

# SERVICE DELIVERY PLAN 2019-20:

April 2019 to November 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

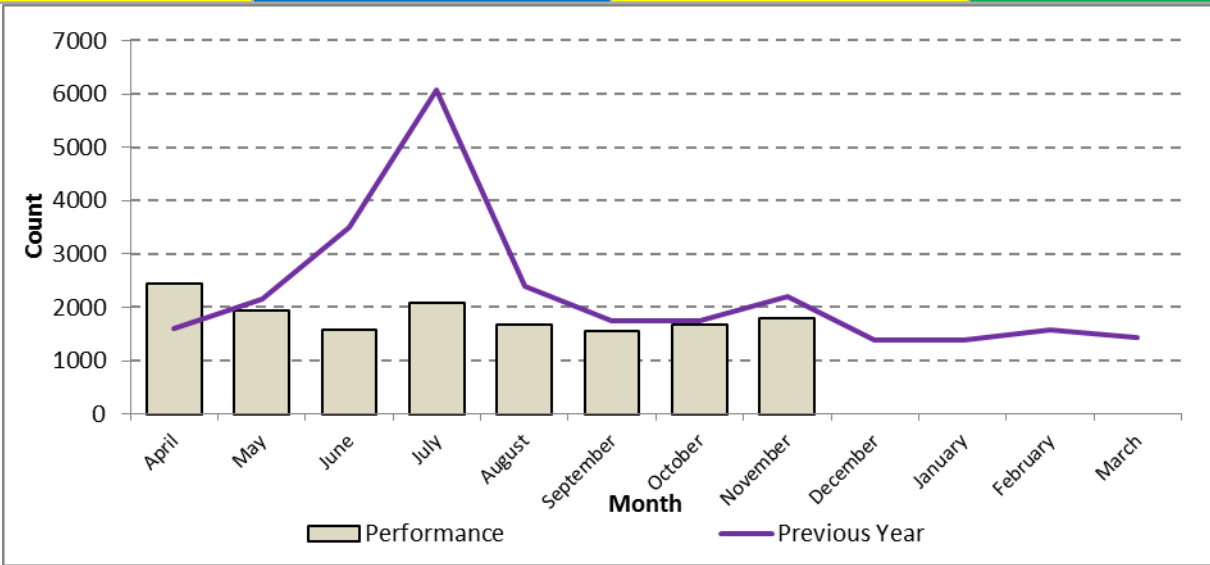
### TC00 Total number of emergency calls received

Service Plan Target

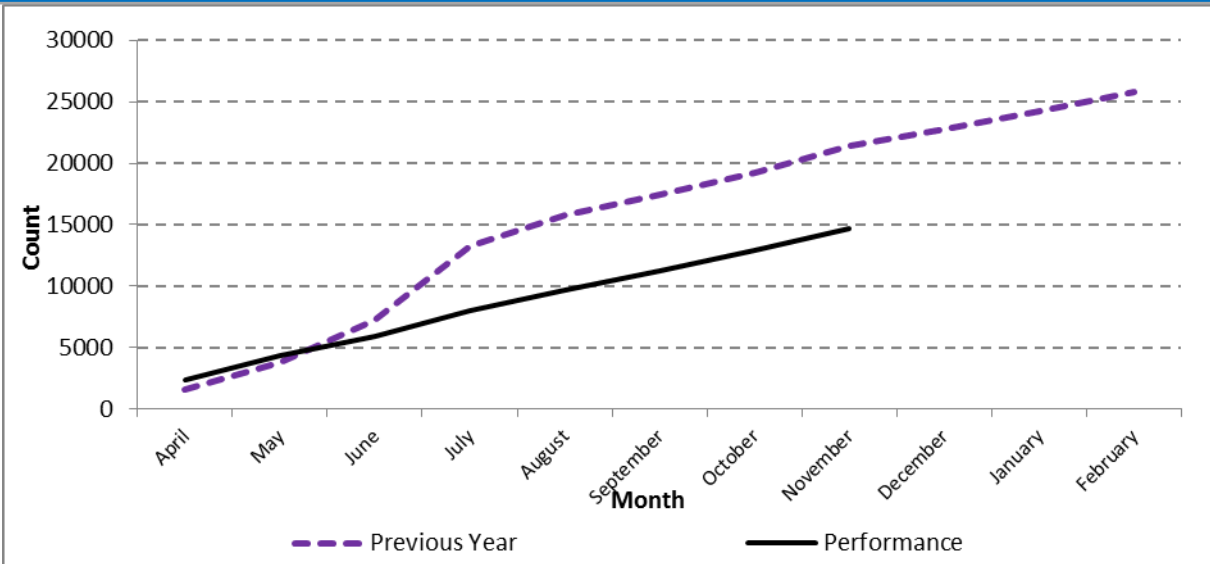
Quality Assurance

Progress to Date

14737



### Cumulative Performance



TO00 Total number of emergency calls received

For quality assurance only

DO22 The % of 999 calls answered within 10 seconds

TC00	Up to the end of November 2019/20, 14737 emergency calls were received by Fire Control. This was 6669 fewer calls than for the same period last year; there were more emergency calls during 2018/19 due to the dry, hot summer affecting July and August. This indicator does not have a target it is monitored for quality assurance only
DO22	Cumulatively 95.5% of 999 calls were answered within 10 seconds. This is within 10% of the 95% target.

