# SERVICE DELIVERY PLAN 2016-17:

# August to November 2016

## INDEX


Total emergency calls

Total incidents

Total fires

Primary fires

Secondary fires

False Alarms

Non-emergency intervention

Attendance standard

Sickness Absence

Carbon output


**Objective:**

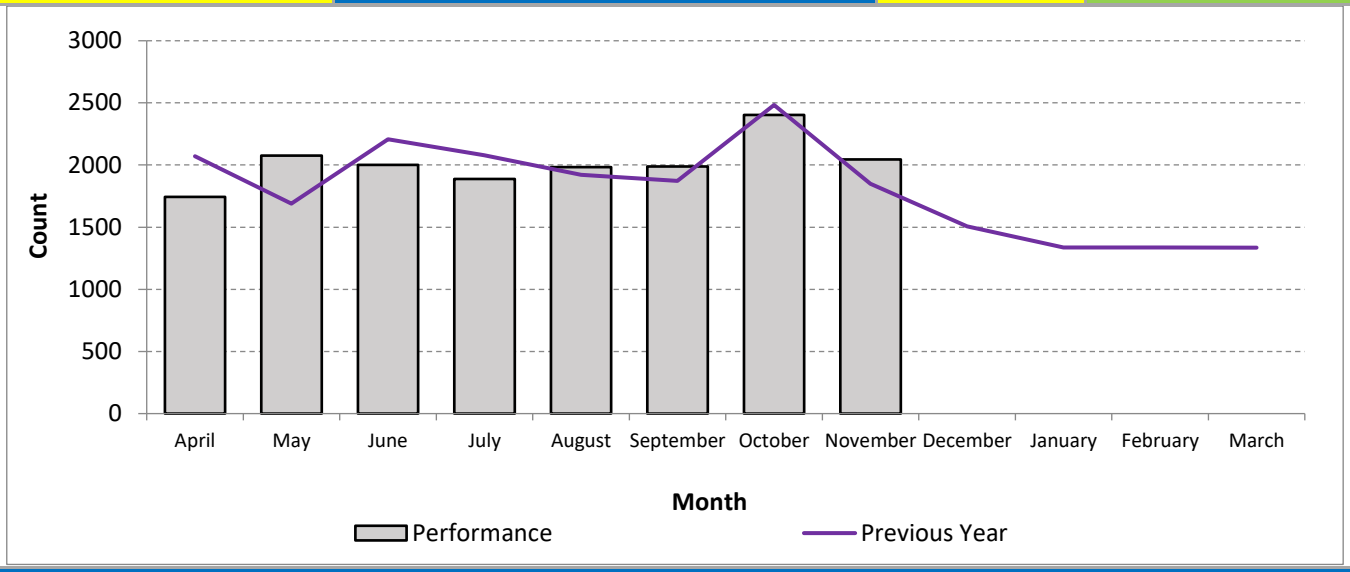
**Good performance is reflected on the top bar of each indicator graph. WE use Red, Amber, and Green to indicate how each indicator is performing. Amber reflects an indicator is within 10% of target.**

Merseyside FIRE & RESCUE SERVICE

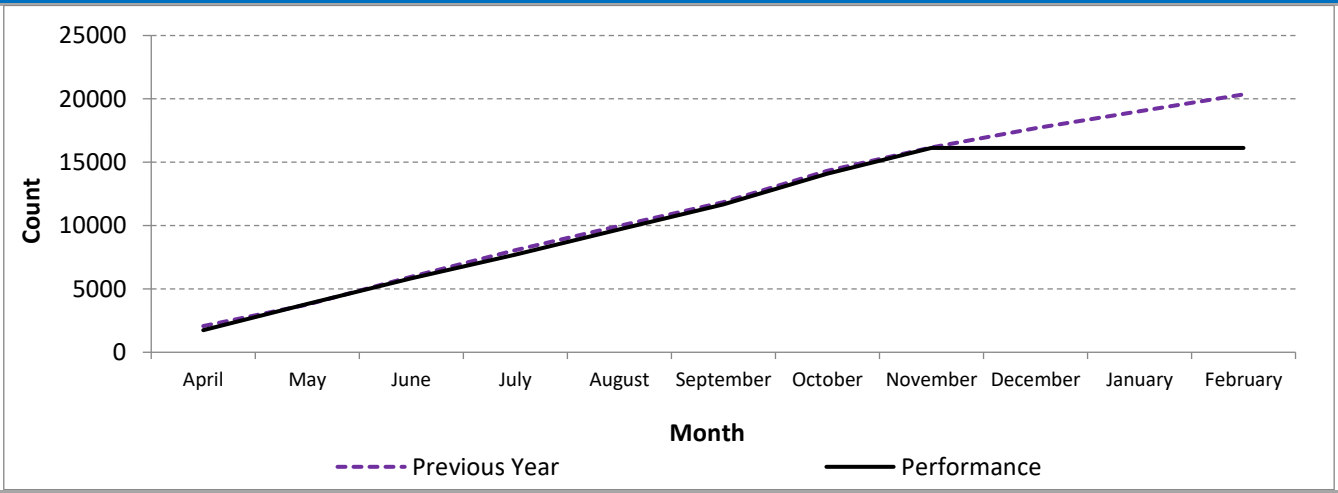
## BENCHMARK INDICATORS

### TC00 Total number of emergency calls received

| Service Plan Target | Quality Assurance | Progress to Date | 16127 |
|---|---|---|---|




**Cumulative Performance**

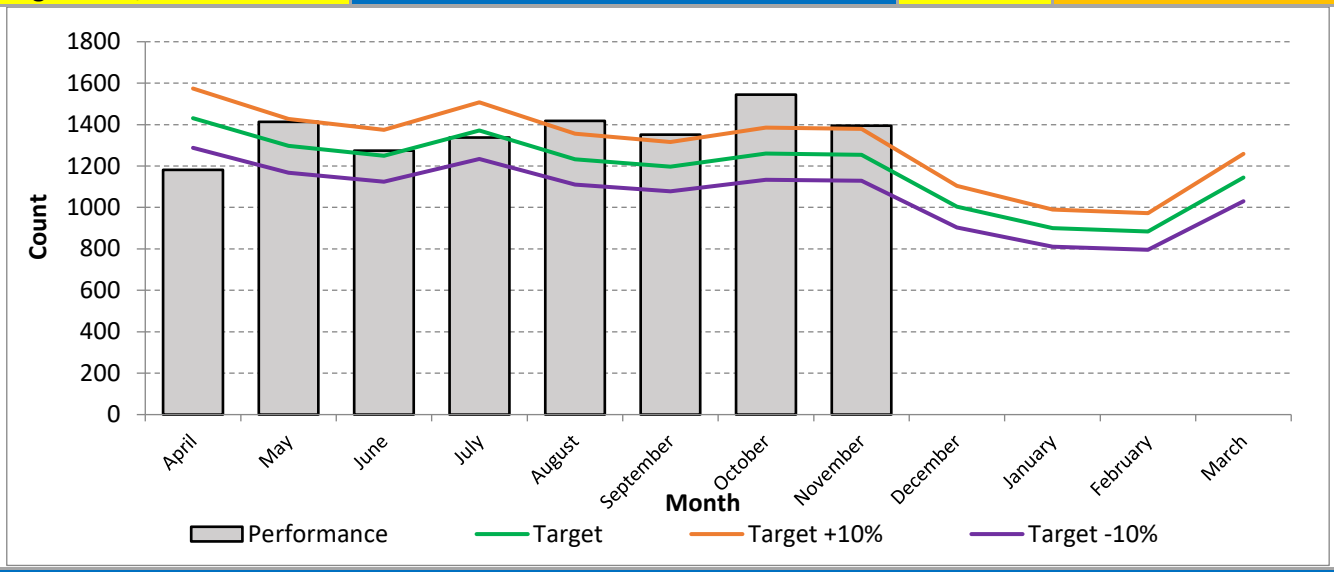



| | |
|---|---|
| TO00 Total number of emergency calls received<br><br>DO22 The % of 999 calls answered within 10 seconds | For quality assurance only |

