

SERVICE DELIVERY PLAN 2021-22:

April 2021 to June 2021

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.



BENCHMARK INDICATORS

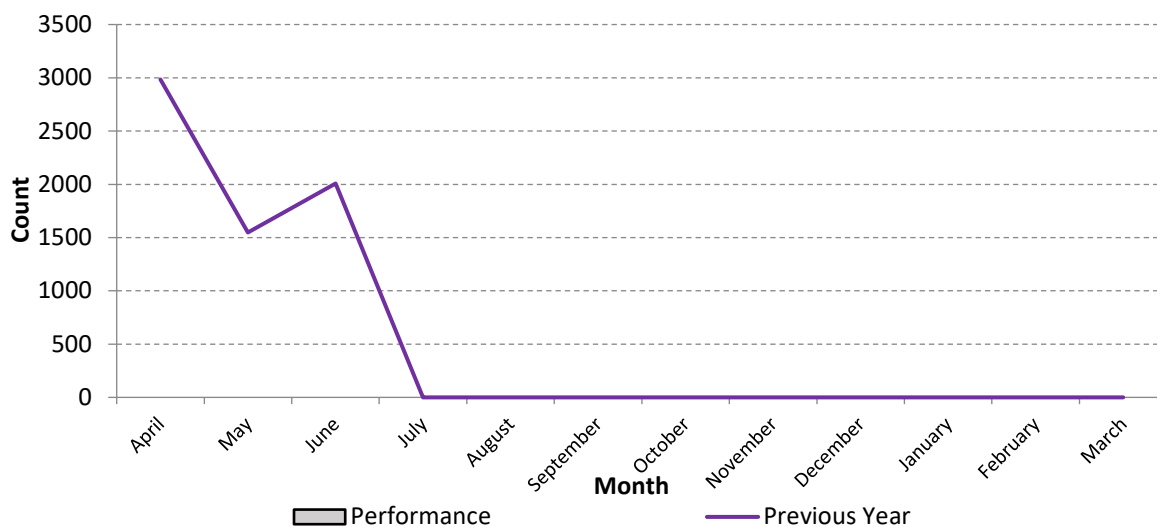
TC00 Total number of emergency calls received

Service Plan Target

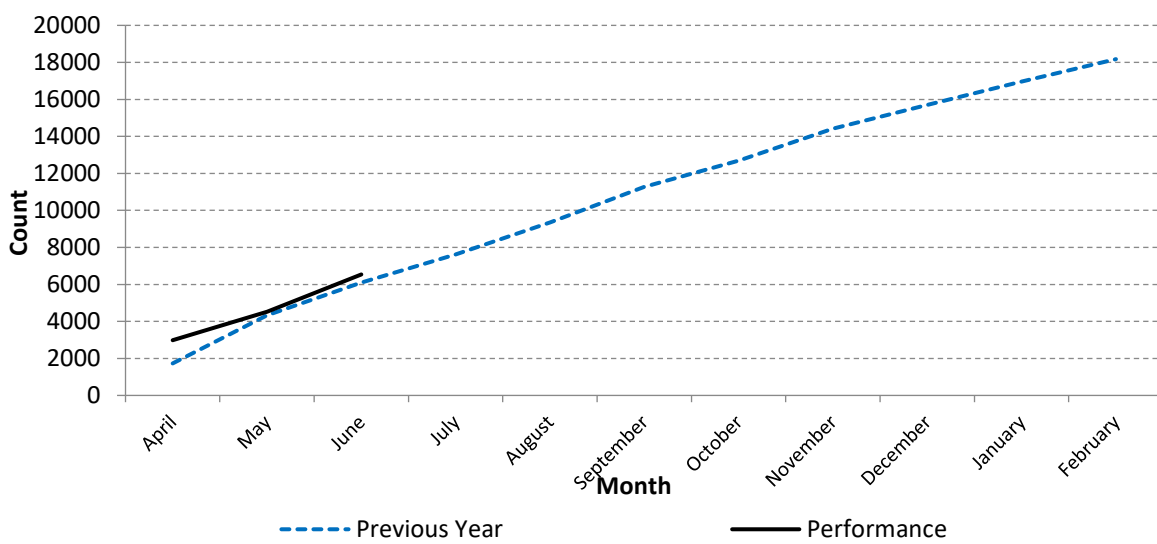
Quality Assurance

Progress to Date

6538



Cumulative Performance



TO00 Total number of emergency calls received

For quality assurance only

DO22 The % of 999 calls answered within 10 seconds

TC00

During the first quarter of 2021/22 6538 emergency calls were received at Fire Control. This was 441 more than the same period last year when 6097 calls were received. This indicator does not have a target it is monitored for quality assurance only

DO22

Cumulatively 97.9% of 999 calls were answered within 10 seconds. This achieved the 95% target.

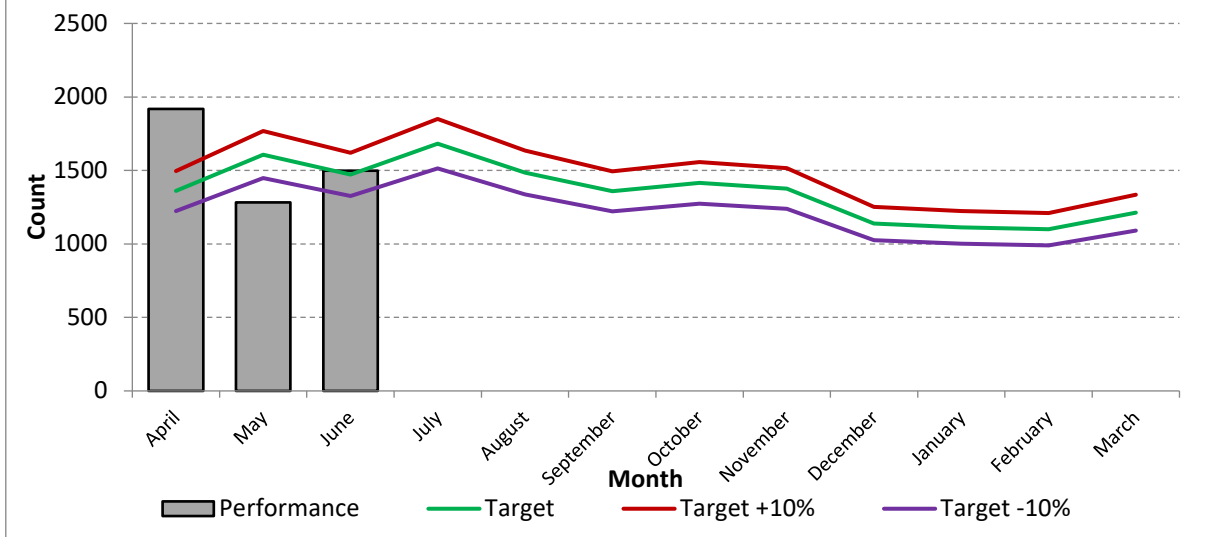
TC01 The total number of incidents attended

