SERVICE DELIVERY PLAN 2023-24:

July to September 2023

INDEX

Total emergency calls

Total incidents

Total fires

Primary fires

Secondary fires

Special services

False alarms

Attendance standard

Sickness absence

Carbon output

Objective:

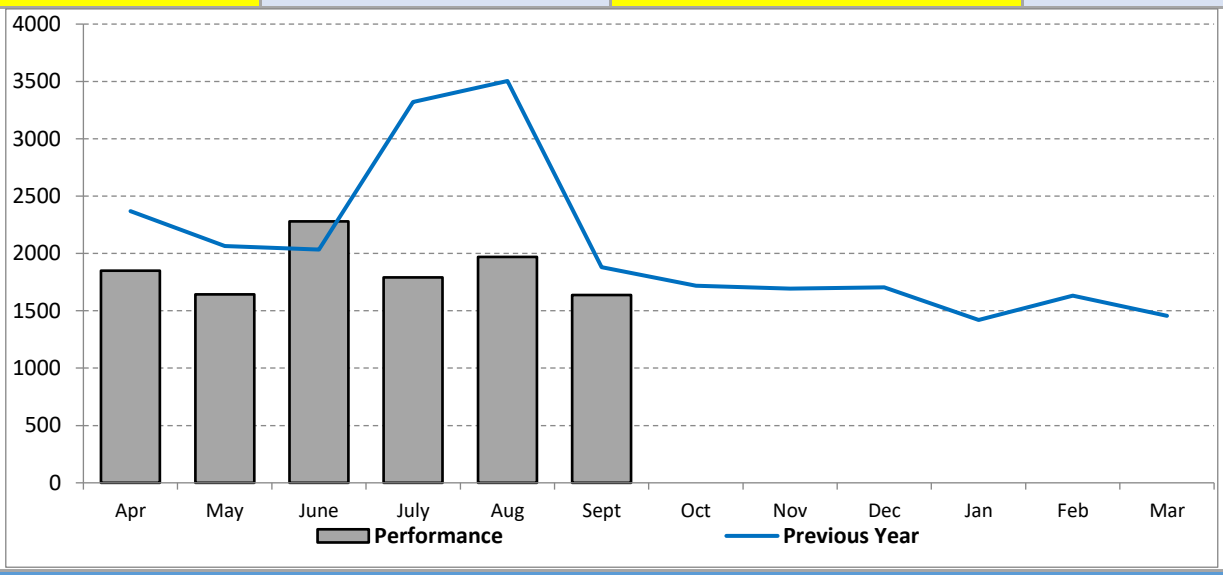
Good performance is reflected on the top bar of each indicator graph. We use Red, Amber, and Green to indicate how each indicator is performing. Amber reflects an indicator is within 10% of target.

