

SERVICE DELIVERY PLAN 2019-20:

April 2019 to March 2020

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

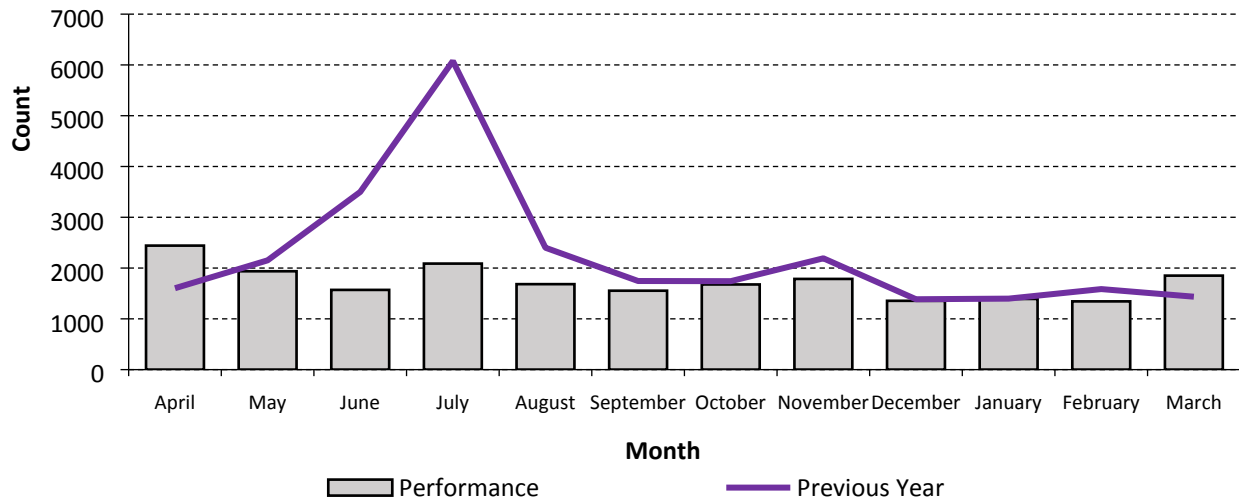
TC00 Total number of emergency calls received

Service Plan Target

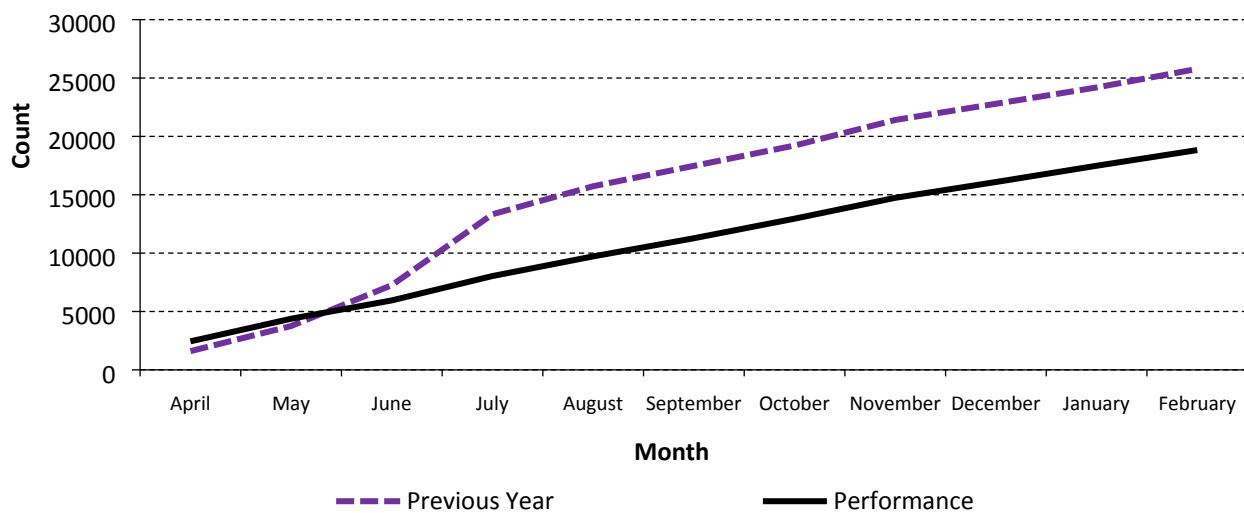
Quality Assurance

Progress to Date

20679



Cumulative Performance



TO00 Total number of emergency calls received

For quality assurance only

DO22 The % of 999 calls answered within 10 seconds

TC00 Total number of emergency calls received

From 1st April 2019 to 31st March 2020, 20679 emergency calls were received by Fire Control. This was 6536 fewer calls than for the previous year 2018/19; 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 The % of 999 calls answered within 10 seconds

Cumulatively during 2019/20, 98.2% of 999 calls were answered within 10 seconds.

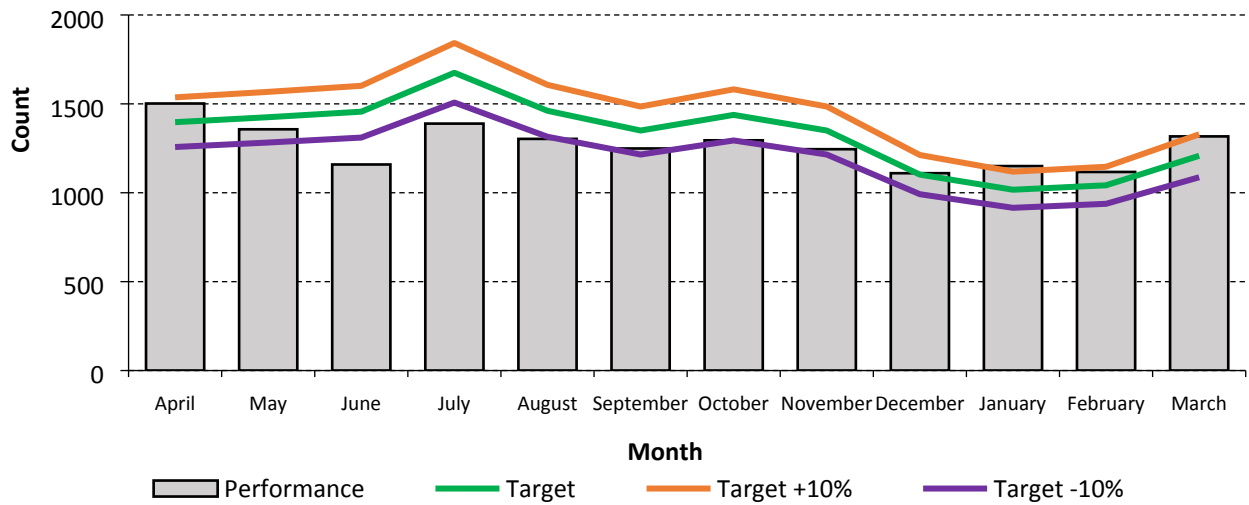
TC01 The total number of incidents attended

