

SERVICE DELIVERY PLAN 2025-26:

April 2025 to March 2026

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

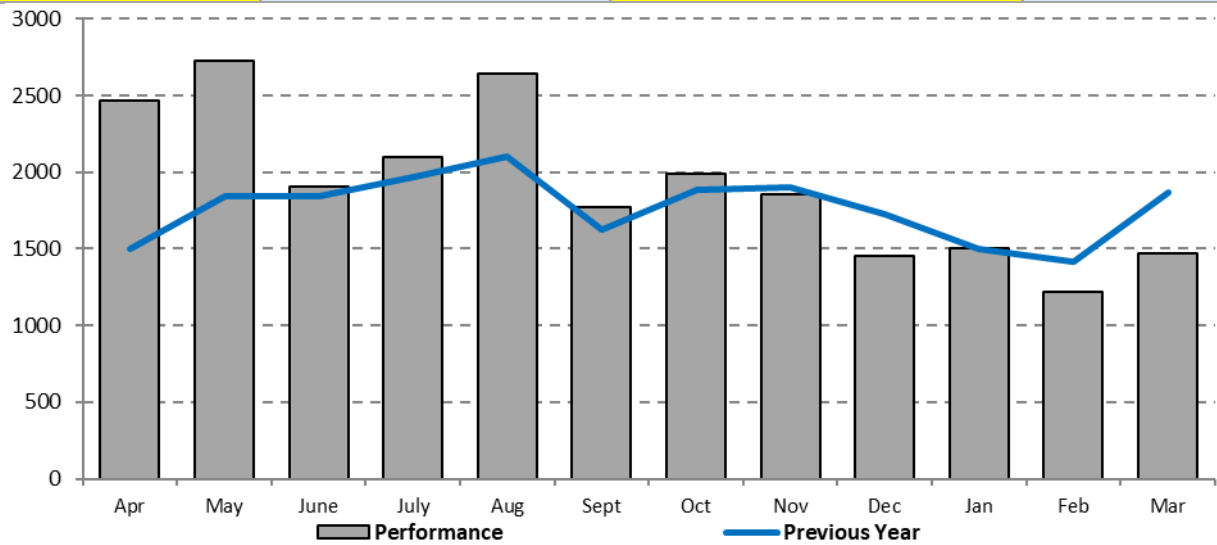
TC00 Total number of emergency calls received

Service Plan Target

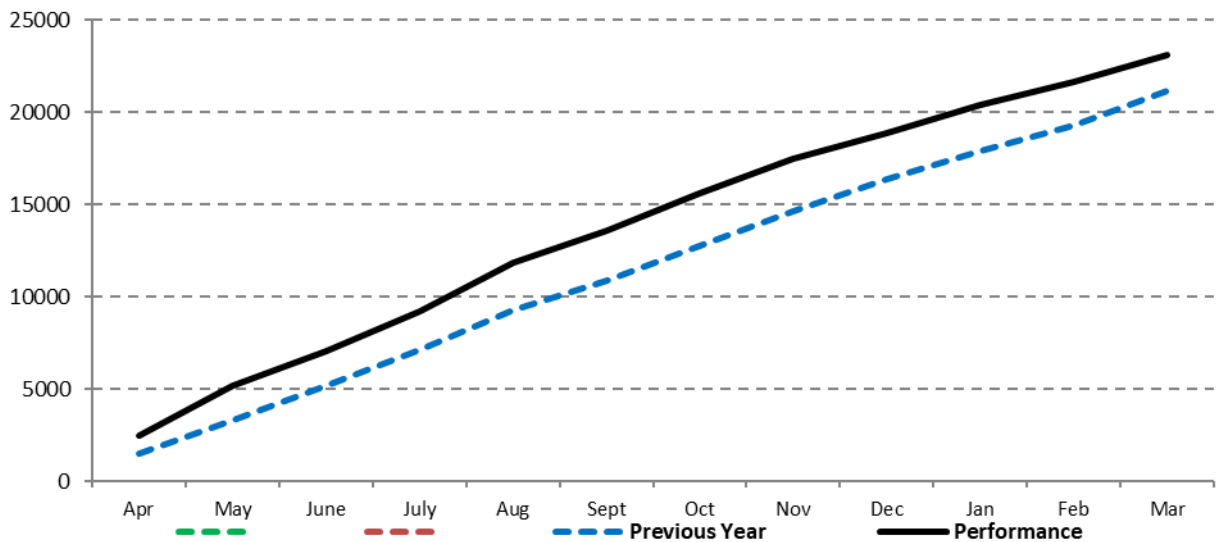
No target - Quality Assurance

Progress to Date

23103



Cumulative Performance



TC00

At year end 2025/26 Fire Control had received 23103 emergency calls. This was 1918 more than at the end of 2024/25, when 21185 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 Summer. During Autumn and Winter, emergency calls were down when compared to the previous year, a fact reflected in the majority of fire related performance indicators.

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

DR22

Cumulatively 97.4% of 999 calls were answered within 10 seconds. This performance exceeds the 96% target.

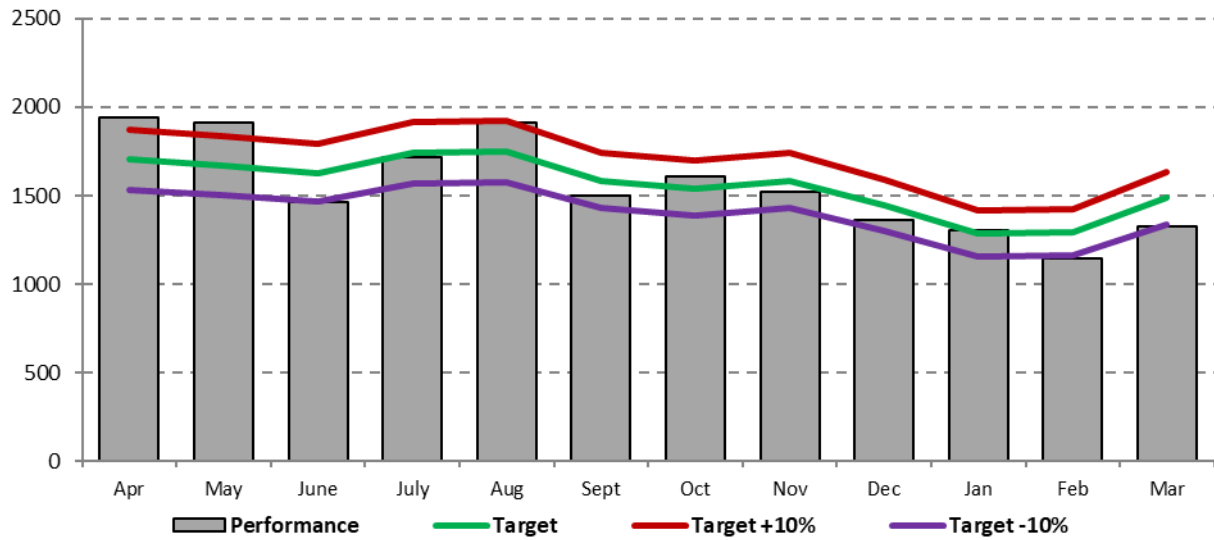
TC01 The total number of incidents attended

