

SERVICE DELIVERY PLAN 2024-25:

July to September 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.



**MERSEYSIDE
FIRE & RESCUE
SERVICE**

BENCHMARK INDICATORS

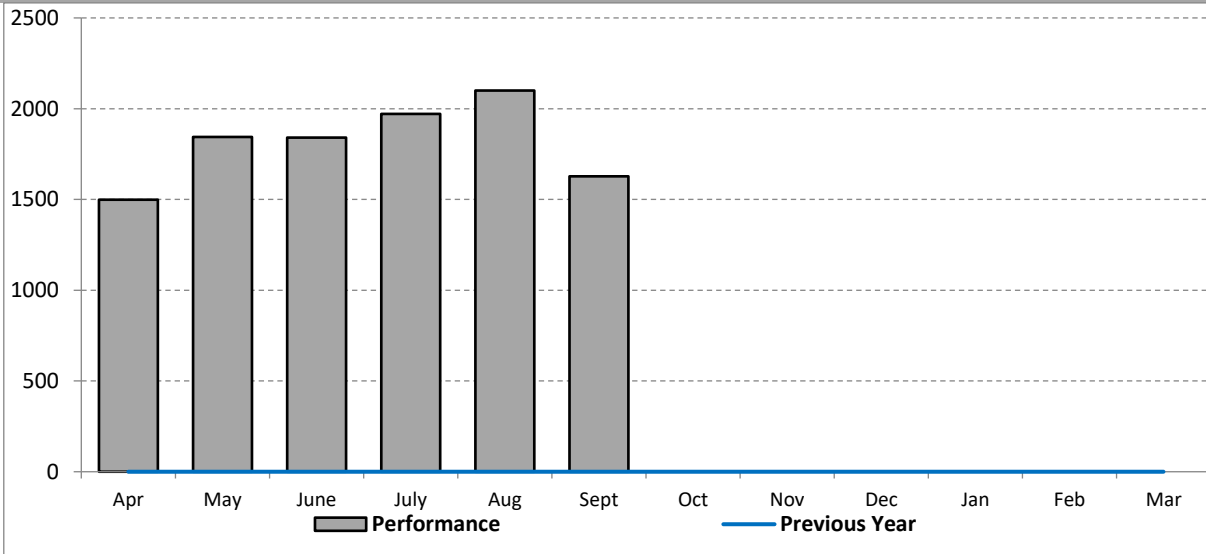
TC00 Total number of emergency calls received

Service Plan Target

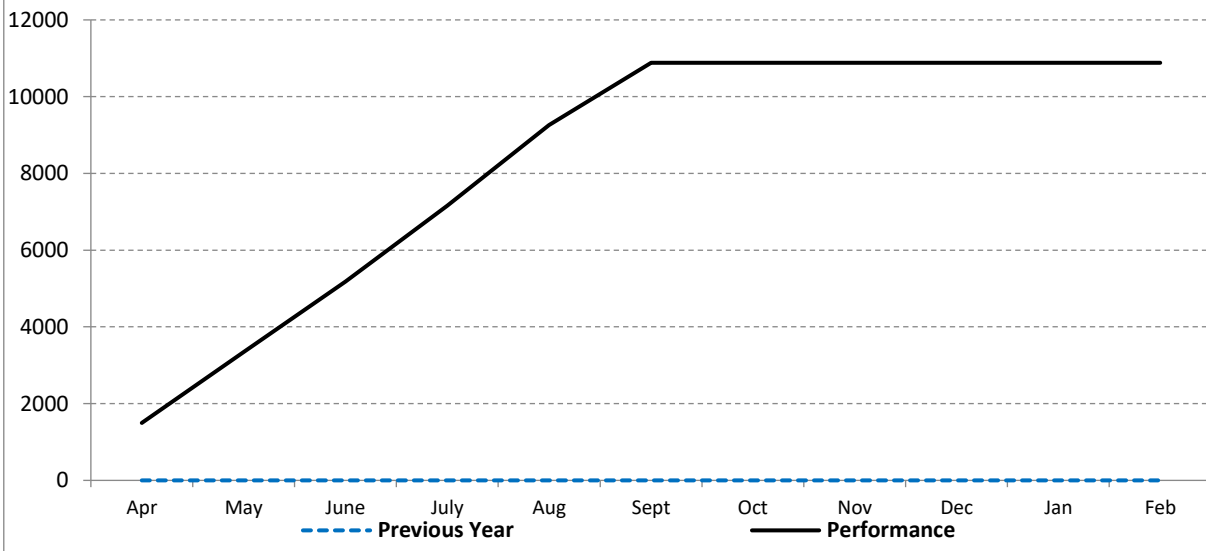
No target - Quality Assurance

Progress to Date

10883



Cumulative Performance



TO00 Total number of emergency calls received

For quality assurance only

DO22 The % of 999 calls answered within 10 seconds

TC00

During the first half of 2024-25 Fire Control received 10883 emergency calls. This was 287 fewer than the same period 2023-24, when 11170 calls were received.

The number of calls in April were very low (1498) but increased steadily throughout Spring and Summer to 2100 in August. This decreased sharply in September to 1627 in line with the number of most incident types.

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

DR22

Cumulatively 97.8% of 999 calls were answered within 10 seconds. This performance surpasses the 96% target.

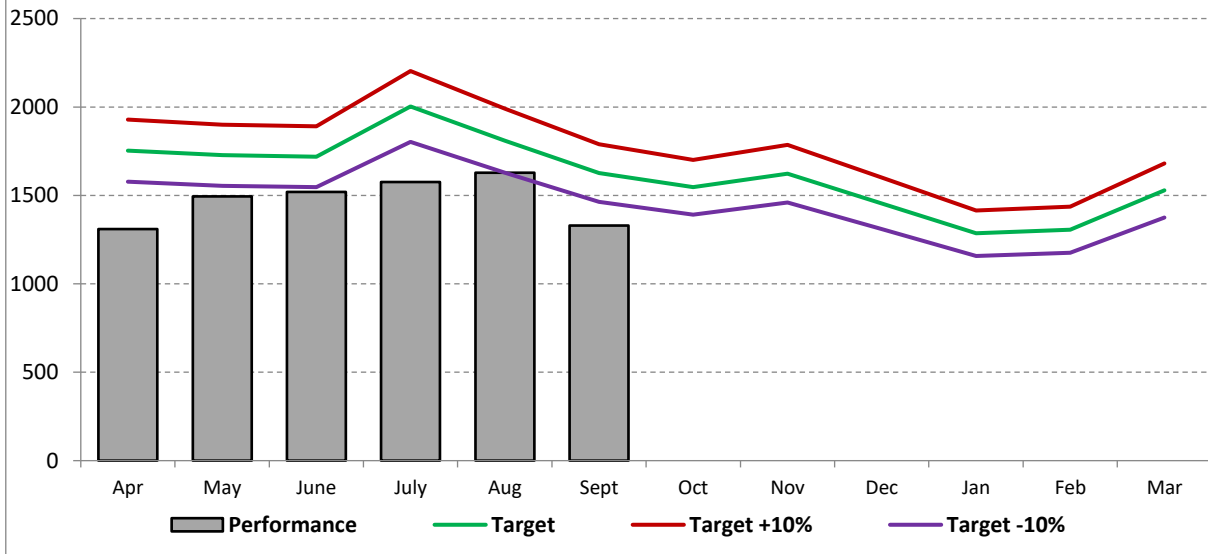
TC01 The total number of incidents attended

