

SERVICE DELIVERY PLAN 2023-24:

April to June 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

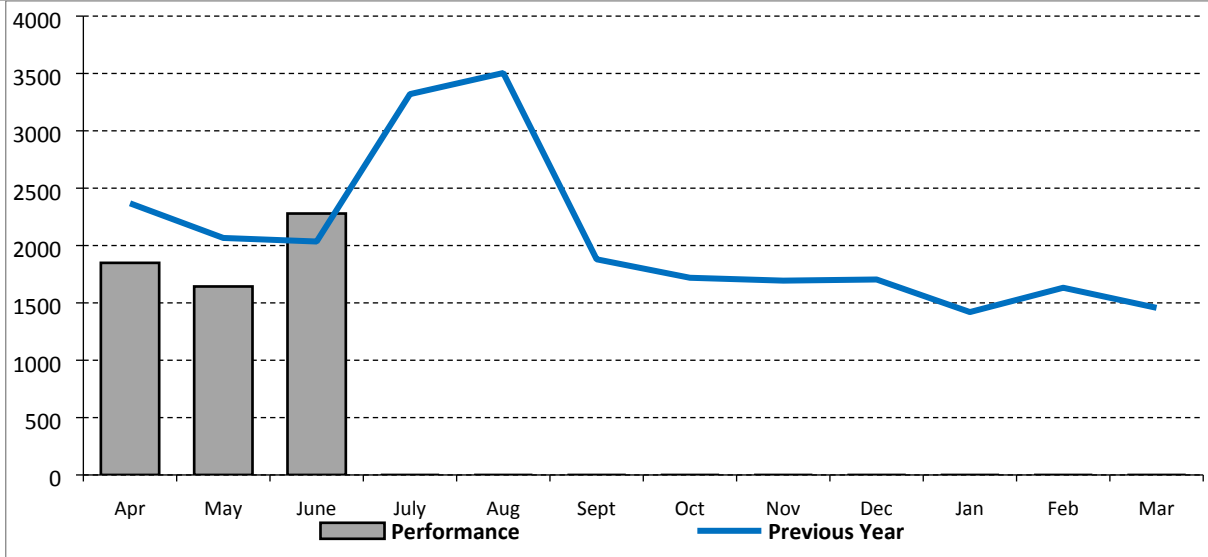
TC00 Total number of emergency calls received

Service Plan Target

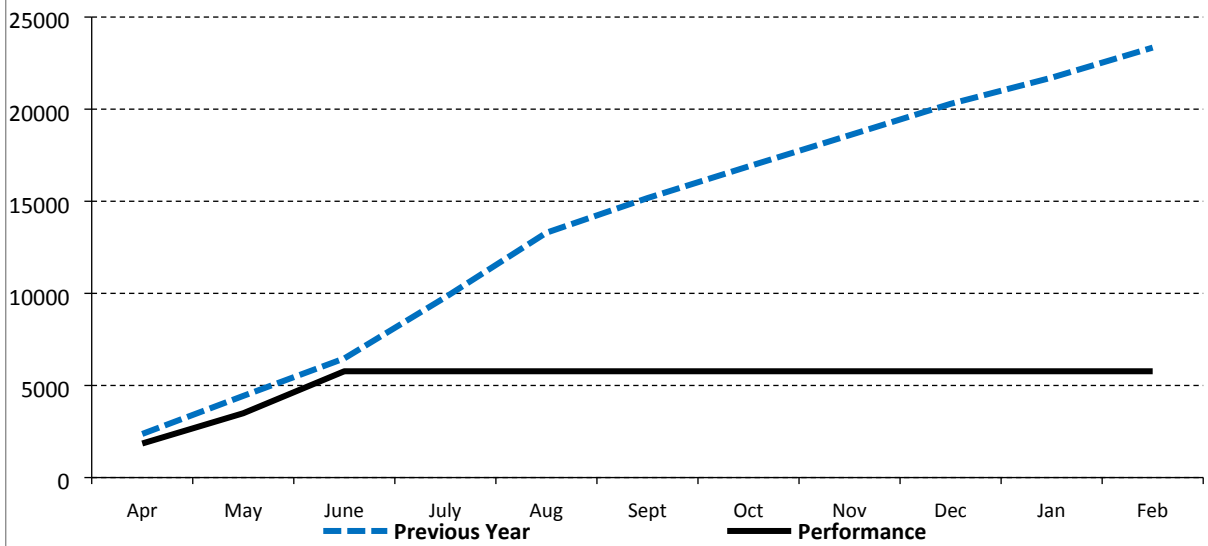
No target - Quality Assurance

Progress to Date

5771



Cumulative Performance



TO00 Total number of emergency calls received

For quality assurance only

DO22 The % of 999 calls answered within 10 seconds

TO00

During the first quarter of 2023-24 Fire Control received 5771 emergency calls. This was 698 fewer calls than this time last year, when 6469 calls were received.

June saw a higher number of calls (2279) than April (1849) or May (1643). 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 97.6% of 999 calls were answered within 10 seconds. This out performs the 96% target.

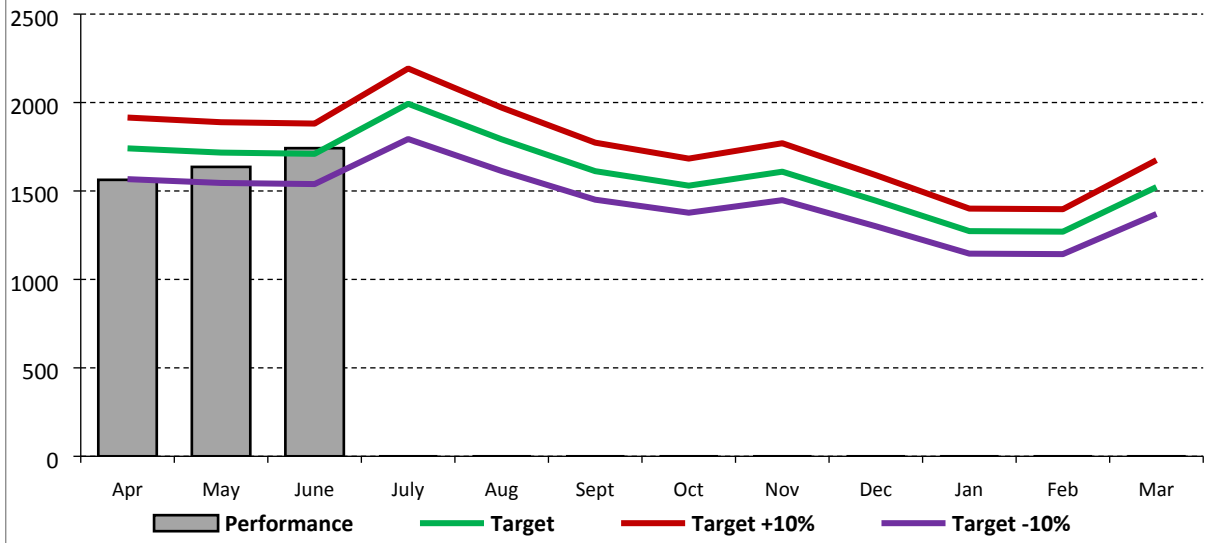
TC01 The total number of incidents attended

