



Review of Activity - 2023/24

VERSION 1.0

STRATEGY & PERFORMANCE

Please note that the data in this document is based on the live Incident Recording System. As this is a live system, the data contained within this document is subject to review and can be changed without announcement.

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Related Documents

Document Name	Document Date
10 Year Business Intelligence Report Executive Summary 2014/15 – 2023/24	30/07/2024
Retrospective Incidents 2014/15 – 2023/24	30/07/2024
Retrospective ADF and RTC Fatality & Injury 2019/20 – 2023/24	30/07/2024
Fatality Trend Analysis – 2004/05 to 2023/24	30/07/2024
Target Setting and Performance Management Methodology	01/3/2013
Previous Business Intelligence Reports: 3-5 Yr Business Intelligence Report	Last updated: June 2023
IRMP Maps and Charts PowerPoint stored on the Portal	

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1. Introduction

The aim of this report is to provide a summary of activity in various functions over the last 12 months. The summary includes but is not limited to:

- 2.1 Overall Incident analysis
 - Summary of Incidents of Significance
- 2.2 Operational Response LPI
 - DR23 - Alert to Mobile
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 - DO22 - Call Handling Performance and Volume
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- 2.4 Incident Distribution
 - District
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 - Simultaneous
 - Station and
 - Day/night split
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 - Accidental Dwelling Fires,
 - Deliberate Vehicle Fires,
 - Deliberate Secondary Fires and
 - Special Service RTCs.

Please note, the count of mobilisations **will** differ from incident related counts due to the differing number of appliances mobilised to specific incident types, e.g. a small rubbish fire would expect a single appliance mobilisation, whilst a 'persons reported' would have 3 appliances mobilised and a AFA in a high rise property has 4 appliances and a CPL.

2. Findings

2.1 Incident Review

2.1.1 Summary of Incidents of Significance to MFRS during 2023/24¹

For the purposes of this document, an incident of significance is one which used (or could have used) significant resources² over a prolonged period. During 2023/24 there were 9 such incidents, 5 of which occurred within the 1st 6 weeks of the year. These incidents were:

000710-05042023 at 19:03 was an incident at the former Chaucer Vaults public house on Seaview Road Bootle. This was a 3 storey derelict public house. During the incident, 4 assistance messages were sent from the fire ground including: Make Pumps 4 & CPL and Request Drone. In total, 12 appliances were assigned during this incident. The Incident Investigation Team (IIT) were not requested to this incident due to the poor condition of the property but was suspected deliberate.

¹ Appliance counts relate to pumps, not CPLs, HVP, crew changes, etc

² Assistance messages (Make up requests) will use an ampersand (&) when more than 1 additional resource type is requested at the same time and the word AND for a further request.

001012-07042023 at 23:30 was an incident on Aigburth Road St Michaels. This incident was above a bookmaker in rooms used as flats. During the incident, 2 assistance messages were sent from the fire ground including: Make Pumps 4 and Make Pumps 6. In total, 11 appliances were assigned during this incident. This was suspected accidental ignition due to an electrical fault.

001843-15042023 at 13:23 was an incident on Arundel Avenue, Wavertree. This was a 3 storey mid terrace dwelling. During the incident, 3 assistance messages were made including: Make CPL 1 and Make Pumps 6. In total, 11 appliances were assigned during this incident. An investigation found this incident was caused accidentally by a suspected gas leak being ignited by electrical activity.

004076-02052023 at 17:25 was an incident at the former Scott Clinic, Rainhill. During the incident, 2 assistance messages were made for Make Pumps 4 and Make Pumps 6 & CPL. In total 12 appliances were assigned during this incident. The Incident Investigation Team (IIT) were unable to complete a full internal investigation due to the poor condition of the property but was suspected deliberate ignition of combustible materials.

004842-08052023 at 05:08 was at Barclays Business Park, Brookfield Drive, Aintree. This incident was a warehouse/office block split into multiple units. The fire affected 6 units, while smoke and water affected multiple other units. During the incident, 6 assistance messages were made from the fire ground. These included: Make Pumps 6, Make HVP, Make CPL 2 and Make Drone. In total, 22 appliances were assigned during this incident. The cause was suspected to be deliberate using ignitable liquids in the 6 units.

008713-03062023 at 09:54 was an incident at Knauf Insulation, Rainford. This incident was a quantity of insulation in an external storage yard adjacent to the factory. During the incident, an assistance message was made for Make Pumps 5. In total, 11 appliances were assigned during this incident. The cause was recorded as accidental but there is lack of information provided in Vision and IRS.

021536-07092023 at 18:31 was an incident at Olleco, Birchall Street, Kirkdale. This incident was an industrial building approximately 60m x 40m for recycling cooking oils. During the incident, 2 assistance messages were made for Make Pumps 6 & CPL and Make Pumps 8 and HVP. In total, 11 appliances were assigned during this incident. The cause was suspected to be accidental due to overheating of oil residue.

024191-30092023 at 00:48 was an incident on Springbourne Road, Wavertree. This incident was a 2 storey dwelling. During the incident, 2 assistance messages were made for Make Pumps 4 and Make Pumps 6. In total, 11 appliances were assigned during this incident. The cause was suspected to be accidental due to unsafe use of a paraffin heater. On attendance at this incident crews had to stop approximately 100m away due to several vehicles which were double parked, and the property also appeared to have extensive hoarding.

037894-27012024 at 14:18 was an incident at 30 Fox Street, Everton. This incident was at a 4 storey metal framed timber clad building that was going to be flats. During the incident, 3 assistance messages were made, including: Make Pumps 12 and Make CPL 2. In total, 24 appliances were assigned during this incident. The Incident Investigation Team carried out an investigation and found the suspected cause to be deliberate.

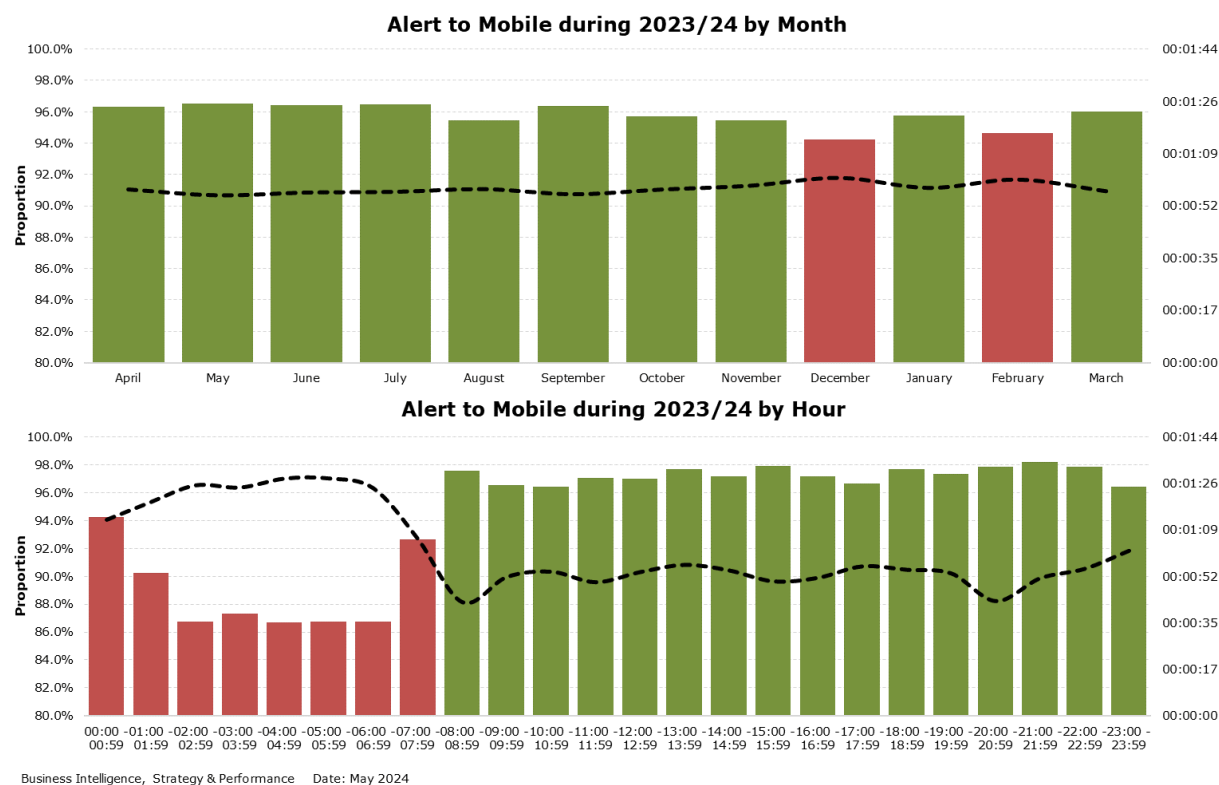
This incident made [national news](#) as Everton were playing Luton Town in the FA Cup 4th round at the time and the smoke plume was visible from Goodison Park.

2.2 Operational Response – LPIs

2.2.1 DR23 - Alert to Mobile

Local Performance Indicator (LPI) DR23 measures how quickly an appliance becomes mobile after receiving the mobilisation alert when at home station. The attainment target for this LPI is currently set at 95%. Merseyside Fire and Rescue Service's performance for 2023/24 was 95.8%. This is 0.2% lower than in 2022/23 where performance was 96.0%.

Chart 1: Alert to Mobile by Month and Hour



The top section of chart 1 shows how Merseyside Fire and Rescue Service appliances performed by month. This shows that fire crews met or exceeded the 95% standard month in 10 of the 12 months. December and February were the months that failed to meet the target.

The average time for fire crews to mobilise (black line on chart) from being alerted was 57 seconds, 1 second quicker than in 2022/23. Average alert to mobile time varies between 55s in May and 1m 01 seconds in December and February.

The lower section of chart 1 shows the Alert to Mobile performance by hour for 2023/24. This shows that during 'daytime hours' and late evening MFRS appliances regularly exceeds the performance target of 95%.

Performance declines between 00:00 and 07:59, falling from 96.4% at 23:00-23:59 to 86.7% at 04:00-06:59, before increasing to 97.6% at 08:00 - 08:59.

Average alert to mobile time varies between 42 seconds at 08:00-08:59 and 1min 28 seconds at 05:00-05:59. Average alert to mobile times at 20:00-20:59 is 43 seconds.

2.2.2 TR08 - Standard of Fire Cover

A life risk incident can be defined as an incident, where a primary fire has occurred, or medical treatment is required for an injury at an incident. Incidents of this nature can include: Accidental Dwelling Fires, extrication of persons from RTCs, incidents involving hazardous materials, etc.

Incidents classed as 'life risk' are measured by Key Performance Indicator (KPI) TR08 (Standard of Fire Cover), where the 1st attending appliance should be on scene within 10 minutes. The attainment target for this KPI is currently 90%.³

When calculating the total number of incidents against the number of 'life risk' incidents (incidents covered by the Standard of Fire Cover), 8.9% of incidents that Merseyside Fire & Rescue Service attended were life risk incidents (1530 out of 17243 incidents).

Performance for this KPI was 95.9% during 2023/24.

Chart 2: Proportion of Standard of Fire Cover Attained by Month and Hour compared to Average Attendance Times

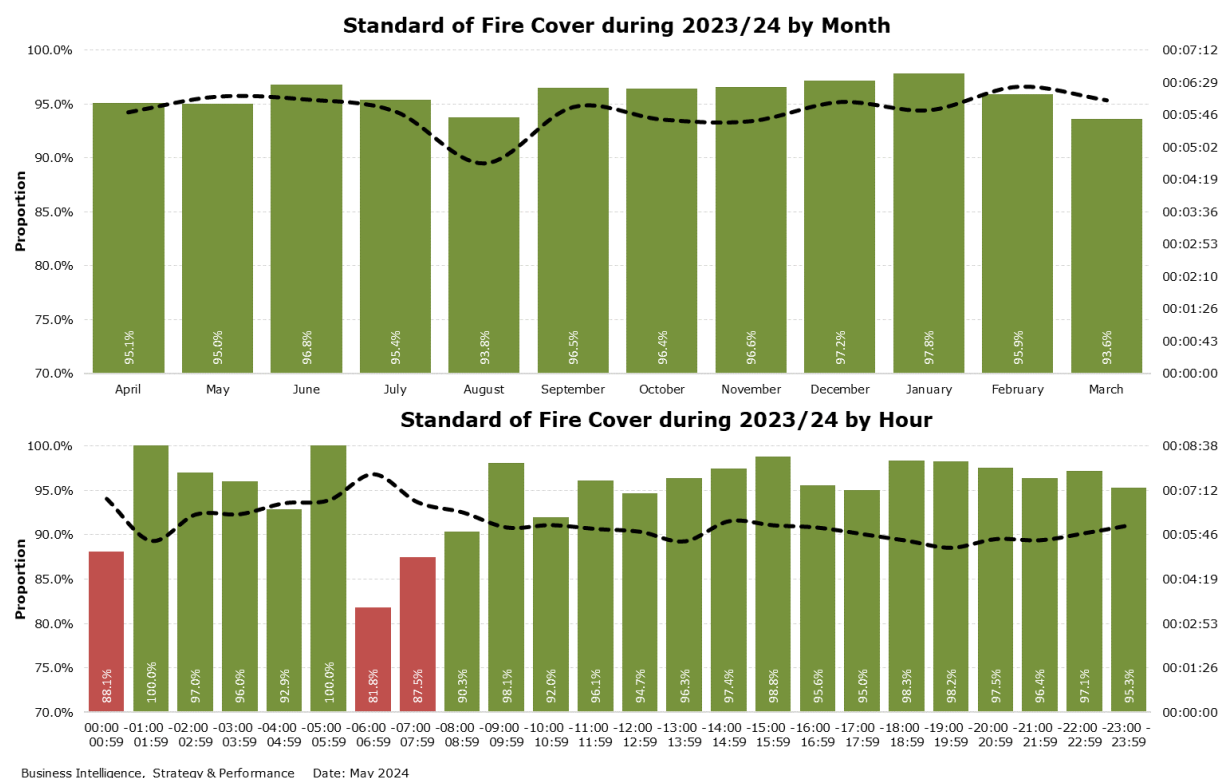


Chart 2 shows how Merseyside Fire and Rescue Service performed by month and hour for this KPI. This shows that fire crews met or exceeded the 90% standard each month.

The best performance was achieved during January (97.8%) followed by December (97.2%). The least best performance occurred during March (93.6%).

The average time for the 1st responding appliance to arrive (black line on chart) was 4m 55 seconds, the same as last year.

The lower section of chart 2 shows the performance by hour for 2023/24. This shows that performance fluctuates slightly more that alert to mobile throughout the day.

3 hours failed to meet the target (00:00-00:59 – 88.1%, 06:00-06:59 – 81.8% and 07:00-07:59 – 87.6%).

2 hours had 100.0% achievement, 01:00-01:59 (36 incidents) and 05:00-05:59 (31 incidents).

Table 1: Proportion of Standard of Fire Cover (SoFC) Attained by Month 2023/24; including average: Call Handling Time, 1st Appliance Attendance and 2nd Appliance Attendance

³ These figures are different to what are published by the Home Office due to differing methodologies (HO only measure primary fires and subsets of this group) and date range (HO are 6 months behind).

Month	Call Handling	Alert to Mobile	Pass	All Incidents	Performance	1st App Drive Time	2nd App Drive Time
April	00:01:44	00:00:50	117	122	95.1%	00:04:59	00:07:32
May	00:01:39	00:00:51	114	120	95.0%	00:05:19	00:08:23
June	00:01:42	00:00:55	151	157	96.8%	00:05:11	00:07:41
July	00:01:32	00:00:55	125	130	95.4%	00:04:55	00:07:26
August	00:01:35	00:00:58	135	144	93.8%	00:03:42	00:07:38
September	00:01:27	00:00:55	110	114	96.5%	00:05:00	00:09:07
October	00:01:39	00:00:49	109	112	96.4%	00:04:50	00:08:27
November	00:01:53	00:00:50	142	146	96.6%	00:04:46	00:07:21
December	00:01:31	00:00:58	137	141	97.2%	00:05:05	00:07:23
January	00:01:29	00:00:56	135	136	97.8%	00:04:56	00:07:01
February	00:01:36	00:00:56	95	98	95.9%	00:05:27	00:07:07
March	00:01:24	00:00:57	104	110	93.6%	00:05:08	00:07:30
Grand Total	00:01:36	00:00:54	1474	1530	95.9%	00:04:55	00:07:42

Table 1 shows the analysis of times for a life risk incident from time of call to the arrival time of appliances. This shows that on average across Merseyside it takes the 1st appliance 7m 26 seconds to arrive, 3 seconds quicker than last year. When taking the time from being Alerted to On Scene, this is 5m 49.

The average Call Handling Time (column 2), this shows that FireControl operators took on average, 1 min 36 seconds to process the information being provided by the caller and create the incident. This is 10 seconds slower than the previous year. FireControl processed calls quickest during March (1 min 24 seconds), whilst November was slowest with 1 min 53 seconds.

Analysing appliance times, the average for the 1st appliance drive time is 4 min 55 seconds (10 seconds faster than 2022/23 - 5 min 5 seconds) and the 2nd appliance was 7 min 42 seconds (4 seconds quicker - 7 min 46 seconds). The 1st appliance arrived quickest during August (3m 42 seconds) and slowest in February (5m 27 seconds).⁴

⁴ The overall time of 7 min 26 seconds will differ from what is published by the Home Office due to differing methodologies. The Home Office statistics can be found here: <https://www.gov.uk/government/collections/fire-incidents-response-times>

Table 2: Breakdown by Incident Type⁵

Month	Fire	HazMat	Rescue/ Release	Other Transport	Water Rescue	RTC	Average
April	00:04:55	00:05:38	00:06:28	00:00:00	00:14:23	00:06:37	00:05:33
May	00:05:13	00:07:33	00:07:24	00:00:00	00:06:31	00:04:47	00:05:55
June	00:05:37	00:05:37	00:07:31	00:03:01	00:07:48	00:06:14	00:06:00
July	00:05:27	00:06:50	00:06:18	00:00:00	00:10:00	00:05:13	00:05:46
August	00:05:21	00:05:40	00:06:30	00:02:18	00:09:50	00:05:00	00:05:43
September	00:05:32	00:06:11	00:06:26	00:06:41	00:07:41	00:05:18	00:05:46
October	00:05:17	00:06:55	00:05:34	00:00:00	00:13:24	00:06:22	00:05:39
November	00:05:17	00:06:08	00:06:06	00:04:42	00:07:34	00:06:24	00:05:34
December	00:05:52	00:05:41	00:06:52	00:00:00	00:00:00	00:06:26	00:05:58
January	00:05:34	00:05:53	00:05:17	00:00:00	00:09:08	00:06:13	00:05:42
February	00:05:31	00:06:35	00:07:17	00:00:00	00:06:37	00:11:56	00:06:16
March	00:05:42	00:06:34	00:07:50	00:09:04	00:08:19	00:04:17	00:06:05
Average	00:05:28	00:06:15	00:06:37	00:05:09	00:08:38	00:06:10	00:05:49

Table 2 shows the average response time for the 1st appliance from being **alerted** by type. This shows that the average attendance to a **fire** was 5m 28 with April having the quickest response time (4m 55) and December the slowest (5m 52). Responses to **water rescue incidents** are slowest at 8m 38 due to donning water rescue PPE.

