

MERSEYSIDE FIRE AND RESCUE AUTHORITY			
MEETING OF THE:	AUTHORITY		
DATE:	17 OCTOBER 2024	REPORT NO:	CFO/60/24
PRESENTING OFFICER	CHIEF FIRE OFFICER, PHIL GARRIGAN		
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TITLE OF REPORT:	TEN-YEAR PERFORMANCE REPORT		

APPENDICES:	APPENDIX A:	EXECUTIVE SUMMARY 2014/15 - 2023/24
	APPENDIX B:	RETROSPECTIVE LPI PERFORMANCE AND INCIDENTS 2014/15 - 2023/24
	APPENDIX C:	2014/15 - 2023/24
	APPENDIX D:	REVIEW OF ACTIVITY - 2023/24 RETROSPECTIVE ADF AND RTC FATALITY AND INJURY 2019/20 – 2023/24
	APPENDIX E:	FRS PERFORMANCE INDICATOR BENCHMARKING

Purpose of Report

1. To present to Members the attached reports that cover incident related (fires, false alarms and special services) performance over the past 10 years.

Recommendation

2. It is recommended that Members;
 - a) note the content within the reports; and
 - b) approve the publication of the reports on the website.

Introduction and Background

Background

3. The purpose of this report is to present a high-level overview of incidents attended by Merseyside Fire and Rescue Service over an extended period. The analysis incorporates overviews of incident activity over 10 years (where applicable), 5 years and one year.

4. The reports contain a wealth of information including analysis by incident type, counts by station, ward and district, identifying peak times, casualty analysis and more. The reports are used as part of Community Risk Management Station and Functional planning processes.
5. As well as an executive summary (appendix A) that provides high level analysis, there are three supplementary reports available. These additional reports are:
6. **Retrospective incident review** (Appendix B); including comparative mapping for accidental dwelling fires, deliberate dwelling fires, deliberate secondary fires and road traffic collisions.
7. **2023/24 review of activity** (Appendix C) including: Operational Preparedness local performance indicators and Operational Response local performance indicators, such as; alert to mobile times, standard of fire cover times, accidental dwelling fires confined to the room of origin, appliance mobilisation counts and temporal incident analysis.
8. **Retrospective fatalities and Injuries** (Appendix D); including accidental dwelling fire fatalities and injuries and road traffic collision fatalities and injuries based on 5 years data.

Incident Summary:

9. In summary the report identifies that:
 - Between 2014/15 to 2023/24, overall incidents attended have increased by 24.4%.
 - Incident types that have seen significant increases include: Domestic False Alarms, False Alarm Good Intent and Special Services; all seeing over 1000 more incidents since 2014/15.
 - Dwelling Fires, Non-Domestic Property and Deliberate Secondary Fires all saw large reductions over this period.
 - a) In 2023/24 these saw a 7.6% reduction overall on the previous year's performance, primarily due to large reductions in secondary fires.
 - b) Accidental Dwelling Fires saw their lowest count of incidents in history in 2023/24, along with a single fatality.
 - The majority of incidents attended were false alarms, accounting for 39.3%. Overall, fires account for 30.9% of incidents attended, 10 years earlier it accounted for 49.3%.
 - Special Services have increased over the 10 years by 2357 incidents or 115.8%. Notable incident subtypes to see large increases include Assisting Other Agencies - up 1093 incidents over 10 years, Effecting Entry/Exit - up 383 incidents over 10 years, Flooding - up 125 incidents over 10 years and Hazardous Materials incidents - up 112 incidents over 10 years.
10. It is notable that the reductions in incident numbers have occurred in those incident types where the Service undertakes prevention work. For example, for Special Services, the Service is only able to carry out prevention work in relation

to water incidents and road traffic collisions and the increases in Special Services are related to incident types where the Service has actively sought to support other agencies (such as Affecting Entry). False Alarm Good Intent is another area that the Service does not seek to reduce calls, but instead encourages people to call 999 if they suspect a fire.

