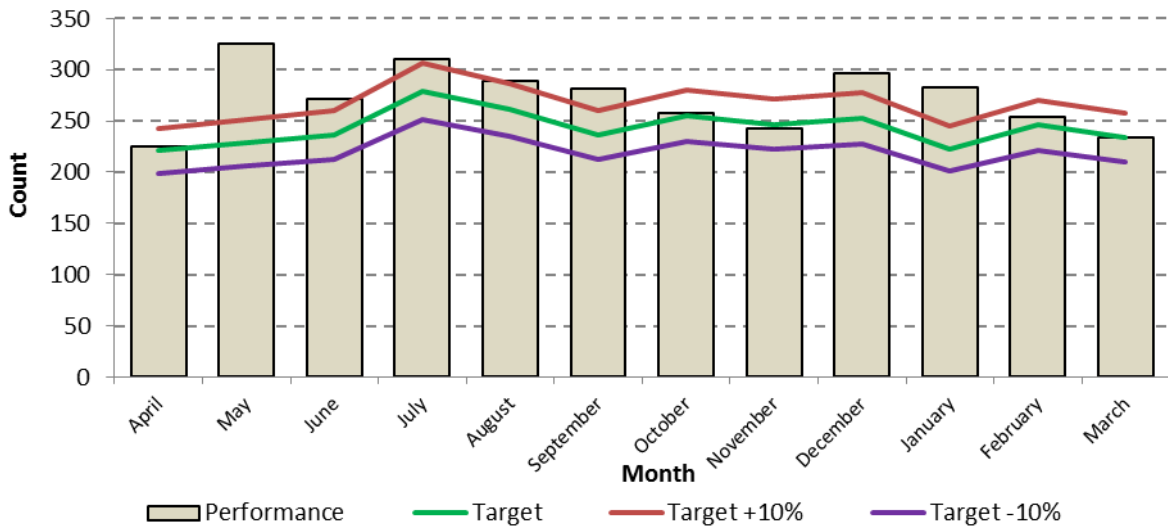
TC05 Total number of special services attended

Service Plan Target
Apr-Nov 2018/19

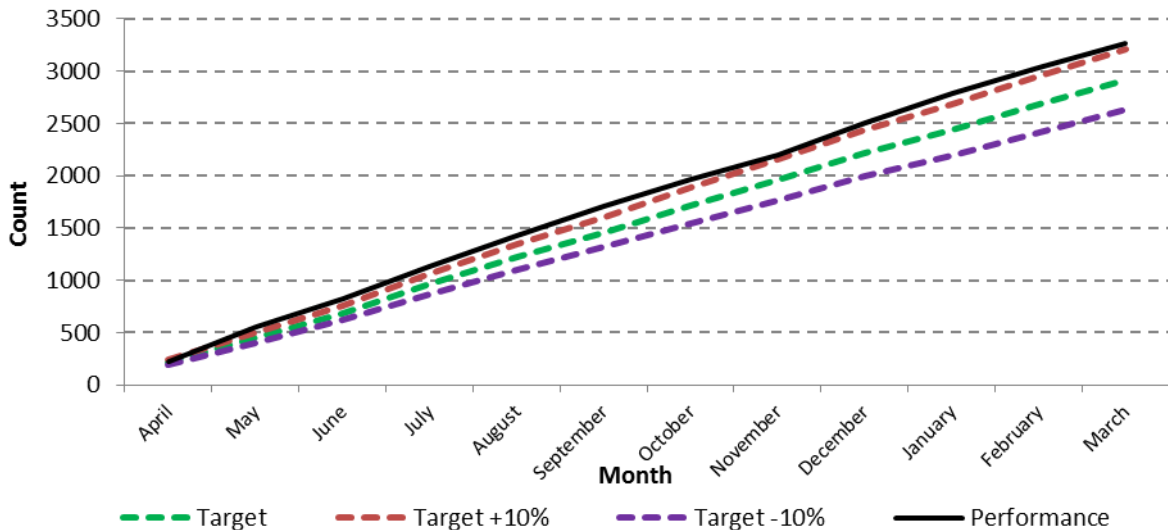
2920

End of Year Performance

3242



Cumulative Performance



TC05 Total number of Special Services attended

RC11 Number of Road Traffic Collisions (RTC's)

TC05 Crews attended 118 more special service calls in 18/19 (3242) than in 17/18 (3124). As reported previously we have been looking how we can separate the types of incident that MFRS can influence and those that it cannot (or even those that are desirable to attend – hence why this outcome is shown as both red and green). From April 2019 both RTC's and Water Rescues will be reported as individual Special Service performance indicators. Community Risk Management teams work in the community to educate the public about water and road safety meaning MFRS could influence these incident types.