Service Plan Target
Apr-Sept 2024

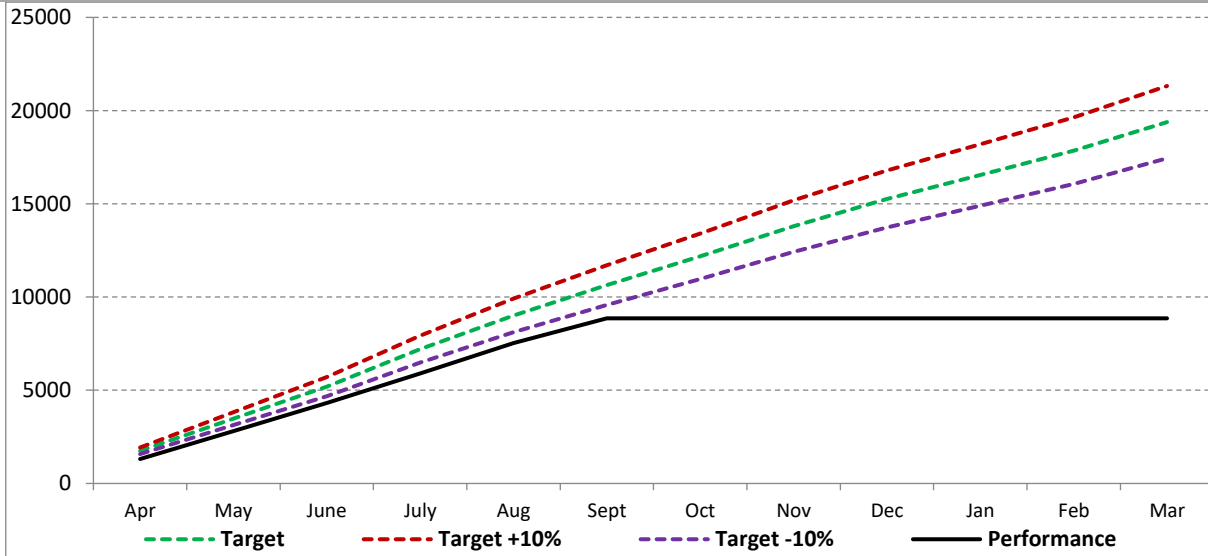
10638

Progress to Date

8858



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 sickness absence, during this reporting period. Special Services attended are also slightly higher when compared to last year although we do not have a target for this incident type (with the exception of road traffic collisions and water rescues). That is because we actively seek to support partners with some Special Service calls, so would not aim to set an upper limit.

The weather was extremely wet during Spring and Summer 2024, which has had an impact on some incident types.

During this period there were 552 fewer incidents (8858) than at the same time last year (9410). This performance is 1780 under the cumulative target of 10638.

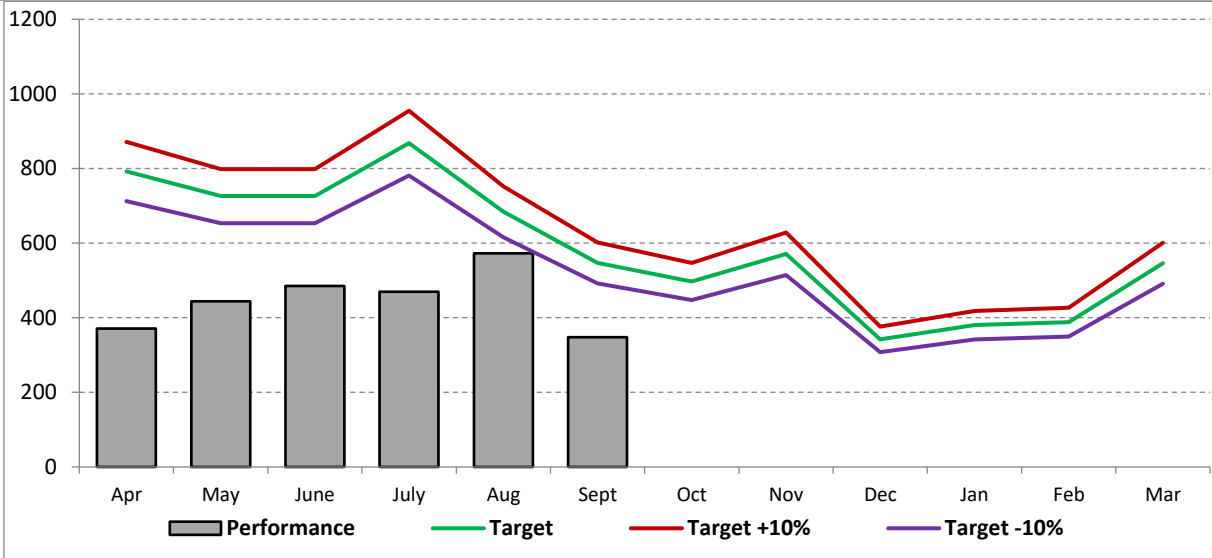
TC02 Total number of fires attended in Merseyside

