

# SERVICE DELIVERY PLAN 2023-24:

January to March 2024

## INDEX

**Total emergency calls**

**Total incidents**

**Total fires**

**Primary fires**

**Secondary fires**

**Special services**

**False alarms**

**Attendance standard**

**Sickness absence**

**Carbon output**

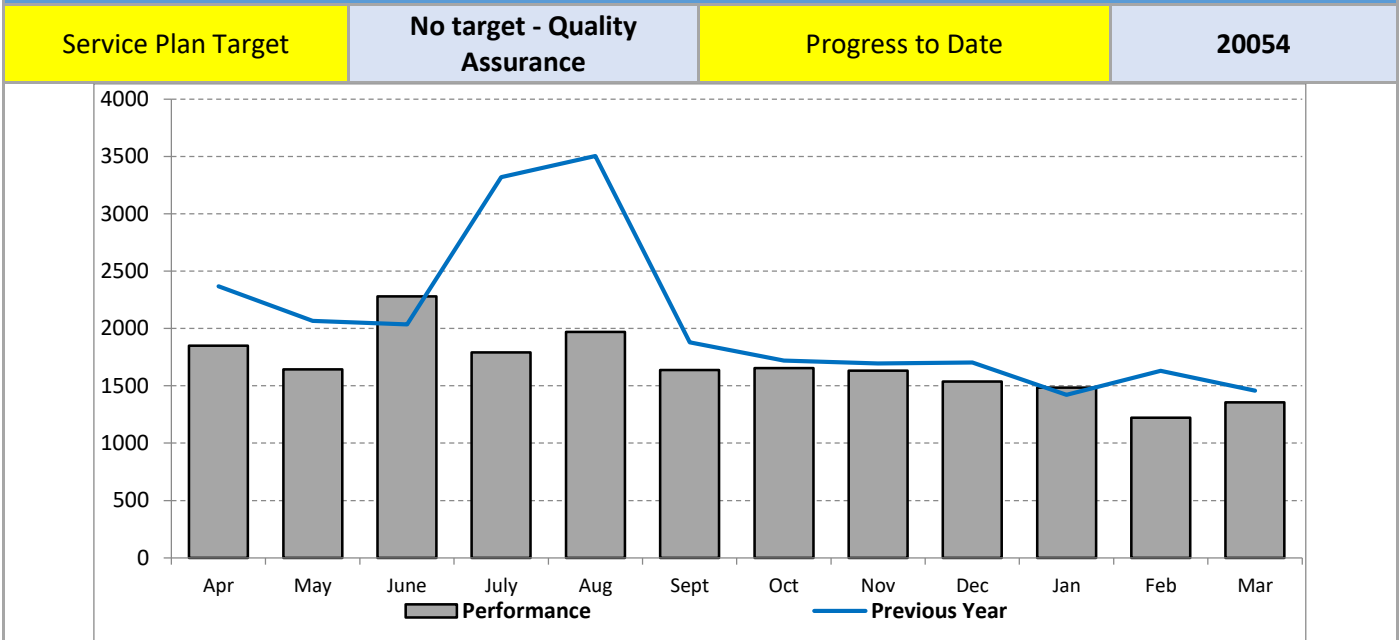
### Objective:

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.

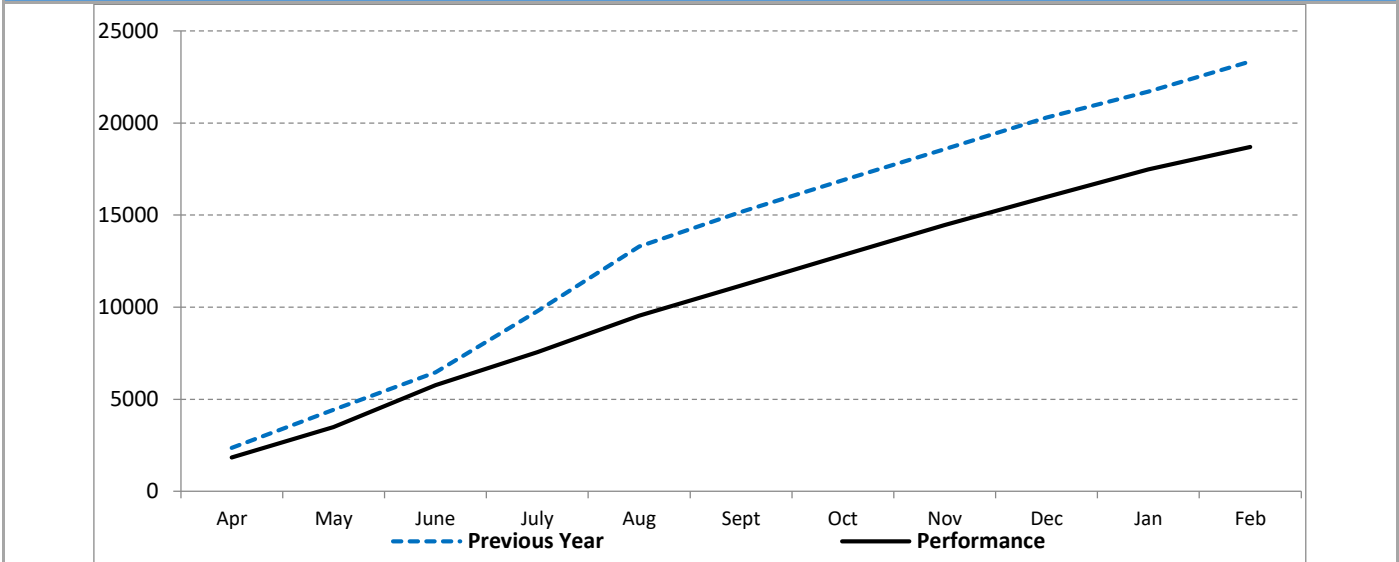


# BENCHMARK INDICATORS

## TC00 Total number of emergency calls received



## Cumulative Performance



## TO00 Total number of emergency calls received

**For quality assurance only**

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

TC00	<p>Emergency calls received by Fire Control during 2023/24 are down 19% or 4745 calls when compared to the previous year; 2022/23. There were 20054 calls this year compared to 24799 last year.</p> <p>November (1631) saw a very similar number of calls to November 2022 (1694) reflecting another relatively quiet Bonfire period.</p> <p>This indicator does not have a target it is monitored for quality assurance only.</p>
DO22	<p>Cumulatively, 97.9% of 999 calls were answered within 10 seconds. This is an improvement on 2022/23 performance 96.8%. This performance achieves the 96% target.</p>

