SERVICE DELIVERY PLAN 2025-26:

April to December 2025

INDEX

Total emergency calls

Total incidents

Total fires

Primary fires

Secondary fires

Special services

False alarms

Attendance standard

Sickness absence

Carbon output

Objective:

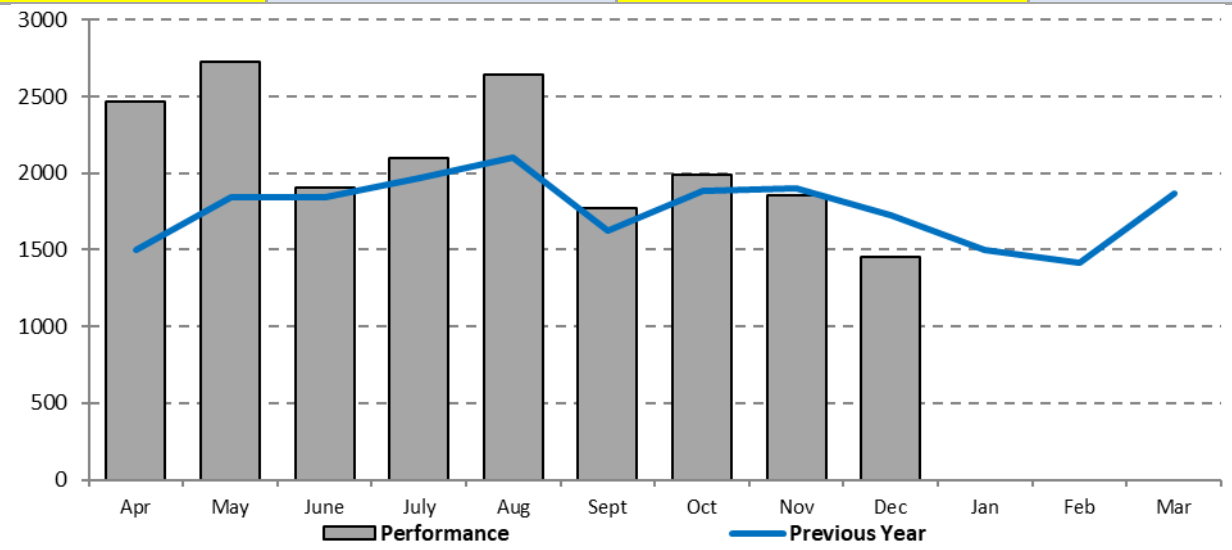
Good performance is reflected on the top bar of each indicator graph. We use Red, Amber, and Green to indicate how each indicator is performing. Amber reflects an indicator is within 10% of target.

