SERVICE DELIVERY PLAN 2018-19:

April to July 2018

INDEX

Total emergency calls

Total incidents

Total fires

Primary fires

Secondary fires

Special services

False alarms

Attendance standard

Sickness absence

Carbon output

Objective:

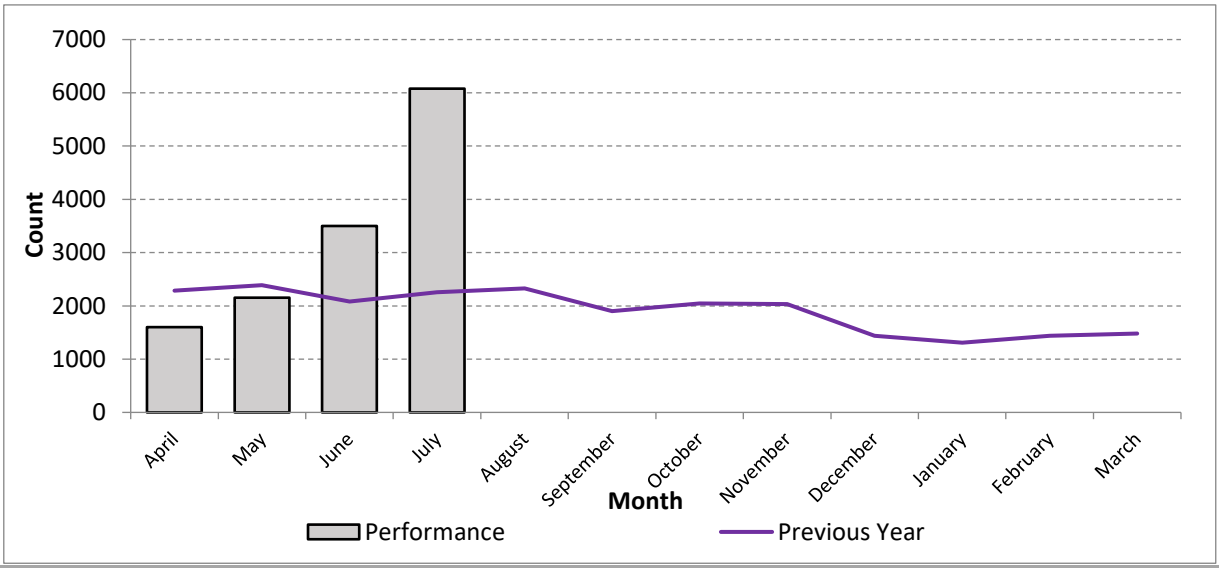
Good performance is reflected on the top bar of each indicator graph. We use Red, Amber, and Green to indicate how each indicator is performing. Amber reflects an indicator is within 10% of target.