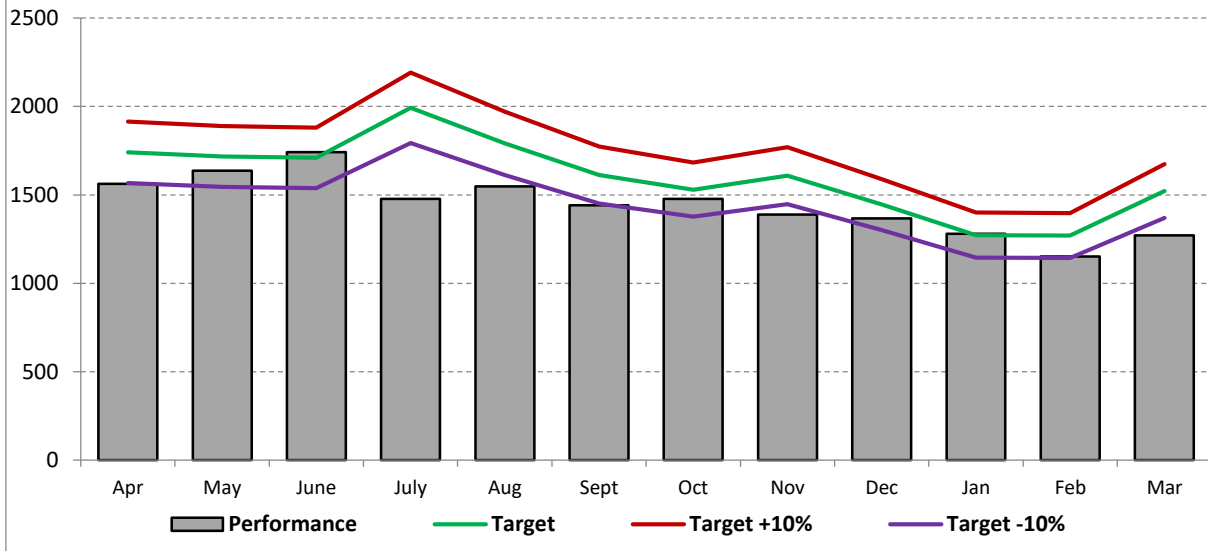
## TC01 The total number of incidents attended

Service Plan Target  
Apr 23-Mar 24

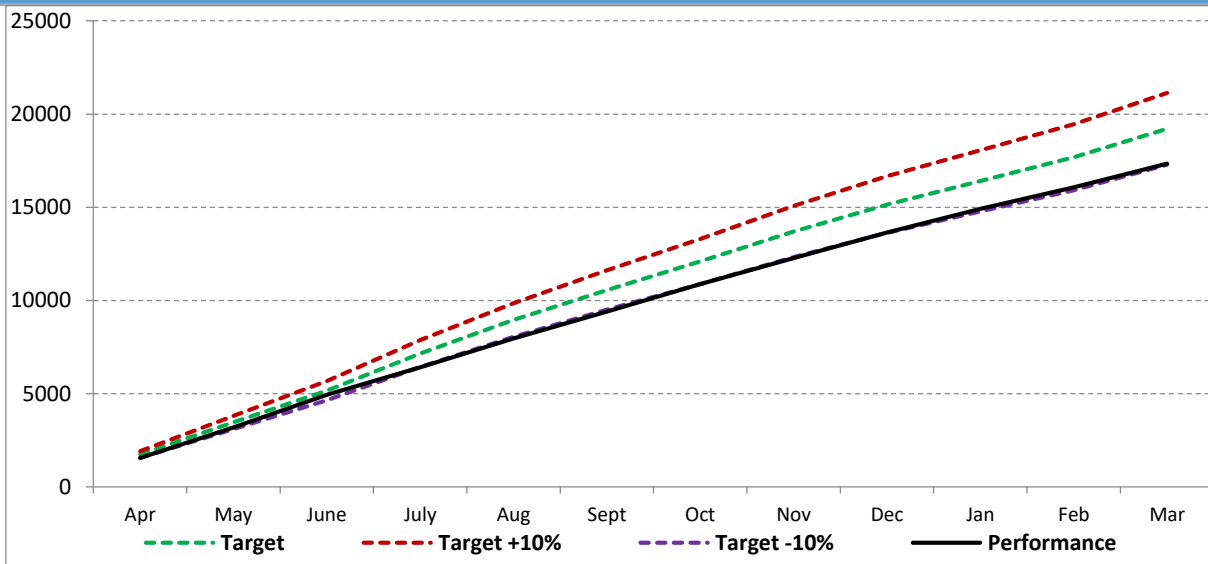
19214

Progress to Date

17345



### Cumulative Performance



### TC01 Total number of incidents attended

TC01

Performance against all key performance indicators (KPI's) has remained under target for this year except false alarms and special service calls. We do not want to discourage or reduce some types of false alarm (good intent) and special services (e.g. assisting the ambulance service or Police), that said we are focusing on unwanted fire signals through active engagement.

During 2023/24 there have been 1398 fewer incidents attended (17345) than in 2022/23 (18736). This is a 7.5% reduction in incidents attended.

The Bonfire period saw fewer incidents than in 2022, in November 2023 crews attended 1387 compared to 1404 in November 2022

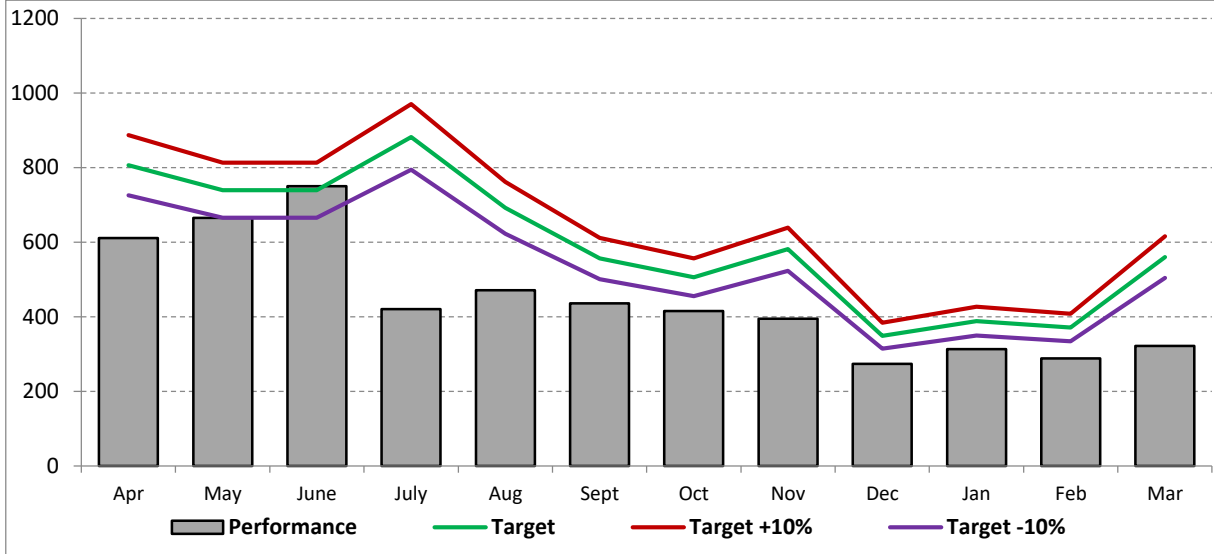
## TC02 Total number of fires attended in Merseyside

