

SERVICE DELIVERY PLAN 2024-25:

End of year report

INDEX

Total emergency calls

Total incidents

Total fires

Primary fires

Secondary fires

Special services

False alarms

Attendance standard

Sickness absence

Carbon output

Objective:

Good performance is reflected on the top bar of each indicator graph. We use Red, Amber, and Green to indicate how each indicator is performing. Amber reflects an indicator is within 10% of target.

BENCHMARK INDICATORS

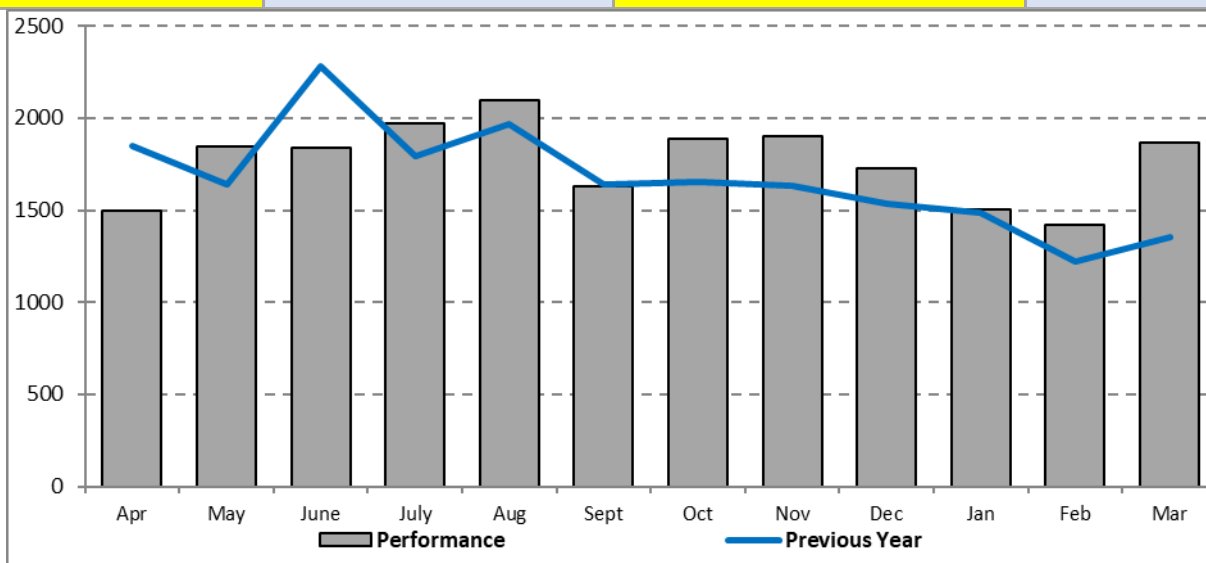
TC00 Total number of emergency calls received

Service Plan Target

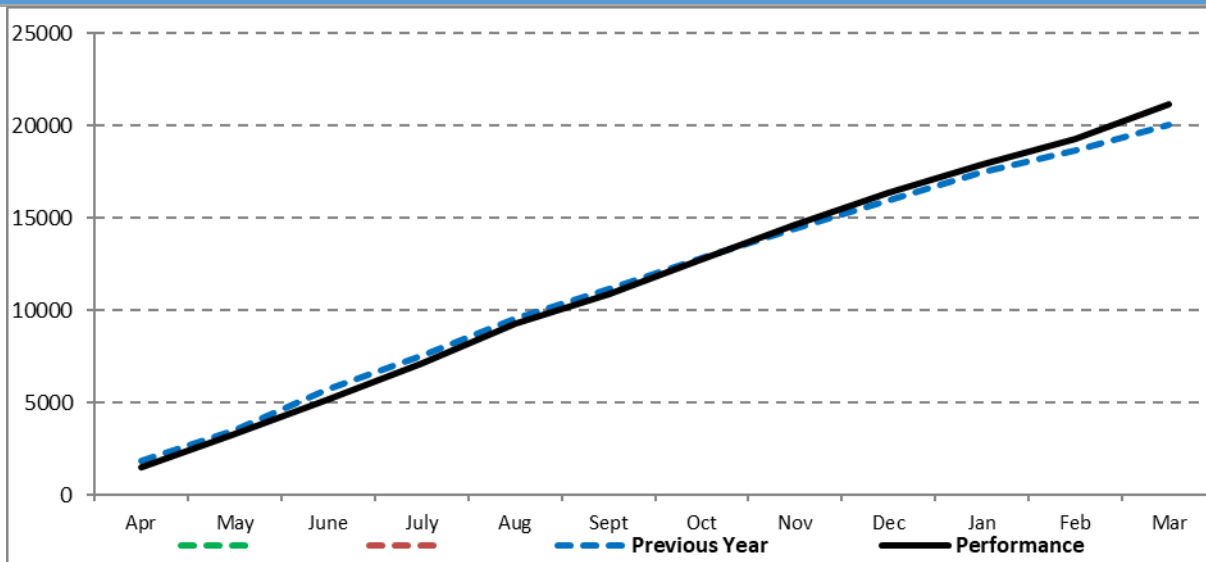
No target - Quality Assurance

Year end total

21185



Cumulative Performance



TC00

From April 2024 to March 2025 Fire Control received 21185 emergency calls. This was 1131 more than in 2023-24, when 20054 calls were received.

There was a fault on the recoding system during March, so the figures quoted are up to 3rd March 2024. Call numbers would have been higher if this data was available.

The number of calls were higher during the summer months with another slight increase during the Bonfire period and in March.

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.

