



**Service Delivery Plan
2014/15**

Performance Indicators

Quarter 4 Update

Service Delivery Plan 4th 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 The total number of fires in Merseyside during 2014/15 at 6871 is 1551 less than in 2013/14 and 1524 below the annual target of 8395.

KPI 66 Likewise the number of primary fires attended has fallen from 2667 in 2013/14 to 2503 in 2014/15, 164 less. Targets were missed, by less than 10%, in February and March due to an increase in accidental dwelling fires and an usually high number of deliberate vehicle fires.

Overall performance in relation to fires this year reflects the reduction in incidents experienced over the last 10 years and demonstrates the success of MFRS.

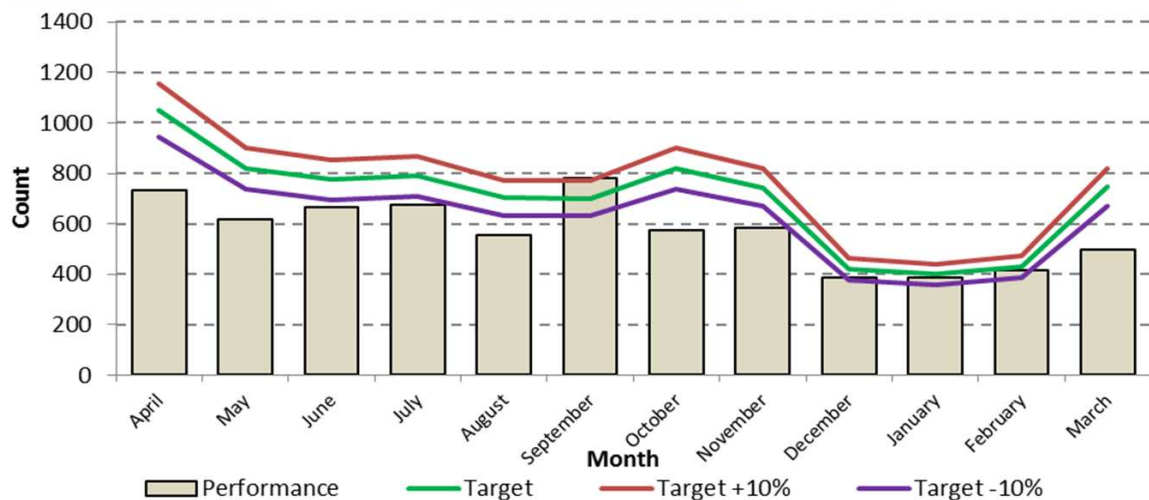
61 The total number of Fires in Merseyside

