



**Service Delivery Plan
2014/15**

Performance Indicators

Quarter 3 Update

Service Delivery Plan 3rd Quarter 2014/15

Total Fires Attended

Dwelling Fires

Non Domestic Fires

Anti Social Behaviour

Road Traffic Collisions

False Alarms

Sickness Absence

Health & Safety

Objective

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

Total Fires Attended

KPI 61 The total number of Fires in Merseyside

KPI 66 Number of Primary Fires Attended

Commentary

KPI 61 At the end of quarter 3 2014/15 there had been a cumulative total of 5569 incidents attended. There was a sharp fall in the number of incidents in December with 386 fires and overall there were 1578 fewer incidents in quarter 3 2014/15 (5569) compared to quarter 3 2013/14 (7147). This is a marked reduction considering this quarter included the Bonfire period.

KPI 66 There were a total of 630 primary fires in quarter 3 which compares with 619 in quarter 2 and 639 in quarter 1. Commulatively there were 252 less incidents than the same quarter last year.

Performance for both of these indicators is very good at the end of quarter 3.

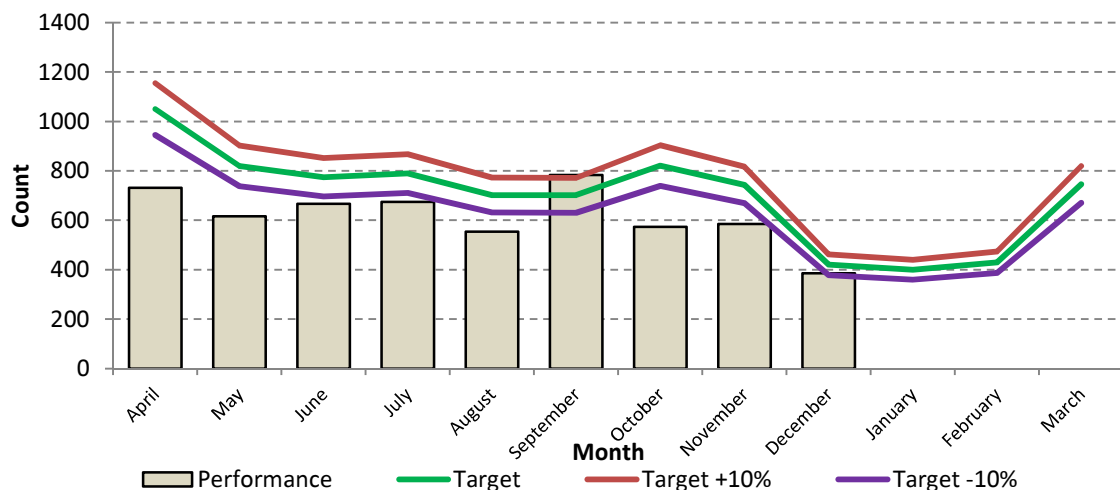
61 The total number of Fires in Merseyside

Service Plan Target

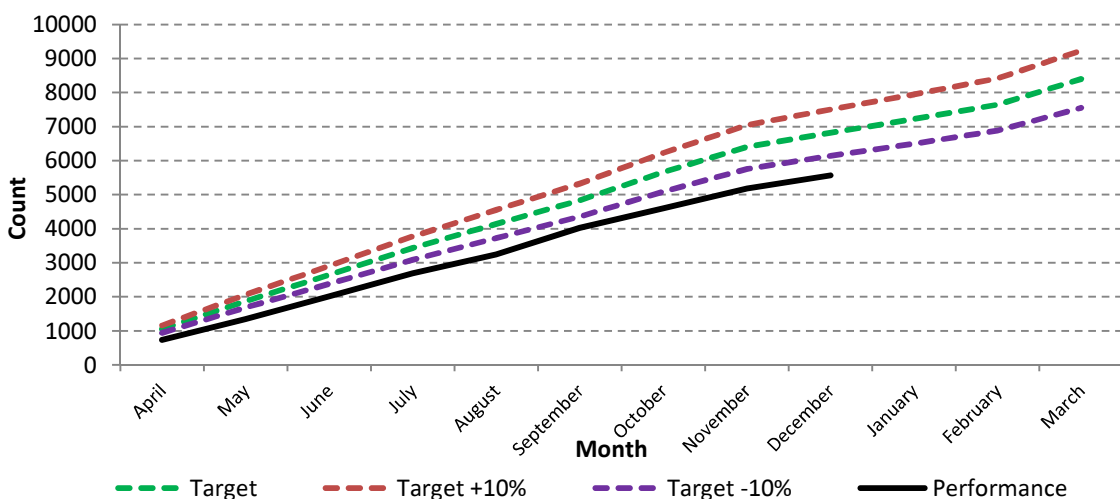
8395

Progress to Date

5569



Cumulative Performance



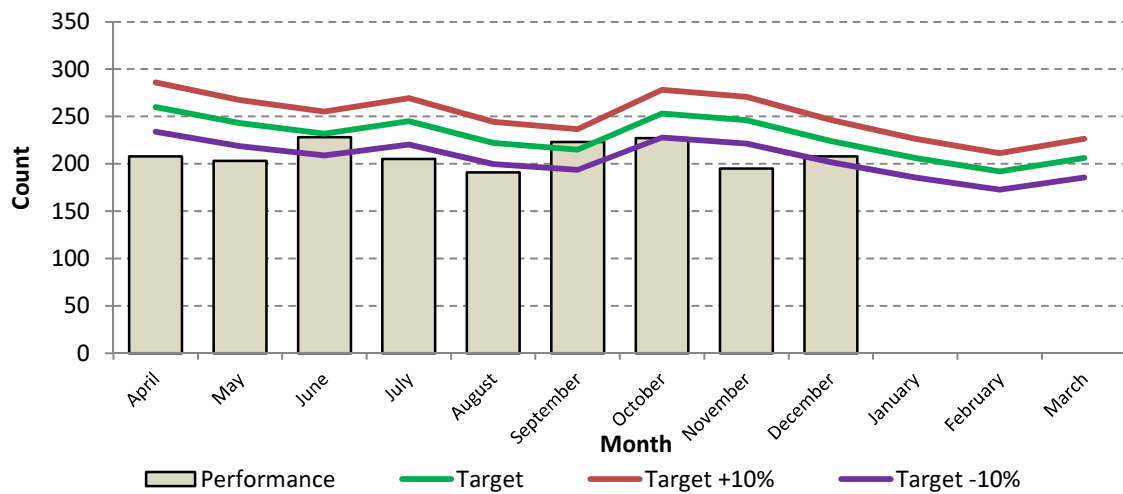
66 Number of Primary Fires Attended

Service Plan Target

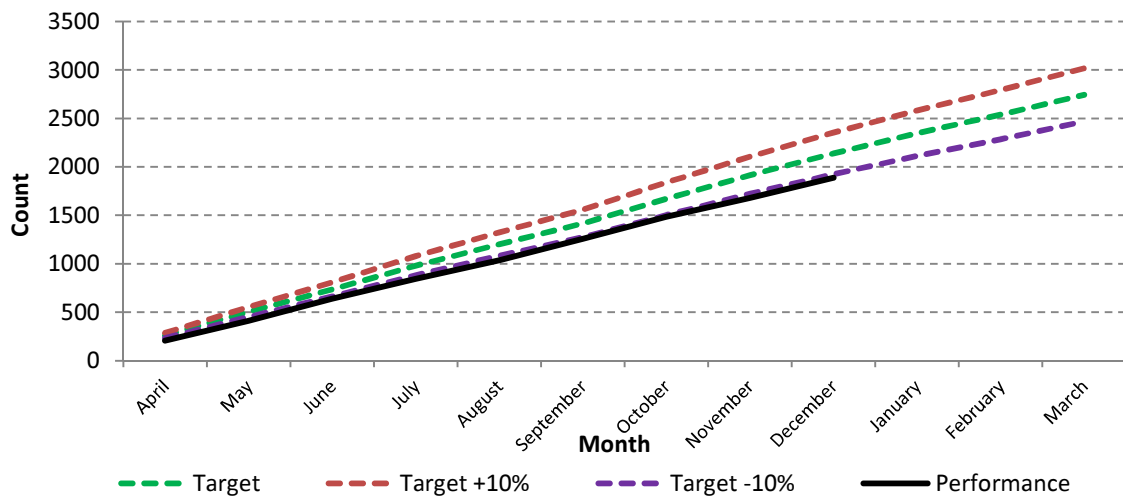
2743

Progress to Date

1888



Cumulative Performance



Dwelling Fires

KPI 44 Number of accidental dwelling fires	
KPI 45 Number of fatalities from accidental dwelling fires	
KPI 46 Number of injuries from accidental dwelling fires	
KPI 48 Number of deliberate dwelling fires in occupied properties	
KPI 48a Number of deliberate dwelling fires in unoccupied properties	
KPI 49 Number of deaths occurring in deliberate dwelling fires	
KPI 50 Number of injuries occurring in deliberate dwelling fires	
KPI 47 Percentage of accidental dwelling fires confined to room of origin	
KPI137 First attendance of an appliance at all life risk incidents in 10 minutes	

Commentary	
KPI 44	At the end of quarter 3 2014/15 there have been a cumulative total of 768 Accidental Dwelling Fires. This is 130 fewer fires than for the same period for 2013/14 (898) and 116 fires below the target for the quarter (884).
LPI 45	Sadly there were 4 fatalities in accidental dwelling fires during this quarter. As in quarter 3 in 13/14 there were 6 fatalities to the end of quarter 3 this year.
LPI 46	Injuries in accidental dwelling fires (LPI 46) are 8 fewer (94) than the same period last year (102 incidents) and 9 below the target for quarter 3.
LPI 4	Staff continue to target HFSC's to those most at risk in our communities with 32724 HFSC's being carried out to date.
KPI 47	93.1% of accidental dwelling fires were confined to room of origin achieving the 92% target. Performance in quarter 3 was the best this year.
KPI 49	Sadly deaths occurring in deliberate dwelling fires has exceeded the target due to an incident in the first quarter of the year.
KPI 48, 48a	Deliberate dwelling fires in occupied property were below the quarter 3 target of 160 at 127 incidents attended, 5 below the same quarter last year. Similarly there were 14 less deliberate dwelling fires in unoccupied property in quarter 3 14/15 (40) than during quarter 3 13/14 when there were 54 incidents.
KPI 50	Just 1 injury occurred in a deliberate dwelling fire in quarter 3, compared to quarter 3 13/14 there were 16 fewer injuries reported.
LPI 129	The 95% target for alert to mobile in under 1.9 minutes performance of 95% was narrowly missed with performance of 94.9% in quarter 3 .
LPI 137	Operational crews attended life risk incidents within 10 minutes on 96.1% of occasions achieving the 90% target.

