

SERVICE DELIVERY PLAN 2021-22:

April 2021 to June 2021

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

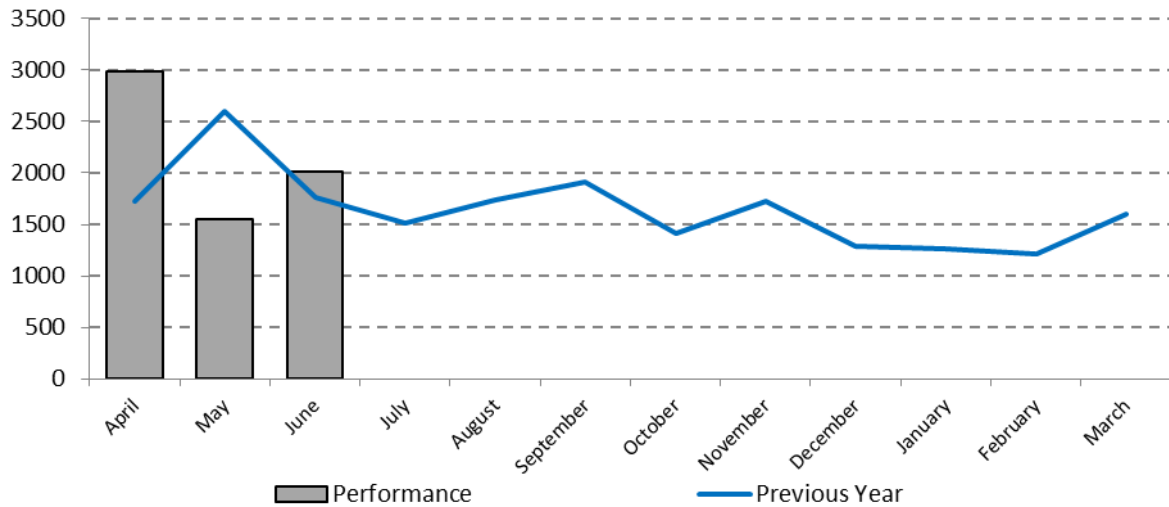
TC00 Total number of emergency calls received

Service Plan Target

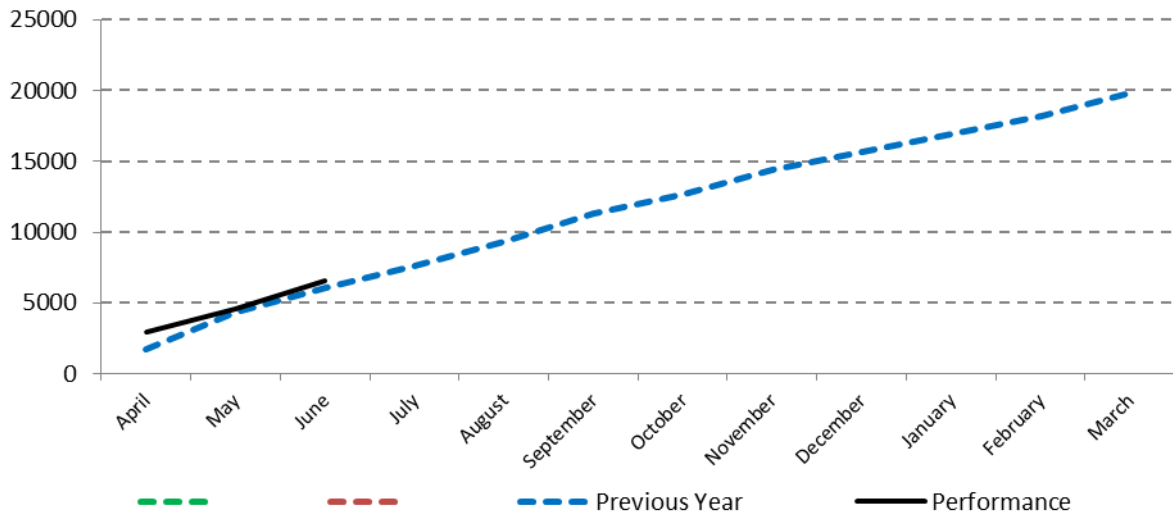
Quality Assurance

Progress to Date

6538



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 2021/22 6538 emergency calls were received at Fire Control. This was 441 more than the same period last year when 6097 calls were received. This indicator does not have a target it is monitored for quality assurance only

DO22

Cumulatively 97.9% of 999 calls were answered within 10 seconds. This achieved the 95% target.

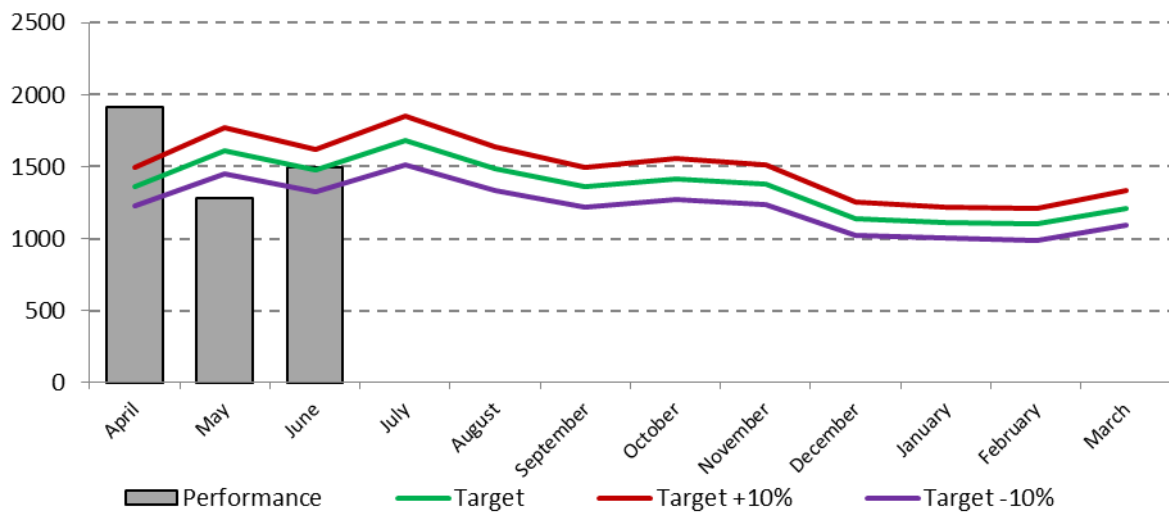
TC01 The total number of incidents attended