Service Plan Target

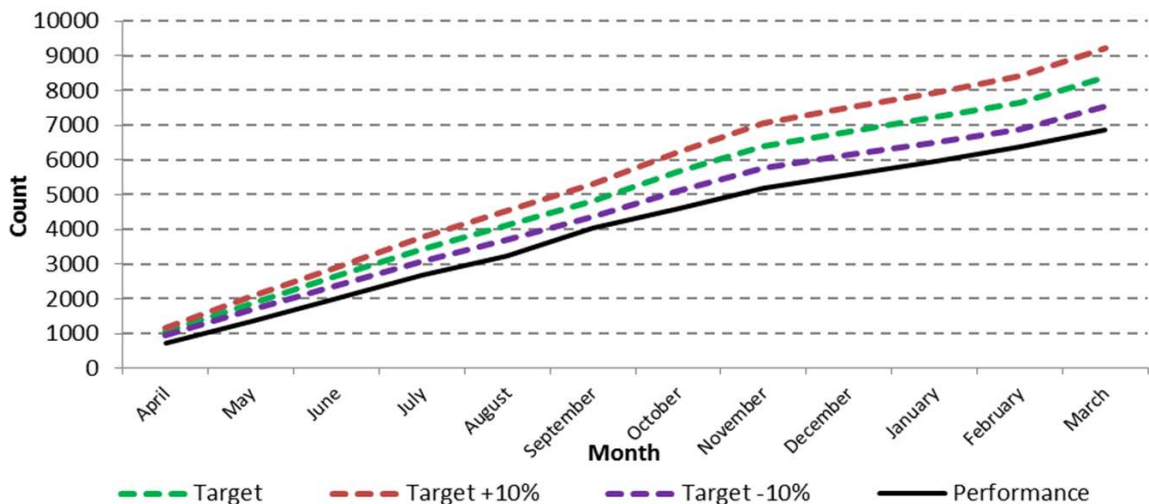
8395

Progress to Date

6871



Cumulative Performance



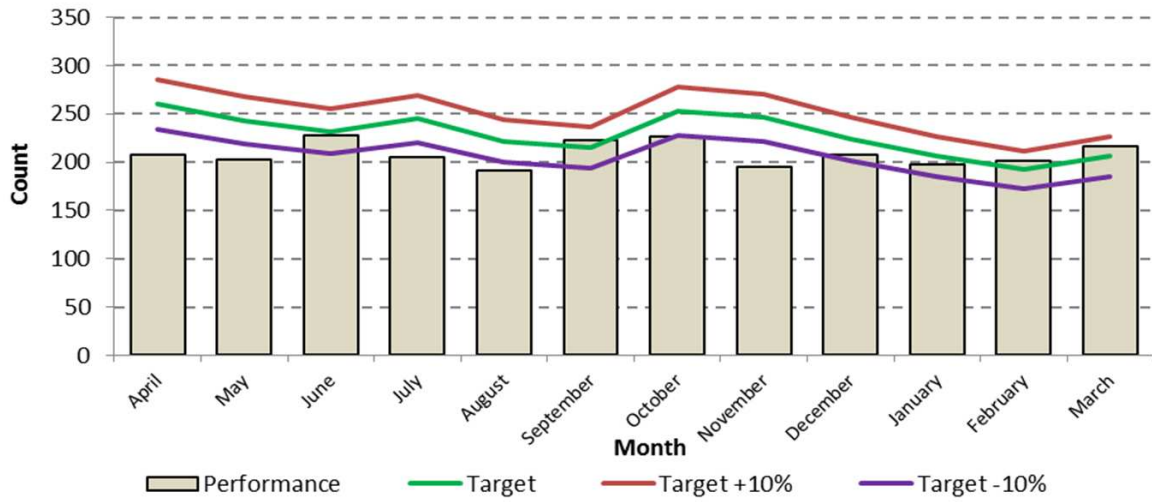
66 Number of Primary Fires Attended

Service Plan Target

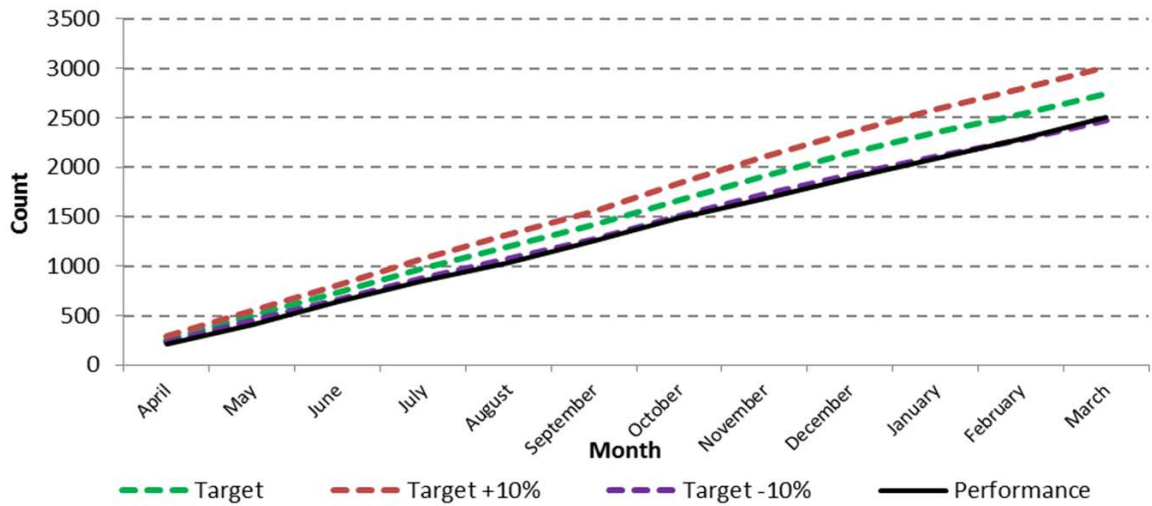
2743

Progress to Date

2503



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	

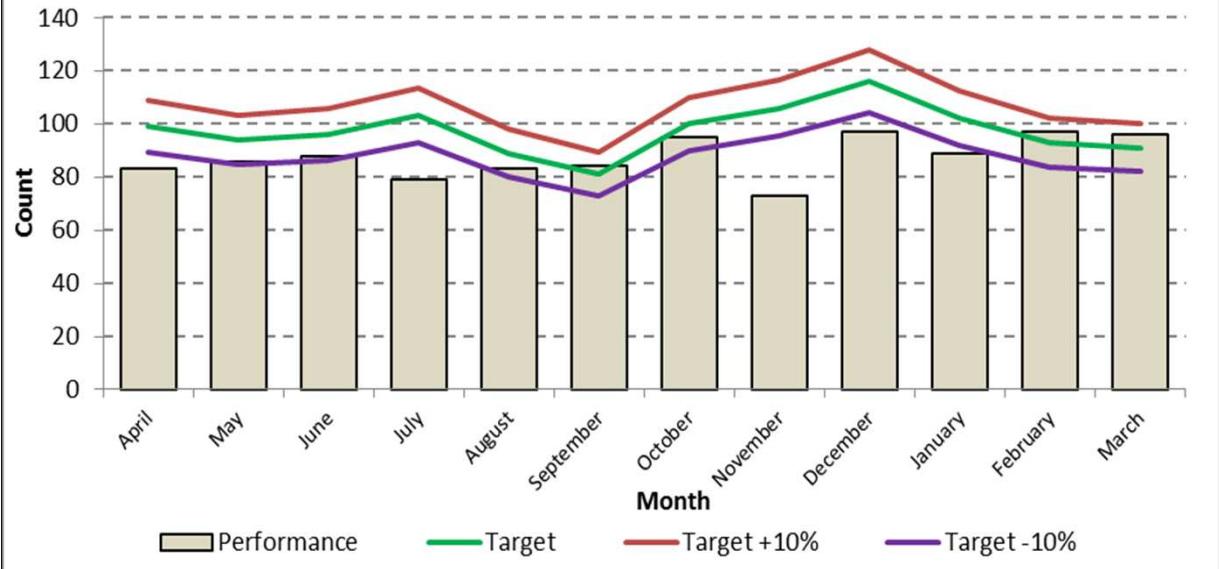
Commentary

KPI 44	There were 103 fewer accidental dwelling fires (1050) compared to 2013/14 (1153). During March 96 incidents were attended of those 70 were in the kitchen.
KPI 45	Sadly there were 10 fatalities in accidental dwelling fires during 14/15. 8 of these incidents involved people aged over 75. The latest fatality in March involved an 89 year old male.
KPI 46	Injuries in accidental dwelling fires (121) for the year were 21 below target and 5 less than last year.
KPI 48 KPI 48a	Deliberate dwelling fires in occupied and unoccupied properties both performed well more than achieving the targets set.
KPI 49	Sadly there were 2 deaths in deliberate dwelling fires this year, which were a suicide.
LPI 4 LPI 5 LPI 5a, b, c, d, e	The reduction in dwelling fires is attributable to the number of HFSC's carried out each year by staff. While less HFSC's were completed this year (43932) than last we now intelligently target the homes visited using data shared by partners in direct response to the attributes identified in the vulnerability profile that identify those most at risk of fire.
KPI 47	Accidental dwelling fires were confined to room of origin on 92.3% of occasions, again this is in no small part due to fire safety information delivered to the public by MFRS staff.
LPI 129	Appliances are mobile to incidents within 1.9 minutes on 95% of turnouts against performance last year of 88.7%. This is closely monitored by District management teams when the target is not achieved.
LPI 55	Fire control answer 999 calls within 10 seconds on 97.7% of occasions. Last year this indicator was 96.7%.
KPI 137	The attendance standard of the first attendance of an appliance at life risk incidents within 10 minute is met on 97.7% of mobilisations. The target is 95%.

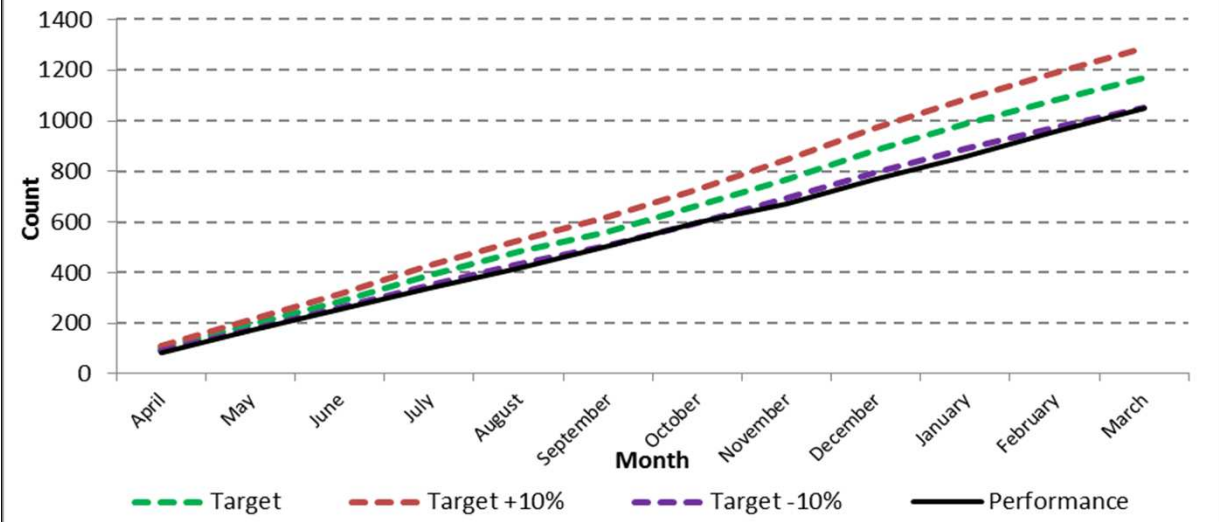
Dwelling Fires

44 Number of accidental fires in dwellings

Service Plan Target	1170	Progress to Date	1050
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Cumulative Performance



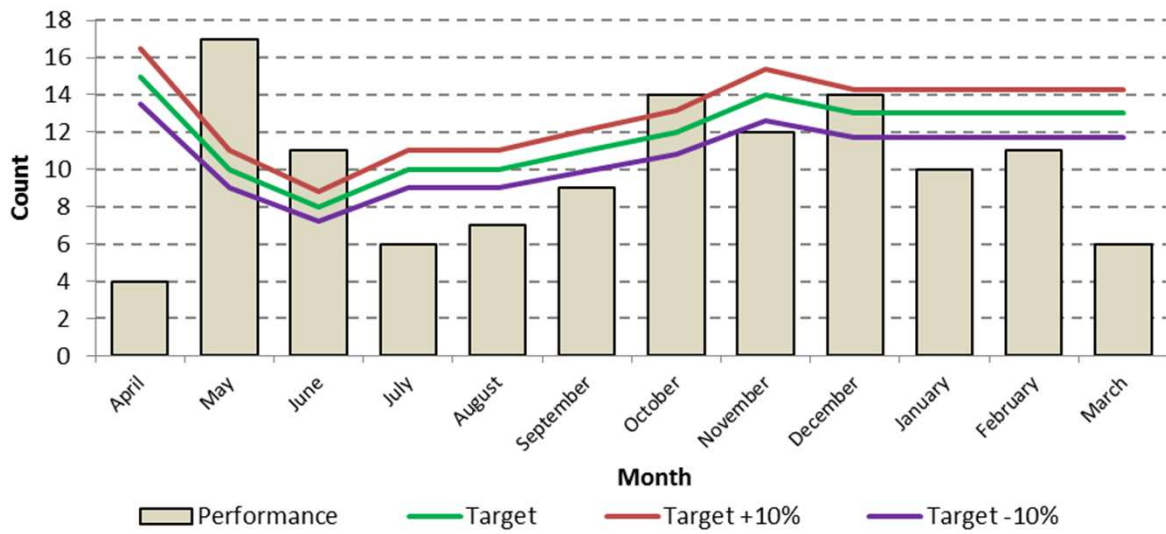
46 Number of injuries from accidental dwelling fires