Dwelling Fires

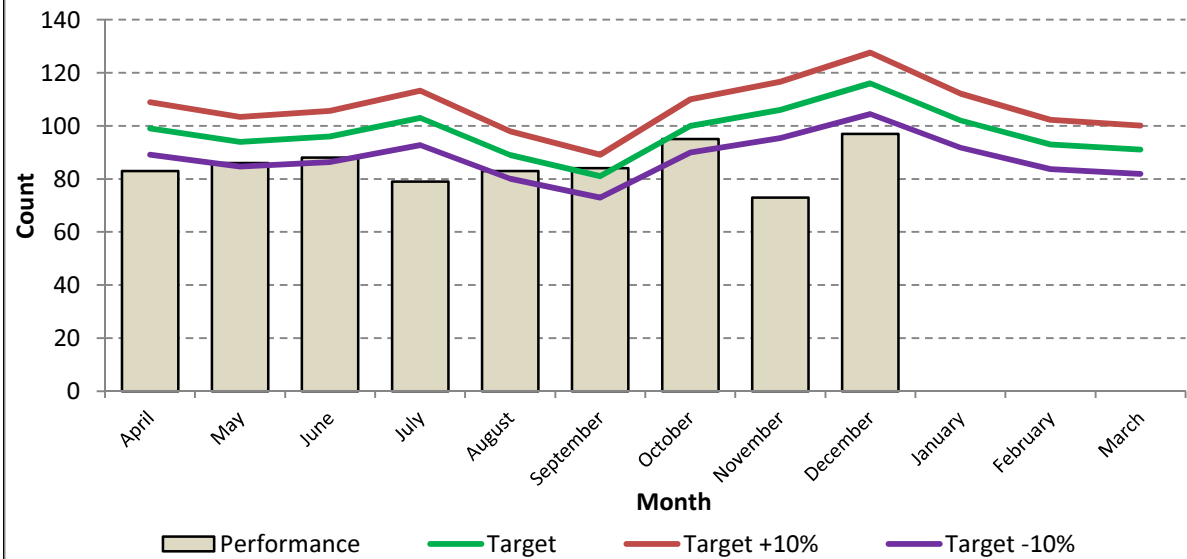
44 Number of accidental fires in dwellings

Service Plan Target

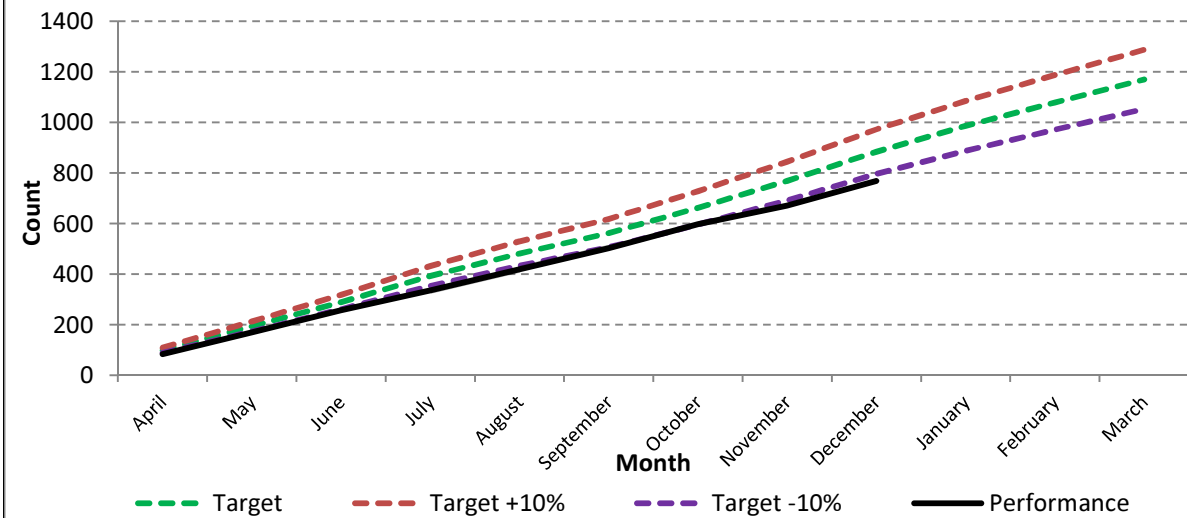
1170

Progress to Date

768



Cumulative Performance



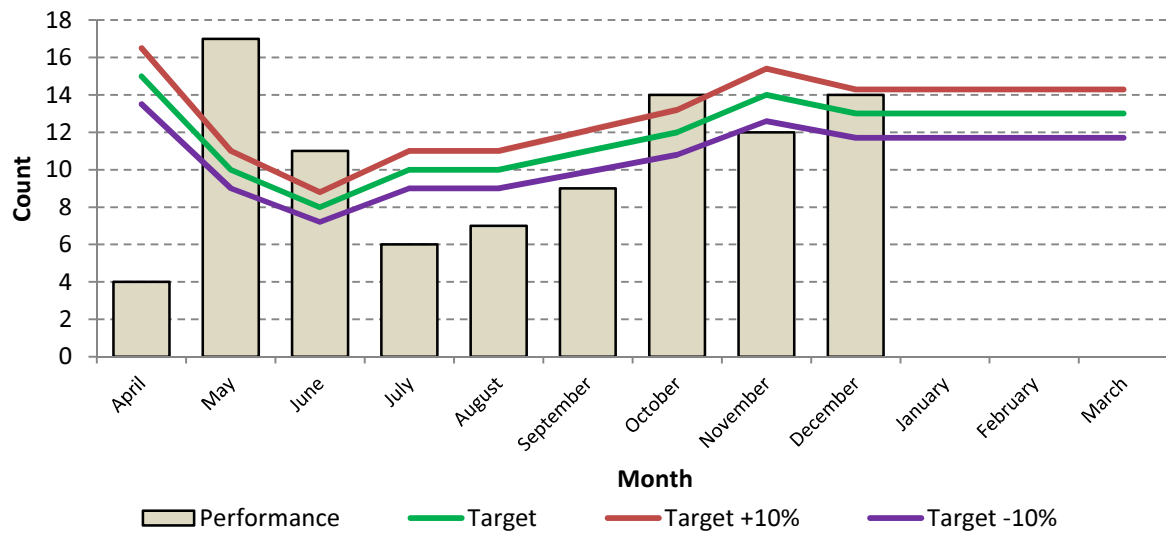
46 Number of injuries from accidental dwelling fires

Service Plan Target

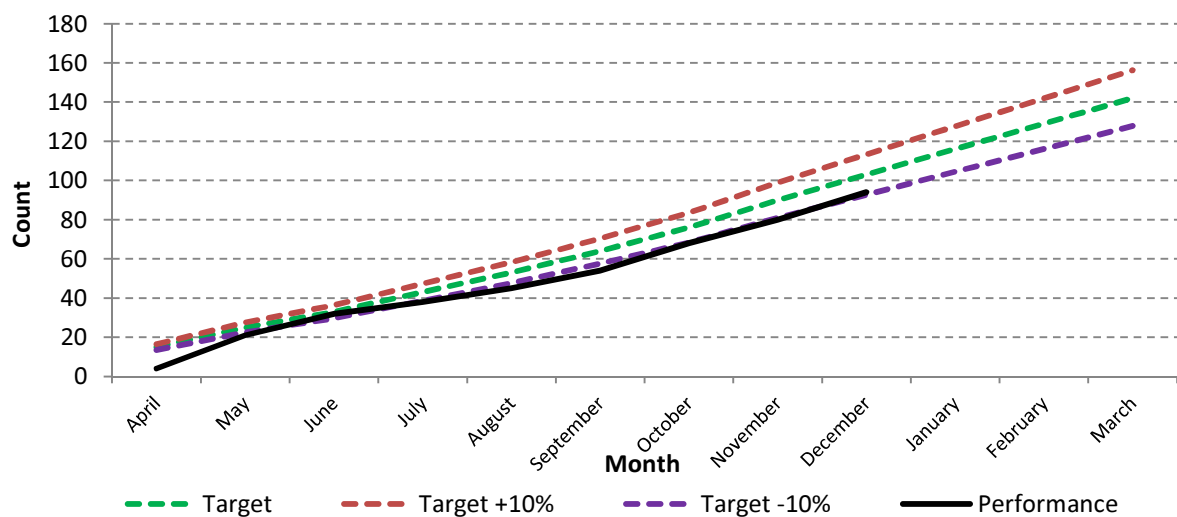
142

Progress to Date

94



Cumulative Performance



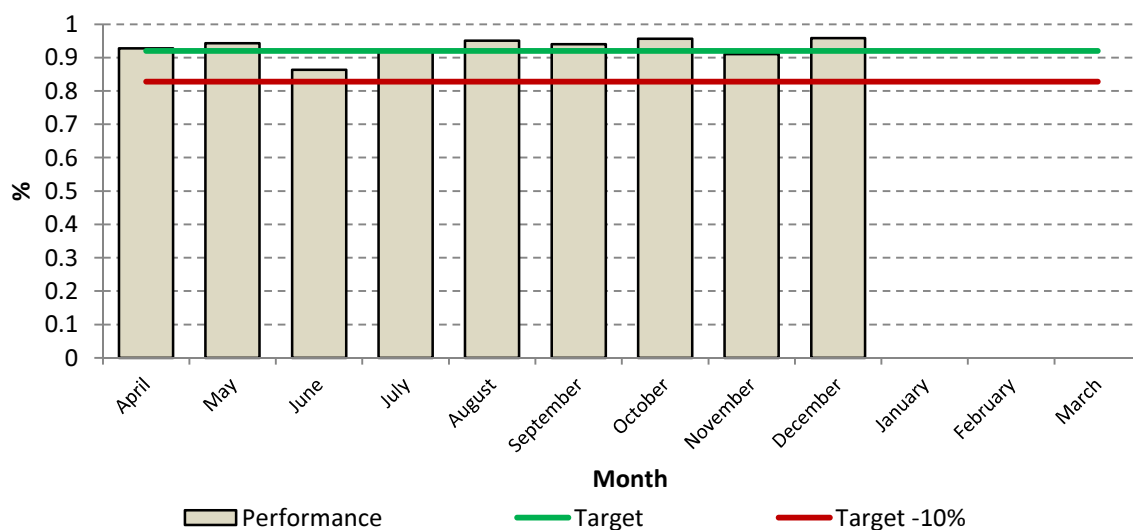
47 Percentage of accidental dwelling fires confined to room of origin.