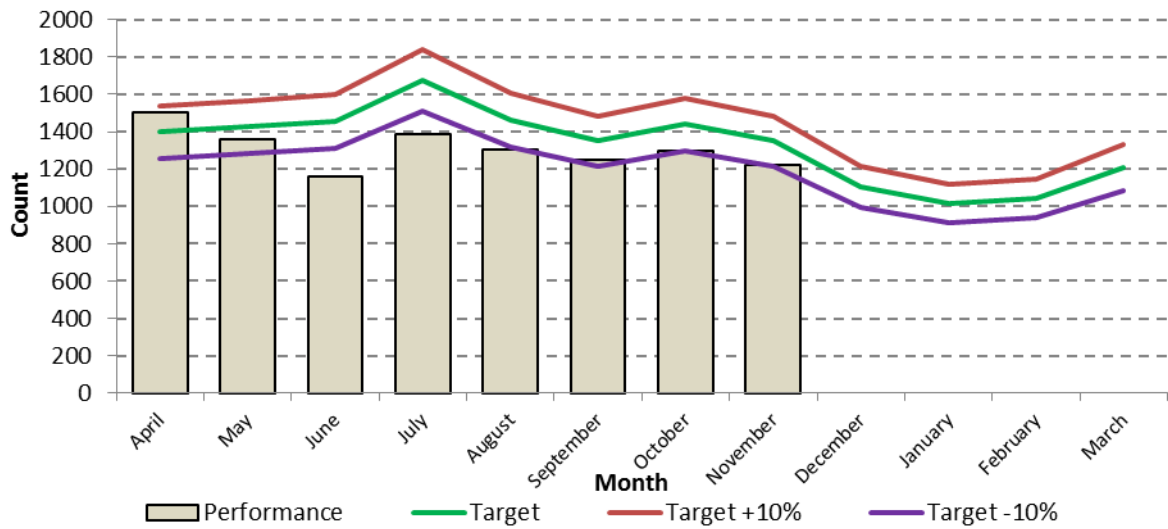
## TC01 The total number of incidents attended

Service Plan Target  
Apr-Nov 2019/20

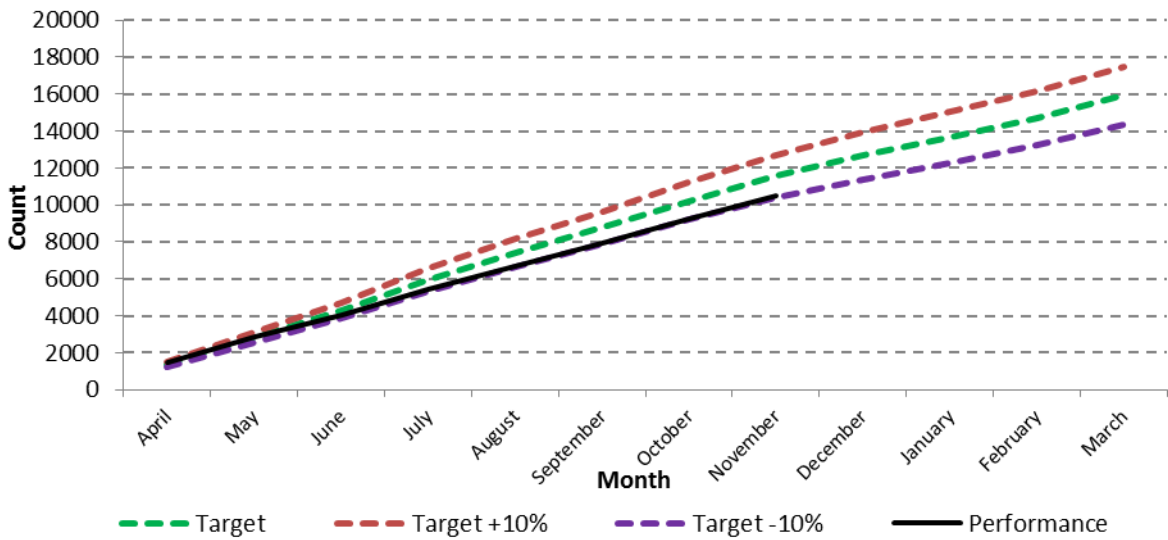
11552

Progress to Date

10473



### Cumulative Performance



TC01 Total number of incidents attended

TC01

Up to the end of November 2019, cumulatively there have been 1079 fewer incidents attended when measured against the target for the year so far. With the exception of April; each month has been below target.

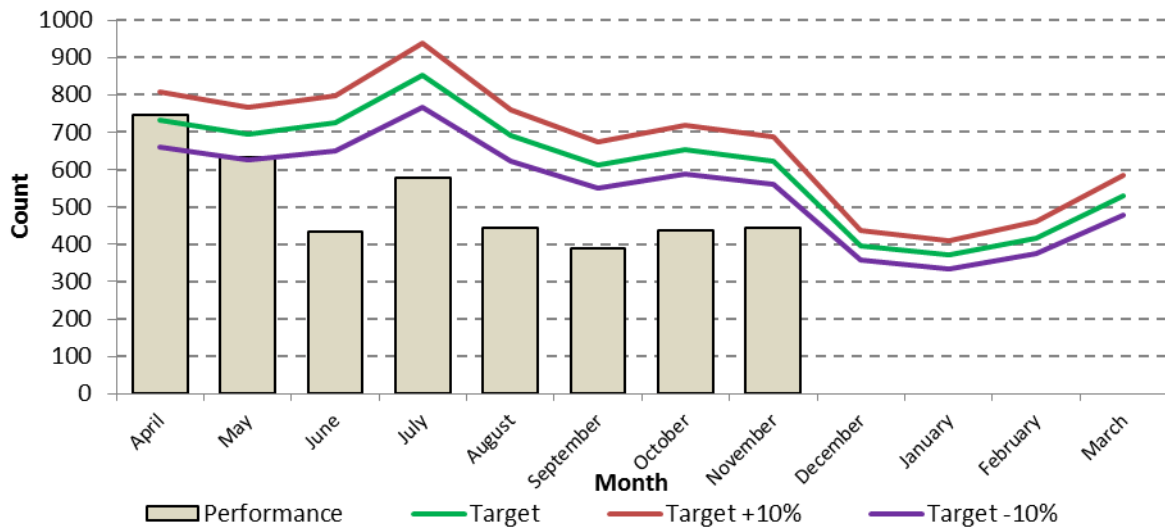
## TC02 Total number of fires attended in Merseyside

