SERVICE DELIVERY PLAN 2017-18:

April 2017 to March 2018

INDEX

Total emergency calls

Total incidents

Total fires

Primary fires

Secondary fires

Special Services

False Alarms

Attendance standard

Sickness Absence

Carbon output

Objective:

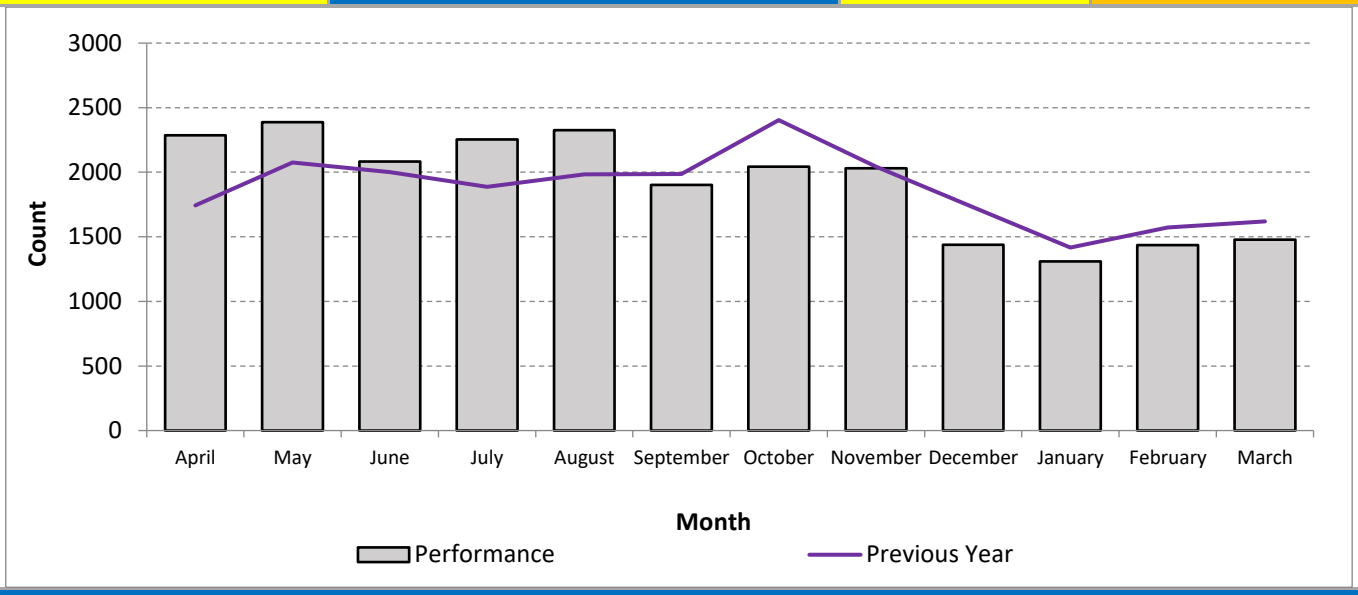
Good performance is reflected on the top bar of each indicator graph. We use Red, Amber, and Green to indicate how each indicator is performing. Amber reflects an indicator is within 10% of target.

Merseyside FIRE & RESCUE SERVICE

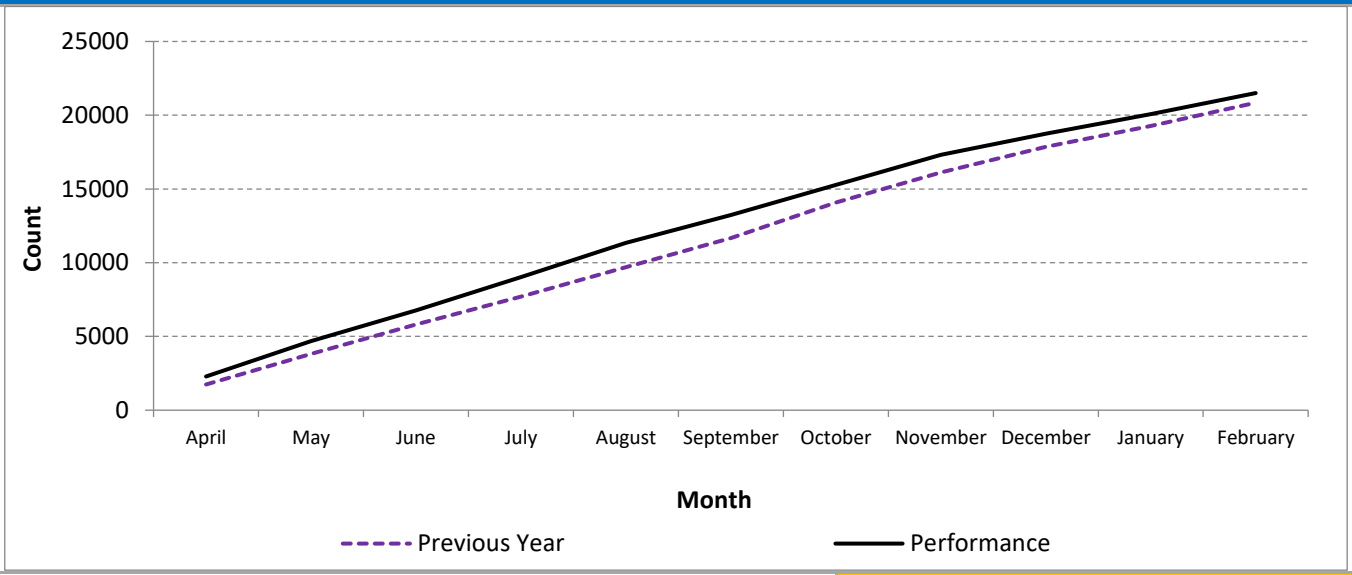
BENCHMARK INDICATORS

TC00 Total number of emergency calls received

Service Plan Target 2017-18	Quality Assurance – no target	Year end total	22980



Cumulative Performance

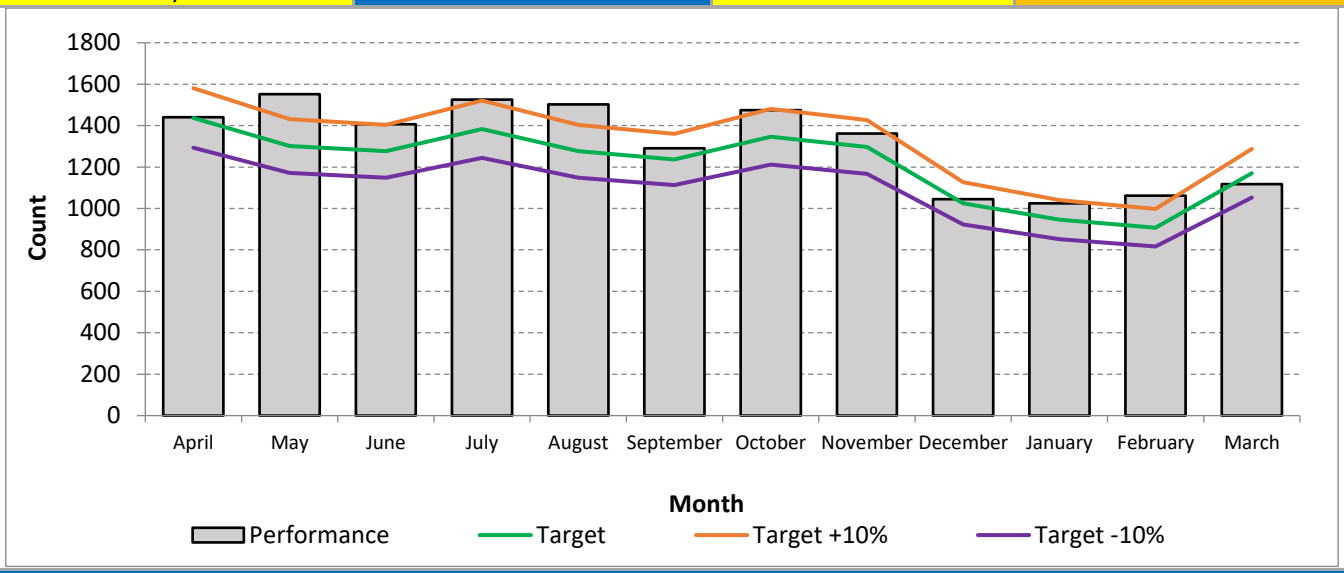


TO00 Total number of emergency calls received DO22 The % of 999 calls answered within 10 seconds	For quality assurance only