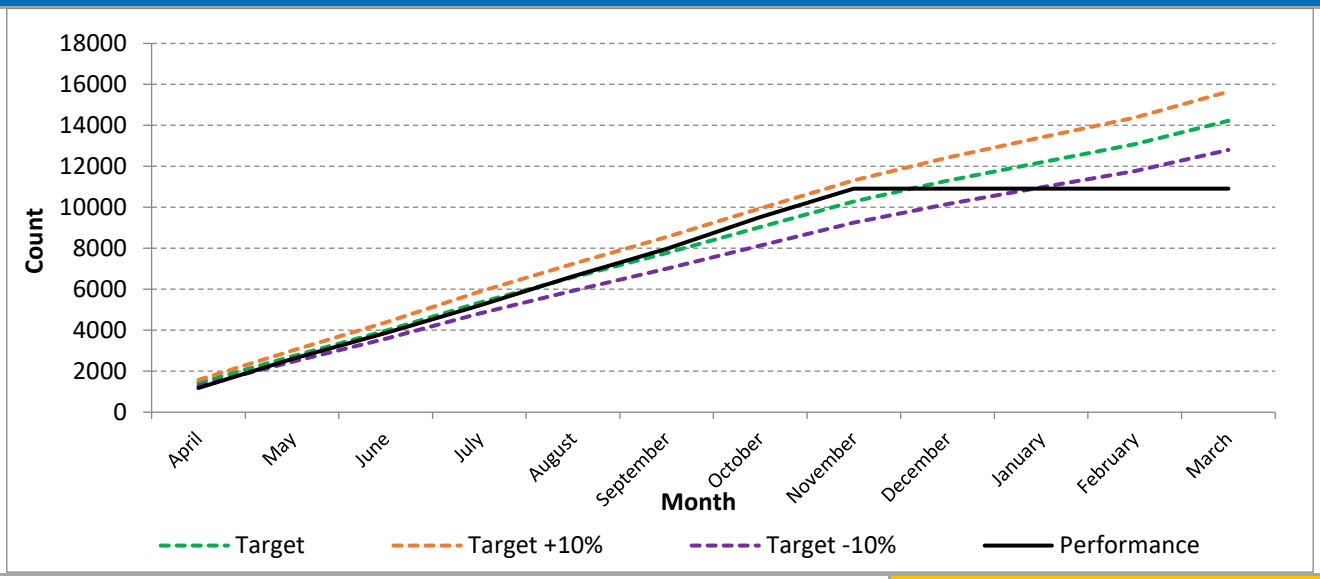
| | |
|---|---|
| TC00 | This indicator records the number of emergency calls received by Fire Control. There is no target for this indicator it is for quality assurance only, comparing against the number of calls received for the same period last year. By the end of November 2015 Fire Control had received 16171 emergency calls compared to 16127 in 2016. Predictably, calls increased during October (2404) and November (2044) over the mischief and bonfire night period. October also had a number of large incidents including the scrapyard fire in Seaforth docks which attracted a lot of 999 calls. |
| DO22 | Fire Control have a target to answer 96% of all 999 calls within 10 seconds. This target has been achieved every month, apart from November when the volume of calls received during the bonfire period meant performance was within 10% of target at 95.3%. However the cumulative performance, to date, remains on target with 98.1% of emergency calls being answered with 10 seconds. |

## TC01 The total number of incidents attended

| Service Plan Annual Target 2016/17 | 14225 | Progress to Date | 10913 |
|---|---|---|---|