Service Plan Target
Apr 2025 - Mar 2026

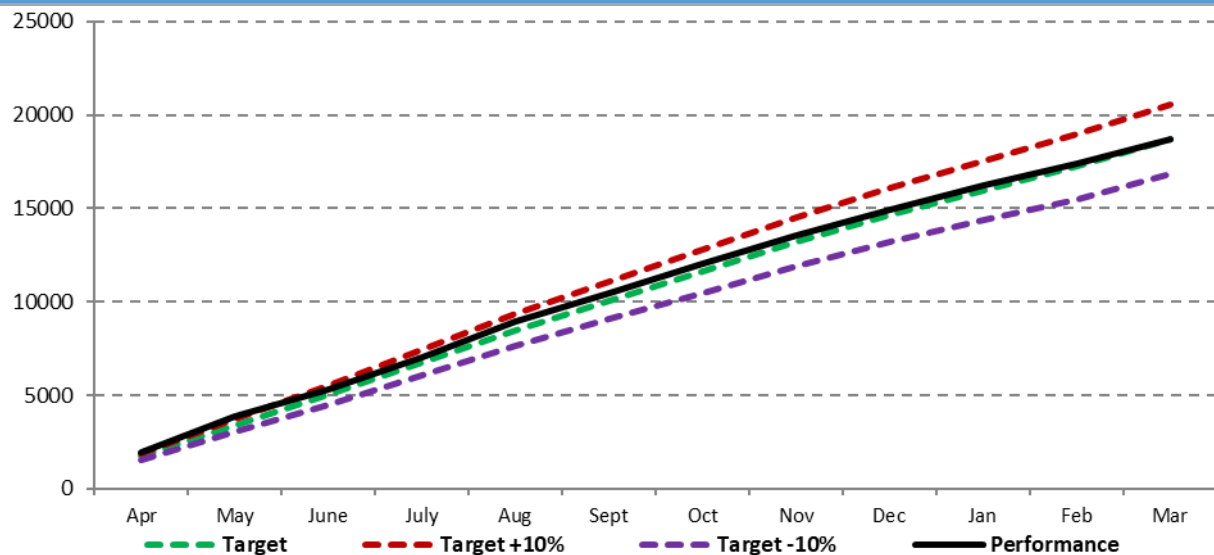
18717

Progress to Date

18708



Cumulative Performance



TC01 Total number of incidents attended

TC01

2025/26 was a year of contrast, the first two quarters (Spring and Summer) seeing elevated fire counts in the majority of incident sub types, followed by two quarters (Autumn and Winter) where overall fire counts declined substantially.

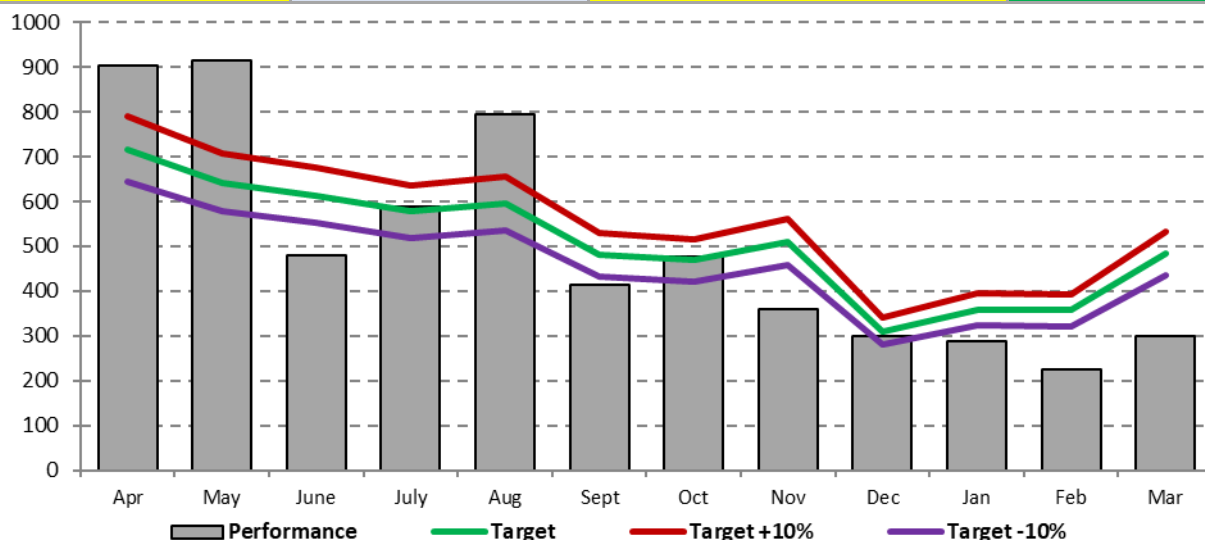
TC02 Total number of fires attended in Merseyside