Service Plan Target
Apr-Jun 2021/22

4441

Progress to Date

4668



Cumulative Performance



TC01 Total number of incidents attended

TC01

May 2020 saw a higher number of incidents attended (1746) than in April or June. Due to the strict Covid 19 lockdown in March incidents attended in April (1331) were much lower than in 2019/20 (1502) but it would appear there was more activity during May when most incident types increased, returning to more usual levels in June. This indicator was within 10% of target for the first quarter.

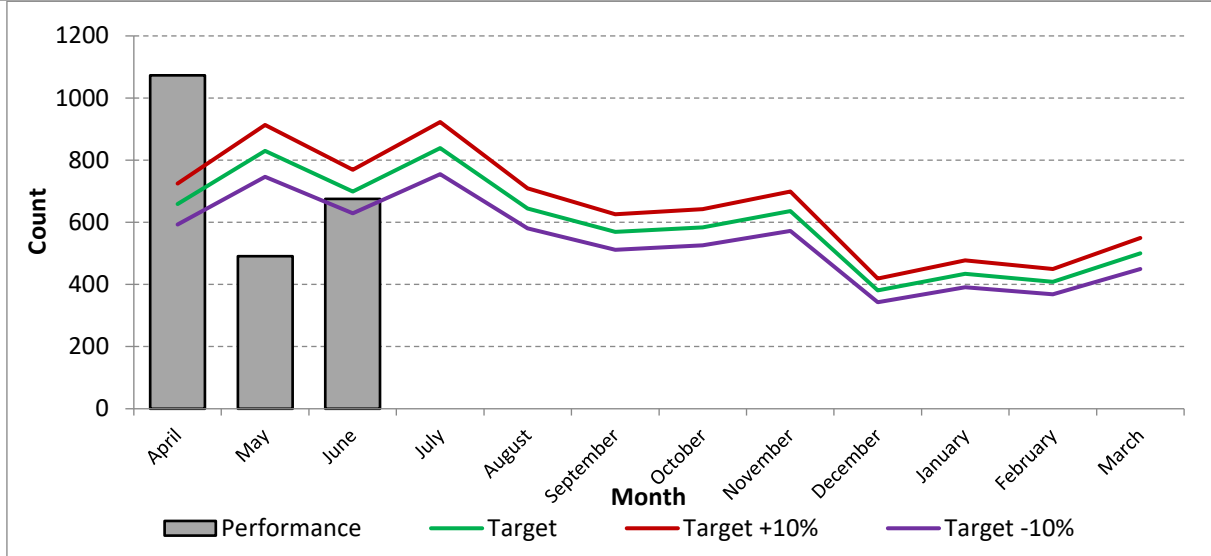
TC02 Total number of fires attended in Merseyside

