

# SERVICE DELIVERY PLAN 2020-21:

April 2020 to September 2020

## 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

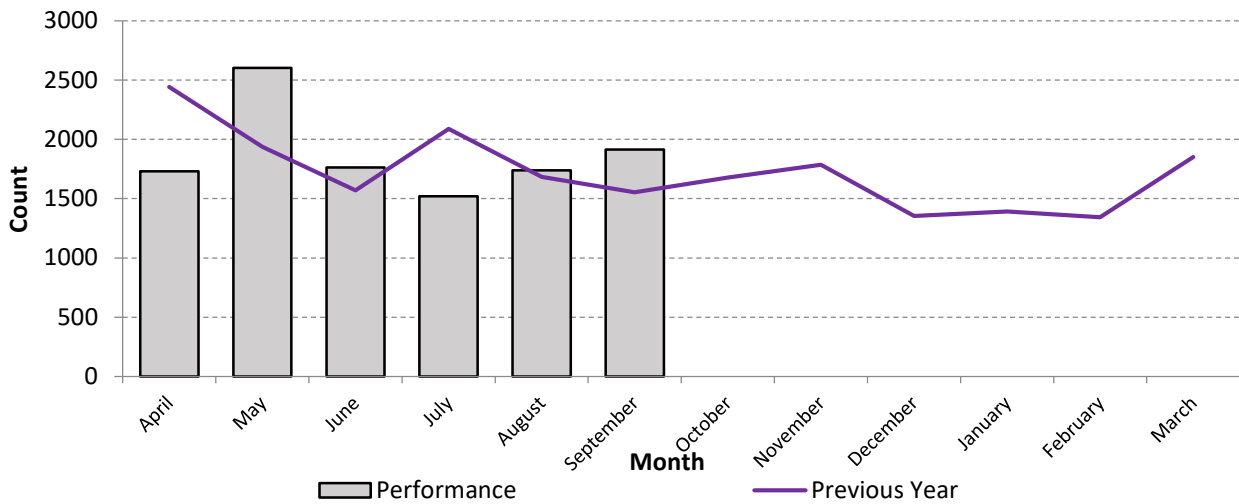
### TC00 Total number of emergency calls received

Service Plan Target

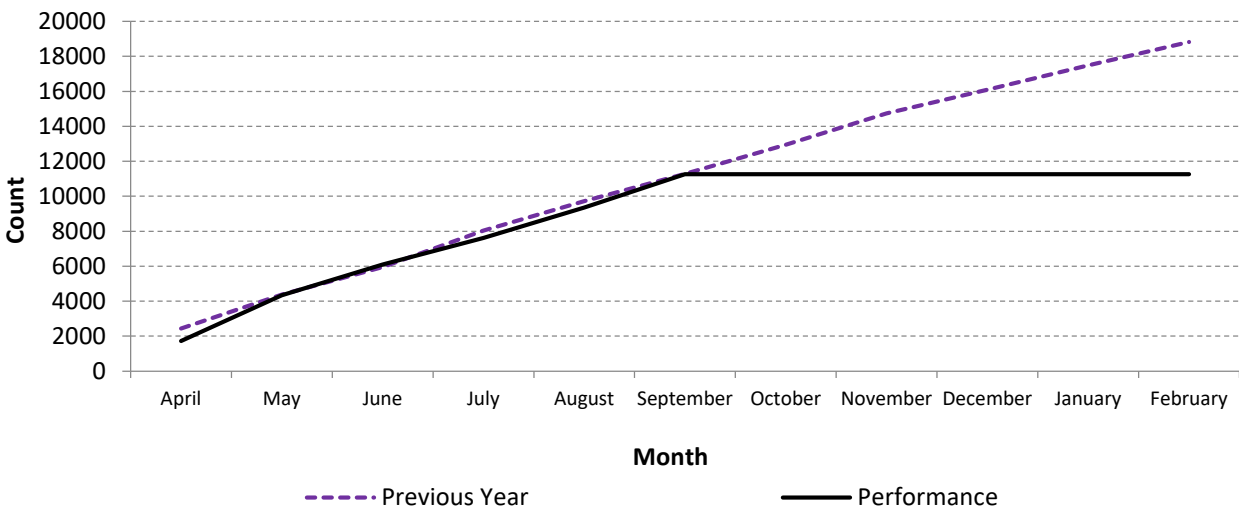
Quality Assurance

Progress to Date

**11270**



### 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 six months of 2020/21, 11270 emergency calls were received at Fire Control. This is almost the same as at this time in 2019/20 when 11274 calls were received. During September, when calls number started to rise, on 3 days more than 100 calls were received but the daily average for that month was 64 calls. This indicator does not have a target it is monitored for quality assurance only

DO22

Cumulatively 98.3% of 999 calls were answered within 10 seconds. This achieved the 95% target.

