

# SERVICE DELIVERY PLAN 2019-20:

April 2019 to June 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

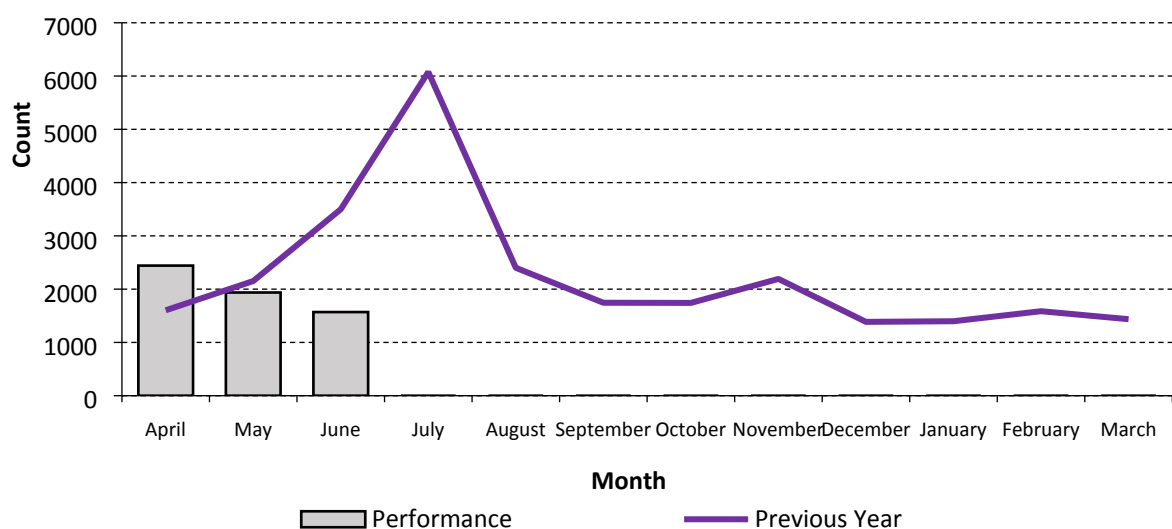
### TC00 Total number of emergency calls received

Service Plan Target

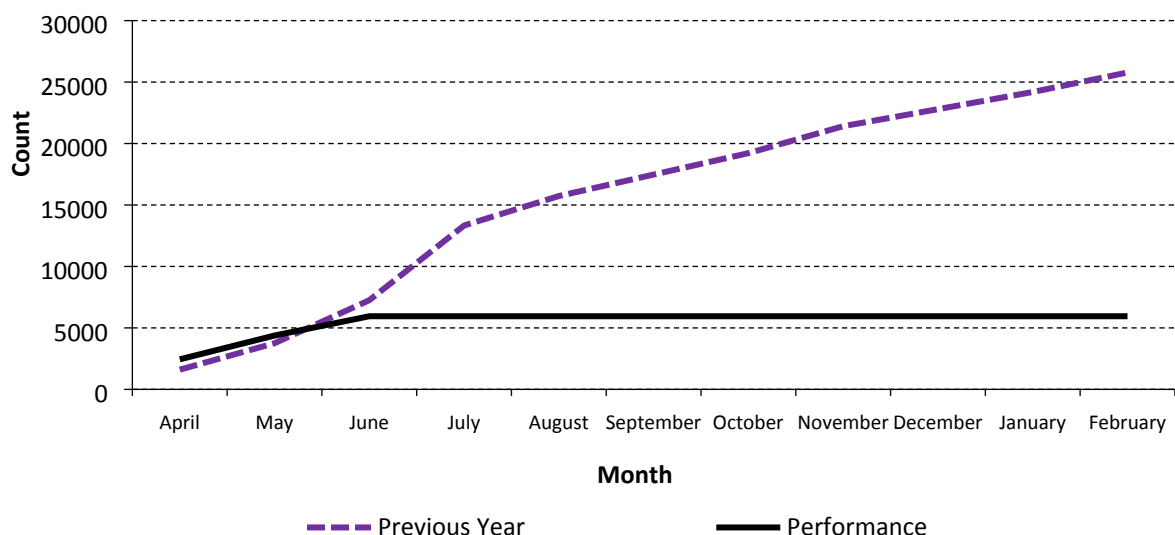
Quality Assurance

Progress to Date

5949



### 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 2019/20 5949 emergency calls were received at Fire Control. This was 1305 less than the same period last year when the extended period of hot weather had started. This indicator does not have a target it is monitored for quality assurance only

DO22

Cumulatively 97.5% of 999 calls were answered within 10 seconds. This is within 10% of the 95% target.

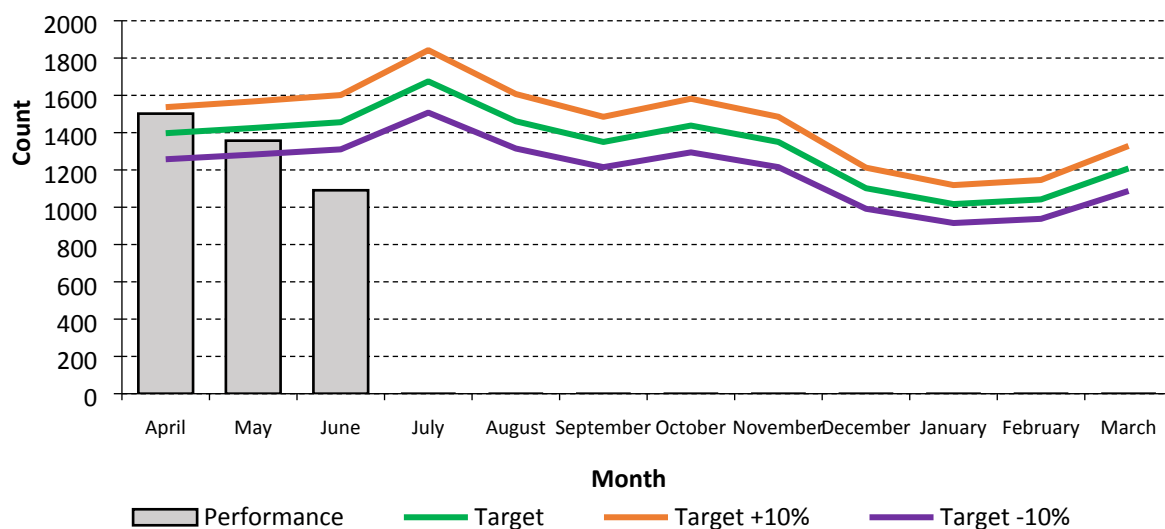
## TC01 The total number of incidents attended

