

# SERVICE DELIVERY PLAN 2022-23:

April to June 2022

## INDEX

**Total emergency calls**

**Total incidents**

**Total fires**

**Primary fires**

**Secondary fires**

**Special services**

**False alarms**

**Attendance standard**

**Sickness absence**

**Carbon output**

### Objective:

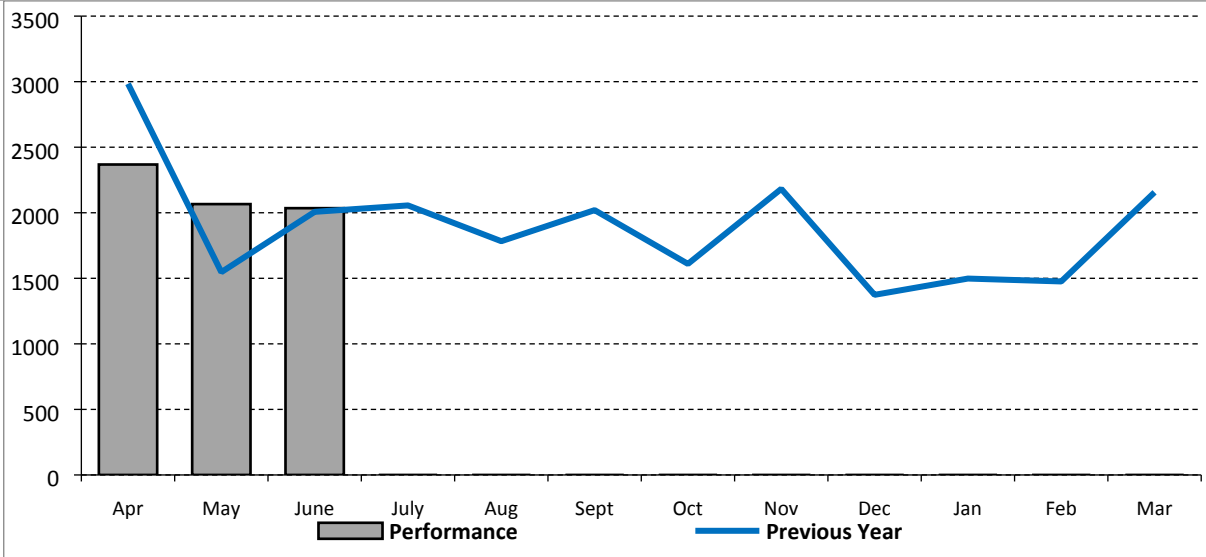
Good performance is reflected on the top bar of each indicator graph. We use Red, Amber, and Green to indicate how each indicator is performing. Amber reflects an indicator is within 10% of target.



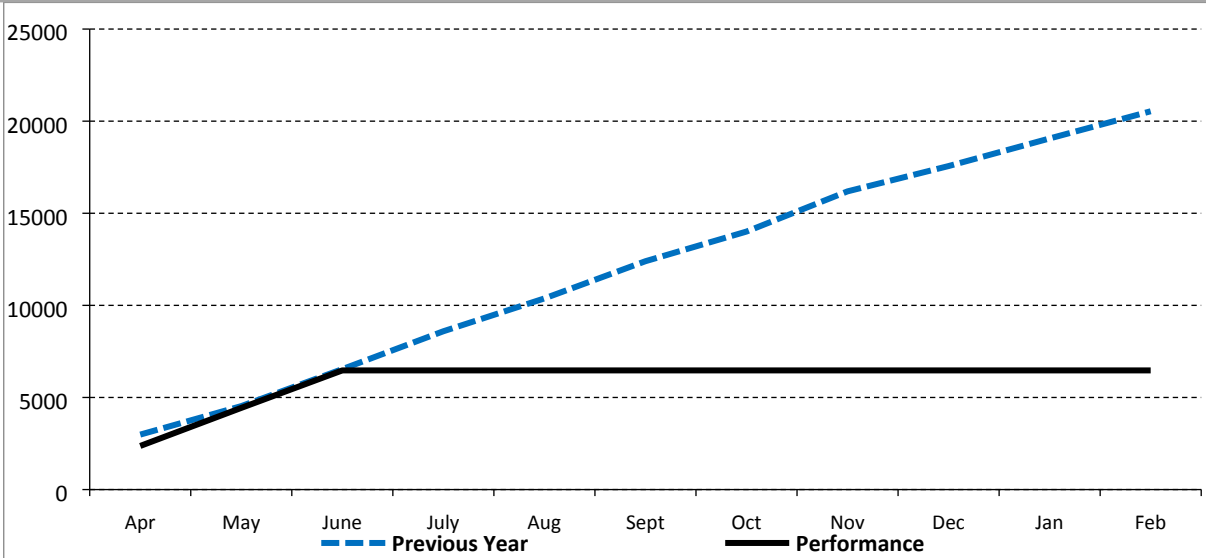
## BENCHMARK INDICATORS

### TC00 Total number of emergency calls received

|                            |                                      |                         |             |
|----------------------------|--------------------------------------|-------------------------|-------------|
| <b>Service Plan Target</b> | <b>No target - Quality Assurance</b> | <b>Progress to Date</b> | <b>6469</b> |
|----------------------------|--------------------------------------|-------------------------|-------------|



### Cumulative Performance



|   |                                   |
|---|-----------------------------------|
| <b>TO00 Total number of emergency calls received</b>      | <b>For quality assurance only</b> |
| <b>DO22 The % of 999 calls answered within 10 seconds</b> |                                   |

|      |   |
|------|---|
| TC00 | <p>During the first quarter of 2022-23 Fire Control received 6469 emergency calls. This was 69 less calls than this time last year, when 6538 calls were received.</p> <p>April saw a higher number of calls (2368) than May (2066) or June (2035). This increase in calls is reflected in the number of fires attended.</p> <p>This indicator does not have a target it is monitored for quality assurance only.</p> |
|------|---|

|      |   |
|------|---|
| DO22 | <p>Cumulatively 98.2% of 999 calls were answered within 10 seconds. This is better performance than the 96% target.</p> |
|------|---|