Service Plan Target

92%

Progress to Date

93.10%



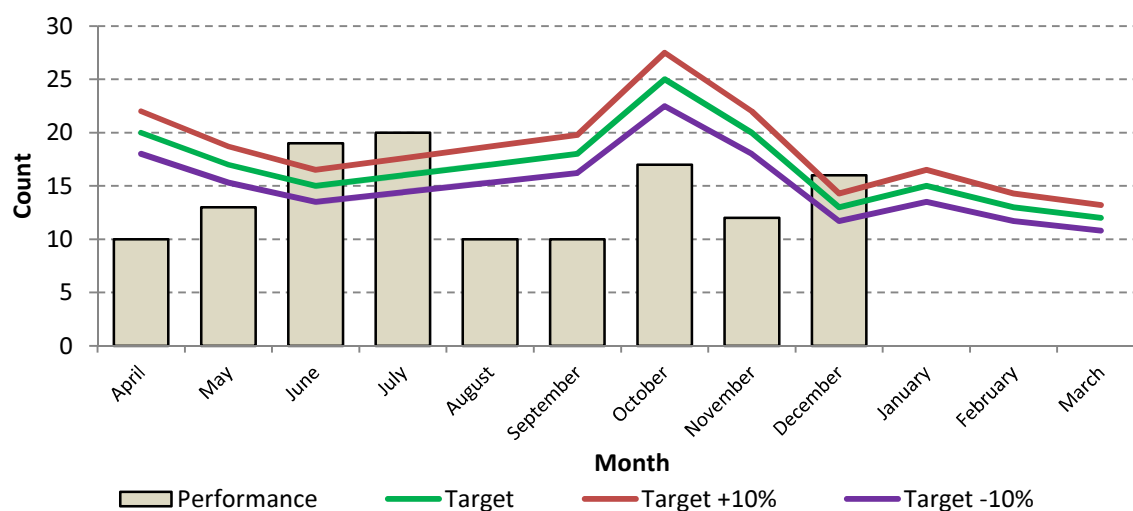
48 Number of deliberate dwelling fires in occupied properties

Service Plan Target

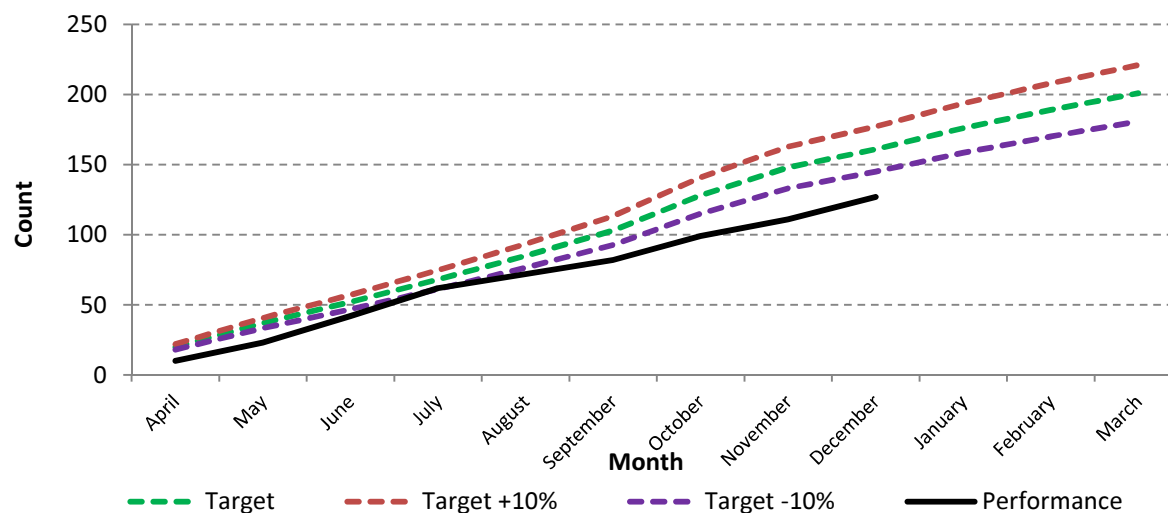
201

Progress to Date

127



Cumulative Performance



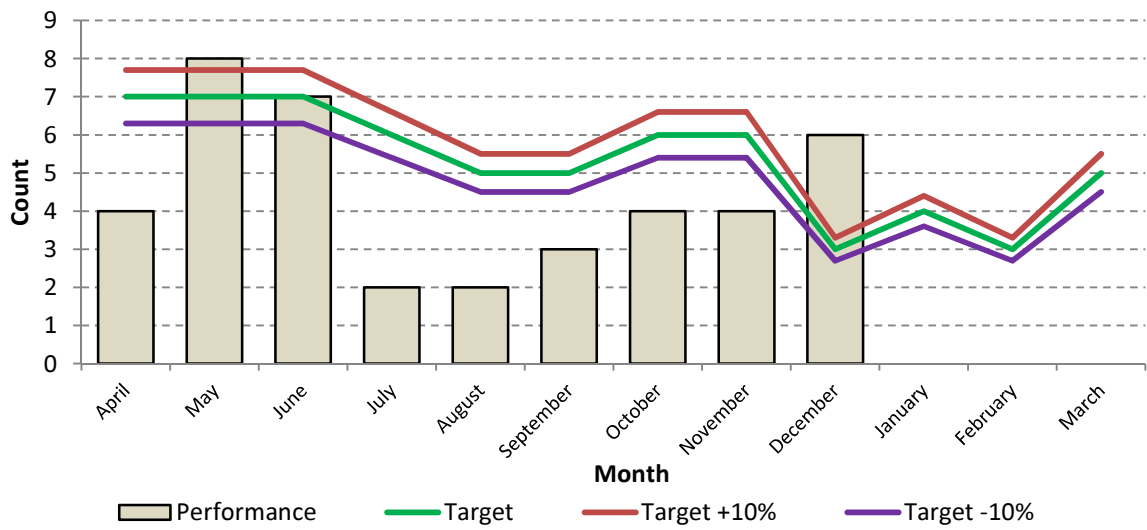
48a Number of deliberate dwelling fires in unoccupied properties