Service Plan Target

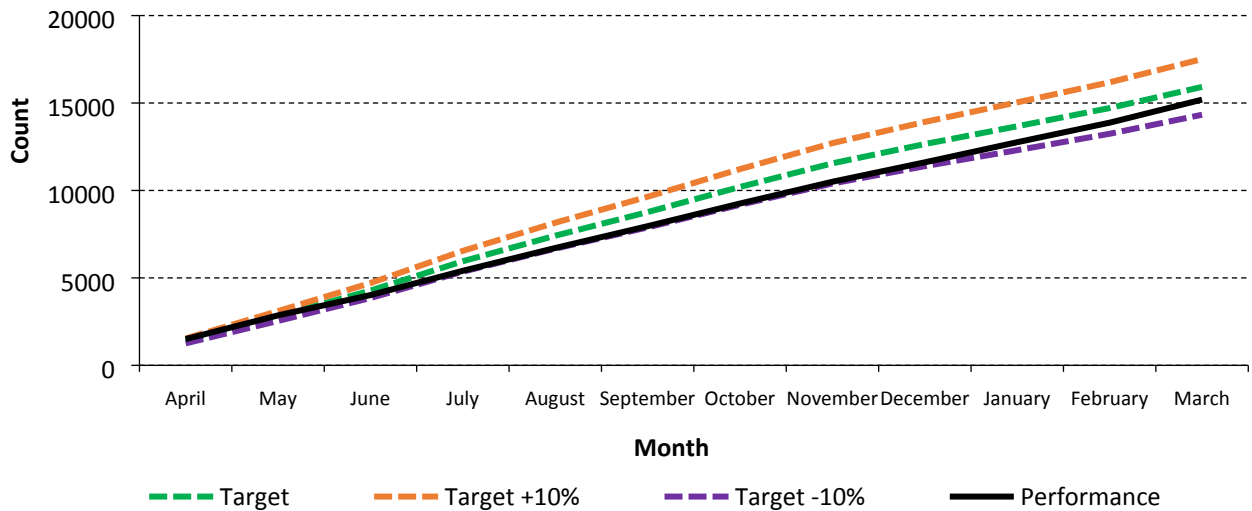
15921

Progress to Date

15193



Cumulative Performance



TC01 The total number of incidents attended

TC01 The total number of incidents attended

MFRA attended 15193 incidents during 2019/20, cumulatively there have been 728 fewer incidents attended when measured against the target for the year (15921) and 908 fewer incidents than in 2018/19.

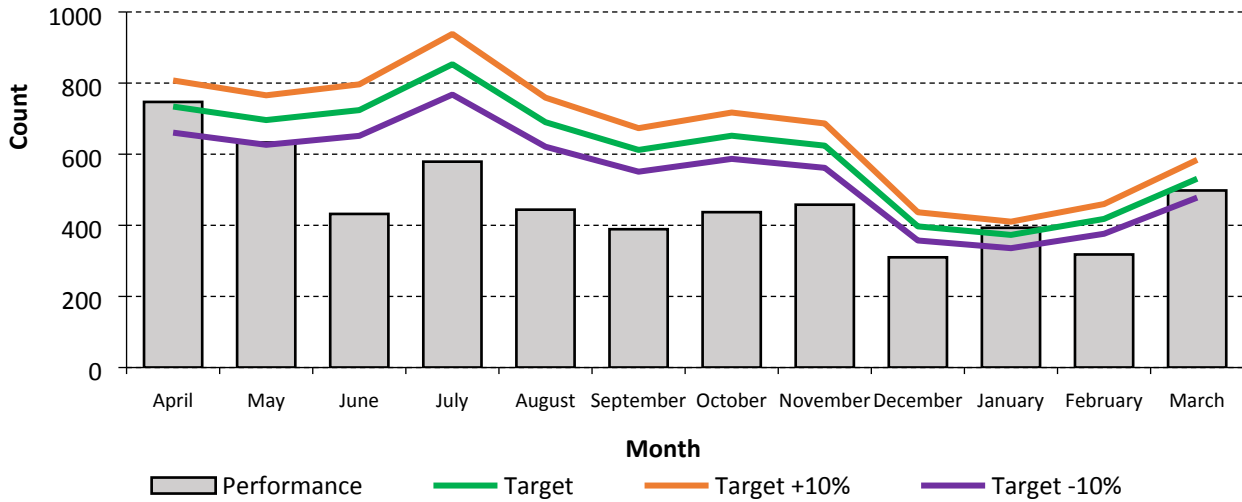
TC02 Total number of fires attended in Merseyside

