SERVICE DELIVERY PLAN 2024-25:

April to June 2024

INDEX

Total emergency calls

Total incidents

Total fires

Primary fires

Secondary fires

Special services

False alarms

Attendance standard

Sickness absence

Carbon output

Objective:

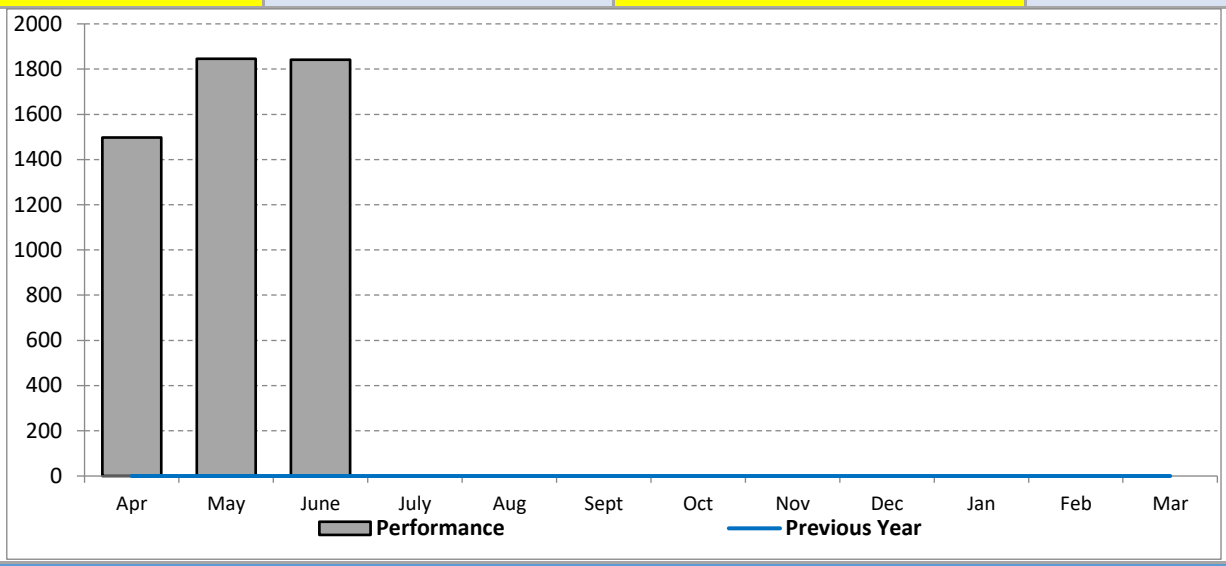
Good performance is reflected on the top bar of each indicator graph. We use Red, Amber, and Green to indicate how each indicator is performing. Amber reflects an indicator is within 10% of target.