Service Plan Target
Apr-Jun 2021/22

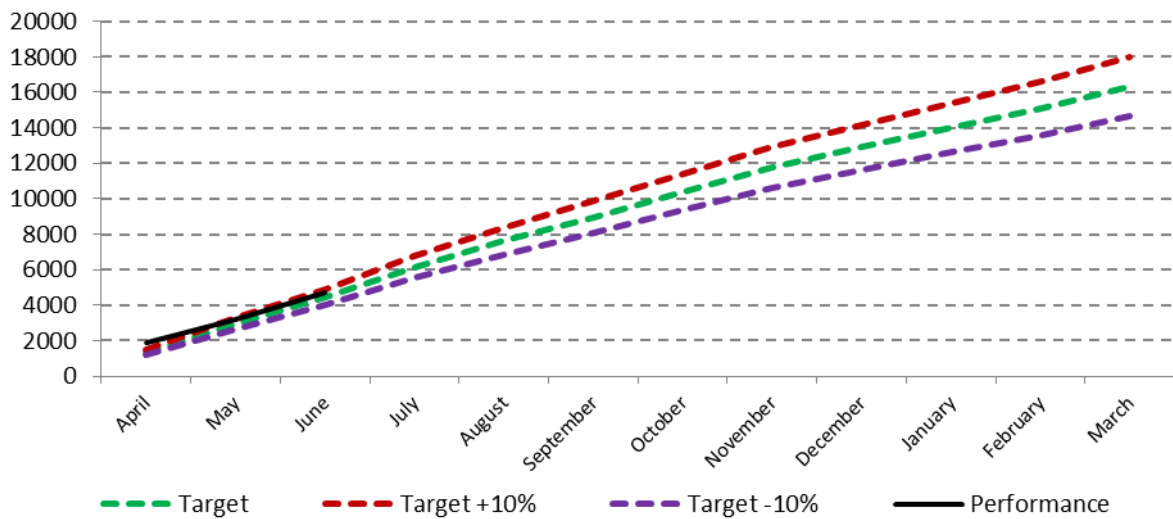
4441

Progress to Date

4699



Cumulative Performance



TC01 Total number of incidents attended

TC01

Up to the end of Quarter 1, we are 258 incidents above the target. This is primarily due to increases in both Special Services and Secondary Fires, which are analysed in greater detail through this report. It should also be noted that a significant amount of our prevention work has been affected by the pandemic – our proactive work has been restricted to very high risk individuals to prevent the spread of the virus.

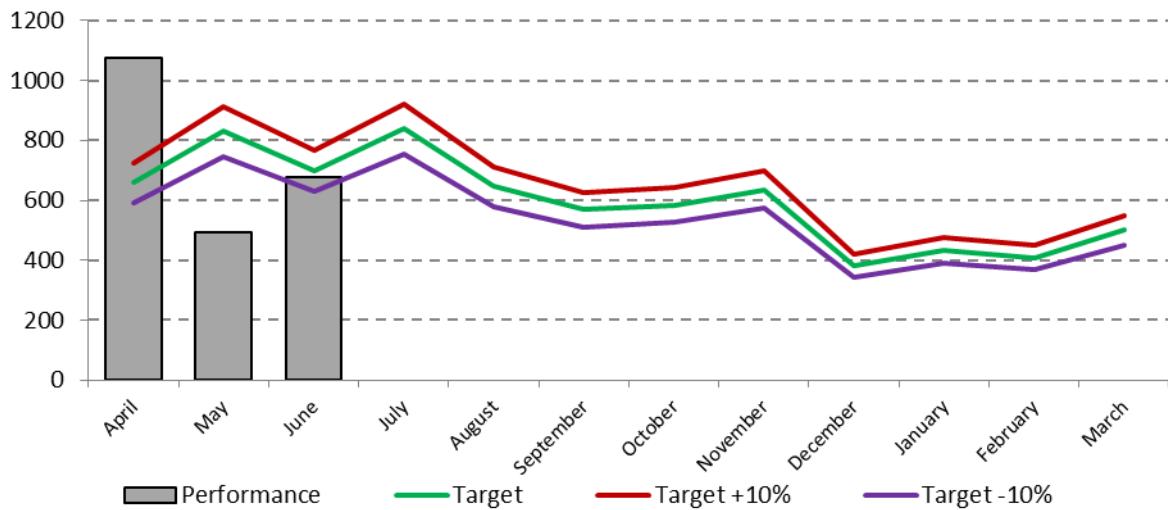
TC02 Total number of fires attended in Merseyside

