Retrospective LPI Performance and Incidents 2014/15 - 2023/24

VERSION 1.0

STRATEGY & PERFORMANCE

Please note that the data in this document is based on the live Incident Recording System. As this is a live system, the data contained within this document is subject to review and can be changed without announcement.

Author: R Hanson
Work For: ACFO Mottram, AM Longshaw, AM Murphy, AM Ryder, AM Sheridan, AM Thomas, Deb Appleton, Jackie Sutton
Date Assigned: 1st April 2024
Date Data Extracted: 29th April 2024
Work Completed: 20th June 2024

Document Type: ☒ Statistics / Maps ☐ Survey ☐ Report

System(s) Used:
☒ Incident Recording System
☐ FSEC / Vision BOSS
☐ Surveys
☐ Oshens
☐ Other:

Related Documents

Document Name	**Document Date**
10 Year Business Intelligence Report Executive Summary 2014/15 – 2023/24	30/07/2024
Retrospective ADF and RTC Fatality & Injury 2019/20 – 2023/24	30/07/2024
Review of Activity - 2023/24	30/07/2024
Fatality Trend Analysis – 2004/05 to 2023/24	30/07/2024
Target Setting and Performance Management Methodology	01/3/2013
Previous Business Intelligence Reports: 3-5 Yr Business Intelligence Report	Last updated: June 2022
IRMP Maps and Charts PowerPoint stored on the Portal	

1. Introduction

This briefing paper provides a summary of incident performance over the last 10 years, including the following:

- LPI Review
- Overall Incidents
- Station Ground Comparison
- Top 10 wards and District review
- Distribution by Month and Hour
- Comparative mapping

The data contained within this summary was correct as of 29th April 2024.

2. Local Performance Indicators

2.1 DR23 - Alert to Mobile

Between April 2014 and March 2024, there have been 186,314 mobilisations that have been classed as eligible to be measured under "DR23 - Alert to Mobile in under 1.9 minutes". This performance indicator has target of 95.0%.

Calculating the data across the 10-year period, overall performance is 95.4%. This is an increase of 0.8% on the 2022/23 report (94.6%).

Table 1: Alert to Mobile by day period

Day Period	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	Performance
Day	95.5%	97.3%	97.6%	95.9%	96.9%	97.5%	95.8%	96.7%	97.3%	97.4%	96.8%
LLAR Day	97.3%	97.5%	96.8%	93.9%	96.1%	96.5%	95.8%	95.9%	98.1%	95.3%	96.3%
Night	94.1%	95.2%	95.1%	91.1%	92.6%	92.3%	92.1%	93.1%	93.5%	93.5%	93.2%
Performance	95.0%	96.4%	96.5%	93.8%	95.2%	95.4%	94.4%	95.2%	96.0%	95.8%	95.4%
Range	3.2%	2.3%	2.5%	4.8%	4.3%	5.2%	3.7%	3.6%	4.6%	4.0%	3.6%

Table 1 shows that MFRS exceeded the 95% target in 8 years across the last 10 years. The years that failed were: 2017/18 (93.8%) and 2020/21 (94.4%).

Performance regularly exceeds the 95.0% standard for both day and LLAR day, with them only failing during 2017/18 (LLAR day).

Performance during nighttime is mixed with it averaging 93.2% (a 1.0% increase on the previous report), while only 2 years have exceeded the 95.0% standard.

The bottom row, "Range", describes the difference between day, LLAR day and night. Overall, there is a 3.6% difference between the lowest performance (night – 93.2%) and best performance (day – 96.8%).

Reviewing performance for 2023/24, there is a 3.9% difference between the lowest performance (night – 93.5%) and best performance (day – 97.4%).

Chart 1: Alert to Mobile Distribution

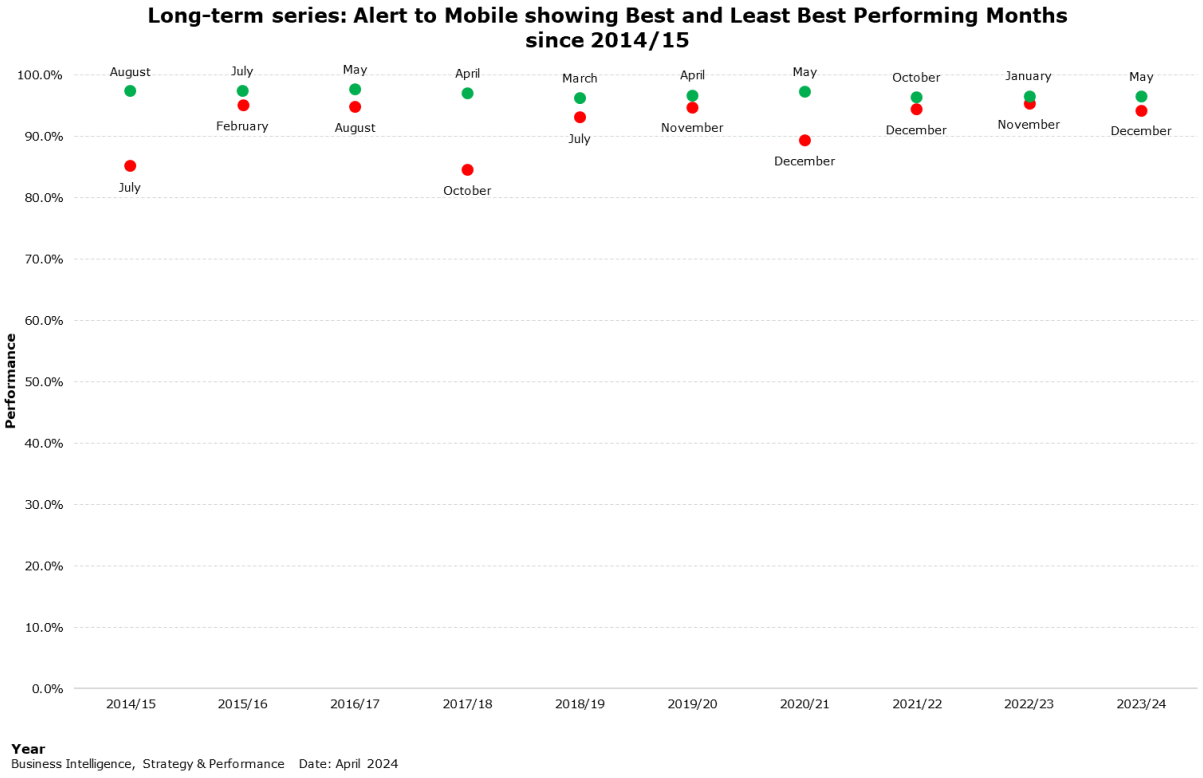


Chart 1 shows the best and worst Alert to Mobile performance since April 2014 by year.

The chart shows that best performance has achieved or exceeded the 95.0% standard in each year since 2014/15. May 2016 saw the best performance with 97.7%, followed by July 2015 (97.4%).

The chart shows that the worst performance fluctuates more than best performance, with the least best month October 2018 (84.5%), followed by July 2014 (85.1%).

2023/24 saw 10 months exceed the 95.0% standard, with December (94.3%) and February (94.6%) not meeting the standard. May saw the best performance with 96.5% of mobilisations meeting the standard.

Analysis of performance by hours show that the least best performance falls between 04:00 and 06:59 in the morning: 04:00-04:59 (2), 05:00-05:59 (6) and 06:00-06:59 (2). Best performance more randomly with hours between 11:00-11:59 and 22:00-22:59

For a full breakdown by month and best and least best performing hours, please see appendix table 20 and chart 11.

2.2 TR08 - Standard of Fire Cover

Between April 2014 and March 2024, there have been 16,601 incidents that have been classed as eligible to be measured under "TR08 - Attendance Standard - The first attendance of an appliance at all life risk incidents in 10 minutes". This has a performance target of 90.0%.

Calculating the data across the 10-year period, overall performance is 95.3% (15813 incidents attended in 10 minutes out of 16601 incidents). This is the same as last year's report.

Table 2: Standard of Fire Cover by day period

Day Period	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	Performance
Day	95.8%	95.6%	96.1%	95.9%	94.2%	93.9%	96.0%	95.4%	94.4%	96.4%	95.4%
Night	97.1%	97.1%	96.0%	94.4%	93.6%	93.7%	94.4%	95.5%	92.6%	94.9%	95.0%
Performance	96.2%	96.1%	96.1%	95.4%	94.0%	93.8%	95.5%	95.4%	93.8%	95.9%	95.3%
Range	1.3%	1.4%	0.1%	1.5%	0.6%	0.2%	1.6%	0.0%	1.8%	1.5%	0.4%

Table 2 shows that MFRS exceeded the 90% target, both day and night, across the last 10 years.

The bottom row, "Range", describes the difference between day and night[1]. During 2021/22, performance was the same (95.4%), followed by 2016/17 with a difference of 0.1%. The difference between day and night during 2023/24 was 1.5%, the joint second largest across the 10 year period.

Chart 2: Standard of Fire Cover Distribution

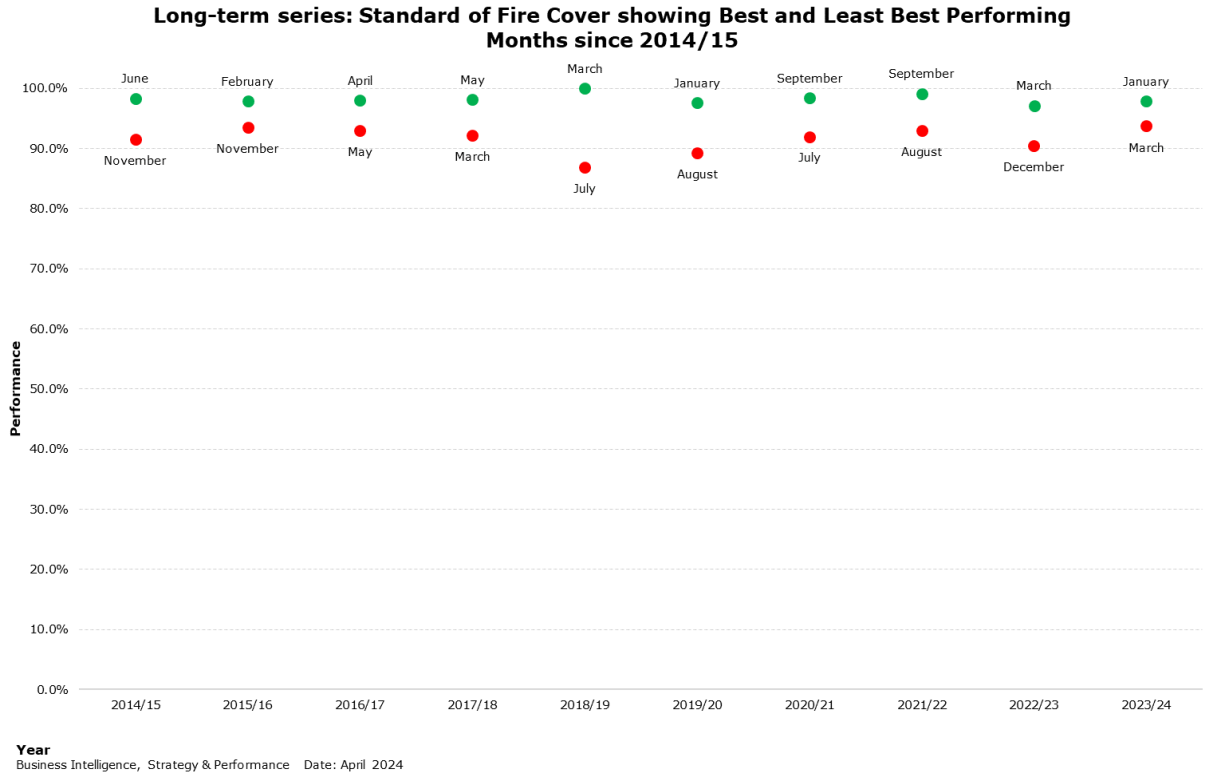


Chart 2 shows the best and least good Standard of Fire Cover (SoFC) performance since April 2014 by year.

This chart shows that best performance is tightly grouped between 97.5% and 100.0% across the 10 years, while least good performance fell below 90% during July 2018 (86.8%) and August 2019 (89.3%).

[1] Figures are rounded to 1 decimal point

The low performance in July (86.8%) was in part due to the warm summer, while during December 2022 there was action short of full industrial action (i.e. an overtime ban), high level of sickness and poor weather which contributed to its relatively poor performance (90.4%).

For a full breakdown by month and best and least best performing hours, please see appendix chart 12.

2.3 DR21 - Accidental Dwelling Fire Confined to Room of Origin[2]

Between April 2014 and March 2024, there have been 8,931 incidents that have been classed as eligible to be measured under "DR21- Percentage of accidental dwelling fires confined to room of origin". This has a performance target of 92.0%.

Calculating the data across the 10-year period, overall performance is 90.6% (8076 incidents attended have had their fire contained to the room where it began).

Table 3: Breakdown by Year

Year	Confined	Not Confined	Grand Total	Performance
2014/15	970	83	1053	92.1%
2015/16	1013	75	1088	93.1%
2016/17	924	69	993	93.1%
2017/18	849	79	928	91.5%
2018/19	806	93	899	89.7%
2019/20	793	75	868	91.4%
2020/21	712	88	800	89.0%
2021/22	723	115	838	86.3%
2022/23	687	90	777	88.4%
2023/24	599	70	669	89.5%
Grand Total	**8076**	**837**	**8913**	**90.6%**

Table 3 shows performance for accidental dwelling fires contained to the room of origin for the previous 10 years. This shows that performance fluctuates between years (2015/16 and 2016/17 having the best performance – 93.1% and 2021/22 having the least good performance 86.3%).

An issue to be aware of is how much 1 fail is worth in 2023/24 compared to 2014/15. In 2023/24 this is 0.15%, and in 2014/15 it was 0.09%.

