

# SERVICE DELIVERY PLAN 2022-23:

April to September 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

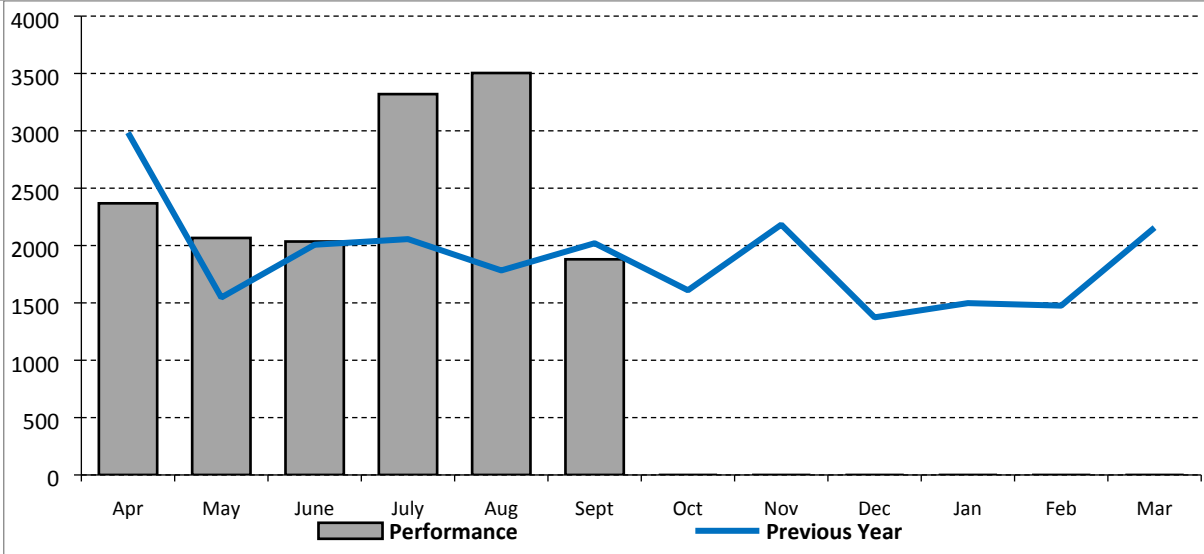
### TC00 Total number of emergency calls received

Service Plan Target

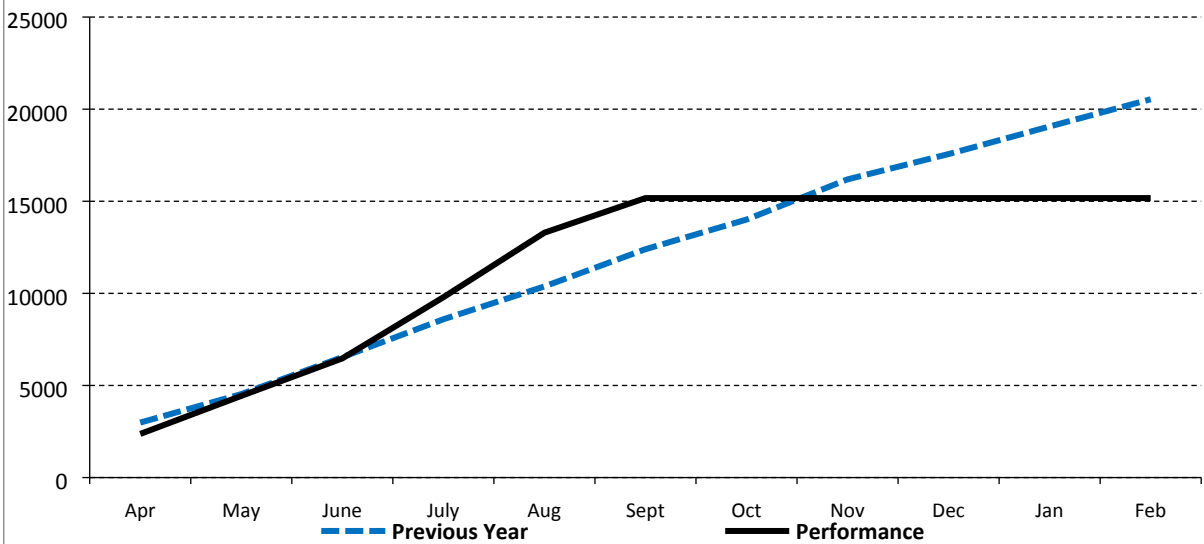
No target - Quality Assurance

Progress to Date

15173



### Cumulative Performance



TO00 Total number of emergency calls received

For quality assurance only

DO22 The % of 999 calls answered within 10 seconds

TC00

From 1<sup>st</sup> April to 30<sup>th</sup> September Fire Control received 15173 emergency calls. This was 2776 more calls than this time last year, when 12397 calls were received.

April saw a high number of calls (2368) but this increased significantly in July (3320) and August (3504); affected by unusually warm and dry spells. August saw the highest number of calls since April 2010 when 3850 calls were received. This increase in calls is reflected in the number of fires attended.

This indicator does not have a target it is monitored for quality assurance only.

DO22

Cumulatively 96% of 999 calls were answered within 10 seconds achieving the performance standard of 96% target.

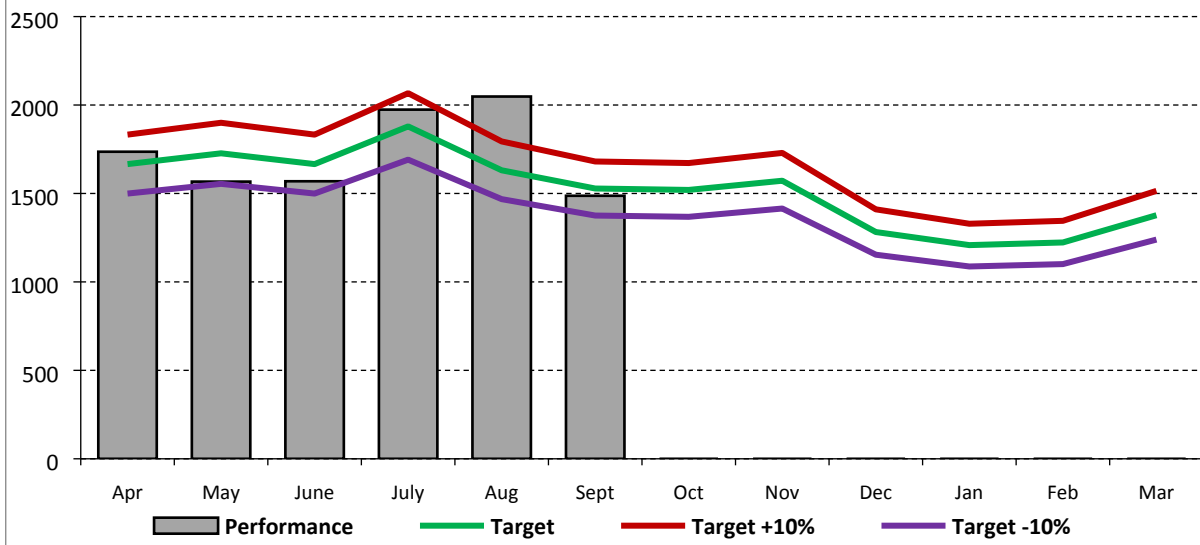
## TC01 The total number of incidents attended