Service Plan Target
Apr-Jun 2021/22

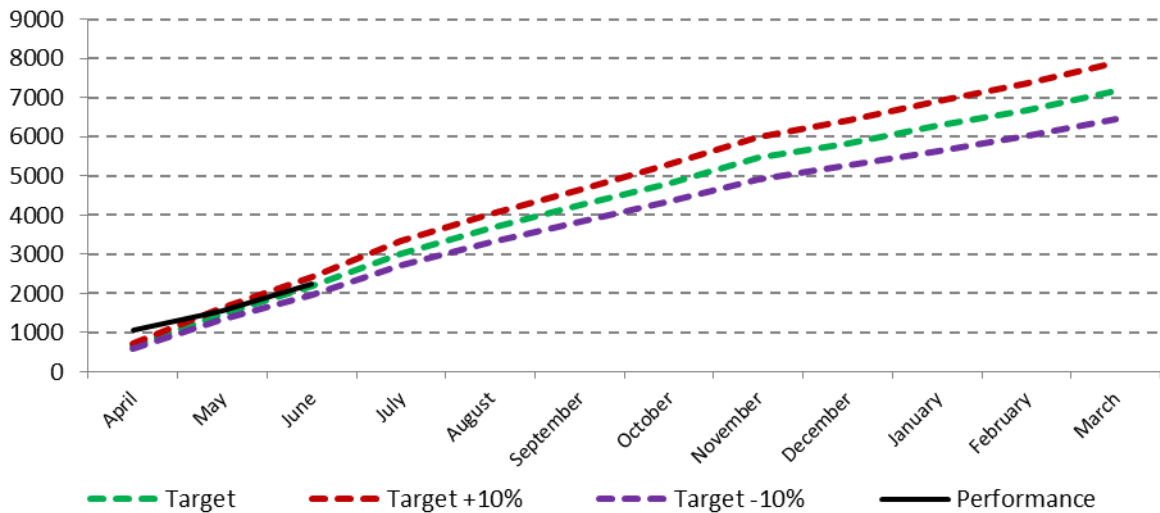
2188

Progress to Date

2239



Cumulative Performance



TC02 Total number of Fires attended in Merseyside

TC02

Up to the end of Quarter 1, there have been 51 more fires than the target. This is primarily due to Secondary Fires which is analysed in greater detail later in this report.

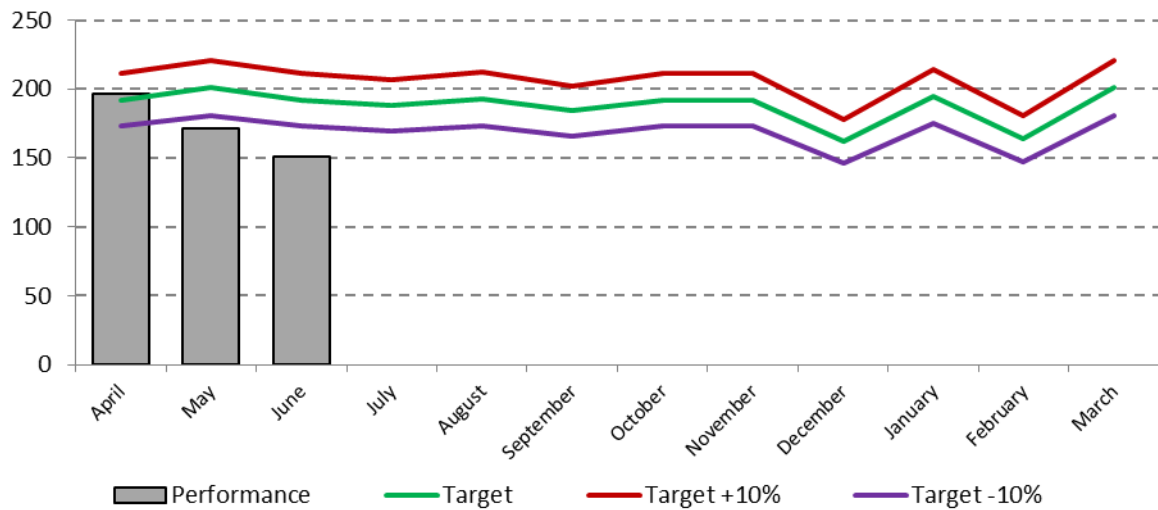
TC03 Total number of primary fires attended

Service Plan Target
Apr-Jun 2021/22

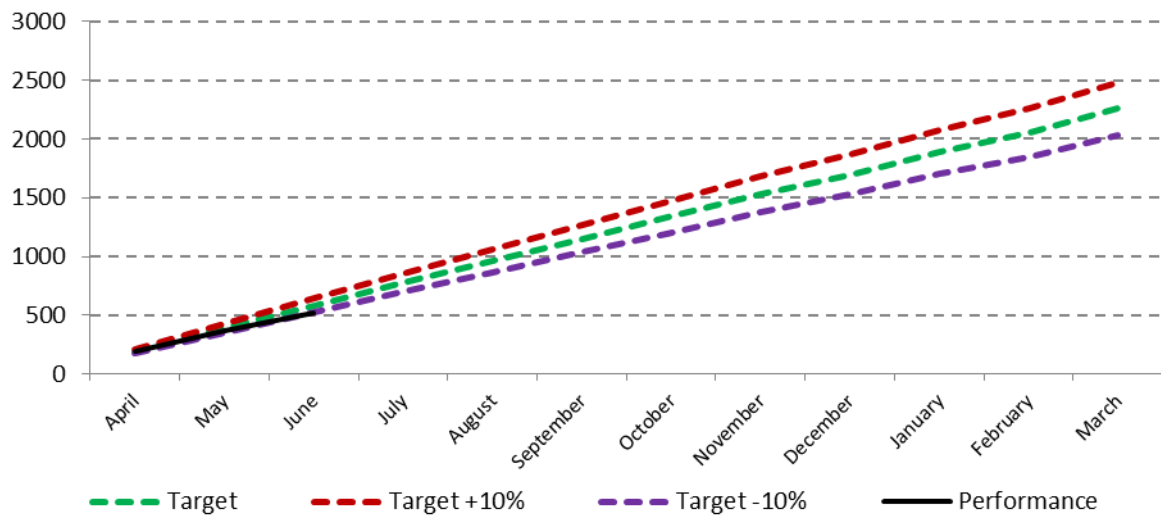
585

Progress to Date

519



Cumulative Performance



TC03 Total number of primary fires attended

TC03

Cumulatively Primary Fires are well below target by 66 incidents. When compared to the previous year there has been an increase in incidents (450 during Q1 2020/21 against 519 for 2021/22), though the figures for 2020/21 were exceptionally low due to Covid related lockdowns. The different types of Primary Fire are analysed in greater detail through this report.