MERSEYSIDE FIRE & RESCUE SERVICE

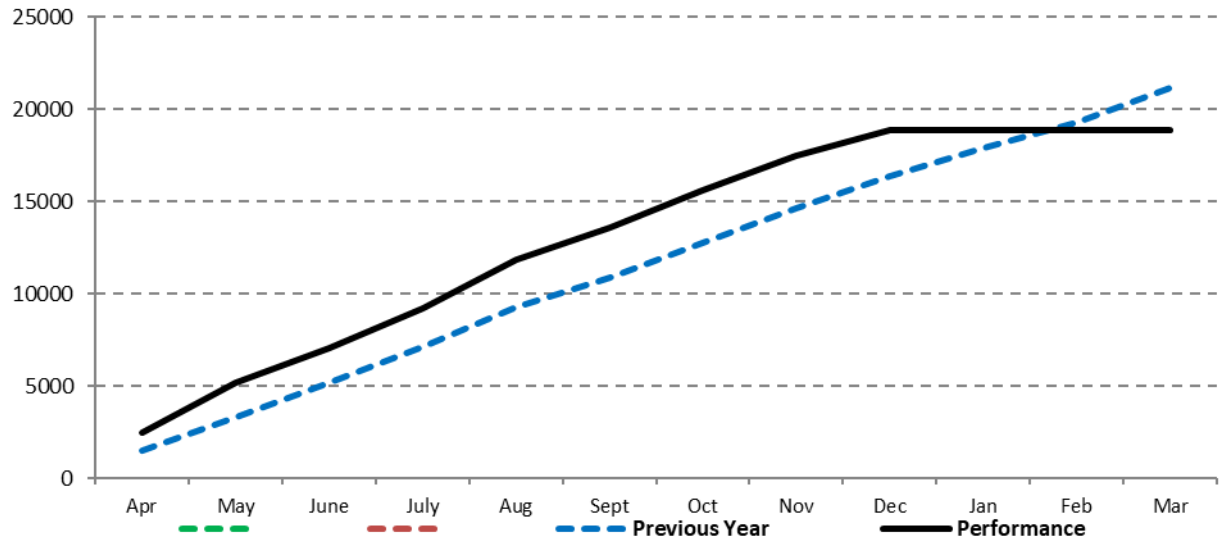
BENCHMARK INDICATORS

TC00 Total number of emergency calls received

Service Plan Target	No target - Quality Assurance	Progress to Date	18912



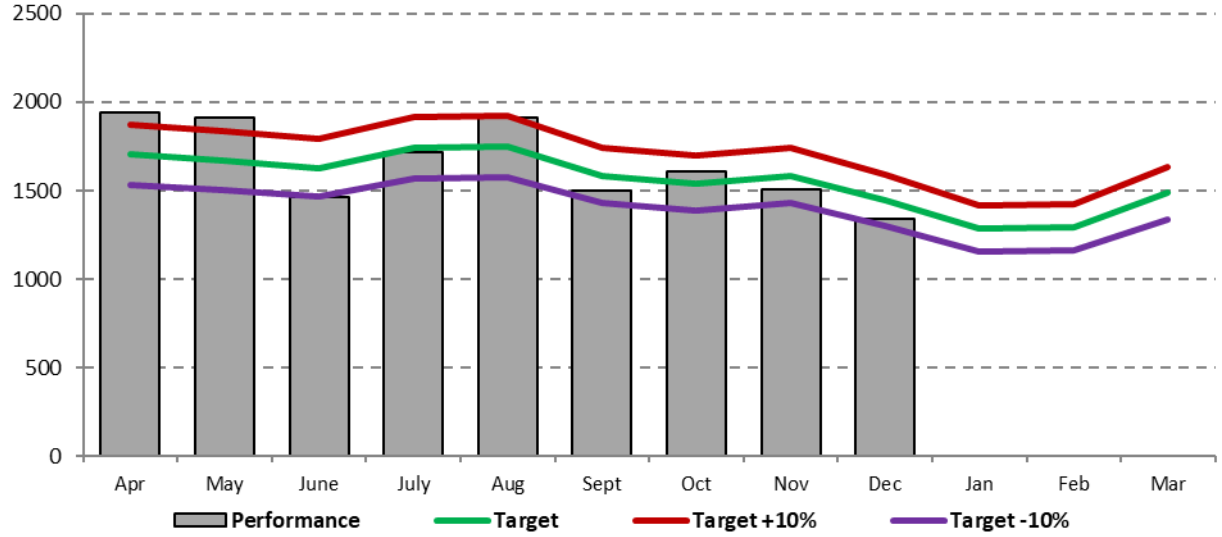
Cumulative Performance



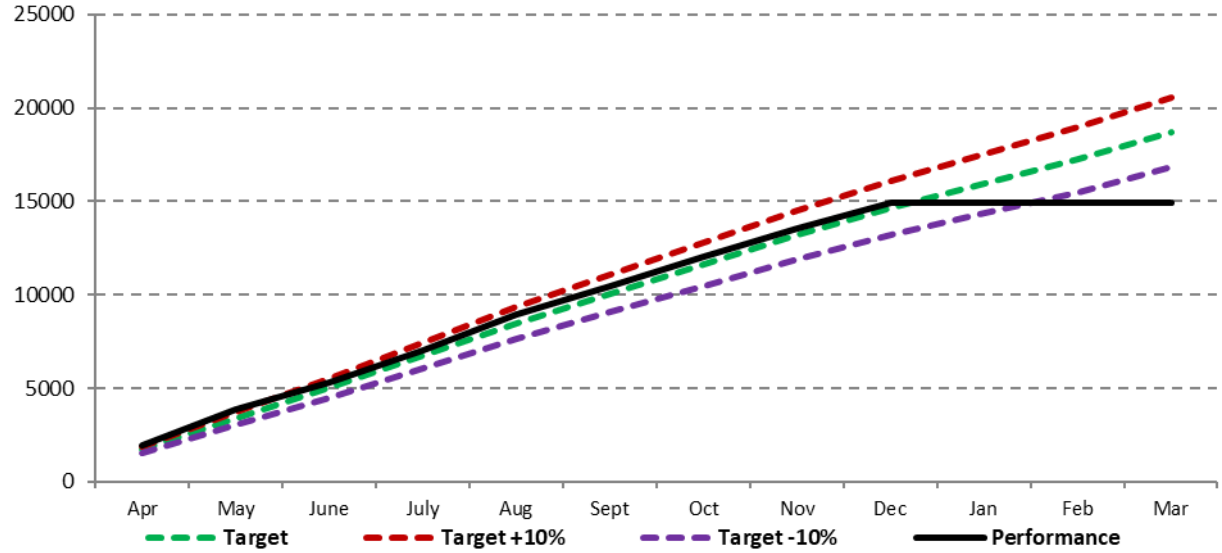
TC00	From April to December 2025 Fire Control received 18912 emergency calls. This was 2514 more than at the end of Q3 2024, when 16398 calls were received. An extended period of dry weather in Spring and Summer accounts for an increase in calls during April (2467 calls) and May (2724) then a further increase in August (2645). 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 Q2. During Q3 2025, emergency calls were down when compared to the previous year. This indicator does not have a target, it is monitored for quality assurance only.
DR22	Cumulatively 97% of 999 calls were answered within 10 seconds. This performance achieves the 96% target.

