SERVICE DELIVERY PLAN 2025-26:

April to September 2025

INDEX

Total emergency calls

Total incidents

Total fires

Primary fires

Secondary fires

Special services

False alarms

Attendance standard

Sickness absence

Carbon output

Objective:

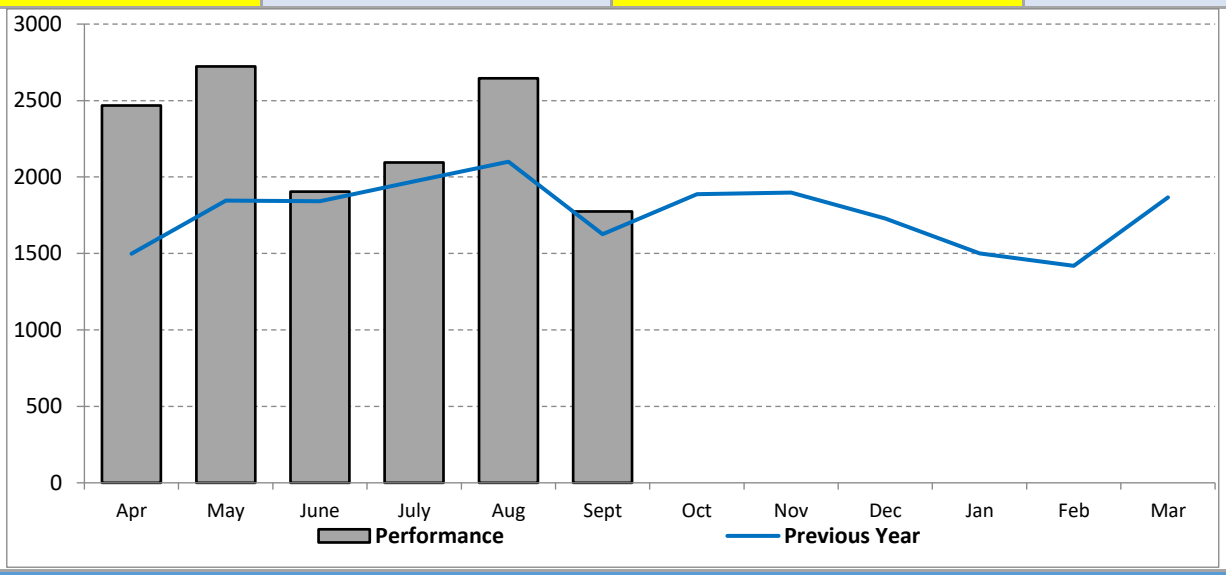
Good performance is reflected on the top bar of each indicator graph. We use Red, Amber, and Green to indicate how each indicator is performing. Amber reflects an indicator is within 10% of target.