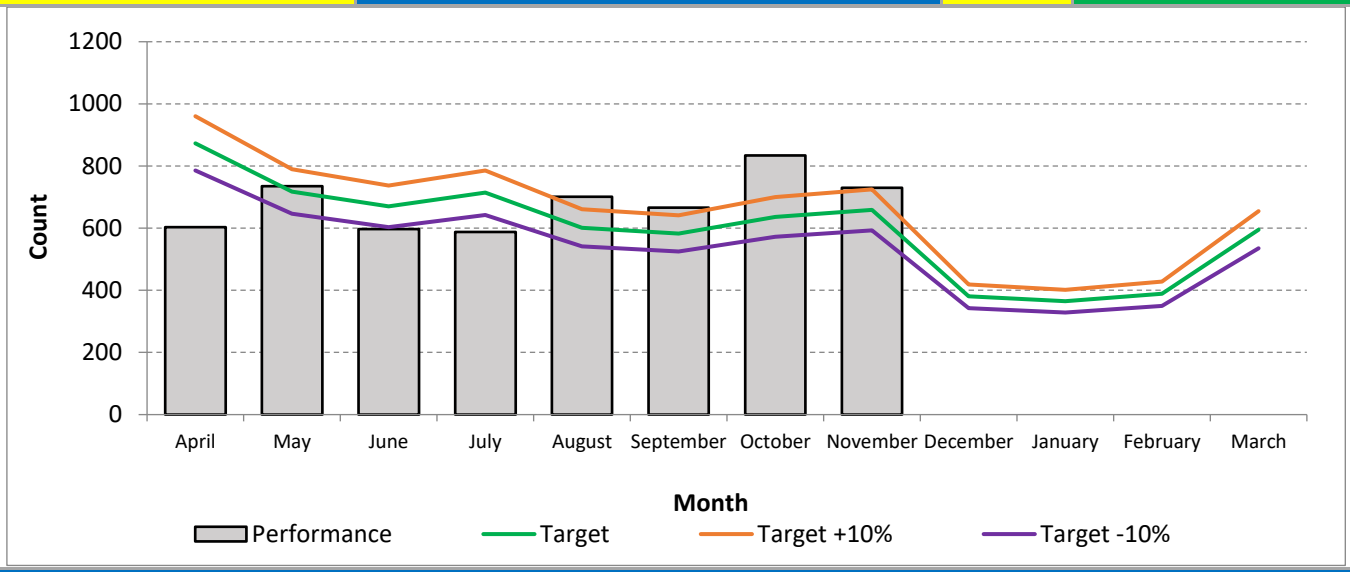

### Cumulative Performance



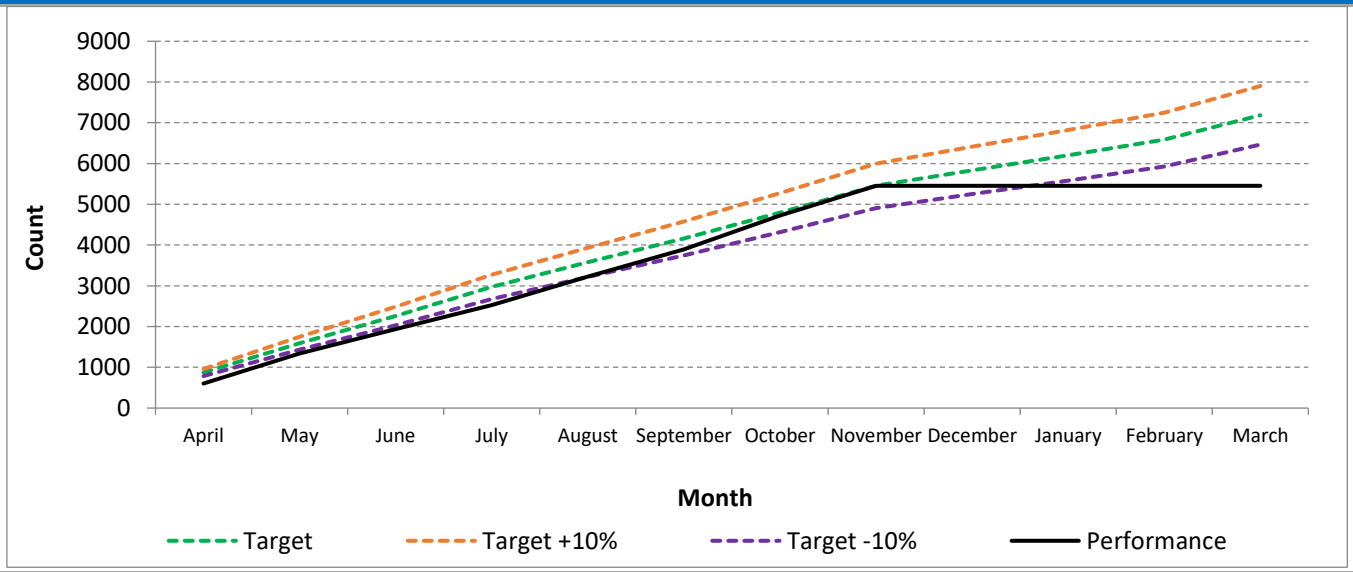

| TC01 Total number of incidents attended | |
|---|---|
| TC01 | There were 10913 incidents attended between April and November 2016 while for the same period in 2015 there were 10392. This is within 10% of the cumulative target of 10292. October had the most incidents 1413. This was in part due to the bonfire period and an overall increase in a number of incident types. |

## TC02 Total number of fire attended in Merseyside

| Service Plan Target | 7184 | Progress to Date | 5454 |
|---|---|---|---|



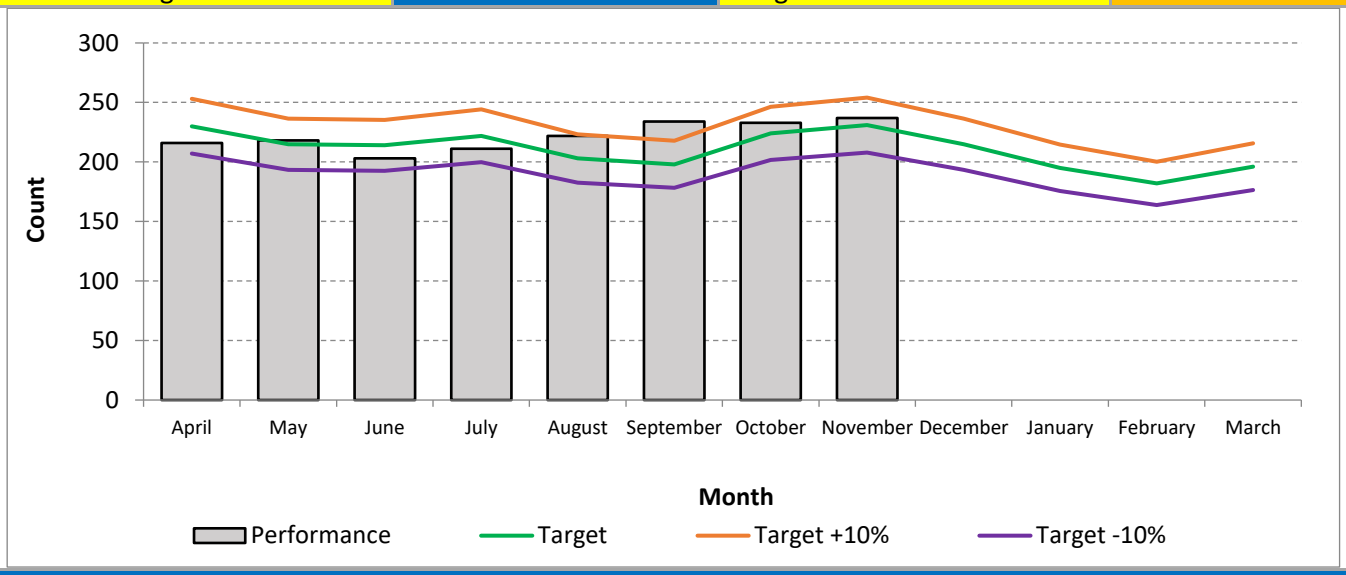

### Cumulative Performance



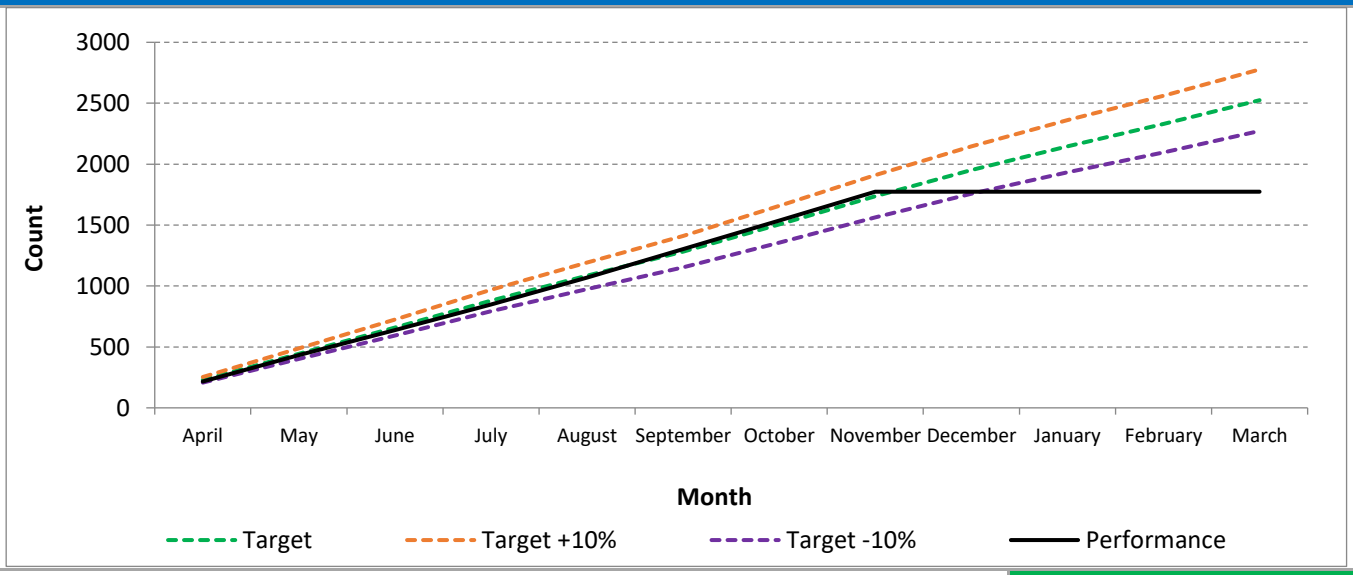

| TC02 Total number of Fires attended in Merseyside | |
|---|---|
| **TC02** | There were 5454 fires attended between April and November 2016. This is 77 fewer incidents than in 2015/16 (5377). In October there were 834 fires attended, this is over 100 more than November (730). This is mainly attributable to the increase in secondary fires. Cumulatively April to November performance is exactly on target 5454. |