Service Plan Target

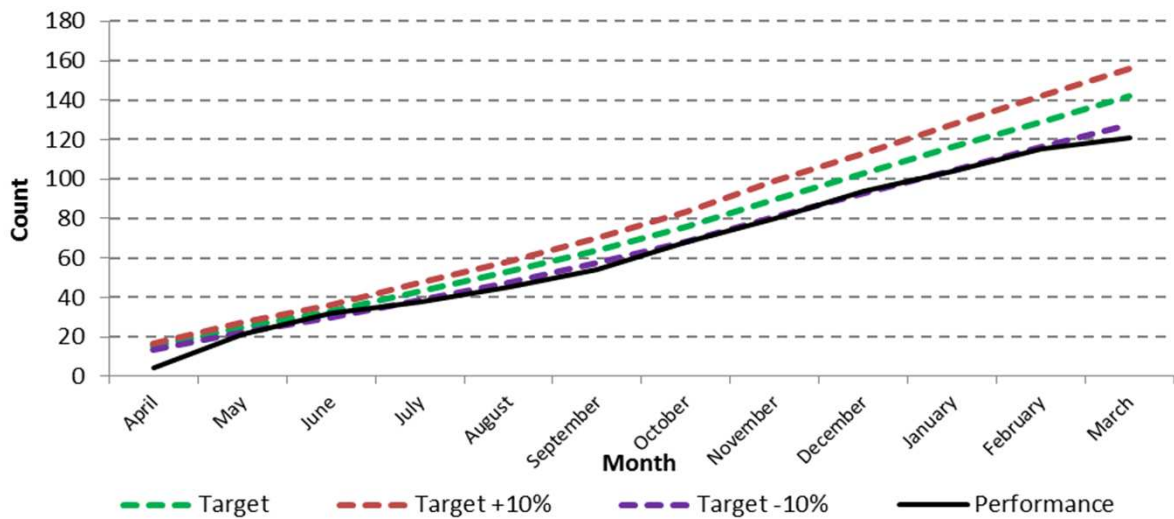
142

Progress to Date

121

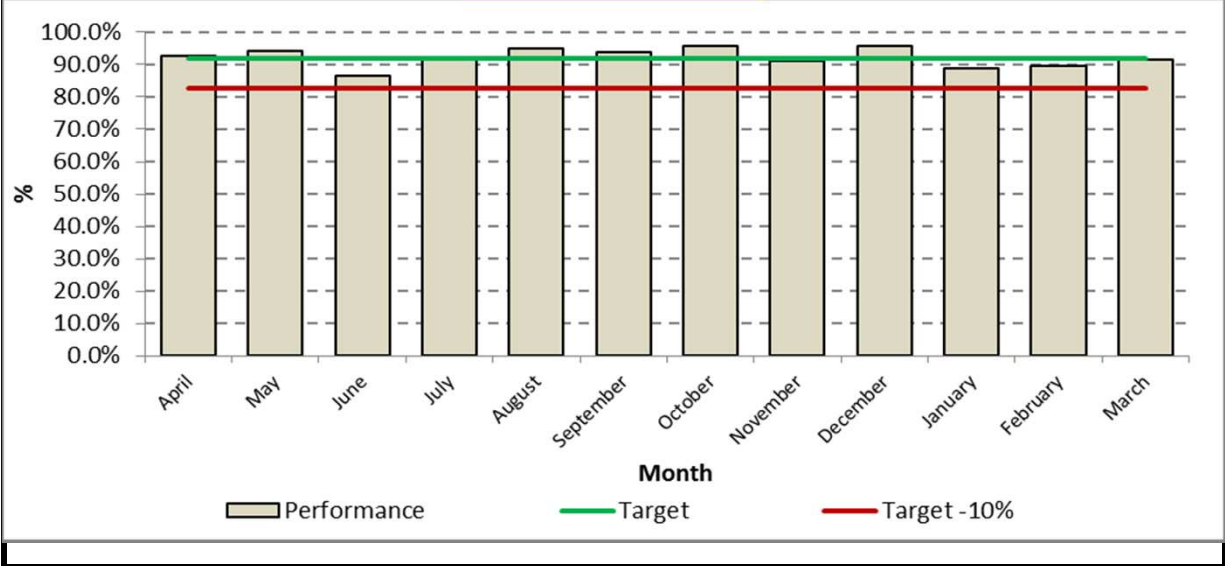


Cumulative Performance



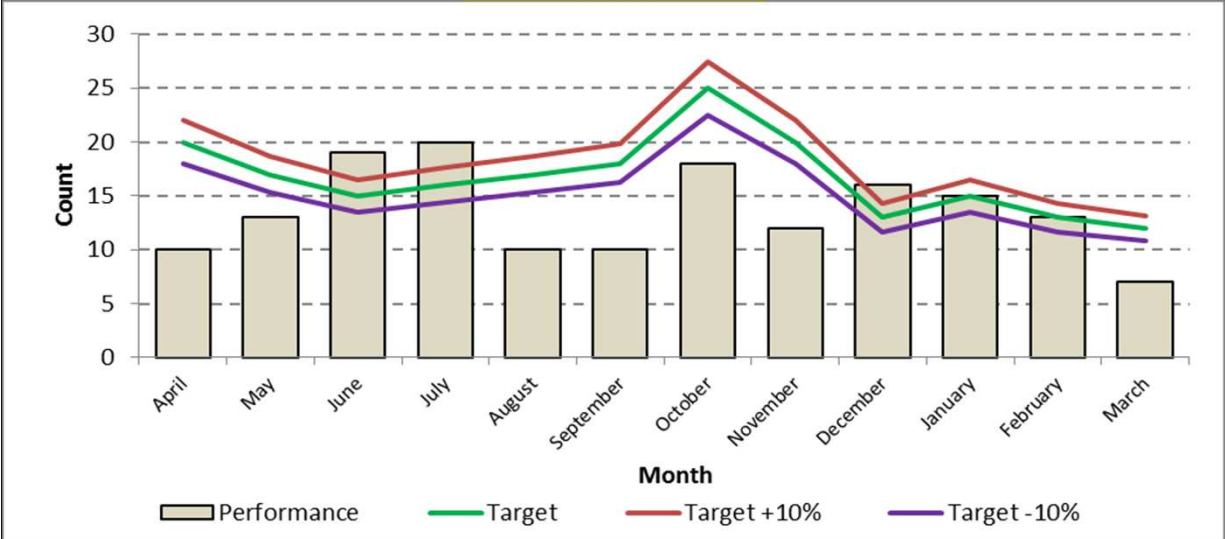
47 Percentage of accidental dwelling fires confined to room of origin.

Service Plan Target **92%** Progress to Date **92.30%**

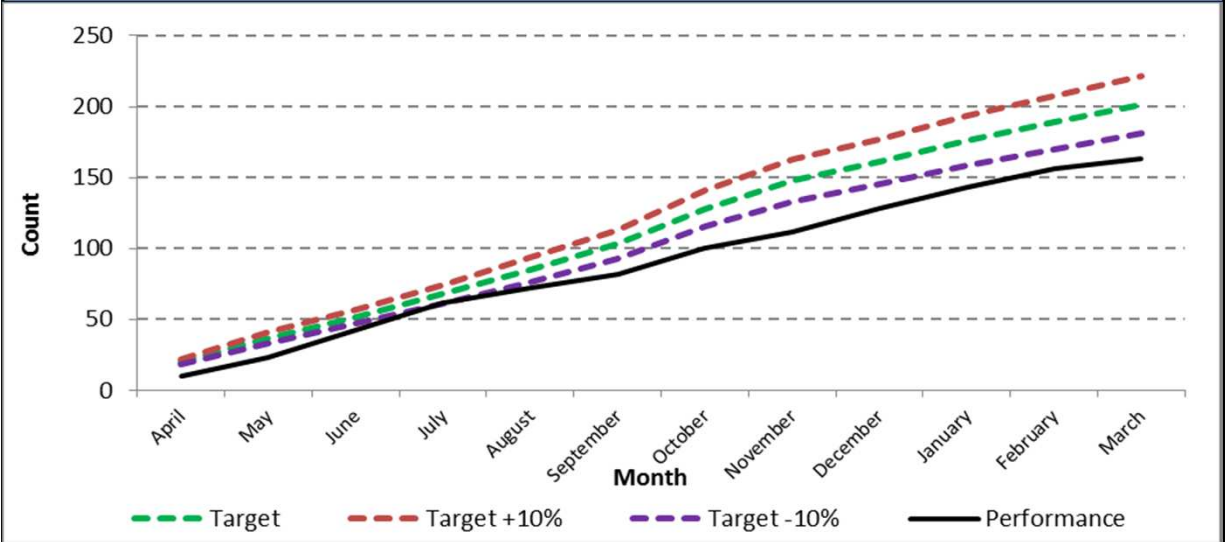


48 Number of deliberate dwelling fires in occupied properties

Service Plan Target **201** Progress to Date **163**



Cumulative Performance



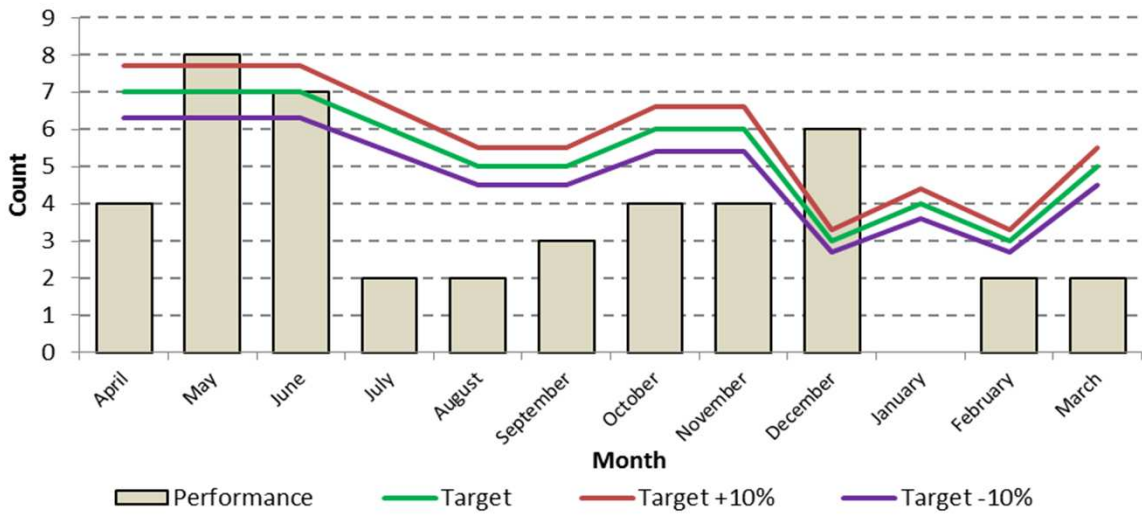
48a Number of deliberate dwelling fires in unoccupied properties