Service Plan Target
Apr 2025 - Mar 2026

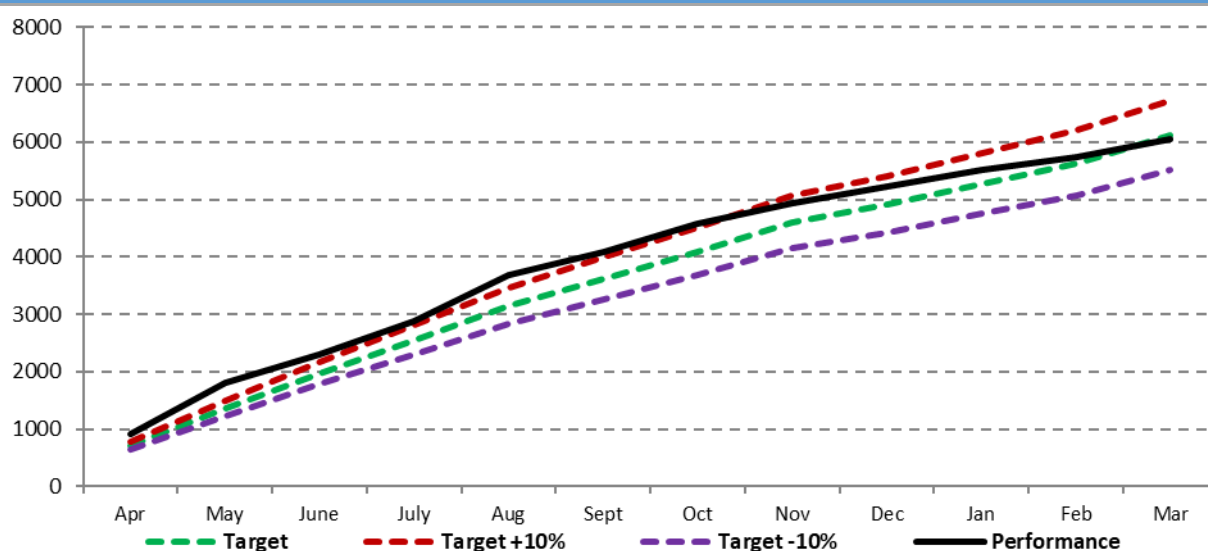
6117

Progress to Date

6042



Cumulative Performance



TC02 Total number of Fires attended in Merseyside

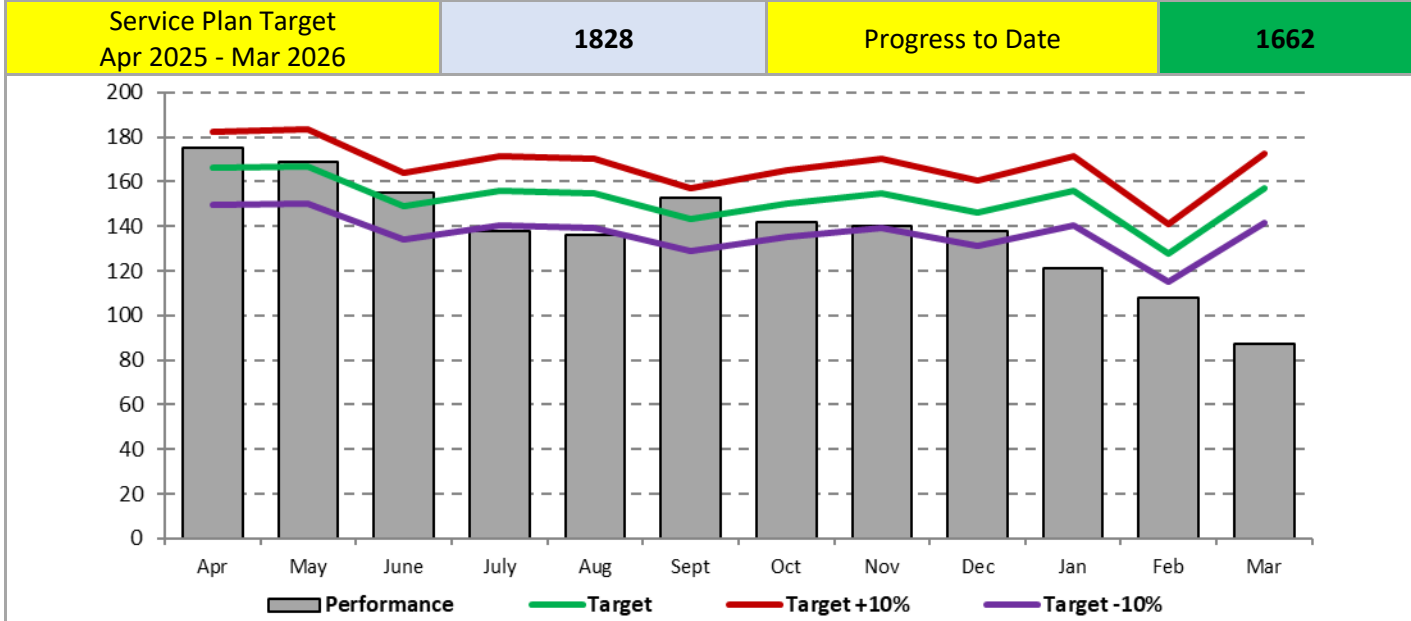
TC02

Concerning all fires, 2025/26 was a year of two extremes. Spring and Summer having elevated incidents well above target levels, followed by an Autumn and Winter with performance being close to target or well below expected figures especially the months of November, February and March.