MERSEYSIDE FIRE & RESCUE SERVICE

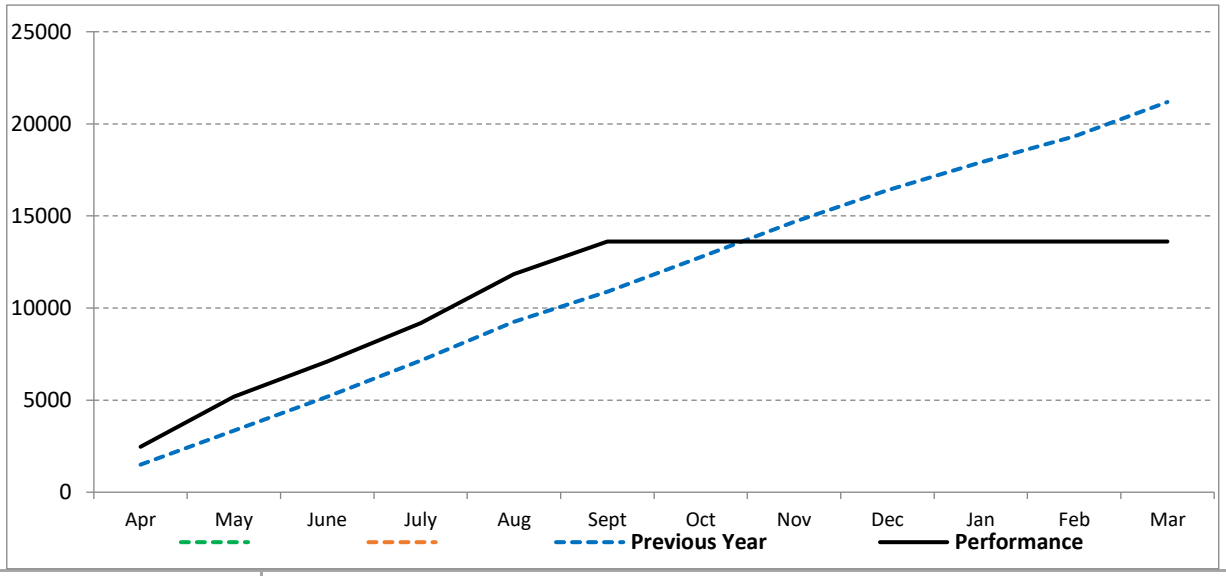
BENCHMARK INDICATORS

TC00 Total number of emergency calls received

Service Plan Target	No target - Quality Assurance	Progress to Date	13610



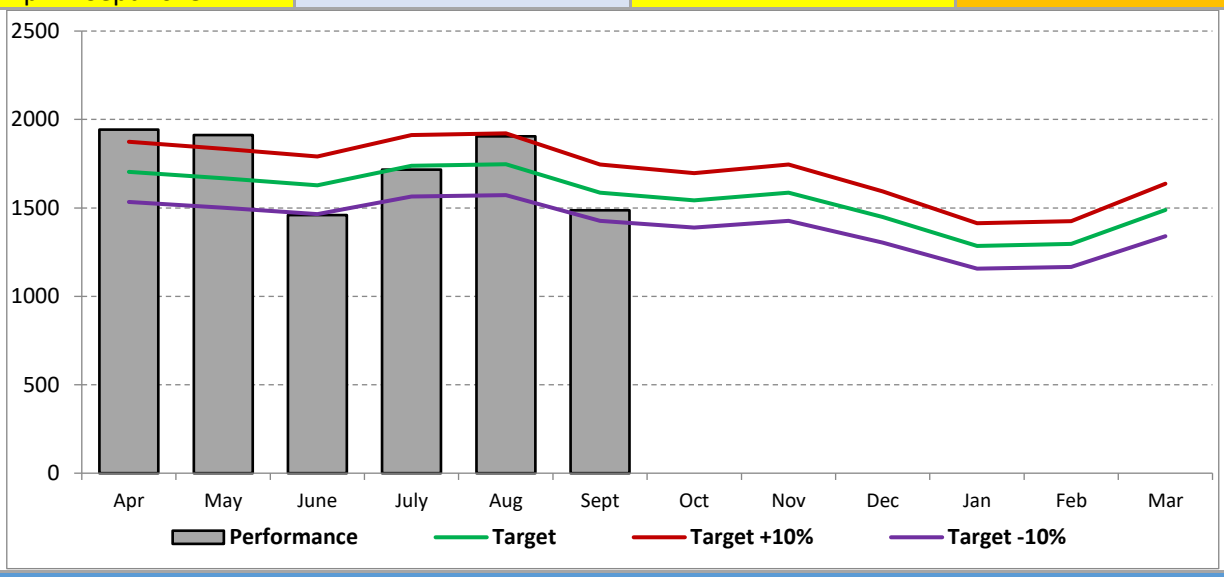
Cumulative Performance



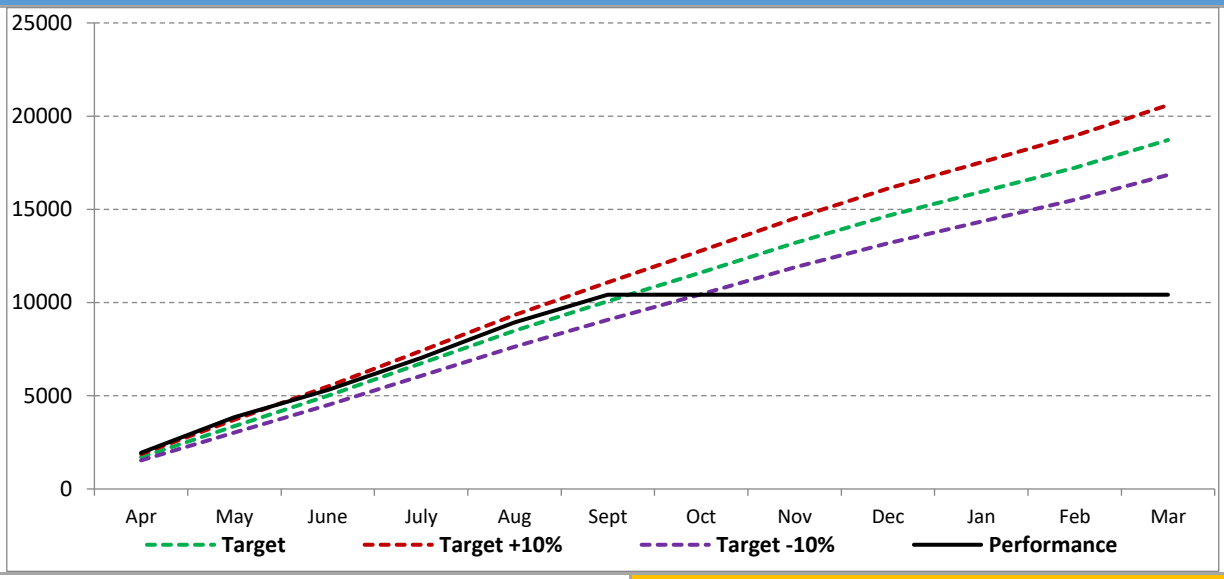
TC00	From April to September 2025 Fire Control received 13610 emergency calls. This was 2727 more than at the end of Q2 2024, when 10883 calls were received. An extended period of dry weather in Spring and Summer accounts for an increase in calls during April (2467 calls) and May (2724) then a further 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. This indicator does not have a target, it is monitored for quality assurance only.
DR22	Cumulatively 96.9% 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 - Sept 2025	10071	Progress to Date	10421



