

Service Delivery Plan

Quarter 1 Performance Dashboard

Key Performance Indicators, targets and status at a glance

TR00 Emergency calls 6279 Q1 2025/26: 7096	TC01 Total Incidents 4765 Target: 4999	TC02 Total Fires 1571 Target: 1919
TC03 Primary fires 459 Target: 454	TC04 Secondary fires 1112 Target: 1465	TC05 Special services 1282 Q1 2025/26: 1253
TC06 False alarms 1912 Target: 1837	TR08 Attendance standard 96% Target: 90%	TD09 Sickness absence 5.13% Target: 4%
TE10 Carbon output 8.7 Target: 13.9	Status key Green = on target Amber = <10% above target Red = >10% above target Blue cards indicate quality assurance indicators without a formal target.	

Dashboard objective

This dashboard provides an at-a-glance summary of Quarter 1 performance across the principal Service Plan indicators. Each card shows the latest progress figure, target position and headline status, with full commentary provided in the detailed indicator sections that follow.

TR00 Total number of emergency calls received

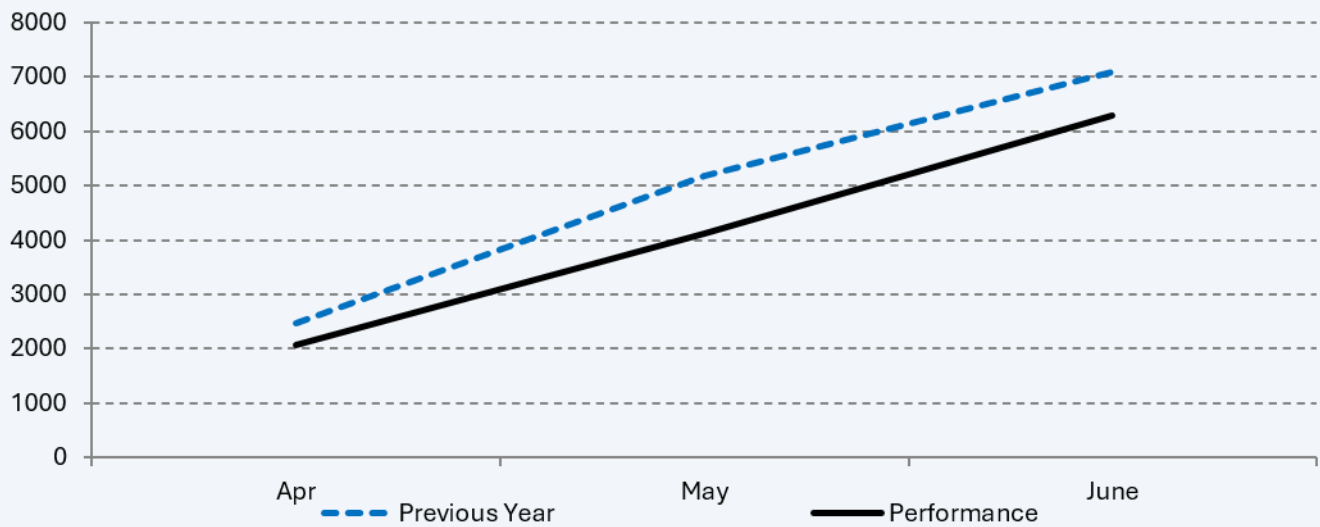
Service Plan Target

No target - Quality Assurance

Progress to Date

6279

Cumulative Performance



Commentary

By the end of Quarter 1, Fire Control had received 6279 emergency calls. This was 817 fewer than the 7096 calls received during the same period last year.

This indicator does not have a formal target and is monitored for quality assurance purposes only.

Related performance indicator(s)

DR22 The % of 999 calls answered within 10 seconds

Cumulatively 96.4% 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 2026 - Jun 2026

4999

Progress to Date

4765

Cumulative Performance



Commentary

During quarter 1, operational personnel attended 4765 emergency incidents, 234 fewer incidents than the target of 4999. When compared to the equivalent period last year, (where 5313 incidents were attended) there has been a reduction of 548 incidents.

The reduction in incidents attended was due to an extended dry period during the previous year which led to an increase in fires. This pattern was not repeated during the 1st quarter of the year.