MERSEYSIDE FIRE & RESCUE SERVICE

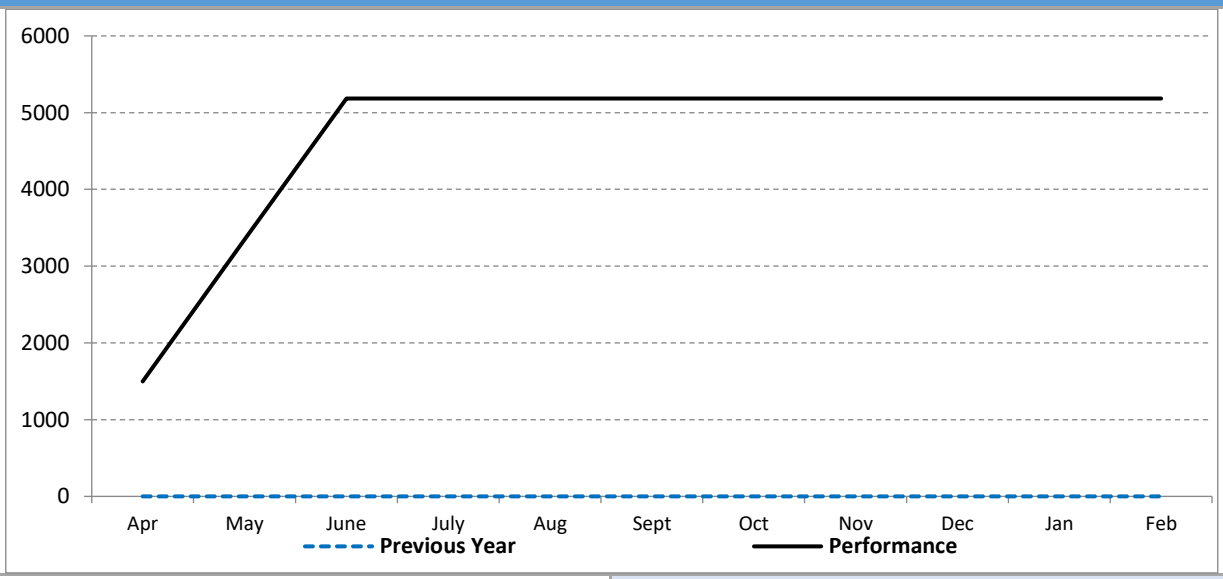
BENCHMARK INDICATORS

TC00 Total number of emergency calls received

Service Plan Target	No target - Quality Assurance	Progress to Date	5184



Cumulative Performance

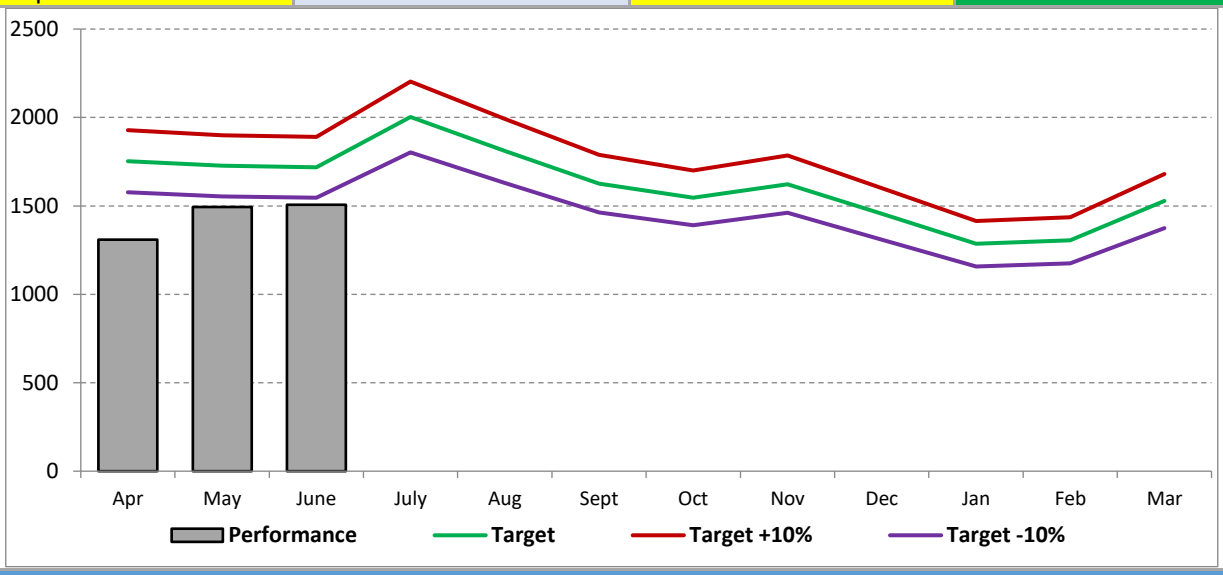


TO00 Total number of emergency calls received DO22 The % of 999 calls answered within 10 seconds	For quality assurance only

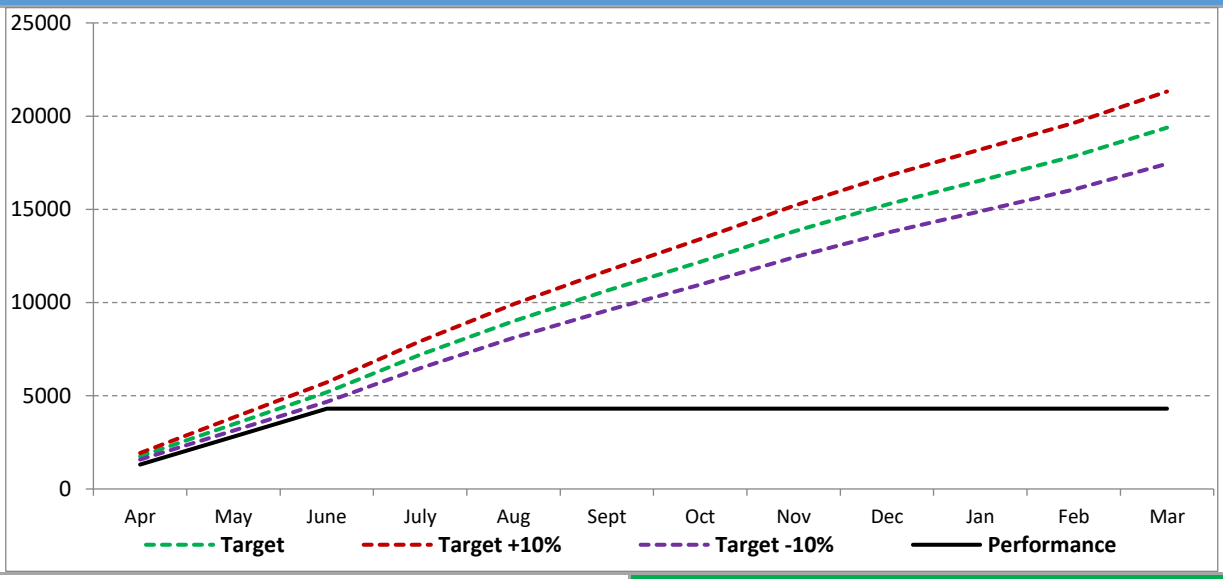
TC00	During the first quarter of 2024-25 Fire Control received 5184 emergency calls. This was 587 fewer than the same time last year, when 5771 calls were received. The number of calls in April were very low (1498) but increased in May (1845) and June (1841). This indicator does not have a target it is monitored for quality assurance only.
DO22	Cumulatively 97.9% of 999 calls were answered within 10 seconds. This performance surpasses the 96% target.