Analysis of the fires not contained to the room of origin show that the 3 months with the greatest number of fails are: April (96), June (92) and May (87). The 3 months with the fewest fails are: December (46), February (56) and August and October (both 60).

[2] Fails data is quality assured by a Station Manager in Operation Response monthly.

Table 4: Breakdown by Year – Limited to 1st Item OR Room of Origin on Arrival

Year	Yes	No	Grand Total	Performance
2014/15	631	9	640	98.6%
2015/16	711	8	719	98.9%
2016/17	662	11	673	98.4%
2017/18	577	10	587	98.3%
2018/19	568	10	578	98.3%
2019/20	555	11	566	98.1%
2020/21	491	8	499	98.4%
2021/22	468	14	482	97.1%
2022/23	457	10	467	97.9%
2023/24	400	9	409	97.8%
Grand Total	**5520**	**100**	**5620**	**98.2%**

If the data is limited to either the 1st item ignited or contained to the room of origin on arrival (5620 incidents), table 4 shows performance for the previous 10 years. This shows that performance is between 97.1% in 2021/22 and 98.9% in 2015/16, significantly higher than the original values.

3. FireControl Retrospective– 999 Calls

Table 5: 999 Calls by Year

Year	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	Total
999 Calls	21639	22138	22464	22980	27215	20679	19778	22094	24426	20075	223488

Table 5 shows the number of 999 calls processed by FireControl since April 2014. This shows that there have been 223,488 emergency calls, with the most occurring during 2018/19 (27215). The fewest 999 calls occurred during 2020/21 (19778).

Chart 3: 999 calls received by FireControl

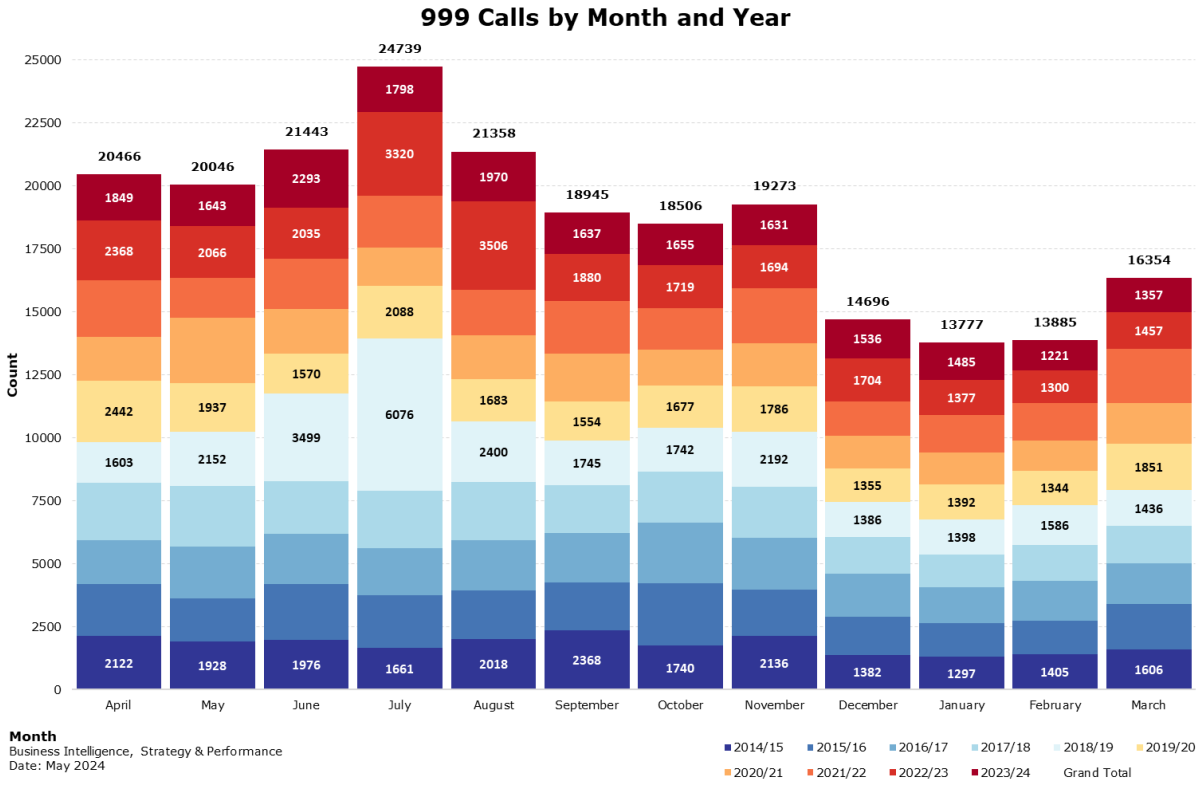


Chart 3 describes the number of 999 calls by month and year. The chart shows that during late spring and summer (except for July), the number of calls is consistent (between 20,000 and 22,000), before reducing slightly in autumn.

999 calls reduce significantly between December and February (cumulatively between 5,000 to 6,000 less than November), before rising again in March.

Concentrating on July (24739 cumulative 999 calls), this was in part due to the hot weather conditions in 2018 when FireControl dealt with 6076 calls and 3320 calls in 2022.

4. Incident Retrospective – 2014/15 and 2023/24

Chart 4: Overall incidents attended within Merseyside, by year

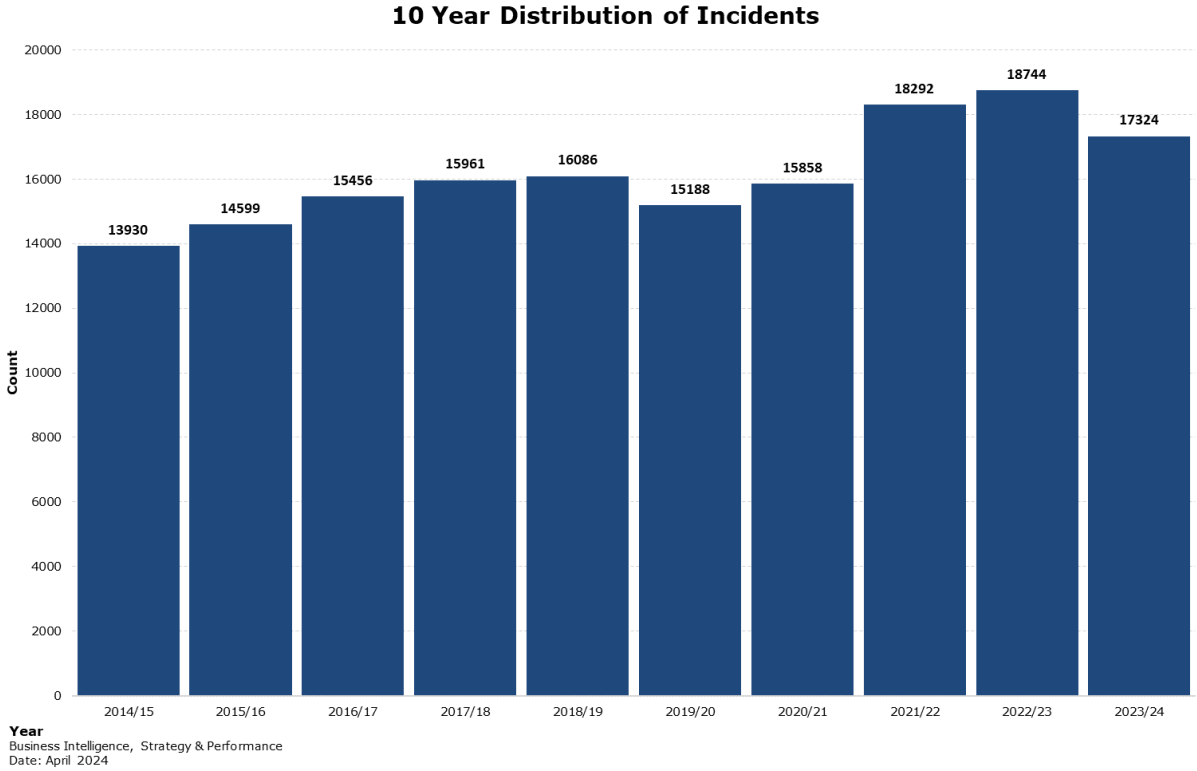


Chart 4 describes that over the 10-year period, there has been an increase of 3394 incidents (24.4%), from 13930 in 2014/15 to 17324 during 2023/24.

Incidents had been increasing year on year with a slight reduction in 2019/20 before increasing again to 2022/23. In 2023/24, there was a reduction of 1420 incidents (-7.6%).

Between 2014/15 and 2023/24, the average number of incidents is 16144.

Other salient points include:

- Comparing 2023/24 to 2022/23, there has been a reduction of 1420 incidents, -7.6%.
- Comparing 2023/24 to 2019/20, there have been 2136 (14.1%) more incidents.
- Comparing 2023/24 to 2014/15 (the year with the lowest total), there have been an additional 3394 incidents (24.4%).

Table 6: Overall incidents within Merseyside, by incident type and year

Incident Type	2014/15	2019/20	2022/23	2023/24	1 Yr Change	1 Yr % Change	5 Yr Change	5 Yr % Change	10 Yr Change	10 Yr % Change
Accidental Dwelling Fire	1053	868	776	670	-106	-13.7%	-198	-22.8%	-383	-36.4%
Acc Non Domestic Property Fire	218	163	136	158	22	16.2%	-5	-3.1%	-60	-27.5%
Accidental Secondary Fire	450	770	1962	1326	-636	-32.4%	556	72.2%	876	194.7%
Accidental Vehicle Fire	187	206	219	199	-20	-9.1%	-7	-3.4%	12	6.4%
Deliberate Dwelling Fire	210	152	138	136	-2	-1.4%	-16	-10.5%	-74	-35.2%
Del Non Domestic Property Fire	95	73	68	72	4	5.9%	-1	-1.4%	-23	-24.2%
Deliberate Secondary Fire	3927	2772	3291	2372	-919	-27.9%	-400	-14.4%	-1555	-39.6%
Deliberate Vehicle Fire	500	459	288	241	-47	-16.3%	-218	-47.5%	-259	-51.8%
Other Property Fire	229	173	240	176	-64	-26.7%	3	1.7%	-53	-23.1%
AFA - Domestic & Other	2262	3137	3141	3614	473	15.1%	477	15.2%	1352	59.8%
AFA - Non Domestic	564	570	469	545	76	16.2%	-25	-4.4%	-19	-3.4%
False Alarm Good Intent	1440	1703	2558	2552	-6	-0.2%	849	49.9%	1112	77.2%
Malicious False Alarm	178	233	151	105	-46	-30.5%	-128	-54.9%	-73	-41.0%
Special Service	2036	3191	4465	4393	-72	-1.6%	1202	37.7%	2357	115.8%
Special Service - RTC	581	718	842	765	-77	-9.1%	47	6.5%	184	31.7%
Grand Total	**13930**	**15188**	**18744**	**17324**	**-1420**	**-7.6%**	**2136**	**14.1%**	**3394**	**24.4%**

Table 6 compares incident types between 2014/15 and 2023/24 and reveals that over the 10-year period, 9 of 15 incident types have seen reductions, despite seeing an increase of 3394 incidents (24.4%).

The 6 incident types that have seen increases over the period are: Accidental Secondary Fire (876 or 194.7%, *please refer to commentary under chart 6 for details*), Accidental Vehicle Fire 12 or 6.4%, AFA – Domestic & Other (1352 or 59.8%, *due to more properties having wired alarms when built and care in the community schemes*), False Alarm Good Intent (1112 or 77.2%), Special Service – RTC (184 or 31.7%) and other Special Service (2357, *working closer with other agencies in particular Merseyside Police and North West Ambulance Service*).

There have been large decreases in: Accidental Dwelling Fires from 1053 to 670 (-36.4%), Accidental Non Domestic Property Fires from 218 to 158 (-27.5%), Deliberate Dwelling Fires from 210 to 136 (-35.2%), Deliberate Secondary Fires reduced from 3927 to 2372 (-39.6%), Deliberate Vehicle Fires from 500 to 241 (-51.8%) and Malicious False Alarm with 178 to 105 (-41.0%).

Between 2019/20 to 2023/24, there has been an increase of 2136 incidents (14.1%). Significant increases have occurred in Special Services (1202 incidents or 37.7%), Accidental Secondary Fires (556 or 72.2%), False Alarm Good Intent (849 incidents or 49.9%) and AFA – Domestic and Other (477 incidents or 15.2%).

Incidents to see significant reductions include Accidental Dwelling Fires (-198 incidents or -22.8%), Deliberate Secondary Fires (-400 incidents or -14.4%), Deliberate Vehicle Fires (-218 incidents or -47.5%) and Malicious False Alarm (-128 incidents or -54.9%).

Comparing data between 2022/23 and 2023/24, there has been an overall reduction of 1420 incidents (or -7.6%). There have been increases in AFA – Domestic and Other (473 incidents or 15.1%) and AFA – Non Domestic (76 incidents or 16.2%).

Incident types to see reductions during 2023/24 include: Accidental Dwelling Fires (-106 or -13.7%), Accidental Secondary Fire (-636 or -32.4%), Deliberate Secondary Fire (-919 or -27.9%) and Special Service – RTC (-77 or -9.1%).