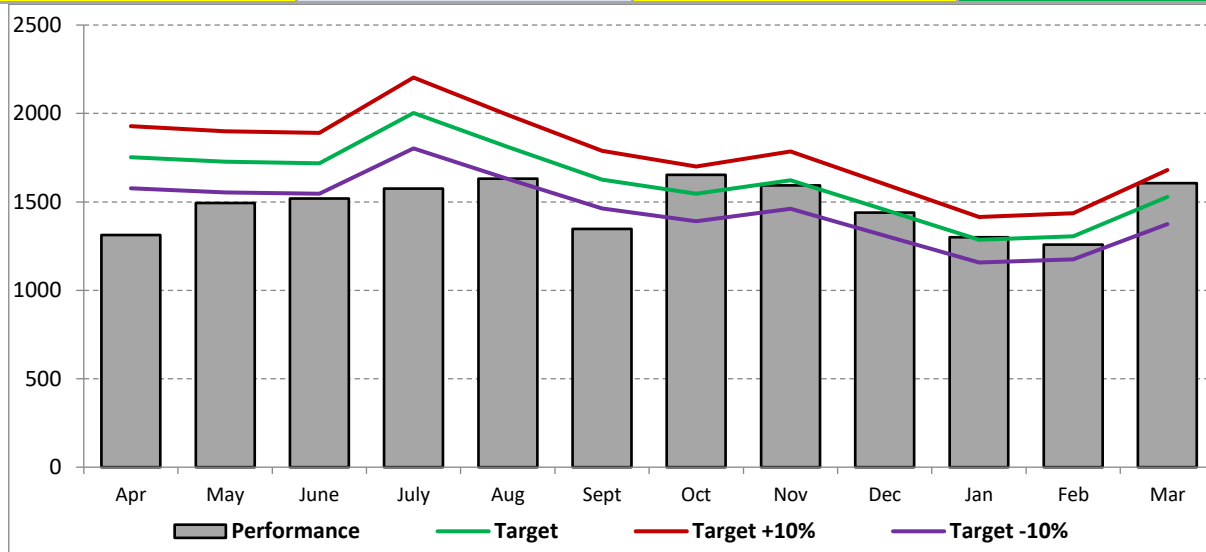
TC01 The total number of incidents attended

Service Plan Target
Apr 24-Mar 2025

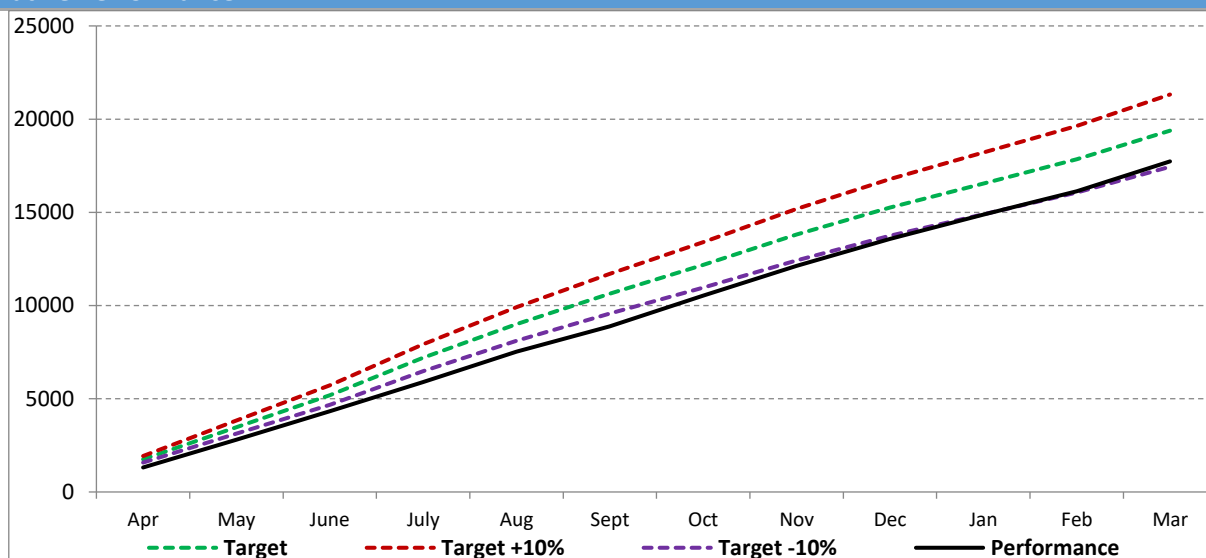
19382

Year end total

17733



Cumulative Performance



TC01 Total number of incidents attended

TC01

As with the previous quarterly report performance against most key performance indicators (KPI's) has remained under target, except false alarms and sickness absence, during this reporting period. Special Services attended are 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.

An increase in anti-social behaviour type incidents took place during October and November (bonfire period) although this would be higher if the Service did not actively carry out prevention work with partners.

During this period there were 398 more incidents (17733) than at the same time last year (17335). This performance is 1649 under the annual target of 19382.

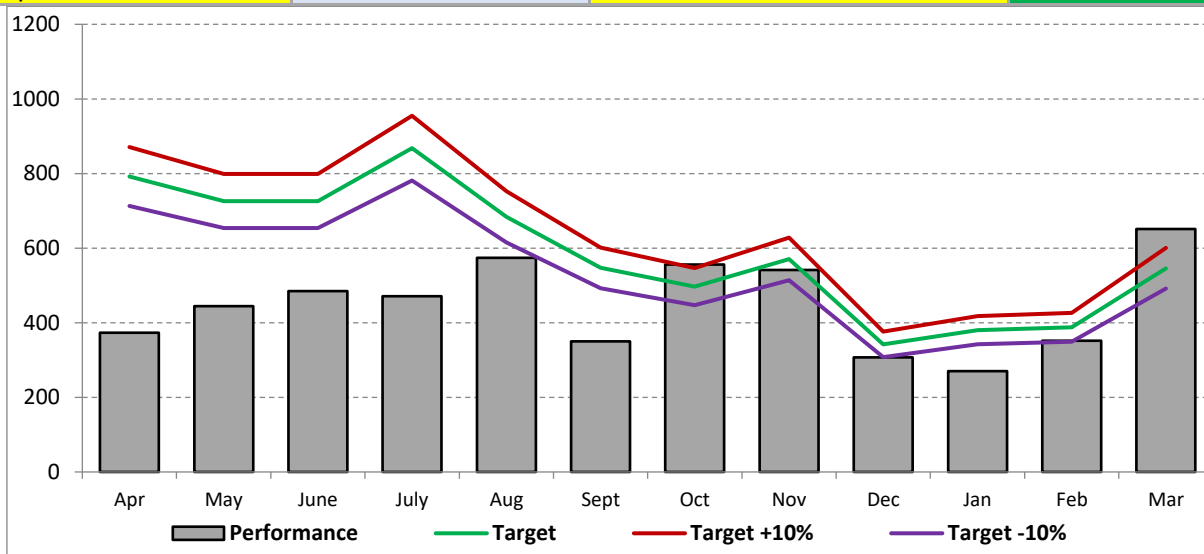
TC02 Total number of fires attended in Merseyside