## TC03 Total number of primary fires attended

| Service Plan Target | 2525 | Progress to Date | 1774 |
|---|---|---|---|




### Cumulative Performance



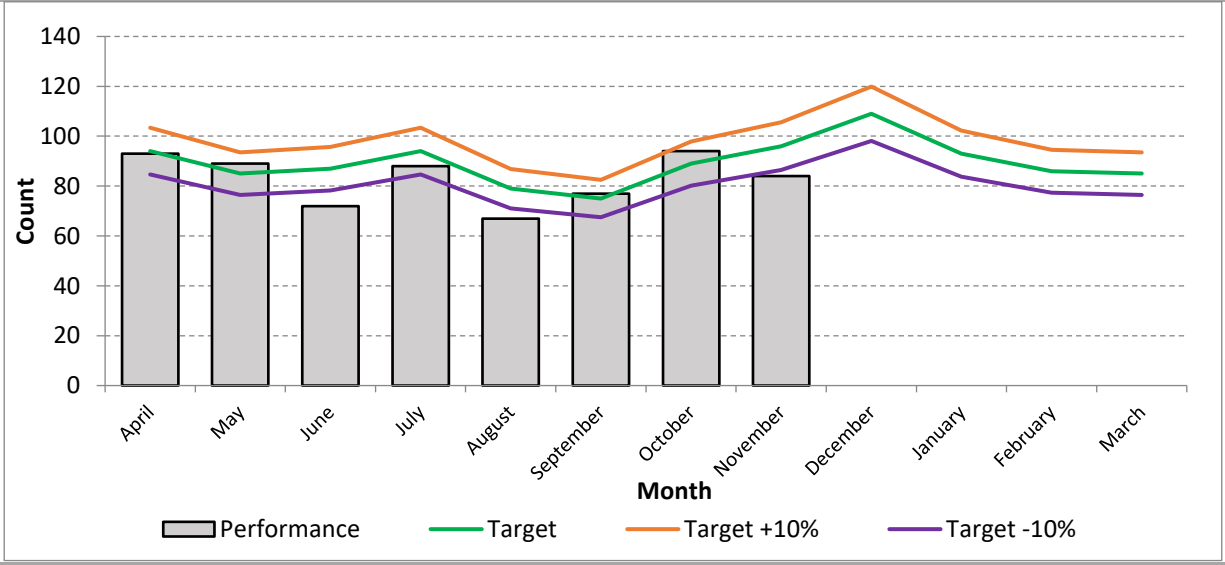

| TC03 Total number of primary fires attended | |
|---|---|
| **TC03** | Primary fires are those attended where there is an insurable loss damaged by fire such as dwellings, businesses and vehicles. MFRA has a number of strategies in place to reduce the number of fires attended including the Community Safety Strategy and Protection 2020 Plan for businesses. From April to November crews attended 1774 incidents, 11 more than in 2015/16 (1763) but within 10% of the cumulative target (1737).<br><br>A number of performance indicators illustrate the types of fires we attend, more detail can be found on the next few pages. |

| | |
|---|---|
| **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 | 664 accidental dwelling fires have been attended by crews between April and November. This is 45 less than last year. Accidental kitchen fires in dwellings owned by Registered Social Landlords are monitored and with 119 incidents to date this is 6 less than 2015. |
| DC12 | To date there have been 5 fatalities in accidental dwelling fires. All involved a person aged over 65 years. |
| DC13 | There were 63 injuries in accidental dwelling fires for this period. This is 13 less than 2015/16 (76) and 13 under target (76) |
| DC14 | The number of deliberate dwelling fires in occupied properties (119) were under the annual target (120). Fires of this type are usually a criminal act and MFRA works closely with partner agencies to prevent and reduce this type of incident. |
| DC15 | Deliberate dwelling fires in unoccupied properties (29) were below the annual target (35) and 10 less than at November 2015. |
| DC16 | There have been no deaths in deliberate dwelling fires and 16 injuries which is within 10% of the cumulative target (15). |

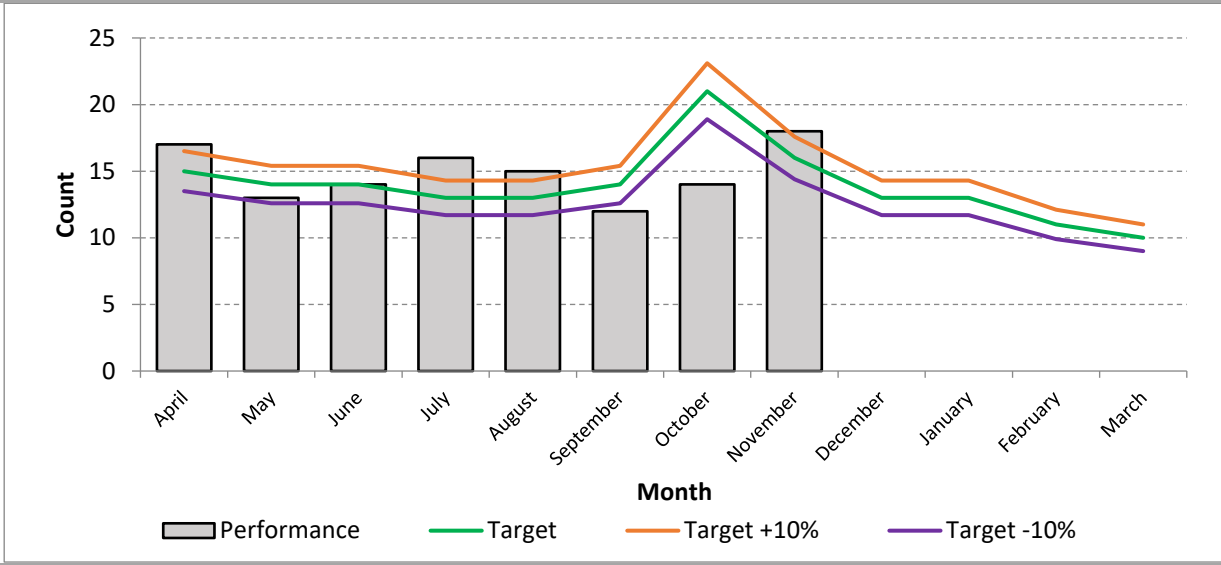
## DC11 Number of accidental fires in dwelling

| Service Plan Target | 1072 | Progress to Date | 664 |
|---|---|---|---|



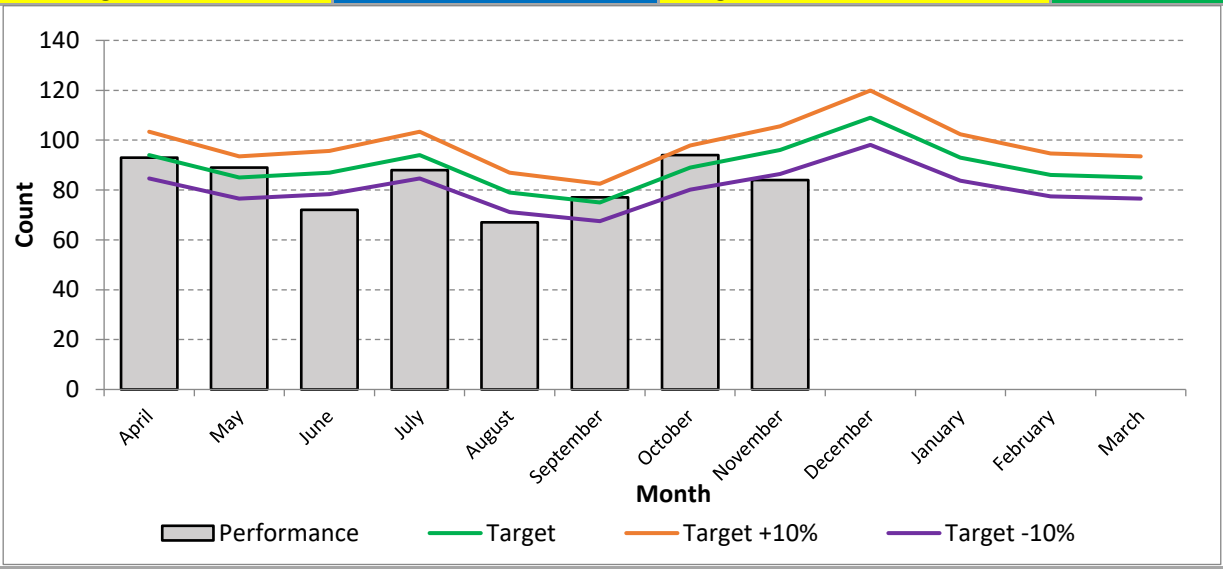
## DC14 Number of deliberate dwelling fires in occupied properties

