

# SERVICE DELIVERY PLAN 2021-22:

April 2021 to March 2022

## 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

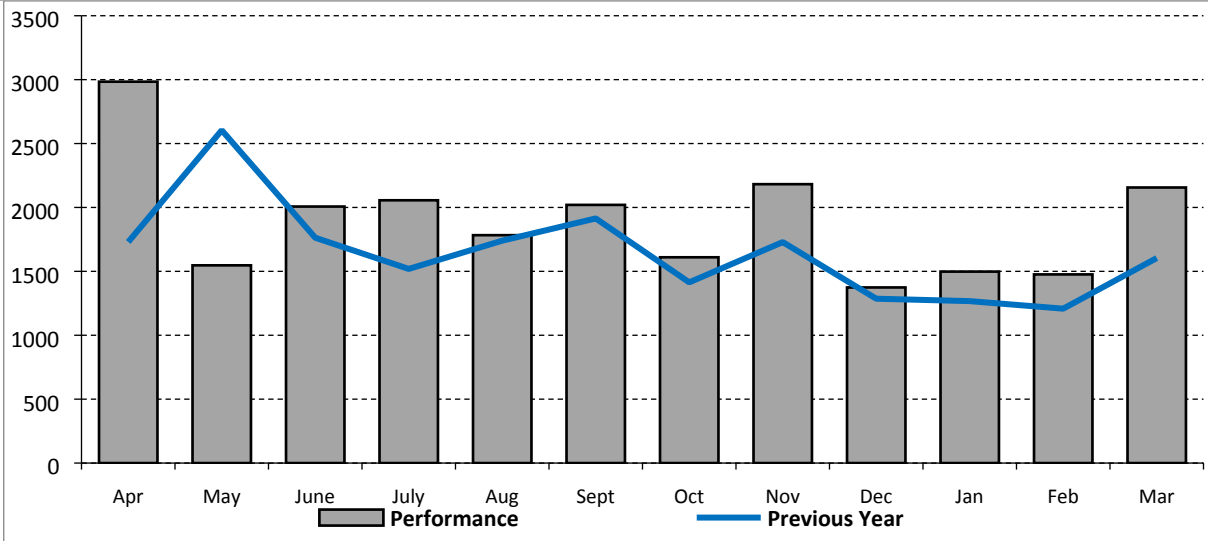
### TC00 Total number of emergency calls received

Service Plan Target

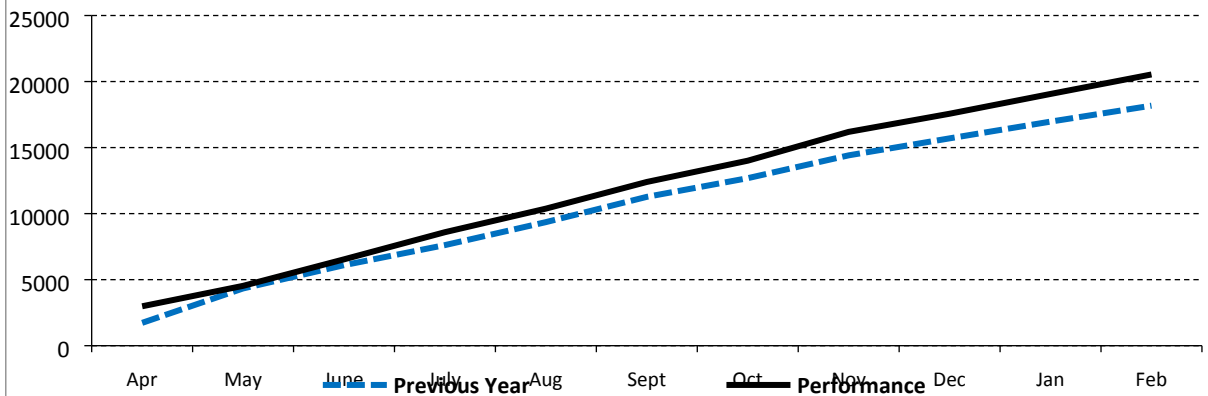
No target - Quality Assurance

Progress to Date

22693



### Cumulative Performance



### TO00 Total number of emergency calls received

For quality assurance only

### DO22 The % of 999 calls answered within 10 seconds

TC00

During 2021/22 Fire Control received 22693 emergency calls. This was 2915 more than last year, 2020/21, when 15867 calls were received. This reflects the increase in all incident types this year when compared to 2020/21 - when Covid restrictions were in place for much of the period, meaning the majority of Merseyside residents spent more time at home. Life has gradually returned to normal during this year.

November (2182) saw a predictable increase in calls due to the Bonfire period and also Storm Arwyn. April 2021 (2984) and March 2022 (2156). Fires attended and Special Service calls increased in March, it was also a very dry month. In April 2021 all incident types increased significantly, which had an ongoing impact on performance throughout the year.

This indicator does not have a target it is monitored for quality assurance only. This is because, being a total of all incident types, it includes some incident types that MFRS cannot impact on in terms of prevention activity (such as accidental vehicle fires).

DO22

Cumulatively 96.9% of 999 calls were answered within 10 seconds. This is better performance than the 96% target.

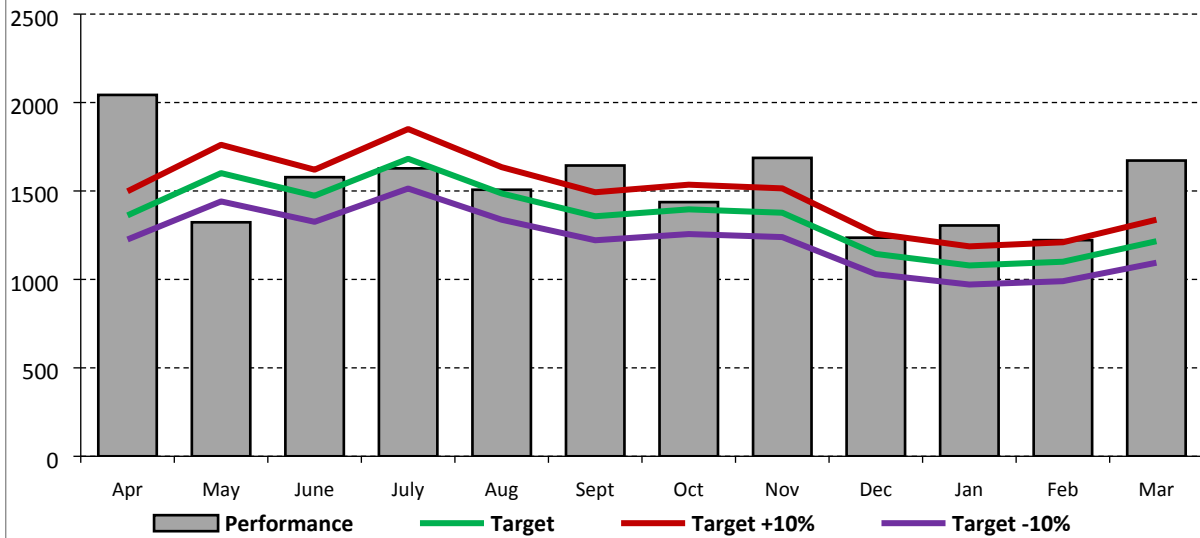
## TC01 The total number of incidents attended