Service Plan Target
Apr-Sept 2024

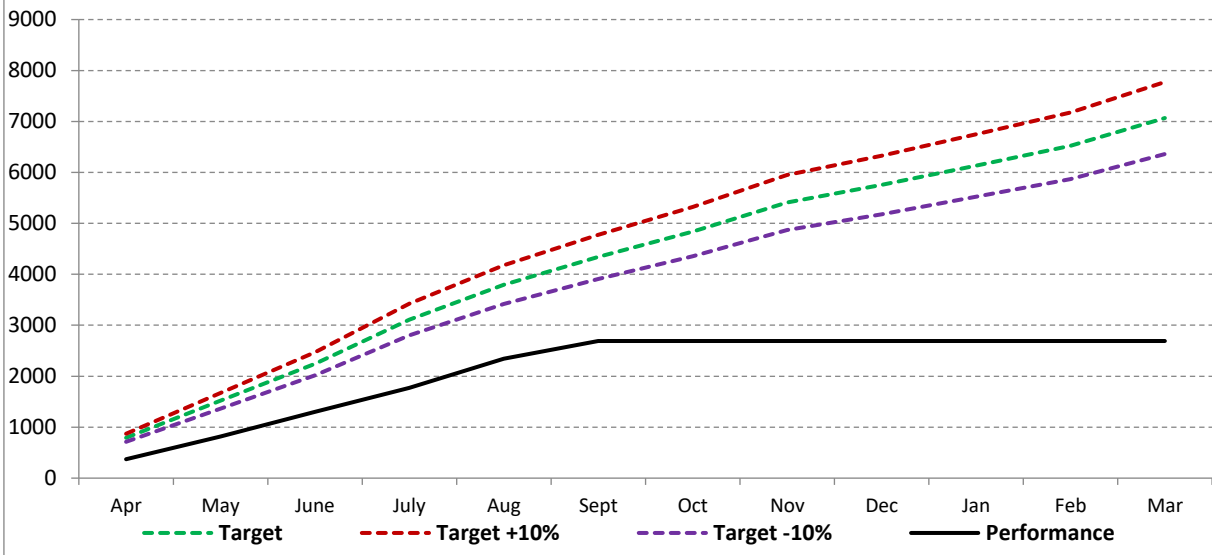
4343

Progress to Date

2691



Cumulative Performance



TC02 Total number of Fires attended in Merseyside

TC02

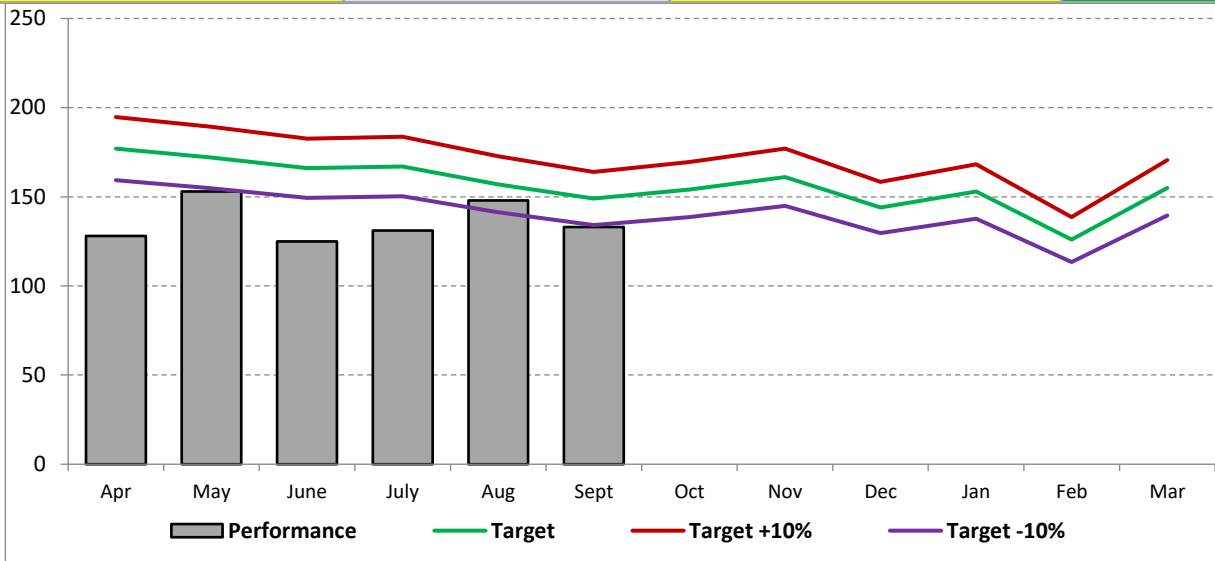
Crews attended 2691 fires during April to September 2024. This is 664 fewer than in 2023 (3355) and also 1652 below the cumulative target of 4343.

Poor weather throughout Spring and Summer 2024 has been a contributing factor in the substantial decrease in fires attended. This is in common with most fire types.

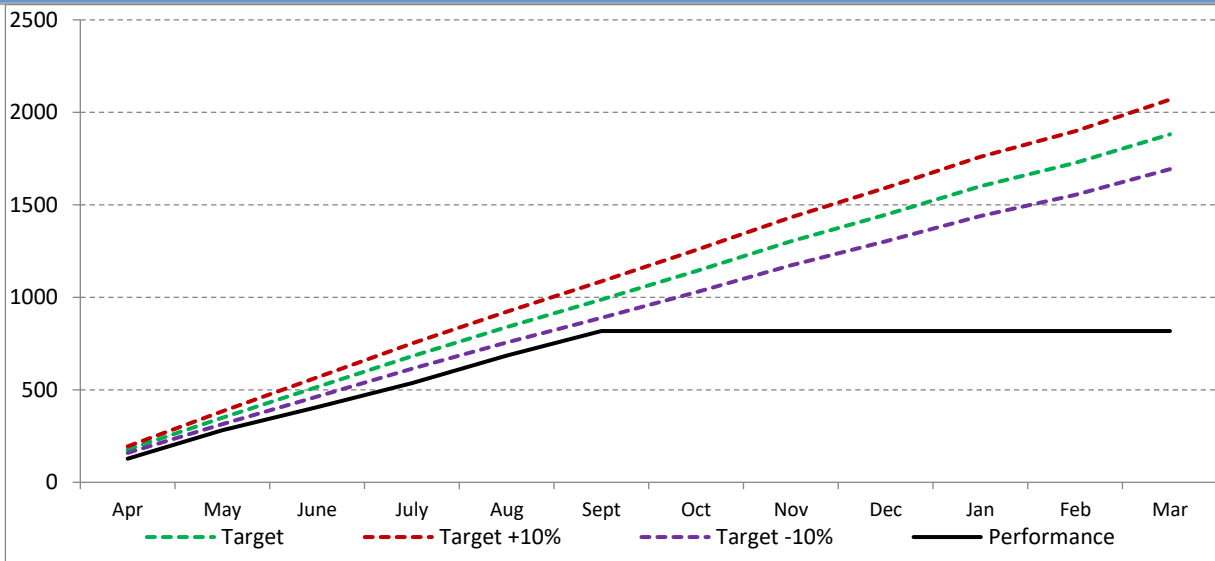
Arson teams and high visibility patrols alongside our targeted prevention work continue to improve outcomes for the Service.