TC01 The total number of incidents attended

Service Plan Target April - Dec 2025	14648	Progress to Date	14897



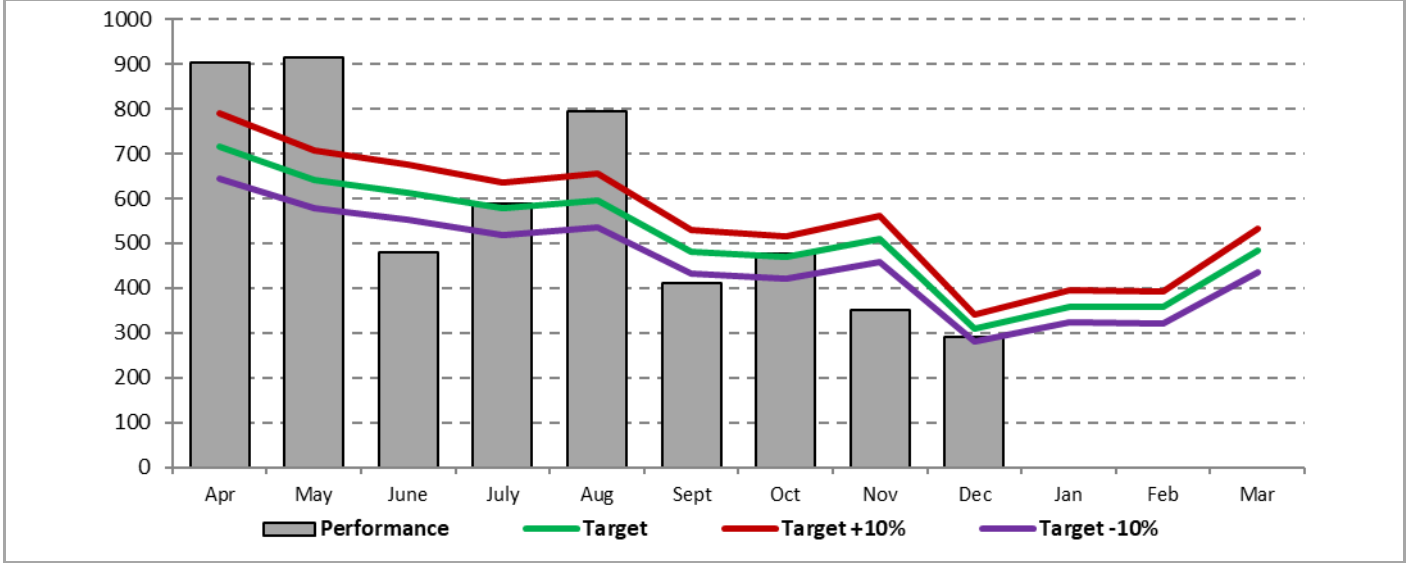
Cumulative Performance



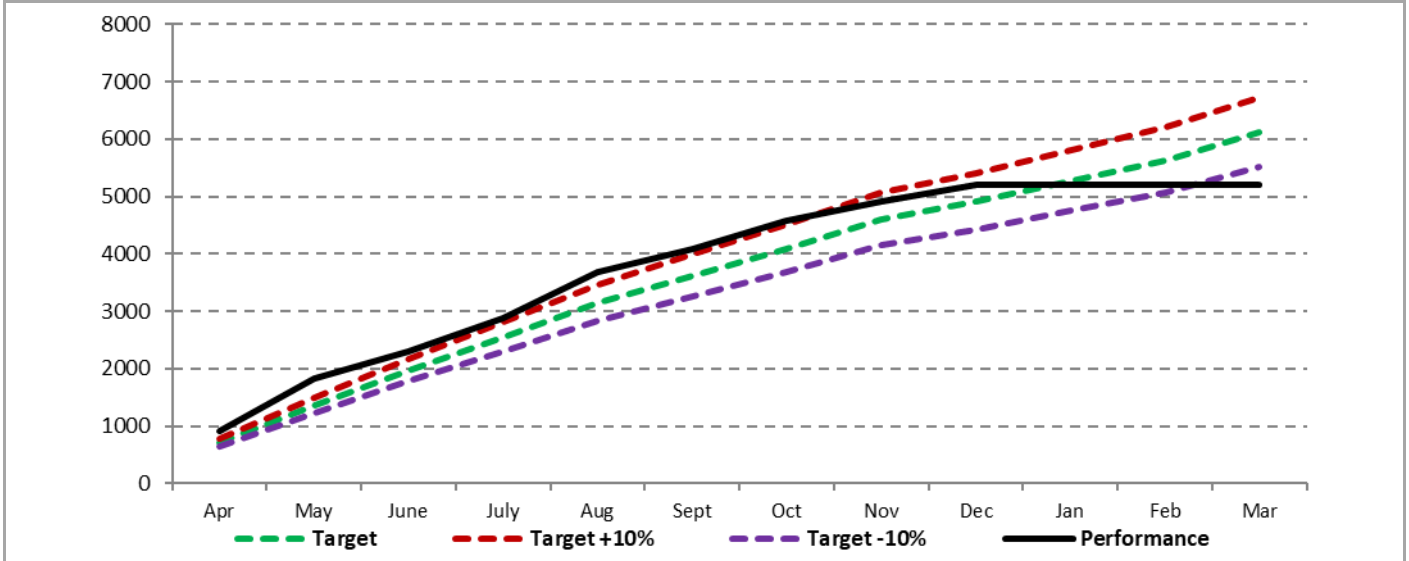
TC01 Total number of incidents attended	
TC01	Between October and December, performance for Key Performance Indicators was generally below that of the previous year and in many cases below target. However, the busy period during quarters 1 and 2 have left an impact within the performance figures for the year so far.