TC02 Total number of fires attended in Merseyside

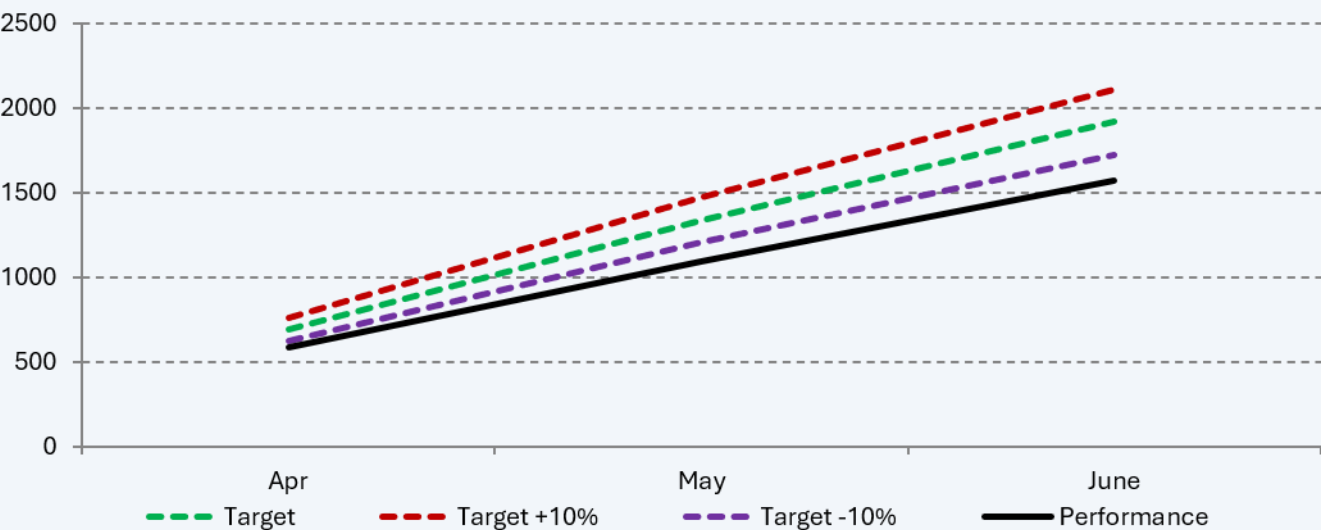
Service Plan Target
Apr 2026 - Jun 2026

1919

Progress to Date

1571

Cumulative Performance



Commentary

During quarter 1, operational personnel attended 1571 fire incidents, 348 fewer incidents than the target of 1919. When compared to the equivalent period last year, (where 2296 incidents were attended) there has been a reduction of 725 incidents.

The reduction in incidents is predominantly due to a fall in secondary fires, including ASB fires. Primary fires, including dwelling, vehicle and non-domestic fires, are narrowly ahead of target.

The reduction in incidents attended was due to an extended dry period during the previous year which led to an increase in fires. This pattern was not repeated during the 1st quarter of the year.