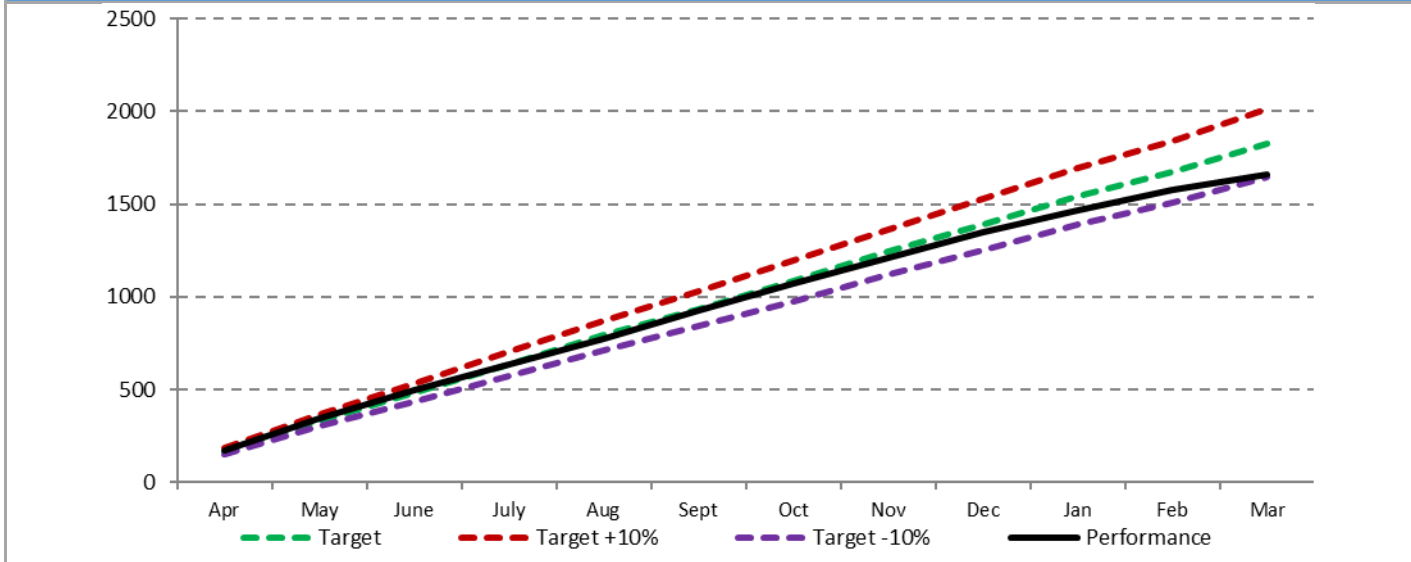
Compared to previous year, 2025/26 was in many ways the opposite; with Spring and Summer seeing low fire counts and Autumn and late spring (particularly March) seeing higher than expected incident counts.

This general rule applied to the majority of fire incidents with the exception of Accidental Vehicle Fires.

TC03 Total number of primary fires attended



Cumulative Performance



TC03 Total number of primary fires attended

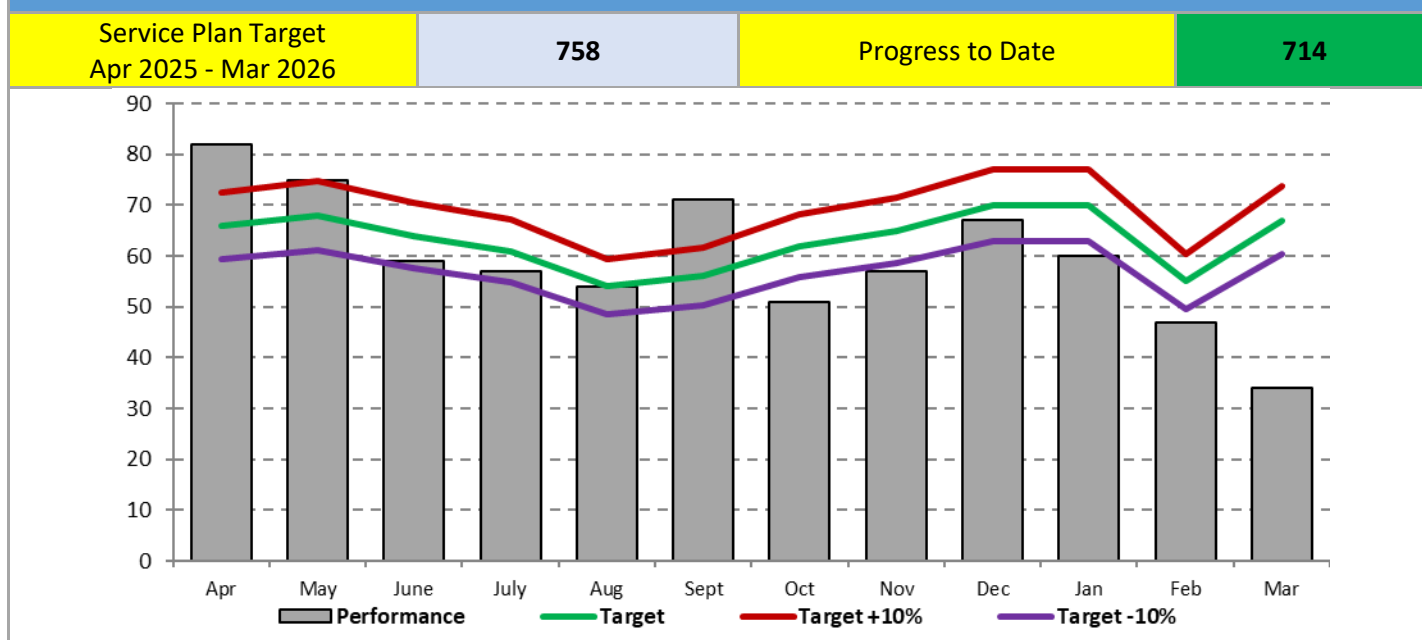
TC03	The dry hot spring – summer period saw elevated counts of fires, which was not just limited to smaller ASB related incidents. Concerning Accidental Dwelling Fires for example, it was found that an increase in such incidents was due in part to outdoor living, where unsafe disposal of barbecues, dropped cigarettes on decking and fencing and electrical faults in sheds / outdoor recreation structures were responsible for the increase. From November, Primary Fire incidents fell substantially with all incident types, (with the exception of Accidental Vehicle fire) seeing large reductions.
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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 2025/26, 714 accidental dwelling fire incidents were attended, a reduction of 10 incidents on the previous year. 2025/26 was a year of two halves with high counts of incidents during the first 6 months with far fewer during the latter half. Much of the increase in the first 6 months was due to an increase in fires that originated externally (48 during 2025/26 against 12 for the previous year) with outdoor living considered a factor in this increase.
DC12	At year end there had sadly been 4 fatalities resulting from accidental dwelling fires. Three of the 4 casualties were over 75.
DC13	There were 45 injuries in Accidental Dwelling Fires. This is below the annual target of 65 and comparable to 56 at the end 2024/25.
DC14	There were 88 deliberate dwelling fires in occupied premises, a reduction of 12 on the previous year and 34 below target.
DC15	There were 5 deliberate dwelling fires in unoccupied premises, a reduction of 8 on the previous year and 11 below target.
DC16	There were 2 fatalities in deliberate dwelling fires at the end of the year (in one incident in St Helens).
DC17	There were 12 injuries in deliberate dwelling fires, 3 injuries occurred in 1 incident in June. This is an increase on the previous year of 4.