Service Plan Target  
Apr-Sept 2022

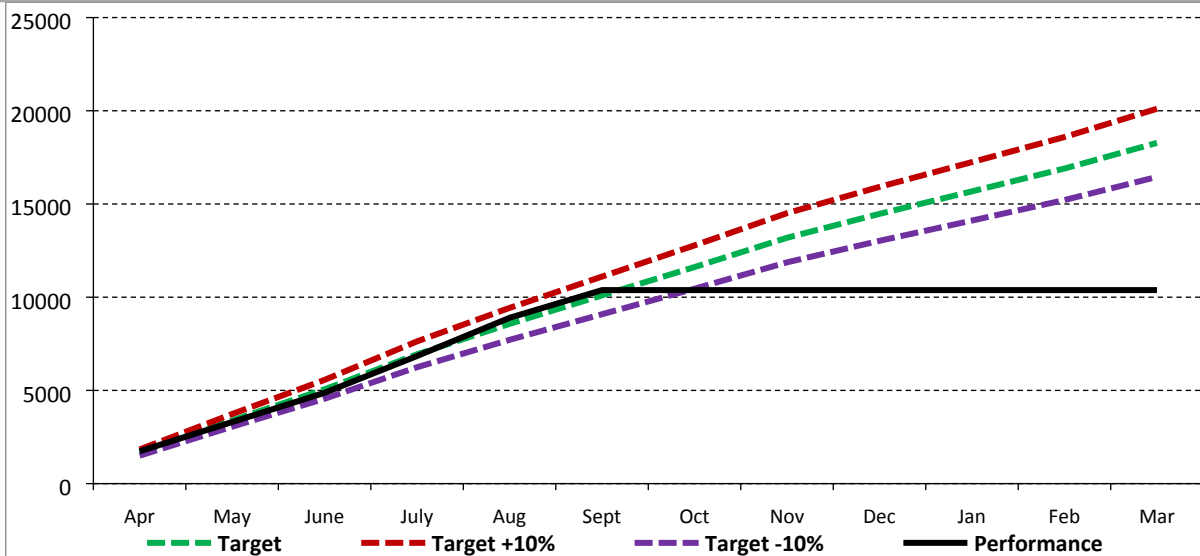
10097

Progress to Date

10381



## Cumulative Performance



## TC01 Total number of incidents attended

TC01

Due to an increase in the number of most incident types during July and August this indicator is within 10% of target with 10378 incidents attended against a target of 10097. This is also 663 more incidents than at this time last year (10097).

There were peaks in July (1972) and August (2048). Weather was exceptionally hot during July and August which could be a contributory factor to the peak in incidents. August saw over 500 more incidents than the previous year and the highest number of incidents in the 15 years since we started using the Incident Reporting System (IRS).

The number of Special Service incidents attended (2658) when compared to previous years (2552 in this period of 2021-22) continued to increase, this is due to MRS assisting partner agencies in ways such as assisting with entry to buildings on a more regular basis.

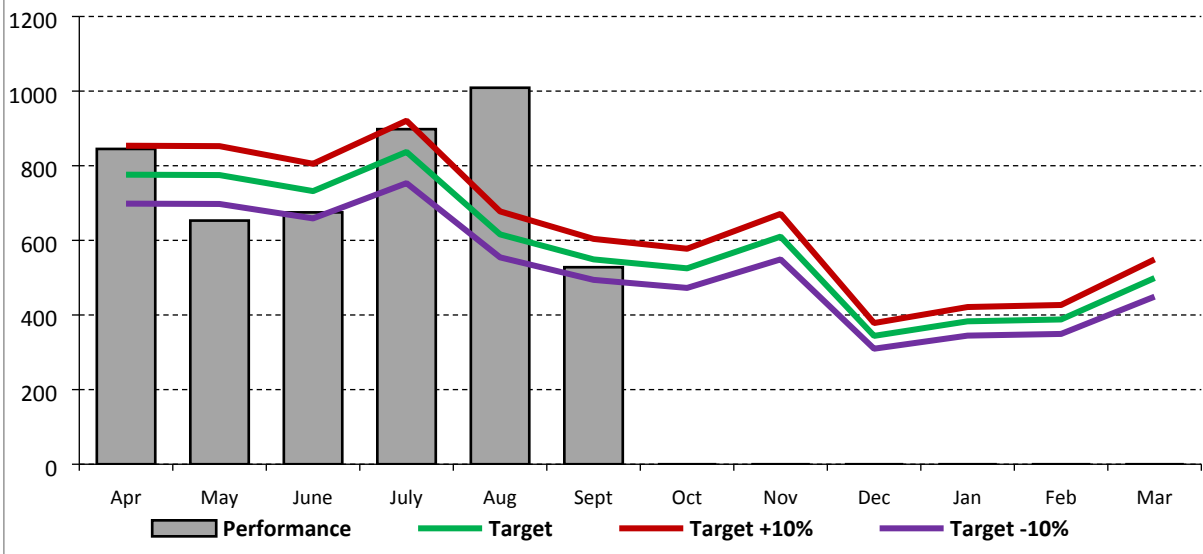
## TC02 Total number of fires attended in Merseyside

