

Service Delivery Plan 3rd Quarter 2015/16

Total Fires Attended

Dwelling Fires

Non Domestic Fires

Anti Social Behaviour

Road Traffic Collisions

False Alarms

Health & Safety

Sickness Absence

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.

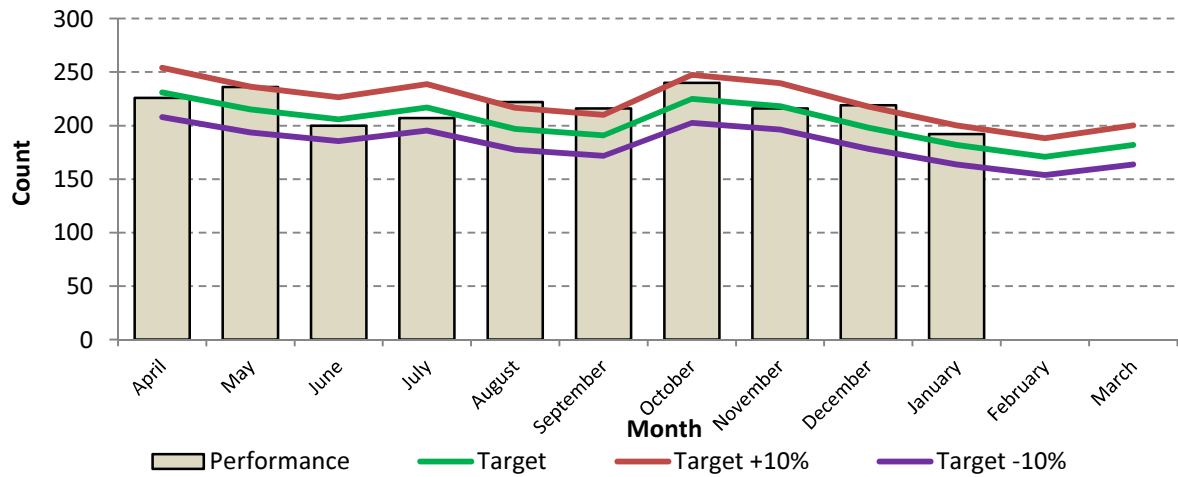
66 Number of Primary Fires Attended

Service Plan Target

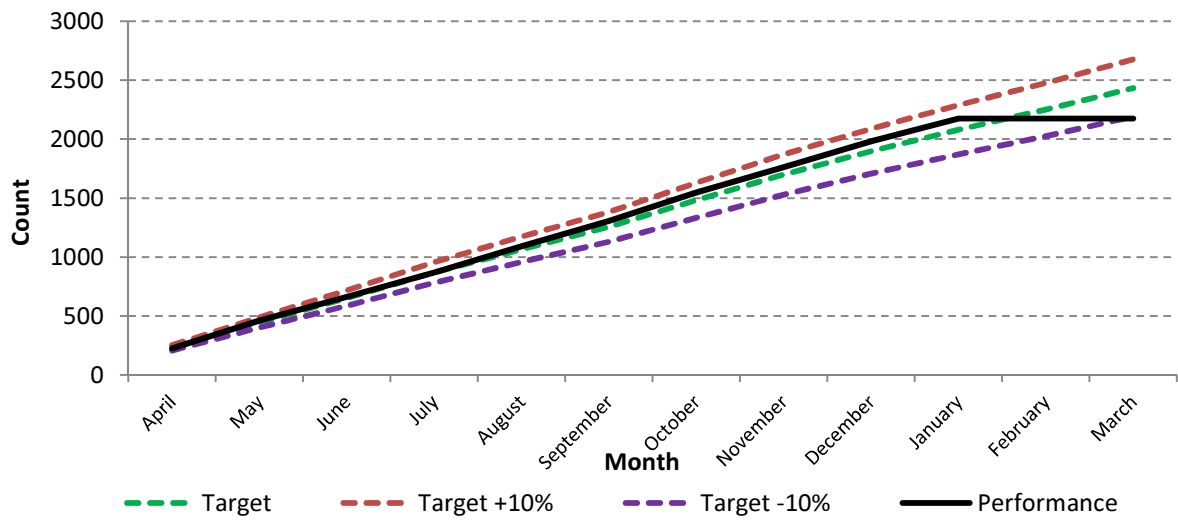
2434

Progress to Date

1952



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	Despite a spike in accidental dwelling fires in October (99) the of 817 was met with 787 incidents attended. In November there were 74 incidents against a seasonally adjusted target of 97 and in December 80 against a target of 110.
KPI 45	Sadly there were 2 fatalities in accidental dwelling fires in November (in Seacombe in a single incident) and a further 2 in December (88 year old female in Liverpool and an 88 year female in Wirral) bringing the total to date to 12.
KPI 46	Injuries in accidental dwelling fires (83) were 11 less than last year (94) and 6 less than the target of 89.
KPI 48	There were 133 deliberate dwelling fires in occupied properties by December 2015. This is below the target of 135 and 7 less incidents than in quarter 2 (49).
KPI 48a	By December 2015 there had been 40 deliberate dwelling fires in unoccupied property but with 11 in quarter 3 compared to 14 in quarter 2 the target for this indicator was achieved.
KPI 49	There have been no deaths as a result of deliberate dwelling fires. Injuries at 13 to date are 8 less than target.
KPI 50	
LPI 4	34798 HFSC's were carried out by stations, Fire Support Network and prevention staff. 25230 of this number were completed by operational crews, 6057 by Fire Support Network and the remainder (3511) were high risk visits carried out by Prevention staff on districts
KPI 47	Accidental dwelling fires were confined to room of origin on 92.6% of occasions against the target of 92% for the first time this year. Performance has gradually improved from 92.3% in October to 97.5% in December.
LPI 129	Appliances were mobile to incidents within 1.9 minutes on 96.6% of turnouts against a target of 95%, achieving this target every month.
LPI 55	Fire control answered 999 calls within 10 seconds on 98.2% of occasions.
KPI 137	The attendance standard of the first attendance of an appliance at life risk incidents within 10 minute was met on 95.7% of mobilisations. The target is 95%.