Service Plan Target  
Apr-Jun 2019/20

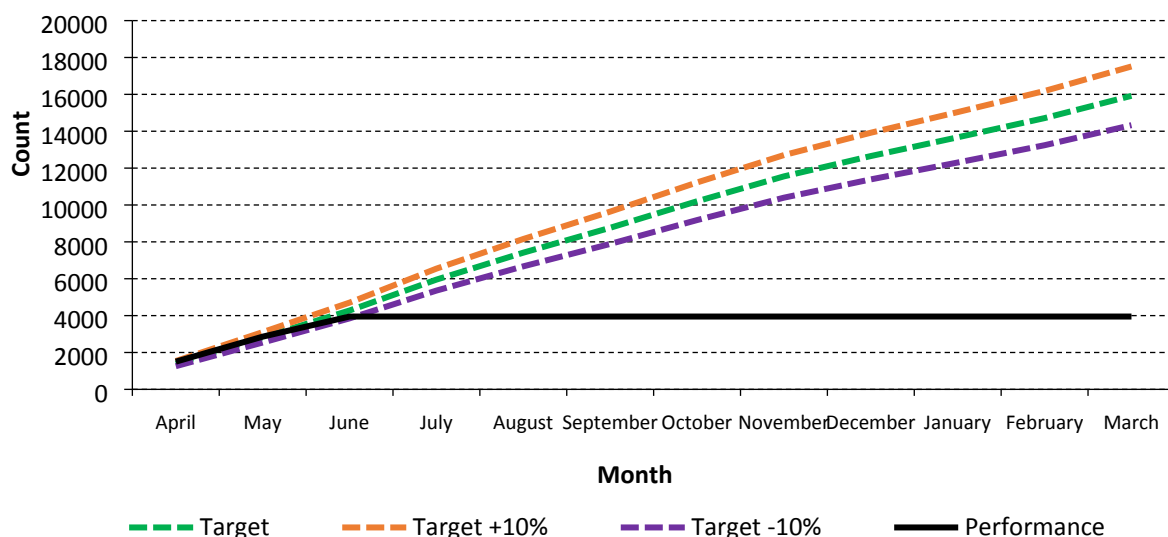
4278

Progress to Date

3950



### Cumulative Performance



TC01 Total number of incidents attended

TC01

April 2019 saw a higher number of incidents (1497) than the previous year (1057) but was still within 10% of the target for April. There were extended school holidays and the weather did improve in mid-April which can affect incident numbers despite continued prevention activity. It is likely that numbers would be higher still without that activity. Most, but not all, incident types increased in April. The number of incidents did fall back to usual levels during May and June.

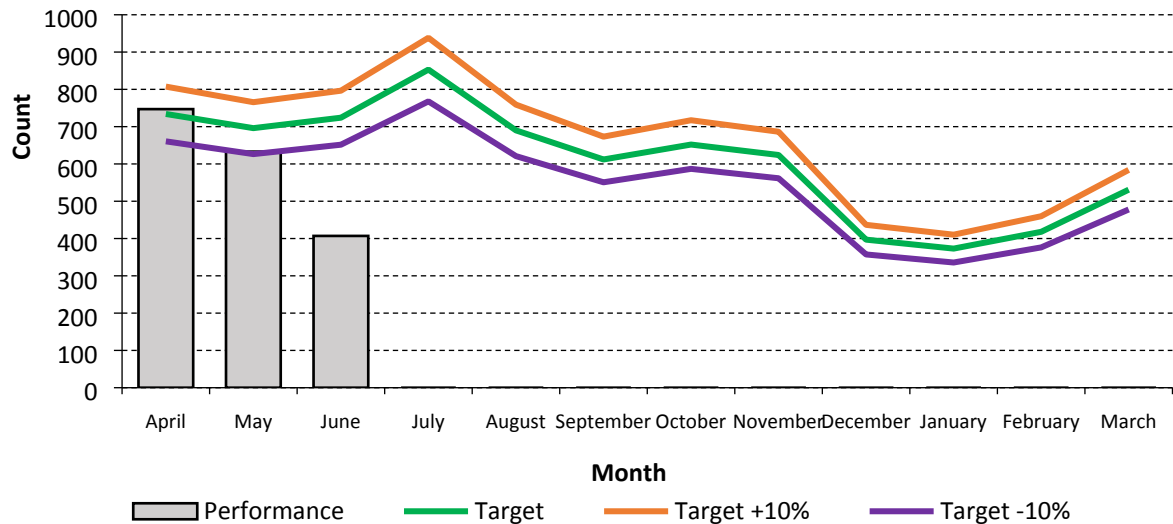
## TC02 Total number of fires attended in Merseyside