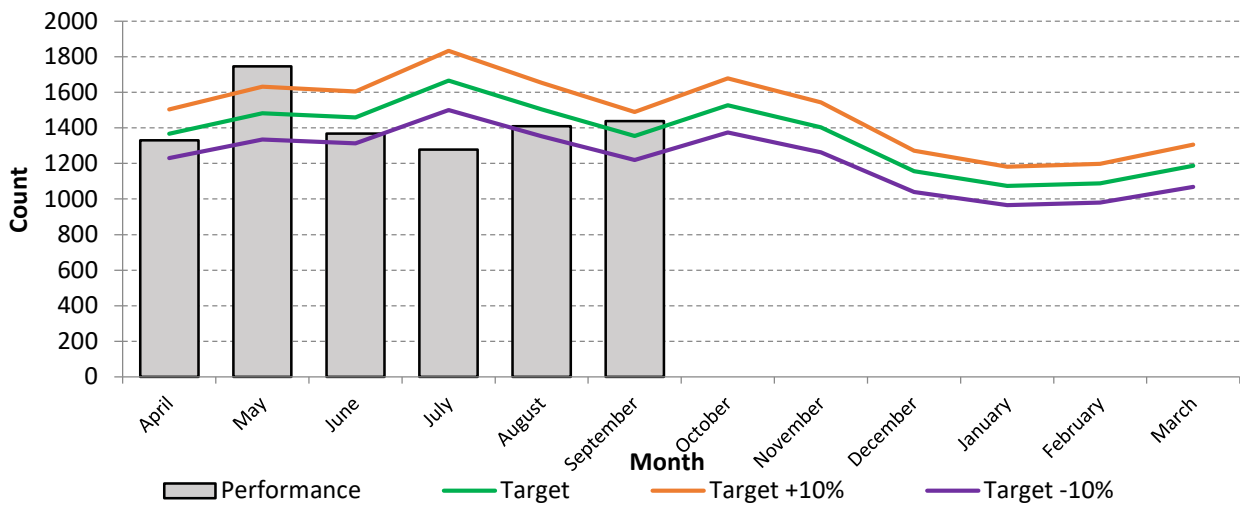
## TC01 The total number of incidents attended

Service Plan Target  
Apr-Sep 2020/21

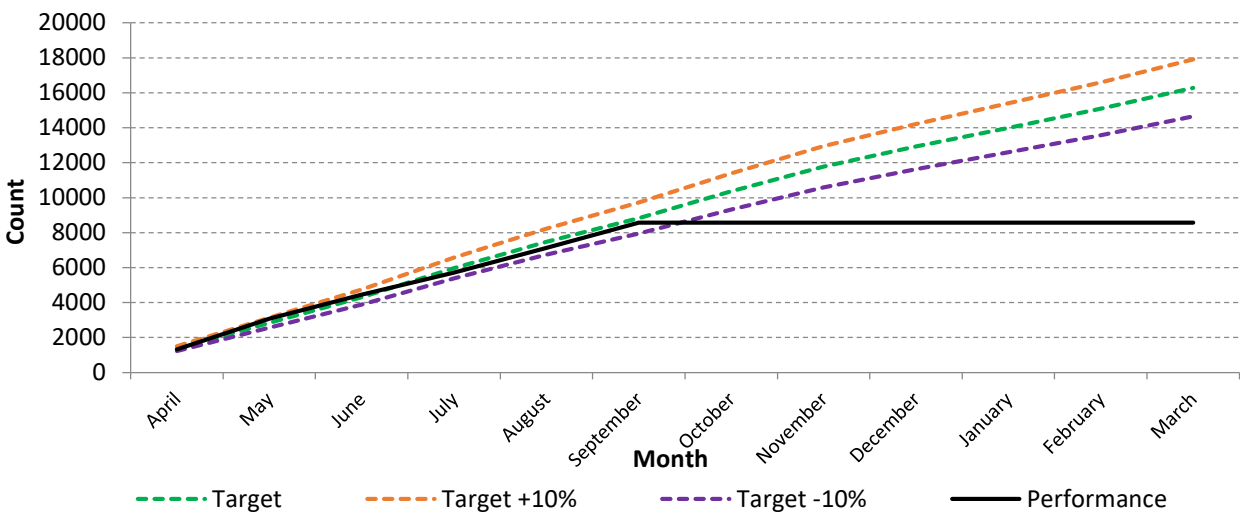
8837

Progress to Date

8573



## Cumulative Performance



## TC01 Total number of incidents attended

TC01

Following a spike in incidents during May 2020 which saw a high number of incidents attended (1746) the number of incidents attended have remained stable. Despite Covid 19 restrictions throughout most of this period crews have attended more incidents (8573) than in the first half of 2019/20 when 7959 incidents were attended.