Service Plan Target  
Apr-Nov 2019/20

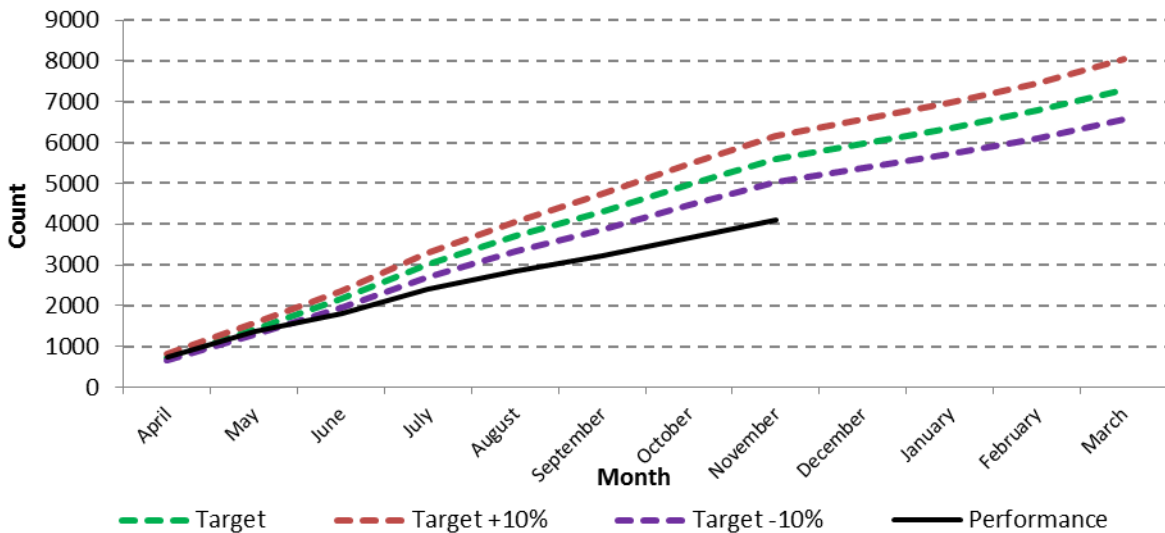
5585

Progress to Date

4103



### Cumulative Performance



### TC02 Total number of Fires attended in Merseyside

TC02

Performance up to the end of November 2019, has been very positive with 1482 fewer fires than the cumulative target. There have been reductions in both Primary Fire incidents and Secondary Incidents, with the major incident subtypes including: Accidental Dwelling Fire, Deliberate Vehicle Fire, Non Domestic Property Fire and Deliberate Secondary Fires all having sizeable reductions. Reductions can be related to working in collaboration with partner agencies, Home Safety Strategy, Protection Inspection and Audits, Advocacy work and inclement weather.

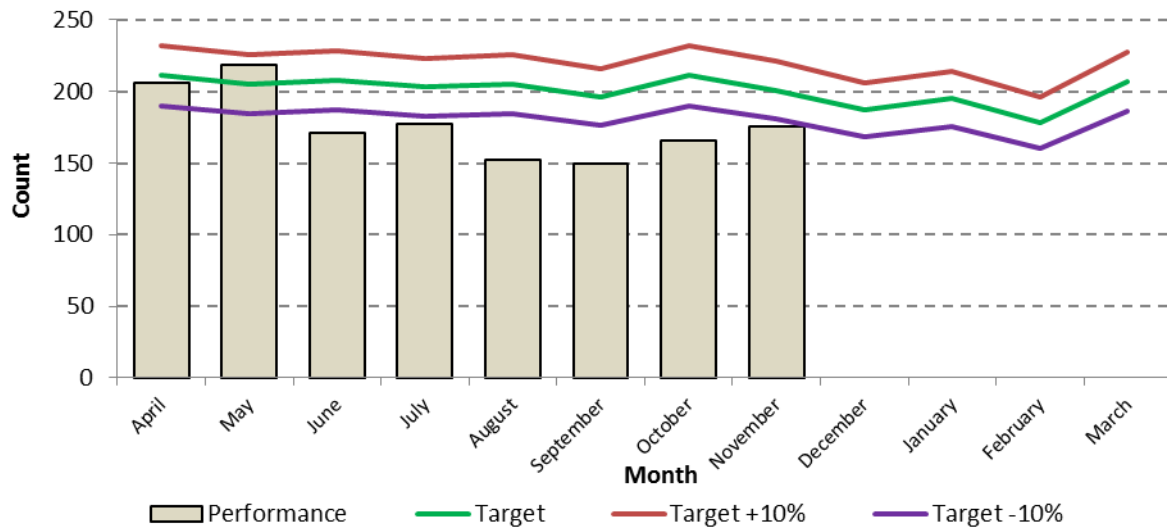
## TC03 Total number of primary fires attended