Please note: Primary fires involve an insurable loss and includes all property related fires, or large scale secondary fires where 5 or more appliances are in attendance.

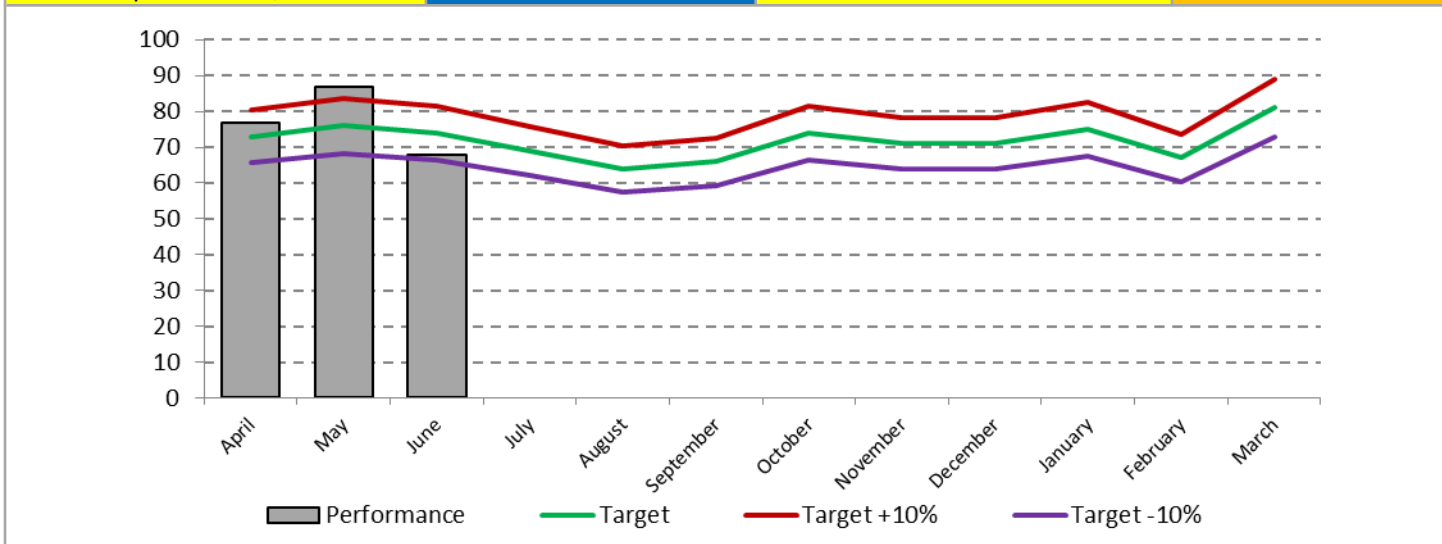
DC11	Number of accidental dwelling fires	
DC12	Number of fatalities in accidental dwelling fires	
DC13	Number of injuries in accidental dwelling fires	
DC14	Number of deliberate dwelling fires in occupied properties	
DC15	Number of deliberate dwelling fires in unoccupied properties	
DC16	Number of deaths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

COMMENTARY:

DC11	The number of accidental dwelling fires (232) are within 10% of the cumulative target (223) for the year to date. 49% of these incidents started in the kitchen. This number is higher than 2020/21 when crews had attended 206 accidental dwelling fires at this stage. It is of note that during 2020/21 incident numbers were lower due to almost all residents being at home in lockdown.
DC12	There have been no fatalities in accidental dwelling fires during 2021/22 to date.
DC13	There were 11 injuries in Accidental Dwelling Fires, which is 3 fewer than quarter 1 2020/21.
DC14	The target for Deliberate Dwelling fires in Occupied Premises is 32, so far for 2021/22 there have been 34 incidents – though this is still a reduction on the same period of last year when 39 incidents took place. Prevention teams have been assisting partner organisations to combat this increase.
DC15	Deliberate fires in unoccupied properties have increased from 6 during 2020/21 to 10 during 2021/22. Of note, 5 of the properties affected were under construction at the time of the fire.
DC16 DC17	There have been no fatalities in the deliberate dwelling fires to date and 3 injuries.

DC11 Number of accidental fires in dwellings

Service Plan Target Apr-Jun 2021/22	223	Progress to Date	232
--	------------	------------------	------------



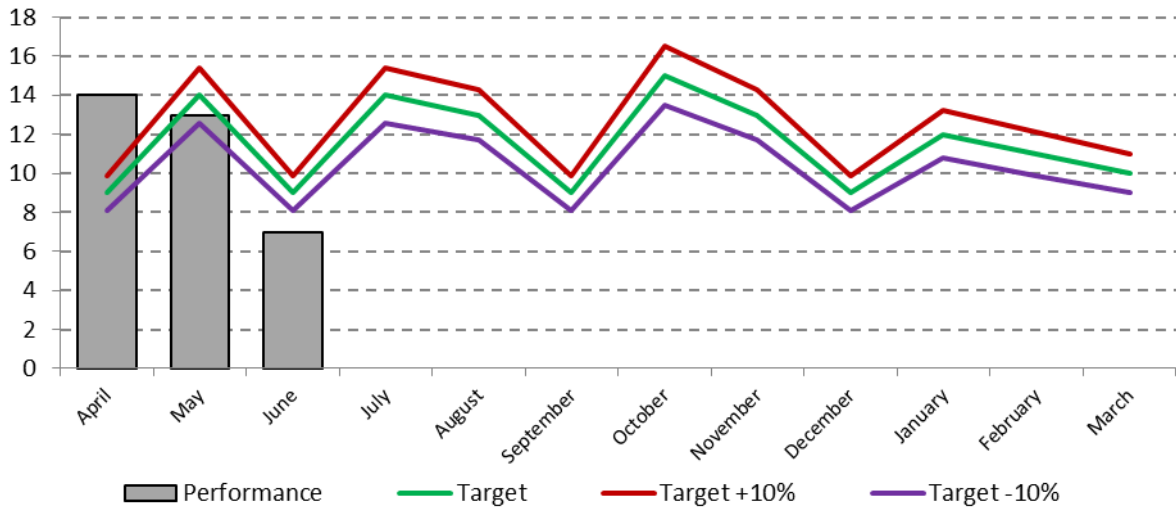
DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target
Apr-Jun 2021/22