Service Plan Target
Apr 24-Mar 2025

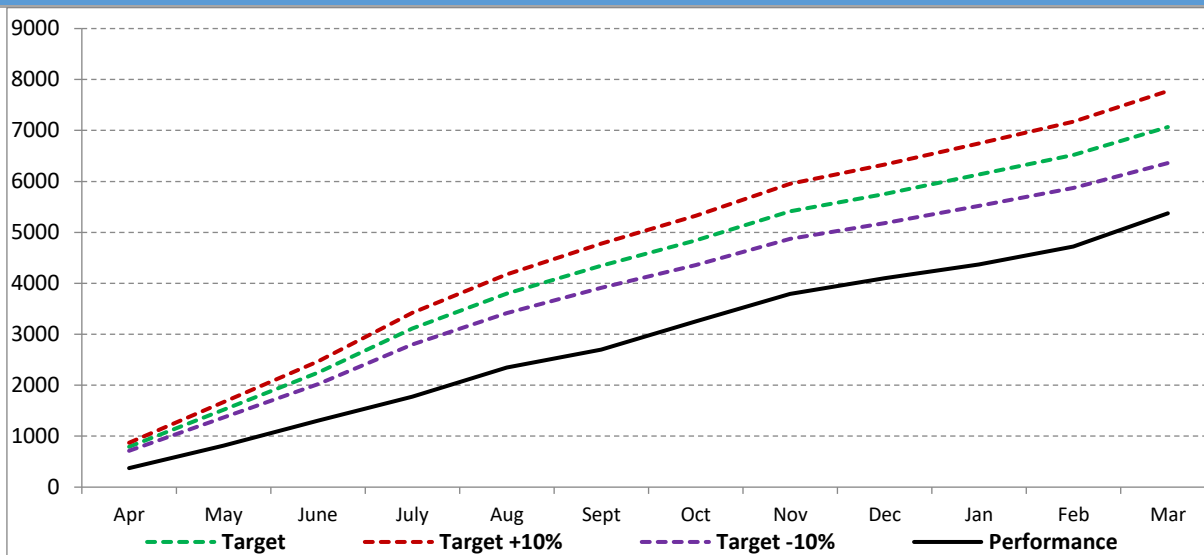
7067

Year end total

5374



Cumulative Performance



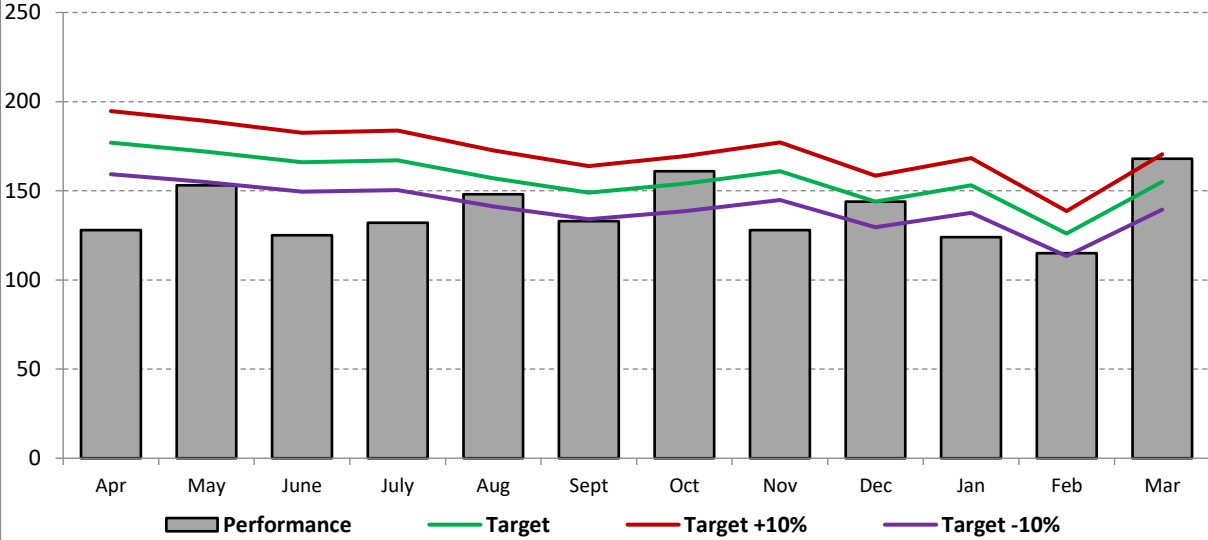
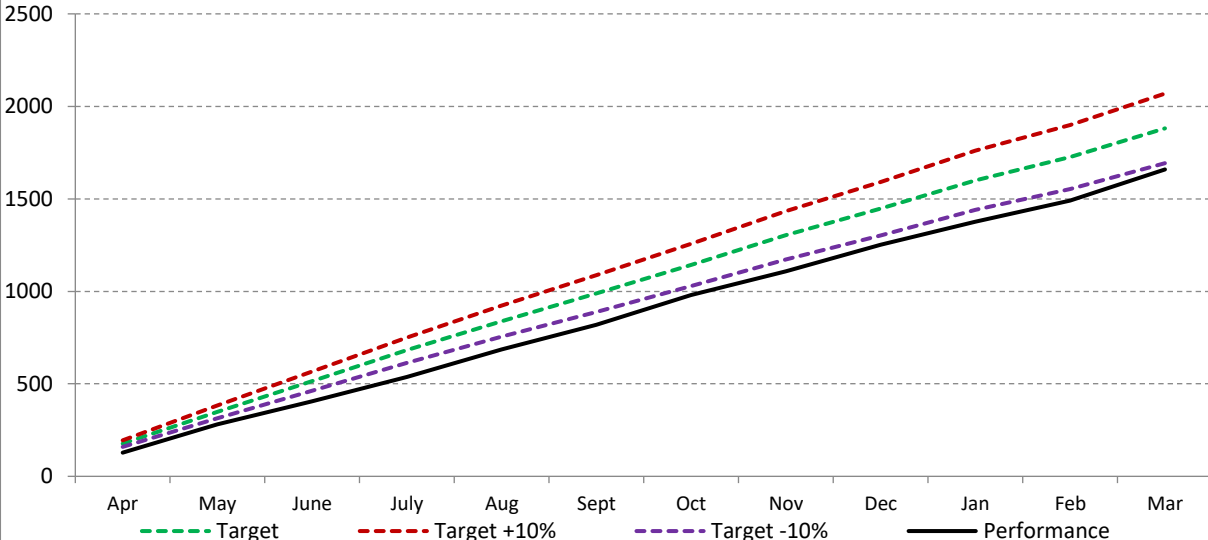
TC02 Total number of Fires attended in Merseyside

TC02

Crews attended 5374 fires during this year. This is just 14 more than in 2023/24 (5360) and also 1693 below the cumulative target of 7067.

