

SERVICE DELIVERY PLAN 2022-23:

April 2022 to March 2023

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

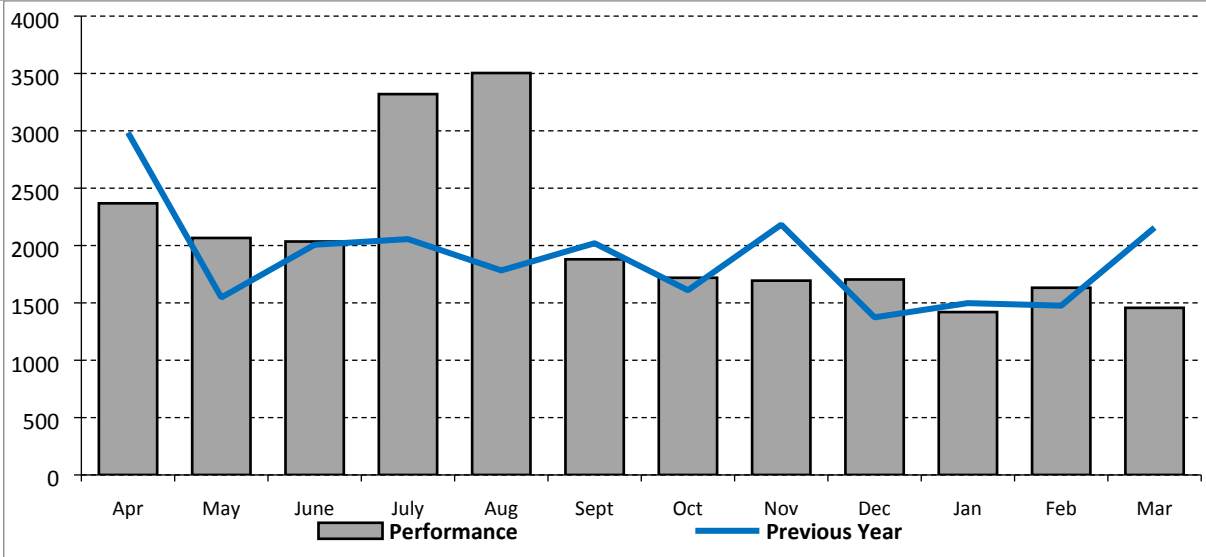
TC00 Total number of emergency calls received

Service Plan Target

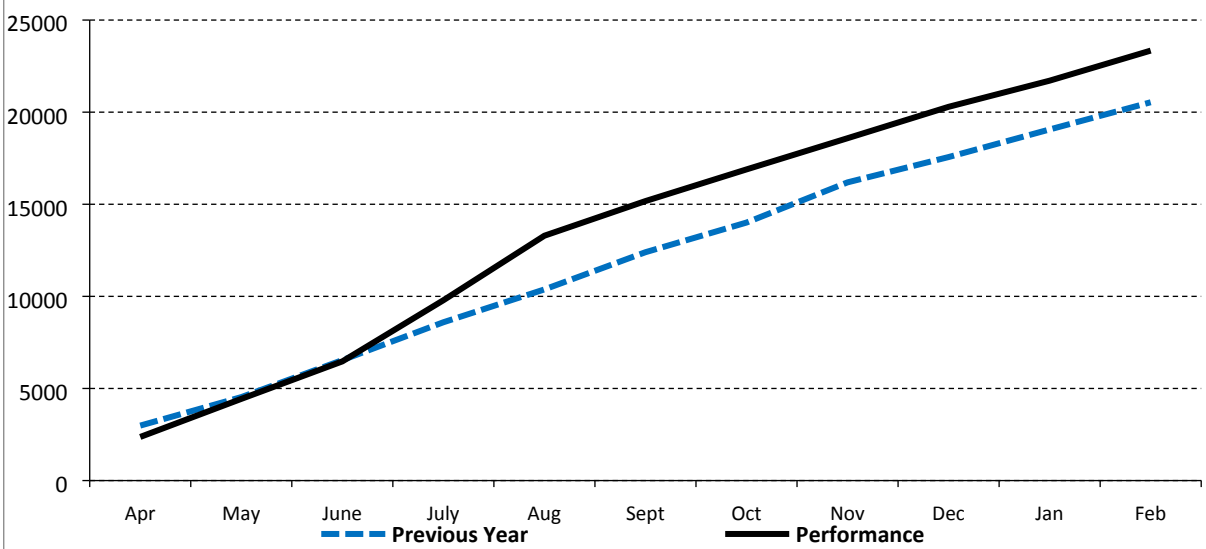
No target - Quality Assurance

Progress to Date

24799



Cumulative Performance



TO00 Total number of emergency calls received

For quality assurance only

DO22 The % of 999 calls answered within 10 seconds

TC00

During 2022/23 Fire Control received 24799 emergency calls. This was 2106 more calls than last year, when 22693 were received.

A peak in incidents during very hot weather in the Summer caused increases in calls and incidents in July and August. During August there were 3504 calls, which is the highest count of emergency calls since April 2010 when 3850 calls occurred. However since then the number of calls, while higher than last year, have remained relatively steady. Even the Bonfire period did not see the expected spike in calls, in fact it was our quietest Bonfire period on record, a very positive outcome from the work carried out by our Prevention teams and stations.

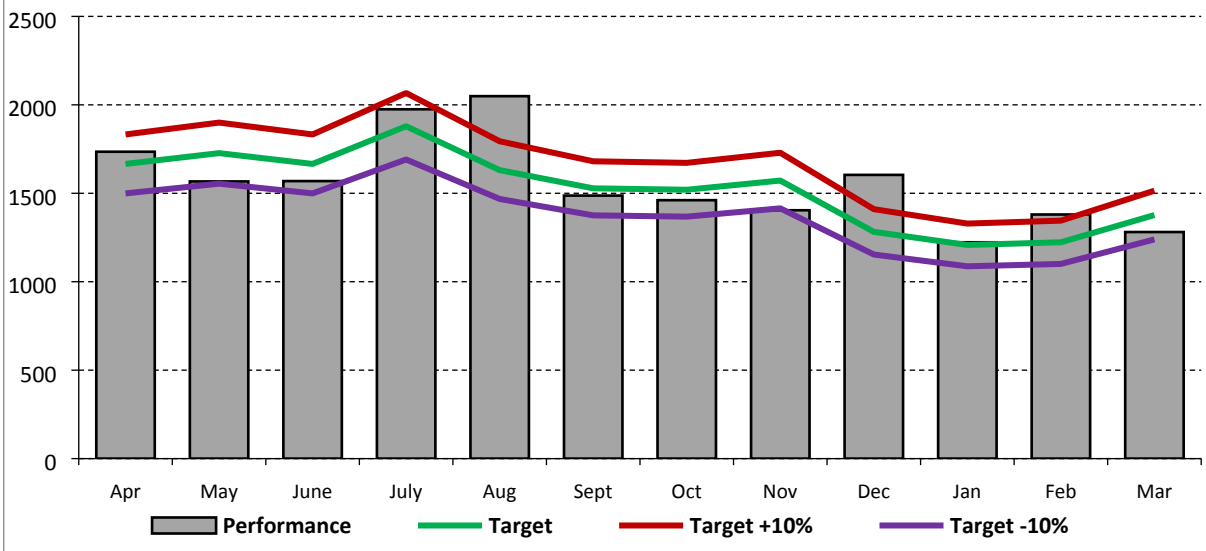
This indicator does not have a target it is monitored for quality assurance only.

