

SERVICE DELIVERY PLAN 2025-26:

April to June 2025

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

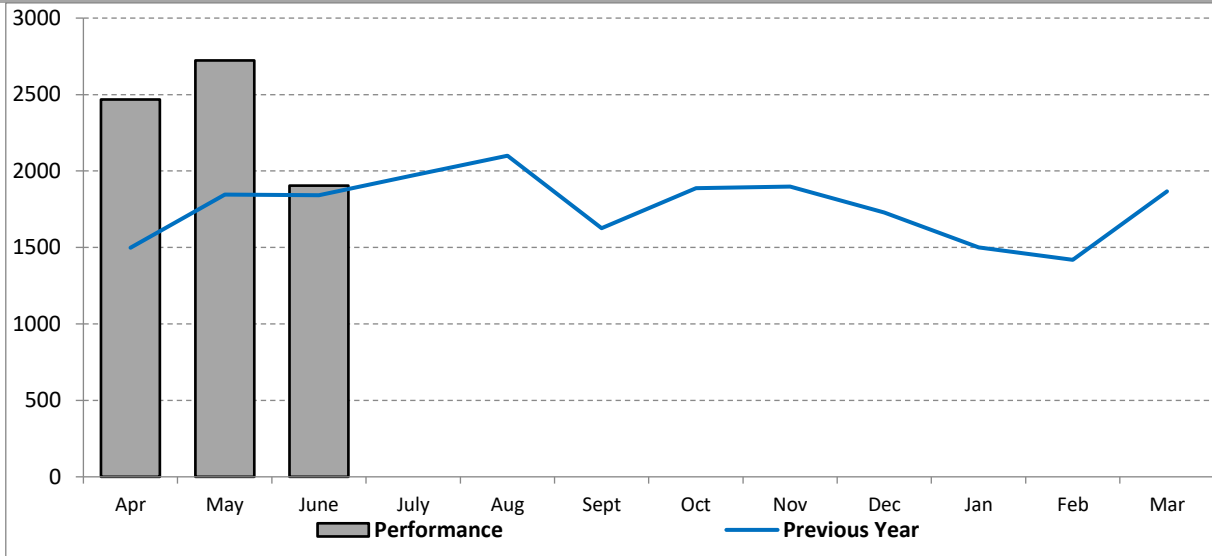
TC00 Total number of emergency calls received

Service Plan Target

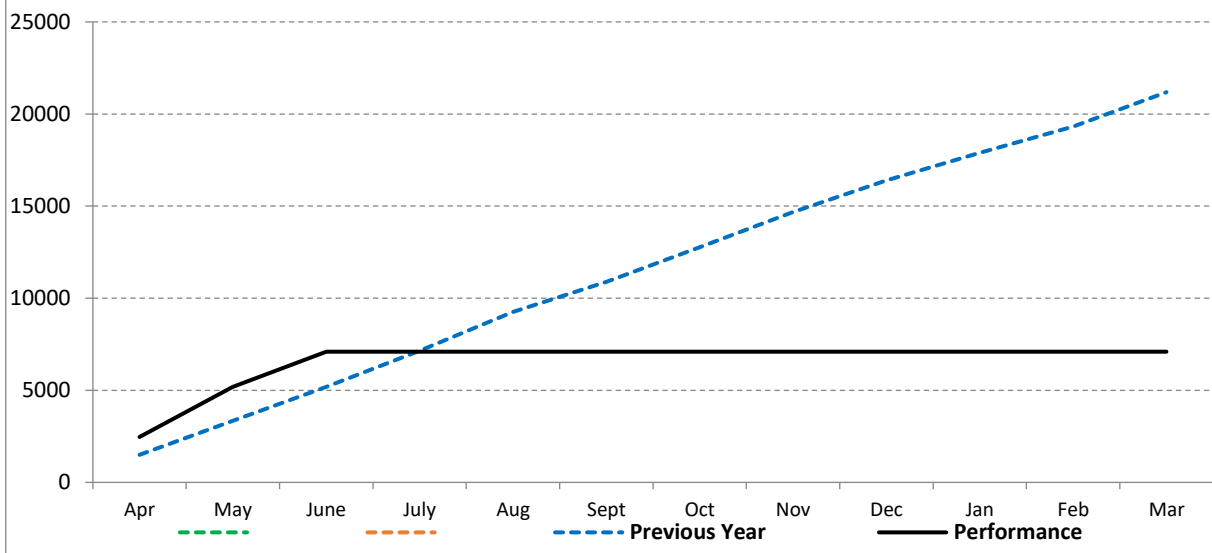
No target - Quality Assurance

Progress to Date

7096



Cumulative Performance



TC00

From April to June 25 Fire Control received 7096 emergency calls. This was 1912 more than in Q1 2024, when 5184 calls were received.

An extended period of dry weather going back to March accounts for an increase in calls during April (2467 calls) and May (2724). During June calls fell back to (1905). A higher than usual number of most fire types can be seen further on in this report resulting in incident targets not being achieved during Q1.

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

DR22

Cumulatively 97.1% of 999 calls were answered within 10 seconds. This performance surpasses the 96% target.