Merseyside FIRE & RESCUE SERVICE

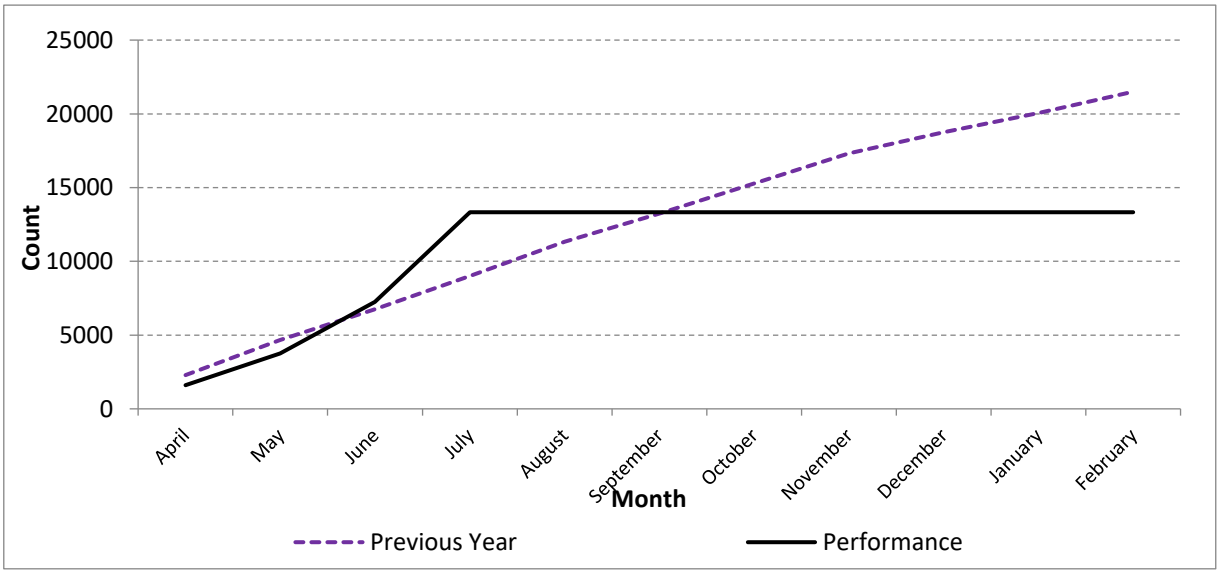
BENCHMARK INDICATORS

TC00 Total number of emergency calls received

Service Plan Target	Quality Assurance	Progress to Date	13330



Cumulative Performance

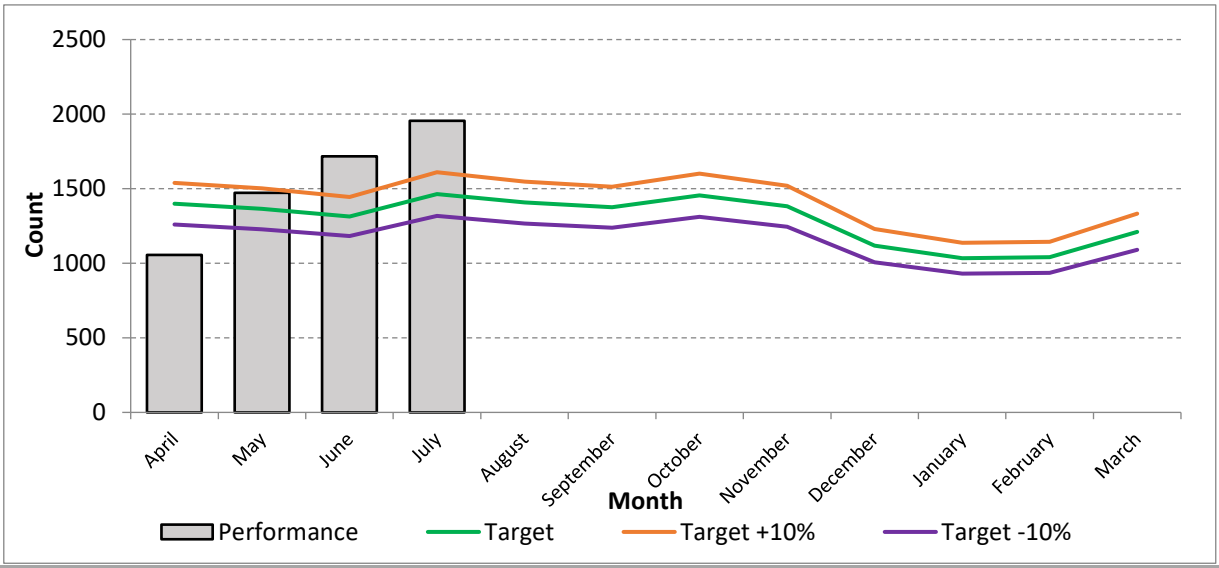


TO00 Total number of emergency calls received DO22 The % of 999 calls answered within 10 seconds	For quality assurance only

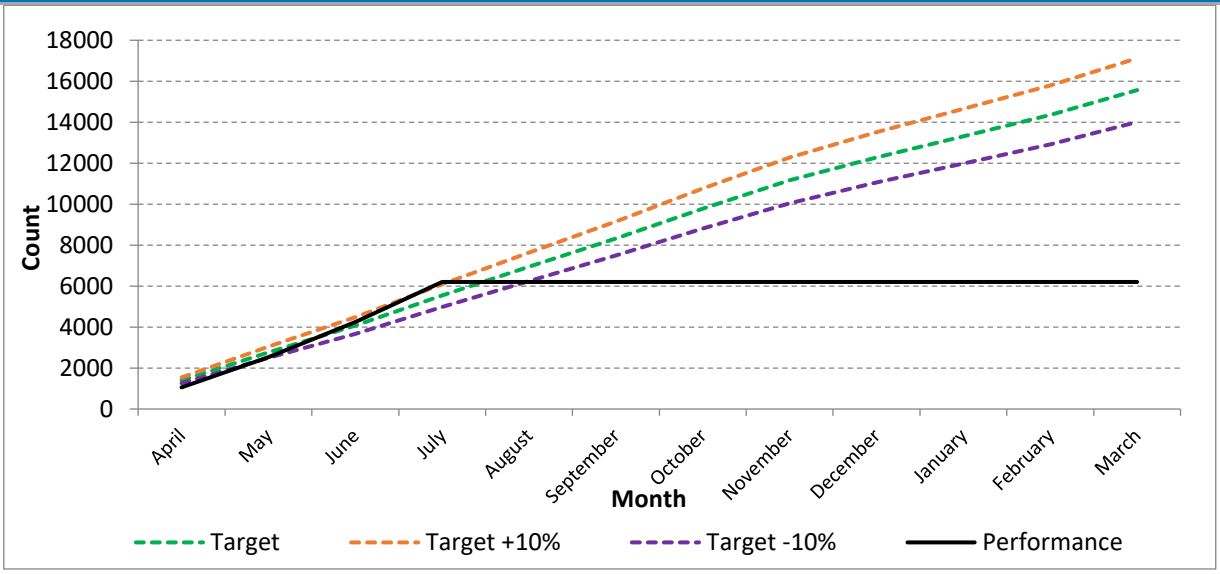
TC00	Due to exceptionally hot weather over a prolonged period in June and July the number of emergency calls received by fire control to 31st July is 13330, this is 4317 more than April to July 2017. 6076 emergency calls were received in July which is the highest number since July 2006 when 9971 calls were received, again due to exceptionally hot weather.
DO22	Due to the consistently high number of calls received, 91.8% of 999 calls were answered within 10 seconds against a target of 95%.