DO22

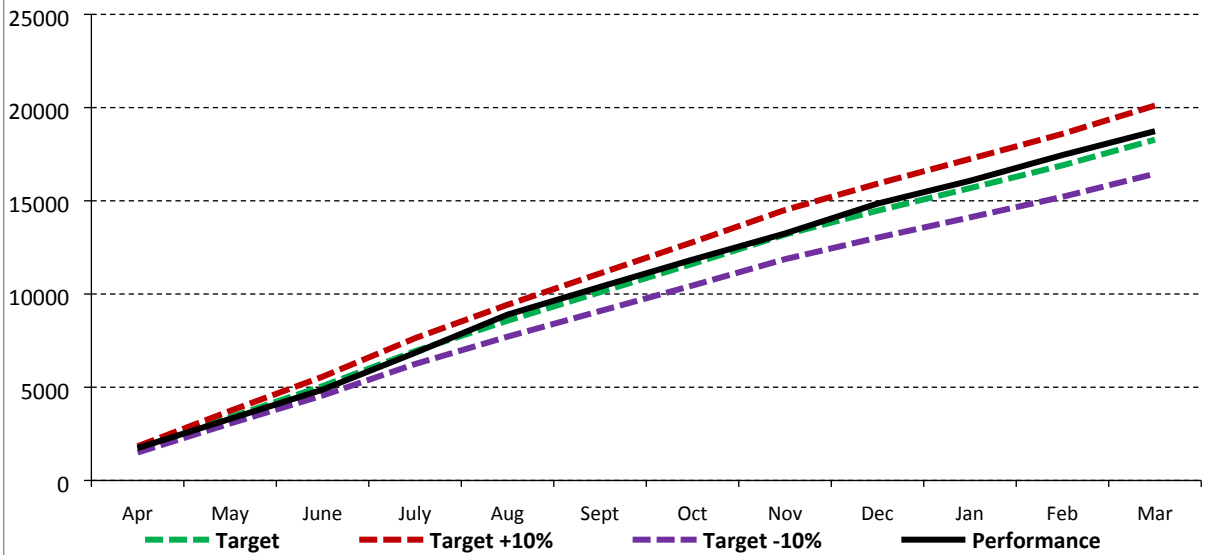
Cumulatively 96.8% of 999 calls were answered within 10 seconds achieving the performance standard of 96% target.

TC01 The total number of incidents attended

Service Plan Target April 22-Mar 23	18278	Progress to Date	18735
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Cumulative Performance



TC01 Total number of incidents attended

TC01

Due to an increase in most incident types during July and August, with a further peak in December (1603 incidents), this indicator remains within 10% of target with 18735 incidents attended against an annual target of 18278. This is 460 more incidents than 21/22 (18275).

As the exceptionally hot weather during July and August could have been a contributory factor to the peak in incidents. Very cold weather during December saw the number of flooding calls increase, accounting for 172 of the special service calls (660) attended that month.

The number of False Alarm calls attended increased this year from 6026 in 21/22 to 6317, likely due in part to the relaxation of Covid related guidelines. Protection teams continue to work closely with landlords and premises managers to reduce

the number of calls, but we also do not want to discourage callers if they genuinely believe there is a fire.

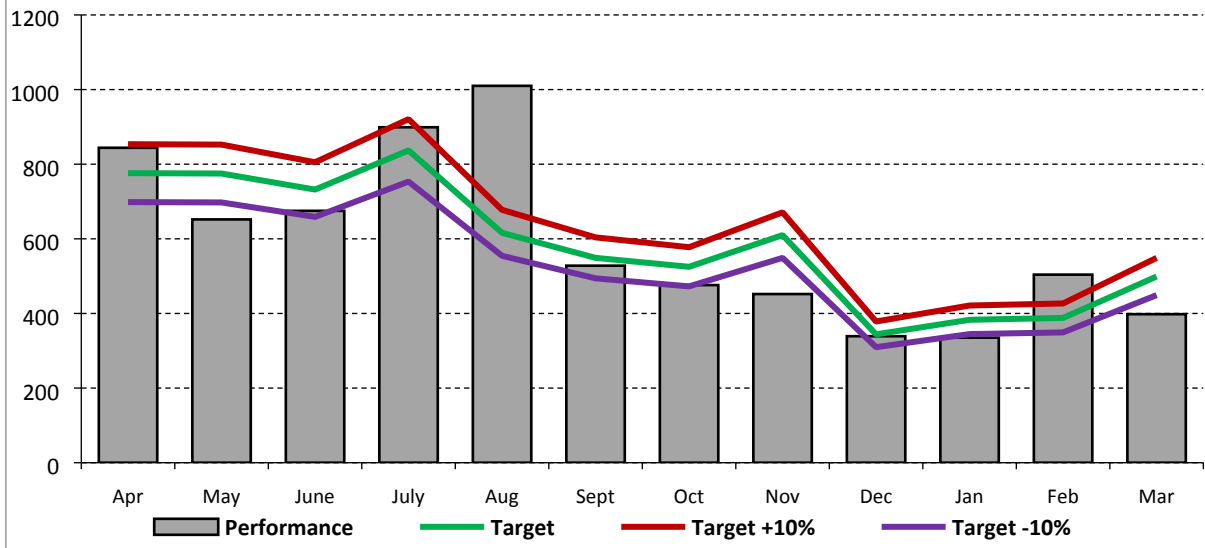
TC02 Total number of fires attended in Merseyside