Service Plan Target  
Apr-Mar 2021/22

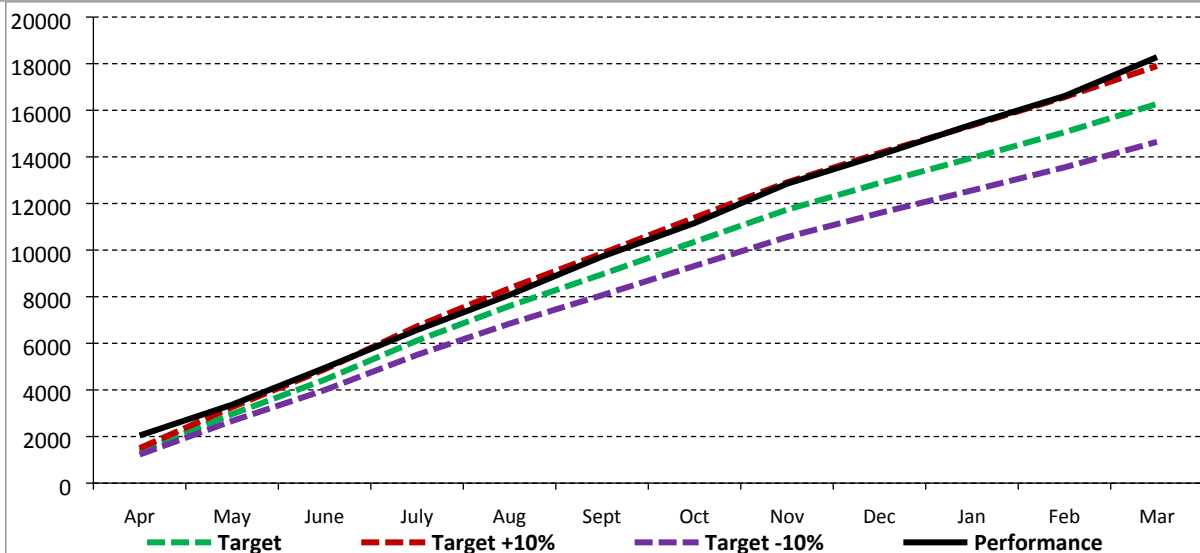
16273

Progress to Date

18282



## Cumulative Performance



## TC01 Total number of incidents attended

TC01

Following a peak in the number of incidents in April (when 1917 incidents were attended), incident numbers have remained consistent throughout the year with an expected slight increase in November (1687) over the Bonfire period. There was a further peak in March (1672) as stated previously the weather was lot drier than usual and the number of fires attended increased.

Cumulatively, there have been 18282 incidents attended, compared to 15867 during 2020/21 – an increase of 2415 incidents.

There has been a significant increase in Special Service incidents attended (5345) compared to previous years (4250 in 2020-21), this is due in part to operational crews assisting partner agencies more, in line with memoranda of understanding.

When compared to the previous year, the majority of incident types have seen increases during 2021/22; this is partially due to Covid restrictions during 2020/21. This performance exceeded the annual target for 2021/22 (16273).

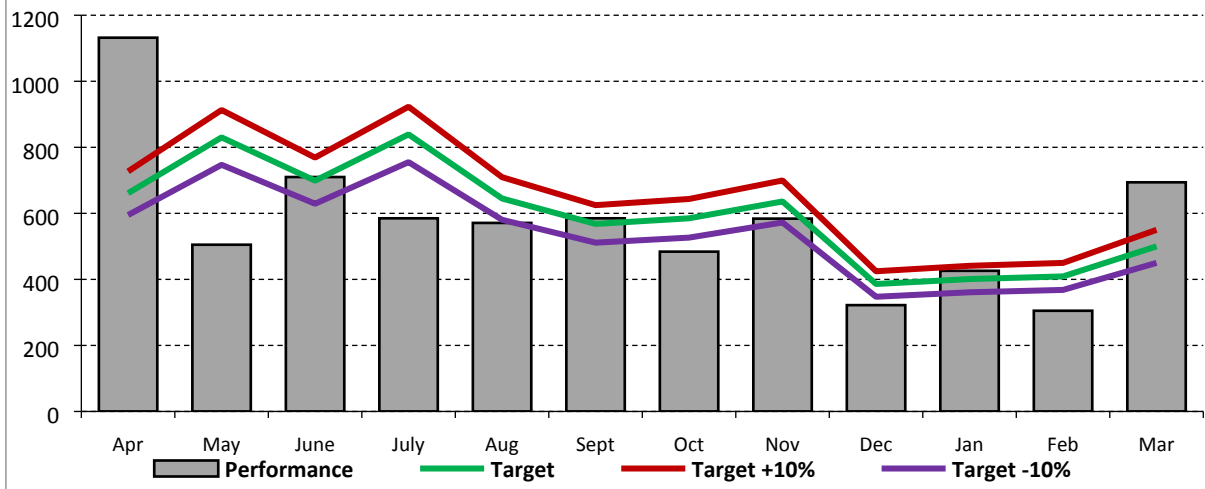
## TC02 Total number of fires attended in Merseyside