Service Plan Target  
Apr 23-Mar 24

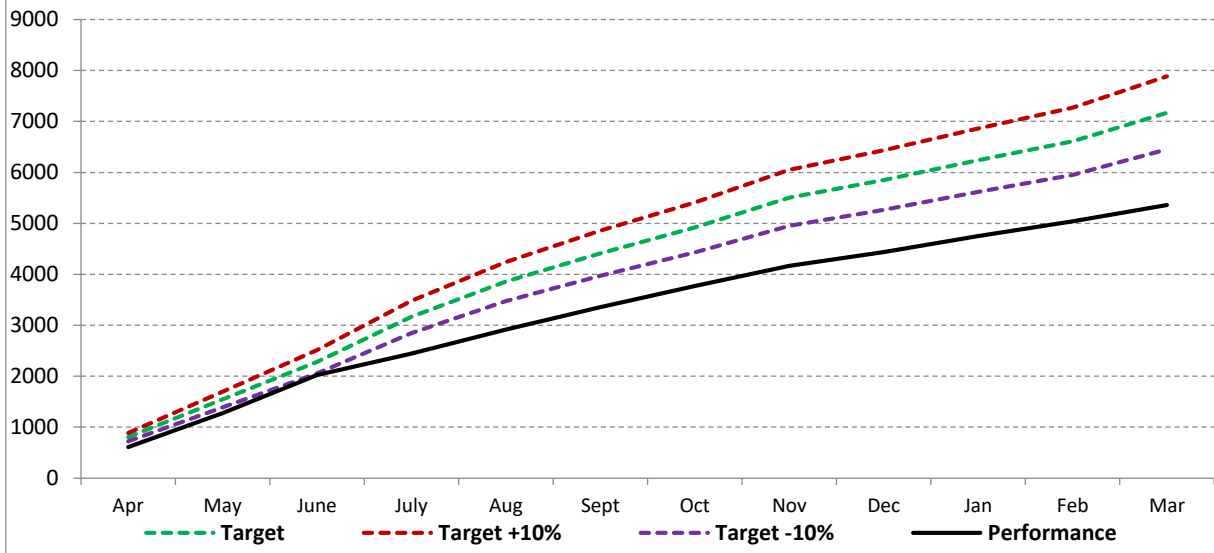
7169

Progress to Date

5360



### Cumulative Performance



### TC02 Total number of Fires attended in Merseyside

#### TC02

This is a high performing indicator. Testimony to our prevention and protection targeting.

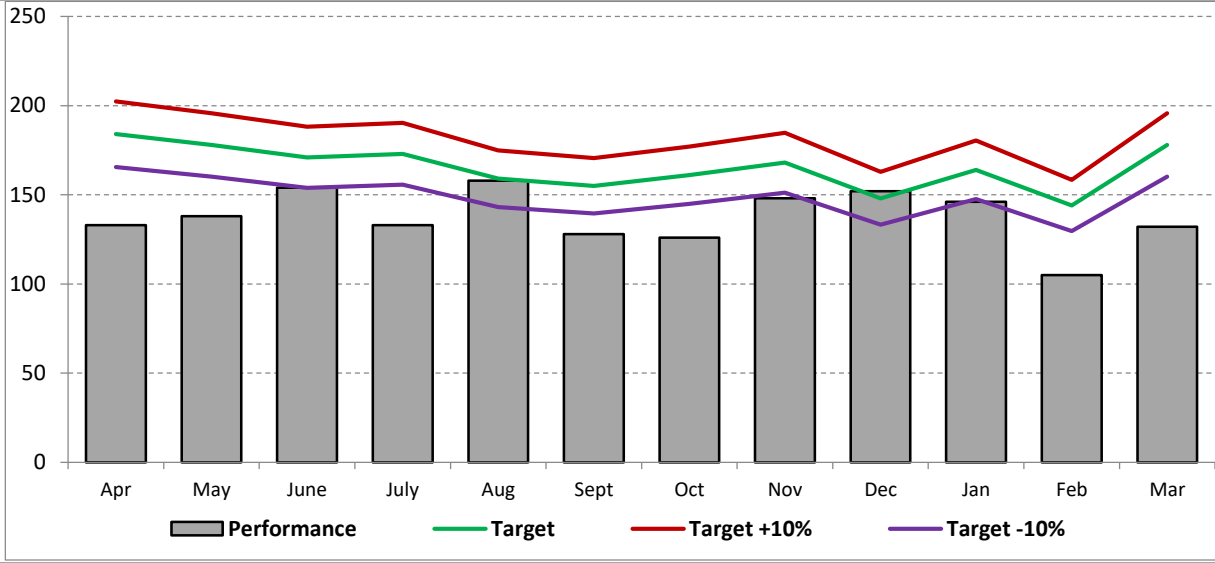
Crews attended 24.7% fewer fires between April 2023 and March 2024 (5360) compared to 2022/23 (7113). This is 1753 fewer fires and 1809 below the cumulative target of 7169.

Following a peak in the numbers of fires attended in June (750) incidents have fallen and remained fairly consistent for the remainder of the year.

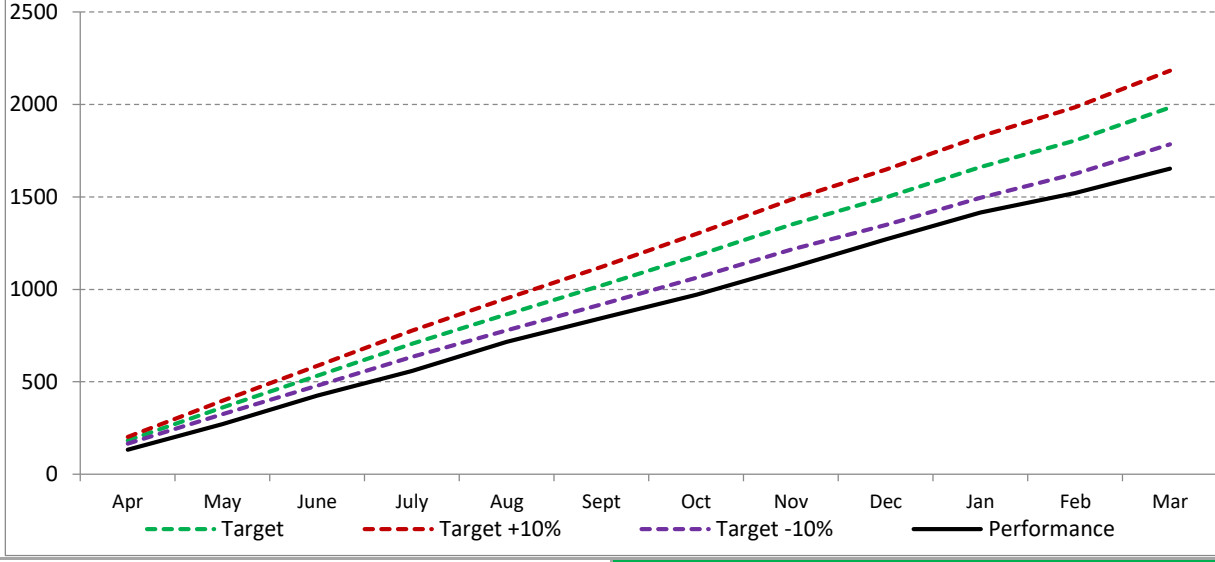
Arson teams and high visibility patrols alongside our targeted prevention work continue to improve outcomes for the Service.