MERSEYSIDE FIRE & RESCUE SERVICE

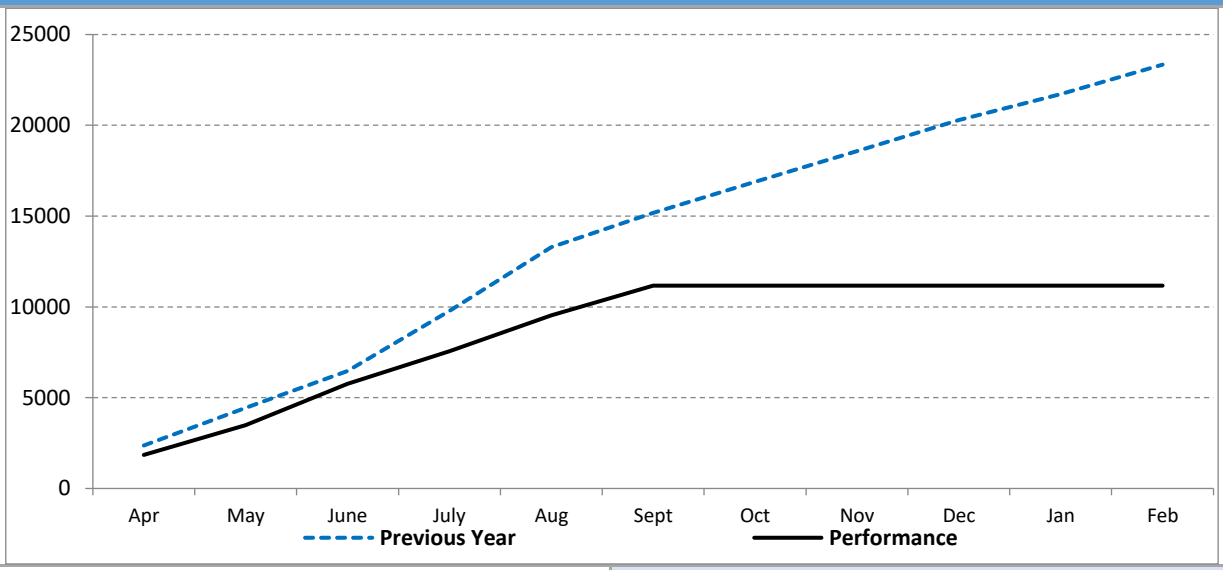
BENCHMARK INDICATORS

TC00 Total number of emergency calls received

Service Plan Target	No target - Quality Assurance	Progress to Date	11170



Cumulative Performance

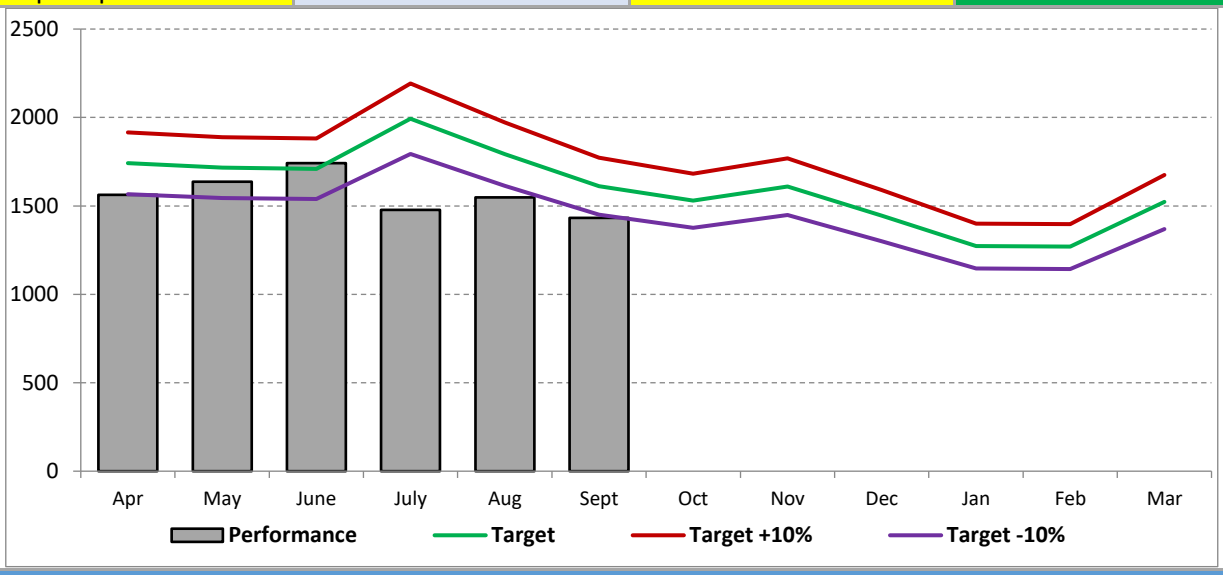


TO00 Total number of emergency calls received DO22 The % of 999 calls answered within 10 seconds	For quality assurance only

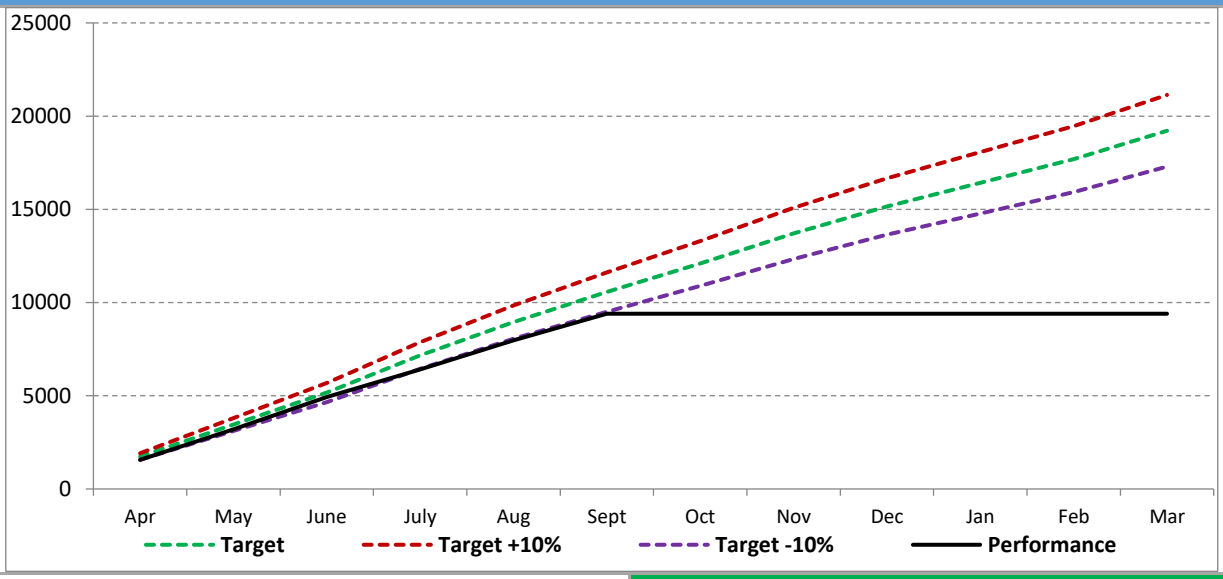
TC00	During the 2nd quarter of 2023-24 Fire Control received 11170 emergency calls. This was 4003 less calls than this time last year, when 15173 calls were received. June saw the highest number of calls (2279) with a further spike in August (1970). This indicator does not have a target it is monitored for quality assurance only.
DR22	Cumulatively 97.8% of 999 calls were answered within 10 seconds. This performance achieves the 96% target.