Dwelling Fires

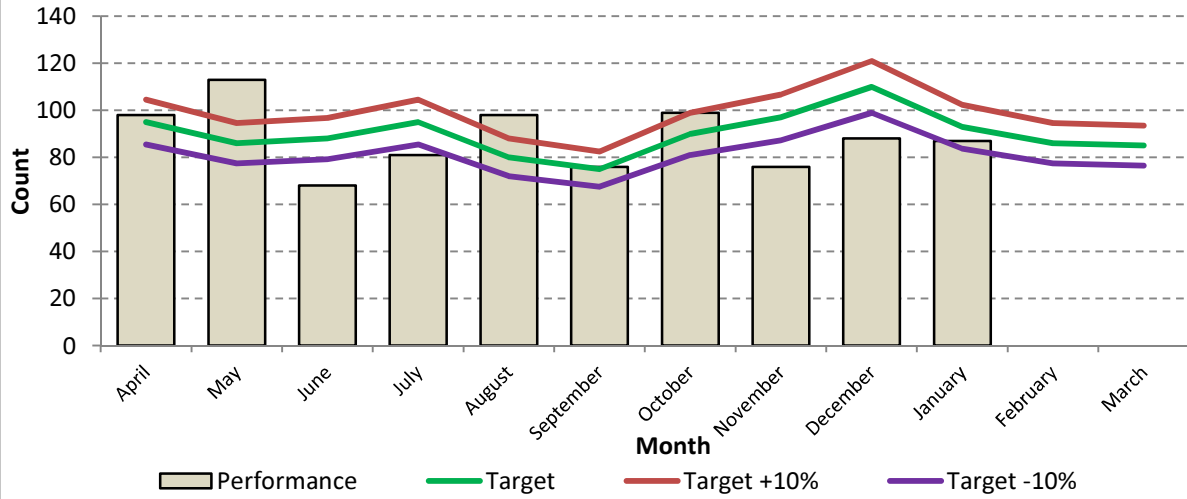
44 Number of accidental fires in dwellings

Service Plan Target

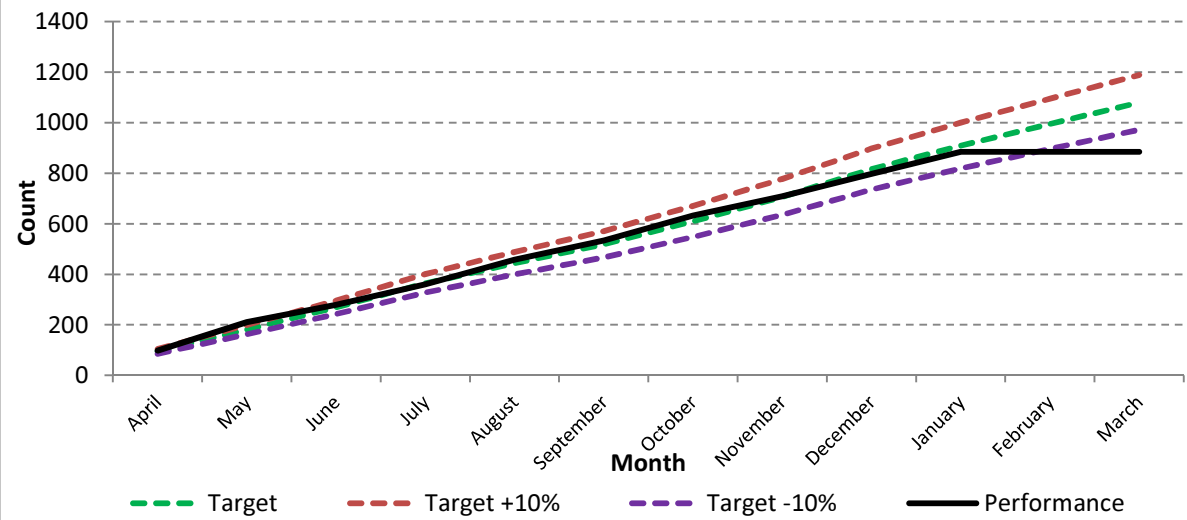
1082

Progress to Date

787



Cumulative Performance



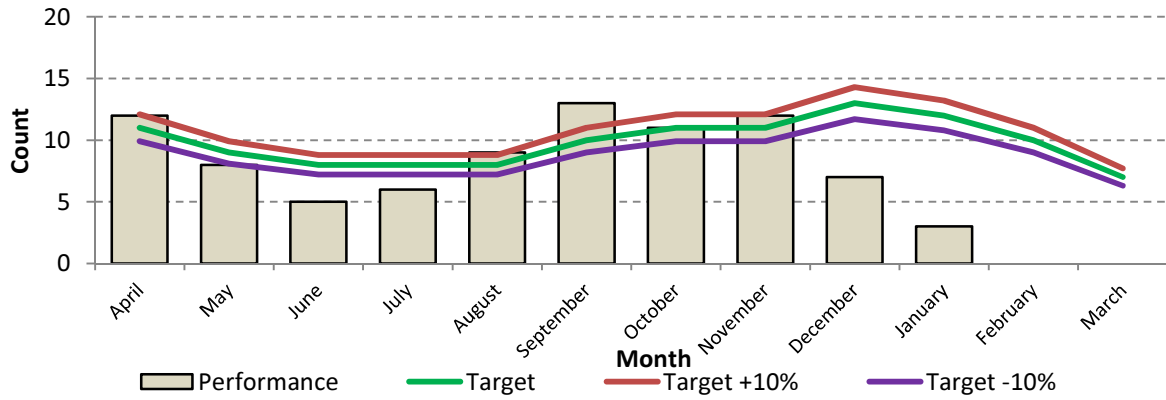
46 Number of injuries from accidental dwelling fires