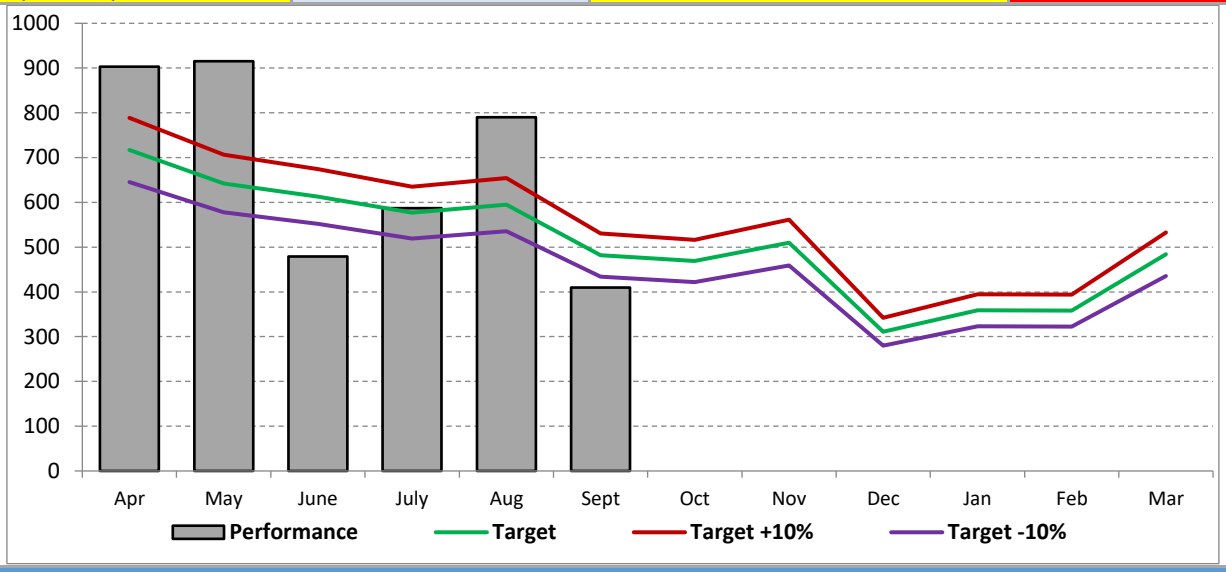
Cumulative Performance



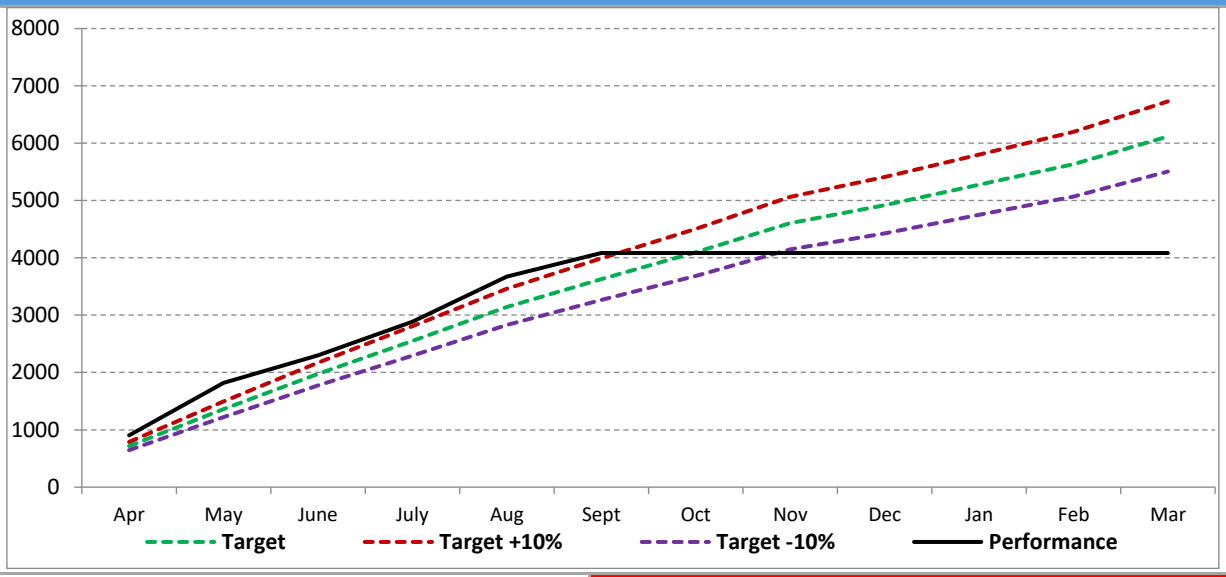
TC01 Total number of incidents attended	
TC01	During April to September 2025 performance against key performance indicators (KPI's) has exceeded targets, some were within 10% of the cumulative target. Special Services attended are lower than at Q2 2024 although we do not have a target for this incident 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 1539 more incidents attended (10421) than at the same time last year (8882). This performance is 350 over the cumulative target of 10071. Performance is within 10% of target. As with most KPI's April (1942), May (1912) and August (1904) saw higher than usual numbers of incidents due, in part, to consistent hot weather.

