

SERVICE DELIVERY PLAN 2016-17:

April to July 2016

INDEX

Total emergency calls

Total incidents

Total fires

Primary fires

Secondary fires

False Alarms

Non-emergency intervention

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.



BENCHMARK INDICATORS

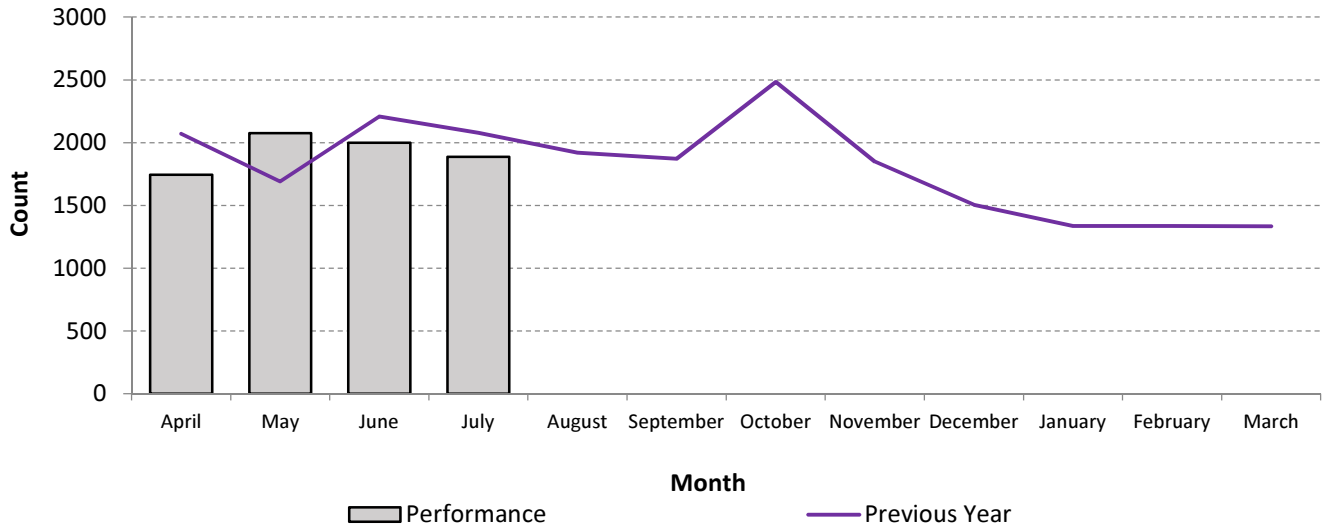
TC00 Total number of emergency calls received

Service Plan Target

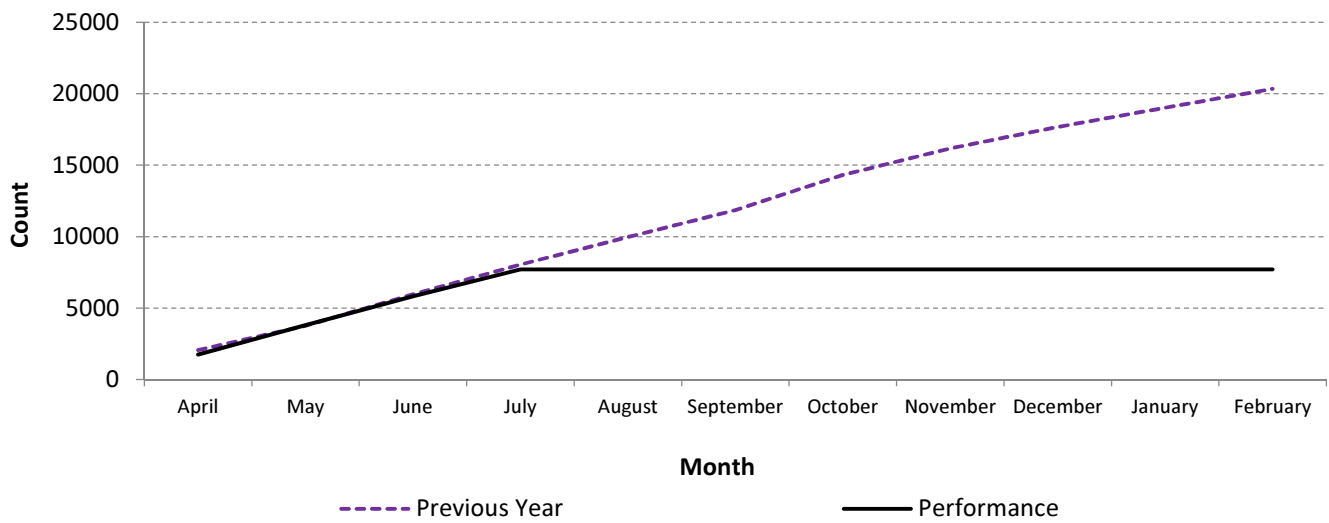
Quality Assurance

Progress to Date

7708



Cumulative Performance



TO00 Total number of emergency calls received

For quality assurance only

DO22 The % of 999 calls answered within 10 seconds

TC00	This indicator records the number of emergency calls received by Fire Control. There is no target for this indicator it is for quality assurance only, comparing against the number of calls received for the same period last year. By the end of July 2015 Fire Control received 8047 emergency calls compared to 7708 in 2016. May saw an increase in calls which is possibly weather related as there was an increase in grassland incidents but generally most incident types saw some increase in May.
DO22	Fire Control have a target to answer 96% of all 999 calls within 10 seconds. At July 2016 this target has been achieved every month with a cumulative performance of 98.4% of emergency calls being answered within 10 seconds.

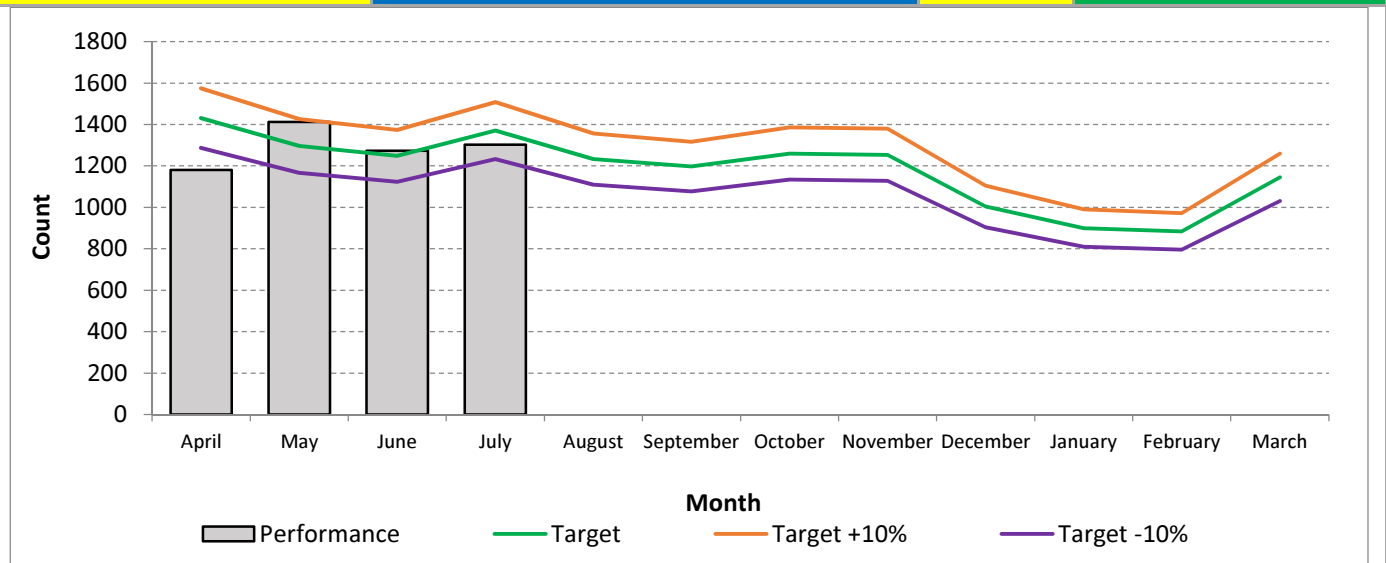
TC01 The total number of incidents attended