TC01 The total number of incidents attended

Service Plan Target Apr-June 2024	5199	Progress to Date	4308



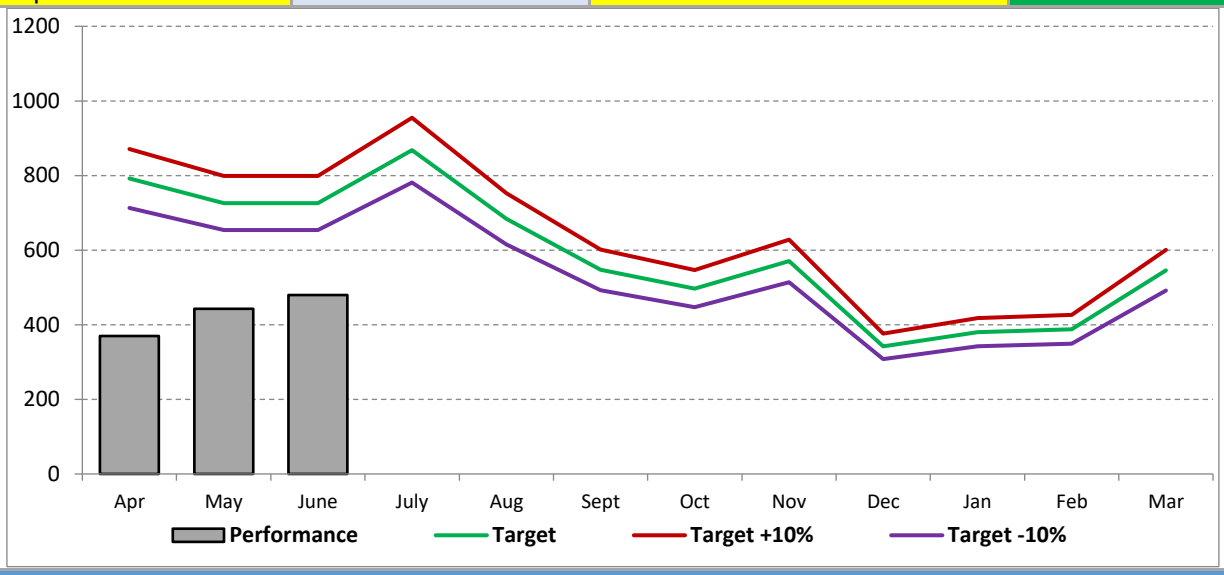
Cumulative Performance



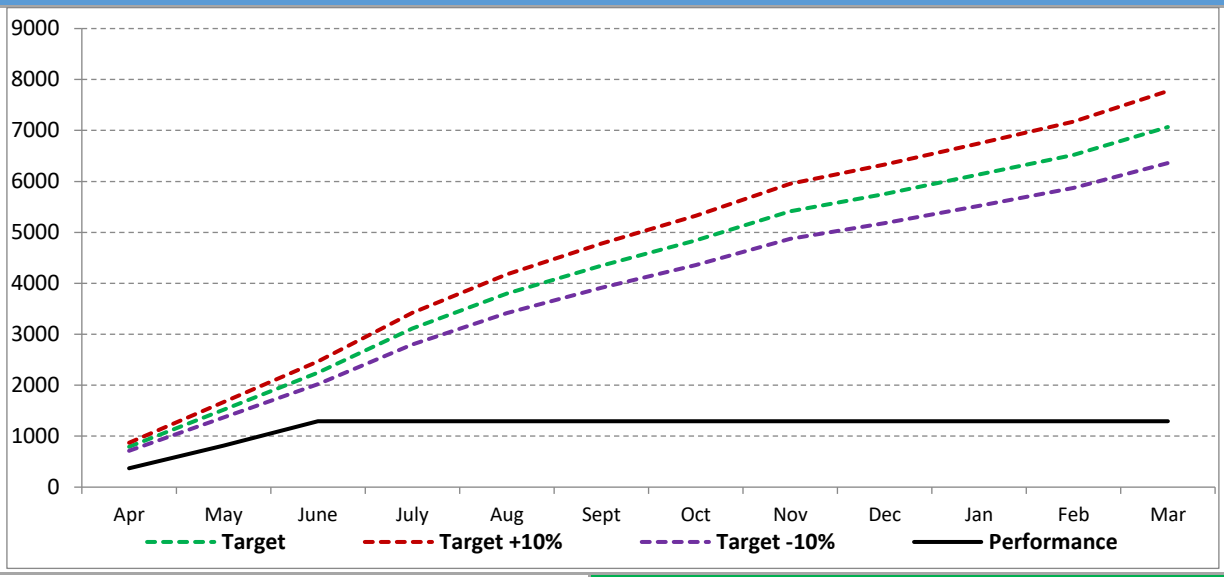
TC01 Total number of incidents attended	
TC01	Performance against all key performance indicators (KPI's) has remained under target, except false alarms and sickness absence, during this reporting period. Special Services attended are also higher when compared to last year although we do not have a target for this incident type (with the exception of road traffic collisions and water rescues). That is because we actively seek to support partners with some Special Service calls, so would not aim to set an upper limit. The weather was extremely wet and cold during Spring 2024, which has an impact on some incident types. During this period there were been 633 fewer incidents (4308) than at the same time last year (4941).

TC02 Total number of fires attended in Merseyside

Service Plan Target Apr-June 2024	2244	Progress to Date	1293



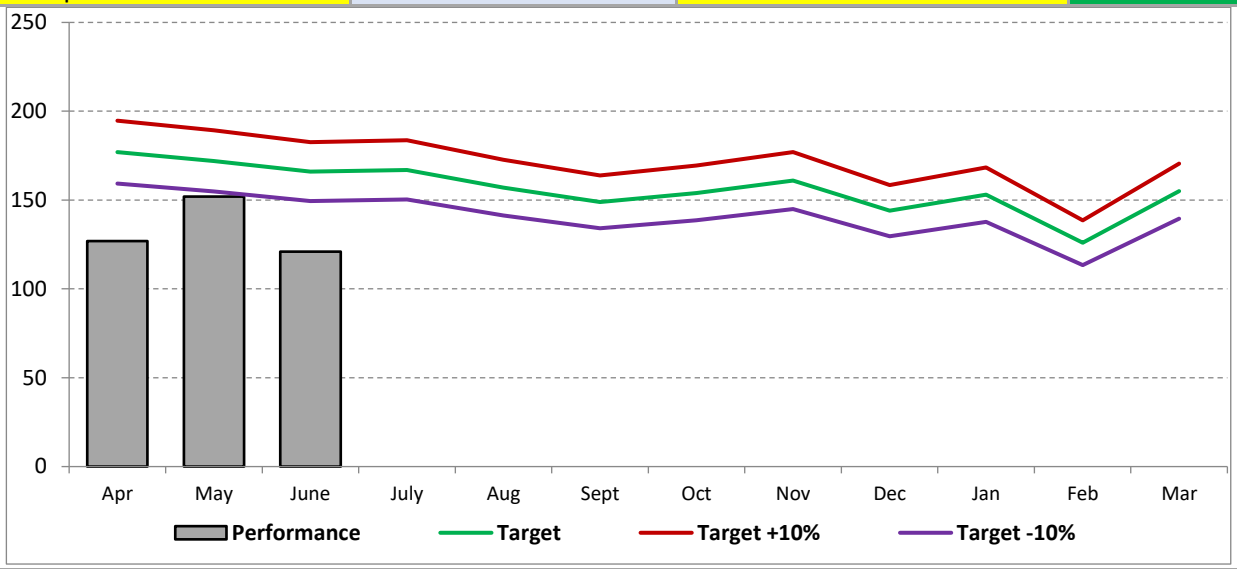
Cumulative Performance



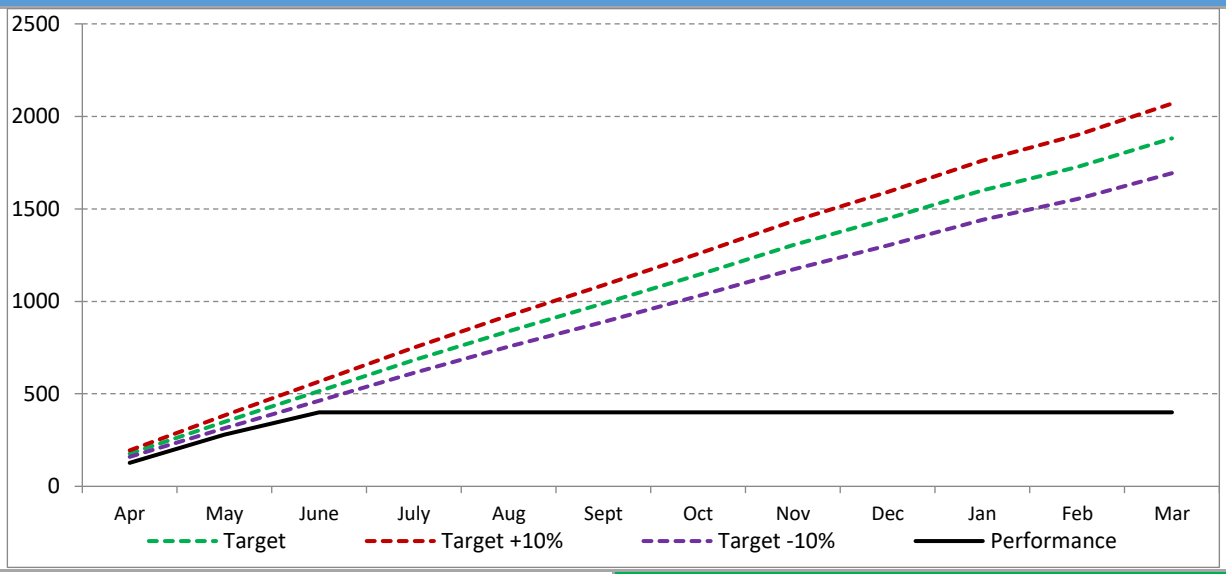
TC02 Total number of Fires attended in Merseyside	
TC02	Crews attended 1293 fires during April to June 2024. This is 733 fewer than in 2023 (2026) and also below the cumulative target of 2244. Poor weather throughout Spring 2024 has been a contributing factor in the substantial decrease in fires attended. Numbers have increased each month April (370), May (443) and June (480). This is in common with most fire types. Arson teams and high visibility patrols alongside our targeted prevention work continue to improve outcomes for the Service.

