

SERVICE DELIVERY PLAN 2024-25:

October to December 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

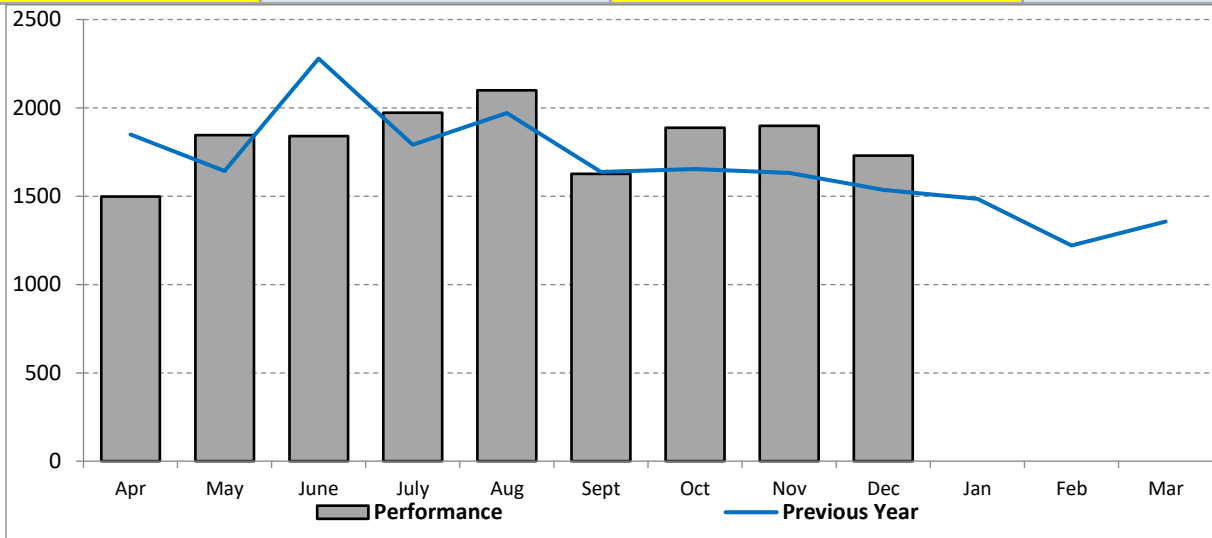
TC00 Total number of emergency calls received

Service Plan Target

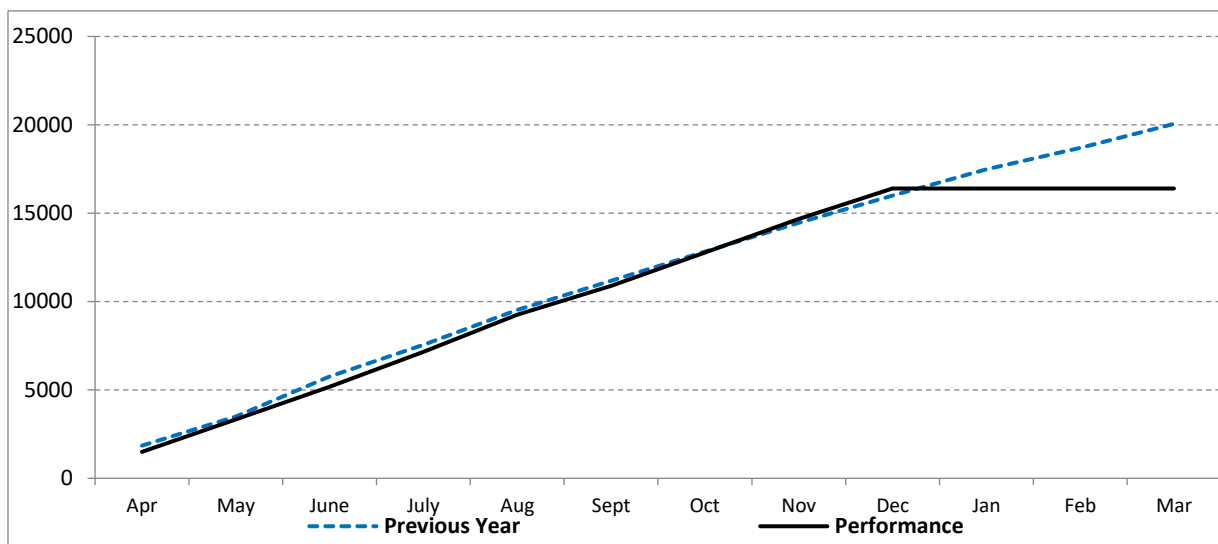
No target - Quality Assurance

Progress to Date

16398



Cumulative Performance



TO00 Total number of emergency calls received

For quality assurance only

DO22 The % of 999 calls answered within 10 seconds

TC00

During April to December 2024-25 Fire Control received 16398 emergency calls. This was 407 more than the same period 2023-24, when 15991 calls were received.

The number of calls in April was very low (1498) then gradually increased throughout the Summer. Following a decrease in September to 1627, October (1653) and November (1590) saw the usual rise in calls around the Bonfire Period. Although when compared to October (2044) and November (1728) 8 years ago (2016/17), recent numbers are far lower

This indicator does not have a target, it is monitored for quality assurance only.

DR22

Cumulatively 97.9% of 999 calls were answered within 10 seconds. This performance surpasses the 96% target.