Service Plan Target
Apr-Jun 2021/22

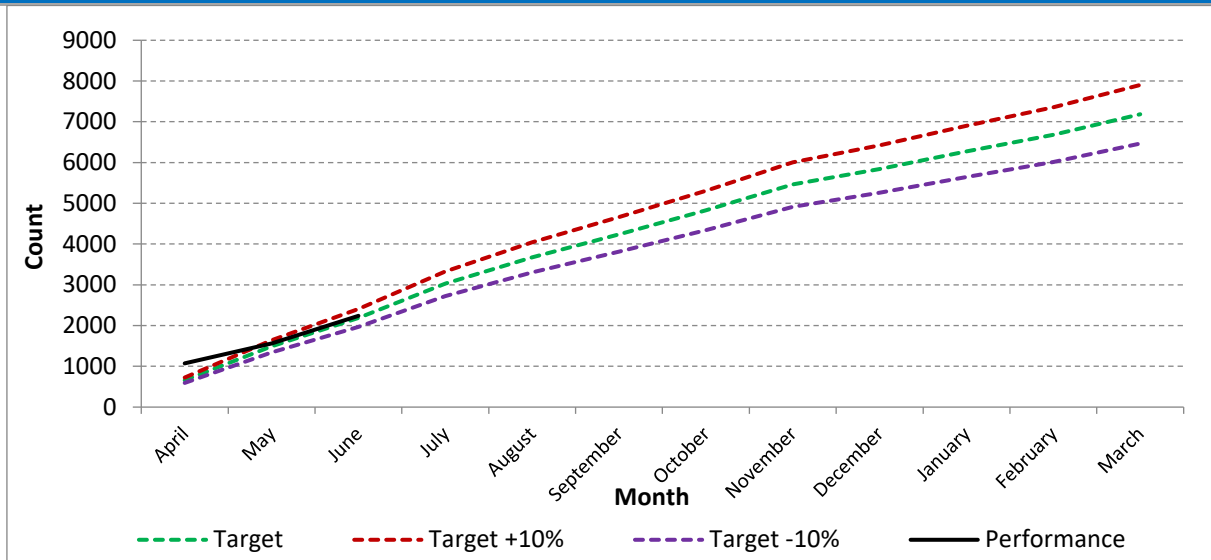
2188

Progress to Date

2237



Cumulative Performance



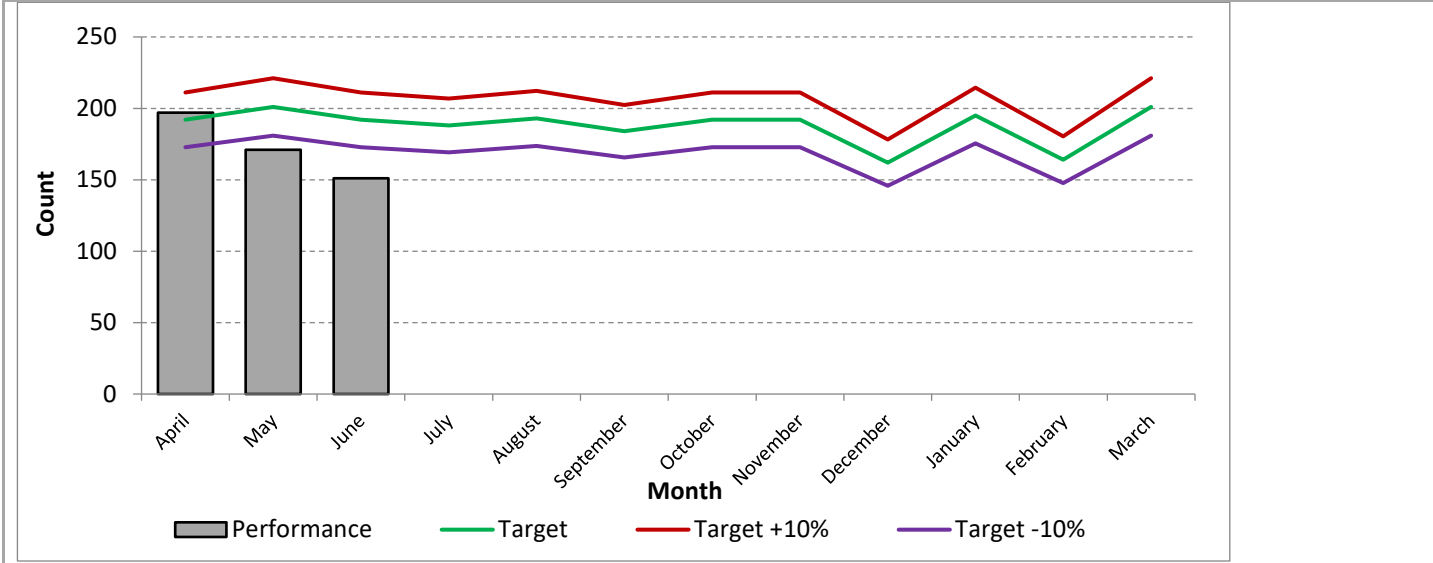
TC02 Total number of Fires attended in Merseyside

TC02

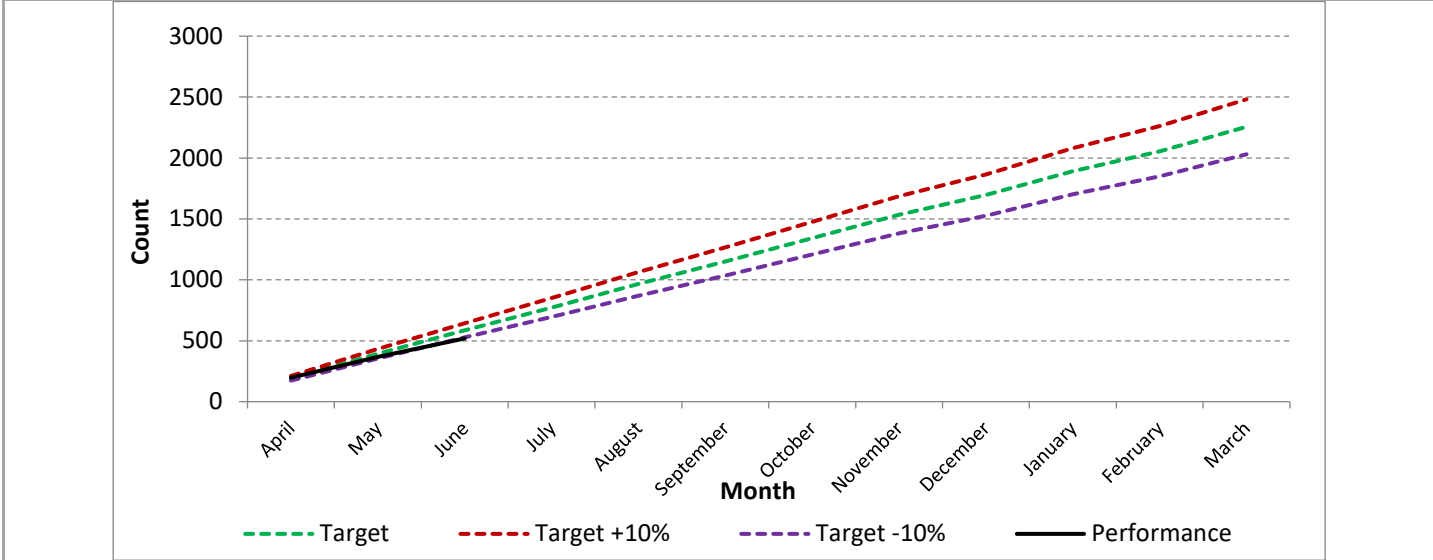
Despite Merseyside being in lock-down for most of quarter 1 there were 899 fires attended in May 2020 this was 266 more fires than in May 2019. The number of primary, secondary and anti-social behaviour fires were considerably higher than May 2019. May was a very hot dry month. Though the target was achieved.

TC03 Total number of primary fires attended

Service Plan Target Apr-Jun 2021/22	585	Progress to Date	520
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Cumulative Performance