Service Plan Target

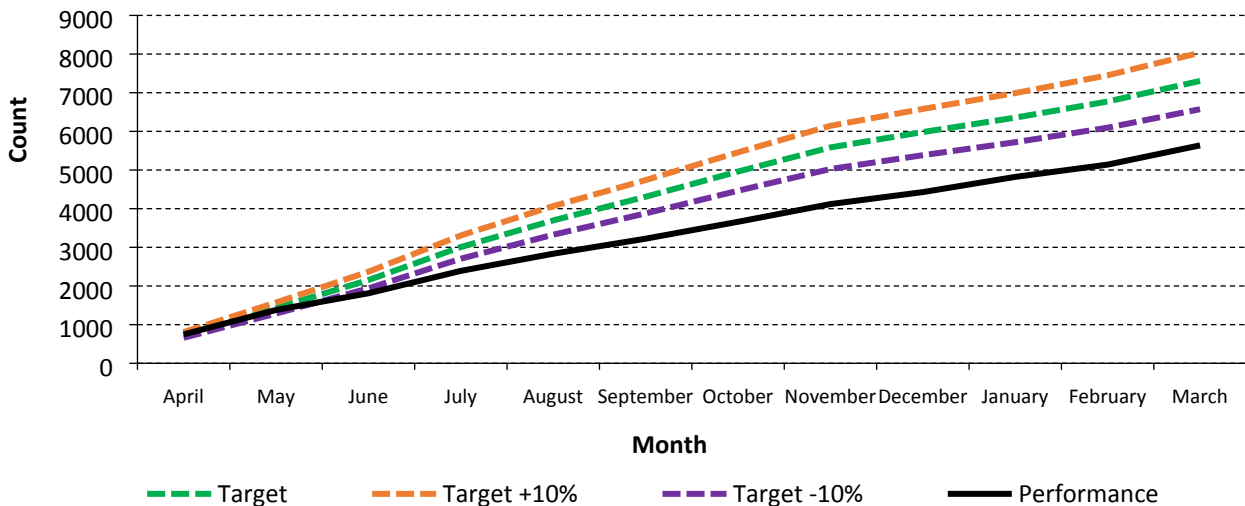
7304

Progress to Date

5638



Cumulative Performance



TC02 Total number of Fires attended in Merseyside

TC02 Total number of Fires attended in Merseyside

Performance throughout 2019/20 was been very positive, with 2155 fewer fires than in 2018/19. 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 particularly 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.

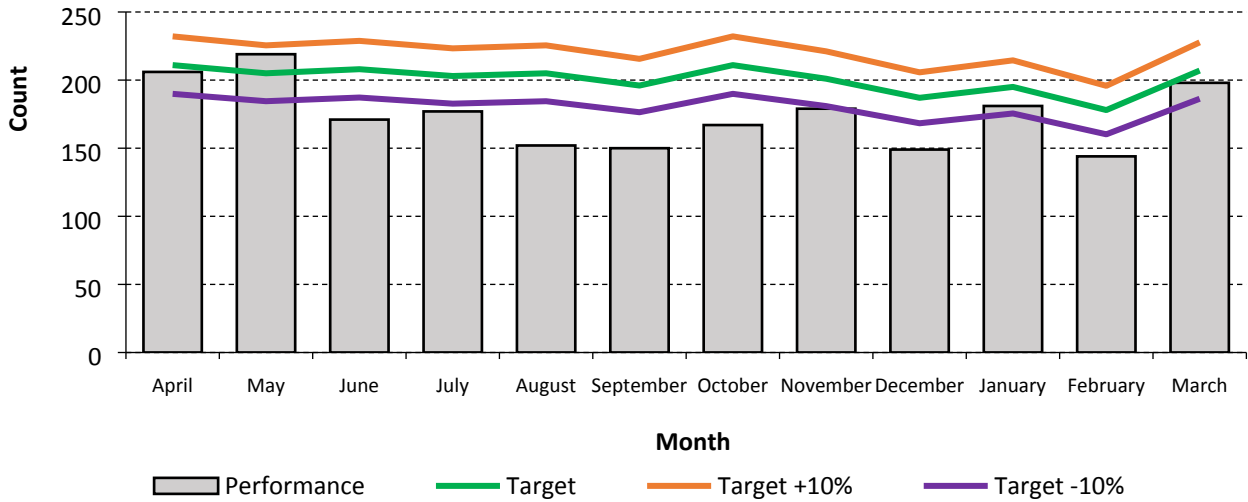
TC03 Total number of primary fires attended

Service Plan Target

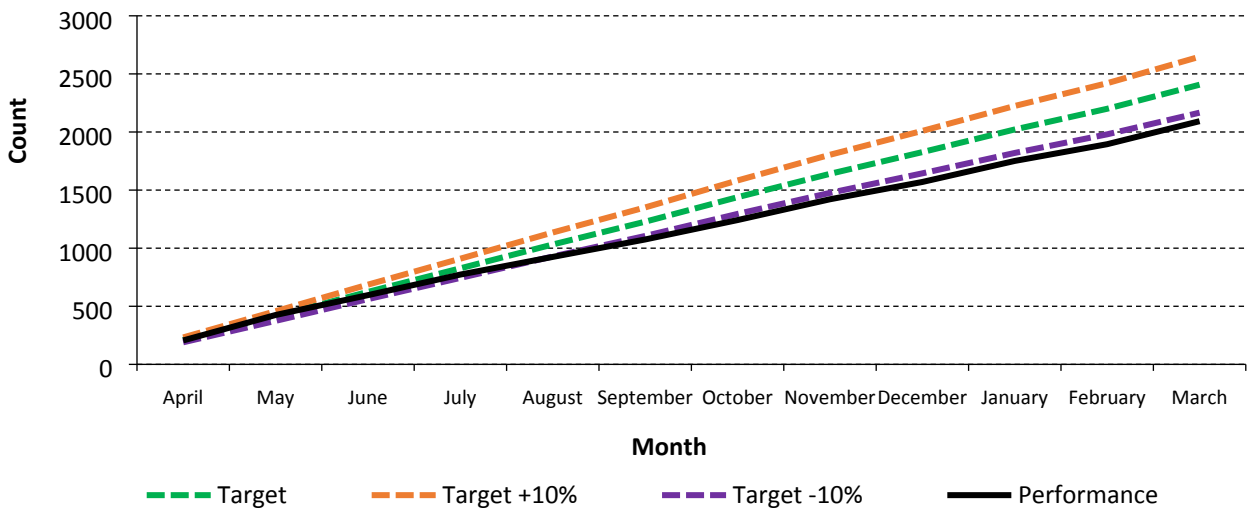
2407

Progress to Date

2093



Cumulative Performance



TC03 Total number of primary fires attended

TC03 Total number of primary fires attended

Performance during 2019/10 was very positive with 314 fewer primary fires than the annual target (2407). 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. Primary fire involve an insurable loss.