2.2.3 DO21 - Confinement to Room of Origin

Local Performance Indicator (LPI) DO21 measures how often an Accidental Dwelling Fire is restricted to the room where it started, this is described as Confined to Room of Origin. The attainment target for this LPI is currently 92%.⁶

During 2023/24, Merseyside Fire and Rescue Service failed to achieve the target of 92%; with 89.5% of Accidental Dwelling Fires confined to the room of origin. This is 1.6% higher than during 2022/23.

⁵ Green highlight shows quickest response time, red highlight the slowest response

⁶ The proportions may appear slightly different to those published in the Service Plan due to data being refreshed on different dates. A piece of work is undertaken by Operational Response each month in relation to the incorrect recording of 'Confined to Room of Origin' so these figures may change in the future.

Chart 3: Proportion of Accidental Dwelling Fires confined to Room of Origin by Month and Hour
ADF Confined to Room of Origin during 2023/24 by Month

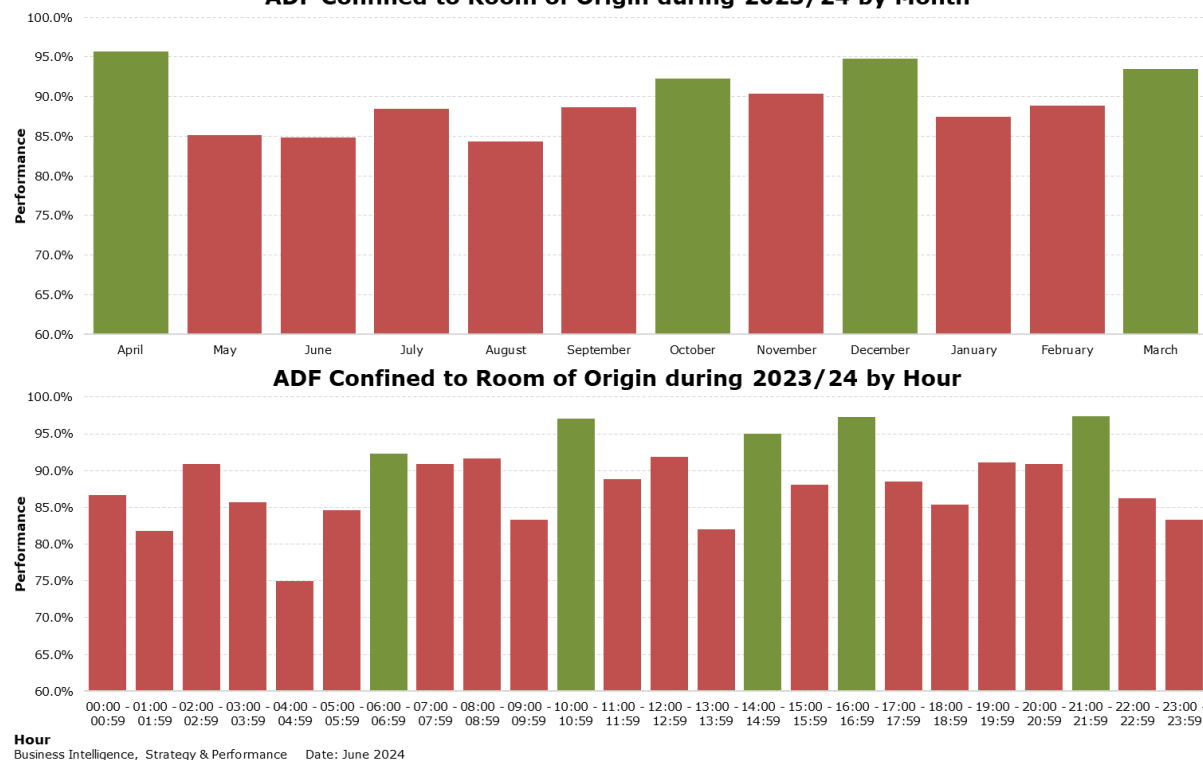


Chart 3 shows 4 months met or exceeded the 92% standard. These months were: April (95.7%), October (92.3%), December (94.8%) and March (93.5%).

August was the poorest performing month (84.3%) followed by June (84.8%).

The lower half of the chart describes performance by hour and shows that the standard was met during 5 hours in 2023/24. The poorest performance occurred between 04:00-04:59 (75.0%) followed by 01:00-01:59 (81.8%). The best performance occurred between: 21:00-21:59 (97.4%) and 16:00-16:59 (97.3%).

It should be noted that during 2023/24 there were 56 accidental dwelling fires where the fire started externally to the property – which means by default the fire was not confined. If these incidents were omitted from the overall figures, then overall performance improves to 91.5%.

In a further note: there were 65 accidental dwelling fires where the fire had already gone beyond the room of origin– which means by default the fire was not confined. If these incidents were omitted from the overall figures, then overall performance improves to 98.3%.

Further analysis of the room of origin data shows most accidental dwelling fires begin in the kitchen (382 of 669 or 57.1%), of which 97.9% were contained within the room of origin. The second most common room for fires to start in is the bedroom (70 of 669 or 10.5%), of which 64.3% are contained.

By reviewing data since 2014/15, there have been 5610 incidents involving kitchens, of which 97.8% have been contained, followed by 780 in the living room with 85.9% contained.

2.3 Operational Response - FireControl

2.3.1 All Calls

During 2023/24, FireControl handled 139,747 calls. June saw the most calls handled (13,563), while March saw the least (7,407) – a range of 6,156 calls⁷.

There were 20,075 (14.4%) calls received by 999 lines and 683 (0.5%) on the National Resilience lines. Calls from these 2 call sources have more detail below.

8,477 (6.1%) of calls came from other agencies, with 3,979 coming from the Merseyside Police and 2,730 coming from NWAS.

52,769 (37.8%) calls came from other MFRS departments (including fire stations and senior officers), and 54,886 (39.3%) calls were made by FireControl.

2.3.2 DO22 - Call Handling Performance and Volume

Of the 20,075 calls received by FireControl on the 999 lines, 97.8% (19,638) were answered within 10 seconds. The month with the best performance was November (99.4% or 1622 out of 1631), while the least best performance was June (96.9% or 2223 out of 2293).

Chart 4: Call Handling Volume via 999 Lines

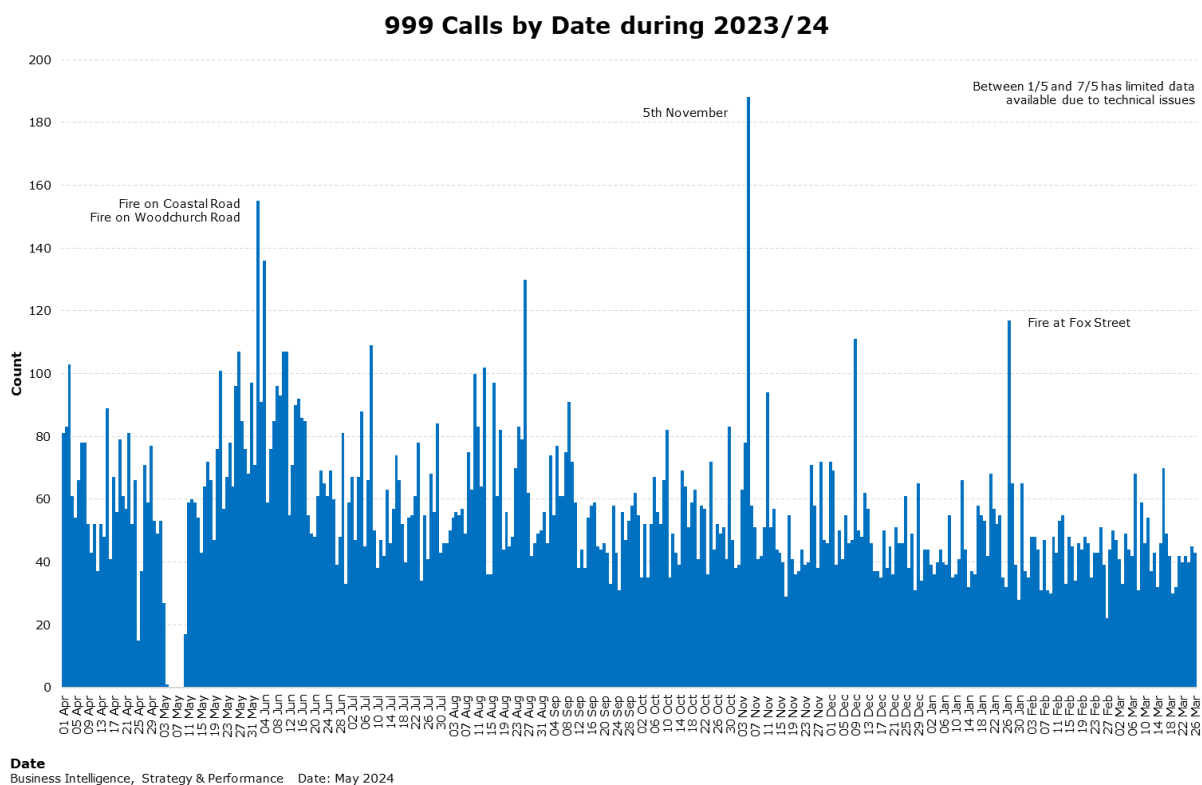


Chart 4 shows the distribution of calls received into FireControl via 999 lines across the year. The chart shows that frequency of calls has high points leading into and throughout the summer months.

The 5th November always shows as a high point due to calls regarding bonfires, before reducing over winter.

⁷ The server the ACCR software sits on underwent an upgrade on 20th March and did not restart correctly meaning calls between 20th March and 31 March were not recorded correctly. Based on a rough estimate of dividing March's total by 19 days and multiplying the result by 31, there could be approximately 4000 calls not recorded

The average number of 999 calls received per day is 55.6, while the mode is 46 per day (15 occasions), followed by 44 (14 occasions) and 55 (on 13 occasions).

There were 2 days with more than 150 emergency calls. These were (in date order): 2nd June (155) and 5th November (188).

In terms of least 999 calls, there were 7 dates with less than 30. These were (in date order): 25th April (15), 3rd May (27), 10 May (17), 17th November (29), 30th January (28), 27th February (22) and 27th March (28).

2.3.3 Repeat Calls

Some incidents are reported by more than 1 person, making these calls 'repeats' of the original incident.

Table 3: Repeat Call Count by Month

Month	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Grand Total
1 to <6 Calls	344	363	385	333	325	280	265	316	264	277	214	240	3606
6 to <11 Calls	19	14	18	6	12	14	7	7	9	10	8	10	134
11 to <16 Calls	5	4	1	6	2	4	4	2	1	3	3	2	37
16 to <21 Calls	1	2	0	1	2	0	2	0	0	0	0	0	8
21 to <26 Calls	0	3	2	0	0	0	1	0	1	0	0	0	7
26+ calls	0	0	1	0	1	0	1	0	1	2	0	1	7
Grand Total	369	386	407	346	342	298	280	325	276	292	225	253	3799
% 1 to 6 Calls	93.2%	94.0%	94.6%	96.2%	95.0%	94.0%	94.6%	97.2%	95.7%	94.9%	95.1%	94.9%	94.9%
% 21+ Calls	0.0%	0.8%	0.7%	0.0%	0.3%	0.0%	0.7%	0.0%	0.7%	0.7%	0.0%	0.4%	0.4%

Table 3 describes the breakdown in batches of 5. During 2023/24, there were 3799 incidents (22.0%) with more than 1 call. Of this subset, 59 incidents had 11 or more repeats calls (0.3% of all incidents), with 1 incident receiving more than 100 calls and another receiving 40 calls. These 2 incidents were: a property fire in a metal/wooden clad building on Fox Street (108 calls), and a wind driven fire in a disused nursery on Everton Road (40 calls).

In addition to the 2 incidents above, there are 13 incidents that had between 20 and 32 calls. These incidents were:

- 23 calls on 02/05/2023 to a vehicle fire on Mill Lane L13
- 22 calls on 02/05/2023 to a fire at former Scott Clinic
- 24 calls on 08/05/2023 to a deliberate fire at Barclays Business Park
- 32 calls on 02/06/2023 to a grass fire on Coastal Road Ainsdale
- 25 calls on 02/06/2023 to a property fire on Woodchurch Road
- 23 calls on 11/06/2023 to a vehicle fire on Ormskirk Road
- 30 calls on 16/08/2023 to a vehicle fire on M62 J7 (Rainhill Stoops)
- 20 calls on 24/08/2023 to a pub fire on Clifton Street Birkenhead
- 30 calls on 24/10/2023 to a vehicle fire on Shevingtons Lane Kirkby
- 23 calls on 28/10/2023 to a vehicle fire on M53 J4 (Clatterbridge)
- 28 calls on 02/12/2023 to a house fire on Holt Road Tranmere
- 23 calls on 29/12/2023 to a vehicle fire at petrol station on Queens Drive, and
- 26 calls on 16/03/2024 to a house fire on Rathbone Road

The months of September, November and February did not see an incident that generated 16 or more calls.

Chart 5: Incidents with 6 or More Repeat Calls

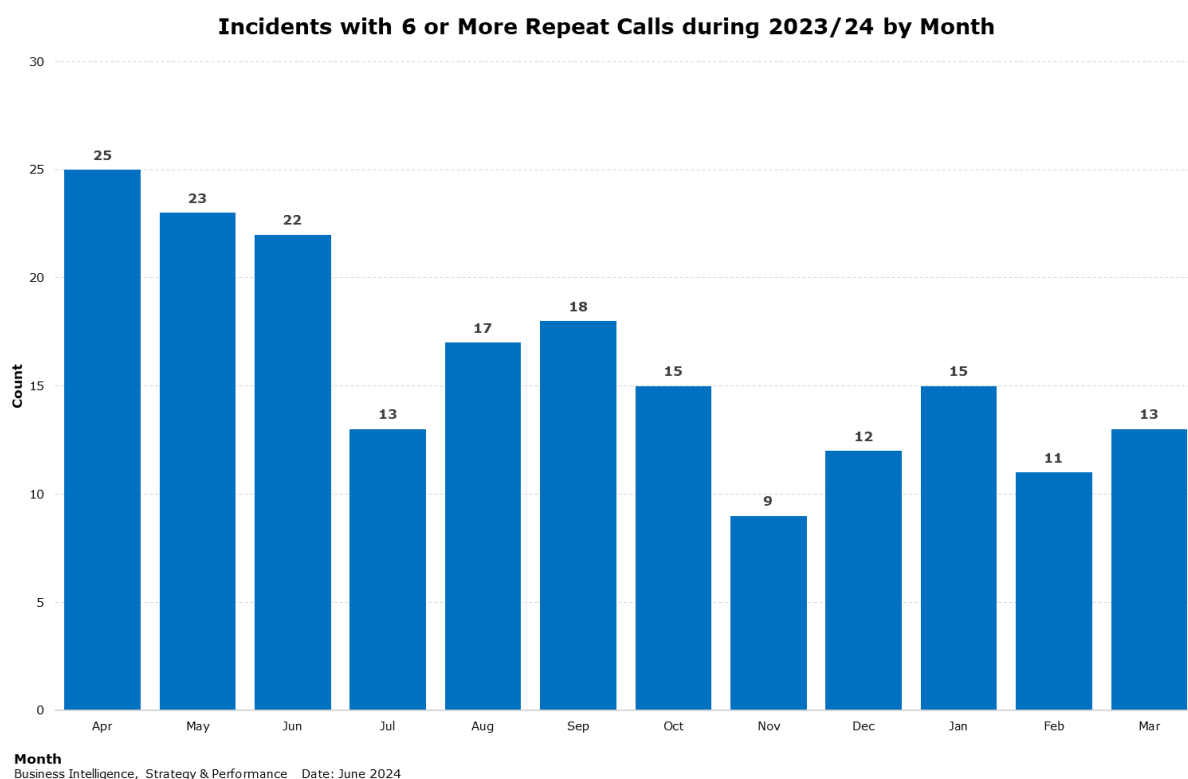


Chart 5 shows the breakdown of incidents with 6 or more repeat calls by month for 2023/24. This chart shows that April and May saw the most incidents (25 and 23 respectively) as this corresponds to the list of significant incidents in section 2.1.1.

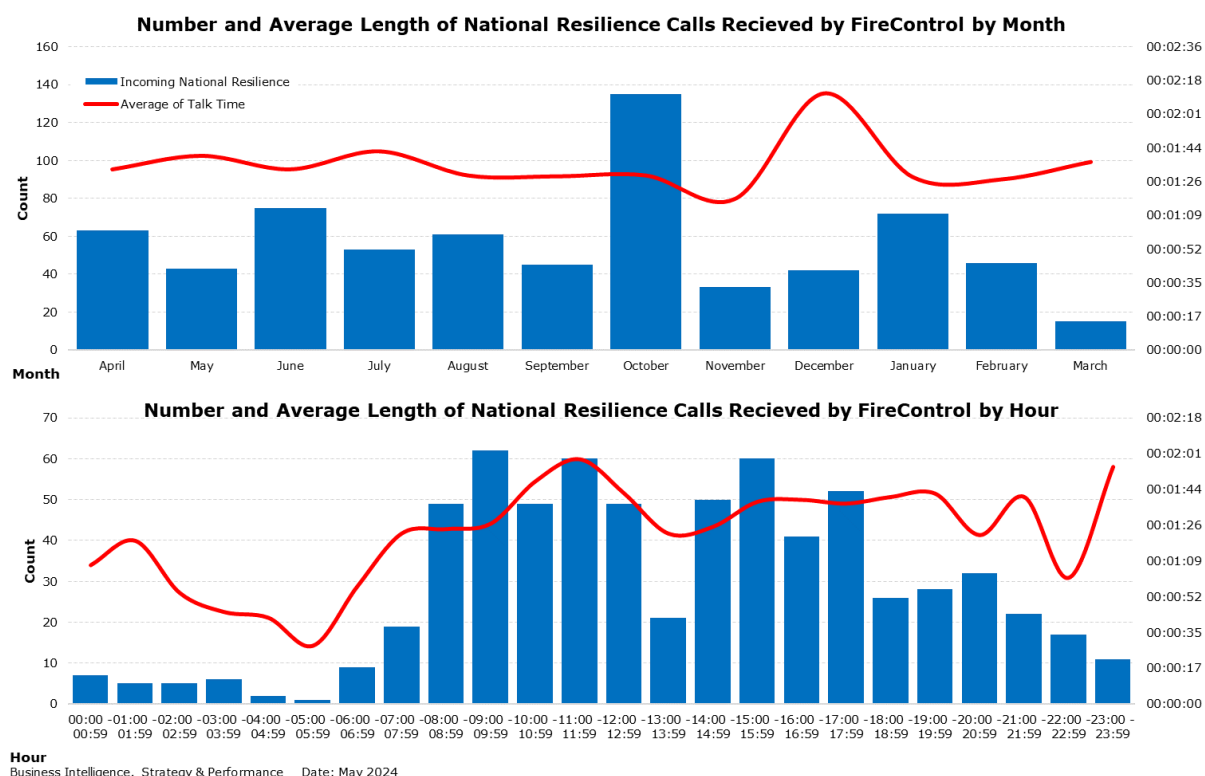
2.3.4 National Resilience Call Volume⁸

In April 2017, FireControl took responsibility for call handling for National Resilience enquiries and incidents.