Service Plan Target  
Apr-Mar 2021/22

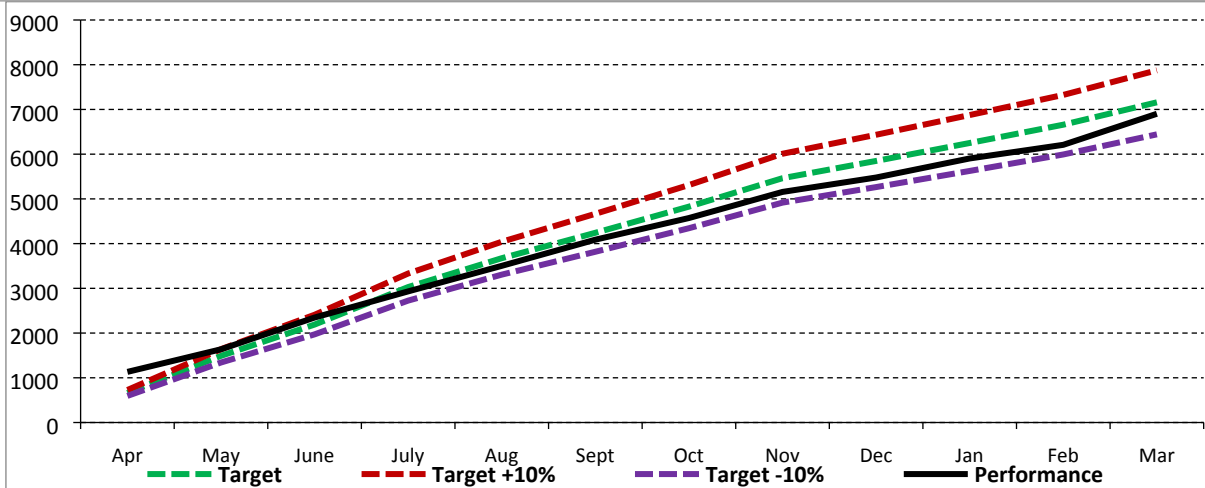
7159

Progress to Date

6903



### Cumulative Performance



## TC02 Total number of Fires attended in Merseyside

### TC02

Crews attended 6903 fires during 2021/22. This is 791 more than in 2020/21 (6142), though less than the annual cumulative target of 7159.

Despite Merseyside seeing an increase in fires during April (1072) and June (710), incident numbers remained relatively consistent for the remainder of the year until fires increased in March, 506 compared to 460 in March 2021.

April was particularly significant for global performance reporting. The high numbers of incident was partially due to an extended period of dry, hot weather, which started the month before. This cumulative dry period therefore has an impact on fires and anti-social behaviour (ASB) and even impacted Accidental Dwelling Fires where 16 incidents involved fire that started externally to a home, which then damaged the outside, therefore, it is not just ASB that dry and hot weather affects.

Arson teams and high visibility patrols alongside our targeted prevention work continue to improve outcomes for the Service.

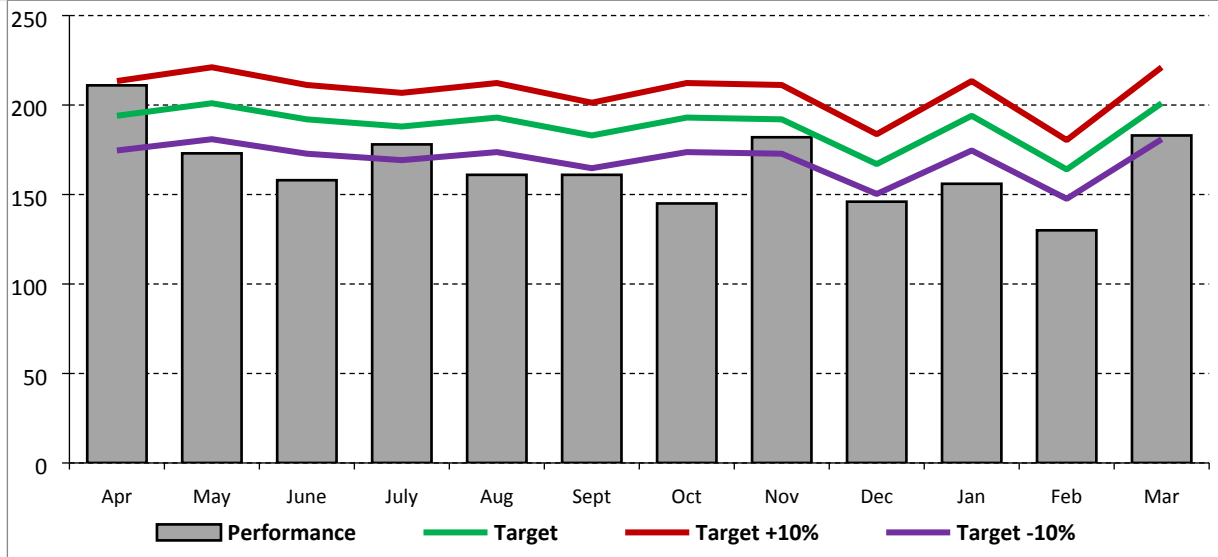
## TC03 Total number of primary fires attended

Service Plan Target  
Apr-Mar 2021/22

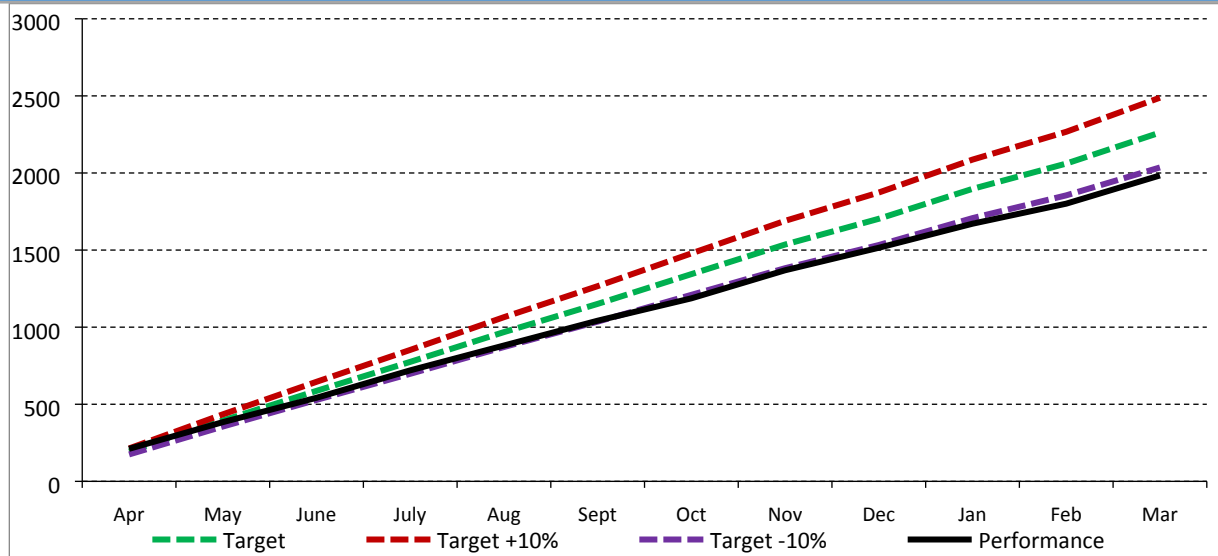
2262

Progress to Date

1984



## Cumulative Performance



## TC03 Total number of primary fires attended

### TC03

During 2021/22 crews attended 1984 Primary Fires. This is 214 more than in 2020/21 (1770). This difference is partially due to the Covid-19 lockdowns in 2020/21 while gradually during 2021/22, restrictions relaxed and life on Merseyside is returning to some sort of normality.