TC02 Total number of fires attended in Merseyside

Service Plan Target April - Sept 2025	3626	Progress to Date	4084



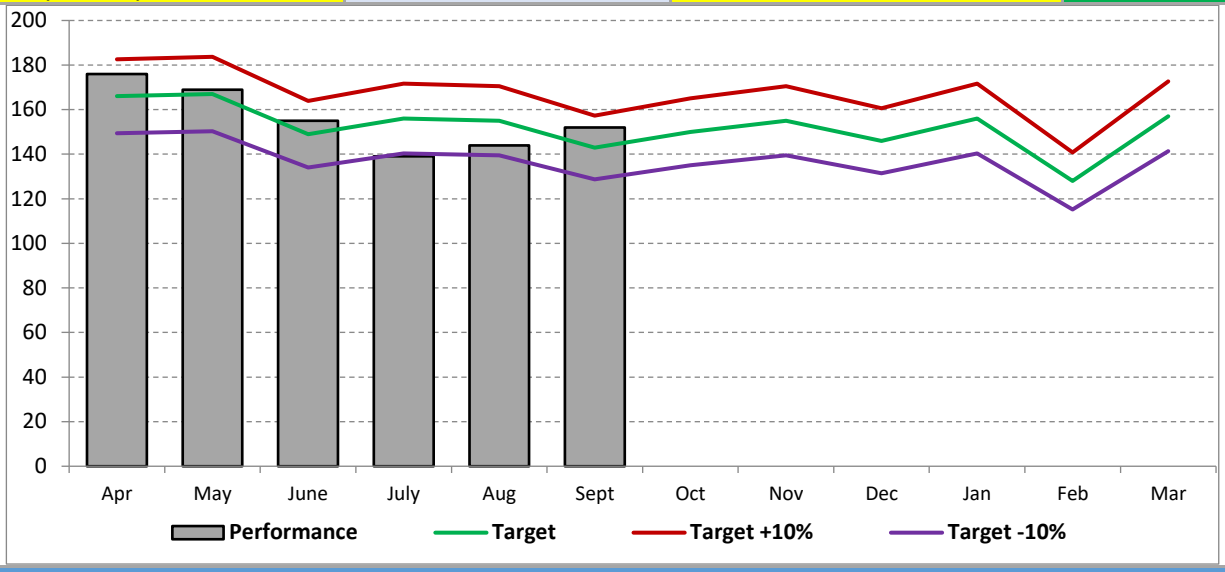
Cumulative Performance



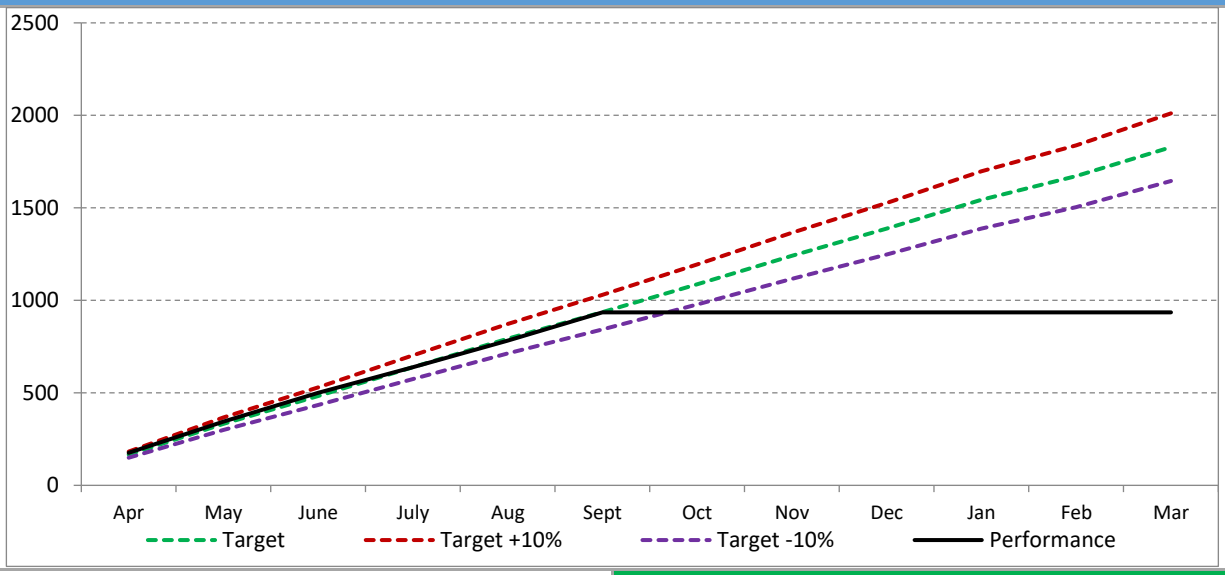
TC02 Total number of Fires attended in Merseyside	
TC02	Crews attended 4084 fires during this reporting period. This is 1387 more than in 2024 (2697) and 458 over the cumulative target of 3626. Consistently warm weather during large parts of Spring and Summer has been a contributing factor in the substantial increase in fires attended, particularly secondary fires. During April (903), May (915) and August (790) the number of fires were high when compared to other years. The rise in outdoor living is also thought to be a contributing factor with fence and shed fires increasing during this period. Arson teams and high visibility patrols alongside our targeted prevention work continue to improve outcomes for the Service through innovative initiatives. Home fire Safety Check forms have also been amended to include the consideration of the way a resident would use their garden as part of the risk assessment.

TC03 Total number of primary fires attended

Service Plan Target April - Sept 2025	936	Progress to Date	935



Cumulative Performance



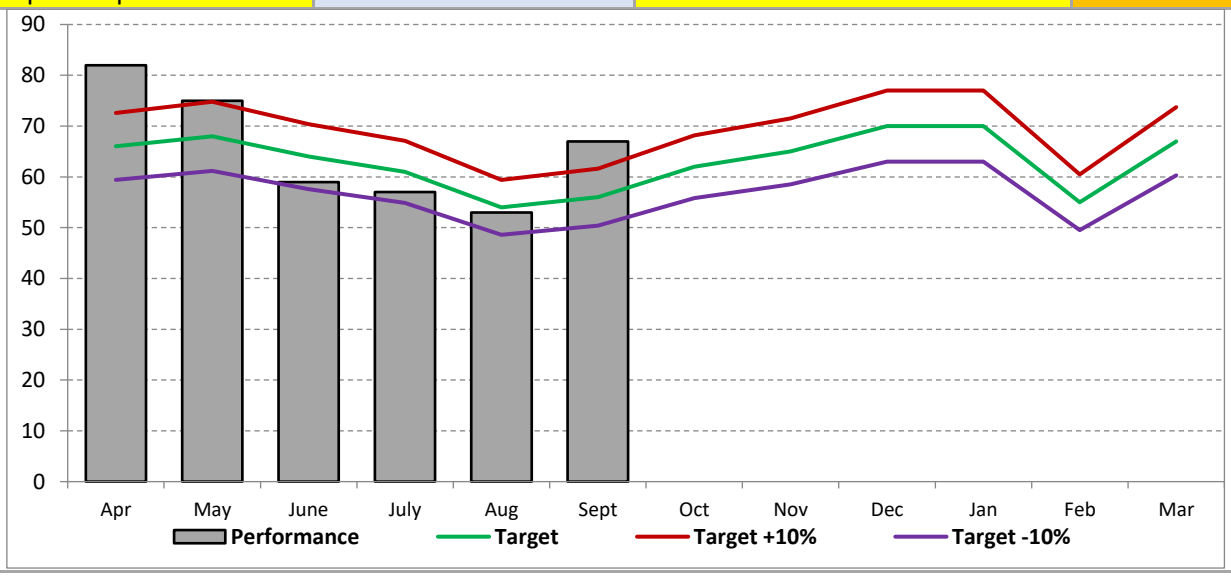
TC03 Total number of primary fires attended	
TC03	During April to September 2025 crews attended 935 Primary Fires. This number was less than the target of 936. There were 116 more incidents than at quarter 2 2024 (819). An elevated number of Accidental Dwelling Fires, Accidental Non-Domestic Property and other Primary Fires contributed.
AC11	Deliberate vehicle fires attended (139) have increased when compared to 112 in Q2 2024 and 7 below the cumulative target of 146. The increase in incidents is thought to be due to a rise in the use of fire in criminal activity 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 2025 at 393 are higher when compared to 327 at Q2 2024. Fires started externally and spreading to the property account for a number of incidents, cooking fires increased during September 31 (47%) and were started by candles.
DC12	To date there have sadly been four fatalities in an accidental dwelling fire. Three of the four casualties were over 75.
DC13	There have been 28 injuries in Accidental Dwelling Fires. This is below the cumulative target of 31 and comparable to Q2 2024 (27).
DC14	Deliberate dwelling fires in occupied property (46) is below the cumulative target (61)
DC15	Deliberate fires in unoccupied properties (5) is 5 less the target 10 and 3 less than last year (8)
DC16	There have sadly been two fatalities in deliberate dwelling fires to date. This was a double murder incident in St Helens. Ignitable fluid was used to start the fire.
DC17	There have been 8 injuries in deliberate dwelling fires, 3 injuries occurred in 1 incident in June