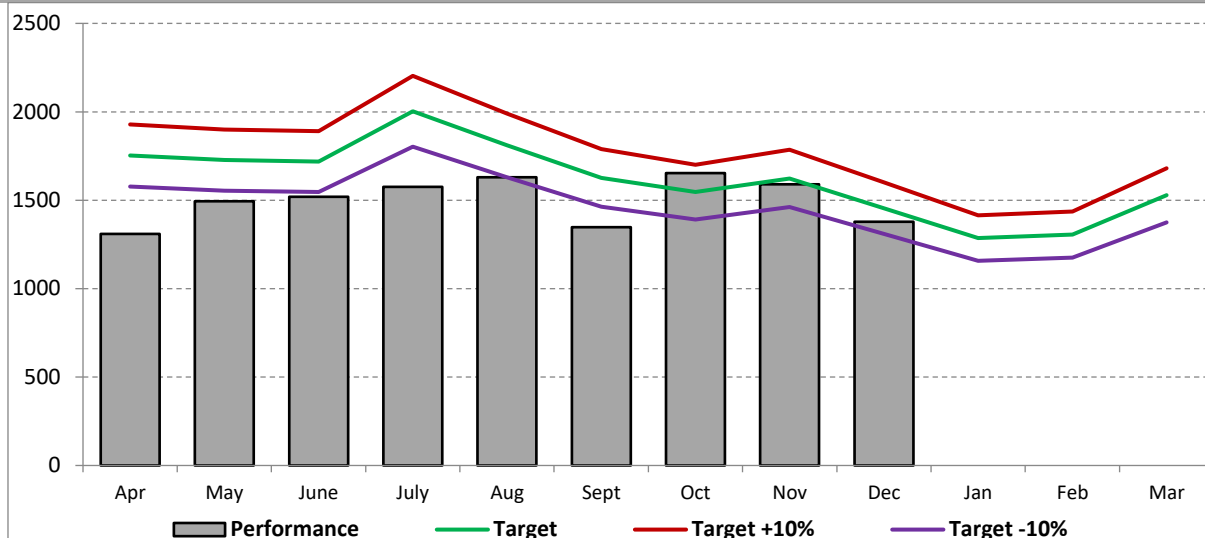
TC01 The total number of incidents attended

Service Plan Target
Apr-Dec 2024

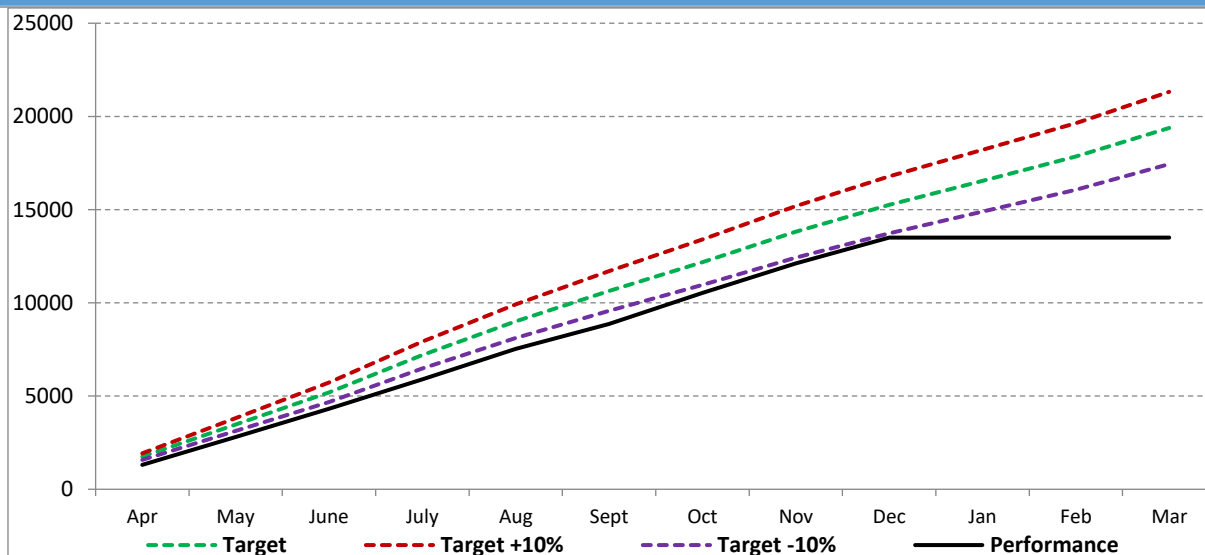
15262

Progress to Date

13523



Cumulative Performance



TC01 Total number of incidents attended

TC01

Performance against most key performance indicators (KPI's) has remained within target during this reporting period, except false alarms and sickness absence. Special Services are slightly 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 number of emergency calls received was also higher during this period (16398) when compared to 2023/24 (15991).

The predictable increase in anti-social behaviour type incidents took place during October and November.

During this period there were 115 fewer incidents (13523) than at the same time last year (13638). This performance is 1739 under the cumulative target of 15262.

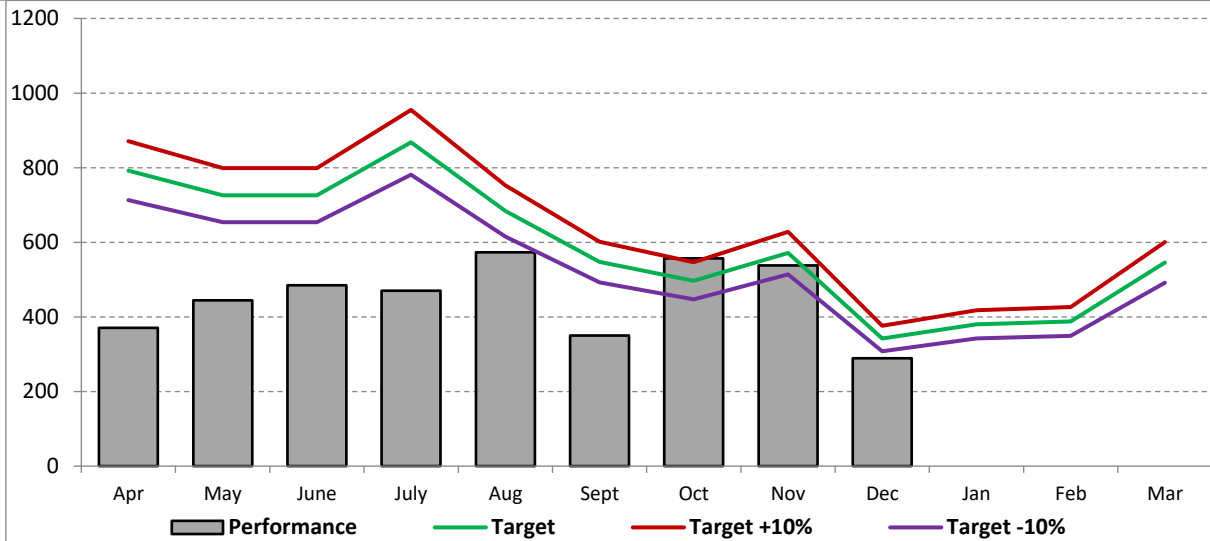
TC02 Total number of fires attended in Merseyside