TC03 Total number of primary fires attended

Service Plan Target Apr-Sept 2024	988	Progress to Date	818
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Cumulative Performance



TC03 Total number of primary fires attended

TC03

During the 2nd quarter of 2024/25 crews attended 818 Primary Fires. This is 170 below the cumulative target of 988.

The number of dwelling fires attended remain below cumulative targets.

Deliberate vehicle fires to date during 2024/25 (112) have decreased when compared to 128 in 2023/24 and 62 below the target of 174.

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.

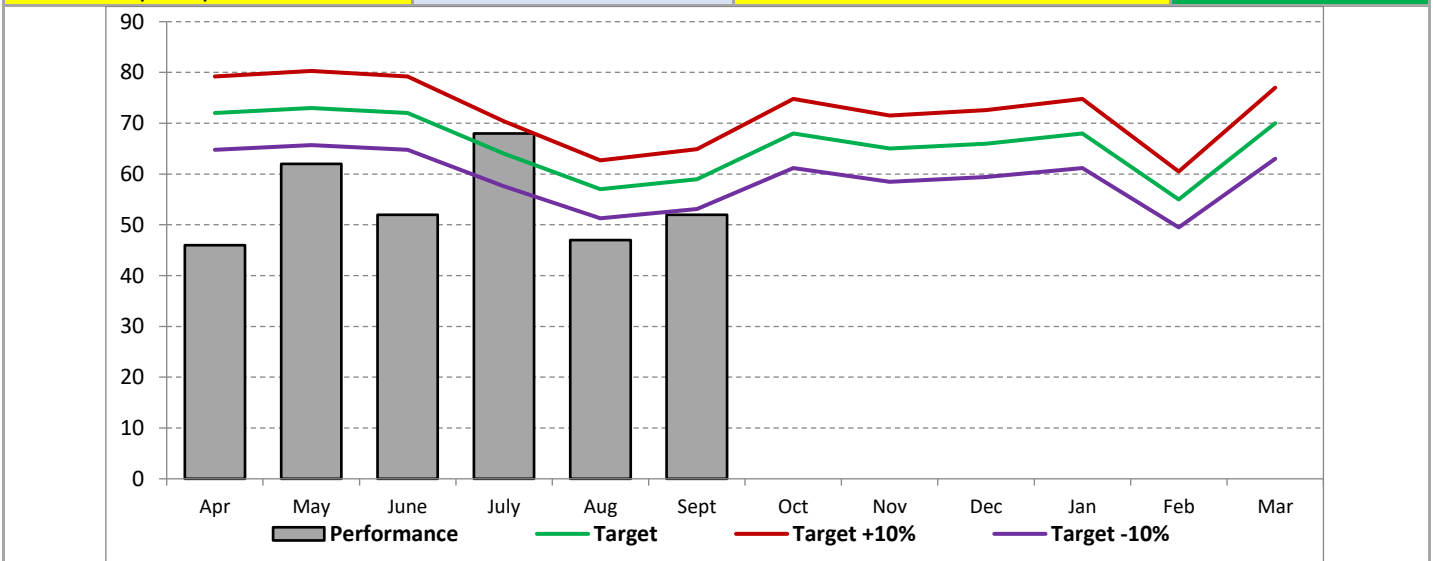
DC11	Number of accidental dwelling fires	
DC12	Number of fatalities in accidental dwelling fires	
DC13	Number of injuries in accidental dwelling fires	
DC14	Number of deliberate dwelling fires in occupied properties	
DC15	Number of deliberate dwelling fires in unoccupied properties	
DC16	Number of deaths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

COMMENTARY:

DC11	Accidental dwelling fires during 2024/25 at 327 are considerably lower than the cumulative target for quarter 2 (397). This performance is slightly increased in Q2 2023/24, when crews attended 315 accidental dwelling fires.
DC12	There has sadly been 4 fatalities in an accidental dwelling fires to date.
DC13	There have been 27 injuries in Accidental Dwelling Fires. This is below the cumulative target of 31 but 2 more than 2023/24.
DC14	Deliberate dwelling fires in occupied property (47) is below the cumulative target (62) and there have been 18 fewer incidents than in Q2 2023/24 (65).
DC15	Deliberate fires in unoccupied properties (8) is 4 less the target 12 and 1 less than this period last year (9)
DC16	There have been no fatalities in deliberate dwelling fires to date.
DC17	There have been 5 injuries in deliberate dwelling fires, all of a minor nature. This is unusual for this type of incident.

DC11 Number of accidental fires in dwellings

Service Plan Target Apr-Sept 2024	397	Progress to Date	327
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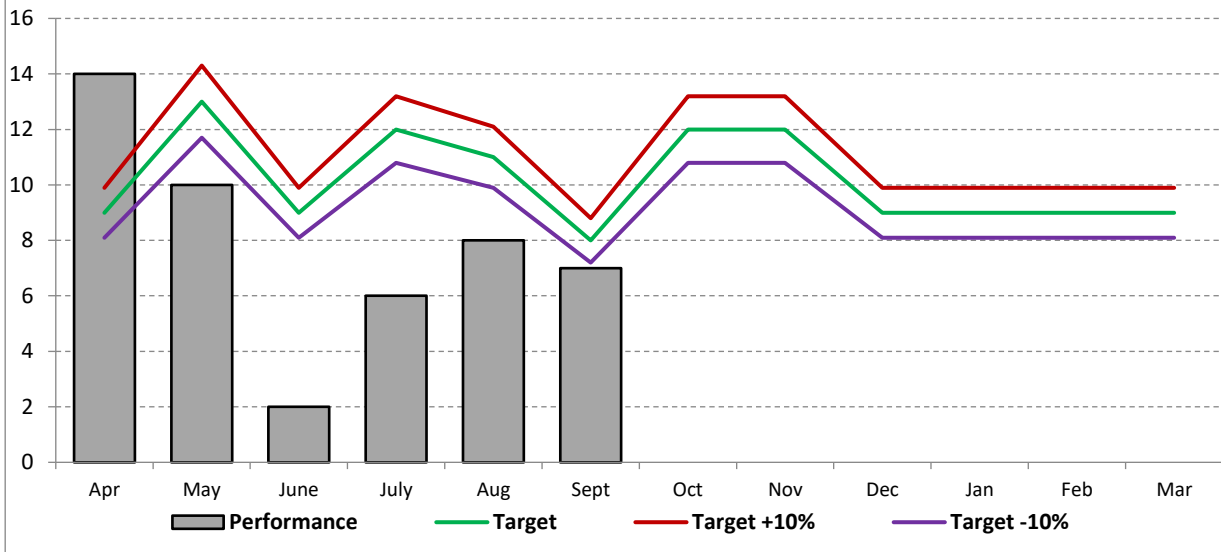
DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target
Apr-Sept 2024

