SERVICE DELIVERY PLAN 2016-17:

December to March 2017

INDEX

Total emergency calls

Total incidents

Total fires

Primary fires

Secondary fires

Special Services

False Alarms

Attendance standard

Sickness Absence

Carbon output

Objective:

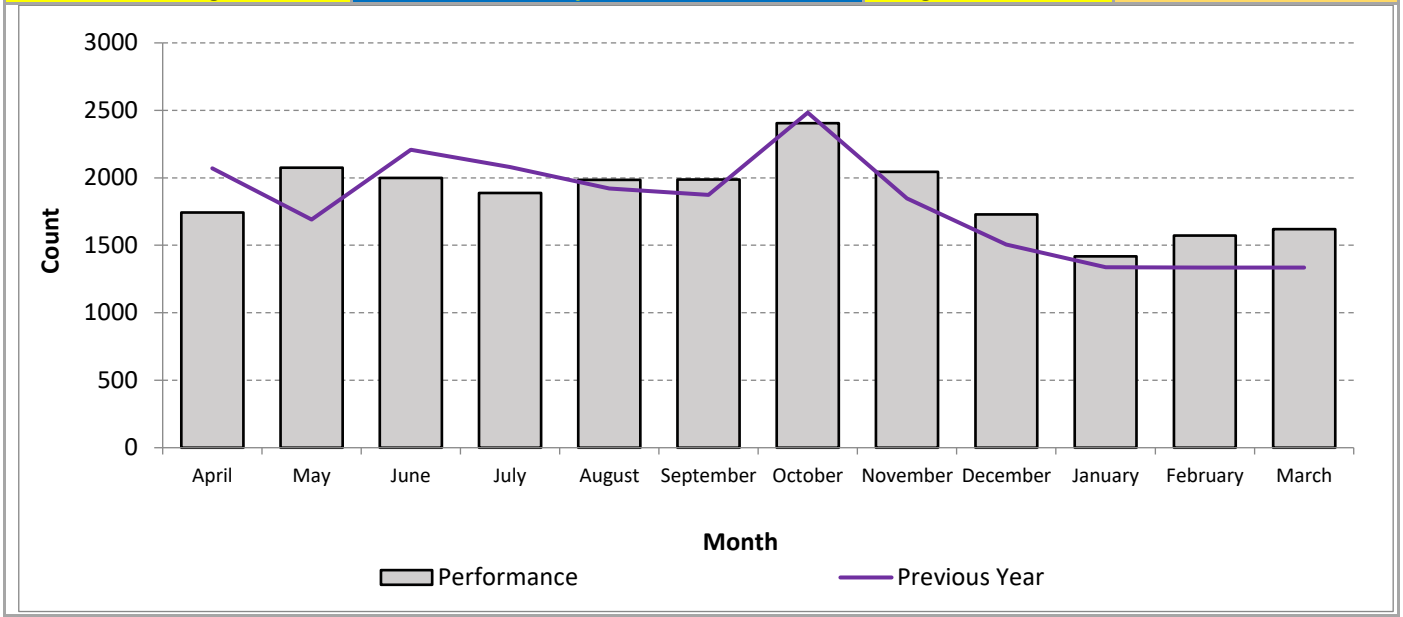
Good performance is reflected on the top bar of each indicator graph. We use Red, Amber, and Green to indicate how each indicator is performing. Amber reflects an indicator is within 10% of target.