Service Plan Target
Apr-Dec 2024

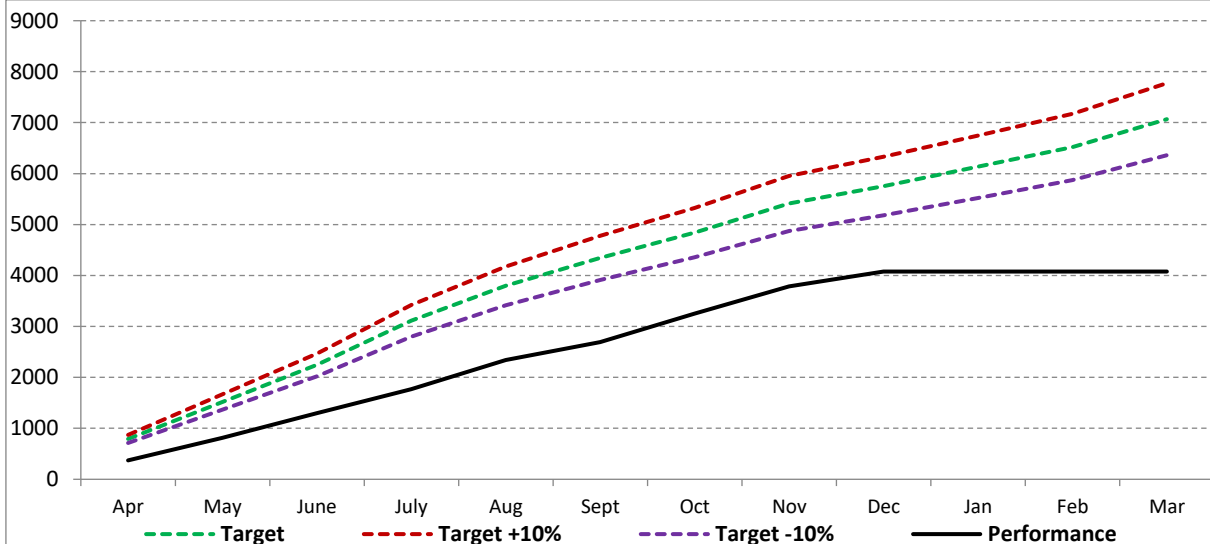
5753

Progress to Date

4083



Cumulative Performance



TC02 Total number of Fires attended in Merseyside

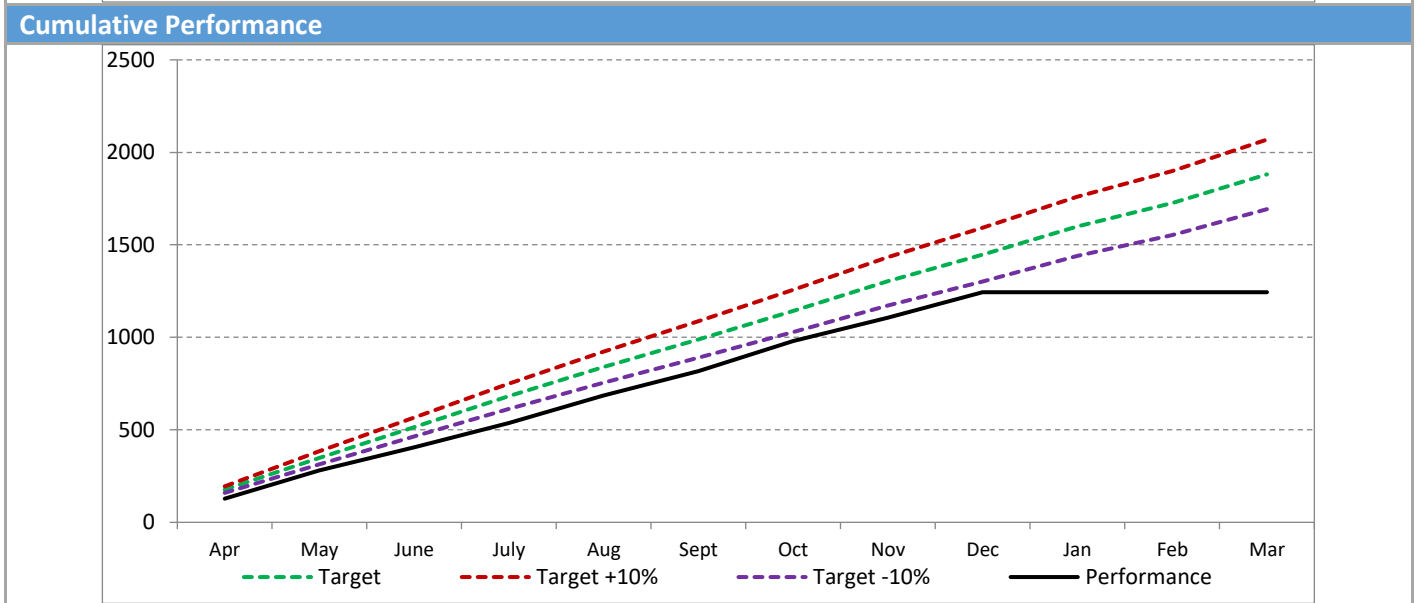
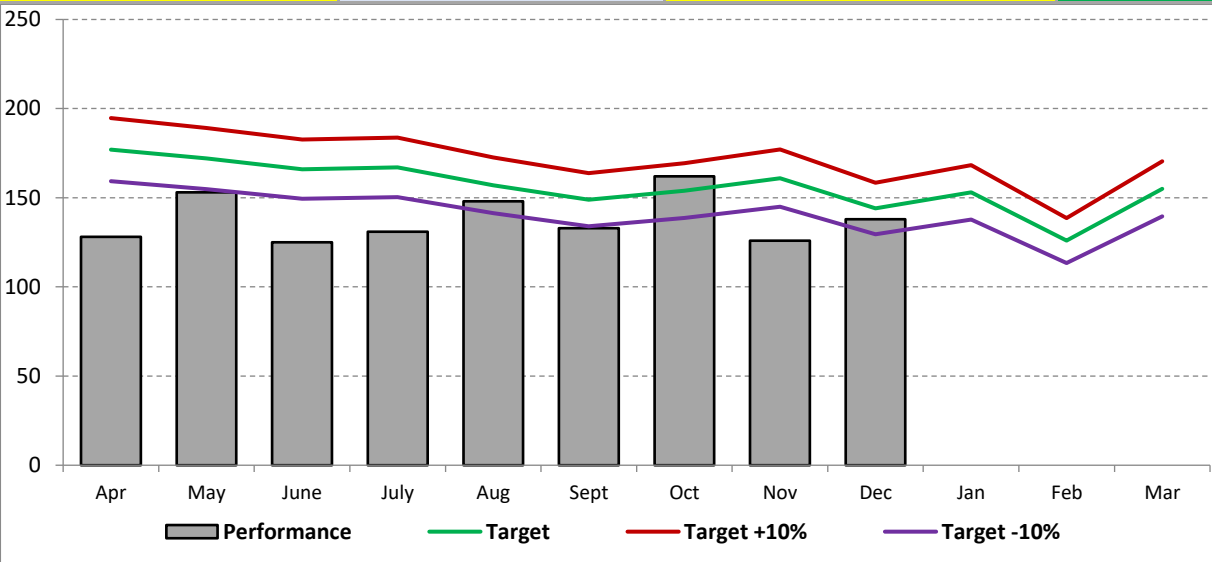
TC02