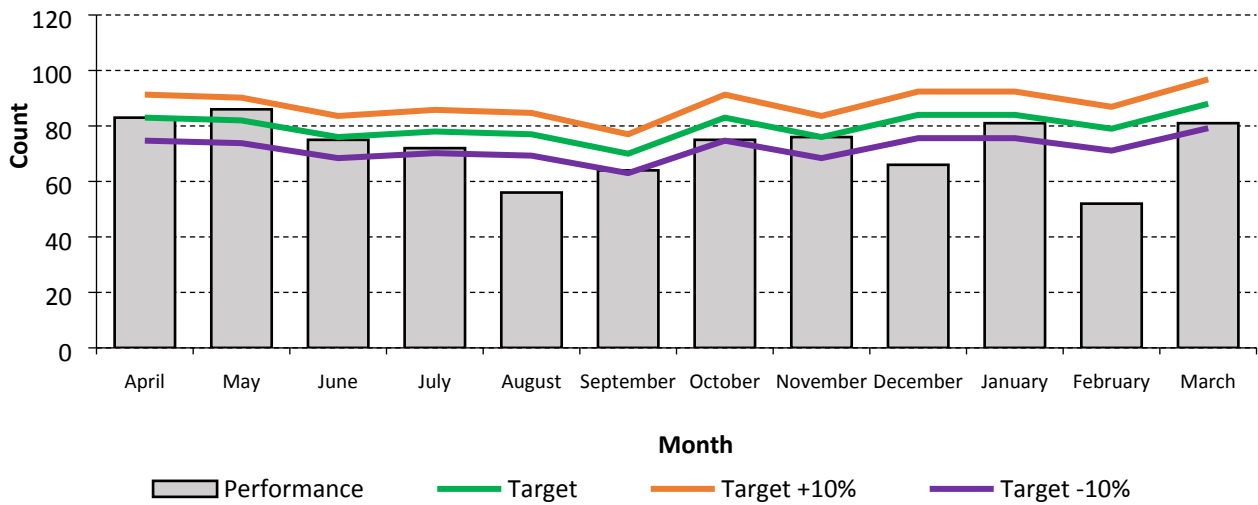
DC11 Number of accidental fires in dwellings

Service Plan Target

960

Progress to Date

867



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 Number of accidental dwelling fires

MFRA attended 867 accidental dwelling fires in 2019/20. This is the lowest total count for such incidents in MFRA history.

DC12 Number of fatalities in accidental dwelling fires

Sadly, there were 5 fatalities in an accidental dwelling fires during 2019/20. Learning lessons from fatal fires are incorporated into the MFRA Home Safety Strategy in an attempt to prevent further deaths.

DC13 Number of injuries in accidental dwelling fires

When compared to 2018/19, there was an increase of 5 injuries in accidental dwelling fires (from 82 to 87). However when compared to the annual target; performance for 2019/20 was achieved by 11, the target for 2019/20 was 98.

DC14 Number of deliberate dwelling fires in occupied properties¹

Deliberate dwelling fires in occupied properties (136) were 14 incidents below the annual target, despite there being 10 more incidents than in 2018/19 (126).

DC15 Number of deliberate dwelling fires in unoccupied properties

Deliberate dwelling fires in unoccupied properties fell from 24 in 2018/19 to 16 in 2019/20. This is also considerably under the annual target of 33 for the year.

DC16 Number of deaths occurring in deliberate dwelling fires

Sadly, there was 1 fatality as a result of a deliberate dwelling fire during 2019/20.

DC17 Number of injuries occurring in deliberate dwelling fires

There has been a total of 11 injuries in such incidents, 4 fewer than the annual target of 15.

¹ Performance illustrations DC14 and DC15 can be found on the next page

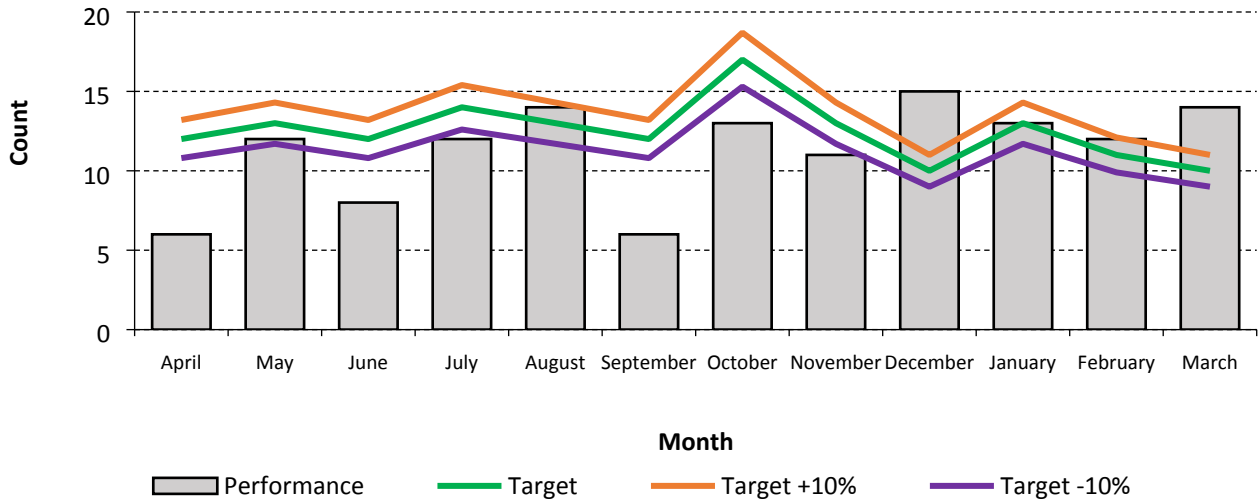
DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target