TC01 The total number of incidents attended

Service Plan Target Apr-Sept 2023	10565	Progress to Date	9400



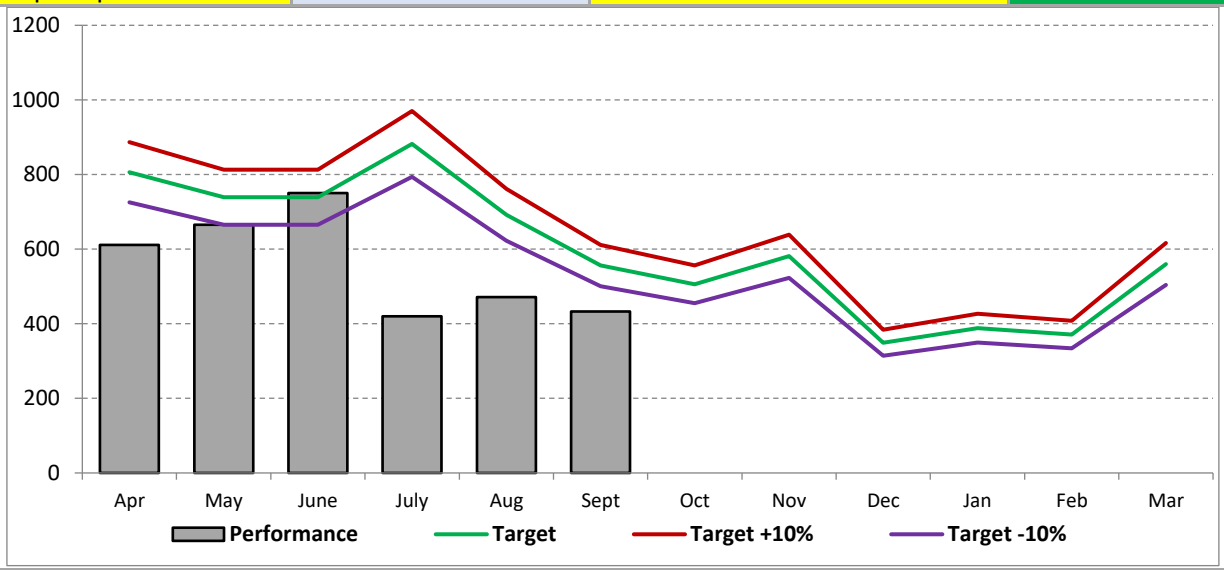
Cumulative Performance



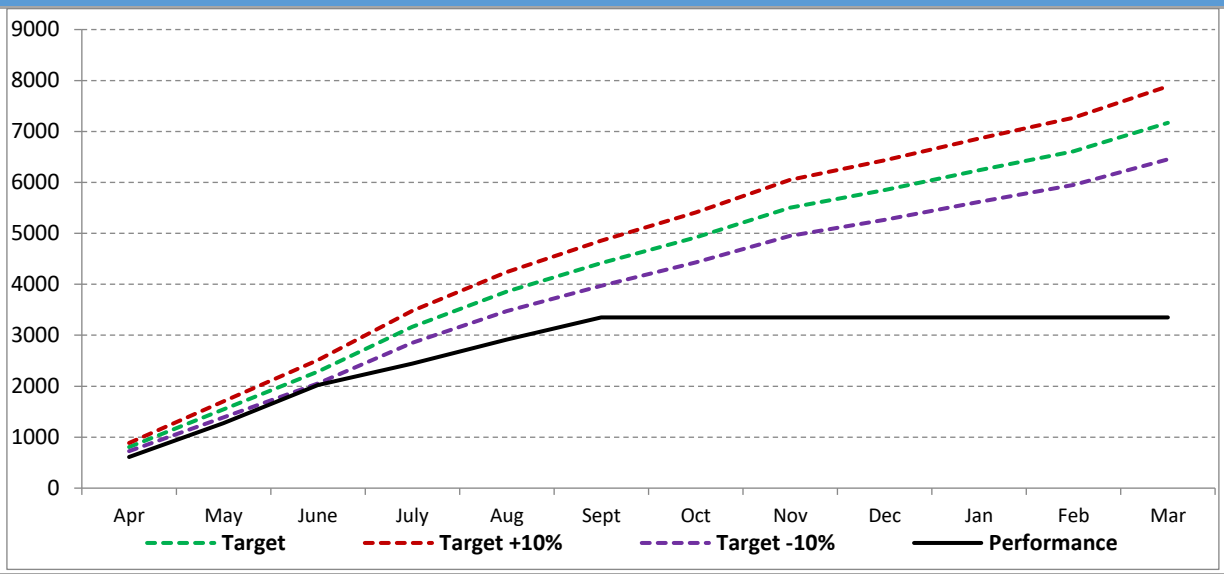
TC01 Total number of incidents attended	
TC01	Performance against all key performance indicators (KPI's) has remained under target for this reporting period except false alarms and special service calls. We do not want to discourage or reduce either of these incident types. Weather was lot drier than usual during mid May to the end of June which could be a contributory factor to the increase in fire incidents such as secondary fires. July into August was exceptionally wet with crews only attending 40% of expected secondary fires in July. During this period there have been 983 less incidents attended (9400) than at this time last year (10383). The number of Special Service incidents attended (2611) are fairly consistent when compared to previous years (2658 in the 2nd quarter of 2022-23). MFRS continue to assist partner agencies on a more regular basis.