Service Plan Target  
Apr-Sept 2022

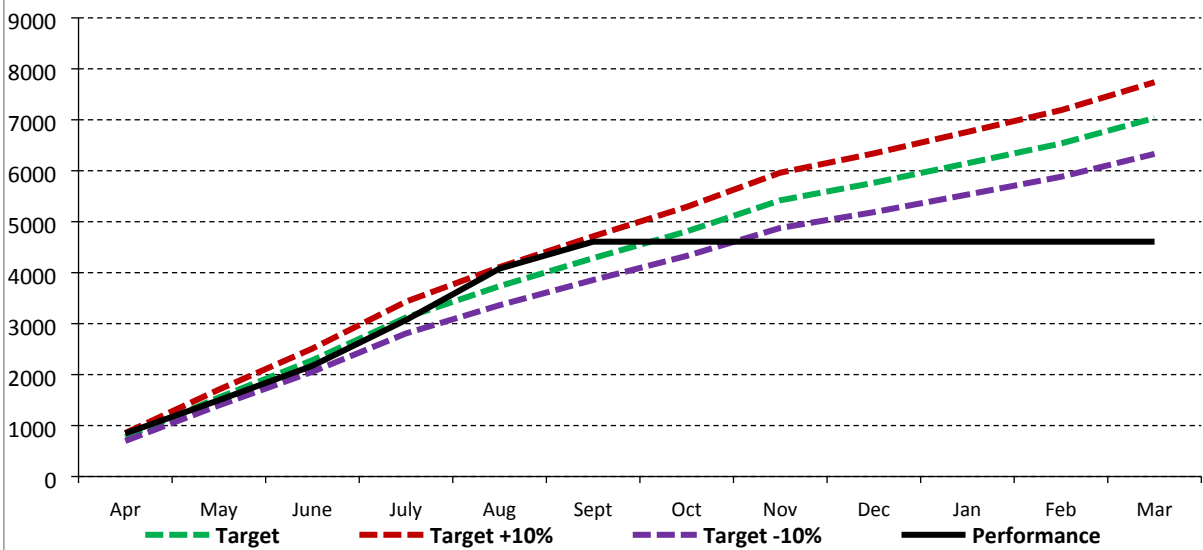
4285

Progress to Date

4607



## Cumulative Performance



## TC02 Total number of Fires attended in Merseyside

TC02

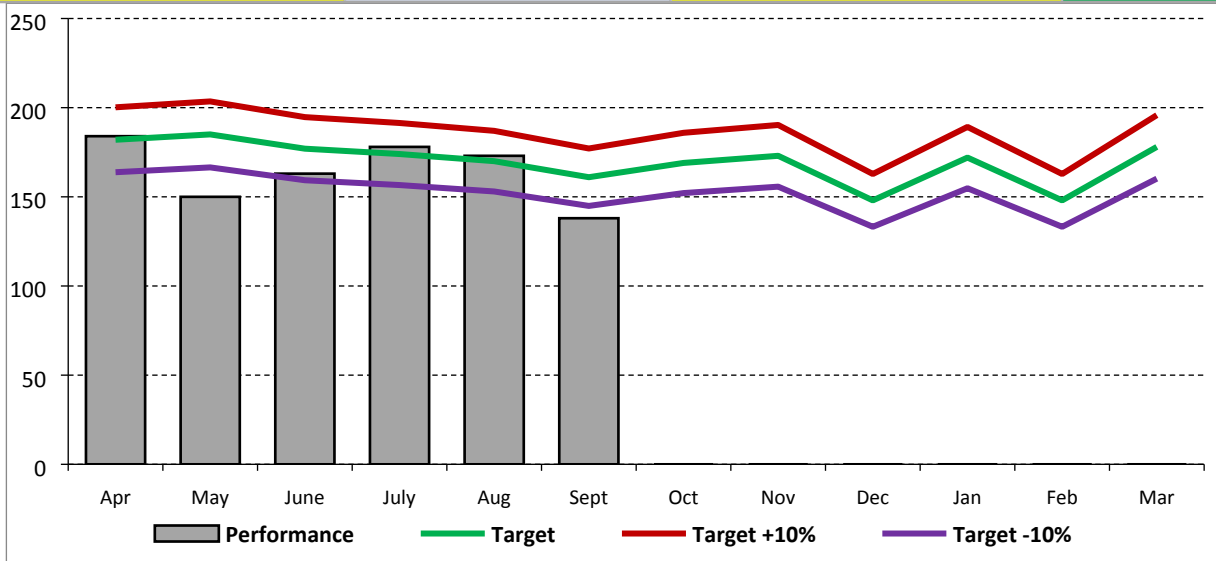
Crews attended 4607 fires during April to September 2022. This is 519 more than in 2021 (4088) but is within 10% of the cumulative target of 4285.

Despite Merseyside seeing an increase in fires during April (844); July (898) and August (1009) also saw further peaks in most fire types.

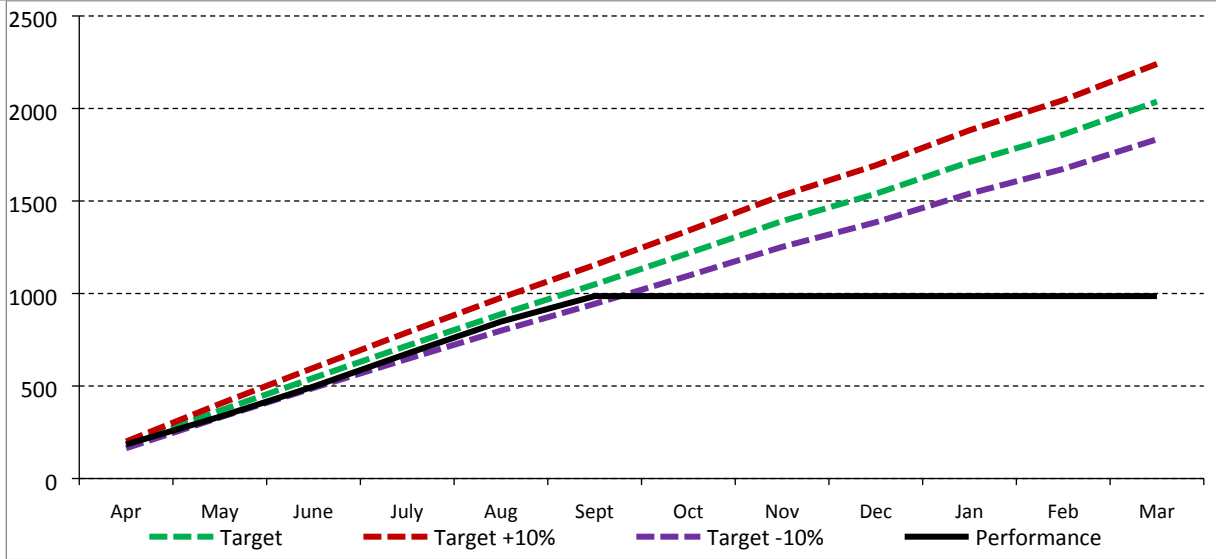
Arson teams and high visibility patrols alongside our targeted prevention work continue to improve outcomes for the Service.