Service Plan Target

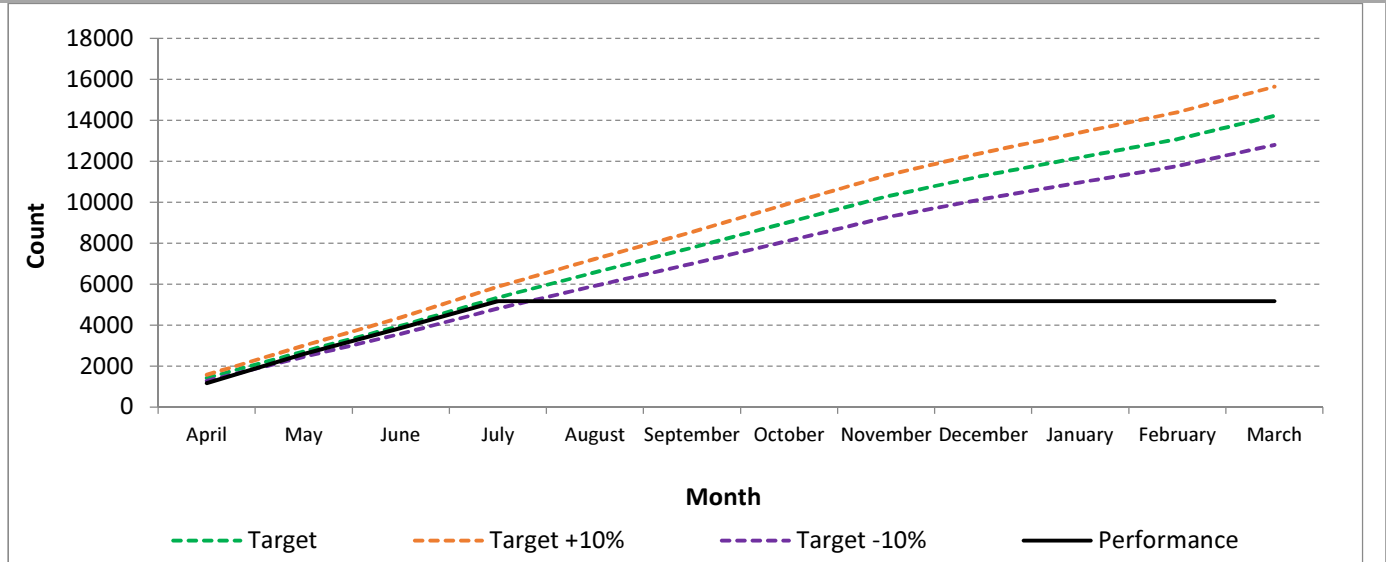
14225

Progress
to Date

5171



Cumulative Performance



TC01 Total number of incidents attended

TC01

There were 5171 incidents attended between April and July 2016 while for the same period in 2015 there were 4974. May had the most incidents (1413) compared to 1184 in April, 1237 in June and 1303 in July. May and June had both hot and very wet weather on occasion which increased some incident types such as grassland fires and flooding.

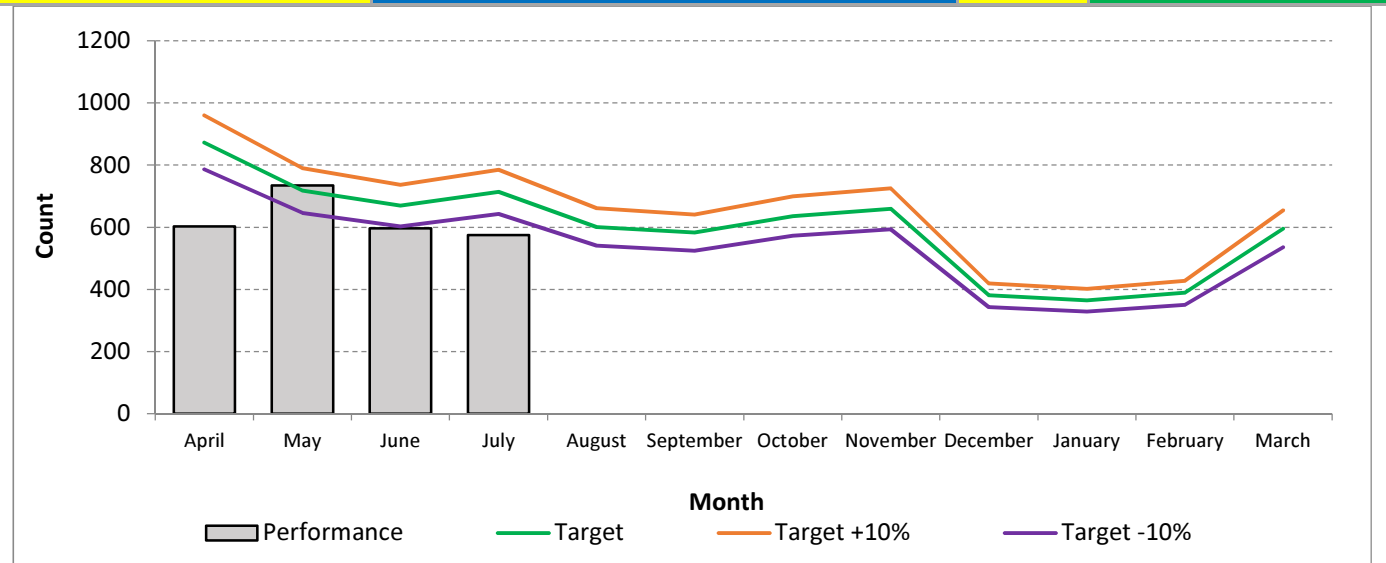
TC02 Total number of fires attended in Merseyside