TC03 Total number of primary fires attended

Service Plan Target Apr-June 2024	515	Progress to Date	400



Cumulative Performance



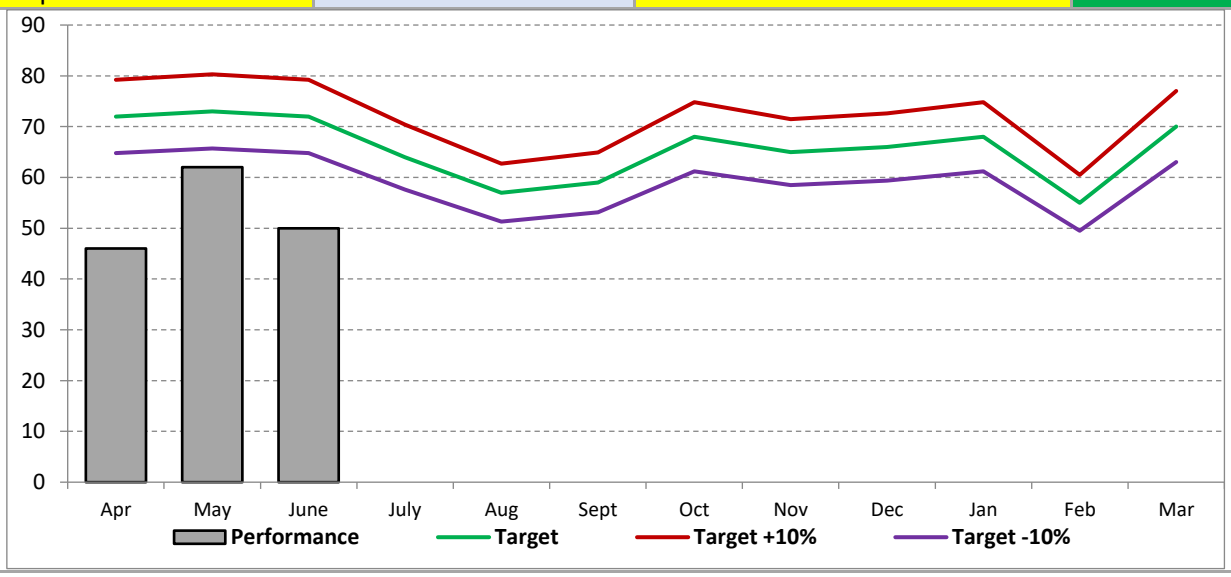
TC03 Total number of primary fires attended	
TC03	During the first quarter of 2024/25 crews attended 400 Primary Fires. This is 25 fewer than in 2023/24 (425). The number of dwelling fires attended remain less than last year and below cumulative targets. Deliberate vehicle fires to date during 2024/25 (59) have also decreased when compared to 67 in 2023/24. Primary fires involve an insurable loss and includes all property related fires, or large-scale secondary fires where 5 or more appliances are in attendance.

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 during 2024/25 at 158 are considerably lower than the cumulative target for quarter 1 (217). This performance is similar to Q1 2023/24, when crews attended 159 accidental dwelling fires.
DC12	There has sadly been 1 fatality in an accidental dwelling fire to date.
DC13	There have been 11 injuries in Accidental Dwelling Fires. This is below the cumulative target of 16 and 6 less than 23/24.
DC14	Deliberate dwelling fires in occupied property (26) is below the cumulative target (31) and there has been 1 more than in 2023/24 (25).
DC15	Deliberate fires in unoccupied properties (3) is 5 less the target 8 and 3 less than this period last year (6)
DC16 DC17	There have been no fatalities in deliberate dwelling fires to date. There have been 5 injuries in deliberate dwelling fires, all of a minor nature. This is unusual for this type of incident.

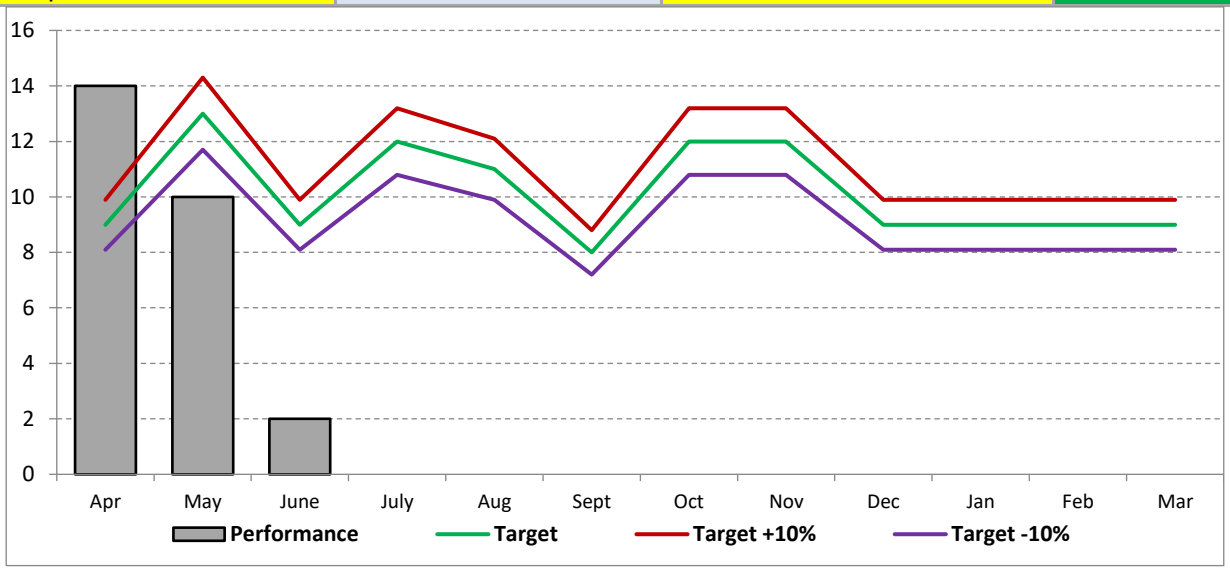
DC11 Number of accidental fires in dwellings