Service Plan Target  
Apr-Nov 2019/20

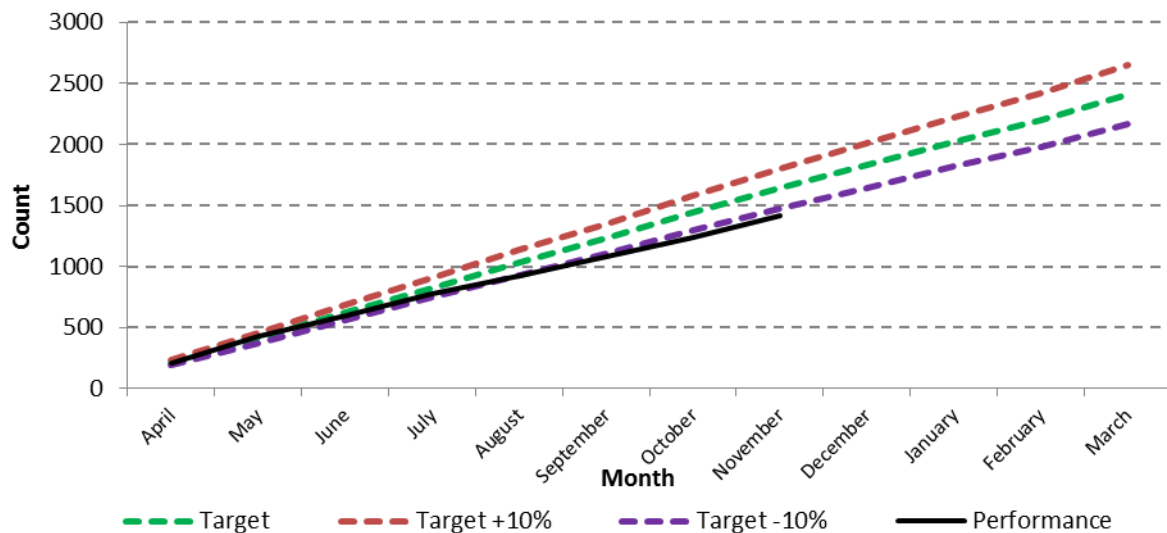
1640

Progress to Date

1417



### Cumulative Performance



### TC03 Total number of primary fires attended

TC03

Performance up to the end of November 2019, has been very positive with 223 fewer fires than the cumulative target. There have been reductions in all major incident subtypes including: Accidental Dwelling Fire, Deliberate Dwelling Fire, Deliberate Vehicle Fire and Non Domestic Property Fire. Reductions can be related to working in collaboration with partner agencies, Home Safety Strategy, Protection Inspection and Audits and Advocacy work.

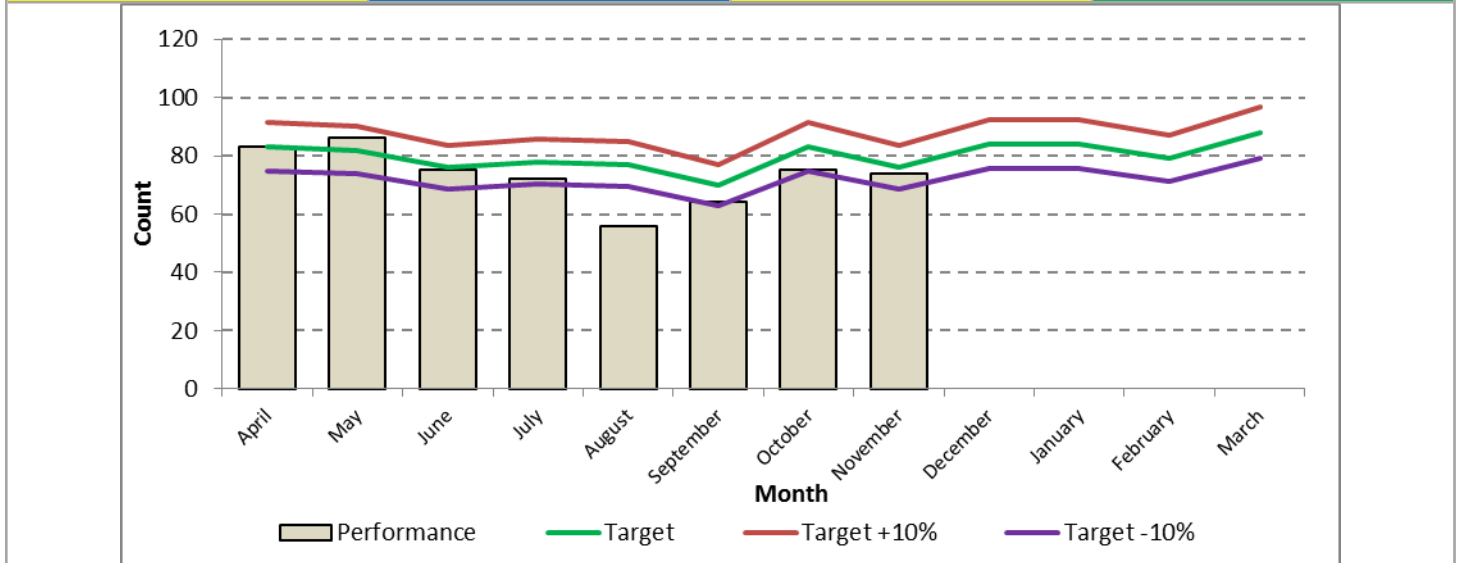
<b>DC11</b>	<b>Number of accidental dwelling fires</b>	
<b>DC12</b>	<b>Number of fatalities in accidental dwelling fires</b>	
<b>DC13</b>	<b>Number of injuries in accidental dwelling fires</b>	
<b>DC14</b>	<b>Number of deliberate dwelling fires in occupied properties</b>	
<b>DC15</b>	<b>Number of deliberate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

**COMMENTARY:**

<b>DC11</b>	Performance up to the end of November 2019 has been very positive with 585 incidents so far. When compared to the equivalent period of last year, this equates to a reduction of 32 incidents.
<b>DC12</b>	Unfortunately there has been 4 fatalities in an accidental dwelling fires during 2019/20 up to the end of November 2019.
<b>DC13</b>	When compared to the same period last year, there has been an increase of 4 incidents (from 58 to 62), however when compared to the target performance has been narrowly achieved by 1 incident.
<b>DC14 DC15</b>	There have been sizeable reductions in deliberate dwelling fires in both occupied and unoccupied properties. Incidents in occupied premises 25 below the target (106 vs 81) and incidents in unoccupied properties is 15 below the target (25 vs 10).
<b>DC16 DC17</b>	Unfortunately there has been 1 fatality as a result of a deliberate dwelling fire during 2019/20 to date, assuming only 1 fire death for the entirety of 2019/20 then the annual forecast of 1 fatality will be sadly achieved. There has been a total of 5 injuries in such incidents, 5 fewer than the equivalent period of last year.