During 2023/24, FireControl answered 683 calls related to National Resilience. The month with the most calls was October with 135, followed by June (75).

⁸ Based on calls received via National Resilience lines in FireControl, rather than incident types of NR Enquiry and NR Incident as 1 incident may generate multiple calls, ie requests for additional resources over the length of the incident not necessarily additional incidents.

Chart 6: Call Handling Volume via National Resilience Lines



The upper part of chart 6 describes the number of calls that FireControl handle on behalf of National Resilience with the average call time. This shows:

- October had the largest number of calls.
- The lowest number of calls occurred in March (15).
- There were 189 calls between June and August – this is 82 less than the year before.
- The average length of a call was 1m 35, with the lengthiest talk time during December (2m 12).

The lower section of the chart describes the breakdown of calls by hour. This shows that the majority of calls occur during 'office' hours, (08:00 – 17:59). The longest call times occur at 11:00-11:59 (1m 58) and 23:00-23:59 (1m 55), while the shortest calls occur at 05:00-05:59 (28 secs).

2.4 Incident Distribution

Chart 7: Distribution of Incidents for Merseyside and by District during 2023/24

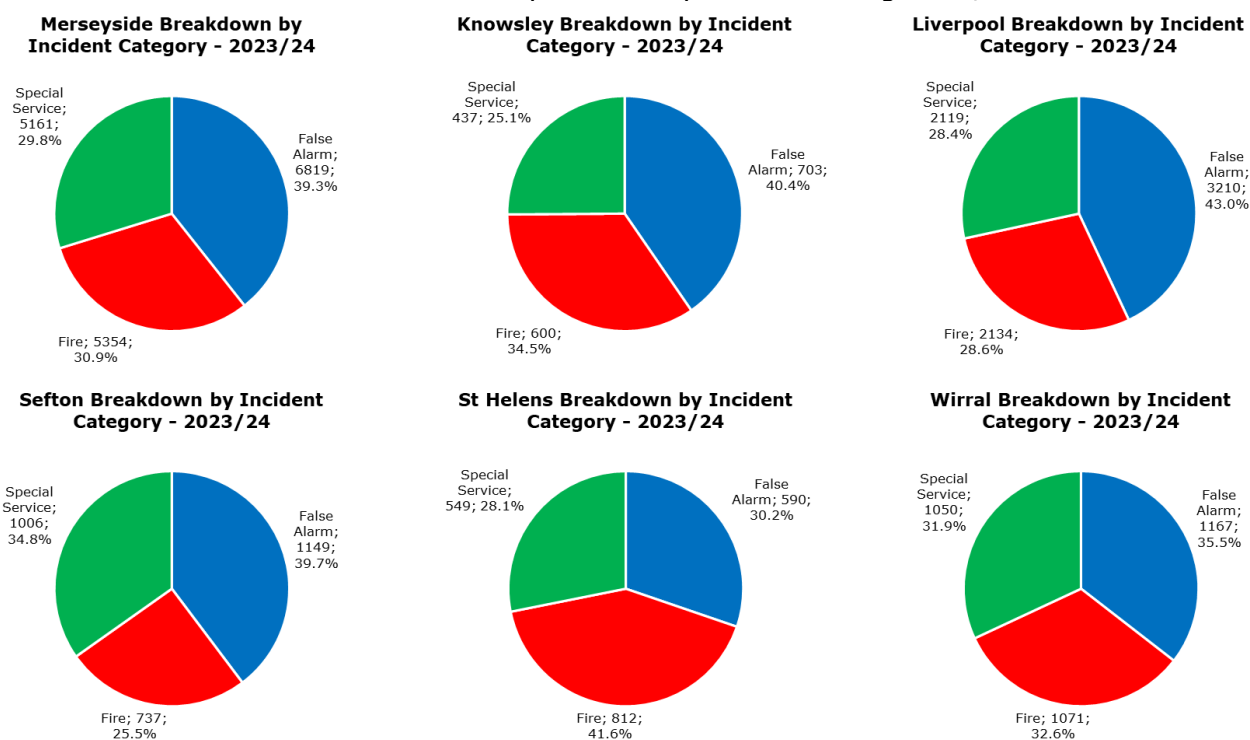


Chart 7 (and table 4 below) show the distribution of incidents by top level category (fire, false alarm and special service) across Merseyside and each district during 2023/24. The chart shows that across Merseyside: 39.3% (6819) of incidents were false alarms, 30.9% (5354) were fires and special services account for 29.8% (5161).

Analysing the data at a district level, this shows that incidents in Wirral are the most balanced at close to a third each, whereas those in St Helens are most skewed towards fires (41.6%), followed by Knowsley (34.5%).

Incidents in Liverpool are heavily influenced by false alarms (43.0%) followed by Knowsley (40.4%).

Sefton have the largest proportion of special services (34.8%), while Knowsley have the smallest proportion (25.1%).

Table 4: Incident Category Proportions by District

Geography	False Alarm	Fire	Special Service	Total
Merseyside	6819 (39.3%)	5354 (30.9%)	5161 (29.8%)	17334 (100.0%)
Knowsley	703 (40.4%)	600 (34.5%)	437 (25.1%)	1740 (100.0%)
Liverpool	3210 (43.0%)	2134 (28.6%)	2119 (28.4%)	7463 (100.0%)
Sefton	1149 (39.7%)	737 (25.5%)	1006 (34.8%)	2892 (100.0%)
St Helens	590 (30.2%)	812 (41.6%)	549 (28.1%)	1951 (100.0%)
Wirral	1167 (35.5%)	1071 (32.6%)	1050 (31.9%)	3288 (100.0%)

Chart 8: Incidents by Week and District

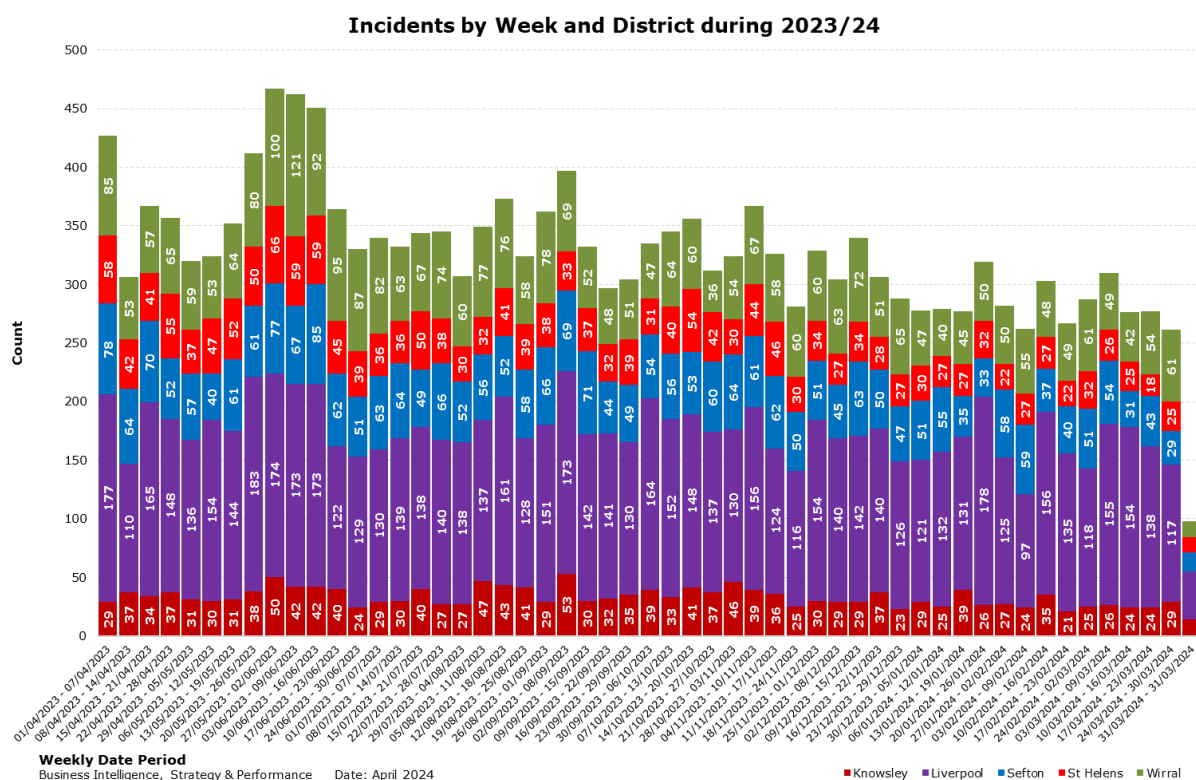
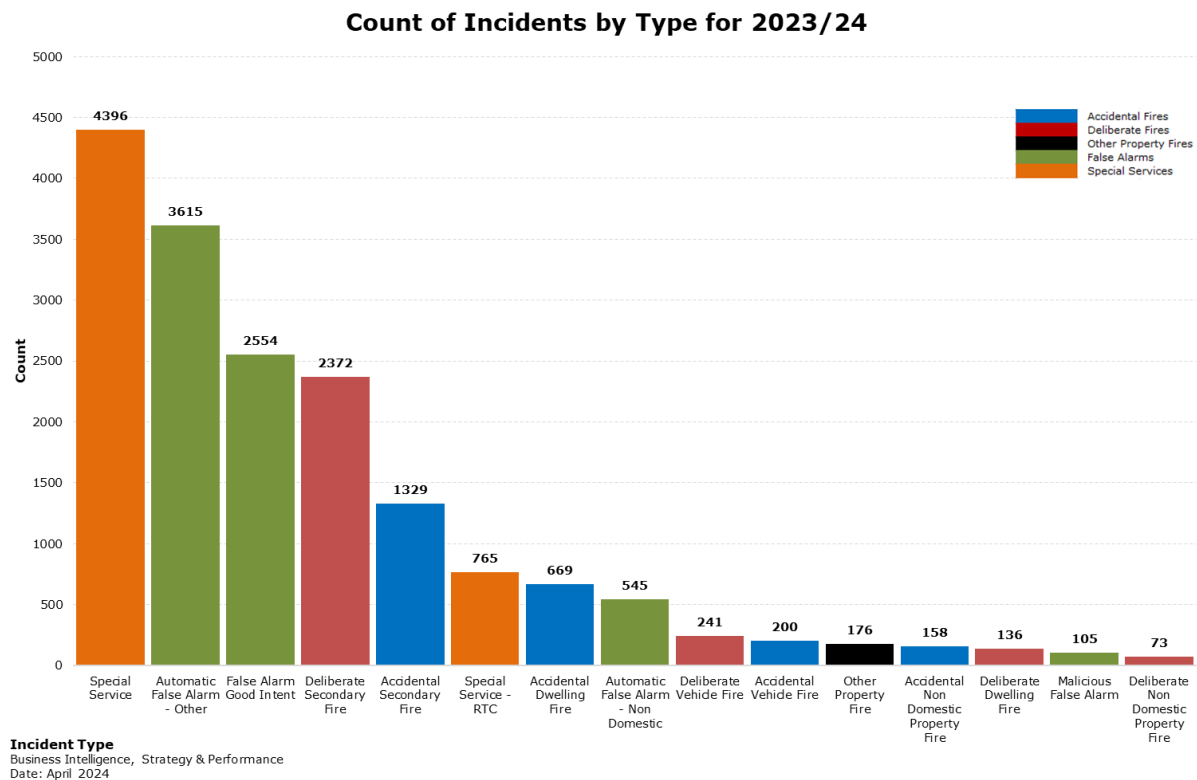


Chart 8 shows the distribution of incidents by week and district for 2023/24. This shows that as the weather was mixed during April and the start of May, weekly incident counts hovered around 350.

As the weather improved through the latter part of June and into July, incident numbers increased to around 450, more than 150 fewer than seen in July 2022 (617).

Weekly incident counts reduced at the end of June and stayed between 300 and 350 except for the odd week. After bonfire night, weekly incident counts reduced again, this time between 250 and 300 for the rest of the year.

Chart 9: Count of Incidents by Generic Type during 2023/24



Charts 9 and 10 show the count (and proportion) of incidents attended by type during 2023/24. MFRS attended 4396 Special Services (25.4%), followed by Automatic False Alarm – Domestic & Other (3615 or 20.9%).

The fewest incidents attended are: Deliberate Non-Domestic Property fires (73 or 0.4%) and Malicious False Alarms (0.6%).

Chart 10: Proportion of Incidents Attended during 2023/24

Incident Proportions for 2023/24

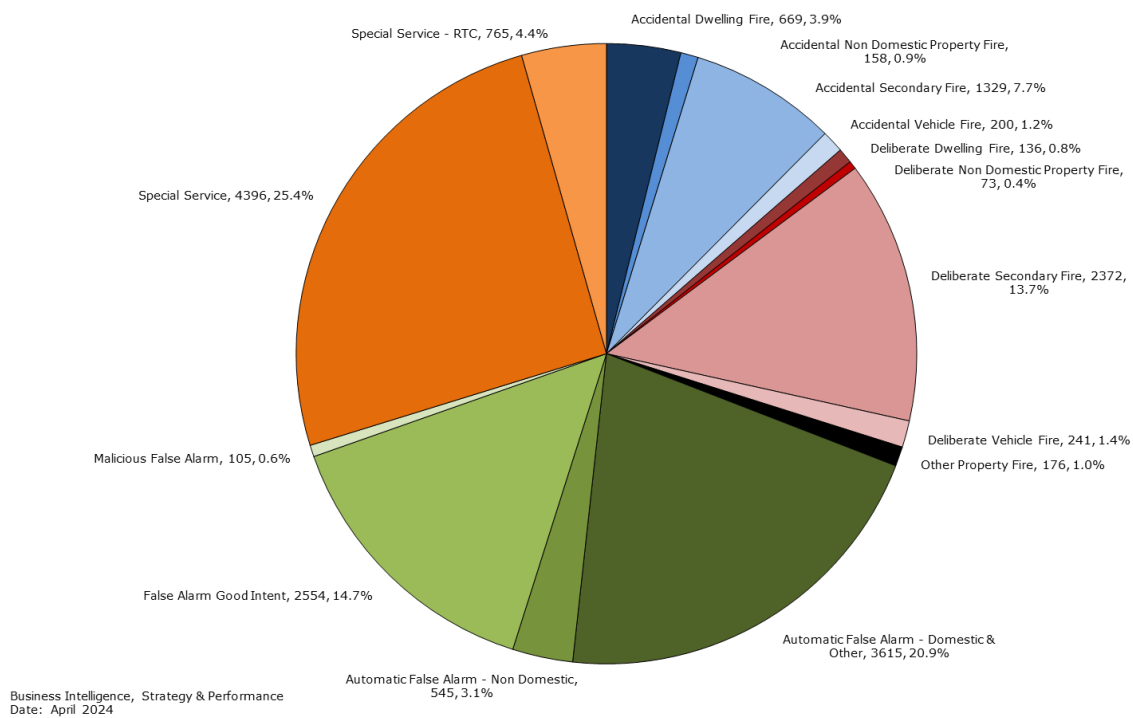


Table 5: Incident Proportions in 2022/23 and 2023/24

Incident Type	2022/23	2023/24	1 Yr % Change
Accidental Dwelling Fire	4.1%	3.9%	-0.3%
Accidental Non-Domestic Property Fire	0.7%	0.9%	0.2%
Accidental Secondary Fire	10.5%	7.7%	-2.8%
Accidental Vehicle Fire	1.2%	1.1%	0.0%
Deliberate Dwelling Fire	0.7%	0.8%	0.0%
Deliberate Non-Domestic Property Fire	0.4%	0.4%	0.1%
Deliberate Secondary Fire	17.6%	13.7%	-3.9%
Deliberate Vehicle Fire	1.5%	1.4%	-0.1%
Other Property Fire	1.3%	1.0%	-0.3%
Automatic False Alarm - Domestic & Other	16.8%	20.9%	4.1%
Automatic False Alarm - Non-Domestic	2.5%	3.1%	0.6%
False Alarm Good Intent	13.6%	14.7%	1.1%
Malicious False Alarm	0.8%	0.6%	-0.2%
Special Service	23.8%	25.4%	1.5%
Special Service - RTC	4.5%	4.4%	-0.1%

Table 5 shows the difference in the proportion of incidents between 2022/23 and 2023/24. This shows that there have been minor changes in the proportion of incidents between the 2 years, with Automatic False Alarm – Domestic & Other seeing the largest increase (+4.1%), followed by Special Services (+1.5%).

The largest proportional reductions have occurred in: Deliberate Secondary Fires (-3.9%) and Accidental Secondary Fires (-2.8%).

Chart 11: Incidents by Month

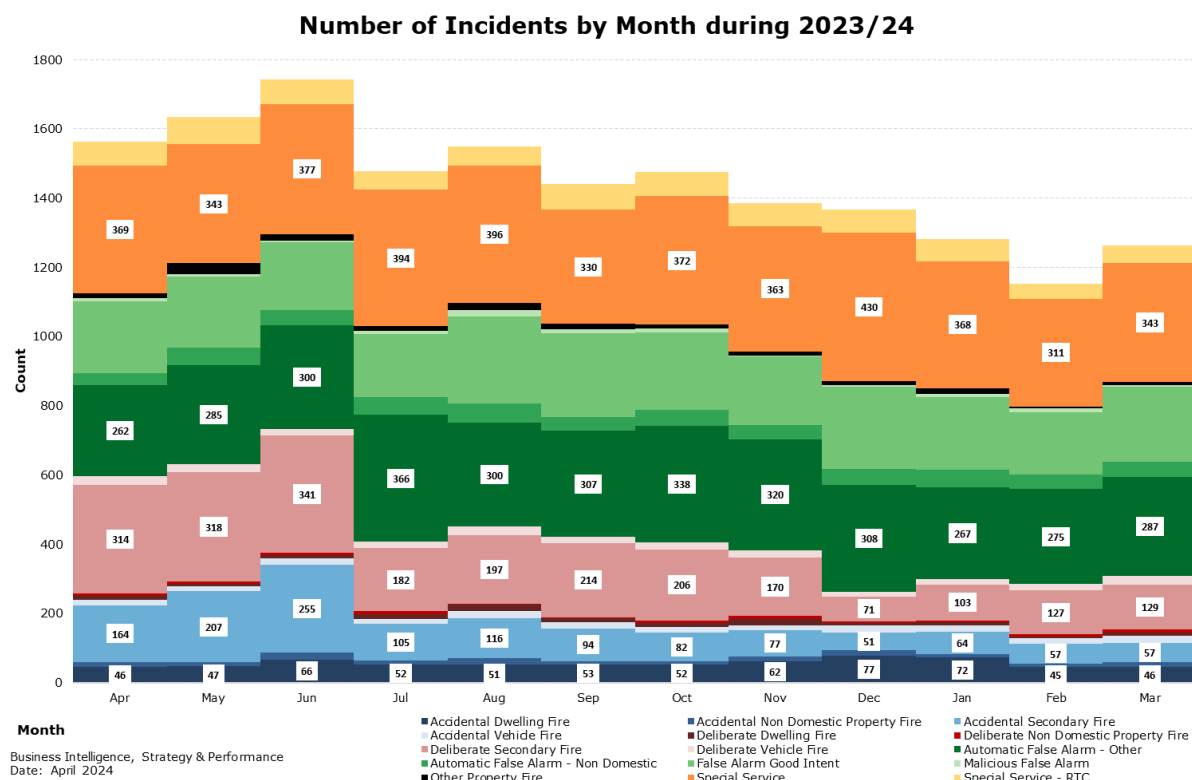


Chart 11 identifies June had the most incidents (1742) with a large number of Special Services (377), Deliberate Secondary Fires (341) and Automatic False Alarm - Domestic & Other (300). This was followed by May (1634), April (1563) and August (1549).

