

SERVICE DELIVERY PLAN 2018-19:

August to November 2018

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

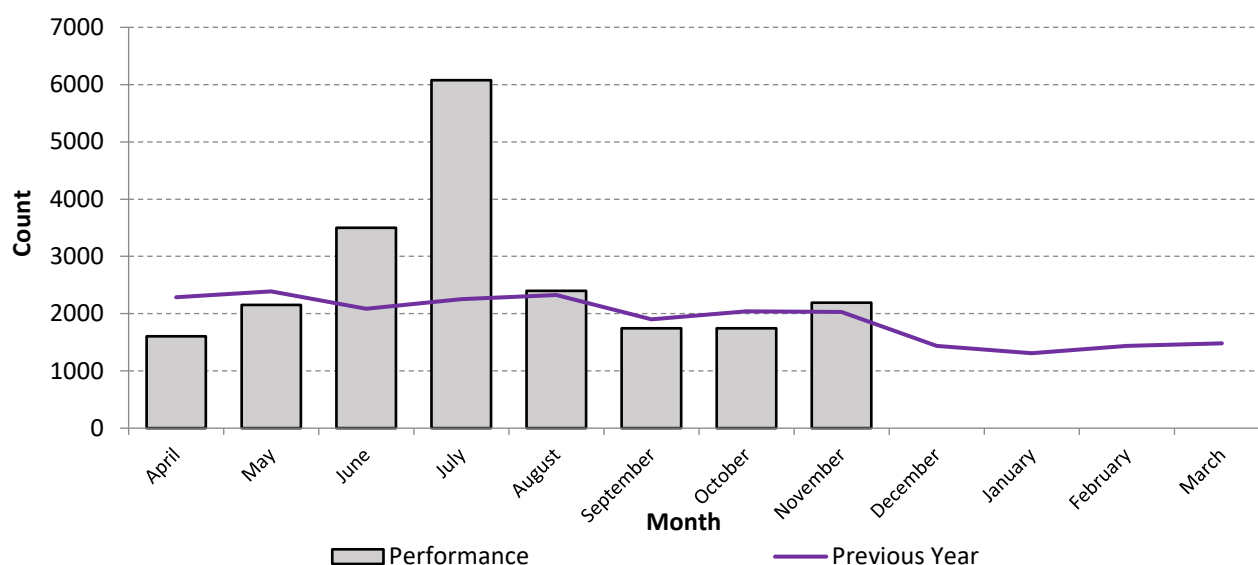
TC00 Total number of emergency calls received

Service Plan Target

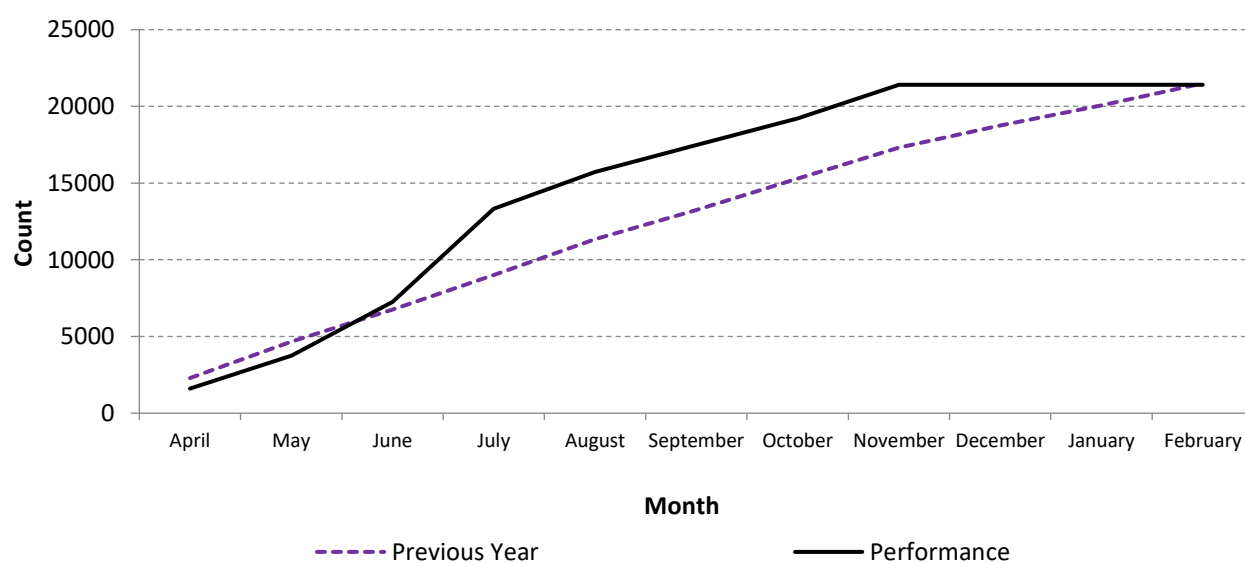
Quality Assurance

Progress to Date

21409



Cumulative Performance



TO00 Total number of emergency calls received

For quality assurance only

DO22 The % of 999 calls answered within 10 seconds

TC00

The number of emergency calls received continue to exceed cumulative performance at November 2017. However this remains due to exceptionally hot weather over a prolonged period in June and July. Since then numbers have returned to normal with calls received during the bonfire period in November 2018 (2192) remaining within 10% of performance in November 2017 (2322). This indicator does not have an annual target as it is for quality assurance only.

DO22

Cumulatively 93.3% of 999 calls were answered within 10 seconds. This is within 10% of the 95% target. Failures to achieve this were during the protracted hot weather in the Summer and the volume of calls received during the bonfire period.