## TC03 Total number of primary fires attended

Service Plan Target Apr 23-Mar 24	<b>1983</b>	Progress to Date	<b>1653</b>
--------------------------------------	-------------	------------------	-------------



## Cumulative Performance



## TC03 Total number of primary fires attended

<b>TC03</b>	<p>During 2023-2024 crews attended 1653 Primary Fires. This is 208 fewer than in 2022/23 (1861).</p> <p>The number of accidental dwelling fires attended remain lower than last year and below cumulative targets. Both types of deliberate dwelling fires are now achieving the target.</p> <p>1 fire fatality represents the lowest number of fire deaths ever recorded – MFRS are outstanding in this area (HMICFRS 2023).</p> <p>Deliberate vehicle fires to date during 2023/24 (242) have also decreased when compared to 288 during 2022/23. This is also 151 under the cumulative target of 393.</p>

n.b. 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.

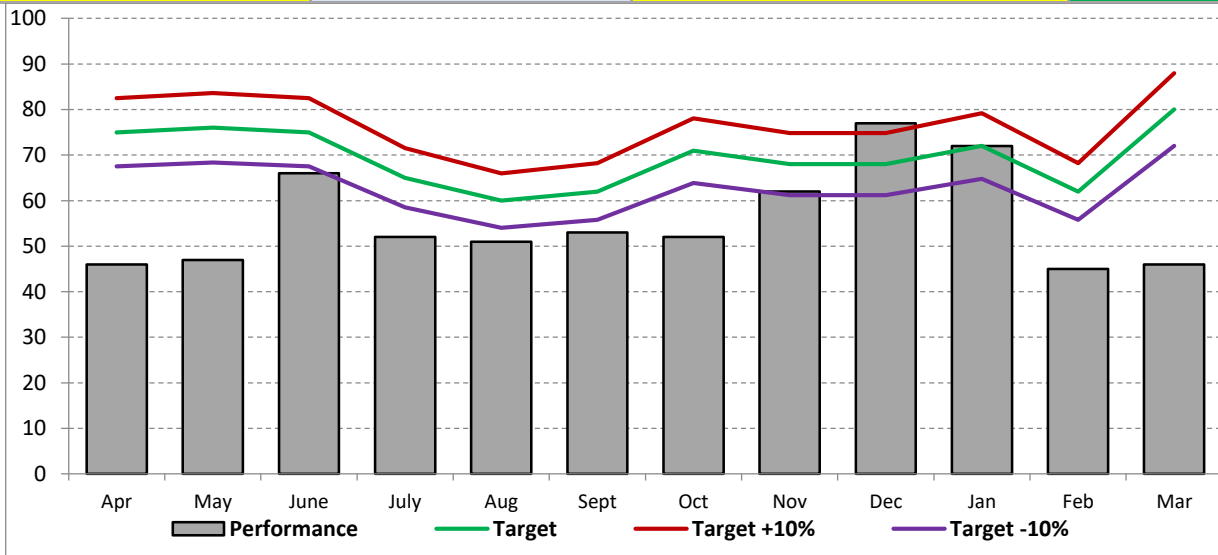
<b>DC11</b>	<b>Number of accidental dwelling fires</b>	
<b>DC12</b>	<b>Number of fatalities in accidental dwelling fires</b>	
<b>DC13</b>	<b>Number of injuries in accidental dwelling fires</b>	
<b>DC14</b>	<b>Number of deliberate dwelling fires in occupied properties</b>	
<b>DC15</b>	<b>Number of deliberate 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 2023/24 at 669 are considerably lower than the previous year when 780 fires were attended. This is a 14.2% reduction or 111 less incidents.
<b>DC12</b>	There was 1 fatality in accidental dwelling fires to date. This is the lowest number of fatalities in accidental dwelling fires ever recorded.
<b>DC13</b>	There have been 55 injuries in Accidental Dwelling Fires. This is 35 below the cumulative target of 90.
<b>DC14</b>	Deliberate dwelling fires in occupied property (120) are below the cumulative target (125) and exactly the same as in 2022/23.
<b>DC15</b>	The number of deliberate fires in unoccupied properties (16) are also achieve the annual target of 16.
<b>DC16 DC17</b>	There have been no fatalities but 7 injuries in deliberate dwelling fires in 2023/24. This is exactly the same as in 2022/23.

**DC11 Number of accidental fires in dwellings**

Service Plan Target Apr 23-Mar 24	<b>834</b>	Progress to Date	<b>669</b>
--------------------------------------	------------	------------------	------------



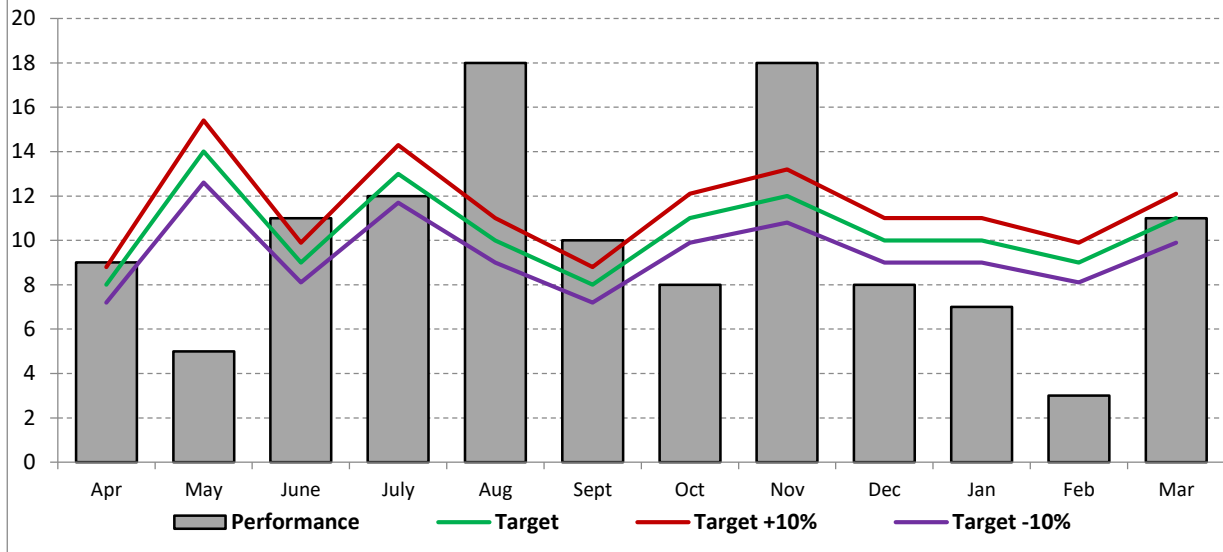
## DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target  
Apr 23-Mar 24