February had the fewest incidents (1152) followed by March (1264) and January (1281).

Table 6: Greatest and fewest incidents by month and incident type:

Incident Type	Most Incidents		Fewest Incidents	
	Month(s)	Total	Month(s)	Total
Accidental Dwelling Fire	December	77	February	45
Acc Non-Domestic Property Fire	June, August	20	September	9
Accidental Secondary Fire	June	255	December	51
Accidental Vehicle Fire	August	20	November	12
Deliberate Dwelling Fire	November	19	February	5
Del Non-Domestic Property Fire	July, November	9	August	3
Deliberate Secondary Fire	June	341	December	71
Deliberate Vehicle Fire	April, March	26	December, January	15
Other Property Fire	May	32	February	5
AFA - Domestic & Other	July	366	April	262
AFA – Non-Domestic	August	56	April	35
False Alarm Good Intent	August	252	February	182
Malicious False Alarm	August	18	November	3
Special Service	December	430	February	311
Special Service - RTC	May	79	February	43

Despite June being the busiest month overall, table 6 identifies that August was the busiest month for 5 incident types: Accidental Non-Domestic Property Fire (20), Accidental Vehicle Fire (20), AFA- Non Domestic (56), False Alarm Good Intent (252) and Malicious False Alarm (18).

Concerning the fewest incidents; February appears 6 times. The incident types in February are: Accidental Dwelling Fire (45), Deliberate Dwelling Fire (5), Other Property Fire (5), False Alarm Good Intent (182), Special Service (311) and Special Service – RTC (43).

October is the only month that does not appear in the above table.

Chart 12: Incidents Type by Hour

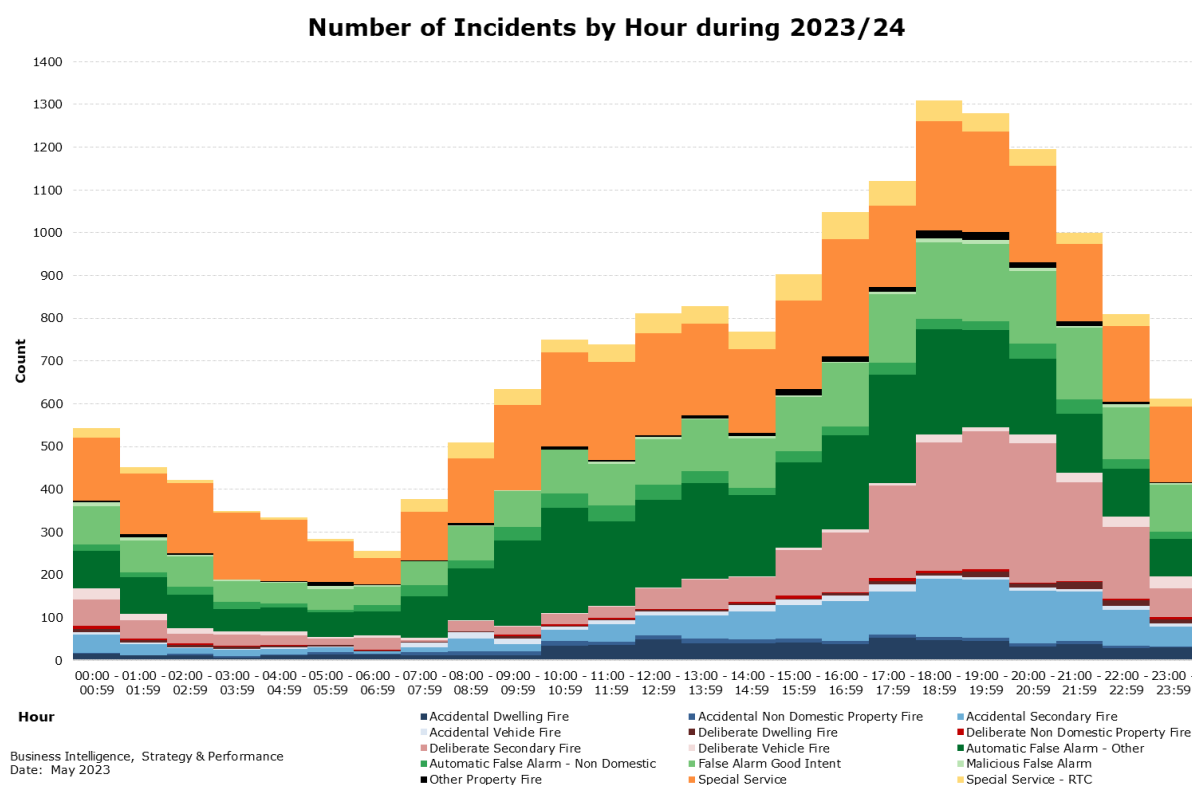


Chart 12 describes the distribution of incidents by type and hour. During 2023/24, the hour 18:00-18:59 had the largest number of incidents (1309), followed by 19:00-19:59 (1279) and 20:00-20:59 (1195), very similar to the previous year of 18:00-18:59, 19:00-19:59 and 17:00-17:59. In 7 of the last 10 years, the most incidents occur during 18:00-18:59.

The morning hour 06:00-06:59 had the fewest incidents with 255, followed by 05:00-05:59 with 284 incidents.

Special Services have the largest proportion of incidents during 16 of a days 24 hours, these hours run between 22:00-22:59 to 08:00-08:59, peaking at 03:00-03:59 (with 44.9% of incidents occurring during that hour), 04:00-04:59 (42.8%) and 02:00-02:59 (39.1%).

Deliberate Secondary Fires follow a similar pattern during the evening peaking at 20:00-20:59 (27.3%) and 19:00-19:59 (25.3%).

Automatic False Alarm – Domestic & Other have the greatest proportion between 09:00-09:59 (31.5%), 10:00-10:59 (32.9%), 13:00-13:59 (27.1%) and 17:00-17:59 (22.7%).

Analysing the proportionality of incidents by hour, this shows that:

- **21.7%** of Accidental Dwelling Fires occur between 17:00 and 19:59, with a further 7.3% at 12:00-12:59
- **29.8%** of Accidental Secondary Fires occur between 18:00 and 20:59
- **40.1%** of Deliberate Secondary Fires occur between 18:00 and 20:59
- **33.2%** of Deliberate Vehicle Fires occur between 23:00 and 01:59
- **13.9%** of AFA – Domestic & Other occur between 17:00 and 18:59
- **20.8%** of False Alarm Good Intent occur between 18:00 and 20:59, and
- **23.8%** of Special Service – RTCs occur between 15:00 and 17:59

Table 7: Greatest and fewest incidents by hour and incident type:

Incident Type	Most Incidents		Fewest Incidents	
	Hour(s)	Total	Hour(s)	Total
Accidental Dwelling Fire	17:00-17:59	52	03:00-03:59	7
Acc Non Domestic Property Fire	10:00-10:59	12	01:00-01:59, 04:00-04:59	1
Accidental Secondary Fire	18:00-18:59, 19:00-19:59	136	06:00-06:59	7
Accidental Vehicle Fire	17:00-17:59	17	06:00-06:59	0
Deliberate Dwelling Fire	21:00-21:59	18	06:00-06:59, 07:00-07:59, 08:00-08:59, 15:00-15:59	1
Del Non Domestic Property Fire	17:00-17:59	8	05:00-05:59, 07:00-07:59	0
Deliberate Secondary Fire	20:00-20:59	326	07:00-07:59	4
Deliberate Vehicle Fire	23:00-23:59	29	08:00-08:59	1
Other Property Fire	18:00-18:59	20	03:00-03:59	0
AFA - Domestic & Other	17:00-17:00	254	03:00-03:59	51
AFA - Non Domestic	11:00-11:59	38	05:00-05:59	6
False Alarm Good Intent	19:00-19:59	181	06:00-06:59	43
Malicious False Alarm	00:00-00:59	9	07:00-07:59	0
Special Service	16:00-16:59	274	06:00-06:59	62
Special Service - RTC	16:00-16:59	64	03:00-03:59	4

Table 7 identifies that the most common peak time for incidents to occur is 17:00–17:59 (4 occasions). Incident types with the highest number of incidents in this hour include: Accidental Dwelling Fire (52), Accidental Vehicle Fire (17), Deliberate Non-Domestic Property Fire (8) and AFA -Domestic & Other (254).

Concerning fewest incidents, 06:00-06:59 appears most often (5 occasions). Incident types with the fewest incidents across these hours include: Accidental Secondary Fire (7), Accidental Vehicle Fire (0), Deliberate Dwelling Fire (1), False Alarm Good Intent (43) and Special Service (62).

Chart 13: Rainfall and Secondary Fire / False Alarm Good Intent comparison

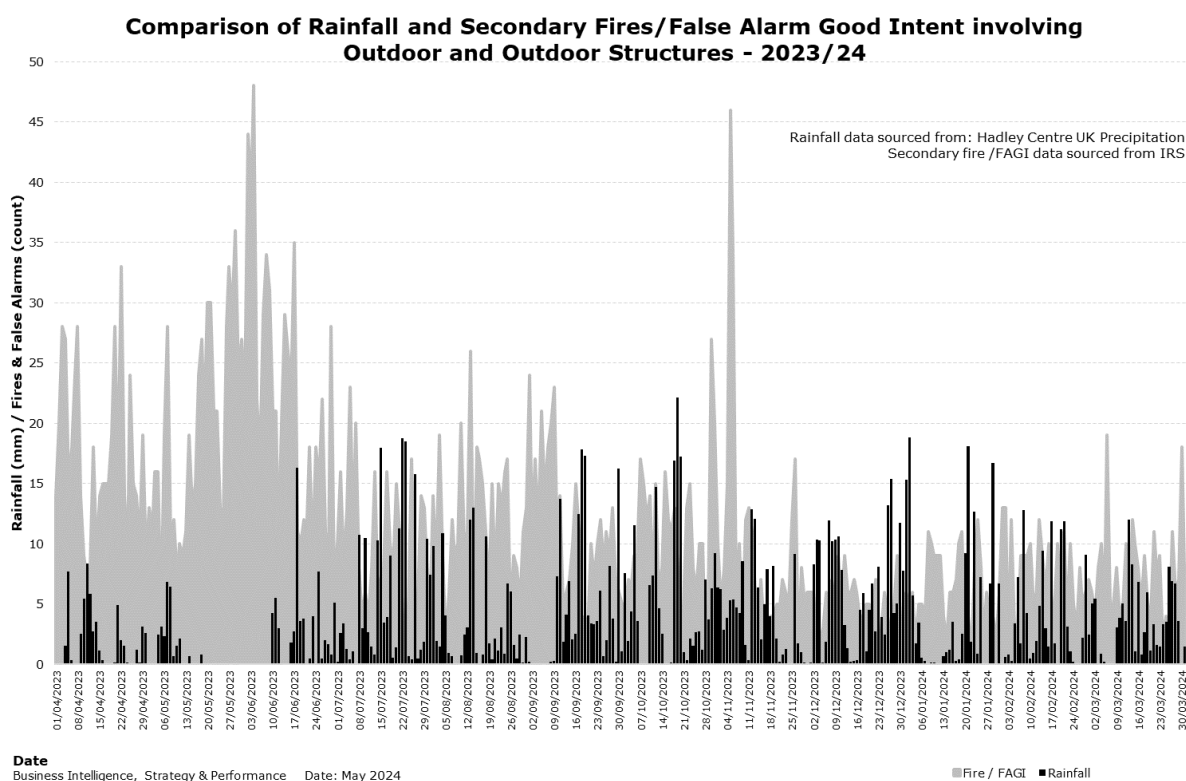


Chart 13 shows the comparison of rainfall for North-west England against secondary fires and false alarm good intent incidents involving the outdoors or Outdoor Structures.

This shows that as rainfall reduced in late spring/early summer (April to June), the number of secondary fires/good intent false alarm incidents increased. As rainfall increased during August, the number of secondary fires/good intent false alarms reduced.

This pattern continues throughout the year other than around 5th/6th November.

Chart 14: Special Service Incidents by Type⁹

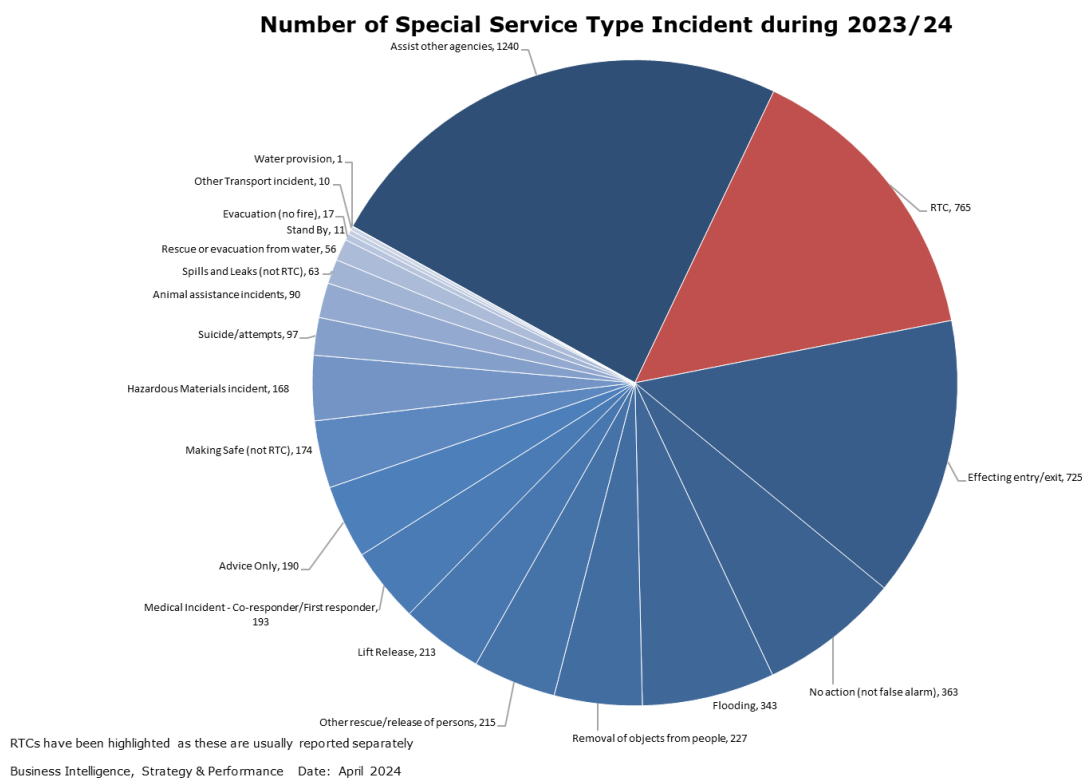


Chart 14 identifies the types of Special Services that MFRS attend. Some of these are attended more regularly than others. The most attended were: Assist Other Agencies, Road Traffic Collision (RTC), Effecting Entry/Exit and Flooding.

⁹ RTCs are usually separated from the other special services, but for context have been included in the overall Special Services section
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Table 8: Special Service Change between 2022/23 and 2023/24

Special Service Type	2022/23	2023/24	1 Yr Change	1 Yr % Change
Advice Only	179	190	11	6.1%
Animal assistance incidents	95	90	-5	-5.3%
Assist other agencies	1251	1240	-11	-0.9%
Effecting entry/exit	699	725	26	3.7%
Evacuation (no fire)	21	17	-4	-19.0%
Flooding	429	343	-86	-20.0%
Hazardous Materials incident	118	168	50	42.4%
Lift Release	231	213	-18	-7.8%
Making Safe (not RTC)	110	174	64	58.2%
Medical Incident - Co-responder/First responder	220	193	-27	-12.3%
No action (not false alarm)	415	363	-52	-12.5%
Other rescue/release of persons	223	215	-8	-3.6%
Other Transport incident	23	10	-13	-56.5%
Removal of objects from people	248	227	-21	-8.5%
Rescue or evacuation from water	34	56	22	64.7%
RTC	842	765	-77	-9.1%
Spills and Leaks (not RTC)	60	63	3	5.0%
Stand By	7	11	4	57.1%
Suicide/attempts	101	97	-4	-4.0%
Water provision	1	1	0	0.0%
Grand Total	5307	5161	-146	-2.8%

In total, there have been 146 (-2.8%) fewer Special Services during 2023/24 than in 2022/23.

Special Service incidents to see the largest reductions include: Flooding (-86 or -20.0%), RTCs (-77 or -9.1%) and No action (not false alarm) (-52 or -12.5%).

There have been: 64 (58.2%) more Making Safe (not RTC), 50 (42.4%) more incidents involving Hazardous Materials, and 26 (3.7%) more Effecting Entry/Exit.

Table 9: Incidents Occurring Simultaneously by Month¹⁰

Month	1 incident	2 incidents	3 incidents	4 incidents	5 incidents	6 incidents	7 incidents	8 incidents	9 incidents	10 incidents	11 incidents	12 incidents	13 incidents	14 incidents
April	264	399	360	244	150	76	29	19	6	9	3	4	3	1
May	272	401	361	286	151	91	48	18	7	3				
June	247	387	426	311	205	100	45	19	7	2				
July	297	401	326	242	122	55	23	7	2	2	2	1		
August	300	425	363	223	121	52	17	13	11	7	4	3	3	
September	279	462	324	206	106	39	15	5	1	1				
October	330	458	338	201	81	42	19	7	2					
November	324	390	324	178	96	32	8	10	5	6	1			
December	287	414	322	185	93	27	15	5	2	6	4	2	1	1
January	273	386	312	170	89	29	13	5						
February	312	409	244	120	49	15								
March	332	378	297	160	77	23	10							

Table 9 describes the proportion of incidents occurring simultaneously by month through 2023/24. This shows that most incidents occur in parallel with 1 or 2 other incidents. Where simultaneous incident counts of 10 or more appear, these would indicate that spate conditions (heavy rainfall, electrical storm, multiple small fires, etc) have occurred at the time.