Dwelling fires and consequent fatalities and injuries, whilst increasing in number this year, all remain below annual targets.

There has been an increase in deliberate vehicle fires during 2021/22 (402) compared to 306 in 2020/21 it is still well down when compared to previous, pre-covid, years 2019/20 saw 459 incidents and 2018/19 -510.

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.

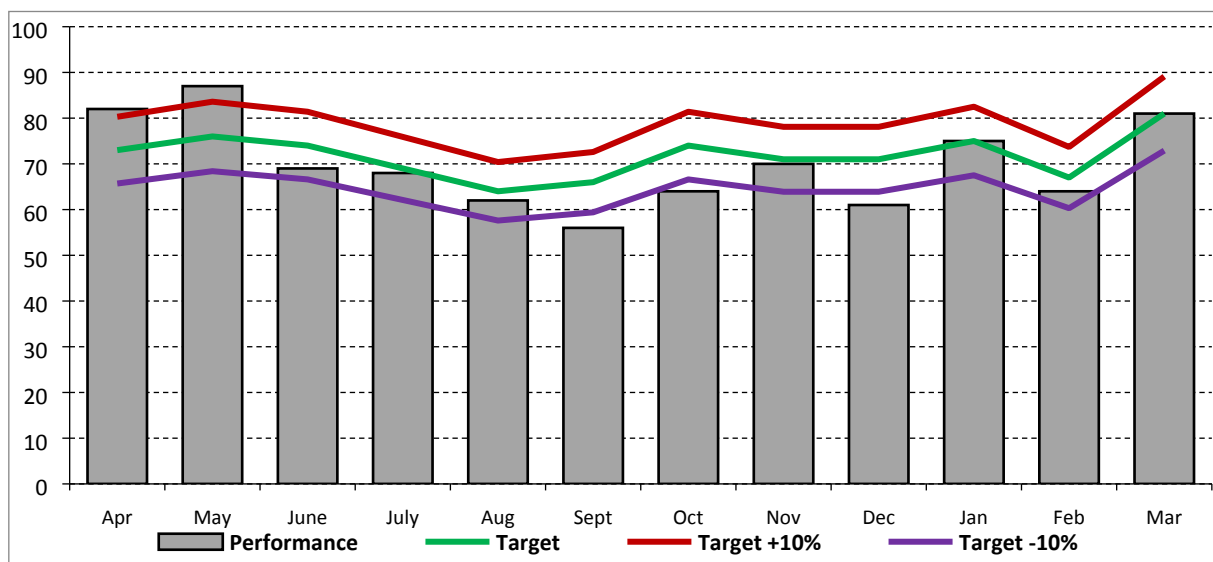
<b>DC11</b>	<b>Number of accidental dwelling fires</b>	
<b>DC12</b>	<b>Number of fatalities in accidental dwelling fires</b>	
<b>DC13</b>	<b>Number of injuries in accidental dwelling fires</b>	
<b>DC14</b>	<b>Number of deliberate dwelling fires in occupied properties</b>	
<b>DC15</b>	<b>Number of deliberate 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>	Accidental dwelling fires during 2021/22 at 839 are lower than the annual cumulative target (861) but more than in 2020/21, when crews attended 799 accidental dwelling fires. It is possible that Covid 19 restrictions had an impact on the 2020/21 figures; as there were more people at home, the risk of fire is perceptively reduced as an occupier was frequently on hand to prevent any minor issues developing into flown blown fires.
<b>DC12</b>	There have been 4 fatalities in accidental dwelling fires this year, a reduction of 3 on the previous year
<b>DC13</b>	There have been 61 injuries in Accidental Dwelling Fires. This is considerably under the cumulative annual target of 90.
<b>DC14</b>	Deliberate dwelling fires in occupied property (120) is below target (138) and there have been 19 fewer incidents than in 2020/21 (139).
<b>DC15</b>	Deliberate fires in unoccupied properties (18) is lower than the annual target (20), though higher than in 2020/21 (16).
<b>DC16 DC17</b>	There have been no fatalities in the deliberate dwelling fires and 9 injuries which is considerably less than last year when there were 14 injuries.

**DC11 Number of accidental fires in dwellings**

Service Plan Target Apr-Mar 2021/22	<b>861</b>	Progress to Date	<b>839</b>
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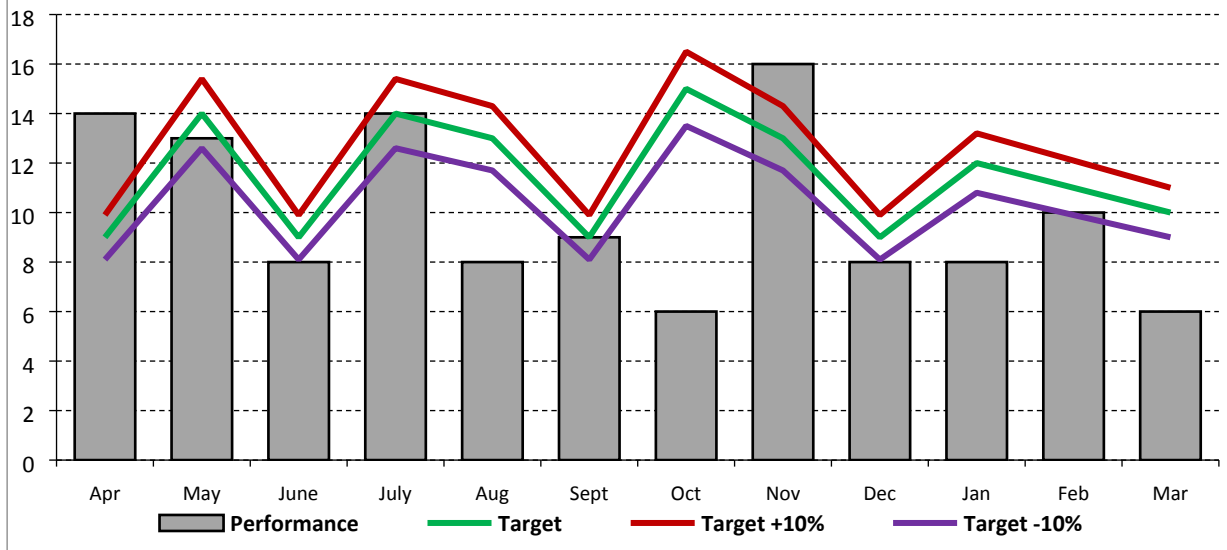
## DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target  
Apr-Mar 2021/22