**DC11 Number of accidental fires in dwelling**

Service Plan Target Apr-Nov 2019/20	<b>625</b>	Progress to Date	<b>585</b>
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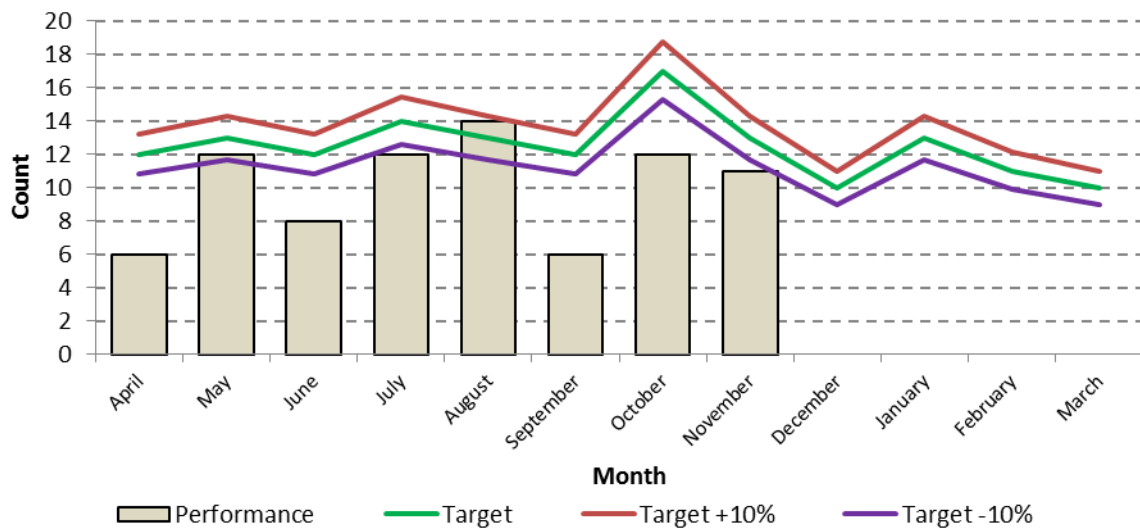
## DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target  
Apr-Nov 2019/20

106

Progress to Date

81



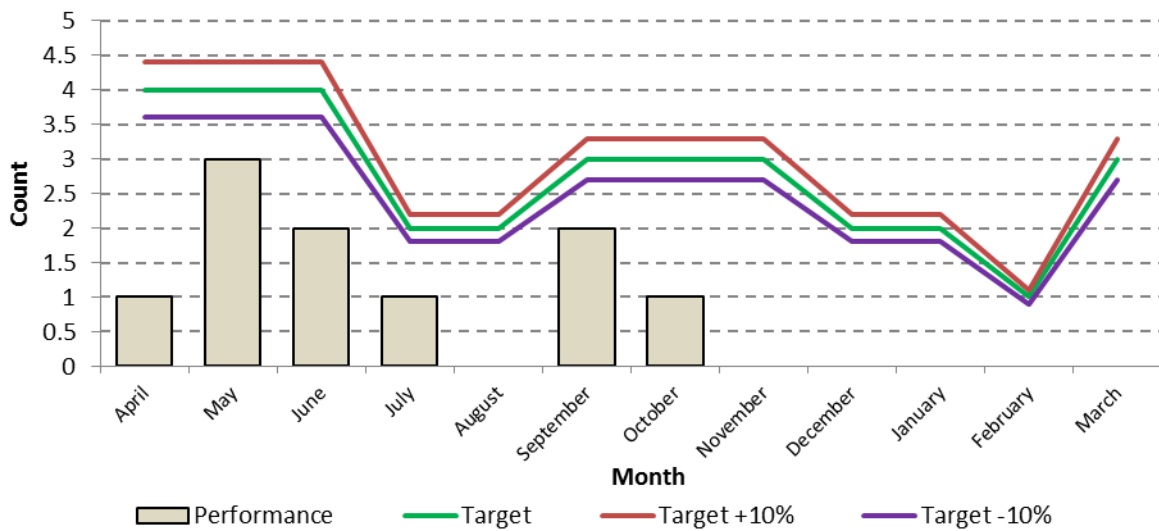
## DC15 Number of deliberate fires in unoccupied properties

Service Plan Target  
Apr-Nov 2019/20

25

Progress to Date

10



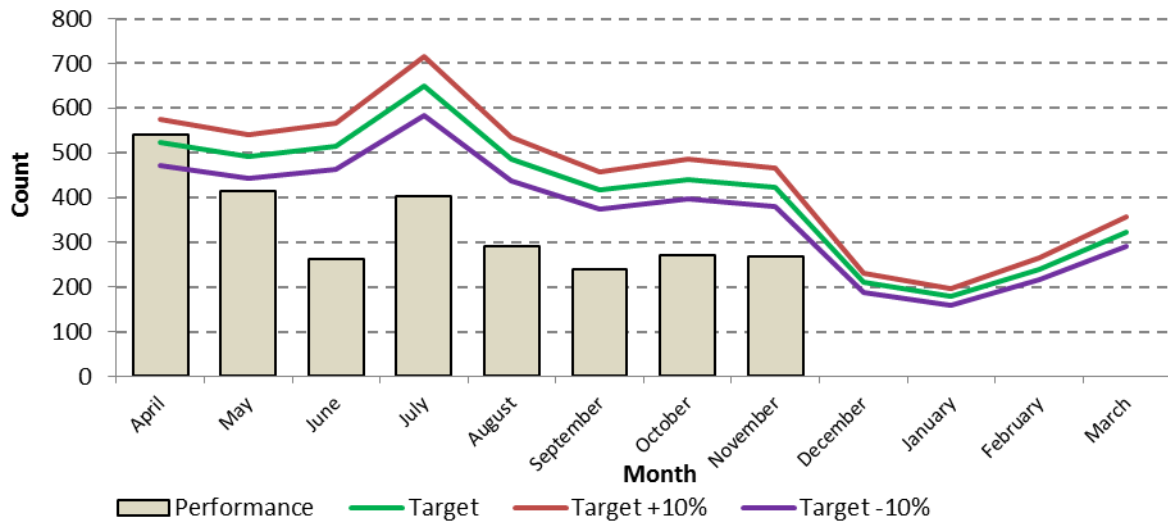
## TC04 Total number of secondary fires attended