RC11 The number of RTC's attended has increased from 553 in 2017/18 to 615 in 2018/19. There was a peak in incidents in May (70), November (71) and January (66) which is considerably more than other months when numbers have been around 50. In line with the increase in incidents there have been 27 more injuries in RTC's (325). Also, there have sadly been 12 fatalities in RTC's.

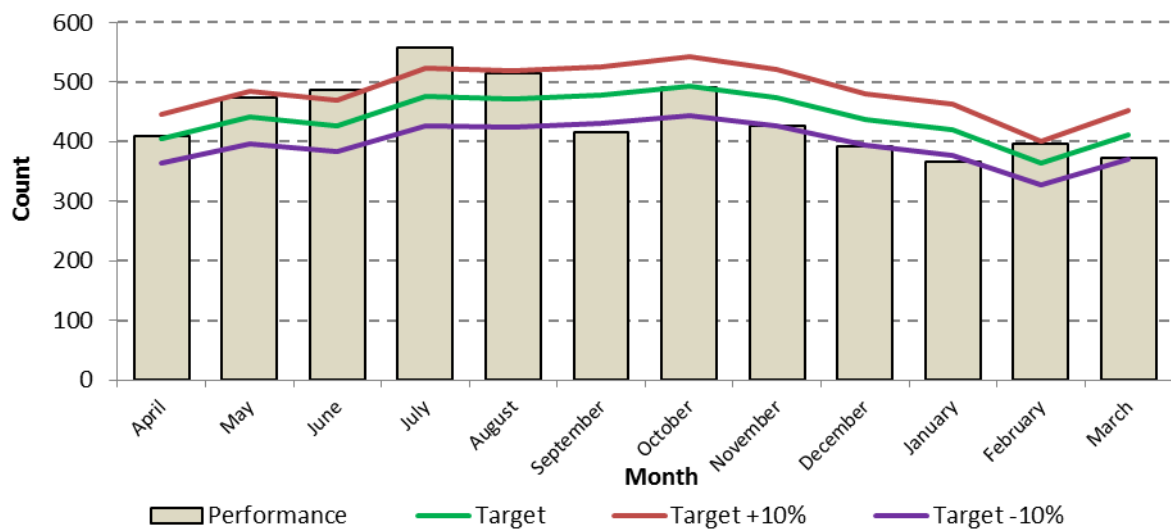
TC06 Total number of false alarms attended

Service Plan Target
Apr-Nov 2018/19

5298

End of Year Performance

5280



TC06 Total number of false alarms attended

TC06

The number of false alarms attended (5280) achieved the annual target (5298). The number of incidents attended have fallen relatively consistently since a peak in October. Repeat attendances continue to be predominantly sheltered self-contained accommodation. Community Risk Management teams work closely with these premises to reduce false alarm calls. This is having an impact as there were 192 less incident than in 2017/18 (5472).

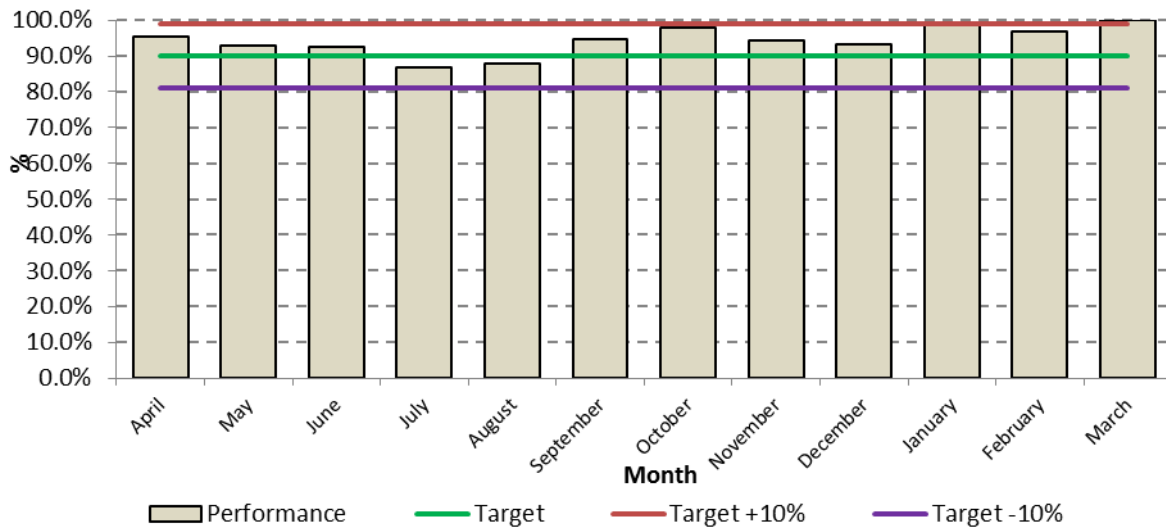
TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes

Service Plan Target

90%

End of Year
Performance

93.9%



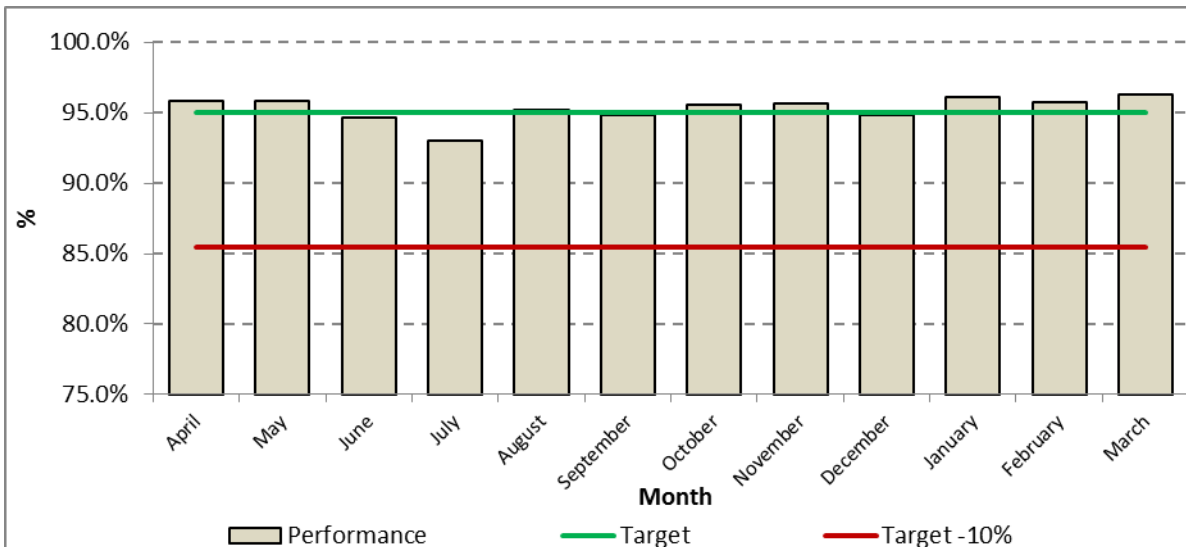
DR23 Alert to mobile in under 1.9 minutes

Service Plan Target

95%

Progress to Date

95.2%



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 93.9% 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 95.2% of incidents achieving the target 95%. During the extremely busy months of June and July the target was missed for both these performance indicators due the volume of calls and incidents.