138

Progress to Date

120



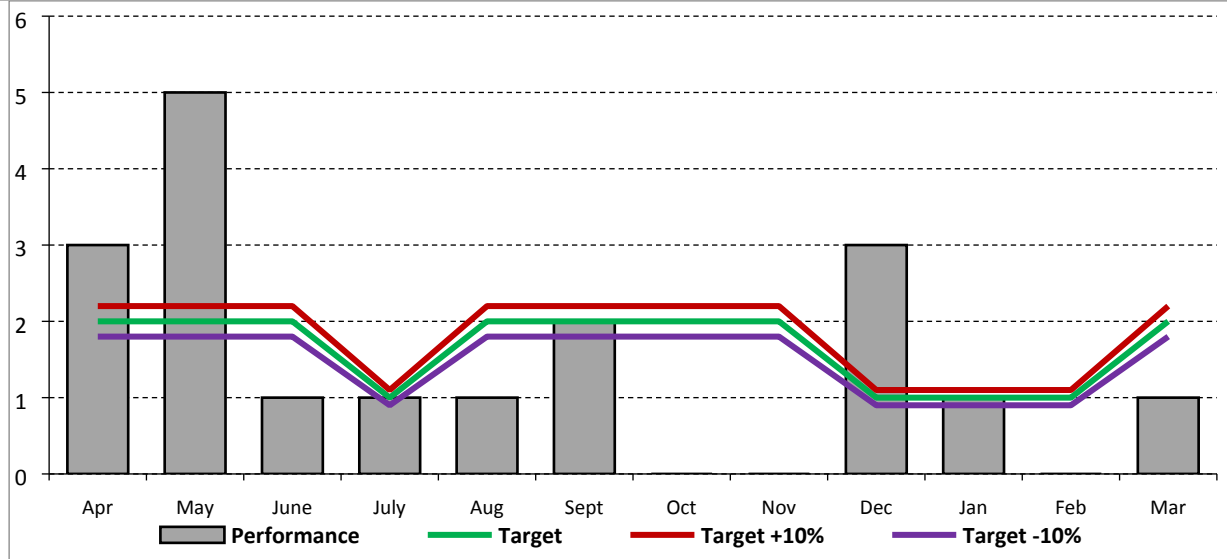
## DC15 Number of deliberate fires in unoccupied properties

Service Plan Target  
Apr-Mar 2021/22

20

Progress to Date

18



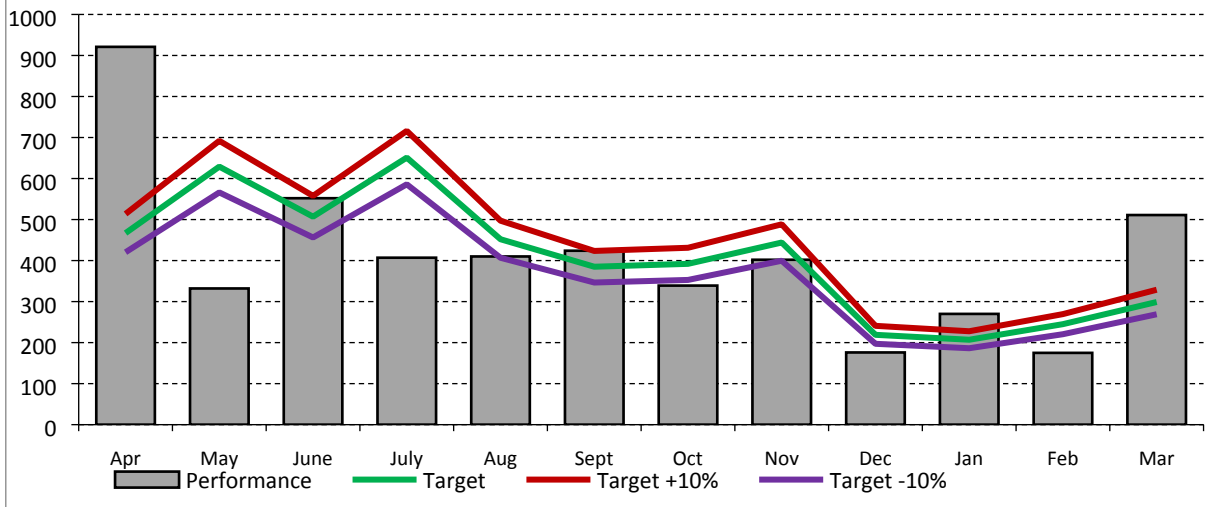
## TC04 Total number of secondary fires attended

Service Plan Target  
Apr-Mar 2021/22

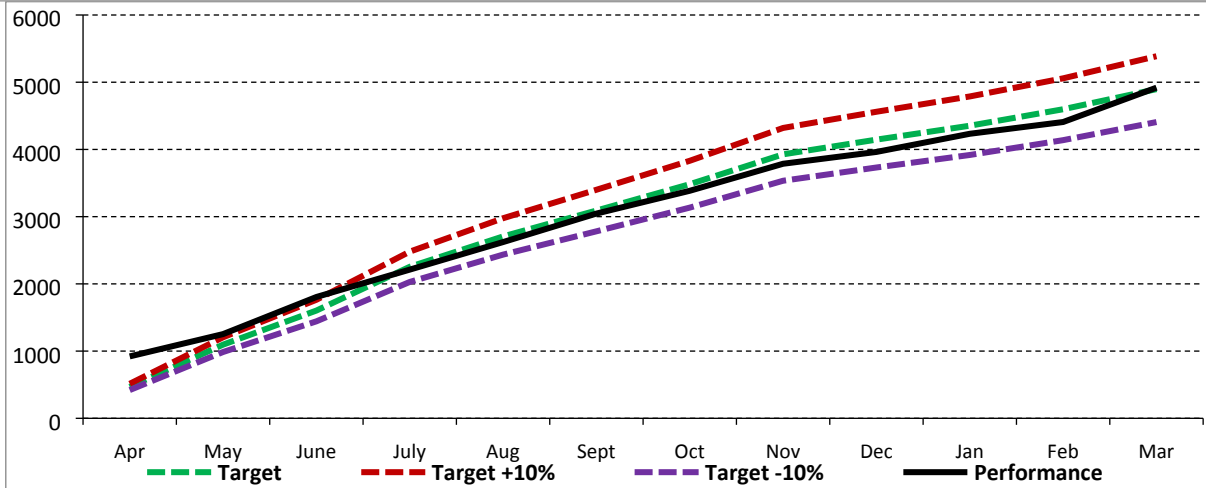
4897

Progress to Date

4919



## Cumulative Performance



TC04 Total number of secondary fires attended

AC13 Number of deliberate ASB fires attended

TC04

There were 4919 secondary fires during 2021/22. This is 547 fewer fires than in 2020/21 (4372) and within 10% of the annual target of 4897.