125

Progress to Date

120



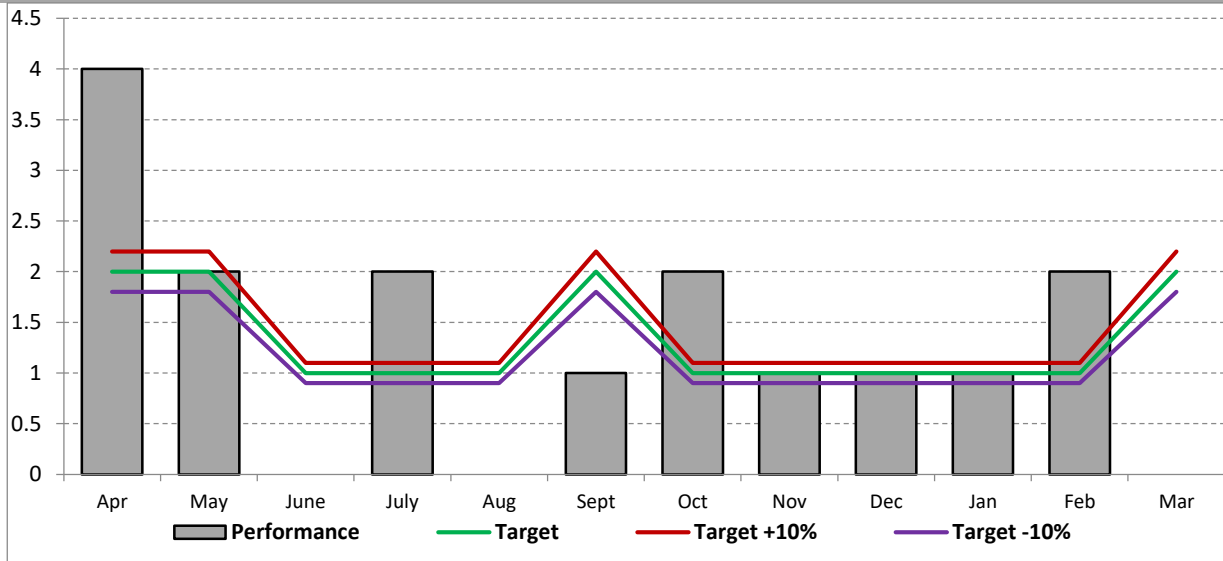
## DC15 Number of deliberate fires in unoccupied properties

Service Plan Target  
Apr 23-Mar 24

16

Progress to Date

16



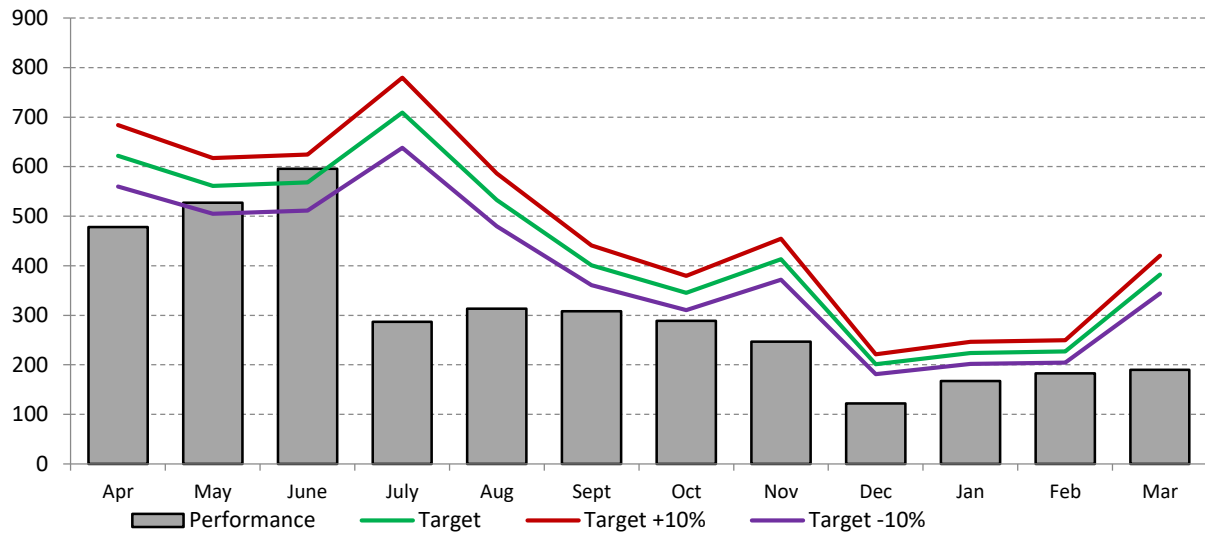
## TC04 Total number of secondary fires attended