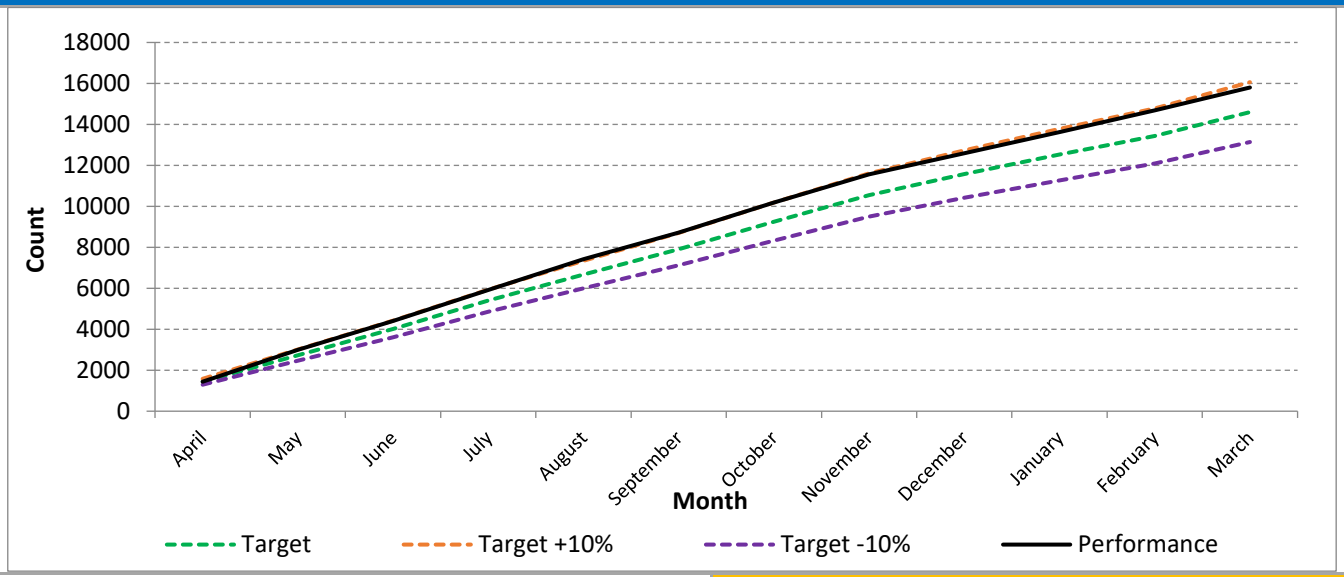
TC00	In 2017-18 there were 22980 emergency calls received at Fire Control compared to 22465 in 2016-17. There were a number of large incidents which generated a high volume of calls including Spotmix on Hawthorne Road Bootle = 30 repeat calls, a reported gas leak in Southport = 36 repeat calls, Mulberry Waste in Kirkby = 27 repeat calls, Special Ops Paintball, St Helens = 53 repeat calls, derelict property on Irlam Road Bootle = 28 repeat calls and a disused warehouse off Park Lane West, Netherton = 82 repeat calls.
DO22	98.3% of 999 calls were answered within 10 seconds by Fire Control achieving the 96% target.

TC01 The total number of incidents attended

Service Plan Target 2017/18	14600	Year end total	15976



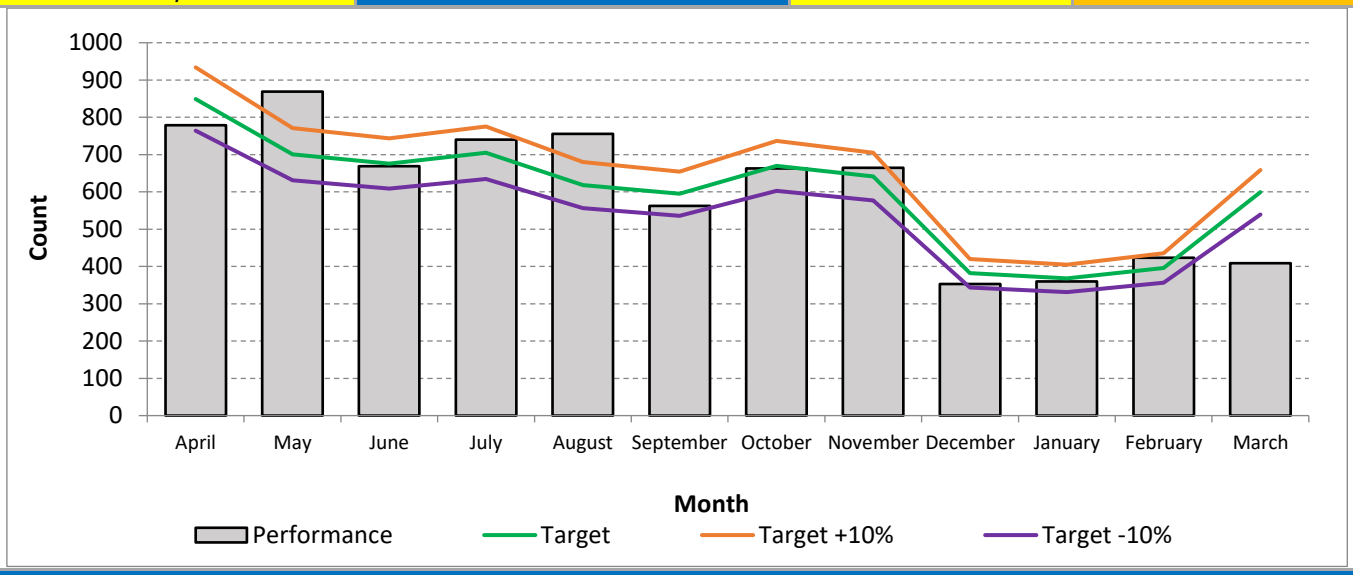
Cumulative Performance



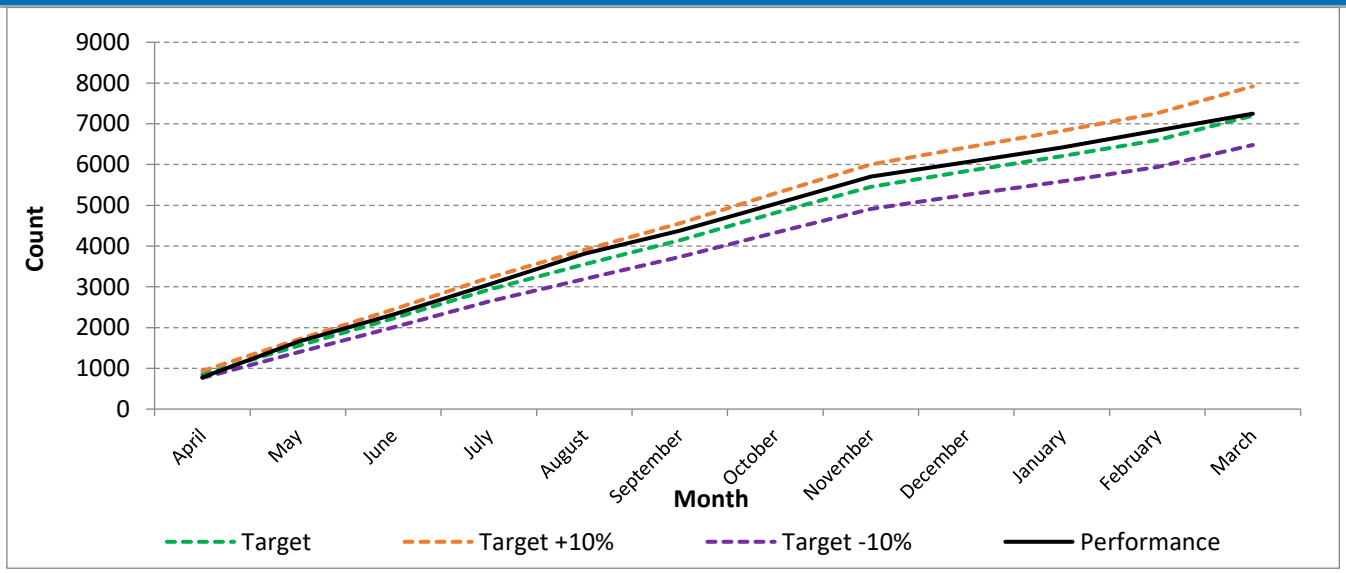
TC01 Total number of incidents attended	
TC01	There were 538 more incidents during 2017-18 (15976) than in 2016 -17 (15438). Incidents attended dropped considerably during the last 4 months of the year with 1045 incidents attended in December compared to 1551 during the peak month of May.