Service Plan Target  
Apr-Jun 2019/20

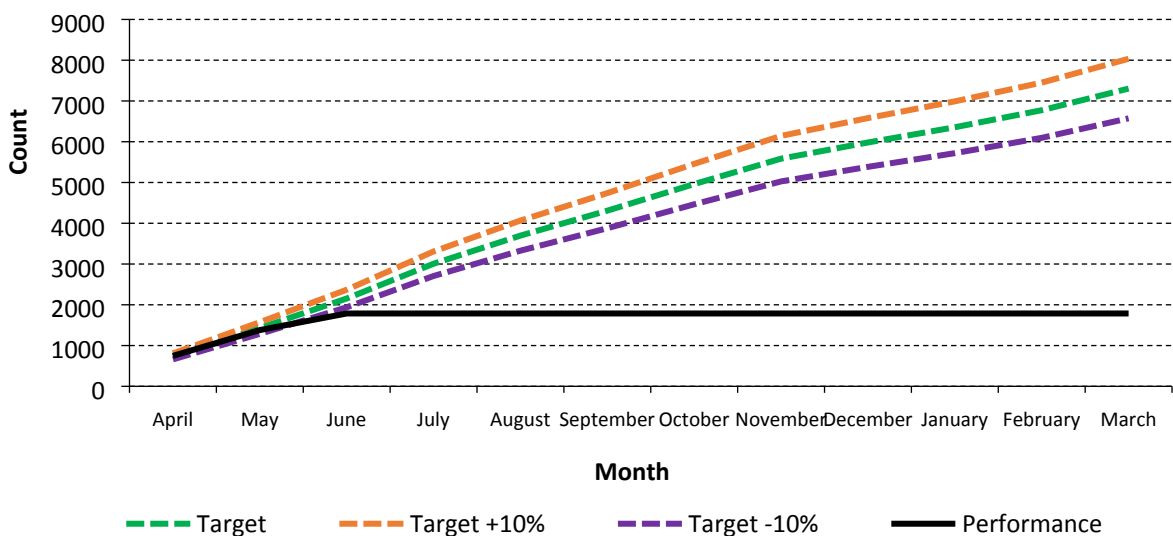
2154

Progress to Date

1787



### Cumulative Performance



### TC02 Total number of Fires attended in Merseyside

TC02

744 fires were attended in April 2019 compared to 423 in April 2018. The number of primary, secondary and anti-social behaviour fires were considerably higher than April 2018. April 2018 was a very wet month and this is known to have an effect on incident numbers in relation to some types of fire.

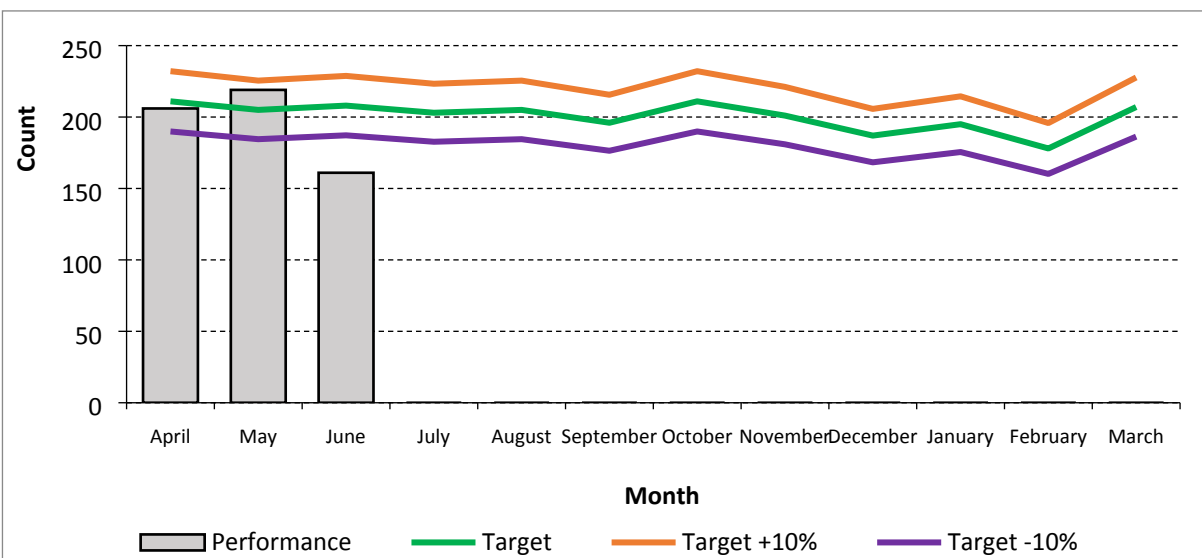
## TC03 Total number of primary fires attended