TC02 Total number of fires attended in Merseyside

Service Plan Target April - Dec 2025	4916	Progress to Date	5212



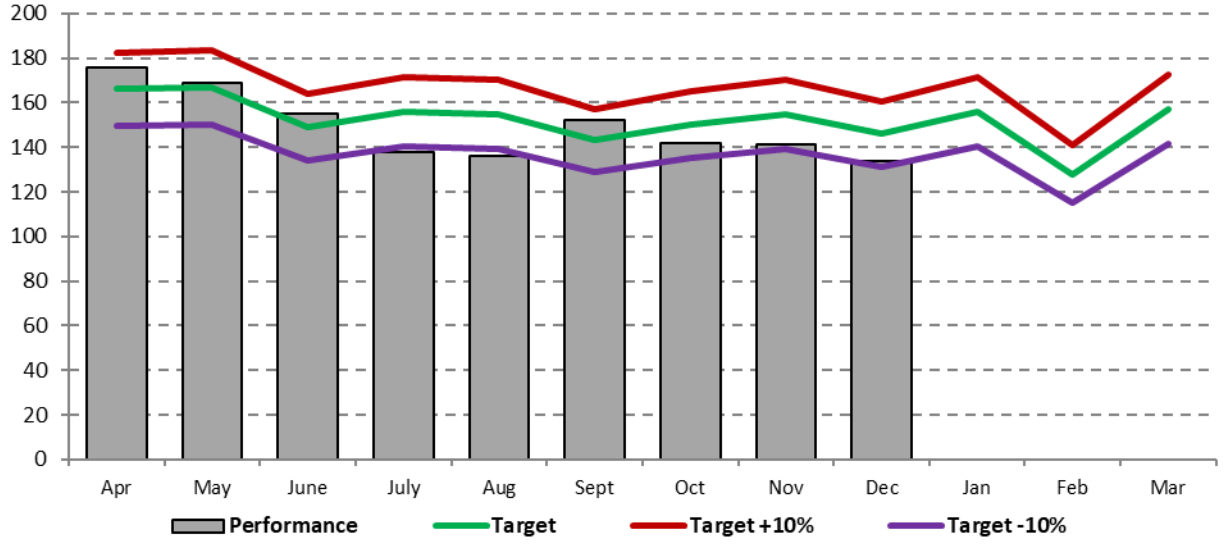
Cumulative Performance



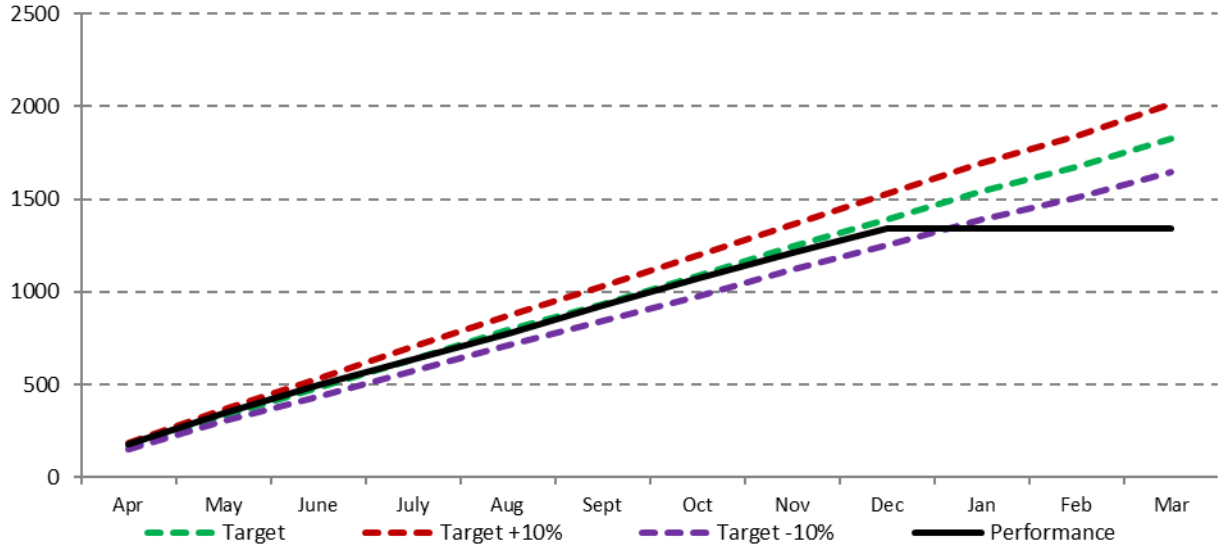
TC02 Total number of Fires attended in Merseyside	
TC02	As mentioned throughout this document, the extended period of warm dry weather during quarters 1 and 2 saw an increase in fire incidents attended. Since October performance has generally returned to expected levels with the change in season. Of note was the 2025 Bonfire Period which was the lightest for deliberate secondary fire activity that the Service has recorded. Between the reporting period of 19th October to 7th November, 123 incidents were attended – 50 fewer incidents than 2 years earlier which was the previous record low of 173 incidents attended.

TC03 Total number of primary fires attended

Service Plan Target April - Dec 2025	1387	Progress to Date	1343



Cumulative Performance



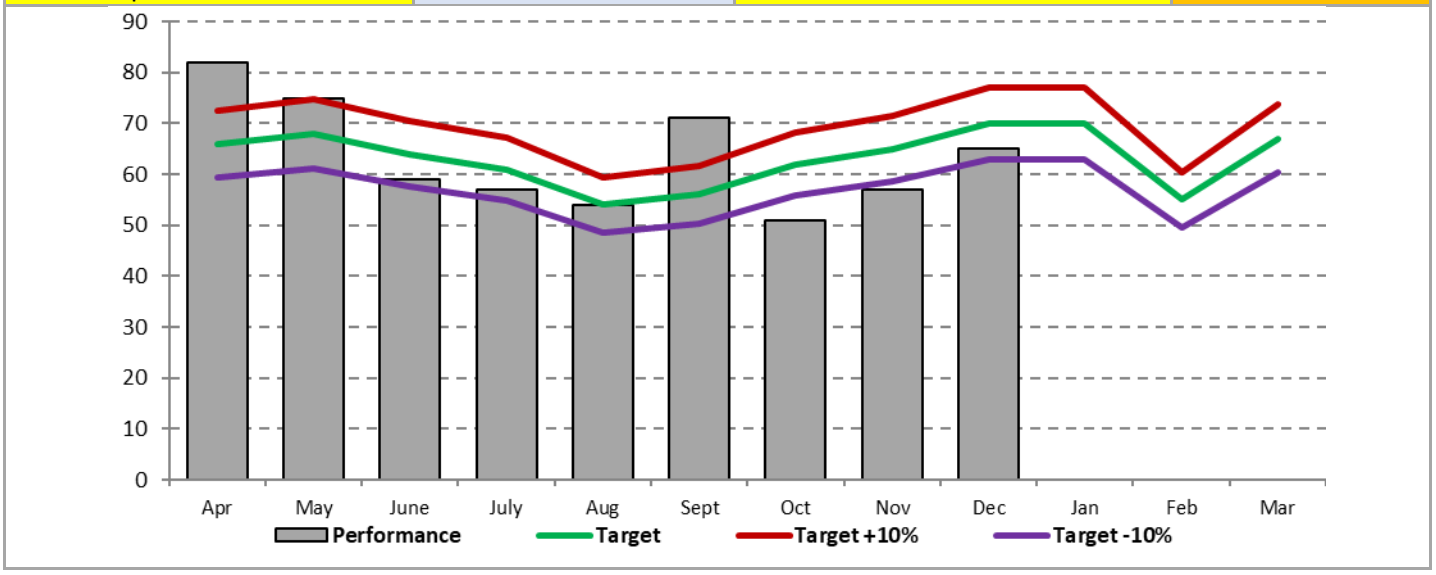
TC03 Total number of primary fires attended	
TC03	The dry hot spring and summer periods saw elevated counts of fires, which was not just limited to smaller ASB related incidents. Concerning Accidental Dwelling Fires for example, it was found that an increase in such incidents was due in part to outdoor living, where unsafe disposal of barbecues, dropped cigarettes on dry decking and fencing and electrical faults in sheds / outdoor recreation structures were responsible for the increase. Between October and December, numbers have reduced for most Primary Fire subtypes especially dwelling fires.

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	At the end of Q3 2025/26, 571 accidental dwelling fire incidents were attended, an increase of 40 on the same period of last year. Much of this increase is in line with the increase of external fires (45 during this year against 12 for the previous year) where outdoor living has been deemed to be a factor in this increase.
DC12	To date there has sadly been 4 fatalities resulting from accidental dwelling fires. Three of the 4 casualties were over 75.
DC13	There have been 40 injuries in Accidental Dwelling Fires. This is below the cumulative target of 47 and comparable to Q3 2024/25 (46).
DC14	There have been 70 deliberate dwelling fires in occupied premises, a reduction of 10 on the previous year and 26 below target.
DC15	There have been 5 deliberate dwelling fires in unoccupied premises, half that of the previous year and 7 below target.
DC16	There have sadly been 2 fatalities in deliberate dwelling fires to date in St Helens.
DC17	There have been 11 injuries in deliberate dwelling fires, 3 injuries occurred in 1 incident in June. This is an increase on the previous year of 5.