TC03 Total number of primary fires attended

TC03	<p>There were 448 Primary fires during the first quarter of 2021/22. This is 148 less than at this time in 2019/20. This is possibly linked to the Covid 19 lockdown as homes have been occupied, fewer businesses being open and due to movement restrictions - fewer deliberate acts against others and their property.</p> <p>Primary fires involve an insurable loss and includes all property related fires, or large scale secondary fires where 5 or more appliances are in attendance.</p>
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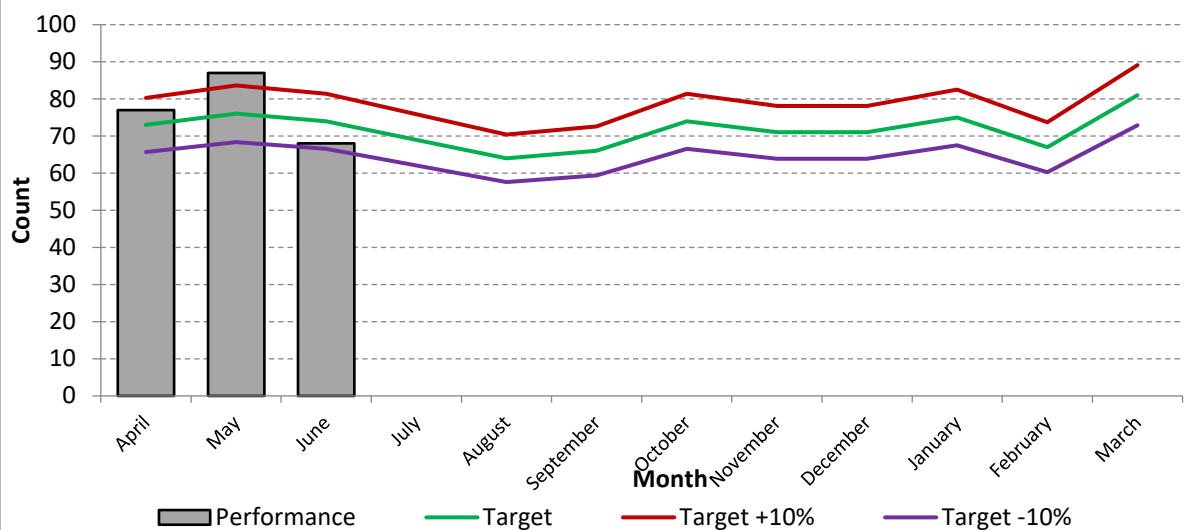
DC11	Number of accidental dwelling fires	Yellow
DC12	Number of fatalities in accidental dwelling fires	Green
DC13	Number of injuries in accidental dwelling fires	Green
DC14	Number of deliberate dwelling fires in occupied properties	Yellow
DC15	Number of deliberate dwelling fires in unoccupied properties	Red
DC16	Number of deaths occurring in deliberate dwelling fires	Green
DC17	Number of injuries occurring in deliberate dwelling fires	Green

COMMENTARY:

DC11	The number of accidental dwelling fires (233) are within 10% of the cumulative target (223) for the year to date. This performance is higher than 2020/21 when crews had attended 206 accidental dwelling fires. It is of note that during 2020 incident number were lower due to almost all residents being at home in lock-down.
DC12	There have been no fatalities in accidental dwelling fires during 2021/22 to date.
DC13	There were 11 injuries in Accidental Dwelling Fires, which is 3 less than quarter 1 2020/21.
DC14	Deliberate dwelling fires in occupied property (34) Prevention teams have been assisting partner organisations to combat this increase.
DC15	Deliberate fires in unoccupied properties (6) were exactly the same as 2019/20
DC16 DC17	There have been no fatalities in the deliberate dwelling fires to date and 3 injuries.

DC11 Number of accidental fires in dwellings

Service Plan Target Apr-Jun 2021/22	223	Progress to Date	233
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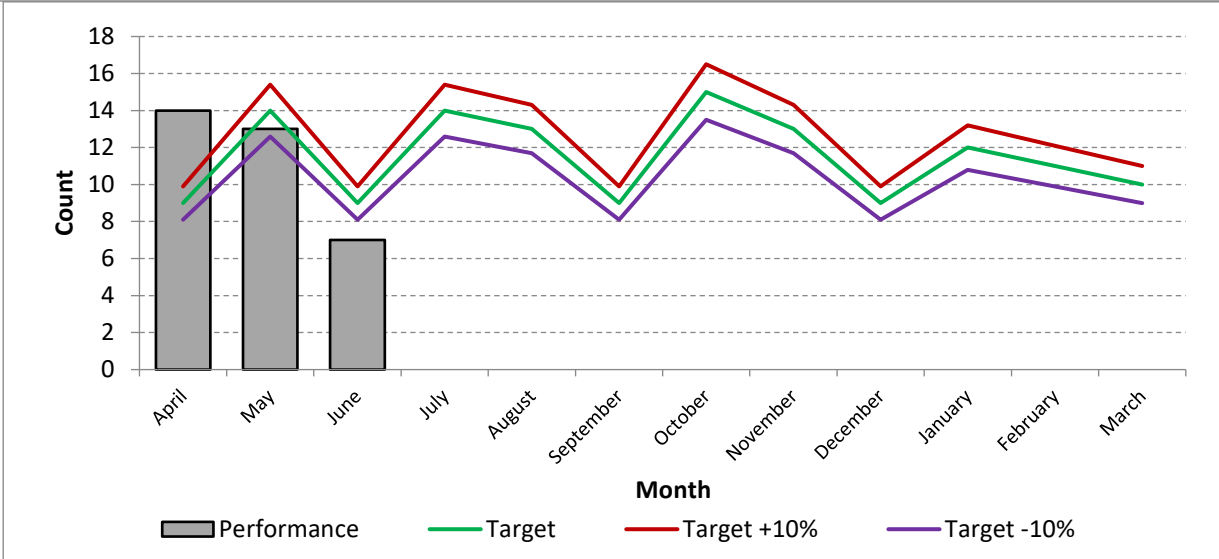
DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target
Apr-Jun 2021/22