Table 10: Incidents Occurring Simultaneously by Hour¹¹

Hour	1 incident	2 incidents	3 incidents	4 incidents	5 incidents	6 incidents	7 incidents	8 incidents	9 incidents	10 incidents	11 incidents	12 incidents	13 incidents	14 incidents
00:00 - 00:59	142	192	133	49	15	4	2	2			1		2	
01:00 - 01:59	160	150	87	38	13	3								
02:00 - 02:59	154	156	71	26	11	4								
03:00 - 03:59	152	116	52	19	6	1	1							
04:00 - 04:59	151	115	55	9	3									
05:00 - 05:59	137	94	42	5	4	2	1	1						
06:00 - 06:59	120	89	38	8	1	1								
07:00 - 07:59	181	137	45	12	2	2								
08:00 - 08:59	185	181	102	32	4	2	1							
09:00 - 09:59	195	237	133	46	13	4	2	2						
10:00 - 10:59	161	256	193	101	31	7	1							
11:00 - 11:59	140	224	186	115	53	17	1	1	1					
12:00 - 12:59	129	218	225	135	60	23	18	2	1					
13:00 - 13:59	132	259	211	129	57	23	11	4						
14:00 - 14:59	151	218	186	121	57	24	5	3						
15:00 - 15:59	142	251	215	155	89	32	11	3	1					
16:00 - 16:59	113	252	249	208	125	64	24	8	2	1				
17:00 - 17:59	114	255	283	231	145	57	17	10	4	1	1			
18:00 - 18:59	145	272	323	239	171	84	36	23	8	7	2	3	2	1
19:00 - 19:59	135	303	294	232	145	85	40	18	11	10	5	3	2	1
20:00 - 20:59	138	281	283	226	140	56	35	22	5	9	2	1		
21:00 - 21:59	143	253	247	179	104	53	22	5	1	1	1			
22:00 - 22:59	132	220	208	133	63	27	11	4	4	4	1			
23:00 - 23:59	165	181	136	78	28	6	3		5	3	1	3	1	

Table 10 describes simultaneous activity by hour during 2023/24 and should be viewed alongside chart 12 and table 9.

This shows the peak of simultaneous activity is between 16:00 and 20:59 for 2 to 4 ongoing incidents.

¹⁰ A simultaneous incident is classed as the create date of 1 incident is less than the last returning appliance of a previous incident. For example: **Incident 1** Created 01/04/2015 00:15:18 last appliance 01/04/2015 00:44:20. **Incident 2** Created 01/04/2015 00:39:49 last appliance 01/04/2015 01:32:22. As incident 2 was created before the last appliance left incident 1 this is a simultaneous incident.

¹¹ A simultaneous incident is classed as the create date of 1 incident is less than the last returning appliance of a previous incident. For example: **Incident 1** Created 01/04/2015 00:15:18 last appliance 01/04/2015 00:44:20. **Incident 2** Created 01/04/2015 00:39:49 last appliance 01/04/2015 01:32:22. As incident 2 was created before the last appliance left incident 1 this is a simultaneous incident.

Named Storm Fergus (9th December 2023) caused some of the simultaneous count spike between 18:00 and 19:59 with multiple special service calls to storm damage and debris (including fallen trees, chimney pots, etc) across Merseyside.

Chart 15: Incidents by Station Ground (in descending order)

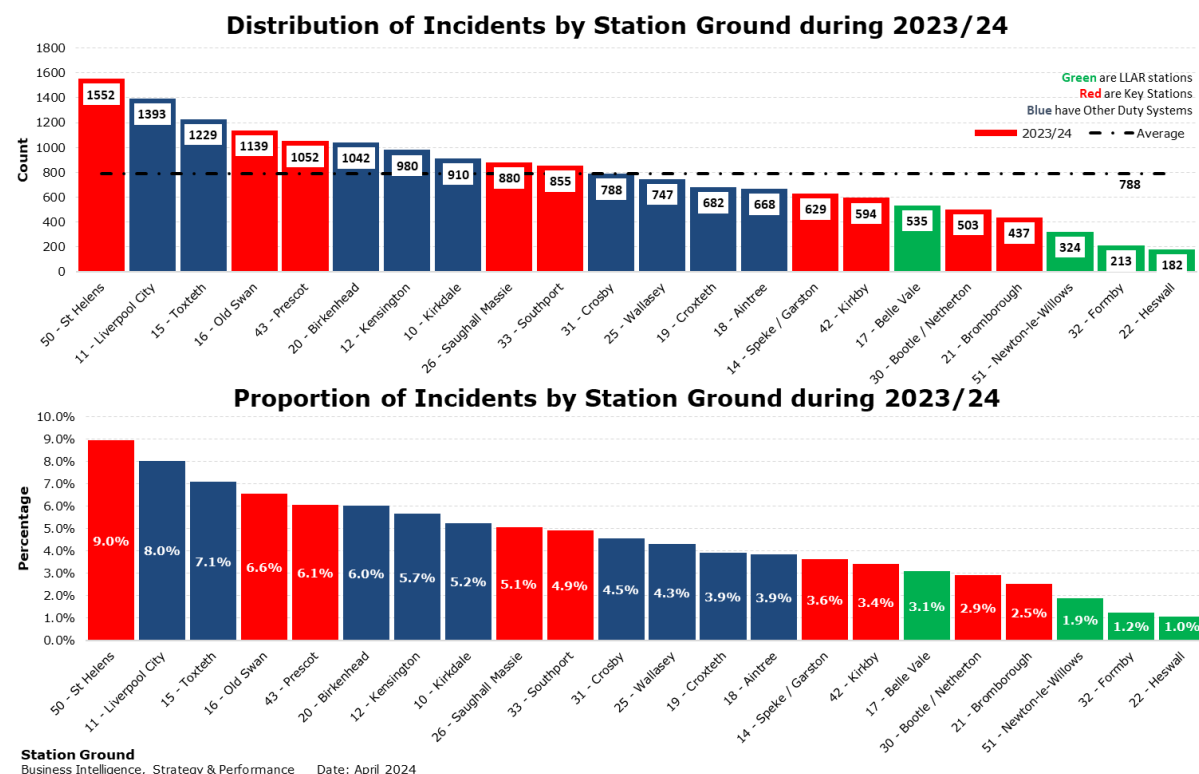


Chart 15 shows that 11 out of 22 stations grounds saw less than the average number of incidents during 2023/24, including all the LLAR stations and 4 key stations.

The average number of incidents has reduced to 788 per station in 2023/24, an average decrease of 64 incidents per station. Station 50 – St Helens (1552 or 9.0%) saw the most incidents, while 22 – Heswall (182 or 1.0%) saw the least.

Analysing stations with fewer incidents than average, the 4 LLAR stations (17 - Belle Vale, 51 - Newton-le-Willows, 22 - Heswall and 32 - Formby) are in the bottom 8 along with key stations 14 – Speke-Garston, 42 – Kirkby, 30 – Bootle/Netherton and 21 – Bromborough.

The top 6 station grounds include 3 key station areas (50 – St Helens, 16 – Old Swan and 43 - Prescot) and 3 Whole-time stations (11 – Liverpool City, 15 – Toxteth and 20 – Birkenhead).

Chart 16: Incidents by Station Ground¹² and Day Period¹³

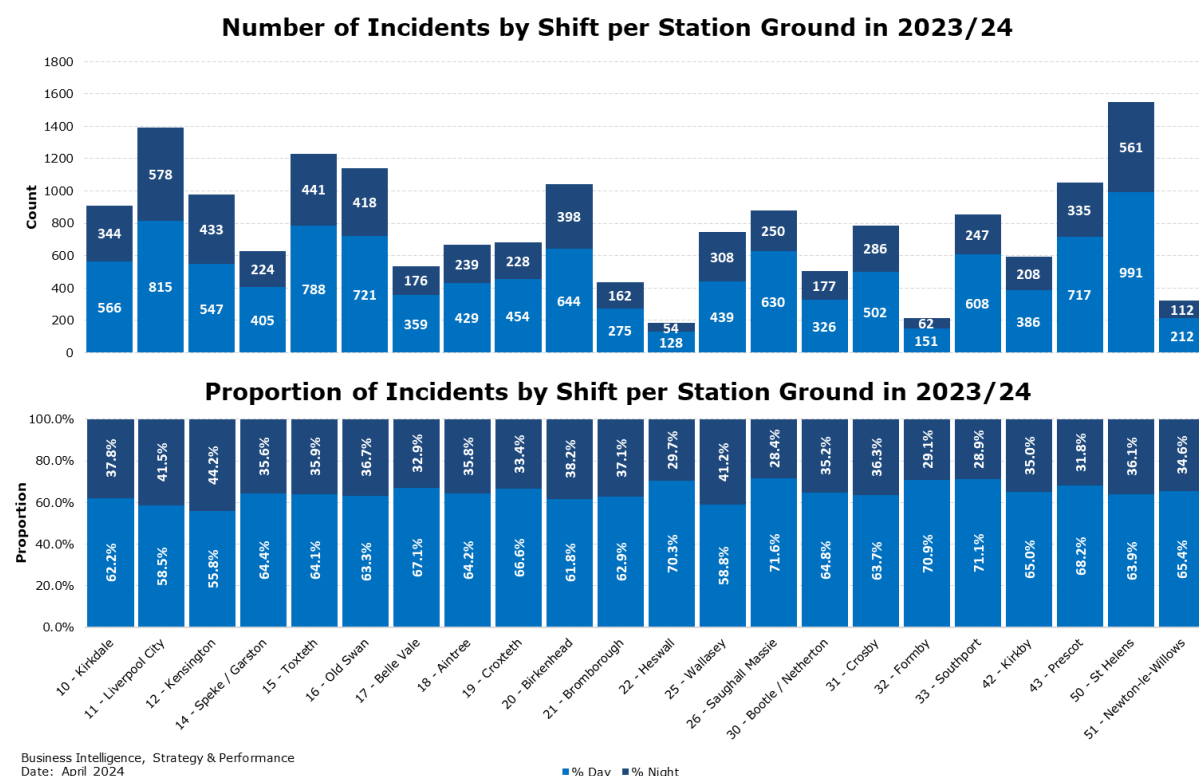


Chart 16 describes the number (and proportion) of incidents that have occurred by station and shift.

This shows that all stations see more incidents during the day shift than the night shift, with the largest difference (43.2%) between day and night in 26 – Saughall Massie with 71.6% occurring during the day and 28.4% of incidents at night, followed by 33 – Southport with a 42.2% difference (70.9% to 29.1%).

The station with the smallest difference is 12 – Kensington (11.6%), with 55.8% of incidents taking place during the day shift and 44.2% at night, followed by 11 – Liverpool City with a 17.0% difference.

¹² As this is Station Ground based, it does not mean appliances from these stations attended the incident

¹³ For ease of comparison, a day shift is 08:30 to 20:30 and a night shift is 20:30 to 08:30.

2.5 Appliance Distribution

2.5.1 Utilisation¹⁴

Table 11: Utilisation by Month

Month	Incident Totals (24hr)			Standby Totals (24hr)			Unavailability Totals (24hr)		
	Actual Hours	Hours in Month	Performance	Actual Hours	Hours in Month	Performance	Actual Hours	Hours in Month	Performance
APRIL	1263:43:13	16248:00:00	7.8%	405:35:32	16248:00:00	2.5%	420:44:00	16248:00:00	2.6%
MAY	1238:58:19	16824:00:00	7.4%	399:14:32	16824:00:00	2.4%	637:21:19	16824:00:00	3.8%
JUNE	1342:53:13	16500:00:00	8.1%	380:10:47	16500:00:00	2.3%	590:34:26	16500:00:00	3.6%
JULY	1156:50:47	16968:00:00	6.8%	402:26:06	16968:00:00	2.4%	579:07:06	16968:00:00	3.4%
AUGUST	1160:53:37	16788:00:00	6.9%	401:58:11	16788:00:00	2.4%	610:42:08	16788:00:00	3.6%
SEPTEMBER	1052:07:14	16128:00:00	6.5%	371:53:09	16128:00:00	2.3%	712:13:33	16128:00:00	4.4%
OCTOBER	999:38:58	16872:00:00	5.9%	320:29:14	16872:00:00	1.9%	605:52:36	16872:00:00	3.6%
NOVEMBER	1018:53:22	16116:00:00	6.3%	267:49:47	16116:00:00	1.7%	386:11:36	16116:00:00	2.4%
DECEMBER	1047:48:38	16884:00:00	6.2%	230:56:34	16884:00:00	1.4%	397:23:50	16884:00:00	2.4%
JANUARY	1136:45:33	17100:00:00	6.6%	234:53:12	17100:00:00	1.4%	398:22:59	17100:00:00	2.3%
FEBRUARY	872:41:12	16008:00:00	5.5%	253:55:33	16008:00:00	1.6%	430:38:19	16008:00:00	2.7%
MARCH	1012:47:09	17112:00:00	5.9%	332:37:07	17112:00:00	1.9%	526:17:52	17112:00:00	3.1%
Overall	13304:01:15	182436:00:00	7.3%	4001:59:44	182436:00:00	2.2%	6295:29:44	182436:00:00	3.5%

Chart 17: Incidents, Appliance Utilisation and MDT Unavailability by Month

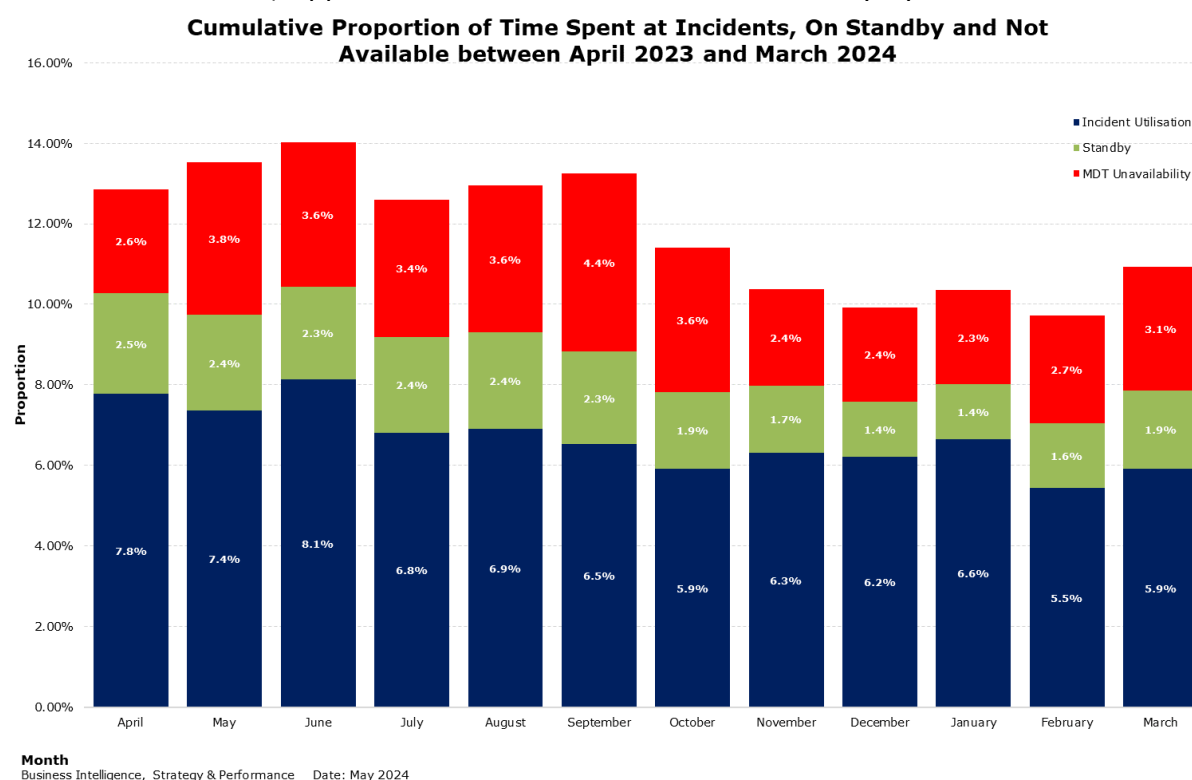


Table 11 and chart 17 show that during 2023/24, utilisation at incidents was 7.3% (or 13304 hours). June seeing the highest at 8.1%, followed by April with 7.8%. This correlates to June seeing the greatest number of incidents, while April saw 3 significant incidents.

February saw the lowest incident utilisation level of 5.5% or 873 hours, followed by October with 1000 hours or 5.9%.

Utilisation of standbys was 2.2%, the same as the previous year. December had the lowest amount of time spent on standby (231hrs or 1.5%) with April having the most (406hrs or 2.5%).

¹⁴ Utilisation is worked out by taking the total number of hours recorded via Vision for different statuses divided by the total number of hours in the month minus any shifts that have been lost due to staffing
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In total, there was 6295 hours (or 3.5%) spent unavailable for: late detached duties; fuel; awaiting kit; etc. In future reports, it will be possible to show how much time was spent waiting for detached staff.

Chart 18: Proportional Time at Incidents, On Standby and Unavailable by Station

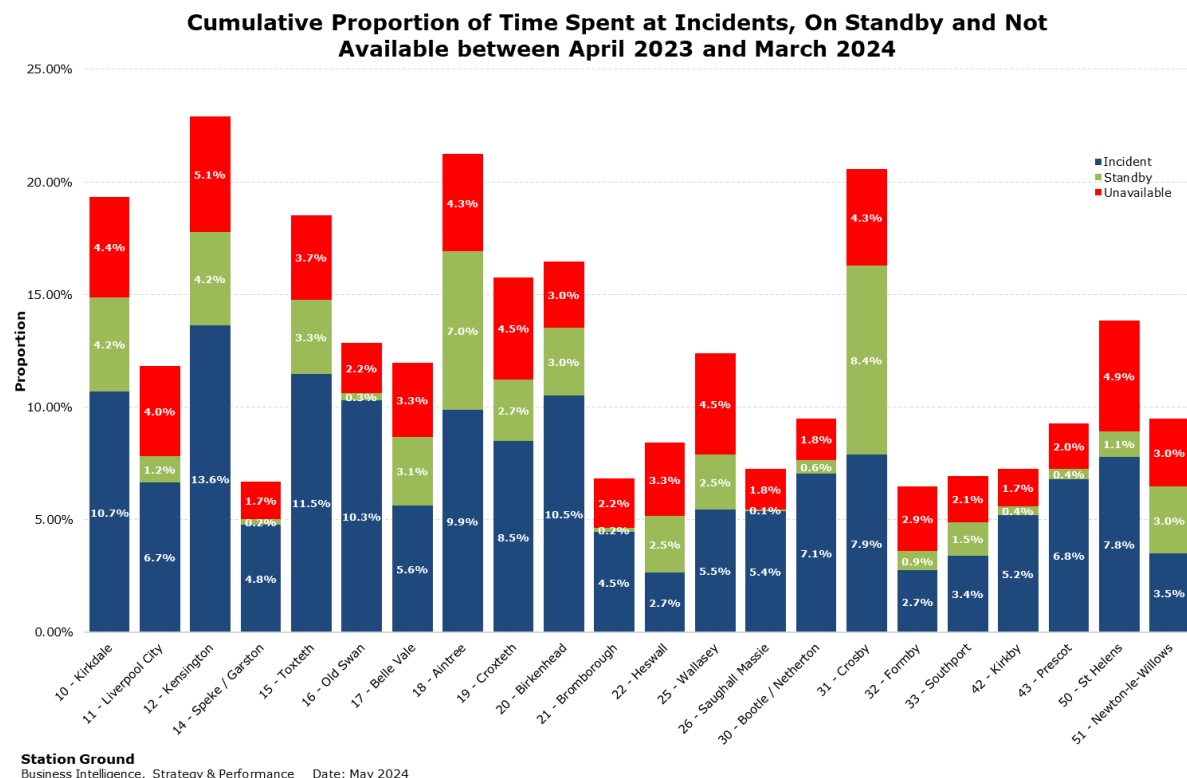


Chart 18 describes by station, the amount of time that: appliances have spent at incidents, on standby or not available via the MDT.

In terms of incident utilisation, the chart shows that appliances at 12 – Kensington have highest amount (13.6%), followed by appliances from 15 – Toxteth (11.5%), 10 - Kirkdale (10.7%) and 20 – Birkenhead (10.5%).