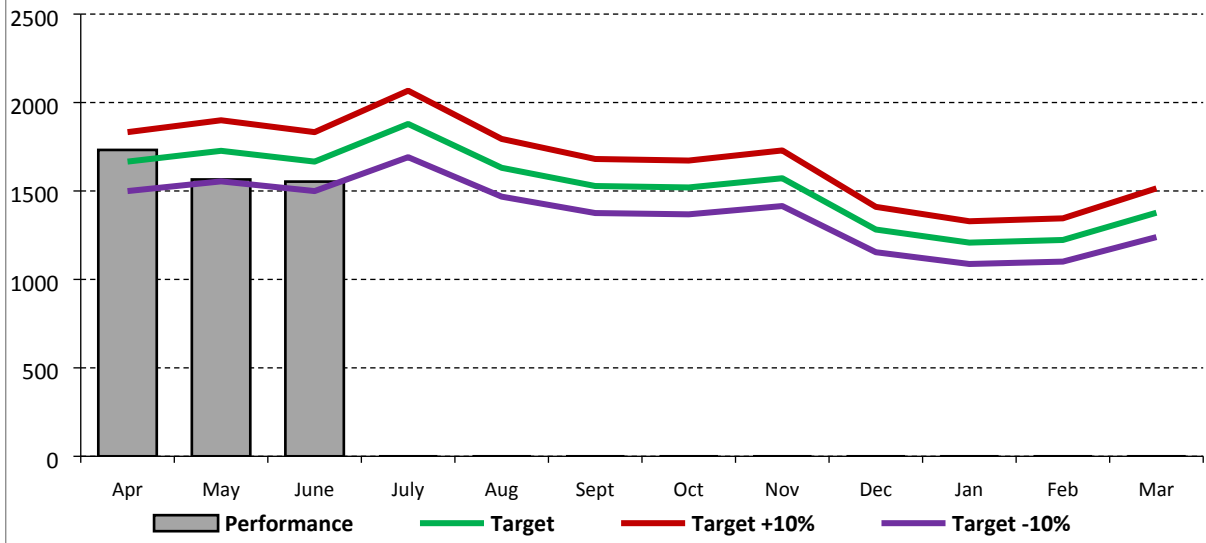
## TC01 The total number of incidents attended

Service Plan Target  
Apr-June 2022

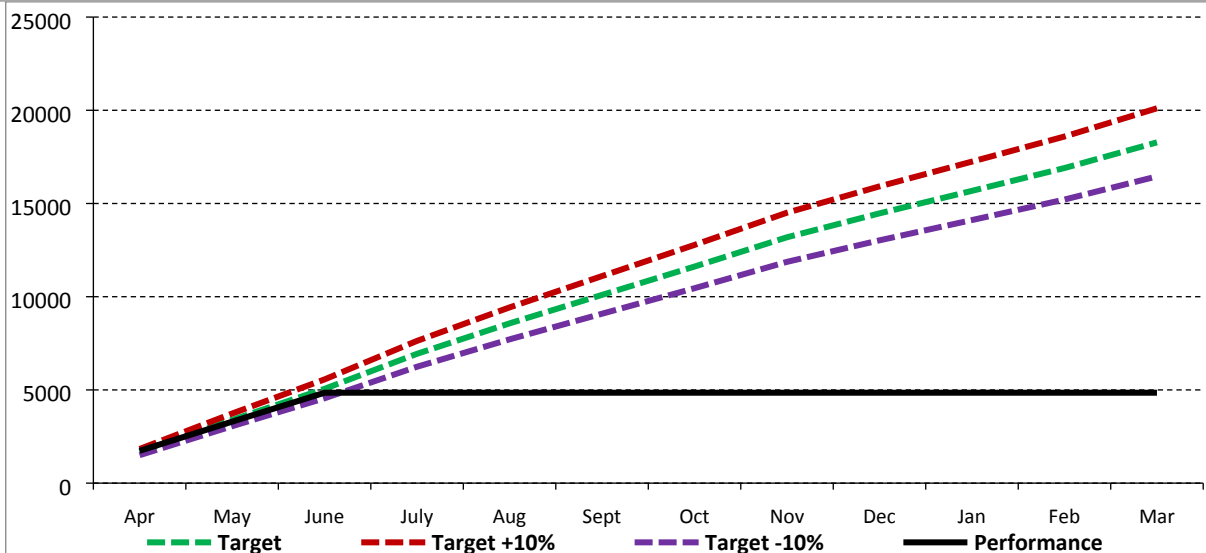
5059

Progress to Date

4836



## Cumulative Performance



## TC01 Total number of incidents attended

TC01

Performance against all key performance indicators (KPI's) has remained under target except sickness absence during this reporting period. The impact of the Covid Pandemic is still apparent in 2022.

Following a peak in the number of incidents in April (when 1735 incidents were attended), incident numbers have remained lower during May (1567) and June (1557). Weather was lot drier than usual during April which could be a contributory factor to the peak in incidents.

When compared to the number of incidents attended during quarter 1 of 2021 (4937) there has been a decrease of 101 incidents during April to June 2022.

The number of Special Service incidents attended (1233) when compared to previous years (1172 in the first quarter of 2021-22) continue to increase, this is due to the FRS assisting partner agencies on a more regular basis.

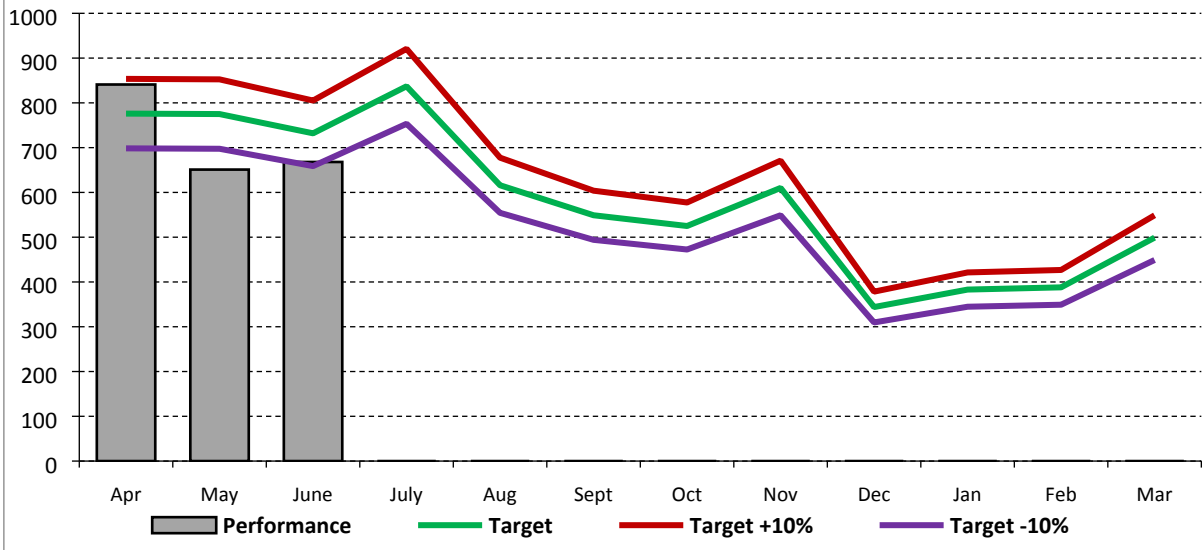
## TC02 Total number of fires attended in Merseyside