Merseyside FIRE & RESCUE SERVICE

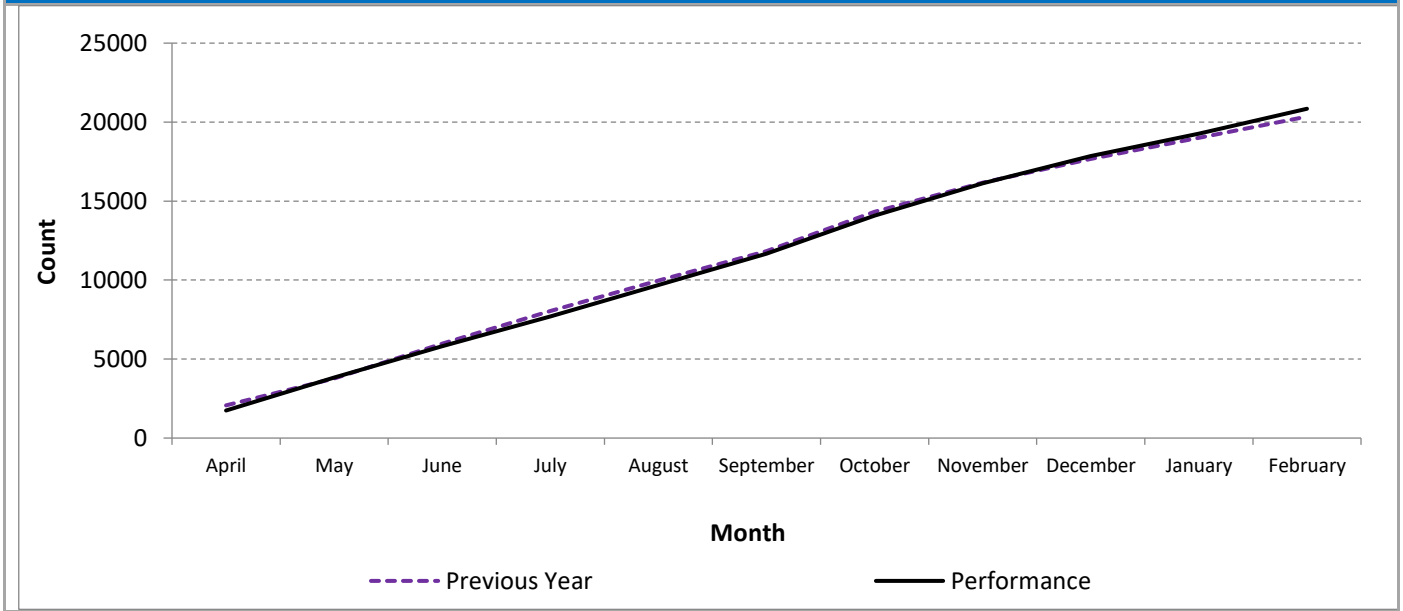
BENCHMARK INDICATORS

TC00 Total number of emergency calls received

Service Plan Target	Quality Assurance	Progress to Date	22465



Cumulative Performance

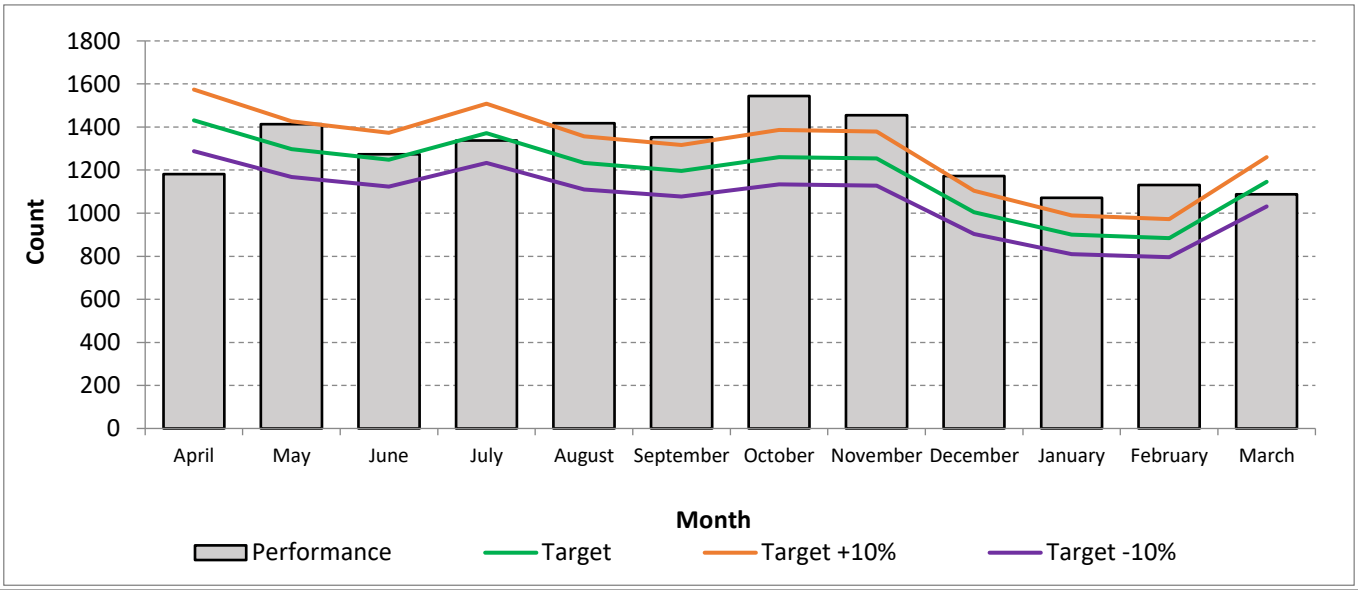


TO00 Total number of emergency calls received DO22 The % of 999 calls answered within 10 seconds	For quality assurance only

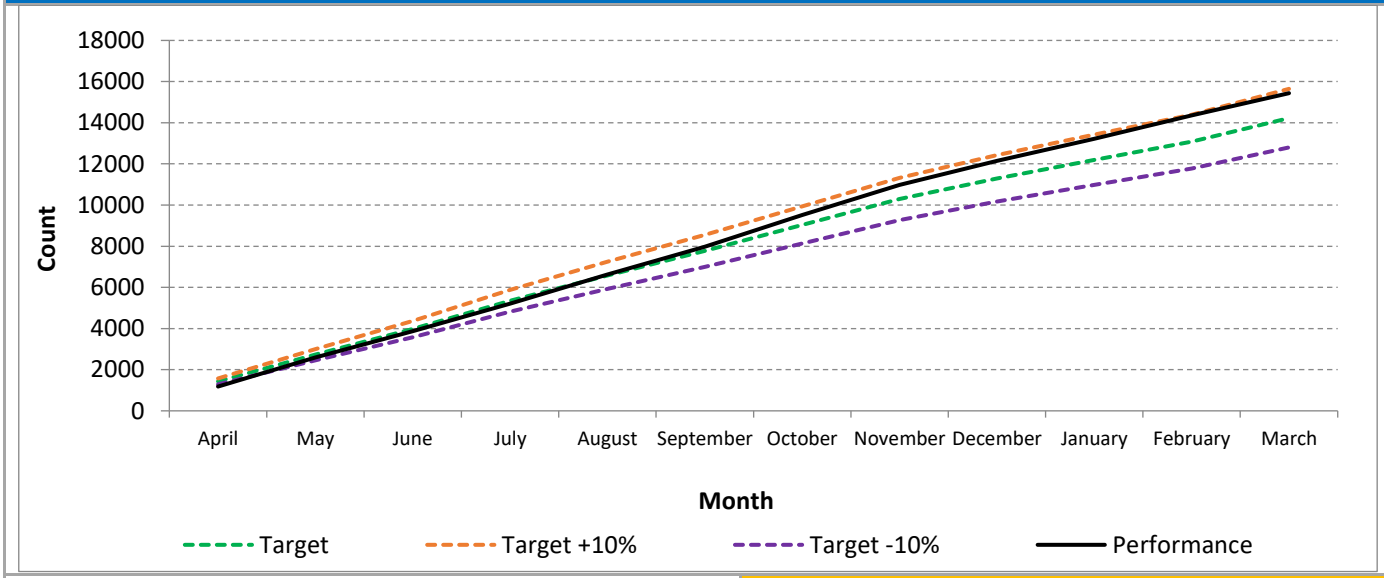
TC00	There were 22465 emergency calls received by Fire Control during 2016/17. 780 more calls than in 2015/16. There were a number of large incidents when numerous calls were received including incidents on the dock estate, at a waste plant in Prescot and a number of storms including Storm Doris. There is no target for this indicator, it is for quality assurance only, comparing with the previous year's data.
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 lower, but was within 10% of target at 95.3%. At the end of the year the overall performance has met the target with 96% of emergency calls being answered within 10 seconds.