Service Plan Target Apr-June 2024	**217**	Progress to Date	**158**



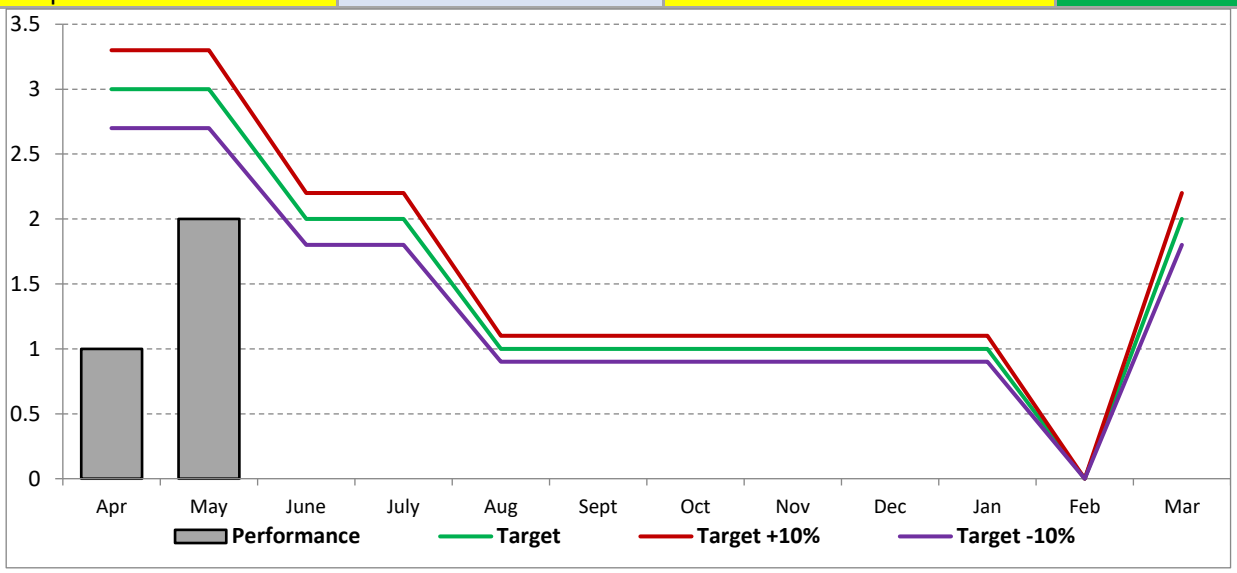
DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target Apr-June 2024	31	Progress to Date	26



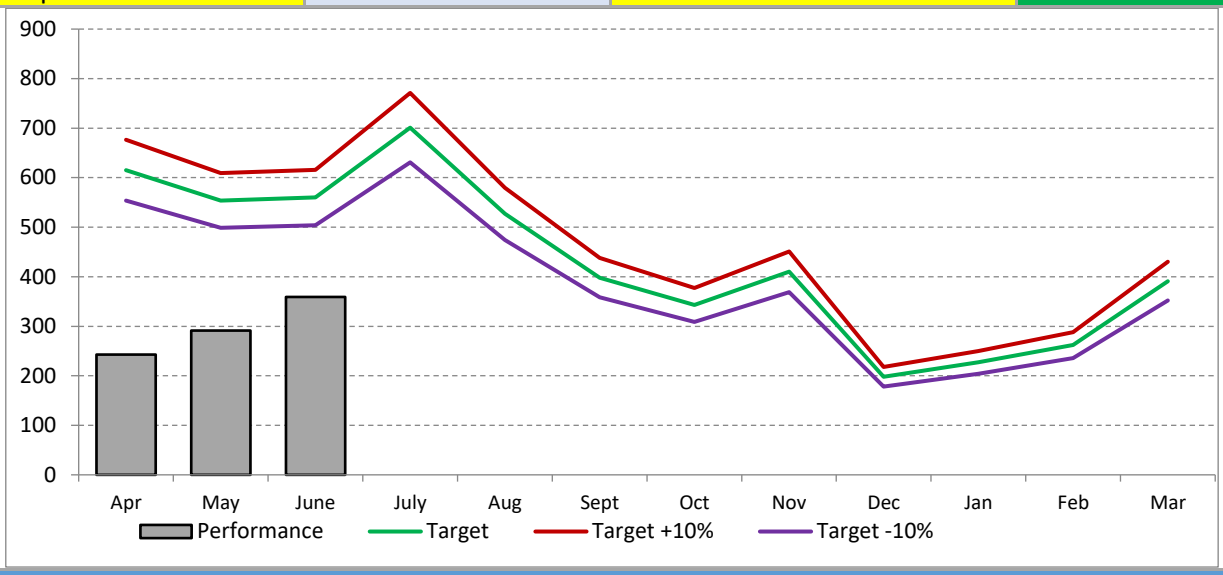
DC15 Number of deliberate fires in unoccupied properties