Service Plan Target  
Apr-Jun 2019/20

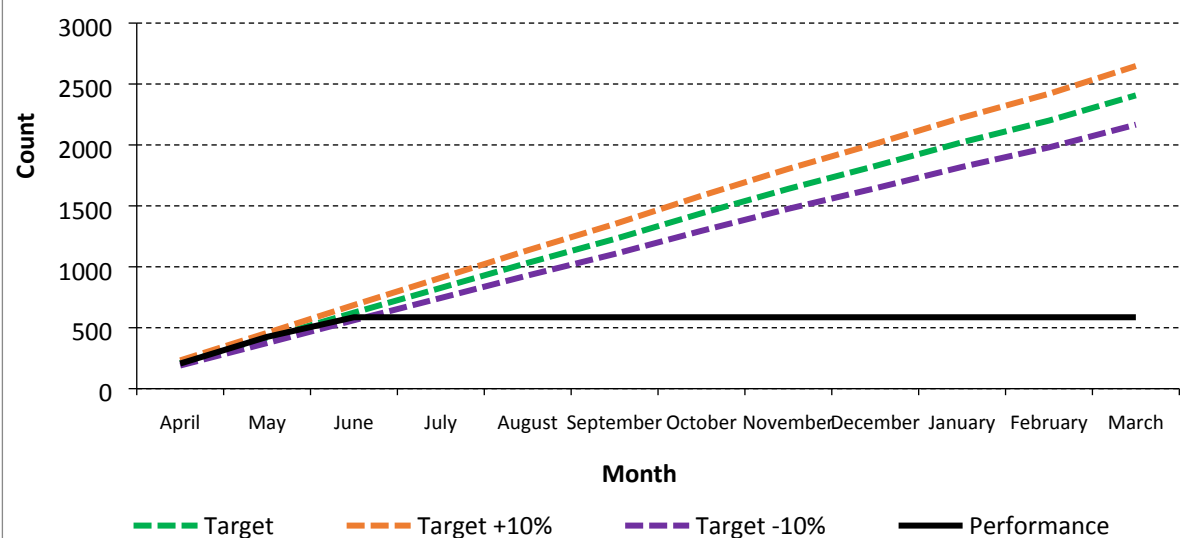
624

Progress to Date

586



### Cumulative Performance



### TC03 Total number of primary fires attended

TC03

There were 586 Primary fires during the first quarter of 2019/20. This is 38 less than at this time in 2018/19.

Primary fires involve an insurable loss and includes all property related fires.

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 (240) achieved the cumulative target (241) for the year. This performance is consistent with 2018/19 when crews had attended 242 accidental dwelling fires and reflects the continued success of the Home Safety and Arson reduction Strategies.
DC12	Sadly there has been 1 fatality in an accidental dwelling fires during 2019/20 to date.
DC13	This is the only indicator that exceeded the cumulative target to date in this group. There were 28 injuries in ADF's which is 4 above target. There were 2 injuries considered serious
DC14	Deliberate dwelling fires in occupied property have fallen from 33 in quarter 1 2018/19 to 26 in 19/20; under the cumulative target of 37.
DC15	Deliberate fires in unoccupied properties have also fallen this year to date (6) when compared to this period in 18/19 when there had been 10 incidents.
DC16 DC17	There have been no fatalities in the deliberate dwelling fires to date and 1 injury.

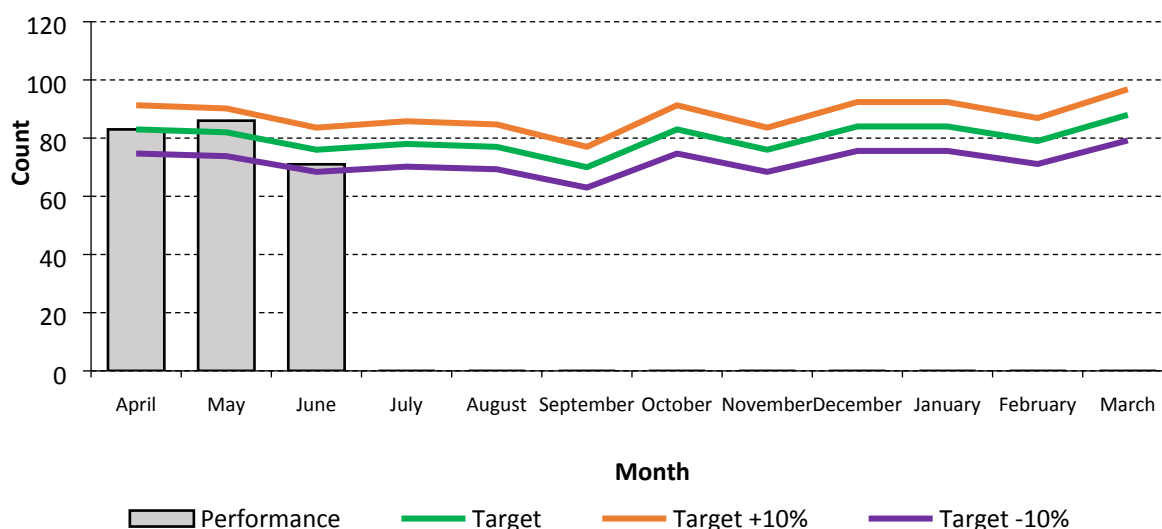
#### DC11 Number of accidental fires in dwelling

Service Plan Target  
Apr-Jun 2019/20

241

Progress to Date

240



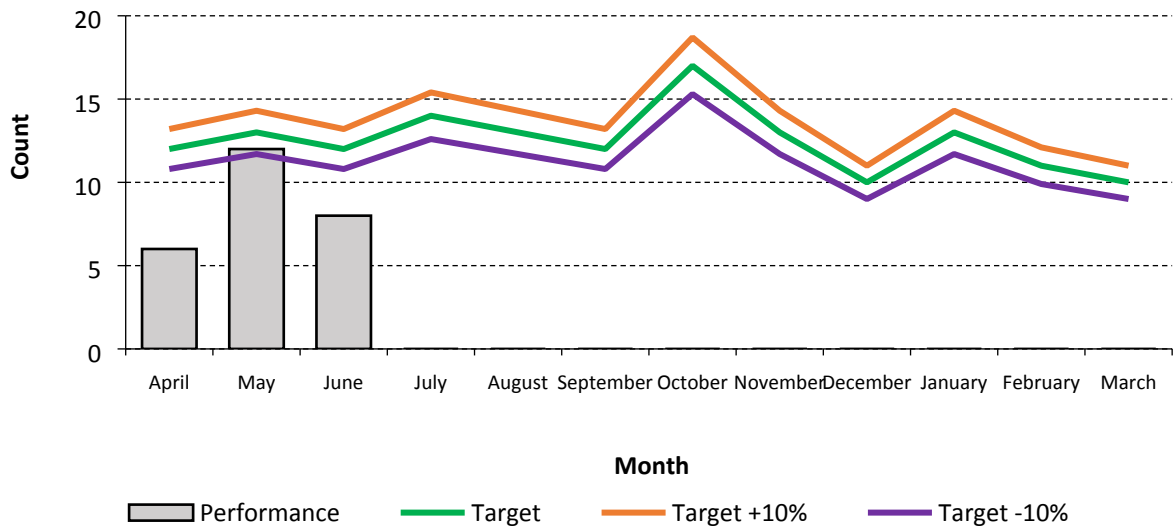
## DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target  
Apr-Jun 2019/20