TC01 The total number of incidents attended

Service Plan Annual Target 2016/17	14225	Progress to Date	15438



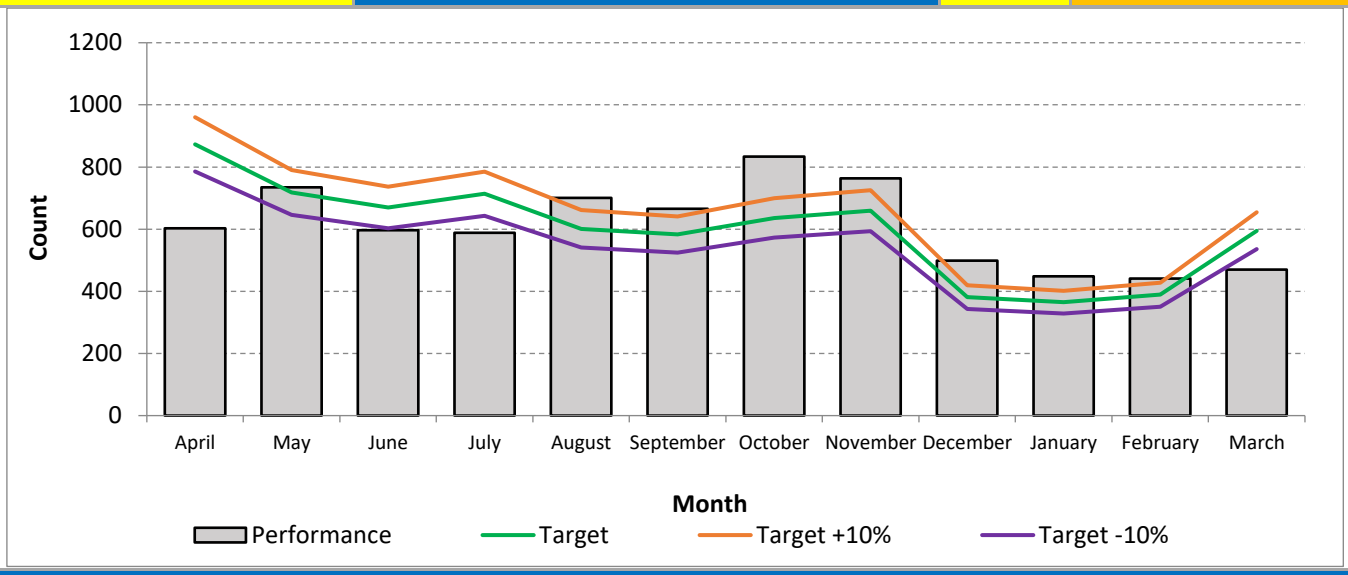
Cumulative Performance



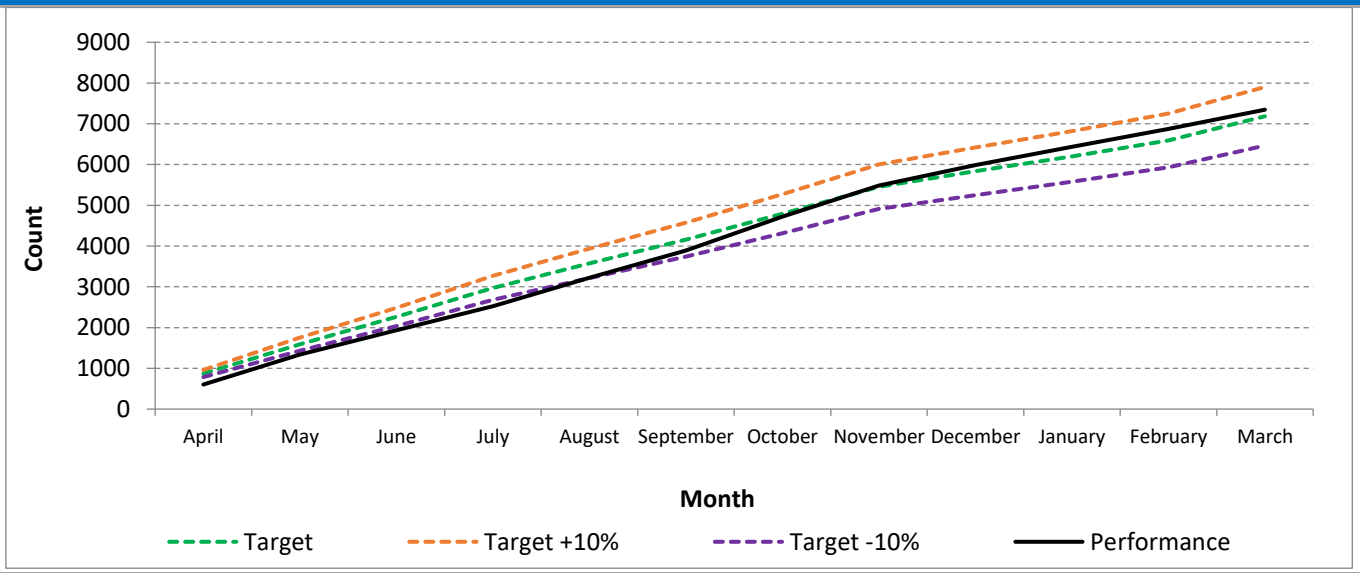
TC01 Total number of incidents attended	
TC01	There were 15438 incidents attended during 2016/17 whilst for 2015/16 there were 14072. This is within 10% of the target of 14225. October and November had the most incidents. This was in part due to the bonfire period and an overall increase in a number of incident types attended.

TC02 Total number of fire attended in Merseyside

Service Plan Target	7184	Progress to Date	7346



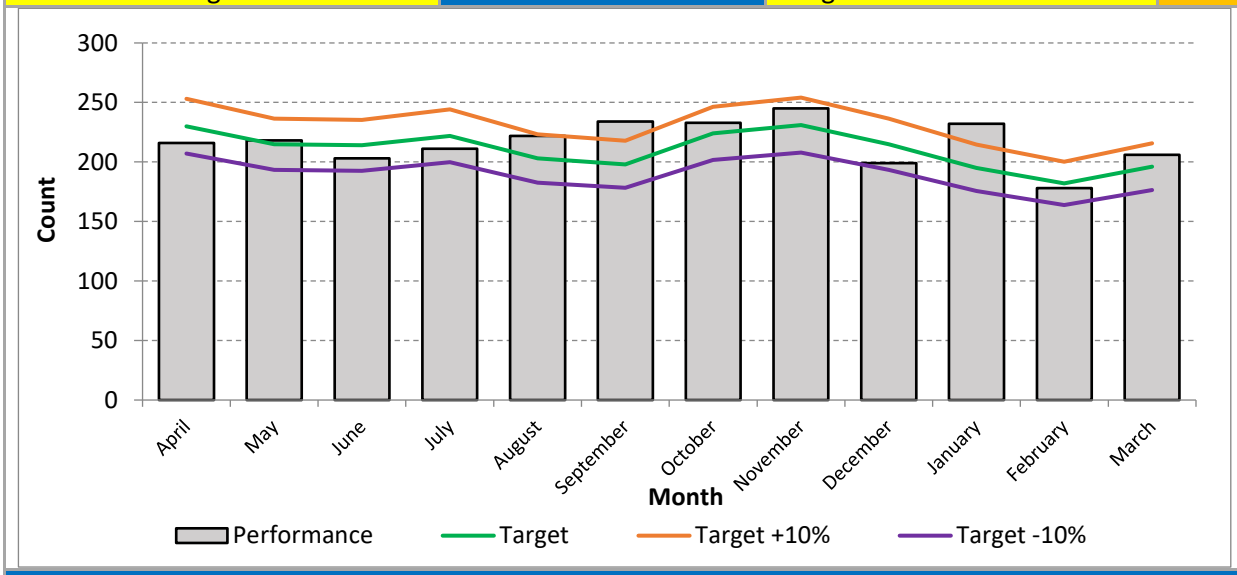
Cumulative Performance



TC02 Total number of Fires attended in Merseyside	
TC02	There were 7346 fires attended during 2016/17. This is 177 more incidents than in 2015/16 (7169). In October there were 834 fires attended, this is over 100 more than November (730). This is mainly attributable to the seasonal increase in secondary fires which MFRS plan for each year.

TC03 Total number of primary fires attended

Service Plan Target	2525	Progress to Date	2597



Cumulative Performance



TC03 Total number of primary fires attended

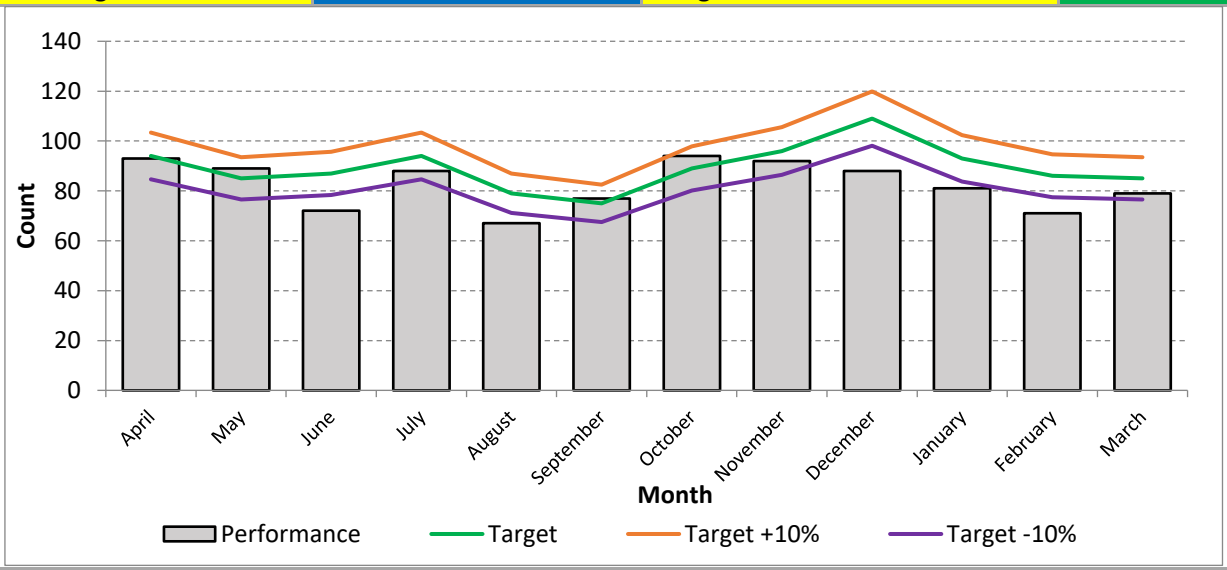
TC03	Primary fires are those attended where there is an insurable loss damaged by fire such as dwellings, businesses and vehicles. MFRA has a number of strategies in place to reduce the number of fires attended including the Community Safety Strategy and Protection 2020 Plan for businesses. From April to March crews attended 2597 incidents, 21 less than in 2015/16 (2618) and within 10% of the cumulative target (2525). A number of performance indicators illustrate the types of fires we attend and 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	991 accidental dwelling fires have been attended by crews during 2016/17. This is 95 less than last year. Accidental kitchen fires in dwellings owned by Registered Social Landlords are monitored and with 166 incidents in 16/17 this was 41 less than 2015/16.
DC12	Sadly there have been 7 fatalities in accidental dwelling fires compared to 16 fatalities during 2015/16. Five of the 7 were people over 70 years of age, in 2 incidents (resulting in 3 fatalities) the cause of ignition was given as electrical fires, 2 involved a dropped cigarette and 2 incidents were late fire calls.
DC13	There were 93 injuries in accidental dwelling fires for this period. This is 19 less than 2015/16 (112) and 25 under target (118).
DC14	The number of deliberate dwelling fires in occupied properties (170) was within 10% of the annual target (167). 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 (39) were below the annual target (48) and 9 fewer than 2015/16.
DC16	There have been no deaths in deliberate dwelling fires and there were 19 injuries, which is 4 fewer than the cumulative target (23).