Service Plan Target

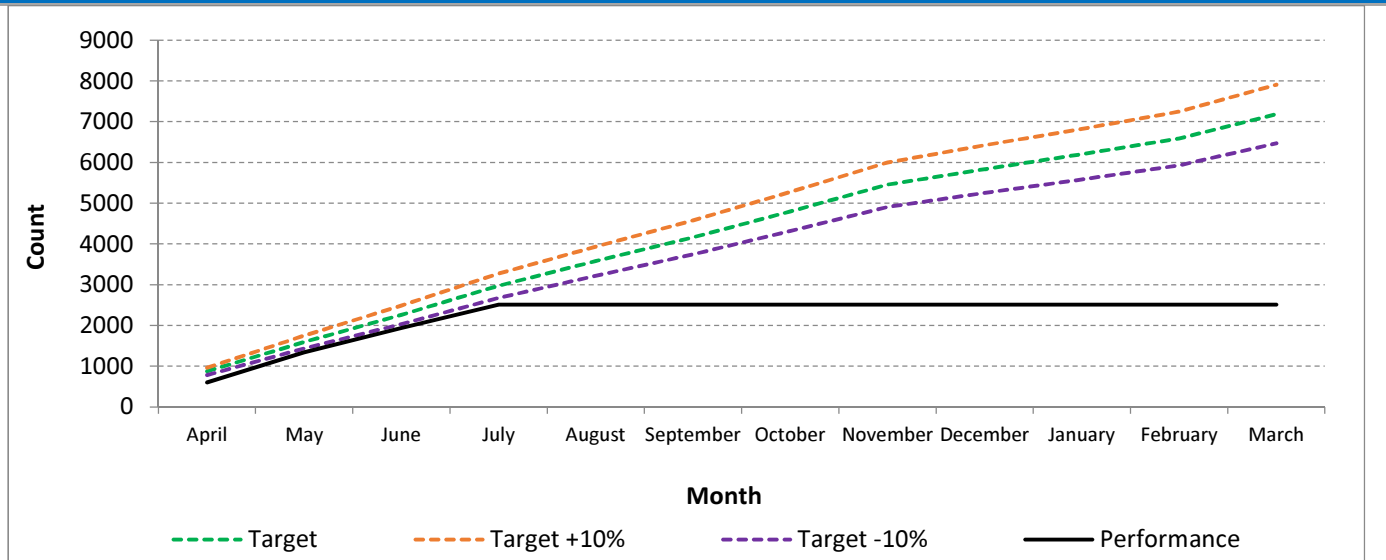
7184

Progress
to Date

2510



Cumulative Performance



TC02 Total number of Fires attended in Merseyside

TC02

There were 2510 fires attended between April and July 2016. This is 100 fewer incidents than in 2015/16 (2610) and 465 less incidents than the annual target (to date) of 2975. During this period both primary and secondary fires have been under target every month except for May when there was a peak in fires attended but still within 10% of target.

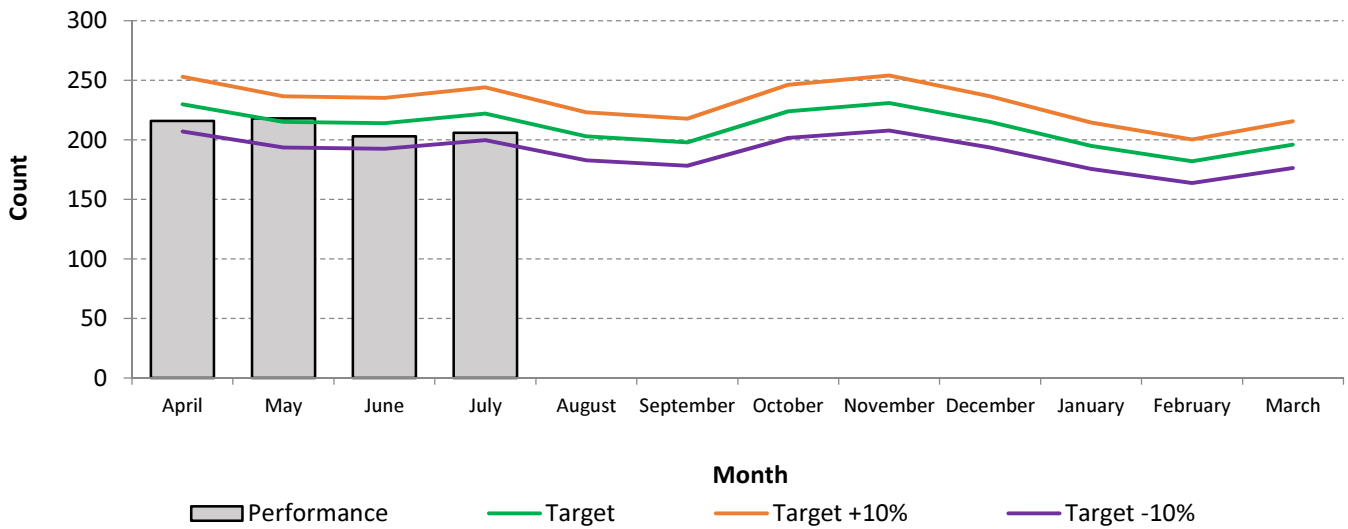
TC03 Total number of primary fires attended

Service Plan Target

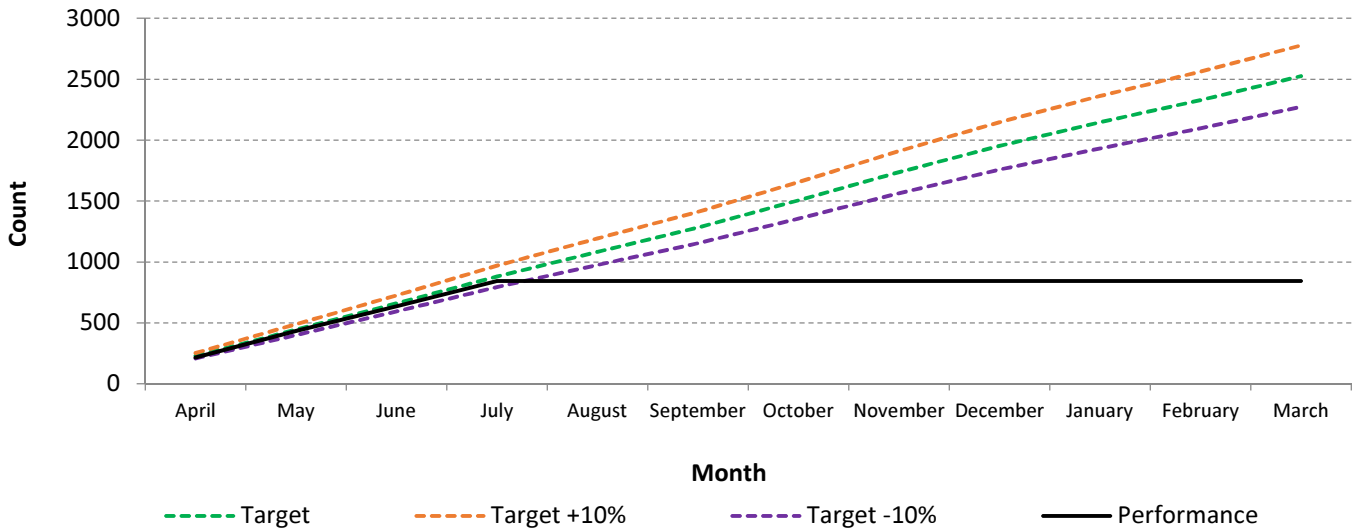
2525

Progress to Date

843



Cumulative Performance



TC03 Total number of primary 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 Home Safety Strategy and Protection 2020 Plan for businesses. From April to July we attended 843 incidents, 26 less than in 2015/16 (869) and 38 below target (881).

A number of performance indicators illustrate the types of fires we attend, more detail can be found on the next few pages.