DC11 Number of accidental fires in dwellings



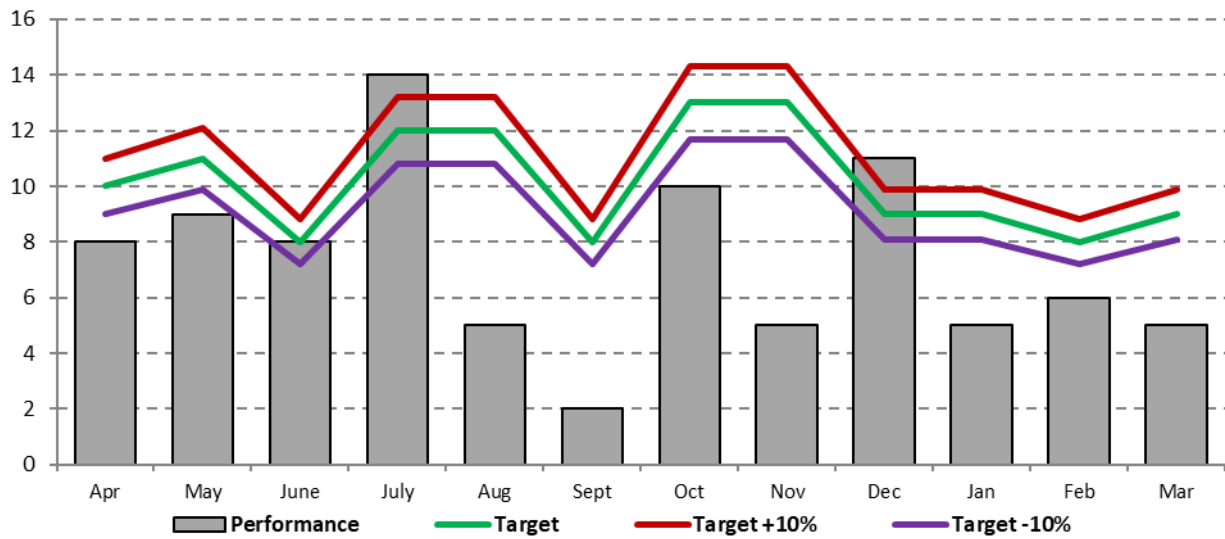
DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target
Apr 2025 - Mar 2026

122

Progress to Date

88



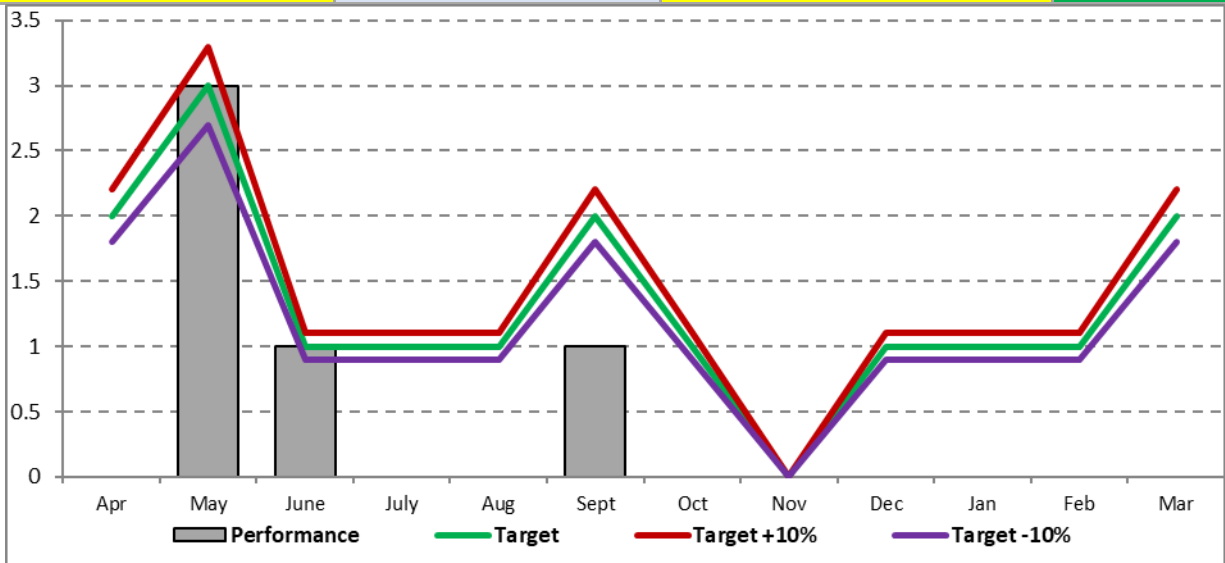
DC15 Number of deliberate fires in unoccupied properties