Service Plan Target
April 22-Mar 23

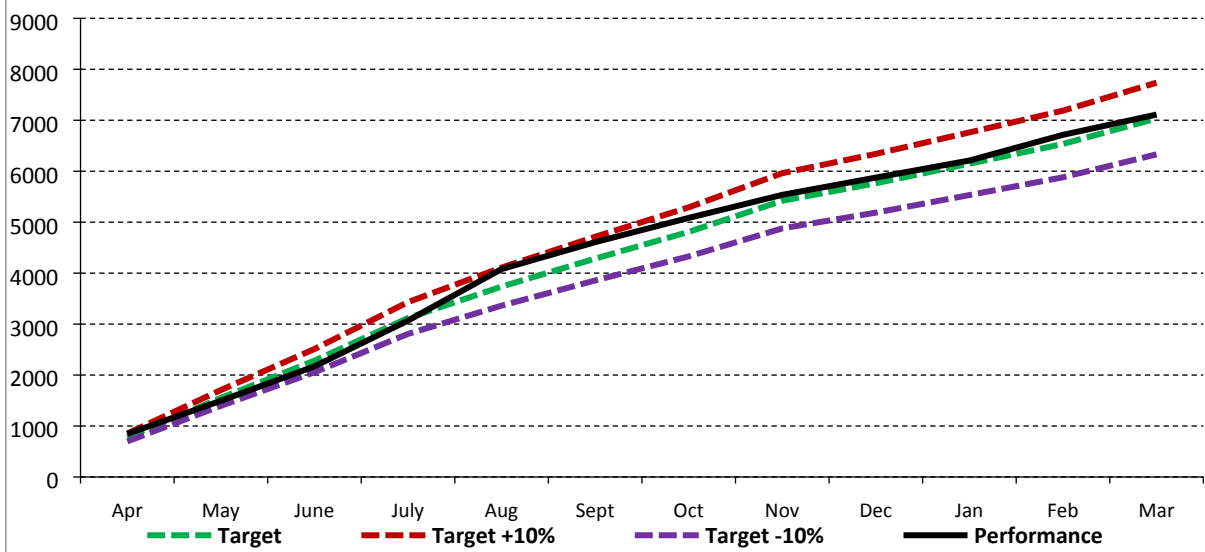
7034

Progress to Date

7112



Cumulative Performance



TC02 Total number of Fires attended in Merseyside

TC02

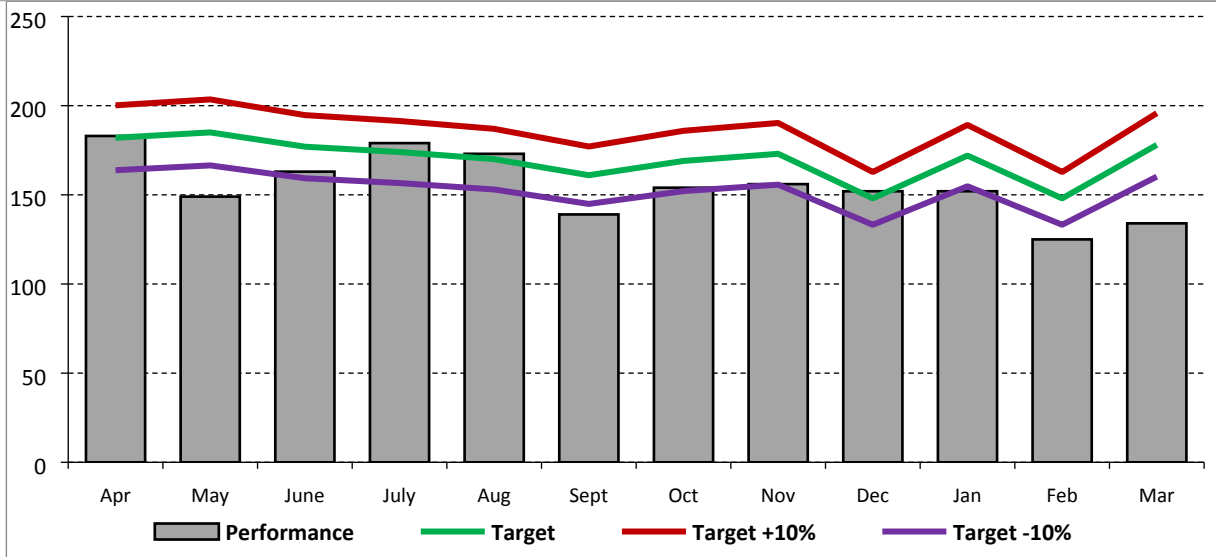
Fire crews attended 7112 fires during 2022/23. This is 208 more than in 2021/22 (6904).

Overall the counts of fires were affected by the hot summer with spikes in incidents during July and August, this was later rebalanced, with 2022 seeing the quietest Bonfire period on record for MFRS.

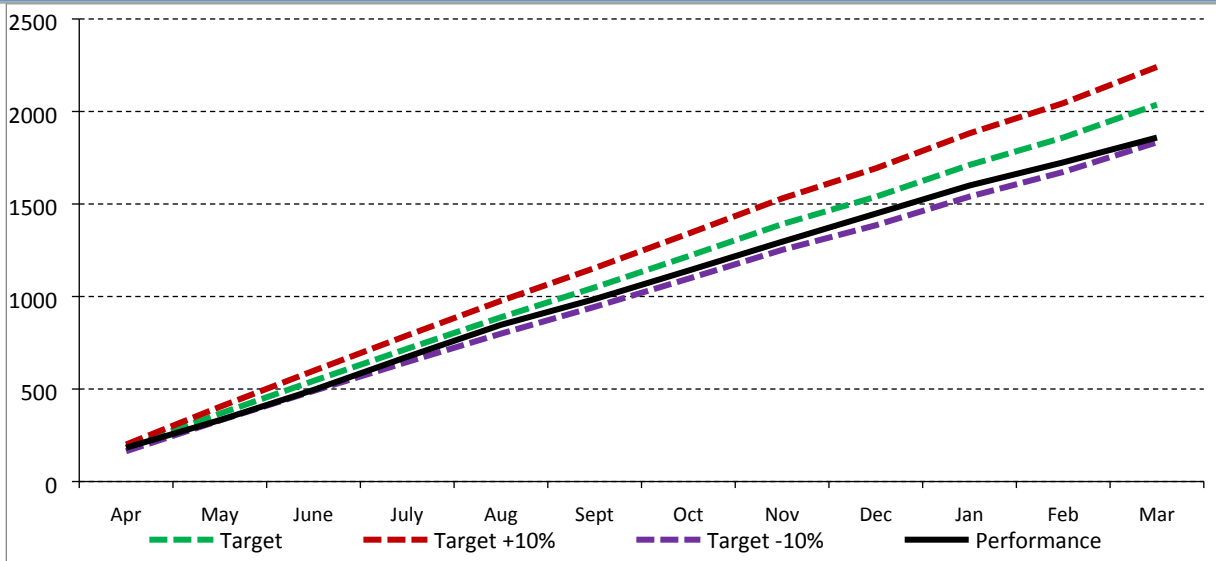
Arson teams and high visibility patrols alongside our targeted prevention work continue to improve outcomes for the Service.