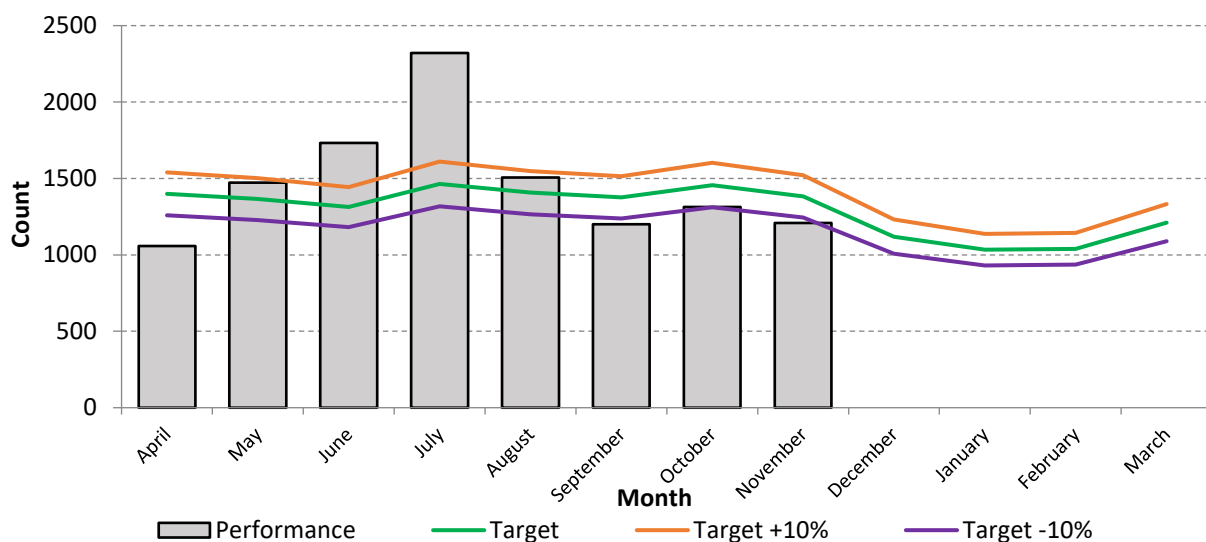
TC01 The total number of incidents attended

Service Plan Target
Apr-Nov 2018/19

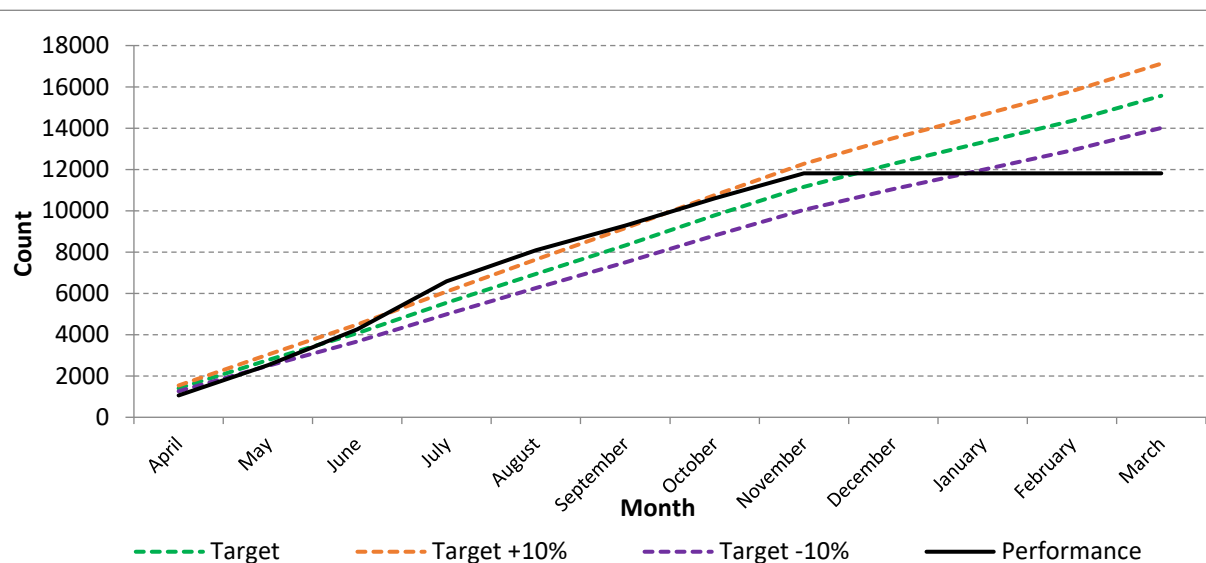
11163

Progress to Date

11812



Cumulative Performance



TC01 Total number of incidents attended

TC01

There were 11812 incidents attended between April and November 2018, this is 237 more than last year. This was mainly due to the high number of secondary fires attended during the Summer. During this reporting period Aug to Nov targets have been achieved every month.

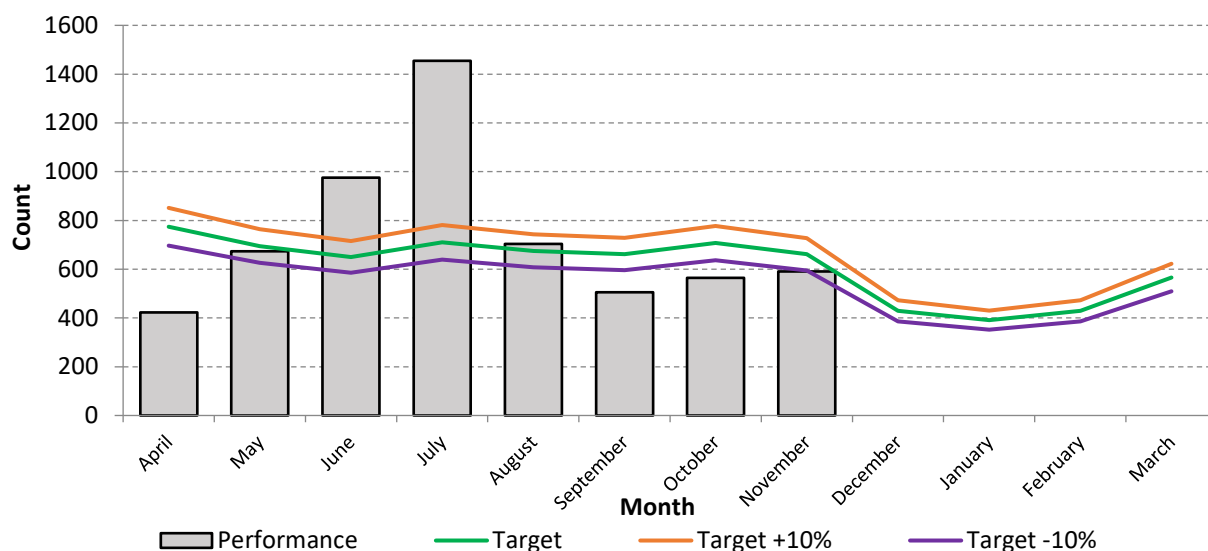
TC02 Total number of fires attended in Merseyside