Service Plan Target
Apr 2025 - Mar 2026

16

Progress to Date

5



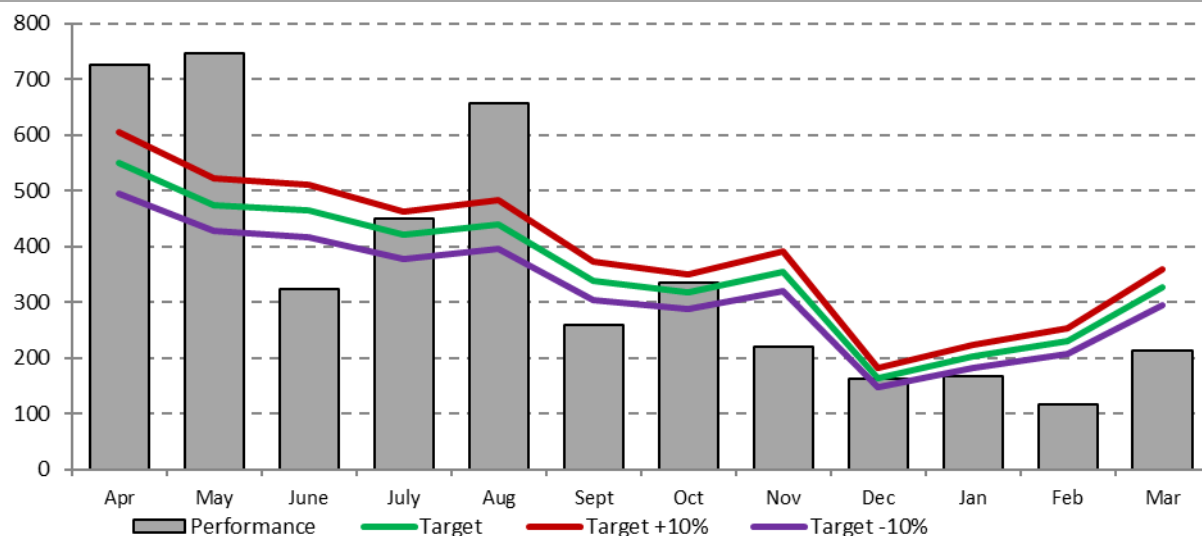
TC04 Total number of secondary fires attended

Service Plan Target
Apr 2025 - Mar 2026

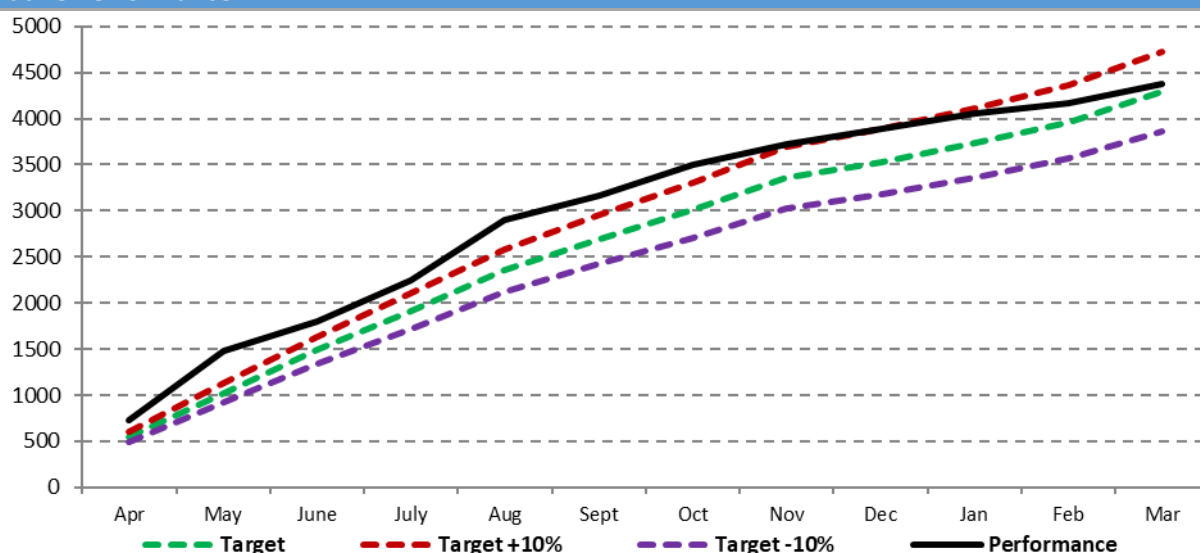
4289

Progress to Date

4380



Cumulative Performance



TC04 Total number of secondary fires attended

AC13 Number of deliberate ASB fires attended

TC04

At the end 2025/26, Merseyside Fire & Rescue Service had attended 4380 secondary fires. This was 624 more fires than in 2024/25 (3756) and 91 above the annual target. 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 many of the summer months. From September performance levels were in line with expected performance. From November incidents dropped off more quickly, so at year end, the annual target was almost achieved.

Key elements behind this reduction include the quietest bonfire period (in terms of fires attended) seen as well as seasonal influences like elevated rainfall and colder temperatures during the winter months.

AC13

At year end, crews had attended 2697 Deliberate ASB fires which was an increase on the previous year (2641), but below the annual target of 2846.

As mentioned previously, 2025/26 was a year of two extremes with fire incident types seeing elevated levels of activity during spring summer and lower levels during the autumn winter period. During the first six months performance was well above target, however the substantial drop in incidents during the second half meant that the target for Deliberate Secondary Fires was achieved.

The 2025 Bonfire Period recorded the lowest level of deliberate secondary fire activity seen. 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.

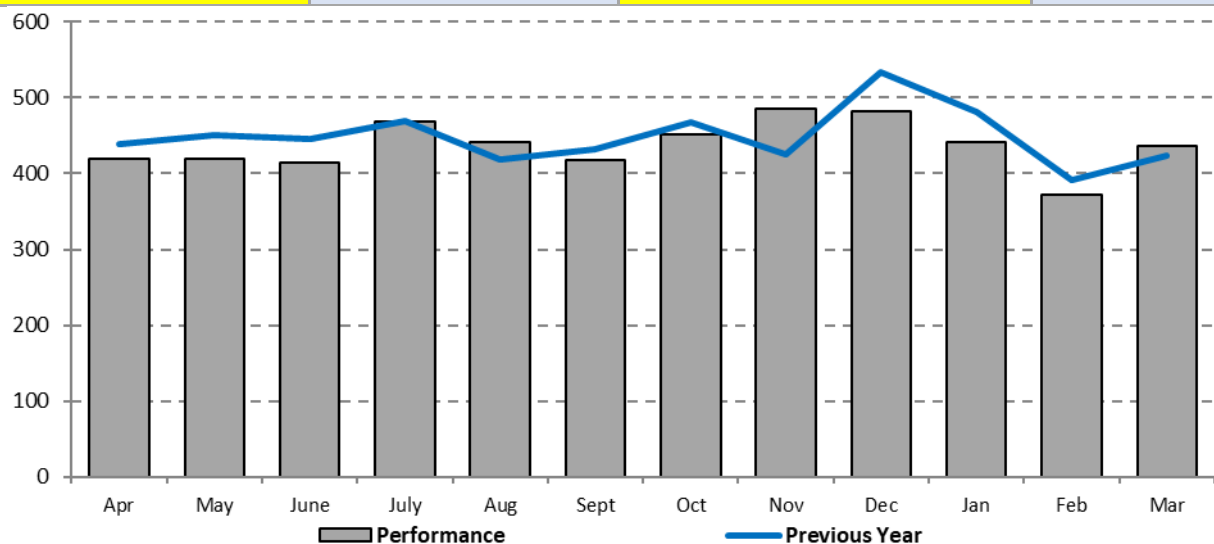
TC05 Total number of special services attended