TC02 Total number of fires attended in Merseyside

Service Plan Target Apr-Sept 2023	4414	Progress to Date	3350



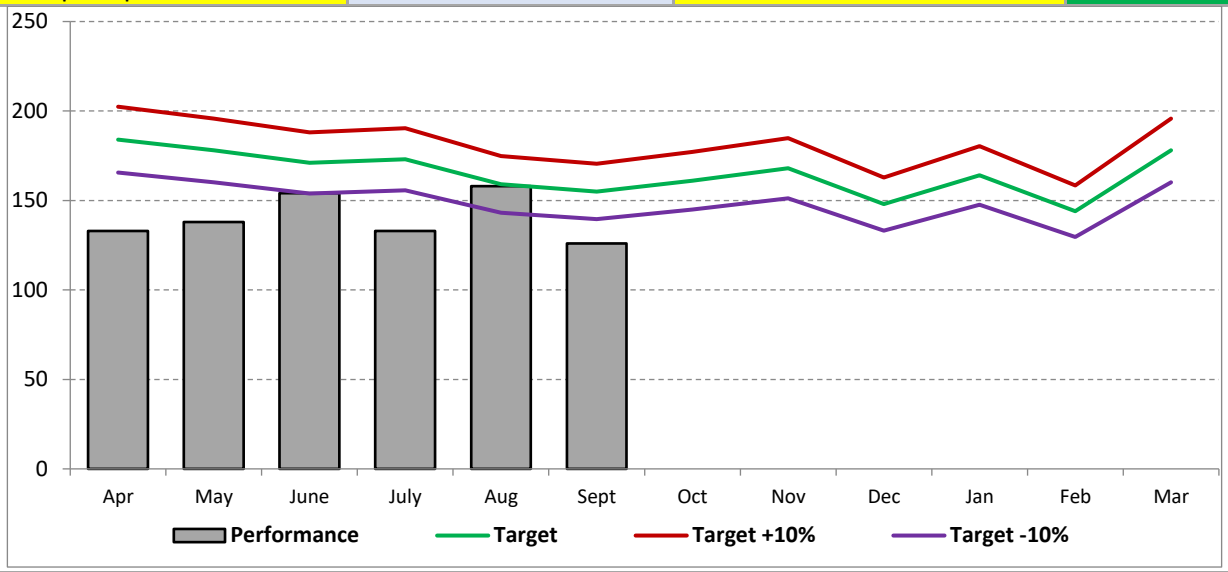
Cumulative Performance



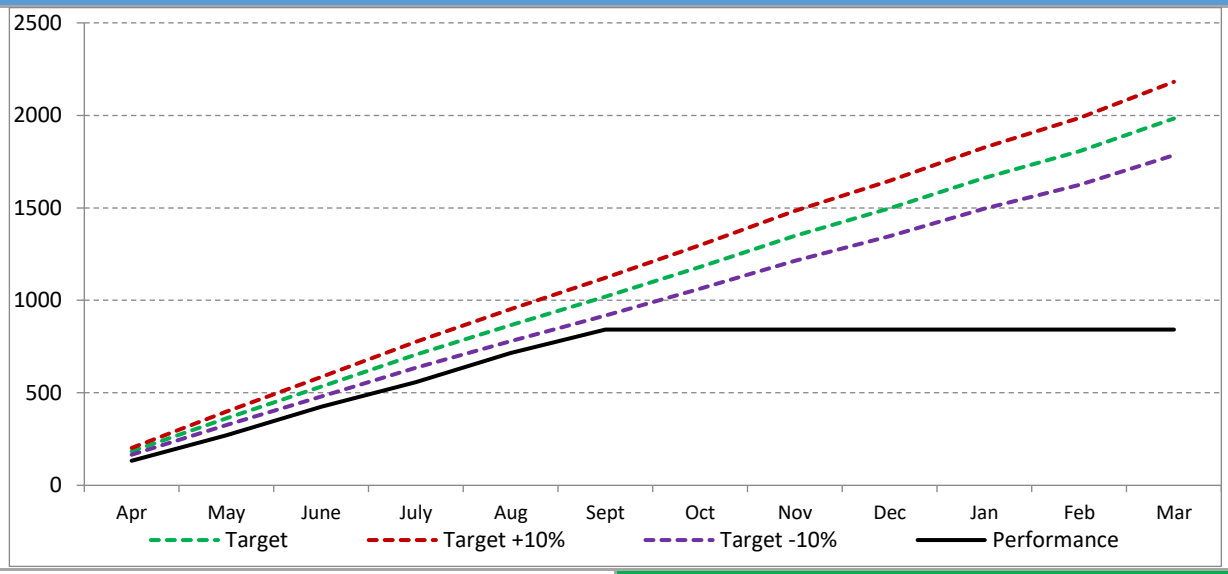
TC02 Total number of Fires attended in Merseyside	
TC02	Crews attended 3350 fires during April to September 2023. This is 1258 less than in 2022 (4608) and also 1064 below the cumulative target of 4414. The first quarter of 23/24 saw 2026 incidents attended in part due to exceptionally hot weather in May and June. However, during the 2nd quarter far fewer fires were attended (1324). 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-Sept 2023	1020	Progress to Date	842



Cumulative Performance



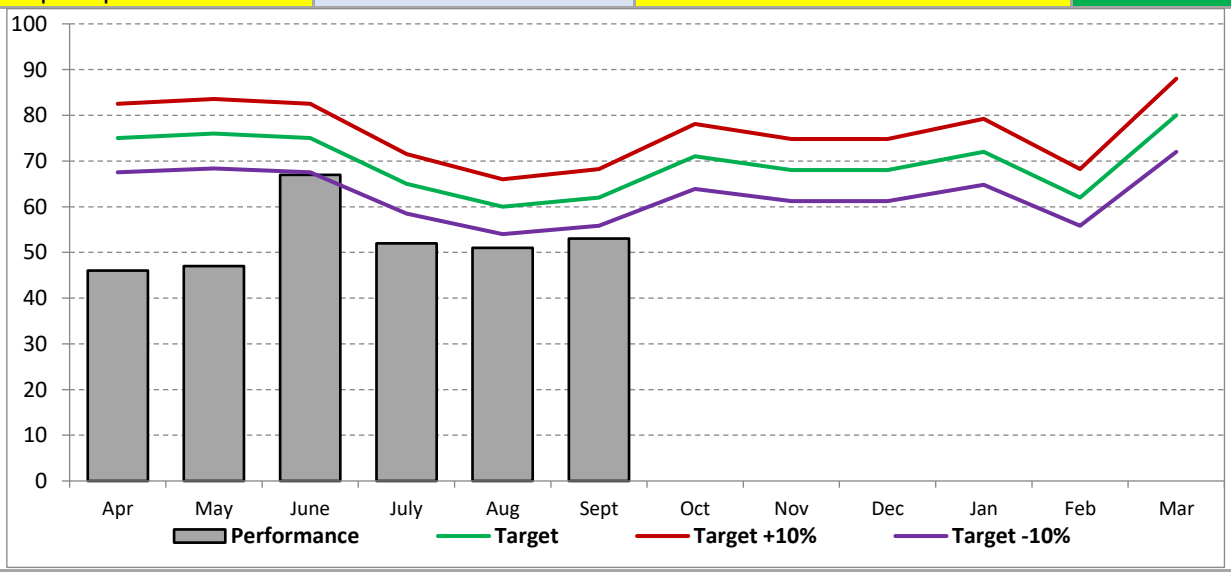
TC03 Total number of primary fires attended	
TC03	During the first quarter of 2023/24 crews attended 842 Primary Fires. This is 145 fewer than in 2022/23 (987). The number of dwelling fires attended remain less than last year and below cumulative targets. Apart from deliberate dwelling fires in occupied properties (62) which are 2 over target and 6 more than at Q2 last year. Deliberate vehicle fires to date during 2023/24 (128) have also decreased when compared to 152 during quarter 2 of 2022/23. This is also 70 under the cumulative target. 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 2023/24 at 316 are considerably lower than the cumulative target for quarter 2 (413). This performance is 85 less incidents than at Q2 2022/23, when crews had attended 401 accidental dwelling fires.
DC12	There has sadly been 2 fatalities in accidental dwelling fire to date. The most recent in September is awaiting the coroners verdict as to cause of death.
DC13	There have been 25 injuries in Accidental Dwelling Fires. This is below the cumulative target of 44.
DC14	Deliberate dwelling fires in occupied property (64) is above the cumulative target (62) and 6 more than in 2022/23 (58). There were an unusually high number in August (18) but there was no identifiable pattern to these fires.
DC15	Deliberate fires in unoccupied properties (9) and 3 more than for this period last year
DC16 DC17	There have been no fatalities but 5 injuries in deliberate dwelling fires to date.

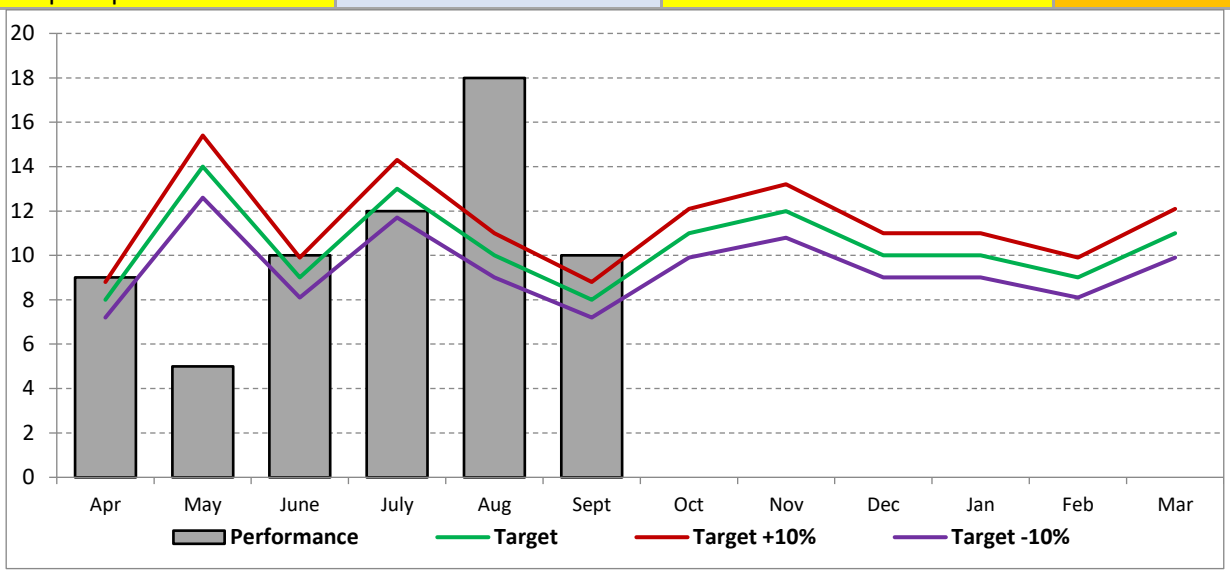
DC11 Number of accidental fires in dwellings