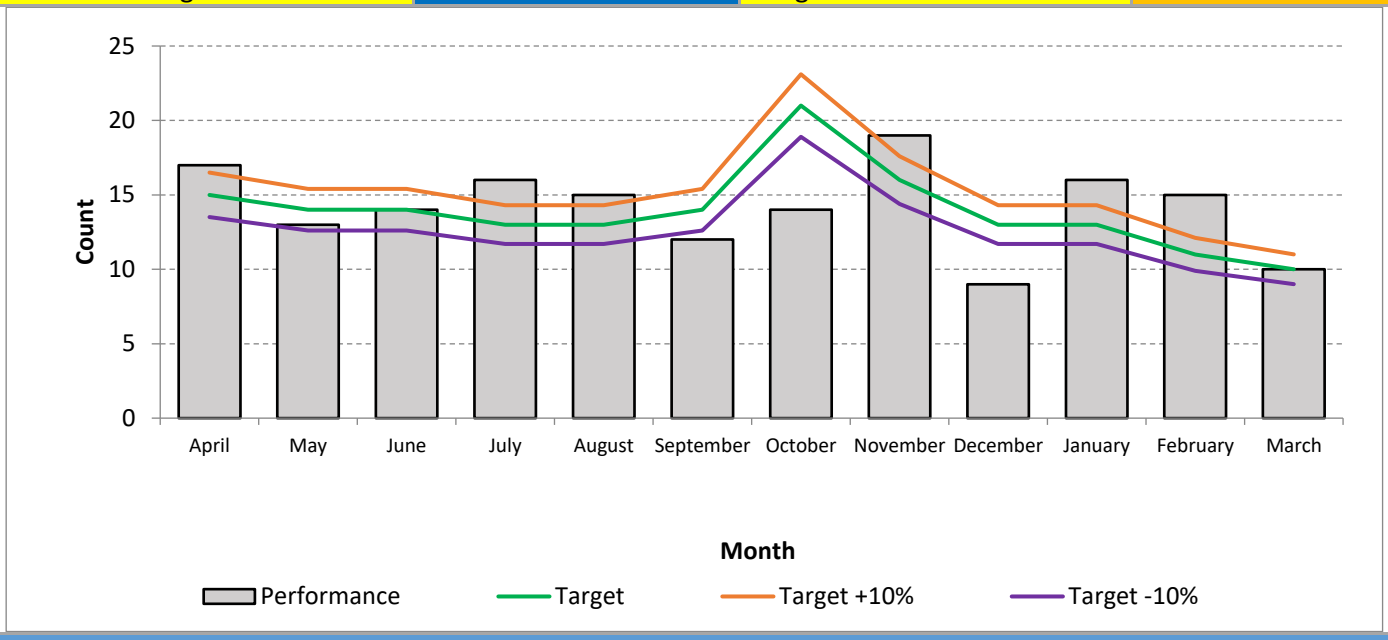
DC11 Number of accidental fires in dwellings

Service Plan Target	1072	Progress to Date	991



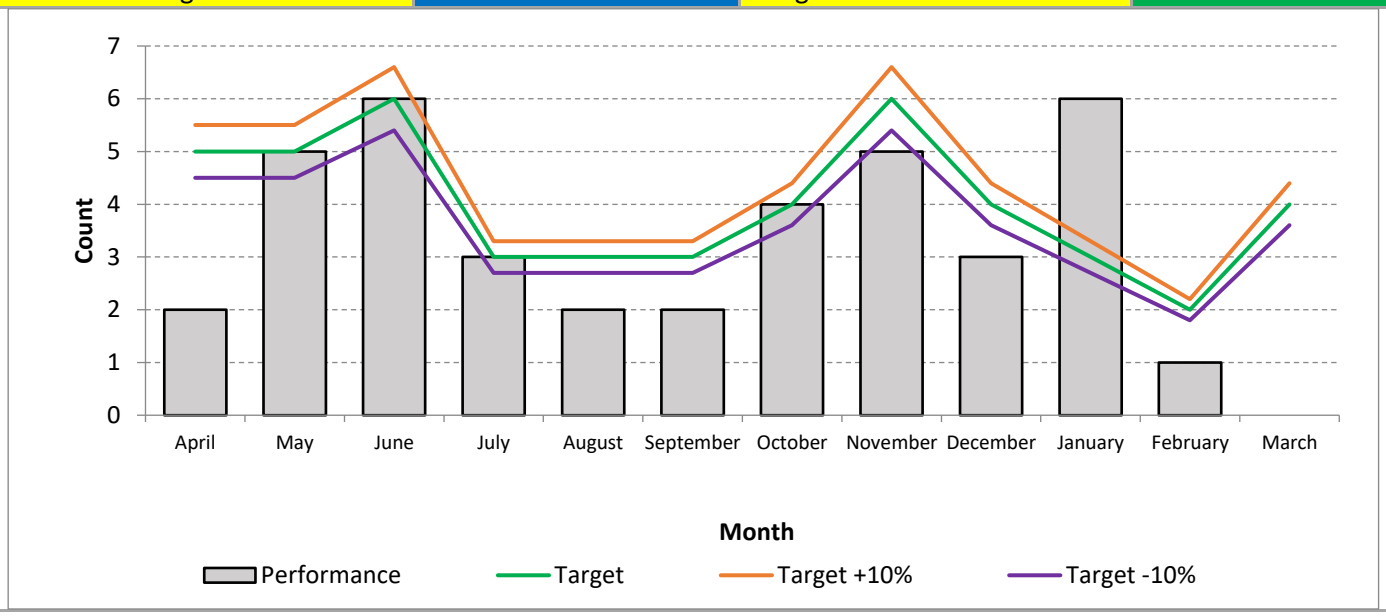
DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target	167	Progress to Date	170