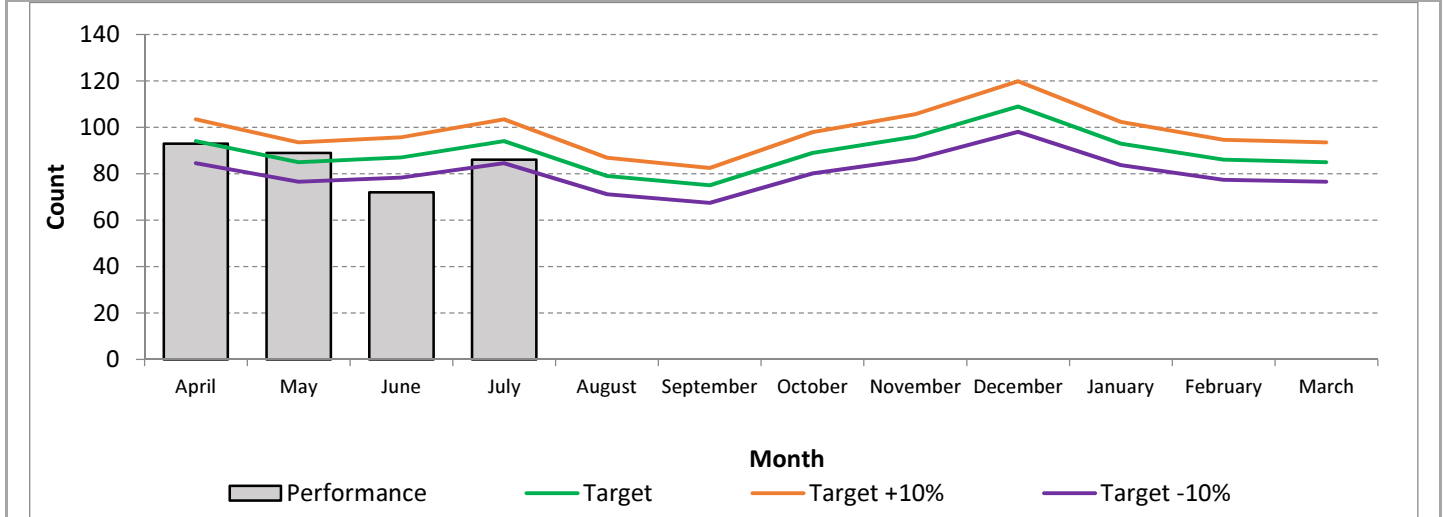
DC11	Number of accidental dwelling fires	
DC12	Number of fatalities in accidental dwelling fires	
DC13	Number of injuries from accidental dwelling fires	
DC14	Number of deliberate dwelling fires in occupied properties	
DC15	Number of deliberate dwelling fires in unoccupied properties	
DC16	Number of deaths occurring in deliberate dwelling fires	
DC17	Number of injuries occurring in deliberate dwelling fires	

COMMENTARY:

DC11	340 accidental dwelling fires were attended by crews during the first 4 months of this financial year. This is 25 less than April to July 2015. Accidental kitchen fires in dwellings owned by Registered Social Landlords are monitored and with 51 incidents to date this is 14 less than 2015.
DC12	To date there have been no fatalities in accidental dwelling fires. At the same period in 2015 there had been 5 fatalities.
DC13	There were 31 injuries in accidental dwelling fires for this period this is 2 less than 2015/16 (31) and 3 under target (36)
DC14	The number of deliberate dwelling fires in occupied properties (60) were within 10% of the annual target (56). Fires of this type are usually a criminal act and MFRA works closely with partner agencies to prevent and reduce this type of incident. There is no one area where this is a particular problem.
DC15	Deliberate dwelling fires in unoccupied properties (16) were below the annual target (19) and 4 less than the year to July 2015.
DC16	There have been 7 injuries in deliberate dwelling fires but no deaths.

DC11 Number of accidental fires in dwelling

Service Plan Target	2525	Progress to Date	843
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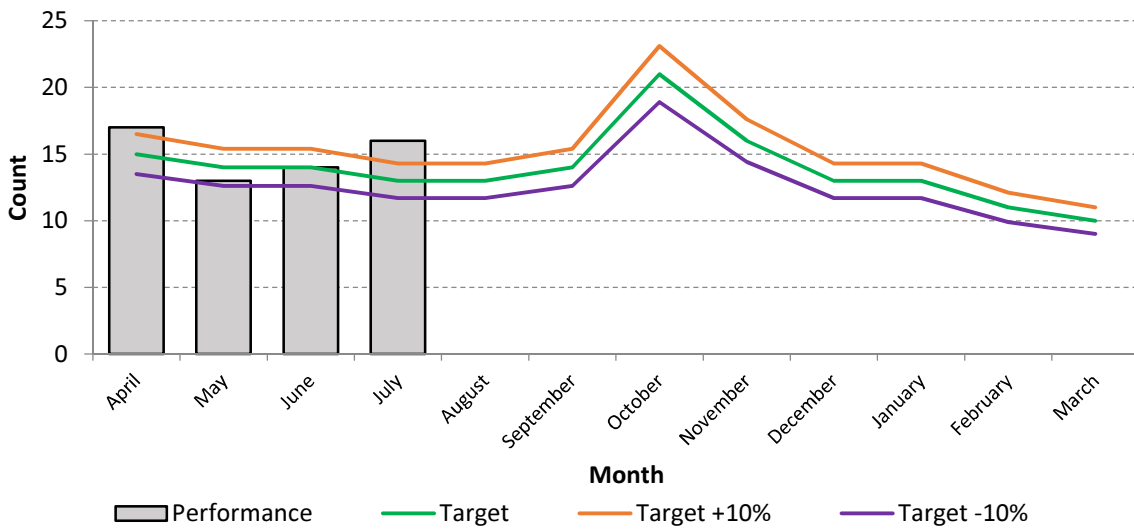
DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target

167

Progress to Date

60



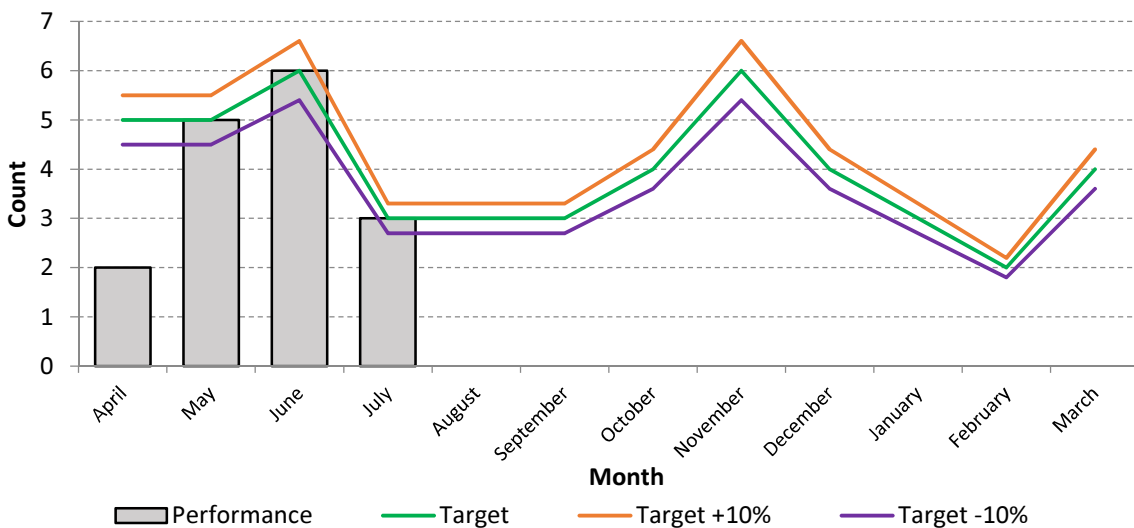
DC11 Number of deliberate fires in unoccupied properties

Service Plan Target

48

Progress to Date

16



Home Fire Safety Checks (HFSC's)						
	April	May	June	July	Apr-Jul 2016	Apr-Jul 2015
Completed by Stations only	4013	4123	4206	4123	16465	10625
Completed by stations, prevention staff and CRIS (previously FSN)	5110	5051	5188	5036	20385	15071
Operational fire crews are expected to use status reports to select which addresses to deliver HFSC's too. These reports contain data about residents who are over 65 and as such considered at greater risk of fire. 64.6% of HFSC's were delivered to homes identified from status reports in July.						