Crews attended 4083 fires during April to December 2024. This is 355 fewer than in 2023 (4438) and also 1670 below the cumulative target of 5753.

Poor weather throughout Spring and Summer 2024 has been a contributing factor in the substantial reduction in fires attended. During October (556) and November (538) the number of fires predictably increased over the Bonfire period. However, number dropped considerably in December (296).

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-Dec 2024	1447	Progress to Date	1246



TC03 Total number of primary fires attended	
TC03 AC11	During the 3rd quarter of 2024/25 crews attended 1246 Primary Fires. This is 201 below the cumulative target of 1447 and 25 less than last year (1271). Deliberate vehicle fires to date during 2024/25 (167) have decreased when compared to 183 in 2023/24 and 86 below the target of 174. 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.

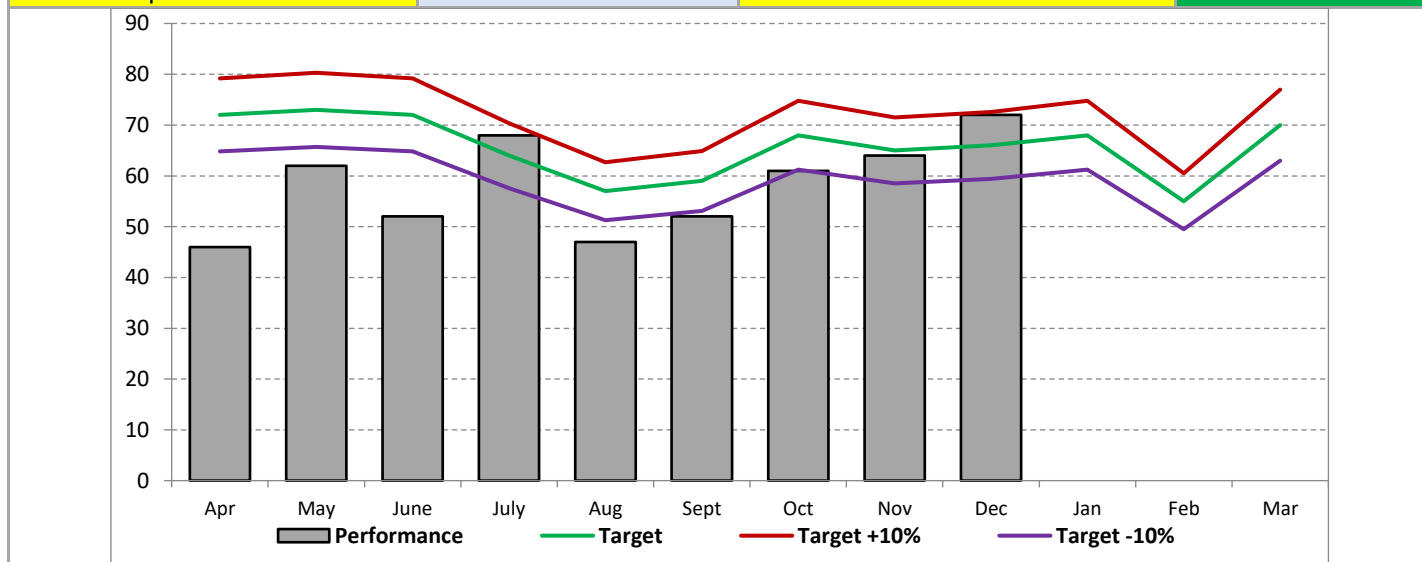
DC11	Number of accidental dwelling fires	
DC12	Number of fatalities in accidental dwelling fires	
DC13	Number of injuries in accidental dwelling fires	
DC14	Number of deliberate dwelling fires in occupied properties	
DC15	Number of deliberate dwelling fires in unoccupied properties	
DC16	Number of deaths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

COMMENTARY:

DC11	Accidental dwelling fires during 2024/25 at 526 are considerably lower than the cumulative target for quarter 3 (596). This performance is slightly increased in Q3 2023/24, when crews attended 506 accidental dwelling fires.
DC12	There have sadly been 7 fatalities in an accidental dwelling fires to date. One fatality is awaiting the Coroners verdict as to whether the cause of death was due to fire.
DC13	There have been 46 injuries in Accidental Dwelling Fires. This is below the cumulative target of 47 but 12 more than Q3 2023/24.
DC14	Deliberate dwelling fires in occupied property (79) is below the cumulative target (95) and there have been 19 fewer incidents than in Q3 2023/24 (98).
DC15	Deliberate fires in unoccupied properties (10) is 5 less the target 15 and 3 less than this period last year (13)
DC16	There have been no fatalities in deliberate dwelling fires to date.
DC17	There have been 6 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-Dec 2024	506	Progress to Date	526
-------------------------------------	-----	------------------	-----