Service Plan Target

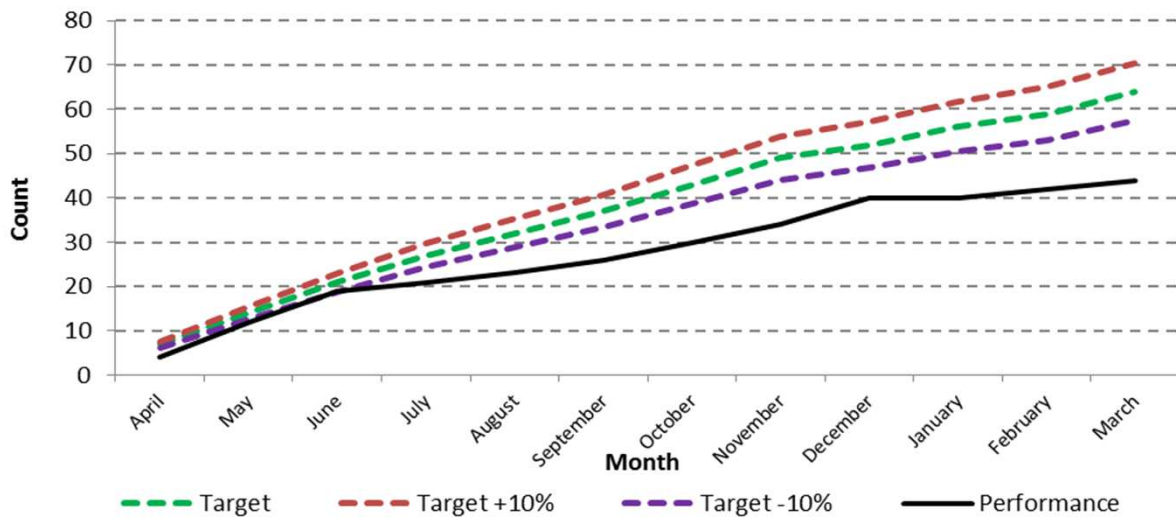
66

Progress to Date

44

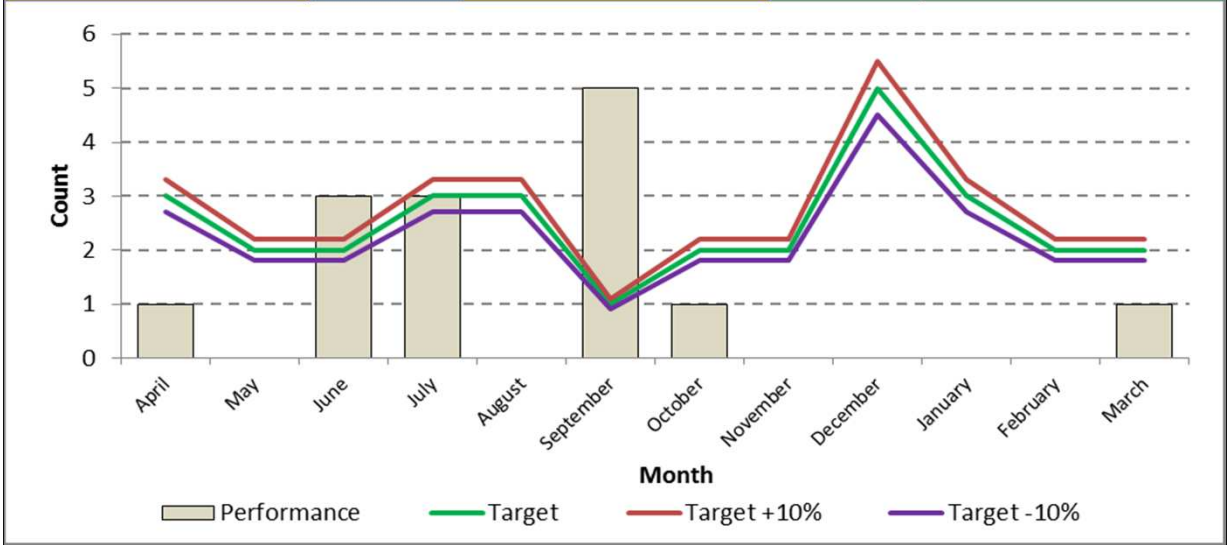


Cumulative Performance

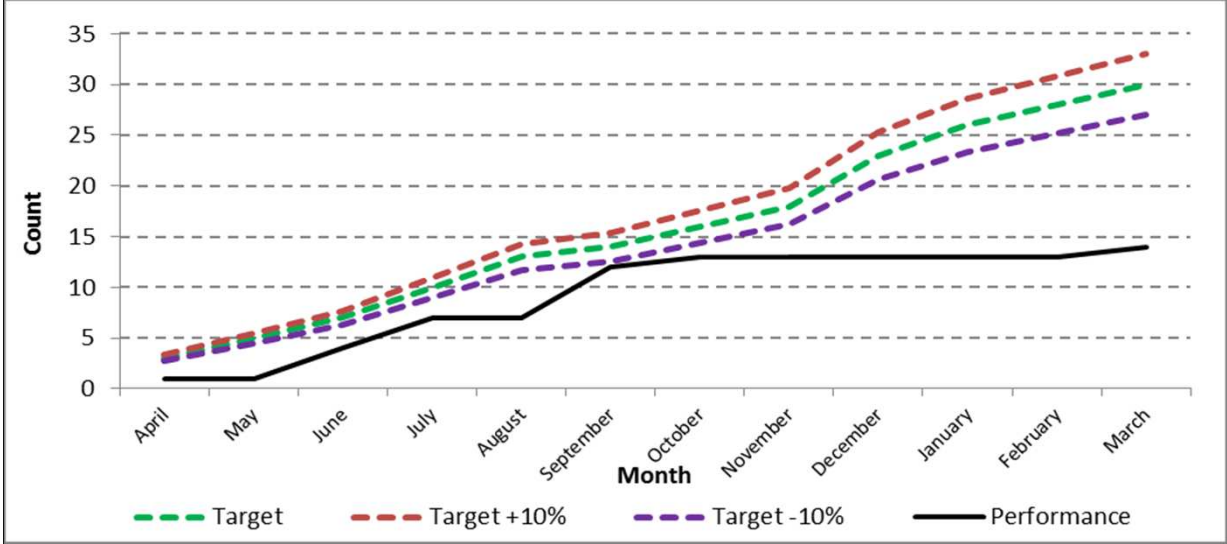


50 Number of Injuries occurring in deliberate dwelling fires

Service Plan Target	31	Progress to Date	14
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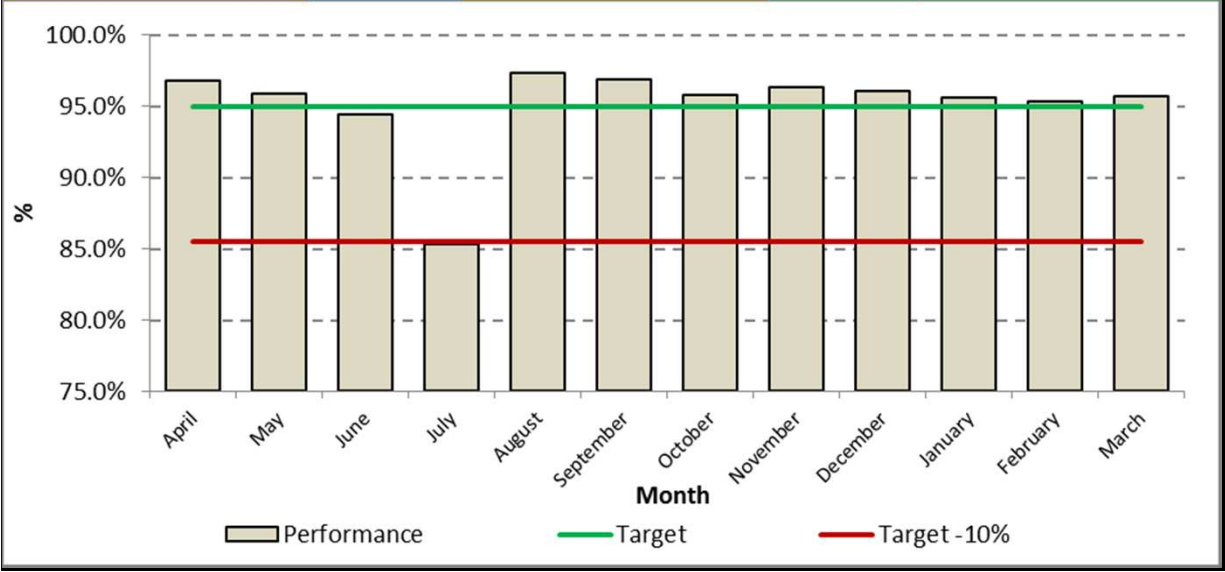


Cumulative Performance



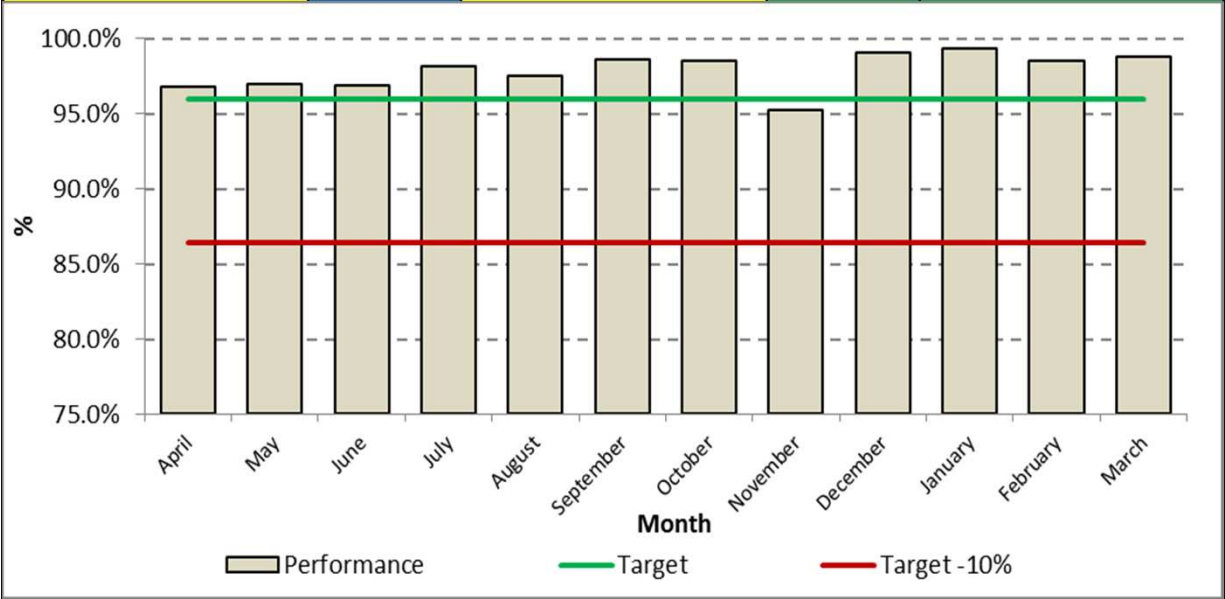
129 Alert to Mobile in under 1.9 minutes

Service Plan Target **95%** Progress to Date **95.00%**



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

Service Plan Target **90%** Progress to Date **97.70%**



Non Domestic Property

KPI 19 Number of deliberate fires in non domestic premises
KPI19a Number of accidental fires in non domestic premises

Commentary

KPI 19a	Deliberate fires in prisons continue to be a problem. Overall there have been 7 more non domestic property fires this year than last. Of the 93 incidents 36 were in prisons double last years figure of 17. This is being addressed with the prisons and the Crown Estates but the problem on Merseyside is not as high as prisons in other areas of the country.
KPI 19	Accidental non domestic property fires are within target with 218 incidents this year compared to 227 in 13/14.
LPI 20	Fire Protection Officers are completing an average of 10.8 fire safety audits per month with business owners.
LPI 142 LPI 143	Annual indicators 142 and 143 report that 100% of COMAH on site exercises and off site plan reviews have been completed this year.