Service Plan Target
Apr-Nov 2018/19

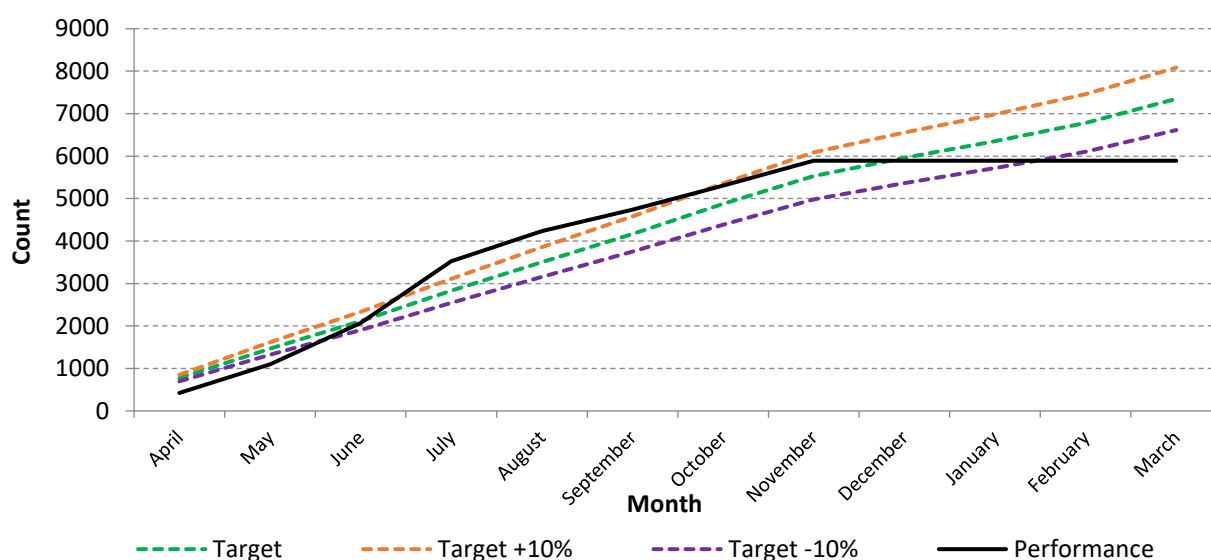
5534

Progress to Date

5892



Cumulative Performance



TC02 Total number of Fires attended in Merseyside

TC02

Fires attended have remained under target since the Summer months with 581 fires in November compared to 665 in November 2017. Cumulatively to date (5892) there have been 188 more fires attended than at November last year (5704).

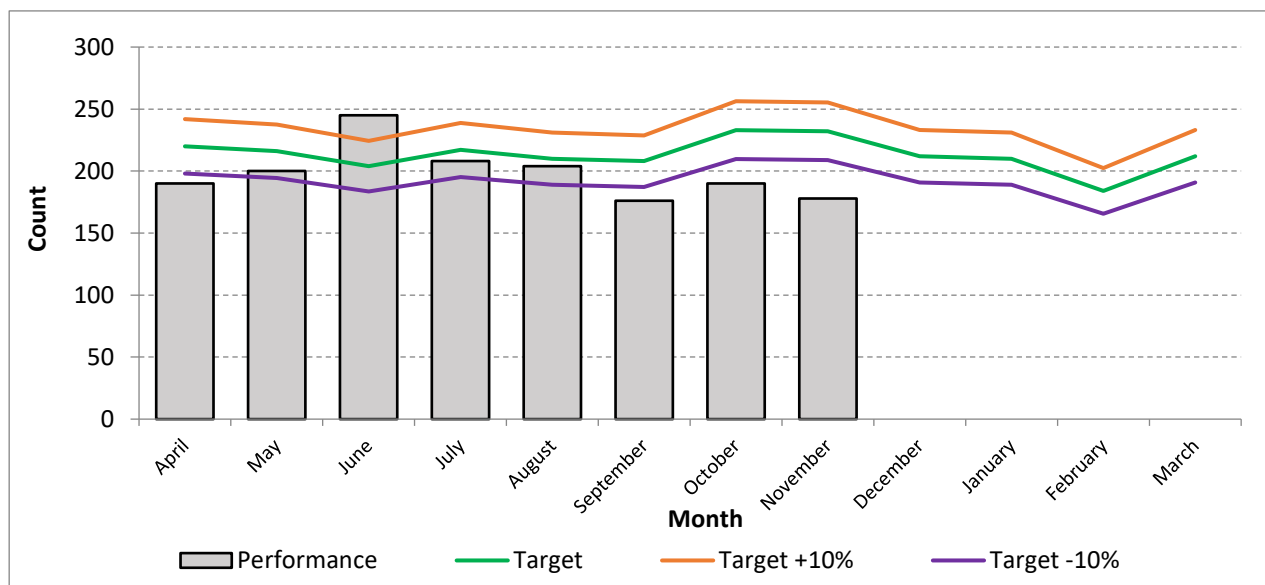
TC03 Total number of primary fires attended