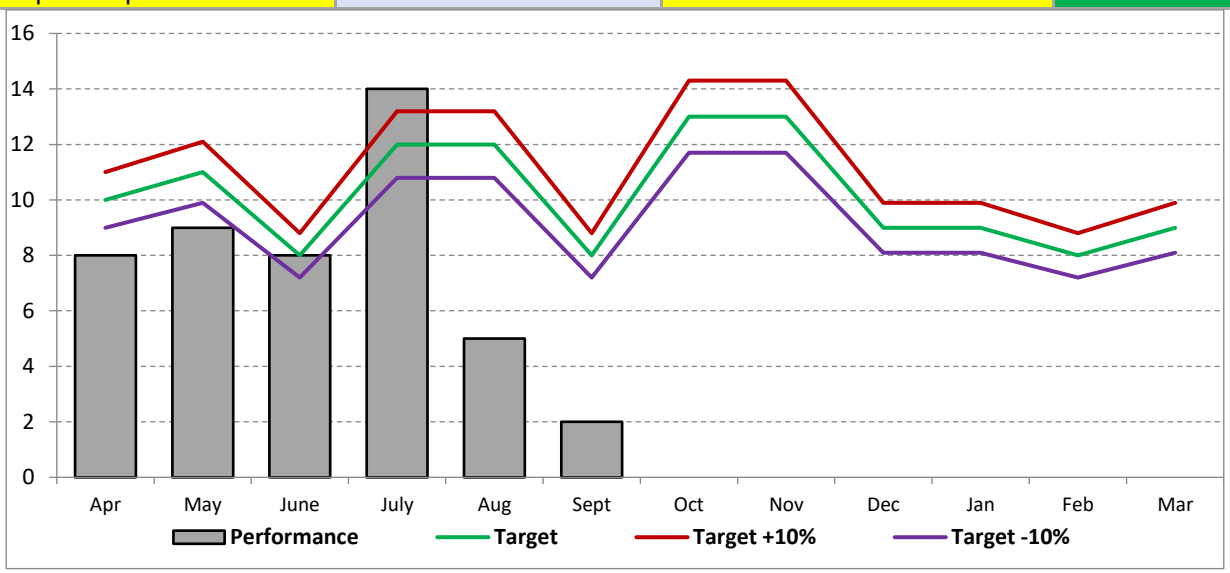
DC11 Number of accidental fires in dwellings

Service Plan Target April - Sept 2025	**369**	Progress to Date	**393**



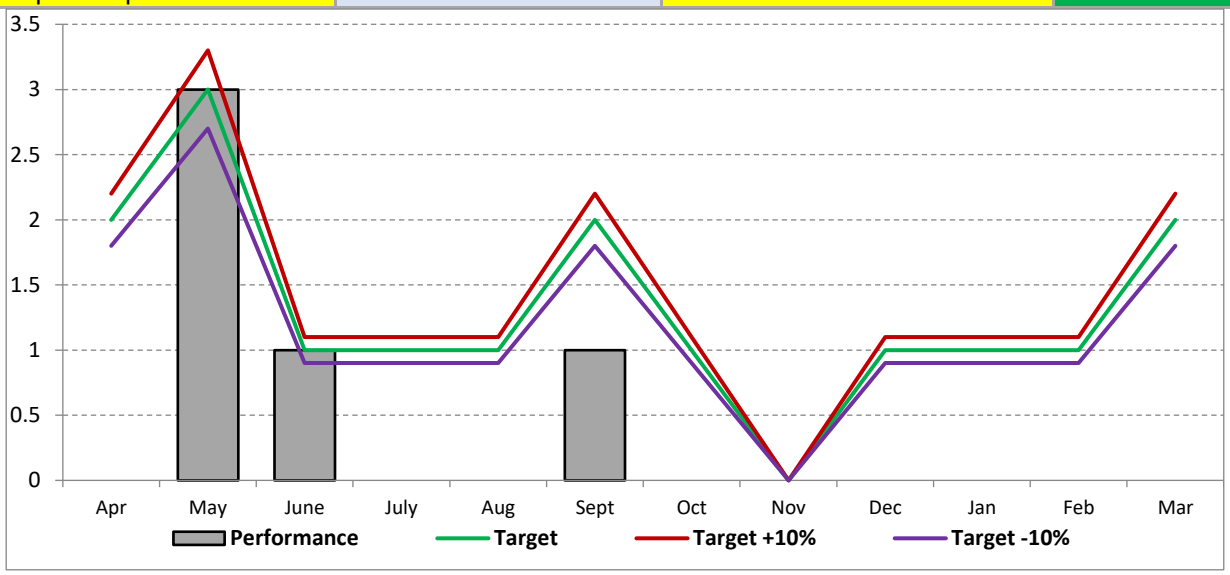
DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target April - Sept 2025	61	Progress to Date	46