DC15 Number of deliberate fires in unoccupied properties

Service Plan Target	48	Progress to Date	39



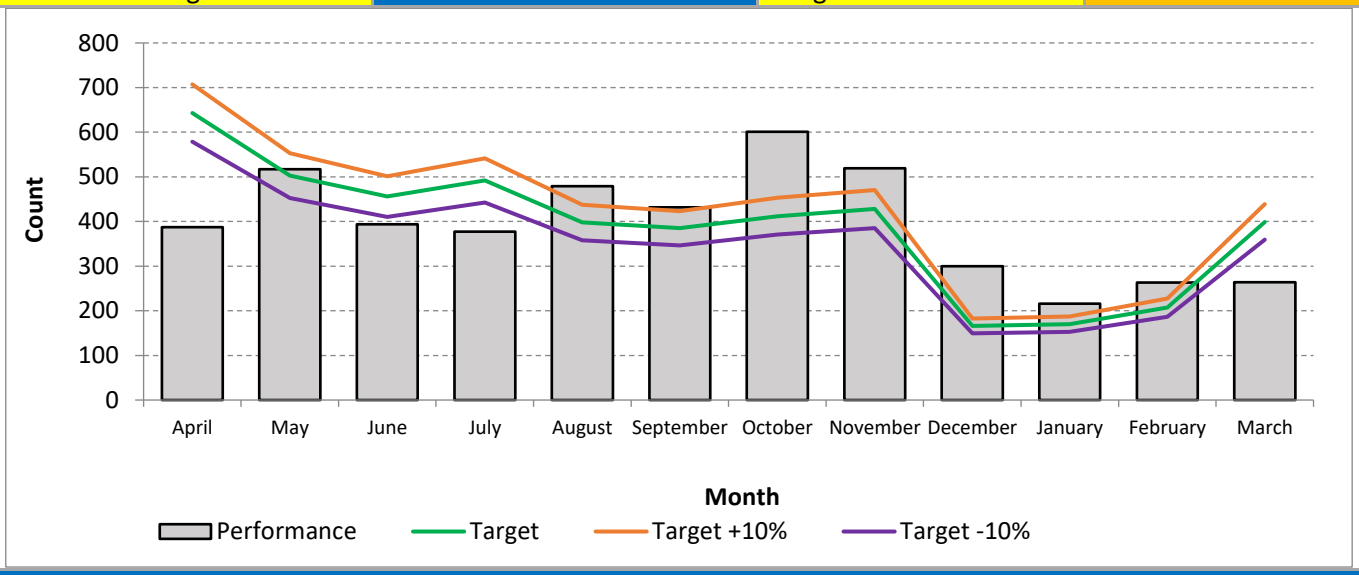
Home Fire Safety Checks (HFSC's)					
	Dec	**Jan**	**Feb**	**Mar**	**TOTAL**
Completed by Stations	3777	4068	3919	4642	49606
Completed by stations, prevention staff and CRIS	4331	4795	4620	5482	60386

Operational fire crews are expected to focus on 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. 61.3% of HFSC's in 2016/17 were delivered to homes identified from status reports (i.e. to homes where at least one resident was over 65). As crews also run regular local campaigns (for example when there has been a fatality in the area) several HFSCs are delivered to homes that do not appear on the status reports.

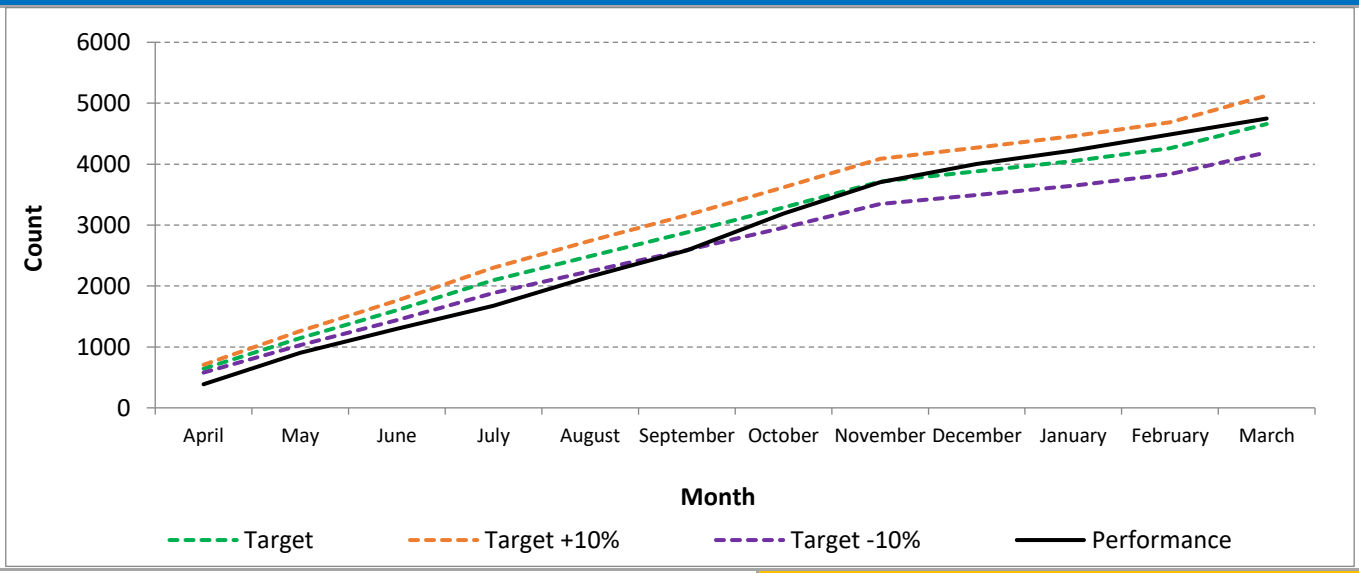
During 2016/17 operational fire crews have delivered 49606 HFSC's, compared to 35031 in 2015/16. Overall during 2016/17 60386 HFSC's were carried out by FRS fire crews, prevention staff and Community Risk Intervention Services (CRIS) (which ceased operations in December 2016).