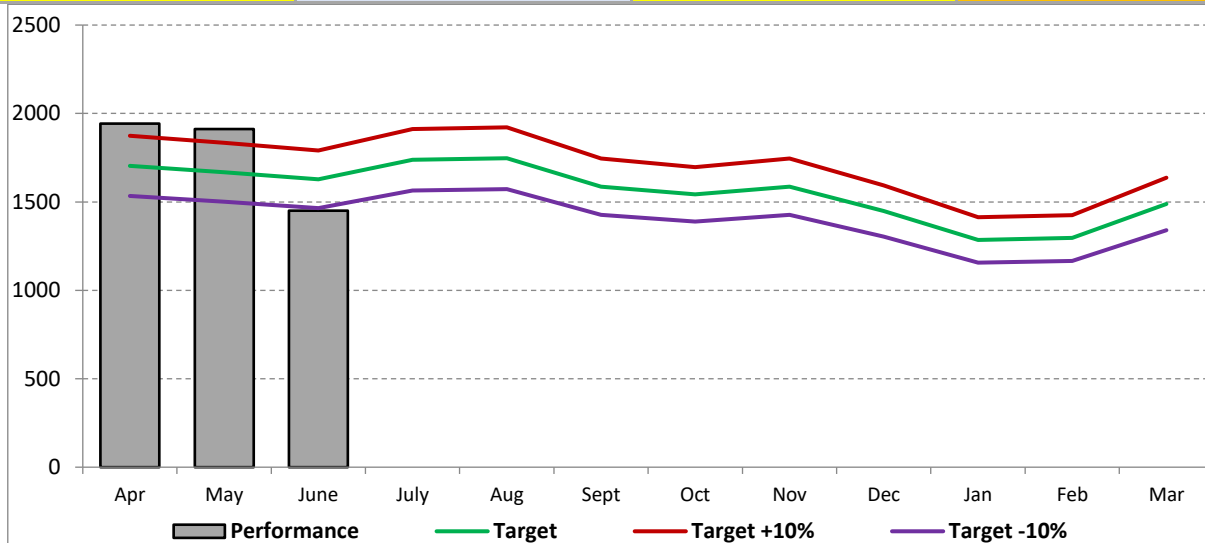
TC01 The total number of incidents attended

Service Plan Target
April - June 2025

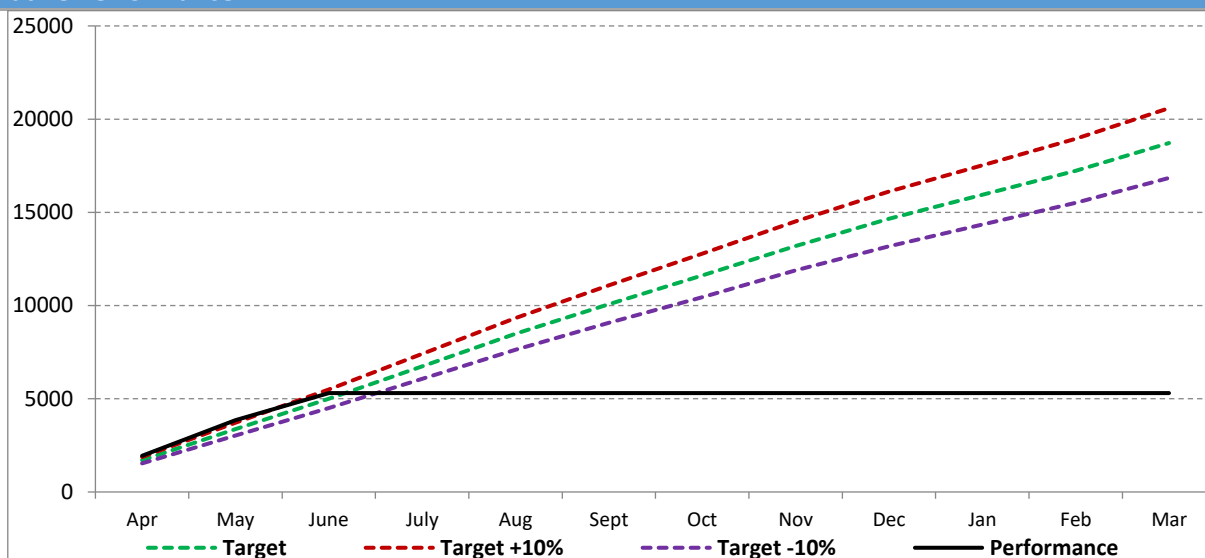
4999

Progress to Date

5304



Cumulative Performance



TC01 Total number of incidents attended

TC01

During April to June 2025 performance against key performance indicators (KPI's) has exceeded targets, some were within 10% of the cumulative target. Special Services attended are lower than at Q1 2024 when compared to last year although we do not have a target for this incident type. That is because we actively seek to support partners with some Special Service calls, so would not aim to set an upper limit.

During this period there were 977 more incidents attended (5304) than at the same time last year (4327). This performance is 305 over the cumulative target of 4999. Q1 performance is within 10% of target.

As with most KPI's April (1942) and May (1912) saw high numbers of incidents with performance falling back to more normal levels in June (1450).

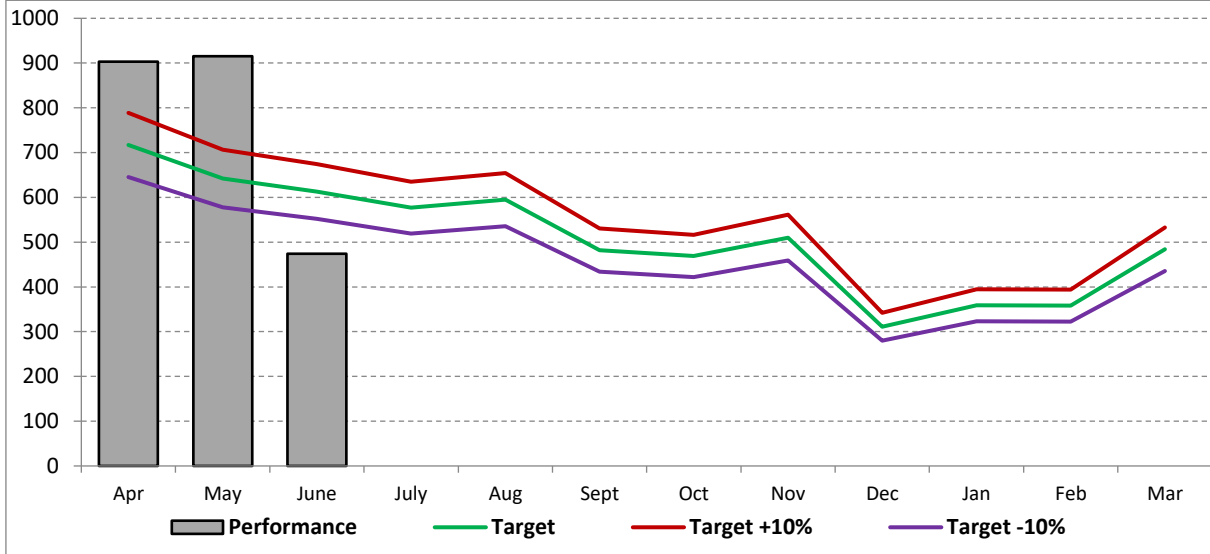
TC02 Total number of fires attended in Merseyside