TC01 The total number of incidents attended

Service Plan Target Apr-July 2018/19	5542	Progress to Date	6202



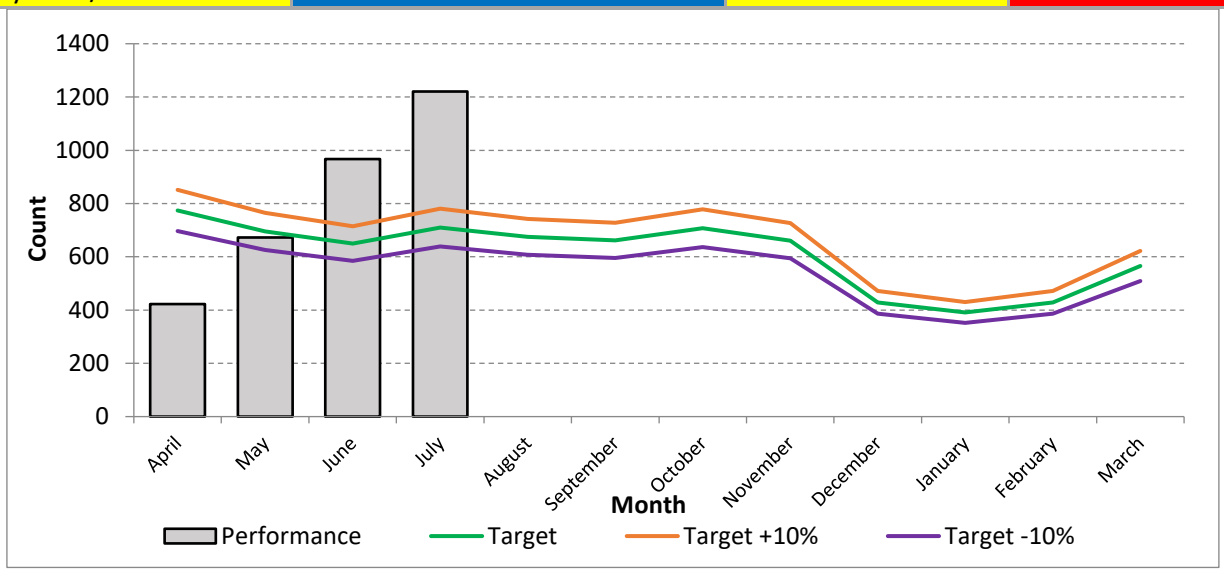
Cumulative Performance



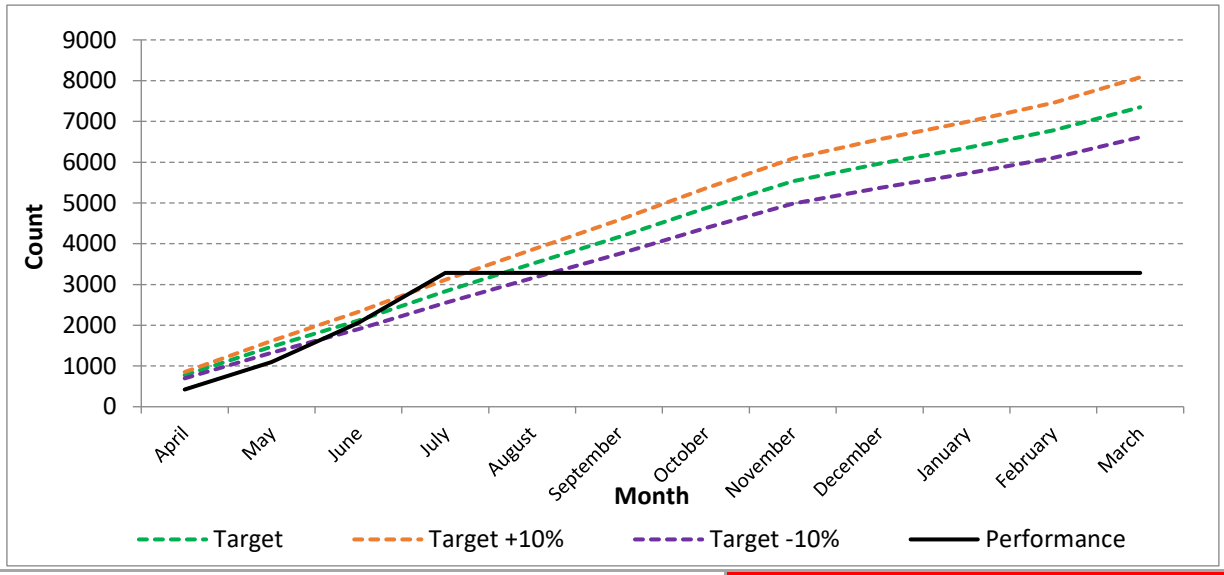
TC01 Total number of incidents attended	
TC01	There were 6202 incidents attended between April and July 2018 and this 278 more than last year. Gradually each month as the weather got warmer the number of incidents increased; from 1057 in April to 1955 in July. This was mainly due to the number of secondary fires.