32

Progress to Date

34



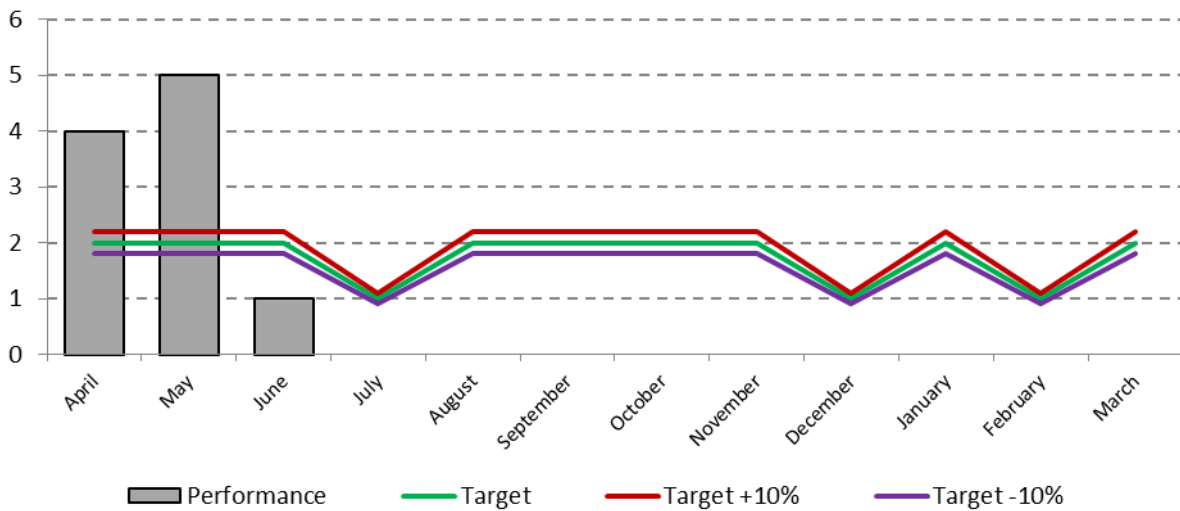
DC15 Number of deliberate fires in unoccupied properties

Service Plan Target
Apr-Jun 2021/22

6

Progress to Date

10



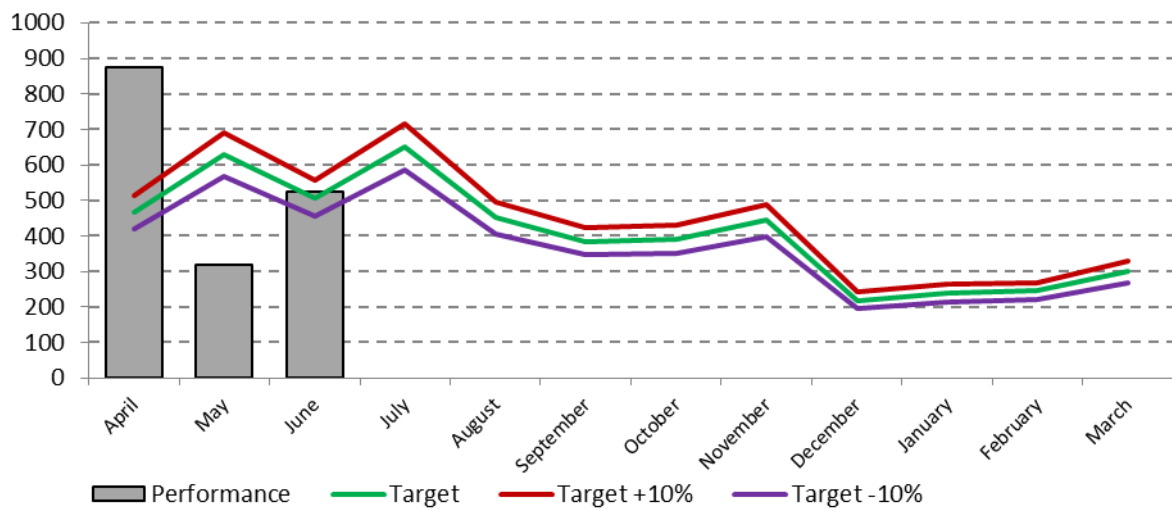
TC04 Total number of secondary fires attended