Poor weather throughout Spring and Summer 2024 was a contributing factor in the substantial reduction in fires attended. During October (556) and November (538) the number of fires increased over the Bonfire period. During the Winter numbers were very low with an increase in March (651) due to dry and sunny weather

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 24-Mar 2025		1881	Year end total 1659																																																																	
 <table><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>128</td><td>178</td><td>195</td><td>160</td></tr><tr><td>May</td><td>155</td><td>172</td><td>188</td><td>155</td></tr><tr><td>June</td><td>125</td><td>165</td><td>182</td><td>150</td></tr><tr><td>July</td><td>132</td><td>168</td><td>185</td><td>152</td></tr><tr><td>Aug</td><td>150</td><td>158</td><td>175</td><td>145</td></tr><tr><td>Sept</td><td>135</td><td>150</td><td>165</td><td>135</td></tr><tr><td>Oct</td><td>160</td><td>155</td><td>170</td><td>140</td></tr><tr><td>Nov</td><td>128</td><td>160</td><td>178</td><td>145</td></tr><tr><td>Dec</td><td>145</td><td>145</td><td>160</td><td>130</td></tr><tr><td>Jan</td><td>125</td><td>155</td><td>170</td><td>138</td></tr><tr><td>Feb</td><td>115</td><td>125</td><td>140</td><td>125</td></tr><tr><td>Mar</td><td>168</td><td>155</td><td>172</td><td>140</td></tr></tbody></table>				Month	Performance	Target	Target +10%	Target -10%	Apr	128	178	195	160	May	155	172	188	155	June	125	165	182	150	July	132	168	185	152	Aug	150	158	175	145	Sept	135	150	165	135	Oct	160	155	170	140	Nov	128	160	178	145	Dec	145	145	160	130	Jan	125	155	170	138	Feb	115	125	140	125	Mar	168	155	172	140
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TC03 Total number of primary fires attended																																																																				
TC03	During 2024/25 crews attended 1659 Primary Fires. This is 222 below the cumulative target of 1881 and 5 more than last year (1654).																																																																			
AC11	<p>Deliberate vehicle fires attended during 2024/25 (210) have decreased when compared to 242 in 2023/24 and 122 below the target of 332.</p> <p>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.</p>																																																																			

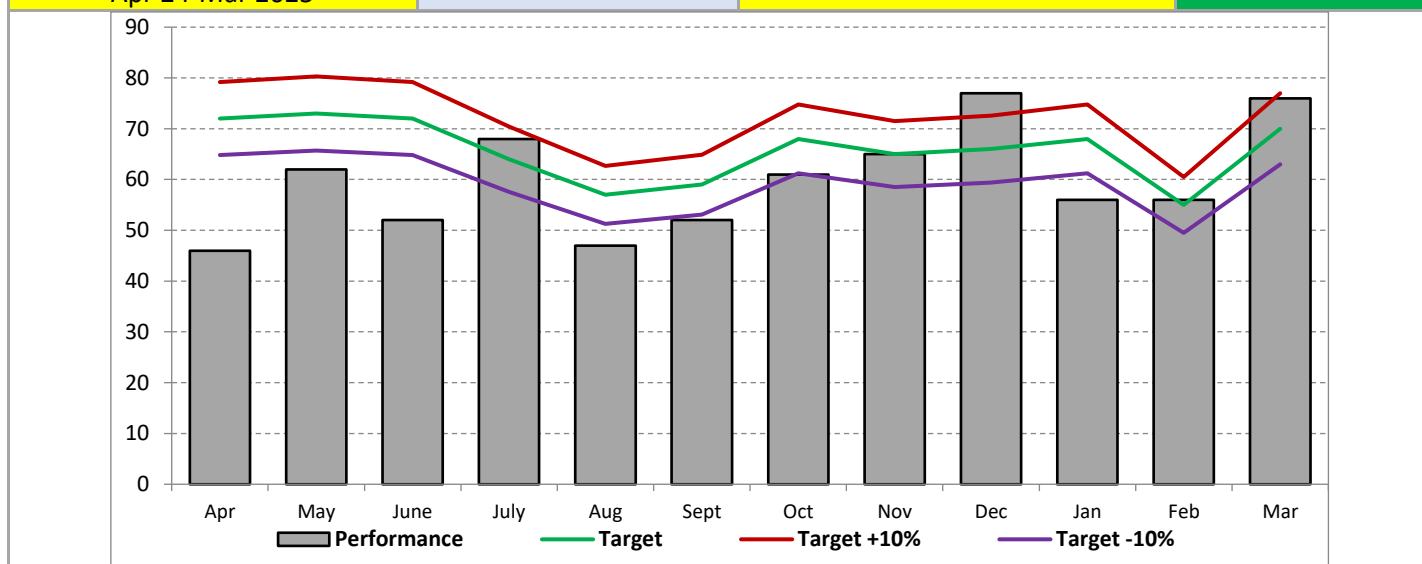
DC11	Number of accidental dwelling fires	
DC12	Number of fatalities in accidental dwelling fires	
DC13	Number of injuries in accidental dwelling fires	
DC14	Number of deliberate dwelling fires in occupied properties	
DC15	Number of deliberate dwelling fires in unoccupied properties	
DC16	Number of deaths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

COMMENTARY:

DC11	Accidental dwelling fires numbers during 2024/25 at 718 are slightly increased when compared to 2023/24, when crews attended 668 accidental dwelling fires. There were an unusually high number of fires started externally to properties involving fires in yards/gardens.
DC12	There have sadly been 7 fatalities in an accidental dwelling fires to date; four female and three male. Six were aged over 60 and had a disability of some kind. Three involved smokers' materials.
DC13	There have been 54 injuries in Accidental Dwelling Fires. This is below the cumulative target of 65 but two more than 2023/24.
DC14	Deliberate dwelling fires in occupied properties (99) is below the cumulative target (122) and there have been 20 fewer incidents than in 2023/24 (119).
DC15	Deliberate fires in unoccupied properties (15) are three less than the target 18 and one less than last year (16)
DC16	There have been no fatalities in deliberate dwelling fires to date.
DC17	There have been eight injuries in deliberate dwelling fires. Although all were of a minor nature this is unusual for this type of incident.