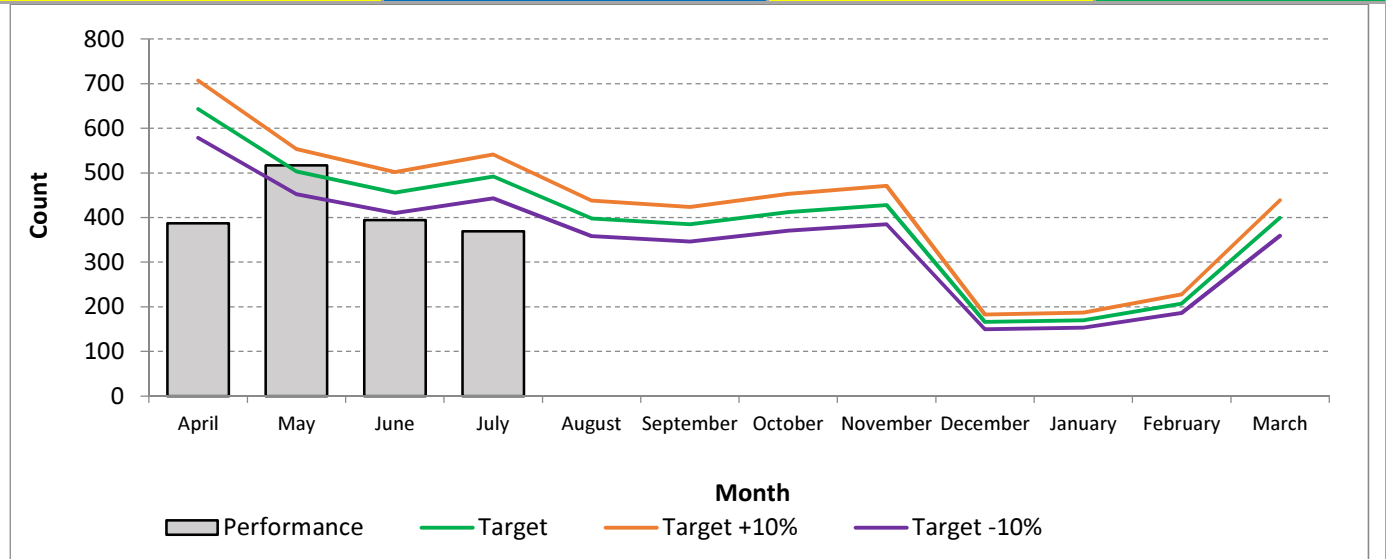
TC04 Total number of secondary fires attended

Service Plan Target

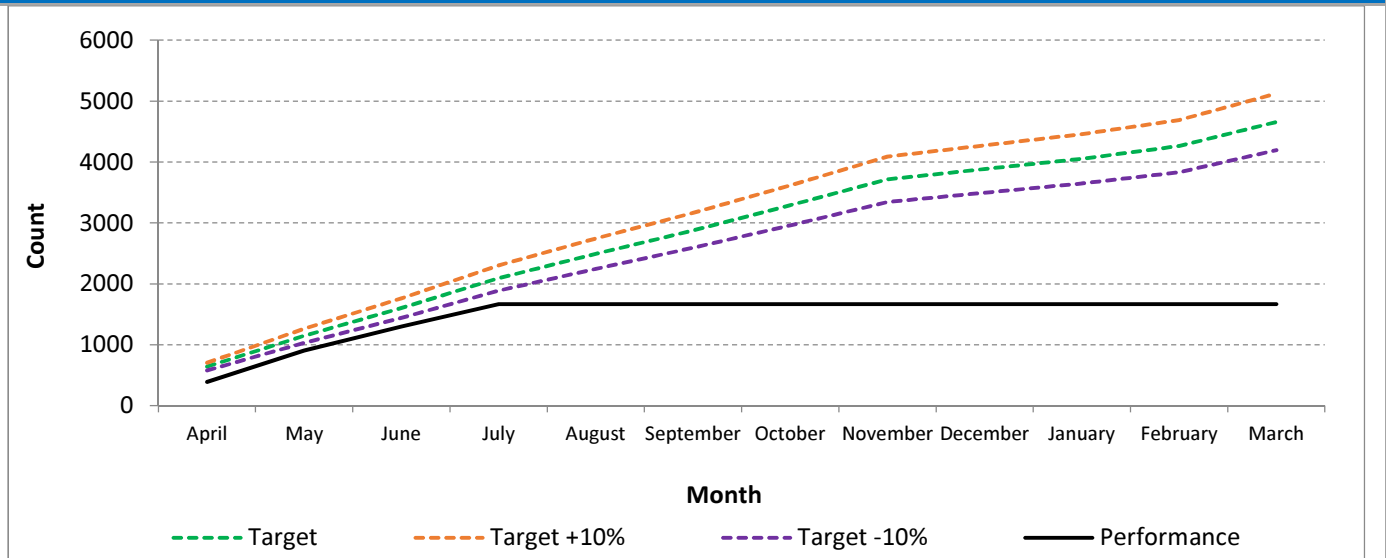
4659

Progress to Date

1667



Cumulative Performance



TC04 Total number of secondary fires attended

AC13 Number of deliberate ASB fires attended

TC04	There were 1667 secondary fires attended between April and July 2016. This is 77 less incidents than in 2015/16 (1744) and 427 less incidents than the July target of 2094. May saw a spike when there were 517 incidents compared to 369 in July. This was still within 10% of target.
AC13	Deliberate small anti-social behaviour fires attended (1402) were 449 below the July target and 116 less than 2015. We continue to target seasonal campaigns with our partners at known areas such as Beachsafe at the Sefton coastline during the Summer months.