150

Progress to Date

136



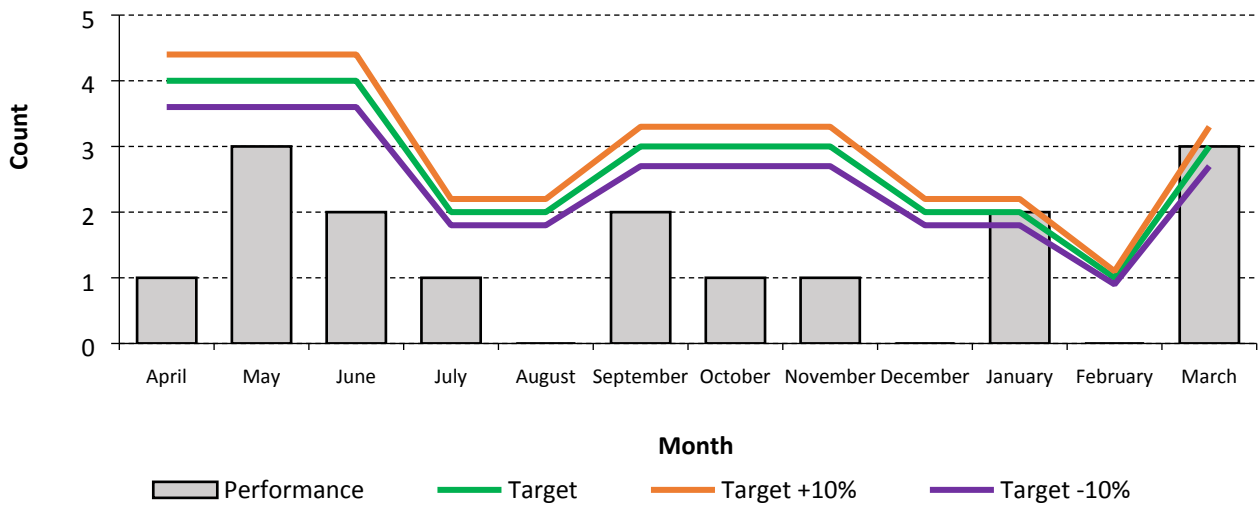
DC15 Number of deliberate fires in unoccupied properties

Service Plan Target

33

Progress to Date

16



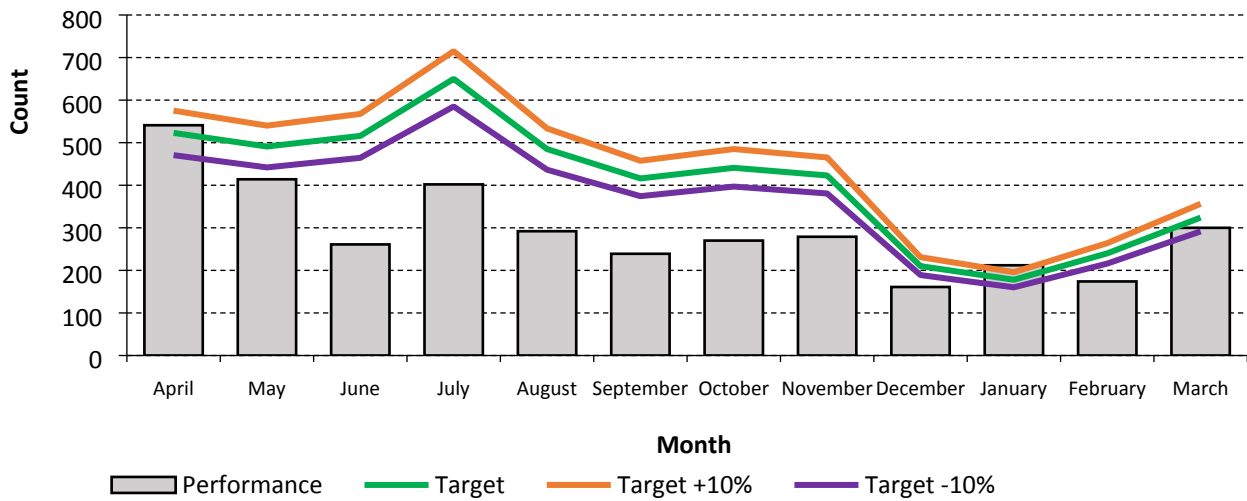
TC04 Total number of secondary fires attended