Service Plan Target Apr-June 2024	8	Progress to Date	3

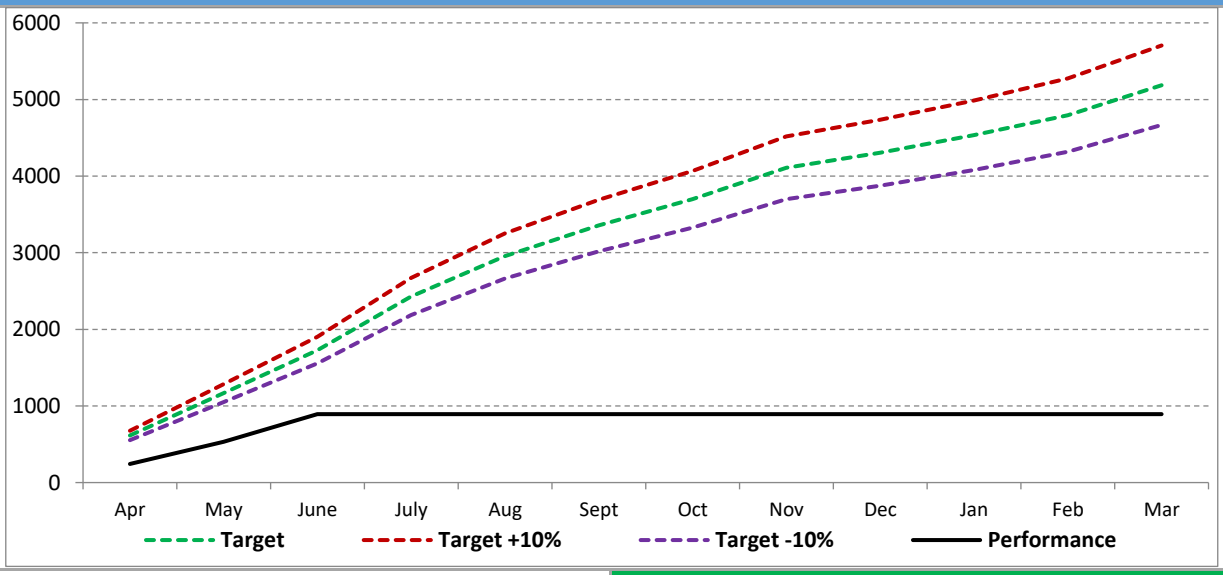


TC04 Total number of secondary fires attended

Service Plan Target Apr-June 2024	1729	Progress to Date	893



Cumulative Performance

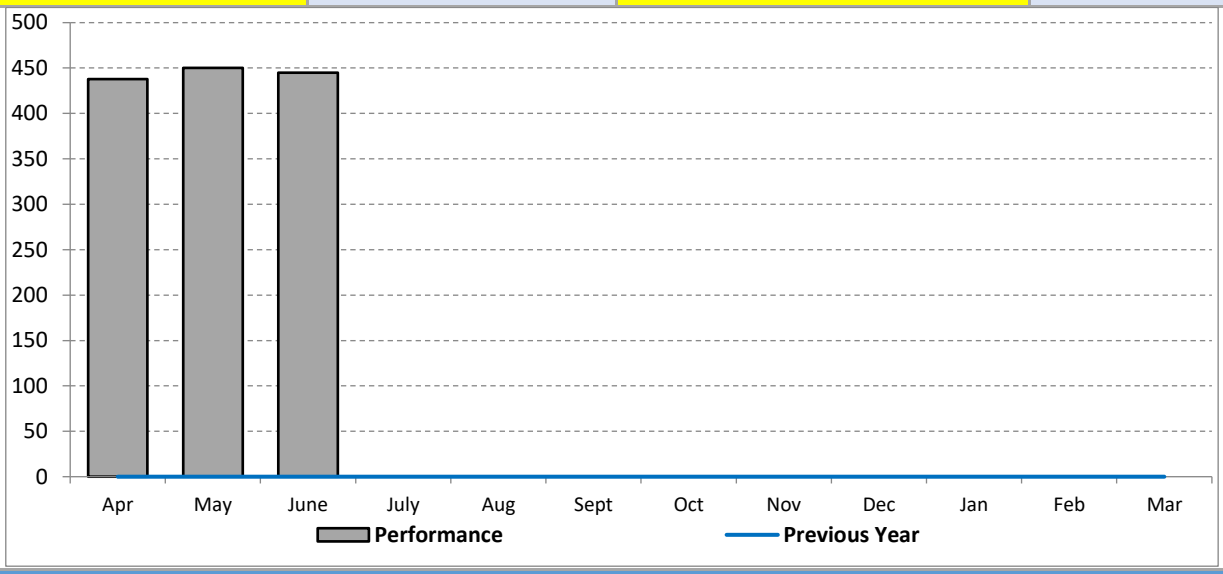


TC04 Total number of secondary fires attended	
AC13 Number of deliberate ASB fires attended	

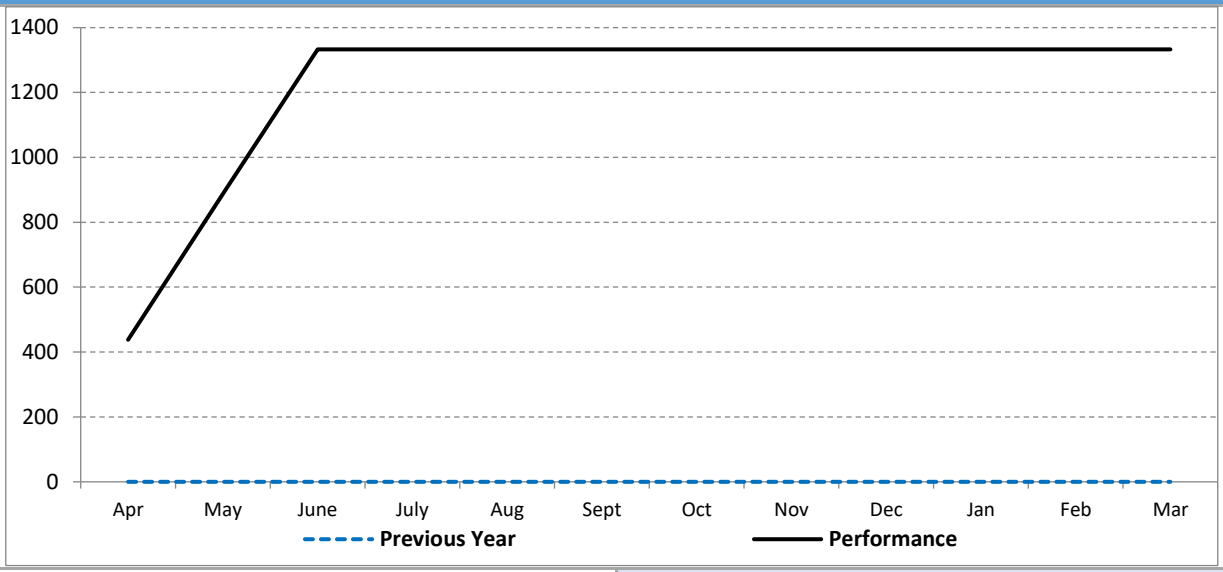
TC04	There were 893 secondary fires during this reporting period. This is 708 fewer fires than in 2023/24 (1601). The number of secondary fires has increased each month April (243), May (291) and June (359). Number are exceptionally low predominantly down to our proactive work in our communities but the extremely wet and cold weather will have contributed in some part.
AC13	The count of anti-social behaviour fires attended are 400 less this year (574) than in 2023/24 (974) and considerably less than the cumulative Q1 target (1063). Incident numbers again have increased each month April (143), May (197) and 234 in June. The Arson Reduction Team continue to work with partner agencies on initiatives such as Beachsafe on the Sefton coast to discourage barbecues and fires being lit and left in the Pinewoods and sand dunes.