Service Plan Target

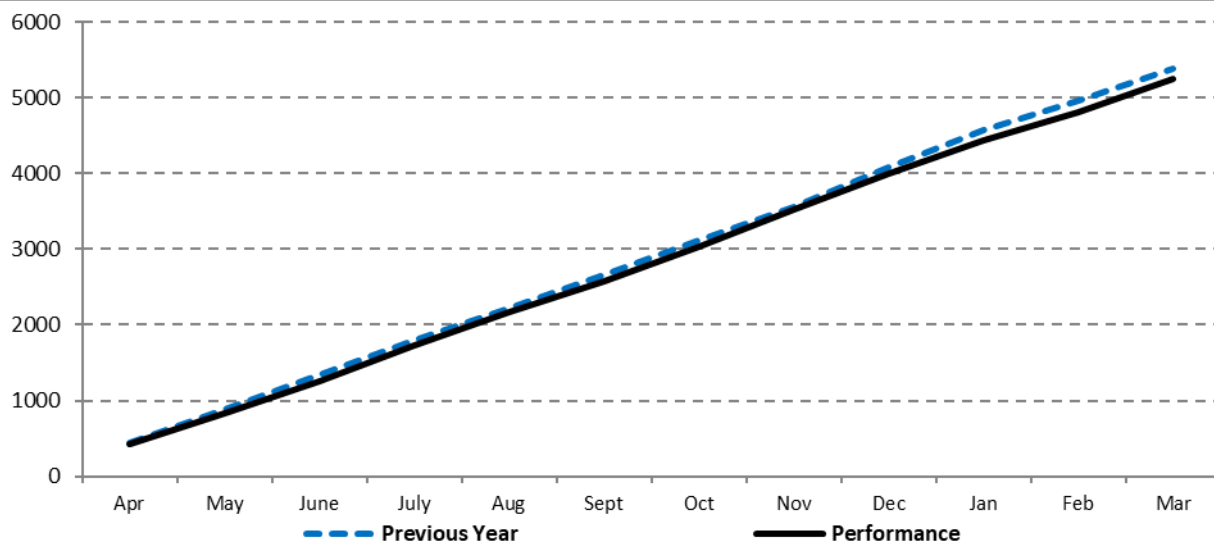
Quality Assurance

Progress to Date

5248



Cumulative Performance



TC05 Total number of Special Services attended

For quality assurance only

TC05	When personnel and equipment are deployed for services other than firefighting, those services are referred to as a 'Special Service Call' (SSC) and may be either 'emergency' or 'non-emergency.' 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 incident counts remained consistent throughout the year. The most common type of Special Service was Assist Other Agencies (making up 27.7%) of incidents. The majority of other Special Service incident subtypes saw minor reductions. 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 (735) fell slightly when compared to the previous year (741). There is no target for this incident type.
RC12 RC13	Sadly, there were 5 fatalities in RTCs attended by MFRS, in the same period last year there had been 8 fatalities. There were 270 injuries (213 of which were slight in severity).
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) as this is something MFRS can influence through the educational work it undertakes to reduce RTCs. 60 injuries were recorded during 2025/26, whilst there were 56 at the end of the same period of the previous year.
RC24	Water rescues are also included in Special Service calls, with 25 attendances to such incidents, when compared to the previous year, the number was far higher at 44. 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 work with partners to reduce these types of incidents

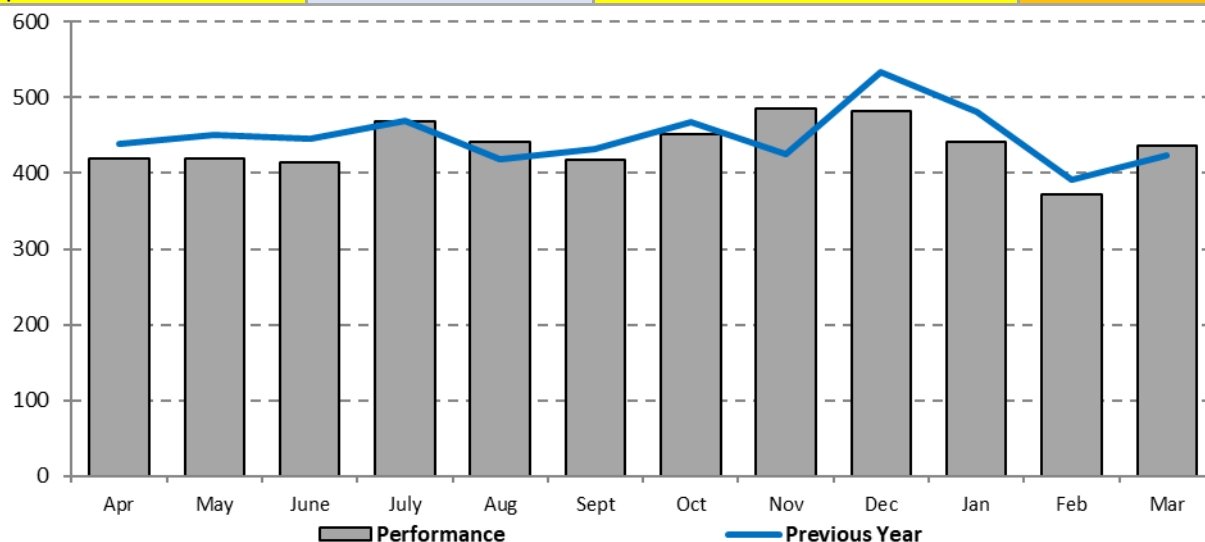
TC06 Total number of false alarms attended

Service Plan Target
Apr 2025 - Mar 2026

7022

Progress to Date

7418



TC06 Total number of false alarms attended

TC06

The number of false alarms attended (7418) increased when compared to the previous year (6998) but remains within 10% of the target for 2025/26 (7022). This was due in part to moderately elevated non-domestic automated false alarms along with an increase in False Alarm Good Intent (400 incidents +)

FC24

The total number of False Alarm Good Intent incidents attended, continued to rise with 4317 incidents attended – 421 more incidents than the previous year. False alarm good intent incidents account for 58% or almost three fifths of false alarm good intent activity.