62

Progress to Date

47



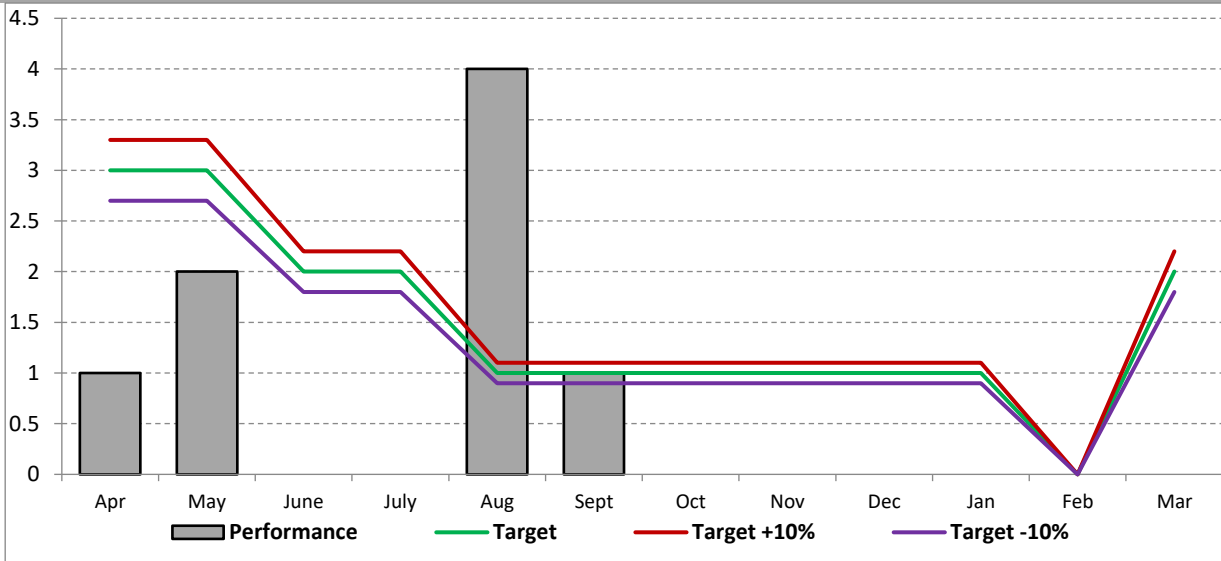
DC15 Number of deliberate fires in unoccupied properties

Service Plan Target
Apr-Sept 2024

12

Progress to Date

8



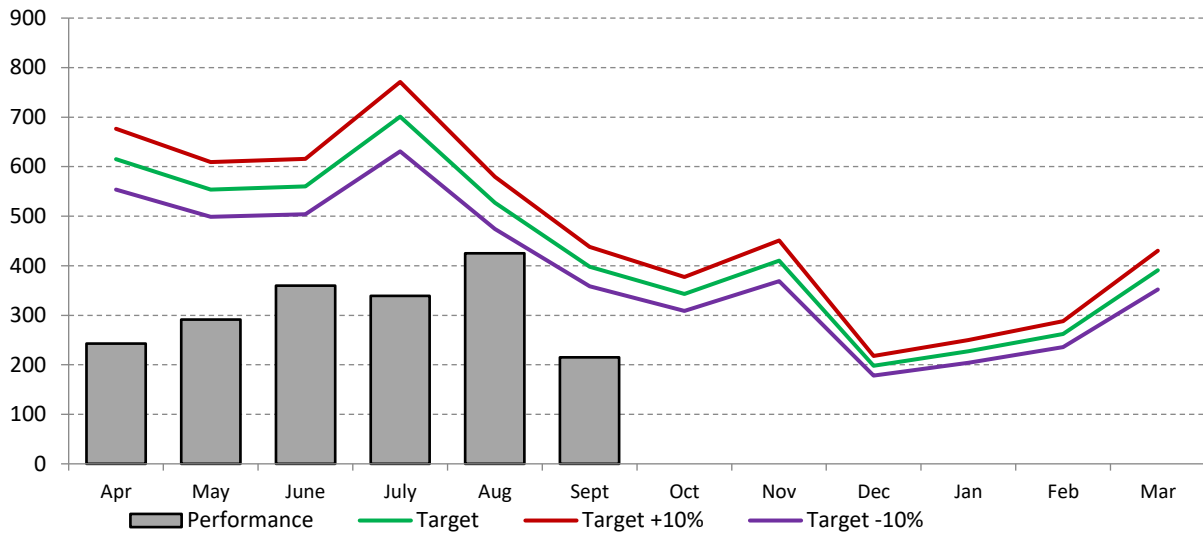
TC04 Total number of secondary fires attended