Despite 50 – St Helens and 11 – Liverpool City having the greatest number of incidents, utilisation is lower due to: 50 – St Helens having 2 appliances (a whole-time and a day crew), while incidents in Liverpool City are close to the fire station.

In terms of standby utilisation, the chart shows that 31 – Crosby have highest amount (8.4%), followed by 18 – Aintree (7.0%), 10 – Kirkdale and 12 – Kensington (both 4.2%). The stations with the least amount of time on standby are: 26 – Saughall Massie and 14 – Speke/Garston and 21 – Bromborough (both 0.2%).

The top 4 stations are all day crewing or have a day crewed appliance, while the bottom 3 are based at key stations.

In terms of MDT unavailability utilisation, the chart shows that appliances at 12 – Kensington have highest amount (5.1%), followed by 50 – St Helens (4.9%), 19 – Croxteth and 25 – Wallasey (both 4.5%).

2.5.3 Pumps – Number of Incidents Assigned and Average Time

Chart 19: Count of Occasions Appliances Assigned to Incidents

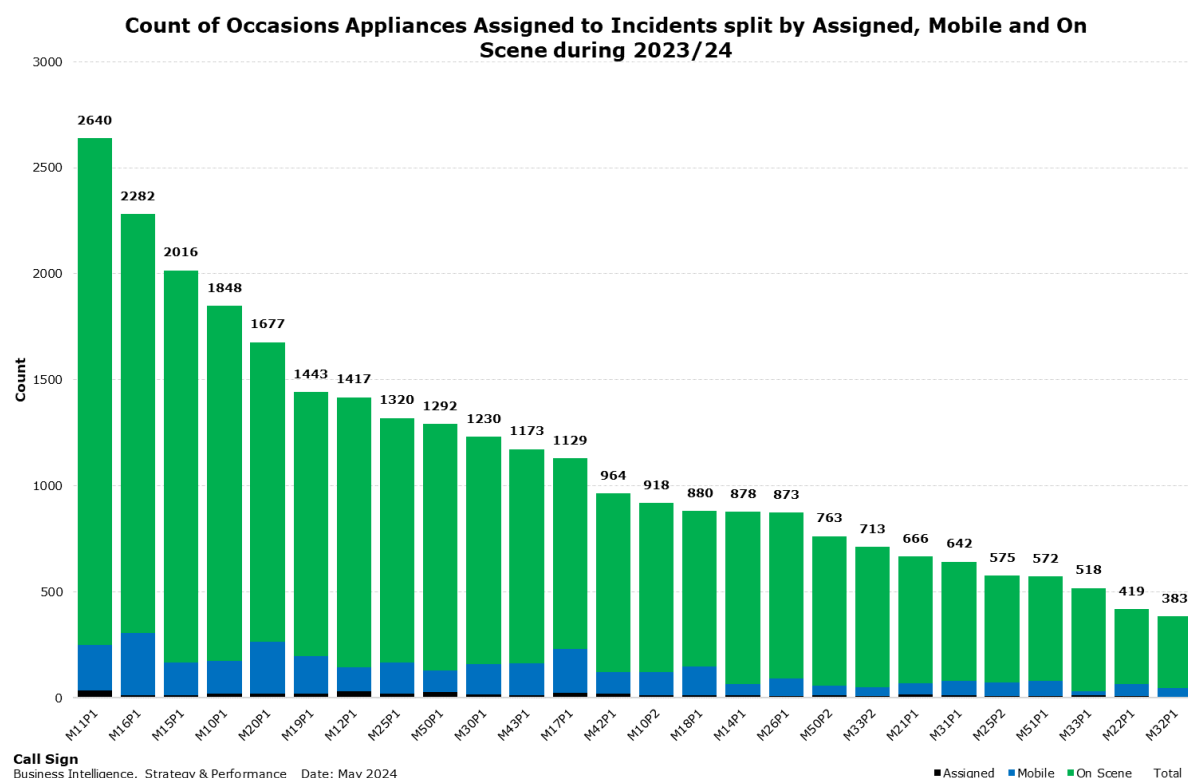


Chart 19 describes occasions appliances have been assigned to and attended incidents during 2023/24. The chart shows that M11P1 was assigned to the most incidents (2640), followed by: M16P1 (2282), M15P1 (2016) and M10P1 (1848) – the same order as the year before.

Concentrating on appliances being assigned on the fewest occasions are: M32P1 (383), followed by M22P1 (419) and M33P1 (518).

Further analysis of data shows that 8 appliances were assigned to the following incident types on 30.0% or more occasions.

Call Sign	Incident Type	Proportion
M10P1	AFA Domestic and Other	31.6%
M10P2	AFA Domestic and Other	33.9%
M11P1	AFA Domestic and Other	32.9%
M12P1	AFA Domestic and Other	38.3%
M15P1	AFA Domestic and Other	32.7%
M18P1	AFA Domestic and Other	30.6%
M31P1	AFA Domestic and Other	33.8%
M33P1	AFA Domestic and Other	34.6%

Chart 20: Average Time Appliances Spent at Incidents¹⁵

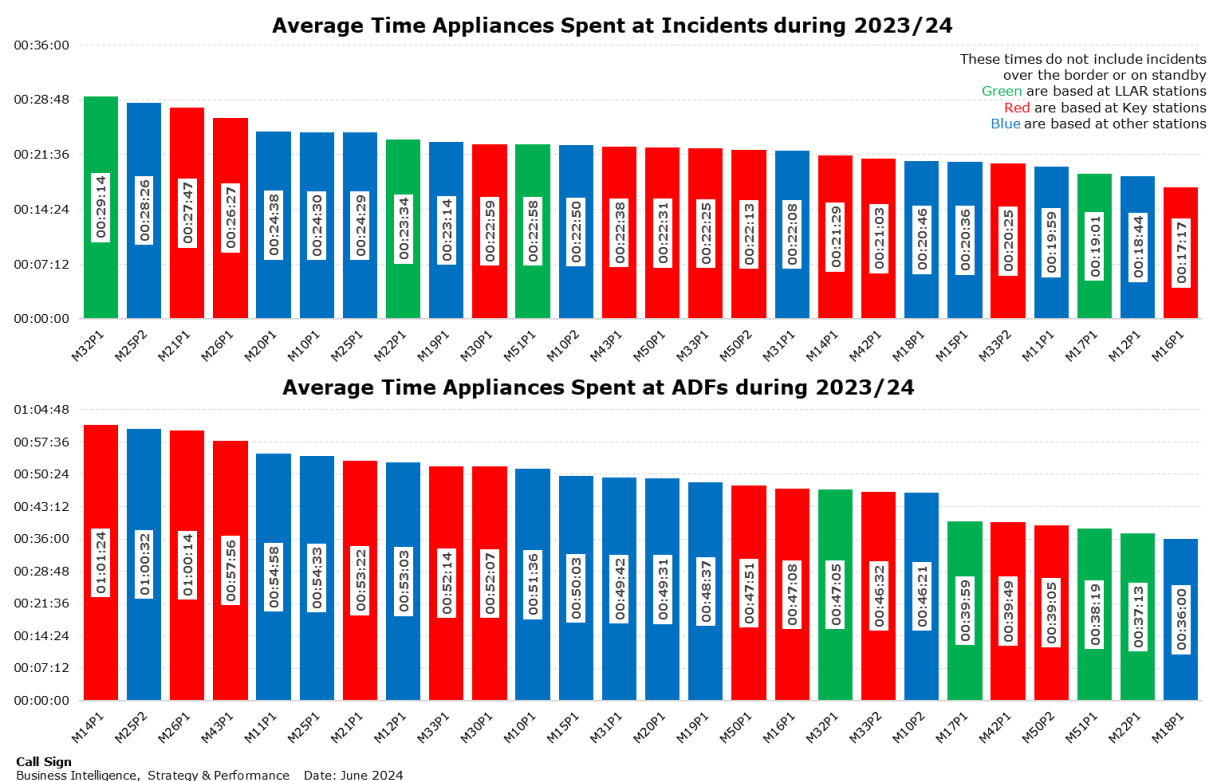


Chart 20 describes the average amount of time appliances have attended all incidents and accidental dwelling fires during 2023/24.

Looking at the top section of the chart first, it shows that M32P1 spent the longest average time on scene (29m 14s) followed by M25P2 (28m 26s), while the shortest average time on scene was M16P1 (17m 17s) and M12P1 with 18m 44s. This gives a range of 11m 57s. The average time spent at an incident is **22m 47s**.

The lower section (time spent at accidental dwelling fires) shows that M14P1 spent the longest average time on scene (1h 01m 24s), while the shortest average time on scene was M18P1 (36m 00s), followed by M22P1 (37m 13s). This gives a range of 25m 24s. The average time spent at an accidental dwelling fire is **49m 03s**.

Analysing stations that have 2 appliances, the average difference between the 2 appliances is 6m 15s, ranging from 5m 15s (Kirkdale) and 8m 46 (St Helens). Wallasey's P2 is the only P2 appliance that is in attendance longer than the P1 appliance.

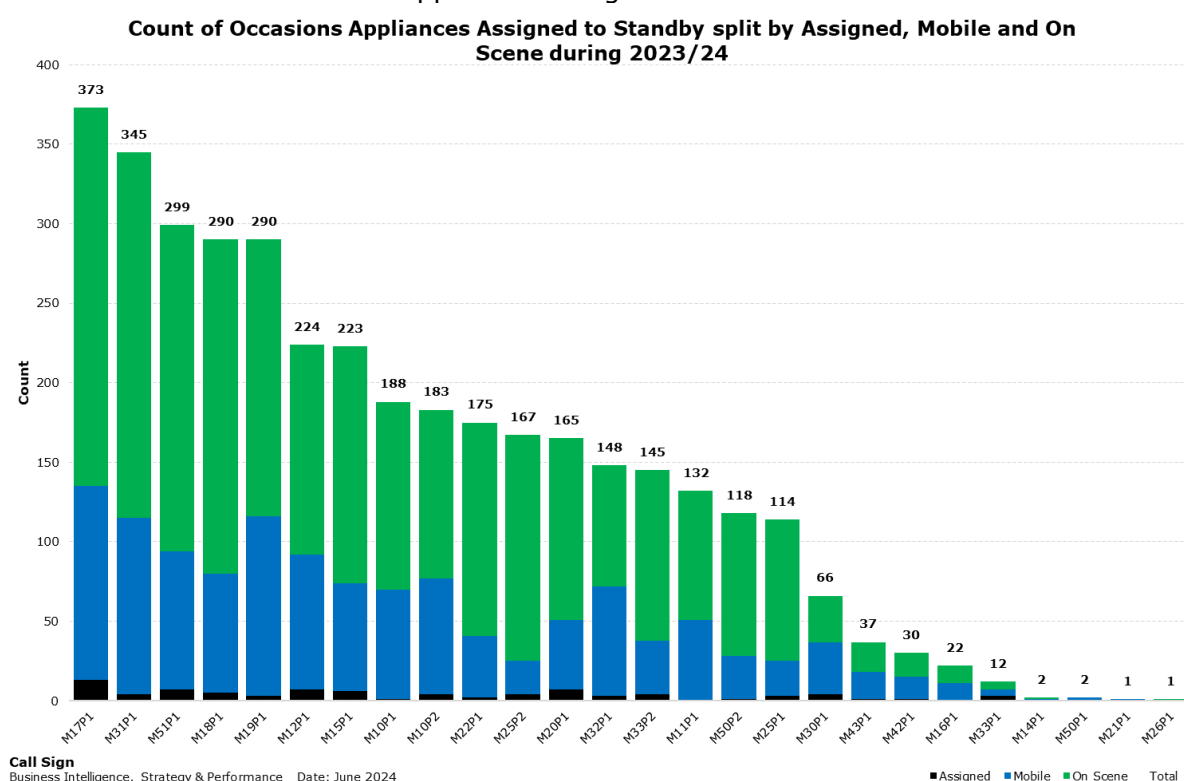
When overall incident data was analysed by month, appliances were in attendance longest during January (39m 07s) and shortest in October (34m 27s). This gives a range of 4m 39s. Analysing this by hour, appliances were in attendance longest during 05:00-05:59 (47m 59s) and shortest during 20:00-20:59 (32m 17s). This gives a range of 15m 42s.

When accidental dwelling fire data is analysed by month, appliances were in attendance longest during May (1h 7m 52s) and shortest in February (49m 58s). This gives a range of 17m 54s. Analysing this by hour, appliances were in attendance longest during 00:00-00:59 (1h 29m 58s) and shortest during 10:00-10:59 (45m 09s). This gives a range of 44m 49s.

¹⁵ Chart and narrative are based on the 1st 3 appliances attending the incident.

2.5.4 Pumps - Number of Standbys Assigned

Chart 21: Count of Occasions Appliances Assigned to Incidents



During 2023/24, Belle Vale's appliance, M17P1, was assigned to the largest number of standbys (373) which is 104 less than 2022/23. This is followed by M31P1 (345 occasions), M51P1 (299 occasions), M18P1 (290 occasions) and M19P1 (290 occasions). Most of these are either Day Crewed or LLAR appliances, the exception being M19P1.

The average time spent on standby is 1hr 4m 46s¹⁶, approximately 10m longer than the previous year. Analysis of the average amount of time appliances spent on standby, M21P1 spent longest average time (1hr 43m 16s – 1 standby). The shortest average time was M50P1 with 17m 52s. This gives a range of 1hr 25m 24s.

Analysing the data by month, this shows that appliances spent longest on standby during February (1h 16m 07s) and shortest in June (55m 27s). This gives a range of 20m 41s.

Looking at the data by hour, this shows that appliances spent longest on standby during 03:00-03:59 (1hr 46m 26s) and shortest during 19:00-19:59 (41m 26s). This gives a range of 1hr 04m 59s.

¹⁶ Times are based on committed time ie Returned Time – Alerted Time

2.5.5 Pumps – Simultaneous Mobilisations¹⁷

Table 12: Simultaneous Mobilisations

Hour	1 app	2 apps	3 apps	4 apps	5 apps	6 apps	7 apps	8 apps	9 apps	10 apps	11 apps	12 apps	13 apps	14 apps	15 apps	16 apps	17 apps	18 apps	19 apps	20 apps
00:00 - 00:59	170	195	195	139	104	59	37	26	17	10	4	1	1	2	2	1				
01:00 - 01:59	184	187	134	99	79	61	32	20	11	6	7	1								
02:00 - 02:59	179	185	131	83	60	33	22	12	6	4	1	6	3							
03:00 - 03:59	178	146	103	69	39	21	16	8	6	4	1									
04:00 - 04:59	178	151	107	58	28	24	15	9	3	3	1	1	1	2	1	1	1			
05:00 - 05:59	160	139	86	56	41	25	16	8	4		1	2	1			1				
06:00 - 06:59	138	122	88	70	25	17	9	3	3	2	2									
07:00 - 07:59	206	190	123	89	49	27	15	11	8	6	2	2	1							
08:00 - 08:59	208	239	193	137	74	46	28	19	7	3	1									
09:00 - 09:59	229	265	229	189	118	78	46	19	12	10	5	3	1							
10:00 - 10:59	184	261	271	235	181	119	77	48	22	16	11	3	2	2	2	2	1			
11:00 - 11:59	152	243	255	235	183	117	90	49	24	12	8	2	2	2						
12:00 - 12:59	145	223	257	237	213	148	98	47	35	26	15	11	2	3	3					
13:00 - 13:59	156	262	264	232	184	148	95	59	33	17	15	10	6	5	2					
14:00 - 14:59	174	242	232	189	156	126	92	63	39	22	20	11	4	4	2	1	1			
15:00 - 15:59	165	243	275	237	203	156	105	74	41	26	14	3	3	3	1					
16:00 - 16:59	126	231	279	272	261	206	139	93	50	27	20	10	4	2						
17:00 - 17:59	134	231	306	312	292	230	171	117	71	42	21	15	6	1	1	2	1			
18:00 - 18:59	161	246	312	307	285	240	202	134	84	60	47	23	12	12	10	4	1	1		
19:00 - 19:59	145	279	303	306	270	226	150	118	84	66	36	22	16	14	9	3	1			
20:00 - 20:59	160	277	322	309	282	202	137	94	65	45	24	20	6	4	2	2	2	3	3	1
21:00 - 21:59	155	252	281	259	210	160	123	82	46	26	15	10	5	4	2			2		
22:00 - 22:59	151	219	226	211	191	126	90	59	35	17	9	4	1							
23:00 - 23:59	174	209	191	168	115	68	43	19	16	10	9	3	1	2	1					

Table 12 describes the proportion of appliance mobilisations occurring simultaneously through 2023/24 and should be used in conjunction with tables 6 and 7 on page 13.

This shows that most appliance mobilisations occur in similar timeframes as incidents with the peak being 3 to 5 appliances mobilised between 16:00 and 20:59, with secondary peaks between 10:00 and 13:59.

The peak for single mobilisations is between 07:00 and 09:59

Looking at the far right of the chart, there were 73 occasions when 15 or more appliances were simultaneously mobile.

¹⁷ A simultaneous incident is classed as the create date of 1 incident is less than the last returning appliance of a previous incident. For example: **Incident 1** Created 01/04/2015 00:15:18 last appliance 01/04/2015 00:44:20. **Incident 2** Created 01/04/2015 00:39:49 last appliance 01/04/2015 01:32:22. As incident 2 was created before the last appliance left incident 1 this **is** a simultaneous incident.
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2.5.6 Aerials - Number of Incidents Assigned, Mobilised and Attended

Chart 22: Count of Occasions Aerials Assigned to Incidents¹⁸

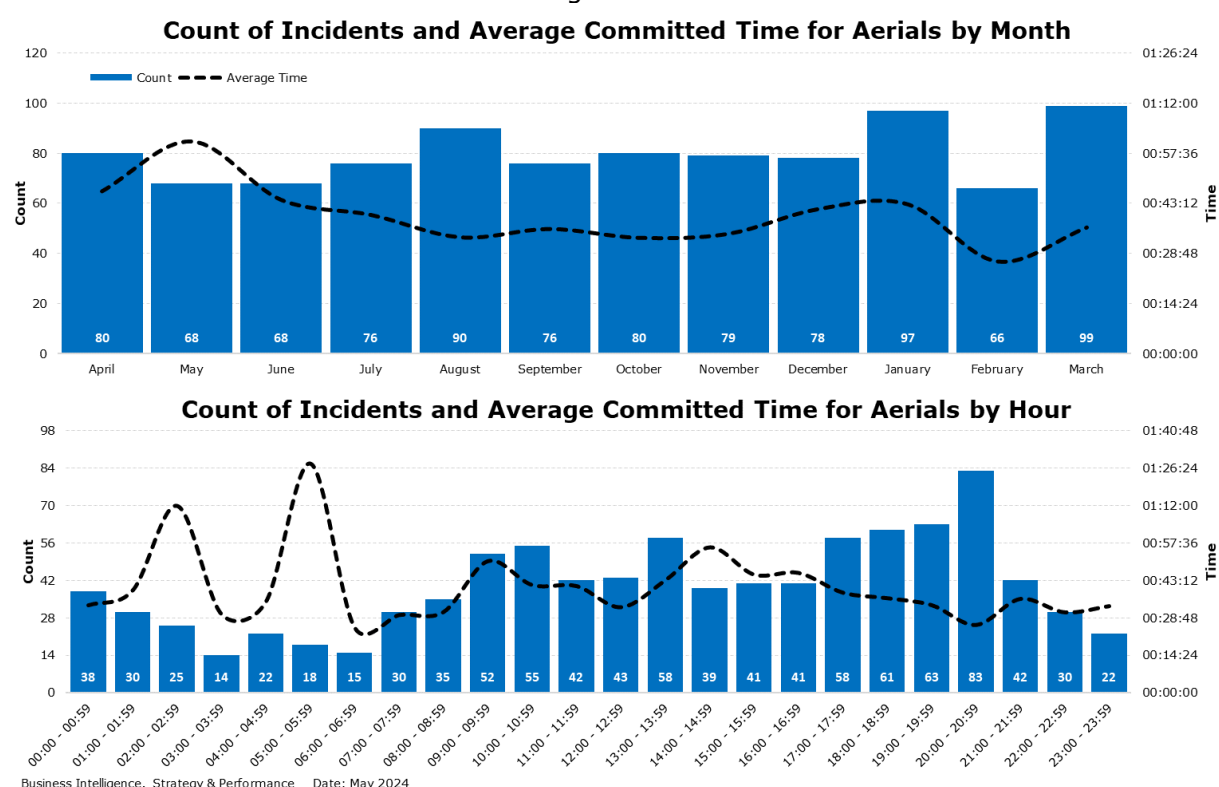


Chart 22 shows the breakdown of aerial appliances assigned to incidents and the average time they were committed during 2022/23 by month and hour.