Service Plan Target  
Apr-Nov 2019/20

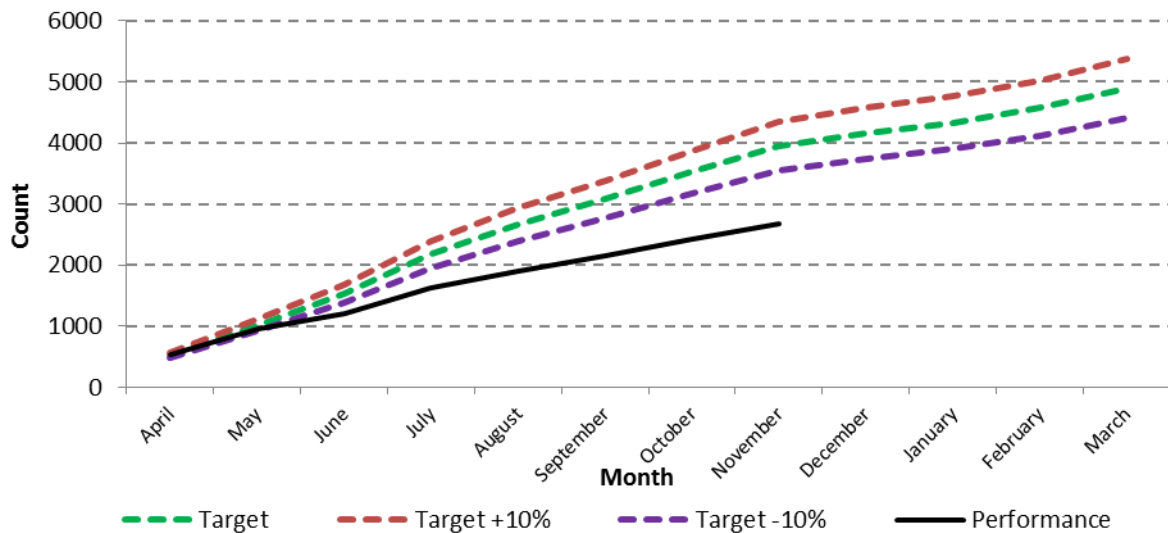
3945

Progress to Date

2686



## Cumulative Performance



TC04 Total number of secondary fires attended

AC13 Number of deliberate ASB fires attended

**TC04** Cumulatively there have been 2686 secondary fires attended at the end of November 2019. When compared to the same period for 2018/19 this is 1655 fewer incidents or -38%. When contrasted against the 2019/20 target there have been 1259 fewer incidents attended or 32%

**AC13** Performance up to the end of November 2019 continues to be very positive with 2150 fires attended against a target of 3348. The Arson Strategy of targeting risk wards, working with partners and advocacy work has contributed to this overall reduction. Another element that should also be taken into account is inclement weather – though this should not take away anything from the success that the Arson Team has seen so far during 2019/20.



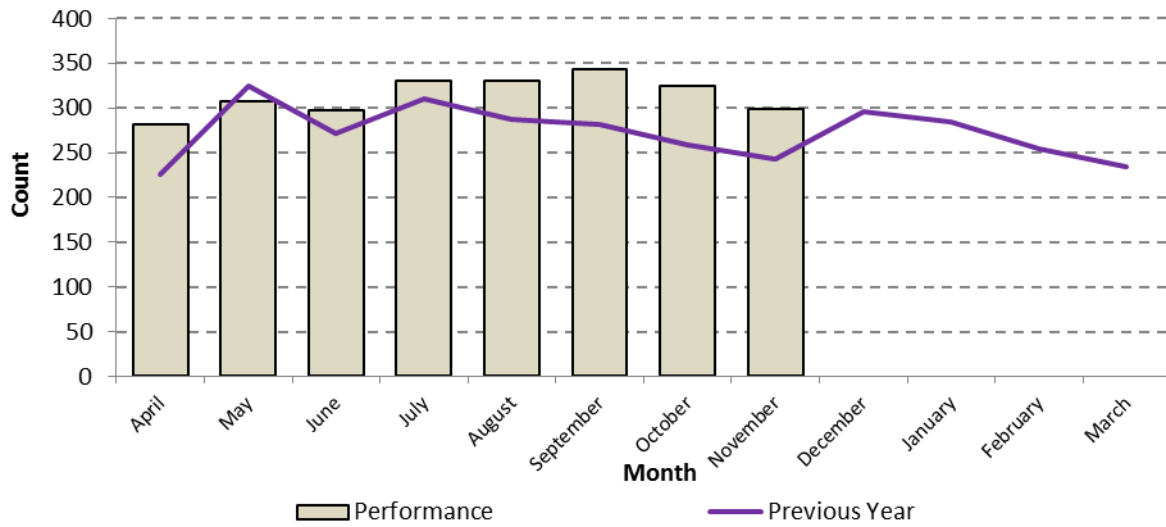
## TC05 Total number of special services attended