TC02 Total number of fire attended in Merseyside

Service Plan Target Apr-July 2018/19	2829	Progress to Date	3284



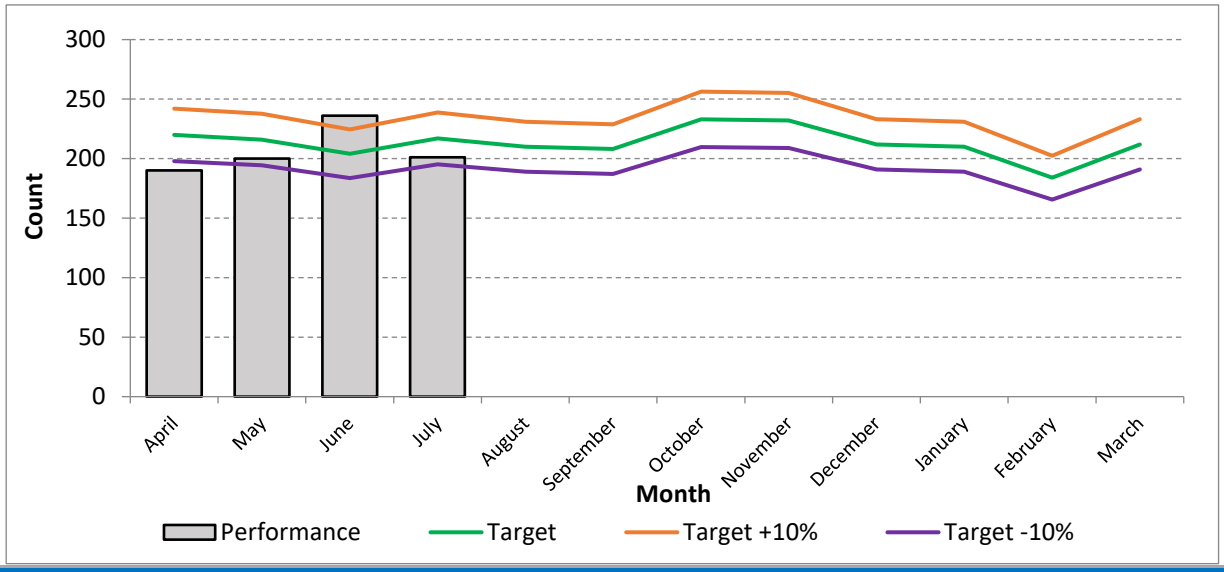
Cumulative Performance



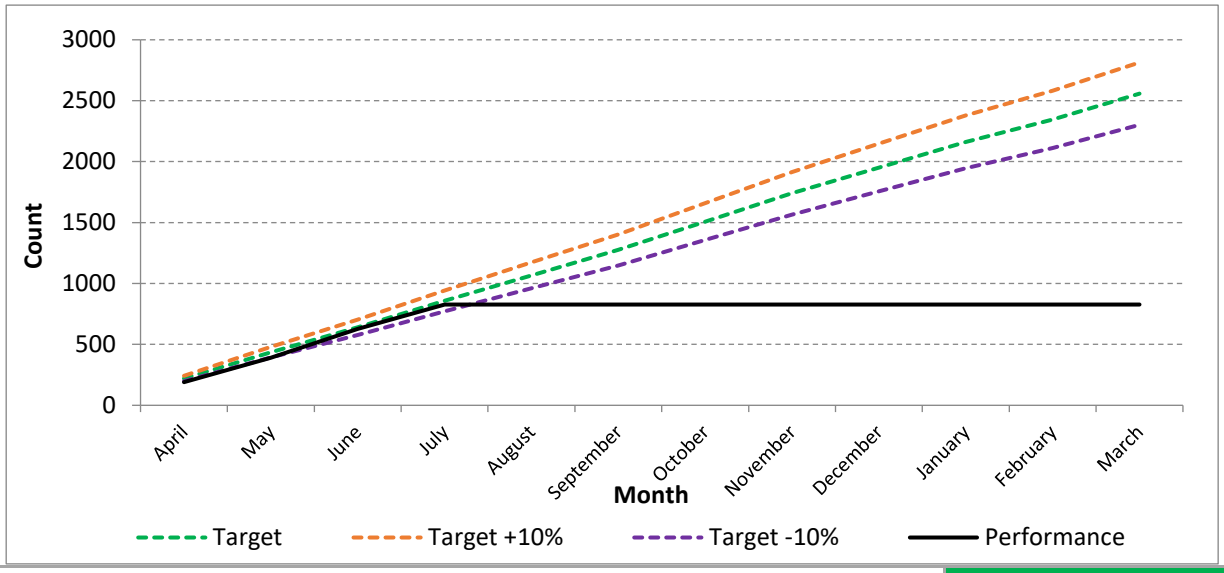
TC02 Total number of Fires attended in Merseyside	
TC02	Fires attended increased each month with 423 fires attended in April, 673 in May, 967 in June and 1221 in July. There were 227 more fires between April and July 2018 (3284) than in 2017 (3057).

TC03 Total number of primary fires attended

Service Plan Target Apr-July 2018/19	857	Progress to Date	827



Cumulative Performance



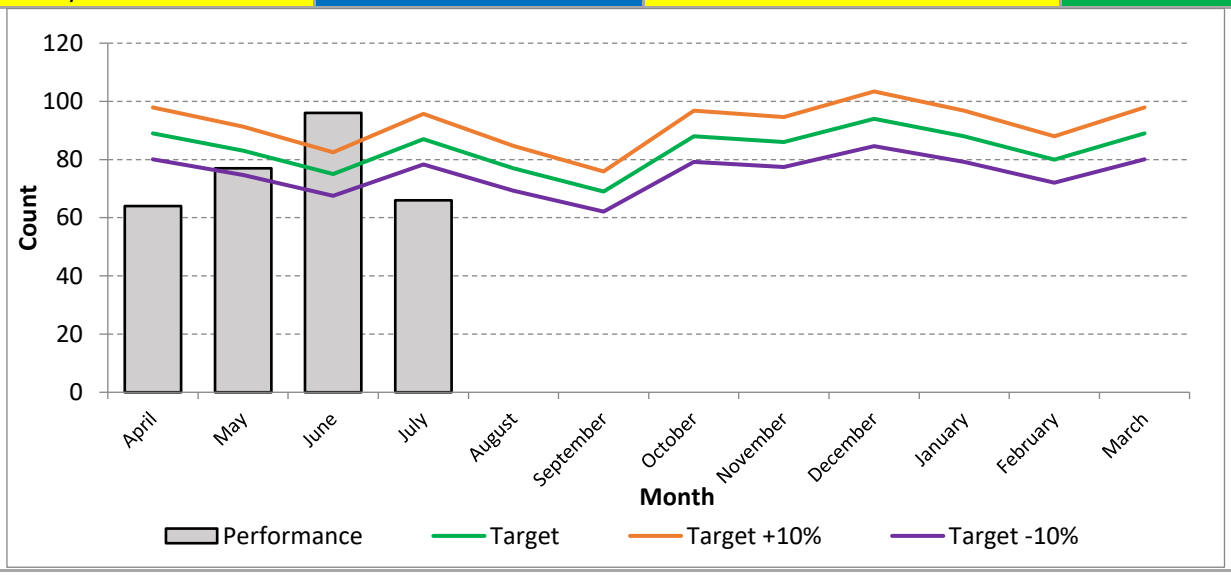
TC03 Total number of primary fires attended	
TC03	There were 827 primary fires in between April and July which was within the target of 857 and less than in 2017 (858). Primary fires involve an insurable loss.

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

COMMENTARY:	
DC11	Accidental dwelling fires (303) are one of the fires types that achieved the cumulative target (334) for this period. There was a peak in the number of fires in June with 96 incidents but there was an increase in most fire types in June.
DC12	To date there has been one fatality in an accidental dwelling fire which occurred in April and sadly the lady has now passed away.
DC13	In June there were 9 injuries in 5 incidents. Cumulatively there have been fewer injuries in 2018 (27) than in 2017 (33).
DC14	Deliberate dwelling fires in occupied property have fallen from 50 in 2017/18 to 45 in 18/19; under the cumulative target of 56.
DC15	Deliberate fires in unoccupied properties after a peak of 5 incidents in April have fallen in other months to 11 for the period April to July, achieving the cumulative target of 15.
DC16 DC17	There have been no fatalities in the deliberate dwelling fires to date and 2 injuries at an incident in May.