Chart 5: Incidents attended, by year and type

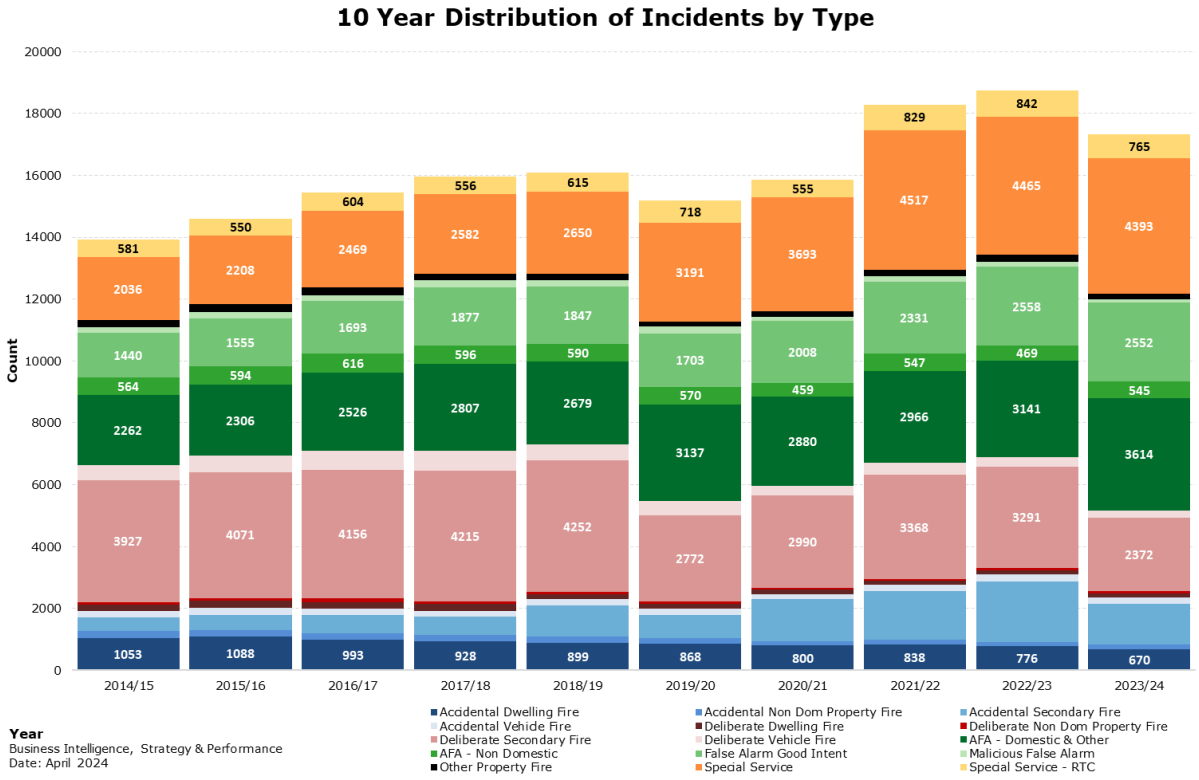


Chart 5 shows the 10-year distribution of incidents and how they contributed to overall incident totals. Some detailed analysis points are highlighted below.

Analysis of accidental dwelling fires by property type shows that over the past 10 years:

- Fires involving dwelling-house-single occupancy, a 40.3% reduction from 630 to 376.
- Fires involving all flats, a 22.5% reduction.
- Fires involving mid- and high-rise flats has seen a 13.5% increase following a 16.2% increase in the previous report.

Analysis of accidental dwelling fires by room of origin shows that over the past 10 years:

- Fires starting in the kitchen have reduced by 47.1%, but still account for 57.1% of ADFs.
- Fires starting in the living room have reduced by 29.0%
- Fires starting in the bedroom have decreased by 5.4%
- Fires starting in either external fittings or external structures have reduced by 31.6%

Analysis of accidental dwelling fires by item 1st ignited shows that over the past 10 years:

- Fires involving all cooking appliances have reduced by 51.7%. By limiting the data to cooker including oven sees a slightly larger reduction of 55.6%
- Fires involving all other white goods have seen a reduction of 35.7%
- Fires involving smoking materials have decreased by 10.6%

Analysis of fires in Non-Domestic property show that over the past 10 years:

- Incidents in public admin, security and safety-prison have increased by 8.1% from 37 to 40.
- Incidents in retail-shop have reduced by 19.2% from 26 to 21.
- Incidents in food and drink-takeaway, fast food have increased by 16.7% from 12 to 14.

Analysis of fires in Other Property shows that over the past 10 years:

- Incidents in outdoor structure-outdoor storage have reduced by 26.7% from 30 to 22.
- Incidents in non-residential-private garage have reduced by 15.4% from 13 to 11.

Chart 6: Comparison of Incidents attended within Merseyside, in 2014/15 and 2023/24

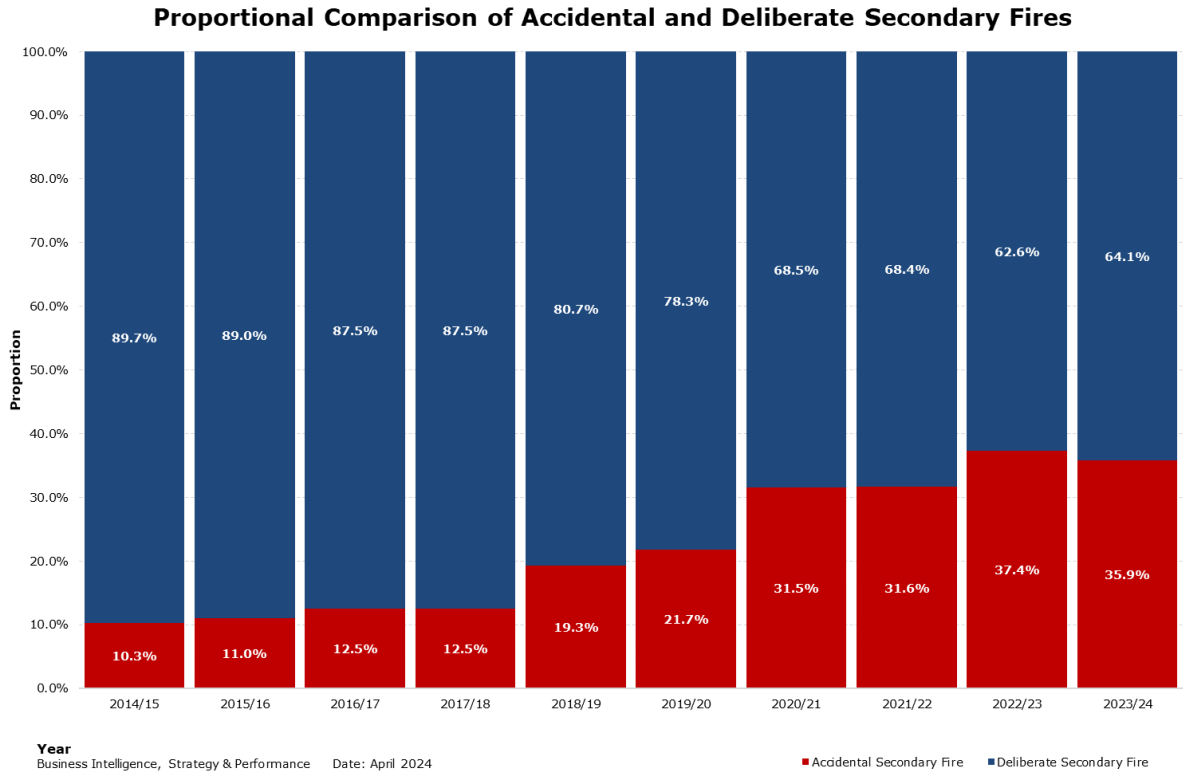


Chart 6 describes the increase in the proportion of secondary fires being reported as accidental. The chart shows this has increased by 25.6% between 2014/15 and 2023/24 (from 10.3% to 35.9%).

The increase over the last 5 years is due to operational personnel undertaking level 1 incident investigation training which provides insight into what elements make a secondary fire deliberate or not, therefore evidence based reporting.

Table 7: Analysis of all Special Services including RTCs

Incident Type	2014/15	2019/20	2022/23	2023/24	1 Yr Change	1 Yr % Change	5 Yr Change	5 Yr % Change	10 Yr Change	10 Yr % Change
Advice Only	98	153	179	190	11	6.1%	37	24.2%	92	93.9%
Animal assistance incidents	87	84	95	90	-5	-5.3%	6	7.1%	3	3.4%
Assist other agencies	147	517	1251	1240	-11	-0.9%	723	139.8%	1093	743.5%
Effecting entry/exit	342	573	699	725	26	3.7%	152	26.5%	383	112.0%
Evacuation (no fire)	8	12	21	17	-4	-19.0%	5	41.7%	9	112.5%
Flooding	218	234	429	343	-86	-20.0%	109	46.6%	125	57.3%
Hazardous Materials incident	56	61	118	168	50	42.4%	107	175.4%	112	200.0%
Lift Release	170	249	231	213	-18	-7.8%	-36	-14.5%	43	25.3%
Making Safe (not RTC)	102	138	110	174	64	58.2%	36	26.1%	72	70.6%
Medical Inc – Co/First responder	78	134	220	193	-27	-12.3%	59	44.0%	115	147.4%
No action (not false alarm)	208	483	415	363	-52	-12.5%	-120	-24.8%	155	74.5%
Other rescue/release of persons	159	158	223	215	-8	-3.6%	57	36.1%	56	35.2%
Other Transport incident	16	16	23	10	-13	-56.5%	-6	-37.5%	-6	-37.5%
Removal of objects from people	153	205	248	227	-21	-8.5%	22	10.7%	74	48.4%
Rescue or evac from water	65	26	34	56	22	64.7%	30	115.4%	-9	-13.8%
RTC	*581*	*718*	*842*	*765*	-77	-9.1%	47	6.5%	184	31.7%
Spills and Leaks (not RTC)	46	51	60	63	3	5.0%	12	23.5%	17	37.0%
Stand By	24	16	7	11	4	57.1%	-5	-31.3%	-13	-54.2%
Suicide/attempts	55	78	101	97	-4	-4.0%	19	24.4%	42	76.4%
Water provision	4	3	1	1	0	0.0%	-2	-66.7%	-3	-75.0%
Grand Total	**2617**	**3909**	**5307**	**5161**	-146	-2.8%	1252	32.0%	2544	97.2%

Table 7 provides an in depth look at the increase of Special Services. Since **2014/15**, there has been an increase of 2544 incidents (97.2%).

The Special Service sub-types to see the largest increases are: Assist Other Agencies (1093 incidents or 743.5%), Effecting Entry/Exit (383 incidents or 112.0%), Flooding[3] 125 incidents or 57.3%), Hazardous Materials (112 incidents or 200.0%), Medical Incidents Co/First Responder (115 or 147.4%), No Action (Not False Alarm) (155 or 74.5%) and Suicide/attempts (42 incidents or 76.4%). Road Traffic Collisions (RTCs) are usually reported as a separate incident type, but are included as a special service, as such they have seen an increase of 184 (31.7%).

There have been reductions in: Other Transport incident (-6 or -37.5%), Rescue or Evac from Water (-9 or -13.8%), Standby (-13 incidents or -54.2%) and Water Provision (-3 incidents or -75.0%).

Between **2019/20 to 2023/24**, there has been an increase of 1252 incidents (32.0%). Significant increases have occurred in: Assist Other Agencies (723 incidents or 139.8%), Effecting Entry/Exit (152 incidents or 26.5%), Flooding (109 incidents or 46.6%) and Hazardous Materials incident (107 incidents or 175.4%). Incidents to see reductions include Lift Release (-36 or -14.5%), No action (not false alarm) (-120 incidents or -24.8%), Other Transport incident (-6 incidents or -37.5%), Standby (-5 or -31.3) and water provision (-2 incidents or -66.7%).

Comparing data between **2022/23 and 2023/24**, there has been an overall reduction of 146 incidents (or -2.8%). The largest reductions have been in: Flooding (-86 incidents or -20.0%), No action (not false alarm) (-52 or -12.5%) and RTC (-77 incidents or -9.1%). The largest increases have occurred in: Effecting entry/exit (26 or 3.7%), Hazardous Materials (50 incidents or 42.4%), Making Safe (not RTC) (64 incidents or 58.2%) and Rescue or evac from water (22 incidents or 64.7%).

Analysis of special service type: Assist Other Agency shows that over the past 10 years:

[3] IRS does not break flooding into environmental or domestic.

- Incidents in dwelling-house-single occupancy have increased by 1300.0% from 36 to 504.
- Incidents in purpose built flats (up to 3 storeys, 4 to 9 stores and 10+ storeys) have increased from 7 to 276 (3842.9%)
- Incidents in converted flat/maisonette have increased by 1900.0% from 6 to 120.

Analysis of special service type: Effect Entry/Exit[4] shows that over the past 10 years:

- Incidents in dwelling-house-single occupancy have increased by 111.8% from 127 to 269.
- Incidents in dwelling-bungalow-single occupancy have increased by 412.5% from 8 to 41.

Analysis of special service type: Lift Rescue shows that over the past 10 years:

- Incidents in dwelling-purpose built flat/maisonette-10+ storeys have increased by 250.0% (12 to 42)
- Incidents in dwelling-purpose built flat/maisonette-4 to 9 storeys have increased by 47.6% from 21 to 31.