The top section shows that the count of aerials mobilised by month. March saw the most mobilisations (99), followed by January (97) and August (90). The months with least mobilisations were February (66) followed by May and June (both 68).

The lower section of the chart shows that the peak hours to be assigned are between 17:00 and 20:59, with a secondary peak around late morning into early afternoon (between 10:00 and 13:59).

Analysing the length of time committed, this shows that aerials spent longest time during May (1h 0m 55s) and shortest in February (26m 32s). This gives a range of 34m 23s.

Looking at the data by hour, this shows aerials were committed longest between 05:00-05:59 (1h 28m 12s), followed by 02:00-02:59 (1h 11m 53s) and shortest during 06:00-06:59 (24m 56s). This gives a range of 1h 03m 16s.

Table 13: Aerial Usage and Average Committed Time

Call Sign	M11A1	M33A1	M50A1	Count / Average
Average	866 (00:38:19)	15 (00:45:21)	76 (00:51:27)	957 (00:39:28)

M11A1 is the most used aerial (90.5% of all aerial attendances), with the shortest committed time due to it being staffed whole-time and its proximity to Liverpool's city centre.

¹⁸ Time committed is based on Alert to Available Time. This is different to last year when only time in attendance was measured and was not a true reflection on time used.

2.5.7 M19R2 - Number of Incidents Assigned, Mobilised to and Attended

Chart 23: Count of Occasions M19R2 Assigned, Mobile To and Attended to Incidents

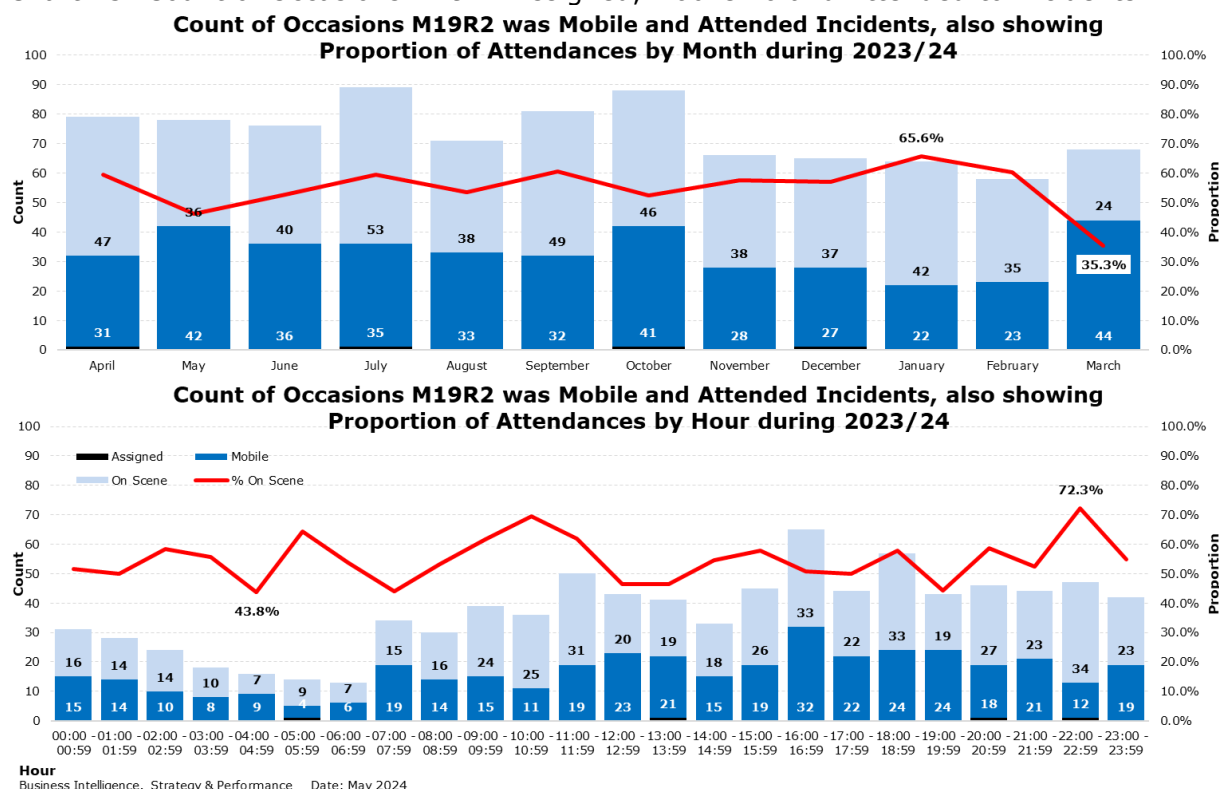


Chart 23 looks at M19R2 (Search & Rescue Team). This shows that they were assigned to the greatest number of incidents during July (89) and the fewest in February (58) followed by January (64).

M19R2 attended 54.9% of incidents they are mobilised to, a reduction of 3.6% on the previous year. They proportionally attended most incidents in January (65.6%). The month they proportionally attended the fewest incidents was March (35.3%).

Analysing the data by hour, the largest attendance proportion is between 22:00 - 22:59 (72.3%), followed by 10:00 - 10:59 (69.4%). The hours with the lowest proportional attendance are 04:00 - 04:59 (43.8%) followed by 07:00 - 07:59 (44.1%).

Analysing the average length of time committed, this shows that M19R2 spent the longest time committed was during January (1h 04m 21s) followed by December (1h 00m 42s) and the least during March (39m 16s). This gives a range of 25m 05s.

Looking at the data by hour, this shows M19R2 spent longest time in attendance between 11:00-11:59 (1h 12m 48s) and the least during 23:00-23:59 (37m 06s). This gives a range of 35m 42s.

2.6 Officers Distribution

Table 14: Mobilisations by Rank

	BM	AM	GM	SM	IIT	Grand Total
Mobilised	5	24	249	3224	396	3898
Attended	3	20	201	1652	386	2262
% Attend	60.0%	83.3%	80.7%	51.2%	97.5%	58.0%

Table 14 describes the number of occasions an officer has been mobilised to an incident, the number of attendances and the proportion of making the incident.

This shows that while Station Managers (SM) have been mobilised on 3224 occasions, they have attended on 1652 occasions (51.2%), while a Group Manager (GM) has been mobilised on 249 occasions and attended 201 times (80.7%) indicating that they are less likely to be stood down en route to an incident. IIT attend 97.5% of incidents that they were mobilised to.

Table 15: Count of In Attendance by Rank and Selected Incident Type

Incident Type	BM	AM	GM	SM	IIT	Grand Total
Acc Dwelling Fire	1	5	24	169	114	313
Acc Non Domestic Property Fire	0	0	12	69	21	102
Del Dwelling Fire	0	3	9	59	113	184
Del Non Domestic Property Fire	0	0	6	13	28	47
Other Property Fire	0	4	19	45	24	92
Special Service	2	6	87	648	6	749
Grand Total	3	18	157	1003	306	1487
% Special Service Attendances	66.7%	30.0%	43.3%	39.2%	1.6%	33.1%

Table 15 concentrates on incidents of fire, generic special services and the number of occasions an officer has attended. This shows that SM attended incidents on 1003 occasions, with GMs attending 157. IIT attended 300 incidents related to fires.

Further analysis on officer data shows that 39.2% of SM and 43.3% of GM attendances are related to Special Services.

Table 16: Average Time In Attendance by Rank and Month

Months	BM	AM	GM	SM	IIT	Average
April	0:00:00	1:17:59	1:34:24	1:15:04	1:52:37	1:22:09
May	0:00:00	0:51:33	2:21:27	0:50:57	1:57:42	1:12:35
June	1:40:28	3:14:47	1:27:53	0:49:24	1:54:23	1:05:31
July	0:00:00	0:55:52	1:48:34	0:55:39	2:05:57	1:10:46
August	0:00:00	0:45:24	1:32:34	0:55:06	1:58:02	1:09:14
September	0:00:00	8:31:21	2:20:37	1:01:02	1:47:53	1:17:51
October	0:00:00	0:57:01	0:56:02	0:37:46	1:41:19	0:48:37
November	0:00:00	0:30:10	1:21:07	0:39:26	2:13:09	1:03:16
December	0:00:10	4:14:31	1:47:03	0:50:12	1:56:45	1:07:45
January	7:23:53	3:51:34	2:22:36	1:07:24	2:07:02	1:30:28
February	0:00:00	0:00:00	1:08:27	0:43:56	1:40:31	1:01:07
March	0:00:00	0:00:00	1:50:51	0:56:34	1:59:17	1:09:56
Average	3:01:30	2:30:47	1:46:23	0:54:08	1:56:33	1:10:25

Table 16 shows the average length of time officers spend in attendance at incidents by month and rank. This shows that the average time is 1h 10m. Officers spent the longest time in attendance at incidents during January (1hr 30m), while the shortest was during October (0h 48m).

Analysing the data by rank, the average time a GM is in attendance is 1h 46m (very similar to the previous year – 1h 45), with the longest during May (2h 21m) and shortest in October (0h

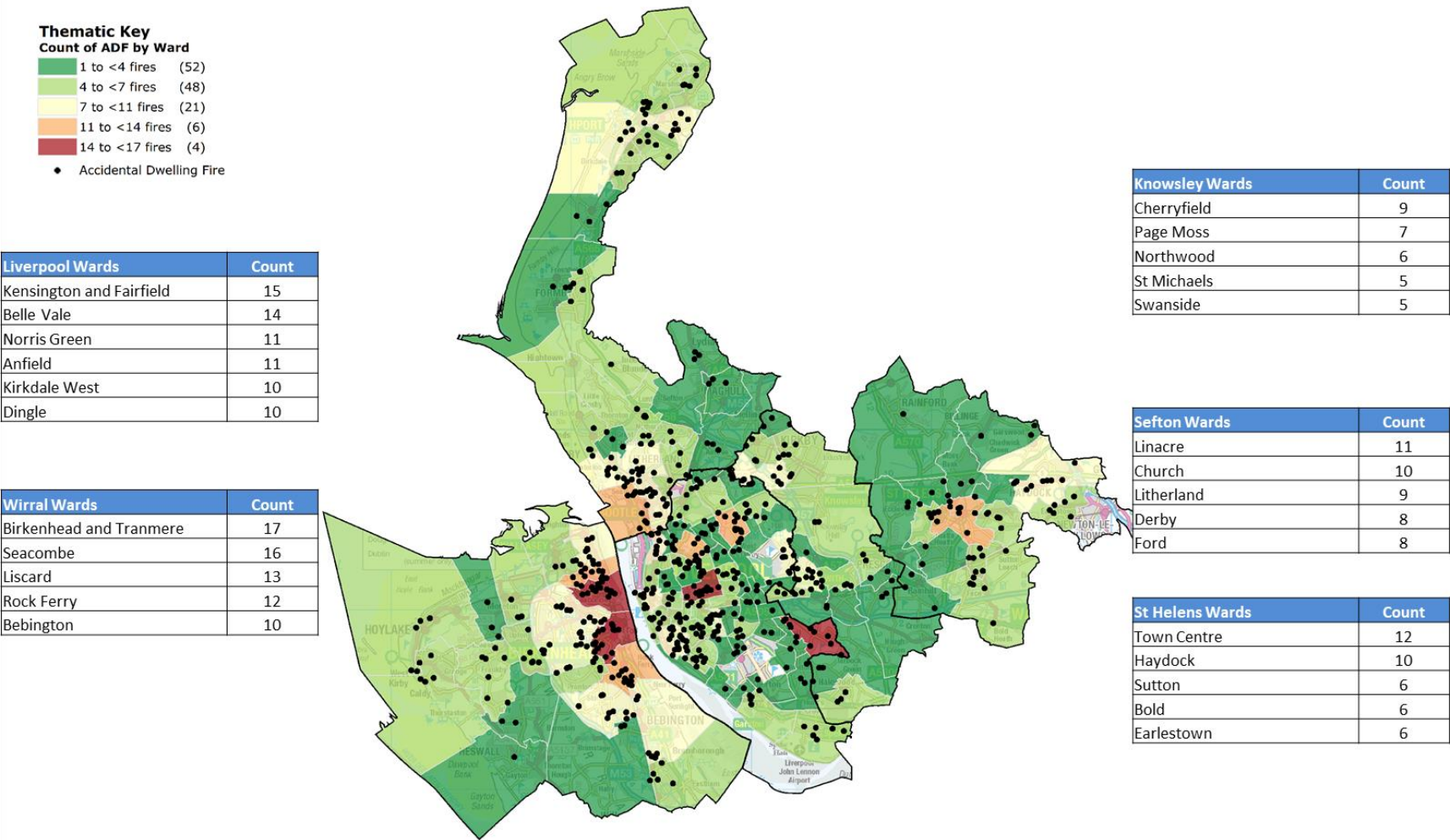
56m). A SM is in attendance longest during April (1h 15) and shortest in October (0h 37m), with an overall average of 0h 54m.

An IIT officer will spend on average 1h 56 at an incident.

2.7 Geographic Analysis

The district tables with each map generally show the top 5 wards or where more than 1 incident has occurred.

Map 1: Accidental Dwelling Fires – Top Wards

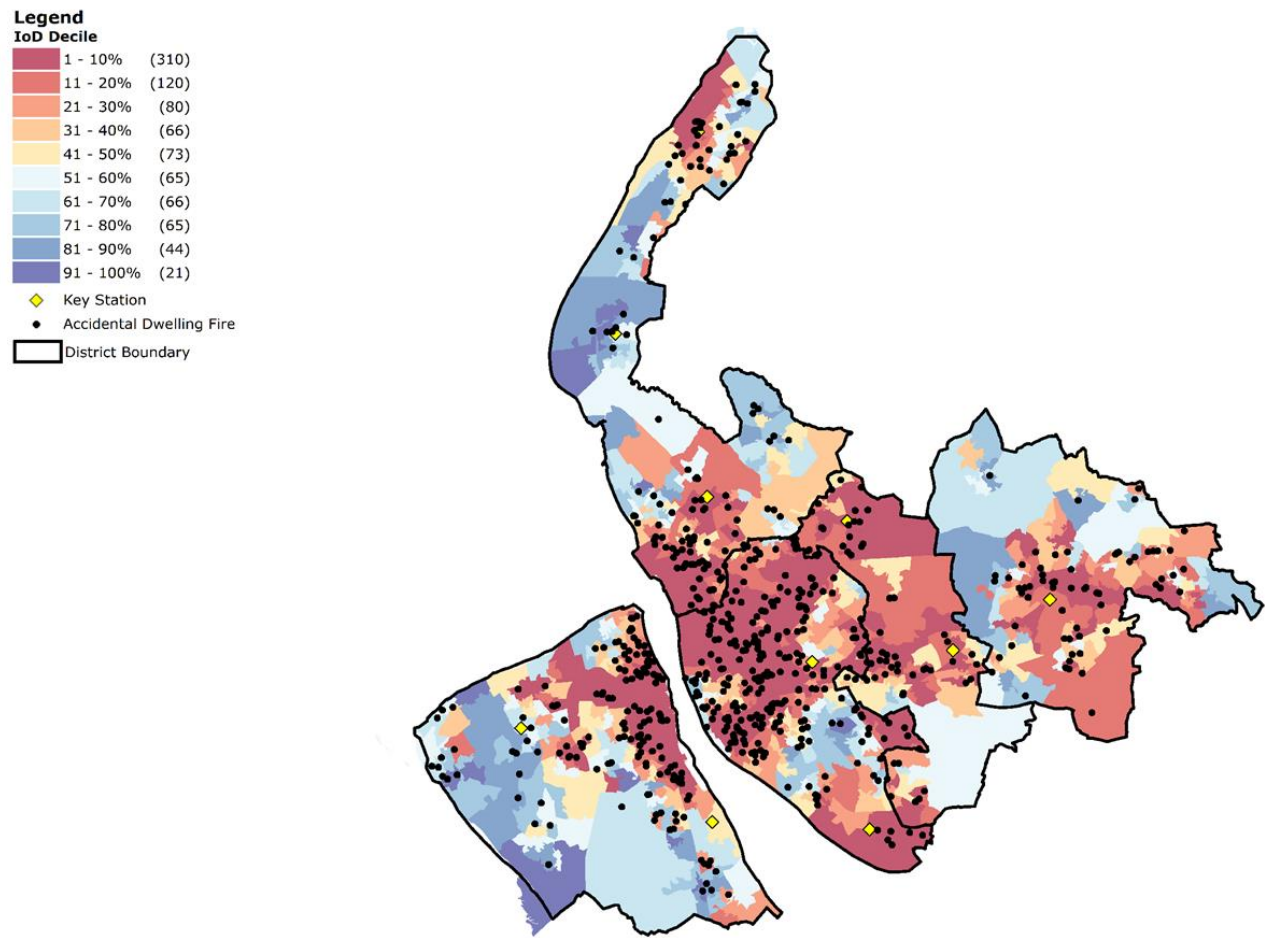


Thematic Map of Accidental Dwelling Fires - April 2023 to March 2024

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Map Reference:
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Map 2: Indices of Deprivation 2019 and Accidental Dwelling Fires during 2023/24