DC11 Number of accidental fires in dwellings

Service Plan Target Apr 24-Mar 2025	789	Year end total	718
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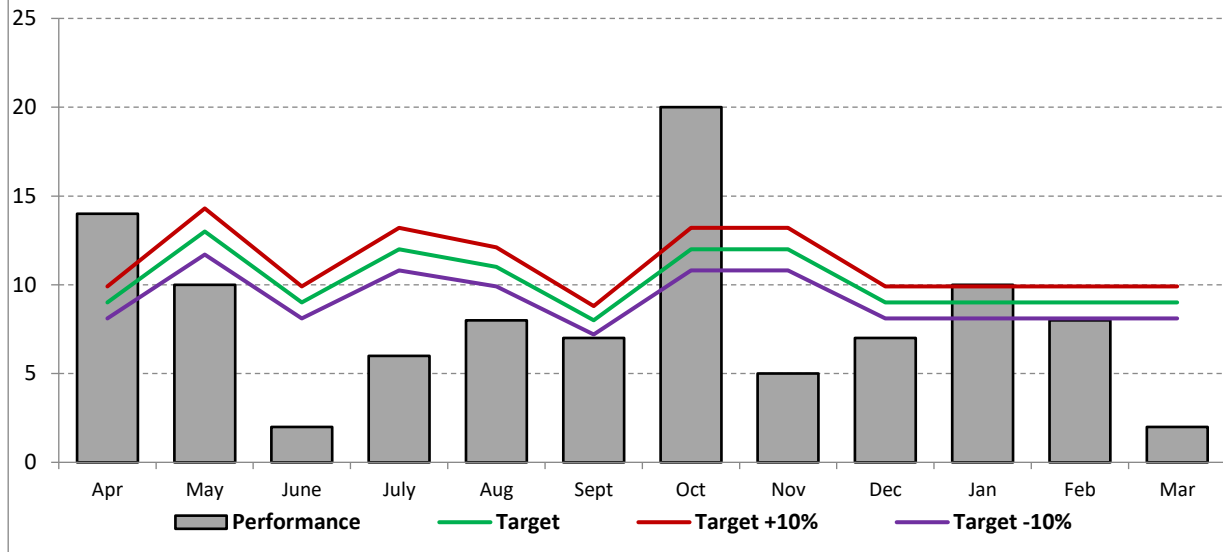
DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target
Apr 24-Mar 2025

122

Year end total

99



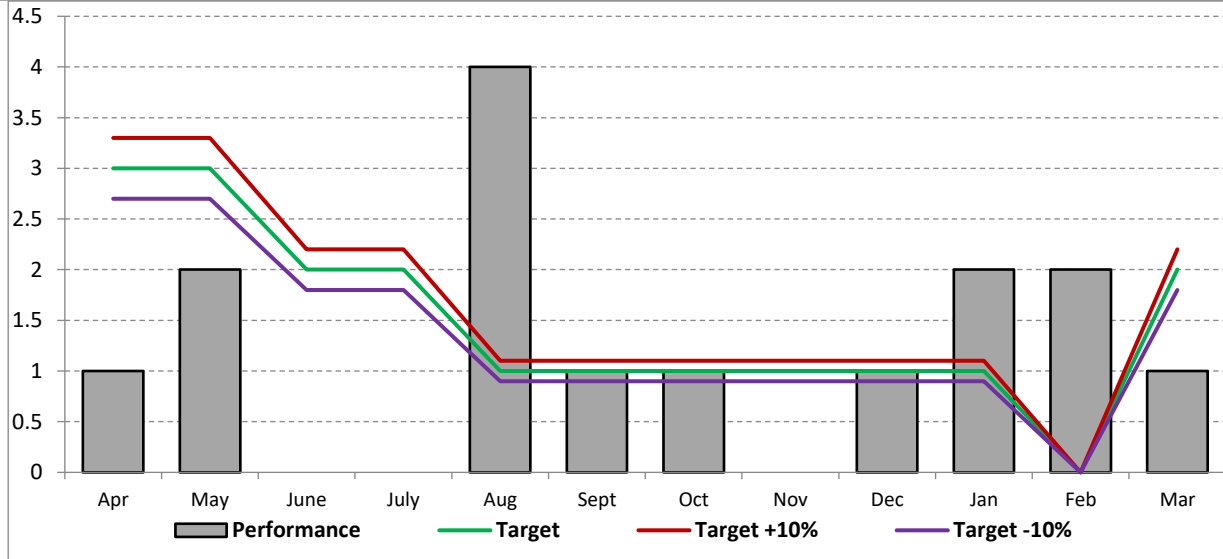
DC15 Number of deliberate fires in unoccupied properties