Service Plan Target
April - June 2025

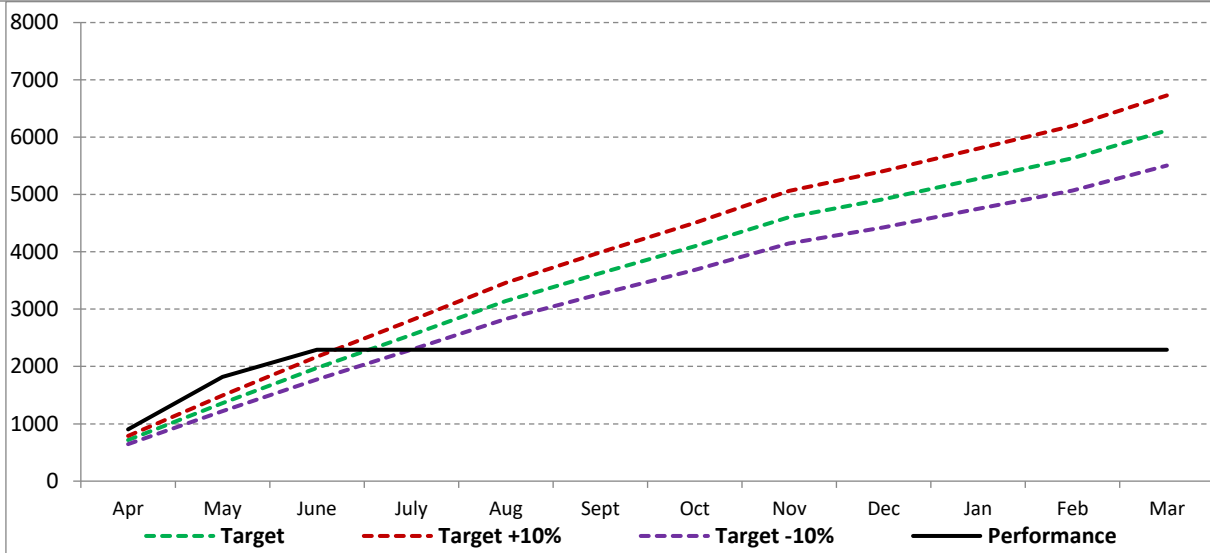
1972

Progress to Date

2292



Cumulative Performance



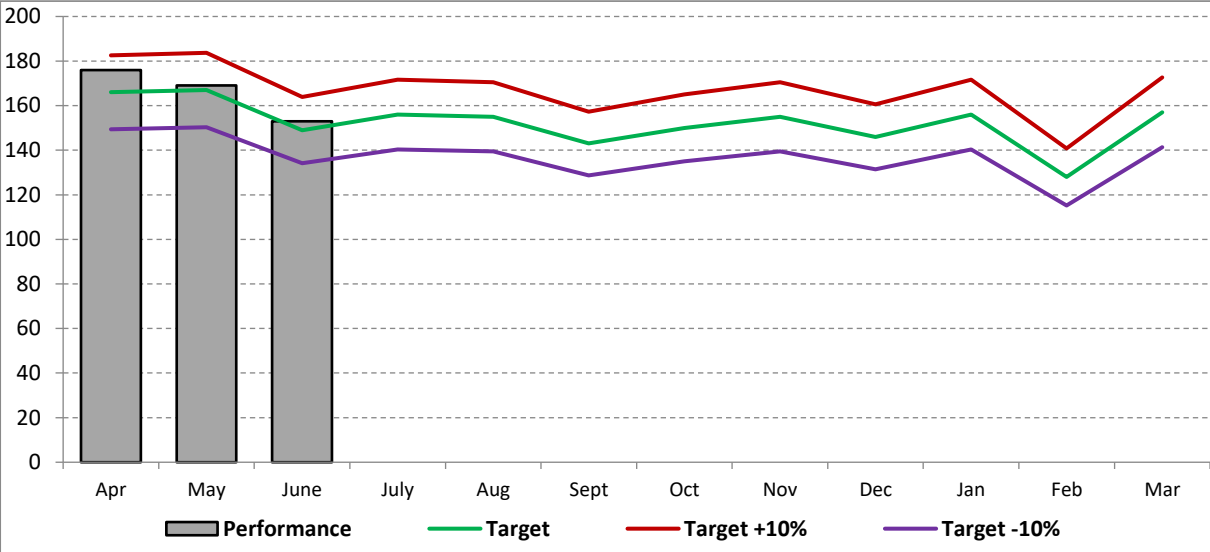
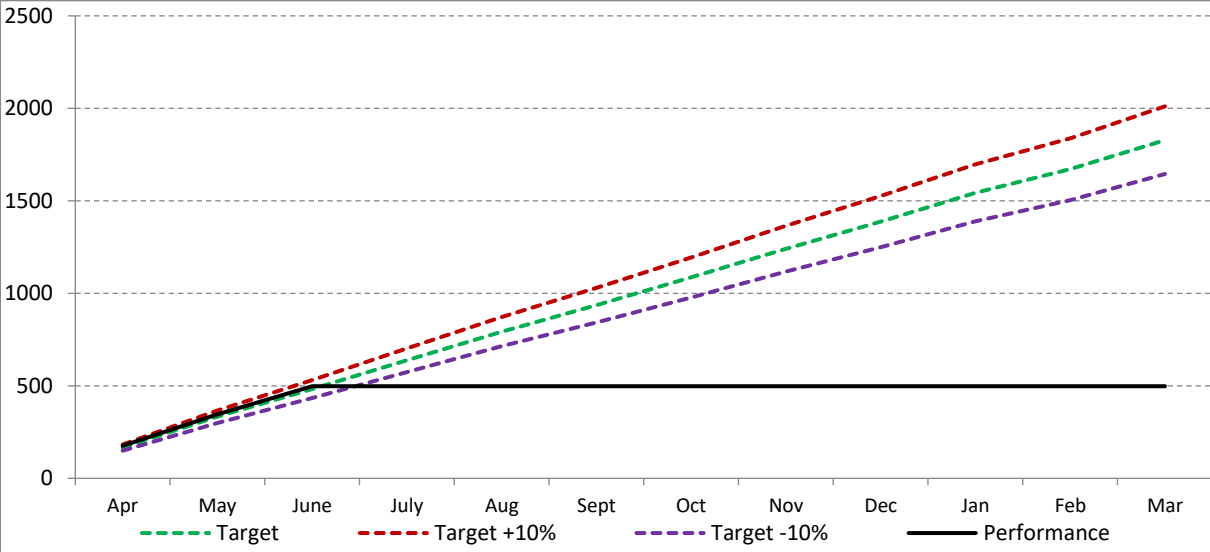
TC02 Total number of Fires attended in Merseyside