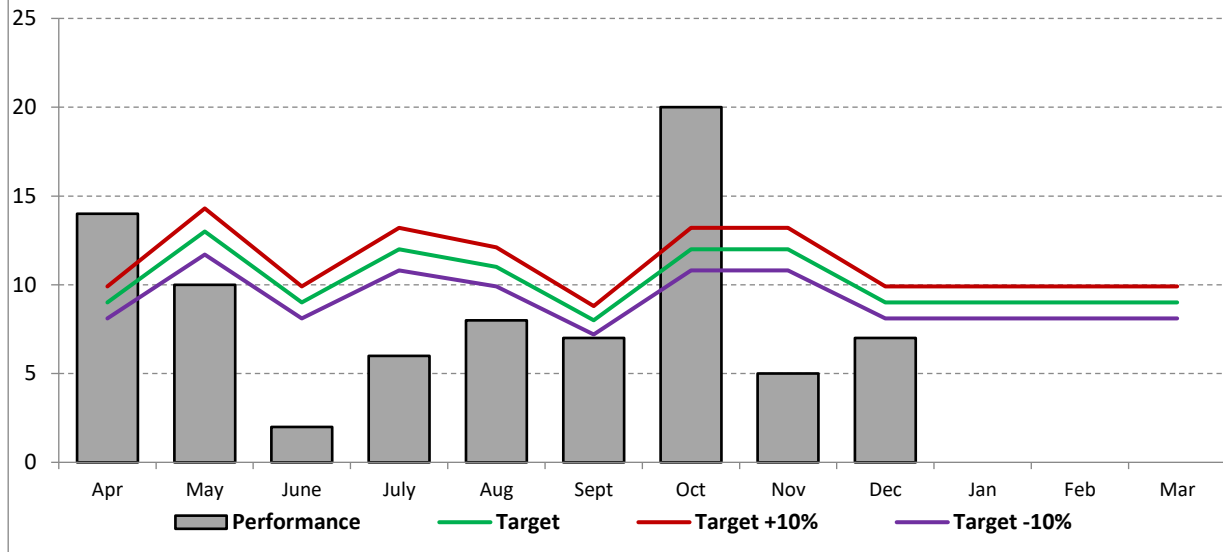
DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target
Apr-Dec 2024

98

Progress to Date

79



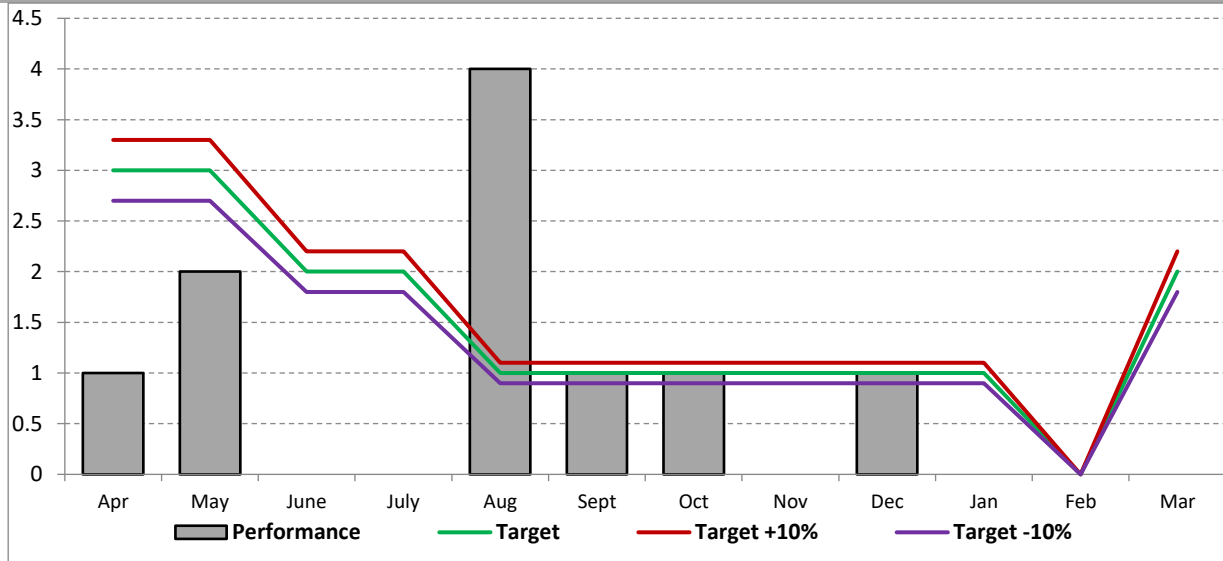
DC15 Number of deliberate fires in unoccupied properties

Service Plan Target
Apr-Dec 2024

13

Progress to Date

10



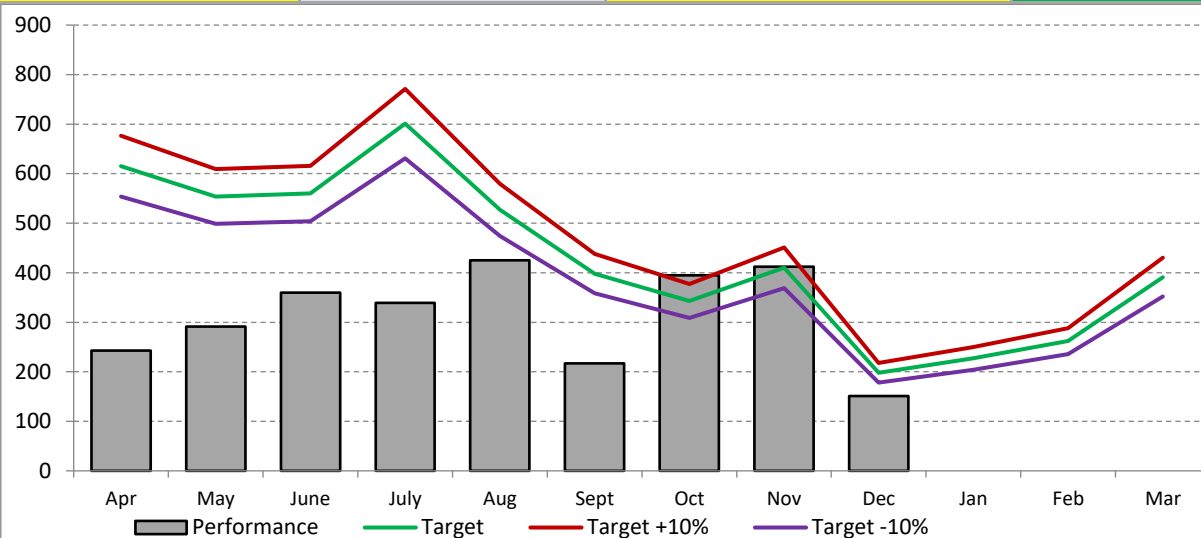
TC04 Total number of secondary fires attended