Service Plan Target
Apr-June 2023

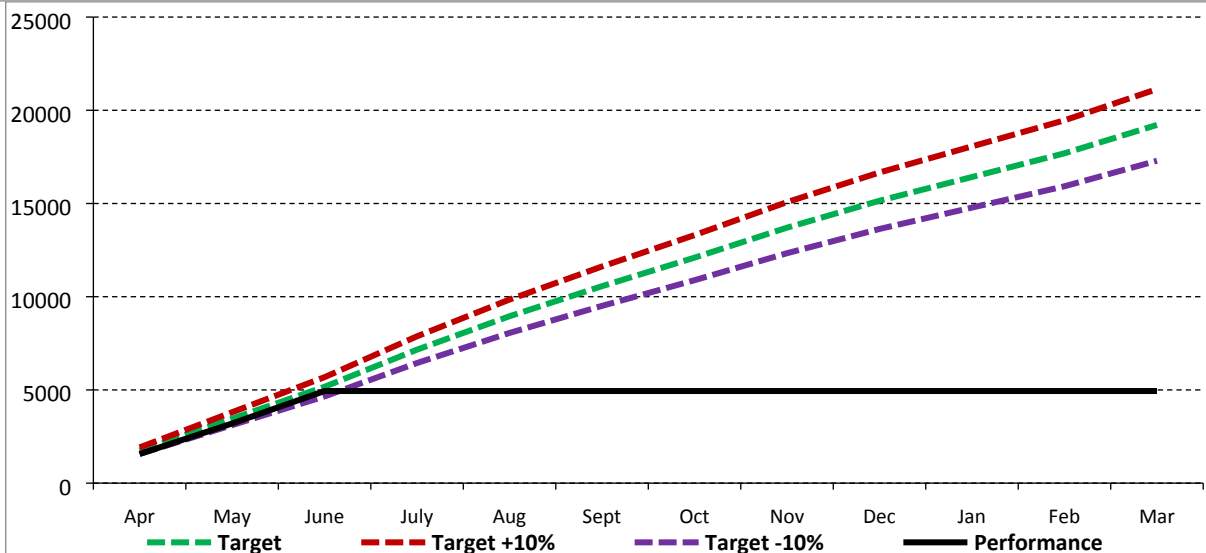
5168

Progress to Date

4941



Cumulative Performance



TC01 Total number of incidents attended

TC01

Performance against all key performance indicators (KPI's) has remained under target except False Alarms and Special Service calls during this reporting period. We do not want to discourage or reduce either of these incident types.

Weather was lot drier than usual during mid May to the end of June which could be a contributory factor to the increase in fire incidents such as secondary fires.

During this period there have been 69 more incidents attended (4941) than at this time last year (4872).

The number of Special Service incidents attended (1307) when compared to previous years (1243 in the first quarter of 2022-23) continue to increase, this is, in part, due to MFRS assisting partner agencies on a more regular basis.

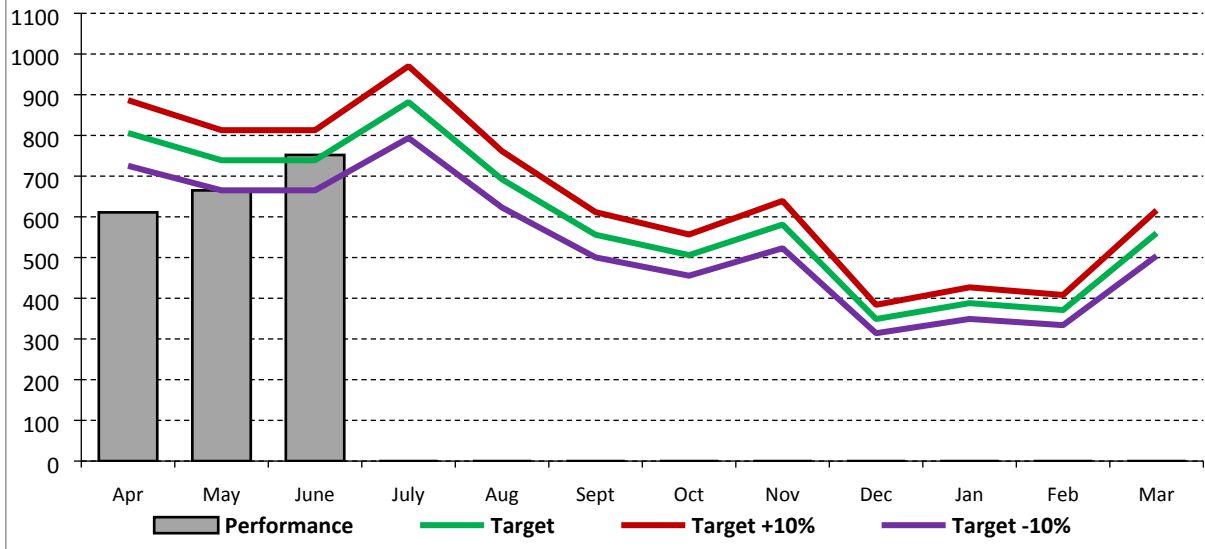
TC02 Total number of fires attended in Merseyside