32

Progress to Date

34



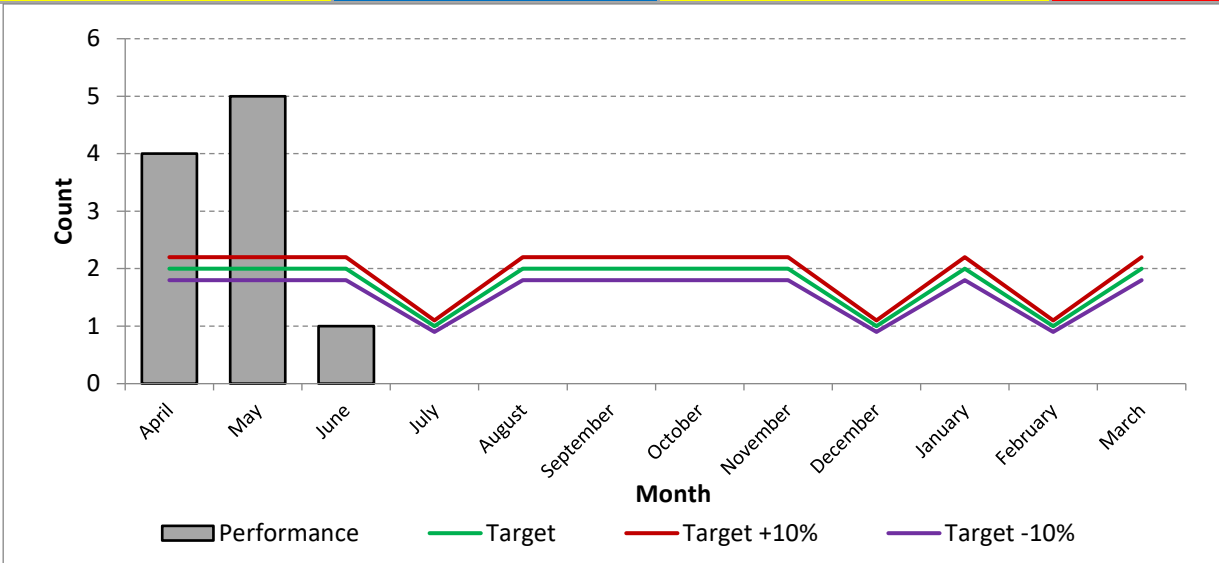
DC15 Number of deliberate fires in unoccupied properties

Service Plan Target
Apr-Jun 2021/22

6

Progress to Date

10



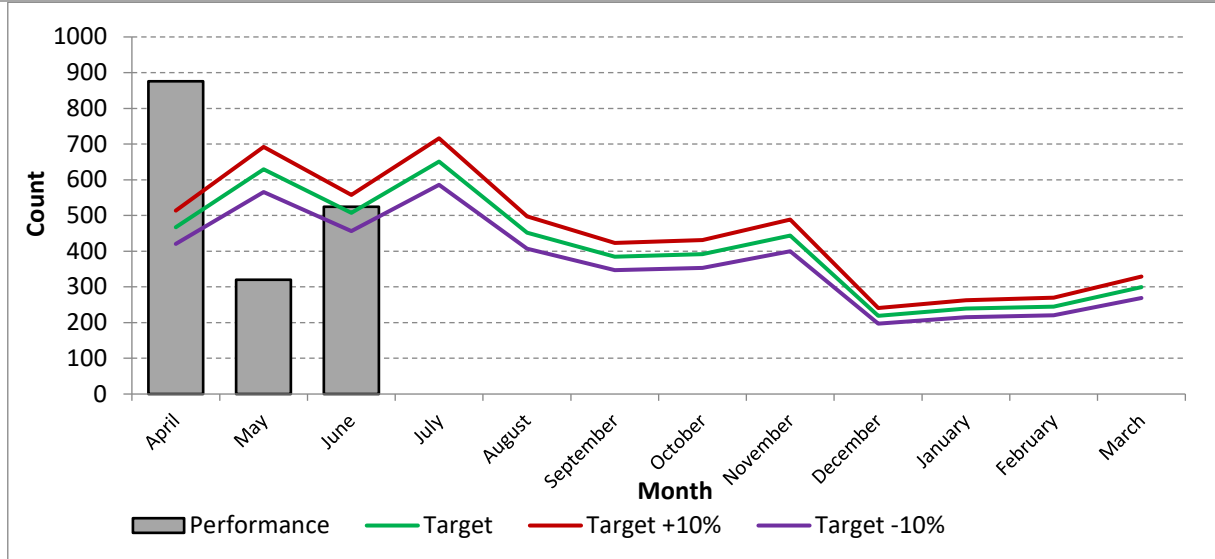
TC04 Total number of secondary fires attended