Service Plan Target
Apr 24-Mar 2025

18

Year end total

15



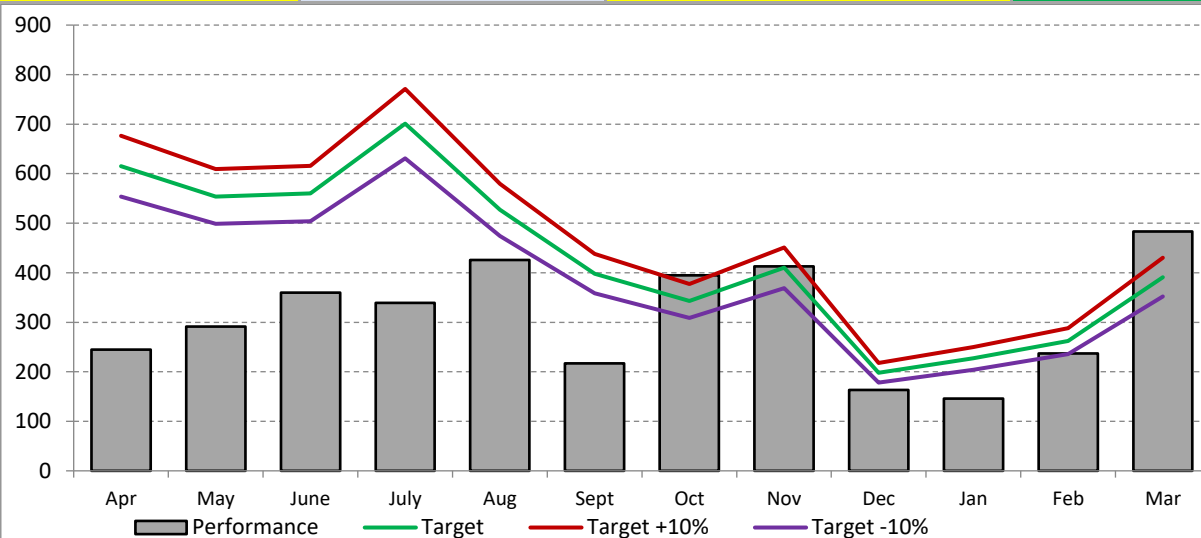
TC04 Total number of secondary fires attended

Service Plan Target
Apr 24-Mar 2025

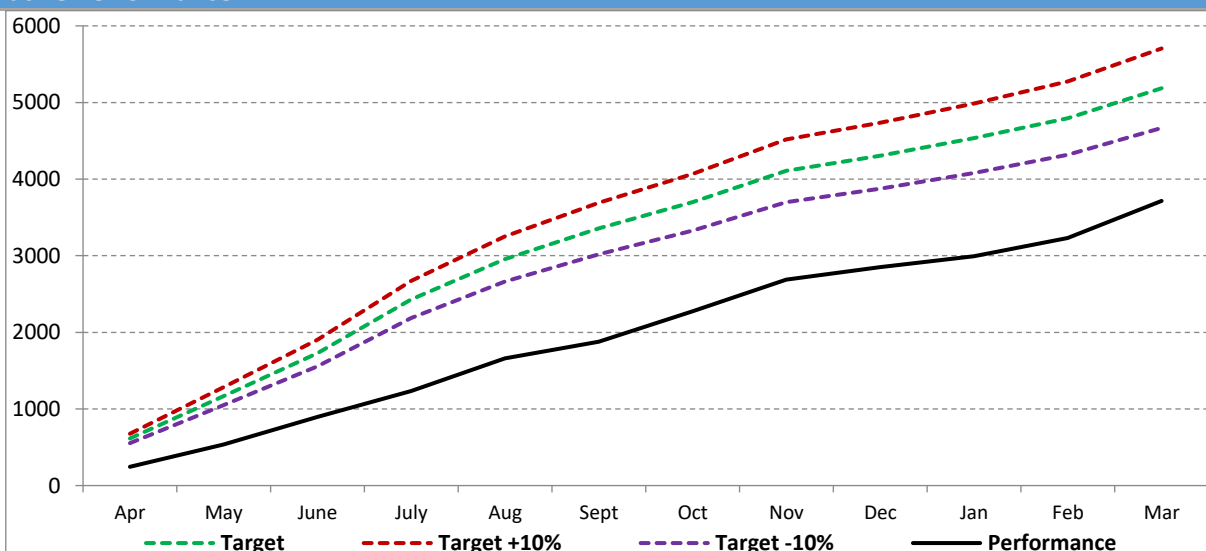
5186

Year end total

3715



Cumulative Performance



TC04 Total number of secondary fires attended

AC13 Number of deliberate ASB fires attended

TC04

There were 3715 secondary fires during this reporting period. This is nine more fires than in 2023/24 (3706). The number of secondary fires decreased sharply between December (164) and January (146). However, they did rise during March (489) due to dry and sunny weather throughout the month. Overall, numbers continue to be exceptionally low, which is predominantly down to our proactive work in our communities.

AC13

The count of anti-social behaviour fires attended is 222 more this year (2599) than in 2023/24 (2377) and considerably less than the cumulative target (3307). There were 2528 less incidents than in 2013/14 (5127) meaning number have virtually halved in 11 years.

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.

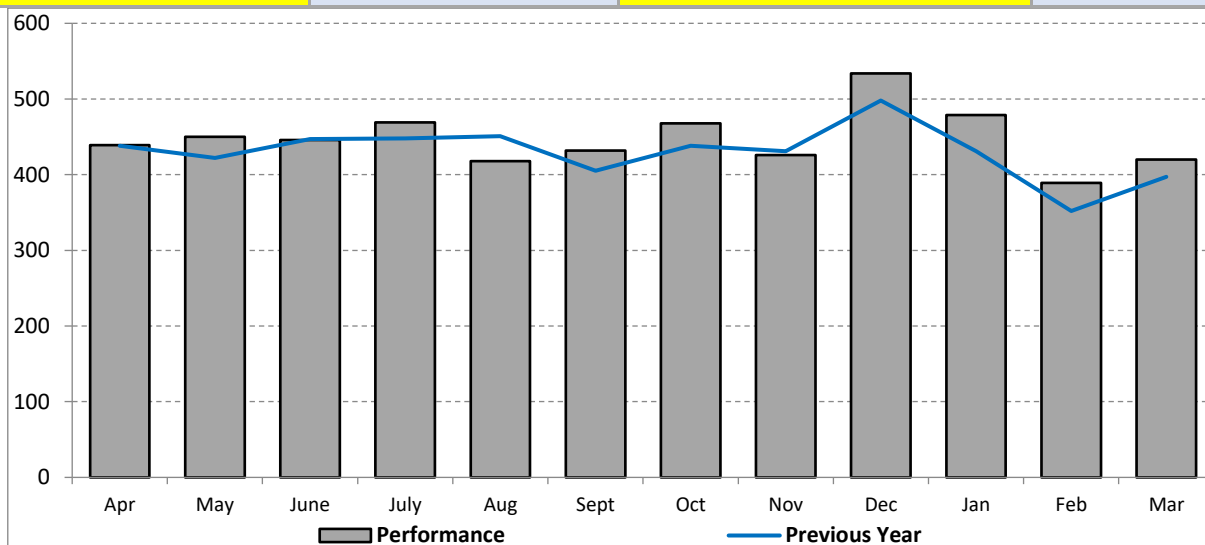
TC05 Total number of special services attended