Service Plan Target
Apr-June 2023

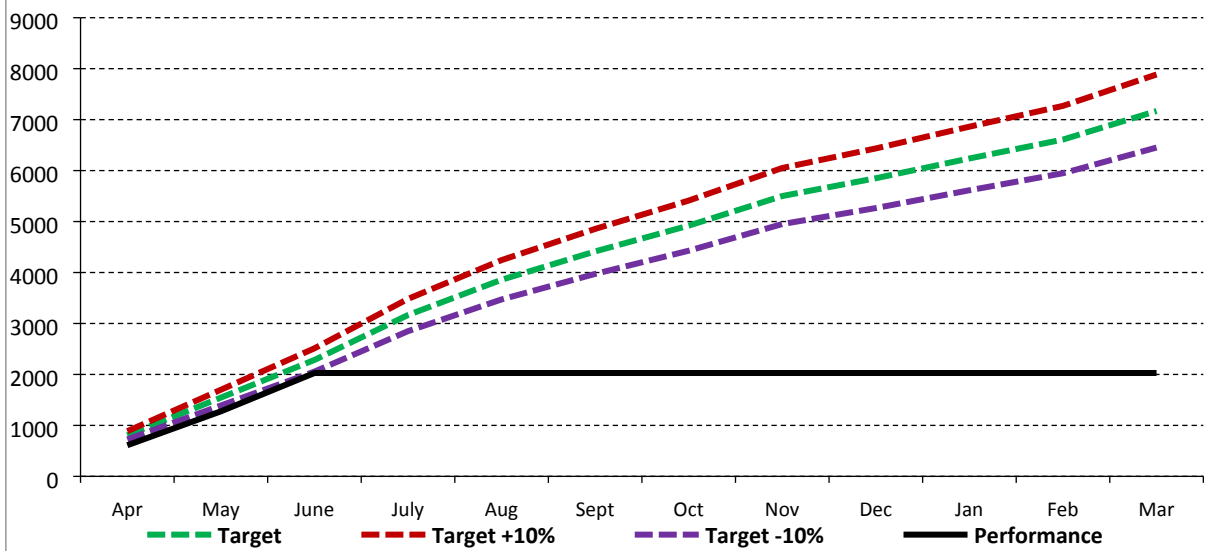
2284

Progress to Date

2028



Cumulative Performance



TC02 Total number of Fires attended in Merseyside

TC02

Crews attended 2028 fires during April to June 2023. This is 144 fewer than in 2022 (22172) and also below the cumulative target of 2284.

As the weather became warmer from mid May to the end of June the number of fires increased April (611), May (665) and June (750). Incidents have fallen again in July.

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

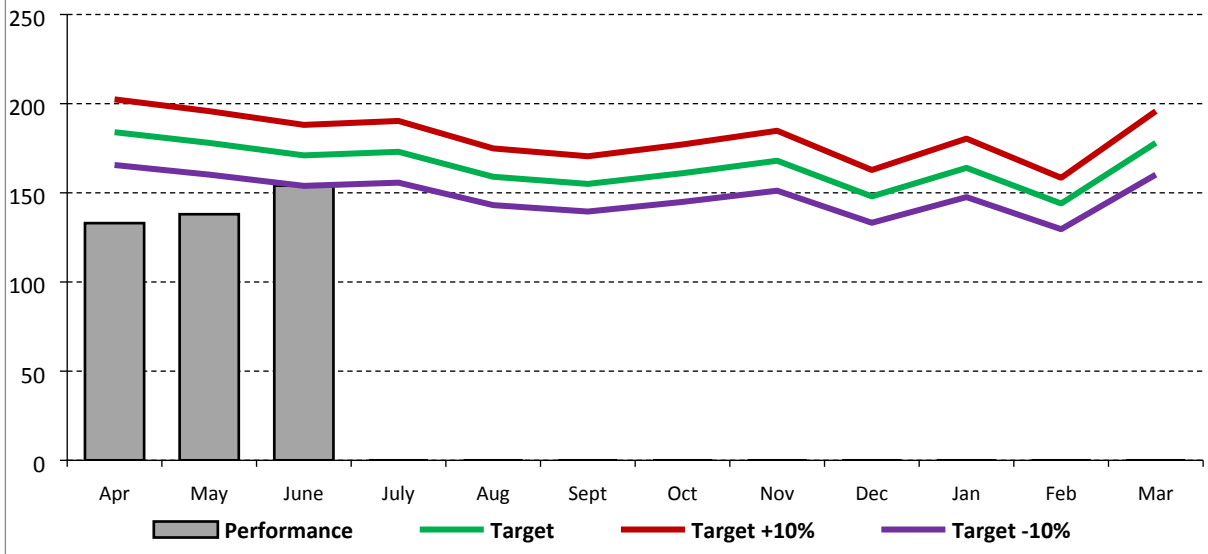
TC03 Total number of primary fires attended

Service Plan Target
Apr-June 2023

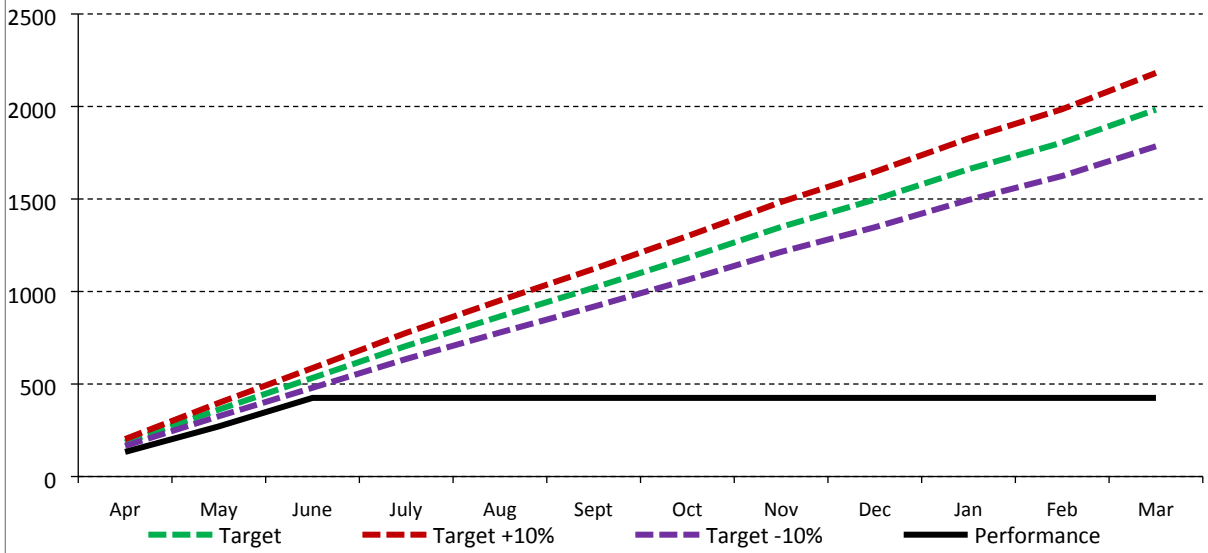
533

Progress to Date

425



Cumulative Performance



TC03 Total number of primary fires attended

TC03

During the first quarter of 2023/24 crews attended 425 Primary Fires. This is 71 fewer than in 2022/23 (496).