Service Plan Target

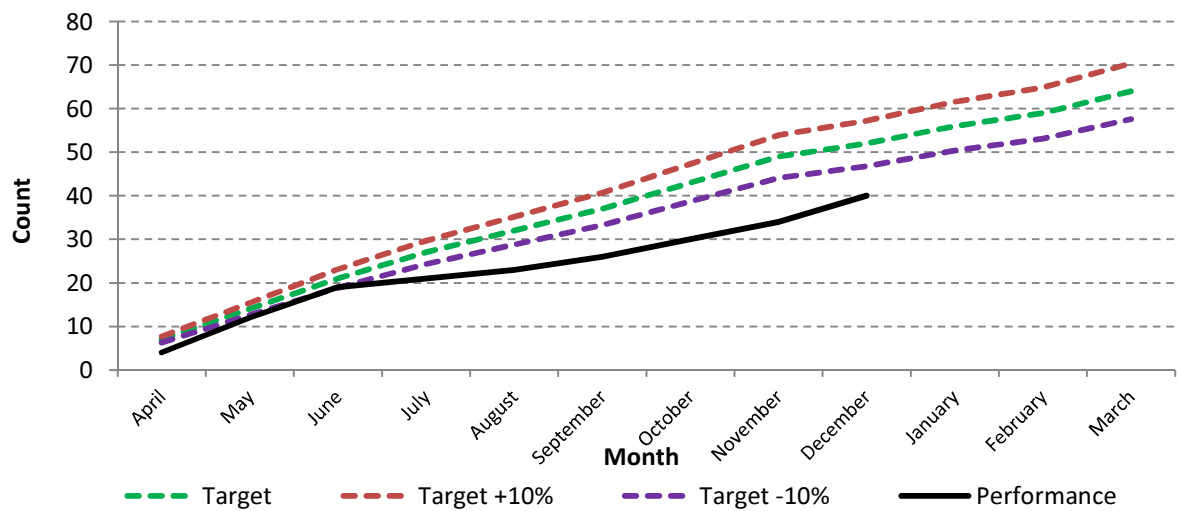
66

Progress to Date

40



Cumulative Performance



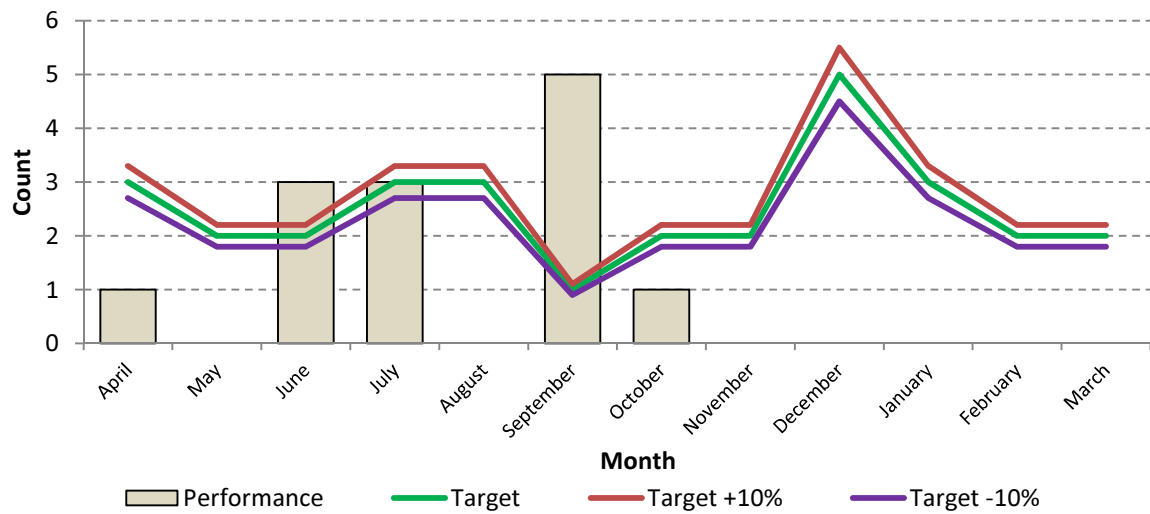
50 Number of Injuries occurring in deliberate dwelling fires

Service Plan Target

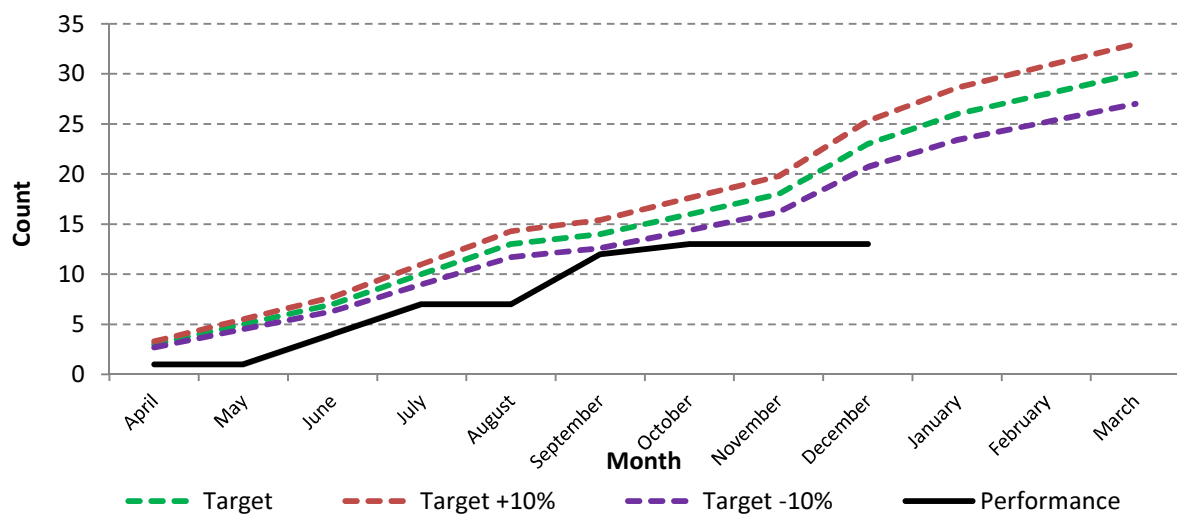
31

Progress to Date

13



Cumulative Performance



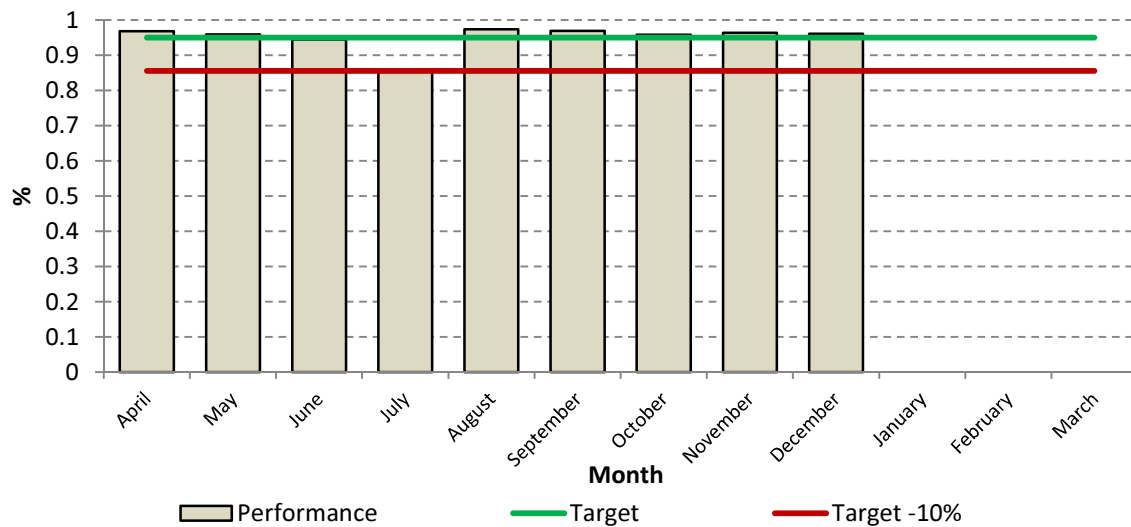
129 Alert to Mobile in under 1.9 minutes

Service Plan Target

95%

Progress to Date

94.90%



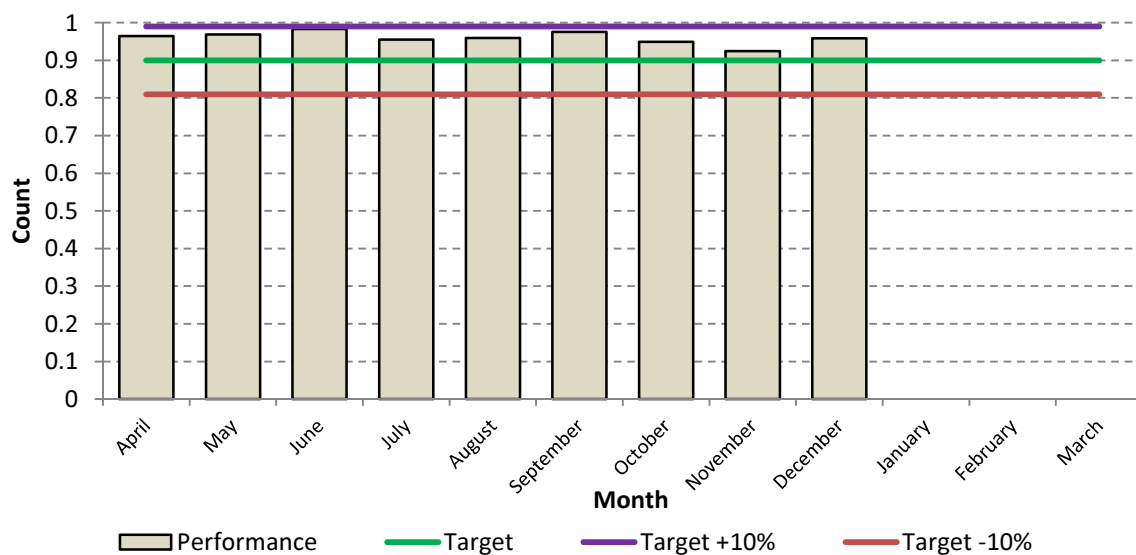
137 Attendance Standard - The first attendance of an appliance at all life risk

Service Plan Target

90%

Progress to Date

96.10%



Non Domestic Property

KPI 19 Number of deliberate fires in non domestic premises

KPI19a Number of accidental fires in non domestic premises

Commentary

KPI 19 Deliberate fires in non domestic property are comparatively rare. The target for quarter 3 (6) was exceeded in November with 9 incidents. However, as in August, a number of these incidents were in HMP Altcourse (3).

KPI 19a LPI 19a Accidental Fires in Non Domestic Properties monthly targets being achieved with 8 fewer incidents (164) than the same quarter last year (172) and 22 less than the 3rd quarter target of 186.

LPI 20 MFRA Fire Protection Officers work closely with businesses and partners conducting fire safety audits. On average they are completing 10.8 audits a month.