Chart 7: Comparison of Incidents attended within Merseyside, in 2014/15 and 2023/24

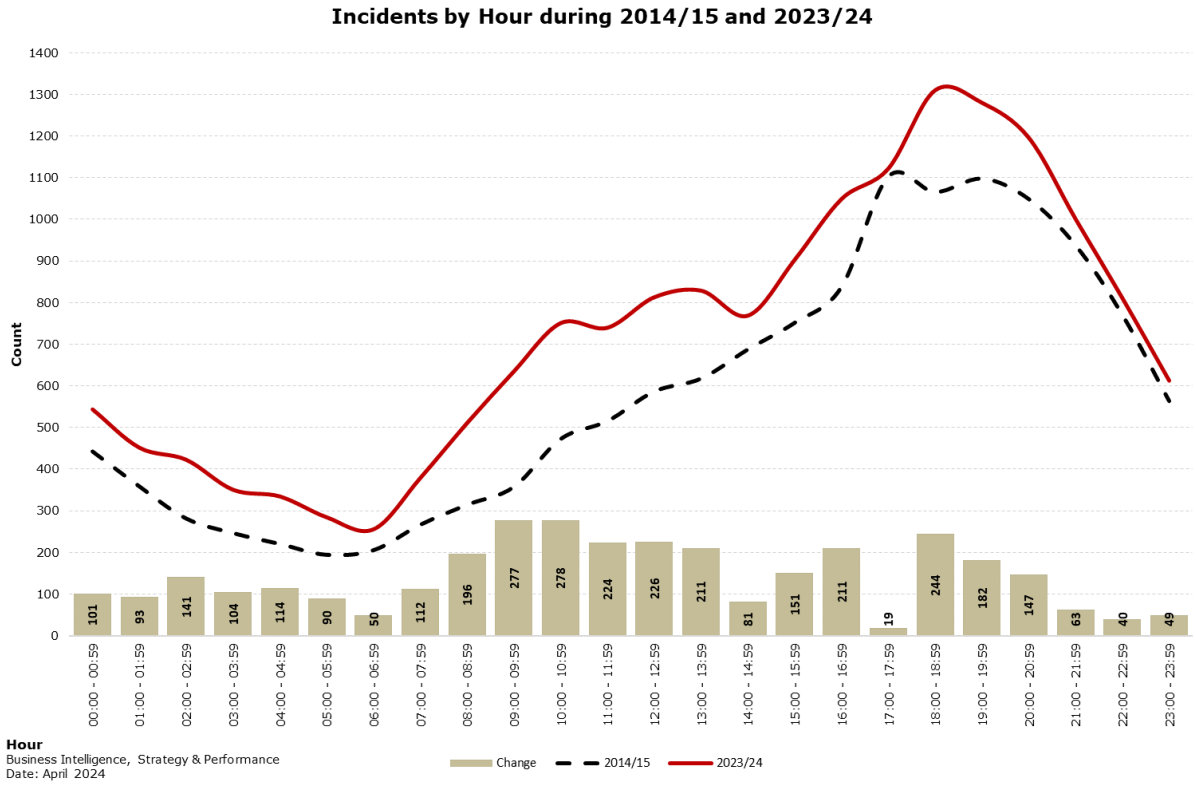


Chart 7 describes the comparison of incidents by hours of the day. It shows that there have been increases in each hour of the day, with the largest being between 10:00-10:59 (278), followed by 09:00-09:59 (277) and this flows into early afternoon. There have been increases during the early evening before reducing towards the end of the day. The hour of 17:00-17:59 shows the smallest increase (19).

The chart shows that peak activity was between 17:00-17:59 in 2014/15 (1102 incidents) and 18:00-18:59 (1309) in 2023/24. This means there were 18.8% more incidents between the 2 peak times. The fewest incidents in 2013/14 was at 05:00-05:59 (194) and during 2023/24 05:00-05:59 (255). This is an increase of 31.4% of incidents between the hours with fewest incidents.

[4] There is a signed MOU with NWAS for FRS attendance when effecting entry to Category 1, 2 and 3 incidents

Analysing the demand curves for incidents that can be targeted for prevention work (including: ADFs, RTCs, etc) as well as other (non RTC) Special Services, the table below shows the peak times and the percentage change between the peaks for 2014/15 and 2023/24.

Table 8: Peak Times

Incident Type	2014/15	Count	2023/24	Count	Percentage Change
Accidental Dwelling Fire	17:00-17:59	94	17:00-17:59	52	-44.7%
Deliberate Secondary Fire	20:00-20:59	442	20:00-20:59	326	-26.2%
Special Service – RTC	17:00-17:59	59	16:00-16:59	64	8.5%
Other Special Services	17:00-17:59	151	16:00-16:59	274	81.5%
Special Service – Assist Other Agency	10:00-10:59 17:00-17:59	13	03:00-03:59	73	461.5%

Table 8 shows that peak times for most of these incident types are broadly similar across the 2 years. Between the peak hours:

- Accidental dwelling fires have reduced by 44.7%
- Deliberate secondary fires have reduced by 26.2%
- Special service – RTCs have increased by 8.5%, and
- Other special services have increased 81.5%

Special service – assist other agency has been extracted separately to show that there has been an increase of 461.5% between the peak hours of 10:00-10:59 and 17:00-17:59 in 2014/15 and 03:00-03:59 in 2023/24, again signifying a closer working relationship with NWAS and the police.

Chart 8: Station Comparison[5]

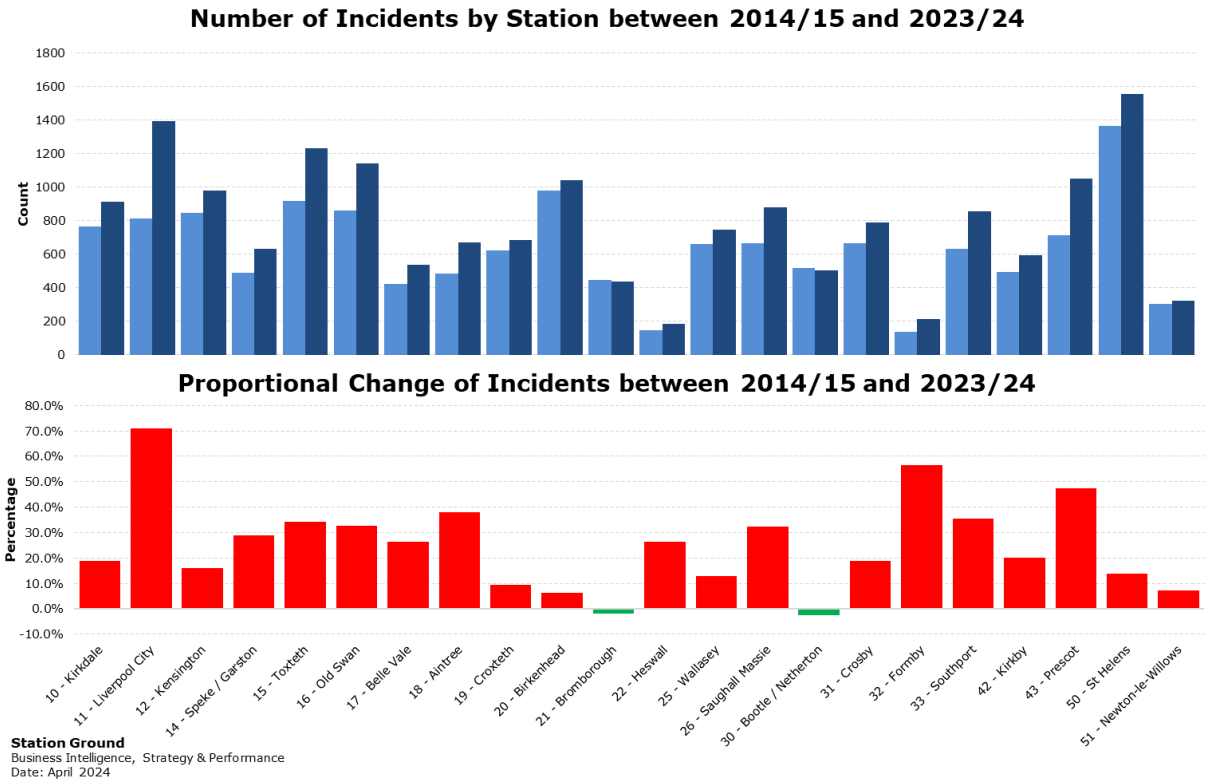


Chart 8 describes most station grounds have seen increases in the number of incidents attended between 2014/15 and 2023/24, except for 21 – Bromborough (-8) and 30 - Bootle/Netherton (-13).

[5] Incidents have been tagged to station grounds as of 1 April 2024

Of the station grounds that saw the largest increases: 11 – Liverpool City saw an increase of 5579 incidents (71.1%), 43 – Prescot saw 339 more (47.5%) and 15 – Toxteth saw 281 more (34.3%).

Of stations to see the smallest increases, these include: 51 – Newton-le-Willows (from 302 to 324 or 7.3%) and 22 – Heswall (from 144 to 182 or 26.4%).

5. Retrospective Appliances – 2014/15 and 2023/24

Chart 9: Appliances assigned to incidents excluding standbys[6]

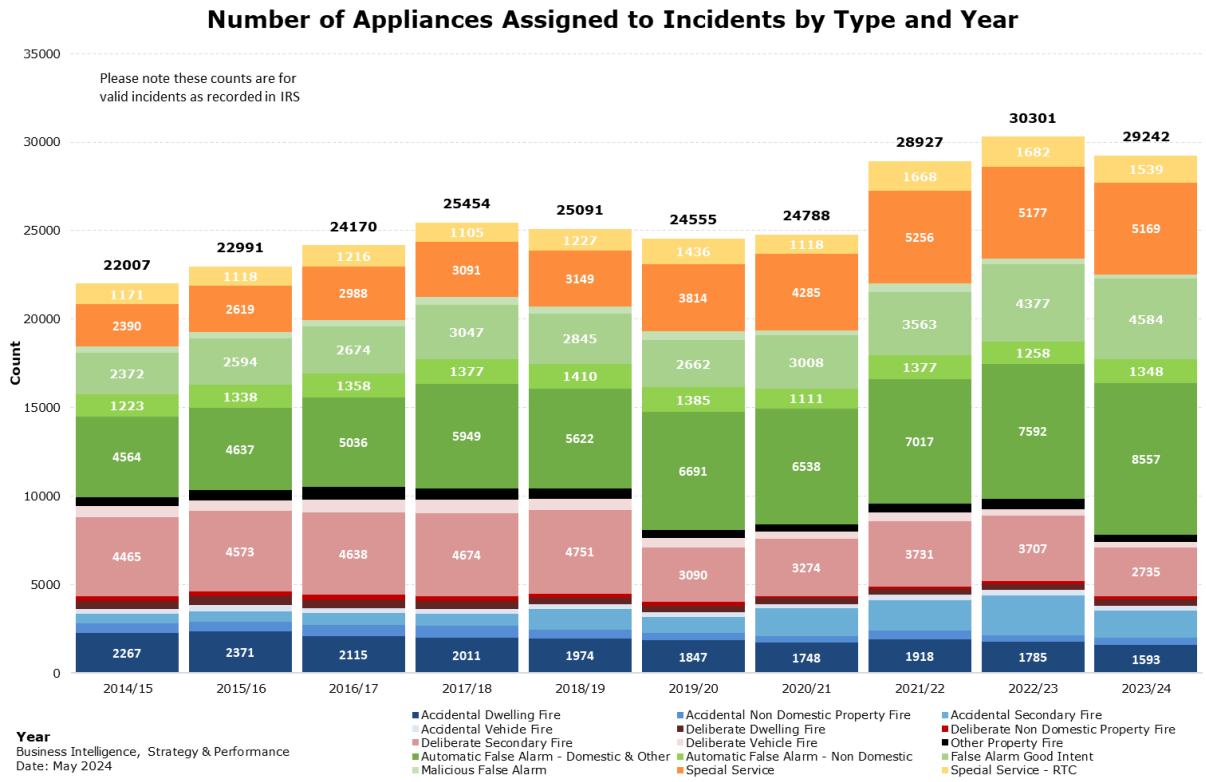


Chart 9 describes the number of pumps that have been assigned to valid incidents in IRS since 2014/15.

By comparing this chart with the incident chart on page 7, we can see how the changes in incident counts affect the number of pumps being assigned to those incidents. Examples of this are:

- Reduction in the number of Accidental Dwelling Fires shows a reduction of 29.7% pumps assigned.
- The increase of the PDA for high rise buildings after Grenfell Tower in 2017, particularly in Automatic False Alarm - Domestic & Other and False Alarm Good Intent, whereas Automatic False Alarm has stayed at a similar level.
- Since 2014/15, an increase of 116.3% being assigned to Special Services. Some of this will be the closer working with NWAS for effecting entry at properties after 2021.

A further note is that there has been an increase of 182.6% of pumps assigned to accidental secondary fires, but this is due to reasons highlighted on page 9 with crews being more aware of what is an accidental or deliberate fire.

[6] Based on Assign Time, and only includes Pumps

6. Ward and District Analysis

Table 9: Overall District Figures

District	2014/15	2019/20	2022/23	2023/24	1 Yr Change	1 Yr % Change	5 Yr Change	5 Yr % Change	10 Yr Change	10 Yr % Change
Knowsley	1333	1539	1804	1738	-66	-3.7%	199	12.9%	405	30.4%
Liverpool	5730	6451	7898	7457	-441	-5.6%	1006	15.6%	1727	30.1%
Sefton	2246	2548	3021	2891	-130	-4.3%	343	13.5%	645	28.7%
St Helens	1725	1649	2157	1951	-206	-9.6%	302	18.3%	226	13.1%
Wirral	2896	3001	3864	3287	-577	-14.9%	286	9.5%	391	13.5%
Grand Total	13930	15188	18744	17324	-1420	-7.6%	2136	14.1%	3394	24.4%

Table 9 describes that all districts in Merseyside have seen an increase in the number of incidents since 2014/15, with Knowsley having the largest proportional change (30.4%), followed by Liverpool (30.1%). St Helens has seen the smallest increase (13.1%).

Comparing 2023/24 against 2019/20, all districts saw an increase in incidents with St Helens having the largest proportional increase (18.3%) and Wirral having the smallest increase (9.5%).

Comparing 2023/24 against 2022/23, all the districts saw a reduction in incidents with Wirral seeing the largest decrease (-14.9%) followed by St Helens (-9.6%). Knowsley saw the smallest reduction (-3.7%) followed by Sefton (-4.3%).