The number of dwelling fires attended remain less than last year and below cumulative targets.

Deliberate vehicle fires to date during 2023/24 (67) have also decreased when compared to 72 during quarter 1 of 2022/23.

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.

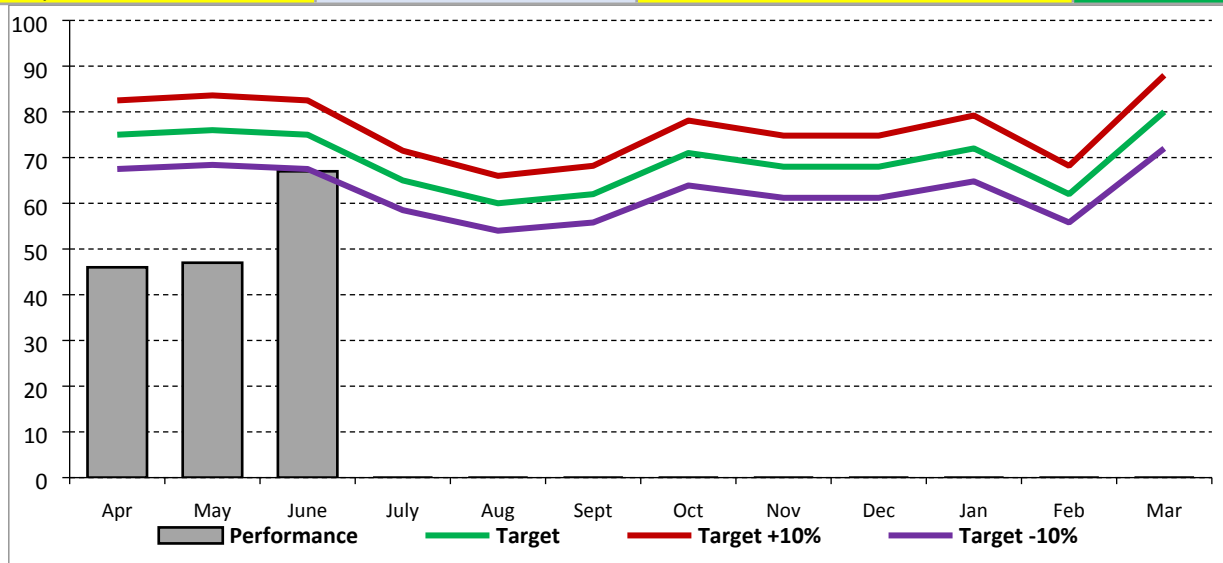
DC11	Number of accidental dwelling fires	
DC12	Number of fatalities in accidental dwelling fires	
DC13	Number of injuries in accidental dwelling fires	
DC14	Number of deliberate dwelling fires in occupied properties	
DC15	Number of deliberate dwelling fires in unoccupied properties	
DC16	Number of deaths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

COMMENTARY:

DC11	Accidental dwelling fires during 2023/24 at 160 are considerably lower than the cumulative target for quarter 1 (226). This performance is lower than 2022/23, when crews attended 219 accidental dwelling fires.
DC12	There has sadly been 1 fatality in an accidental dwelling fire to date.
DC13	There have been 17 injuries in Accidental Dwelling Fires. This is below the cumulative target of 24.
DC14	Deliberate dwelling fires in occupied property (24) is below the cumulative target (31) and there has been 1 less than in 2022/23 (25).
DC15	Deliberate fires in unoccupied properties (6) is 1 over the target 5 and the same as for this period last year
DC16 DC17	There have been no fatalities or injuries in the deliberate dwelling fires to date.

DC11 Number of accidental fires in dwellings

Service Plan Target Apr-June 2023	226	Progress to Date	160
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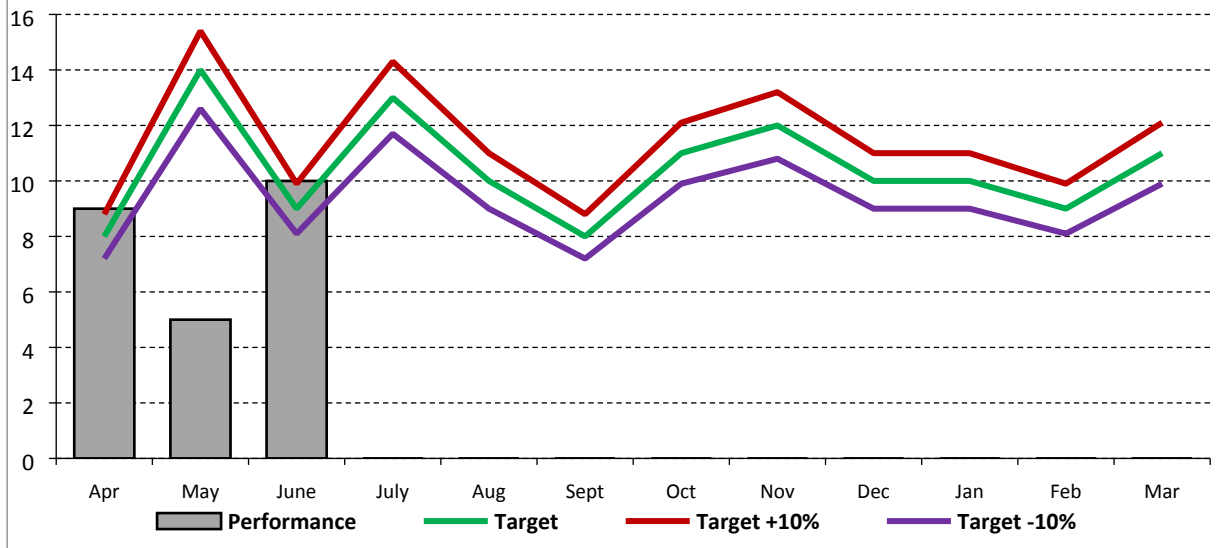
DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target
Apr-June 2023