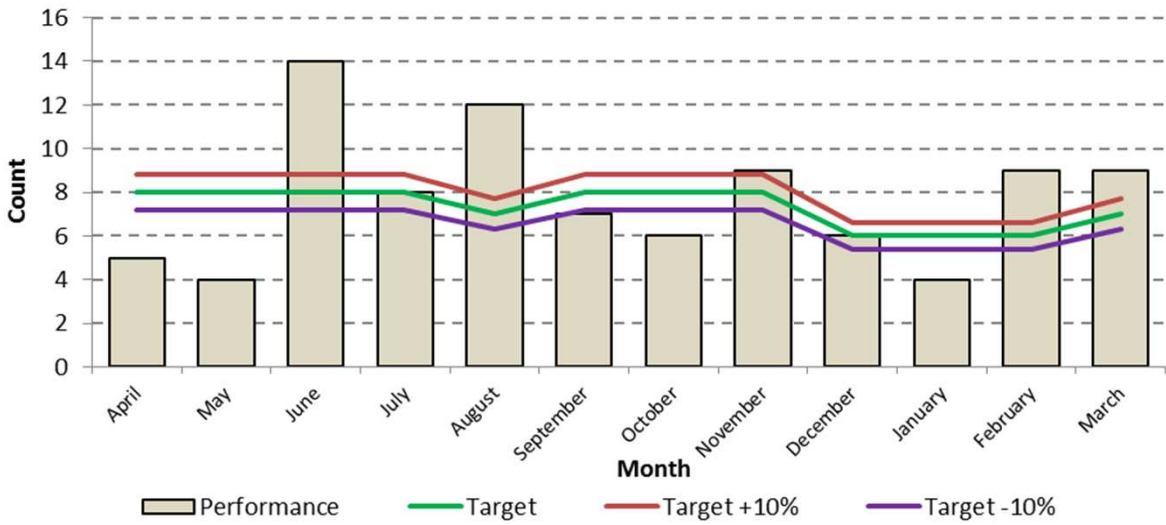
19 Number of deliberate fires in non domestic premises

Service Plan Target

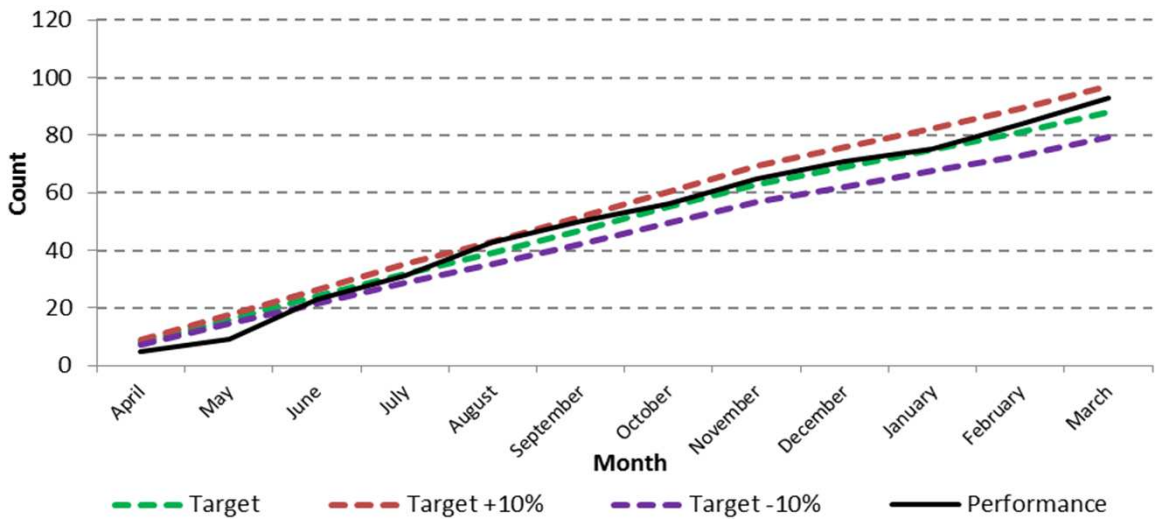
87

Progress to Date

93



Cumulative Performance



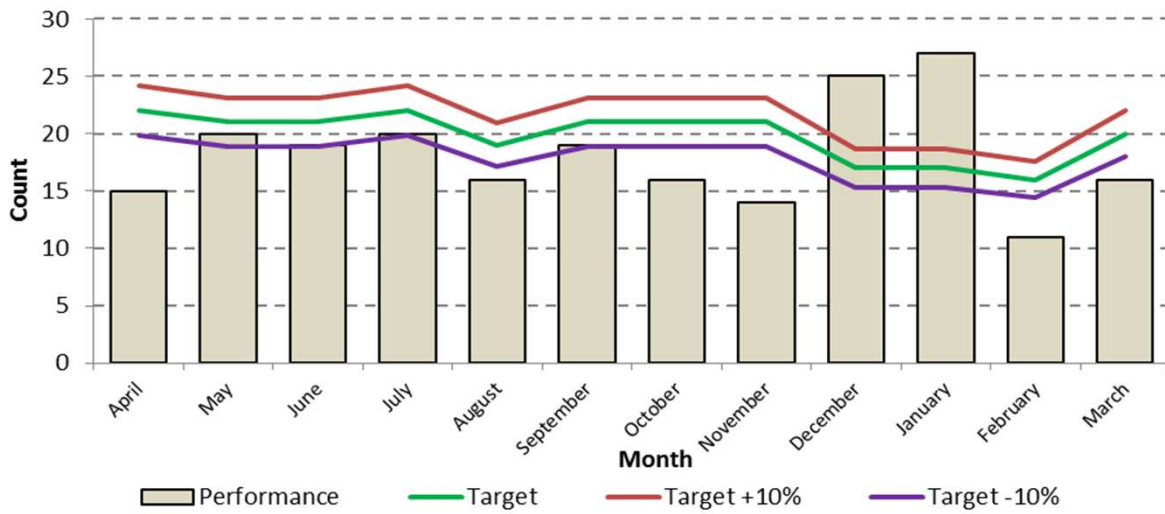
19a Number of accidental fires in non domestic premises

Service Plan Target

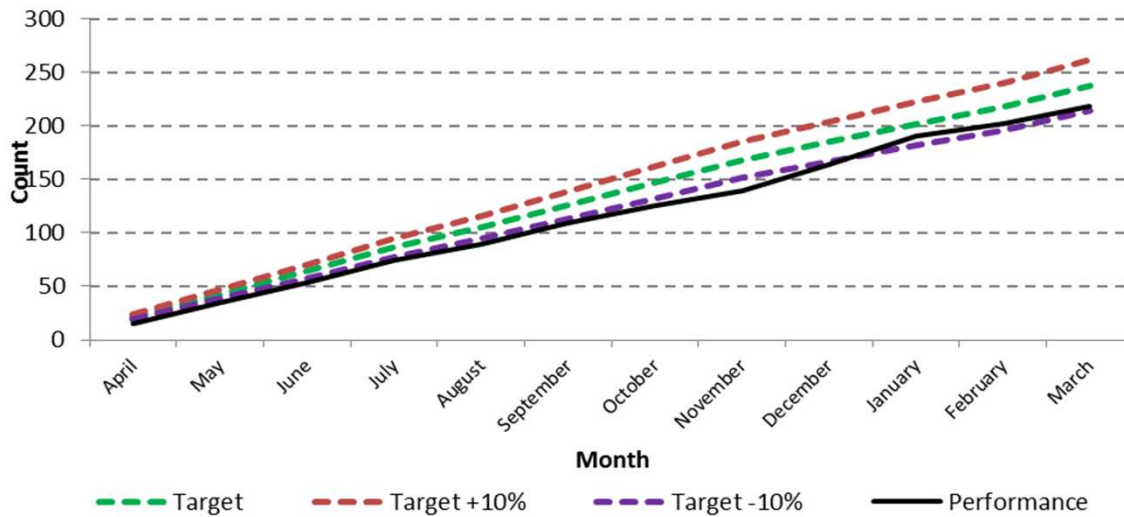
239

Progress to Date

218



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	There have been 1210 fewer deliberate anti social behaviour fires (small) during 2014/15 (3917) than in 2013/14 (5127). This is 1145 below the annual target of 5062 incidents.
KPI 61a	Deliberate vehicle fires (503) are within 10% of target (489). Birkenhead, Upton, Wallasey, Crosby, Southport and Kensington have seen a relatively large increase in incidents this year. This is thought to be due to criminality using fire in most districts of Merseyside, apart from Knowsley
LPI 10a	87% of young people on youth engagement courses such as Beacon and Fire Cadets continue to complete the course.