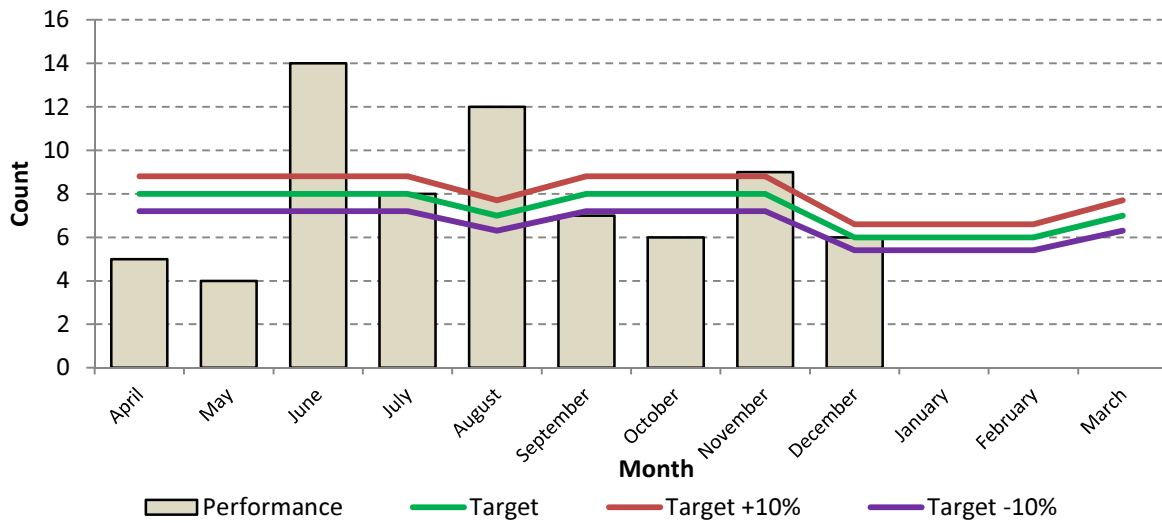
19 Number of deliberate fires in non domestic premises

Service Plan Target

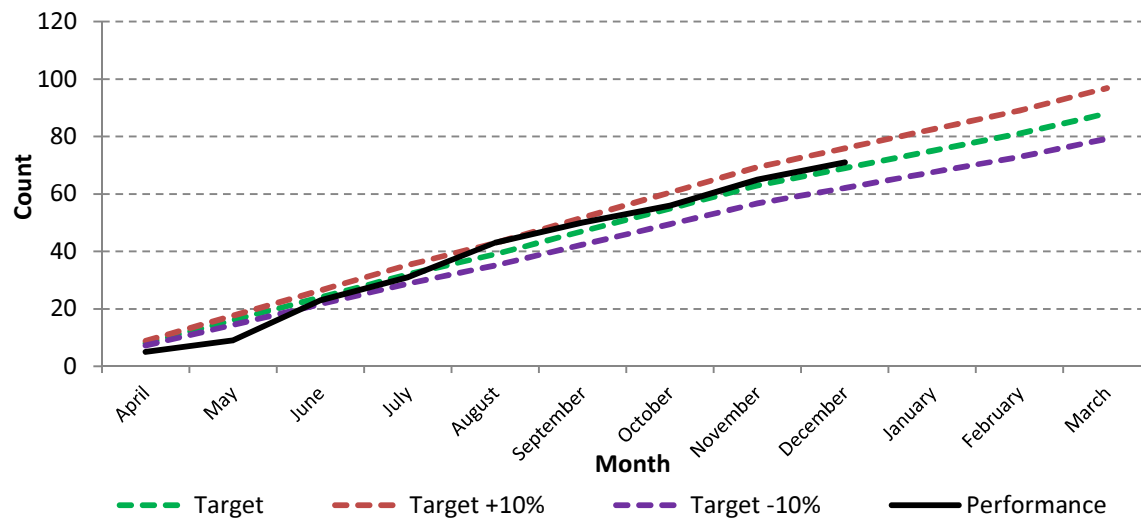
87

Progress to Date

71



Cumulative Performance



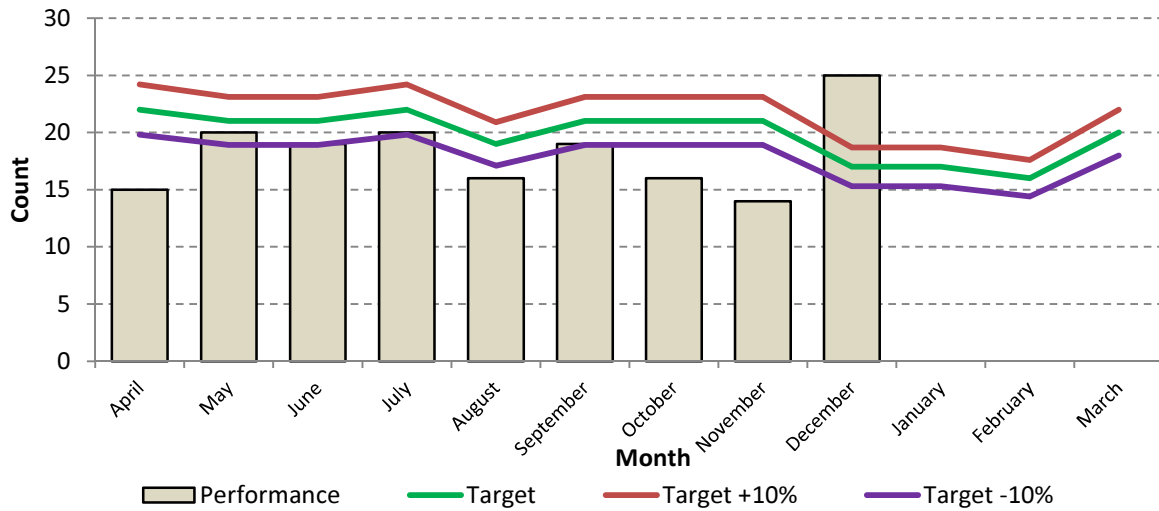
19a Number of accidental fires in non domestic premises

Service Plan Target

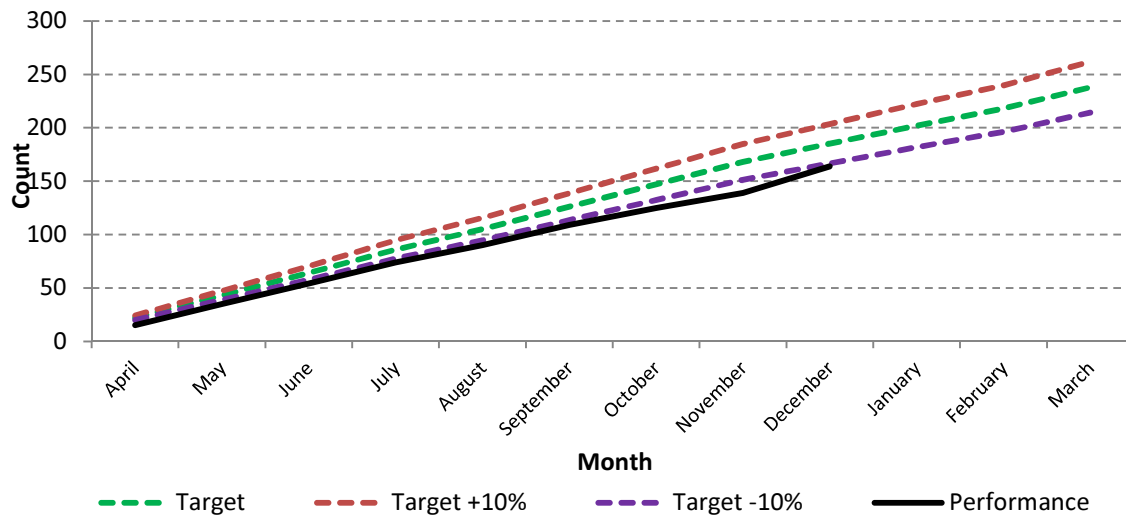
239

Progress to Date

164



Cumulative Performance



Anti Social Behaviour

KPI 61a Number of deliberate vehicle fires

KPI 61b Number of deliberate anti social behaviour fires (small)

Commentary

KPI 61b	This indicator was 12 incidents below the quarterly target of 387. Deliberate vehicle fires increased in November with 46 incidents, these were not attributable to any particular district or station.
KPI 61a	Considering this quarter included the Bonfire period there were 1216 fewer anti-social behaviour fires (3303) than at this time last year (4519). This is partly attributable to the removal of bonfire materials with local partners and the diversionary work carried out by the Youth and District Teams.
LPI 10a	LPI 10A records the number of young people completing Princes Trust and Beacon courses and for the courses completed in Term 3, which was September to November, there was a retention rate of 91.11%% which considerably exceeds the target of 84.4%. Over all for the April to December period 86.81% of young people finished the courses.