TC03 Total number of primary fires attended

Service Plan Target April 22-Mar 23	2037	Progress to Date	1859
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Cumulative Performance



TC03 Total number of primary fires attended

TC03 Crews attended 1859 Primary Fires during 2021/22. This is 125 fewer than in 2021/22 (1984).

The number of accidental dwelling fires attended (780) remained below the cumulative target of 850.

Particularly of note for this year deliberate vehicle fires during 2022/23 (288) continue to decrease significantly when compared to 2021/22 when crews had attended 402 incidents.

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.

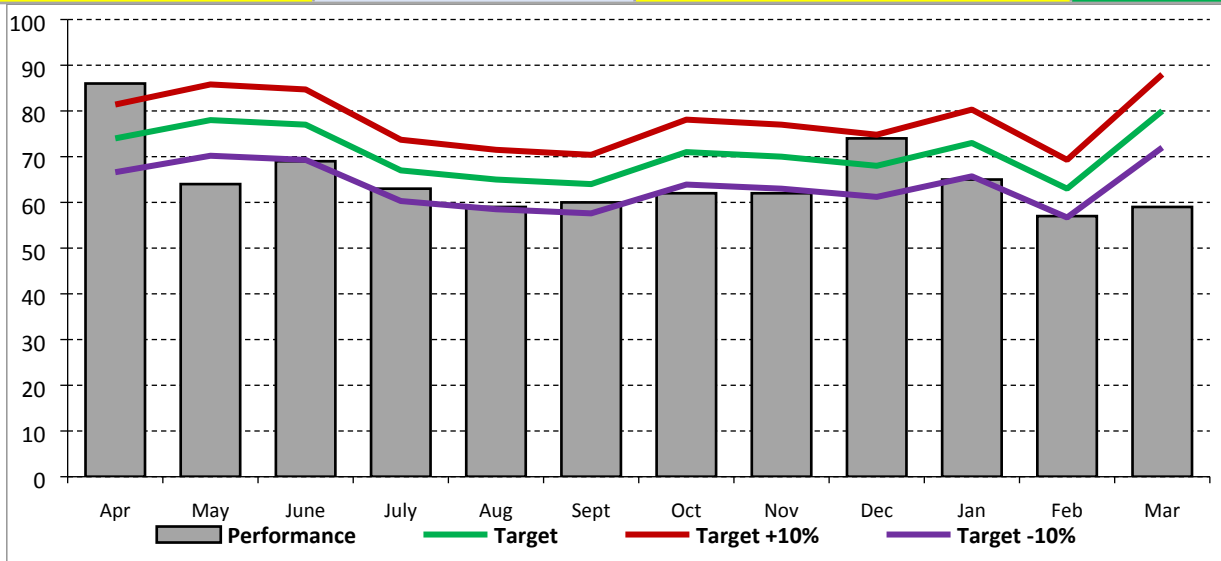
DC11	Number of accidental dwelling fires	
DC12	Number of fatalities in accidental dwelling fires	
DC13	Number of injuries in accidental dwelling fires	
DC14	Number of deliberate dwelling fires in occupied properties	
DC15	Number of deliberate dwelling fires in unoccupied properties	
DC16	Number of deaths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

COMMENTARY:

DC11	Accidental dwelling fires during 2022/23 (780) continue to be lower than the cumulative target for 2022/23 (850). This performance is also better than 2021/22, when crews attended 839 accidental dwelling fires.
DC12	There have sadly been 10 fatalities in an accidental dwelling fires. Taking ignition source into account; 3 fatal incidents were related to smokers' materials, 4 were due to cooking and 2 were related to electrical faults (1 of which was due to a ruptured E-bike lithium ion battery which resulted in 2 deaths). The ages of the victims ranged between 23 and 78; 3 victims were known to be above the age of 70, 5 were above the age of 65. Work has taken place to analyse the nature of these incidents and actions put in place to reduce them in the future.
DC13	There have been 59 injuries in Accidental Dwelling Fires. This is considerably under the cumulative target of 90.
DC14	Deliberate dwelling fires in occupied property (119) is below the cumulative target (129).
DC15	Deliberate fires in unoccupied properties (19) is less than at this time in 2021, when 18 incidents were attended.
DC16 DC17	There have been no fatalities in the deliberate dwelling fires and 7 injuries.

DC11 Number of accidental fires in dwellings

Service Plan Target April 22-Mar 23	850	Progress to Date	780
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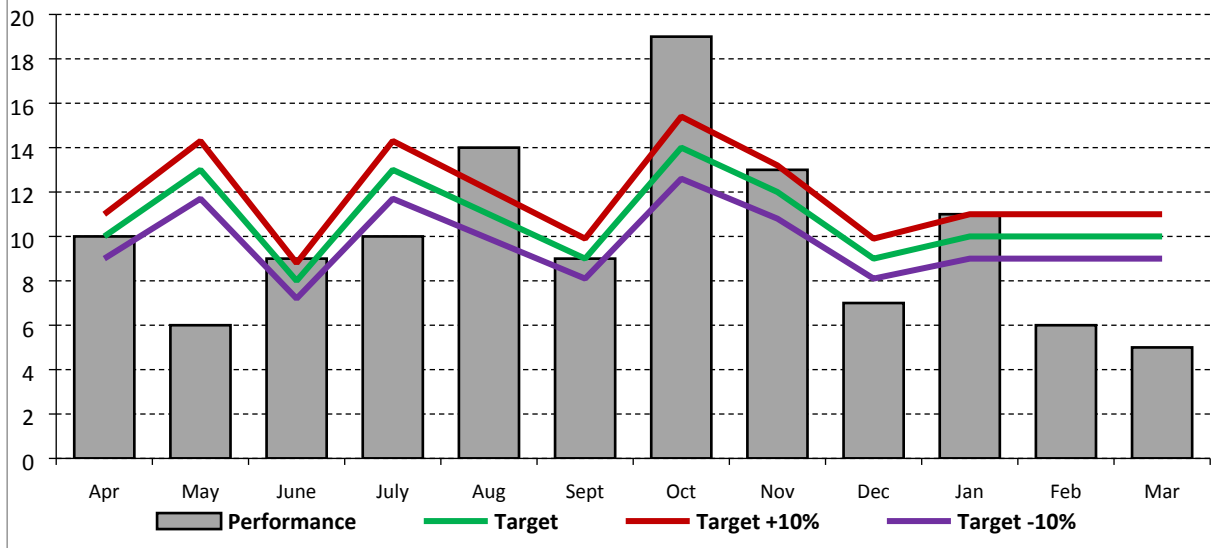
DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target
April 22-Mar 23