Service Plan Target
Apr-Sept 2024

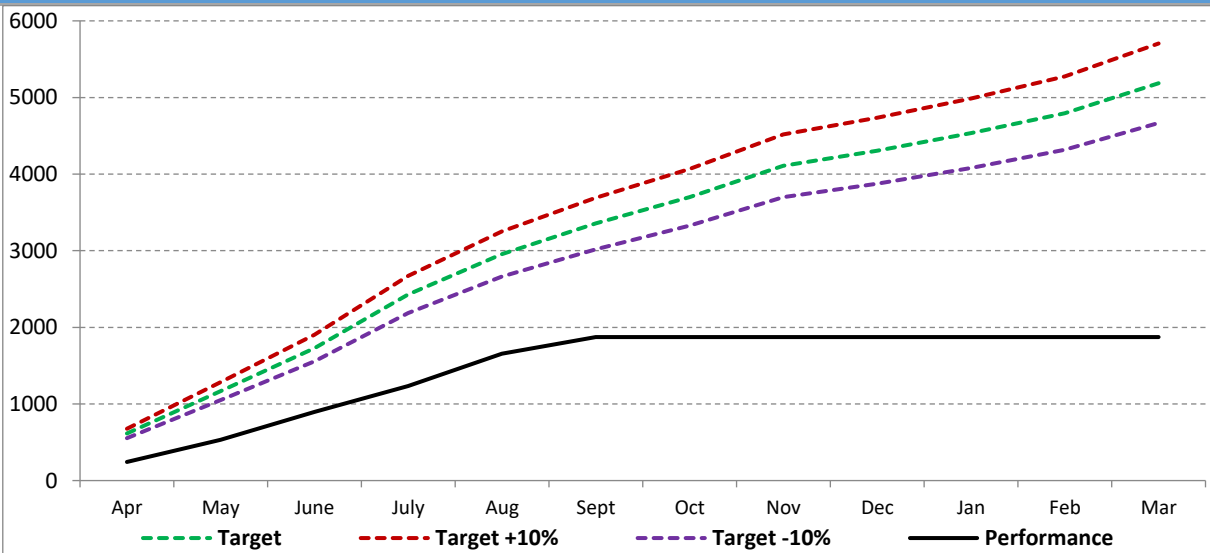
3355

Progress to Date

1873



Cumulative Performance



TC04 Total number of secondary fires attended

AC13 Number of deliberate ASB fires attended

TC04

There were 1873 secondary fires during this reporting period. This is 636 fewer fires than in 2023/24 (2509). The number of secondary fires decreased sharply between August (425) and September (215). This could be due in part to September being extremely wet. Overall, numbers are exceptionally low, which is predominantly down to our proactive work in our communities.

AC13

The count of anti-social behaviour fires attended is 341 less this year (1226) than in 2023/24 (1567) and considerably less than the cumulative target (2067). There were 341 less incidents than at Q2 2022/23 (1567).

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 in the pinewoods and sand dunes.

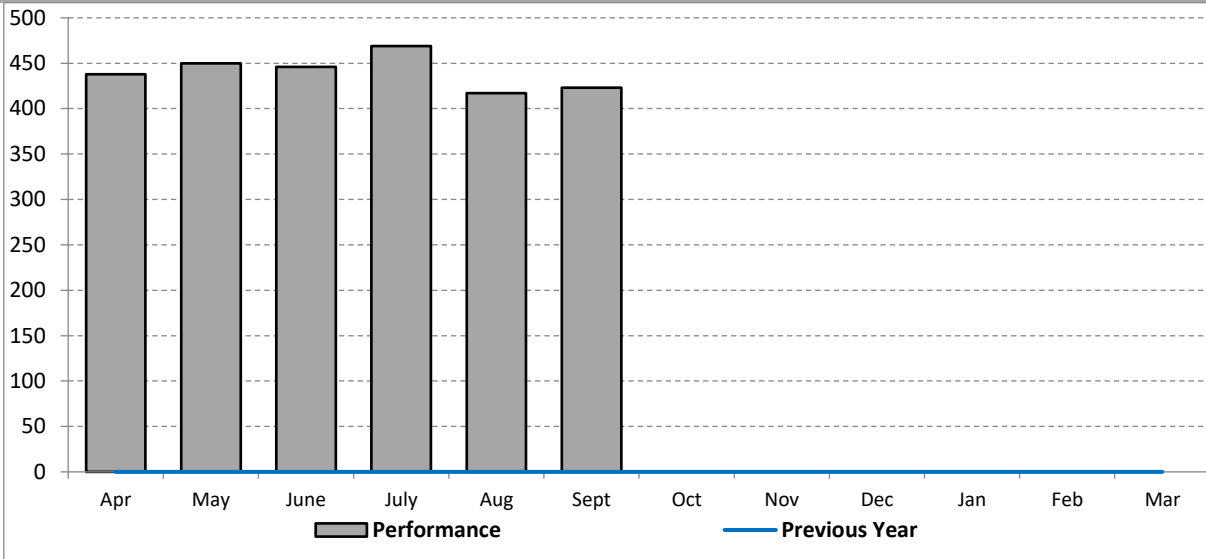
TC05 Total number of special services attended

Service Plan Target

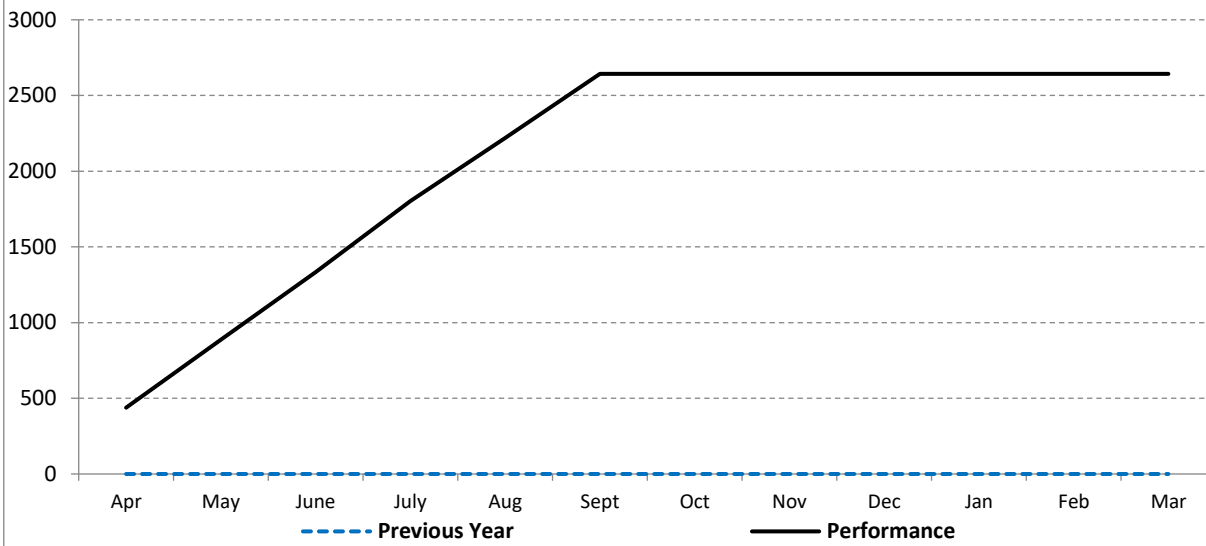
Quality Assurance

Progress to Date

2643



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.' As explained above, 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.