AC13

The count of anti-social behaviour fires attended is higher this year (3362) than in 2020/21 (2993) but remains within 10% of the target (3208). Since a peak in April (when 610 incidents took place), incident counts have fallen and remained relatively consistent. The expected peak in November was not as high as previous years with 308 incidents - compared to 364 in 2019. Again, there was a peak in March as with many other indicators with 319 incidents attended.

The high number of fires during the April heatwave had a significant effect on the year as a whole. Had this heatwave not occurred then in all likelihood the annual target would have been achieved.

The Arson Reduction Team 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.



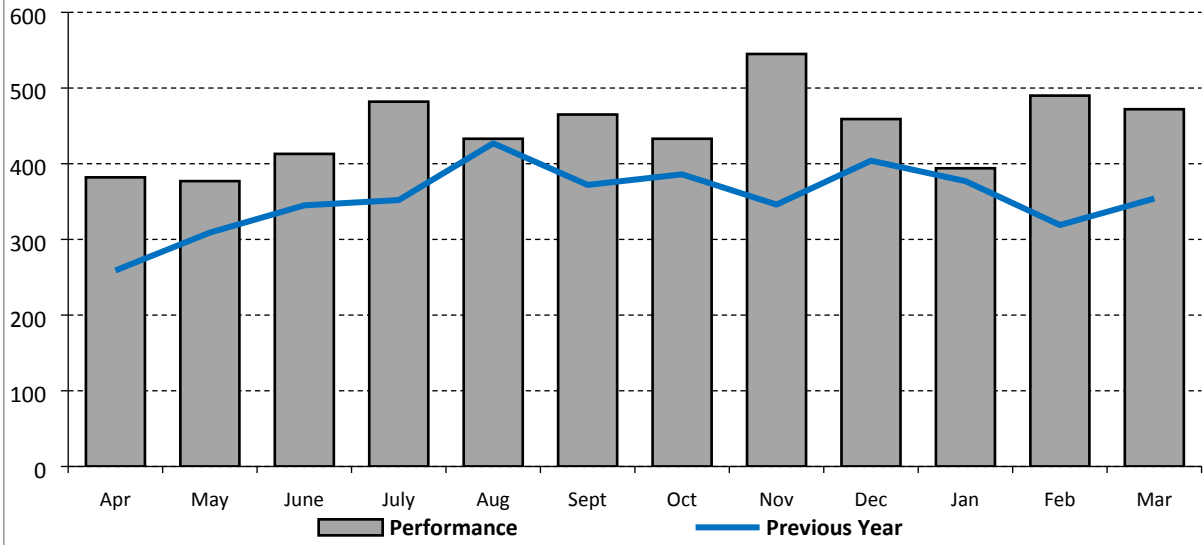
## TC05 Total number of special services attended

Service Plan Target

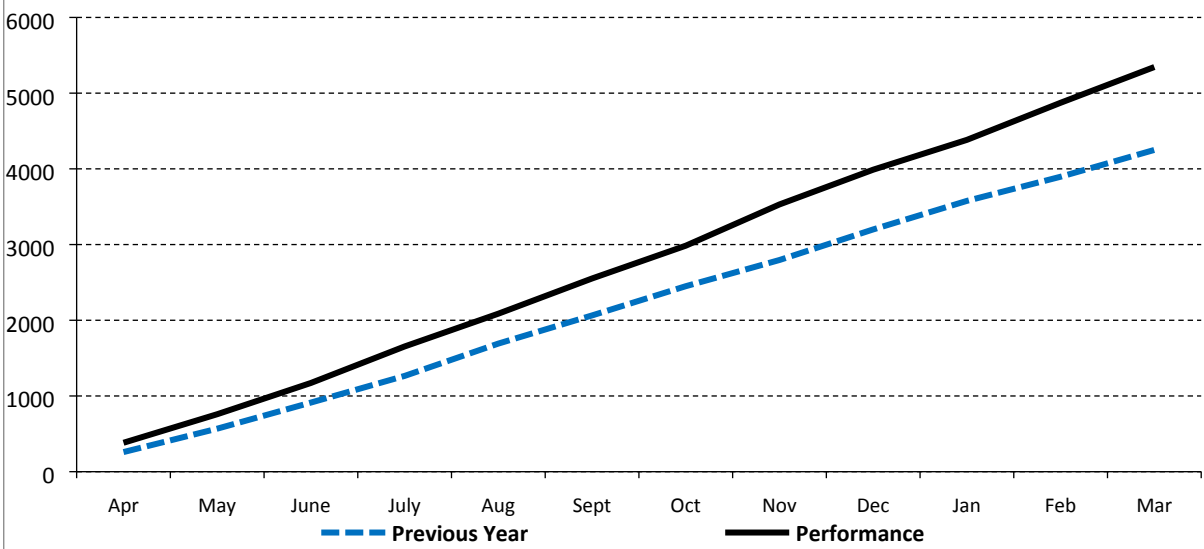
Quality Assurance

Progress to Date

5345



### Cumulative Performance



### TC05 Total number of Special Services attended

### For quality assurance only

#### TC05

When personnel and equipment are deployed for services other than fire fighting, those services are referred to as a 'Special Service Call' (SSC) and may be either 'emergency' or 'non-emergency.' Many are related to assisting partner agencies such as the Police and Ambulance, particularly related to providing medical assistance and effecting entry. They also include incident types like Road Traffic Collisions and Water Rescue.

During 2021/22 the number of special services attended (5345) was considerably higher than in 2020/21 (4250) an increase of 1095 incidents or 25%. Assisting other agencies increased by 29% (274 more incidents), RTC's by 49.9% (a 275 incident increase) and effecting entry by 22.2% (an additional 134) when compared to 2020/21.