37

Progress to Date

26



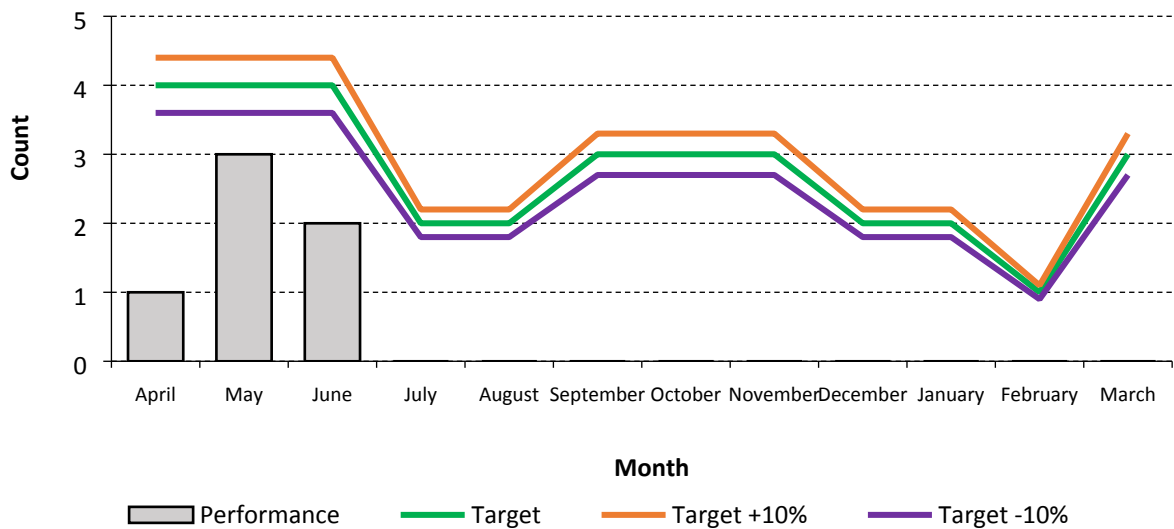
## DC15 Number of deliberate fires in unoccupied properties

Service Plan Target  
Apr-Jun 2019/20

12

Progress to Date

6



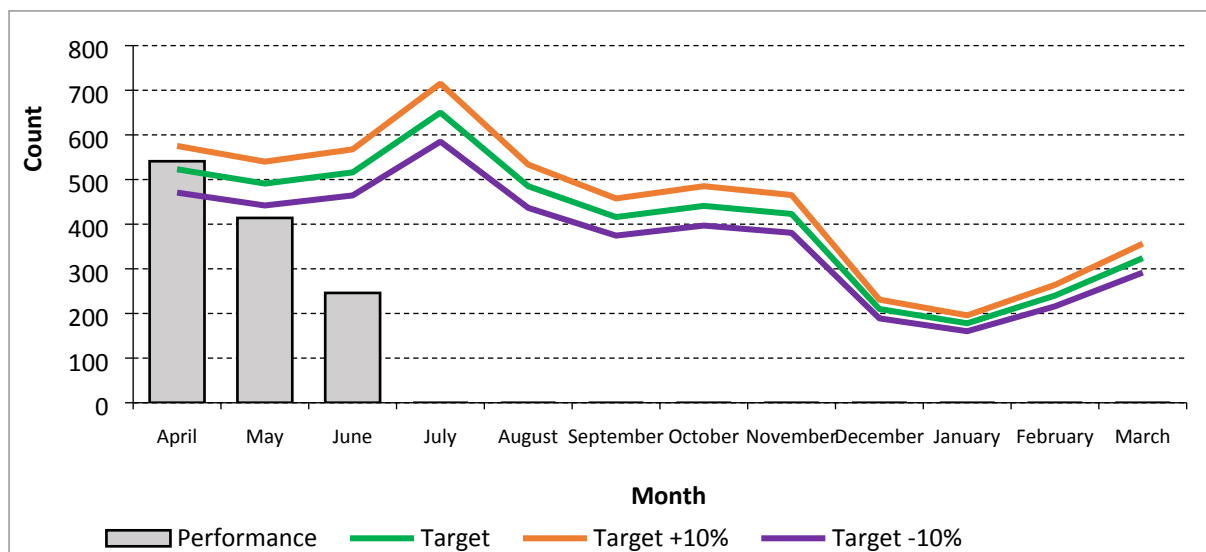
## TC04 Total number of secondary fires attended