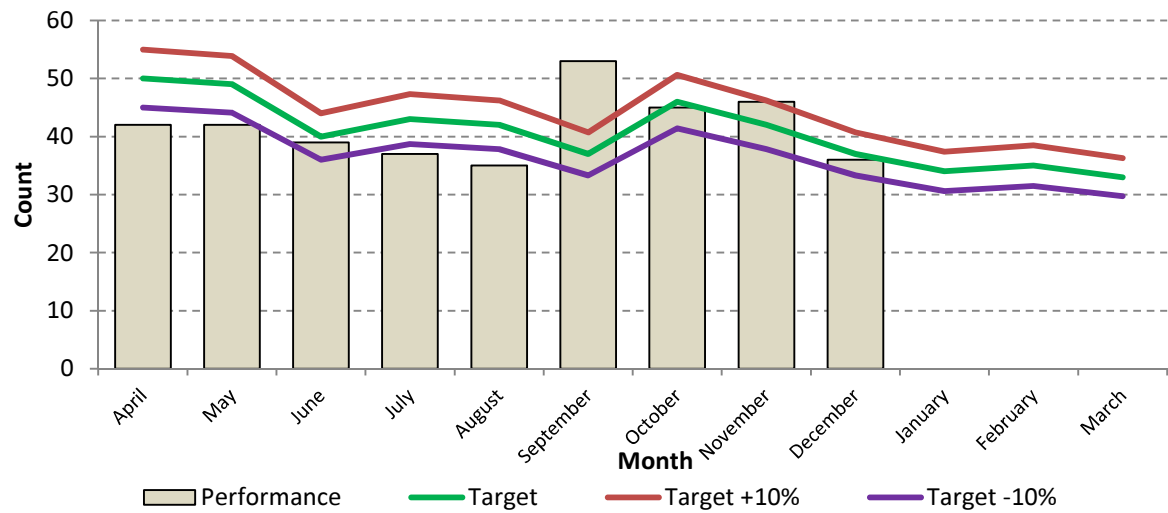
61a Number of deliberate vehicle fires

Service Plan Target

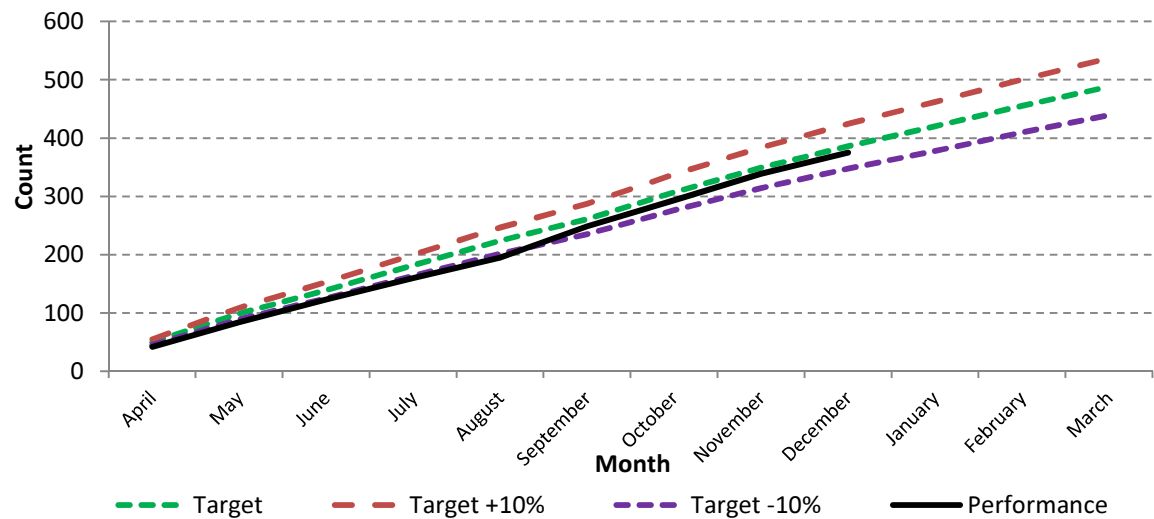
489

Progress to Date

375



Cumulative Performance



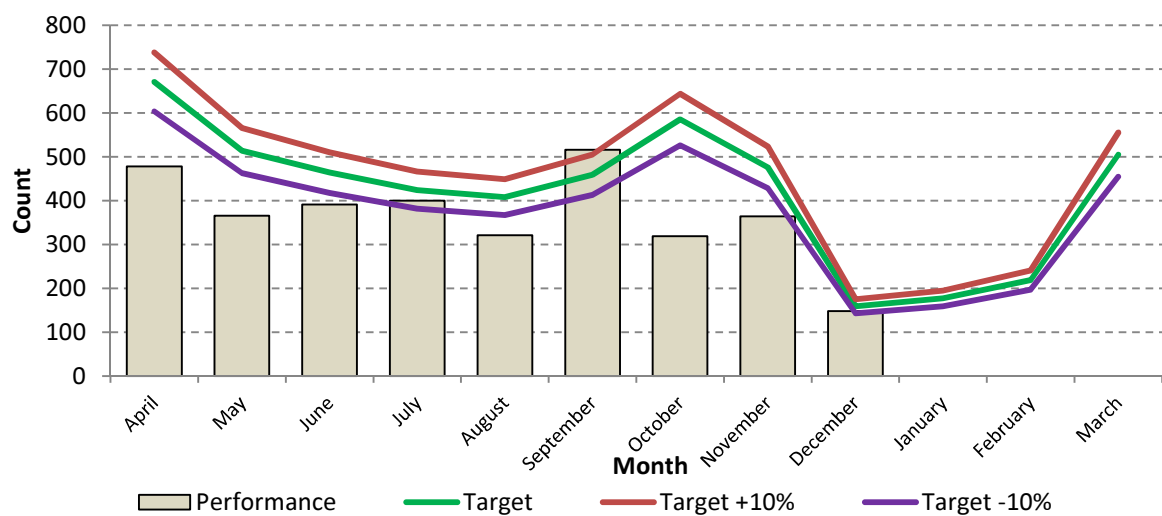
61b Number of deliberate ASB fires (small)

Service Plan Target

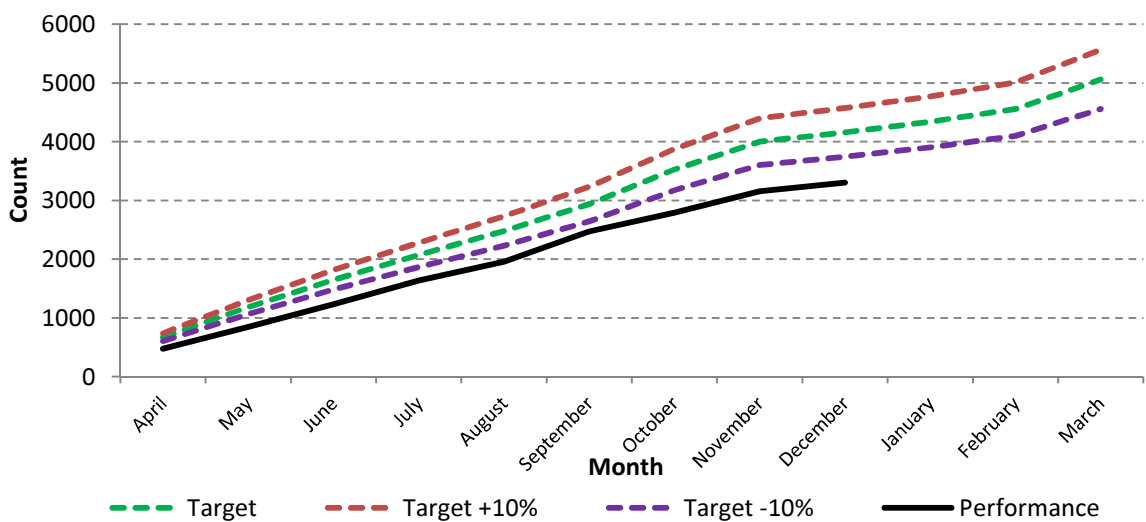
5062

Progress to Date

3303



Cumulative Performance



Road Traffic Collisions

KPI 36 Number of road traffic collisions (RTC's)

KPI 40 Total number of injuries attended at RTC's

KPI 42a Number of fatalities in RTC's

Commentary

KPI 36 There were 458 RTC's by the end of quarter 3 14/15, 89 more than the same quarter last year and 96 above target. All 3 stations in St Helens district exceeded their targets for this quarter. Southport had spikes in October and November, Birkenhead had 7 RTC's in December against a target of 2.

KPI 42a Fatalitiites in RTC's have sadly increased with 8 to date. Injuries in RTC's exceeded expected targets with 375 recorded incidents against a target of 266, 310 of these injuries were of a minor nature.

Prevention department and operational crews continue to work with partners both locally and nationally delivering the road safety message to school, colleges and community groups.

LPI 120 The number of RTC's involving fire service vehicles have decreased again in the 3rd quarter with 31 less incidents in 2014/15 (40) compared to quarter 3 of 2013/14 when there were 71. The Road Risk Review Group continue to scrutinise RTC's involving service vehicles.

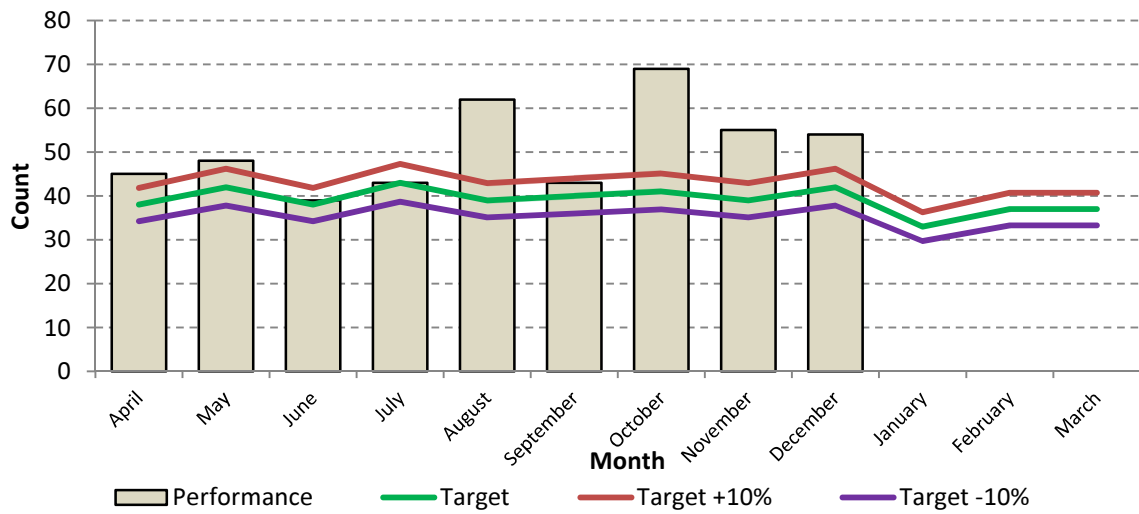
36 Number of Road Traffic Collisions (RTC)