TC02 Total number of fire attended in Merseyside

Service Plan Target 2017/18	7200	Year end total	7318



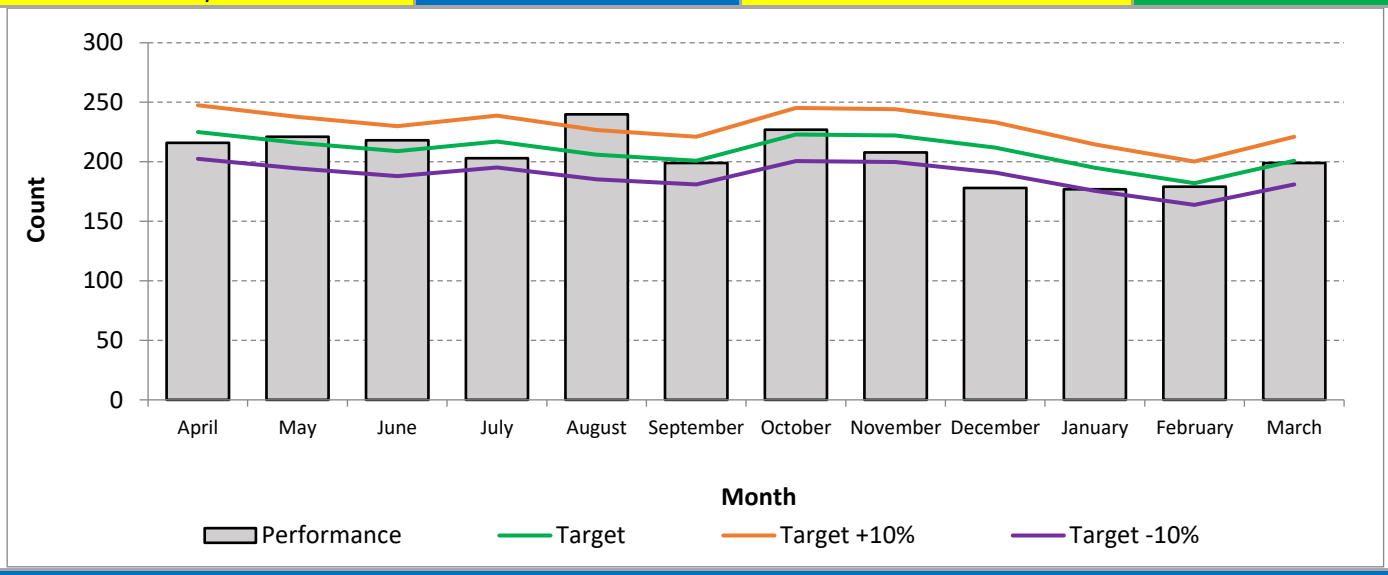
Cumulative Performance



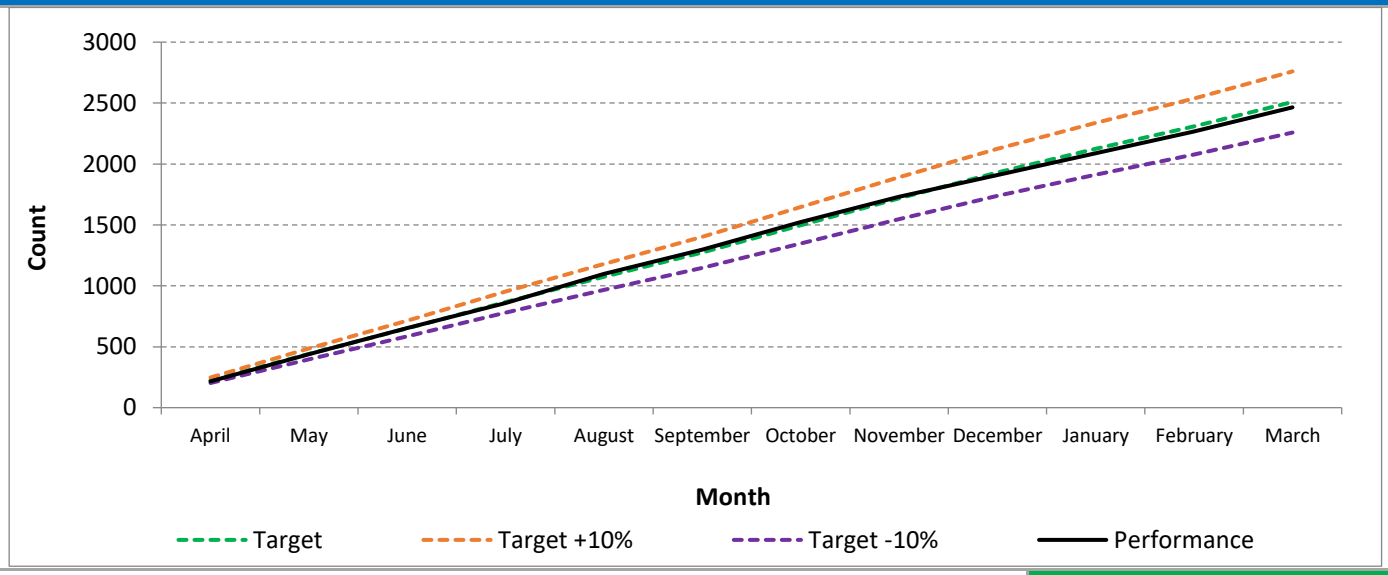
TC02 Total number of Fires attended in Merseyside	
TC02	At 118 over target this indicator is within 10% of target and there were 28 fewer fires attended during 2017-18 than in 2016-17 (7346). Following peaks during the Summer months and in particular May, which saw the highest number of fires for any month with 869 attended compared to 361 in January. This is predictable as the number of fires usually increase during the warmer months due to lighter nights and school holidays.