Service Plan Target
Apr-Nov 2018/19

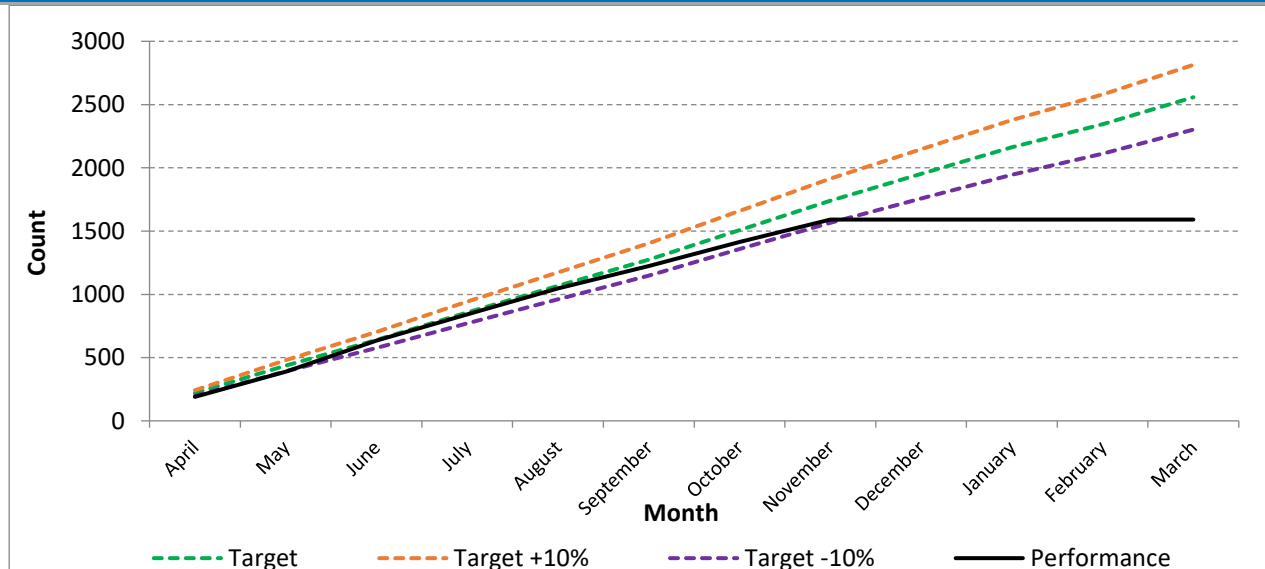
1740

Progress to Date

1591



Cumulative Performance



TC03 Total number of primary fires attended

TC03

There were 1591 primary fires in between April and November which was 149 under the target of 1740 and 142 less than at November 2017 (1733). Primary fires involve an insurable loss.

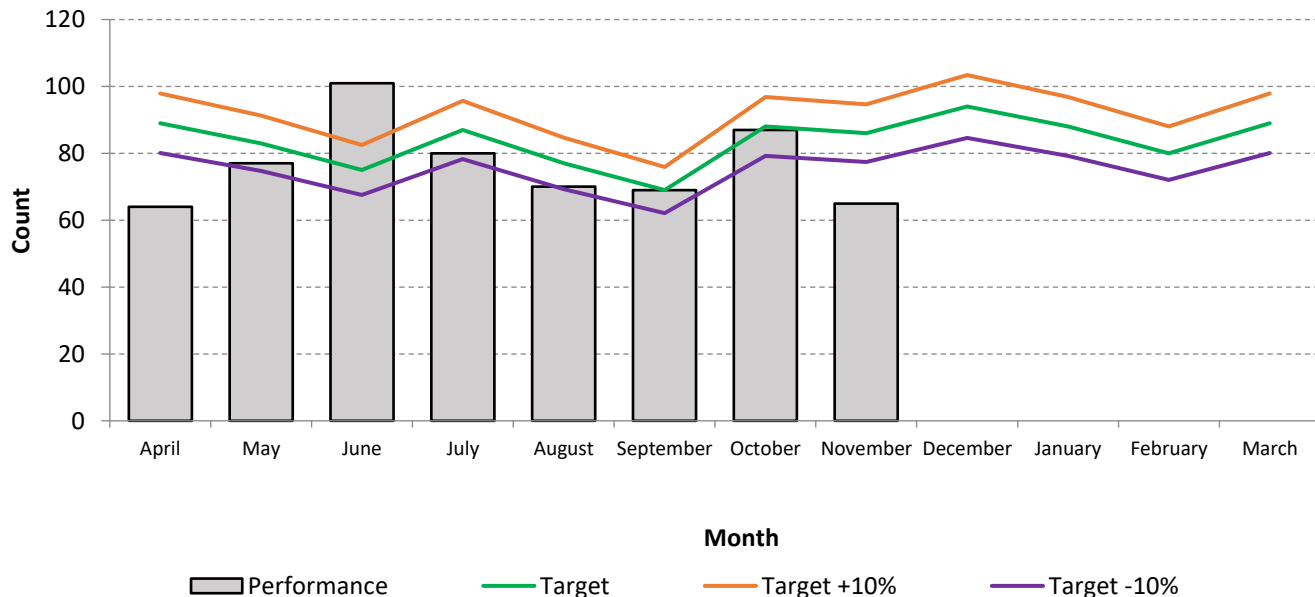
DC11	Number of accidental dwelling fires	
DC12	Number of fatalities in accidental dwelling fires	
DC13	Number of injuries in accidental dwelling fires	
DC14	Number of deliberate dwelling fires in occupied properties	
DC15	Number of deliberate dwelling fires in unoccupied properties	
DC16	Number of deaths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

COMMENTARY:

DC11	Accidental dwelling fires (613) achieved the cumulative target (654) for this period. The only month this year when the monthly target was not achieved was June with 96 incidents but there was an increase in most fire types in June.
DC12	To date there have been 2 fatalities in accidental dwelling fires, which sadly occurred in April and August.
DC13	Cumulatively there have been fewer injuries in 2018 (58) than in 2017 (63). In October there were 12 injuries, 5 of those were in the same incident.
DC14	Deliberate dwelling fires in occupied property have fallen from 136 in 2017/18 to 93 in 18/19; under the cumulative target of 120.
DC15	Deliberate fires in unoccupied properties after a peak of 5 incidents in April have fallen to 19 for the period April to November, achieving the cumulative target of 28 and 7 less than last year.
DC16 DC17	There have been no fatalities in the deliberate dwelling fires to date and 6 injuries.

DC11 Number of accidental fires in dwelling

Service Plan Target Apr-Nov 2018/19	654	Progress to Date	613
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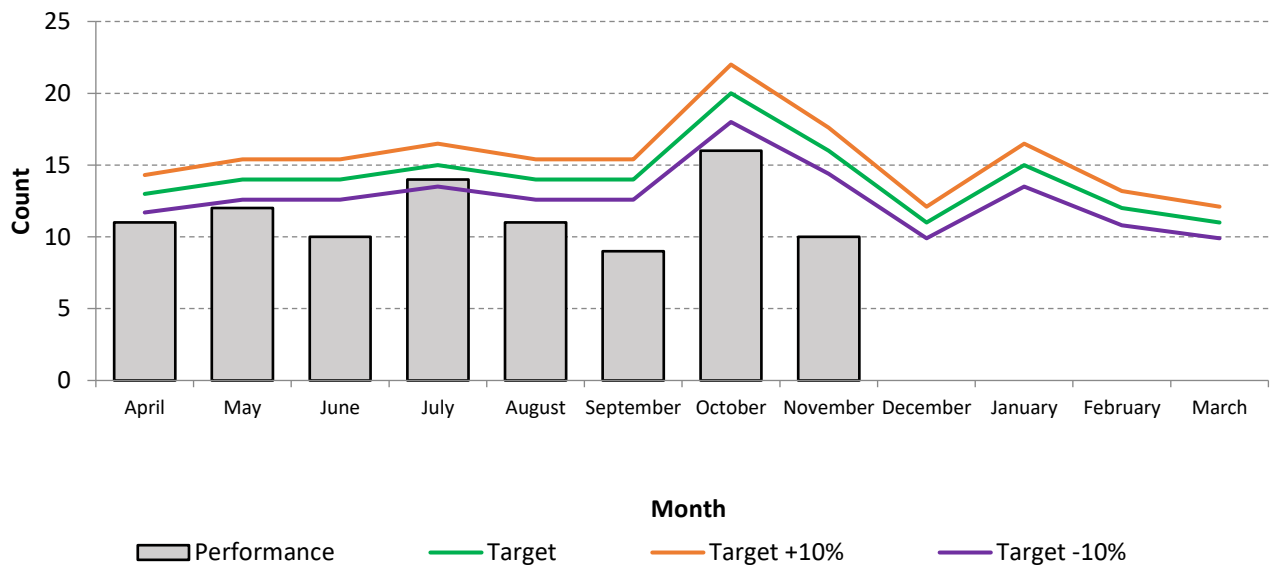
DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target
Apr-Nov 2018/19