Service Plan Target
Apr-Jun 2021/22

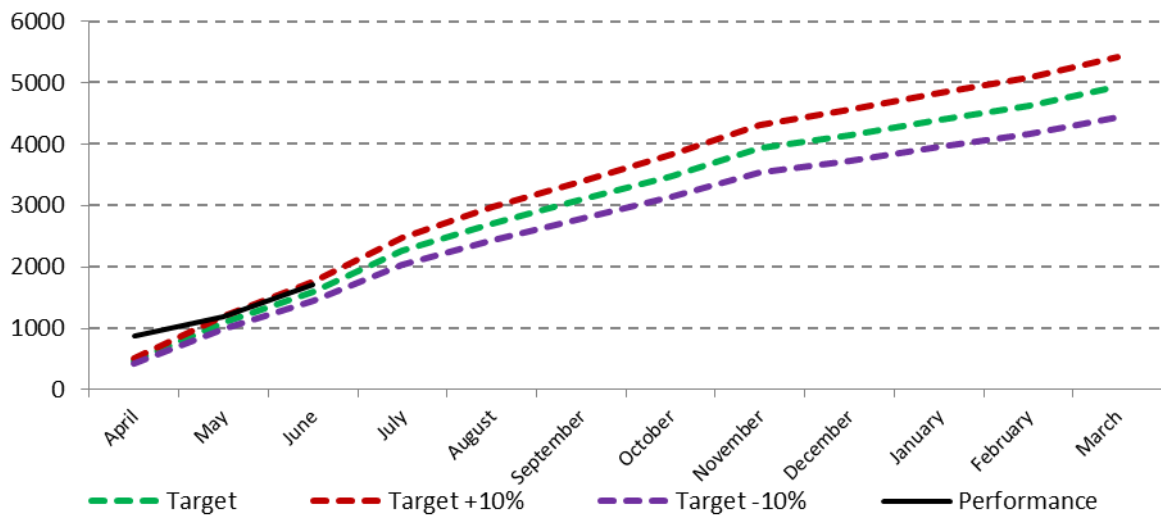
1603

Progress to Date

1720



Cumulative Performance



TC04 Total number of secondary fires attended

AC13 Number of deliberate ASB fires attended

TC04

There were 1720 secondary fires during this reporting period. This is 130 more fires than during quarter 1 2020/21 (1590). This is primarily due to increases in both deliberate and accidental secondary fires.

AC13

When compared to 2020/21 the number of deliberate secondary fires has increased at the end of the quarter from 1018 to 1095. There are several reasons for this increase including Q1 2020/21 was under Covid restrictions, as well as the months of April and May being particularly dry – which historically has been linked to increases in secondary fires/

The Arson Reduction Strategy will continue to work with partner agencies on initiatives such as Beachsafe on the Sefton coast to discourage barbecues and fires being lit and left in the Pinewoods and sand dunes.

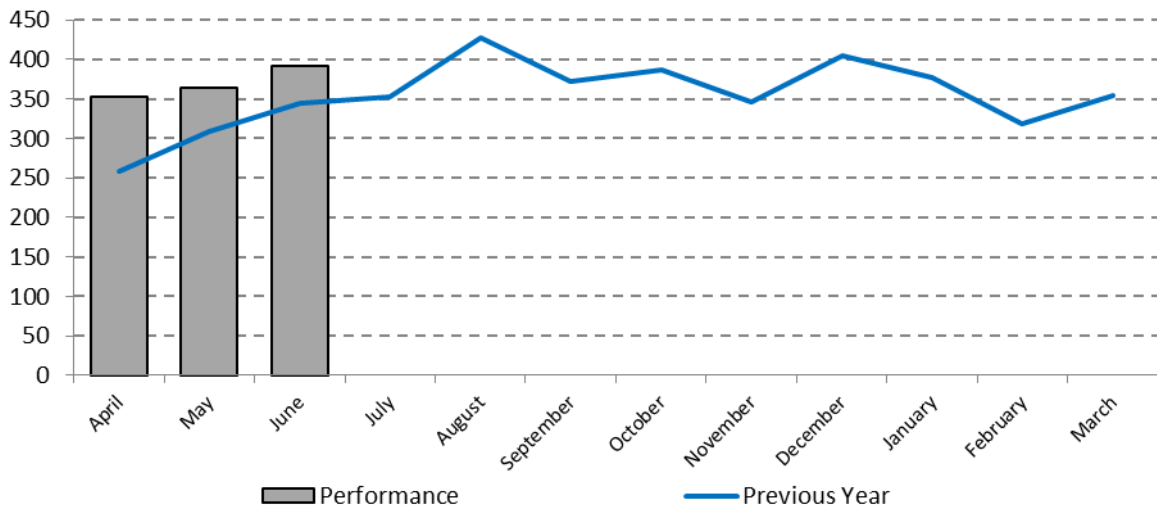
TC05 Total number of special services attended

Service Plan Target

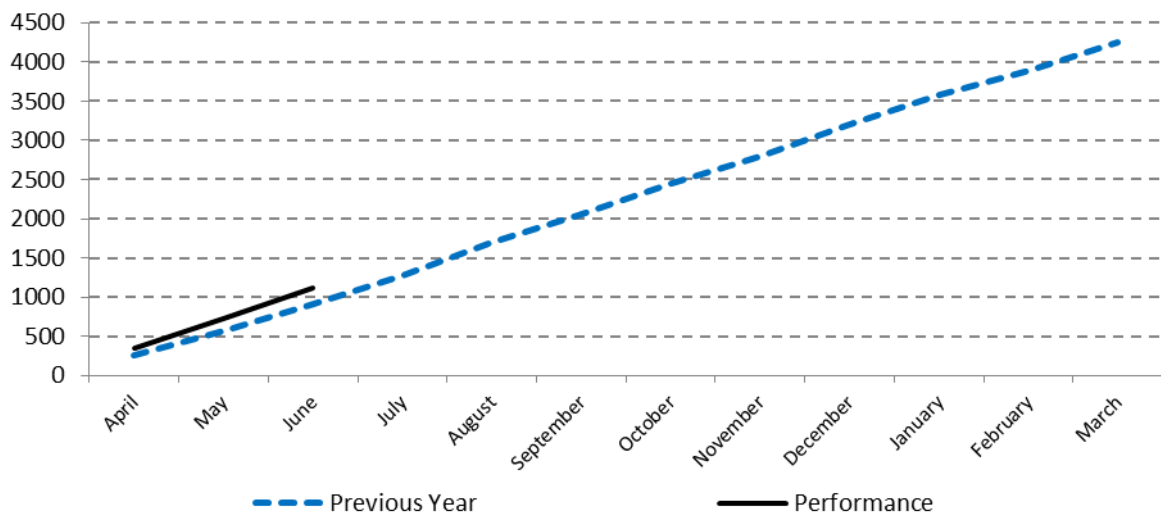
Quality Assurance

Progress to Date

1085



Cumulative Performance



TC05 Total number of Special Services attended

For quality assurance only

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 related to assisting partner agencies such as the Police and Ambulance, particularly related to providing medical assistance and effecting entry (these two incident types account for 37% (403) of incidents). Incident types we can influence such as road traffic collisions and water rescue incidents have been made into separate indicators. During the first quarter of 2021/22 the number of special services attended (1085) is considerably higher than during this period in 2020/21 (913).