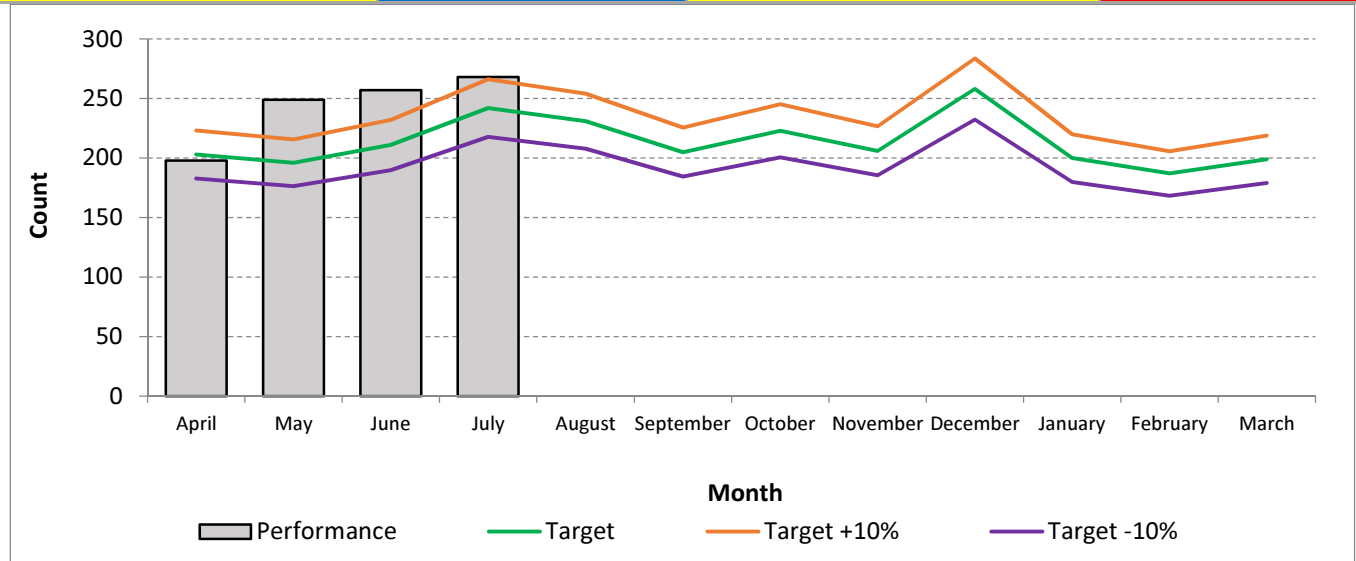
TC05 Total number of special services attended

Service Plan Target

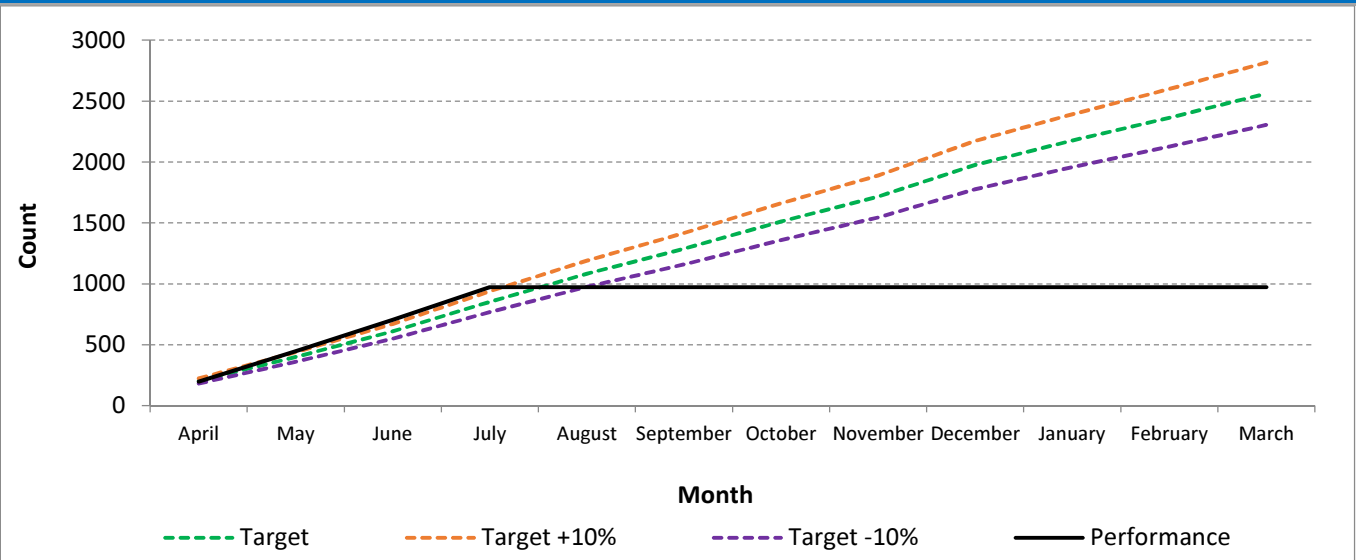
2561

Progress to Date

972



Cumulative Performance



KPI 61 The total number of Fires in Merseyside

RC11 Number of Road Traffic Collisions (RTC's)

TC05

Special service calls (972) have increased each month from 198 in April to 268 in July meaning the target of 852 has been exceeded by 120 incidents. This is 131 more incidents than April to July 2015 when there were 841 special service calls attended. While Emergency Medical Response has been introduced in some station areas since April this only accounts for 74 incidents. Road traffic collisions are included in special service calls, also included are incidents such as effecting entry/exit, flooding, life release, assisting other agencies, rescue from water and animal assistance.

RC11

The number of road traffic collisions attended (192) have exceeded the targets set each month. However although the target of 174 was exceeded this is still less than in July 2015 when there were 183 RTC's attended. Peak time is the evening rush hour and onwards into the night time. No area appears to be having more RTC's, with only Sefton not exceeding target to date

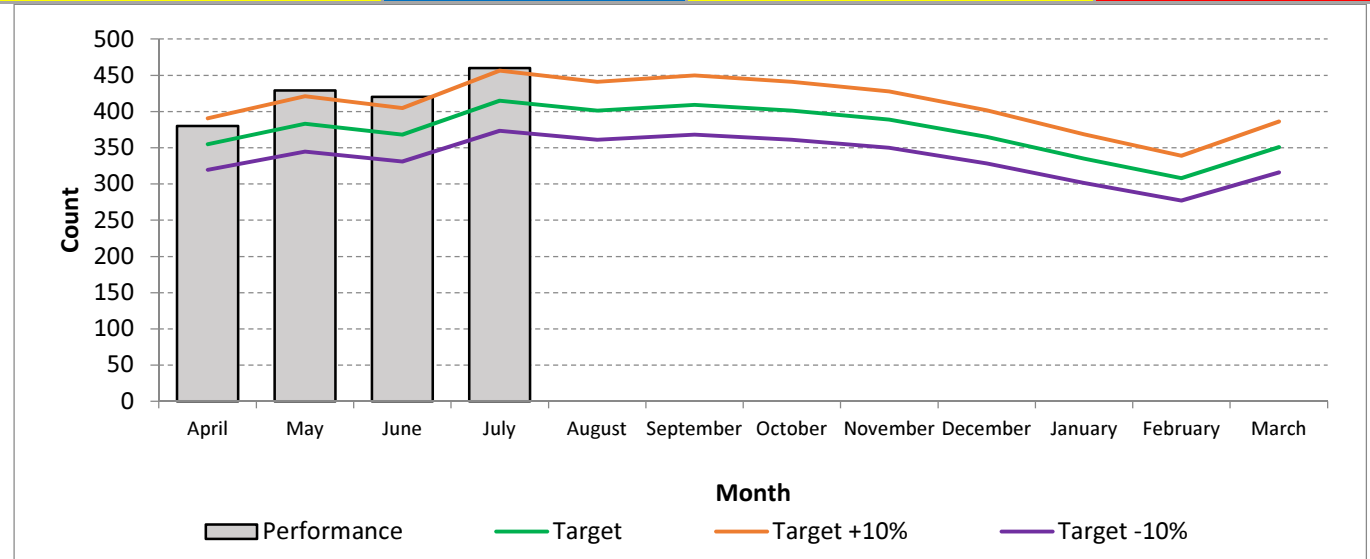
TC06 Total number of false alarms attended