Service Plan Target Apr-Sept 2023	**413**	Progress to Date	**316**



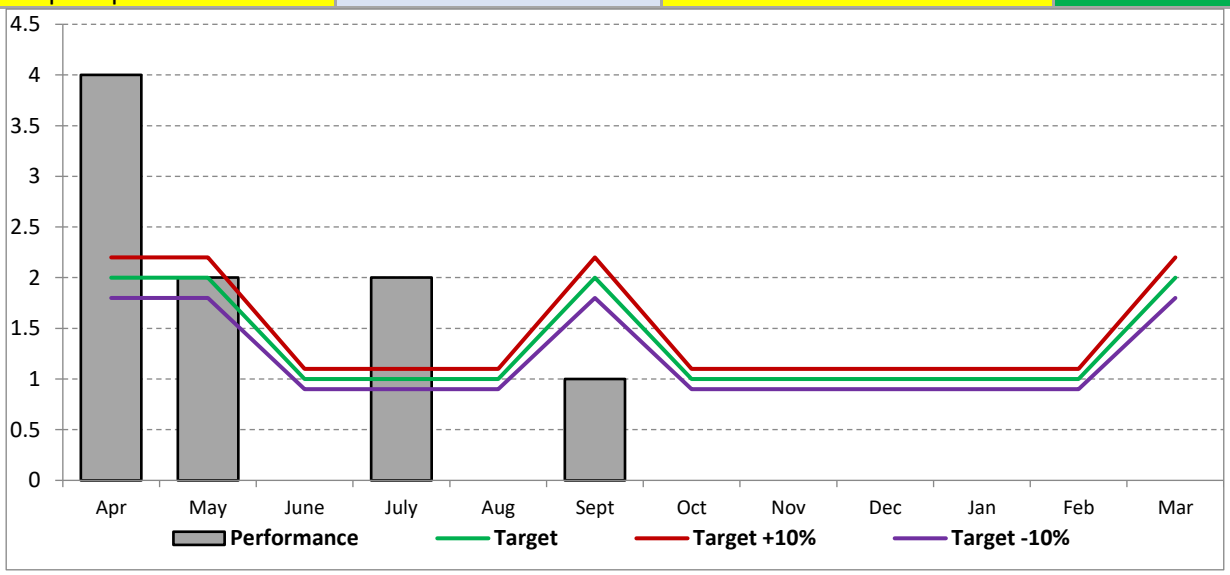
DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target Apr-Sept 2023	62	Progress to Date	64



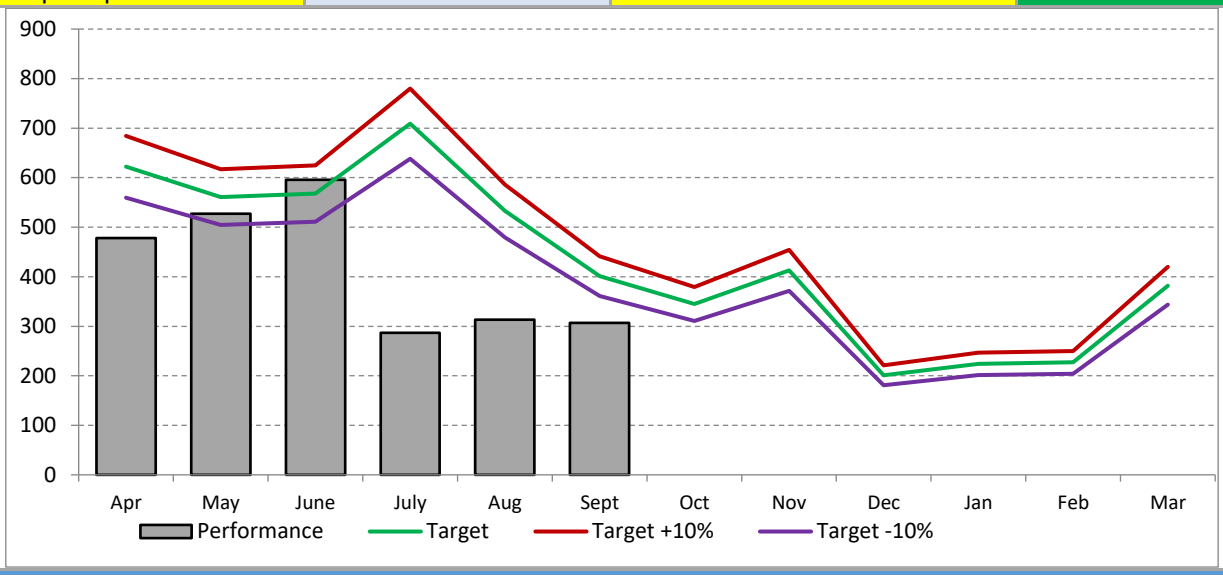
DC15 Number of deliberate fires in unoccupied properties