Service Plan Target

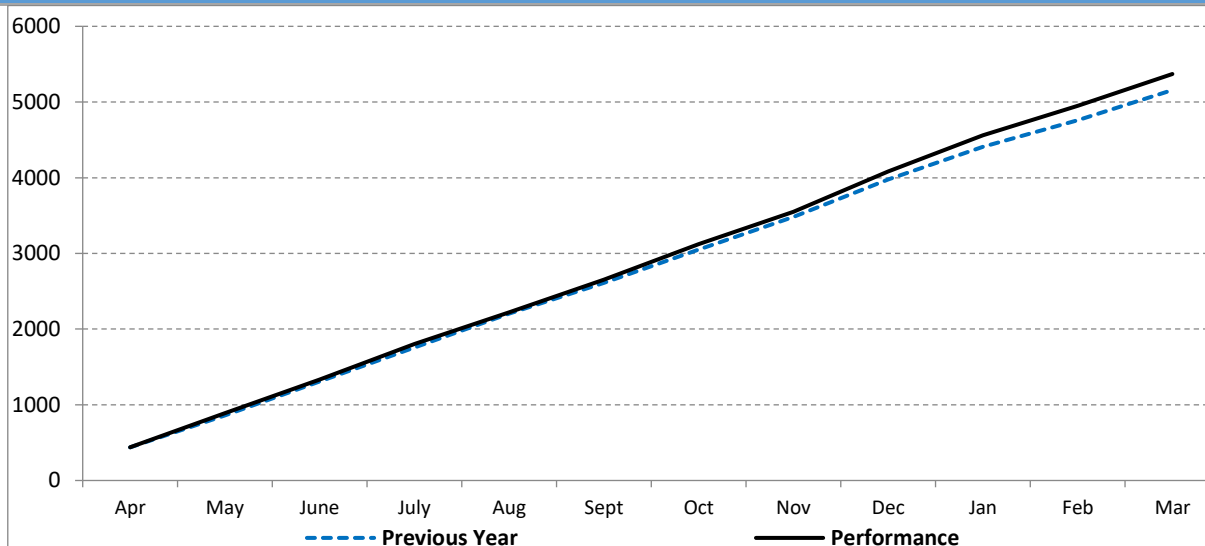
Quality Assurance

Year end total

5370



Cumulative Performance



TC05 Total number of Special Services attended

For quality assurance only

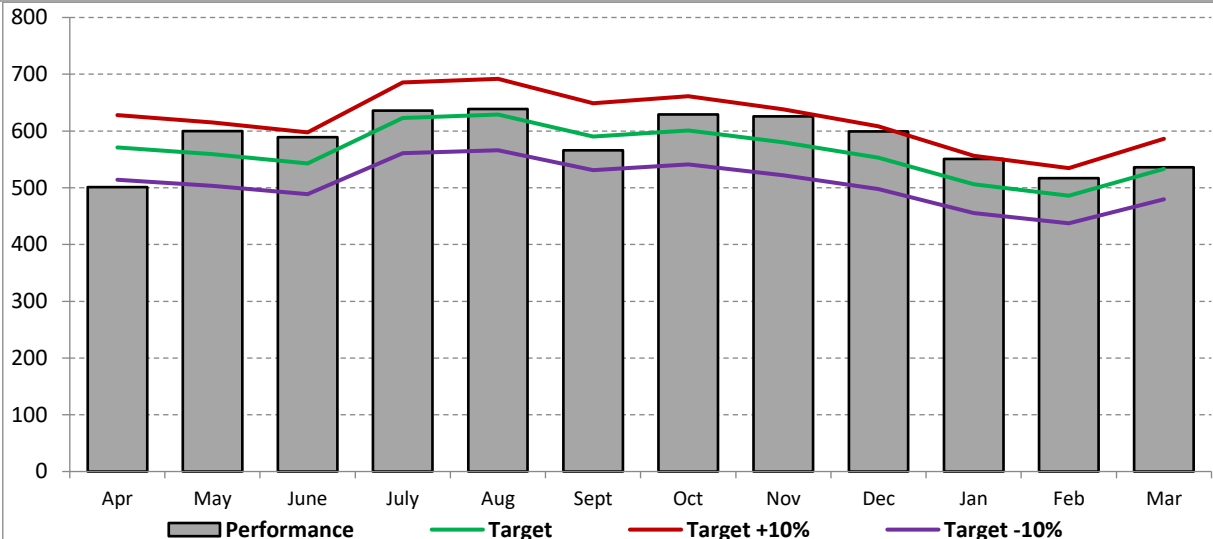
TC05

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.

During 2024/25 the number of special services attended (5370) was slightly higher than in 2023/24 (5158) an increase of 212 incidents. 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	<p>The number of Road Traffic Collisions attended (740) is lower than last year (766). There is no target for this incident type.</p> <p>Sadly, there have been 8 fatalities in an RTC attended by MFRS at this period last year there had been 10 fatalities. There have been 262 injuries (212 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. 56 incidents were recorded, which is less than in 2023/24 (59).</p> <p>Water rescues are also included in Special Service calls and this type of incident has increased to 44 which is two more than last year. This exceeds the cumulative target of 38.</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. New water rescue equipment has been purchased this year and changes have been made to the way we respond to these incidents.</p>
RC12 RC13	
RC16	
RC24	