TC02

Crews attended 2292 fires during this reporting period. This is 990 more than in 2024 (1302) and also 320 over the cumulative target of 1972.

Consistently warm weather during April and May has been a contributing factor in the substantial increase in fires attended. In particular secondary fires. During April (903) and May (915) the number of fires were high when compared to other years but dropped sharply following a change in the weather from 24th May to more expected numbers in June (474).

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

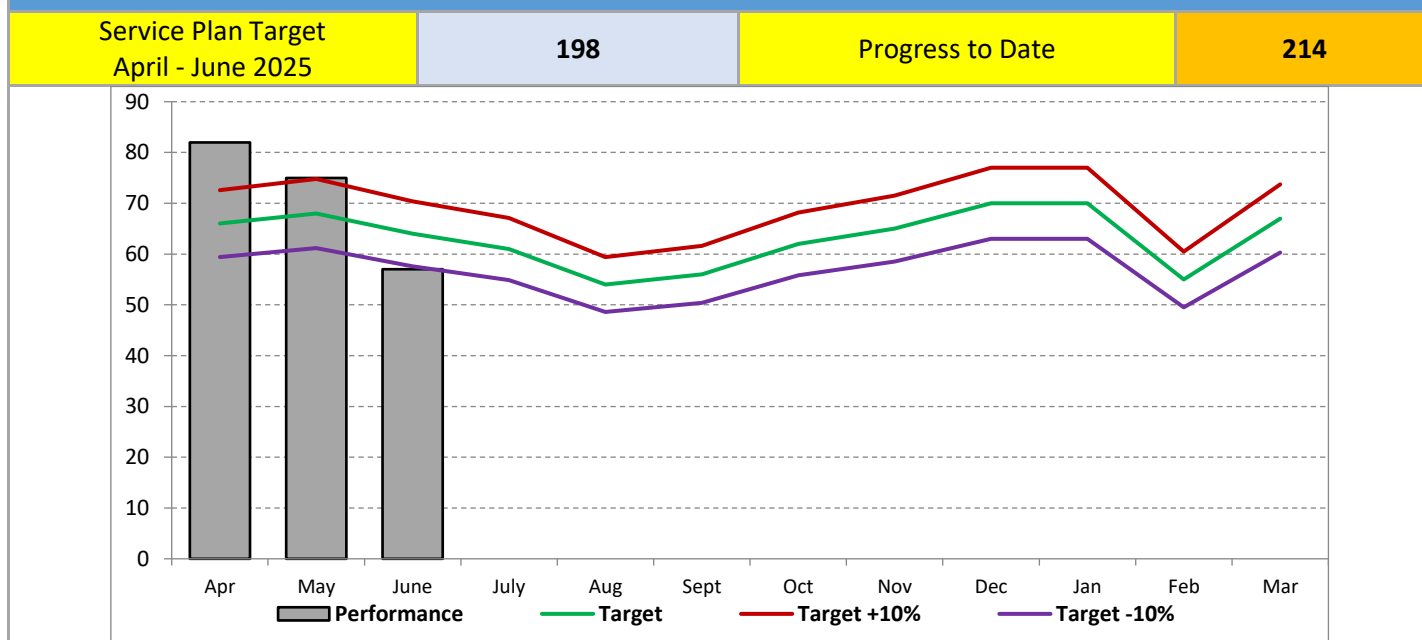
TC03 Total number of primary fires attended																																																																				
Service Plan Target April - June 2025		482	Progress to Date 498																																																																	
<div></div> <table><caption>Monthly Performance Data (Approximate)</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>175</td><td>165</td><td>185</td><td>150</td></tr><tr><td>May</td><td>170</td><td>165</td><td>185</td><td>150</td></tr><tr><td>June</td><td>155</td><td>150</td><td>165</td><td>135</td></tr><tr><td>July</td><td>-</td><td>155</td><td>175</td><td>140</td></tr><tr><td>Aug</td><td>-</td><td>155</td><td>170</td><td>140</td></tr><tr><td>Sept</td><td>-</td><td>145</td><td>160</td><td>130</td></tr><tr><td>Oct</td><td>-</td><td>150</td><td>170</td><td>135</td></tr><tr><td>Nov</td><td>-</td><td>155</td><td>175</td><td>140</td></tr><tr><td>Dec</td><td>-</td><td>145</td><td>165</td><td>135</td></tr><tr><td>Jan</td><td>-</td><td>155</td><td>175</td><td>140</td></tr><tr><td>Feb</td><td>-</td><td>130</td><td>145</td><td>120</td></tr><tr><td>Mar</td><td>-</td><td>155</td><td>175</td><td>140</td></tr></tbody></table>				Month	Performance	Target	Target +10%	Target -10%	Apr	175	165	185	150	May	170	165	185	150	June	155	150	165	135	July	-	155	175	140	Aug	-	155	170	140	Sept	-	145	160	130	Oct	-	150	170	135	Nov	-	155	175	140	Dec	-	145	165	135	Jan	-	155	175	140	Feb	-	130	145	120	Mar	-	155	175	140
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TC03 Total number of primary fires attended																																																																				
TC03	During April to June 2025 crews attended 498 Primary Fires. This number was within 10% of the target of 482. There were 92 more incidents than in quarter 1 2024.																																																																			
AC11	<p>Deliberate vehicle fires attended (76) have increased when compared to 60 in Q1 2024 and 5 over the target of 71. June saw 35 fires which is the highest count of incidents since 2022.</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 during 2025 at 214 are higher when compared to 160 at Q1 2024. There were 82 incidents in April which is higher than usual. 16 due to Smokers Materials (highest since Apr 2021). 13 Fires started externally. 13 were related to Electrical Faults, 27 related to cooking appliances and practices.
DC12	To date there has sadly been 1 fatality in an accidental dwelling fire.
DC13	There have been 11 injuries in Accidental Dwelling Fires. This is below the cumulative target of 16.
DC14	Deliberate dwelling fires in occupied property (25) is below the cumulative target (29)
DC15	Deliberate fires in unoccupied properties (4) is 2 less the target 6 and 1 more than last year (3)
DC16	There have been no fatalities in deliberate dwelling fires to date.
DC17	There have been 6 injuries in deliberate dwelling fires, 3 injuries occurred in 1 incident in June