Service Plan Target Apr-Sept 2023	9	Progress to Date	9

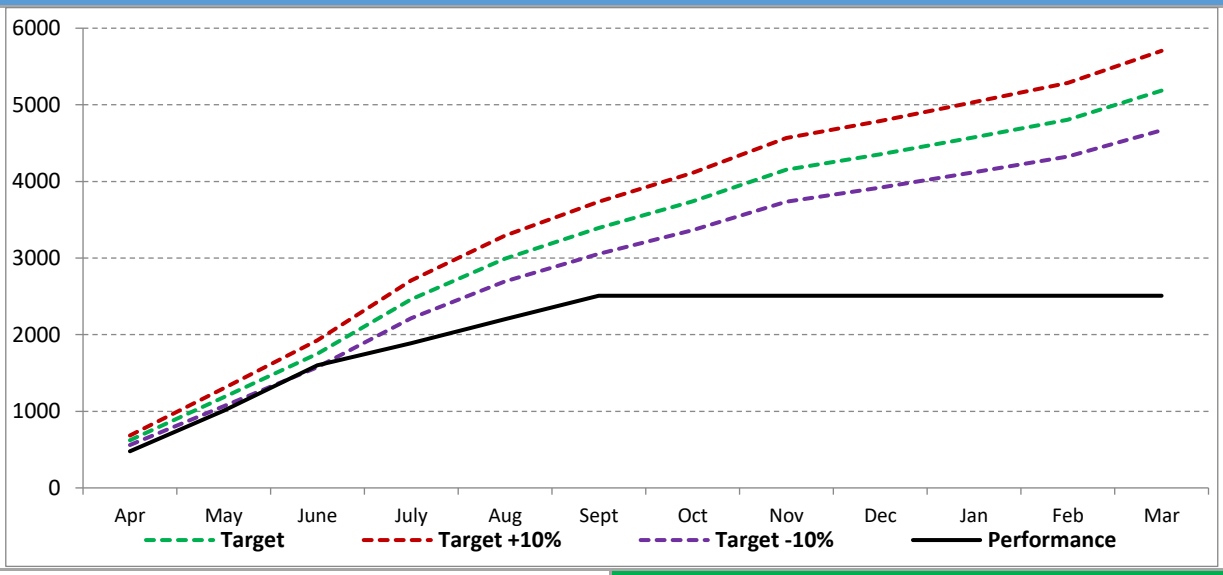


TC04 Total number of secondary fires attended

Service Plan Target Apr-Sept 2023	3394	Progress to Date	2508



Cumulative Performance

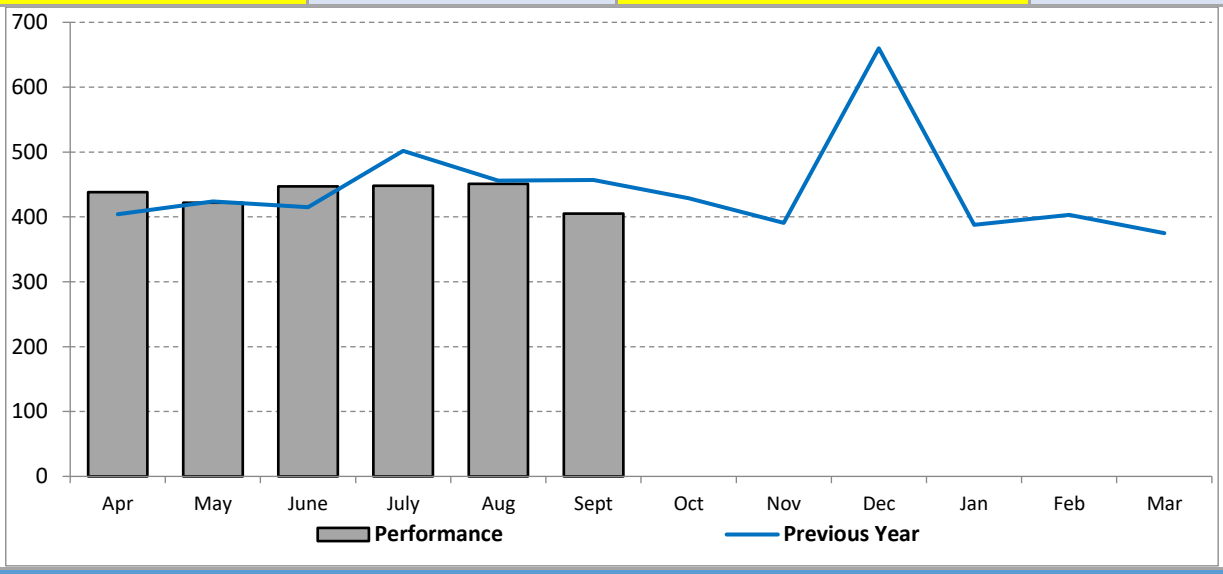


TC04 Total number of secondary fires attended	
AC13 Number of deliberate ASB fires attended	

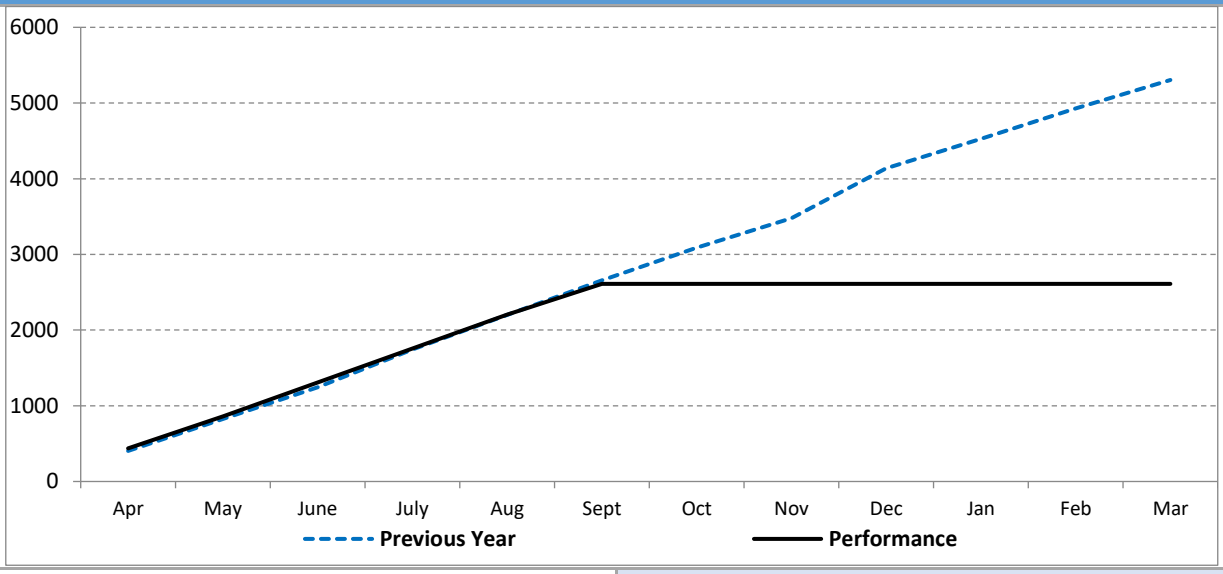
TC04	There were 2508 secondary fires during this reporting period. This is 1113 less fires than in 2022/23 (3621). There was an increase in incidents during June (596) but this was in part due to there only being 7% of expected rainfall. However July and August saw exceptional rainfall over the months resulting in far fewer incident.
AC13	The count of anti-social behaviour fires attended (1566) are 662 less this year than in 2022/23 (2228) and achieves the cumulative Q2 target (2062). Incident numbers remained relatively consistent throughout Q1 with a slight peak in June (341) incidents. 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	2611