Service Plan Target
Apr-Dec 2024

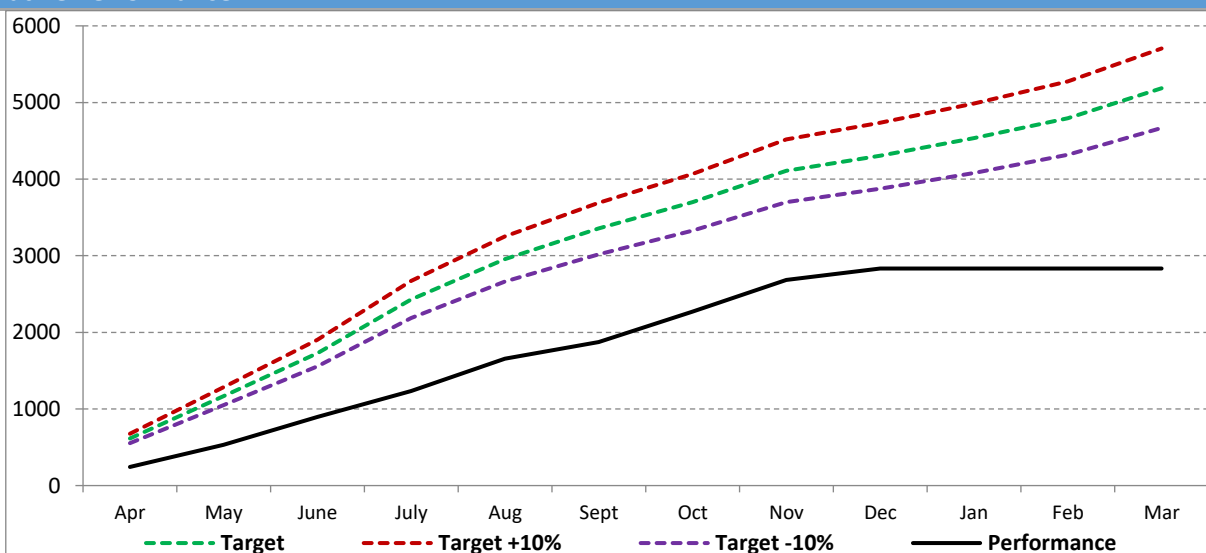
4306

Progress to Date

2837



Cumulative Performance



TC04 Total number of secondary fires attended

AC13 Number of deliberate ASB fires attended

TC04

There were 2837 secondary fires during this reporting period. This is 330 fewer fires than in 2023/24 (3167). The number of secondary fires decreased sharply between August (425) and September (215). However, they did rise during October (395) and November (411) as expected for this time of year. Overall, numbers continue to be exceptionally low, which is predominantly down to our proactive work in our communities.

AC13

The count of anti-social behaviour fires attended is 50 less this year (1964) than in 2023/24 (2014) and considerably less than the cumulative target (2744). There were 1339 less incidents than 10 years ago at Q3 2014/15 (3303).

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 in the pinewoods and sand dunes.

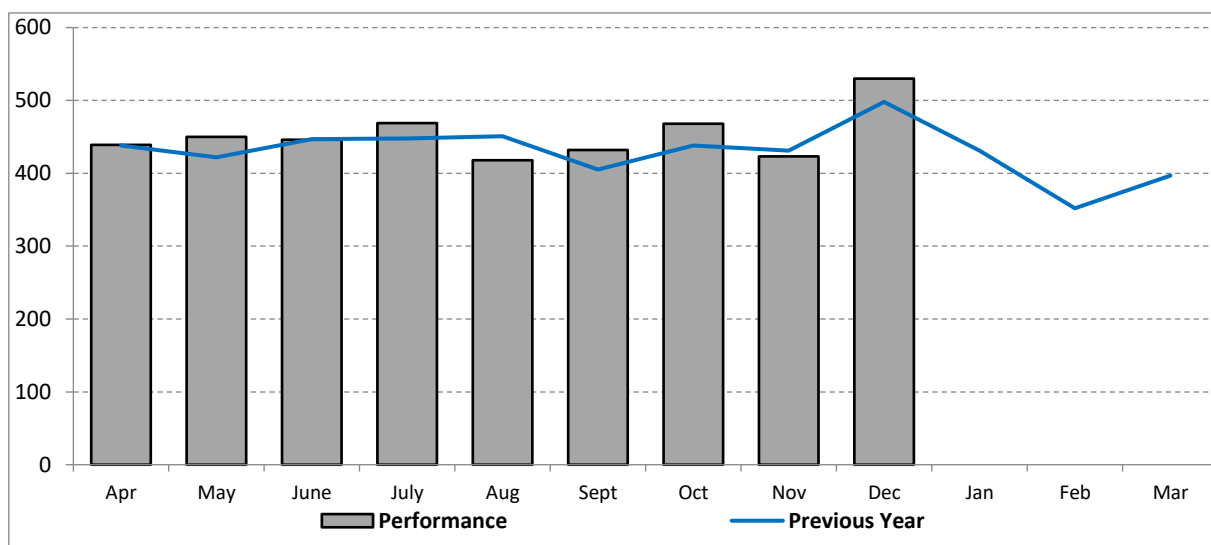
TC05 Total number of special services attended