Service Plan Target

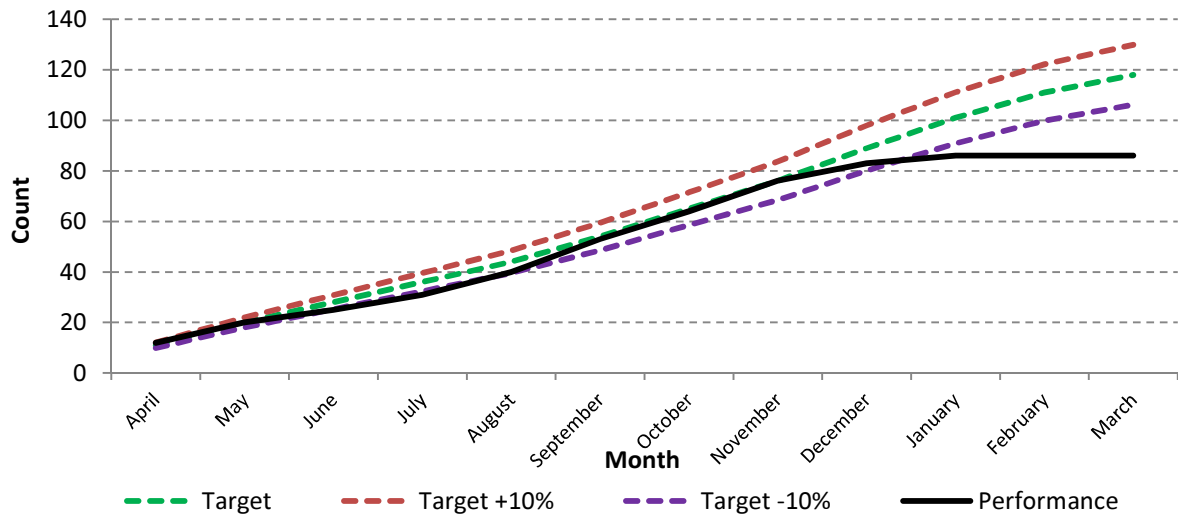
118

Progress to Date

83

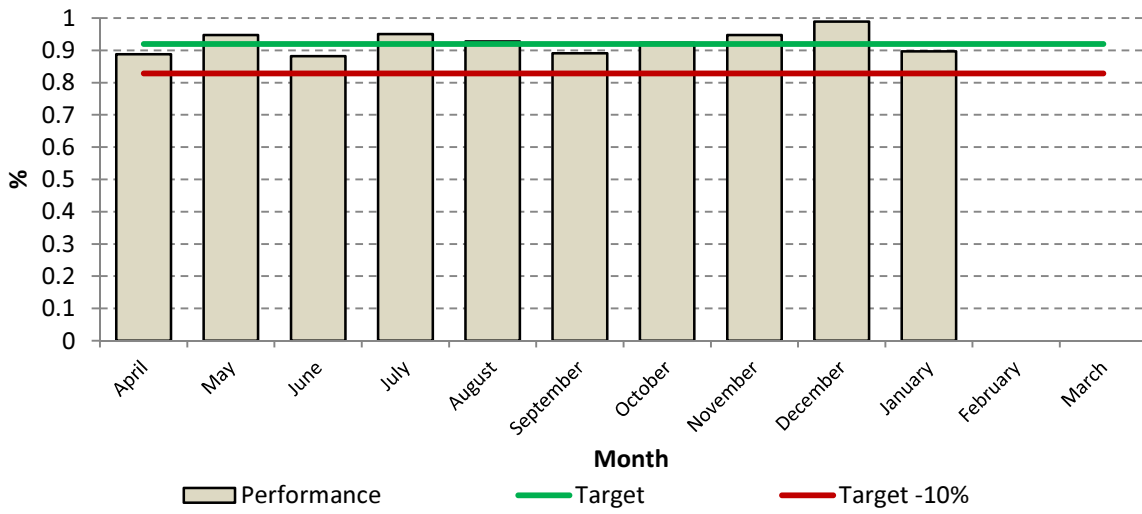


Cumulative Performance



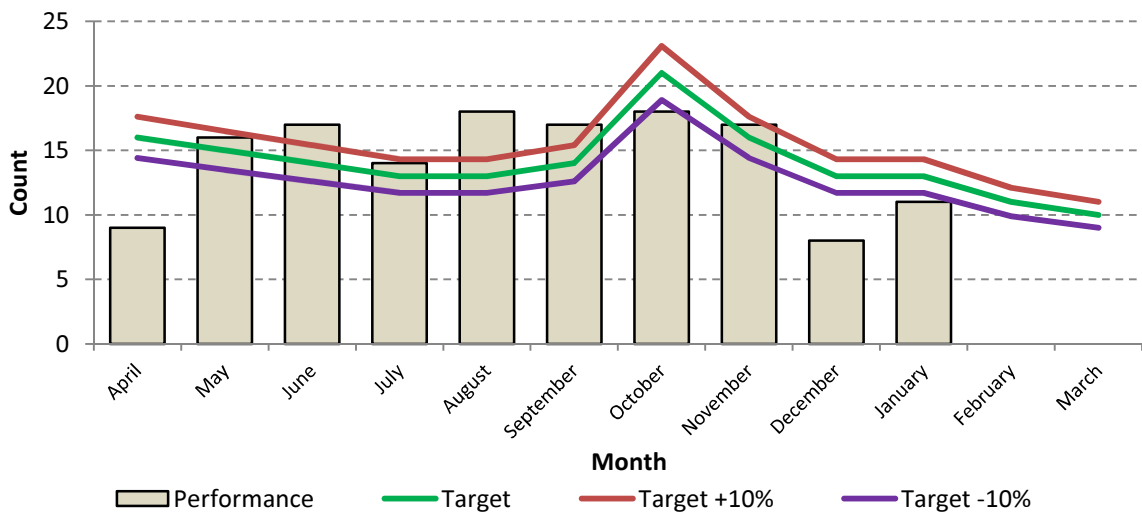
47 Percentage of accidental dwelling fires confined to room of origin.