TC03 Total number of primary fires attended

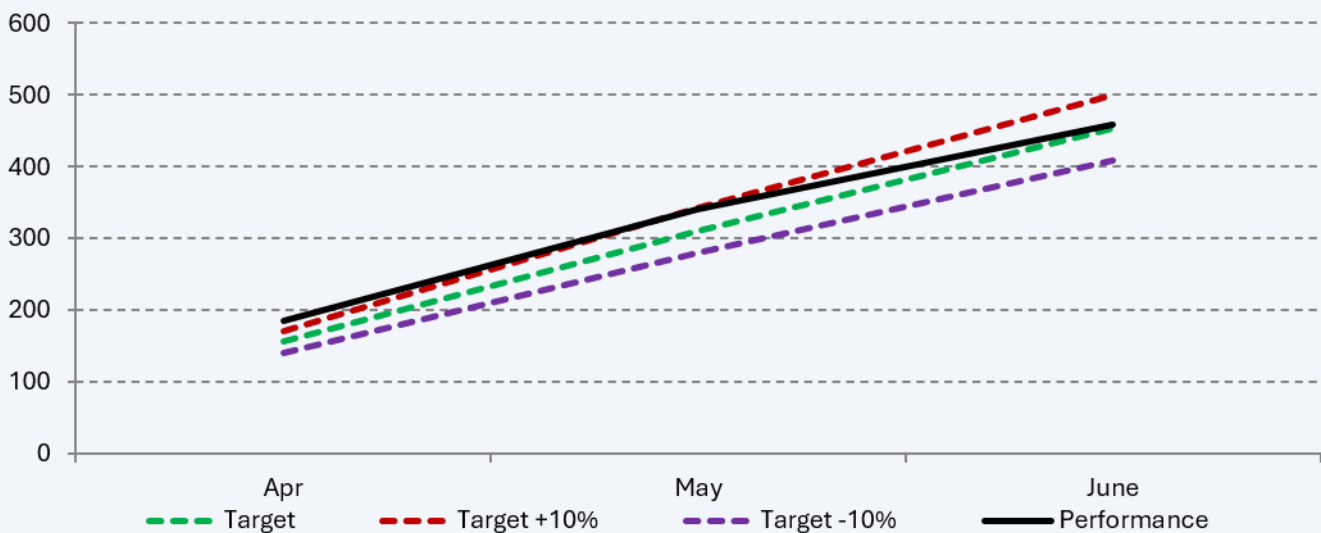
Service Plan Target
Apr 2026 - Jun 2026

454

Progress to Date

459

Cumulative Performance



Commentary

During quarter 1, firefighters attended 459 primary fire incidents, this was 5 incidents higher than the target of 454. When compared to the equivalent period last year, (where 499 incidents were attended) there has been a reduction of 40 incidents.

The key increase in incidents occurred during April, where there was a spike in accidental dwelling fires. April was a warm dry month and there was limited evidence of outdoor living with 7 incidents starting externally to the property and then spreading to the exterior of the building.

Related performance indicator(s)	
DC11 Number of accidental dwelling fires	At the end of quarter 1, there have been 196 accidental dwelling fire incidents attended, this is 6 above the target of 190, though a reduction of 20 on the previous year - where 216 were attended. There was a spike in activity during April, which was a warm dry month. There were 7 incidents where the fire started externally to the property and then spreading to the exterior of the building, some of which were related to outdoor living. For the quarter as a whole, there have been 19 fires where the fire started external to the property.
DC12 Number of fatalities in accidental dwelling fires	Tragically, at the end of quarter 1 there have been 2 deaths from accidental dwelling fires.
DC13 Number of injuries in accidental dwelling fires	At the end of quarter 1, there have been 10 injuries from accidental dwelling fire incidents, this is 3 below the target of 13, and a reduction of 1 on the previous year - where 11 injuries occurred.
DC14 Number of deliberate dwelling fires in occupied properties	At the end of quarter 1, there have been 24 deliberate dwelling fires in occupied premises attended, this is 3 below the target of 27, and a reduction of 1 on the previous year - where 25 were attended.
DC15 Number of deliberate dwelling fires in unoccupied properties	At the end of quarter 1, there have been 0 deliberate dwelling fires in unoccupied premises attended, against a target of 6, and a reduction of 4 on the previous year - where 4 were attended.
DC16 Number of deaths occurring in deliberate dwelling fires	At the end of quarter 1, there have been zero deliberate dwelling fire deaths attended.
DC17 Number of injuries occurring in deliberate dwelling fires	At the end of quarter 1, there have been 4 injuries from deliberate dwelling fire incidents, this is 2 above the target of 2, and a reduction of 2 on the previous year - where 11 injuries occurred.