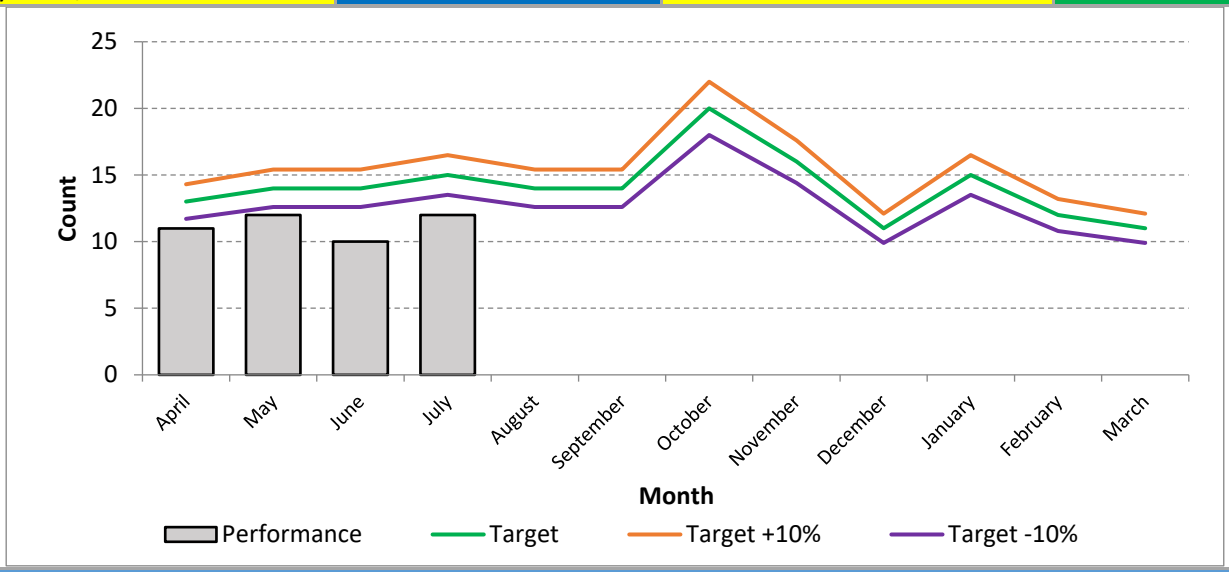
DC11 Number of accidental fires in dwelling

Service Plan Target Apr-July 2018/19	334	Progress to Date	303



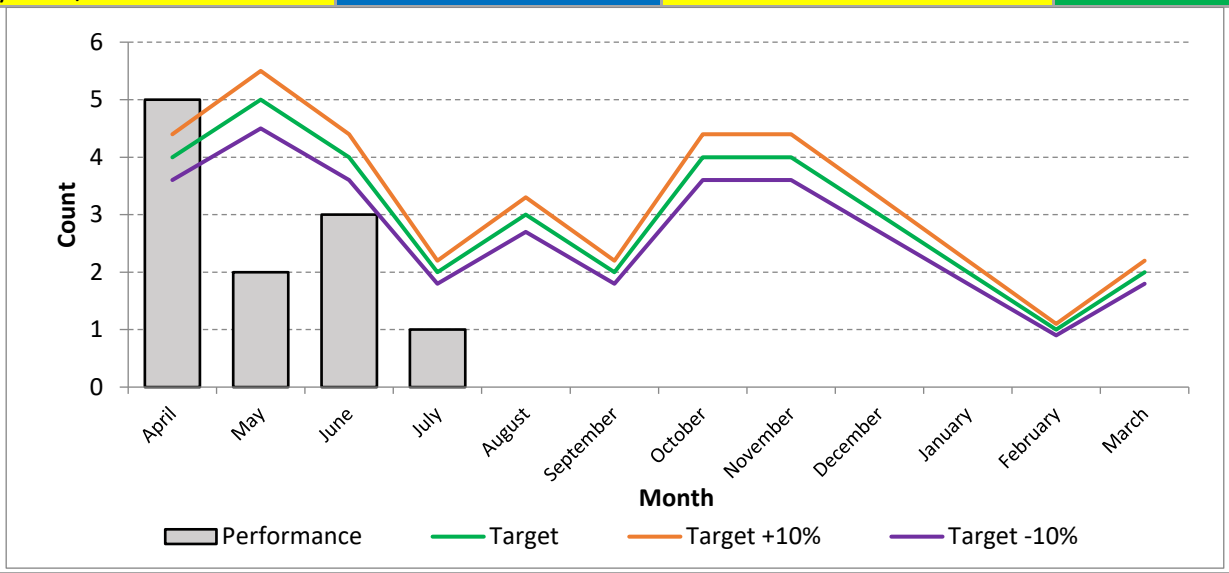
DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target Apr-July 2018/19	56	Progress to Date	45



DC15 Number of deliberate fires in unoccupied properties

Service Plan Target Apr-July 2018/19	15	Progress to Date	11



Home Fire Safety Checks (HFSC's)						
	April	**May**	**June**	**July**	***Target***	**TOTAL**
Completed by Stations	3626	3606	3044	1600	*13364*	11876
Completed by stations, prevention staff and others	4412	4438	3923	2448	*17531*	15221

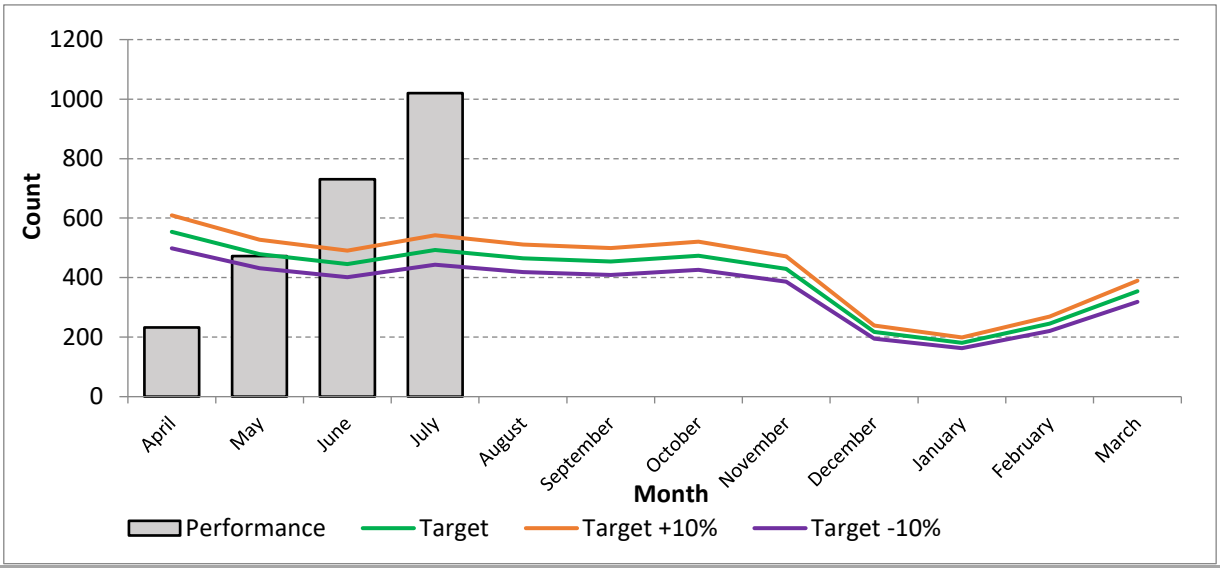
Operational fire crews are expected to use status reports to select which addresses to deliver HFSC's to. These reports identify properties where residents are over 65 and as such considered at greater risk of fire. From April to July 2018 52.3% of HFSC's were delivered to homes identified from status reports.