Service Plan Target  
Apr-Jun 2019/20

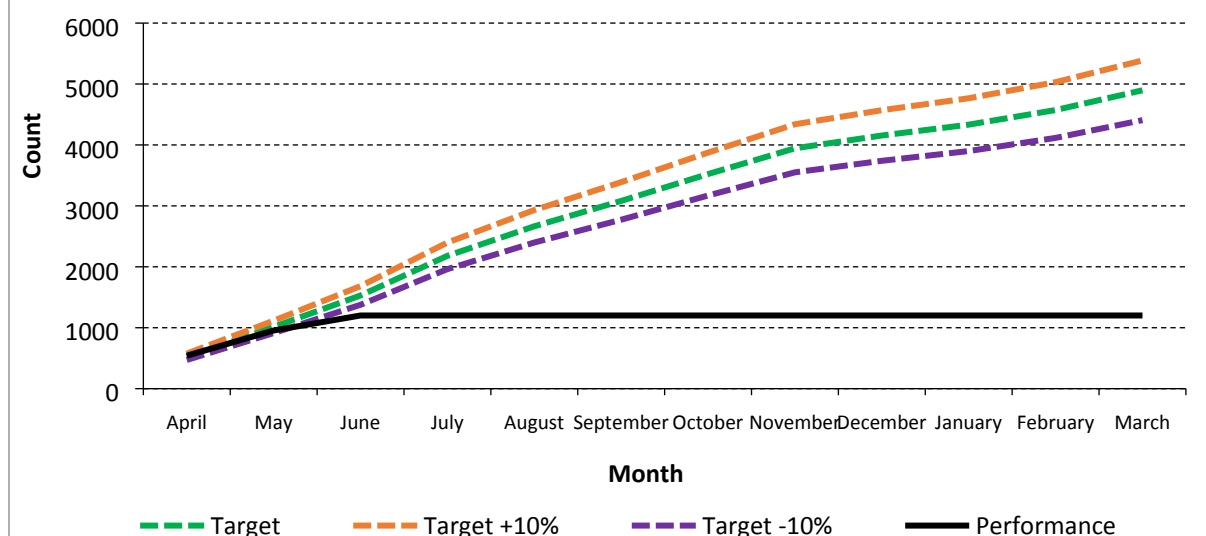
1530

Progress to Date

1201



## Cumulative Performance



TC04 Total number of secondary fires attended

AC13 Number of deliberate ASB fires attended

TC04

There were 1201 secondary fires during this reporting period. This is 247 less fires than in 2018/19. However this is because of the very high numbers attended in June 2018 (733) when the long period of hot weather had started, June 2019 saw just 246 secondary fires.

AC13

The number of anti-social behaviour fires attended are lower this year to date. However in April 19, when the weather was warmer there was a spike in incidents (443) but the success of the Arson Reduction Strategy has meant incident numbers have reduced steadily since then and targets were achieved for quarter 1.



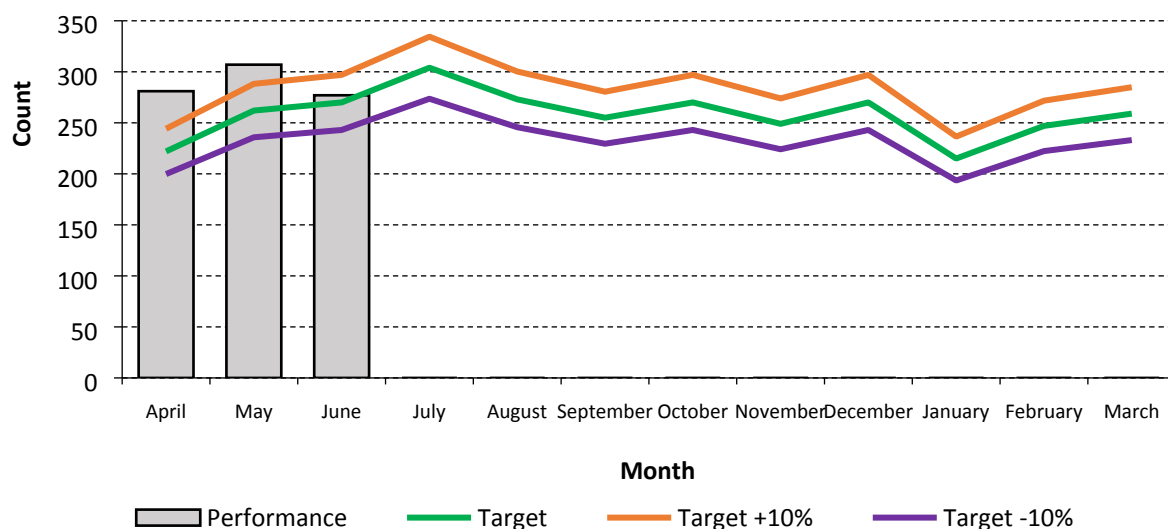
## TC05 Total number of special services attended