Service Plan Target  
Apr 23-Mar 24

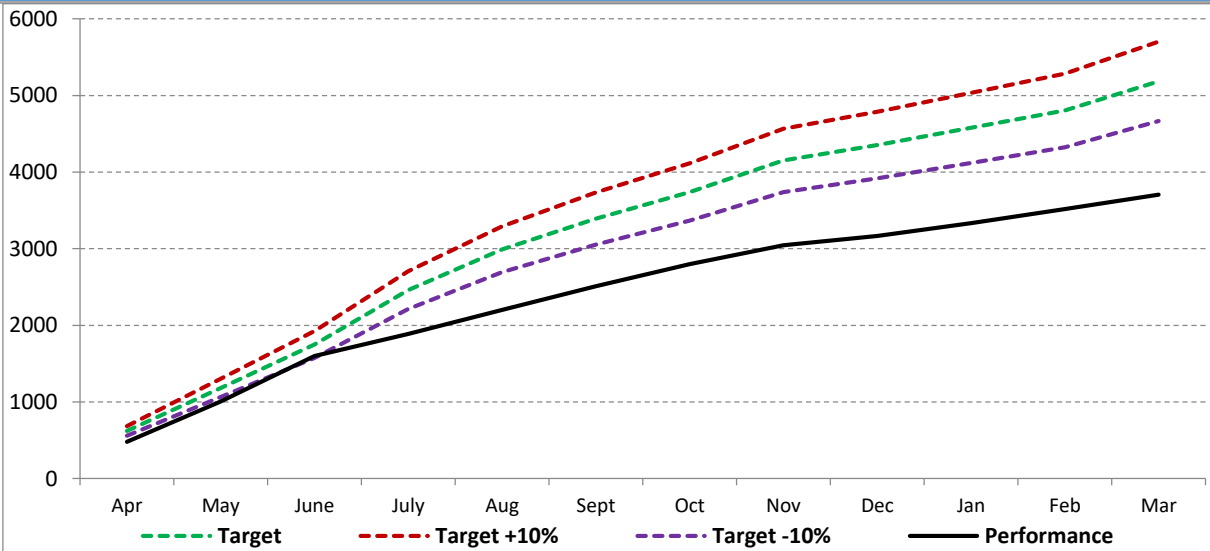
5186

Progress to Date

3707



## Cumulative Performance



**TC04 Total number of secondary fires attended**

**AC13 Number of deliberate ASB fires attended**

**TC04**

There were 3707 secondary fires during 2023/24. This is 1545 fewer than in 2022/23 (5252), a 29.4% decrease. Following a peak in incidents during June (596) incident numbers have fallen and remained fairly stable between 200-300 each month for the remainder of the year

**AC13**

The count of anti-social behaviour fires (2377) is 912 less this year than in 2022/23 (3289) and achieves the cumulative target (3307). In line with the number of secondary fires attended incident numbers remained relatively consistent throughout the year with a slight peak in June (341) and no noticeable increase during the Bonfire period in November with 171 incidents. December saw just 71 of this type of fire.



The Arson Reduction Team continue to work with partner agencies on initiatives such as Operation Banger to reduce the number of bonfires and associated misbehaviour and injuries.

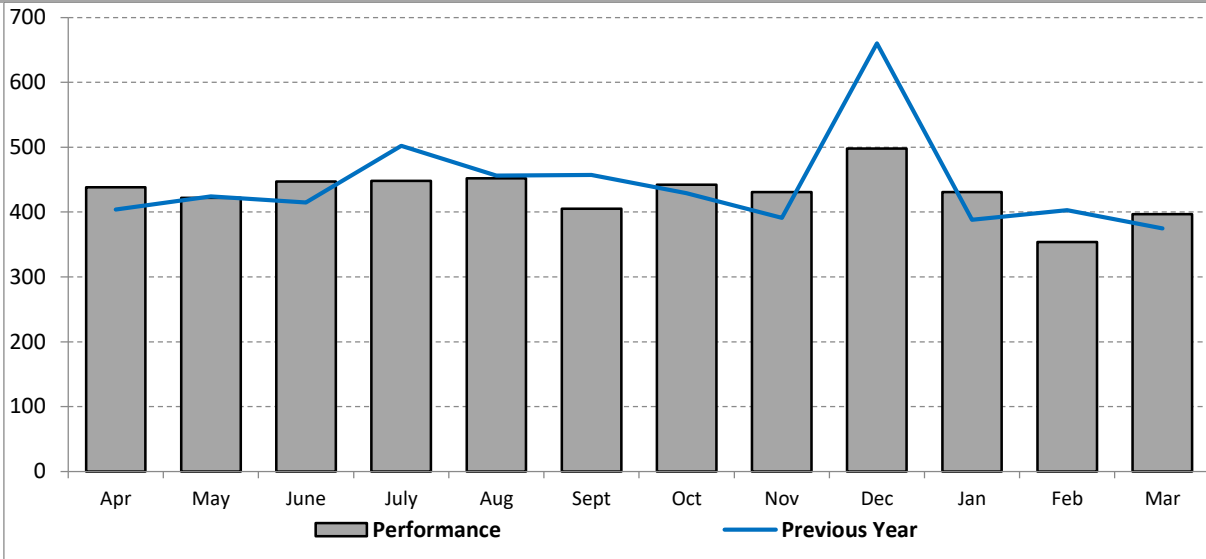
**TC05 Total number of special services attended**

Performance at Q4 23/24

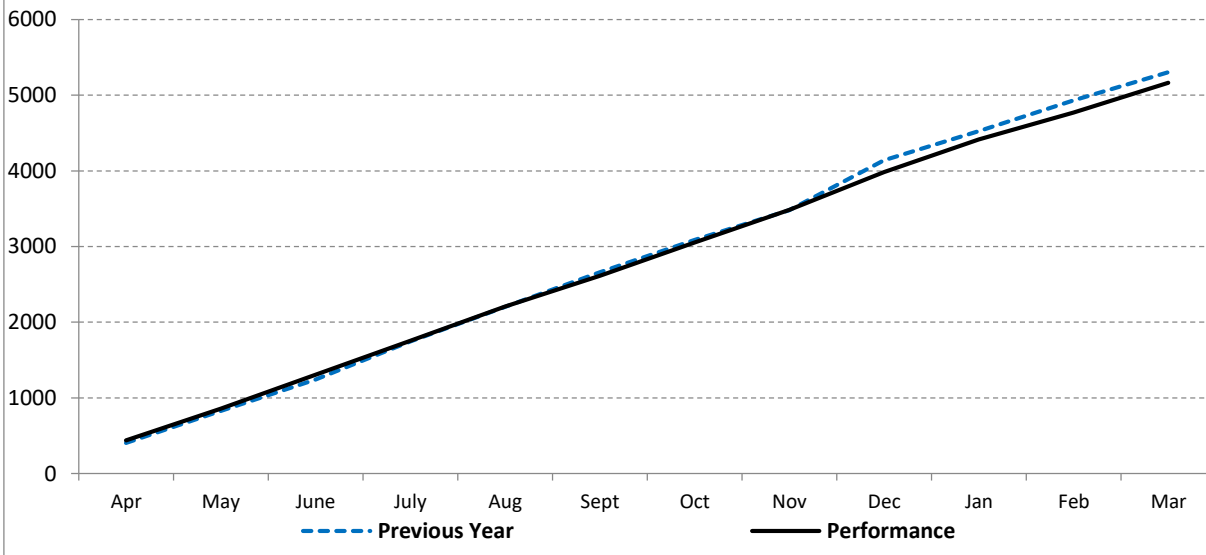
**No target - Quality Assurance**

Progress to Date

**5165**



**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, particularly related to providing medical assistance and effecting entry. They also include incident types like road traffic collisions and water rescue.