31

Progress to Date

24



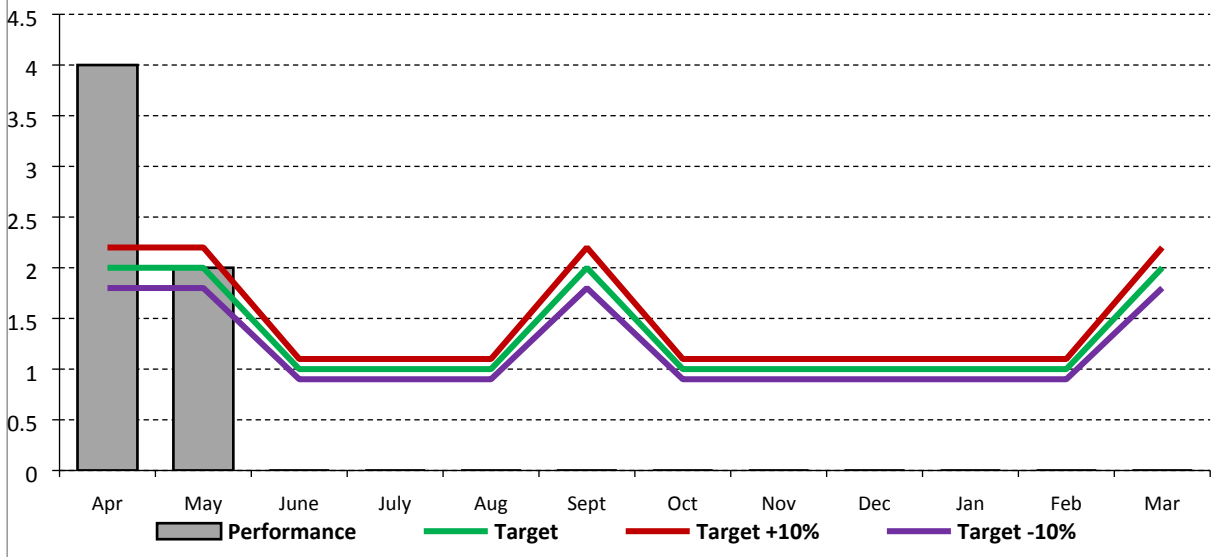
DC15 Number of deliberate fires in unoccupied properties

Service Plan Target
Apr-June 2023

5

Progress to Date

6



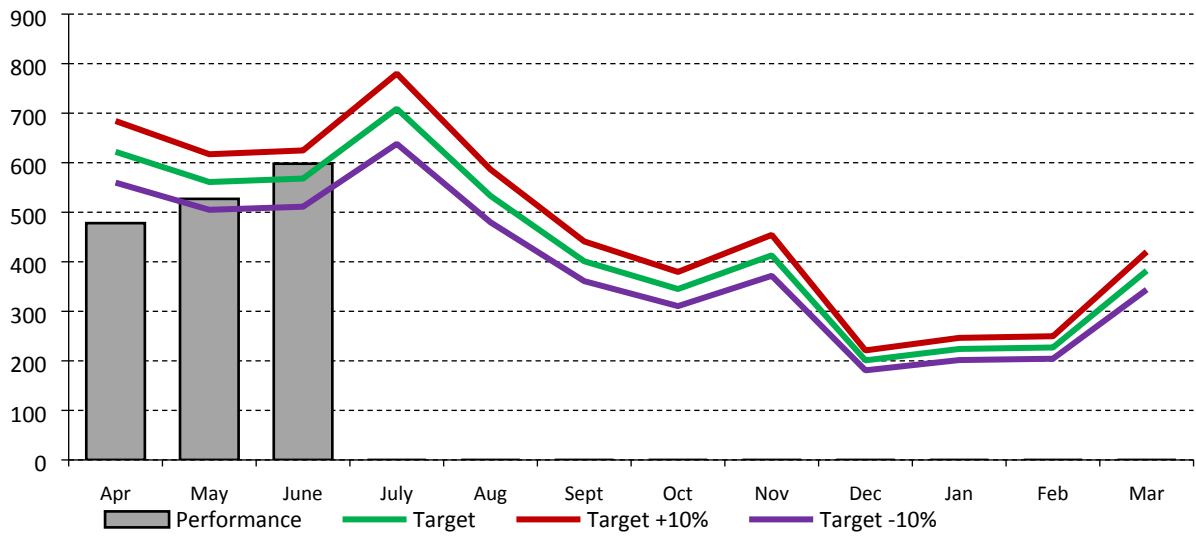
TC04 Total number of secondary fires attended