TC03 Total number of primary fires attended

Service Plan Target 2017/18	2509	Year end total	2495



Cumulative Performance



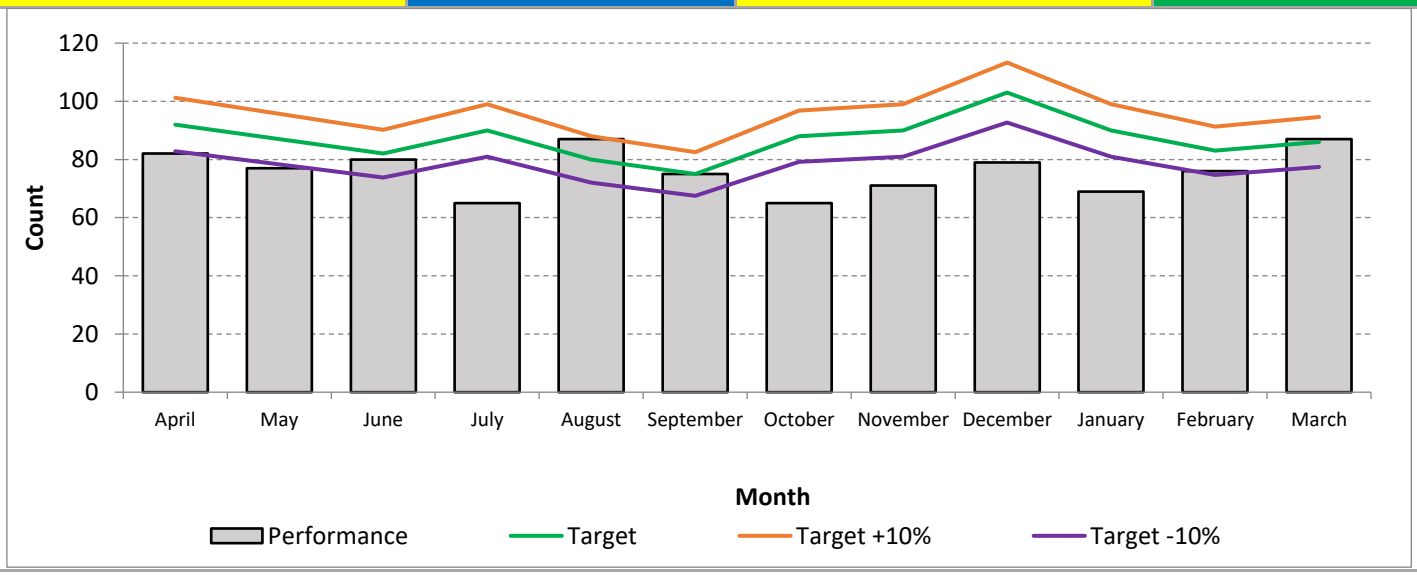
TC03 Total number of primary fires attended	
TC03	Primary fires are fires which involve an insurable loss. During 2017-18 MFRS attended 2495 primary fires 102 less than in 2016-17 (2597) and under the annual target of 7200. Targets are calculated using 3 years historical data.

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 (total - 928) have decreased significantly in number when compared to previous years. Just 5 years ago in 2013-14 there were 1153 incidents.
DC12	There were 4 fatalities in accidental dwelling fires this year which is the lowest figure ever recorded in the history of the Service. It is one less than our previous lowest number of 5 fatalities (achieved in years 2010-11 and 2011-12) and one quarter of the figure of 16 fatalities from only 2 years ago (our worst performance within the last 10 years). On a locality basis, only 2 out of the 5 Local Authority Districts had accidental dwelling fire fatalities, with no fatalities occurring in Sefton, Knowsley and St Helens. Every fatality is a tragedy for the family and community involved, but this low number is a reflection of the extensive targeted / intelligence lead prevention work carried out by MFRA staff over recent years.
DC13	There were 91 injuries in accidental dwelling fires, 2 less than last year. Of these injuries 32 (in 17 incidents) were recorded as serious.
DC14	Deliberate dwelling fires in occupied property have increased from 170 in 2016/17 to 179 in 17/18, which is within 10% of target (163).
DC15	Deliberate fires in unoccupied properties have decreased from 39 in 2016/17 to 36 in 2017/18.
DC16 DC17	There have been 10 injuries but no fatalities in deliberate dwelling fires this year. In 2016-17 there were 19 injuries and 1 fatality meaning targets have been achieved for 2017-18.

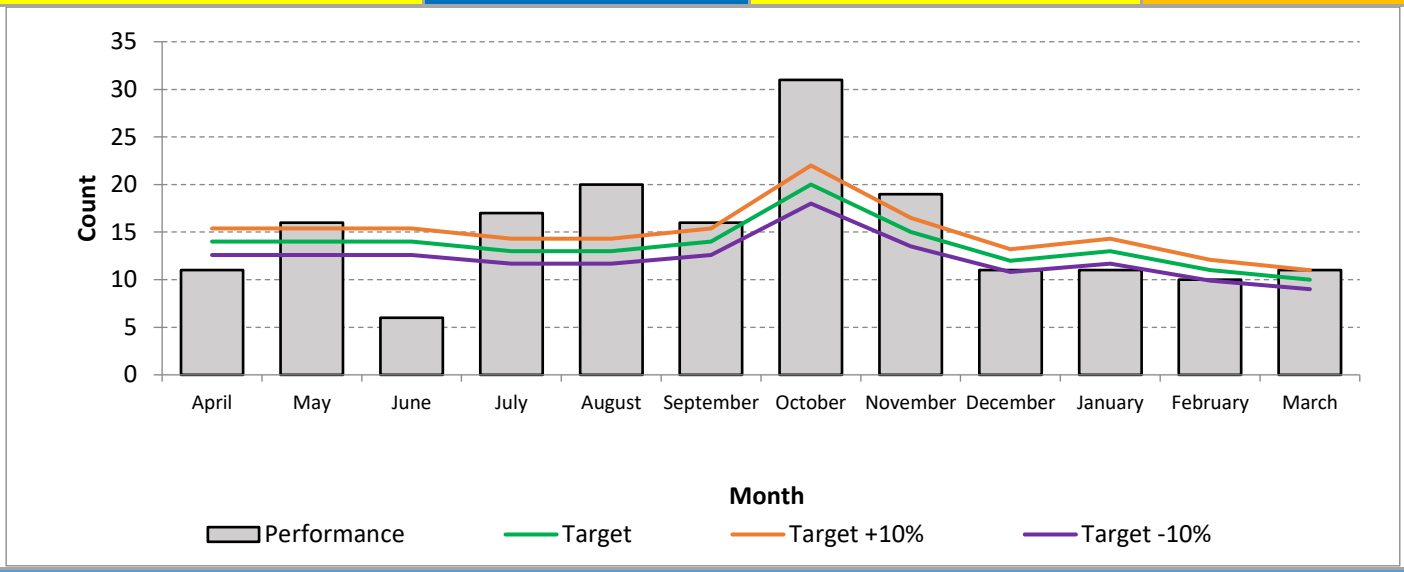
DC11 Number of accidental dwelling fires

Service Plan Target 2017-18	1046	Year end total	928



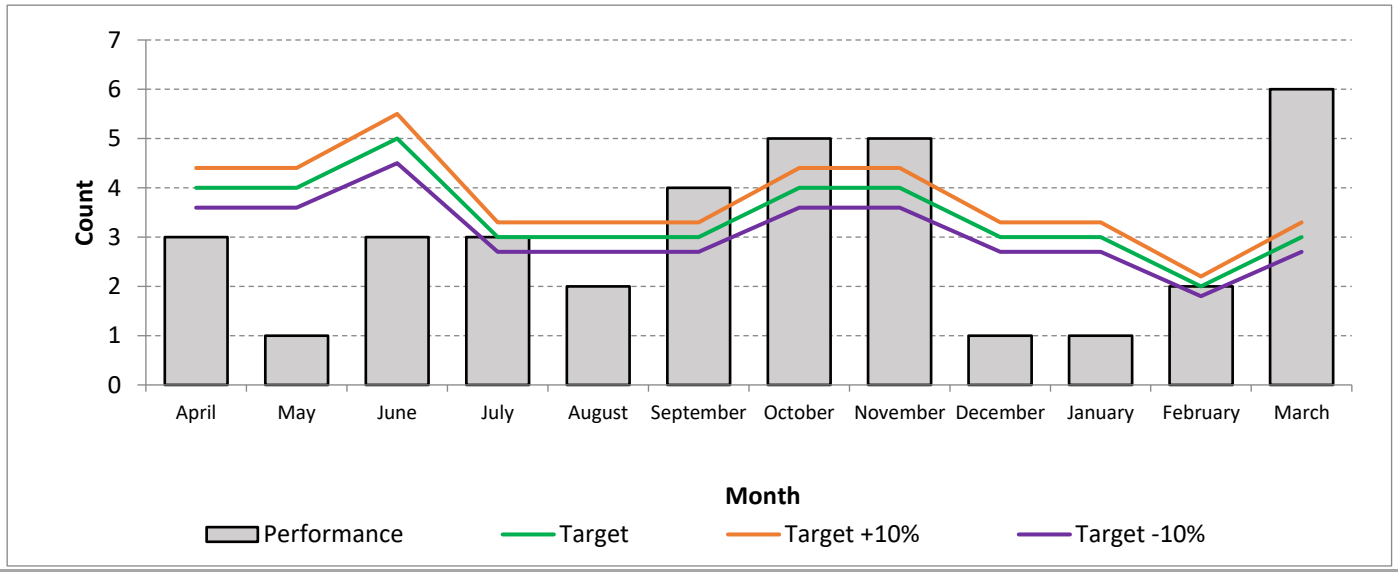
DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target 2017-18	163	Year end total	179