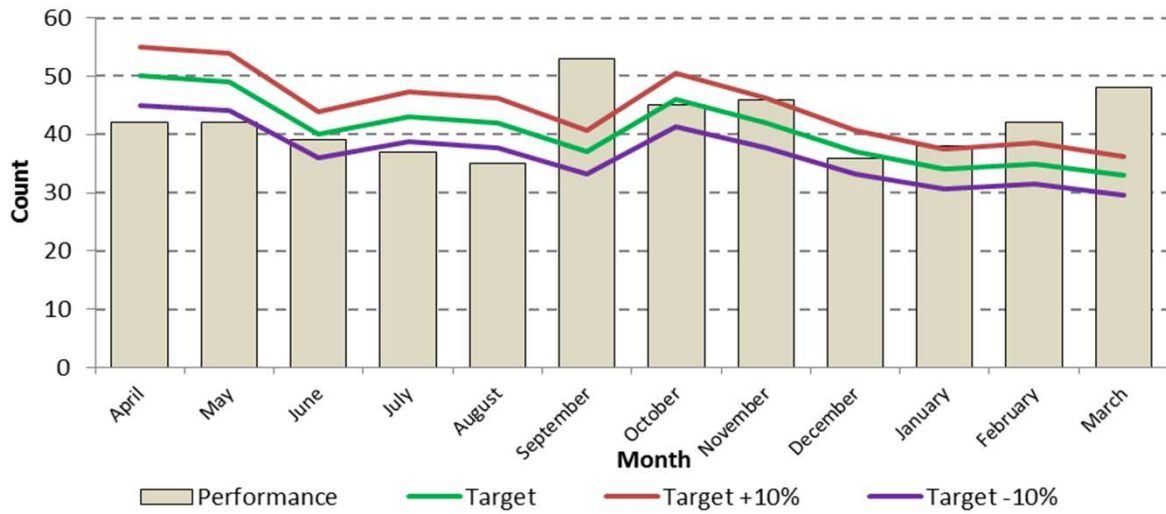
61a Number of deliberate vehicle fires

Service Plan Target

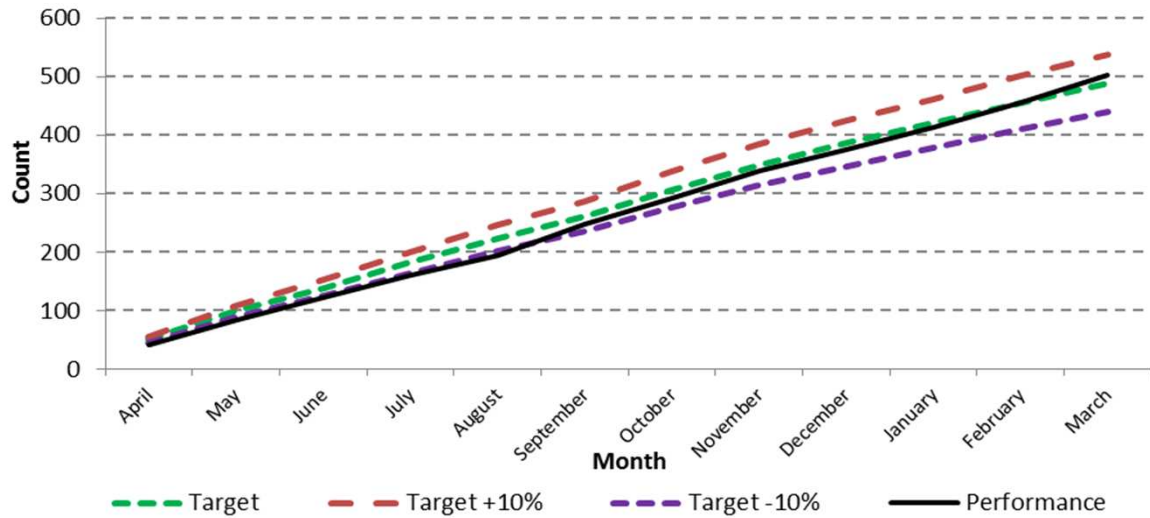
489

Progress to Date

503



Cumulative Performance



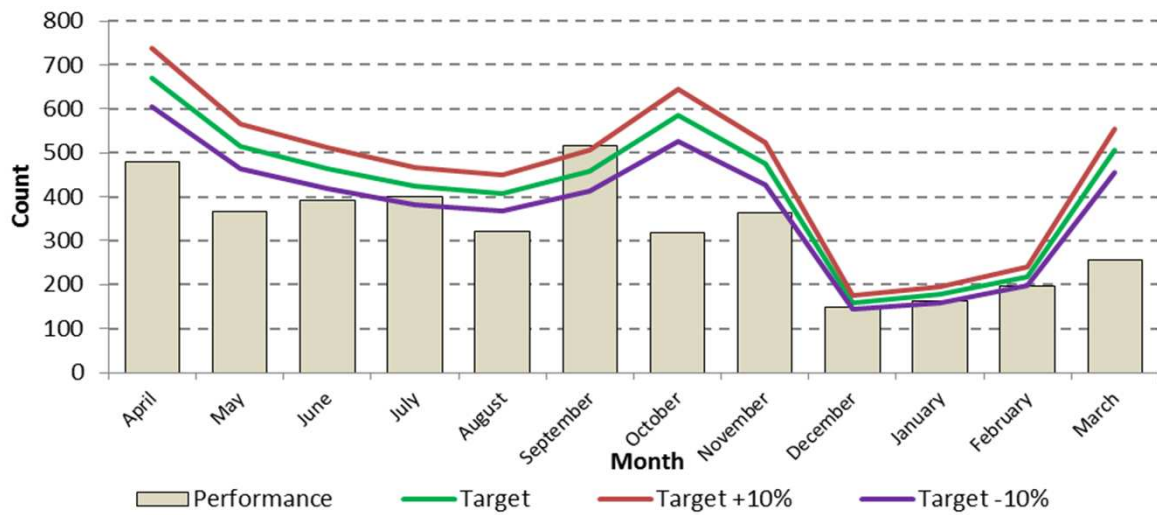
61b Number of deliberate ASB fires (small)

Service Plan Target

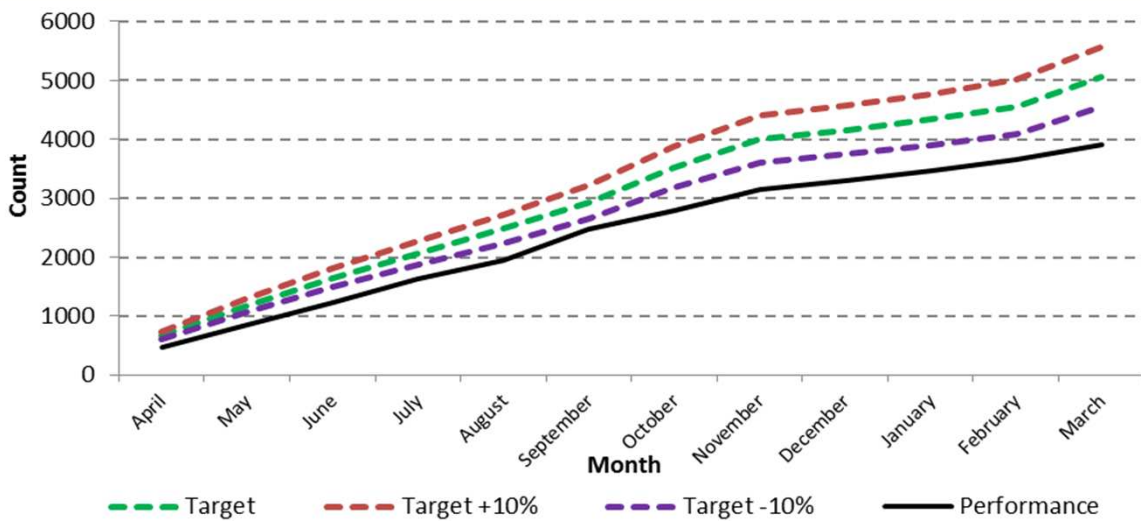
5062

Progress to Date

3917

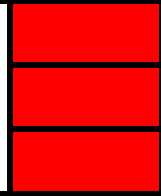


Cumulative Performance



Road Traffic Collisions

KPI 36 Number of road traffic collisions (RTC's)
 Total number of injuries attended at RTC's
 KPI 42a Number of fatalities in RTC's



Commentary

KPI 36	Quarter 4 saw fewer RTC's than the preceeding quarters in 2014, with 122 incidents compared to 178 in quarter 3 and 148 in quarter 2. However 958 more RTC's in 2014/15 (4440) compared to 2013/14 (4386). No specific district can be highlighted as a hotspot with all districts, aside from Knowsley exceeding targets for RTC's this year.
KPI 40	Injuries in RTC's were also considerably lower in quarter 4 with 79 injuries recorded as opposed to 142 in quarter 3.
KPI 42a	Sadly there were 5 more fatalities in RTC's in 2014/15 with 11 recorded fatalities compared to 6 last year.
LPI 120 LPI 120B	RTC's involving service vehicles have lessened significantly this year with 56 incidents compared to 86 in 2013/14. The most notable reduction is in RTC's involving fire appliances during routine activity (25) with 9 less incidents than last year (34). "Stats 19" data will be soon be available from the Police to provide more information on RTC's. Data sharing arrangements have been completed

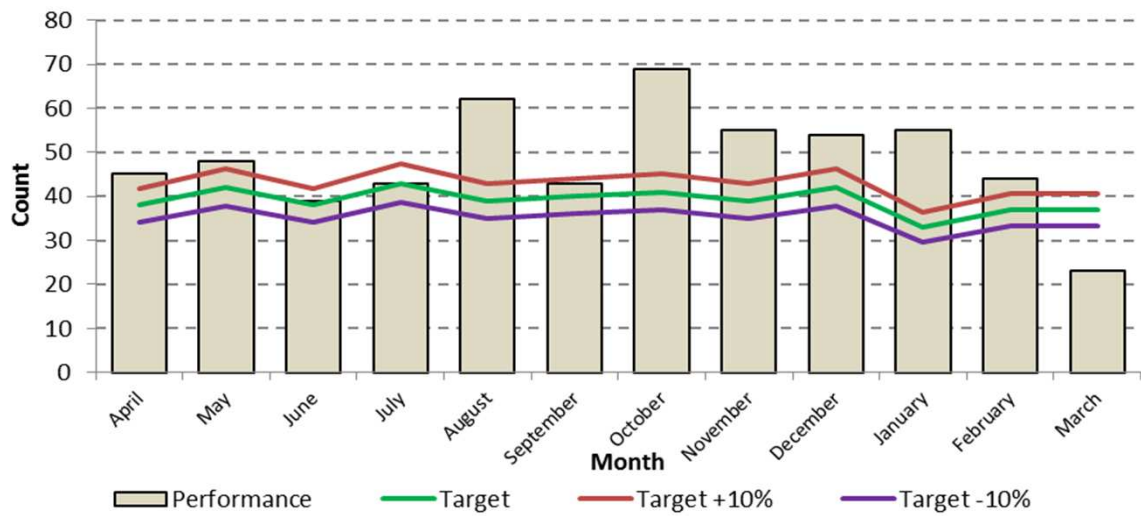
36 Number of Road Traffic Collisions (RTC)