Service Plan Target

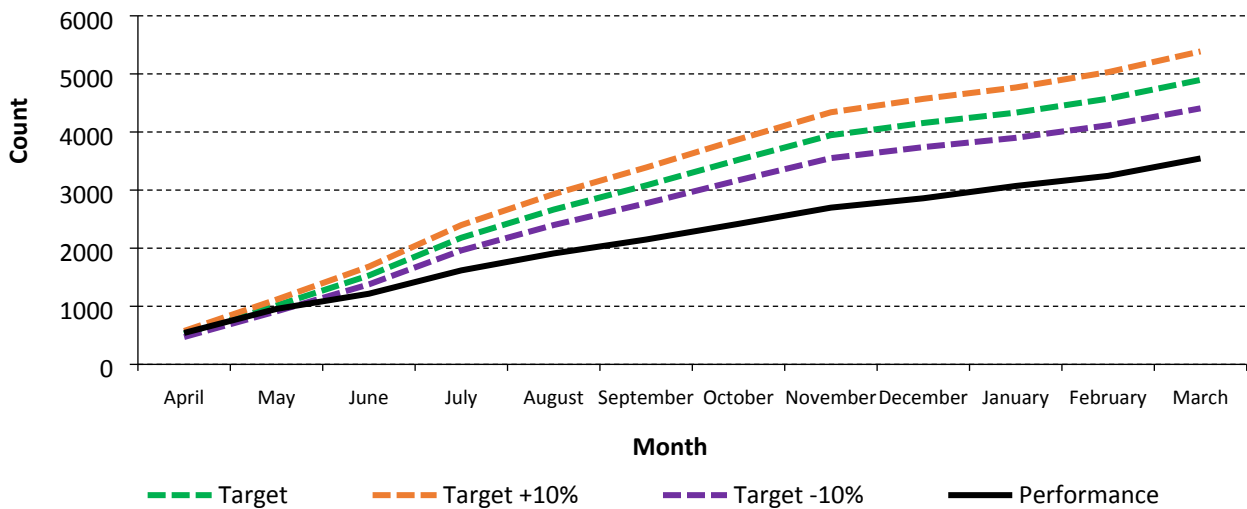
4897

Progress to Date

3545



Cumulative Performance



TC04 Total number of secondary fires attended

AC13 Number of deliberate ASB fires attended

TC04 Total number of secondary fires attended

After a peak in secondary fires during April 2019, performance dropped and remained lower than forecast for the remainder of the year. This resulted in a total of 3545 secondary fires attended for the year. This is a significant reduction on 2018/19 where 5276 incidents took place, a reduction of 1731 incidents or 33%.

AC13 Number of deliberate ASB fires attended

Performance throughout 2019/20 has been positive. Following an initial spike in incidents during April 2019, performance continued to be very positive with 2774 fires attended against a target of 4157. When compared to the 2018/19, 1485 fewer incidents were attended. The success of the Arson Strategy of targeting risk wards, working with partners and advocacy work has contributed to this overall reduction. Additionally the weather during the Summer of 2019 was generally poor, which can have an impact on anti-social activity.

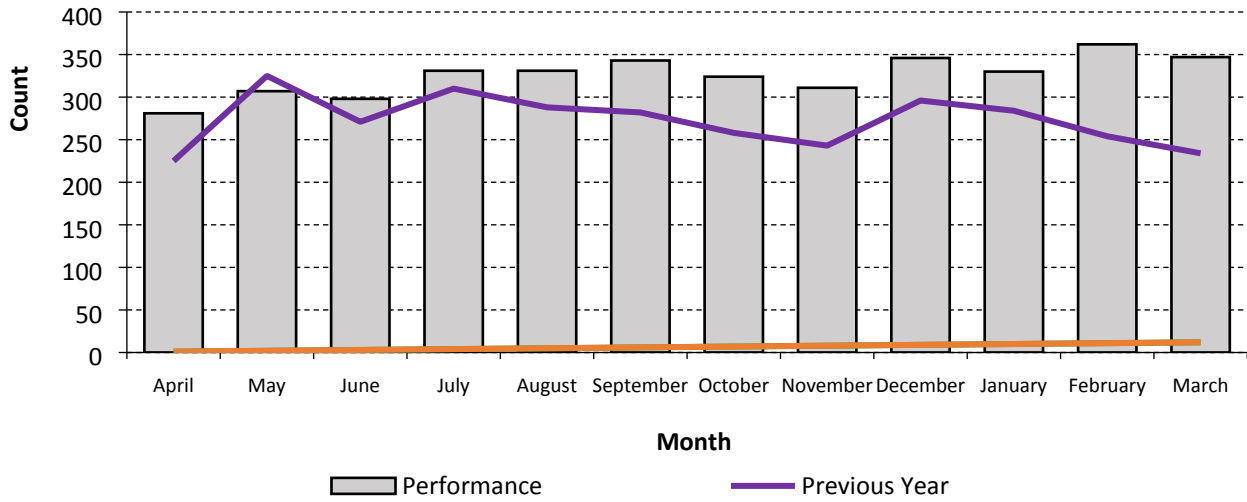
TC05 Total number of special services attended

Service Plan Target

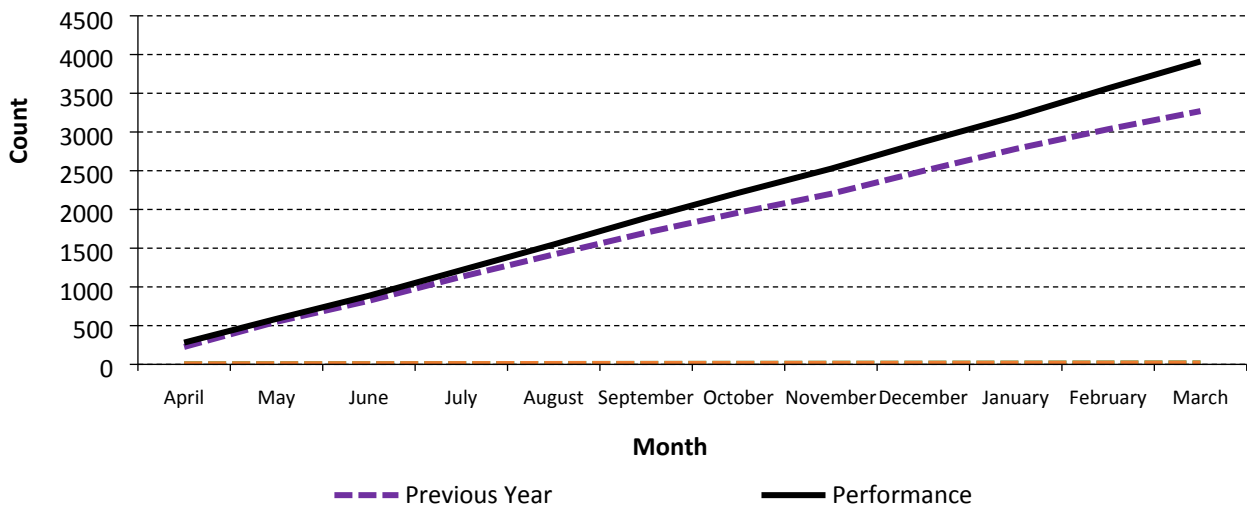
Quality Assurance

Progress to Date

3911



Cumulative Performance



TC05 Total number of Special Services attended	For Quality Assurance Only
RC11 Number of Road Traffic Collisions (RTC's) attended	
RC24 Number of Water Rescue Incidents attended	
TC05 Total number of Special Services attended	Total special services (3911 incidents attended) is an area of increased activity when compared to 2018/19 (3270). 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 Number of Road Traffic Collisions (RTC) attended RC12 Number of Injuries at Road Traffic Collisions attended RC13 Number of fatalities at RTC's	The number of RTC's attended (718) is well above the anticipated annual target of 568. Sadly, there have been 7 fatalities in RTC's attended by MFRS and 343 injuries – which is below the target – indicating many RTC's attended are relatively minor in nature. Of these 274 injuries 69 were considered serious.