DC15 Number of deliberate fires in unoccupied properties

Service Plan Target 2017-18	41	Year end total	36



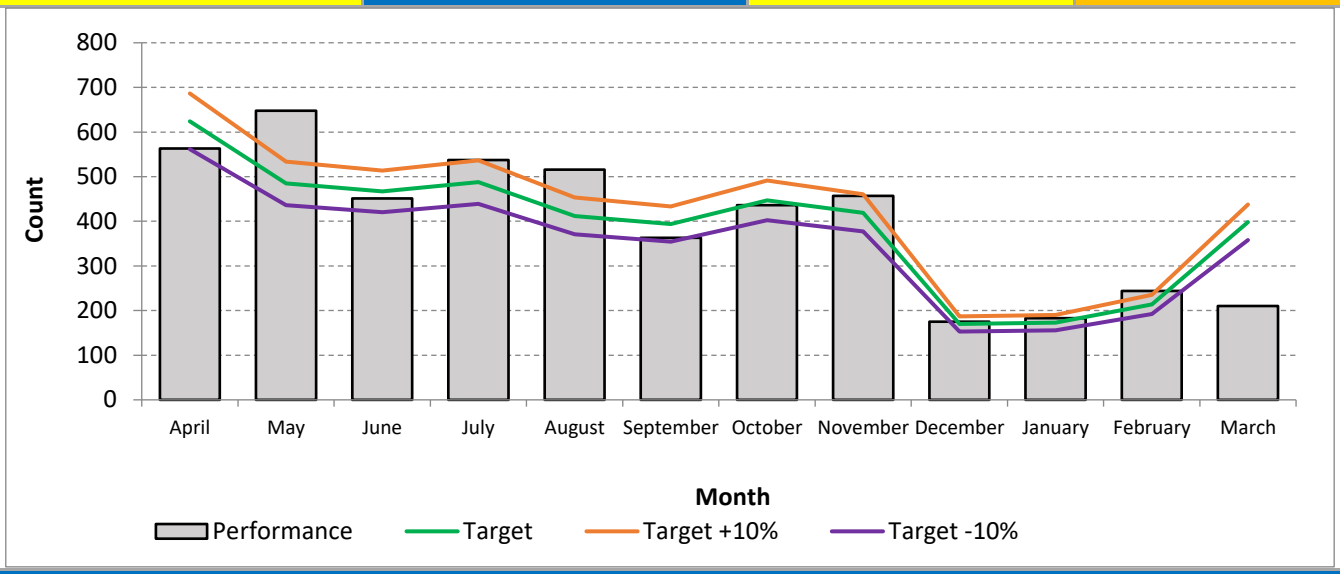
Home Fire Safety Checks (HFSC's)		
	Annual Target	**TOTAL**
Completed by Stations	*40951*	41454
Completed by stations, prevention staff and others	*50951*	51989

Operational fire crews generally 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. During 2017/18 56.4% of HFSC's were delivered to homes identified from status reports (i.e. to homes where at least one resident was over 65). In addition, HFSC's are delivered as part of reassurance and other campaigns that might be carried out after a fatality for example. These are delivered to a range of people in the community and are one of the main reasons why HFSCs are not only delivered to over 65s.

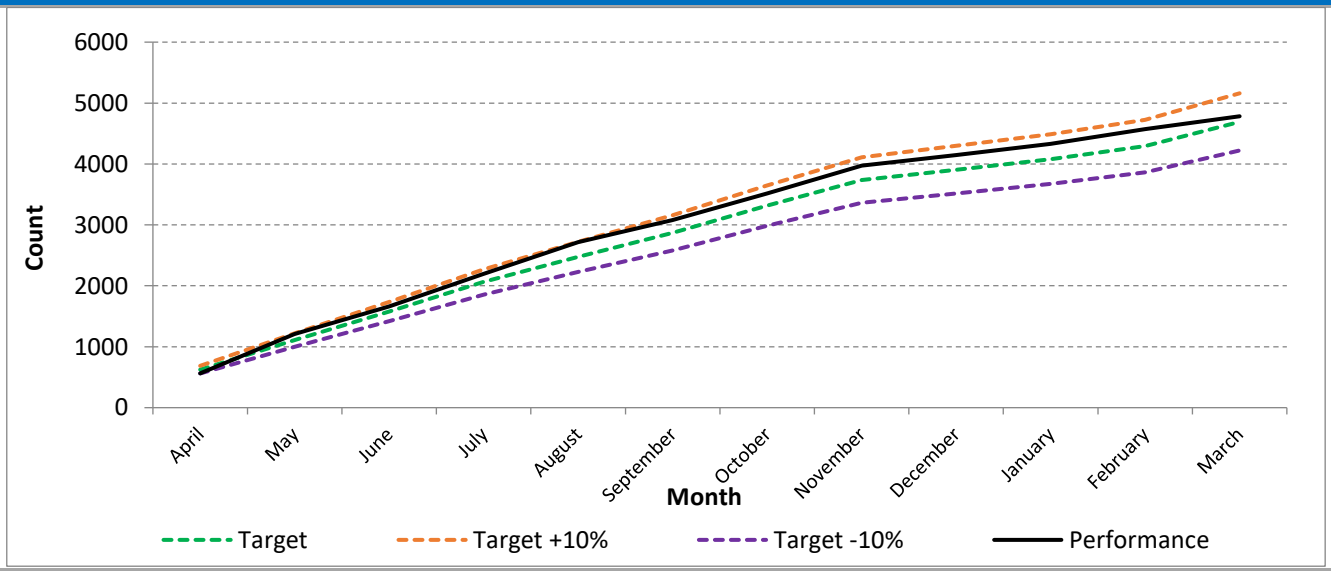
During 2017/18 operational fire crews delivered 41454 HFSC's. There were 51989 HFSC's carried out by fire crews, prevention staff and the new Home Safety Advisers (who delivered 916 HFSC's). Prevention staff target the most vulnerable people in our communities and they have delivered 9571 Safe and Well visits.