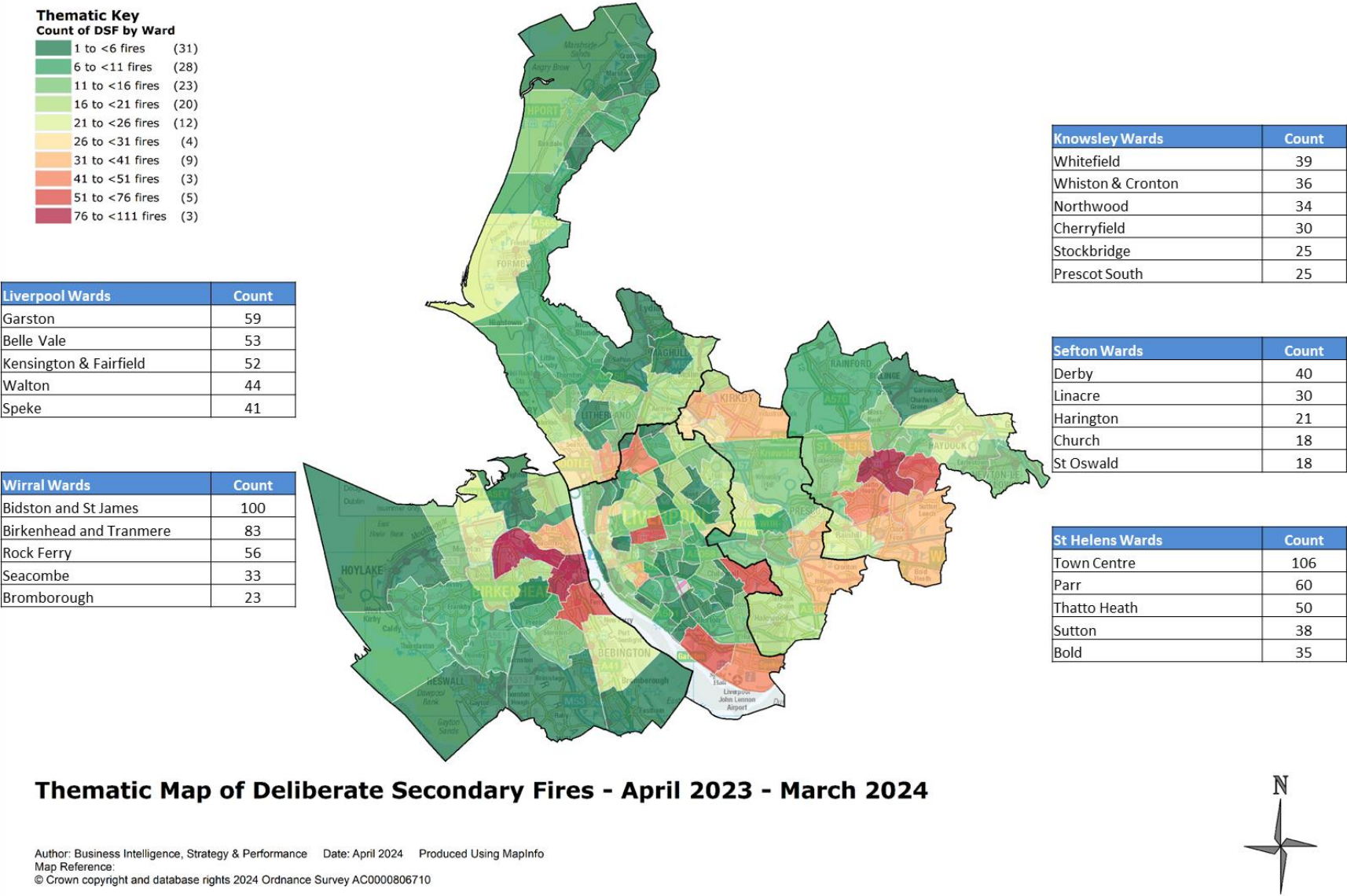


National Indices of Deprivation by Decile overlaid with Key Station locations and Accidental Dwelling Fires during 2023/24

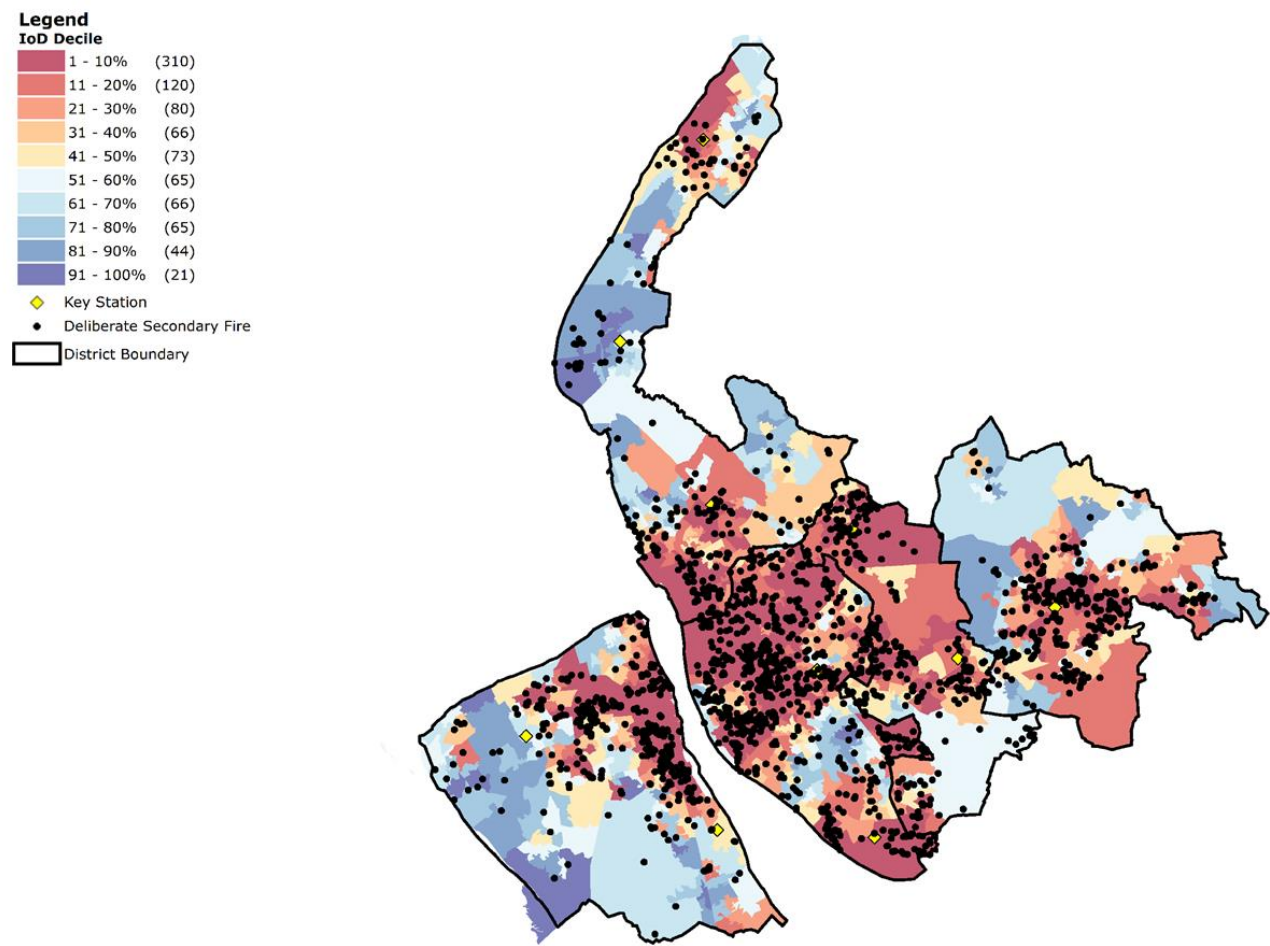
Author: Business Intelligence, Strategy & Performance Date: April 2024 Produced Using Mapinfo
Map Reference:
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Map 3: Deliberate Secondary Fires – Top Wards



Map 4: Indices of Deprivation 2019 and Deliberate Secondary Fires during 2023/24

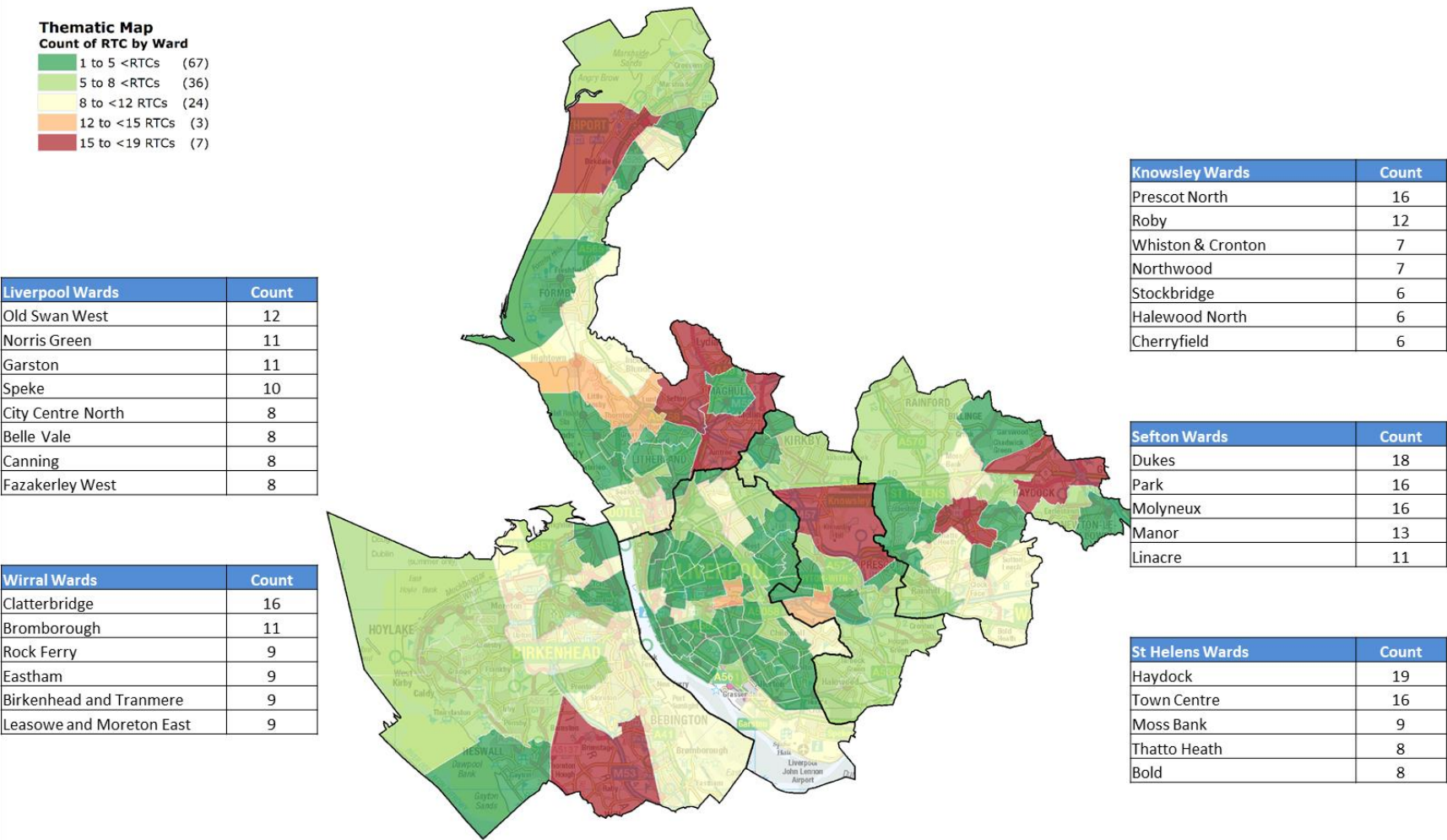


National Indices of Deprivation by Decile overlaid with Key Station locations and Deliberate Secondary Fires in 2023/24

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Map 6: Special Services RTCs – Top Wards

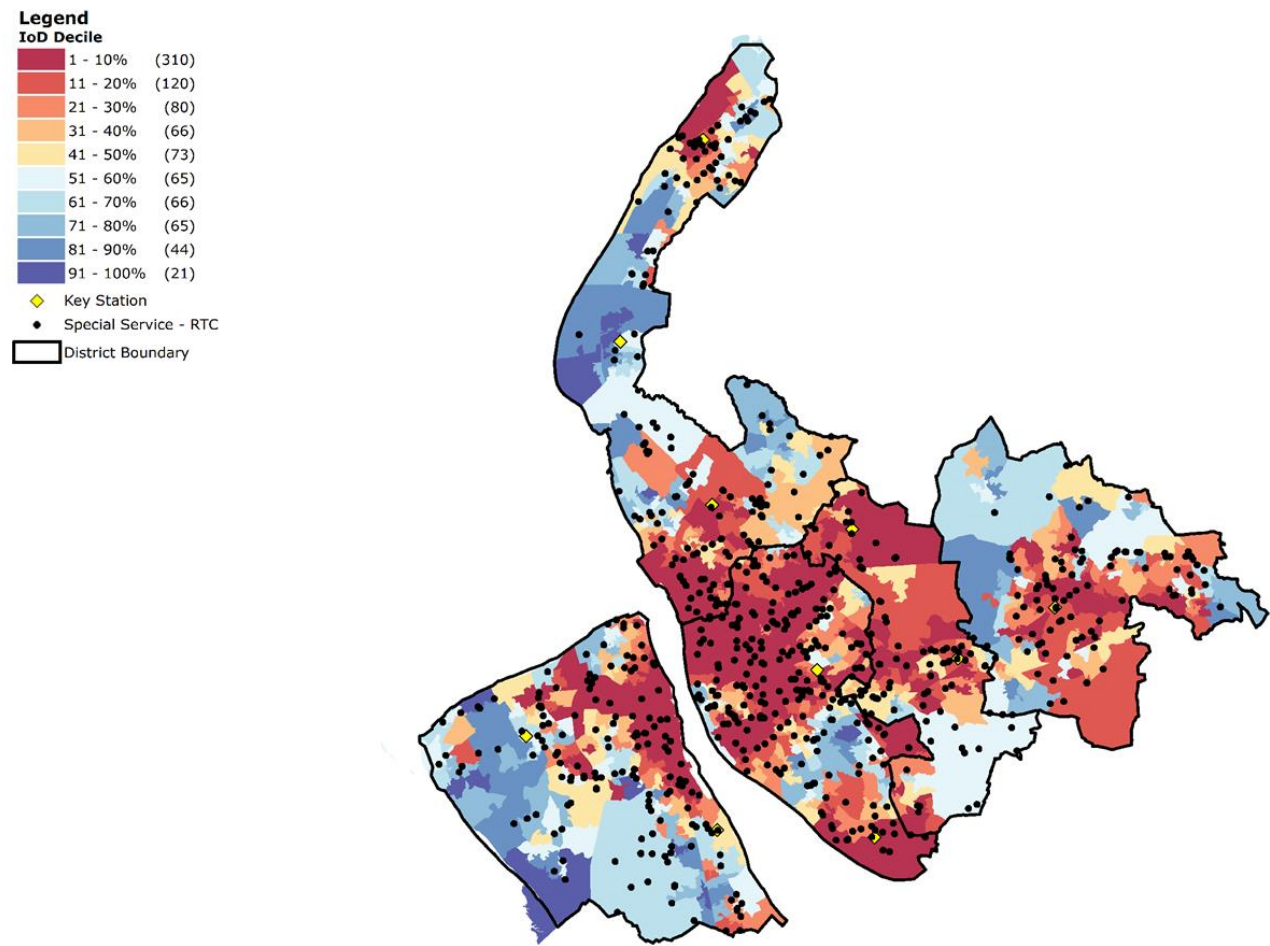


Thematic Map of Road Traffic Collisions - April 2023 to March 2024

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Map Reference:
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Map 7: Indices of Deprivation 2019 and Special Service – RTCs during 2023/24

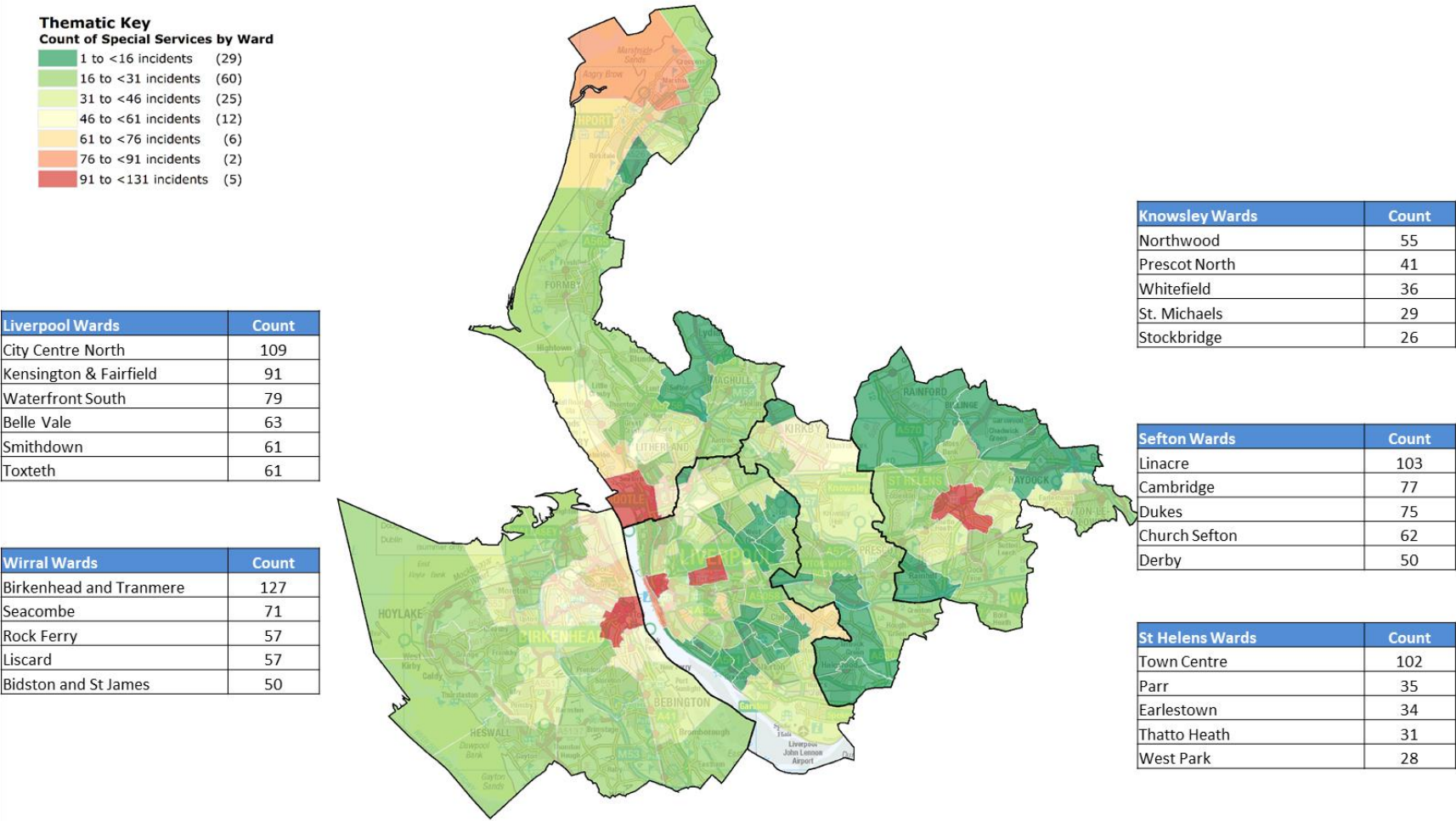


National Indices of Deprivation by Decile overlaid with Key Station locations and Special Service - RTCs in 2023/24

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Map 5: Special Services – Top Wards



Thematic Map of Special Services - April 2023 to March 24

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Map 8: Indices of Deprivation 2019 and Effecting Entry/Exit during 2023/24