120

Progress to Date

93



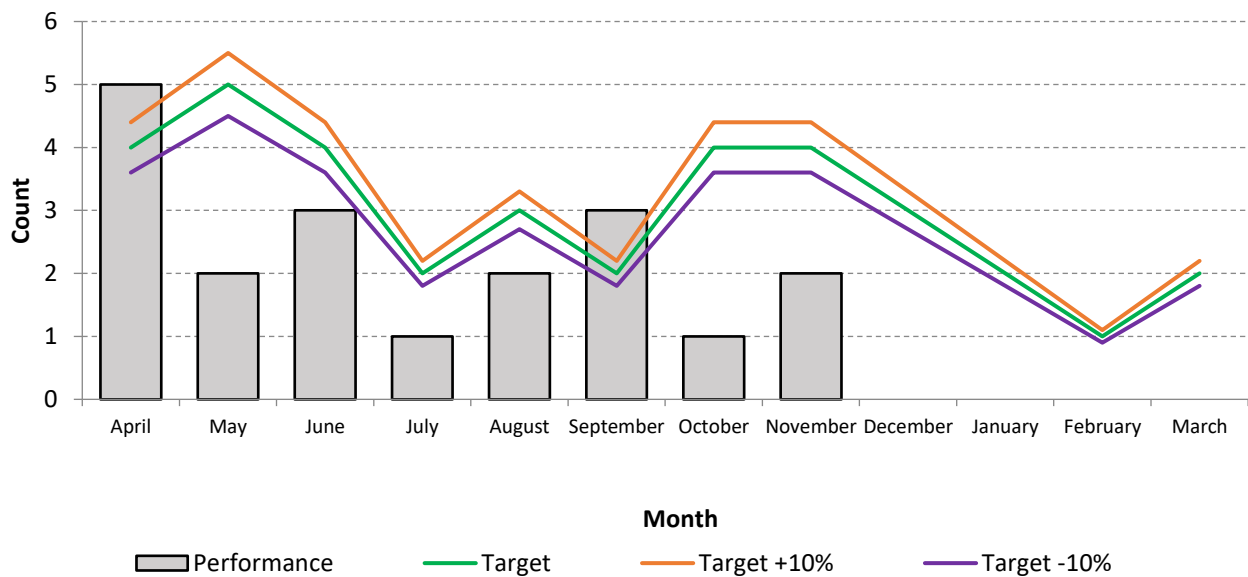
DC15 Number of deliberate fires in unoccupied properties

Service Plan Target
Apr-Nov 2018/19

28

Progress to Date

19



Home Fire Safety Checks (HFSC's)						
	Aug	Sept	Oct	Nov	Target	TOTAL
Completed by Stations	3223	3252	3697	3635	26728	25683
Completed by stations, prevention staff and others	4034	3965	4602	4584	35061	32406
Operational fire crews are expected to use status reports to select which addresses to deliver HFSC's to. These reports identify properties where residents are over 65 and as such considered at greater risk of fire. From April to November 2018 53.7% of HFSC's were delivered to homes identified from status reports. The number of HFSC's delivered by operational crews is lower than in 2017 due to activities other than attending incidents and training being suspended during the spate conditions in June and July. However staff are working hard to achieve HFSC's/Safe and Well targets by the end of 2018/19. Performance has increased since the Summer with 4584 HFSC's being delivered in November against the target of 4383, 264 more than November 17. Operational fire crews have delivered 25683 HFSC's. There were 32406 HFSC's carried out by fire crews, prevention staff and the Home Safety Advisers (who delivered 5660 Safe and well visits). Prevention staff target the most vulnerable people in our communities and they are delivering the Safe and Well visits.						

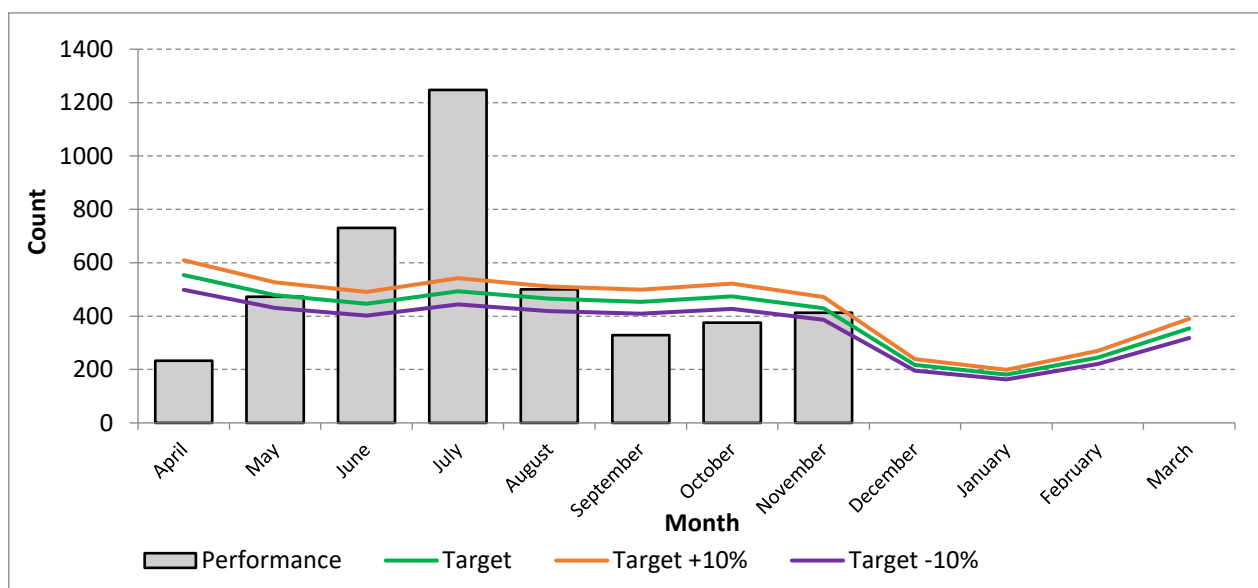
TC04 Total number of secondary fires attended