Table 10: Top 10 Wards Merseyside Wide (*ordered by 2023/24)*

Wards	2014/15	2019/20	2022/23	2023/24	1Yr Change	% 1Yr Change	5Yr Change	% 5Yr Change	10Yr Change	% 10Yr Change
City Centre North	264	406	493	503	10	2.0%	97	23.9%	239	90.5%
Birkenhead and Tranmere	346	402	472	447	-25	-5.3%	45	11.2%	101	29.2%
Bidston and St James	372	308	529	420	-109	-20.6%	112	36.4%	48	12.9%
Town Centre	322	300	398	399	1	0.3%	99	33.0%	77	23.9%
Kensington & Fairfield	302	318	443	383	-60	-13.5%	65	20.4%	81	26.8%
Linacre	257	304	358	335	-23	-6.4%	31	10.2%	78	30.4%
City Centre South	201	230	281	329	48	17.1%	99	43.0%	128	63.7%
Canning	156	221	282	268	-14	-5.0%	47	21.3%	112	71.8%
Dukes	192	241	265	264	-1	-0.4%	23	9.5%	72	37.5%
Seacombe	248	242	303	260	-43	-14.2%	18	7.4%	12	4.8%

Table 10 shows the top 10 wards by incidents for 2023/24. Liverpool has 4 wards in the top 10 (City Centre North, Kensington and Fairfield, City Centre South and Canning). Wirral has 3 wards (Birkenhead and Tranmere, Bidston and St James and Seacombe), Sefton has 2 (Linacre and Dukes) and the other 1 is from St Helens (Town Centre).

The table shows that when comparing 2023/24 to 2014/15, the top 10 wards have all seen increases. City Centre North has had the largest increase (239), it has also seen the largest proportional increase (90.5%). The smallest proportional increase of the top 10 wards is Seacombe in Wirral (4.8%).

Comparing 2023/24 against 2019/20, all wards in the top 10 saw increases in incidents with Bidston and St James seeing the largest increase in incidents (112), and City Centre South seeing the largest proportional increase (43.0%). The ward to see the smallest increase was Seacombe (7.4%).

When compared to the previous year: 7 wards saw reductions including: Bidston and St James (-109), Kensington & Fairfield (-60) and Seacombe (-43). Wards to see increases were City Centre North (10), Town Centre (1) and City Centre South (48).

6.1 Knowsley

Table 11: Selected Incident Types in Knowsley

Selected Incident Type	2014/15	2022/23	2023/24	1Yr Change	% 1Yr Change	10Yr Change	% 10Yr Change
Accidental Dwelling Fire	92	76	61	-15	-19.7%	-31	-33.7%
Deliberate Dwelling Fire	20	19	22	3	15.8%	2	10.0%
Deliberate Non Domestic Property Fire	2	4	6	2	50.0%	4	200.0%
Deliberate Secondary Fire	498	339	322	-17	-5.0%	-176	-35.3%
Deliberate Vehicle Fire	47	28	37	9	32.1%	-10	-21.3%
Special Service - RTC	58	92	87	-5	-5.4%	29	50.0%
Special Service	170	426	350	-76	-17.8%	180	105.9%
Other Incidents[7]	446	820	855	35	4.3%	409	91.7%
Grand Total	**1333**	**1804**	**1740**	**-64**	**-3.5%**	**407**	**30.5%**

Between 2014/15 and 2023/24, there were 407 (30.5%) more incidents, with the incident type Special Service seeing 180 more incidents (105.9%). Accidental Dwelling Fires saw 31 fewer incidents, Deliberate Secondary Fires seeing 176 fewer and Deliberate Vehicle Fires 10 less.

Between 2022/23 and 2023/24, there was a reduction of 64 incidents (-3.5%) with Special Services being a major contributor towards this (-76). Other incident types with reductions in 2023/24 were: Accidental Dwelling Fires (-15), Deliberate Secondary Fires (-17) and Special Service – RTC (-5). The largest increase was among Other Incidents (35).

Table 12: Top 11 Wards in Knowsley (*ordered by 2023/24*)

Wards	2014/15	2022/23	2023/24	1Yr Change	% 1Yr Change	10Yr Change	% 10Yr Change
Northwood	169	241	231	-10	-4.1%	62	36.7%
Whitefield	115	165	165	0	0.0%	50	43.5%
Prescot North	103	192	160	-32	-16.7%	57	55.3%
Stockbridge	83	180	141	-39	-21.7%	58	69.9%
Whiston & Cronton	106	152	137	-15	-9.9%	31	29.2%
St. Michaels	62	146	116	-30	-20.5%	54	87.1%
Cherryfield	141	108	114	6	5.6%	-27	-19.1%
Page Moss	96	103	109	6	5.8%	13	13.5%
Roby	53	70	101	31	44.3%	48	90.6%
Halewood North	106	81	92	11	13.6%	-14	-13.2%
Prescot South	61	59	92	33	55.9%	31	50.8%

The table shows that 9 of the top 11 wards have all seen increase in the number of incidents from 2014/15 with Northwood seeing the largest increase (62) followed by Stockbridge (58). The ward to see the largest proportional increase is Roby (90.6%). The wards to see reductions were: Cherryfield (-27) and Halewood North (-14).

When comparing 2022/23 to 2023/24, 5 wards saw an increase in incidents including: Cherryfield (6); Page Moss (6); Roby (31); Halewood North (11) and Prescot South (33). The wards to see reductions were Northwood (-10); Prescot North (-32); Stockbridge (-39); Whiston and Cronton (-15) and St Michaels (-30).

Whitefield is the only ward in the top 11 to see the same number of incidents as the previous year (165).

[7] Other Incidents are made up of: Accidental Non Domestic Property Fire, Accidental Vehicle Fire, Accidental Secondary Fire, AFA – Domestic & Other, AFA – Non Domestic, False Alarm Good Intent, Malicious False Alarm, and Other Property Fire

6.2 Liverpool

Table 13: Selected Incident Types in Liverpool

Selected Incident Type	2014/15	2022/23	2023/24	1Yr Change	% 1Yr Change	10Yr Change	% 10Yr Change
Accidental Dwelling Fire	387	309	264	-45	-14.6%	-123	-31.8%
Deliberate Dwelling Fire	98	65	60	-5	-7.7%	-38	-38.8%
Deliberate Non Domestic Property Fire	63	41	51	10	24.4%	-12	-19.0%
Deliberate Secondary Fire	1588	1158	881	-277	-23.9%	-707	-44.5%
Deliberate Vehicle Fire	206	119	109	-10	-8.4%	-97	-47.1%
Special Service - RTC	204	280	246	-34	-12.1%	42	20.6%
Special Service	895	1932	1873	-59	-3.1%	978	109.3%
Other Incidents	2289	3994	3979	-15	-0.4%	1690	73.8%
Grand Total	**5730**	**7898**	**7463**	**-435**	**-5.5%**	**1733**	**30.2%**

Between 2014/15 and 2023/24, there were 1733 (30.2%) more incidents, with the incident type Special Service seeing 978 more incidents (109.3%). Accidental Dwelling Fires saw 123 fewer incidents, Deliberate Secondary Fires seeing 707 fewer and Deliberate Vehicle Fires 97 fewer.

Between 2022/23 and 2023/24, there was a reduction of 435 incidents (-5.5%) with Deliberate Secondary Fires being a major contributor towards this (-277). Other incident types with reductions in 2023/24 include: Accidental Dwelling Fires (-45), Special Service - RTC (-34) and Special Service (-59). The only increase was among Deliberate Non Domestic Property Fire (10).

Table 14: Top 10 Wards in Liverpool[8] *(ordered by 2023/24)*

Wards	2014/15	2022/23	2023/24	1Yr Change	% 1Yr Change	10Yr Change	% 10Yr Change
City Centre North	264	493	503	10	2.0%	239	90.5%
Kensington & Fairfield	302	443	383	-60	-13.5%	81	26.8%
City Centre South	201	281	329	48	17.1%	128	63.7%
Canning	156	282	268	-14	-5.0%	112	71.8%
Belle Vale	135	199	232	33	16.6%	97	71.9%
Walton	185	241	227	-14	-5.8%	42	22.7%
Vauxhall	136	182	216	34	18.7%	80	58.8%
Speke	170	176	204	28	15.9%	34	20.0%
Princes Park	143	205	194	-11	-5.4%	51	35.7%
Garston	136	219	186	-33	-15.1%	50	36.8%

The table shows that the top 10 wards have all seen increases in the number of incidents from 2014/15 with City Centre North seeing the largest increase (239), followed by City Centre South (128) and Canning (112).

When comparing 2023/24 to 2022/23, the 5 of the 10 wards saw increases in incidents. City Centre South saw the largest increase (48); followed by Vauxhall (34) and Belle Vale (33). The wards to see the largest reductions compared to the previous year were Kensington and Fairfield (-60) and Garston (-33).

[8] The number of wards increased from 30 to 63 in May 2023 following a review by government inspector Max Caller

6.3 Sefton

Table 15: Selected Incident Types in Sefton

Selected Incident Type	2014/15	2022/23	2023/24	1Yr Change	% 1Yr Change	10Yr Change	% 10Yr Change
Accidental Dwelling Fire	217	152	123	-29	-19.1%	-94	-43.3%
Deliberate Dwelling Fire	26	16	14	-2	-12.5%	-12	-46.2%
Deliberate Non Domestic Property Fire	10	6	6	0	0.0%	-4	-40.0%
Deliberate Secondary Fire	452	421	261	-160	-38.0%	-191	-42.3%
Deliberate Vehicle Fire	74	20	22	2	10.0%	-52	-70.3%
Special Service - RTC	111	180	161	-19	-10.6%	50	45.0%
Special Service	355	834	845	11	1.3%	490	138.0%
Other Incidents	1001	1392	1460	68	4.9%	459	45.9%
Grand Total	**2246**	**3021**	**2892**	**-129**	**-4.3%**	**646**	**28.8%**

Between 2014/15 and 2023/24, there were 646 (28.8%) more incidents, with the incident type Special Service seeing 490 more incidents (138.0%). Accidental Dwelling Fires saw 94 fewer incidents, Deliberate Secondary Fires seeing 191 fewer and Deliberate Vehicle Fires 52 less.

Between 2022/23 and 2023/24, there was a reduction of 129 incidents (-4.3%) with Deliberate Secondary Fires being a major contributor towards this (-160). Other incident types with reductions in 2023/24 were: Accidental Dwelling Fires (-29), Deliberate Dwelling Fires (-2) and Special Service – RTC (-19). The largest increase was among Other Incidents (68).

Table 16: Top 10 Wards in Sefton *(ordered by 2023/24)*

Wards	2014/15	2022/23	2023/24	1Yr Change	% 1Yr Change	10Yr Change	% 10Yr Change
Linacre	257	358	335	-23	-6.4%	78	30.4%
Dukes	192	265	264	-1	-0.4%	72	37.5%
Church	140	255	250	-5	-2.0%	110	78.6%
Derby	140	226	218	-8	-3.5%	78	55.7%
Cambridge	111	170	195	25	14.7%	84	75.7%
Ford	143	158	138	-20	-12.7%	-5	-3.5%
St Oswald	130	136	116	-20	-14.7%	-14	-10.8%
Molyneux	64	94	115	21	22.3%	51	79.7%
Kew	79	85	112	27	31.8%	33	41.8%
Blundellsands	56	77	112	35	45.5%	56	100.0%

The table shows that Church saw the largest increase (110) since 2014/15, followed by Cambridge (84), Linacre (78), Derby (78) and Dukes (72). St Oswald has seen a reduction of 14 incidents followed by Ford (-5).

When comparing 2022/23 to 2023/24, 6 wards saw reductions in incidents including: Linacre (-23); Ford (-20) and St Oswald (-20). The wards to see the largest increases were: Blundellsands (35); Kew (27) and Cambridge (25).

6.4 St Helens

Table 17: Selected Incident Types in St Helens

Selected Incident Type	2014/15	2022/23	2023/24	1Yr Change	% 1Yr Change	10Yr Change	% 10Yr Change
Accidental Dwelling Fire	126	76	65	-11	-14.5%	-61	-48.4%
Deliberate Dwelling Fire	28	14	14	0	0.0%	-14	-50.0%
Deliberate Non Domestic Property Fire	7	6	3	-3	-50.0%	-4	-57.1%
Deliberate Secondary Fire	604	633	462	-171	-27.0%	-142	-23.5%
Deliberate Vehicle Fire	47	47	30	-17	-36.2%	-17	-36.2%
Special Service - RTC	87	118	110	-8	-6.8%	23	26.4%
Special Service	177	433	439	6	1.4%	262	148.0%
Other Incidents	649	830	828	-2	-0.2%	179	27.6%
Grand Total	**1725**	**2157**	**1951**	**-206**	**-9.6%**	**226**	**13.1%**

Between 2014/15 and 2023/24, there were 226 (13.1%) more incidents, with the incident type Special Service seeing 262 more incidents (148.0%). Accidental Dwelling Fires saw 61 fewer incidents, Deliberate Secondary Fires seeing 142 fewer and Deliberate Vehicle Fires 17 less.

Between 2022/23 and 2023/24, there was a reduction of 206 incidents (-9.6%) with Deliberate Secondary Fires being a major contributor towards this (-171). Other incident types with reductions in 2023/24 include: Accidental Dwelling Fires (-11), Deliberate Vehicle Fires (-17) and Special Service – RTC (-8). The only incident type to see an increase was Special Service (6).

Table 18: Top 10 Wards in St Helens *(ordered by 2023/24)*

Wards	2014/15	2022/23	2023/24	1Yr Change	% 1Yr Change	10Yr Change	% 10Yr Change
Town Centre	322	398	399	1	0.3%	77	23.9%
Parr	181	279	197	-82	-29.4%	16	8.8%
Thatto Heath	125	196	166	-30	-15.3%	41	32.8%
Bold	156	145	121	-24	-16.6%	-35	-22.4%
Haydock	105	142	118	-24	-16.9%	13	12.4%
Windle	80	110	115	5	4.5%	35	43.8%
Sutton	92	115	111	-4	-3.5%	19	20.7%
Earlestown	109	125	109	-16	-12.8%	0	0.0%
West Park	92	142	106	-36	-25.4%	14	15.2%
Moss Bank	86	111	87	-24	-21.6%	1	1.2%

The table shows 8 wards in the top 10 have seen increases, 1 has a reduction and the other same number of incidents when compared to 2014/15. Town Centre has seen the largest increase (77), followed by Thatto Heath (41) and Windle (35). The only ward in the top 10 to see a reduction was Bold (-35). Earlestown saw the same number of incidents (109).