Service Plan Target
Apr-June 2023

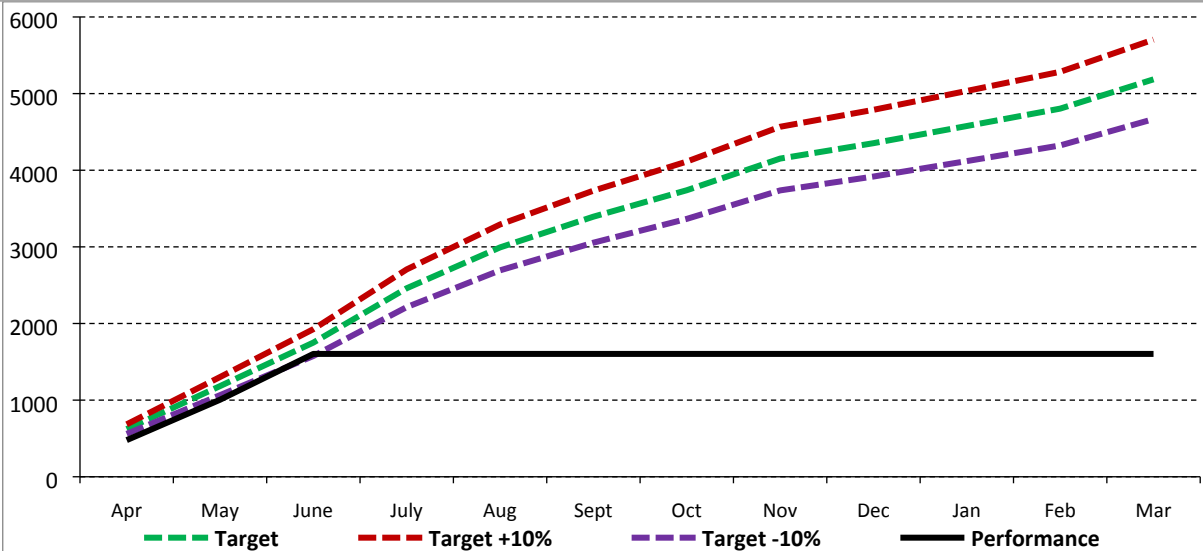
1751

Progress to Date

1601



Cumulative Performance



TC04 Total number of secondary fires attended

AC13 Number of deliberate ASB fires attended

TC04

There were 1601 secondary fires during this reporting period. This is 75 less fires than in 2022/23 (1676). There was an increase in incidents during June (596) but this was in part due to there only being 7% of expected rainfall

AC13

The count of anti-social behaviour fires attended is lower this year (976) than in 2022/23 (1052) and achieves the cumulative Q1 target (1061). Incident numbers remained relatively consistent throughout Q1 with a slight peak in June (341) incidents.

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.

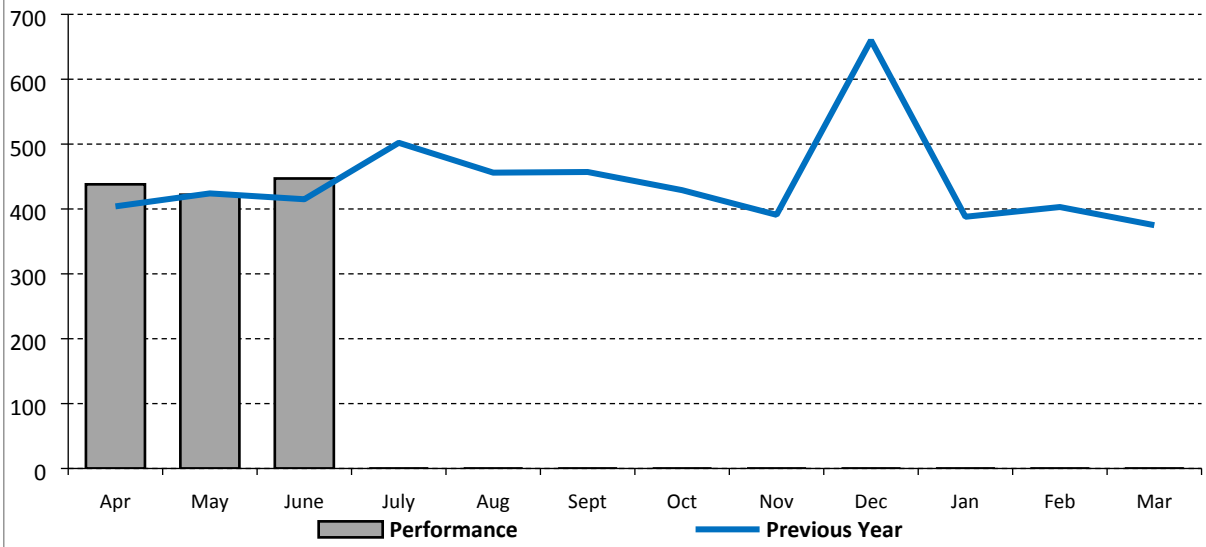
TC05 Total number of special services attended