Service Plan Target  
Apr-June 2022

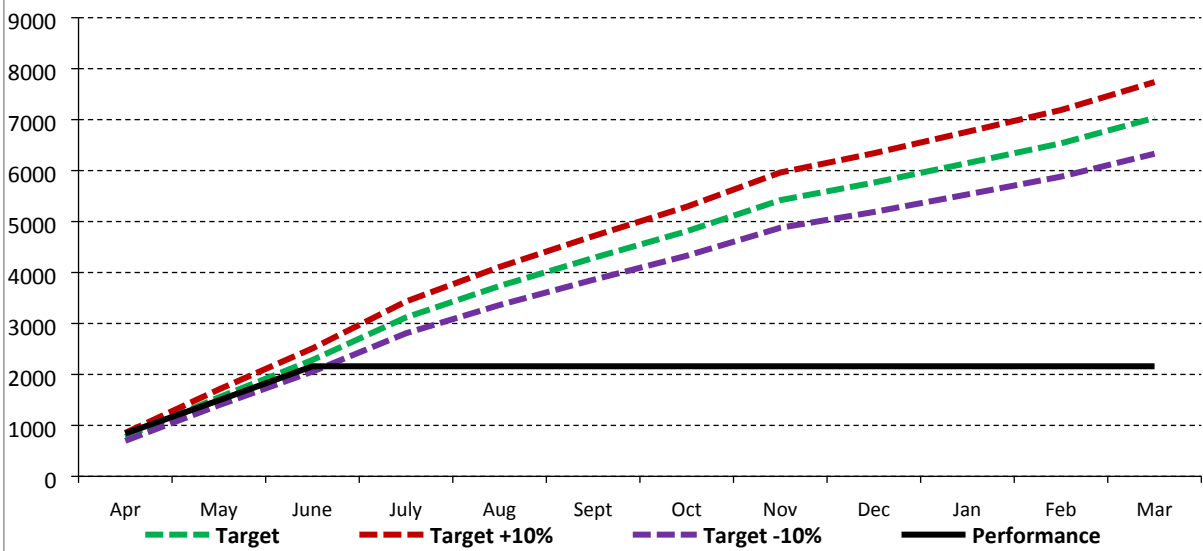
2283

Progress to Date

2156



## Cumulative Performance



## TC02 Total number of Fires attended in Merseyside

### TC02

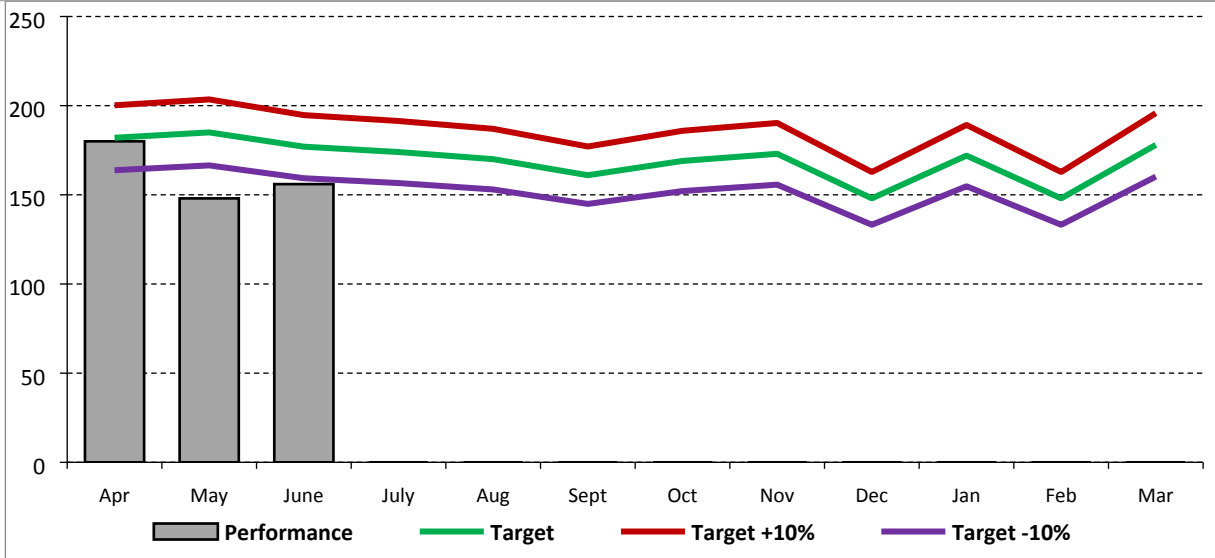
Crews attended 2156 fires during April to June 2022. This is 191 less than in 2021 (2347) and also below the cumulative target of 2283.

Despite Merseyside seeing an increase in fires during April (844), May (653) and June (672) have remained lower and relatively consistent.

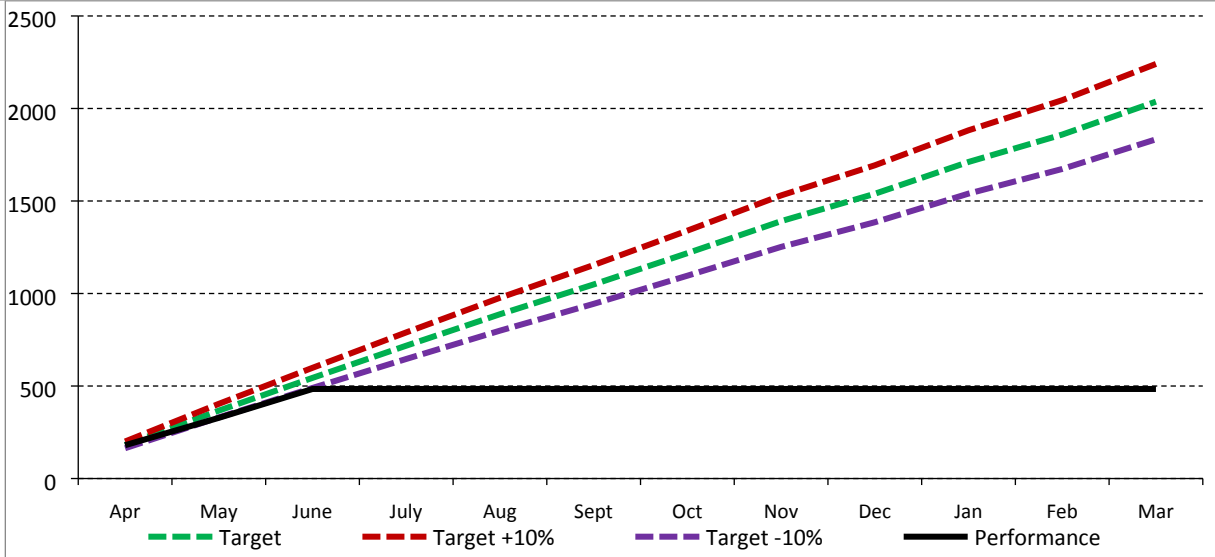
Arson teams and high visibility patrols alongside our targeted prevention work continue to improve outcomes for the Service.