TC04 Total number of secondary fires attended

Service Plan Target	4659	Progress to Date	4749



Cumulative Performance

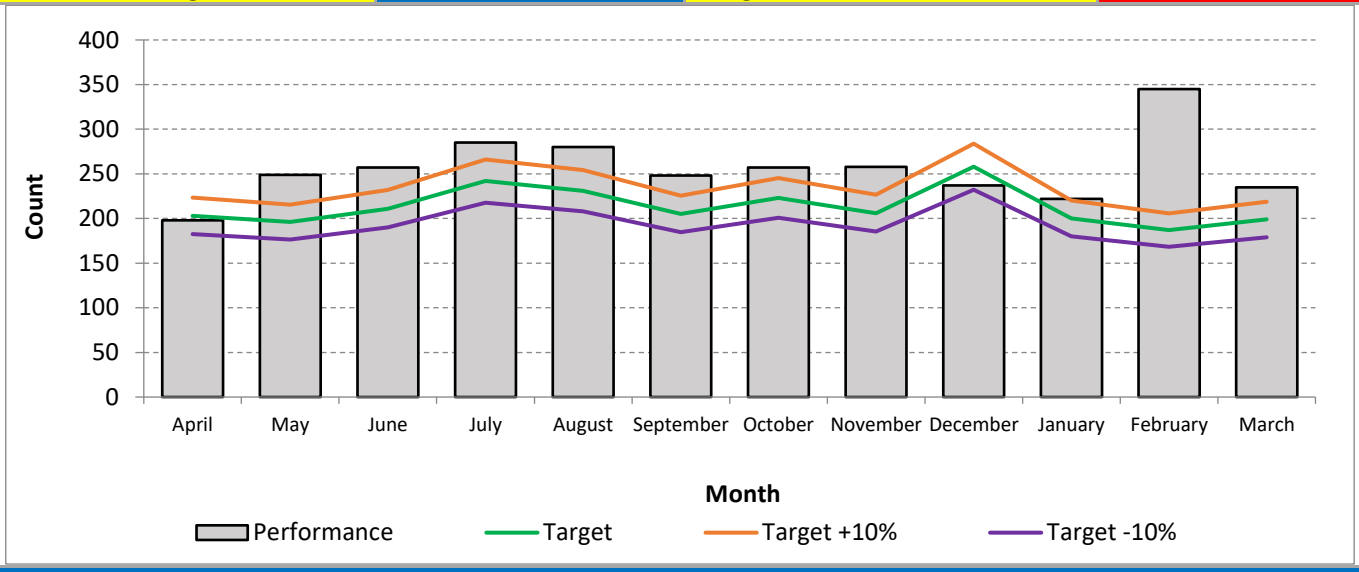


TC04 Total number of secondary fires attended	
AC13 Number of deliberate ASB fires attended	

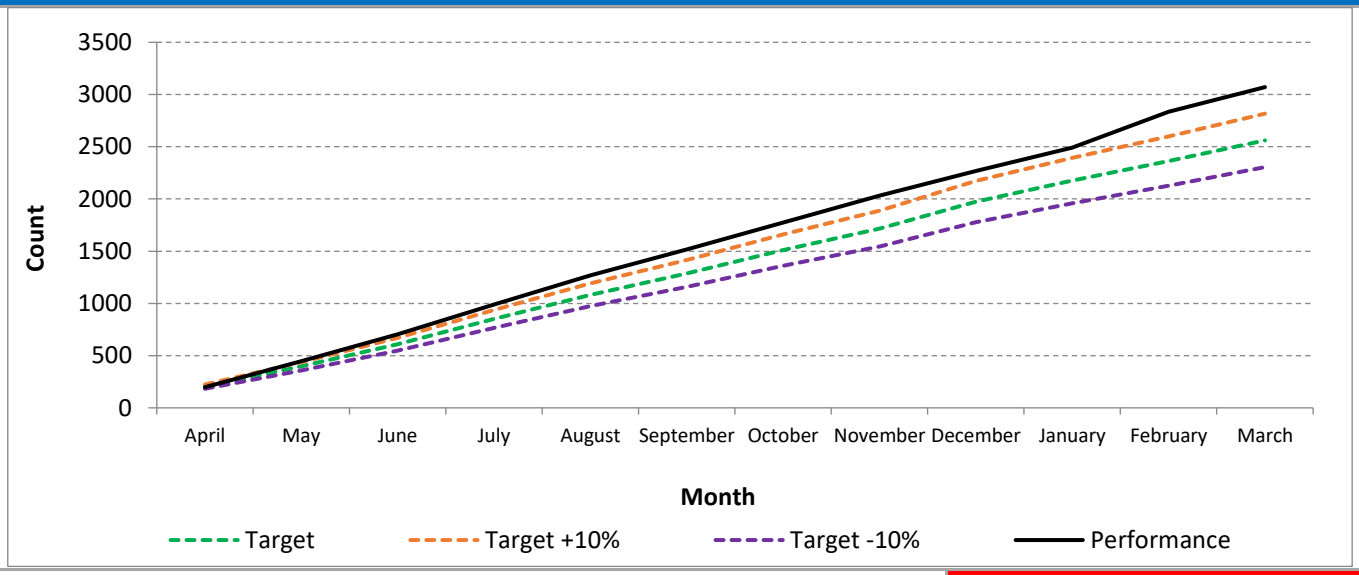
TC04	There were 497 deliberate secondary fires in October compared to 442 in November. Peaks around 30th and 31st October along with the bonfire period account for a large proportion of incidents attend. Incidents attended between 1st and 7th November (262 fires) account for 57% of incidents in November. There were 145 more incidents than in November 2015. In total, there were 336 more incidents in 2016/17 (4749) than in 15/16 (4413).
AC13	Deliberate small anti-social behaviour fires attended (4154) were 27 below the annual target (4181). Increases in the number of incidents do tend to coincide with school holidays and the bonfire period which we anticipate and plan prevention activity around them. .

TC05 Total number of special services attended

Service Plan Target	2561	Progress to Date	3071



Cumulative Performance

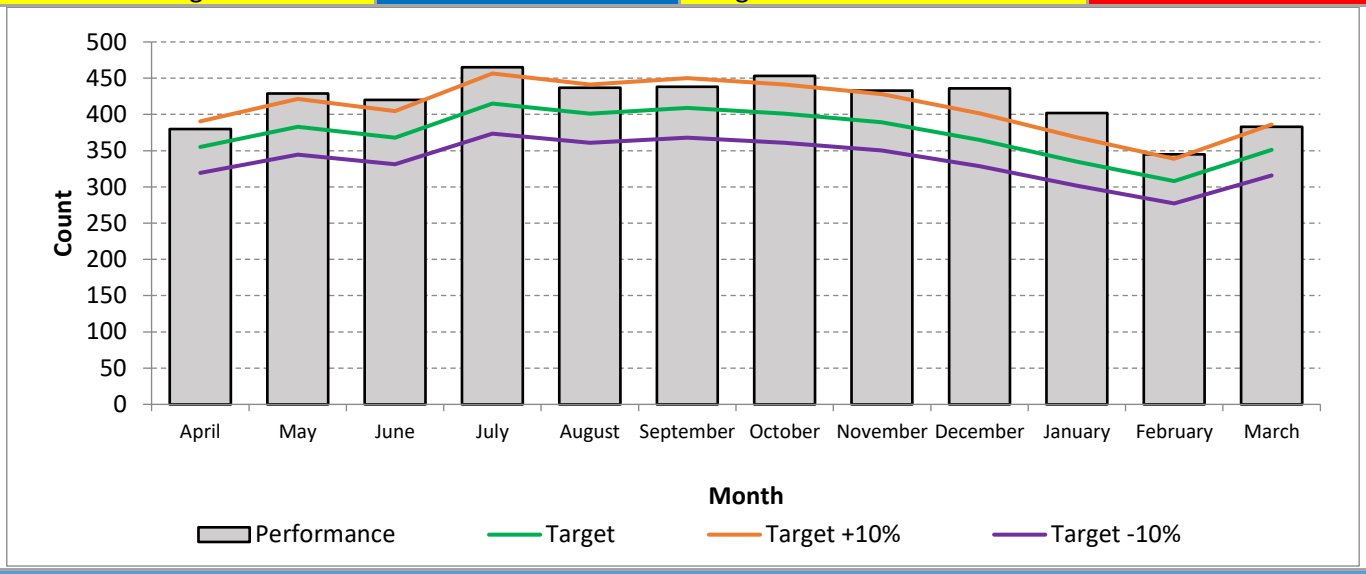


TC05 Total number of special services attended	
RC11 Number of Road Traffic Collisions (RTC's)	

TC05	The number of special service calls has increased (3071) with 305 more incidents attended than in 2015/16 (2766). Emergency Medical Response was introduced in some station areas in April this accounts for 217 incidents. This should be considered as a positive rather than negative for the Service. Road traffic collisions are included in special service calls as are incidents such as effecting entry/exit, flooding, lift release, assisting other agencies, rescue from water and animal assistance. During February there was a peak in incidents attended (119) this was due to Storm Doris.
RC11	The number of road traffic collisions attended (605) have exceeded the annual target (529). Old Swan (44) and Huyton (42) fire stations attended the most incidents. While Eccleston, Belle Vale and Birkenhead saw the largest increase in RTC's. Many of the incidents attended were on motorways and main routes such as the Knowsley expressway, Switch Island and Queens Drive areas. Peak time is the evening rush hour and onwards into the night time. Sefton is the only district not exceeding annual targets.