**TC03 Total number of primary fires attended**

Service Plan Target Apr-Sept 2022	<b>1049</b>	Progress to Date	<b>986</b>
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**Cumulative Performance**



**TC03 Total number of primary fires attended**

<b>TC03</b>	<p>During the first half of 2022/23 crews attended 986 Primary Fires. This is 56 fewer than in 2021/22 (1042).</p> <p>The number of dwelling fires attended also remains below cumulative targets. The number of deliberate dwelling fires (57) in occupied properties is less than at September 2021 (1042).</p> <p>Particularly of note for this period deliberate vehicle fires to date during 2022/23 (152) have decreased significantly when compared to quarter 2 of 2021/22 when crews attended 207 incidents.</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>
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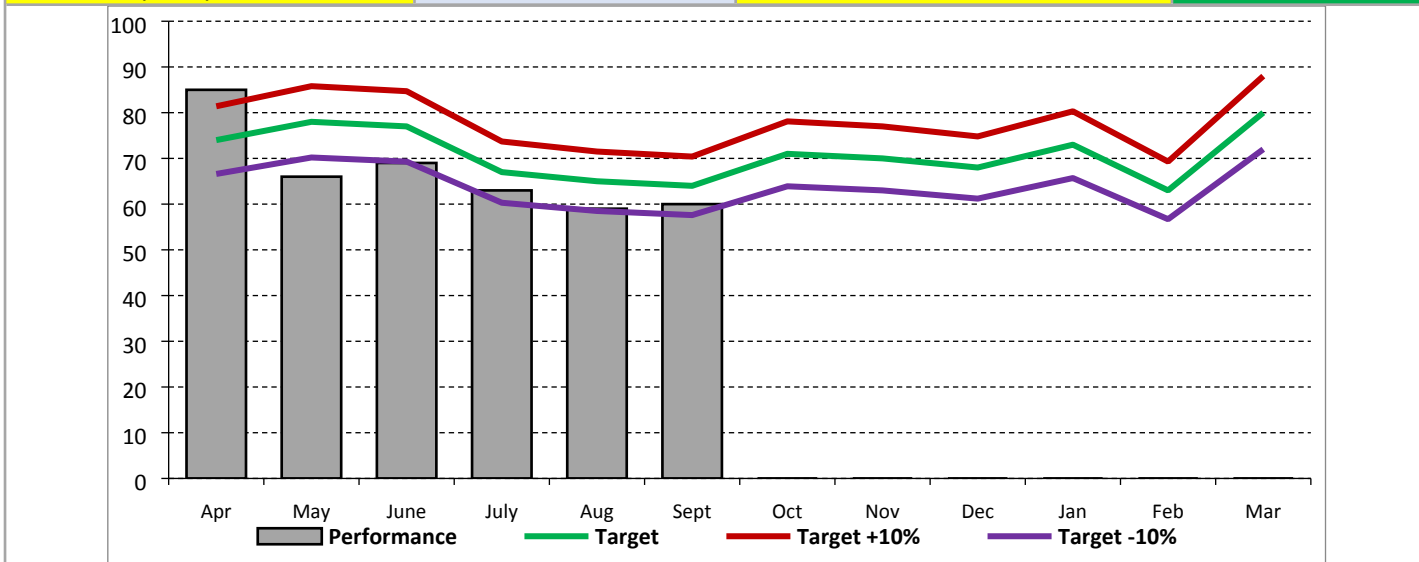
<b>DC11</b>	<b>Number of accidental dwelling fires</b>	
<b>DC12</b>	<b>Number of fatalities in accidental dwelling fires</b>	
<b>DC13</b>	<b>Number of injuries in accidental dwelling fires</b>	
<b>DC14</b>	<b>Number of deliberate dwelling fires in occupied properties</b>	
<b>DC15</b>	<b>Number of deliberate 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 402 continue to lower than the cumulative target for quarter 2 (425). This performance is lower than 2021/22, when crews had attended 424 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 25 injuries in Accidental Dwelling Fires. This is considerably under the cumulative target of 45.
<b>DC14</b>	Deliberate dwelling fires in occupied property (57) is below the cumulative target (64) and there have been 9 fewer incidents than in 2021/22 (66).
<b>DC15</b>	Deliberate fires in unoccupied properties (12) is less than at this time in 2021, when 13 incidents were attended.
<b>DC16 DC17</b>	There have been no fatalities in the deliberate dwelling fires and 3 injuries to date.

**DC11 Number of accidental fires in dwellings**

Service Plan Target Apr-Sept 2022	<b>425</b>	Progress to Date	<b>402</b>
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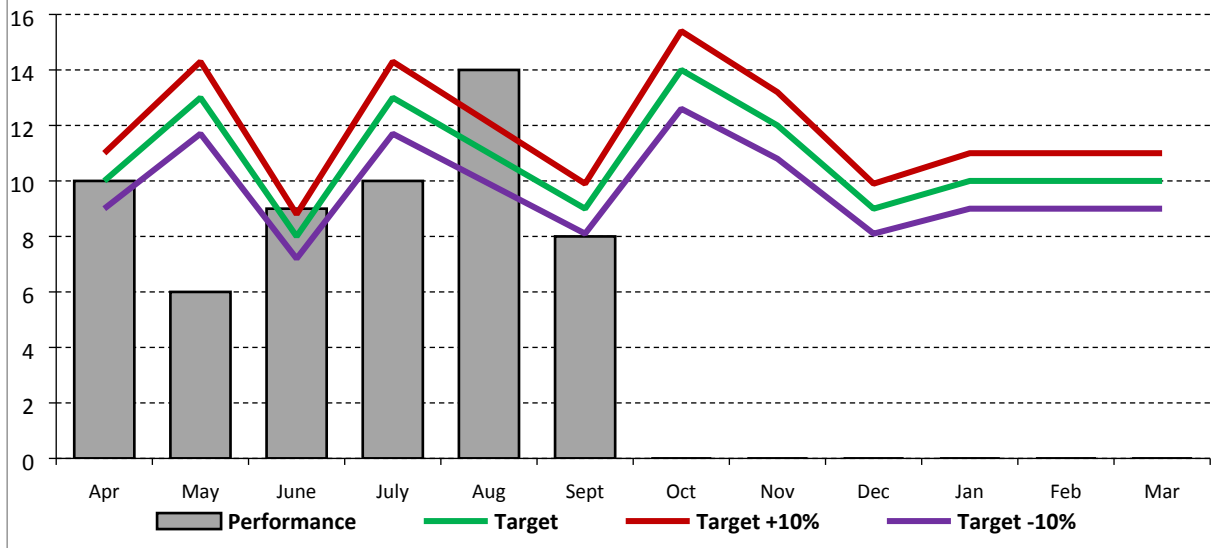
## DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target  
Apr-Sept 2022