Service Plan Target

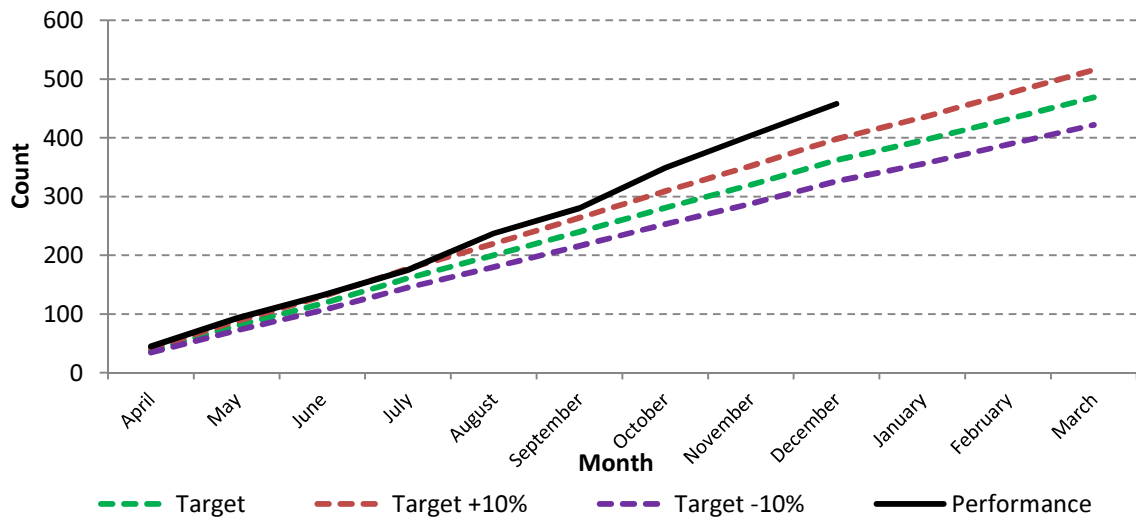
468

Progress to Date

458



Cumulative Performance



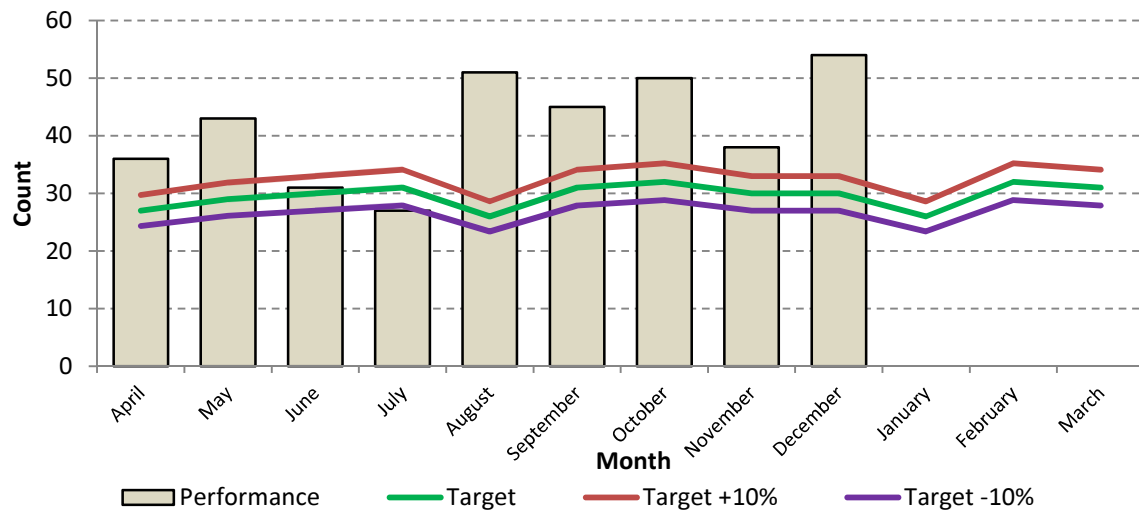
40 Total Number of Injuries attended at Road Traffic Collisions

Service Plan Target

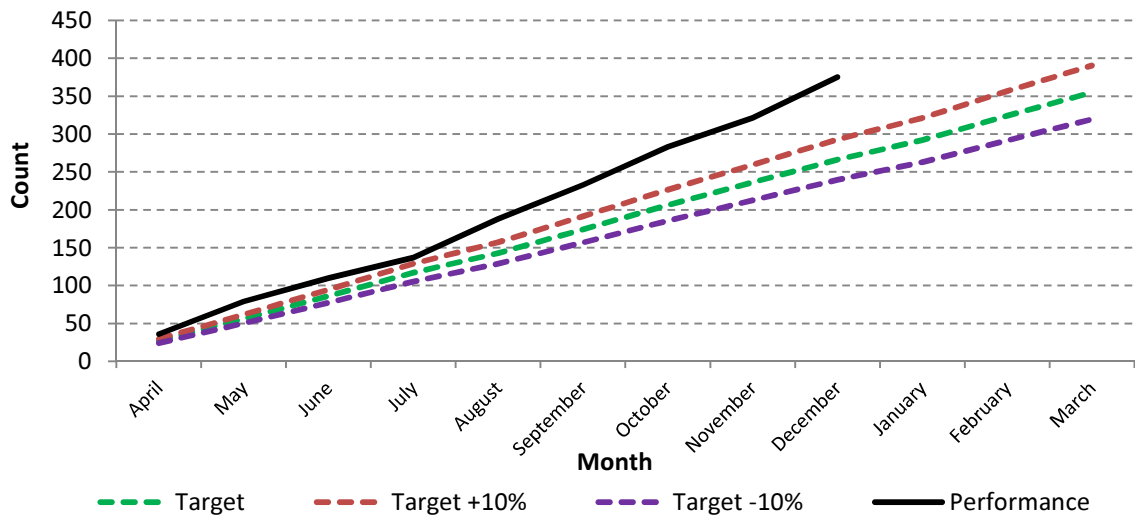
355

Progress to Date

375



Cumulative Performance



False Alarms

KPI 140 Total number of false alarms attended

KPI 53 Number of false alarm calls due to automatic fire alarm equipment

Commentary	
KPI 140	Previously the target for KPI 140 Total Number of False Alarms Attended was difficult to calculate due to the short time span of data available. However now there is sufficient data to calculate a more accurate target this has been applied to the KPI sheet. With 3482 false alarms attended by the end of Quarter 3 we are within 10% of the target of 3359.
LPI 136	The number of calls being received from alarm receiving centres has increased by 26 calls in Quarter 3 compared to Quarter 3 of last year.
KPI 53	False alarm calls due to automatic fire alarm equipment have fallen by 303 incidents against the same quarter last year from 742 to 439 incidents. We are now within 10% of the target.
LPI 52	There were 19 less Malicious False Alarms Attended by the end of quarter 3 14/15 (145) with 164 incidents by this period last year.

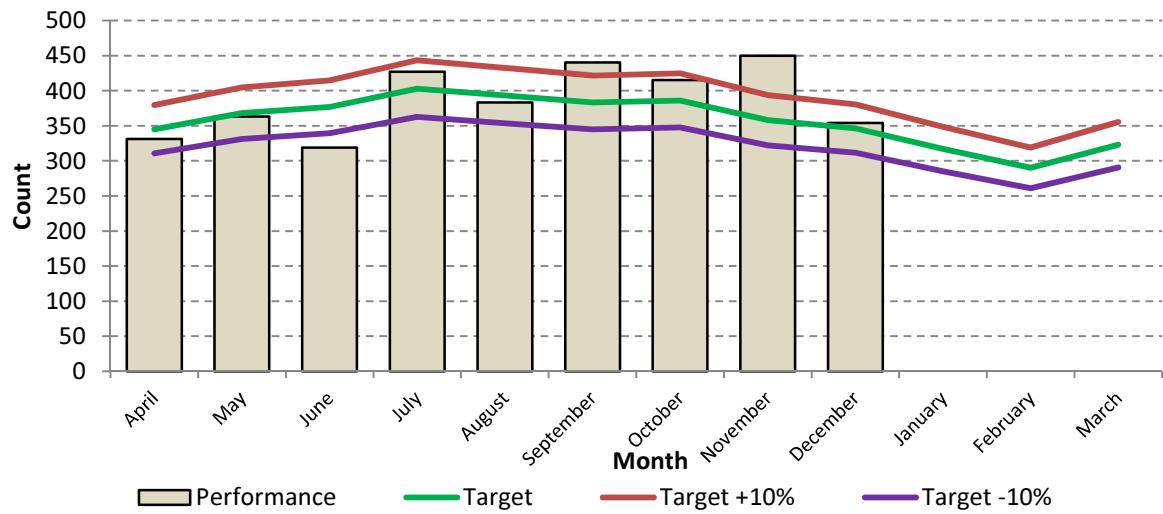
140 Total Number of False Alarms Attended