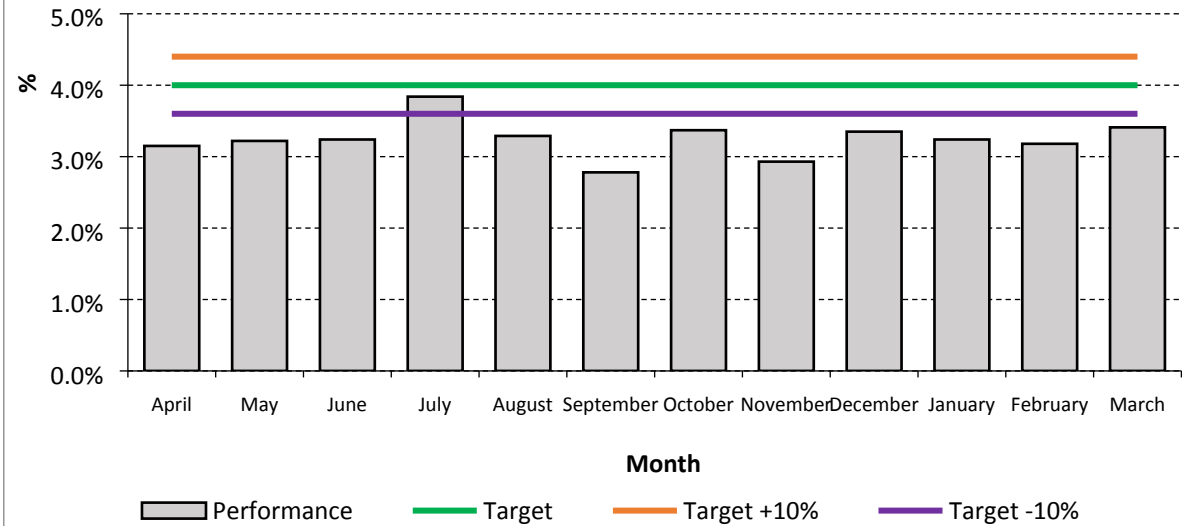
TD09 The % of available shifts lost to sickness absence, all personnel

Service Plan Target
Apr-Nov 2018/19

4%

End of Year Performance

3.41%



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 3.41% shifts lost to sickness absence is below the 4% target.

WD11
WD12 During 2018/19 3.61% of uniformed staff shifts were lost to sickness absence. This was better performance than 2017/18 when it was 4.29%. Non uniformed staff absence was 3.31% compared to 3.90% in 2018/19.

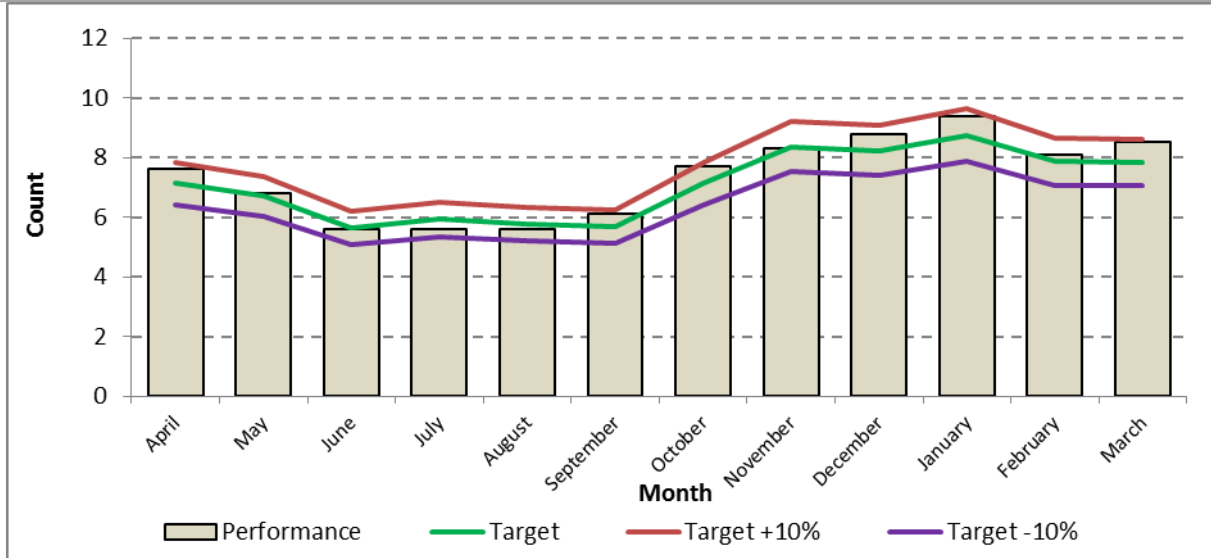
TE10 Total carbon output of all buildings

Service Plan Target
Apr-Nov 2018/19

85

End of Year Performance

88.1



TE10 Total carbon output of all buildings

TE10

Carbon output at 88.1 from all buildings is slightly higher than 2017/18 when it was 87.2. This measurement is CO2 per metre per building. A contributory factor to performance not being below target is an increase in water usage at the Training and Development Academy due to the recruit courses.