Service Plan Target
Apr-Nov 2018/19

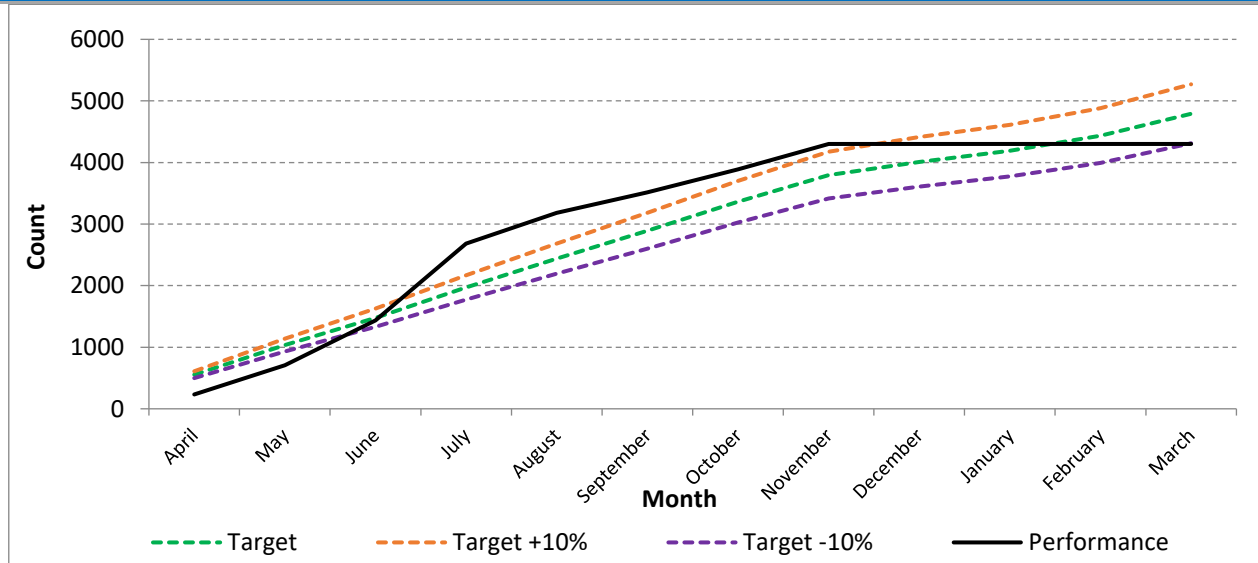
3794

Progress to Date

4301



Cumulative Performance



TC04 Total number of secondary fires attended

AC13 Number of deliberate ASB fires attended

TC04

There were 4301 secondary fires during this reporting period. This is 330 more fires than in these months in 2017. Since the very high numbers attended in June (733) and July (1020) incident numbers have returned to achieving monthly targets. During November (409) there were 48 fewer incidents than in Nov 2017 (457).

AC13

Deliberate anti-social behaviour small fires (3414) also increased during the Summer. However incidents attended have returned to achieving targets with 67 less incidents in November (355) than in Nov 17 (422). Cumulative performance (3414) is now within 10% of target (3389).

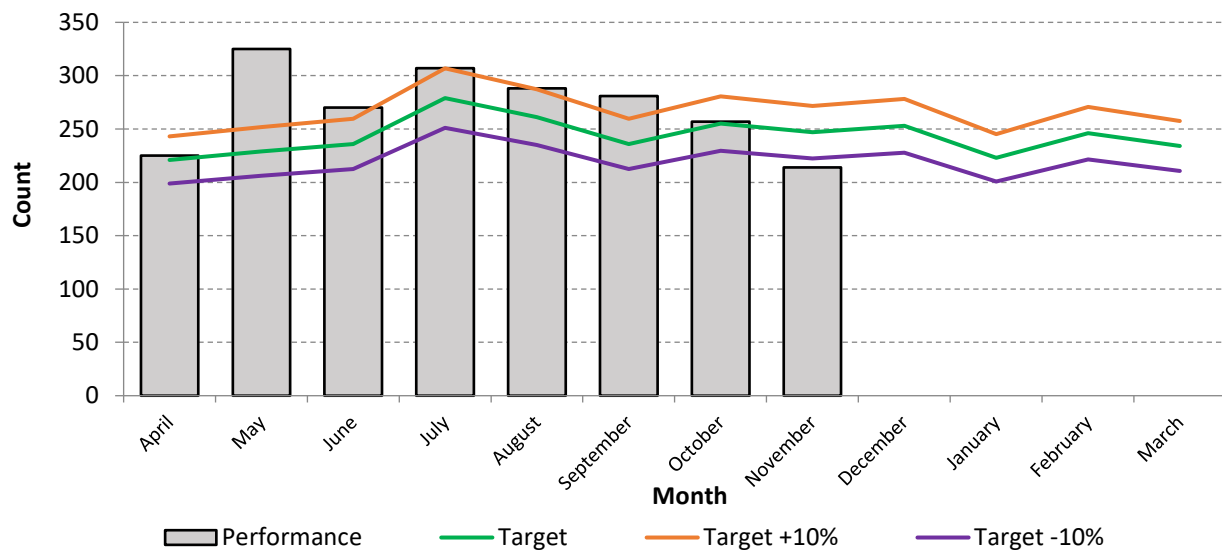
TC05 Total number of special services attended