129

Progress to Date

119



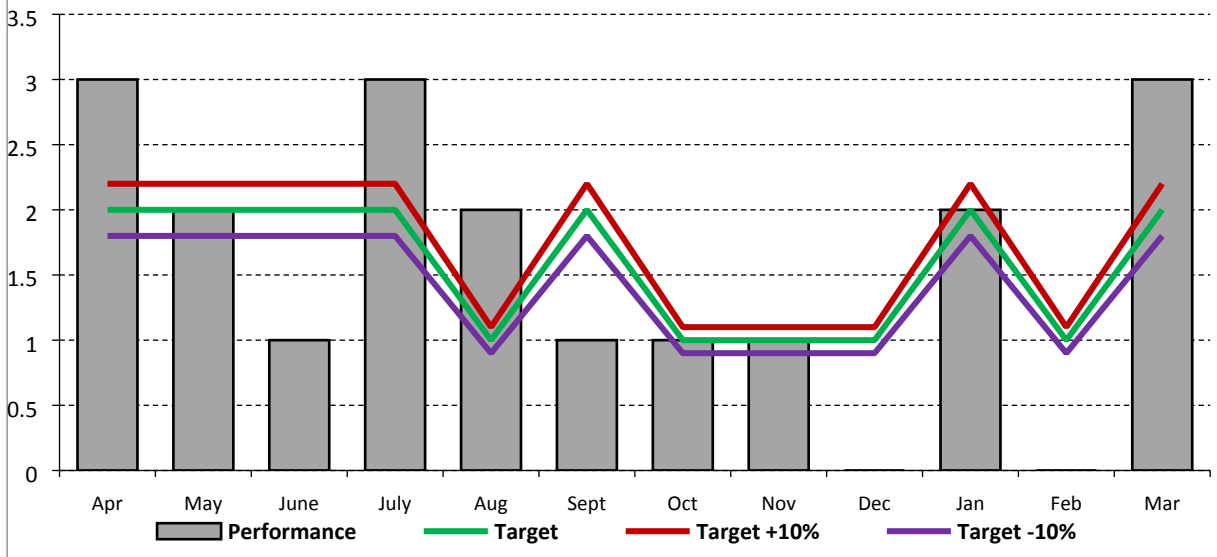
DC15 Number of deliberate fires in unoccupied properties

Service Plan Target
April 22-Mar 23

19

Progress to Date

19



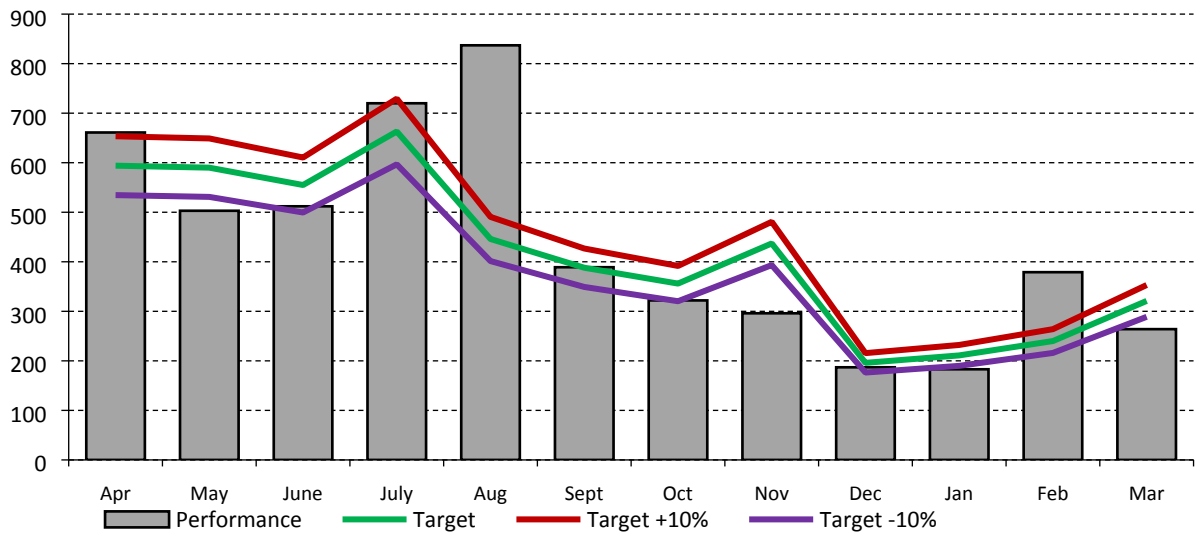
TC04 Total number of secondary fires attended