The number of HFSC's delivered by operational crews is lower than in 2017 due to activities other than attending incidents and training being suspended during the spate conditions in June and July. Operational activity was focused on secondary fires both within Merseyside and over the border in other fire and rescue services where we provided additional resources to assist during the period of ongoing grass and moorland fires.

Operational fire crews have delivered 11876 HFSC's. There were 17531 HFSC's carried out by fire crews, prevention staff and the Home Safety Advisers (who delivered 2950 Safe and well visits). Prevention staff target the most vulnerable people in our communities and they are delivering the Safe and Well visits.

TC04 Total number of secondary fires attended

Service Plan Target Apr-July 2018/19	1972	Progress to Date	2457



Cumulative Performance

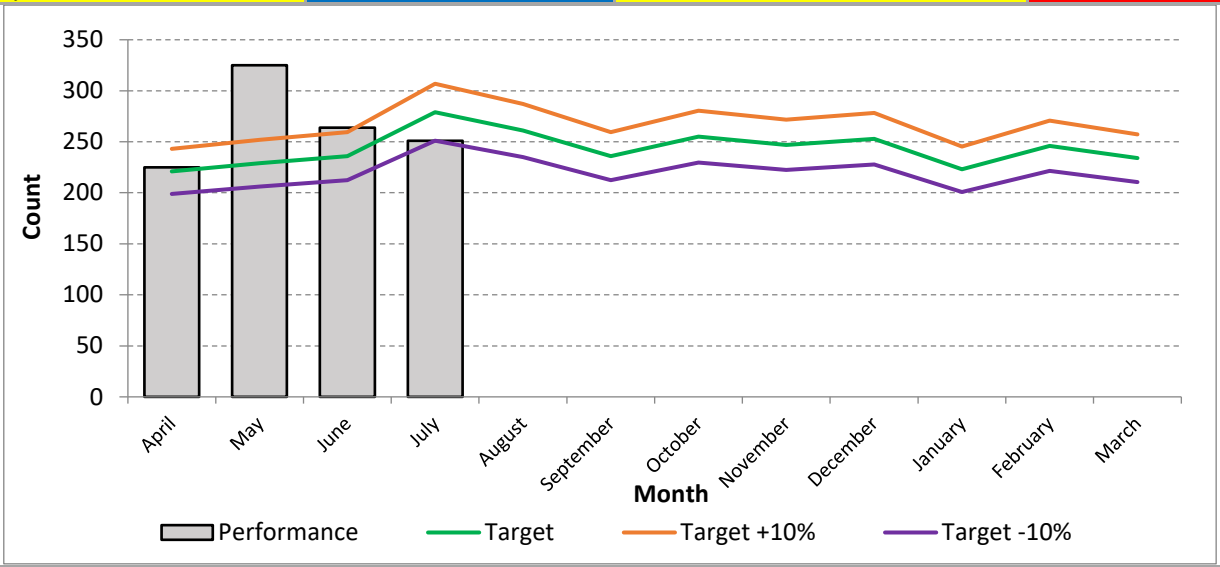


TC04 Total number of secondary fires attended	
AC13 Number of deliberate ASB fires attended	

TC04	There were 2457 secondary fires during this reporting period. This is 258 more fires than in these months in 2017. Gradually the number of incidents increased as the weather got hotter and for longer periods with 233 secondary fires in April, 473 in May, 733 in June and 1020 in July.
AC13	Deliberate anti-social behaviour small fires (1893) also gradually increased month on month from 193 in April to 737 in July. However when compared to 2017 (1893) this was only 19 more incidents. All districts experienced an increase in incidents.