Service Plan Target
Apr-Nov 2018/19

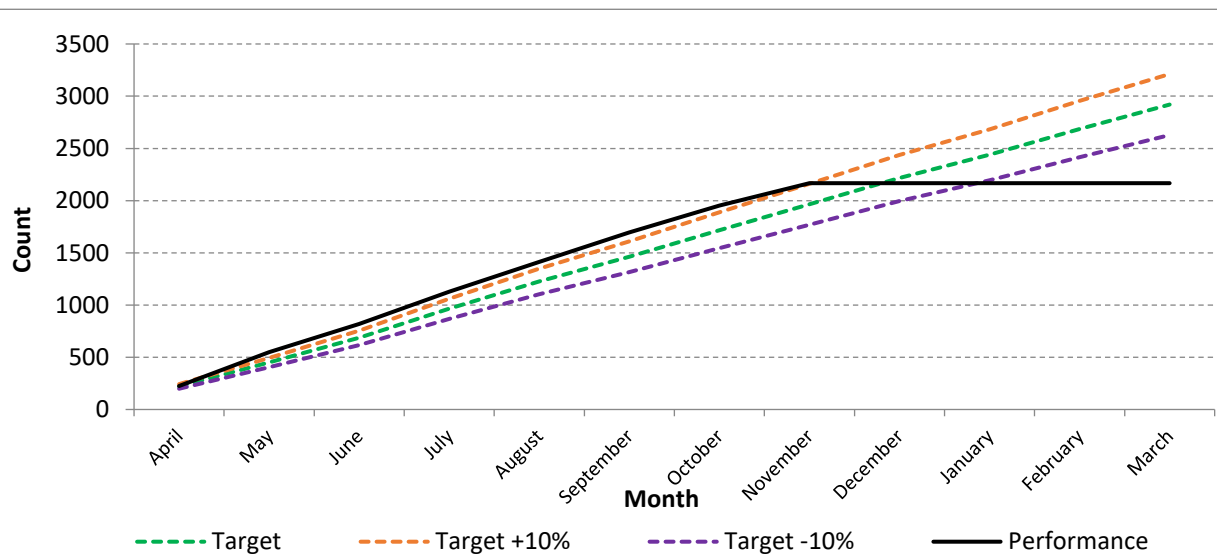
1964

Progress to Date

2167



Cumulative Performance



TC05 Total number of Special Services attended

RC11 Number of Road Traffic Collisions (RTC's)

TC05

The number of special service calls attended, aside from a peak in May when there were 325 incidents, have remained fairly consistent through the year to date. The main types of incident attended are effecting entry, ring removal, assisting other agencies and lift rescues. Cumulatively there have been 2167 incidents this year compared to 2088 for this period in 2017. Work continues to separate the types of incident that MFRS can influence and those that it cannot (or even those that are desirable to attend). In the future this will enable more accurate reporting of MFRS performance.

RC11

The number of RTC's attended between April and Nov has increased from 386 in 2017 to 412 in 2018. This was 42 incidents over the cumulative target. There was a peak in incidents in May (70) and November (71) which is considerably more than other months when numbers have been around 50. In line with the increase in incidents there have been 23 more injuries in RTC's. Also, there have sadly been 3 fatalities to date, this is fewer than at Nov 2017 (6).

At present 2 different data sets are being used to assess the impact of RTC's while we explore the best way to use the different data sets. MFRS data reported above, and Merseyside Police data which refers to Killed and Seriously Injured statistics (KSI) which refers to 15-25 year olds. KSI data shows a decrease in incidents from 132 in 2016/17, 115 in 2017/18 and to date 45 in 18/19.

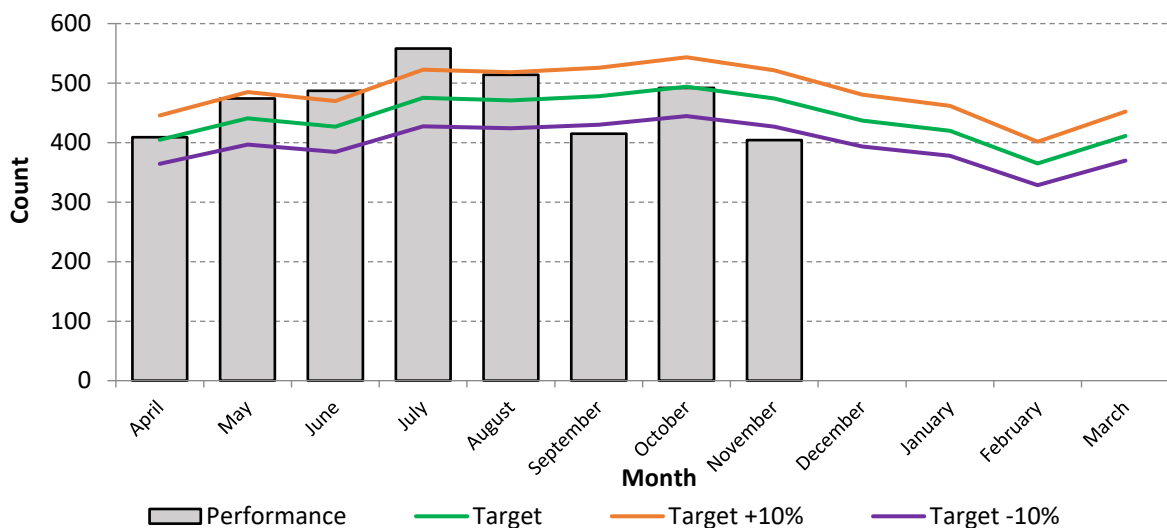
TC06 Total number of false alarms attended

Service Plan Target
Apr-Nov 2018/19

3665

Progress to Date

3753



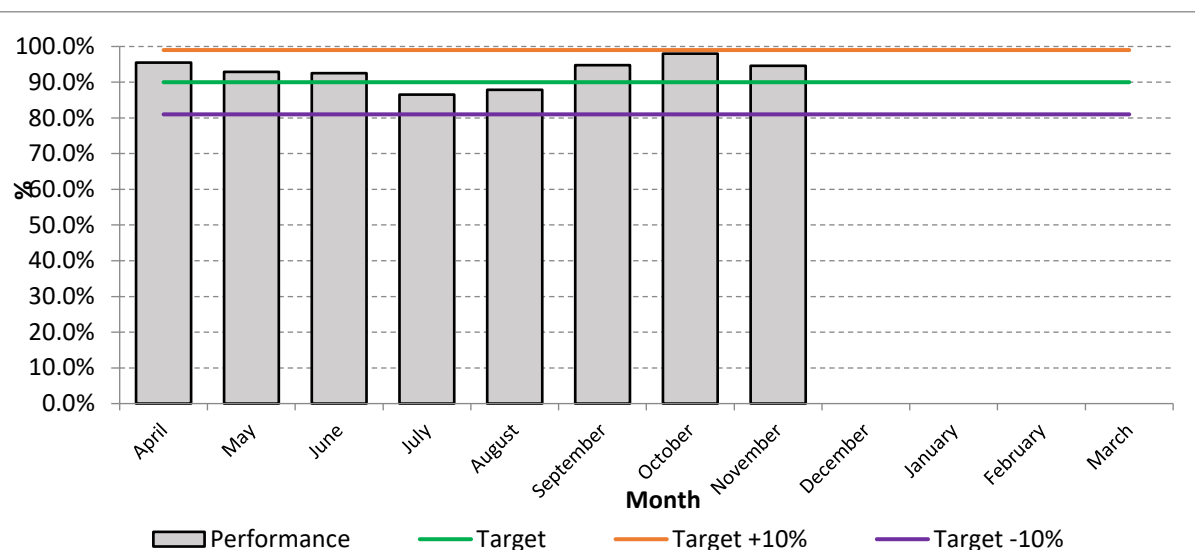
TC06 Total number of false alarms attended