DC11 Number of accidental fires in dwellings



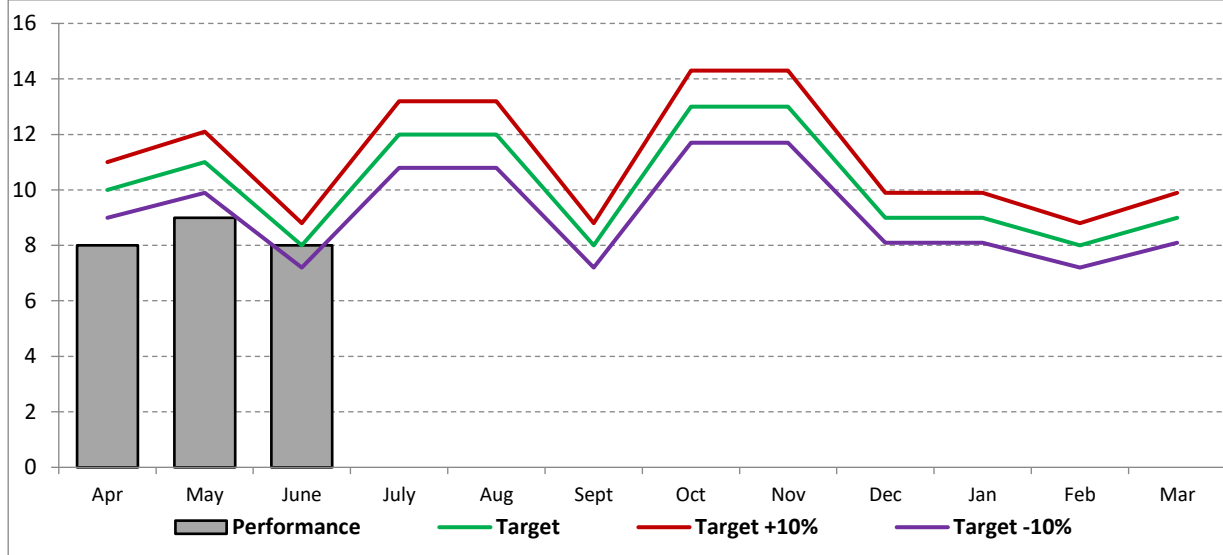
DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target
April - June 2025

29

Progress to Date

25



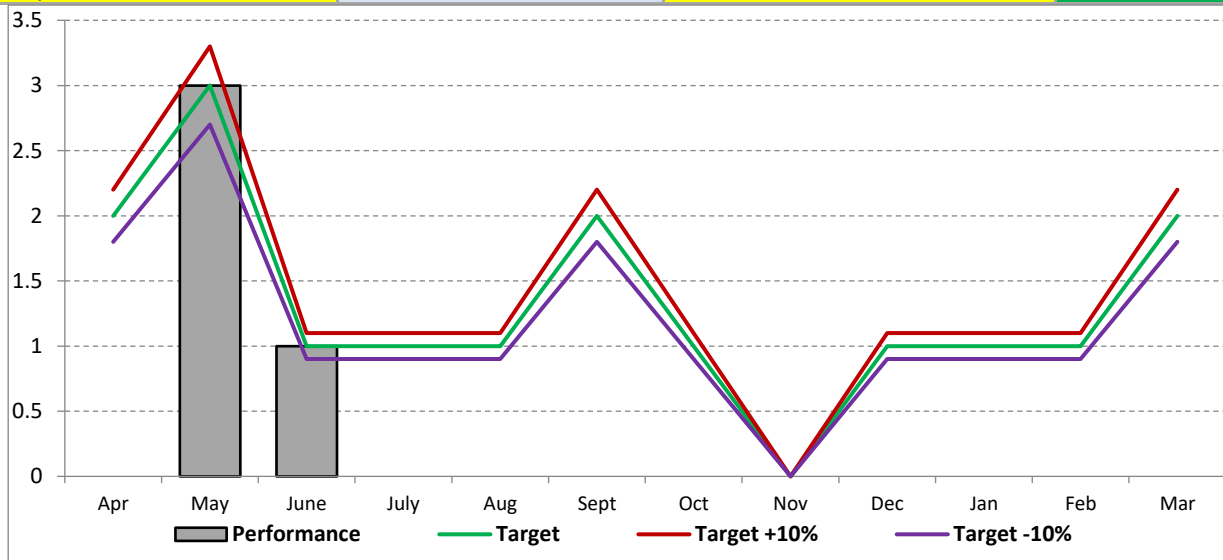
DC15 Number of deliberate fires in unoccupied properties