TC05 Total number of special services attended

Service Plan Target	Quality Assurance	Progress to Date	1333



Cumulative Performance



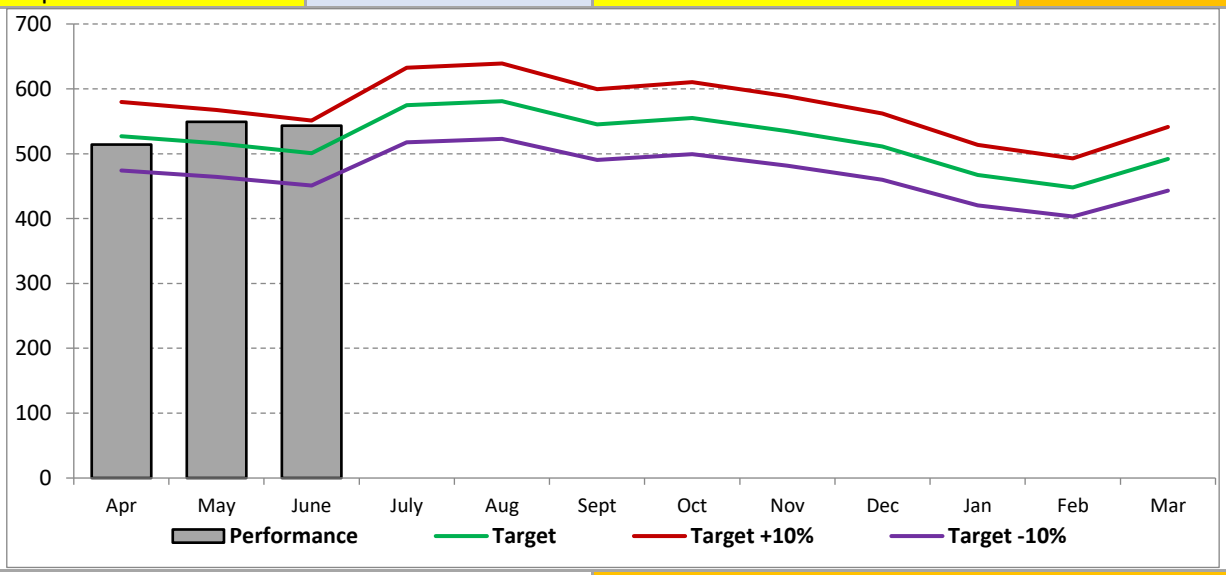
TC05 Total number of Special Services attended	For quality assurance only

TC05	When personnel and equipment are deployed for services other than fire fighting, those services are referred to as a 'Special Service Call' (SSC) and may be either 'emergency' or 'non-emergency.' As explained above, many are related to assisting partner agencies such as the Police and Ambulance, particularly related to providing medical assistance and effecting entry. They also include incident types like Road Traffic Collisions and Water Rescue. From April to June 2024 the number of special services attended (1333) was higher than in 2023/24 (1307) an increase of 26 incidents and 90 more incidents than in 2022/23 (1243). Assisting other agencies accounted for a quarter of all calls. Special service calls attended are counted for quality assurance only as a number of incident types (particularly those where MFRS is assisting other

	agencies) are encouraged, rather than MFRS being in a position to take action to prevent them as is the case with most other emergency response activity.
RC11 **RC12** **RC13** **RC16** **RC24**	The number of Road Traffic Collisions attended (180) is lower than last year (218). There is no target for this incident type. Sadly, there has been 1 fatality in an RTC attended by MFRS and 67 injuries (55 of which were slight injuries). MFRS has set a target based on Police "Killed and Seriously Injured" data. MFRS Prevention teams target the 15 -20 age group (early driver years) with the educational work they carry out to reduce RTCs. Ten incidents were attended, which is lower than in 2023/24(16). Water rescues are also included in Special Service calls and this type of incident has reduced to 8 incidents during Q1 compared to 16 in 2023. This could have been affected by the exceptionally wet and cold weather in Spring 2024. This incident type includes rescues from floods, rivers including the Mersey, park lakes and ponds. As with road traffic collisions, arson and antisocial behaviour, the community safety team takes action with partners to reduce these types of incidents.

TC06 Total number of false alarms attended

Service Plan Target Apr-June 2024	1673	Progress to Date	1682

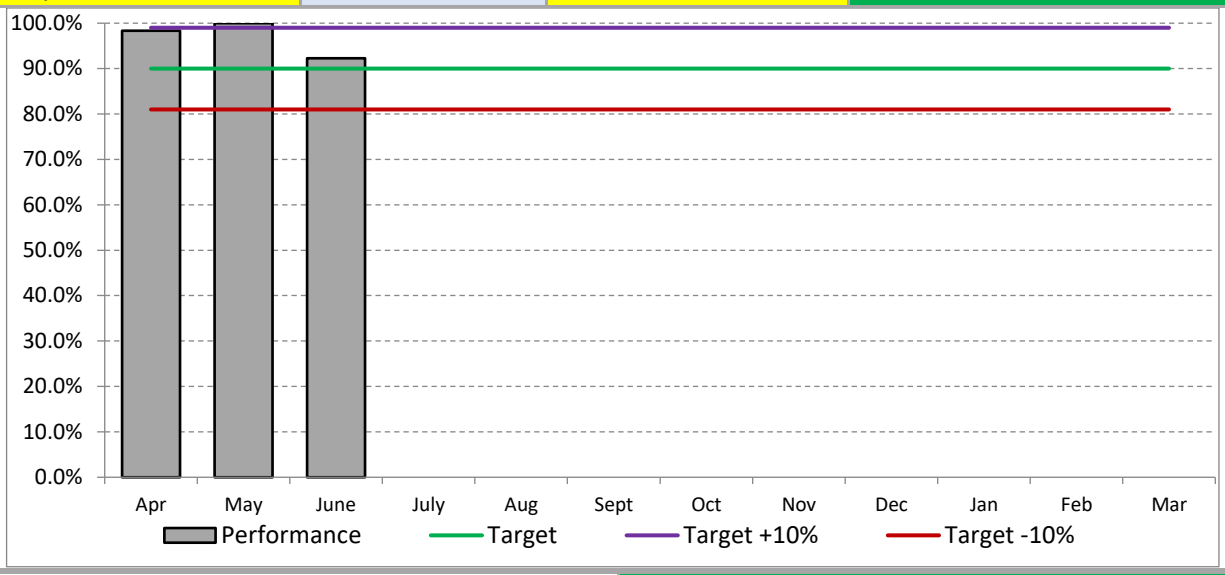


TC06 Total number of false alarms attended

TC06	The number of false alarms attended (1682) have increased when compared to last year (1608) but remains within 10% of the cumulative target for Q1 2024/25 target (1673). Faults on systems remain one of the main reasons for calls.
FC24	The total number of False Alarm Good Intent incidents attended, including non-Alarm Receiving Centre domestic calls received, from April to June 2024 was 943. This is 73 more than at this time in 2023 (870) there is no target for this indicator as we do not want to discourage calls.
FC22	Malicious False Alarm calls received remain very low with 28 incidents although slightly higher than at this reporting period in 23/24 (21 incidents) but is still an improvement when compared to 46 incidents 6 years ago in 2018/19