Service Plan Target

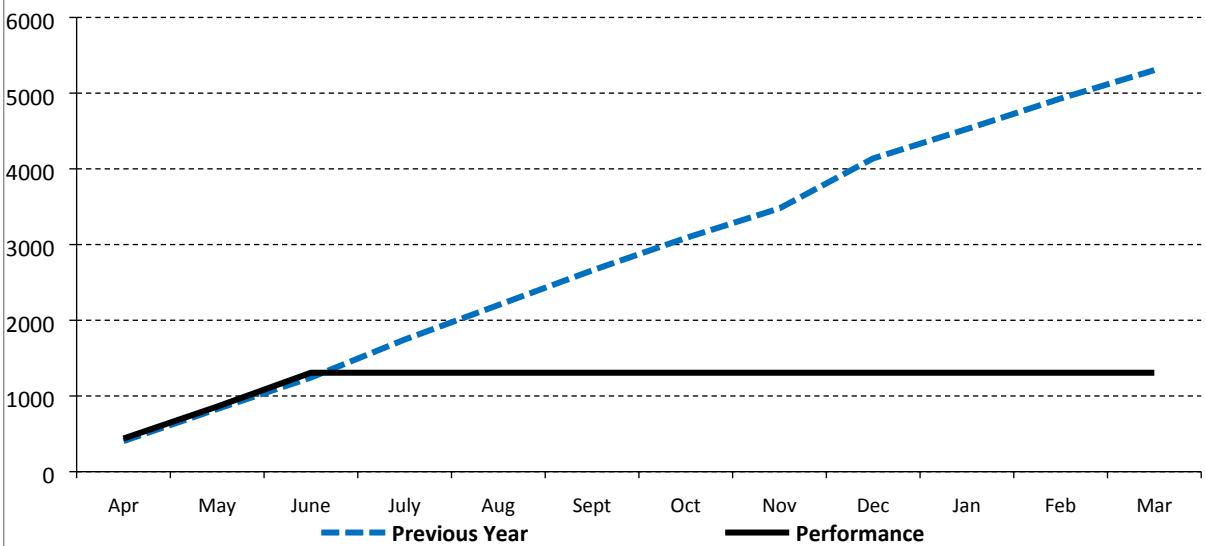
Quality Assurance

Progress to Date

1307



Cumulative Performance



TC05 Total number of Special Services attended

For quality assurance only

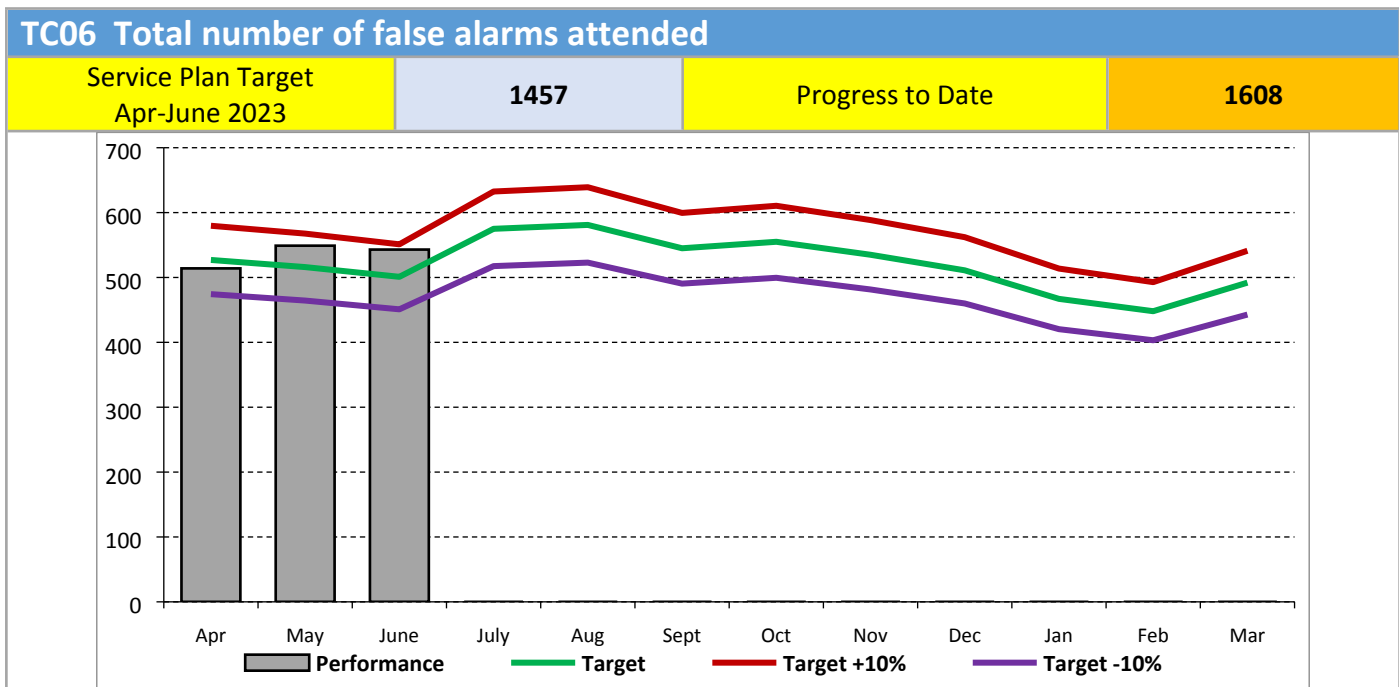
TC05

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 2023 the number of special services attended (1307) was higher than in 2022/23 (1243) an increase of 66 incidents. Assisting other agencies accounted for a quarter of all calls.

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.

RC11	<p>The total number of Road Traffic Collisions attended (218) is higher than last year (198). There is no target for this total as the focus remains on the number of incidents involving younger people.</p> <p>Sadly there has been 1 fatality in an RTC attended by MFRS and 87 injuries (78 of which were slight injuries).</p> <p>Police 'Killed and Seriously Injured' data around the 15-20 year old age group MFRS Prevention teams target remained consistent with last year (15 incidents attended) on 2022/23 data (15)</p> <p>Water rescues are also included in Special Service calls and this type of incident has increased to 16 water rescue incidents during Q1 compared to 4 in 2022. This could be due to the exceptionally hot weather in June. Sadly this includes the tragic incident at Carr Mill Dam were a young teenager lost her life.</p> <p>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>
RC12	
RC13	
RC16	
RC24	



TC06 Total number of false alarms attended	
TC06	The number of false alarms attended (1606) have increased when compared to last year (1457) but this remains within 10% of the cumulative target for Q1 2023/24 target (701). The number of incidents, although higher than average, have remained fairly consistent each month at around 514-549. Faults on systems remain one of the main reasons for calls.
FC24	The total number of False Alarm Good Intent incidents attended including Alarm Receiving Centre domestic incidents during the year April to June 2023 were 870. This is 105 more than at this time in 2022 (765) there is no target for this indicator as we do not want to discourage calls.
FC22	Malicious False Alarm received were very low with 21 incidents compared to 27 last year and 46 incidents 5 years ago in 2018/19

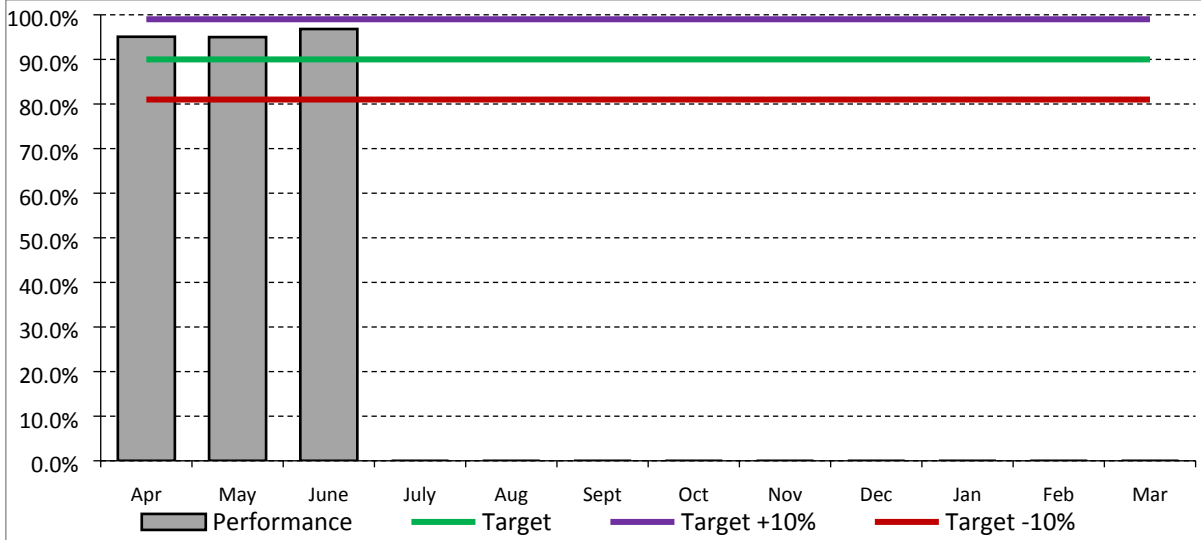
TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes

Service Plan Target
Apr-June 2023

90%

Progress to Date

95.7%



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

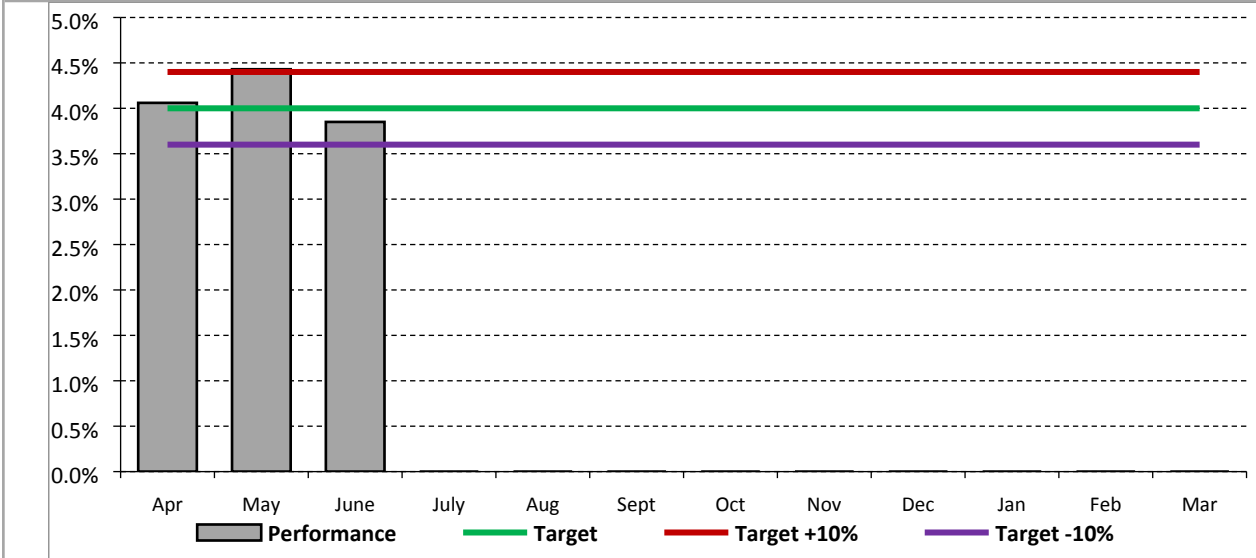
Operational staff attained the attendance standard of the first attendance of an appliance at a life risk incident within 10 minutes on 95.7% of occasions; better than the target of 90%.

DR23

Crews when being mobilised to emergency incidents went from alert to mobile in under 1.9 minutes on 96.4% of incidents achieving the target 95%.

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

Service Plan Target Apr-June 2023	4%	Progress to Date	4.11%
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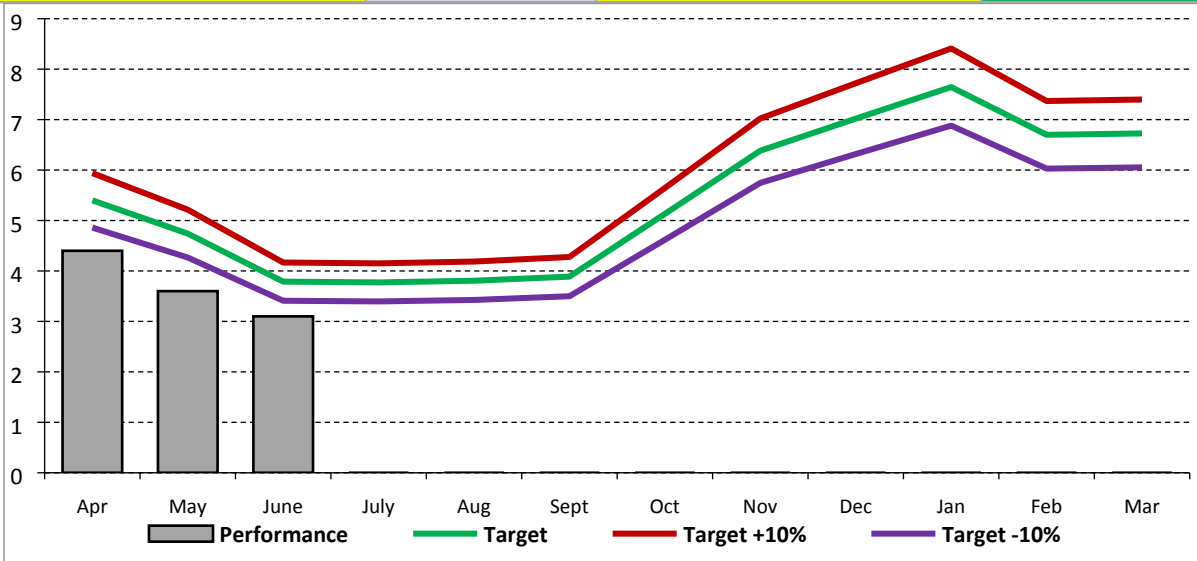


COMMENTARY:

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 4.11% shifts lost to sickness absence exceeds the 4% target but is lower than performance at quarter 1 2022 when absence was 4.37%.
WD11 WD12	<p>Cumulatively 4.46% of shifts were lost to sickness absence among uniformed staff. This is lower than at the end of quarter 1 2022 when grey book absence was 5.28%.</p> <p>Non-uniformed staff absence in quarter 1 was 3.56%. This is higher than at Q1 2022 when 2.98% of available shifts were lost to sickness absence despite Covid still having an impact last year.</p>

TE10 Total carbon output of all buildings

Service Plan Target Apr-June 2023	65	Progress to Date	55.6
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TE10 Total carbon output of all buildings	
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TE10	Carbon output from all buildings (11.1) is slightly lower than Q1 2022/23 (11.7) and below the target of 13.9. This measurement is based on tonnage of CO2# for the MFRS estate.
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