Service Plan Target **92%** Progress to Date **92.60%**

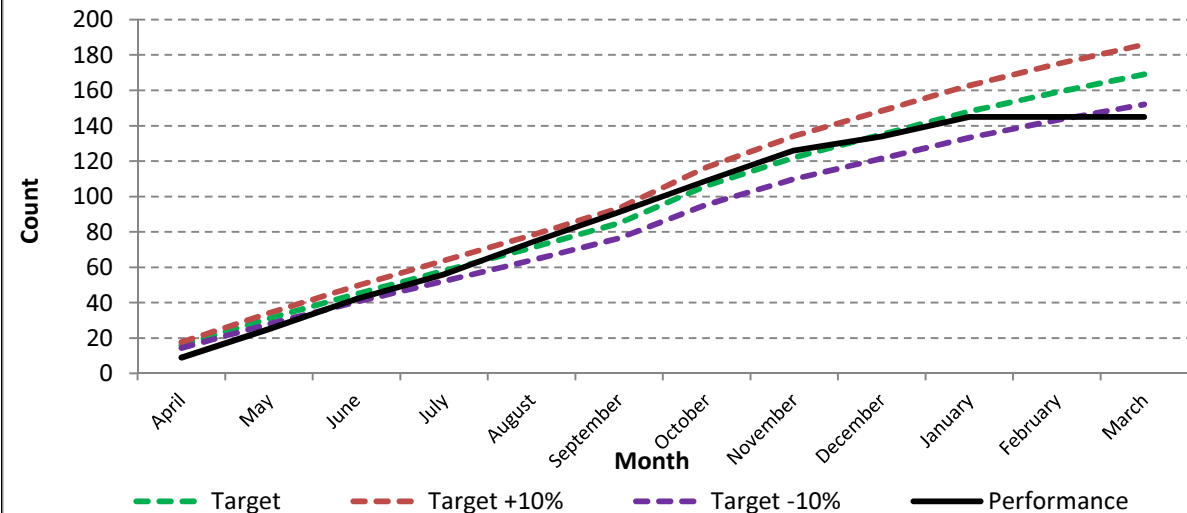


48 Number of deliberate dwelling fires in occupied properties

Service Plan Target **169** Progress to Date **133**



Cumulative Performance



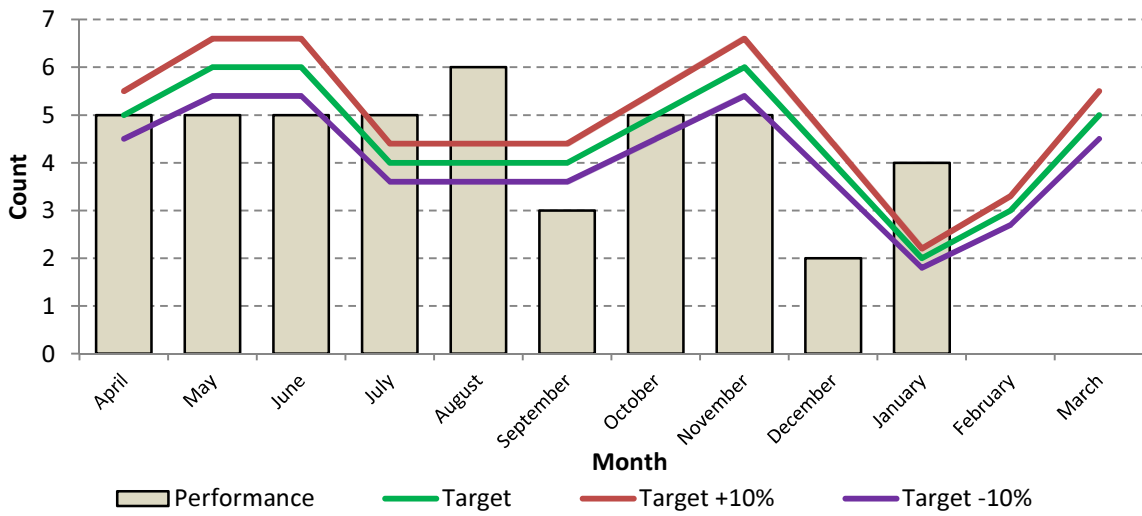
48a Number of deliberate dwelling fires in unoccupied properties

Service Plan Target

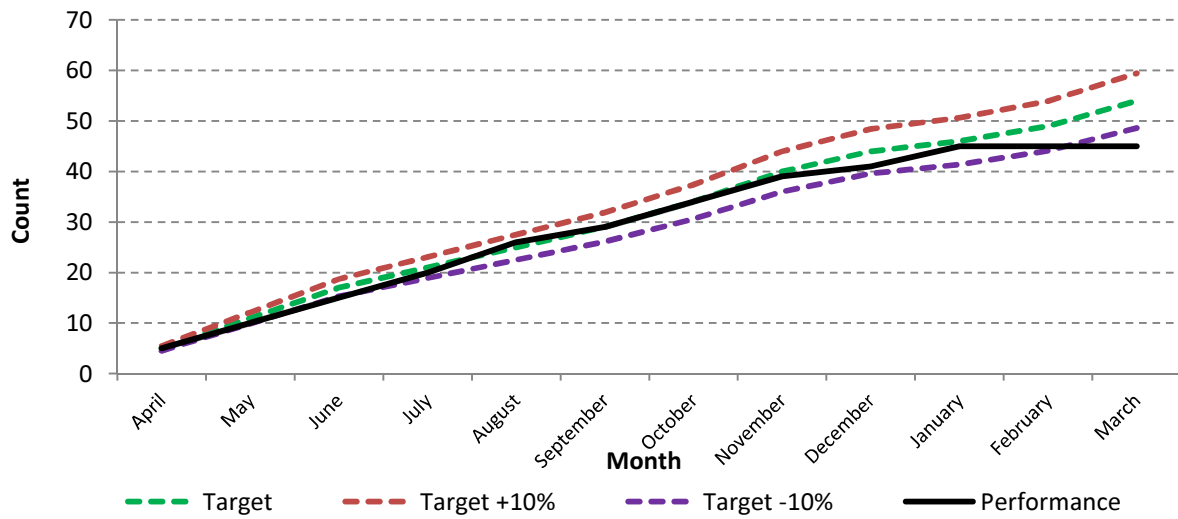
52

Progress to Date

40



Cumulative Performance



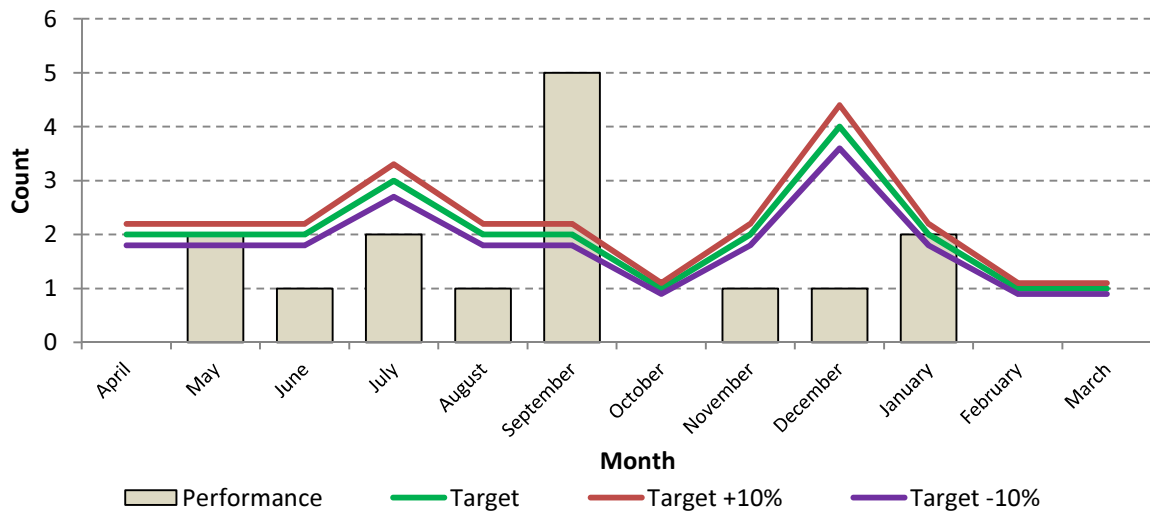
50 Number of Injuries occurring in deliberate dwelling fires