Service Plan Target

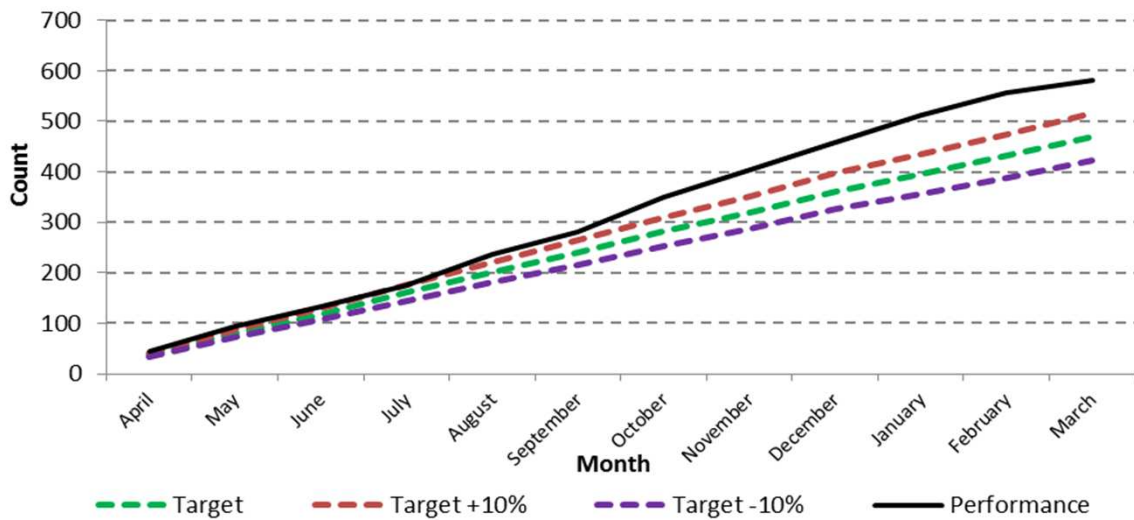
468

Progress to Date

580

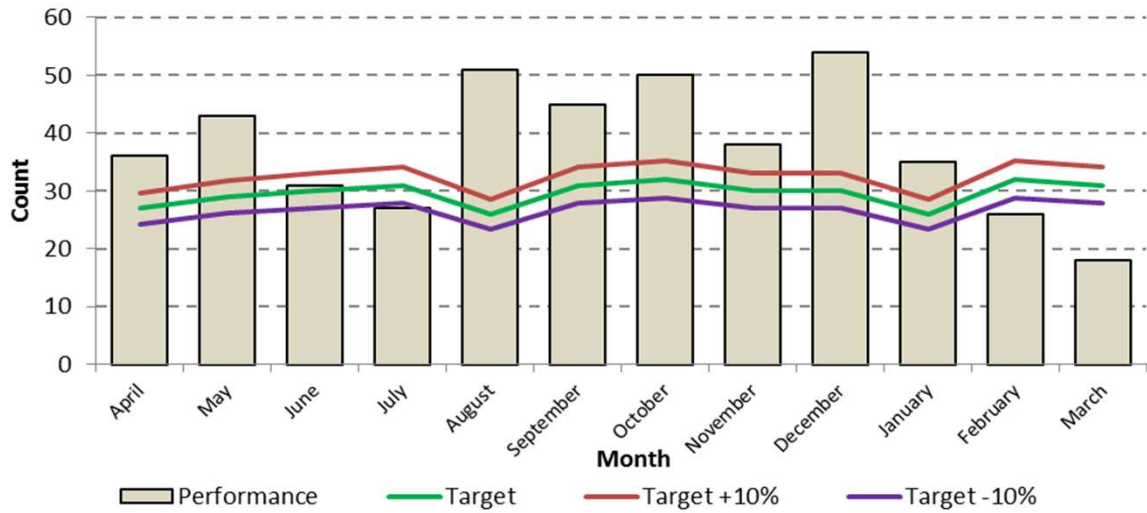


Cumulative Performance

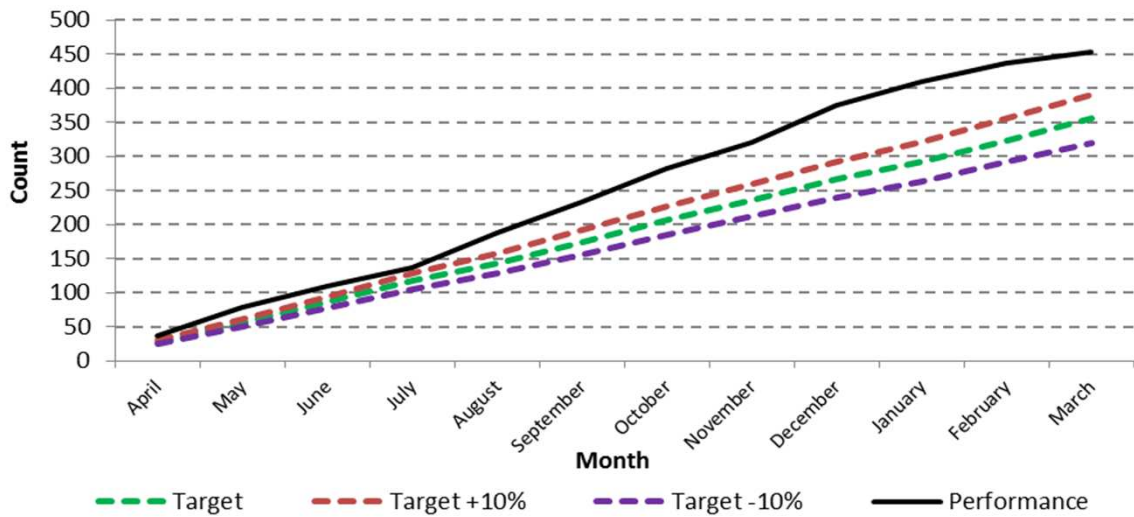


Total Number of Injuries attended at Road Traffic Collisions

Service Plan Target	355	Progress to Date	454
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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 At the end of 2014/15 4440 false alarm calls had been attended by MFRS crews. This is within 10% of the overall target of 4290 and 54 more incidents attended in 2013/14.

LPI 52 There were 24 fewer Malicious false alarms in 2014/15 (179) than in 2013/14 (203)

KPI 53 False alarms due to automatic fire alarm equipment (563) were within 10% of the annual target (555) but considerably less than 2013/14 when there were 862 incidents attended. This is a significant difference of 299 less incidents.

A 3 level challenge for prolific offenders is to be introduced:

1. written challenge
2. visit by fire officer
3. visit by Station Manager

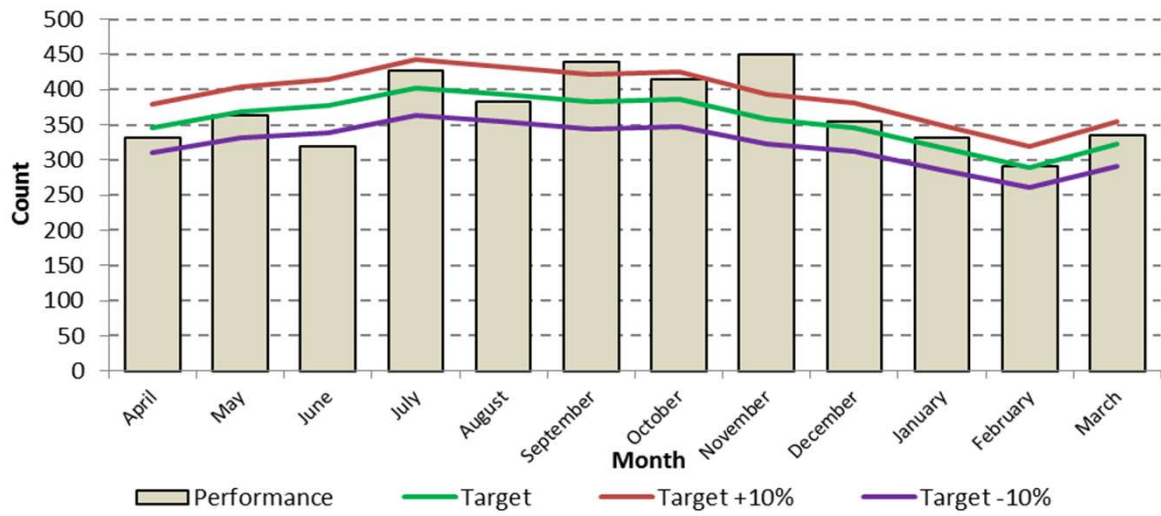
140 Total Number of False Alarms Attended