TC04 Total number of secondary fires attended

Service Plan Target 2017-18	4691	Year end total	4823



Cumulative Performance



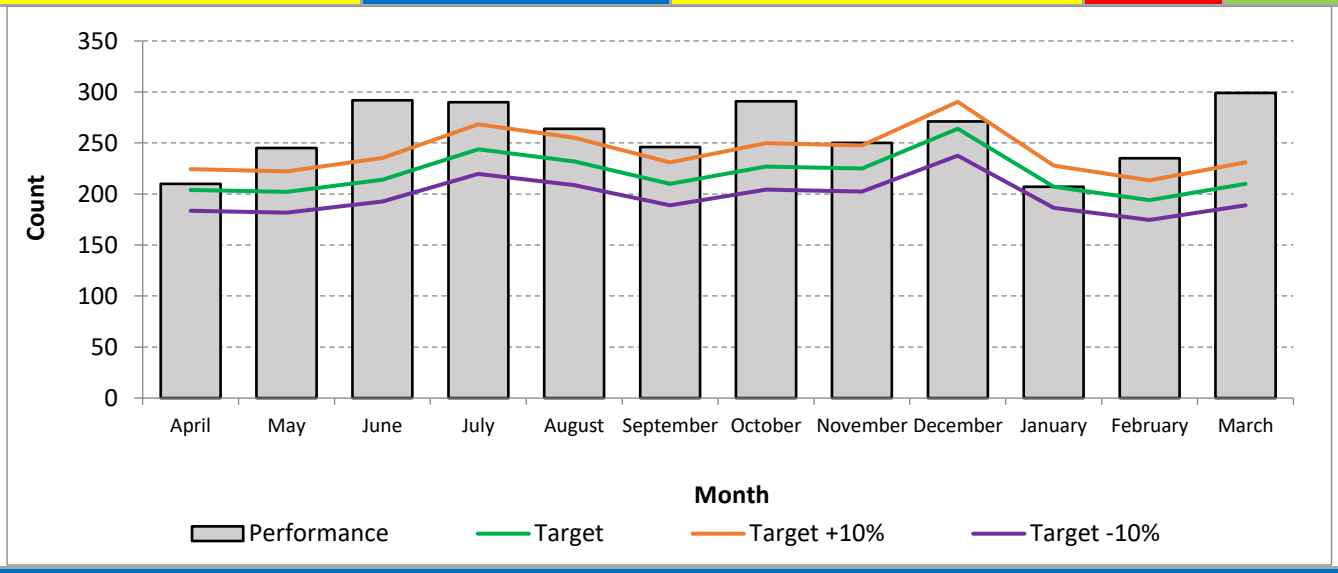
TC04 Total number of secondary fires attended	
AC11 Number of deliberate vehicle fires attended	
AC13 Number of deliberate ASB fires attended	

TC04	There were 1612 secondary fires in the first quarter of 2017/18. This is over 300 more fires than in quarter 1 of 2016/17. In May there were 635 fires; this is the highest number of incidents since May 2011 when there were 671. At the end of the year there had been 74 more secondary fires than in 2016/17.

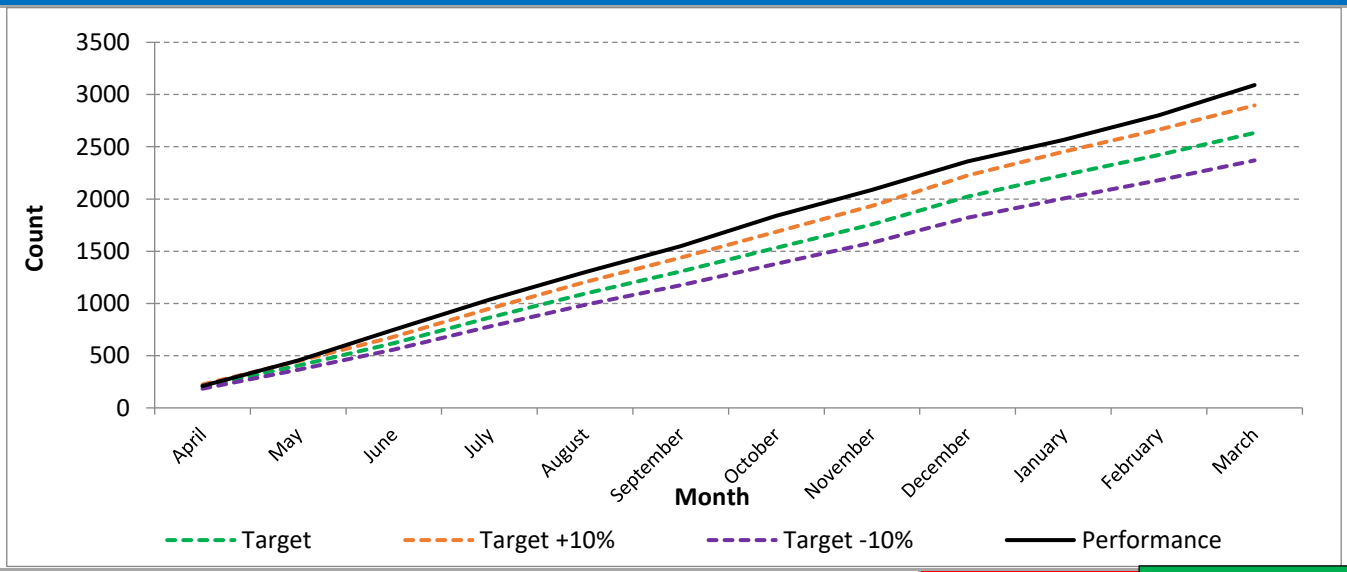
AC11	Deliberate vehicle fires continue to be an incident type that is increasing and exceeding targets. During 2017/18 there were 640 deliberate vehicle fires attended and 217 of those attended were motorcycle fires. MFRA continue to work closely with Merseyside Police to address this type of criminal activity around deliberate vehicle fires. Liverpool stations Old Swan, Toxteth, Speke and Kensington had the highest number of incidents.
AC13	Deliberate anti-social behaviour small fires (4221) are within 10% of the cumulative target of 4193. Again there was a spike in incidents in May when the weather was dry and schools were on holiday. Numbers fell dramatically during the winter months, as is usual.

TC05 Total number of special services attended

Service Plan Target 2017-18	2633	Year end total	3140	



Cumulative Performance

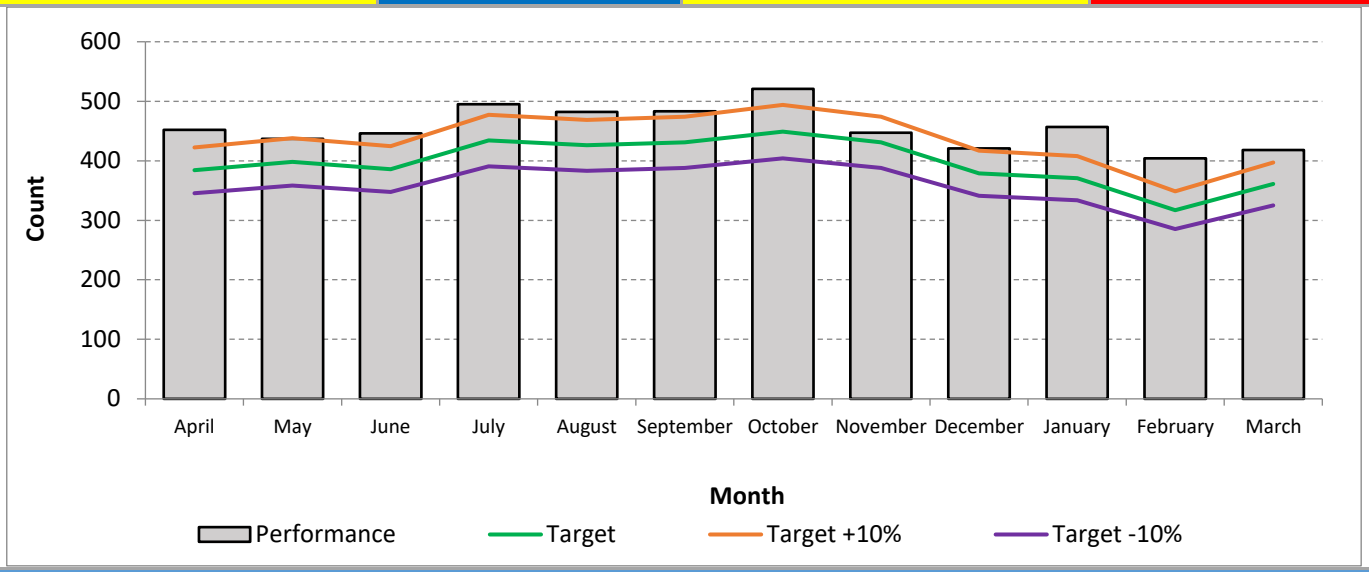


TC05 Total number of Special Services attended

RC11 Number of Road Traffic Collisions (RTC's)	
TC05	Special service calls have increased during 2017-18. The main types of incident attended are effecting entry, ring removal, assisting other agencies and lift rescues. Cumulatively there have been 3140 incidents this year compared to 3071 in 2016/17. The Emergency Medical Response trial was included in this indicator but the trial was suspended in August 2017. Some Special Services are potentially preventable by MFRA (e.g. RTCs) and are desirable for us to attend (e.g. EMR), so work is ongoing to determine how many of each category there are. Some Special Service attended generate income such as lift rescue and effecting entry, approx. £ 15,000 per annum. This indicator has had a number of new incident types added during 2017/18 including emergency medical response, gaining entry alongside Merseyside Police and assisting with searching for missing persons. This was not known when setting targets meaning that in some cases an increase in incidents is a positive development, in other cases it is not. We are intending to reflect this more accurately in 2018/19.
RC11	The number of RTC's attended has reduced from 605 in 2016/17 to 556 in 2017/18. This was 1 incidents below the cumulative target. In line with the reduction in incidents there have been 73 less injuries in RTC's. However there have sadly been 10 fatalities compared to 5 in 16/17.