Service Plan Target

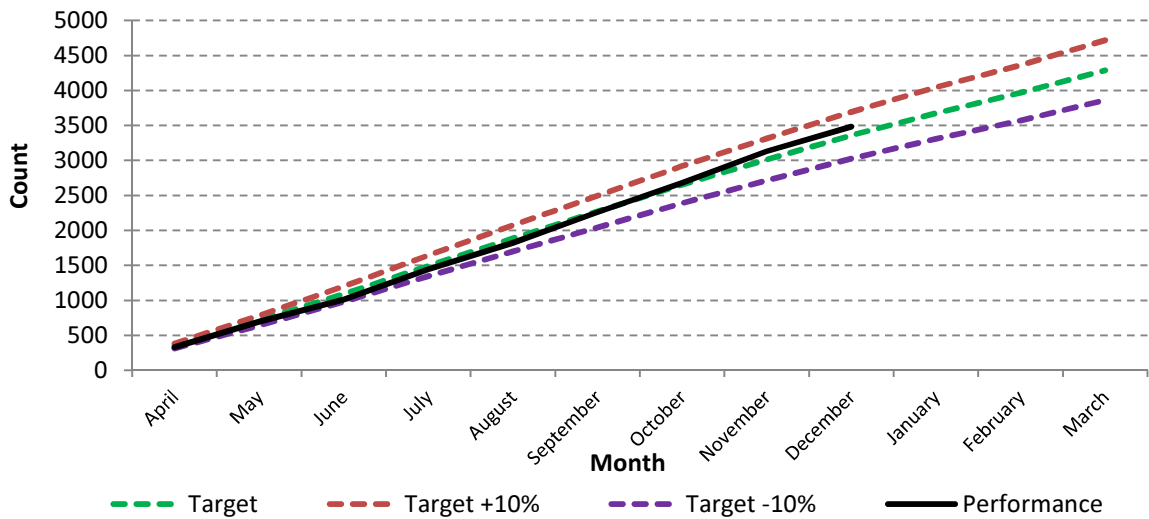
3797

Progress to Date

3482



Cumulative Performance



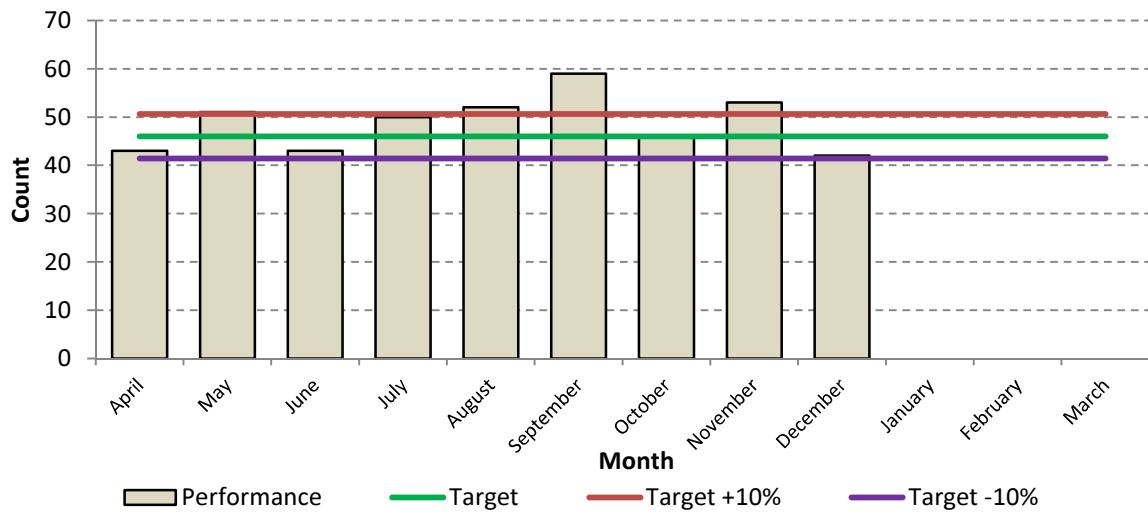
53 Number of false alarm calls due to automatic fire alarm equipment

Service Plan Target

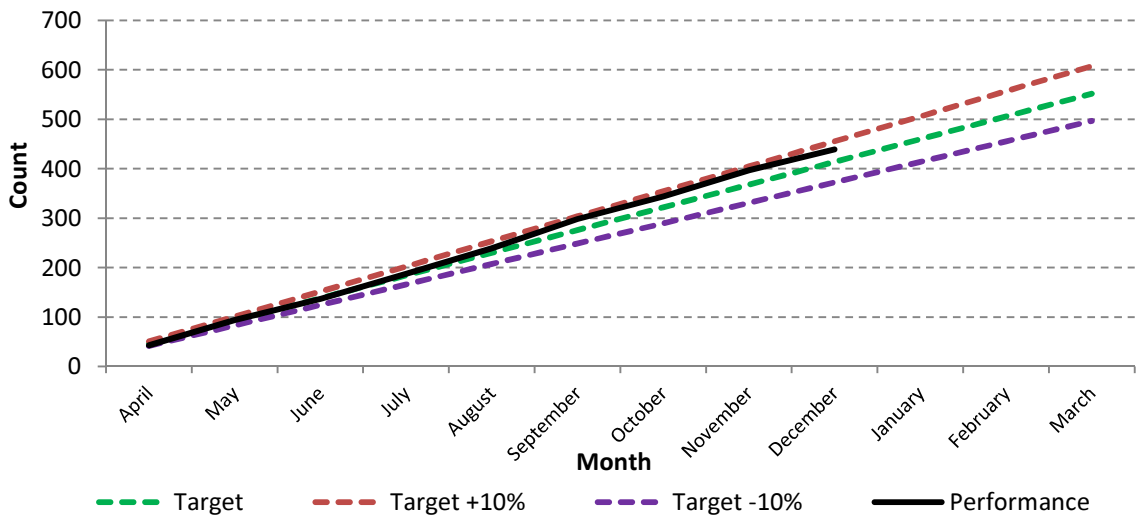
494

Progress to Date

439



Cumulative Performance



Health & Safety

KPI 98 Total number of operational staff injuries

KPI 98a Nos of operational staff injuries at incidents/ risk critical training

KPI 98b Nos of operational staff injuries conducting routine duties

Commentary

KPI 98a 98b Operational staff injuries during routine activities are 5 less than this quarter last year. However the number of injuries at incidents and risk critical training have increased to 26 against 17 incidents recorded last year.

LPI 139 Reported near misses are down for this quarter with 28 reports compared to 31 by this time last year.

LPI 133

LPI 130 Operational staff are completing Safe Person Assessments (95% of staff) and Learnpro assessments (89% of staff) in line with monthly training themes. The shortfall against the 100% target for completion is due, in the main, to absence. Any assessments missed are completed as soon as possible on return to work.

LPI 121 Operational crews continue to target non domestic premises completing Site Specific Risk Information inspections with 750 inspections signed off by the end of quarter 2. The inspections improve firefighter safety through familiarisation with risks in premises and advice to business owners.

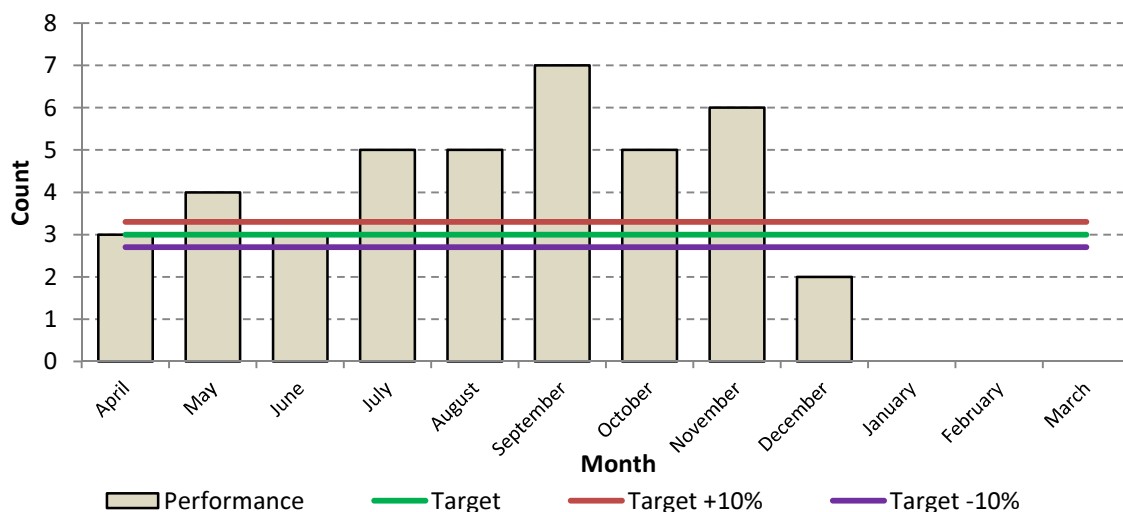
98 Total Number of Operational Staff Injuries

Service Plan Target

40

Progress to Date

40



Staff Sickness

KPI 112 The number of working days/shifts lost to sickness absence per head, all personnel

Commentary

KPI 112
LPI 111a
LPI 111b

Sickness for all staff at 9.11 shifts lost to sickness continues to increase and be considerably higher than the target of 7.54.

During the third quarter of 2013/14 an average of 8.34 shifts/days were lost to sickness absence as compared to 9.11 in the same quarter of 2014/15.

Sickness absence among non uniformed staff, while still over the target, has improved month on month during quarter 3 but uniformed staff sickness continues to increase.

Department managers continue to monitor sickness absence closely and the implementation of the Conduct and Capability procedures in April 2015 is expected to help improve performance in the future.

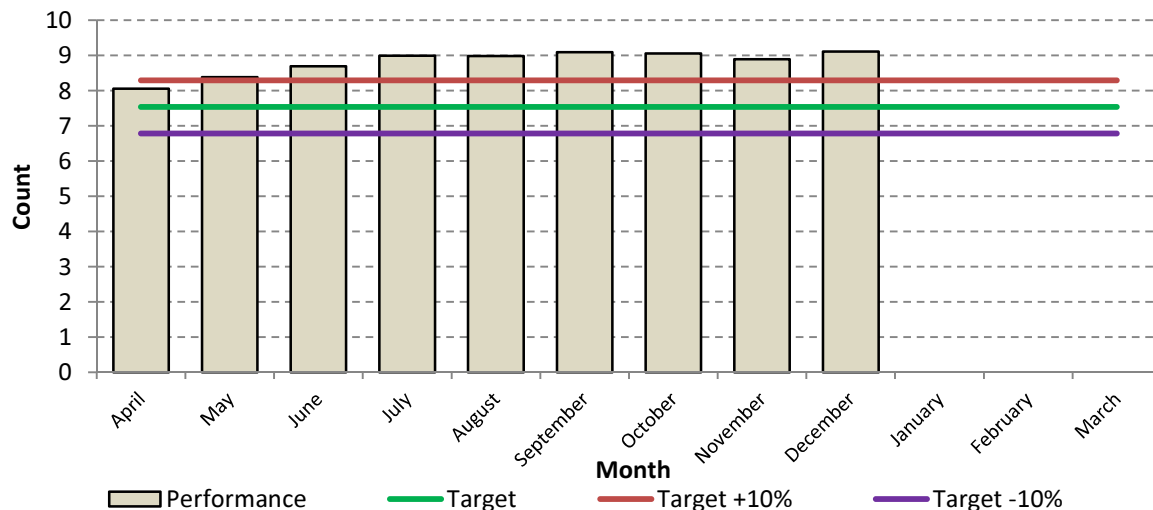
112 The number of working days/shifts lost to sickness absence per head, all personnel.

Service Plan Target

7.54

Progress to Date

9.11



111A Number of working days/shifts lost to sickness per wholetime equivalent GREY book (operational) personnel.

Service Plan Target

7.54

Progress to Date

9.46