Service Plan Target  
Apr-Jun 2019/20

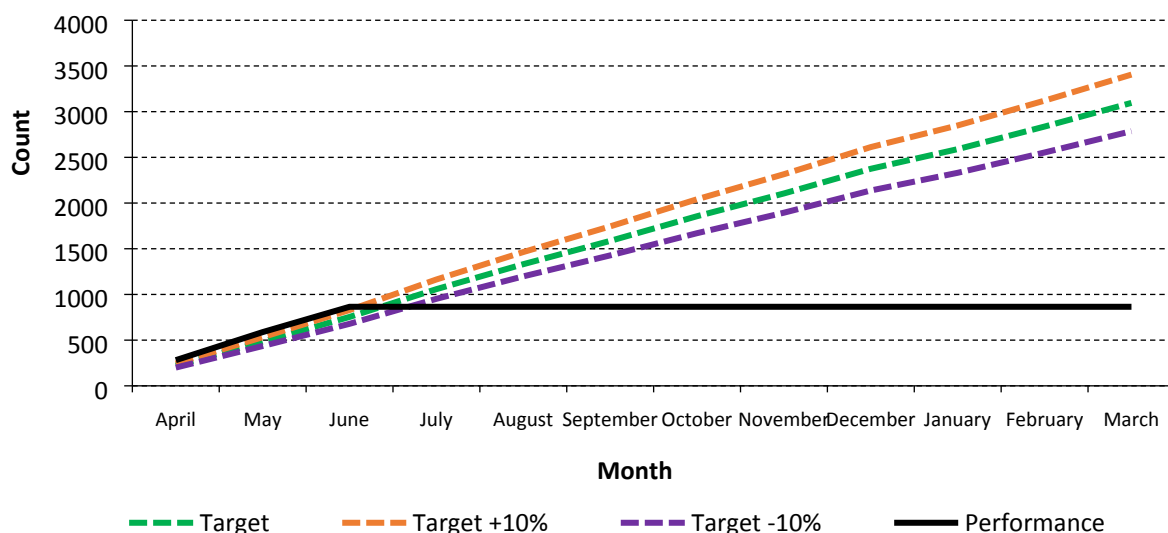
Quality Assurance

Progress to Date

865



## Cumulative Performance



TC05 Total number of Special Services attended

RC11 Number of Road Traffic Collisions (RTC's)

RC24 Number of Water Rescue Incidents attended

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 assisting partner agencies such as the Police and Ambulance. Incident types we can influence such as road traffic collisions and water rescue incidents have been made into separate indicators.

RC11

RC12

RC13

The number of RTC's attended (160) while over the target (136) for quarter 1 is consistent with performance for this period in 2018/19 (165). Sadly there have been 2 fatalities in RTC's attended by MFRS and 72 injuries. Of these 72 injuries 15 were considered serious.

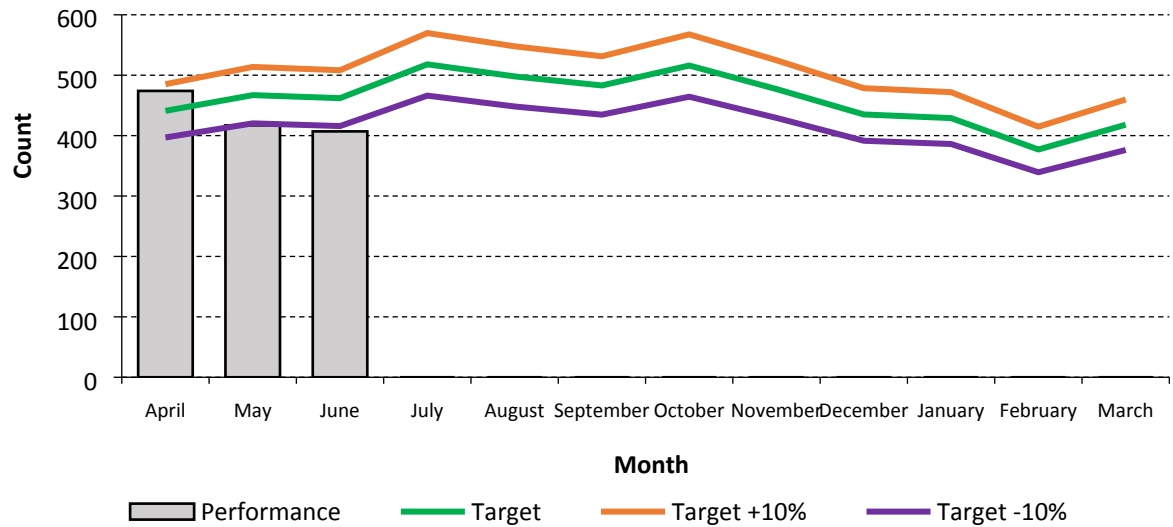
## TC06 Total number of false alarms attended

Service Plan Target  
Apr-Jun 2019/20

1370

Progress to Date

1298



### TC06 Total number of false alarms attended

TC06

The number of false alarms attended (1298) achieved the first quarter target (1370). The number of incidents attended have fallen relatively consistently since a peak in April. 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 74 fewer incidents than April to June 2018/19 (1372).

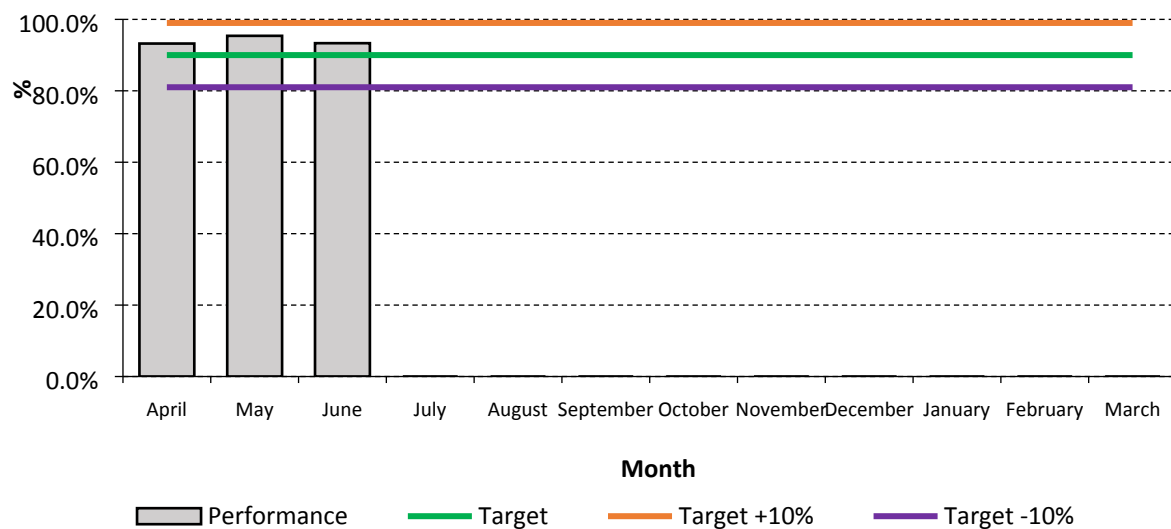
## TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes

Service Plan Target

90%

Progress to Date

94.1%



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 94.1% 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 95.9% of incidents achieving the target 95%.