Service Plan Target
Apr-Jun 2021/22

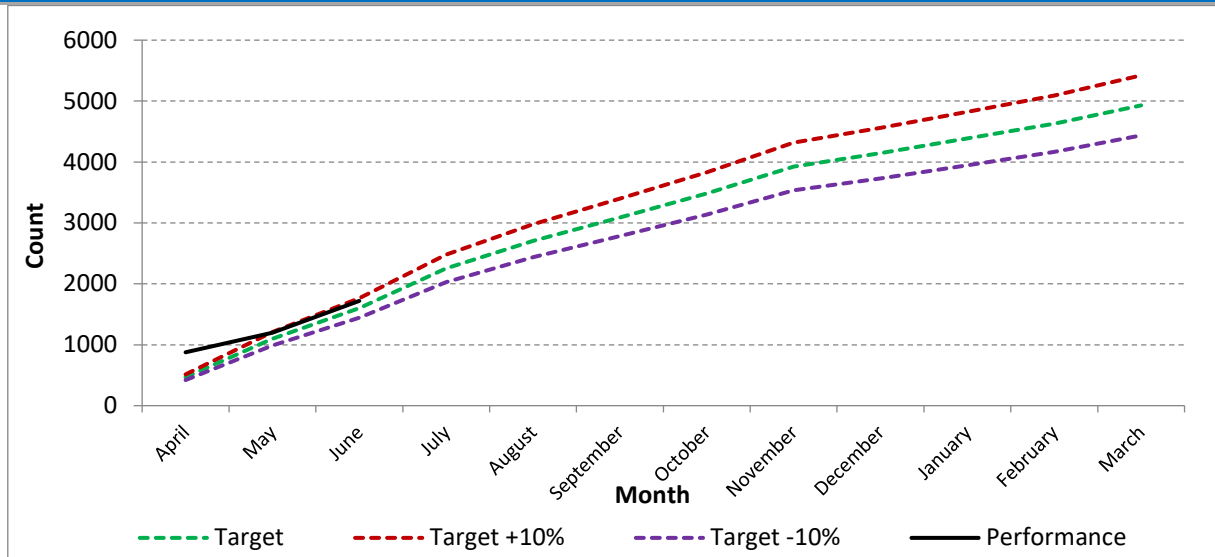
1603

Progress to Date

1717



Cumulative Performance



TC04 Total number of secondary fires attended

AC13 Number of deliberate ASB fires attended

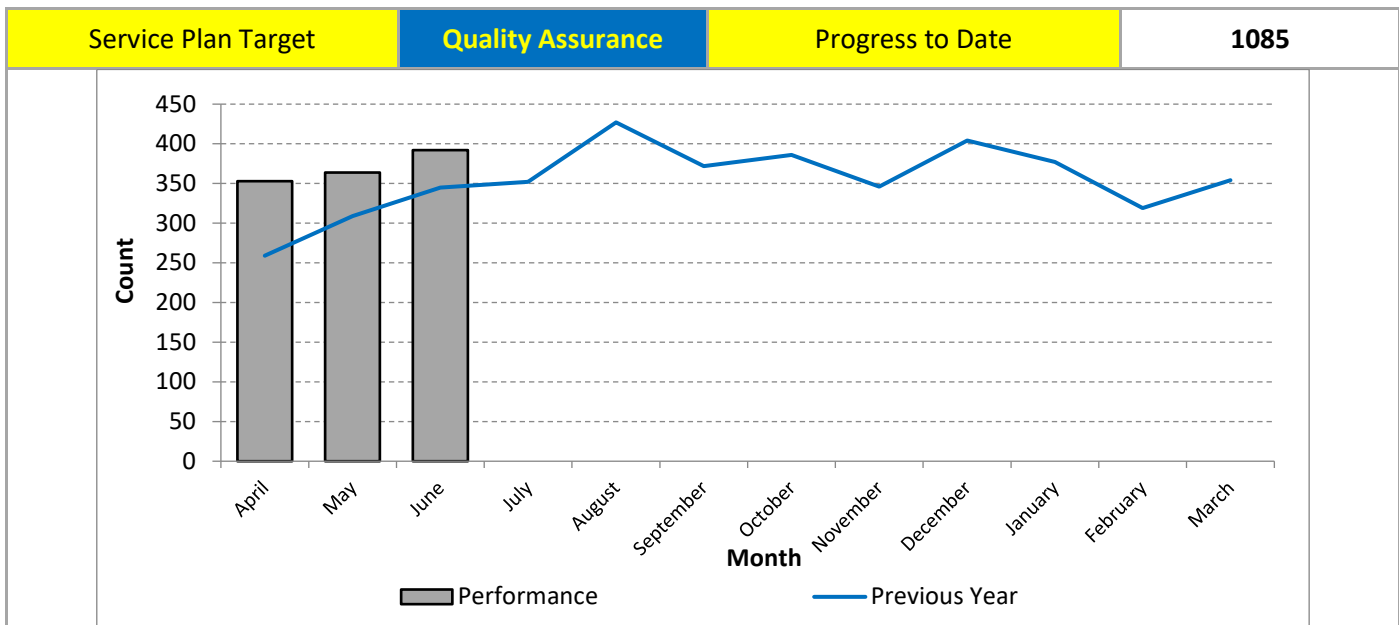
TC04

There were 1717 secondary fires during this reporting period. This is 127 more fires than quarter 1 2020/21 (1590).

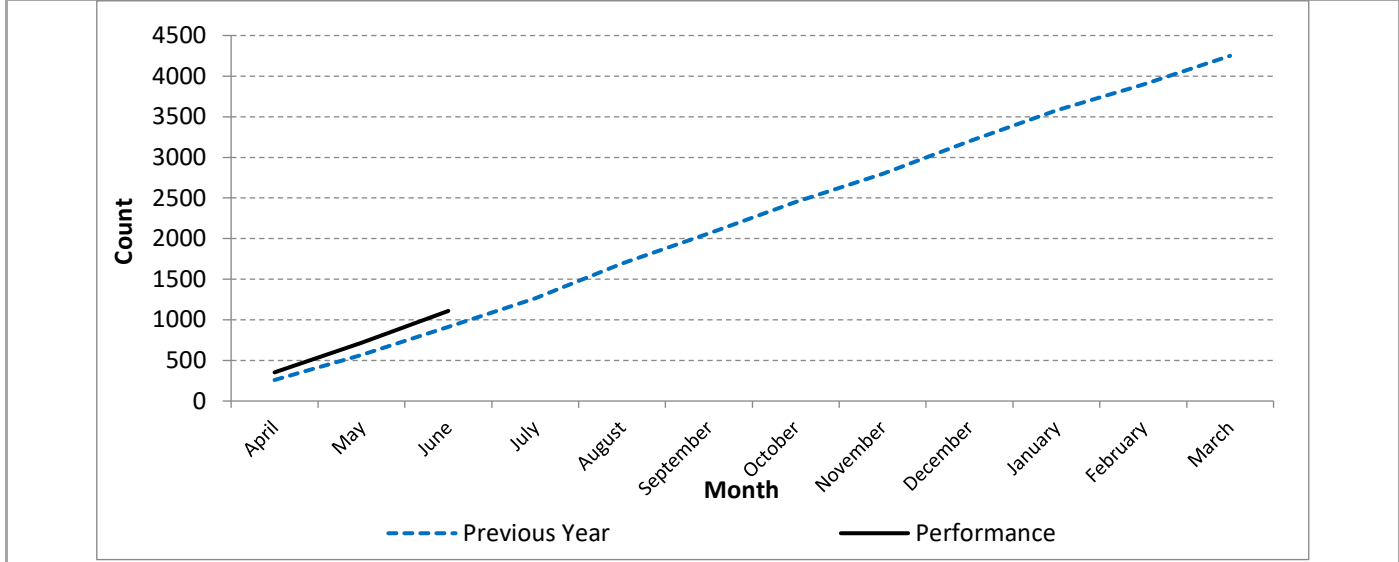
AC13

The number of anti-social behaviour fires attended are at little higher this year to date (1092). In May (431) and June (314), when the weather was warmer there was a spike in incidents, but the Arson Reduction Strategy continues to work with partner agencies on initiatives such as Beachsafe on the Sefton coast to discourage barbecues and fires being lit and left in the Pinewoods and sand dunes.