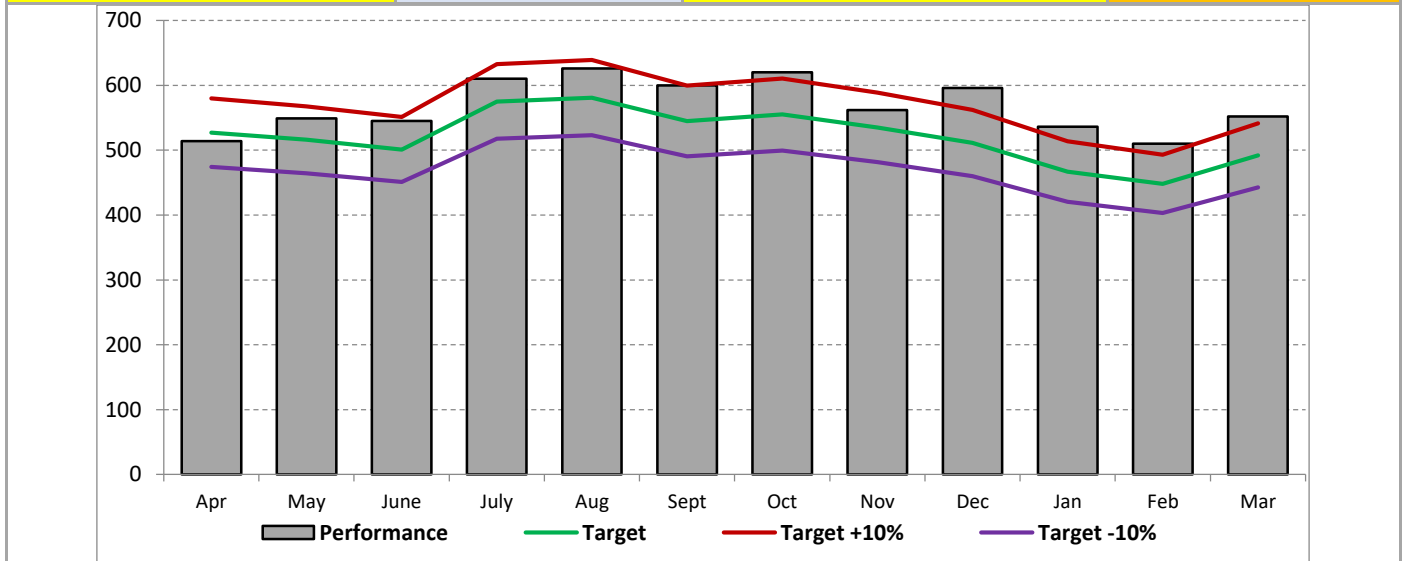
During 2023/24 the number of special services attended (5165) was lower than in 2022/23 (5304) a decrease of 139 incidents. Assisting other agencies continues to account for a quarter of all calls.

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	The number of road traffic collisions attended (766) is lower than last year (841). There is no target for this incident type.
RC12	Sadly there have been 8 fatalities in RTC's attended by MFRS and 275 injuries
RC13	(220 of which were slight injuries).
RC16	Police RTC data relating to the 15-20 year old age group, which is the age group MFRS Prevention teams work with, shows that the number of incidents where a young person has been killed or seriously injured has increased from 44 in 2022/23 to 65 in 2023/24 with 3 of these sadly being fatalities.
RC24	Water rescues are also included in Special Service calls and this type of incident increased to 44 water rescues this year compared to 29 last year. This could be due to the exceptionally hot weather in June when we did see an increase in water rescues (9). Sadly this includes tragic incidents at Crosby Marina and on Queens Drive (where two people died), with a fourth water-related fatality occurring at Carr Mill Dam.  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 23-Mar 24	<b>6253</b>	Progress to Date	<b>6820</b>
--------------------------------------	-------------	------------------	-------------



**TC06 Total number of false alarms attended**

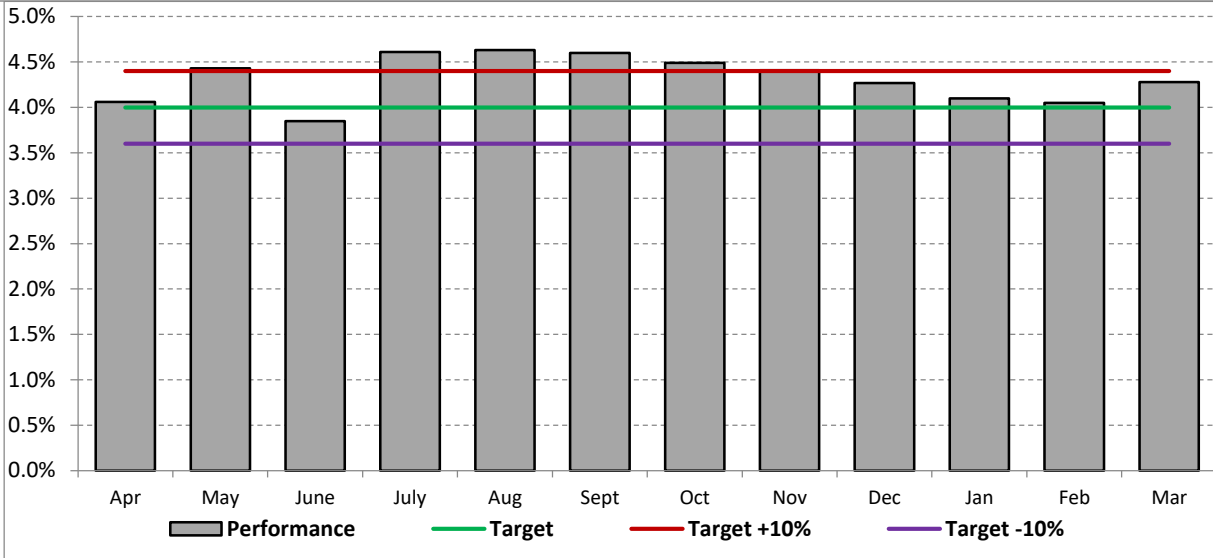
TC06	The number of false alarms attended (6820) have increased when compared to last year (6319) but this remains within 10% of the cumulative target for 2023/24 (6253). False Alarms Good Intent account for a large proportion of these incidents.
FC24	The total number of False Alarm Good Intent incidents attended during the 2023/24 was 3604. This is 402 more than 2022/23 (3202) there is no target for this indicator as we do not want to discourage calls. During the year we re-categorised some calls to differentiate between calls received from an