Cumulative Performance



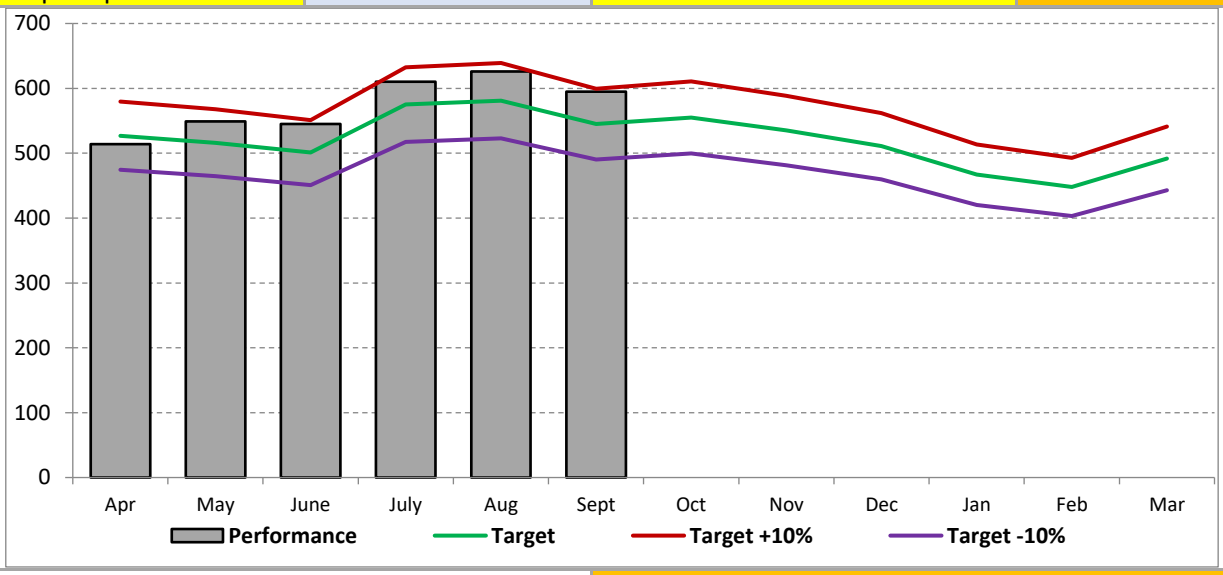
TC05 Total number of Special Services attended	For quality assurance only

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.' 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 September 2023 the number of special services attended (3439) was higher than in 2022/23 (3117) an increase of 322 incidents. 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	The number of Road Traffic Collisions attended (402) is lower than last year (430). There is no target for this incident type.
RC12 **RC13**	Sadly there have been 7 fatalities in RTC's attended by MFRS and 149 injuries (121 of which were slight injuries). This increase is also reflected in the Police KSI data below.
RC16	Police 'Killed and Seriously Injured' data around the 15-20 year old age group MFRS Prevention teams target this age group. Sadly the number of fatalitites in this age group has increased to 34 with 6 less last year (28).
RC24	Water rescues are also included in Special Service calls and this type of incident has increased to 28 water rescue incidents during Q2 compared to 18 in 2022. This could be due to the exceptionally hot weather in June when we did see an increase in water rescues (9). Sadly this includes the tragic incidents at Crosby Marina and the flooding incident on Queens Drive. 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 incident.

TC06 Total number of false alarms attended

Service Plan Target Apr-Sept 2023	3245	Progress to Date	3439

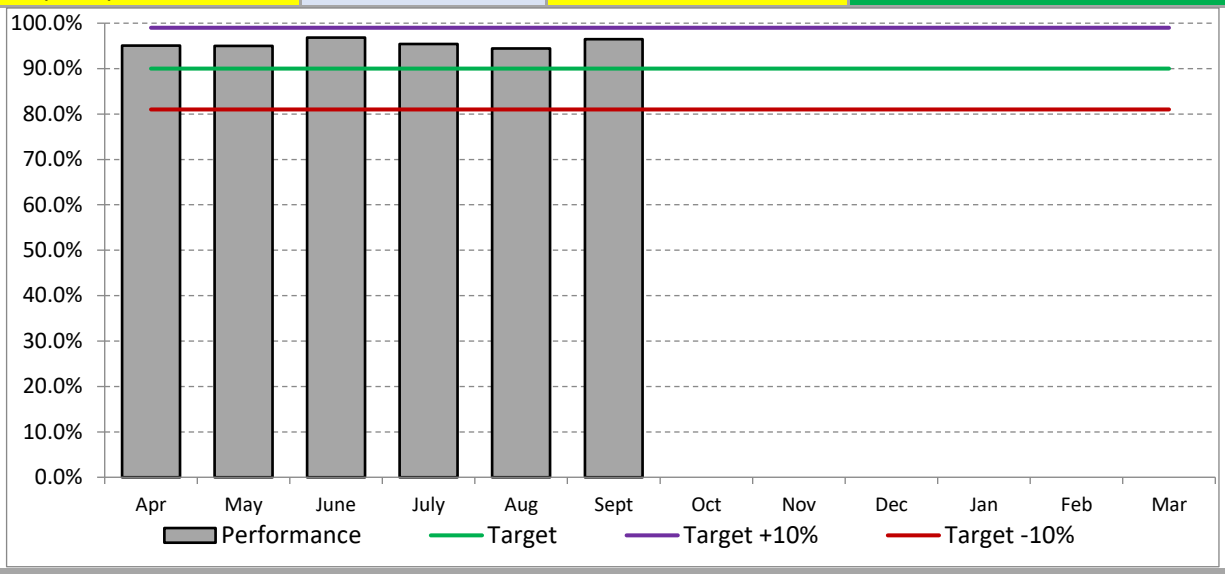


TC06 Total number of false alarms attended

TC06	The number of false alarms attended (3439) have increased when compared to last year (3117) but remains within 10% of the cumulative target for Q2 2023/24 target (3245). The incident types below account for this increase.
FC24	The total number of False Alarm Good Intent incidents attended including Alarm Receiving Centre domestic incidents during the year April to September 2023 were 1835. This is 209 more than at this time in 2022 (1626) there is no target for this indicator as we do not want to discourage calls.
FC14	Smoke alarm actuations in domestic premises from Alarm Receiving Centres have increased from 1175 last year to 1269 during 23/24, 57 over target.