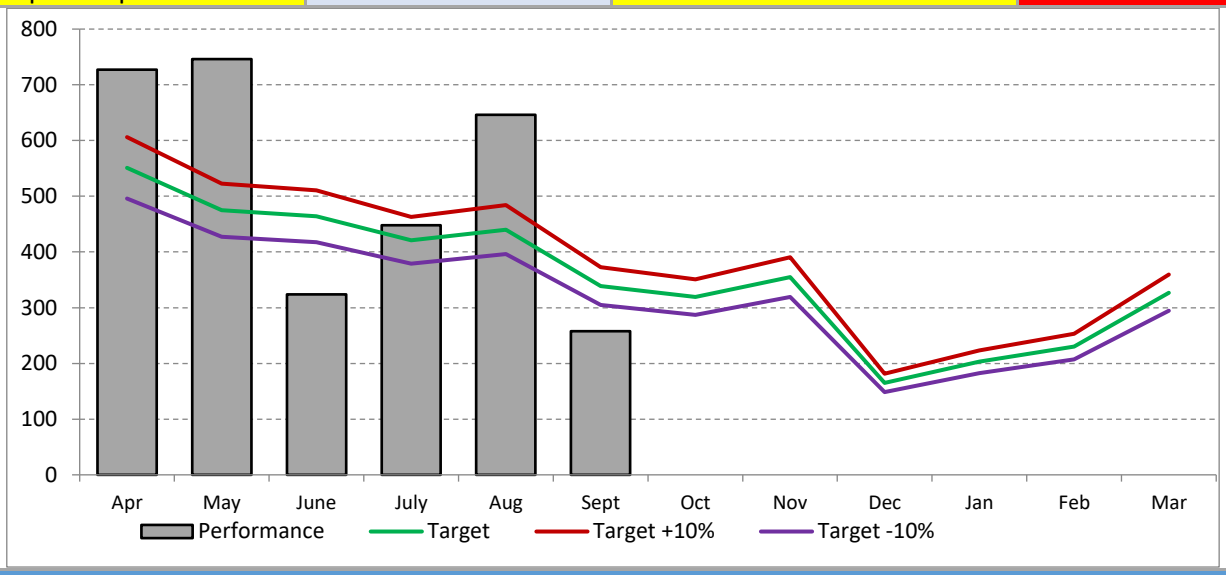
DC15 Number of deliberate fires in unoccupied properties

Service Plan Target April - Sept 2025	10	Progress to Date	5

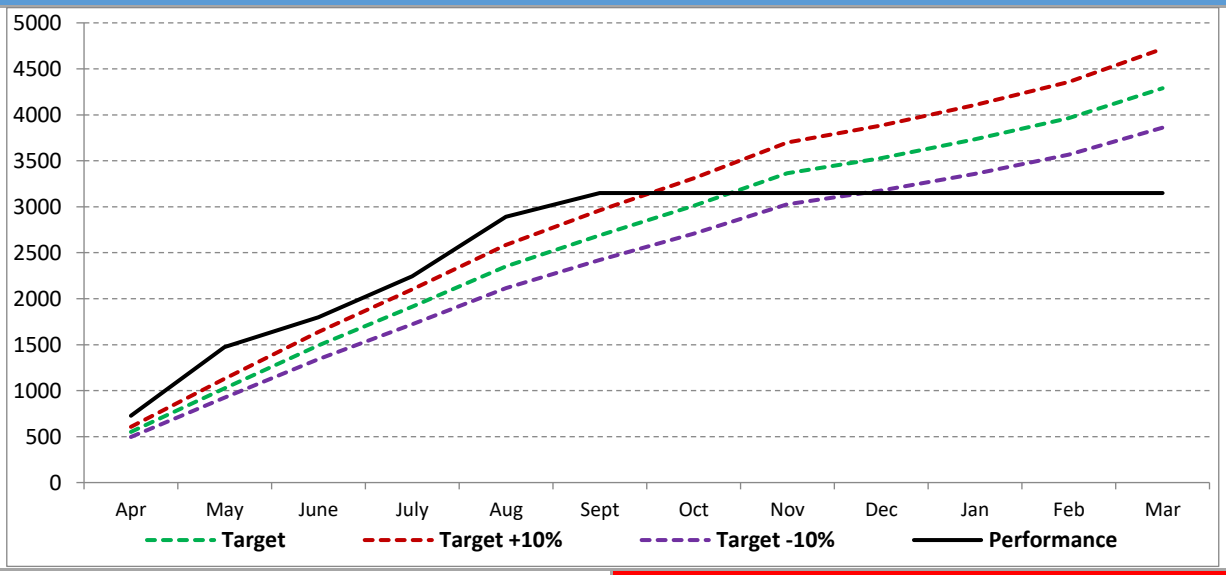


TC04 Total number of secondary fires attended

Service Plan Target April - Sept 2025	2690	Progress to Date	3149



Cumulative Performance

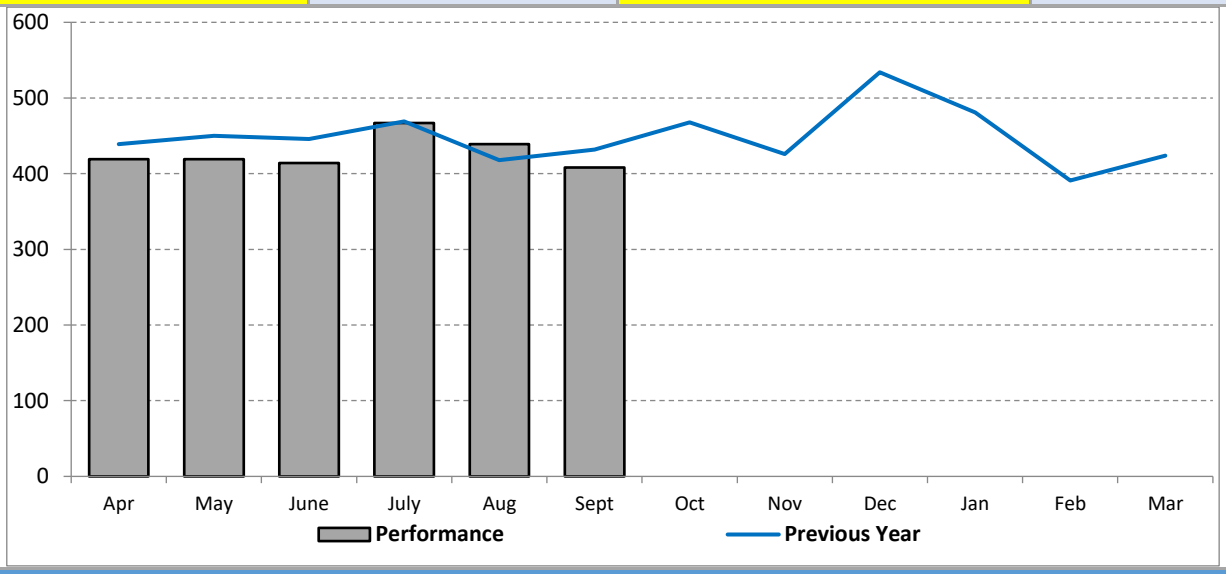


TC04 Total number of secondary fires attended	
AC13 Number of deliberate ASB fires attended	