TC04 Total number of secondary fires attended

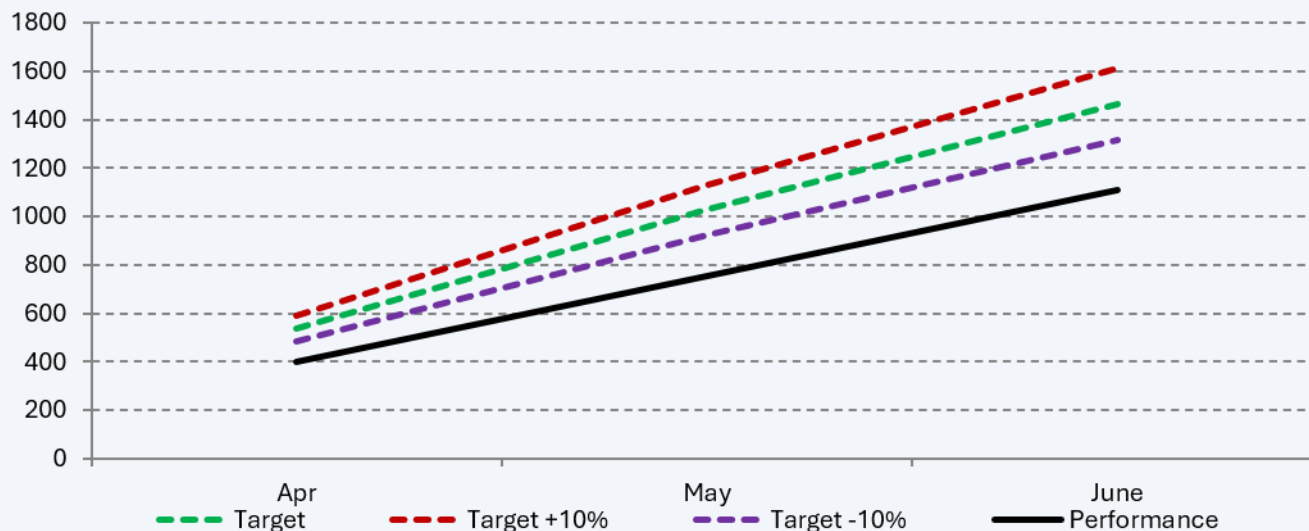
Service Plan Target
Apr 2026 - Jun 2026

1465

Progress to Date

1112

Cumulative Performance



Commentary

During quarter 1, operational personnel attended 1112 secondary fire incidents, 353 fewer incidents than the target of 1465. When compared to the equivalent period last year - where 1797 incidents were attended, there has been a reduction of 685 incidents.

Related performance indicator(s)

AC13 Number of deliberate ASB fires attended

During quarter 1, operational personnel attended 593 deliberate secondary fire incidents, 313 fewer incidents than the target of 906. When compared to the equivalent period last year, (where 1126 incidents were attended) there has been a 533 incident reduction.

Whilst there were prolonged warm dry spells during quarter 1, the same pattern from the previous year where elevated counts of deliberate fires failed to materialise.

With secondary fires, in general the weather plays a significant role, not just in dampening detritus, but also deterring anti-social behaviour. The key difference between the two years was that during 2025/26 the dry spell leading into the first quarter was longer and therefore leading to the right conditions for anti-social fires to take root.

TC05 Total number of special services attended

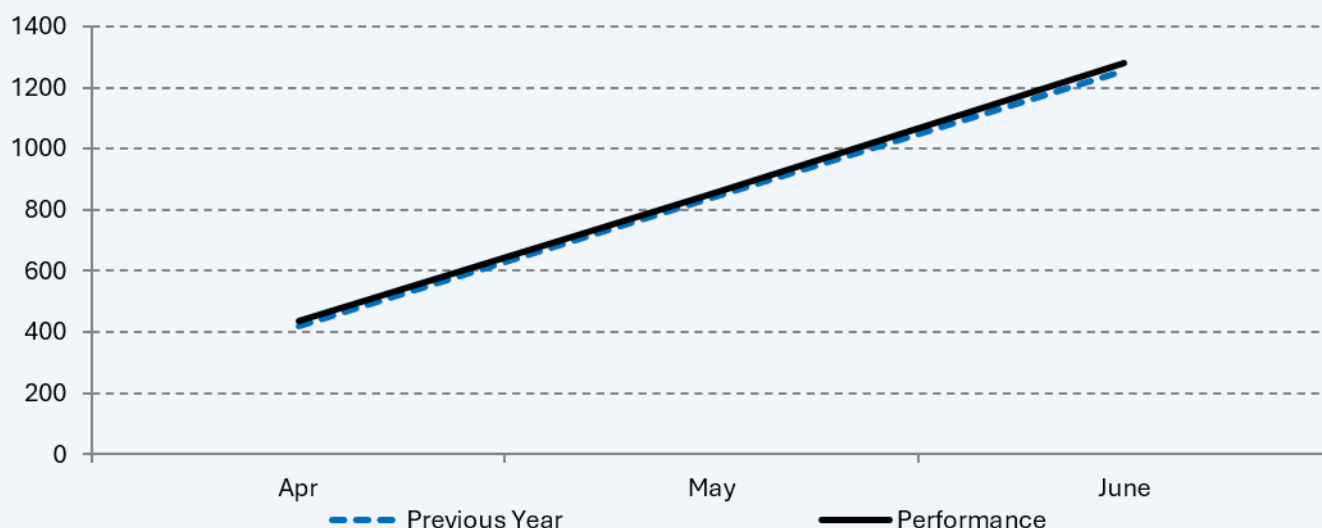
Service Plan Target

Quality Assurance

Progress to Date

1282

Cumulative Performance



Commentary

During quarter 1, operational personnel attended 1282 special service incidents, this was 515 fewer than the equivalent period last year, where 1797 incidents were attended.