Service Plan Target

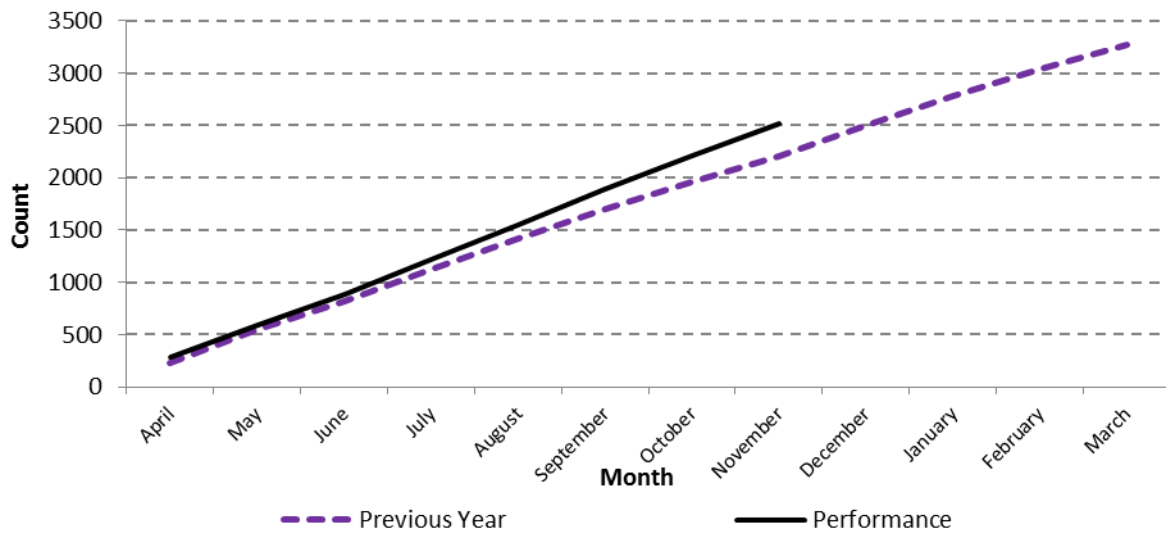
Quality Assurance

Progress to Date

2514



## 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

Total special services is an area of increased activity when compared to 2018/19. There have been increases in Road traffic Collisions attended during the year, however there have been increases in incidents where the FRS do want to see growth including assisting partner agencies. This indicator does not have a target it is monitored for quality assurance only

RC11  
RC12  
RC13

The number of RTC's attended (476) is well above the target (389) for the period. Sadly there have been 5 fatalities in RTC's attended by MFRS and 230 injuries – which is below the target – indicating many RTC's attended are relatively minor in nature. Of these 230 injuries 45 were considered serious.

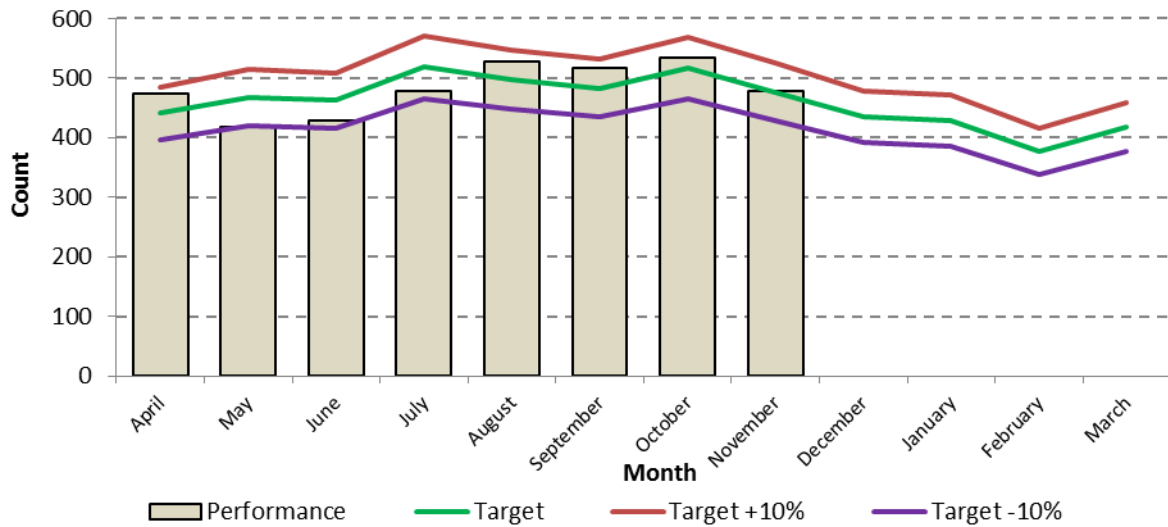
## TC06 Total number of false alarms attended

Service Plan Target  
Apr-Nov 2019/20

3862

Progress to Date

3857



### TC06 Total number of false alarms attended

TC06

Performance up until the end of November 2019 is generally positive. False alarm incidents have shown fluctuation throughout the year. Malicious false alarms have been negatively impacted by a suspected serial caller, Automatic False Alarms have been impacted by the sudden cold snap during October.

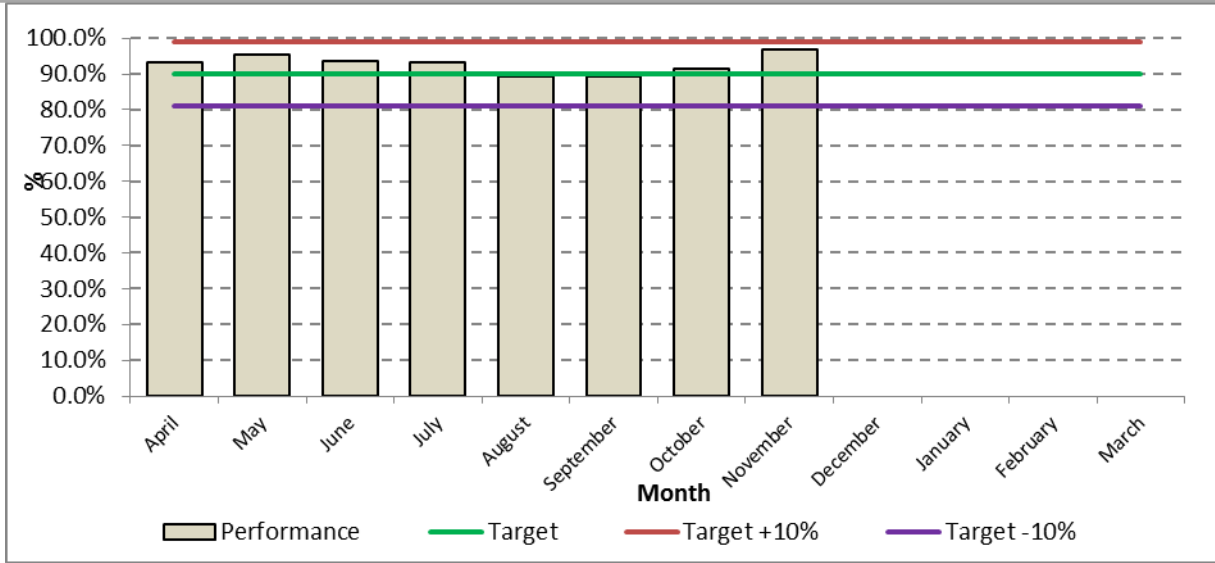
## TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes

Service Plan Target  
Apr-Nov 2019/20

90%

Progress to Date

92.9%



**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 92.9% 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 95.5% of incidents achieving the target 95%.