TC05 Total number of special services attended



Cumulative Performance



TC05 Total number of Special Services attended	For quality assurance only
TC05	<p>The target for special service calls attended is for quality assurance only. There are a number of calls we are not able to influence nor would we want to discourage callers. Many are related to assisting partner agencies such as the Police and Ambulance, particularly related to providing medical assistance and effecting entry. Incident types we can influence such as road traffic collisions and water rescue incidents have been made into separate indicators. During the first quarter of 2021/22 the number of special services attended (1085) is considerably higher than during this period in 2020/21 (913).</p>
RC11 RC12 RC13	<p>The number of RTC's attended (193) is much higher than at this time in 2020/21 (96) but this is due to the reduction in the number of vehicles on the road due to the Covid 19 lockdown in 2020. Sadly there have been 8 fatalities in RTC's attended by MFRS and 76 injuries.</p> <p>RTC's attended by MFRS are not the only RTC's on Merseyside. We also report Police 'killed and seriously injured' data. As expected this data also shows a substantial increase against 2020 due to relaxation of lock-down in 2021.</p>

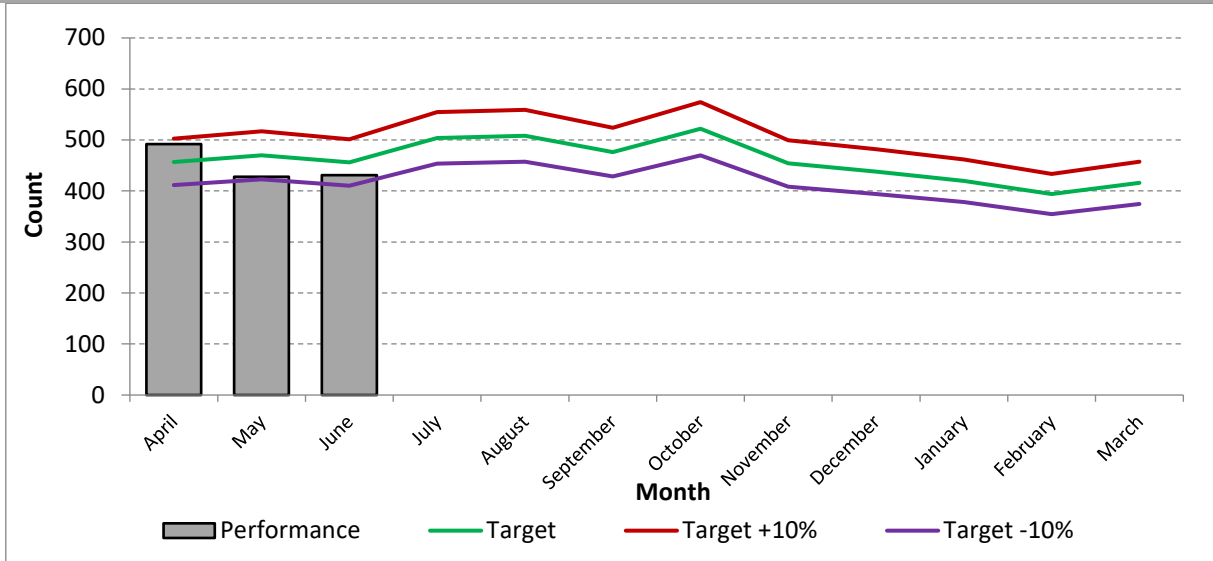
TC06 Total number of false alarms attended

Service Plan Target
Apr-Jun 2021/22

1383

Progress to Date

1346



TC06 Total number of false alarms attended

TC06

The number of false alarms attended (1346) is within 10% of the first quarter target (1383).

FC23

During 2020/21 there had been an increase in the number of False Alarm Good Intent incidents during the Covid period due in part to controlled burning in gardens. At June 21 144 of the FAGI's attended were controlled burns, this is 25% of incidents. The total number of incidents attended has now lessened with 585 incidents attended during this first quarter compared to 674 during this period in 2020.

FC12/11

False Alarm incidents due to smoke alarm actuations in domestic dwellings (612) have decreased compared to 2020 (672). Incidents attended in non domestic premises (104) has remained similar to last year (109). Repeat attendances continue to be predominantly sheltered self-contained accommodation. Community Risk Management teams work closely with these premises to reduce false alarm calls.

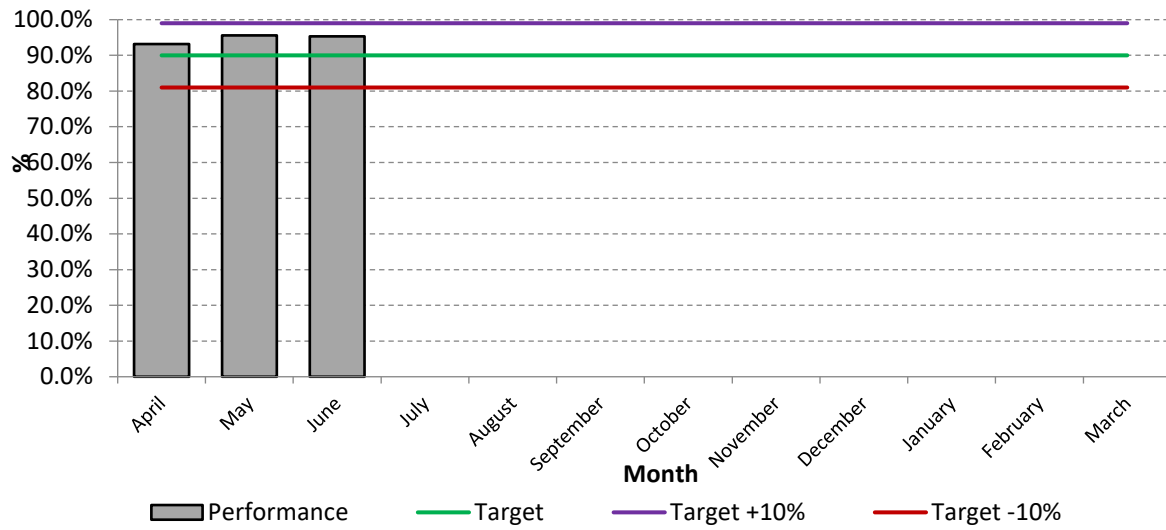
TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes

Service Plan Target
Apr-Jun 2021/22

90%

Progress to Date

94.6%



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

Operational staff attained the attendance standard of the first attendance of an appliance at a life risk incident within 10 minutes on 94.6% of occasions, achieving the target of 90%.