| Service Plan Target | 167 | Progress to Date | 119 |
|---|---|---|---|




## DC15 Number of deliberate fires in unoccupied properties

| Service Plan Target | 48 | Progress to Date | 29 |
|---|---|---|---|



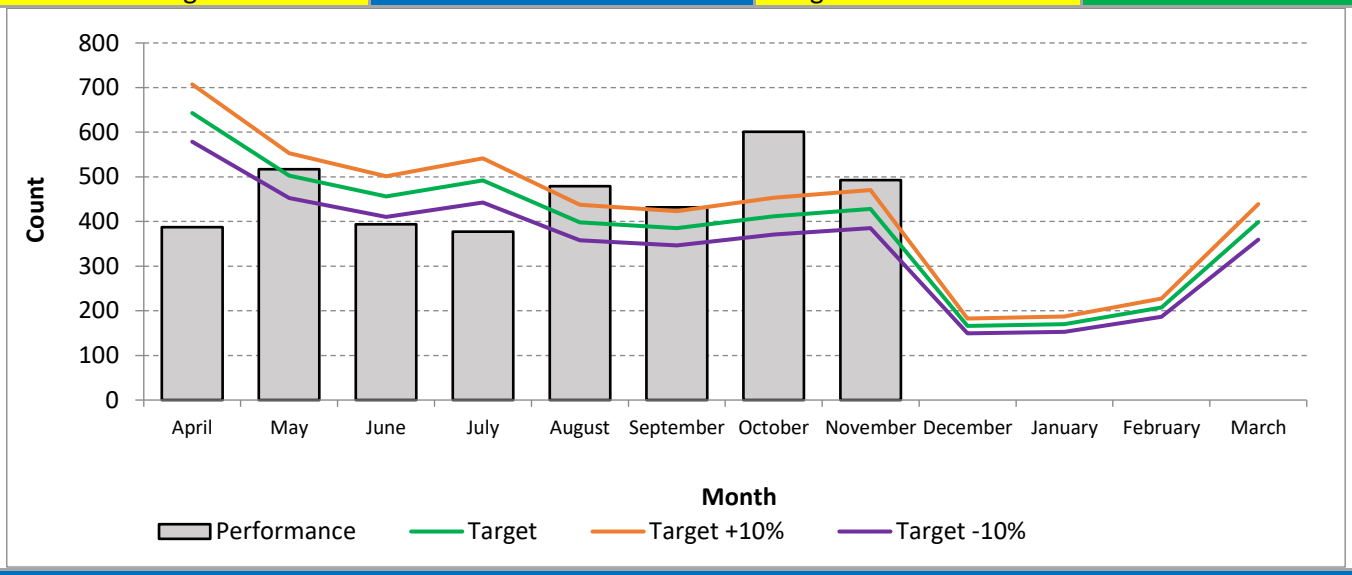

| **Home Fire Safety Checks (HFSC's)** | | | | |
|---|---|---|---|---|
| | **August** | **Sept** | **Oct** | **Nov** |
| Completed by Stations | 3817 | 4674 | 4107 | 4040 |
| Completed by stations, prevention staff and CRIS | 4751 | 5571 | 5200 | 5258 |

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. 58% of HFSC's were delivered to homes identified from status reports in November (i.e. to homes where at least one resident was over 65).

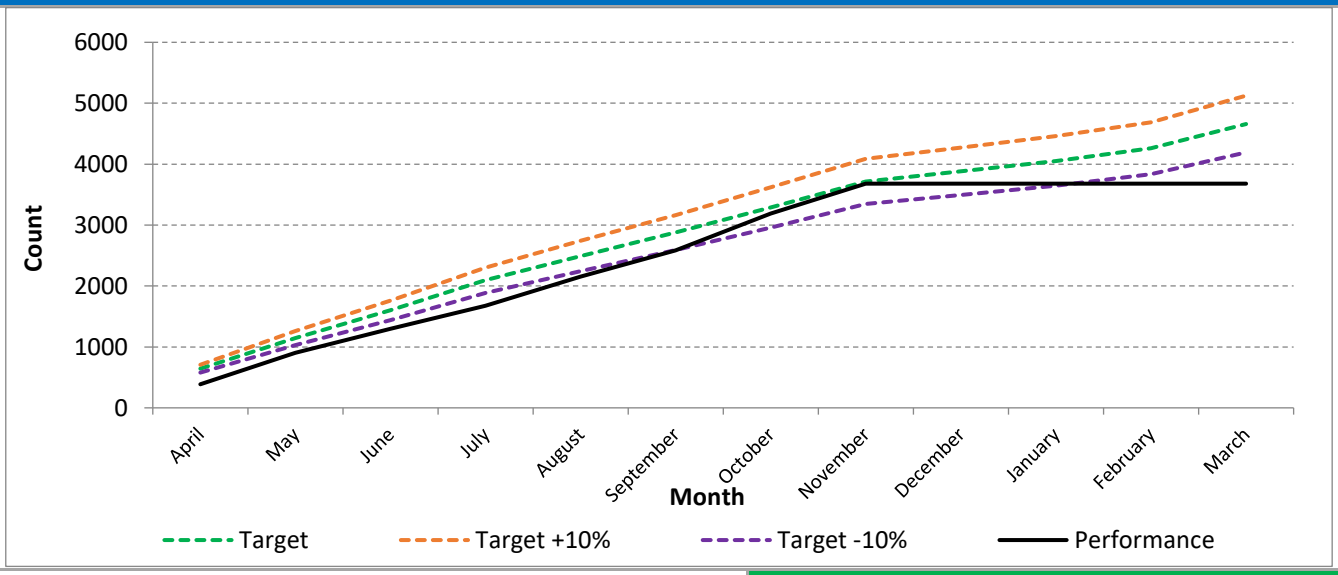
Between April and November fire crews have delivered 33200 HFSC's, which is 10996 more than at this time last year (22204). Overall 41262 HFSC's have been carried out by MFRS to date by fire crews, prevention staff and Community Risk Intervention Services.