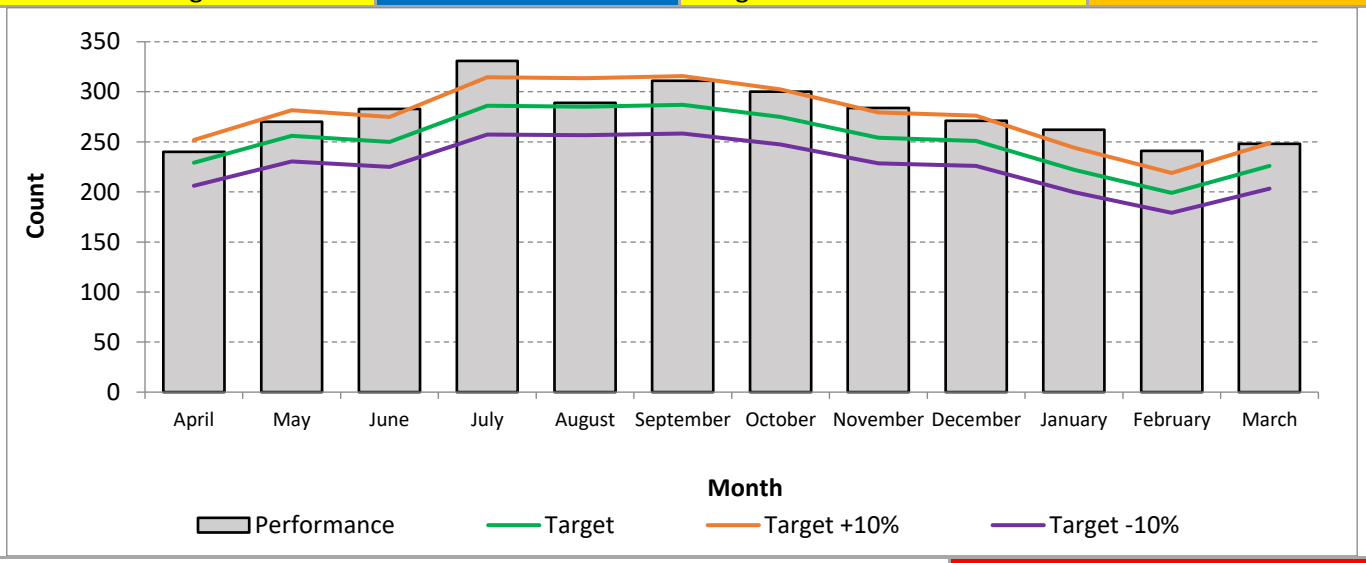
TC06 Total number of false alarms attended

Service Plan Target	4480	Progress to Date	5021



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

Service Plan Target	3020	Progress to Date	3330

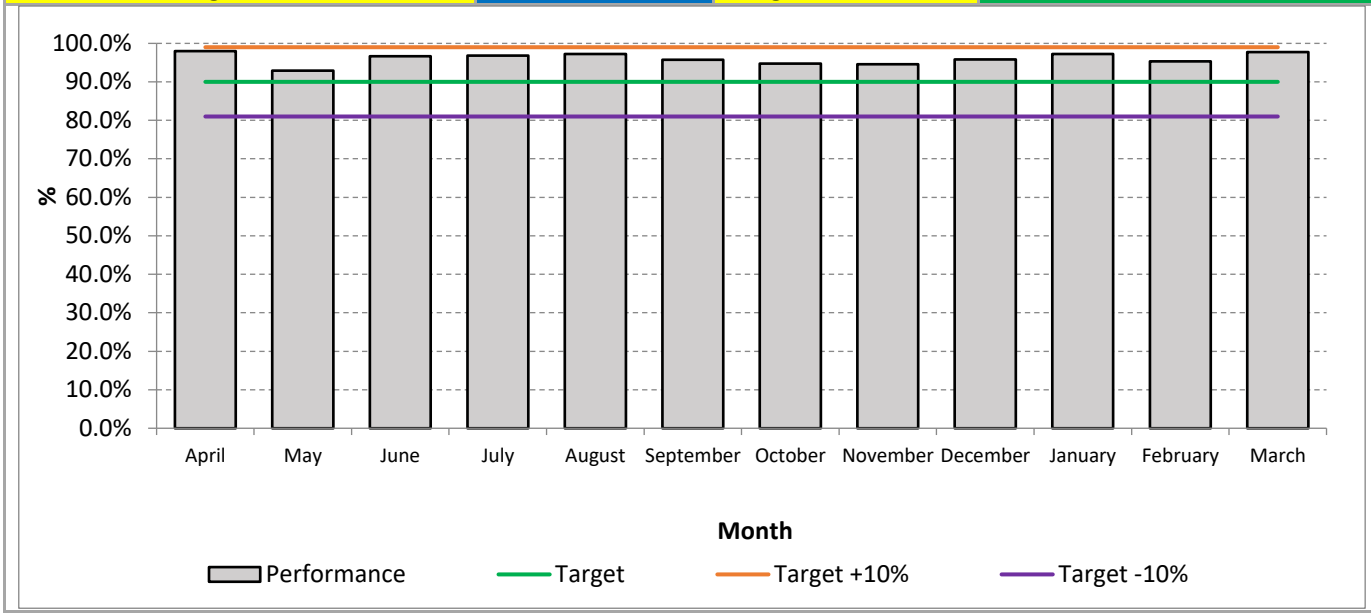


TC06 Total number of false alarms attended **TC011 Total false alarms attended, discounting false alarm good intent**	

TC06	False alarm calls attended are mainly at domestic premises such as sheltered accommodation. Fire crews attended 5021 calls from April to March compared to 4636 for the same period last year. Community Risk Management teams 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. False Alarms Good Intent are considered as a positive rather than negative incident type that we would not want to discourage (unlike other types of false alarm).