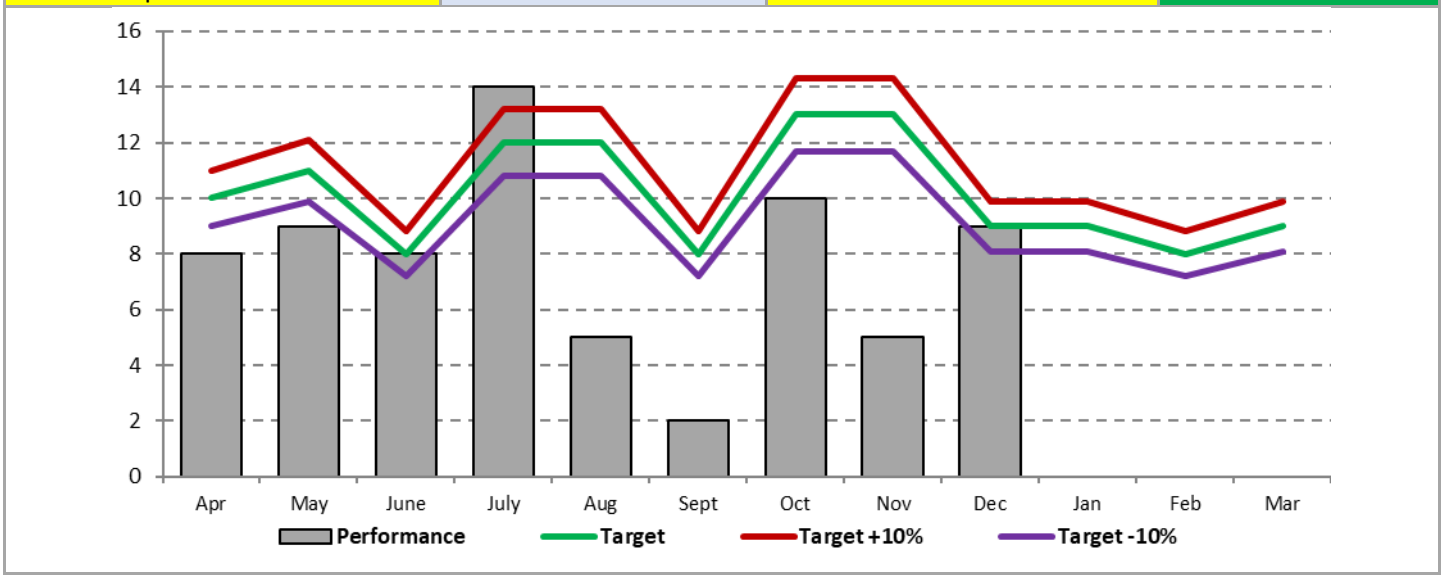
DC11 Number of accidental fires in dwellings

Service Plan Target April - Dec 2025	**566**	Progress to Date	**571**



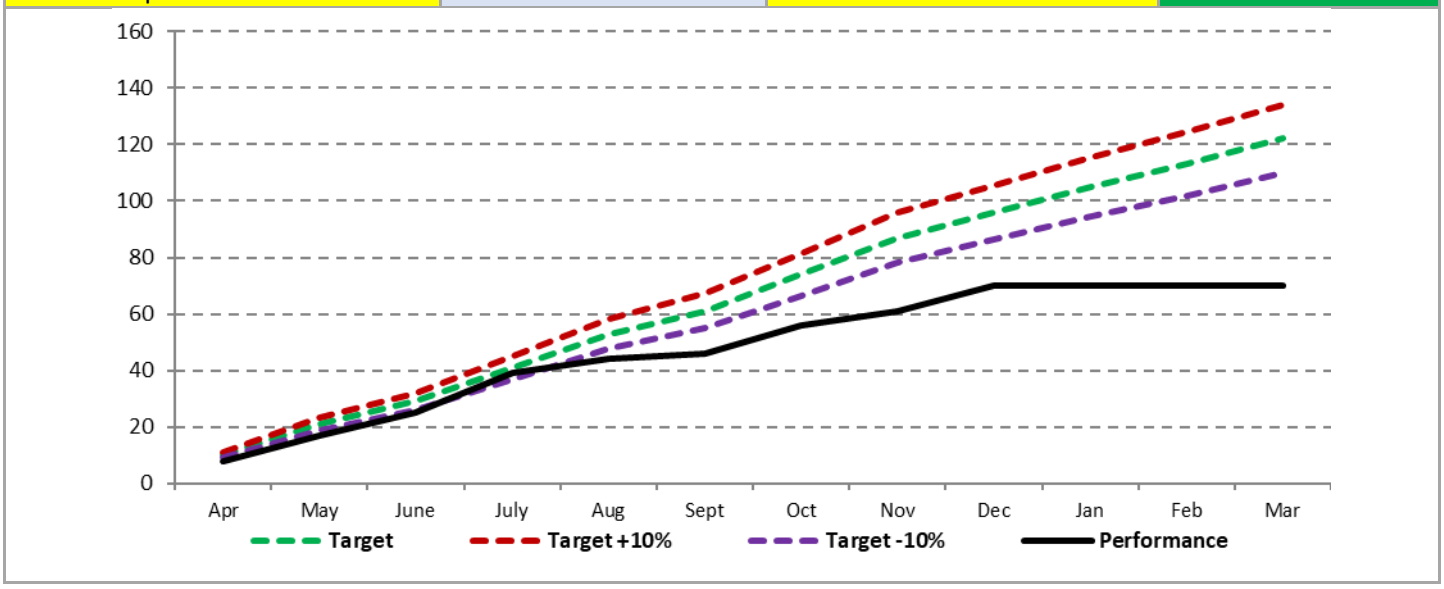
DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target April - Dec 2025	96	Progress to Date	70



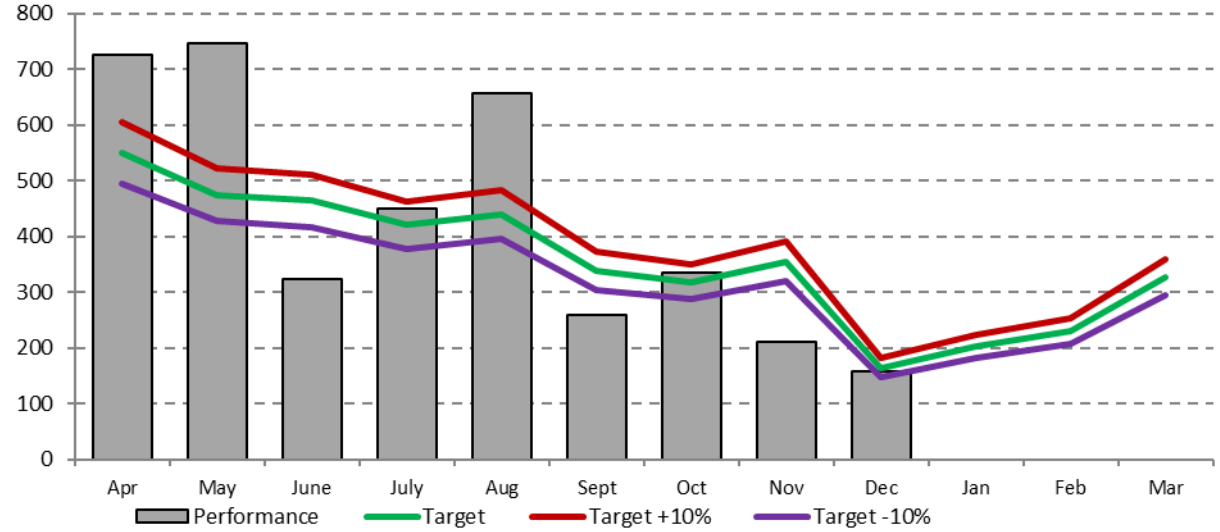
DC15 Number of deliberate fires in unoccupied properties