When comparing 2023/24 to 2022/23, 2 wards saw an increase in incidents including: Windle (5) and Town Centre (1).

The wards to see the largest reductions were Parr (-82), West Park (-36) and Thatto Heath (-30).

6.5 Wirral

Table 19: Selected Incident Types in Wirral

Selected Incident Type	2014/15	2022/23	2023/24	1Yr Change	% 1Yr Change	10Yr Change	% 10Yr Change
Accidental Dwelling Fire	231	163	156	-7	-4.3%	-75	-32.5%
Deliberate Dwelling Fire	38	24	26	2	8.3%	-12	-31.6%
Deliberate Non Domestic Property Fire	13	11	7	-4	-36.4%	-6	-46.2%
Deliberate Secondary Fire	785	740	446	-294	-39.7%	-339	-43.2%
Deliberate Vehicle Fire	126	74	43	-31	-41.9%	-83	-65.9%
Special Service - RTC	121	172	161	-11	-6.4%	40	33.1%
Special Service	439	840	889	49	5.8%	450	102.5%
Other Incidents	1143	1840	1560	-280	-15.2%	417	36.5%
Grand Total	**2896**	**3864**	**3288**	**-576**	**-14.9%**	**392**	**13.5%**

Between 2014/15 and 2023/24, there were 392 (13.5%) more incidents, with the incident type Special Service seeing 450 more incidents (102.5%). Accidental Dwelling Fires saw 75 fewer incidents, Deliberate Secondary Fires seeing 339 fewer and Deliberate Vehicle Fires 83 less.

Between 2022/23 and 2023/24, there was a reduction of 576 incidents (-14.9%) with Deliberate Secondary Fires (-294) and Other Incidents (-280) being major contributors. Other incident types with reductions in 2023/24 were: Accidental Dwelling Fires (-7), Deliberate Vehicle Fires (-31) and Special Service – RTC (-11). The largest increase was among Special Services (49).

Table 20: Top 10 Wards in Wirral *(ordered by 2023/24)*

Wards	2014/15	2022/23	2023/24	1Yr Change	% 1Yr Change	10Yr Change	% 10Yr Change
Birkenhead and Tranmere	346	472	447	-25	-5.3%	101	29.2%
Bidston and St James	372	529	420	-109	-20.6%	48	12.9%
Seacombe	248	303	260	-43	-14.2%	12	4.8%
Rock Ferry	229	319	233	-86	-27.0%	4	1.7%
Claughton	128	180	154	-26	-14.4%	26	20.3%
New Brighton	109	173	151	-22	-12.7%	42	38.5%
Upton	146	131	146	15	11.5%	0	0.0%
Leasowe and Moreton East	113	136	144	8	5.9%	31	27.4%
Bromborough	182	216	143	-73	-33.8%	-39	-21.4%
Liscard	118	157	143	-14	-8.9%	25	21.2%

The table shows 8 wards in the top 10 have seen increases, 1 has a reduction and the other same number of incidents when compared to 2014/15. Birkenhead and Tranmere saw the largest increase (101), followed by Bidston and St James (48) and New Brighton (42). The only ward in the top 10 to see a reduction was Bromborough (-39), while Upton saw the same number of incidents (146).

When comparing 2023/24 to 2022/23, 2 wards saw an increase in incidents including: Upton (15) and Leasowe and Moreton East (8). The wards to see the largest reductions were: Bidston and St James (-109); Rock Ferry (-86) and Bromborough (-73).

7. Appendices

The tables, charts and maps on the following pages provide a high level overview to overall patterns in the last 10 years.

Table 21: Alert to Mobile for Month and Year

Month	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	Performance
April	96.8%	96.7%	96.9%	97.1%	95.9%	96.7%	96.9%	95.0%	95.8%	96.3%	96.4%
May	96.0%	96.4%	97.7%	96.2%	95.8%	95.2%	97.3%	94.6%	95.8%	96.5%	96.2%
June	94.4%	95.8%	97.0%	95.6%	94.6%	95.7%	96.0%	95.5%	96.1%	96.4%	95.7%
July	85.1%	97.4%	96.0%	96.1%	93.0%	95.7%	96.1%	95.5%	96.0%	96.5%	94.8%
August	97.3%	96.1%	94.9%	95.4%	95.2%	95.0%	97.2%	95.2%	95.8%	95.4%	95.7%
September	96.8%	97.1%	97.0%	94.2%	94.8%	94.9%	95.4%	95.4%	95.8%	96.3%	95.8%
October	95.8%	96.2%	97.0%	84.5%	95.5%	95.2%	93.7%	96.4%	96.2%	95.7%	94.5%
November	96.4%	96.7%	96.6%	92.0%	95.6%	94.7%	93.7%	95.2%	95.3%	95.5%	95.1%
December	96.1%	97.2%	96.0%	93.0%	94.8%	95.3%	89.3%	94.4%	95.8%	94.3%	94.6%
January	95.6%	96.0%	96.3%	93.2%	96.1%	96.0%	90.5%	95.5%	96.6%	95.8%	95.1%
February	95.3%	95.1%	96.1%	94.1%	95.7%	96.1%	90.8%	95.2%	96.0%	94.6%	94.9%
March	96.2%	95.9%	96.2%	94.1%	96.3%	94.9%	93.8%	95.4%	96.5%	96.0%	95.5%
Performance	95.0%	96.4%	96.5%	93.8%	95.2%	95.4%	94.4%	95.2%	96.0%	95.8%	95.4%
Range	12.2%	2.3%	2.8%	12.5%	3.3%	2.0%	8.0%	2.0%	1.3%	2.3%	1.8%

Chart 10: Alert to Mobile by Year, showing Best and Least Best Hours

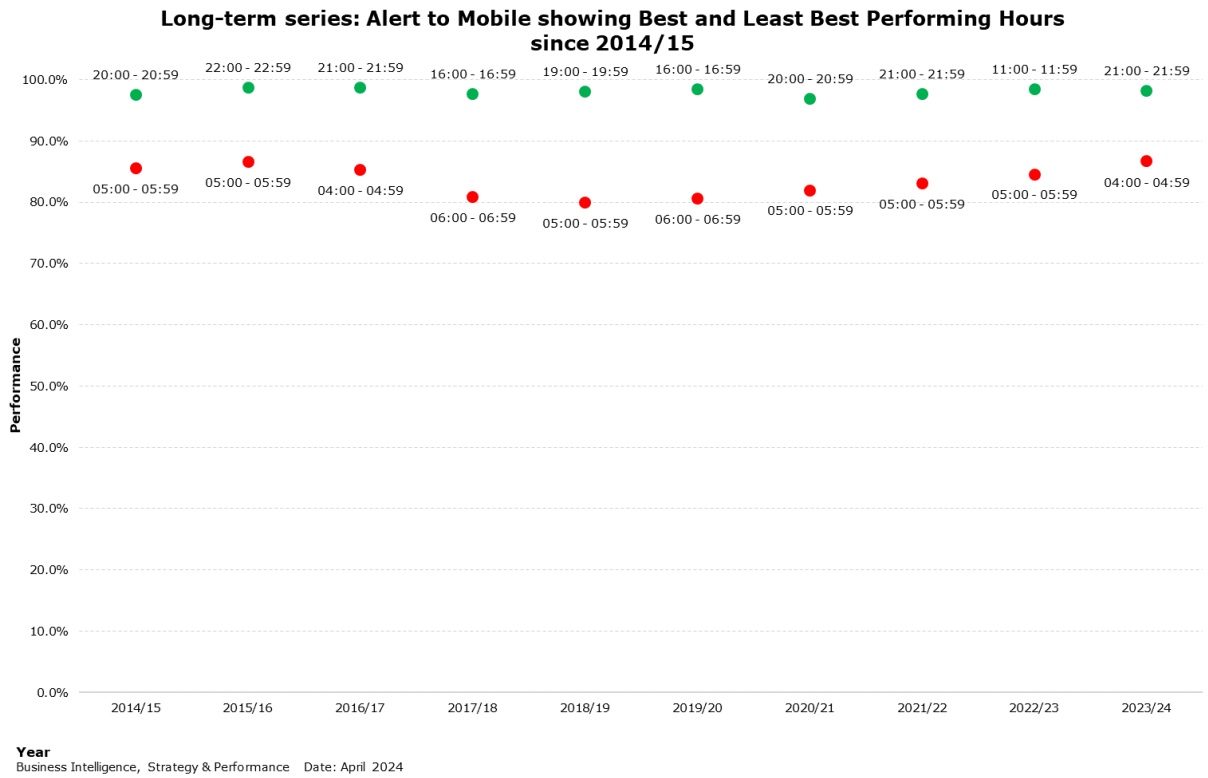


Table 22: Standard of Fire Cover by Month and Year

Month	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	Performance
April	96.5%	97.0%	98.0%	96.6%	95.5%	93.2%	96.8%	94.2%	95.4%	95.1%	95.8%
May	96.8%	95.9%	92.9%	98.0%	92.9%	95.4%	97.0%	94.1%	93.5%	95.0%	95.2%
June	98.3%	95.5%	96.6%	93.8%	93.0%	93.7%	94.2%	94.9%	95.7%	96.8%	95.3%
July	95.1%	97.4%	96.9%	96.6%	86.8%	93.4%	92.0%	95.0%	92.1%	95.4%	94.1%
August	96.2%	94.0%	97.3%	93.4%	88.0%	89.3%	94.7%	92.9%	92.7%	93.8%	93.3%
September	97.5%	96.8%	95.8%	95.9%	94.7%	89.3%	98.4%	99.1%	91.7%	96.5%	95.6%
October	95.1%	96.4%	94.7%	97.3%	98.1%	91.4%	96.4%	95.7%	93.2%	96.4%	95.5%
November	91.5%	93.5%	94.9%	94.0%	94.2%	96.8%	97.0%	97.0%	95.4%	96.6%	95.0%
December	96.0%	97.3%	95.8%	94.5%	93.3%	96.0%	95.3%	96.2%	90.4%	97.2%	95.2%
January	95.5%	96.8%	96.8%	96.5%	97.7%	97.6%	94.0%	97.7%	94.8%	97.8%	96.5%
February	97.2%	97.9%	95.5%	96.4%	96.7%	94.9%	92.9%	94.1%	95.0%	95.9%	95.8%
March	98.0%	94.9%	97.9%	92.2%	100.0%	95.0%	95.7%	95.4%	97.1%	93.6%	95.8%
Performance	**96.2%**	**96.1%**	**96.1%**	**95.4%**	**94.0%**	**93.8%**	**95.5%**	**95.4%**	**93.8%**	**95.9%**	**95.3%**
Range	6.8%	4.4%	5.0%	5.9%	13.2%	8.4%	6.4%	6.2%	6.8%	4.2%	3.2%