<p><b>FC14</b></p>	<p>automatic fire alarm system (via a call receiving centre) and those received from a neighbour or other person who heard (or thought they heard) a fire alarm sounding.</p> <p>Smoke alarm actuations in domestic premises from Alarm Receiving Centres have increased from 2498 last year to 2566 during 2023/24, 187 over target. Work is ongoing to work with the organisations involved to reduce these calls.</p>
--------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<p><b>TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes</b></p>																																																																		
<p>Service Plan Target Apr 23-Mar 24</p>	<p><b>90%</b>      Progress to Date      <b>95.9%</b></p>																																																																	
<table border="1"> <caption>TR08 Attendance Standard Performance Data</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> <th>Target (%)</th> <th>Target +10% (%)</th> <th>Target -10% (%)</th> </tr> </thead> <tbody> <tr><td>Apr</td><td>4.0</td><td>4.0</td><td>4.4</td><td>3.6</td></tr> <tr><td>May</td><td>4.4</td><td>4.0</td><td>4.4</td><td>3.6</td></tr> <tr><td>June</td><td>3.8</td><td>4.0</td><td>4.4</td><td>3.6</td></tr> <tr><td>July</td><td>4.6</td><td>4.0</td><td>4.4</td><td>3.6</td></tr> <tr><td>Aug</td><td>4.6</td><td>4.0</td><td>4.4</td><td>3.6</td></tr> <tr><td>Sept</td><td>4.6</td><td>4.0</td><td>4.4</td><td>3.6</td></tr> <tr><td>Oct</td><td>4.5</td><td>4.0</td><td>4.4</td><td>3.6</td></tr> <tr><td>Nov</td><td>4.4</td><td>4.0</td><td>4.4</td><td>3.6</td></tr> <tr><td>Dec</td><td>4.3</td><td>4.0</td><td>4.4</td><td>3.6</td></tr> <tr><td>Jan</td><td>4.1</td><td>4.0</td><td>4.4</td><td>3.6</td></tr> <tr><td>Feb</td><td>4.0</td><td>4.0</td><td>4.4</td><td>3.6</td></tr> <tr><td>Mar</td><td>4.3</td><td>4.0</td><td>4.4</td><td>3.6</td></tr> </tbody> </table>		Month	Performance (%)	Target (%)	Target +10% (%)	Target -10% (%)	Apr	4.0	4.0	4.4	3.6	May	4.4	4.0	4.4	3.6	June	3.8	4.0	4.4	3.6	July	4.6	4.0	4.4	3.6	Aug	4.6	4.0	4.4	3.6	Sept	4.6	4.0	4.4	3.6	Oct	4.5	4.0	4.4	3.6	Nov	4.4	4.0	4.4	3.6	Dec	4.3	4.0	4.4	3.6	Jan	4.1	4.0	4.4	3.6	Feb	4.0	4.0	4.4	3.6	Mar	4.3	4.0	4.4	3.6
Month	Performance (%)	Target (%)	Target +10% (%)	Target -10% (%)																																																														
Apr	4.0	4.0	4.4	3.6																																																														
May	4.4	4.0	4.4	3.6																																																														
June	3.8	4.0	4.4	3.6																																																														
July	4.6	4.0	4.4	3.6																																																														
Aug	4.6	4.0	4.4	3.6																																																														
Sept	4.6	4.0	4.4	3.6																																																														
Oct	4.5	4.0	4.4	3.6																																																														
Nov	4.4	4.0	4.4	3.6																																																														
Dec	4.3	4.0	4.4	3.6																																																														
Jan	4.1	4.0	4.4	3.6																																																														
Feb	4.0	4.0	4.4	3.6																																																														
Mar	4.3	4.0	4.4	3.6																																																														
<p><b>TR08 Attendance Standard – first attendance of an appliance at all life risk incidents in 10 minutes</b>  <b>DR23 Alert to mobile in under 1.9 minutes</b></p>																																																																		
<p><b>TR08</b></p>	<p>Operational staff attained the attendance standard of the first attendance of an appliance at a life risk incident within 10 minutes on 95.9% of occasions, achieving the target of 90%.</p>																																																																	
<p><b>DR23</b></p>	<p>Crews when being mobilised to emergency incidents went from alert to mobile in under 1.9 minutes for 95.8% of incidents achieving the target 95%.</p>																																																																	

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

Service Plan Target Apr 23-Mar 24	4%	Progress to Date	4.34%
--------------------------------------	----	------------------	-------



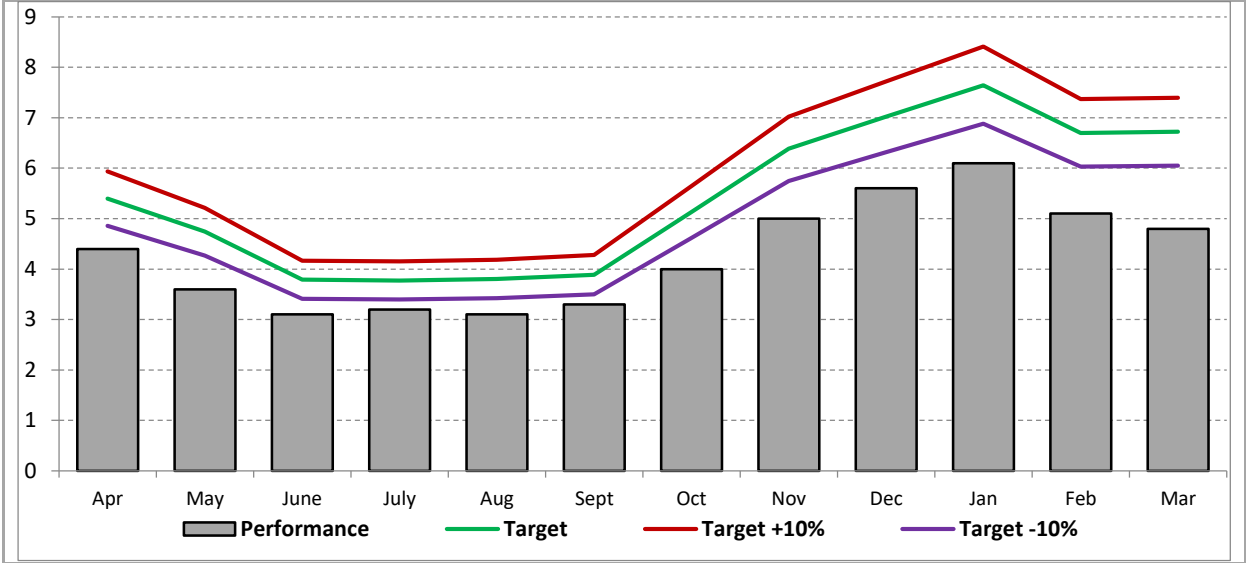
**COMMENTARY:**

<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>	For all staff 4.34% shifts were lost to sickness absence during the period, which exceeds the 4% target but is lower than performance at quarter 4 2022 when absence was 4.95 %.
<b>WD11</b> <b>WD12</b>	<p>Cumulatively, 4.71% of shifts were lost to sickness absence among uniformed staff. This is lower than at the end of the 2022/23, when Grey Book absence was 5.41%.</p> <p>Non-uniformed staff (Green and Red Book) absence in quarter 4 was 3.78%. This is better than at Q4 2023 when 4.24% of available shifts were lost to sickness absence.</p> <p>Issues relating to waiting times for operations remain an influence in relation to sickness and absence continues to be managed by direct line managers and the People and organisational Development teams.</p>

## TE10 Total carbon output of all buildings

Service Plan Target Apr 23-Mar 24	<b>65</b>	Progress to Date	<b>51.3</b>
--------------------------------------	-----------	------------------	-------------



### TE10 Total carbon output of all buildings

<b>TE10</b>	Carbon output from all buildings (51.3) is slightly lower than 2022/23 (52.8) and below the target of 65.0. This measurement is based on tonnage of CO2# for the MFRS estate.
-------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------