## TC03 Total number of primary fires attended

|                                      |            |                  |            |
|--------------------------------------|------------|------------------|------------|
| Service Plan Target<br>Apr-June 2022 | <b>544</b> | Progress to Date | <b>484</b> |
|--------------------------------------|------------|------------------|------------|



## Cumulative Performance



## TC03 Total number of primary fires attended

|             |  |
|-------------|--|
| <b>TC03</b> | <p>During the first quarter of 2022/23 crews attended 484 Primary Fires. This is 58 fewer than in 2021/22 (542).</p> <p>The number of dwelling fires attended remain less than last year and below cumulative targets. Of particular note are the number of deliberate dwelling fires in occupied properties. From April to June this year crews have attended 23 incidents compared to 35 during this period last year.</p> <p>Deliberate vehicle fires to date during 2022/23 (72) have also decreased when compared to 87 during quarter 1 of 2021/22.</p> <p>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.</p> |
|-------------|--|

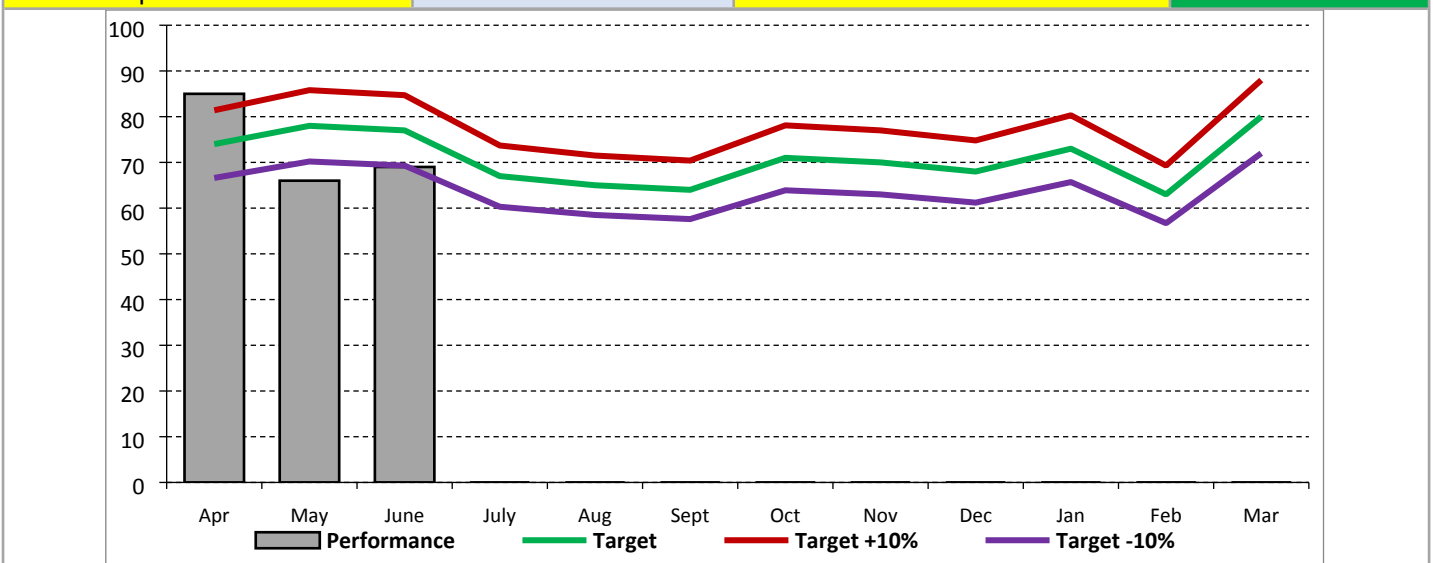
|             |   |  |
|-------------|---|--|
| <b>DC11</b> | <b>Number of accidental dwelling fires</b>                          |  |
| <b>DC12</b> | <b>Number of fatalities in accidental dwelling fires</b>            |  |
| <b>DC13</b> | <b>Number of injuries in accidental dwelling fires</b>              |  |
| <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 2022/23 at 220 are lower than the cumulative target for quarter 1 (229). This performance is lower than 2021/22, when crews had attended 238 accidental dwelling fires. |
| <b>DC12</b>      | There has sadly been 1 fatality in an accidental dwelling fire to date. The Coroners verdict is awaited to confirm the cause of death.   |
| <b>DC13</b>      | There have been 11 injuries in Accidental Dwelling Fires. This is considerably under the cumulative target of 24.  |
| <b>DC14</b>      | Deliberate dwelling fires in occupied property (23) is below the cumulative target (31) and there have been 12 fewer incidents than in 2021/22 (35).   |
| <b>DC15</b>      | Deliberate fires in unoccupied properties (6) is less than at June 2021 when 9 incidents were attended.  |
| <b>DC16 DC17</b> | There have been no fatalities in the deliberate dwelling fires and 1 injury to date.   |

**DC11 Number of accidental fires in dwellings**

|  |            |                         |            |
|--|------------|-------------------------|------------|
| <b>Service Plan Target Apr-June 2022</b> | <b>229</b> | <b>Progress to Date</b> | <b>220</b> |
|--|------------|-------------------------|------------|



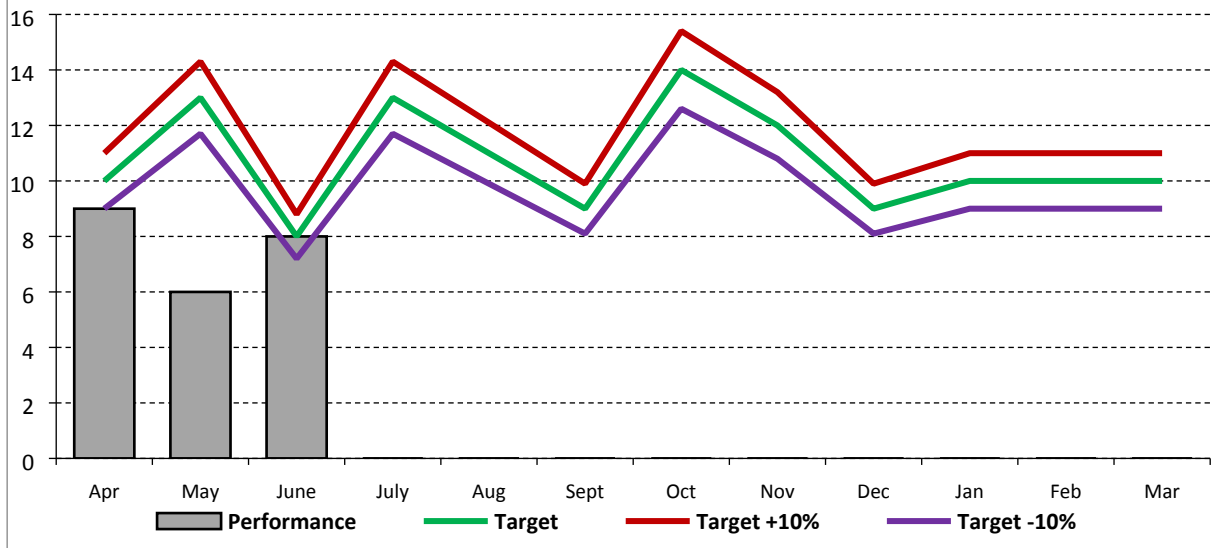
## DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target  
Apr-June 2022