This incident type showed typical seasonality with incidents being lower during Spring and Winter and higher numbers during Summer and Autumn. Particular incident subtypes to see increases were from Non-Alarm Receiving Centre alarms for burnt toast - 729, up from 391 the year before (an increase of 338). Other seasonal subtypes with significant counts include Controlled Burns, Haze.

FC22

In total there were 147 malicious false alarms attended – the same number as the previous year. In relation to the annual target, this was missed by 20 incidents.

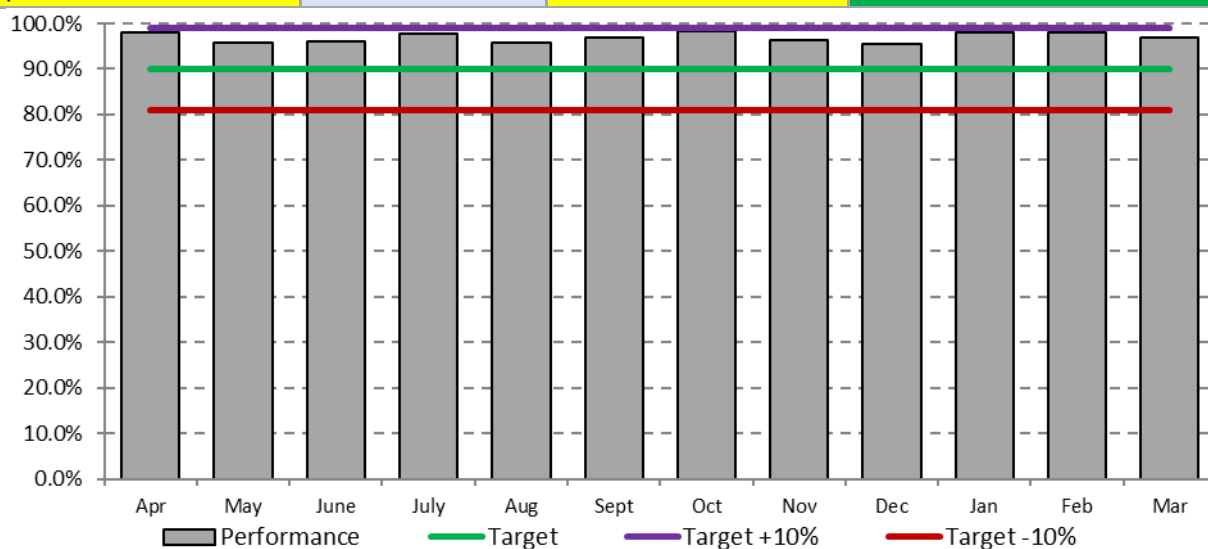
TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes

Service Plan Target
Apr 2025 - Mar 2026

90%

Progress to Date

96.9%



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 achieved the attendance standard which is the attendance of the first appliance at a life risk incident within 10 minutes on 96.9% 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 95.7% of incidents, achieving the target of 95%.

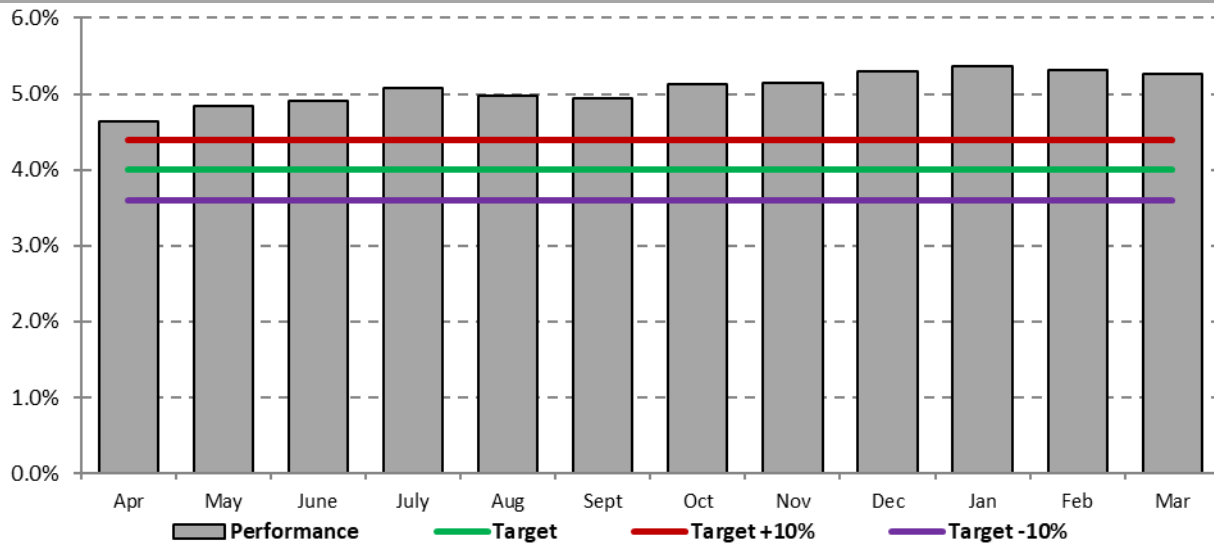
TD09 The % of available shifts lost to sickness absence, all personnel

Service Plan Target
Apr 2025 - Mar 2026

4%

Progress to Date

5.26%



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 2025/26 was 5.26% shifts lost to sickness absence exceeds the 4% target and is higher than in 2024/5 when absence was 4.43%.
WD11	Cumulatively, 5.49% of shifts were lost to sickness absence among uniformed staff. This is higher than 2024/25 when Grey Book absence was 4.98% and higher than the 4% target.
WD12	Non-uniformed staff absence at the end of 2025/26 was 4.91%. This is higher than 2024/25 when 3.64% of available shifts were lost to sickness absence exceeding the 4% target.