Service Plan Target
April 22-Mar 23

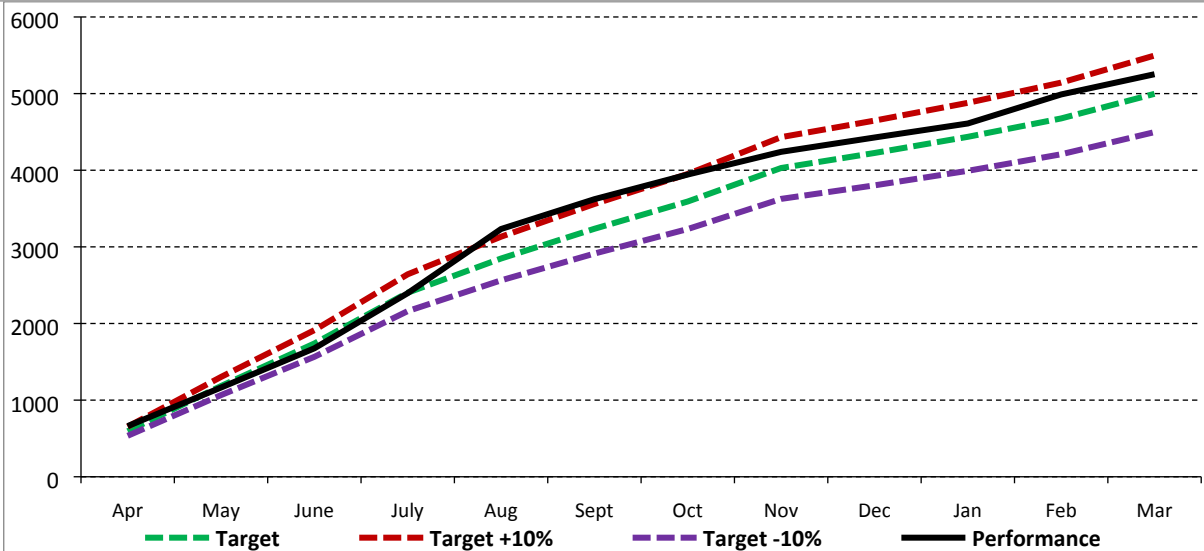
4997

Progress to Date

5253



Cumulative Performance



TC04 Total number of secondary fires attended

AC13 Number of deliberate ASB fires attended

TC04

There were 5253 secondary fires during this reporting period. This is 333 more fires than in 2021/22 (4920). As mentioned previously the very hot weather in July and August saw increases in incidents; July (720) and August (836 – the highest count of incidents in over 15 years). Since then the number of fires attended has dropped steadily each month, with a slight increase in incidents in February, but nowhere near the amount attended in Spring/Summer 2022.

AC13

The count of anti-social behaviour fires was lower this year (3291) than in 2021/22 (3363) and the annual cumulative target has been achieved (3293).

As with other incident types the increase in incidents during very hot Summer weather continued to have an impact on the cumulative performance for the rest of the year. During the 2022/23 Bonfire Period, overall deliberate secondary fires were well down, so much so it was the lowest count in such

incidents recorded with 183 in total. Very low number of incidents during December and January (117 each month) meant the annual target was achieved (3293).

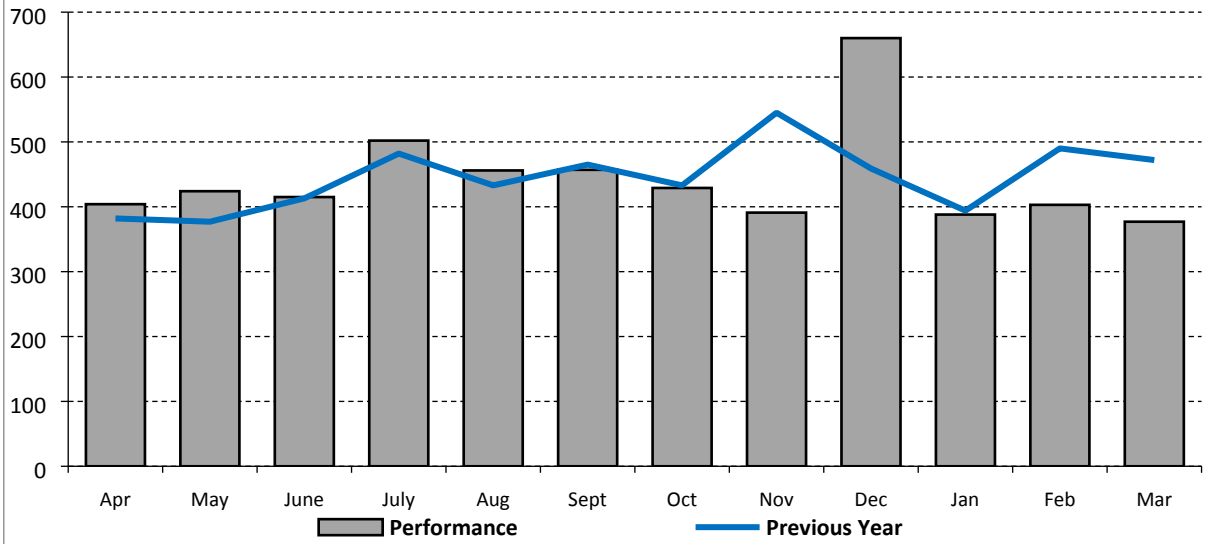
TC05 Total number of special services attended

Service Plan Target

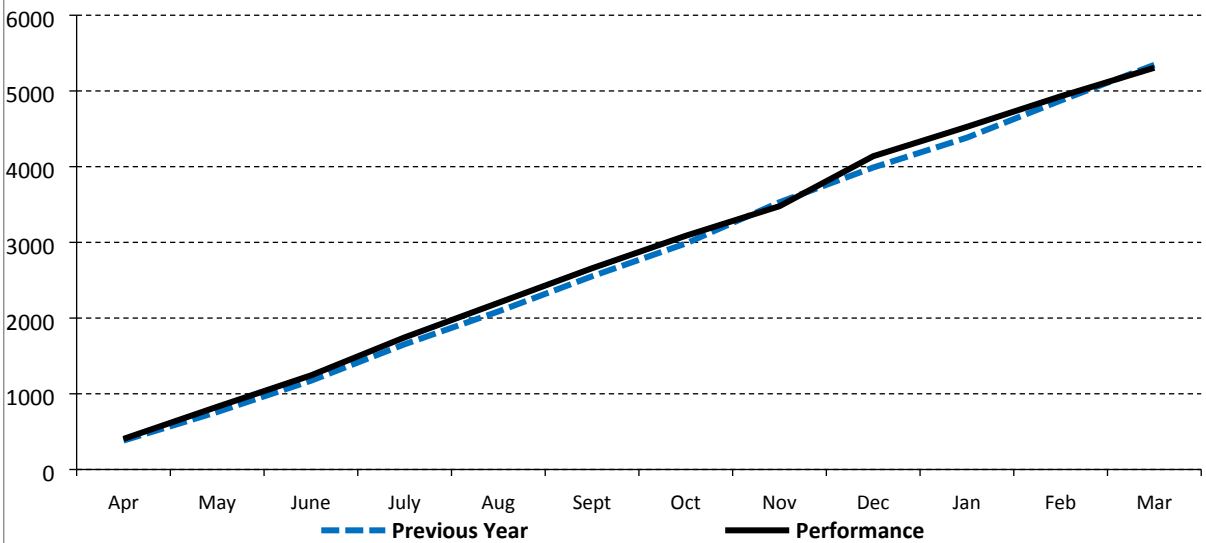
Quality Assurance

Progress to Date

5306



Cumulative Performance



TC05 Total number of Special Services attended

For quality assurance only

TC05

When personnel and equipment are deployed for services other than firefighting, 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 (1251 incidents or 23.6%), for example, providing assistance in effecting entry to properties. They also include incident types such as Road Traffic Collisions, Effecting Entry and Water Rescue.