Service Plan Target

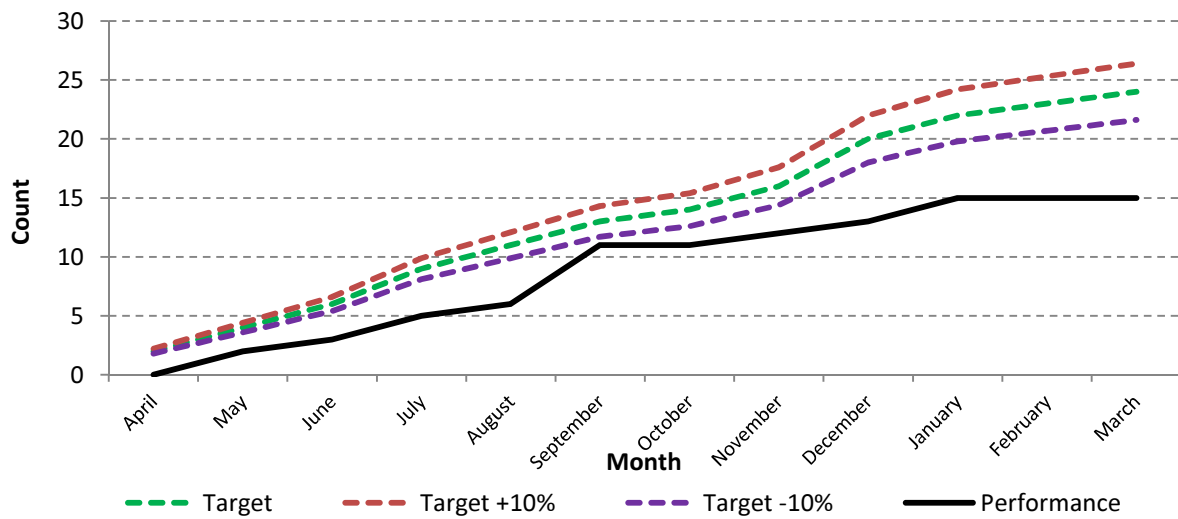
26

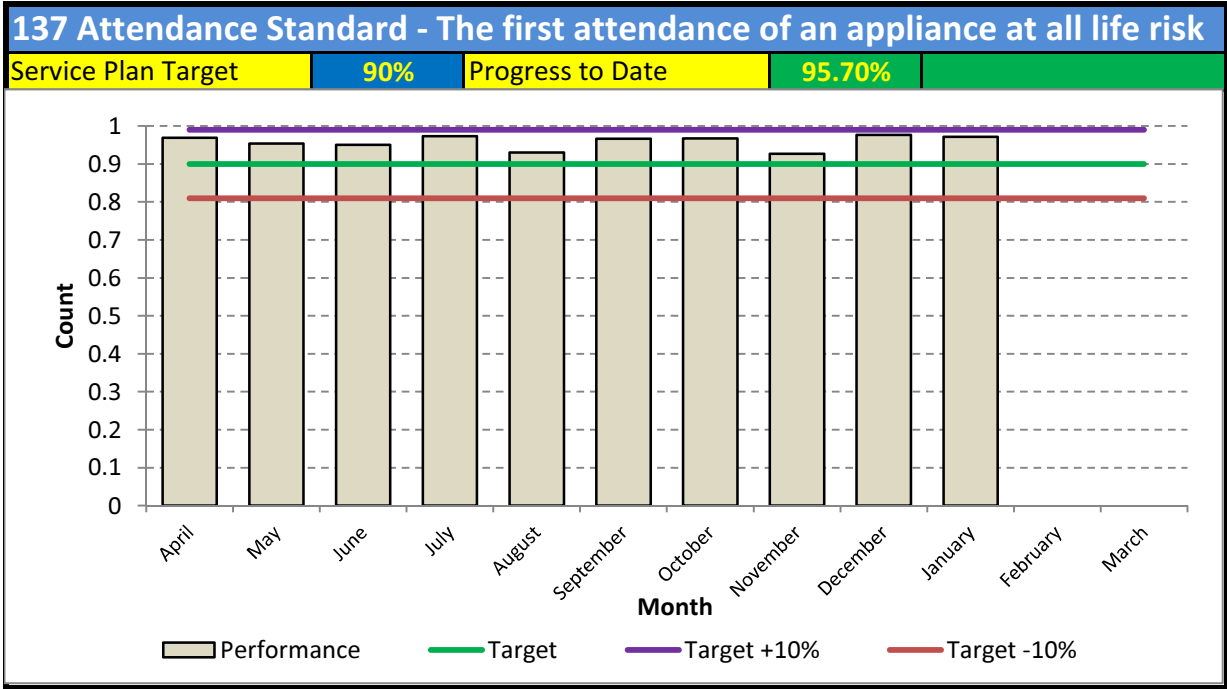
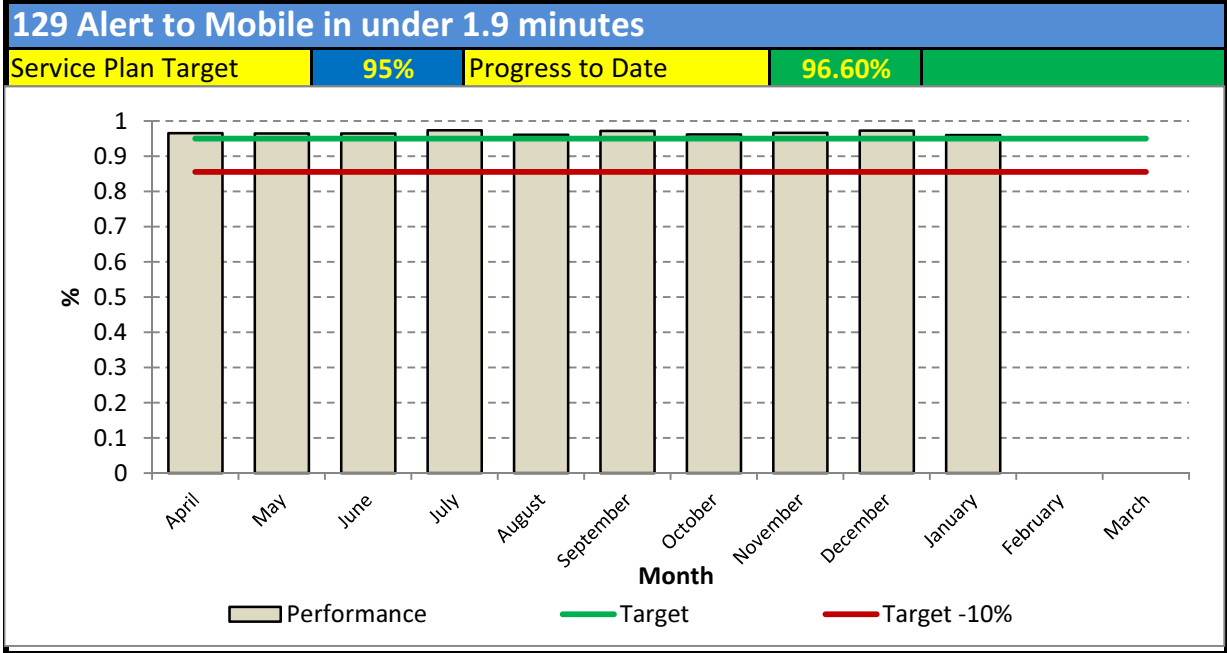
Progress to Date