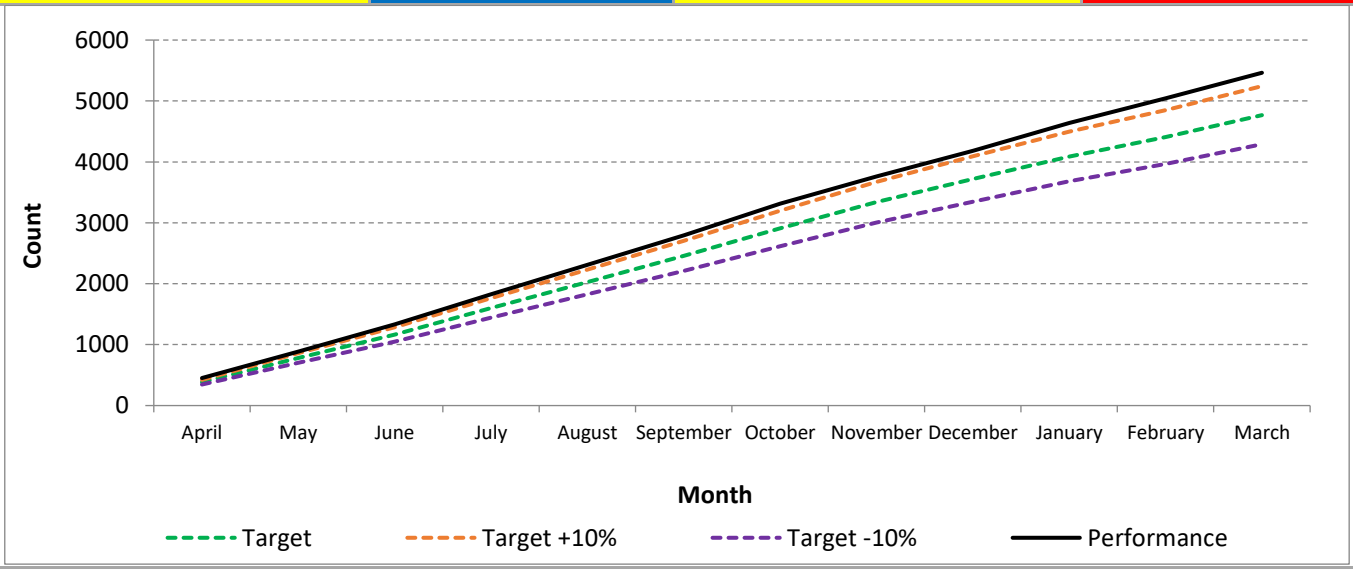
TC06 Total number of false alarms attended

Service Plan Target 2017-18	4767	Year end total	5517



TC011 Total number of false alarms attended, discounting false alarm good intent

Service Plan Target 2017-18	3243	Year end total	3636

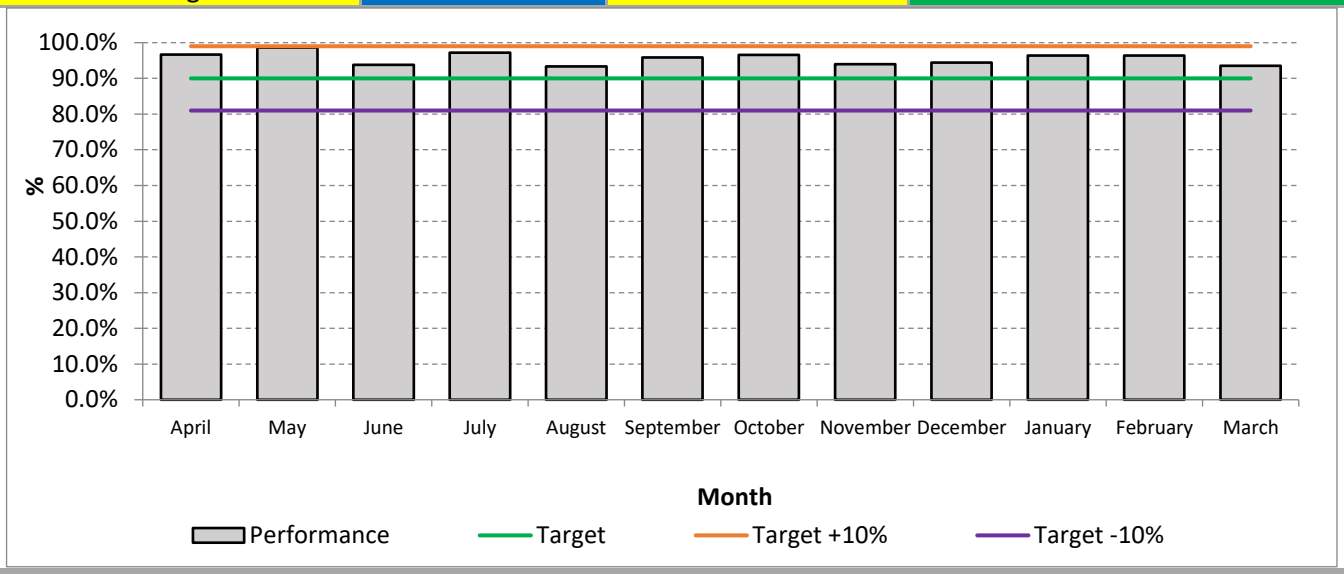


TC06 Total number of false alarms attended **TC011 Total false alarms attended, discounting false alarm good intent**	
TC06	The number of false alarms attended (5517) increased compared to 2016/17 when crews attended 5021 false alarms. Repeat attendances continue to be predominantly automatic fire alarms (AFA) in sheltered, self-contained accommodation, which are exempt from MFRA's policy of only attending AFAs when a back-up call is removed or a double-knock alarm system is used. Community Risk Management teams work closely with these premises to reduce false alarm calls.

	For this indicator, comparing the 6 Metropolitan FRA's Merseyside is ranked 2nd best of the 6 FRA's, at the time of writing figures for quarter 4 are not available.
TC011	By subtracting the number of false alarm good intent calls from the total number of false alarms attended a clearer picture of the number of incidents can be drawn. Each month this incident type has exceeded targets.