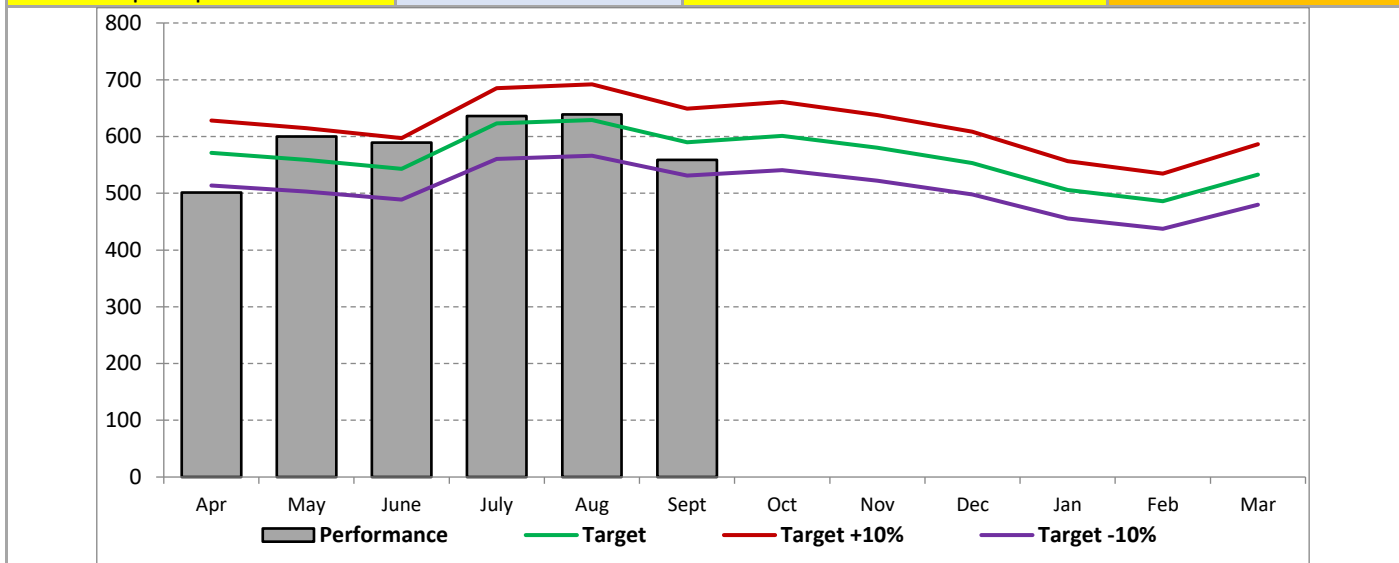
From April to September 2024 the number of special services attended (2643) was slightly higher than in 2023/24 (2611) an increase of 32 incidents and 15 less incidents than in 2022/23 (2658). Assisting other agencies continues to account for approximately a quarter of all calls.

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 (352) is lower than last year (403). There is no target for this incident type.
RC12	<p>Sadly, there have been 2 fatalities in an RTC attended by MFRS and 139 injuries (108 of which were slight injuries).</p> <p>MFRS has set a target based on Police “Killed and Seriously Injured” data. MFRS Prevention teams target the 15-20 yr age group (early driver years) with the educational work they carry out to reduce RTCs. 26 incidents were recorded, which is considerably lower than in 2023/24(44).</p> <p>Water rescues are also included in Special Service calls and this type of incident has reduced to 25 incidents during Q2 compared to 28 in 2023. However, this still exceeds the cumulative target of 20</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 incidents.</p>
RC13	
RC16	
RC24	

TC06 Total number of false alarms attended

Service Plan Target Apr-Sept 2024	3515	Progress to Date	3524
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TC06 Total number of false alarms attended

TC06	The number of false alarms attended (3524) has increased when compared to last year (3444) but remains within 10% of the cumulative target for Q2 2024/25 (3515). Faults on systems remain one of the main reasons for calls.
FC24	The total number of False Alarm Good Intent incidents attended, including non-Alarm Receiving Centre domestic calls received, at Q2 2024 was 1949. This is 116 more than at this time in 2023 (1833) there is no target for this indicator as we do not want to discourage calls.
FC22	Malicious False Alarm calls received have increased slightly (68) when compared to last year (59). However, if compared with 2018/19 when there were 90 incidents there are far fewer calls.

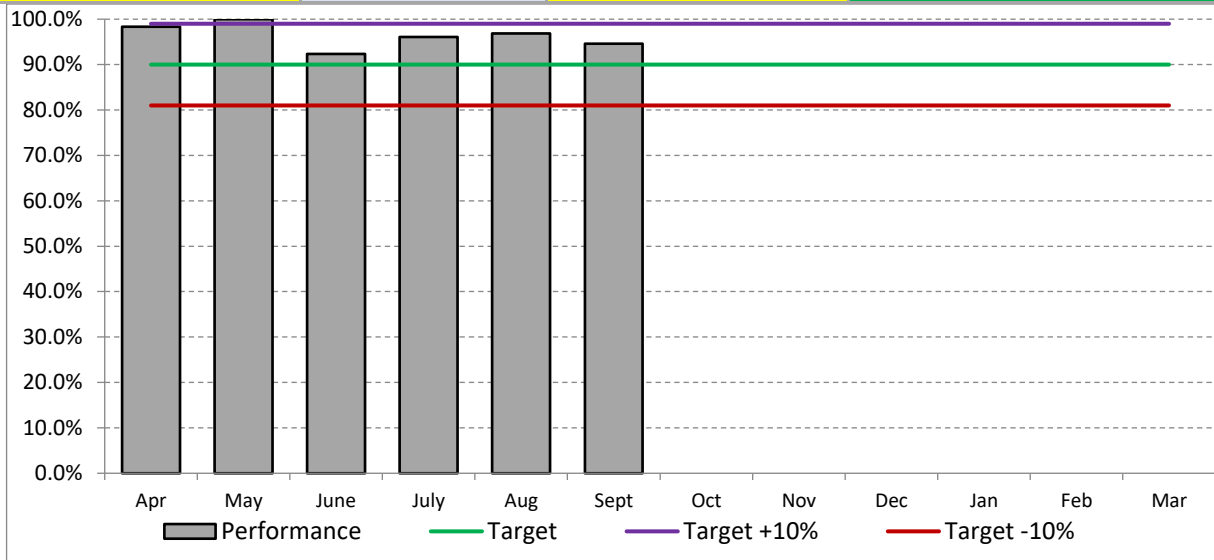
TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes