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 of these incidents are related to assisting partner agencies such as the Police and Ambulance, particularly around providing medical assistance and effecting entry. They also include incident types such as 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 preventable by MFRS in the same way as most other emergency response activity.

This indicator does not have a formal target and is monitored for quality assurance purposes only.

Related performance indicator(s)

RC11 Number of Road Traffic Collisions (RTC)

At year end of the 1st quarter operational personnel attended 217 road traffic collisions, this is 33 more incidents than the equivalent period last year, where 184 incidents were attended.

This indicator does not have a formal target and is monitored for quality assurance purposes only.

RC12 Number of injuries at Road Traffic Collisions attended RC13 Number of fatalities at RTCs	At the end of the 1st quarter there were 96 injuries from road traffic collisions, this is an increase of 39 on the equivalent period last year, where 57 incidents were attended. Serious injuries are consistent between the two years with 15 during Q1 2026/27 and 14 for the equivalent period last year. Tragically, at the end of the 1st quarter there were 2 deaths from road traffic collisions, this is the same as the equivalent period last year, where 2 incidents were attended. These indicators do not have a formal target and is monitored for quality assurance purposes only.
RC16 Number of KSIs affecting 15-20 age group	MFRS has set a target based on Police “Killed and Seriously Injured” data. MFRS Prevention teams target the 15-20 age group, covering pre and early driver years, through educational work to reduce RTCs. At the end of the 1st quarter there were 12 injuries involving 15-20 year olds related to road traffic collisions, 1 above the target of 11. This is a reduction of 10 on the equivalent period last year, where 22 incidents were attended.
RC24 Total number of Water Rescue Incidents Attended	Water rescues are also considered as a special service incident. During quarter 1, firefighters attended 8 water rescue incidents, 2 fewer incidents than the target of 10. When compared to the equivalent period last year, where 6 incidents were attended, there was a 2 incident increase. 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

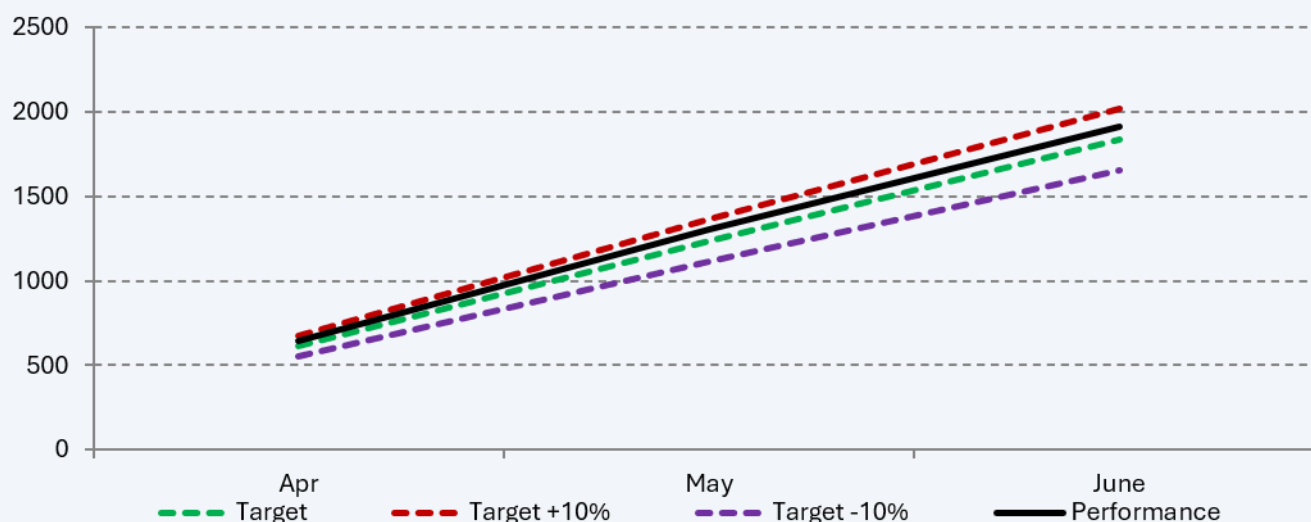
Service Plan Target
Apr 2026 - Jun 2026

1837

Progress to Date

1912

Cumulative Performance



Commentary

During quarter 1, operational personnel attended 1912 false alarm incidents, 75 more incidents than the target of 1837. When compared to the equivalent period last year, (where 1797 incidents were attended) there has been an increase of 148 incidents.