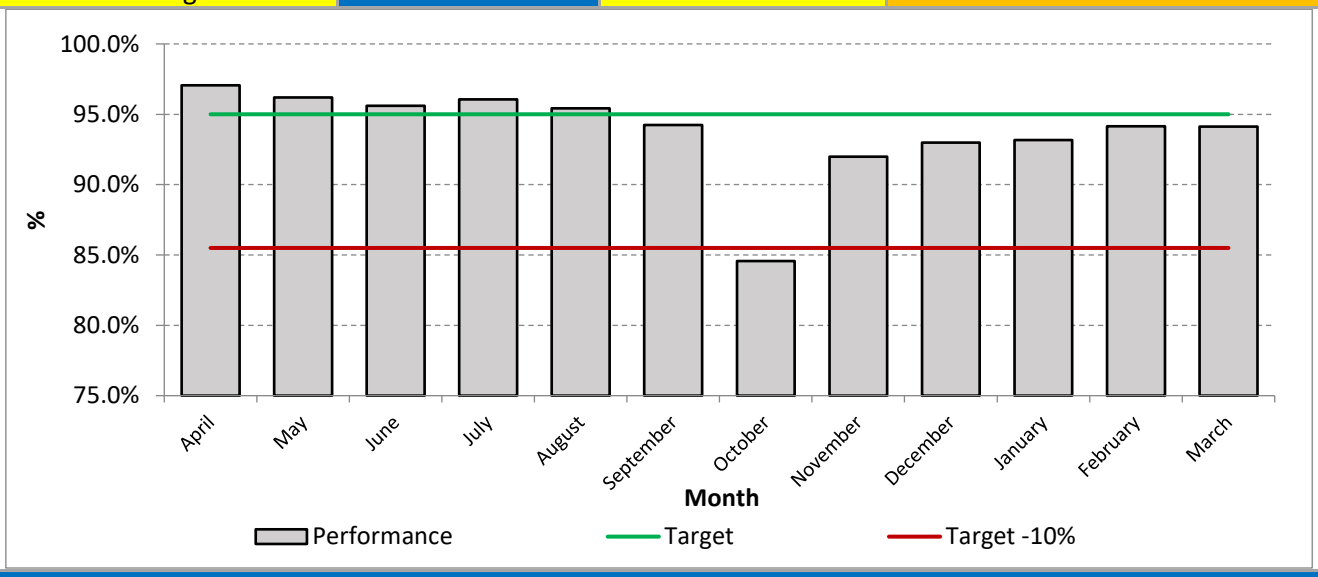
TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes

Service Plan Target	90%	Year end total	95.3%



DR23 Alert to mobile in under 1.9 minutes

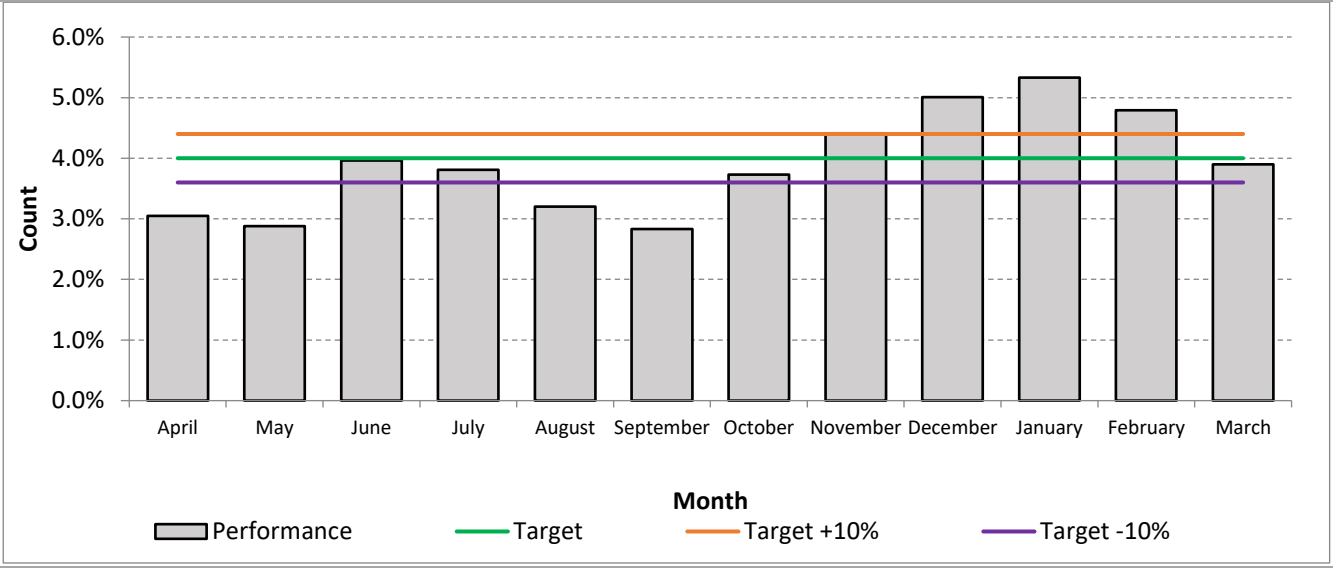
Service Plan Target	95%	Year end total	93.8%



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 95.3% of occasions, well above the target of 90%.
DR23	Crews when being mobilised to emergency incidents went from alert to mobile in under 1.9 minutes on 93.8% of incidents. This indicator is within 10% of target. It is an important part of ensuring the attendance standard is met and any failures to meet the standard are fully investigated by managers.

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

Service Plan Target 2017-18	4%	Year end total	4.11%

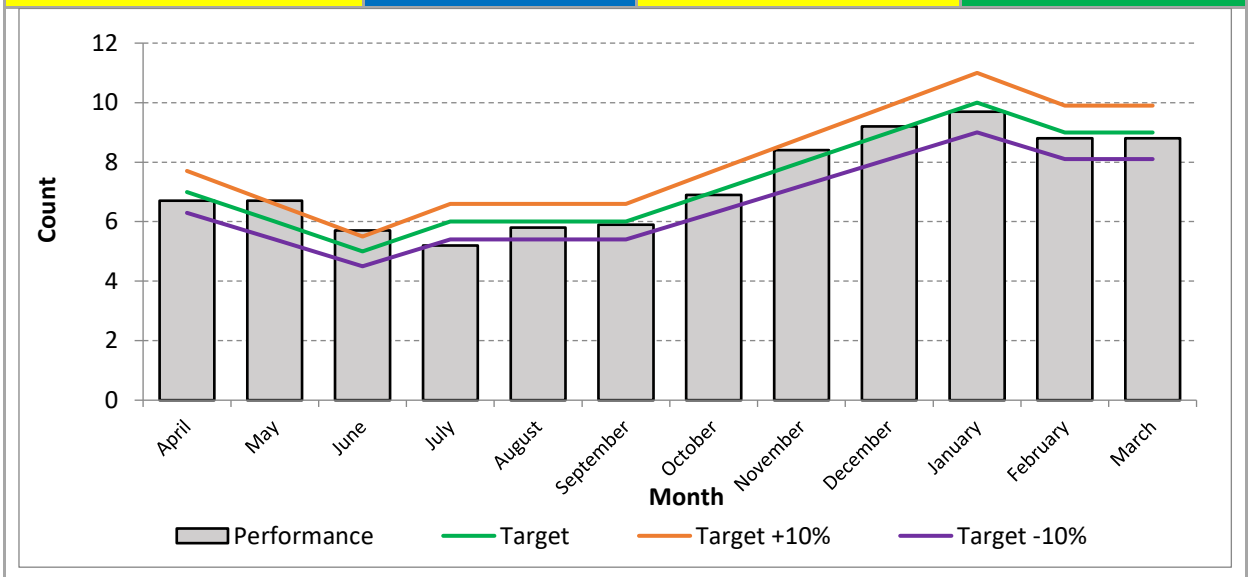


TD09 The % of available shifts lost to sickness absence, all personnel	
WD11 The % of available shifts lost to sickness absence per wholetime equivalent GREY book (operational) personnel	
WD12 The % of available shifts lost to sickness absence per wholetime equivalent GREEN & RED book (non uniformed) personnel	

TD09	Overall sickness among all staff at 4.11% shifts lost to sickness absence is within 10% of the 4% target but has increased when compared to 2.89% in 2016/17. There were a number of Winter months when sickness exceeded the 4% target with 5.33% of shifts in January lost to sickness absence.
WD11 **WD12**	During 2017-18 4.32% of uniformed staff shifts/days were lost to sickness absence; this exceeds the 4% target. During 2016/17 3.46% of shifts/days were lost. Absence among operational personnel steadily increased month on month from October to February but has decreased since then. Non uniformed staff absence was 3.47% at the end of 2017-18 compared to 1.96% in 2016/17. The target of 4% was only exceeded in January. Absence among operational personnel steadily increased month on month from October to February but has started to decrease since then.

TE10 Total carbon output of all buildings

Service Plan Target 2017-18	88	Year end total	87.8





TE10 Total carbon output of all buildings	
TE10	Carbon output at 87.6 from all buildings was below the annual target of 88. This measurement is CO2 per metre per building.