Service Plan Target

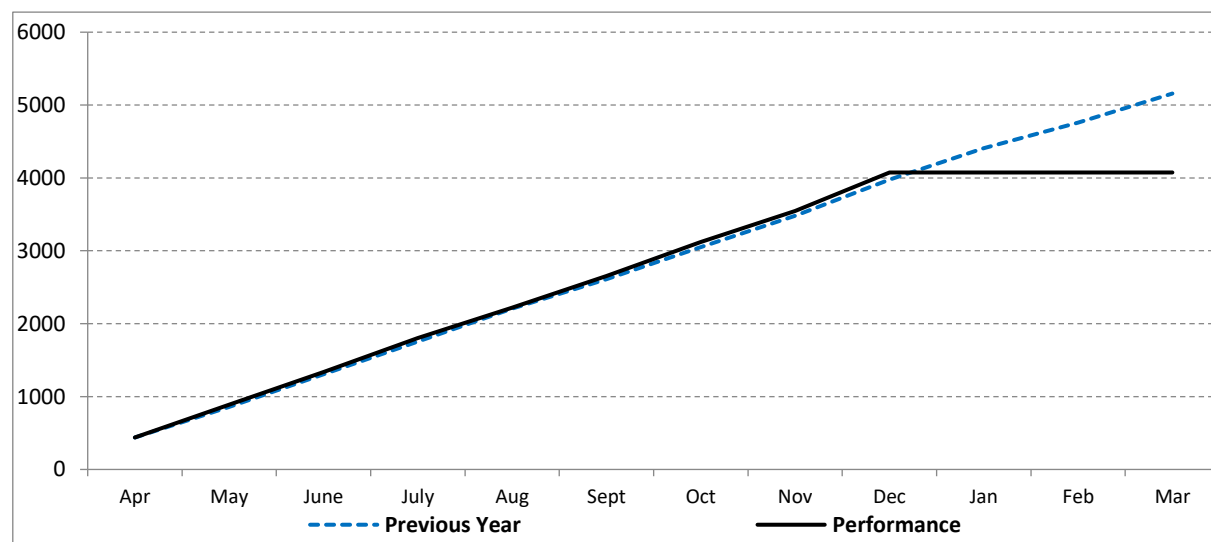
Quality Assurance

Progress to Date

4060



Cumulative Performance



TC05 Total number of Special Services attended

For quality assurance only

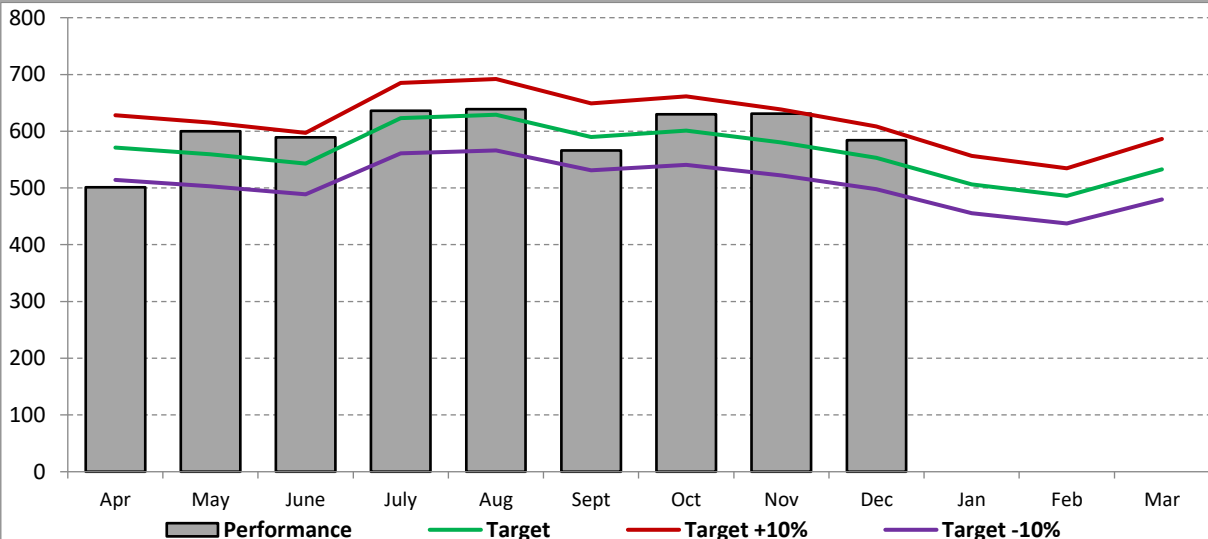
TC05

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 December 2024 the number of special services attended (4060) was slightly higher than in 2023/24 (3978) an increase of 82 incidents. Assisting other agencies continues to account for approximately 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	The number of Road Traffic Collisions attended (564) is lower than last year (609). There is no target for this incident type.
RC12	Sadly, there have been 4 fatalities in an RTC attended by MFRS at this period last year there had been 9 fatalities. There have been 203 injuries (159 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 yr age group (early driver years) with the educational work they carry out to reduce RTCs. 46 incidents were recorded, which is less than in 2023/24 (54). Water rescues are also included in Special Service calls and this type of incident has increased to 36 incidents at the end of Q3 compared to 33 in 2023. This exceeds the cumulative target of 29 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.
RC13	
RC16	
RC24	

TC06 Total number of false alarms attended																																																																				
Service Plan Target Apr-Sept 2024	5249	Progress to Date	5380																																																																	
<table border="1"><thead><tr><th>Month</th><th>Performance</th><th>Target</th><th>Target +10%</th><th>Target -10%</th></tr></thead><tbody><tr><td>Apr</td><td>500</td><td>570</td><td>630</td><td>510</td></tr><tr><td>May</td><td>600</td><td>560</td><td>620</td><td>500</td></tr><tr><td>June</td><td>590</td><td>550</td><td>610</td><td>490</td></tr><tr><td>July</td><td>640</td><td>630</td><td>690</td><td>560</td></tr><tr><td>Aug</td><td>640</td><td>630</td><td>700</td><td>570</td></tr><tr><td>Sept</td><td>570</td><td>590</td><td>650</td><td>540</td></tr><tr><td>Oct</td><td>630</td><td>600</td><td>660</td><td>540</td></tr><tr><td>Nov</td><td>630</td><td>580</td><td>640</td><td>520</td></tr><tr><td>Dec</td><td>590</td><td>560</td><td>610</td><td>500</td></tr><tr><td>Jan</td><td></td><td>510</td><td>560</td><td>460</td></tr><tr><td>Feb</td><td></td><td>490</td><td>540</td><td>440</td></tr><tr><td>Mar</td><td></td><td>530</td><td>590</td><td>480</td></tr></tbody></table>				Month	Performance	Target	Target +10%	Target -10%	Apr	500	570	630	510	May	600	560	620	500	June	590	550	610	490	July	640	630	690	560	Aug	640	630	700	570	Sept	570	590	650	540	Oct	630	600	660	540	Nov	630	580	640	520	Dec	590	560	610	500	Jan		510	560	460	Feb		490	540	440	Mar		530	590	480
Month	Performance	Target	Target +10%	Target -10%																																																																
Apr	500	570	630	510																																																																
May	600	560	620	500																																																																
June	590	550	610	490																																																																
July	640	630	690	560																																																																
Aug	640	630	700	570																																																																
Sept	570	590	650	540																																																																
Oct	630	600	660	540																																																																
Nov	630	580	640	520																																																																
Dec	590	560	610	500																																																																
Jan		510	560	460																																																																
Feb		490	540	440																																																																
Mar		530	590	480																																																																
TC06 Total number of false alarms attended																																																																				
TC06	The number of false alarms attended (5380) has increased when compared to last year (5222) but remains within 10% of the cumulative target for Q3 2024/25 (5249). 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, at Q3 2024 was 3000. This is 221 more than at this time in 2023 (2779) there is no target for this indicator as we do not want to discourage calls.																																																																			
FC22	Malicious False Alarm calls received have increased (100) when compared to last year (79).																																																																			