TC06

The number of false alarms attended (3753) is within 10% of target (3665). The number of incidents attended remains fairly consistent month on month. Repeat attendances continue to be predominantly sheltered self-contained accommodation. Community Risk Management teams work closely with these premises to reduce false alarm calls.

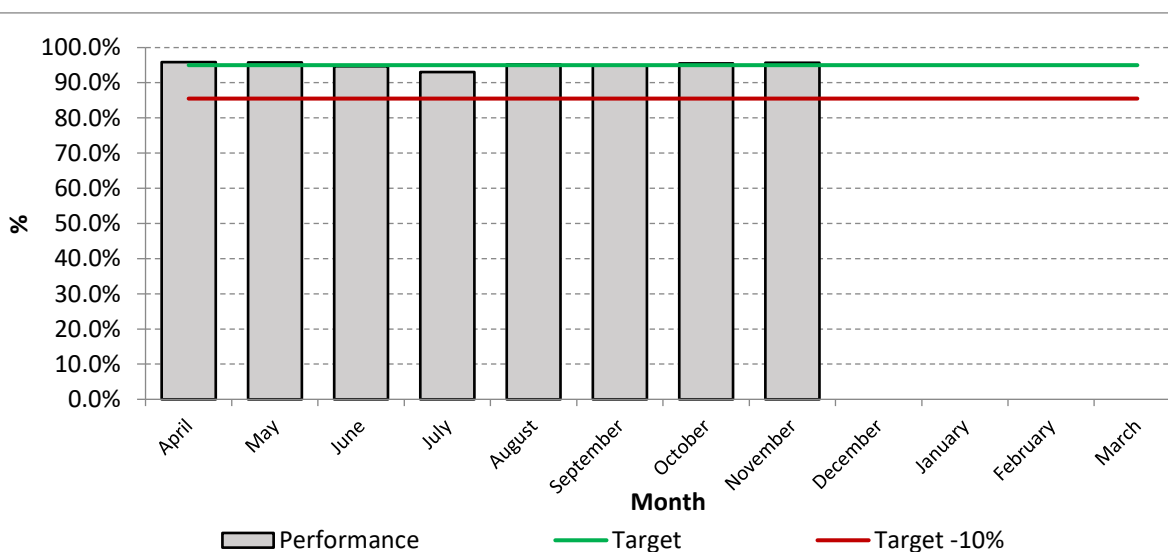
TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes

Service Plan Target	90%	Progress to Date	92.79%
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DR23 Alert to mobile in under 1.9 minutes

Service Plan Target	95%	Progress to Date	95%
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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 first attendance of an appliance at a life risk incident within 10 minutes on 92.79% of occasions, achieving the target of 90%. In October crew achieved the attendance standard on 98% of occasions.

DR23

Crews when being mobilised to emergency incidents went from alert to mobile in under 1.9 minutes on 95% of incidents exactly on target.

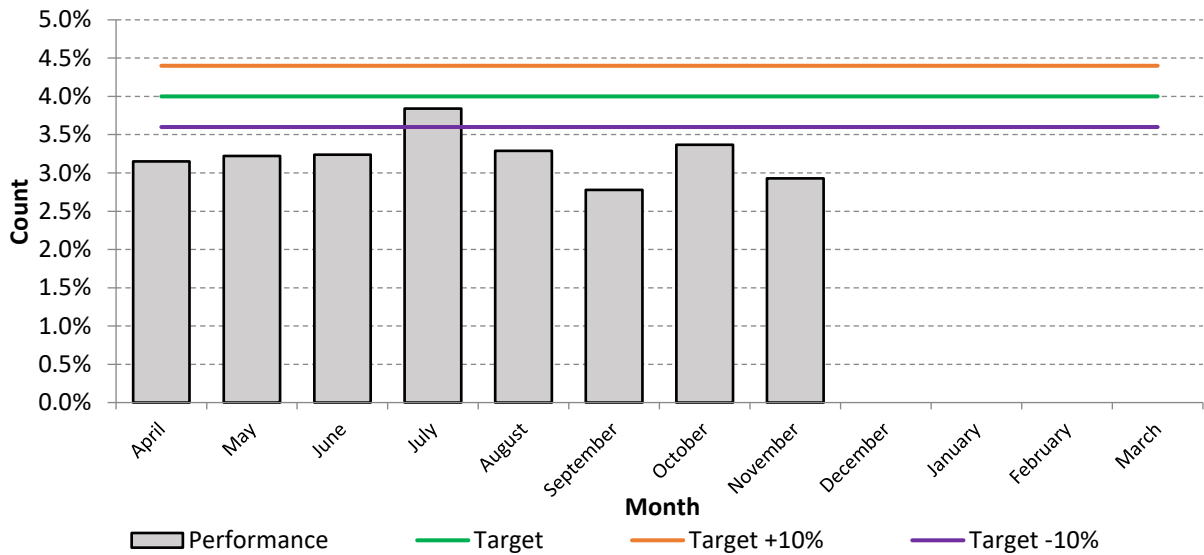
TD09 The % of available shifts lost to sickness absence, all personnel

Service Plan Target
Apr-Nov 2018/19

4%

Progress to Date

2.93%



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 2.93% shifts lost to sickness absence is below the 4% target. In November 2017 performance was 4.41%.

**WD11
WD12**

Uniformed staff absence during April – Nov was 3.47% of shifts lost to sickness absence. This was better performance than 2017/18 when it was 4.95%.
Non uniformed staff absence was 2.17% compared to 3.56% in 2017