Service Plan Target April - Dec 2025	12	Progress to Date	5

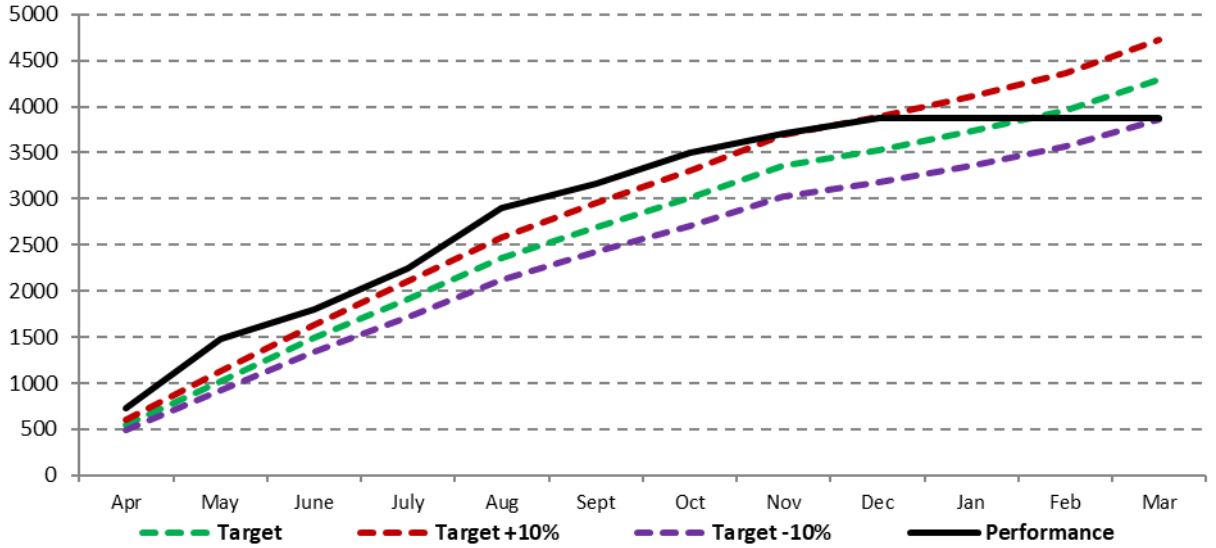


TC04 Total number of secondary fires attended

Service Plan Target April - Dec 2025	3529	Progress to Date	3869



Cumulative Performance

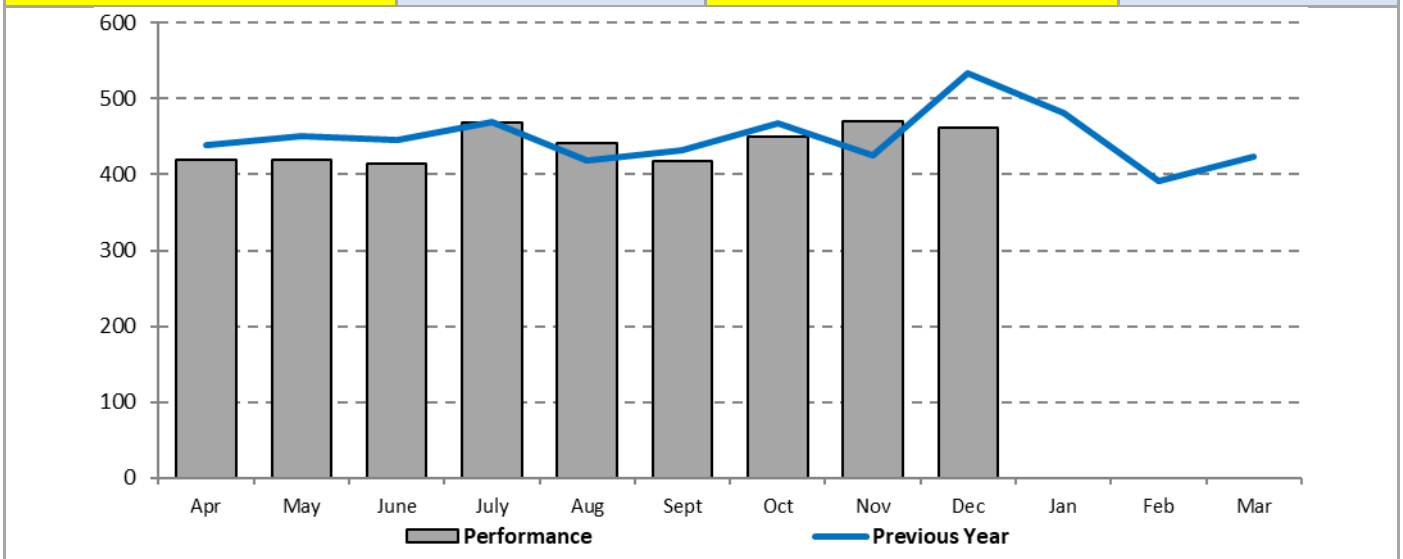


TC04 Total number of secondary fires attended	
AC13 Number of deliberate ASB fires attended	
TC04	There were 3869 secondary fires during this reporting period. This is 1018 more fires than in 2024/25 (2851). The number of secondary fires increased sharply between April (727) and May (746) with a further spike in August (646) due to dry and sunny weather during the majority of the summer months. Since September performance levels have been in line with expected performance.
AC13	Whilst there has been an increase in deliberate secondary fires, particularly during the summer months, the 2025 Bonfire Period was the lightest for deliberate secondary fire activity recorded by the Service. Between the reporting period of 19th October to 7th November, 123 incidents were attended – 50 fewer incidents than 2 years earlier which was the previous record low of 173 incidents attended.