Related performance indicator(s)

FC11 Number of false alarm calls due to automatic fire alarm equipment in non-domestic properties

At year end of the 1st quarter firefighters attended 163 non-domestic false alarm incidents, 30 more incidents than the target of 133. When compared to the equivalent period last year, (where 123 incidents were attended) there was a 40 incident increase.

During quarter 1, the main causes of false alarm include: 30 or 18% of incidents were related to cooking / burnt toast, 47 or 29% were related to faults, 22 or 13% were accidentally set off and 20 or 12% were due to testing.

FC14 Number of false alarm calls due to smoke alarm actuation in domestic properties where call source is an ARC

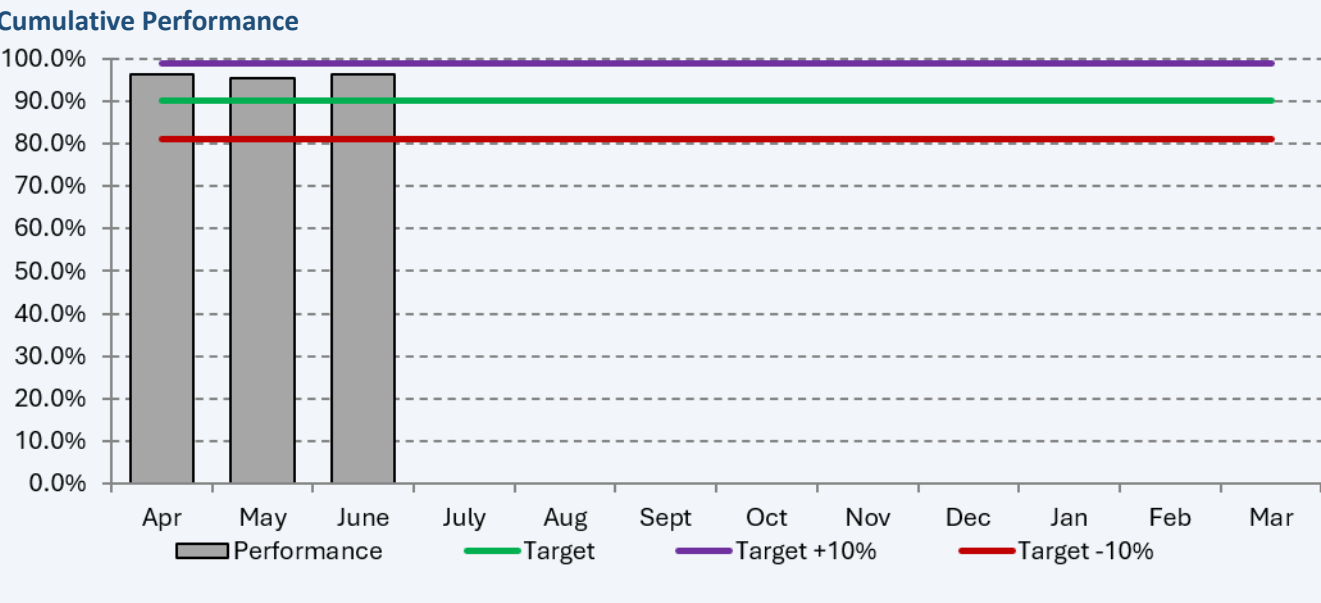
During quarter 1, firefighters attended 597 domestic false alarm incidents, 39 more incidents than the target of 558. When compared to the equivalent period last year, (where 586 incidents were attended) there was an 11 incident increase.