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

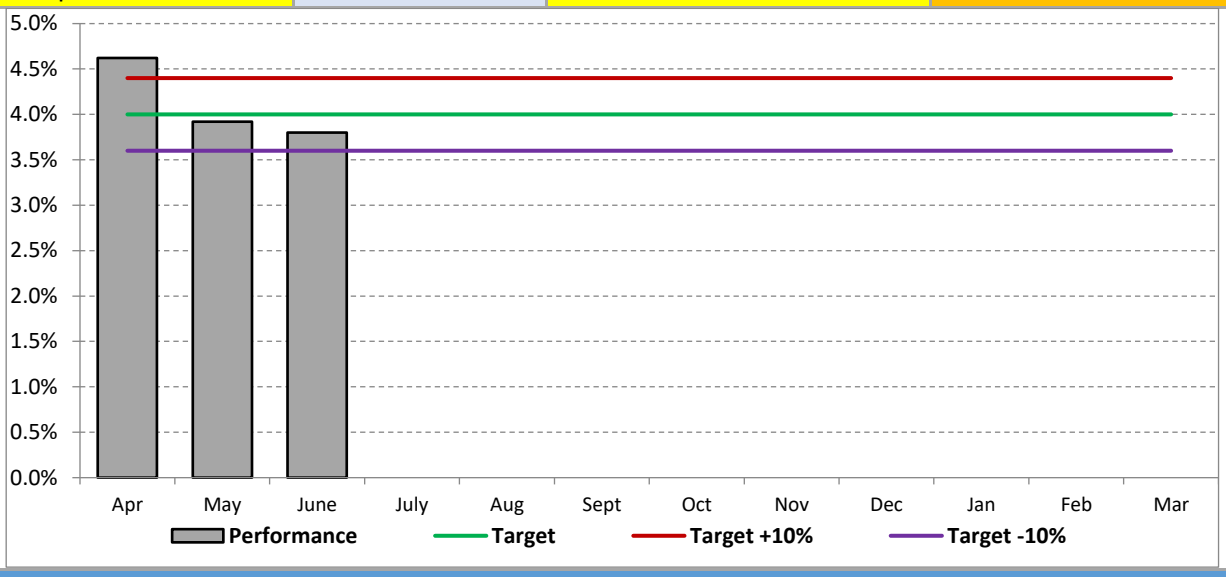
Service Plan Target Apr-June 2024	90%	Progress to Date	96.9%



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 96.9% of occasions, achieving the target of 90%. In May, 100% was achieved.
DR23	Crews when being mobilised to emergency incidents went from alert to mobile in under 1.9 minutes on 95.7% of incidents achieving the target 95%.

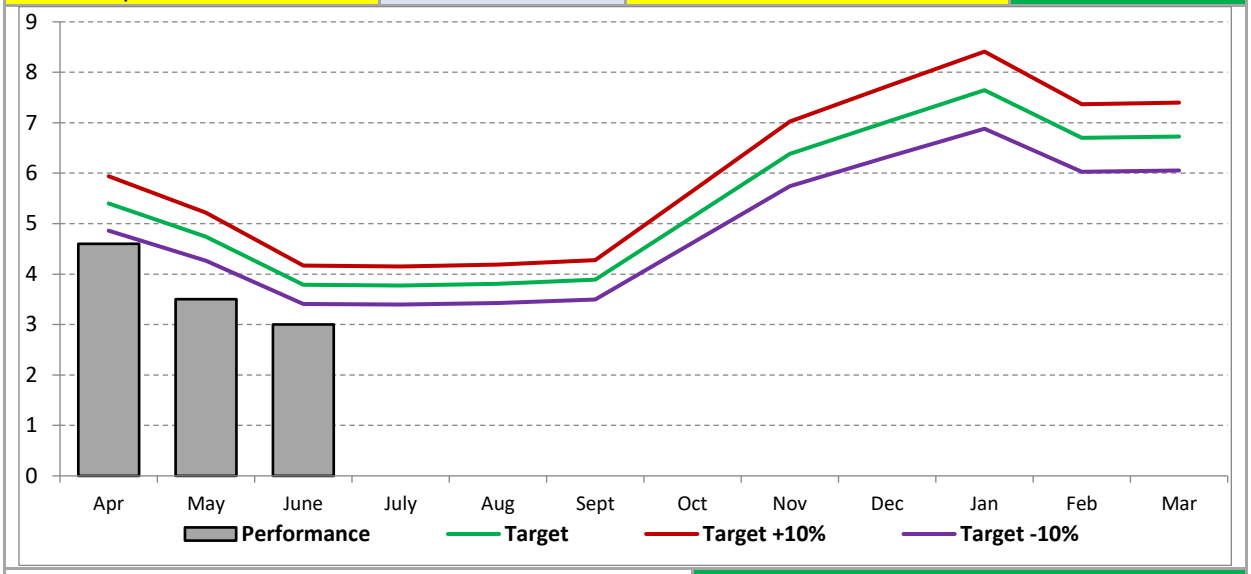
TD09 The % of available shifts lost to sickness absence, all personnel

Service Plan Target Apr-June 2024	4%	Progress to Date	4.12%



COMMENTARY:	
TD09 The % of available shifts lost to sickness absence, all personnel	
WD11 The % of available shifts lost to sickness absence per wholetime equivalent Gre 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 4.12% shifts lost to sickness absence exceeds the 4% target and is similar to performance at Q1 2023/4 when absence was 4.11%.
WD11 **WD12**	Cumulatively 4.41% of shifts were lost to sickness absence among uniformed staff. This is lower than at the end of Q1 2023/4 when Grey Book absence was 4.46%. Non-uniformed staff absence in Q1 was 3.69%. This is slightly higher than at Q1 2023 when 3.56% of available shifts were lost to sickness absence.

TE10 Total carbon output of all buildings			
Service Plan Target Apr-June 2024	13.9	Progress to Date	11.1



TE10 Total carbon output of all buildings	
TE10	Carbon output from all buildings (11.1) slightly lower than Q1 2023/24 (11.7) and below the target of 13.9. This measurement is based on tonnage of CO2# for the MFRS estate.