Service Plan Target
April - June 2025

6

Progress to Date

4



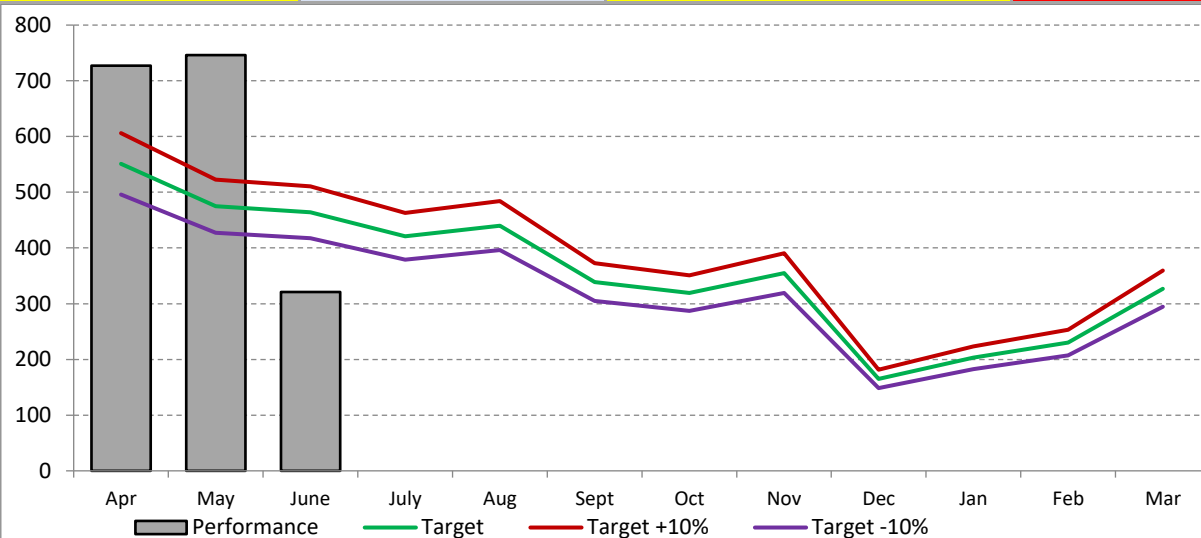
TC04 Total number of secondary fires attended

Service Plan Target
April - June 2025

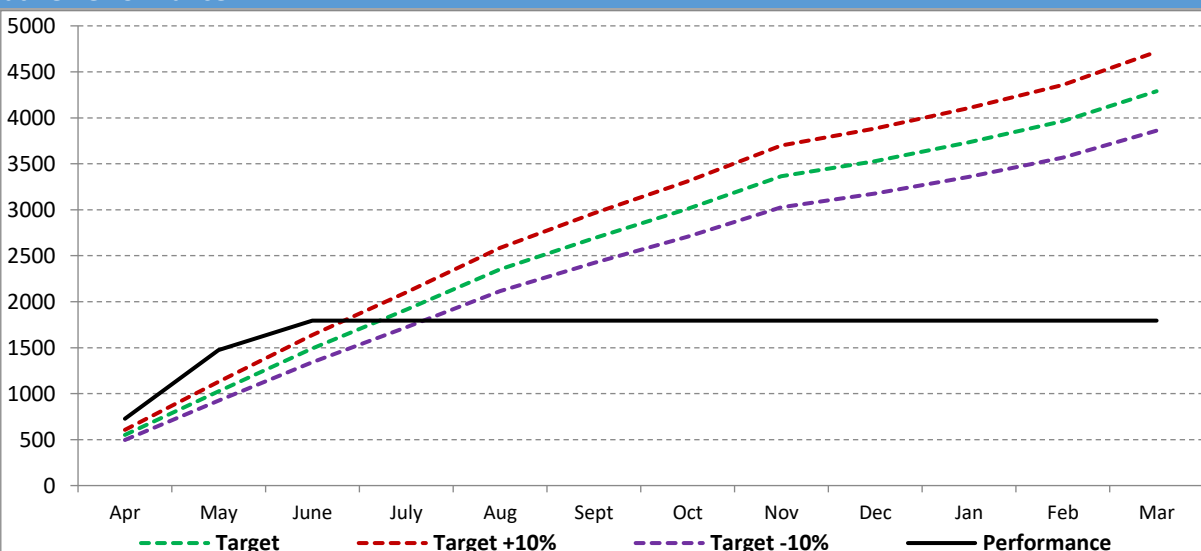
1490

Progress to Date

1794



Cumulative Performance



TC04 Total number of secondary fires attended

AC13 Number of deliberate ASB fires attended

TC04

There were 1794 secondary fires during this reporting period. This is 898 more fires than in 2024 (896). The number of secondary fires increased sharply between April (727) and May (746) due to dry and sunny weather throughout the month. Up until 23rd of May there was an average of 38 incidents per day with a high of 60 on Sunday 11th May. Incident number decreased massively once the weather changed with 321 in June.

AC13

Crews attended 1123 deliberate anti-social behaviour fires (small) during Q1 of 2025. By June 2024 that number was 575. As with other incident types once the weather changed in late May incident number fell considerably.

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.