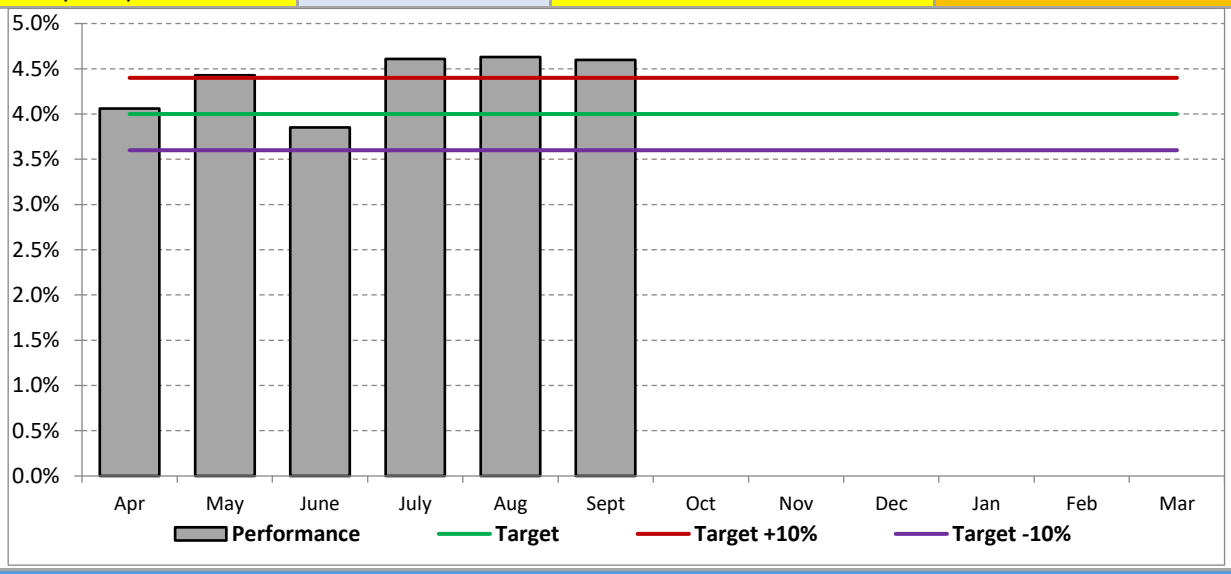
TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes

Service Plan Target Apr-Sept 2023	90%	Progress to Date	95.5%



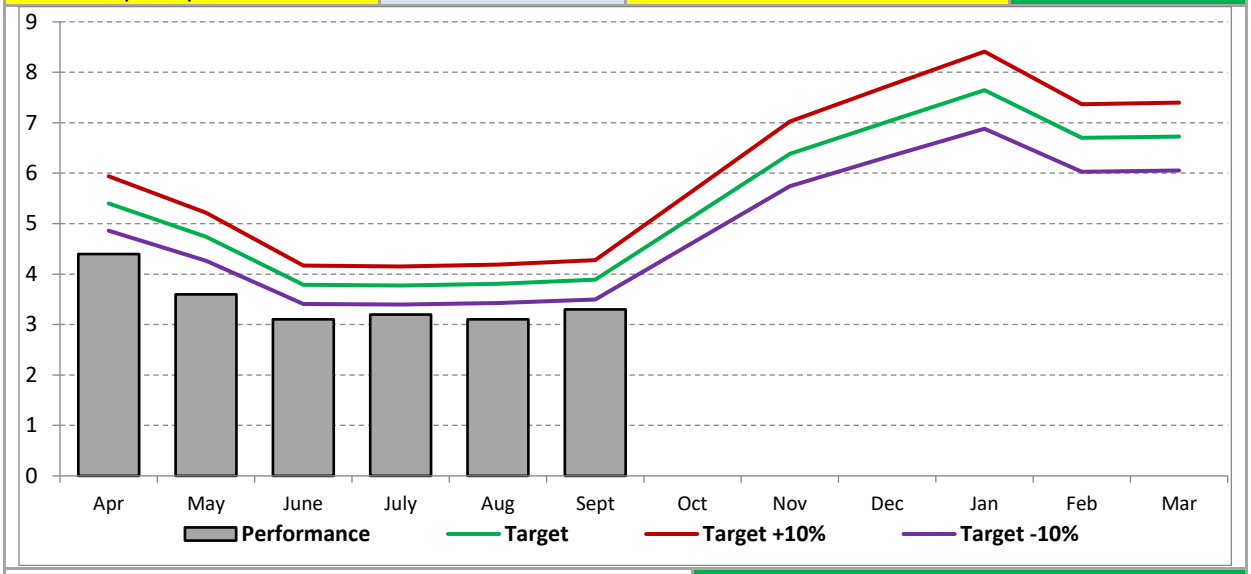
TR08 Attendance Standard – first attendance of an appliance at all life risk incidents in 10 minutes **DR23 Alert to mobile in under 1.9 minutes**	
TR08	Operational staff attained the attendance standard of the first attendance of an appliance at a life risk incident within 10 minutes on 95.5% of occasions, better than the target of 90%.
DR23	Crews when being mobilised to emergency incidents went from alert to mobile in under 1.9 minutes on 96.3% of incidents achieving the target 95%.

TD09 The % of available shifts lost to sickness absence, all personnel			
Service Plan Target Apr-Sept 2023	**4%**	Progress to Date	**4.35%**



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	Overall sickness among all staff at 4.35% shifts lost to sickness absence exceeds the 4% target and but is less than performance at quarter 2 2022 when absence was 4.83%.
WD11 **WD12**	Cumulatively 4.67% of shifts were lost to sickness absence among uniformed staff. This is lower than at the end of quarter 2 2022 when grey book absence was 5.45%. Non-uniformed staff absence in quarter 2 was 3.86%. This is slightly higher than at Q2 2022 when 3.84% of available shifts were lost to sickness absence.

TE10 Total carbon output of all buildings			
Service Plan Target Apr-Sept 2023	**25.4**	Progress to Date	**20.7**



TE10 Total carbon output of all buildings	
TE10	Carbon output from all buildings (20.7) is slightly lower than Q2 2022/23 (21) and below the target of 25.4. This measurement is based on tonnage of CO2# for the MFRS estate.