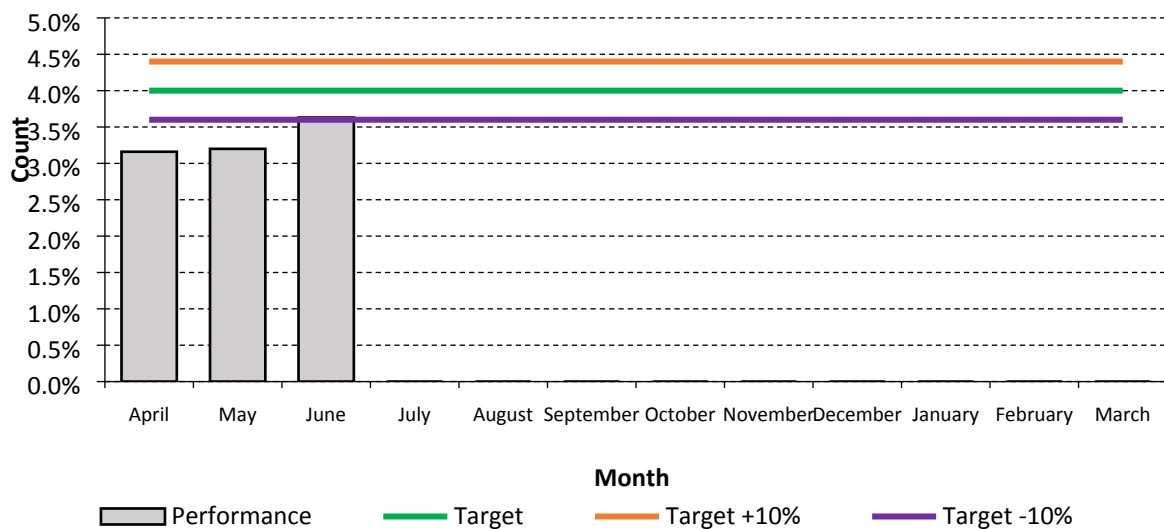
## TD09 The % of available shifts lost to sickness absence, all personnel

Service Plan Target  
Apr-Jun 2019/20

4%

Progress to Date

3.63%



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 3.63% shifts lost to sickness absence is below the 4% target. This is consistent with 3.24% absence at this time in 2018/19.

WD11  
WD12

At June 2019 3.70% of shifts were lost to sickness absence among uniformed staff.  
Non uniformed staff absence was 3.52%. Absence is below target for all staff groups.

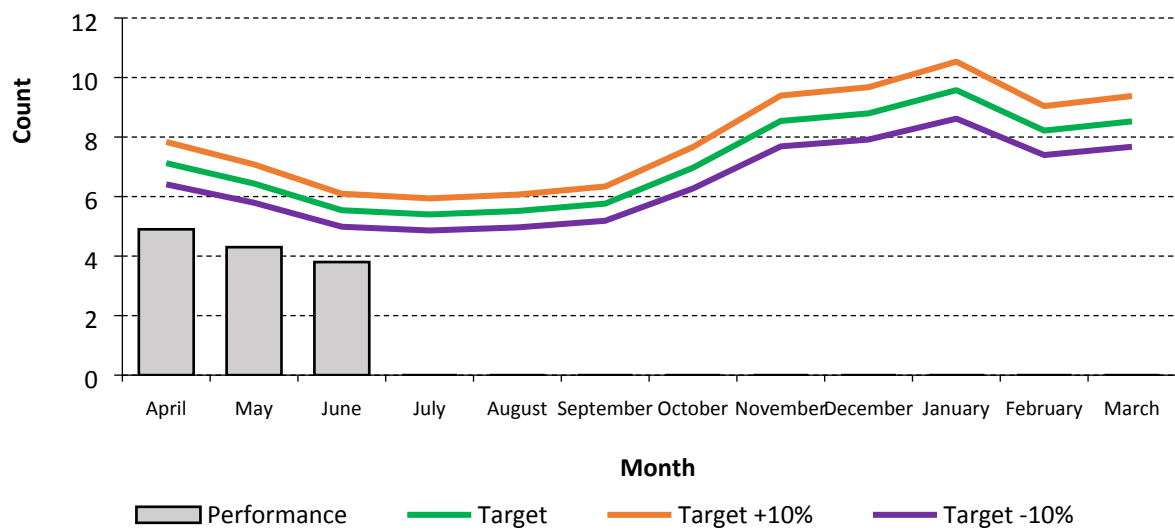
## TE10 Total carbon output of all buildings

Service Plan Target  
Apr-Jun 2019/20

19.1

Progress to Date

13.0



## TE10 Total carbon output of all buildings

### TE10

Carbon output at 13 from all buildings is considerably lower than at June 2018 when the output was 19.1. This measurement is CO2 per metre per building. The only indicator in the energy and environment group of indicators that is over target is gas consumption and this is primarily due to the ongoing high consumption at the Training and Development Academy.