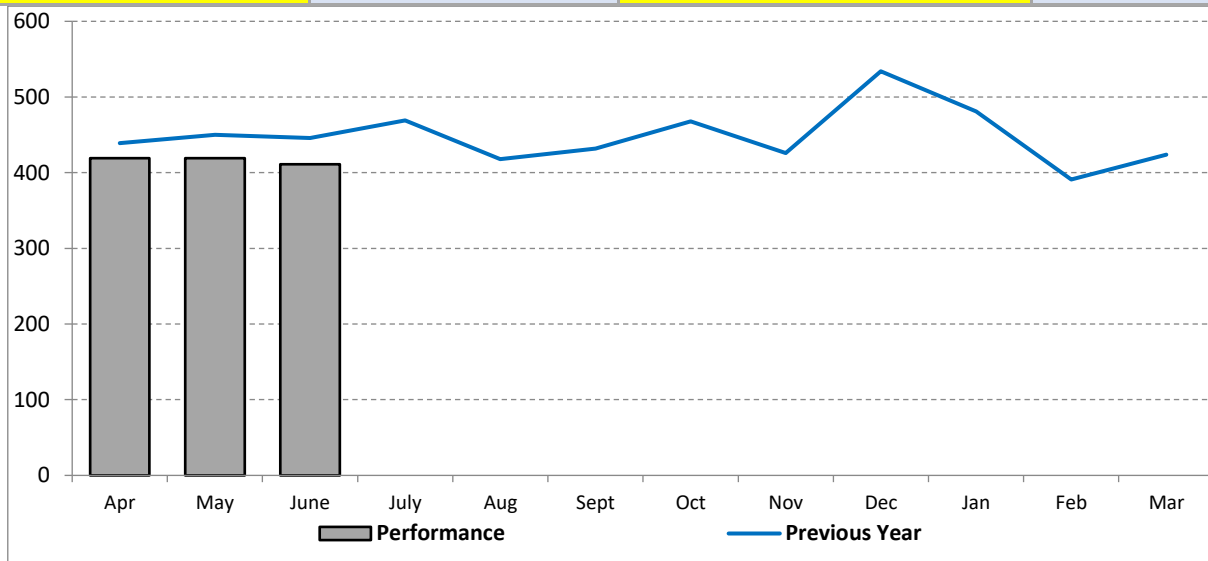
TC05 Total number of special services attended

Service Plan Target

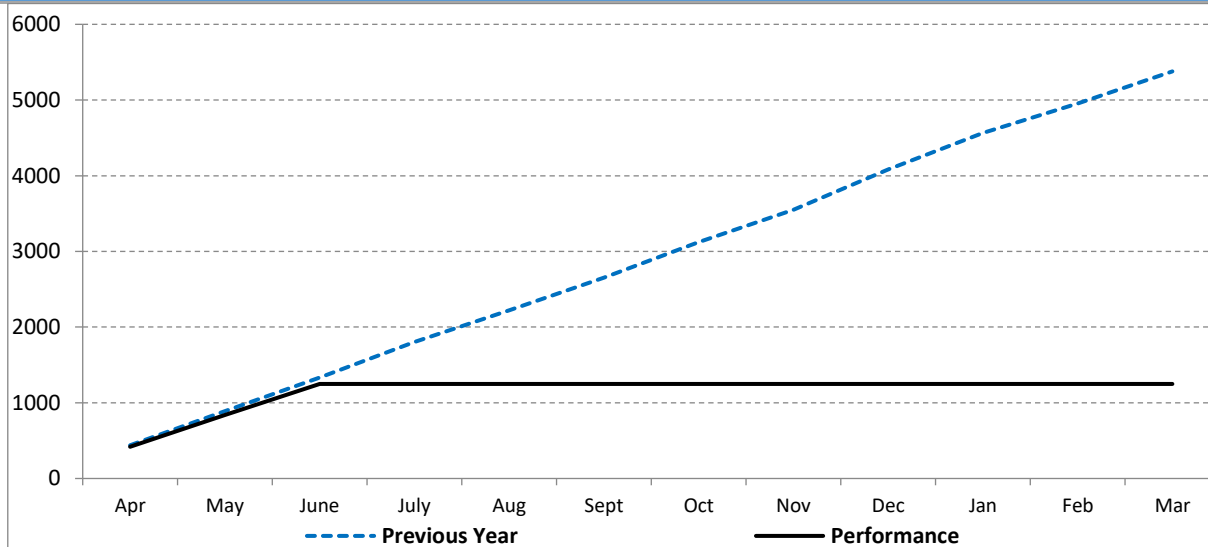
Quality Assurance

Progress to Date

1249



Cumulative Performance



TC05 Total number of Special Services attended

For quality assurance only

TC05

During April to June 2025 the number of special services attended (1249) was less than in 2024 (1335), this is 86 less incidents. Assisting other agencies continues to account for approximately a quarter of all calls.

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.

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 (183) is similar to last year (181). There is no target for this incident type.</p> <p>Sadly, there have been 2 fatalities in RTCs attended by MFRS, at this period last year there had been 1 fatality. There have been 50 injuries (37 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 (pre and early driver years) with the educational work they carry out to reduce RTCs. 21 incidents were recorded between April and June 2025, which is more than double the number of incidents at this point last year (10).</p> <p>Water rescues are also included in Special Service calls and this number of this type of incident attended (6) is less than at Q1 2024 (8).</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>
RC12 RC13	
RC16	
RC24	

TC06 Total number of false alarms attended																																																																				
Service Plan Target April - June 2025	1735	Progress to Date	1763																																																																	
<div><table><caption>TC06 Total number of false alarms attended (Estimated Data)</caption><thead><tr><th>Month</th><th>Performance</th><th>Target</th><th>Target +10%</th><th>Target -10%</th></tr></thead><tbody><tr><td>Apr</td><td>620</td><td>590</td><td>650</td><td>540</td></tr><tr><td>May</td><td>580</td><td>570</td><td>630</td><td>520</td></tr><tr><td>June</td><td>570</td><td>560</td><td>620</td><td>510</td></tr><tr><td>July</td><td>-</td><td>650</td><td>710</td><td>580</td></tr><tr><td>Aug</td><td>-</td><td>650</td><td>720</td><td>590</td></tr><tr><td>Sept</td><td>-</td><td>610</td><td>680</td><td>550</td></tr><tr><td>Oct</td><td>-</td><td>620</td><td>690</td><td>560</td></tr><tr><td>Nov</td><td>-</td><td>600</td><td>670</td><td>540</td></tr><tr><td>Dec</td><td>-</td><td>580</td><td>640</td><td>520</td></tr><tr><td>Jan</td><td>-</td><td>530</td><td>590</td><td>480</td></tr><tr><td>Feb</td><td>-</td><td>510</td><td>570</td><td>460</td></tr><tr><td>Mar</td><td>-</td><td>550</td><td>610</td><td>500</td></tr></tbody></table></div>				Month	Performance	Target	Target +10%	Target -10%	Apr	620	590	650	540	May	580	570	630	520	June	570	560	620	510	July	-	650	710	580	Aug	-	650	720	590	Sept	-	610	680	550	Oct	-	620	690	560	Nov	-	600	670	540	Dec	-	580	640	520	Jan	-	530	590	480	Feb	-	510	570	460	Mar	-	550	610	500
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TC06 Total number of false alarms attended																																																																				
TC06	The number of false alarms attended (1763) has increased when compared to last year (1690) but remains within 10% of the cumulative Q1 target for 2025/26 (1735). 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 1023. This is 75 more than in Q4 24/25 (948) there is no target for this indicator as we do not want to discourage calls.																																																																			
FC22	Malicious False Alarm calls received during April to June have increased (32) when compared to last year (28).																																																																			