RC11

The number of RTC's attended (193) is more than double the same period as 2020/21 (96), though this was due to the reduction in the number of vehicles on the road due to the Covid 19 lockdown in 2020.

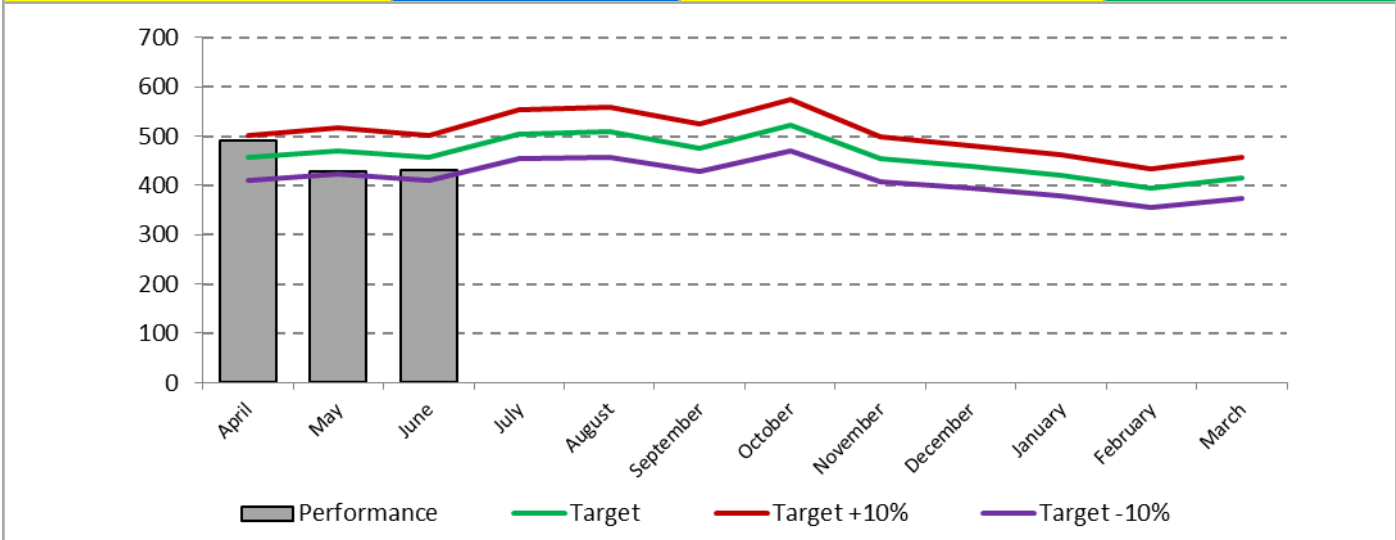
RC12

Sadly there have been 8 fatalities in RTC's attended (with 3 taking place in a single tragic incident) and 76 injuries – though the vast majority were minor in nature (82% or 62).

RC13	RTC's attended by MFRS are not the only RTC's on Merseyside. We also report Stats 19 'killed and seriously injured' (KSI) data. As expected this data also shows a substantial increase against 2020 due in part to the relaxation of lockdown in 2021.
-------------	---

TC06 Total number of false alarms attended

Service Plan Target Apr-Jun 2021/22	1383	Progress to Date	1351
--	-------------	------------------	-------------



TC06 Total number of false alarms attended

TC06	The number of false alarms attended (1351) is well within 10% of the first quarter target (1383) and is a reduction on the previous year when 1491 incidents took place.
FC23	Concerning False Alarm Good Intent related incidents, there have been sizeable reductions when compared to 2020/21 (585 during Q1 2021/22 against 674 for the equivalent period of 2020/21). Controlled burns (where members of the public call the fire service in error whilst a large controlled fire is taking place) are still significant accounting for 25% of False Alarm Good Intent incidents.
FC12/11	Automatic False Alarms within Non Domestic Premises have increased slightly when compared to Q1 2020/21 (110 during Q1 2021/22 against 104 during Q1 2020/21), though this would only be expected given businesses reopening following Covid lockdowns. Though there has been an increase in incidents attended, it is still below the target of 141. Concerning Automatic False Alarms within Domestic Premises there has been a moderate reduction when compared to Q1 2020/21 (616 during Q1 2021/22 against 672 for the equivalent period of 2020/21). This reduction may be in relation to changing behaviours following lockdown relaxation, though it is still a significant reduction on historical figures, where on average for the past 4 years MFRS had attended 680 of such incidents.

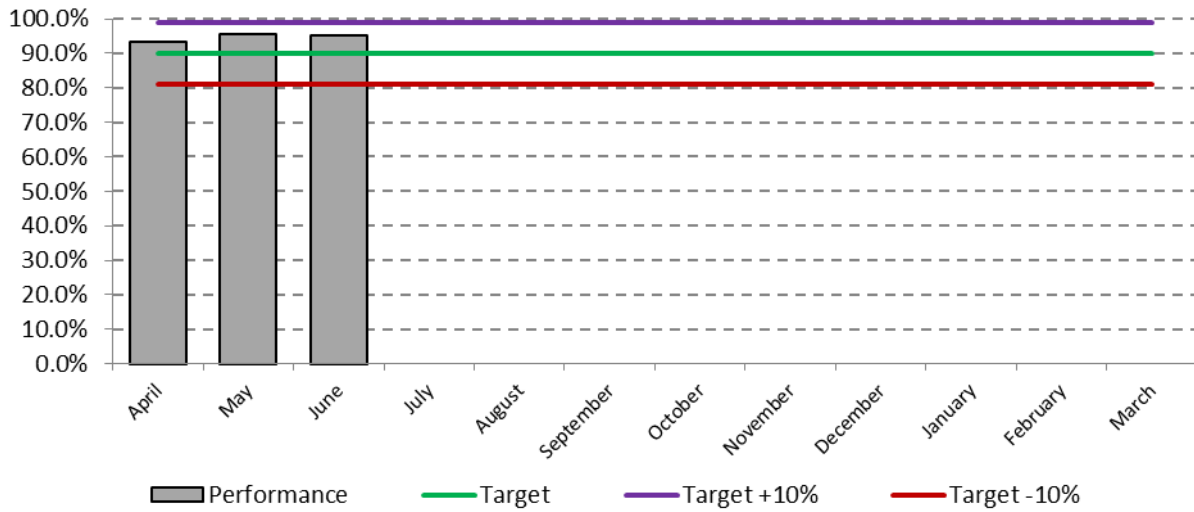
TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes

Service Plan Target
Apr-Jun 2021/22

90%

Progress to Date

94.6%



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 94.6% 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% of incidents achieving the target 95%.