64

Progress to Date

57



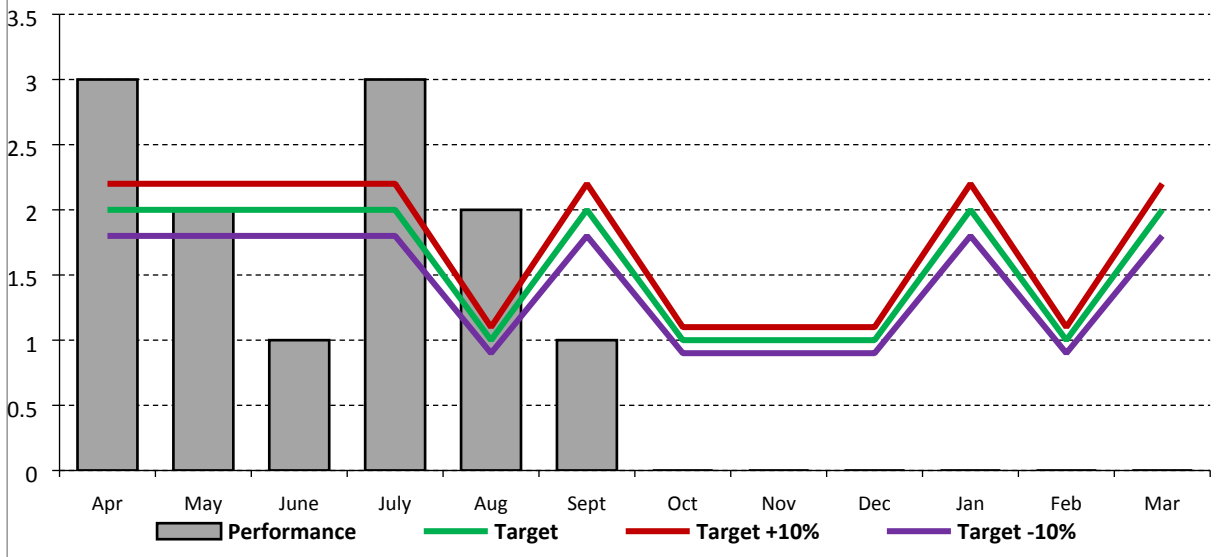
## DC15 Number of deliberate fires in unoccupied properties

Service Plan Target  
Apr-Sept 2022

11

Progress to Date

12



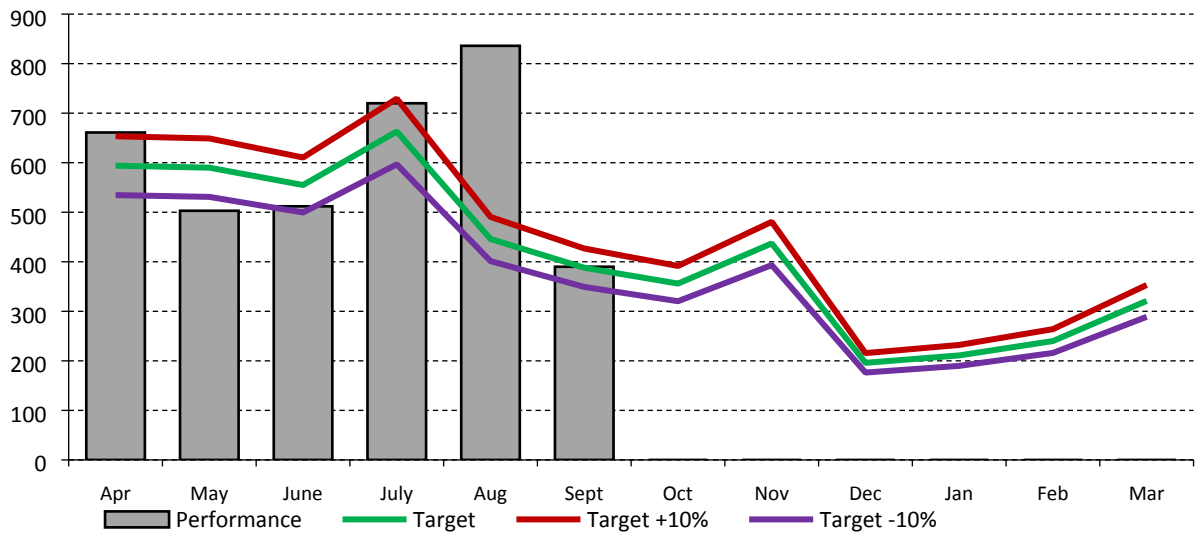
## TC04 Total number of secondary fires attended