Chart 11: Standard of Fire Cover by Year, showing Best and Least Best Hours

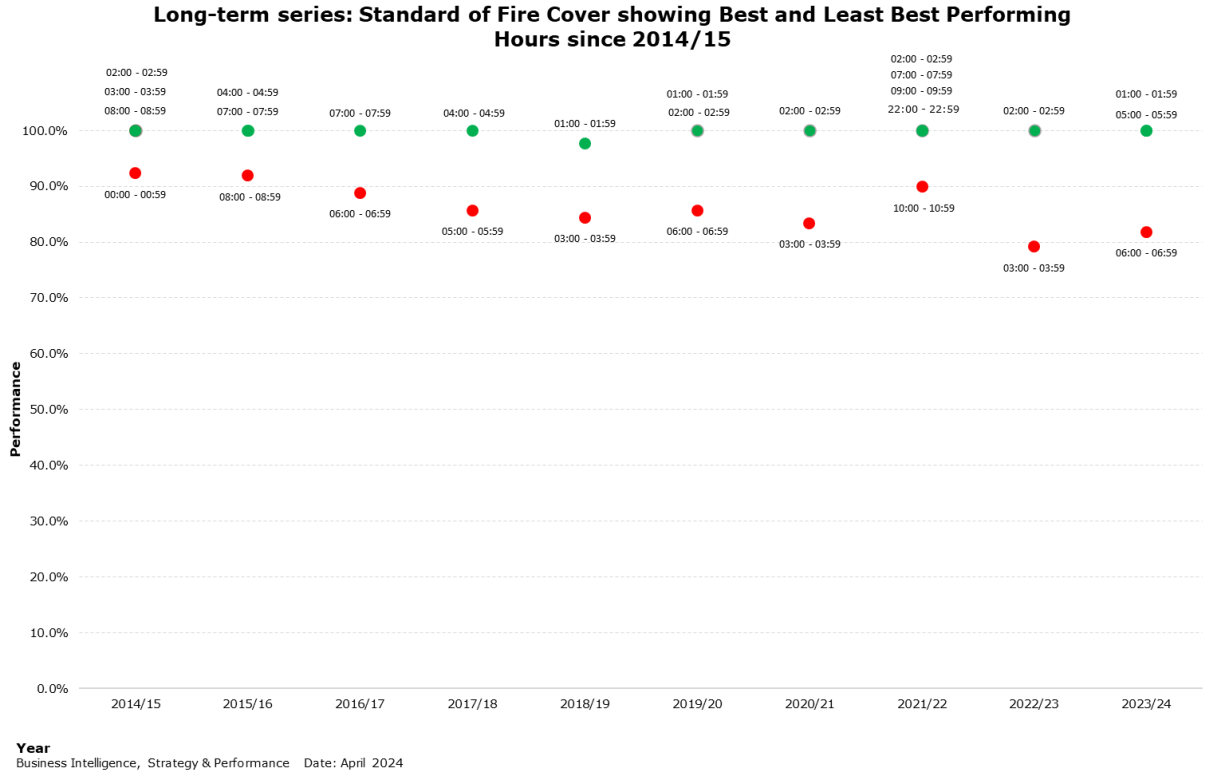


Chart 12: 999 Calls by Hour and Year

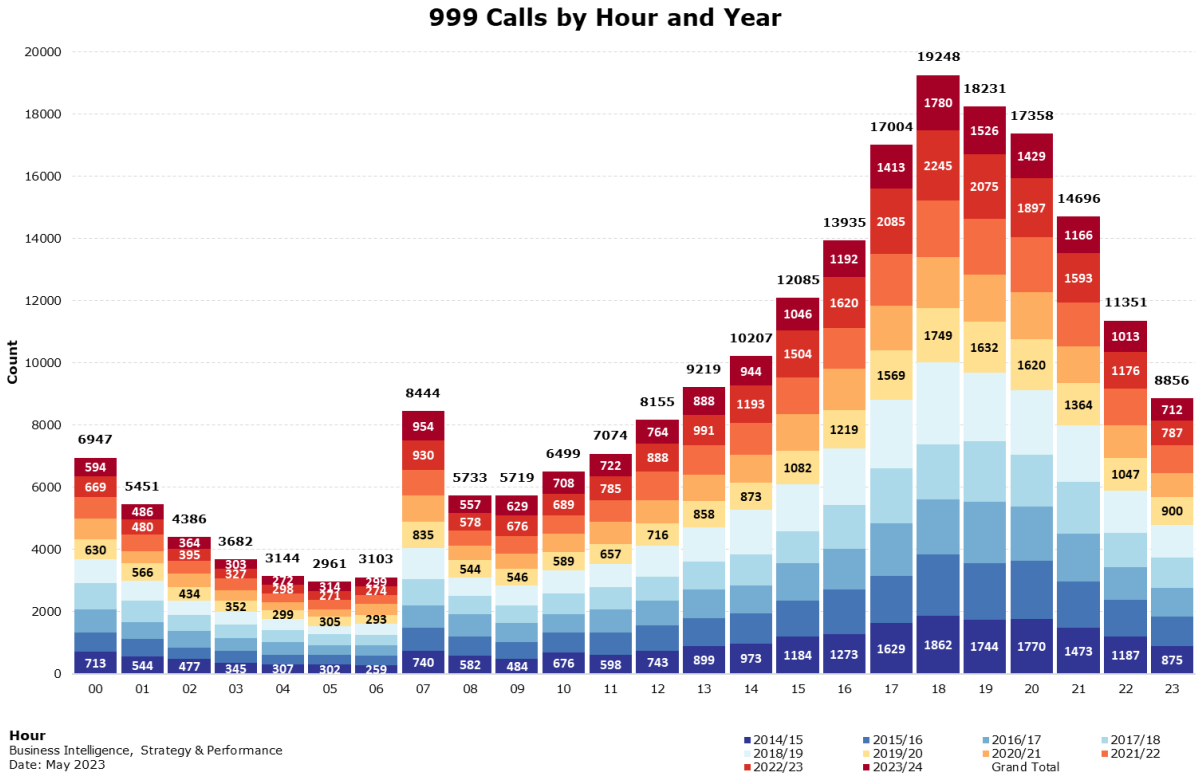


Chart 13: Incident Distribution by Month and Year with Totals for Last Year, the Previous Year, 5 Years ago and 10 Years ago

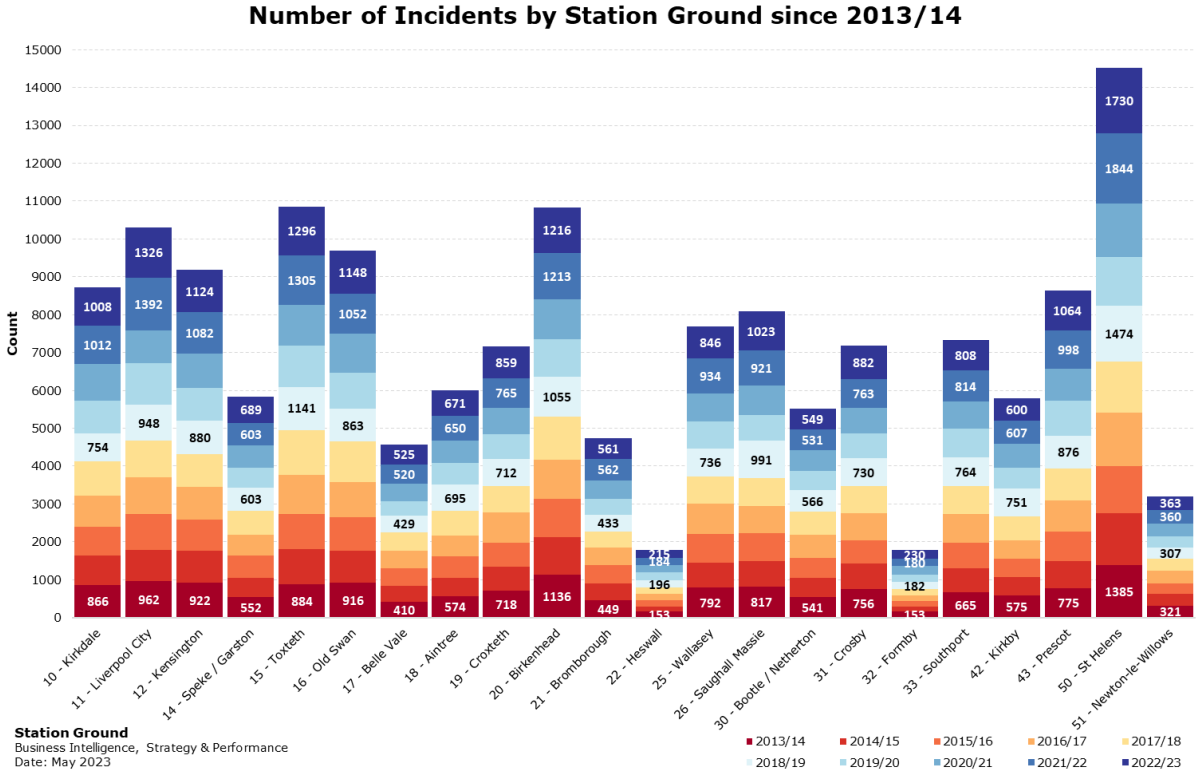


Chart 14: Incident Distribution by Hour and Year with Totals for Last Year, the Previous Year, 5 Years ago and 10 Years ago

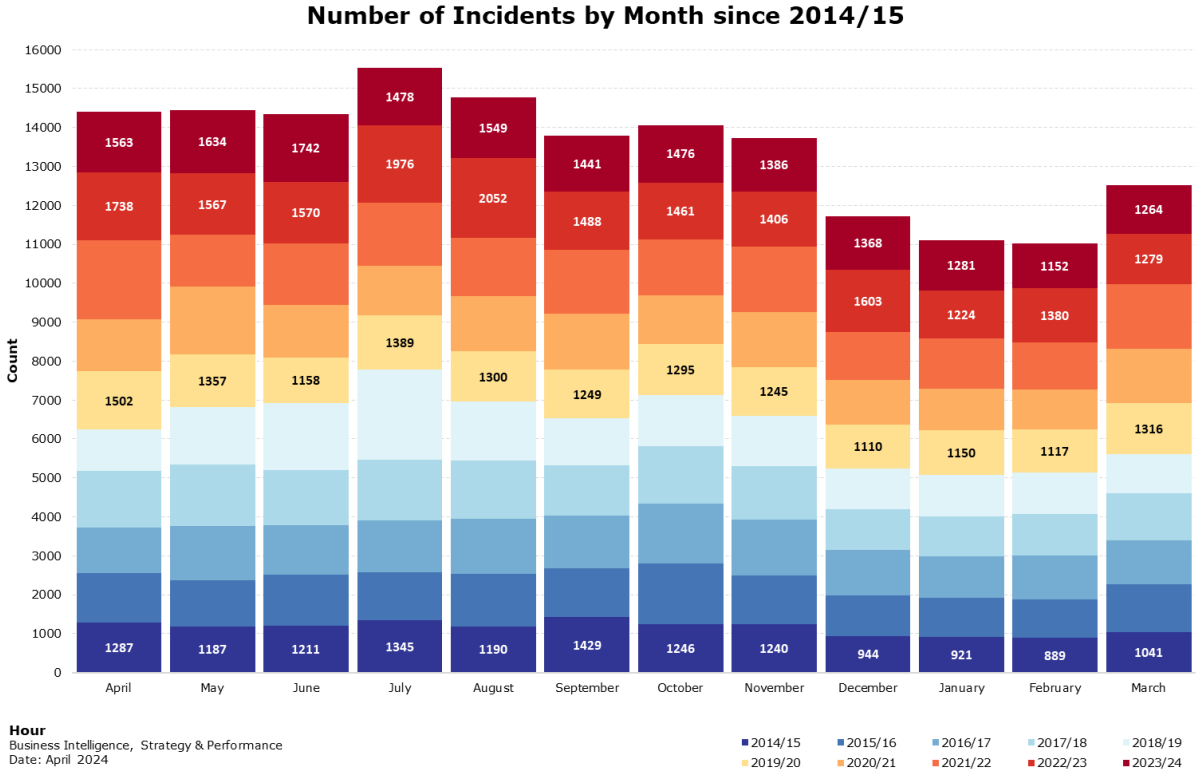


Chart 15: Incident Distribution by Hour and Year with Totals for Last Year, the Previous Year, 5 Years ago and 10 Years ago

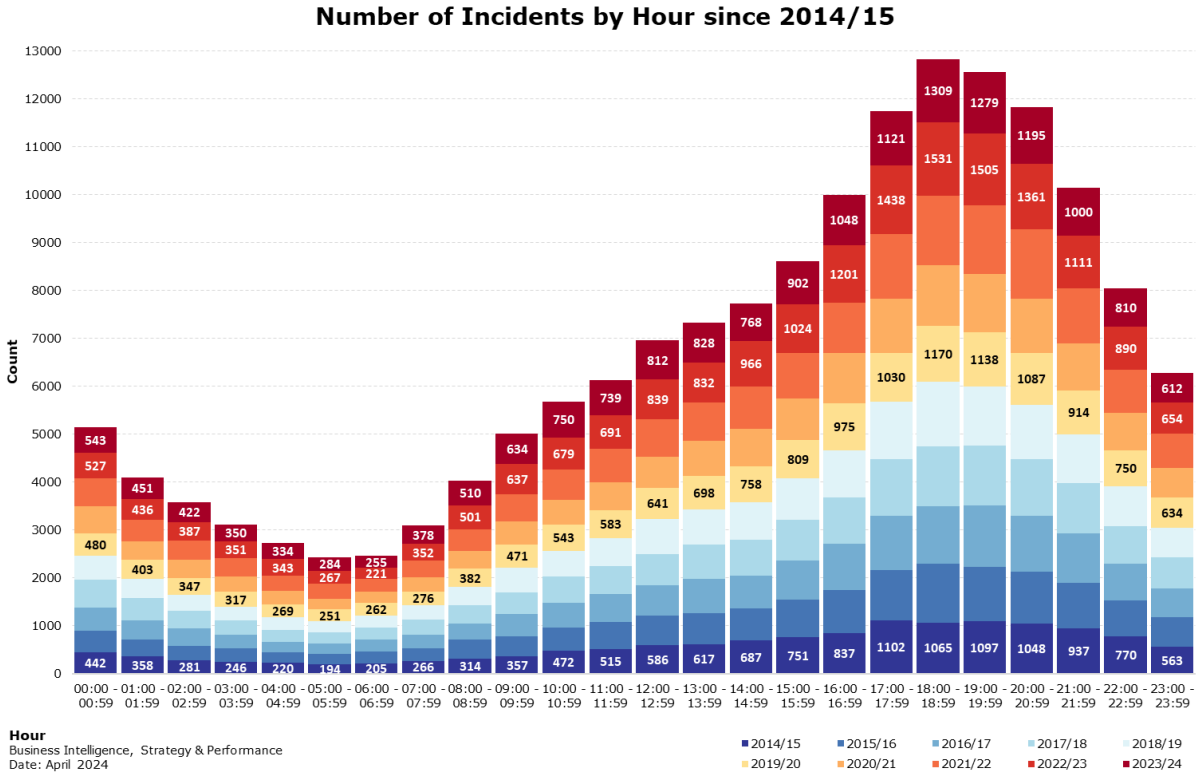


Chart 16: Appliance Distribution by Hour and Year with Totals for Last Year, the Previous Year, 5 Years ago and 10 Years ago