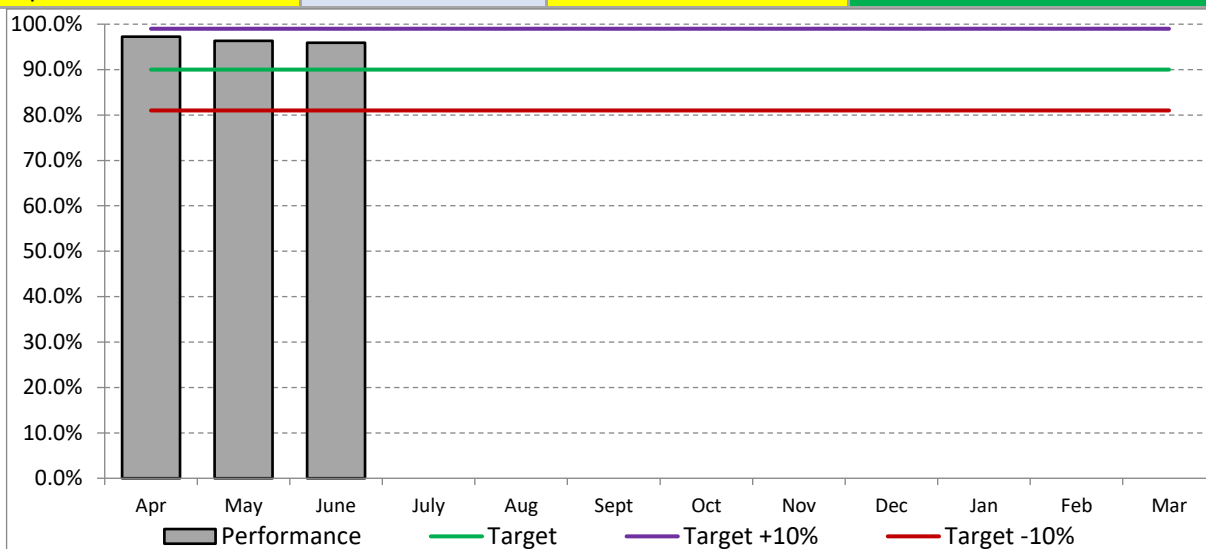
TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes

Service Plan Target
April - June 2025

90%

Progress to Date

96.6%



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 which is the attendance of the first appliance at a life risk incident within 10 minutes on 96.6% of occasions, exceeding the target of 90%.

DR23

Crews being mobilised to emergency incidents went from being alerted alert to booking mobile in under 1.9 minutes on 95.6% of incidents, achieving the target 95%.

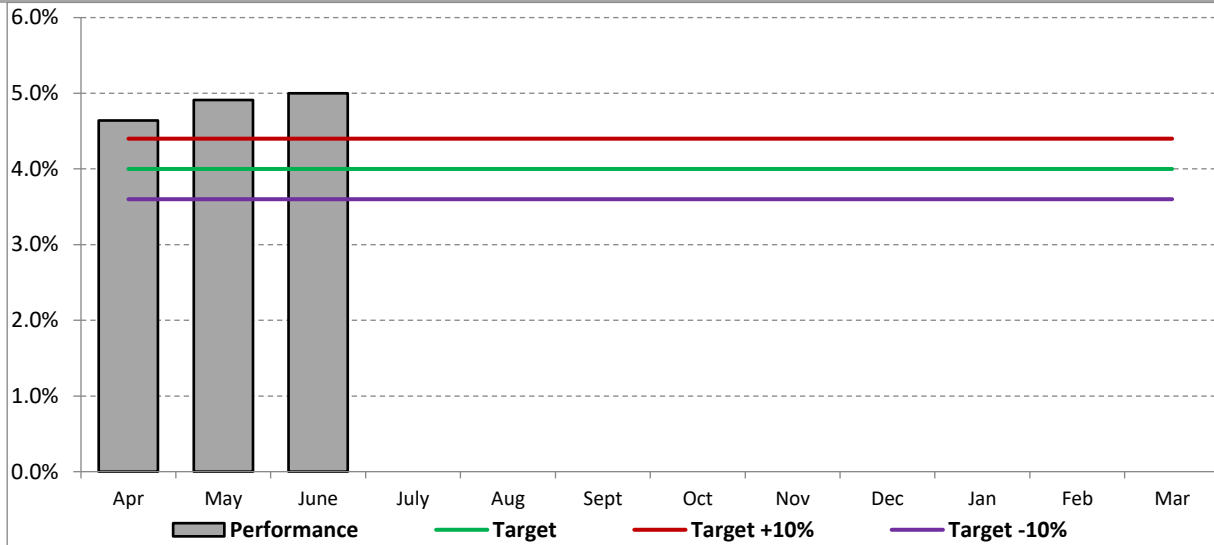
TD09 The % of available shifts lost to sickness absence, all personnel

Service Plan Target
April - June 2025

4%

Progress to Date

4.91%



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 the end of Quarter 1 was 4.91% shifts lost to sickness absence exceeds the 4% target and is higher than in 2024/5 when absence was 4.12%.

WD11
WD12

Cumulatively 5.43% of shifts were lost to sickness absence among uniformed staff. This is higher than 2024/25 when Grey Book absence was 4.41%.

Non-uniformed staff absence at the end of Q1 was 4.17%. This higher than 2024/25 when 3.69% of available shifts were lost to sickness absence. This is within 10% of the 4% target.