Service Plan Target  
Apr-Sept 2022

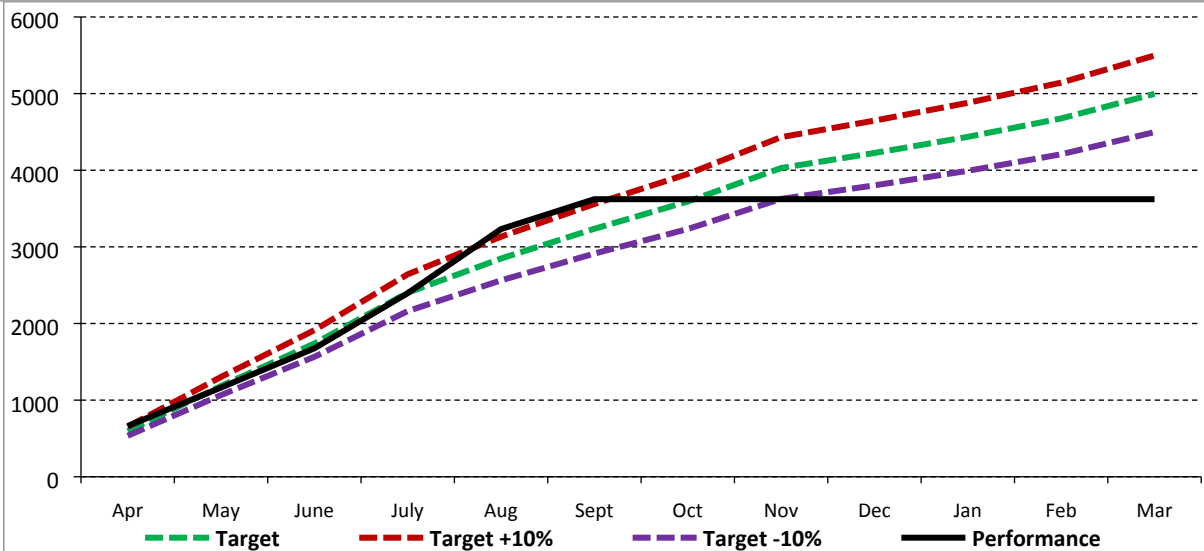
3236

Progress to Date

3621



## Cumulative Performance



TC04 Total number of secondary fires attended

AC13 Number of deliberate ASB fires attended

TC04

There were 3621 secondary fires during this reporting period. This is 575 more fires than in 2021/22 (3046). This is the highest count of emergency calls since April 2010 when 3850 calls occurred. As mentioned previously the very hot weather in July and August saw increases in incidents July (720) and August (836).

AC13

The count of anti-social behaviour fires attended are higher this year (2228) than in 2021/22 (1992) and within 10% of the cumulative Q2 target (2034). As with other incident types July (404) and August (506) saw an increase in the number of incidents attended.

Two months of record temperatures and limited rainfall have cumulatively had an impact on secondary fires as a whole. Whilst there were downpours during August, this was not enough to sufficiently dampen detritus and vegetation to

	<p>reduce the fires. Limited analysis has shown that when comparing all secondary fires to weekly rainfall bulletins from the Environment Agency there is a link showing that when the conditions are dry (not just hot) the number of incidents increase.</p>
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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.

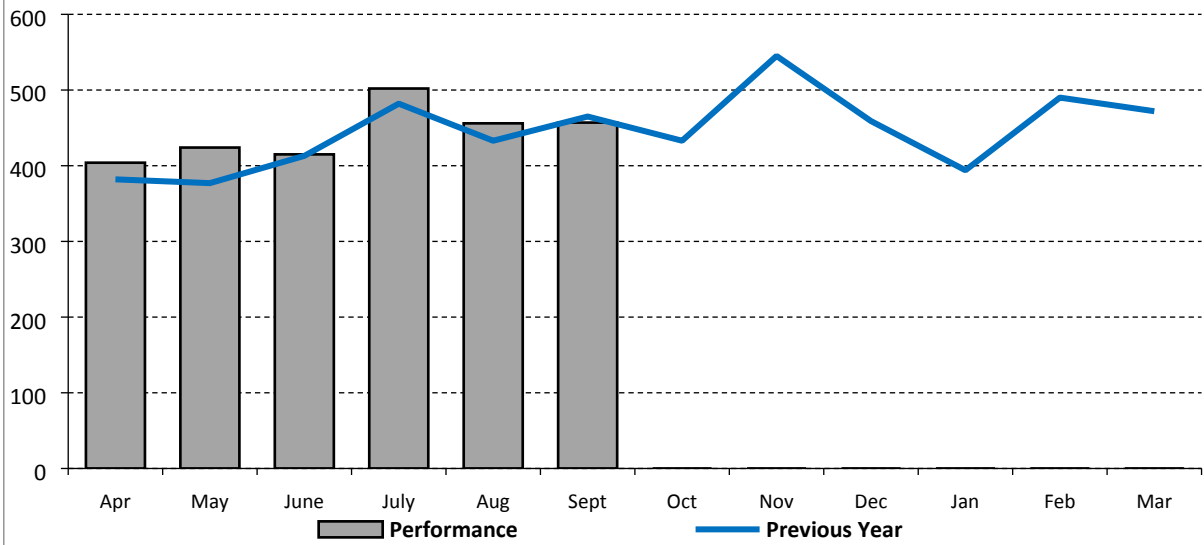
## TC05 Total number of special services attended