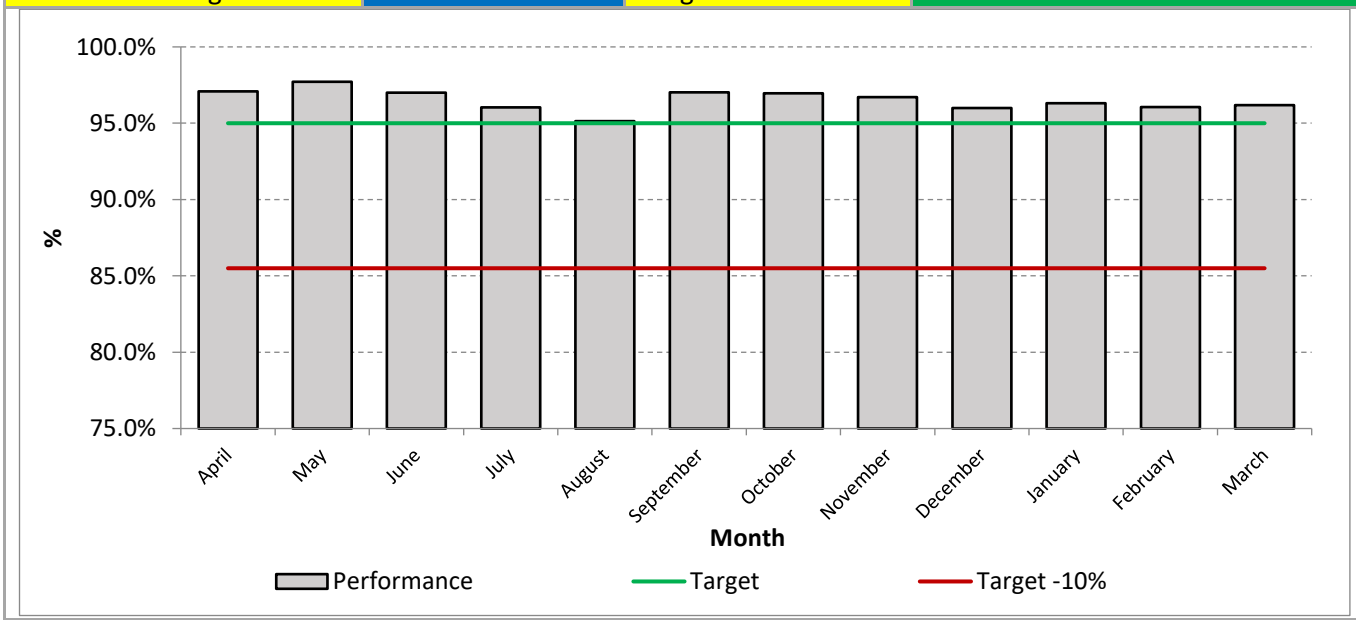
TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes

Service Plan Target	90%	Progress to Date	96%



DR23 Alert to mobile in under 1.9 minutes

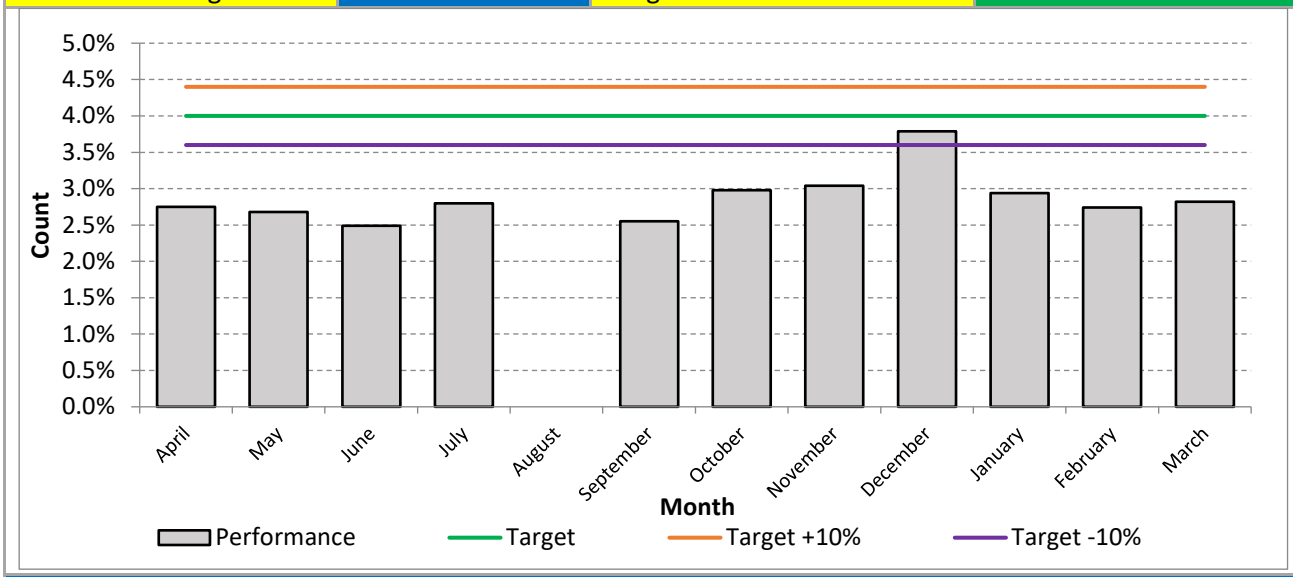
Service Plan Target	95%	Progress to Date	96.5%



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	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 the standard maintained at 96%.
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 96.5%.

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

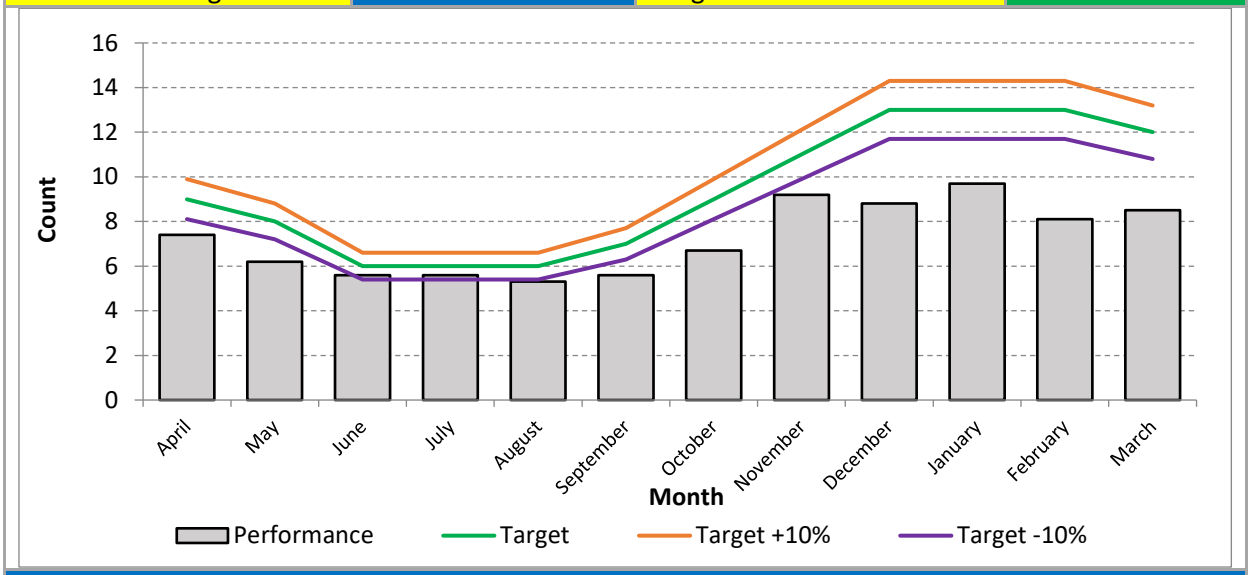
Service Plan Target	4%	Progress to Date	2.82%



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 2.82% compared to 3% of shifts in 2015/16. This is the first year MFRS has reported sickness absence as 'percentage of available shifts lost to sickness absence'. For comparison purposes data from 2015/16, when we reported 'number of shifts lost', has been converted to a percentage figure (3% of shifts lost). The annual sickness absence target is 4%.
WD11	Operational staff absence for 2016/17 is 3.18% shifts lost, less than the 3.46% of shifts lost last year.
WD12	Non uniformed staff absence was 2.21% compared to 2.20% in 15/16.

TE10 Total carbon output of all buildings

Service Plan Target	112.6	Progress to Date	86.3



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 86.3, this measurement is CO2 per metre per building, the annual target is 113. As expected as the weather gets colder energy usage increases.