Service Plan Target

4480

Progress to Date

1689



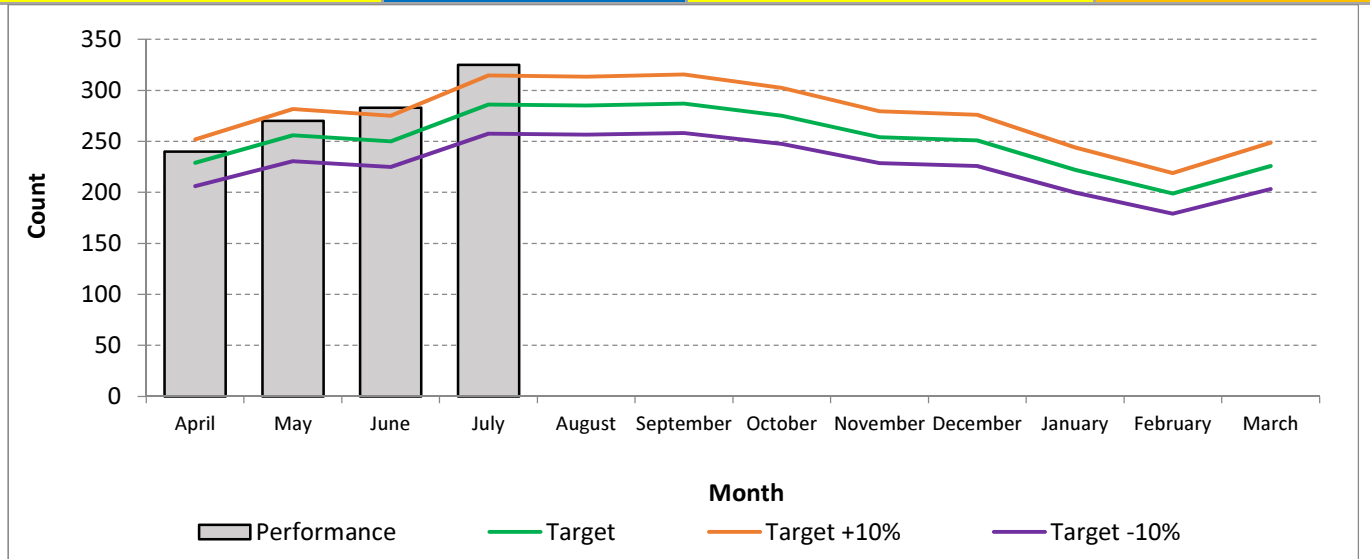
TC011 Total number of false alarms attended, discounting false alarm good intent

Service Plan Target

3020

Progress to Date

1118



TC06 Total number of false alarms attended

TC011 Total false alarms attended, discounting false alarm good intent

TC06

Due to the establishment of a Protocol for attending automatic fire alarms in 2012, which targets commercial properties primarily. False alarm calls attended are mainly at AFA's in domestic premises such as sheltered accommodation. There were 972 calls attended from April to July compared to 841 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

Calls attended have steadily increased each month from 240 in April to 325 in July. Discounting false alarm good intent from the number of alarm calls attended brings the indicator within 10% of target. We do this break down the types of alarm call we are attending.

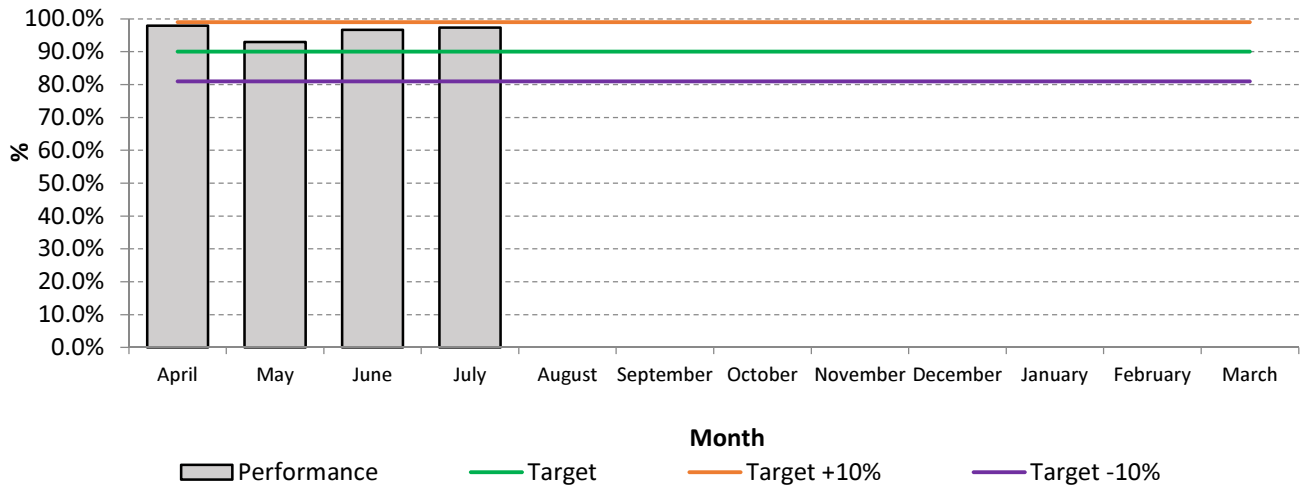
TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes

Service Plan Target

90%

Progress to Date

96.2%



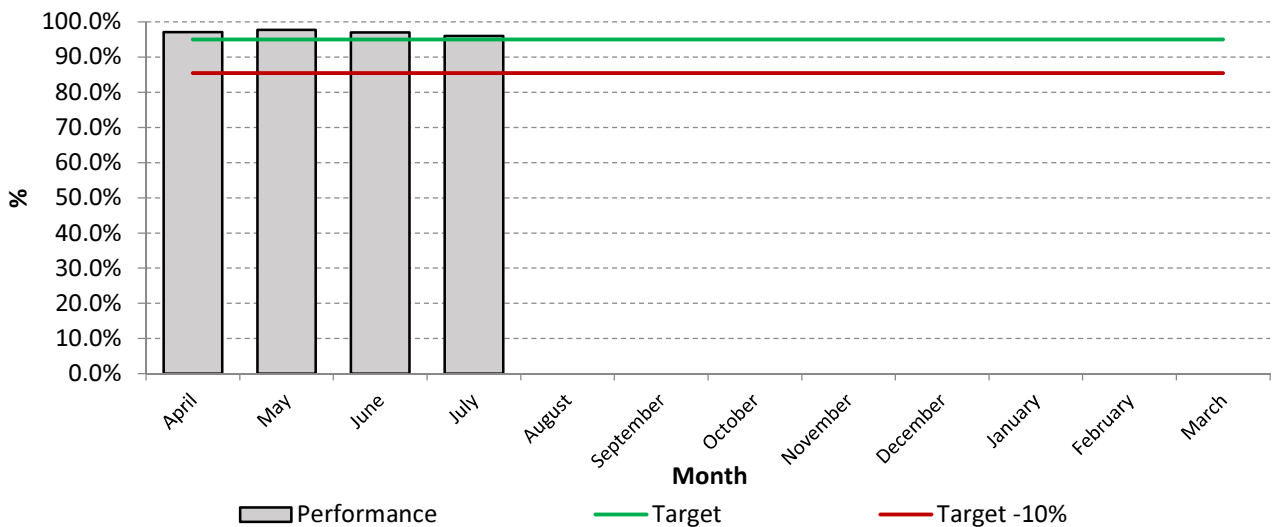
DR23 Alert to mobile in under 1.9 minutes

Service Plan Target

95%

Progress to Date

97%



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 a cumulative 96.2% achievement to date.