Service Plan Target
Apr-Sept 2024

90%

Progress to Date

96.4%



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

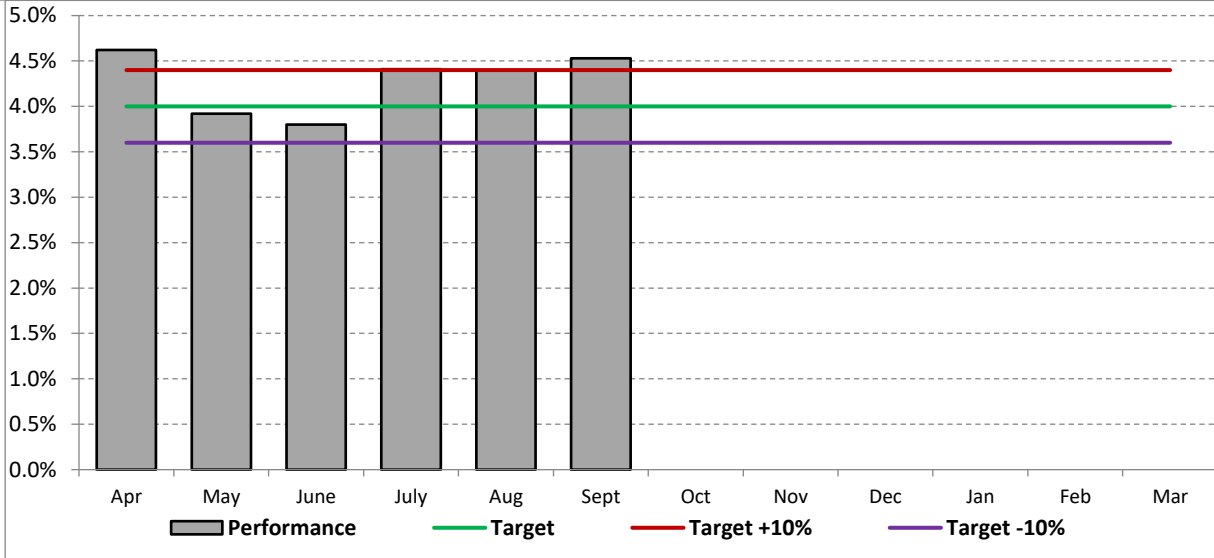
Operational staff attained the attendance standard of the attendance of the first appliance at a life risk incident within 10 minutes on 96.4% of occasions, achieving the target of 90%. In May, 100% was achieved.

DR23

Crews when being mobilised to emergency incidents went from alert to mobile in under 1.9 minutes on 95.7% of incidents achieving the target 95%.

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

Service Plan Target Apr-Sept 2024	4%	Progress to Date	4.30%
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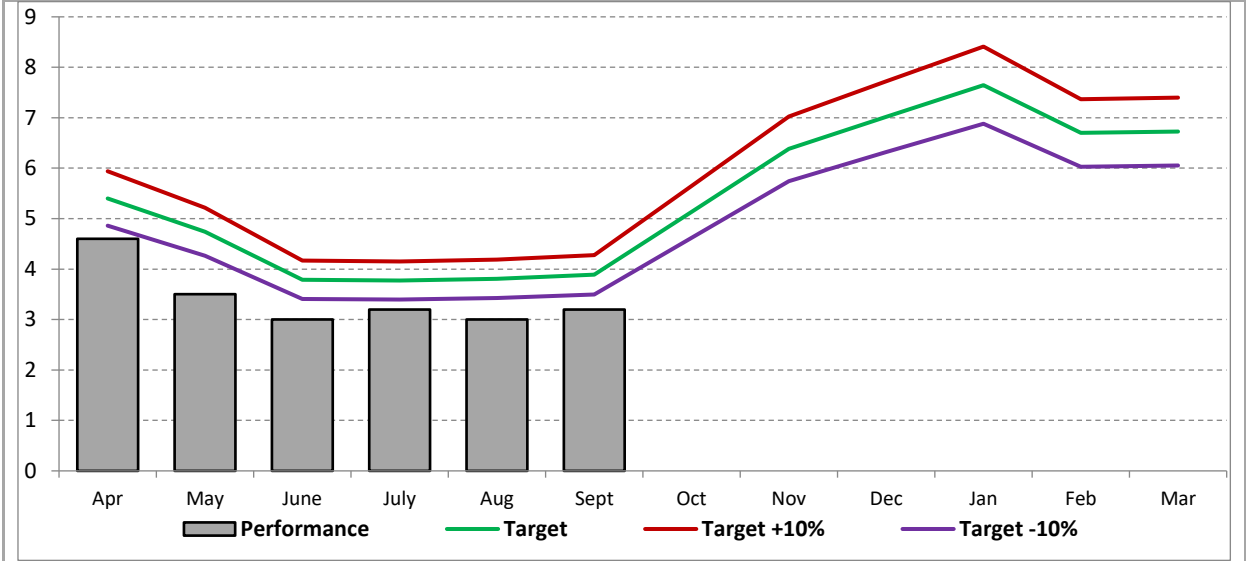
COMMENTARY:

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 4.30% shifts lost to sickness absence exceeds the 4% target and is slightly lower than performance at Q2 2023/4 when absence was 4.35%.
WD11 WD12	<p>Cumulatively 4.57% of shifts were lost to sickness absence among uniformed staff. This is lower than at the end of Q2 2023/24 when Grey Book absence was 4.67%.</p> <p>Non-uniformed staff absence in Q2 was 3.90%. This is slightly higher than at Q2 2023/24 when 3.86% of available shifts were lost to sickness absence.</p>

TE10 Total carbon output of all buildings

Service Plan Target Apr-Sept 2024	25.4	Progress to Date	20.5
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TE10 Total carbon output of all buildings	
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TE10	Carbon output from all buildings (20.5) is slightly lower than Q2 2023/24 (20.7) and below the target of 25.4. This measurement is based on tonnage of CO2# for the MFRS estate.
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