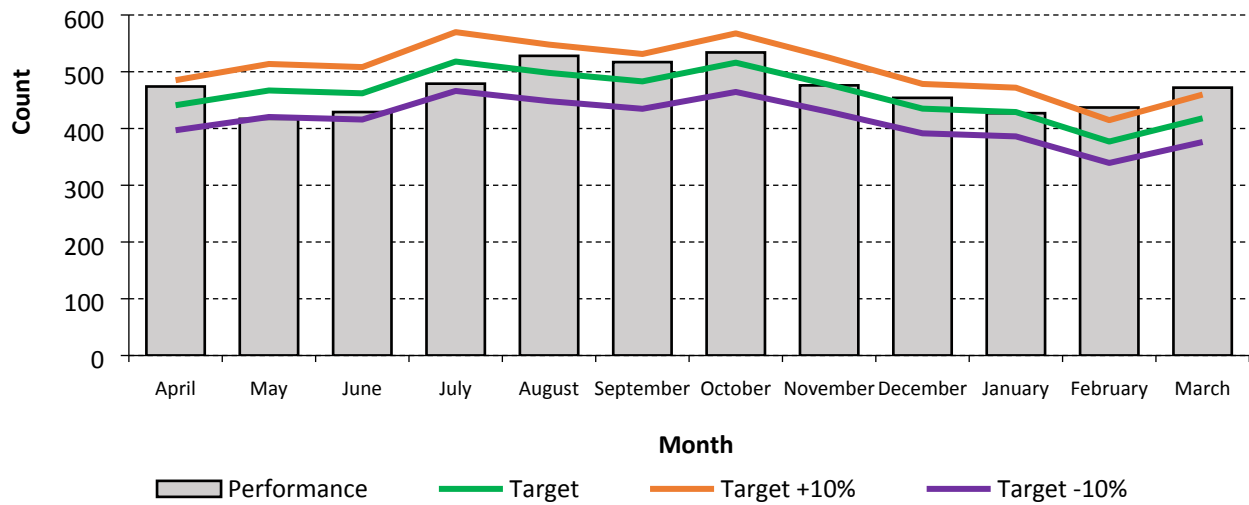
TC06 Total number of false alarms attended

Service Plan Target

5521

Progress to Date

5644



TC06 Total number of false alarms attended

TC06 Total number of false alarms attended

False alarm incidents have fluctuated throughout the year with a slight rise around Autumn. Performance for this indicator this year with 5644 incidents narrowly ahead of the annual target (5521). The increasing numbers of Automatic False Alarms affecting Domestic Premises is the primary sub incident type for the shortfall.

FC22 Number of Malicious False Alarms Attended

Malicious false alarms (233 attended) were particularly negatively impacted by a suspected serial hoax caller and therefore performance resulted in being higher than 2018/19 when 191 incidents took place.

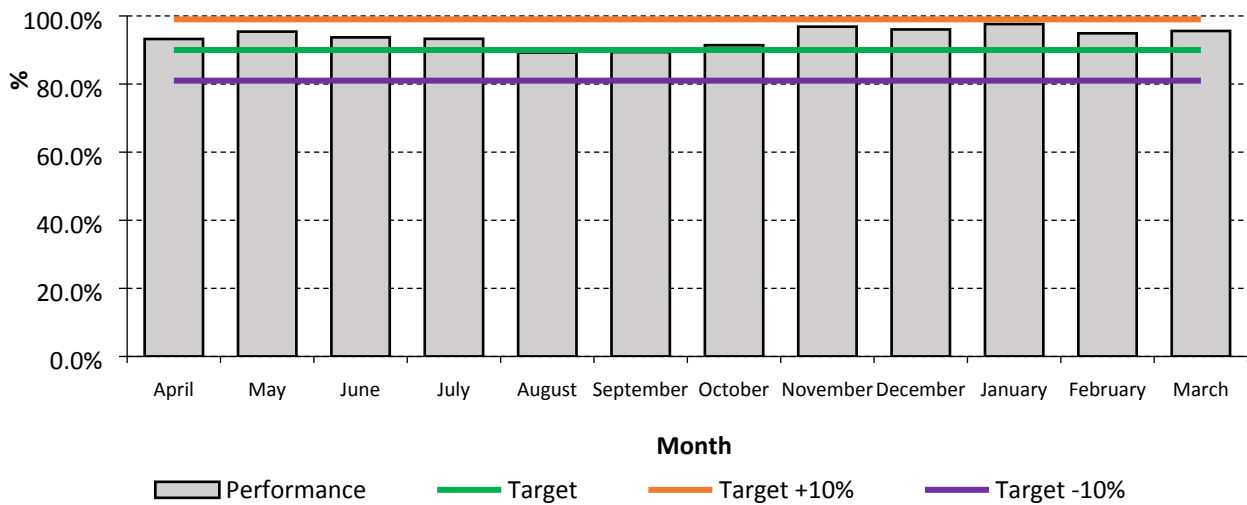
TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes

Service Plan Target

90%

Progress to Date

93.9%



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 Attendance Standard – first attendance of an appliance at all life risk incidents in 10 minutes

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 Alert to mobile in under 1.9 minutes

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%.