DR23

To contribute to attending 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 97%.

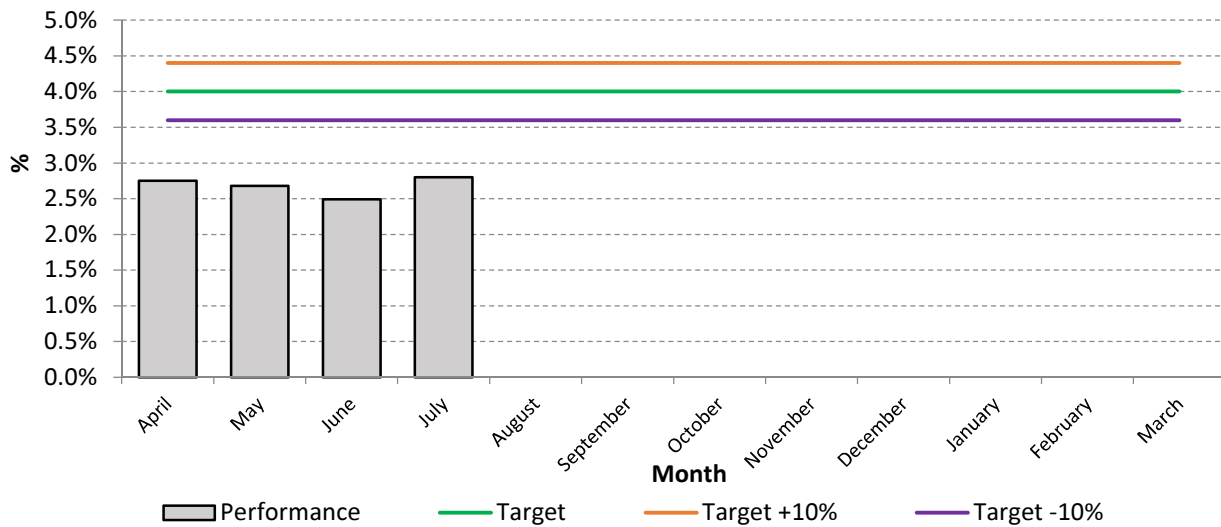
TD09 The % of available shifts lost to sickness absence, all personnel

Service Plan Target

4%

Progress to Date

2.8%



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 2.8%. In part this is thought to be due to a reduction in long term sickness.

WD11

Operational staff absence has reduced to 3.2%. The introduction of 24 hour working may have contributed to this reduction.

WD12

Non uniformed staff absence is now 2.1% against the 4% target.

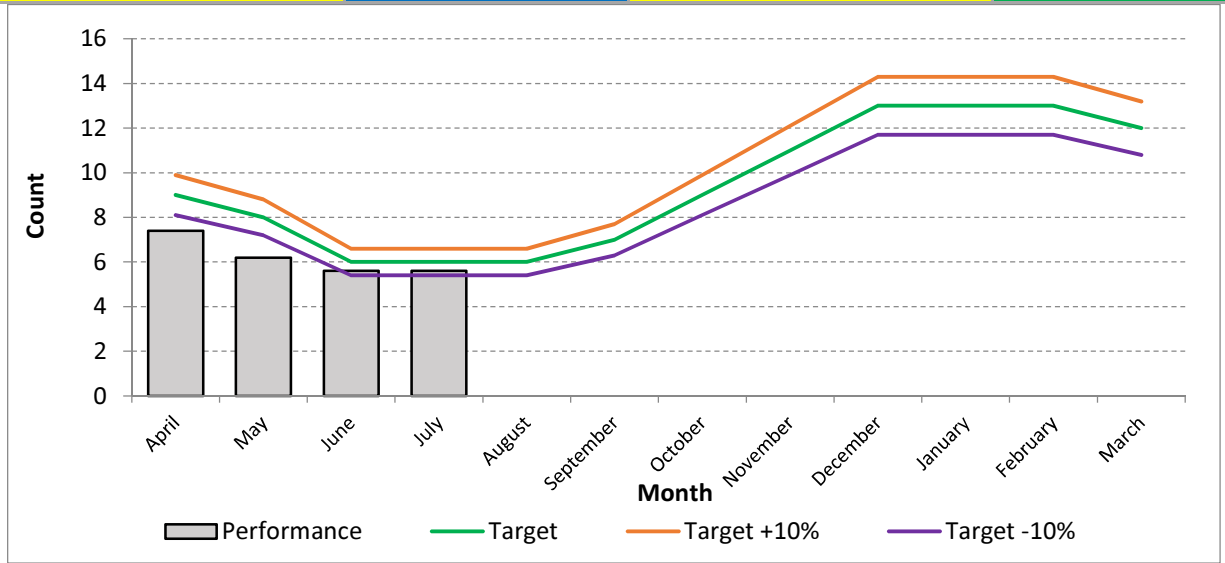
TE10 Total carbon output of all buildings

Service Plan Target

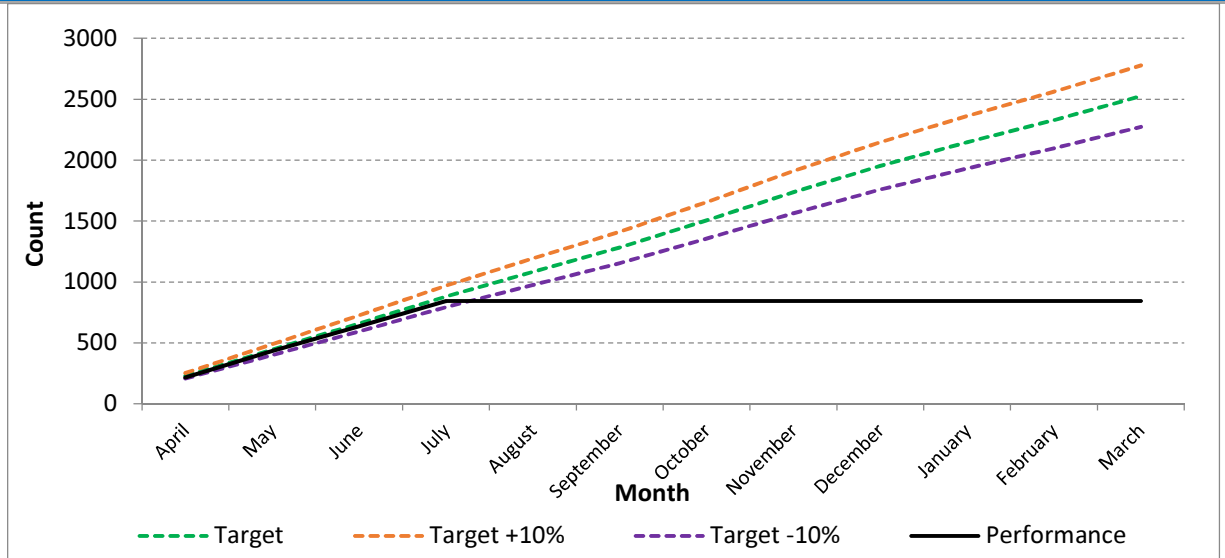
112.6

Progress to Date

24.8



Cumulative Performance



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 24.8, this measurement is CO2 per metre per building, the target is 29.