DR23

Crews when being mobilised to emergency incidents went from alert to mobile in under 1.9 minutes on 95% of incidents achieving the target 95%.

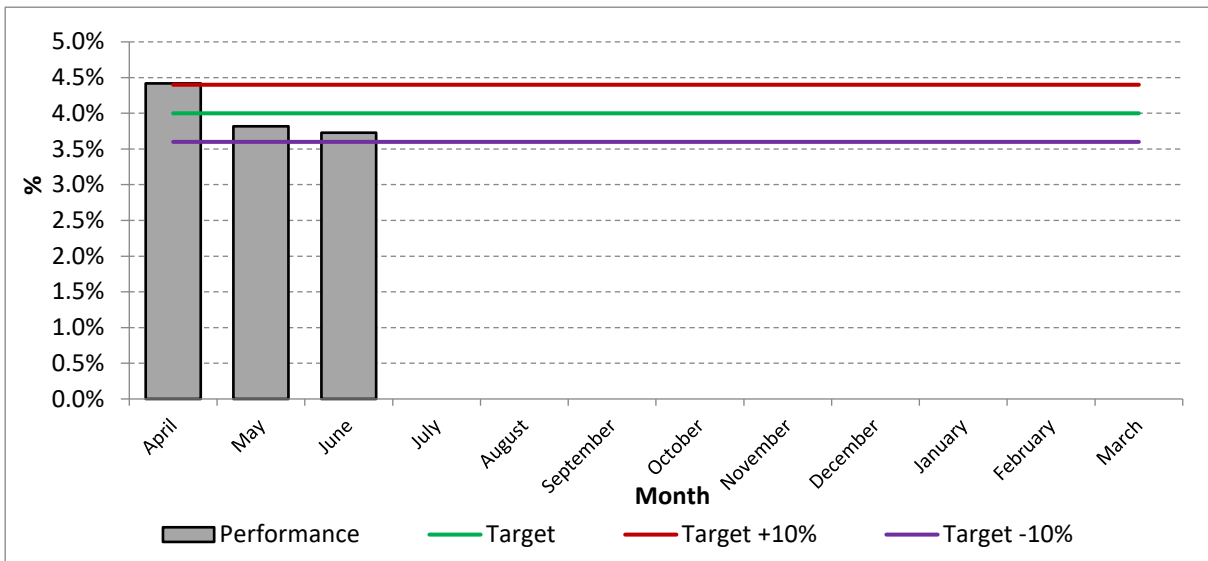
TD09 The % of available shifts lost to sickness absence, all personnel

Service Plan Target
Apr-Jun 2021/22

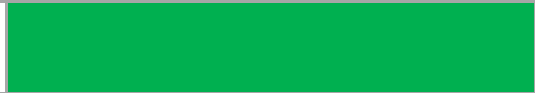
4%

Progress to Date

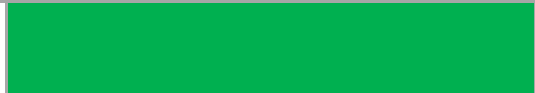
3.97%



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



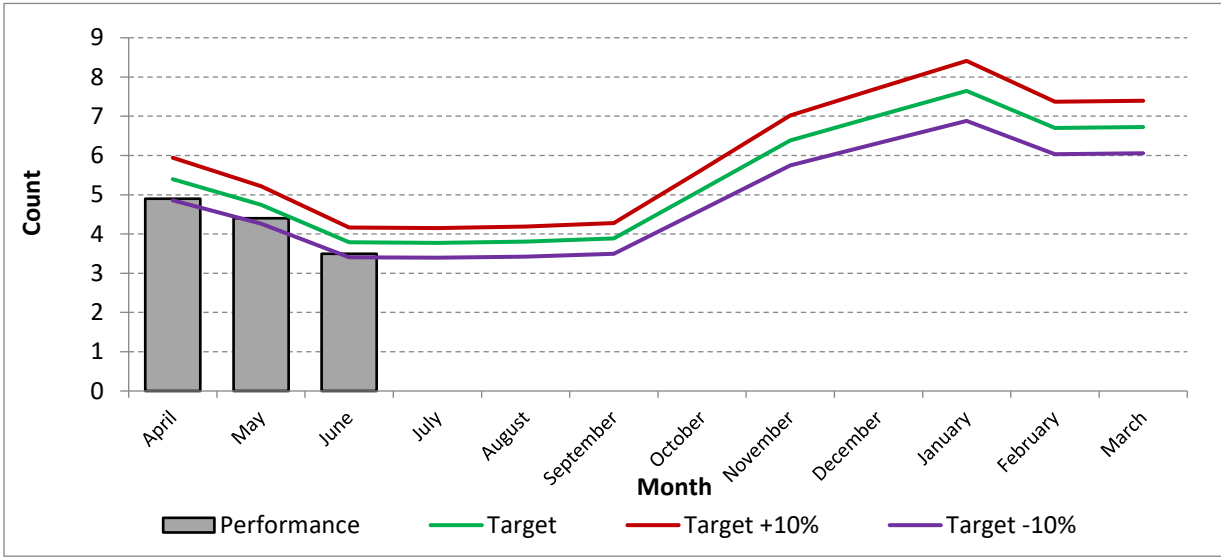
WD12 The % of available shifts lost to sickness absence per wholetime equivalent GREEN & RED book (non uniformed) personnel



TD09	Overall sickness among all staff at 3.97% shifts lost to sickness absence is below the 4% target. This is below the 4% target for sickness absence. If Covid 19 related absence is removed then sickness would have been 2.54%.
WD11 WD12	3.58% of shifts were lost to sickness absence among uniformed staff (2.50% with Covid related absence removed, this included staff self-isolating). Non uniformed staff absence was 4.63% (2.58% without Covid 19 absence). This exceeded the 4% target for this period.

TE10 Total carbon output of all buildings

Service Plan Target Apr-Jun 2019/20	13.9	Progress to Date	12.8
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TE10 Total carbon output of all buildings	
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TE10	Carbon output at 12.8 from all buildings is higher than at June 2019 when the output was 11.8. This measurement is CO2 per metre per building.
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