Service Plan Target

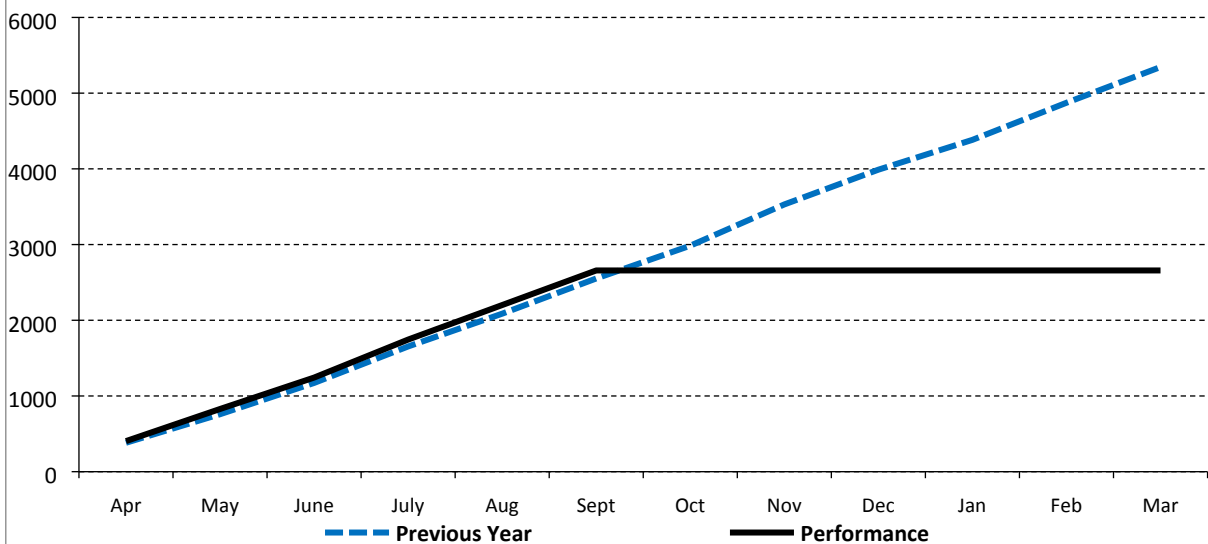
Quality Assurance

Progress to Date

2658



### 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.

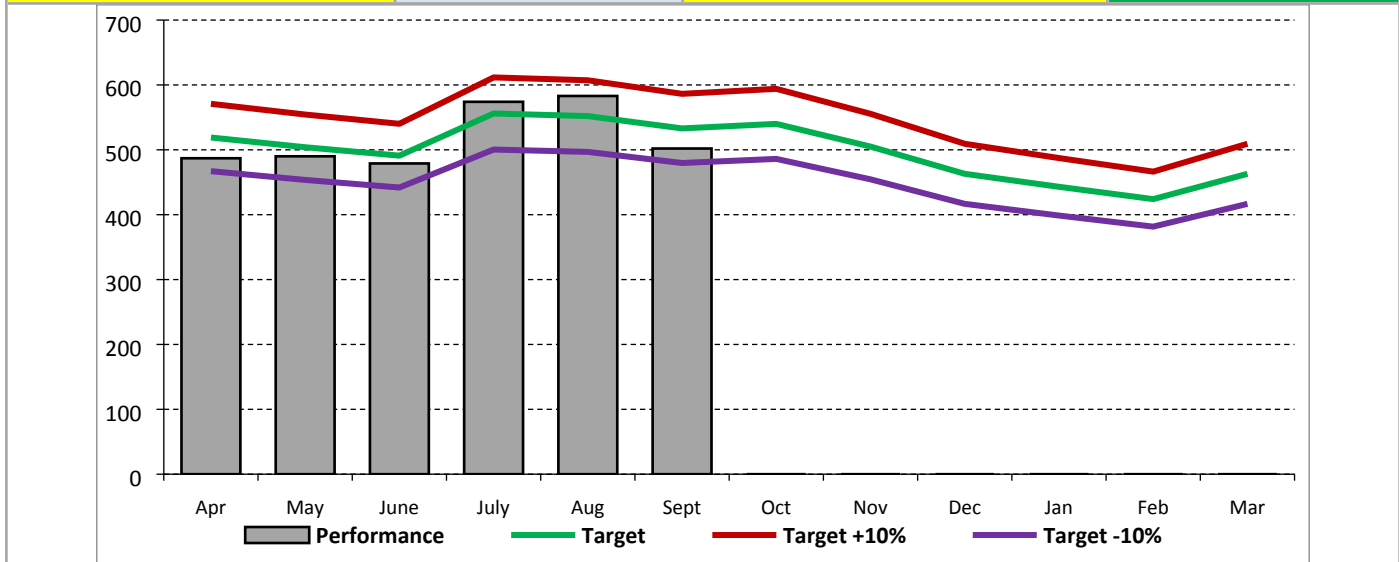
From April to September 2022 the number of special services attended (2658) was higher than in 2021/22 (2552) an increase of 106 incidents. Assisting other agencies continues to account for a large proportion of Special Services attended.

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 (430) is more than last year (391). There were 89 incidents in July which is considerably more than other months.
<b>RC12</b>	There have been 2 fatalities in RTC's attended by MFRS this is less than 21/22 when there had been 10 fatalities.
<b>RC13</b>	163 injuries in RTC's are more than this period in 2021/22 when there had been 145 injuries.
<b>RC15</b>	Police 'Killed and Seriously Injured' data about the 16-24 year old age group that MFRS Prevention teams target is similar to last year with 49 incidents attended compared to 48 in 2021/22.
<b>RC24</b>	Water rescues are also included in Special Service calls and this type of incident has reduced from 27 in the first half of 2021 to 18 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.

**TC06 Total number of false alarms attended**

Service Plan Target Apr-Sept 2022	<b>3155</b>	Progress to Date	<b>3115</b>
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**TC06 Total number of false alarms attended**

<b>TC06</b>	The number of false alarms attended (3113) have increased when compared to last year (3075) but remains under the cumulative target for Q2 2022/23 target (3155). The majority of false alarm calls are due to accidental/careless actuation, faults on the system and burnt toast incidents.
<b>FC23</b>	The total number of False Alarm Good Intent incidents attended during the year April to September 2022 were 1853. This is 27 more than at this time in 2021/22 (1826). This indicator does not have a target as we would not want to discourage people calling if they thought there was a fire.
<b>FC12/11</b>	False Alarm incidents due to smoke alarm actuations in domestic dwellings (1537) are higher than in 2021/22 (1465) with the annual target (1515) being narrowly missed. Incidents attended in non-domestic premises (241) have decreased slightly when compared to last year (273). Work is ongoing to establish whether some of these incidents would be more appropriately recorded as False Alarm Good Intent.



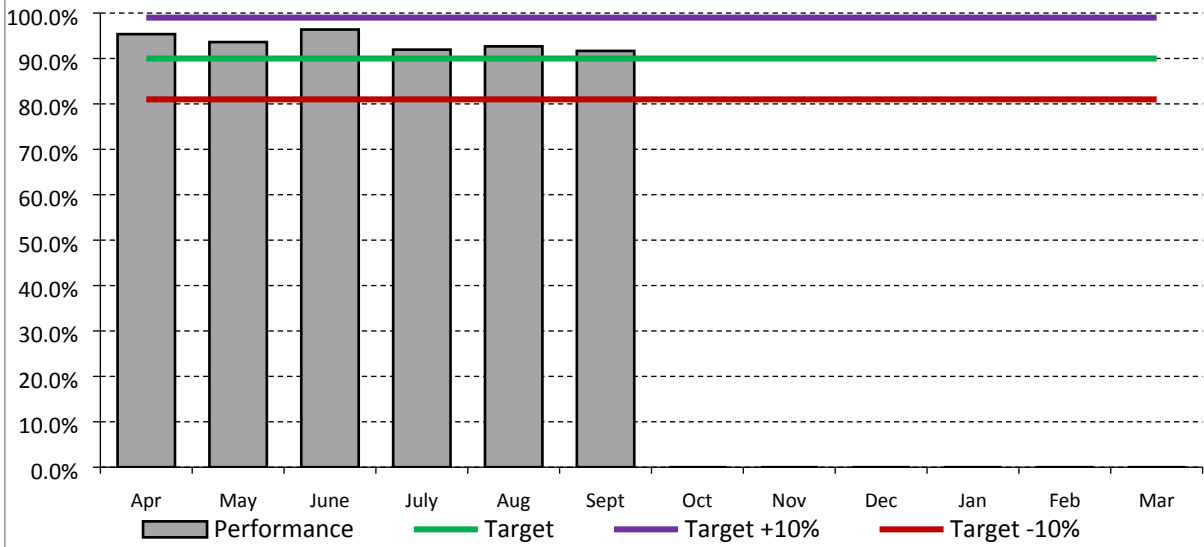
**TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes**