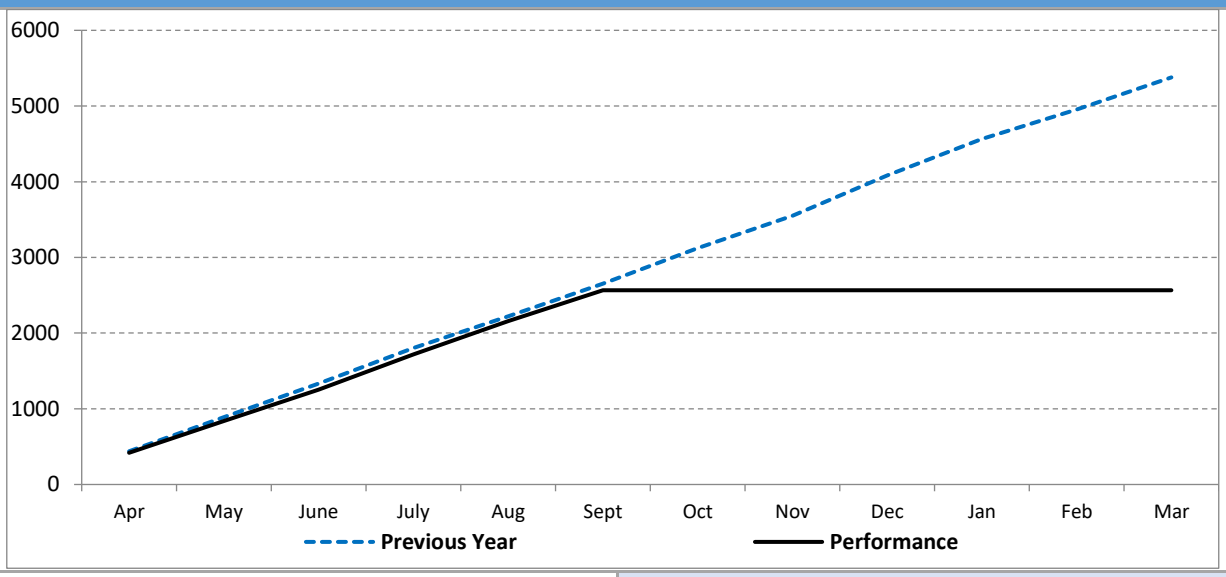
TC04	There were 3149 secondary fires during this reporting period. This is 1271 more fires than in 2024 (1878). The number of secondary fires increased sharply between April (727) and May (746) with a further spike in August (646) due to dry and sunny weather during most of the summer months. 190% of long-term average rainfall fell during September, partially accounting for the reduction in fires.
AC13	Crews attended 1929 deliberate anti-social behaviour fires (small) up to September 2025. This was 691 more incidents than last year, again attributable, in part, to the extended period of hot Spring and Summer weather. 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	2566



Cumulative Performance



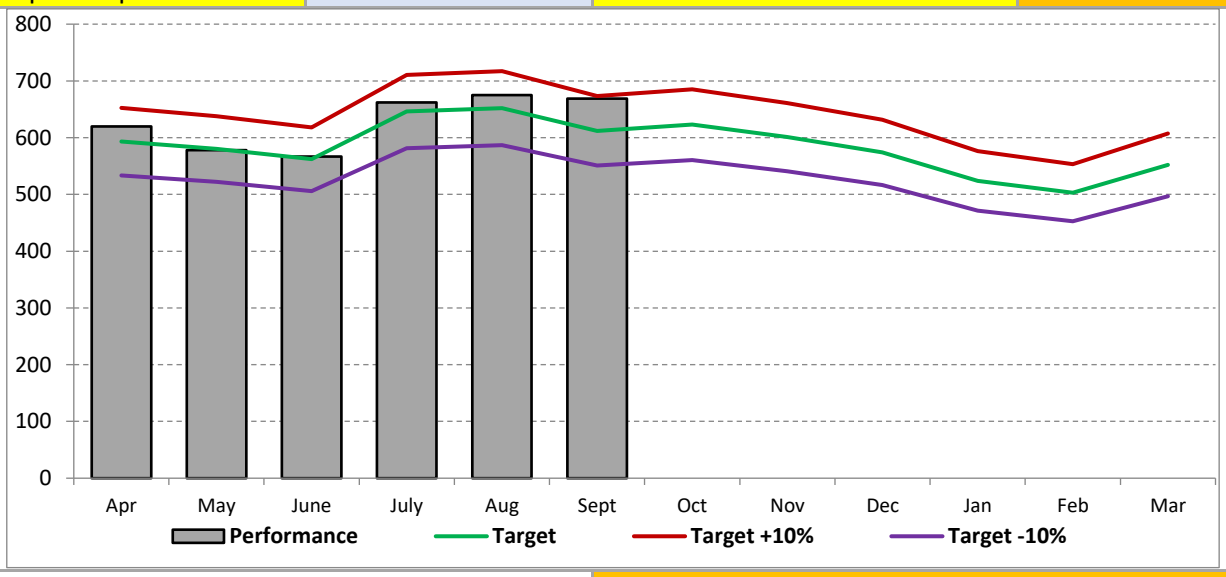
TC05 Total number of Special Services attended	For quality assurance only

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 the period April to September 2025 the number of Special Services attended (2566) was less than in 2024 (2654), this is 88 fewer 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	The number of Road Traffic Collisions attended (372) has increased compared to last year (354). There is no target for this incident type.
RC12 RC13	Sadly, there have been four fatalities in RTCs attended by MFRS, at this period last year there had been one fatality. There have been 117 injuries (91 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. 28 incidents were recorded between April and September 2025, there had been 26 at Q2 2024.
RC24	Water rescues are also included in Special Service calls and this number of this type of incident attended (19) is less than at Q2 2024 (25). 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 acts with partners to reduce these types of incidents.