13



Cumulative Performance





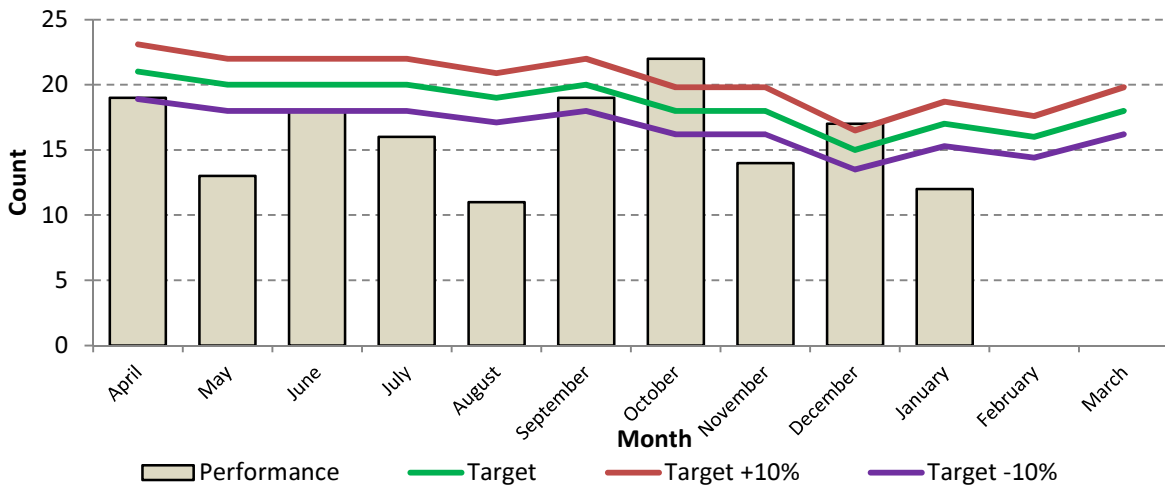
19a Number of accidental fires in non domestic premises

Service Plan Target

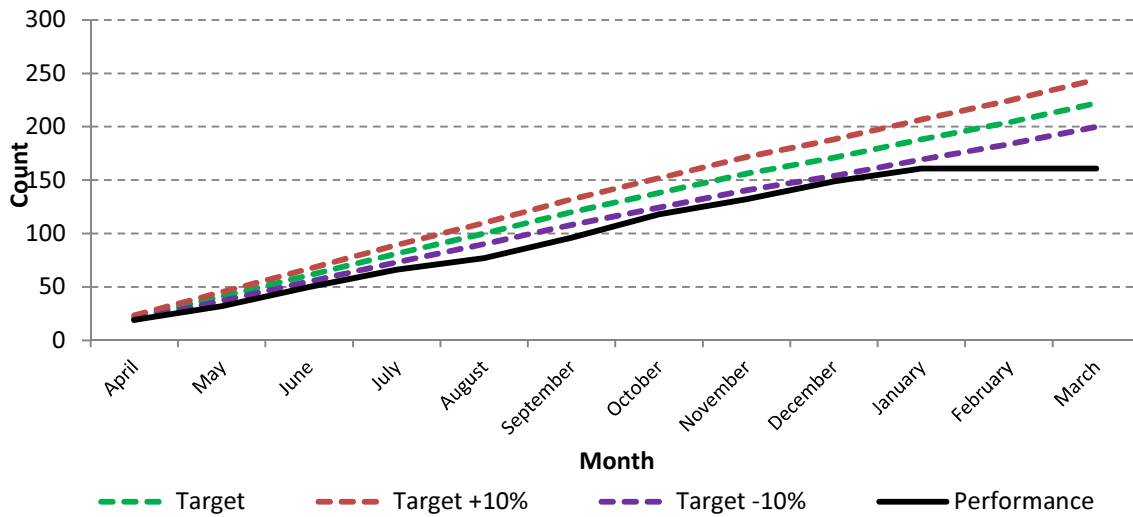
223

Progress to Date

148



Cumulative Performance



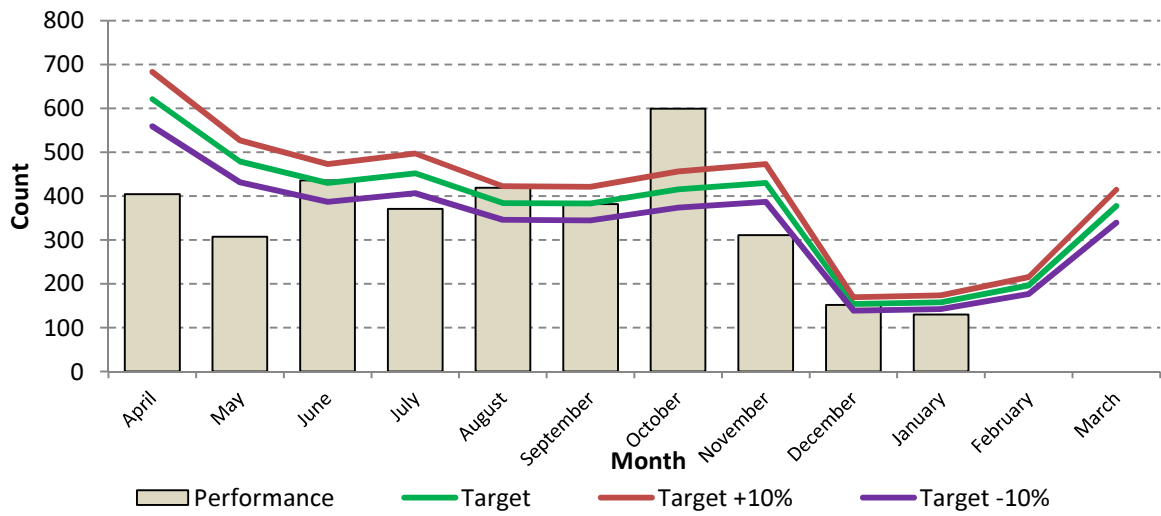
61b Number of deliberate ASB fires (small)