TC05 Total number of special services attended

Service Plan Target Apr-July 2018/19	965	Progress to Date	1065



Cumulative Performance

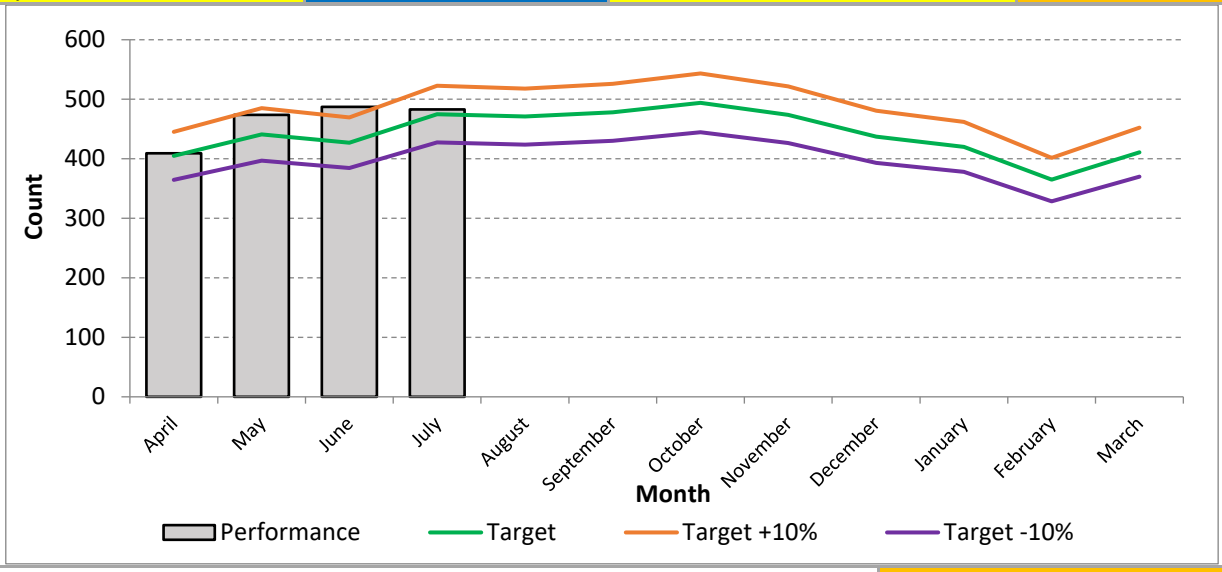


TC05 Total number of Special Services attended **RC11 Number of Road Traffic Collisions (RTC's)**	
TC05	The number of special service calls attended have fluctuated during this 4 month period with a peak in May when there were 325 incidents. There was no one particular type of incident responsible for this increase. The main types of incident attended are effecting entry, ring removal, assisting other agencies and lift rescues. Cumulatively there have been 1065 incidents this year compared to 1037 for this period in 2017. Work continues to separate the types of incident that MFRS can influence and those that it cannot (or even those that are desirable to attend). In the future this will enable more accurate reporting of MFRS performance.
RC11	The number of RTC's attended between April and July has increased from 170 in 2017 to 202 in 2018. This was 20 incidents over the cumulative target. There was a peak in incidents in May (70) which is considerably more than other months when numbers have been less than 50. In line with the increase in

	incidents there have been 43 more injuries in RTC's. Also, there has sadly been 1 fatality to date.

TC06 Total number of false alarms attended

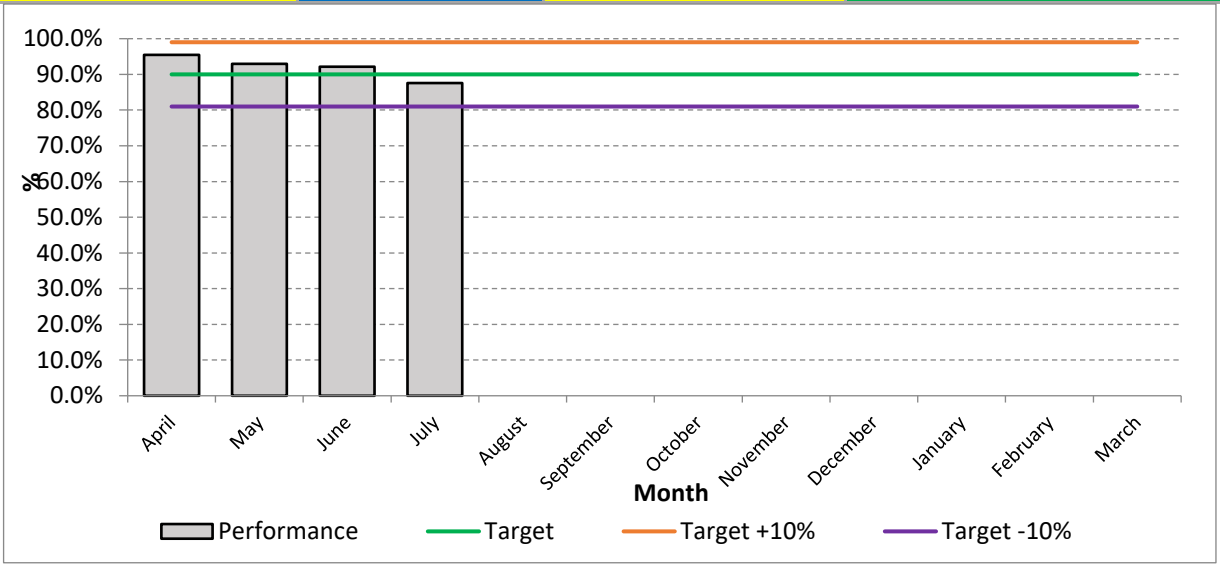
Service Plan Target Apr-July 2018/19	1748	Progress to Date	1853



TC06 Total number of false alarms attended	
TC06	The number of false alarms attended (1853) increased compared to 2017 when crews attended 1830 false alarms. The number of incidents attended remains fairly consistent month on month. Repeat attendances continue to be predominantly sheltered self-contained accommodation. Community Risk Management teams work closely with these premises to reduce false alarm calls.

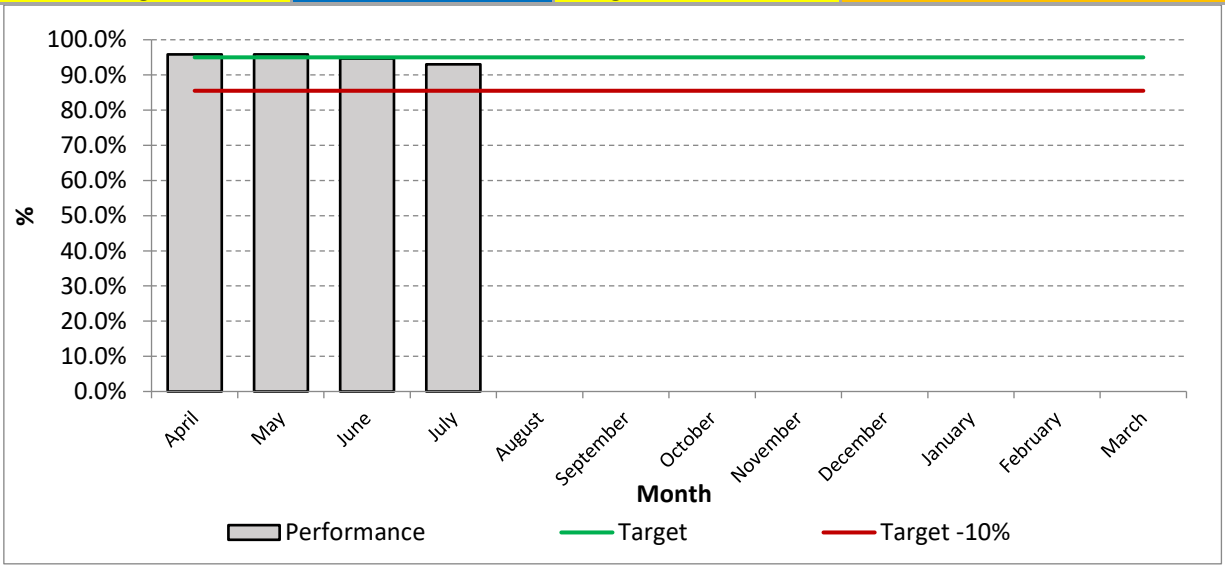
TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes

Service Plan Target	90%	Progress to Date	92.10%



DR23 Alert to mobile in under 1.9 minutes

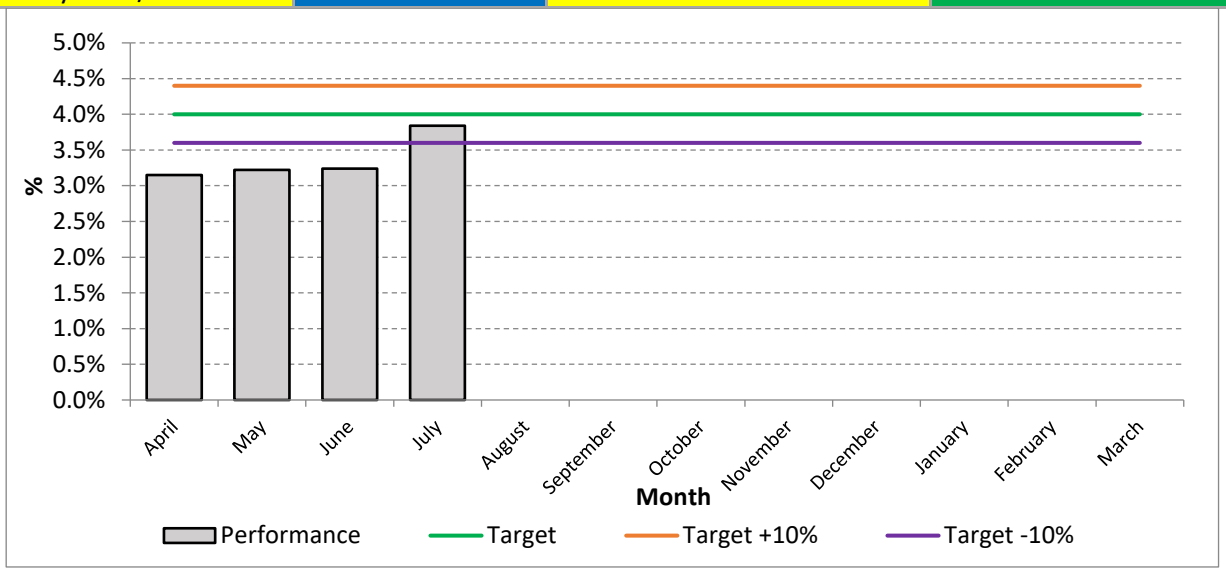
Service Plan Target	95%	Progress to Date	94.7%



TR08 Attendance Standard – first attendance of an appliance at all life risk incidents in 10 minutes **DR23 Alert to mobile in under 1.9 minutes**	
TR08	Operational staff attained the attendance standard of the first attendance of an appliance at a life risk incident within 10 minutes on 92.1% of occasions, achieving the target of 90%. The slight drop in July was due to the high number of incidents attended.
DR23	Crews when being mobilised to emergency incidents went from alert to mobile in under 1.9 minutes on 94.7% of incidents against the target of 95%. This is within 10% of target due to the high volume of incidents during June and July.

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

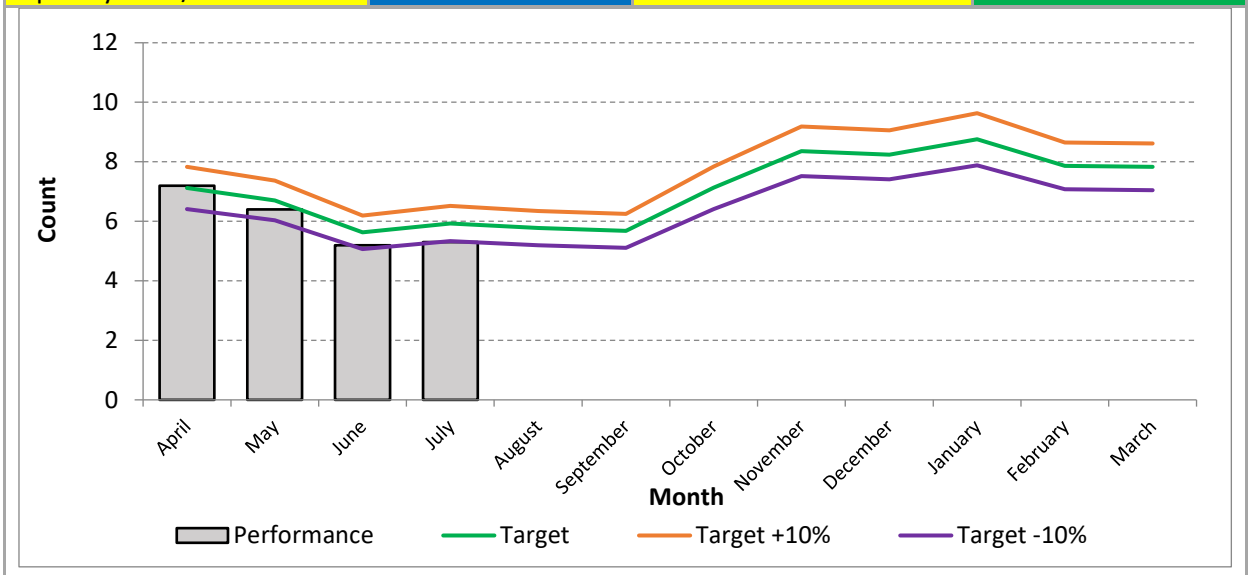
Service Plan Target Apr-July 2018/19	4%	Progress to Date	3.84%



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 3.84% shifts lost to sickness absence is below the 4% target which is consistent with absence in July 2017 of 3.81%
WD11 **WD12**	Uniformed staff absence during April – July was 4.37% of shifts lost to sickness absence. This was over target and higher than 2017/18 when it was 3.73%. Non uniformed staff absence was 3.08% compared to 3.93% in July 2017

TE10 Total carbon output of all buildings

Service Plan Target Apr-July 2018/19	25.4	Progress to Date	24.1





TE10 Total carbon output of all buildings	
TE10	Carbon output at 24.1 from all buildings is consistent with this period in 2017 when it was 24.4. This measurement is CO2 per metre per building.