31

Progress to Date

23



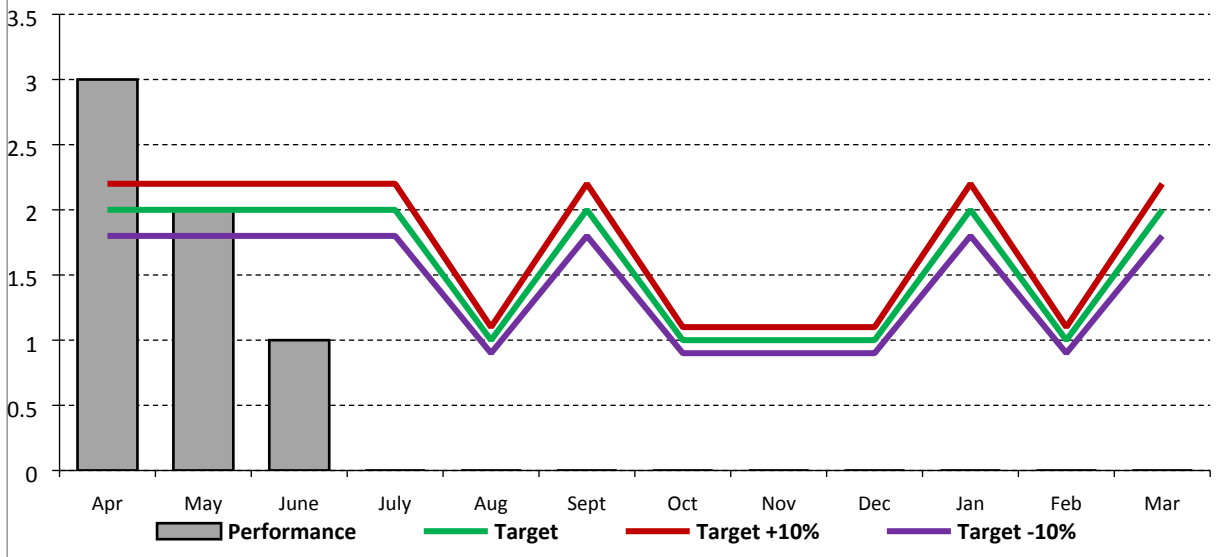
## DC15 Number of deliberate fires in unoccupied properties

Service Plan Target  
Apr-June 2022

6

Progress to Date

6



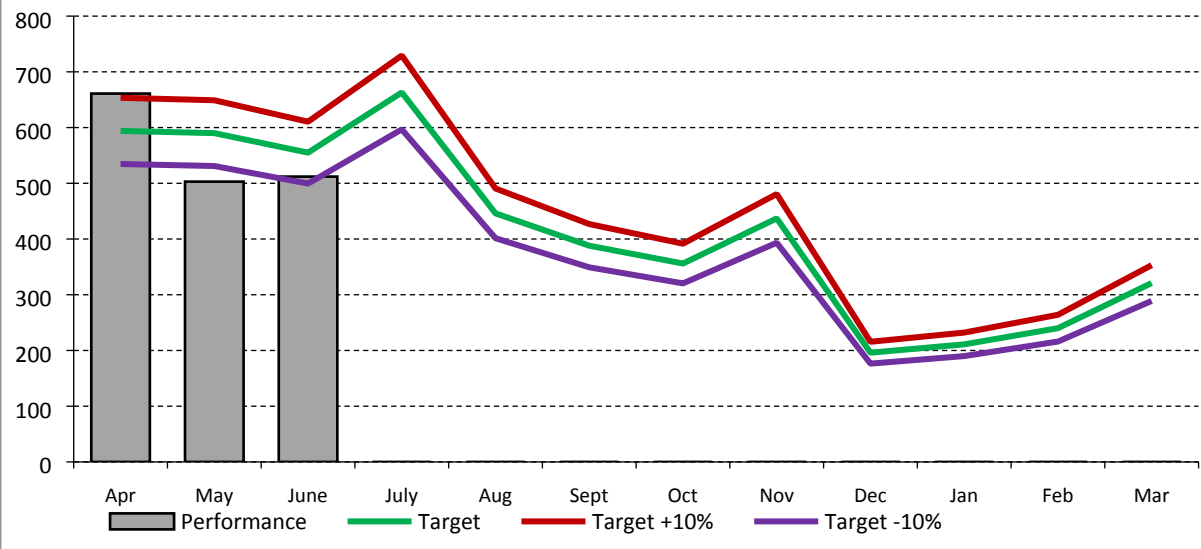
## TC04 Total number of secondary fires attended