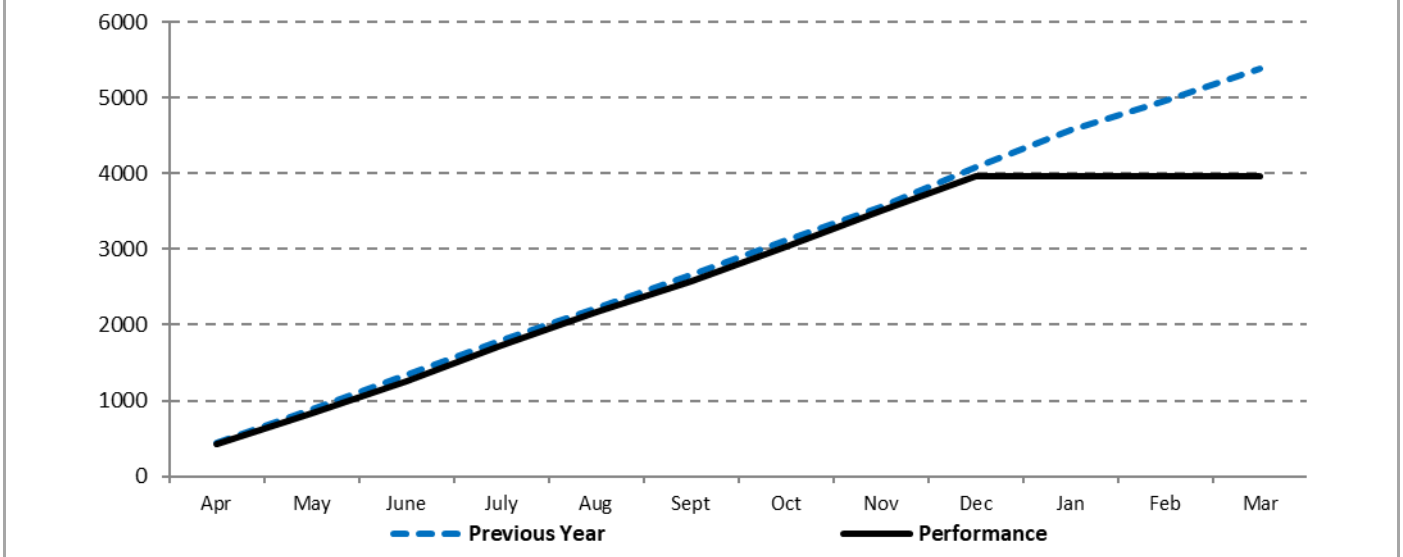
	The Arson Reduction Team continue to work with partner agencies on initiatives such as Beachsafe on the Sefton coast to discourage barbecues and fires being lit in the pinewoods and sand dunes.

TC05 Total number of special services attended

Service Plan Target	No target - Quality Assurance	Progress to Date	3962



Cumulative Performance



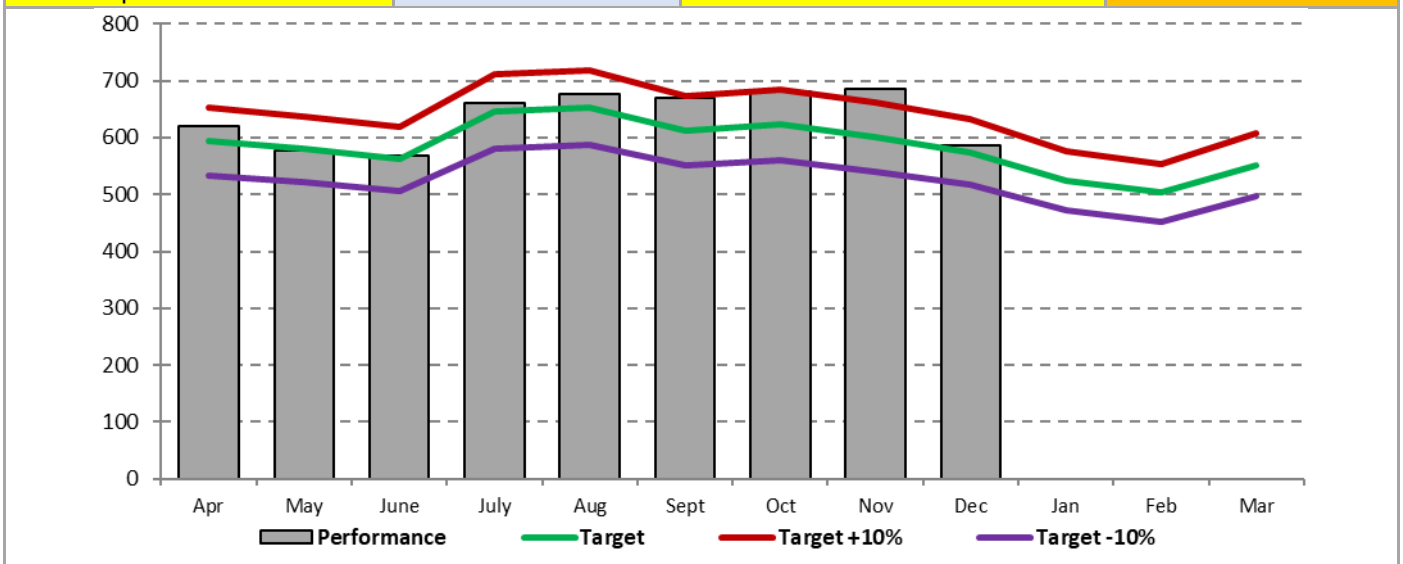
TC05 Total number of Special Services attended	For quality assurance only

TC05	During the period April to December 2025 the number of special services attended (3962) was less than the equivalent period of 2024/25 (4082), this is 120 fewer incidents. Assisting other agencies continues to account for approximately a third of all calls, followed by Road traffic Collisions and Effecting Entry/Exit. 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	The number of Road Traffic Collisions attended (549) has fallen when compared to the previous year (568). There is no target for this incident type as the Service particularly focuses on reducing RTCs amongst younger people within its role in the Road Safety Partnership (see RC16 below).
RC12 RC13	Sadly, there have been 6 fatalities in RTCs attended by MFRS, at this period last year there had been 4 fatalities. There have been 198 injuries (155 of which were slight injuries).
RC16	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. 51 incidents were recorded between April and December 2025, there had been 45 at the same period of the previous year.
RC24	Water rescues are also included in Special Service calls, with 23 attendances to such incidents, when compared to Q3 of the previous year, the number was far higher at 36. 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.