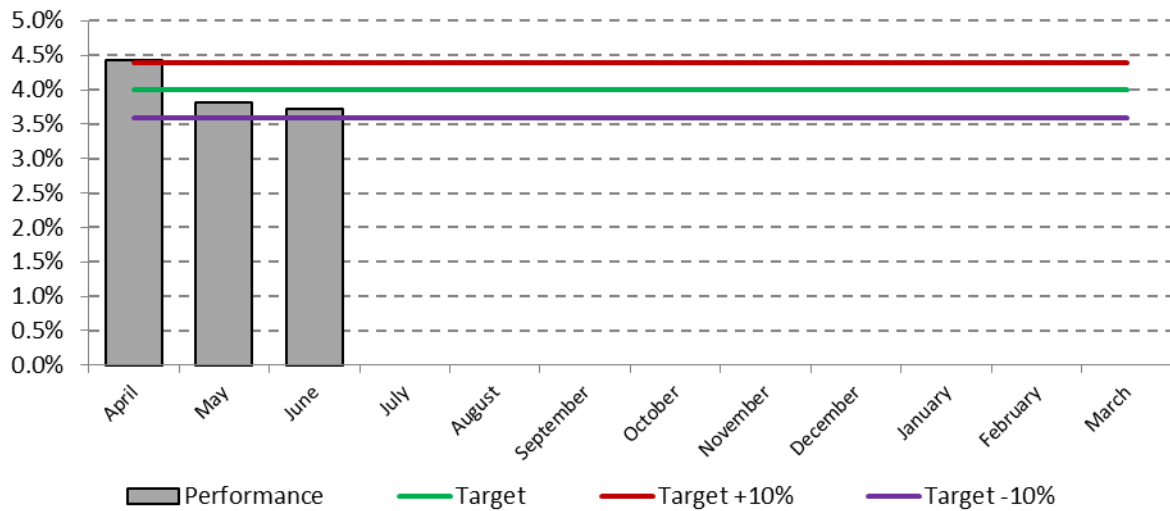
TD09 The % of available shifts lost to sickness absence, all personnel

Service Plan Target
Apr-Jun 2021/22

4%

Progress to Date

3.97%



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 3.97% shifts lost to sickness absence is just below the 4% target. This is below the 4% target for sickness absence. If Covid 19 related absence is removed then sickness would have been 3.64%.

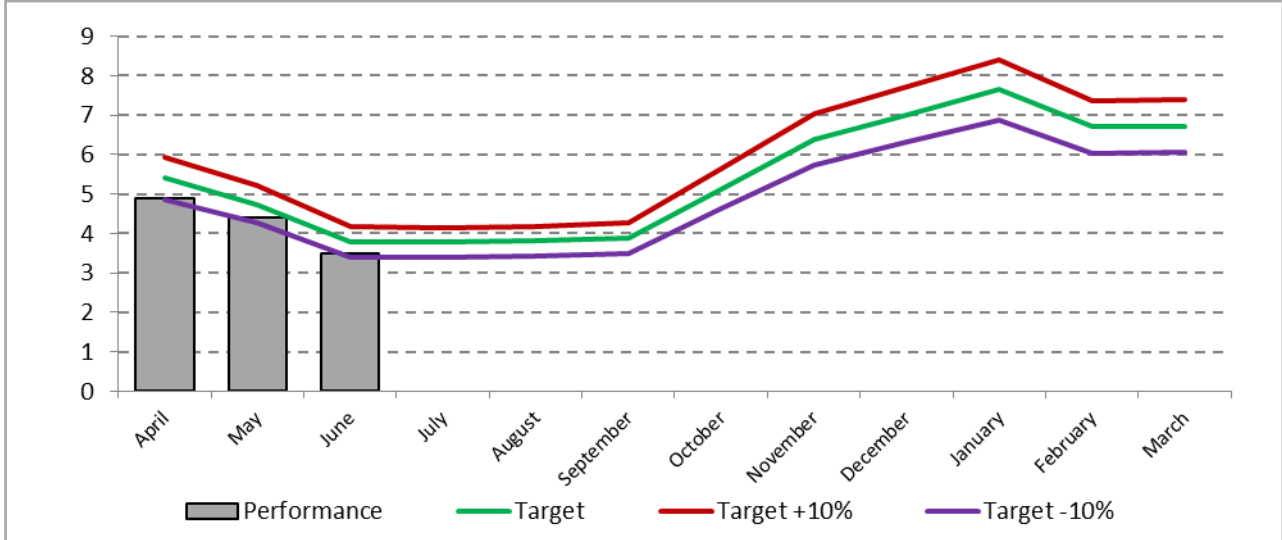
WD11

WD12

3.58% of shifts were lost to sickness absence among uniformed staff. Non uniformed staff absence was 4.63%. This exceeded the 4% target for this period.

TE10 Total carbon output of all buildings

Service Plan Target Apr-Jun 2019/20	13.9	Progress to Date	12.8
--	-------------	------------------	-------------



TE10 Total carbon output of all buildings	
--	--

TE10	Carbon output at 12.8 from all buildings is higher than at June 2019 when the output was 11.8. This measurement is CO2 per metre per building.
-------------	--