Service Plan Target

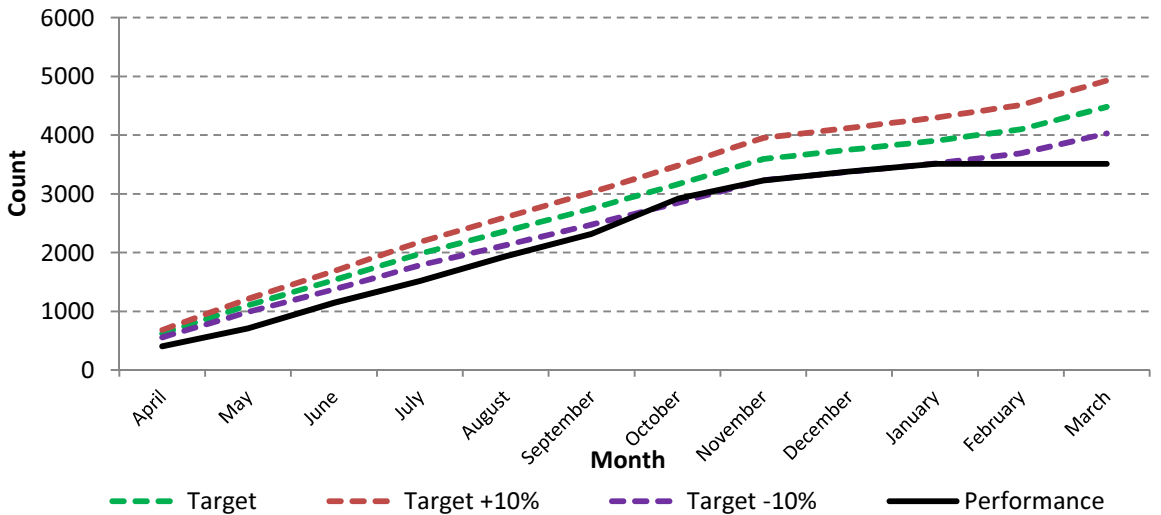
4481

Progress to Date

3359



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

KPI 36

There were 406 road traffic collisions by the end of quarter 3. This is 52 less incidents than at this time last year and 6 incidents below target.

KPI 40

The total number of injuries at RTC's attended at 268 were 70 under the target of 338 and 107 less than this period in 2014/15.

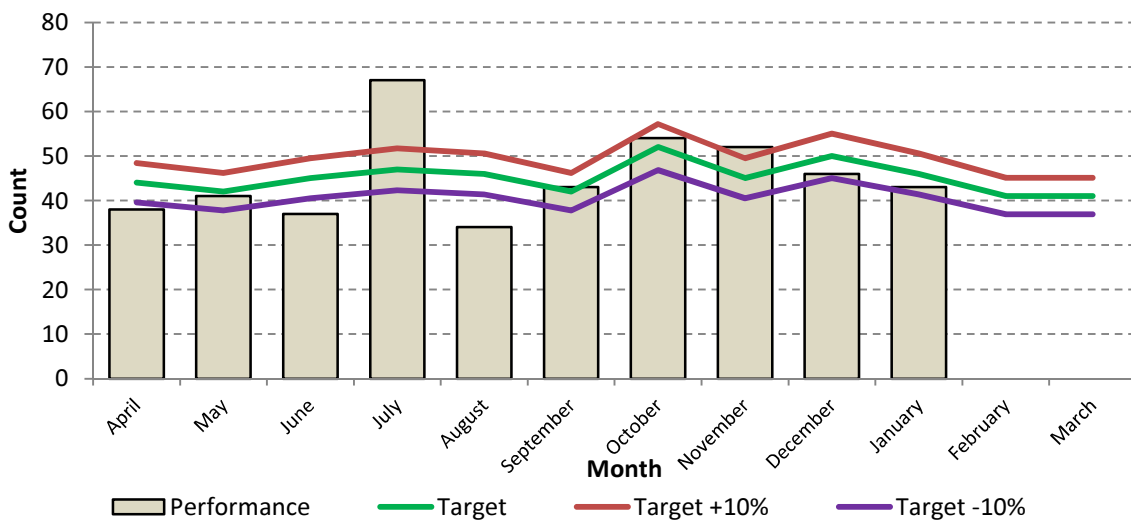
36 Number of Road Traffic Collisions (RTC)

Service Plan Target

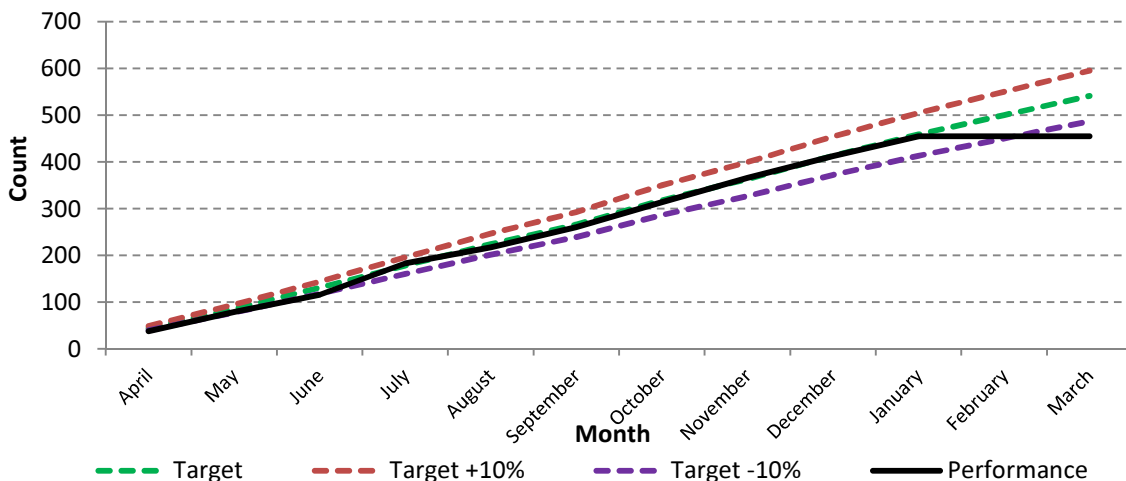
541

Progress to Date

406



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

KPI 140 Crews attended 3508 false alarms which is within 10% of target (3353). Each month the number of false alarms attended decreased from 447 in October to 332 in December.

LPI 52 The number of malicious false alarms attended (149) were on target (149) despite the monthly targets not being met each month this quarter.