Service Plan Target  
Apr-June 2022

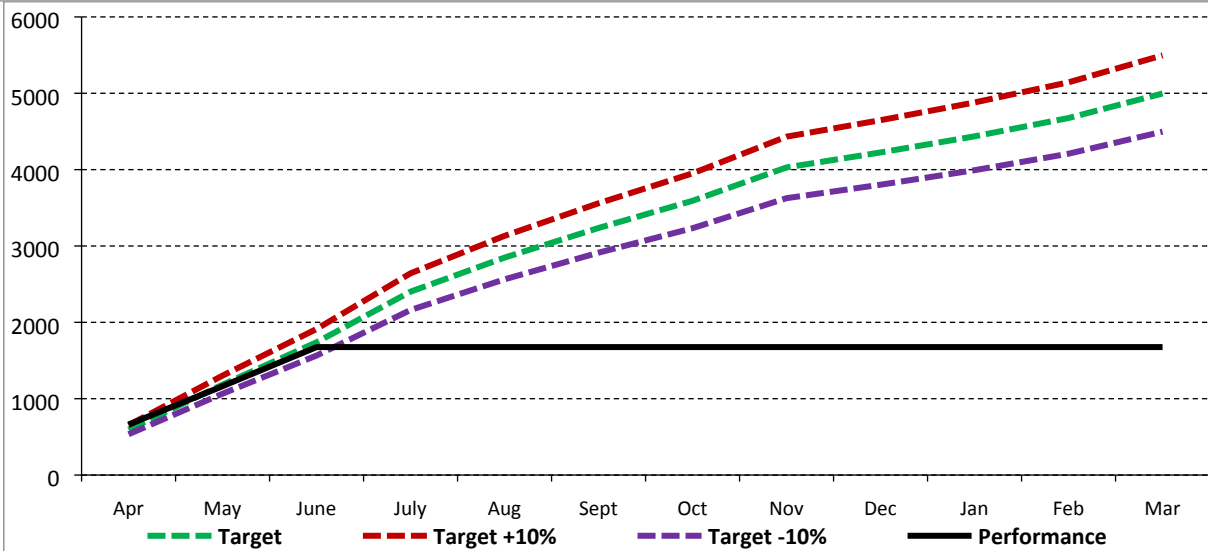
1739

Progress to Date

1672



## Cumulative Performance



## TC04 Total number of secondary fires attended

## AC13 Number of deliberate ASB fires attended

### TC04

There were 1672 secondary fires during this reporting period. This is 133 less fires than in 2021/22 (1805). There was an increase in incidents during April (661) but this was in part due to there only being approx 25% of expected rainfall which had an impact on global fire figures.

### AC13

The count of anti-social behaviour fires attended are less this year (1048) than in 2021/22 (1144) and achieves the cumulative Q1 target (1073). Since a peak in April (when 432 incidents took place), incident counts have fallen and remained relatively consistent.

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.



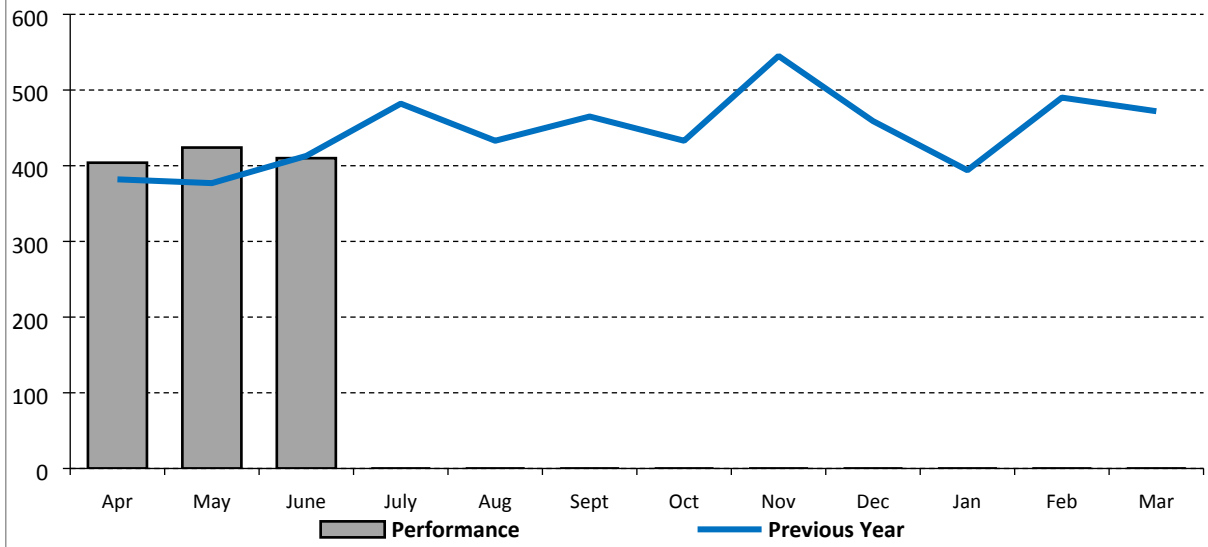
## TC05 Total number of special services attended