Service Plan Target  
Apr-Sept 2022

90%

Progress to Date

93.6%



**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**

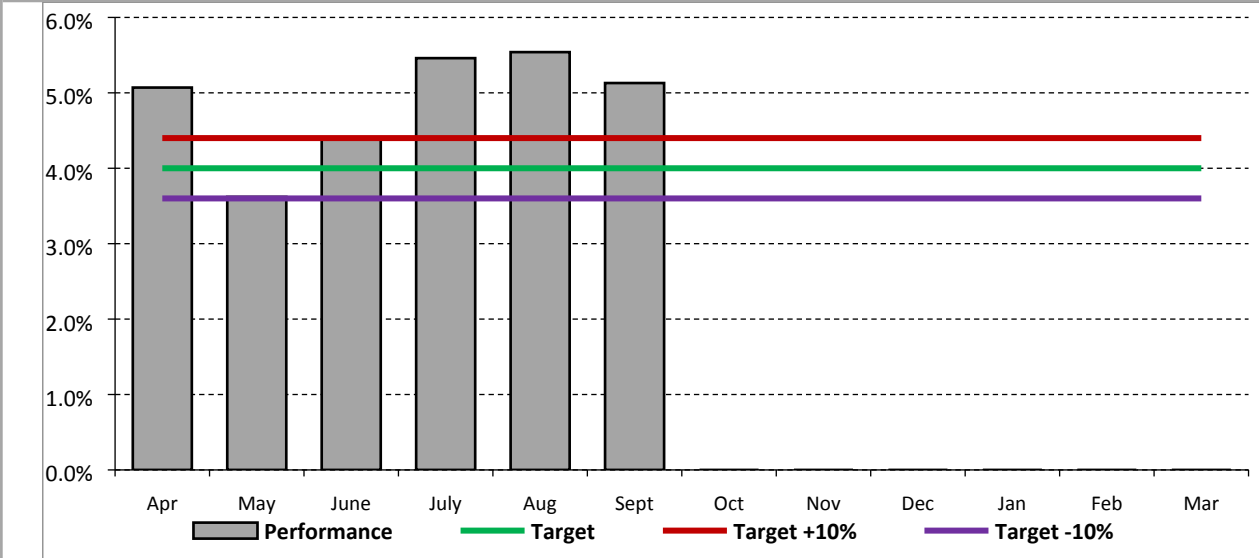
Operational staff attained the attendance standard of the first attendance of an appliance at a life risk incident within 10 minutes on 93.6% of occasions, achieving the target of 90%.

**DR23**

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

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

Service Plan Target Apr-Sept 2022	<b>4%</b>	Progress to Date	<b>4.83%</b>
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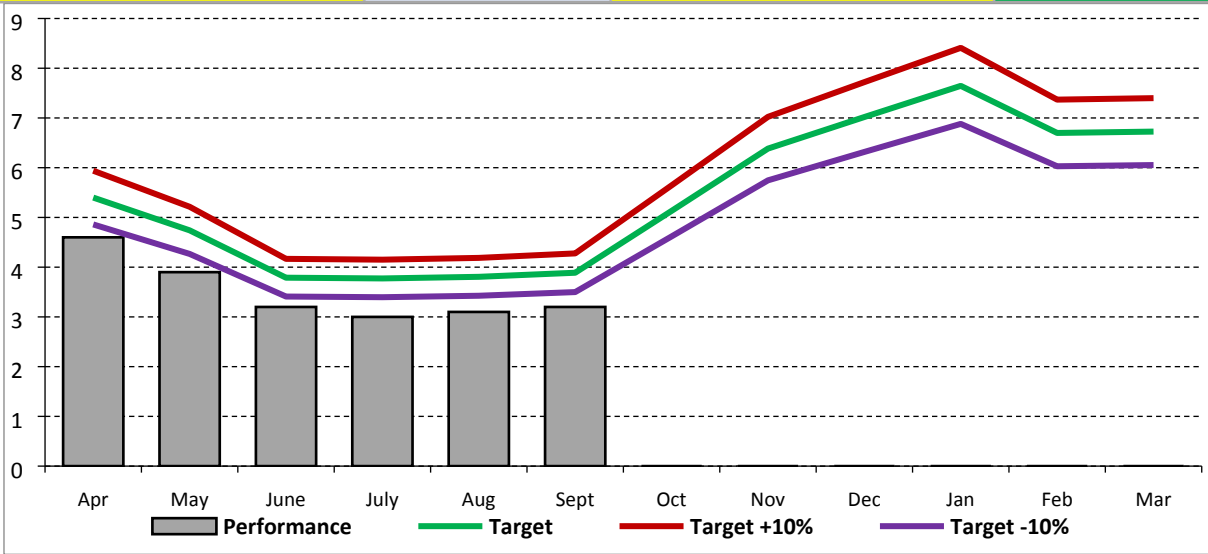


**COMMENTARY:**

<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>	Overall sickness among all staff at 4.83% shifts lost to sickness absence exceeds the 4% target and performance at quarter 2 2021 of 4.50%. If Covid 19 related absence was omitted then cumulative sickness for this quarter of 2022 would be 3.68% which is below the 4% target.
<b>WD11 WD12</b>	Cumulatively, 5.45% of shifts were lost to sickness absence among uniformed staff (4.02% with Covid related absence removed). This is higher than this period last year when grey book absence was 4.56% (including Covid). Non-uniformed staff absence in quarter 2 was 3.84% (3.13% without Covid 19 absence). This much improved on absence at quarter 2 2021 when 4.40% of available shifts were lost to sickness absence (including Covid).

## TE10 Total carbon output of all buildings

Service Plan Target Apr-Sept 2022	<b>25.4</b>	Progress to Date	<b>21.0</b>
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### TE10 Total carbon output of all buildings

<b>TE10</b>	Carbon output at 21.0 from all buildings is slightly lower than Q2 2021/22 (23.0) and below the target of 25.4. This measurement is based on tonnage of CO2# for the MFRS estate.
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