TC06 Total number of false alarms attended																																																																				
Service Plan Target Apr 24-Mar 2025	6774	Year end total	6989																																																																	
<div><table><caption>Monthly Performance Data (Estimated from Chart)</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>500</td><td>570</td><td>630</td><td>510</td></tr><tr><td>May</td><td>600</td><td>560</td><td>620</td><td>500</td></tr><tr><td>June</td><td>590</td><td>550</td><td>610</td><td>490</td></tr><tr><td>July</td><td>630</td><td>620</td><td>680</td><td>560</td></tr><tr><td>Aug</td><td>630</td><td>630</td><td>690</td><td>560</td></tr><tr><td>Sept</td><td>570</td><td>600</td><td>650</td><td>530</td></tr><tr><td>Oct</td><td>630</td><td>600</td><td>660</td><td>540</td></tr><tr><td>Nov</td><td>620</td><td>580</td><td>640</td><td>520</td></tr><tr><td>Dec</td><td>600</td><td>550</td><td>610</td><td>500</td></tr><tr><td>Jan</td><td>550</td><td>510</td><td>570</td><td>460</td></tr><tr><td>Feb</td><td>520</td><td>490</td><td>540</td><td>440</td></tr><tr><td>Mar</td><td>540</td><td>530</td><td>580</td><td>480</td></tr></tbody></table></div>				Month	Performance	Target	Target +10%	Target -10%	Apr	500	570	630	510	May	600	560	620	500	June	590	550	610	490	July	630	620	680	560	Aug	630	630	690	560	Sept	570	600	650	530	Oct	630	600	660	540	Nov	620	580	640	520	Dec	600	550	610	500	Jan	550	510	570	460	Feb	520	490	540	440	Mar	540	530	580	480
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TC06 Total number of false alarms attended																																																																				
TC06	The number of false alarms attended (6989) has increased when compared to last year (6817) but remains within 10% of the cumulative target for 2024/25 (6774). 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, was 3900. This is 303 more than in 2023/24 (3603) there is no target for this indicator as we do not want to discourage calls.																																																																			
FC22	Malicious False Alarm calls received have increased (146) when compared to last year (105).																																																																			

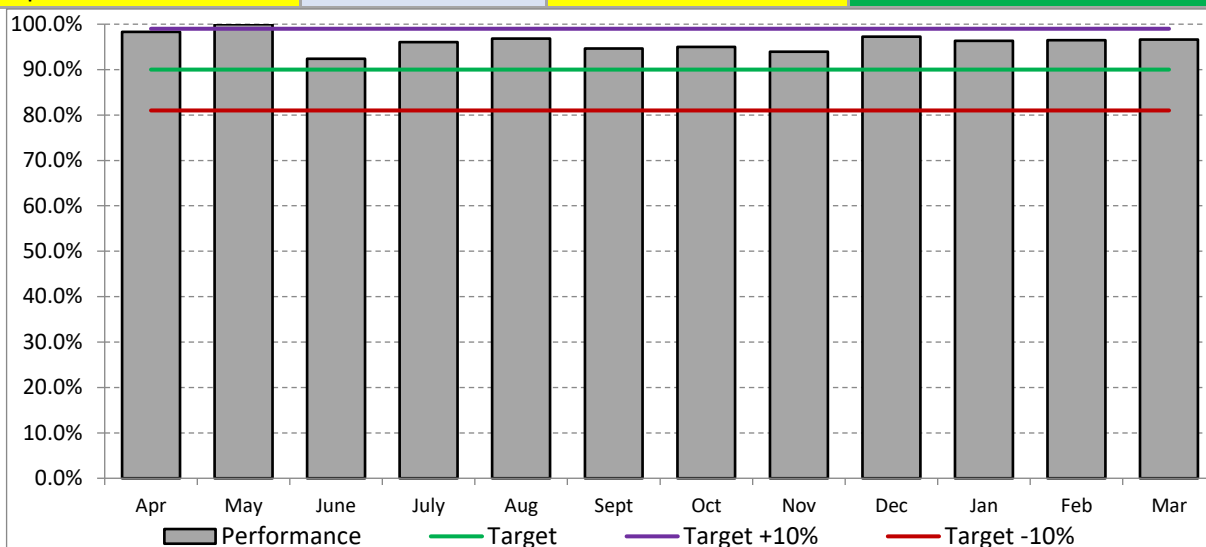
TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes

Service Plan Target
Apr 24-Mar 2025

90%

Year end total

96.2%



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 96.2% 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 95.5% of incidents achieving the target 95%.

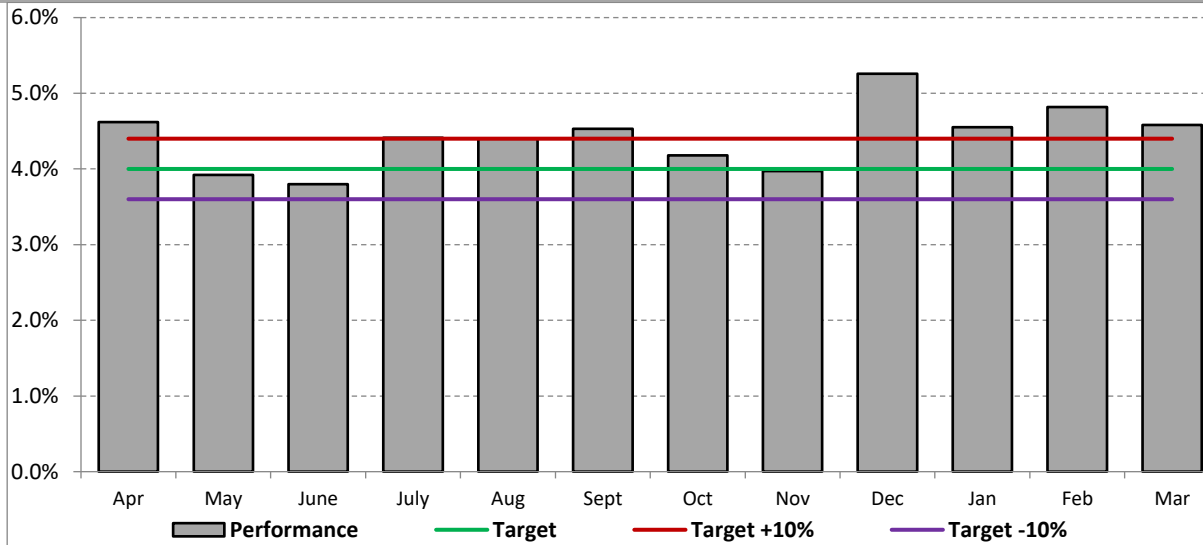
TD09 The % of available shifts lost to sickness absence, all personnel

Service Plan Target
Apr 24-Mar 2025

4%

Year end total

4.43%



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 4.43% shifts lost to sickness absence exceeds the 4% target and is slightly higher than in 2023/4 when absence was 4.34%.

WD11
WD12

Cumulatively 4.98% of shifts were lost to sickness absence among uniformed staff. This is higher than 2023/24 when Grey Book absence was 4.71%.

Non-uniformed staff absence at the end of the year was 3.64%. This is lower than 2023/24 when 3.78% of available shifts were lost to sickness absence.