TC06 Total number of false alarms attended

Service Plan Target April - Dec 2025	**5443**	Progress to Date	**5723**

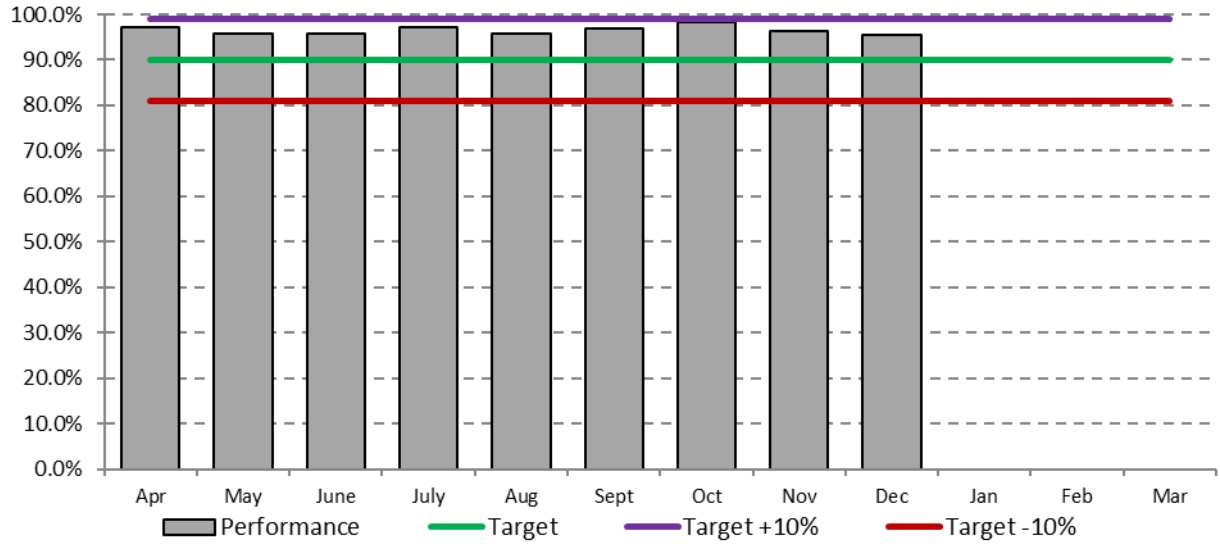


TC06 Total number of false alarms attended	

TC06	The number of false alarms attended (5723) has increased when compared to last year (5385) but remains within 10% of the cumulative Q3 target for 2025/26 (5443).
FC24	The total number of False Alarm Good Intent incidents attended, continues to rise with 3340 incidents attended – 339 more incidents than the equivalent period. False alarm good intent incidents account for 58% or almost three fifths of false alarm activity.
FC22	Malicious False Alarm calls received have increased between April and December 2025/26, at the end of December 111 incidents were attended – up 11 on the same period of the previous year.

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

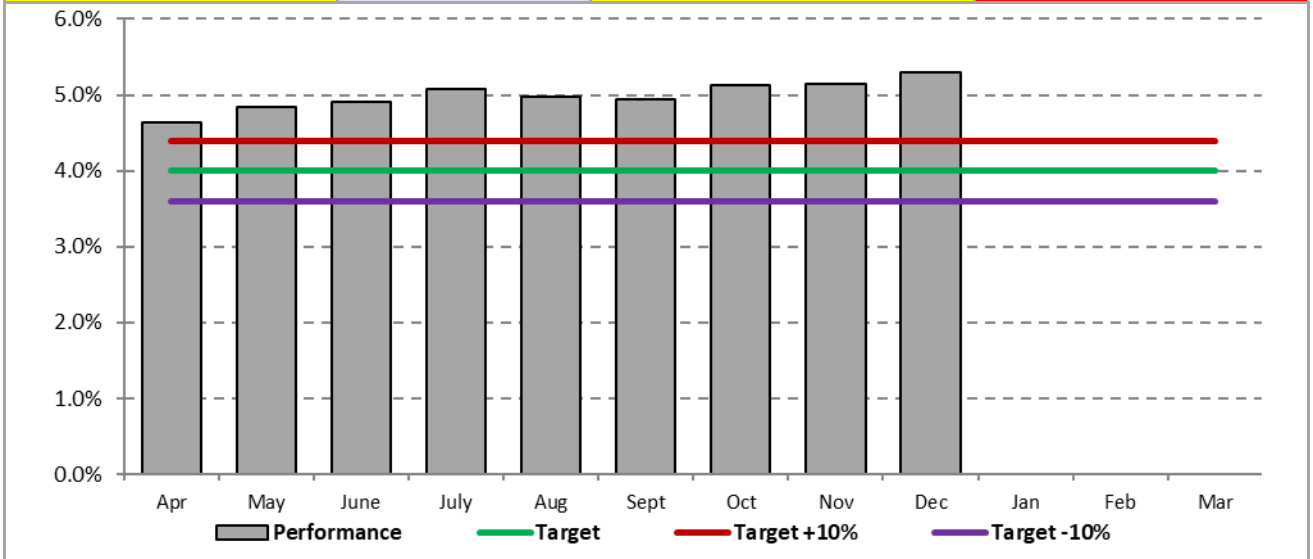
Service Plan Target April - Dec 2025	90%	Progress to Date	96.5%



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 96.5% of occasions, exceeding the target of 90%.
DR23	Crews being mobilised to emergency incidents went from being alerted to booking mobile in under 1.9 minutes on 95.7% of incidents, achieving the target of 95%.

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

Service Plan Target April - Dec 2025	4%	Progress to Date	5.3%



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 3 was 5.3% shifts lost to sickness absence exceeds the 4% target and is higher than in 2024/5 when absence was 4.36%.
WD11	Cumulatively 5.64% of shifts were lost to sickness absence among uniformed staff. This is higher than 2024/25 when Grey Book absence was 4.69%.
WD12	Non-uniformed staff absence at the end of Q3 was 4.81%. This higher than 2024/25 when 3.88% of available shifts were lost to sickness absence exceeding the 4% target.

TE10 Total carbon output of all buildings			
Service Plan Target April - Dec 2025	**25.4**	Progress to Date	**pending**
TE10 Total carbon output of all buildings			
TE10	Carbon output from all buildings (16.8) is lower than at Q2 2024/25 (20.3) and considerably below the target of 25.4. This measurement is based on tonnage of CO2# for the MFRS estate.		