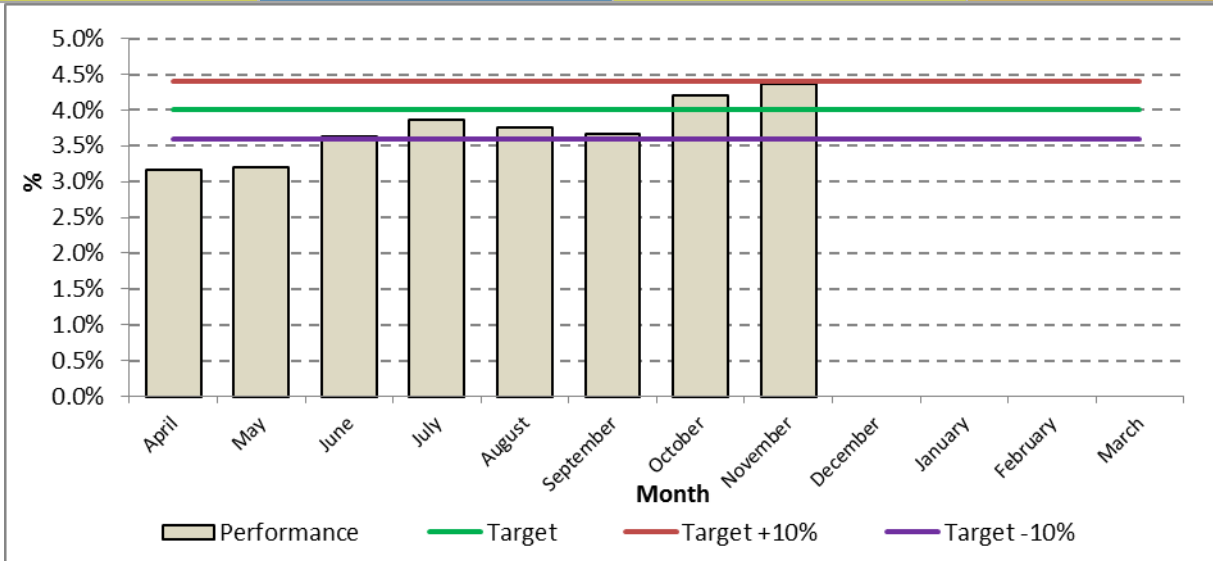
## TD09 The % of available shifts lost to sickness absence, all personnel

Service Plan Target  
Apr-Nov 2019/20

4%

Progress to Date

4.36



**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**

At November 2019 sickness among all staff at 4.36% shifts lost to sickness absence which is above the 4% target.

**WD11**

At November 2019 4.1% of shifts were lost to sickness absence among uniformed staff.

**WD12**

Non uniformed staff absence was 4.76%. Absence is below target for all staff groups.

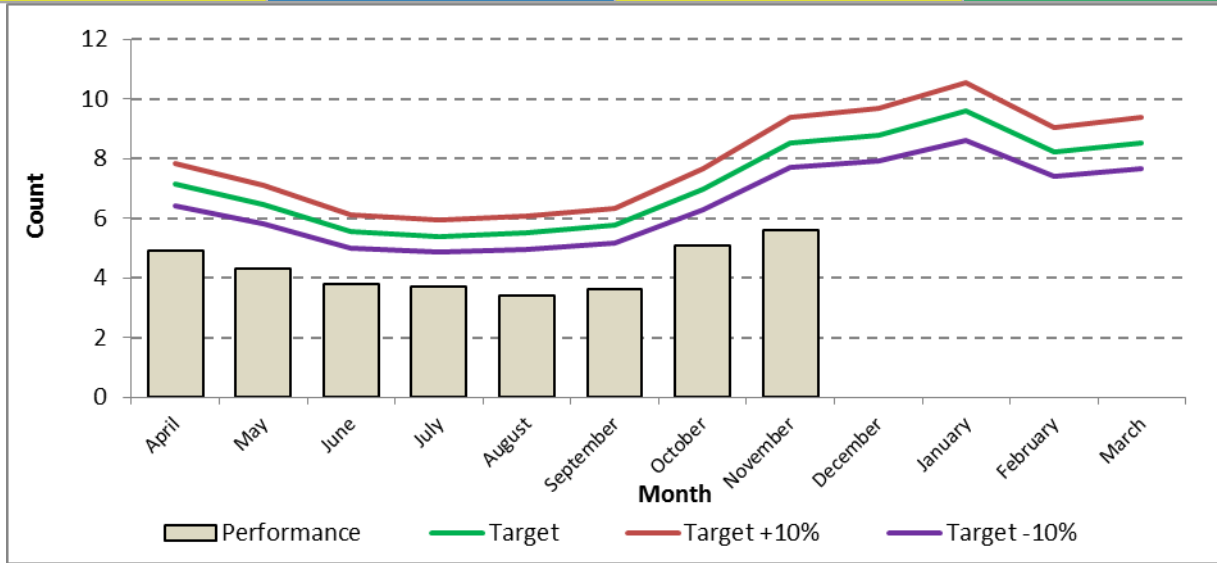
## TE10 Total carbon output of all buildings

Service Plan Target  
Apr-Nov 2019/20

51.1

Progress to Date

34.4



### TE10 Total carbon output of all buildings

#### TE10

Carbon output at 34.4 from all buildings is considerably lower than the target which is 51.1. 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.