Responding to incidents:

- Call Handling times have improved for the 3rd consecutive year. As with incidents attended during 2023/24, calls were down 17.8% on the previous year.
- Alert to Mobile has remained steady with 95.8% performance. The average Alert to Mobile time was 57 seconds.
- The Standard of Fire Cover is excelling with performance running at 95.9%, better than pre-covid levels of performance.
- Accidental Dwelling fires confined to room of origin has improved at 89.5%.

Analysis of Casualties:

Between 2019/20 and 2023/24 there were:

- 27 fatalities in Accidental Dwelling Fires and 48 in Road Traffic Collisions.
- 64 serious injuries in Accidental Dwelling Fires and 299 in Road Traffic Collisions
- 306 slight injuries in Accidental Dwelling Fires and 1152 in Road Traffic Collisions

During 2023/24 there were:

- 1 Accidental Dwelling Fire fatality and 8 in Road Traffic Collisions (the lowest recorded).
- 15 serious injuries in Accidental Dwelling Fires and 55 in Road Traffic Collisions.
- 46 slight injuries in Accidental Dwelling Fires and 220 in Road Traffic Collisions.

11. A full 20-year analysis of fatalities in Accidental Dwelling Fires will be presented to the Authority later in 2024.

12. Fire and Rescue Service Benchmarking

MFRS takes part in an informal performance indicator benchmarking exercise with similar fire and rescue services to assist in the management of performance. Appendix E provides the most recent example of that report.

The table lists benchmarked performance indicators along with aggregators which enable performance to be compared on a like for like basis. These aggregators include comparisons by head of population and building types.

To the right-hand side is the rank where MFRS sit amongst the cohort.

Using the rank MFRS has excelled in reducing deliberate primary and vehicle fires, fire related deaths, accidental small / secondary fires and malicious false alarms. MFRS has made positive progress in total primary fires and total deliberate fires including smaller ASB / secondary fires. Areas of potential improvement include reducing total accidental fires, the number of accidental

dwelling fires and related fire injuries. It should be noted that whilst accidental dwelling fires have fallen in Merseyside to their lowest level during 2023/24, the Service will continue this work to reduce this number.

The table also shows large differences in certain incident types between the services including false alarms and secondary fires. These large differences are at least in part due to each fire and rescue service having different procedures for dealing with and/or recording these incident types. MFRS for example, introduced the "unwanted fire signals policy" which in 2012 reduced false alarms in commercial buildings.

Equality and Diversity Implications

13. The report identifies risk groups using data relating to equality and diversity. The report uses Gender and Age Group data in order to identify risk groups across Merseyside.

Staff Implications

14. There are no staff implications arising from this report.

Legal Implications

15. There are no specific legal implications arising from this report, but the data is used extensively to assist MFRA in fulfilling its duties relating to the Fire and Rescue Services Act and National Framework.

Financial Implications & Value for Money

16. The report doesn't have any direct financial implications.

Risk Management and Health & Safety Implications

17. The data presented in these reports is used to help the service manage community risk and plan and deliver its response to and prevention of incidents. The data is used across MFRS to help manage performance on a regular and ongoing basis.

Environmental Implications

18. This report details the incidents and journeys our operational firefighting fleet make and this information is useful in considering the environmental impact of MFRS. There are no recommendations contained that refer to any environment implication.

Contribution to Our Vision: *To be the best Fire & Rescue Service in the UK.*

Our Purpose: *Here to serve, Here to protect, Here to keep you safe.*

19. The report enables Members and other stakeholders to gain a more detailed understanding of the work that has been completed by MFRS personnel historically. The report also gives an indication of what to expect in the upcoming short-term period.

BACKGROUND PAPERS

N/A N/A

GLOSSARY OF TERMS

MFRA **M**erseyside **F**ire and **R**escue **A**uthority.

MFRS **M**erseyside **F**ire and **R**escue **S**ervice.

RTC **R**oad **T**raffic **C**ollision

ADF **A**ccidental **D**welling **F**ire