Service Plan Target

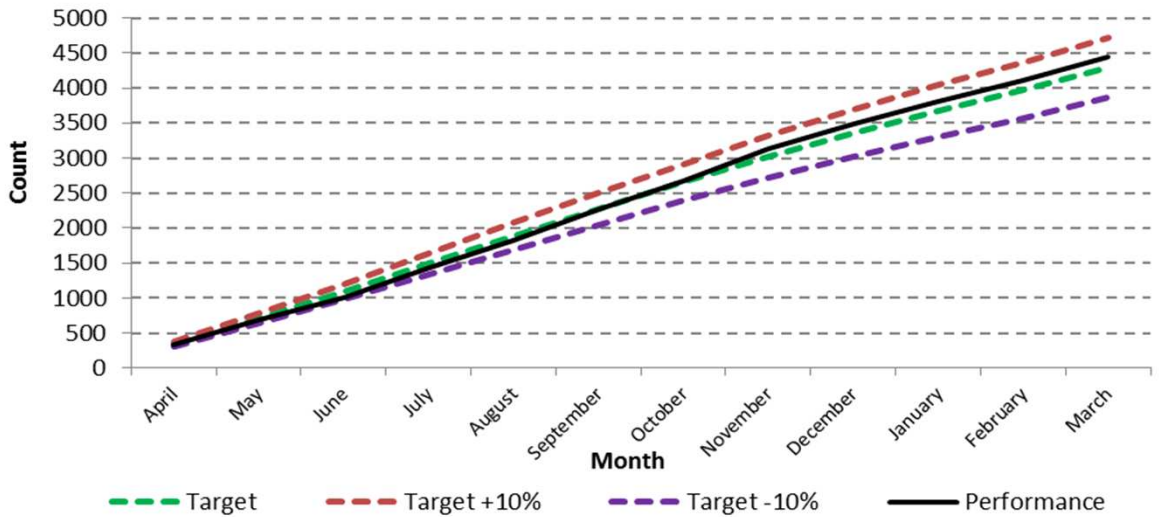
4290

Progress to Date

4440



Cumulative Performance



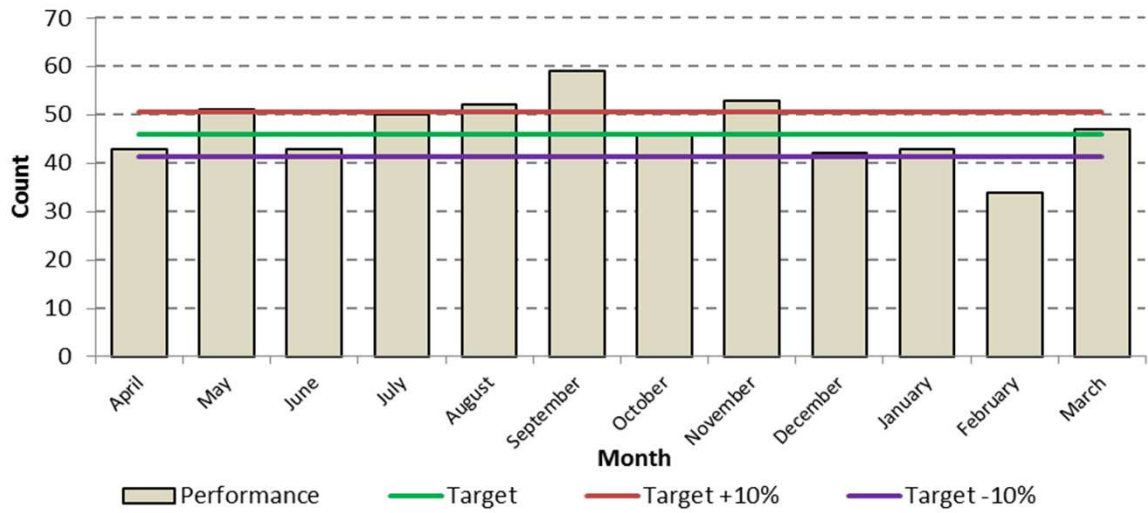
53 Number of false alarm calls due to automatic fire alarm equipment

Service Plan Target

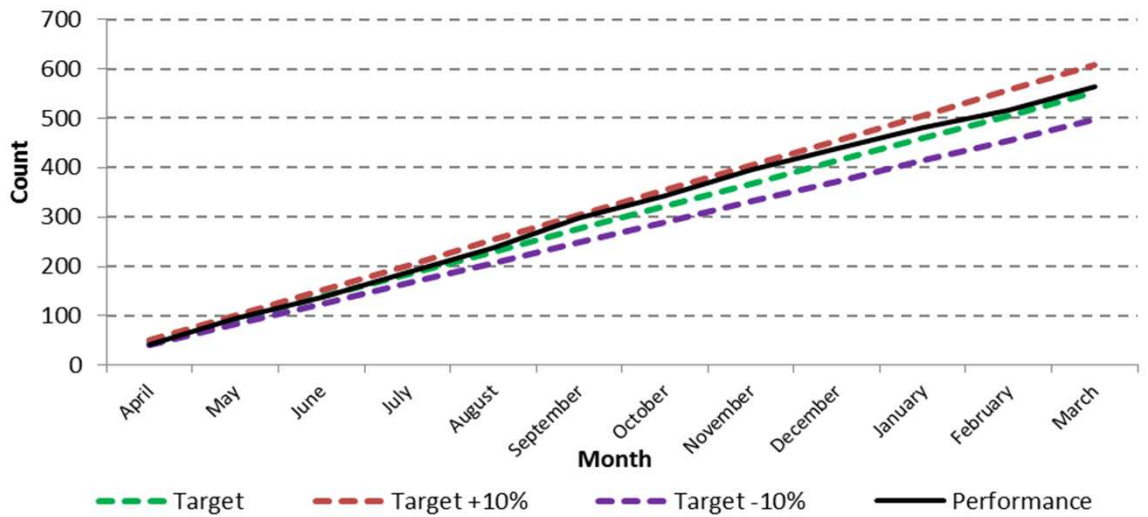
555

Progress to Date

563



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 98 The total number of operational staff injuries at 50 incidents exceeded the annual target of 40.

KPI 98A Of the 29 operational staff injuries 22 were at operational incidents, 6 at risk critical training, 1 involved a member of the Marine Rescue crew.

LPI 139 There were 7 fewer near miss reports this year (36) compared to 2013/14 (43).

LPI 131 82% of operational personnel attended all 5 core training courses.

LPI 132 91% of senior officers have completed an assessment of operational competence.

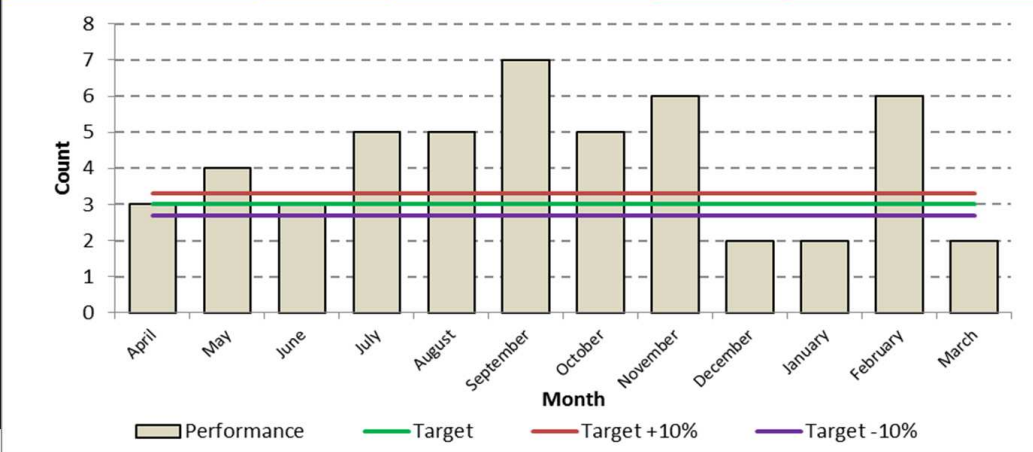
LPI 133 94% of operational staff have completed the online Safe Person Assessments.

LPI 130 91% completed the Learnpro online assessments.

Any shortfall in achieving the 100% targets has been due to staff sickness/absence and the variety of staffing systems (LLAR, 224, self rostering). A review of training delivery methodology was requested a couple of months ago with a view to providing options to address the issue of working patterns including the potential for day crewing/8 hr shifts.

98 Total Number of Operational Staff Injuries

Service Plan Target	40	Progress to Date	50
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Staff Sickness

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



Commentary

KPI 112	<p>Sickness for all staff at 8.88 has gradually improved over this quarter but is still considerably higher than the target of 7.54 days/shifts lost to sickness absence.</p> <p>All staff sickness absence for 2013/14 was 8.22 days/shifts lost compared to 8.88 for 2014/15.</p>
LPI 111a LPI 111b	<p>While LPI 111a grey book (uniformed) absence remained consistently higher than the target throughout the year, ending at 9.29. Green and red book staff absence (LPI 111b) has improved steadily from 9.33 shifts lost in the first quarter of 14/15 to 7.81 by the end of the year, getting much closer to achieving the 7.54 target.</p> <p>The introduction of the Conduct and Capability Policy on April 1st should contribute to a further improvement in sickness absence in 2015/16.</p>

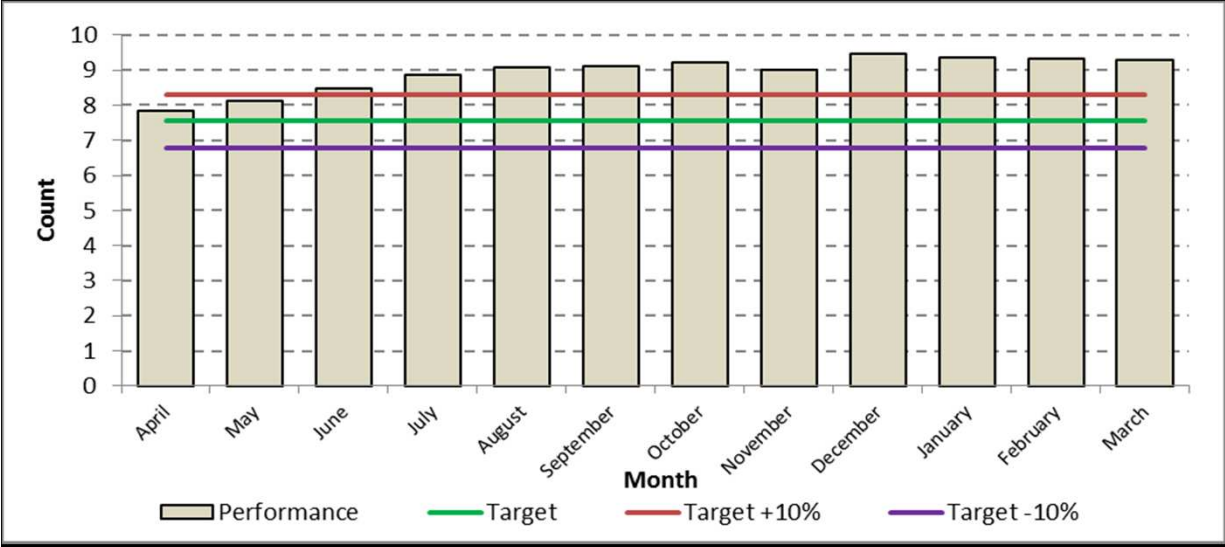
112 The number of working days/shifts lost to sickness absence per head, all personnel.

Service Plan Target	7.54	Progress to Date	8.88
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111A Number of working days/shifts lost to sickness per wholetime equivalent GREY book (operational) personnel.

Service Plan Target	7.54	Progress to Date	9.29
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111B Number of working days/shifts lost to sickness per wholetime equivalent GREEN & RED book (non uniformed) personnel.

Service Plan Target	7.54	Progress to Date	7.81
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