During 2022/23 the number of special services attended (5306) was less than in 2021/22 (5345) a decrease of 39 incidents. Assisting other agencies continues to account for a large proportion of Special Services attended.

	Special Service calls 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.
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RC11	Number of road traffic collisions (RTC)
RC12	Number of fatalities in road traffic collisions (RTC)
RC13	Number of injuries in road traffic collisions (RTC)
RC14	Number of killed and serious injuries (KSI) in RTC's across Merseyside
RC24	Total number of water rescues attended

COMMENTARY:	
RC11	The number of Road Traffic Collisions attended (842) is slightly more than last year (830).
RC12	Sadly there have been 8 fatalities in RTC's attended by MFRS this is fewer than 2021/22 when there were 15 fatalities.
RC13	The 314 injuries in RTC's is an increase on 2021/22 performance when there were 284 injuries.
RC14	Merseyside Police's RTC – "Stats-19" data is used to measure performance relating to RTCs including the 16-24 year old age group that MFRS Prevention teams target. This shows fewer incidents than last year, with 454 incidents attended compared to 476 in 2021/22.
RC24	Water rescues are also included in Special Service calls and this type of incident has reduced from 51 in 2021/22 to 29 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.

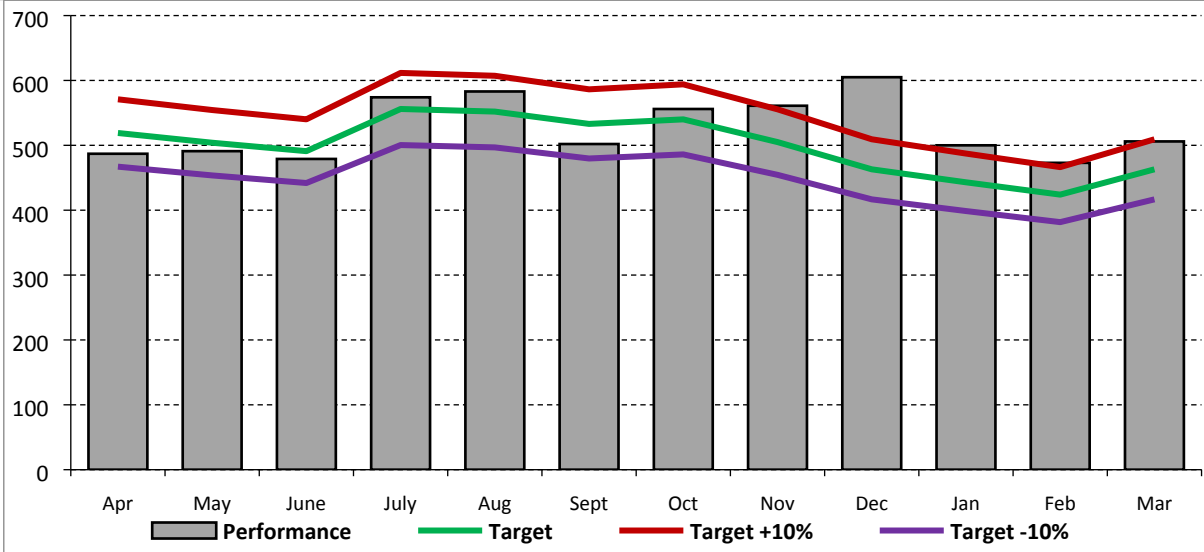
TC06 Total number of false alarms attended

Service Plan Target
April 22-Mar 23

5993

Progress to Date

6317



TC06 Total number of false alarms attended

TC06

The number of false alarms attended (6317) have increased when compared to last year (6026) but is within 10% of the cumulative annual target for 2022/23 (5993). The majority of false alarm calls are due to accidental/careless actuation, faults on the system and burnt toast incidents.

FC23

The total number of False Alarm Good Intent incidents attended during the year April 2022 to March 2023 were 3761. This is 64 more than at this time in 2021/22 (3697). This indicator does not have a target as we would not want to discourage people calling if they thought there was a fire. We actually use social media and other communications to encourage people to report smoke alarms sounding in neighbouring properties.

FC12/11

False Alarm incidents due to smoke alarm actuations in domestic dwellings (3141) are higher than in 2021/22 (2958) but are within 10% annual target (2974). Incidents attended in non-domestic premises (469) have decreased when compared to last year (552). Analysis has established that some of these incidents would be more appropriately recorded as False Alarm Good Intent and the indicator has been adjusted to reflect this in 2023/24.

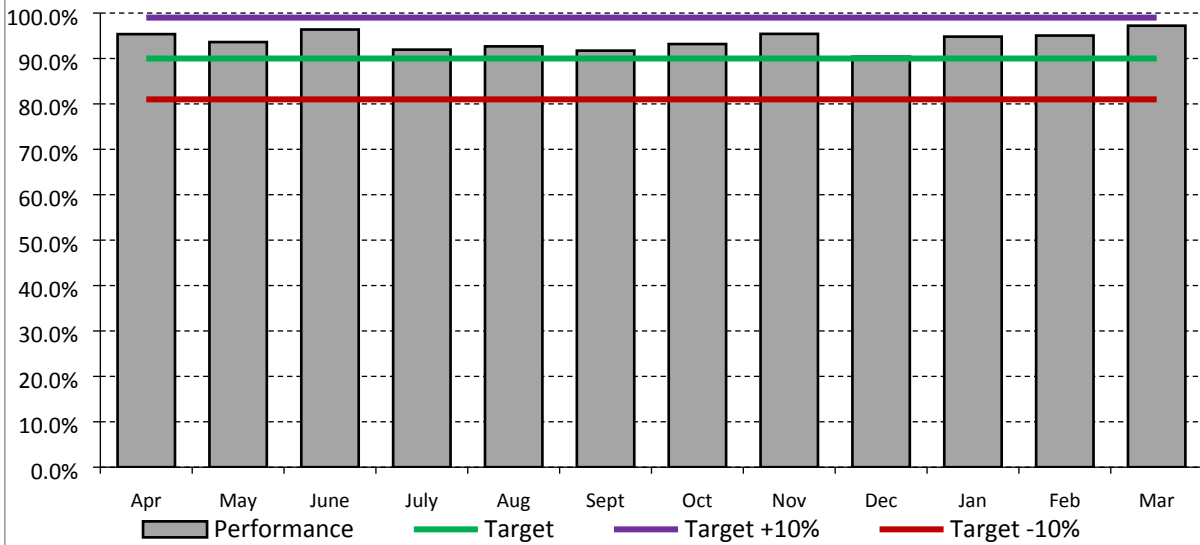
TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes

Service Plan Target
April 22-Mar 23

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

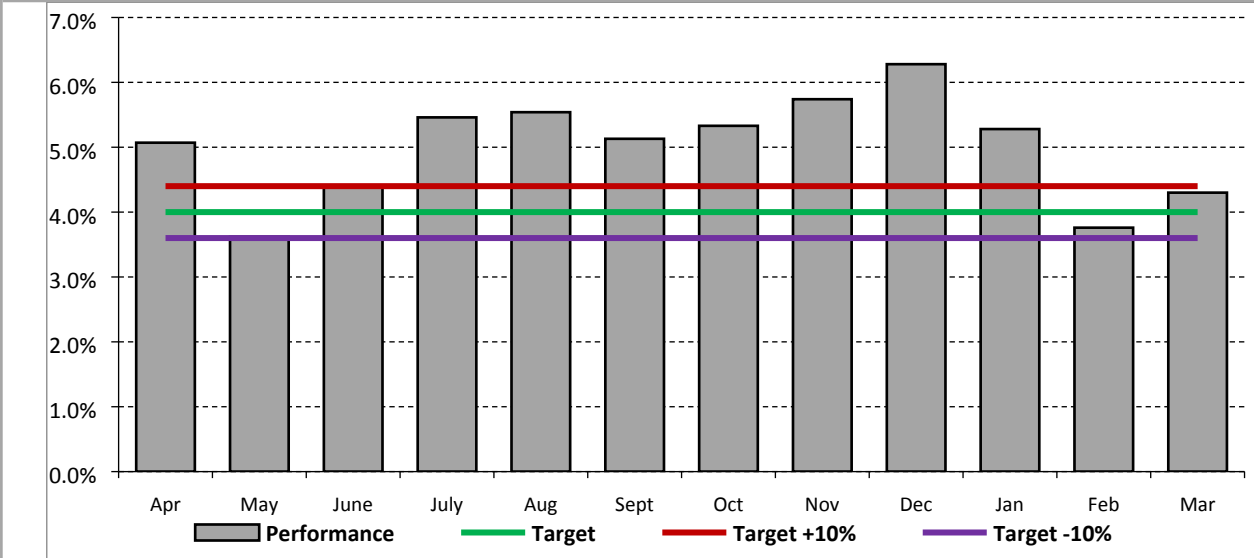
Operational staff attained the attendance standard of the first attendance of an appliance at a life risk incident within 10 minutes on 93.9% of occasions, achieving the target of 90%.

DR23

Crews when being mobilised to emergency incidents went from alert to mobile in under 1.9 minutes on 96% of incidents achieving the target 95%.

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

Service Plan Target April 22-Mar 23	4%	Progress to Date	4.95%
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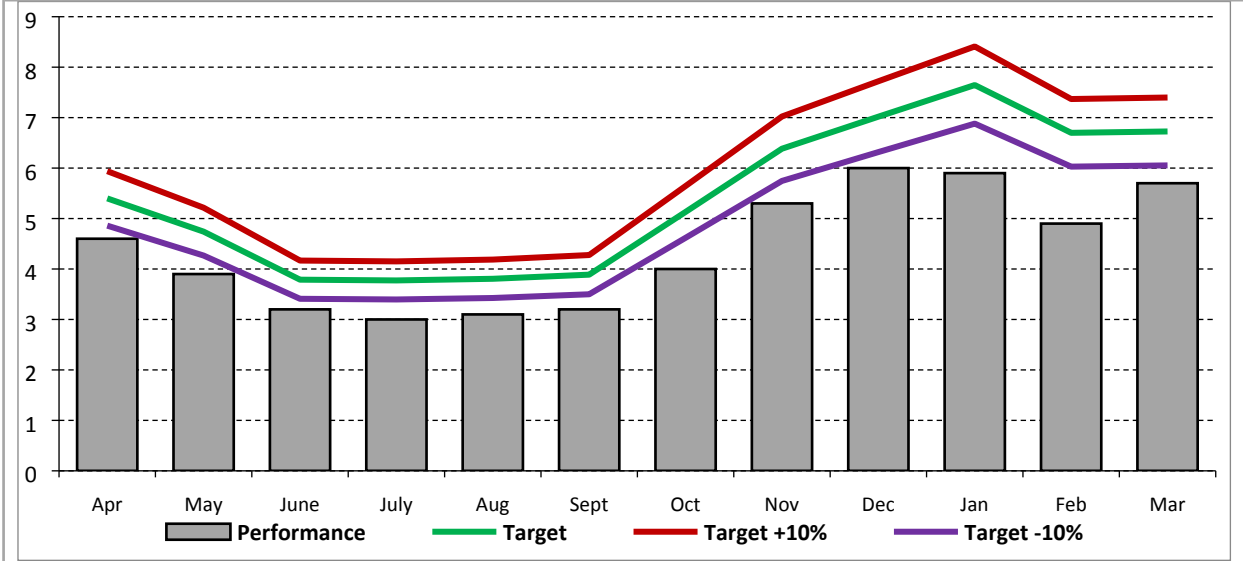


COMMENTARY:

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 4.95% shifts lost, exceeds the 4% target but is an improvement on 21/22 when absence was 5.40% . If Covid 19 related absence was omitted then cumulative sickness at March 2023 would be 4.01%, very close to the target.
WD11 WD12	Cumulatively, 5.41% of shifts were lost to sickness absence among uniformed staff (4.48% with Covid related absence removed). This is considerably less than for the same period last year when Grey book absence was 6.40% (including Covid). Non-uniformed staff absence in quarter 4 was 4.24% (3.63% without Covid 19 absence). Again this is much improved on absence at quarter 4 2021/22 when 5.40% of available shifts were lost to sickness absence (including Covid).

TE10 Total carbon output of all buildings

Service Plan Target April 22-Mar 23	65.0	Progress to Date	52.8
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TE10 Total carbon output of all buildings

TE10	<p>Carbon output for 2022/23 at 52.8 from all buildings is lower than in 2021/22 (55.6) and below the target of 65.0. This measurement is based on tonnage of CO2# for the MFRS estate. The Service has commissioned work to establish a pathway to Net Zero by 2040, as previously agreed by the Authority.</p>
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