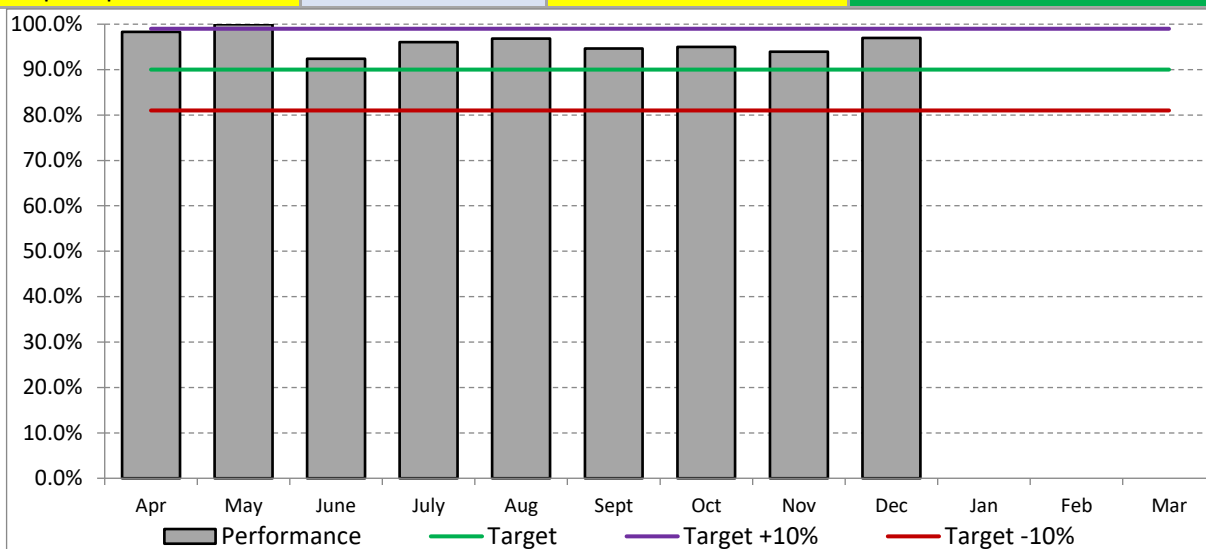
TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes

Service Plan Target
Apr-Sept 2024

90%

Progress to Date

96%



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 attendance of the first appliance at a life risk incident within 10 minutes on 96% 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 95.6% of incidents achieving the target 95%.

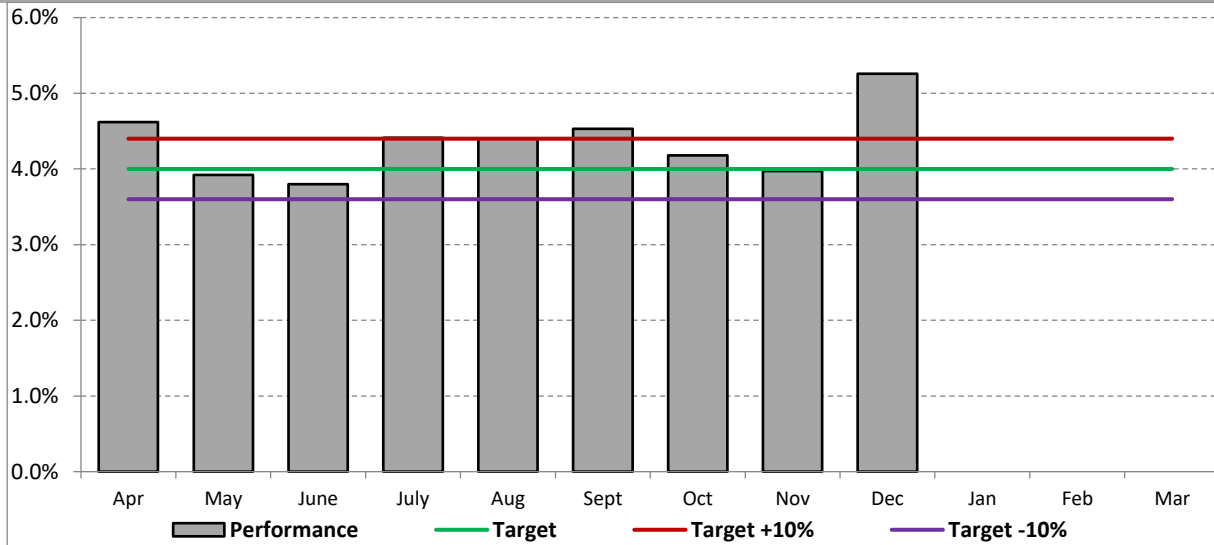
TD09 The % of available shifts lost to sickness absence, all personnel

Service Plan Target
Apr-Sept 2024

4%

Progress to Date

4.36%



COMMENTARY:

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

Sickness amongst all staff, at 4.36% shifts lost to sickness absence, is exceeding the 4% target and is slightly lower than performance at Q3 2023/4 when absence was 4.39%. There was very high short-term absence over December. They were two main reasons for this, norovirus and heavy colds which lasted a considerable time.

WD11
WD12

Cumulatively, 4.69% of shifts were lost to sickness absence among uniformed staff. This is slightly lower than at the end of Q3 2023/24 when uniformed staff absence was 4.77%.

Non-uniformed staff absence in Q3 was 3.88%. This is slightly higher than at Q3 2023/24 when 3.80% of available shifts were lost to sickness absence.