Service Plan Target

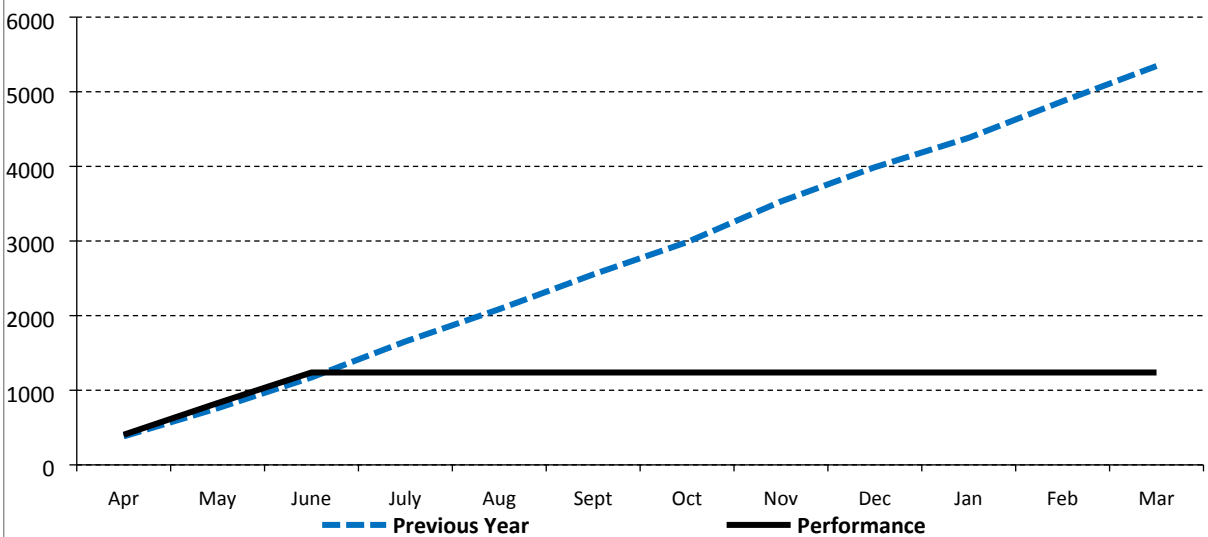
Quality Assurance

Progress to Date

1233



### 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.

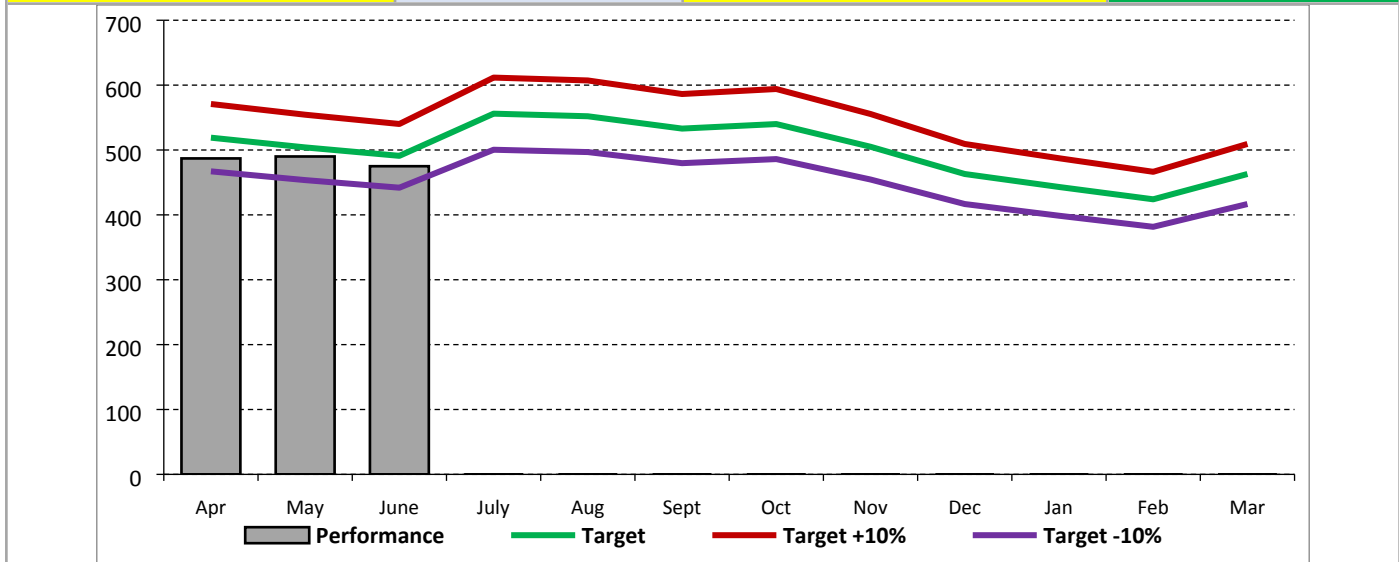
From April to June 2022 the number of special services attended (1233) was higher than in 2021/22 (1172) an increase of 61 incidents. Assisting other agencies increased by 29% (274 more incidents), RTC's by 49.9% (275 incident increase) and effecting entry by 22.2% (an additional 134) when compared to 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> | <p>The number of Road Traffic Collisions attended (195) is lower than last year (203). Each month has been consistent with 65 incidents in April, 65 in May and 66 in June.</p> <p>There have been no fatalities in RTC's attended by MFRS and 78 injuries less than this period in 2021/22 when there had been 8 fatalities and 83 injuries. Police 'Killed and Seriously Injured' data around the 16-24 year old age group MTRS Prevention teams target also shows a reduction (15 incidents attended) on 2021/22 data (21)</p> <p>Water rescues are also included in Special Service calls and this type of incident has reduced from 10 in the first quarter of 2021 to 4 this year. 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.</p> |
| <b>RC12</b> |   |
| <b>RC13</b> |   |
| <b>RC15</b> |   |
| <b>RC24</b> |   |

**TC06 Total number of false alarms attended**

|                                      |             |                  |             |
|--------------------------------------|-------------|------------------|-------------|
| Service Plan Target<br>Apr-June 2022 | <b>1514</b> | Progress to Date | <b>1447</b> |
|--------------------------------------|-------------|------------------|-------------|



**TC06 Total number of false alarms attended**

|                |  |
|----------------|--|
| <b>TC06</b>    | <p>The number of false alarms attended (739) have increased when compared to last year (646) but remains within 10% of the cumulative target for Q1 2022/23 target (701). The number of incidents have remained fairly consistent each month. The majority of false alarm calls are due to accidental/careless actuation, faults on the system and burnt toast incidents.</p> <p>The total number of False Alarm Good Intent incidents attended during the year April to June 2022 were 557. This is 55 less than at this time in 2021/22 (612) and 71 below the target 628.</p> <p>False Alarm incidents due to smoke alarm actuations in domestic dwellings (739) are higher than in 2021/22 (646) with the annual target (701) being narrowly missed. Incidents attended in non-domestic premises (124) have increased slightly when compared to last year (119).</p> |
| <b>FC23</b>    |  |
| <b>FC12/11</b> |  |

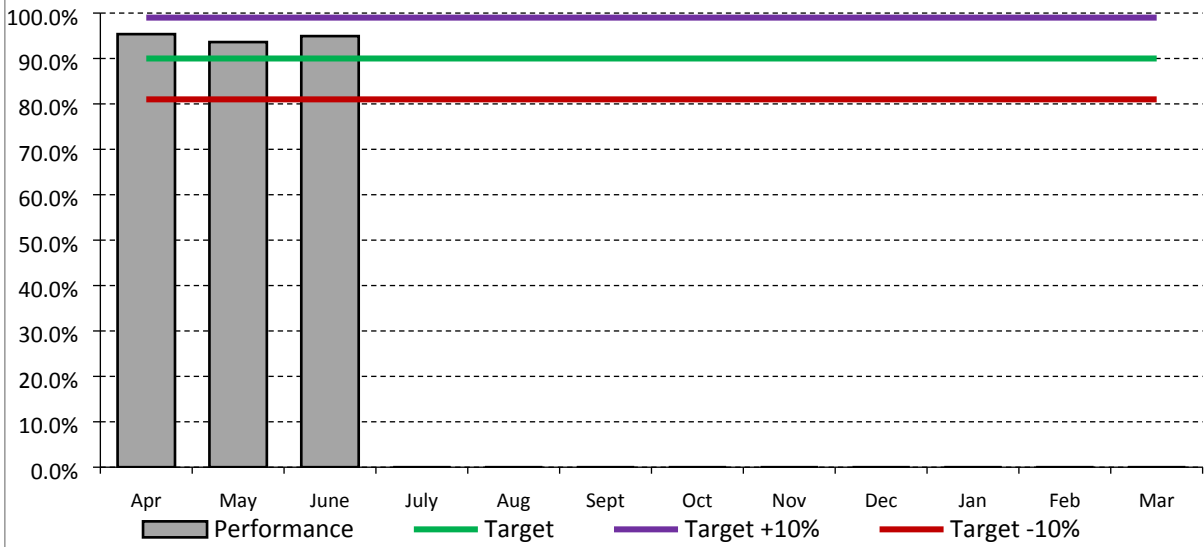
**TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes**