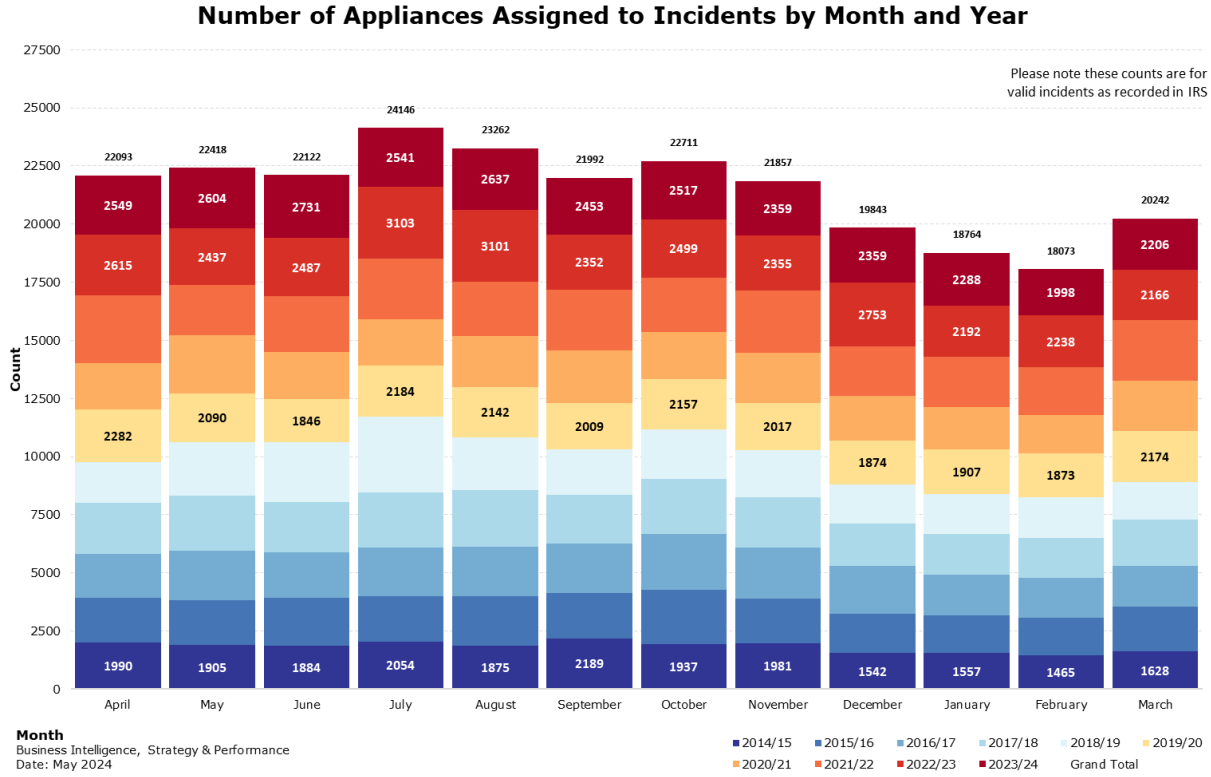
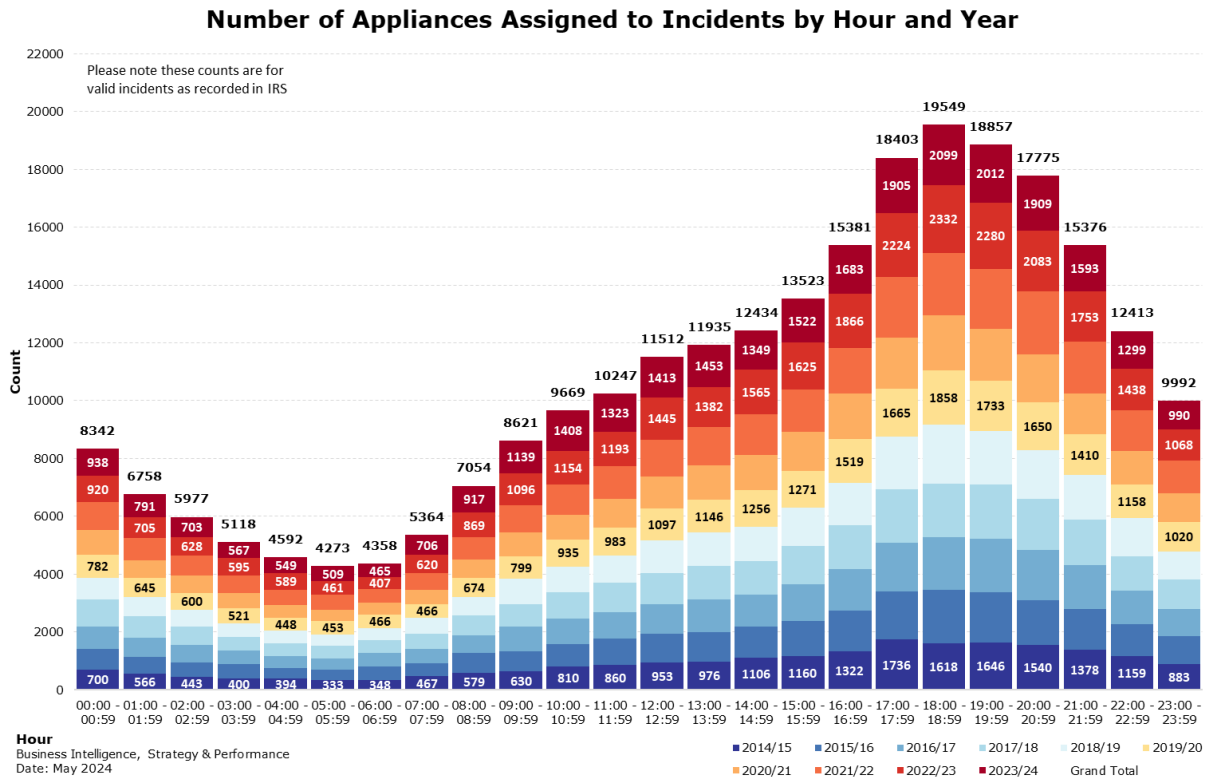
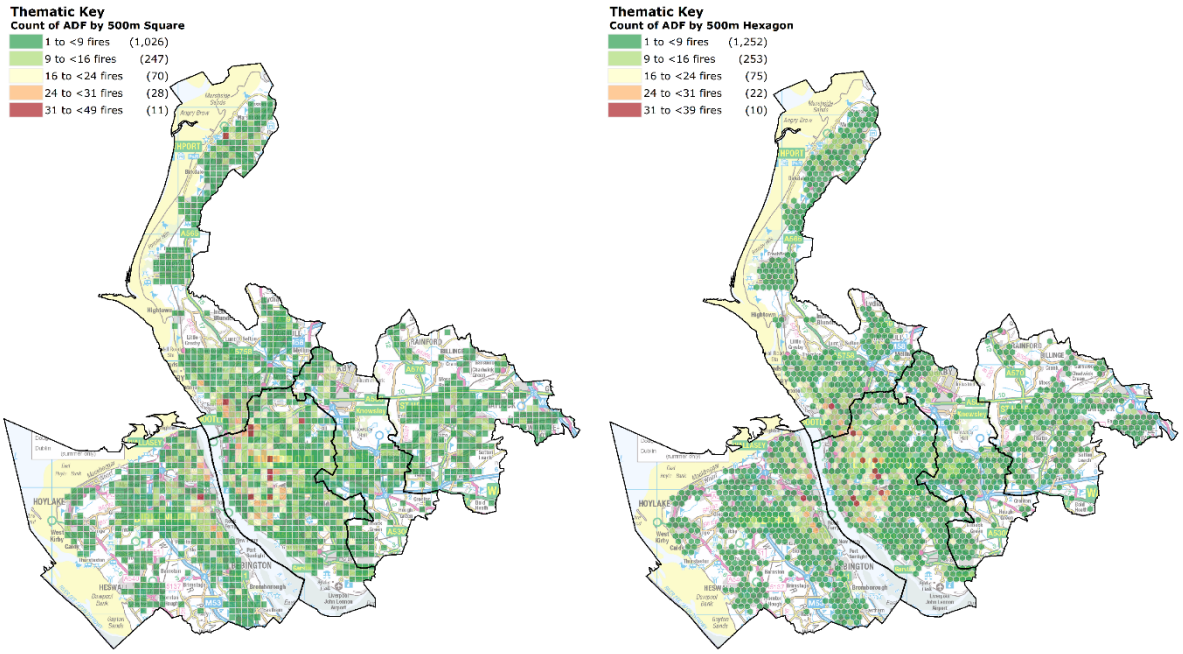


Chart 17: Appliance Distribution by Hour and Year with Totals for Last Year, the Previous Year, 5 Years ago and 10 Years ago



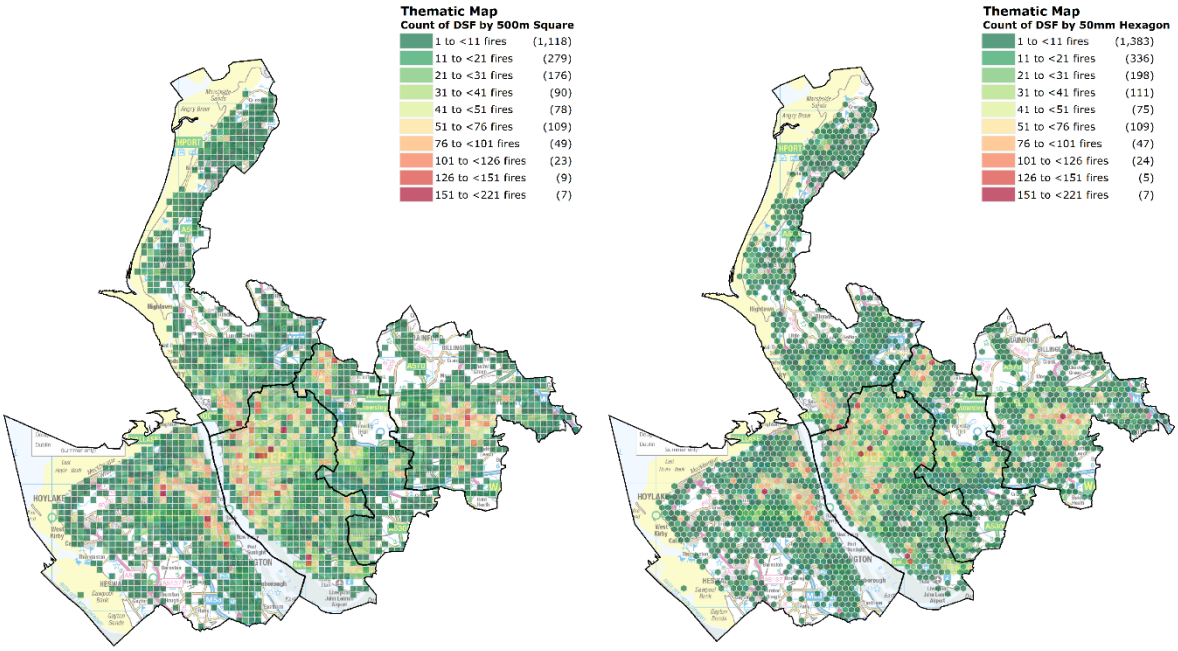
Map 1: Accidental Dwelling Fires by Square and Hexagonal Grids between 2014/15 and 2023/24



10 Year Thematic Maps of Accidental Dwelling Fires - April 2014 to March 2024

Author: Business Intelligence, Strategy & Performance Date: April 2024 Produced Using MapInfo
Map Reference:

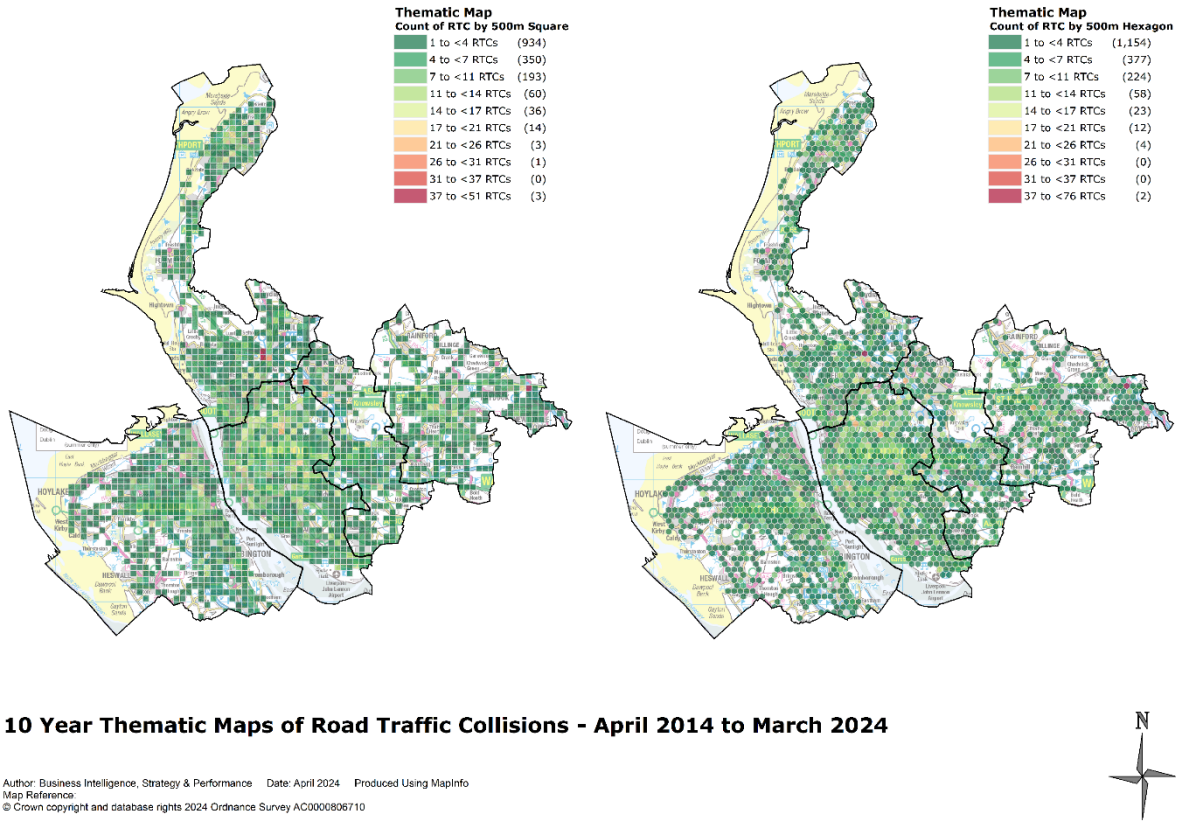
Map 2: Deliberate Secondary Fires by Square and Hexagonal Grids between 2014/15 and 2023/24



10 Year Thematic Maps of Deliberate Secondary Fires - April 2014 - March 2024

Author: Business Intelligence, Strategy & Performance Date: April 2024 Produced Using MapInfo
Map Reference:

Map 3: Road Traffic Collisions by Square and Hexagonal Grids between 2014/15 and 2023/24



Map 4: Special Services by Ward between 2014/15 and 2023/24