During quarter 1, the main causes of false alarm include: 275 or 46% of incidents were related to cooking / burnt toast, 112 or 19% were related

	to faults, 45 or 8% were accidentally set off and 43 or 7% were due to testing.
FC24 Total number of false alarm good intent attended inc non-ARC domestic incidents	During quarter 1, firefighters attended 1115 false alarm good intent incidents, 91 more incidents than the equivalent period last year, where 1024 were attended. False alarm good intent incidents are often called into Fire Control unintentionally or with the best of intentions. Often these are incidents related to controlled burning, barbecues and steam. This performance indicator includes domestic false alarms where the call received by Fire Control is not from an ARC or Alarm Receiving Centre, which has similar breakdowns as FC14 above.
FC22 Number of malicious false alarms attended	During quarter 1, firefighters attended 37 malicious false alarm incidents, 5 more incidents than the target of 32. When compared to the equivalent period last year, (where 31 incidents were attended) there has been an increase of 6 incidents. During quarter 1, 65% of malicious false alarms are related to intentional manual or break glass actuations.

TR08 Attendance Standard - The first attendance of an appliance at all life risk incidents in 10 minutes.

Service Plan Target Apr 2026 - Jun 2026	90%	Progress to Date	96%
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Commentary

During the 1st quarter 96% of life risk incidents were attended within 10 minutes – based on time of alert to time of attendance. This compares favourably against the 90% target and is in line with the equivalent period of last year, where performance was 96.6%.

Related performance indicator(s)

DR23 Alert to mobile in under 1.9 minutes

When responding to emergency incidents, it is key to understand how quickly operational crews are mobilised to an incident. This is based on the difference between the alert time to mobile time, with a target of 1.9 minutes or quicker to achieve this. During the 1st quarter, operational crews achieved this on 95.7% of occasions, achieving the 95% target and being in line with equivalent performance from the previous year of 95.6%.

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

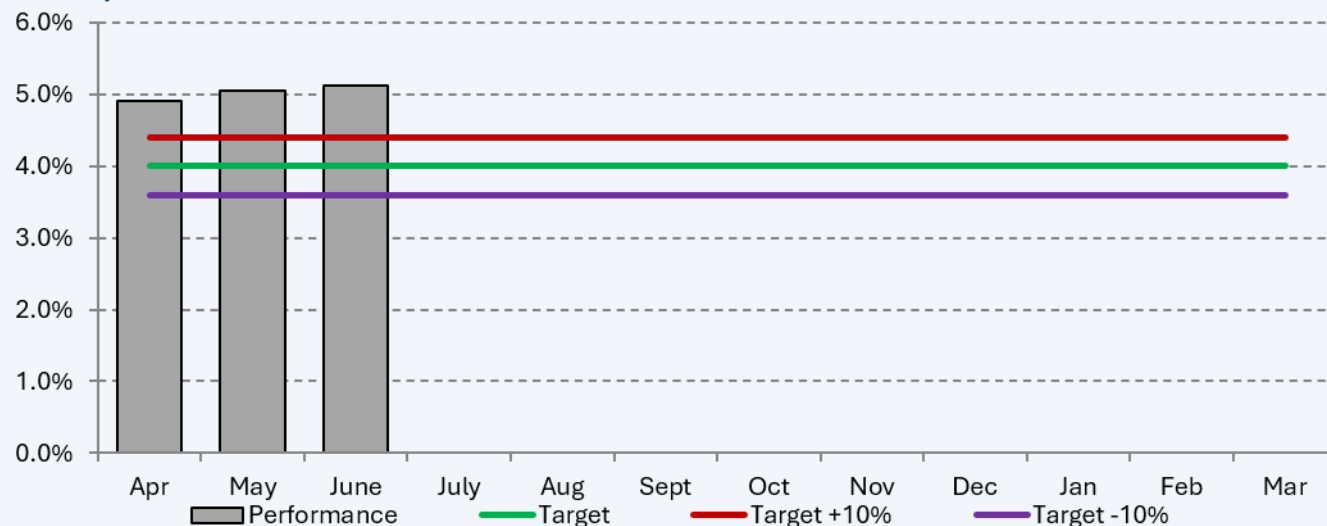
Service Plan Target
Apr 2026 - Jun 2026

4%

Progress to Date

5.13%

Monthly Performance



Commentary

At year end of the 1st quarter the proportion of available shifts lost to sickness was 5.13%, this is higher than the 4% target and higher than performance for the equivalent period last year at 4.91%.