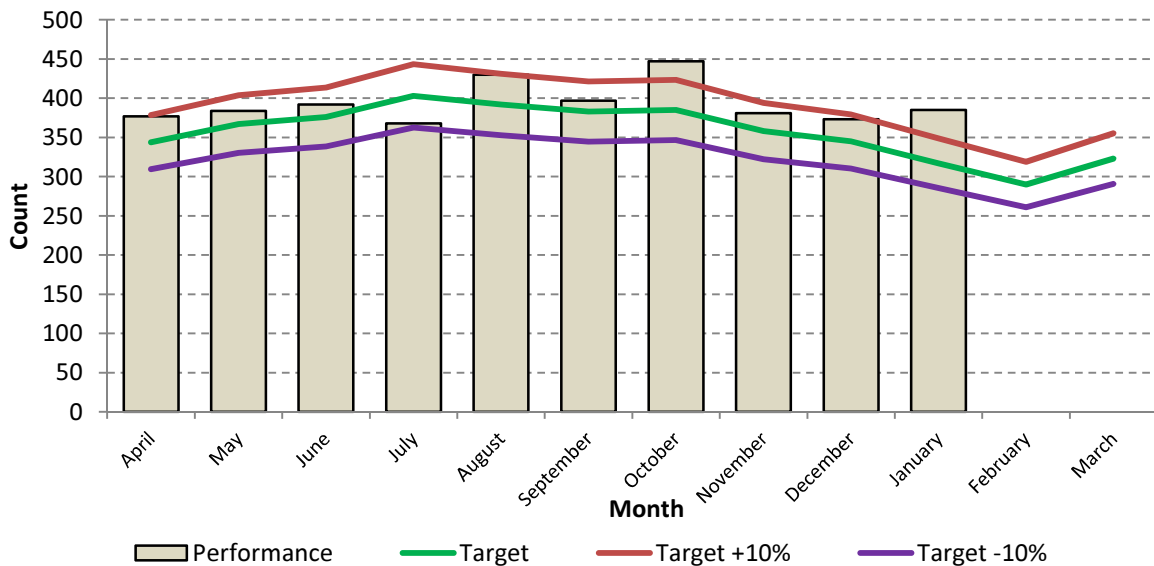
140 Total number of false alarms attended

Service Plan Target

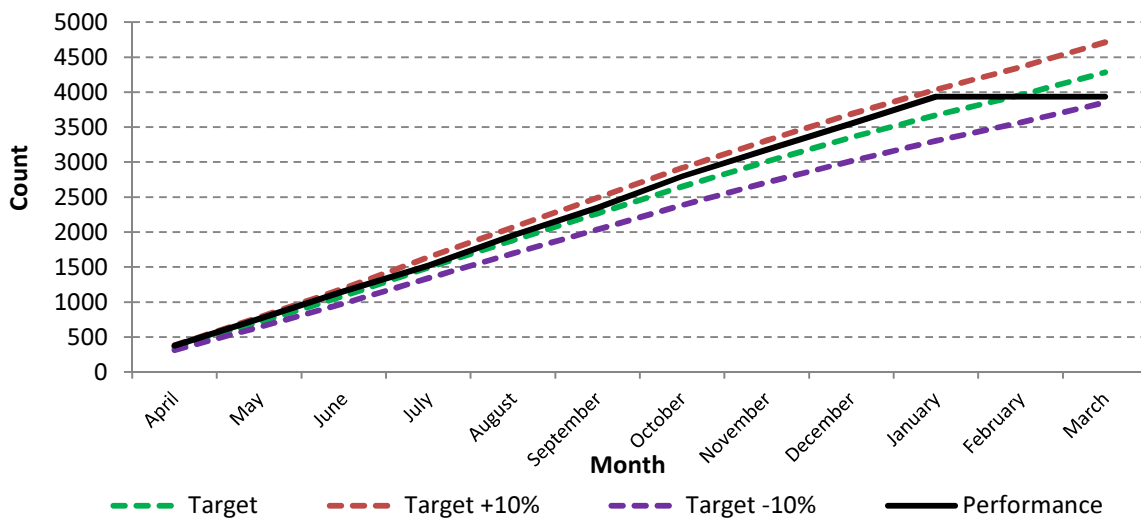
4283

Progress to Date

3508



Cumulative Performance



Health & Safety

KPI 98 Total number of operational staff injuries

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

KPI 98 The number of operational staff injuries during the 4th quarter (36) was 4 under target (40). There were less injuries recorded during quarter 3 (7) than in quarter 1 (15) and quarter 2 (14).

KPI 98b The number of reported injuries at incidents or risk critical training (21) were 6 below target (27) and 2 less than last year. There were 3 injuries recorded in this quarter compared to 9 in both quarters 1 and 2. None of the injuries required hospital treatment or absence from work.

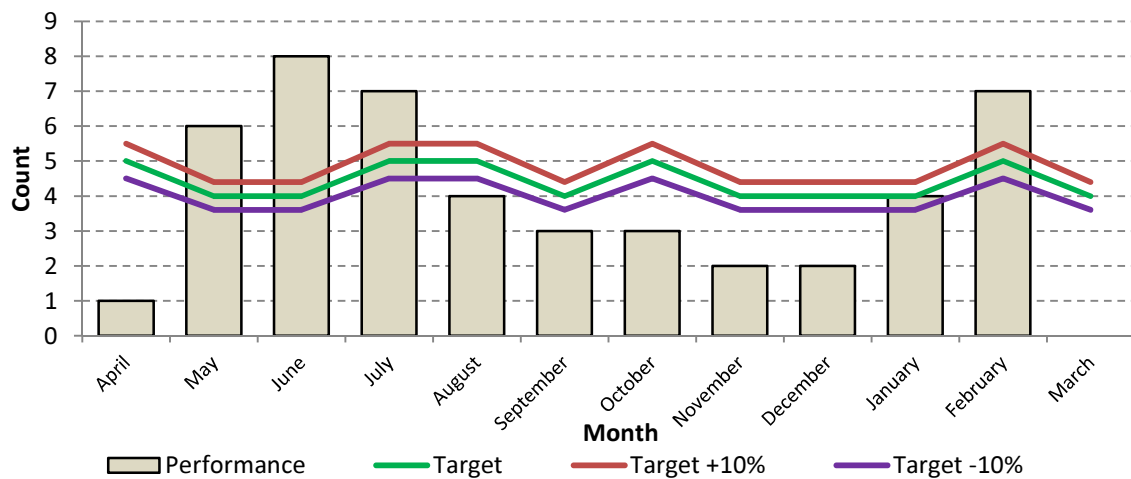
98 Total number of Operational Staff Injuries

Service Plan Target

53

Progress to Date

36



Staff Sickness

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

KPI 112	The new HR/absence information management system STARS does not have any historical data in at this time so the figure provided is a rolling figure since April 2015. If the current trend continues sickness absence should be under target for 2015/16.
LPI 111a LPI 111b	Uniformed absence (Grey book) 4.5 shifts lost to sickness absence Non uniformed (Green and Red book) staff lost 4.62 shifts to sickness absence.

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

Service Plan Target	7.54	Progress to Date	4.39	
---------------------	------	------------------	------	--