Special service calls attended are counted for quality assurance only as a number of incident types (particularly those where MFRS is assisting other

	agencies) are encouraged, rather than MFRS being in a position to take action to prevent them as is the case with most other emergency response activity.
<b>RC11</b>	The number of Road Traffic Collisions attended in 2021/22 (830) is higher than 2020/21 (555), this is likely due to Covid 19 lockdown restrictions.
<b>RC12</b>	Sadly, there have been 17 fatalities in RTC's attended by MFRS and 284 injuries again considerably higher than this period in 2020/21 (232).
<b>RC13</b>	Police 'Killed and Seriously Injured' data in relation to the 16-24 year old age group (which is the group targeted by MFRS Community Safety staff) also shows an increase (85 incidents attended) on 2020/21 data (59)
<b>RC15</b>	
<b>RC24</b>	Water rescues are also included in Special Service calls and this type of incident has increased from 32 in 2020/21 to 52 2021/22. This incident type includes rescues from floods, rivers including the Mersey, park lakes and ponds. As with road traffic collisions, arson and antisocial behaviour, the community safety team takes action with partners to reduce these types of incident.

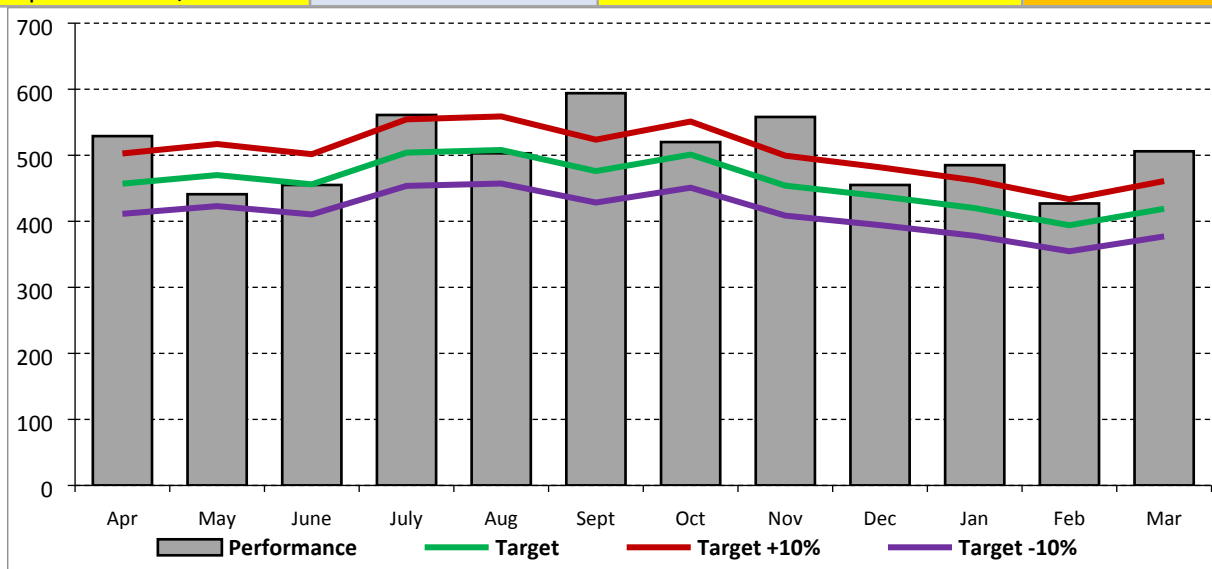
### TC06 Total number of false alarms attended

Service Plan Target  
Apr-Mar 2021/22

**5497**

Progress to Date

**6034**



### TC06 Total number of false alarms attended

**TC06**

**FC23**

**FC12/11**

The number of false alarms attended (6034) is within 10% of the 2021/22 target (5497). The number of incidents continue to fluctuate each month. The majority of false alarm calls are due to accidental/careless actuation, faults on the system and burnt toast incidents.

The total number of False Alarm Good Intent incidents attended during the year 2021/22 was 2334. This is 324 more than at year-end 2020/21 (2010) and exceeds the annual target of 1743.

False Alarm incidents due to smoke alarm actuations in domestic dwellings (2963) are higher than in 2020/21 (2880) with the annual target (2949) being narrowly missed. Incidents attended in non-domestic premises (550) have increased when compared to last year (460).

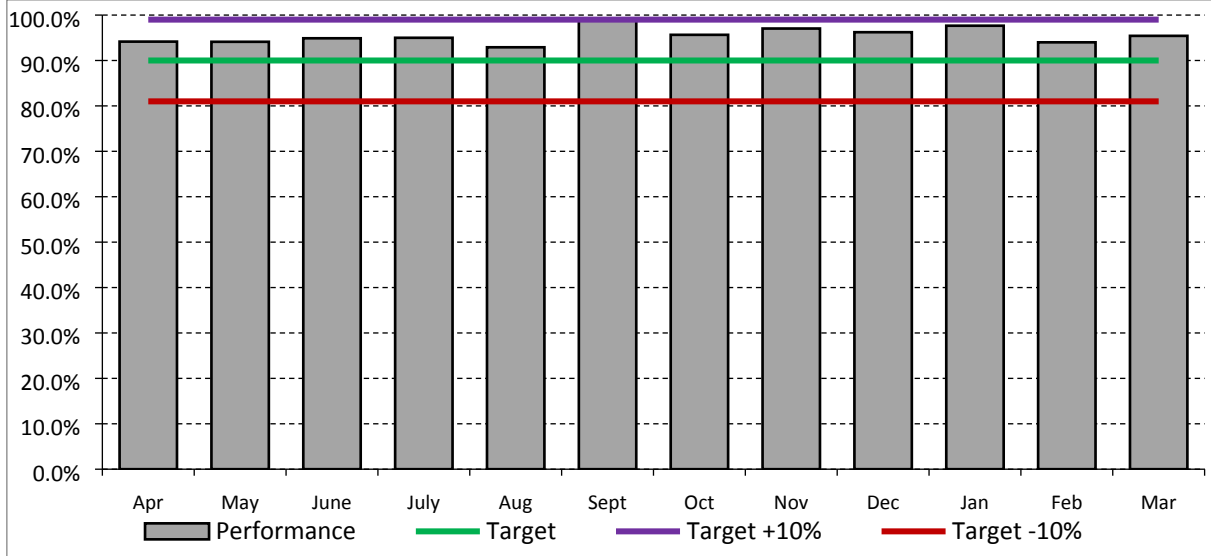
**TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes**