Based on recent benchmarking data, Merseyside has an average of 2.7 days of sickness per person. This compares favourably against the national average of 2.8 days. *Source: National Sickness Data Collection Q4 2025/26*

During the 1st Quarter, the long term (*absence period longer than 28 days*) and short-term sickness split is:

- 66.5% long term sickness
- 33.5% short term sickness

As part of the wider programme of measures in place to improve attendance and provide support to employees, we are piloting a revised approach to Capability (Absence) Management at the First Formal Stage. The pilot introduces a simpler, timely desktop review process at the initial stage where attendance concerns are addressed earlier, decisions are made more quickly by Line Managers, and employees receive enhanced guidance and support to improve attendance.

The revised approach remains focused on support and fairness, ensuring individual circumstances, medical advice and workplace adjustments continue to be fully considered. The pilot is intended to improve attendance outcomes through earlier intervention and greater consistency, while preserving employee choice and maintaining appropriate safeguards throughout the process.

Related performance indicator(s)

WD11 Number of working days/shifts lost to sickness per Whole-time Equivalent GREY book (operational) personnel.

At year end of the 1st quarter the proportion of available shifts lost to sickness for operational personnel and Fire Control was 5.6%, this is higher than the 4% target and higher than performance for the equivalent period last year at 5.1%.

For operational staff including Fire Control, during the 1st Quarter, the long term (*absence period longer than 28 days*) and short-term sickness split is:

- 57.7% long term sickness
- 42.3% short term sickness

WD12 Number of working days/shifts lost to sickness per Whole-time Equivalent GREEN & RED book (non uniformed) personnel

At year end of the 1st quarter the proportion of available shifts lost to sickness for non-operational personnel was 4.9%, this is higher than the 4% target and the same as the performance for the equivalent period last year.

For non-operational staff, during the 1st Quarter, the long term (*absence period longer than 28 days*) and short-term sickness split is:

- 79.4% long term sickness
- 20.6% short term sickness

E10 Total carbon output of all buildings

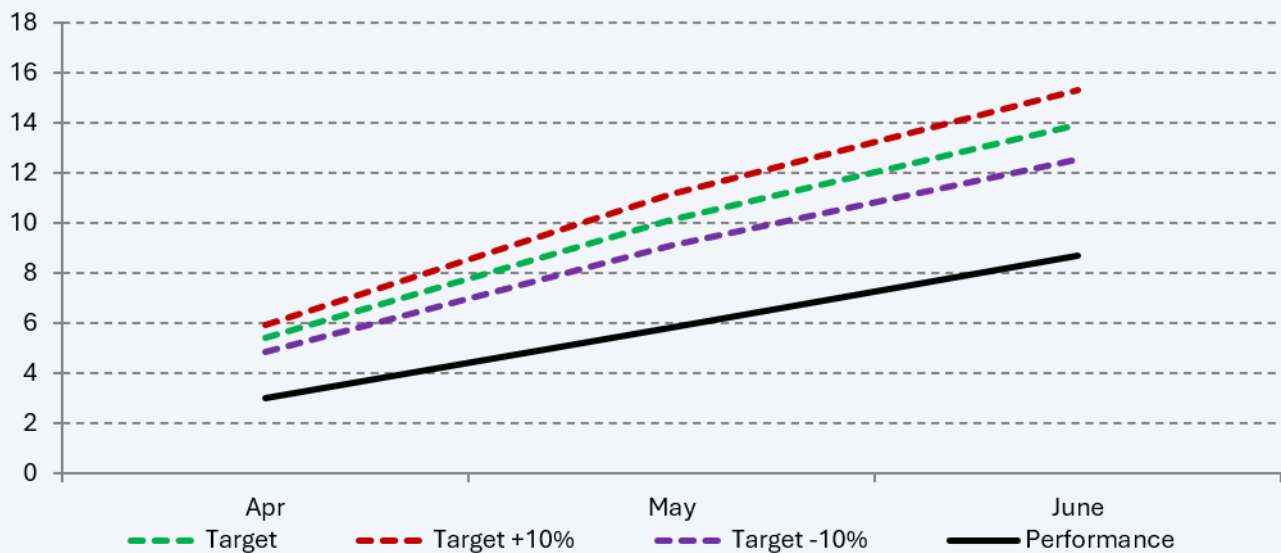
Service Plan Target
Apr 2026 - Jun 2026

13.9

Progress to Date

8.7

Cumulative Performance



Commentary

At the end of quarter 1, carbon output from MFRS buildings is 8.7, this is below the target of 13.9, and an increase of 0.2 on the previous year – which was 8.5. This measurement is based on tonnage of CO2 per square metre for the MFRS estate.