Service Plan Target  
Apr-June 2022

90%

Progress to Date

95.1%



**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**

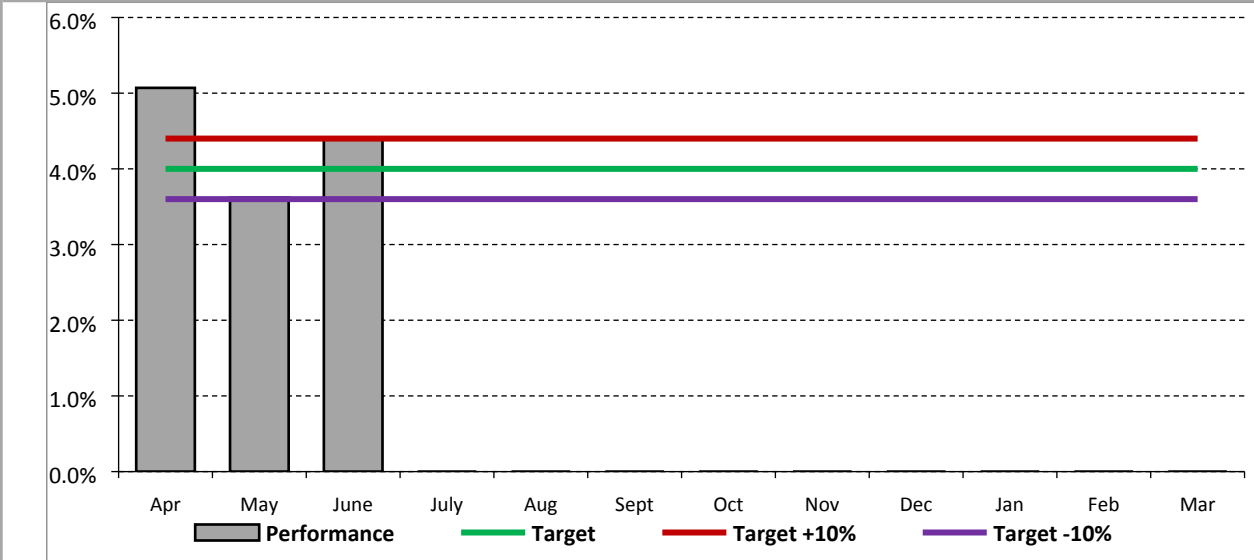
Operational staff attained the attendance standard of the first attendance of an appliance at a life risk incident within 10 minutes on 95.1% of occasions, better than the target of 90%.

**DR23**

Crews when being mobilised to emergency incidents went from alert to mobile in under 1.9 minutes on 95.9% of incidents achieving the target 95%.

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

|                                      |           |                  |              |
|--------------------------------------|-----------|------------------|--------------|
| Service Plan Target<br>Apr-June 2022 | <b>4%</b> | Progress to Date | <b>4.37%</b> |
|--------------------------------------|-----------|------------------|--------------|

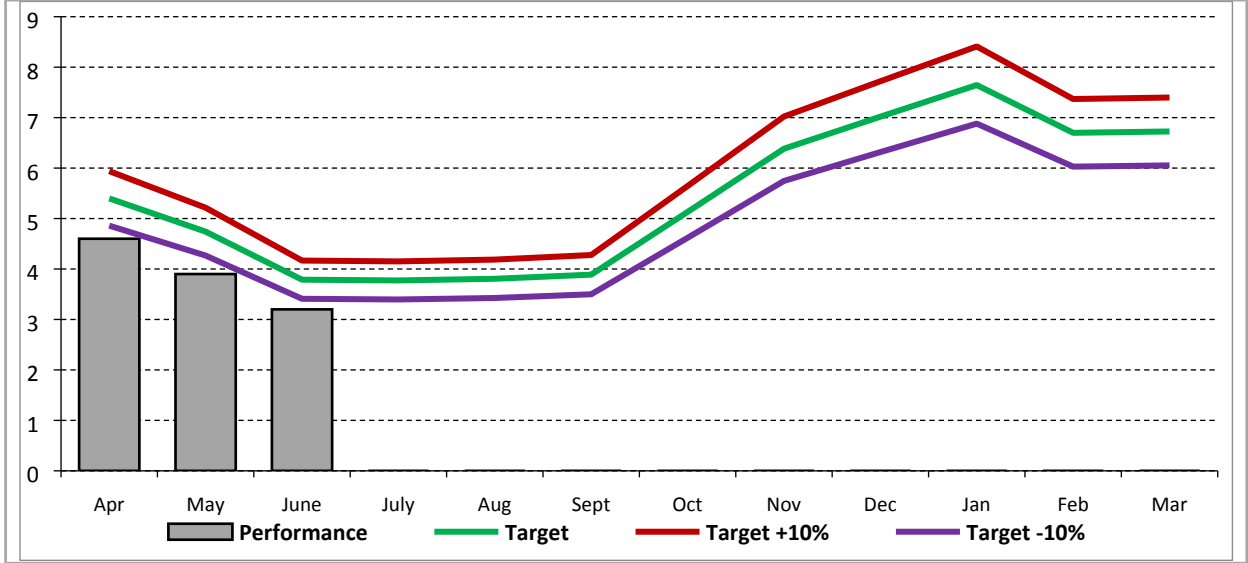


**COMMENTARY:**

|  |  |
|--|--|
| <b>TD09</b> The % of available shifts lost to sickness absence, all personnel  |  |
| <b>WD11</b> The % of available shifts lost to sickness absence per wholetime equivalent GREY book (operational) personnel          |  |
| <b>WD12</b> The % of available shifts lost to sickness absence per wholetime equivalent GREEN & RED book (non uniformed) personnel |  |
| <b>TD09</b>  | Overall sickness among all staff at 4.37% shifts lost to sickness absence exceeds the 4% target and performance at quarter 1 2021 of 3.97%. If Covid 19 related absence was omitted then cumulative sickness for the first quarter of 2022 would be 3.19%.   |
| <b>WD11</b><br><b>WD12</b>   | Cumulatively 5.28% of shifts were lost to sickness absence among uniformed staff (3.50% with Covid related absence removed). This is considerably higher than at the end of quarter 1 when grey book absence was 3.58%.<br>Non-uniformed staff absence in quarter 1 was 2.98% (2.69% without Covid 19 absence). This much improved on absence at quarter 1 2021 when 4.63% of available shifts were lost to sickness absence |

## TE10 Total carbon output of all buildings

|                                      |           |                  |             |
|--------------------------------------|-----------|------------------|-------------|
| Service Plan Target<br>Apr-June 2022 | <b>65</b> | Progress to Date | <b>55.6</b> |
|--------------------------------------|-----------|------------------|-------------|



|  |  |
|--|--|
| <b>TE10 Total carbon output of all buildings</b> |  |
|--|--|

|             |   |
|-------------|---|
| <b>TE10</b> | Carbon output at 11.7 from all buildings is slightly lower than Q1 2021/22 (12.8) and below the target of 13.9. This measurement is based on tonnage of CO2# for the MFRS estate. |
|-------------|---|