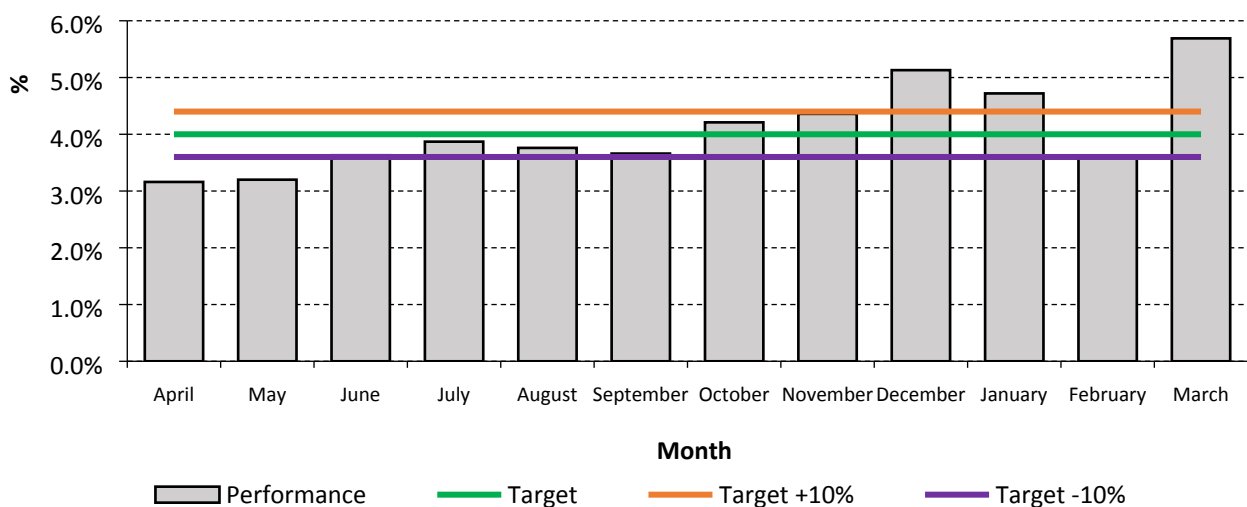
TD09 The % of available shifts lost to sickness absence, all personnel

Service Plan Target

4%

Progress to Date

4.05%



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 The % of available shifts lost to sickness absence, all personnel	<p>At the end of 2019/20 sickness among all personnel at 4.05% shifts lost to sickness absence is within 10% of the 4% target for the all staff groups. The COVID 19 outbreak in February/March caused sickness to increase among all staff. However, that combined with a number of long term absences among non-uniformed staff meant the all personnel target was not achieved for 2019/20.</p> <p>The performance figure of 4.05% includes absences related to the Covid 19 pandemic. If these absences are omitted from the performance figures, then hypothetically performance improves to 3.95%.</p>	
WD11 The % of available shifts lost to sickness absence per wholetime equivalent GREY book (operational) personnel	<p>Cumulatively, Uniformed staff sickness was 3.88% of shifts were lost to sickness absence during 2019/20, therefore achieving the overall target of 4%.</p> <p>The performance figure of 3.88% includes absences related to the Covid 19 pandemic. If these absences are omitted from the performance figures, then hypothetically performance improves to 3.80%.</p>	
WD12 The % of available shifts lost to sickness absence per wholetime equivalent GREEN & RED book (non uniformed) personnel	<p>Cumulatively, Non uniformed staff absence was 4.29%. Sickness among the non-uniformed staff group exceeded the 4% target every month between July to March.</p> <p>The performance figure of 4.29% includes absences related to the Covid 19 pandemic. If these absences are omitted from the performance figures, then hypothetically performance improves to 4.16%.</p>	

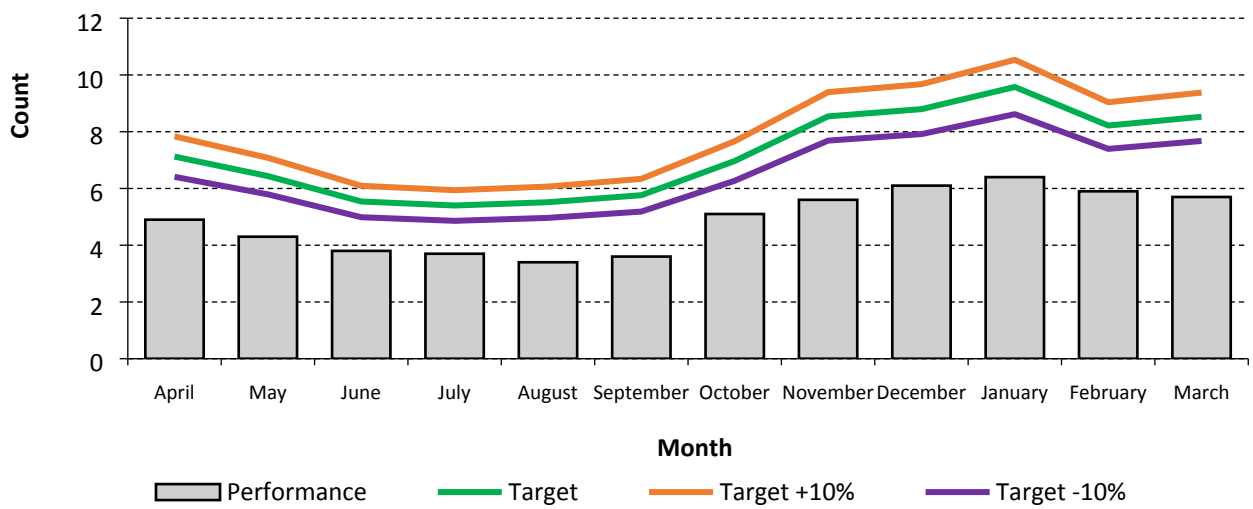
TE10 Total carbon output of all buildings

Service Plan Target

86.4

Progress to Date

58.5



TE10 Total carbon output of all buildings

TE10 Total carbon output of all buildings

Carbon output at 58.5 from all buildings is considerably lower than the target which is 86.4. 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.