## TC04 Total number of secondary fires attended

| Service Plan Target | 4659 | Progress to Date | 3680 |
|---|---|---|---|




### Cumulative Performance

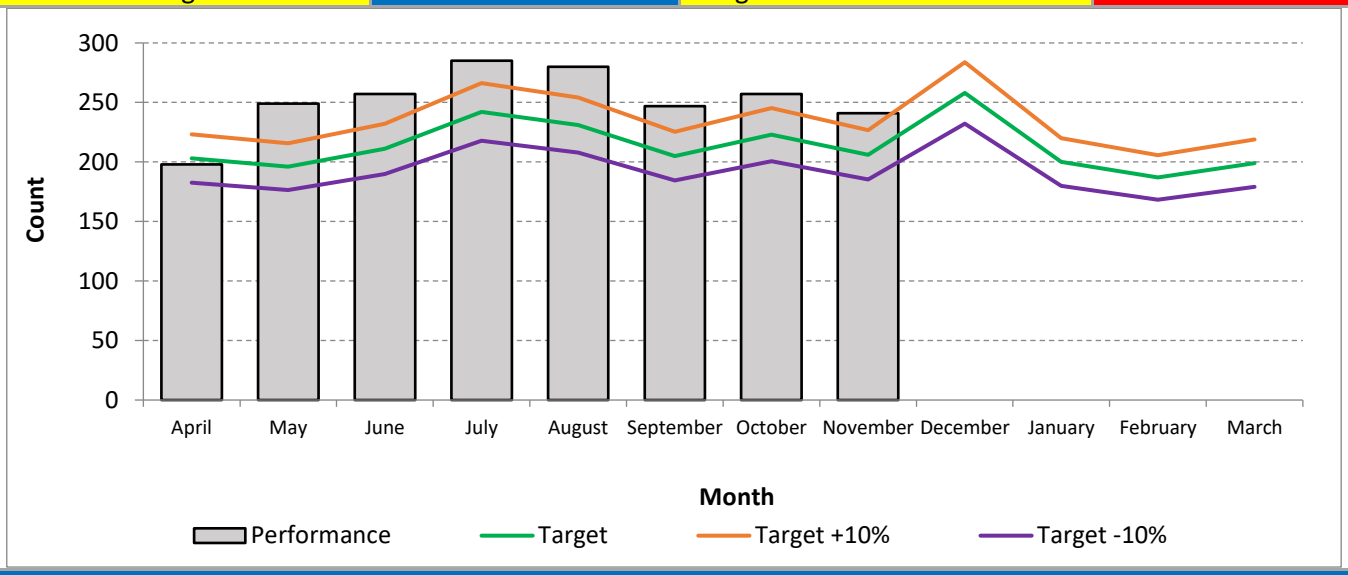



| | |
|---|---|
| **TC04 Total number of secondary fires attended** | |
| **AC13 Number of deliberate ASB fires attended** | |

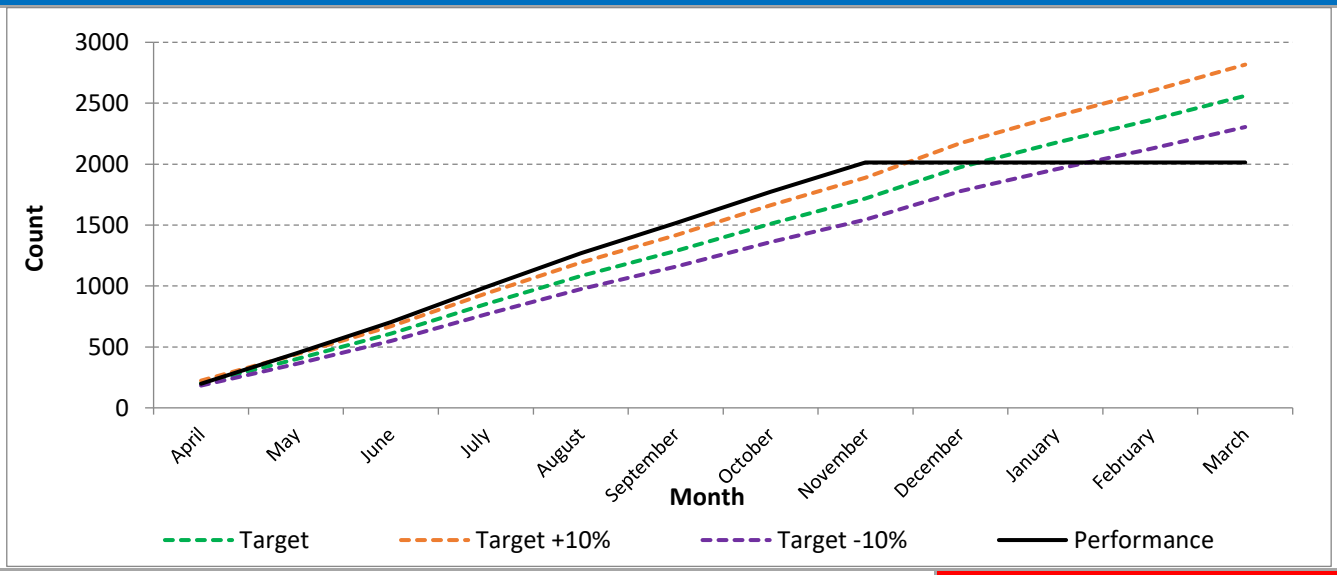
| | |
|---|---|
| **TC04** | There were 497 deliberate secondary fires in October compared to 442 in November. Peaks around 30th and 31st October along with the bonfire period account for a large proportion of incidents attend. Incidents attended between 1st and 7th November (262 fires) account for 57% of incidents in November. There were 145 more incidents than in November 15. |
| **AC13** | Deliberate small anti-social behaviour fires attended (3221) were 132 below the November target and 7 less than 2015 despite the increases outlined above. |

## TC05 Total number of special services attended

| Service Plan Target | 2561 | Progress to Date | 2014 |
|---|---|---|---|




### Cumulative Performance

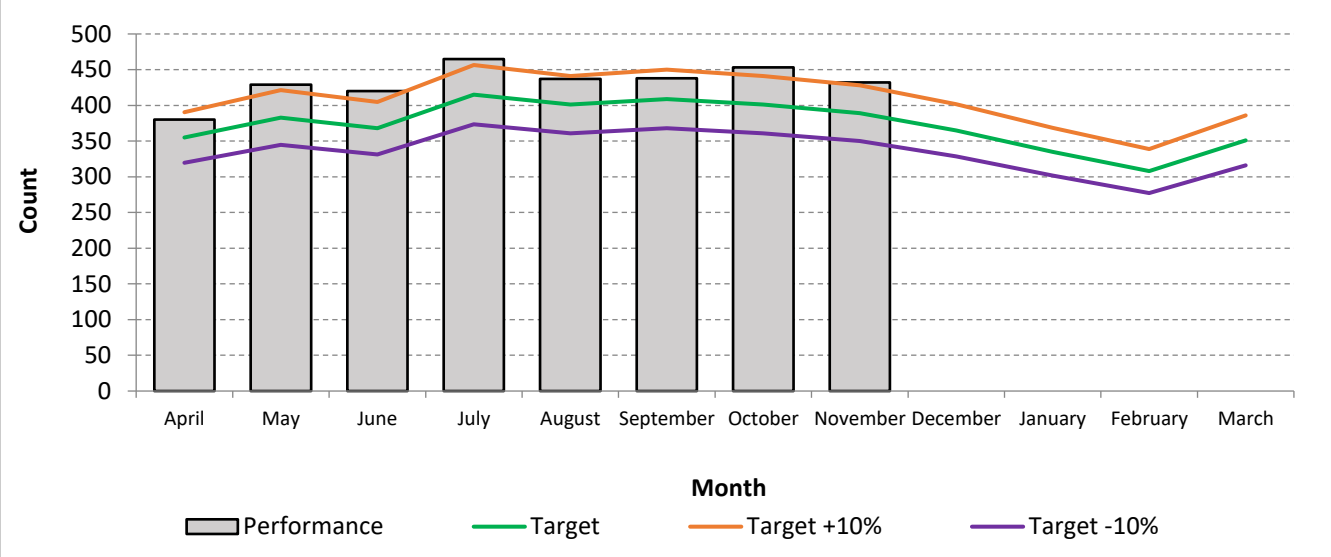



| | |
|---|---|
| **TC05 Total number of special services attended**<br><br>**RC11 Number of Road Traffic Collisions (RTC's)** | |

| | |
|---|---|
| **TC05** | The number of special service calls attended have decreased since the last report in August. However, fire crews attended 2014 special service calls between April and November this is 208 more incidents than for the same period in 2015. Emergency Medical Response was introduced in some station areas in April this accounts for 160 incidents. Road traffic collisions are included in special service calls also included are incidents such as effecting entry/exit, flooding, lift release, assisting other agencies, rescue from water and animal assistance. |
| **RC11** | The number of road traffic collisions attended (408) have exceeded the targets set each month. Eccleston (24) and Huyton (33) fire stations have exceeded the set targets by the most of all our fire stations. Huyton attended 15 incidents on motorways or the Knowsley expressway. Peak time is the evening rush hour and onwards into the night time. Sefton is the only district not exceeding targets to date. |