TC06 Total number of false alarms attended

Service Plan Target April - Sept 2025	**3645**	Progress to Date	**3771**

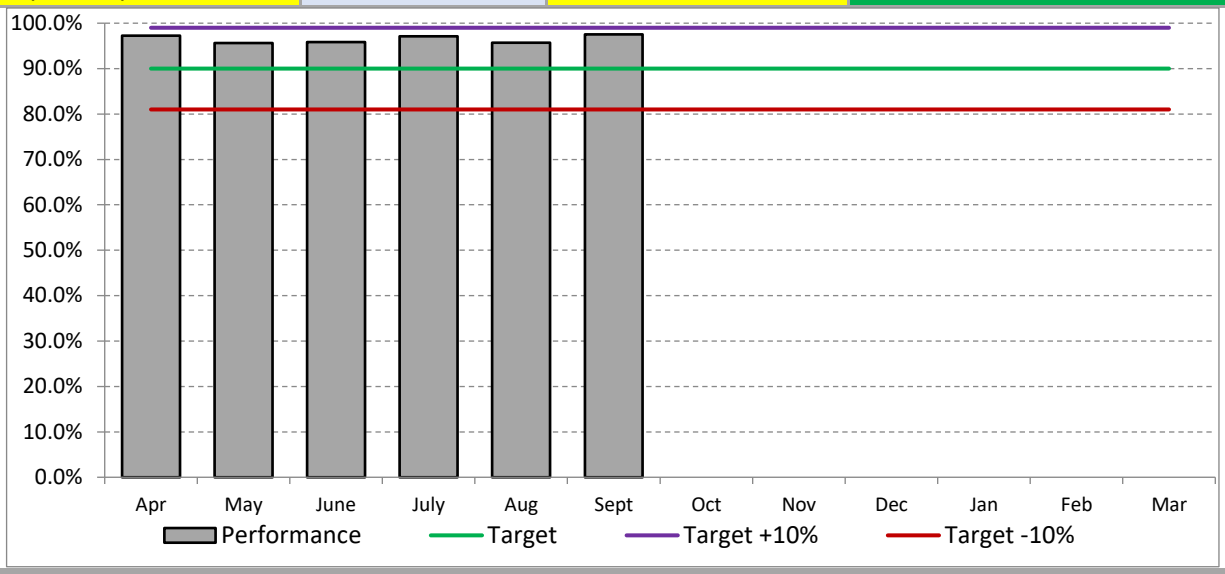


TC06 Total number of false alarms attended

TC06	The number of false alarms attended (3771) has increased when compared to last year (3531) but remains within 10% of the cumulative Q2 target for 2025/26 (3645). 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 2214. This is 259 more than in Q2 24/25 (1955) there is no target for this indicator as we do not want to discourage calls. There is no apparent reason for this increase.
FC22	Malicious False Alarm calls received during April to September (67) are similar to this time last year (69)

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

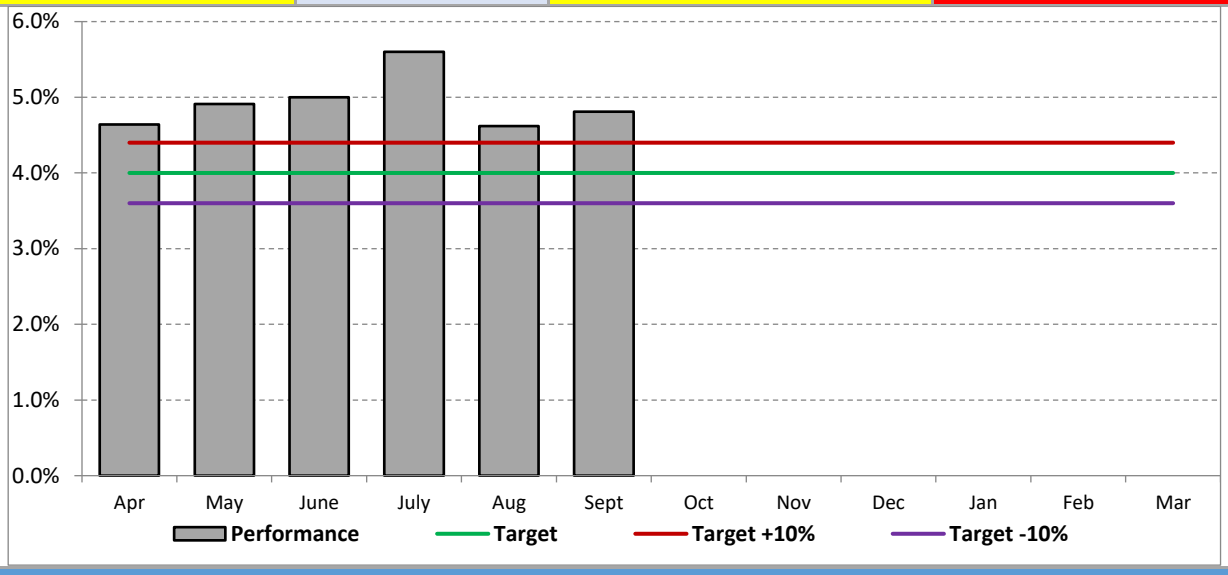
Service Plan Target April - Sept 2025	90%	Progress to Date	96.5%



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 - Sept 2025	4%	Progress to Date	4.94%



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 2 was 4.94% shifts lost to sickness absence exceeds the 4% target and is higher than in 2024/5 when absence was 4.30%.
WD11 **WD12**	Cumulatively 5.34% of shifts were lost to sickness absence among uniformed staff. This is higher than 2024/25 when Grey Book absence was 4.57%. Non-uniformed staff absence at the end of Q2 was 4.36%. This is higher than 2024/25 when 3.90% of available shifts were lost to sickness absence exceeding the 4% target. Performance Management Group and Strategic Leadership Team regularly review performance and have set in place a number of actions designed to reduce these figures.

TE10 Total carbon output of all buildings			
Service Plan Target April - Sept 2025	**25.4**	Progress to Date	**16.8**
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.		