Service Plan Target  
Apr-Mar 2021/22

90%

Progress to Date

95.4%



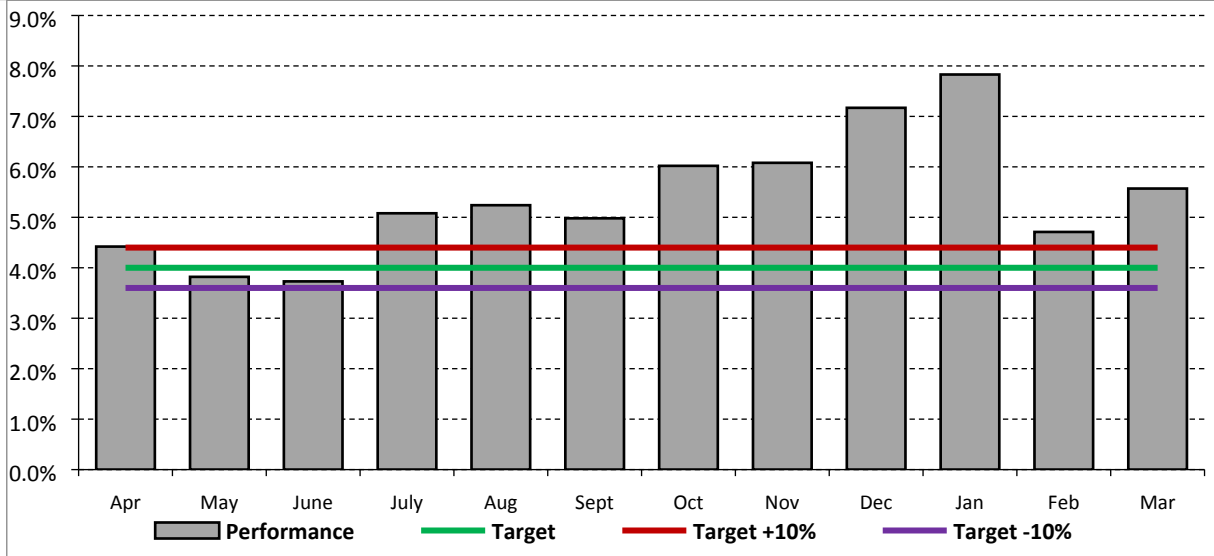
**TR08 Attendance Standard – first attendance of an appliance at all life risk incidents in 10 minutes**  
**DR23 Alert to mobile in under 1.9 minutes**

**TR08** Operational staff attained the attendance standard of the first attendance of an appliance at a life risk incident within 10 minutes on 95.4% of occasions, better than 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%.

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

Service Plan Target Apr-Mar 2021/22	4%	Progress to Date	5.40%
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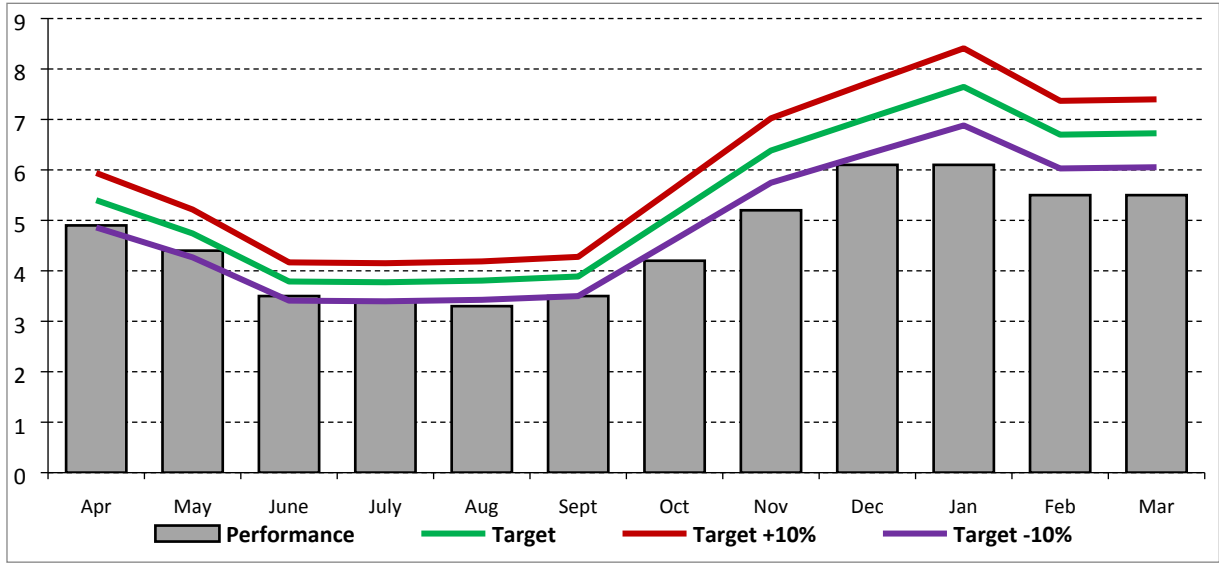


**COMMENTARY:**

<b>TD09 The % of available shifts lost to sickness absence, all personnel</b>	
<b>WD11 The % of available shifts lost to sickness absence per wholetime equivalent GREY book (operational) personnel</b>	
<b>WD12 The % of available shifts lost to sickness absence per wholetime equivalent GREEN &amp; RED book (non uniformed) personnel</b>	
<b>TD09</b>	<p>Overall sickness among all staff at 5.40% shifts lost to sickness absence exceeds the 4% target. During 2020/21 performance against this indicator was 4.27%. Sickness absence has increased during the third quarter of this reporting period. Sickness absence rose throughout the Winter months with peaks in December 7.17% and January 7.83% this has been the highest level of sickness absence this year and primarily due to Covid 19.</p> <p>If Covid 19 related absence was omitted then cumulative sickness for the year 2021/22 would be 3.13%.</p>
<b>WD11</b> <b>WD12</b>	<p>Cumulatively 5.70% of shifts were lost to sickness absence among uniformed staff (3.09% with Covid related absence removed). The peaks in December saw 7.65% and January 8.54% of shifts lost to sickness absence this is the highest level of sickness recorded.</p> <p>Non-uniformed staff absence in 2021/22 was 5.40%. If Covid 19 related absence was omitted then cumulative sickness for the year 2021/22 would be 3.21%.</p>

## TE10 Total carbon output of all buildings

Service Plan Target Apr-Mar 2021/22	<b>65</b>	Progress to Date	<b>55.6</b>
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### TE10 Total carbon output of all buildings

**TE10** Carbon output at 55.6 from all buildings is slightly lower than 2021/21 (57.4) and below the target of 65. This measurement is based on tonnage of CO2# for the MFRS estate.