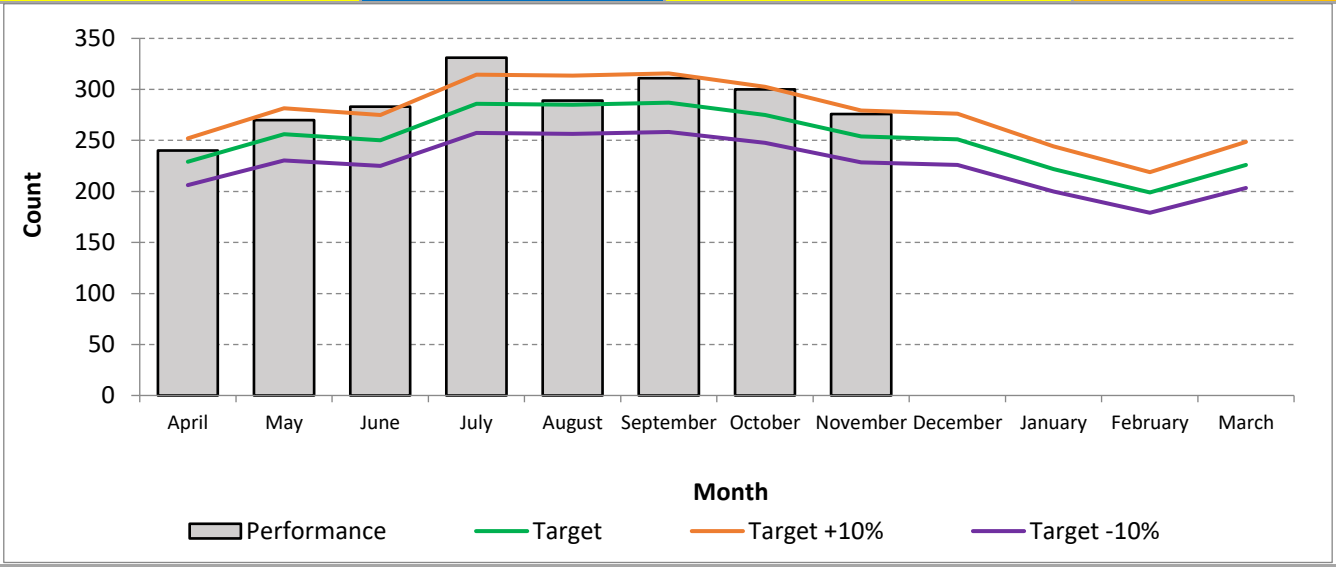
## TC06 Total number of false alarms attended

| Service Plan Target | 4480 | Progress to Date | 3454 |
|---|---|---|---|




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

| Service Plan Target | 3020 | Progress to Date | 2300 |
|---|---|---|---|

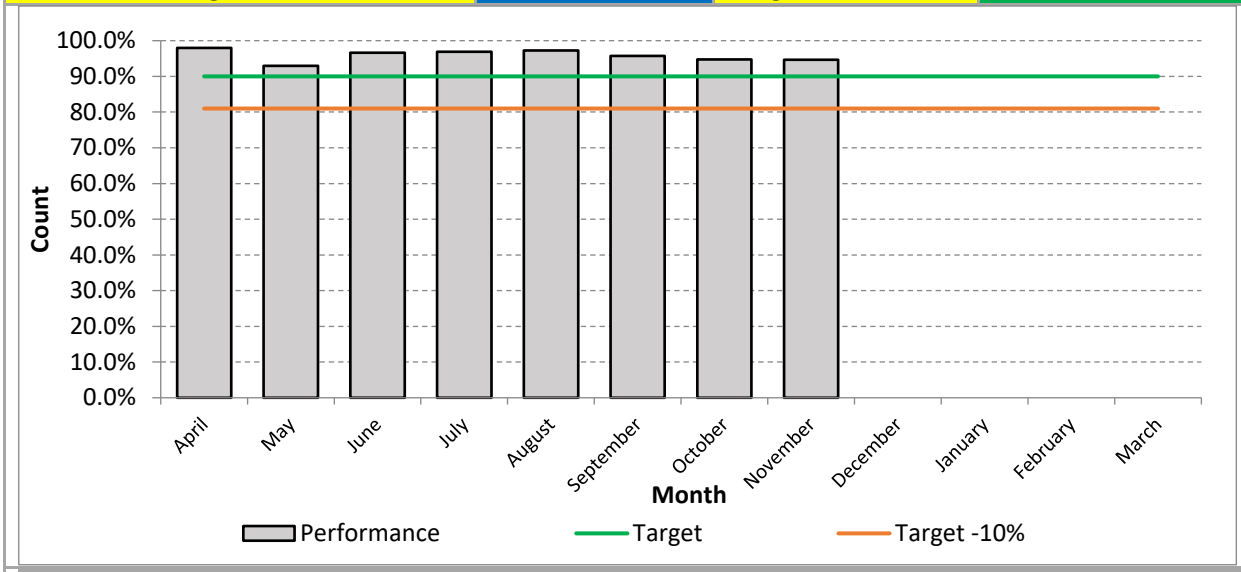



| | |
|---|---|
| **TC06 Total number of false alarms attended**<br><br>**TC011 Total false alarms attended, discounting false alarm good intent** | |

| | |
|---|---|
| **TC06** | False alarm calls attended are mainly at domestic premises such as sheltered accommodation. Fire crews attended 3454 calls from April to November compared to 3121 for the same period last year. Community Risk Management work with the owners of these premises to educate them to manage their alarm systems. |
| **TC011** | Following a peak in July incidents have steadily decreased each month. Discounting false alarm good intent from the number of false alarm calls attended brings the indicator within 10% of target. We do this to break down the specific types of alarm call we are attending. |

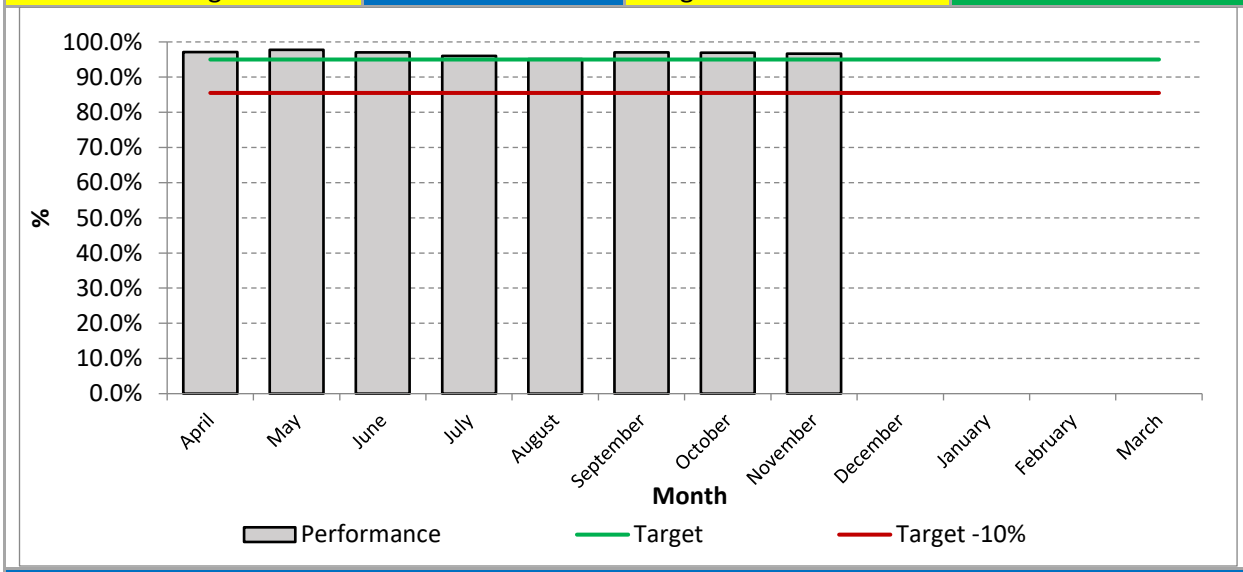
## TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes

| Service Plan Target | 90% | Progress to Date | 95.8% |
|---|---|---|---|




## DR23 Alert to mobile in under 1.9 minutes

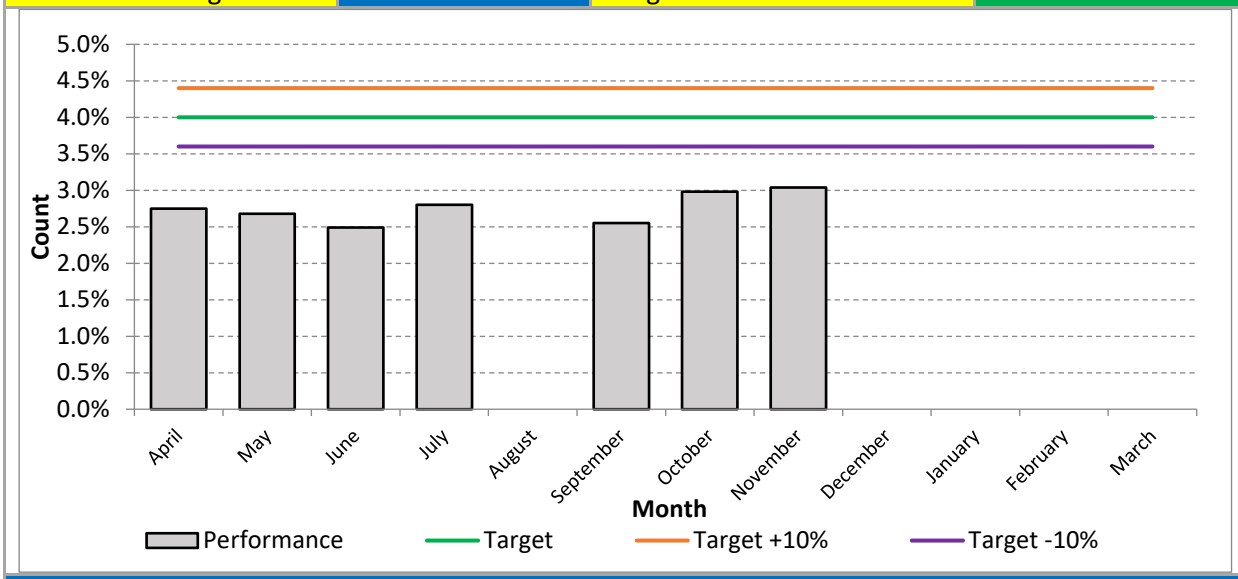
| Service Plan Target | 95% | Progress to Date | 96.7% |
|---|---|---|---|




| | |
|---|---|
| **TR08 Attendance Standard – first attendance of an appliance at all life risk incidents in 10 minutes**<br><br>**DR23 Alert to mobile in under 1.9 minutes** | |
| **TR08** | MFRA recognise the importance of the first appliance attending a life risk incident as quickly as possible. The target is to attend within 10 minutes on 90% of occasions. Operational crews have met and exceeded this target steadily each month with a cumulative 95.8% achievement to date. |
| **DR23** | To attend incidents as quickly as possible crews are expected to book mobile to an incident within 1.9 minutes of being alerted by Fire Control. The target of 95% has been achieved each month with a cumulative performance of 96.7%. |

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

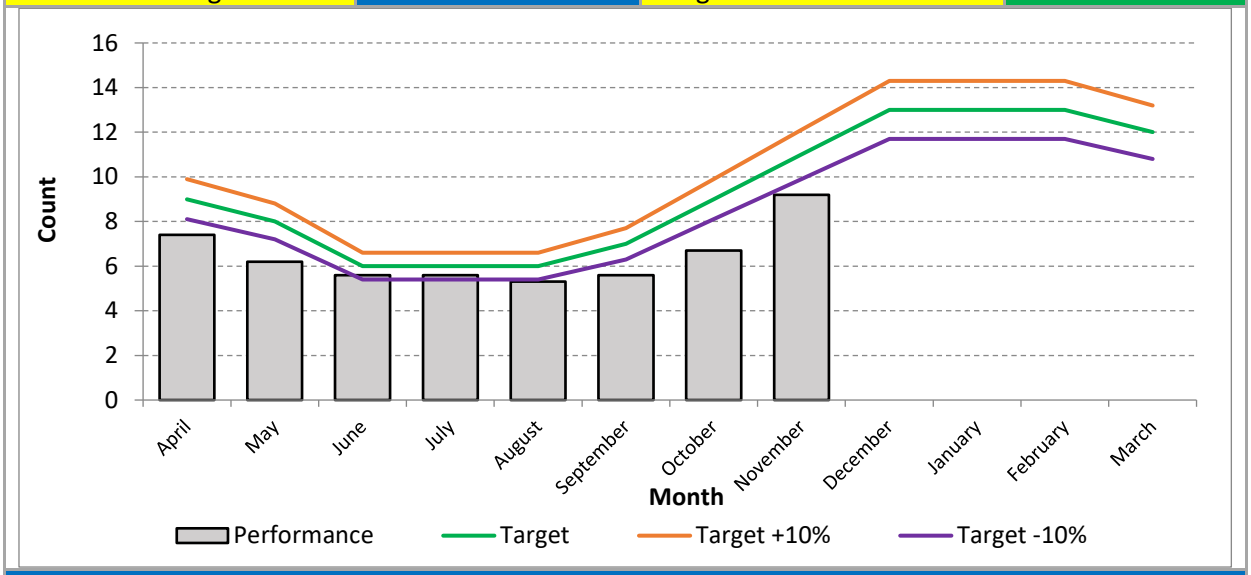
| Service Plan Target | 4% | Progress to Date | 3.04% |
|---|---|---|---|




| | |
|---|---|
| **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 absence for all staff is under target at 3.04%. This is a slight increase on the previous report but still considerably under the 4% target. However, absence among all staff has increased. |
| **WD11**<br>**WD12** | Operational staff absence is 3.18% shifts lost.<br>Non uniformed staff absence also increased in November but is still under target at 2.81% against the 4% target. |

## TE10 Total carbon output of all buildings

| Service Plan Target | 112.6 | Progress to Date | 51.6 |
|---|---|---|---|




### Cumulative Performance




| **TE10 Total carbon output of all buildings** | |
|---|---|
| **TE10** | Total carbon output of all buildings is measured to assess if any MFRA premises are using excessive amounts of energy such as gas and electricity. To date performance stands at 51.6, this measurement is CO2 per metre per building, the target at November is 62. As expected as the weather gets colder energy usage is increasing. |