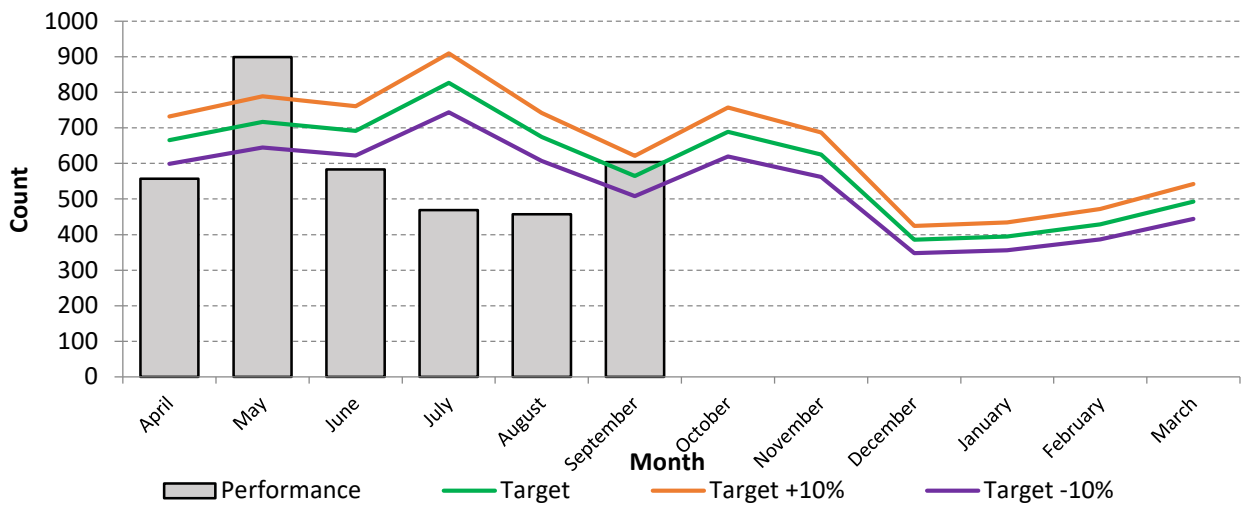
## TC02 Total number of fires attended in Merseyside

Service Plan Target  
Apr-Sep 2020/21

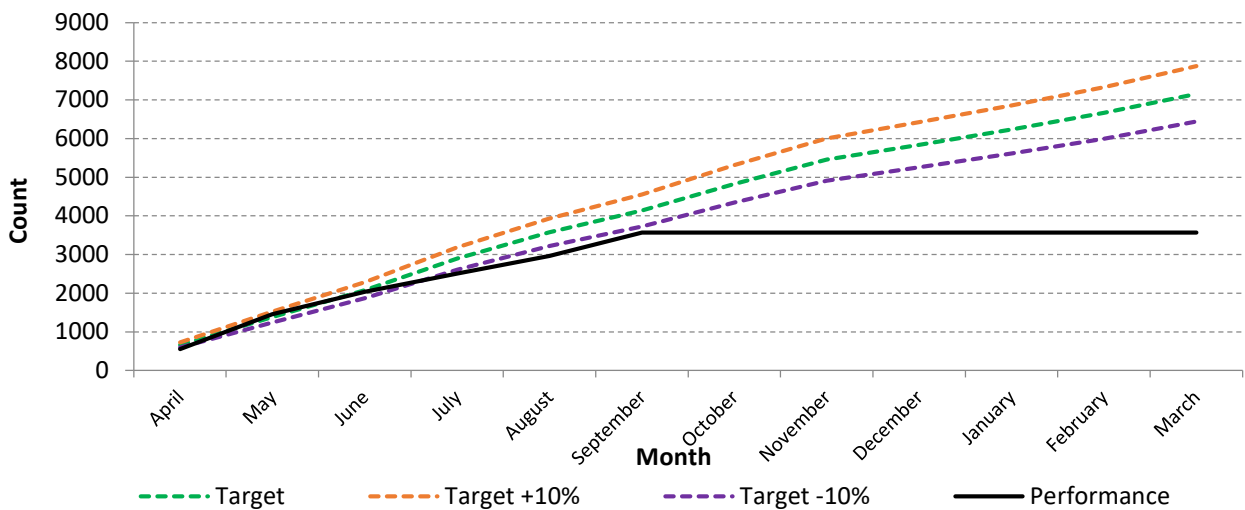
4142

Progress to Date

3569



### Cumulative Performance



### TC02 Total number of Fires attended in Merseyside

TC02

May saw 899 fires attended, though this was a very hot, dry month. There was another rise in fires attended in September (604) compared to 389 in Sept 2019. This was due to increased numbers of secondary, deliberate anti-social behaviour and accidental small fires. Overall the target for this period has been met.

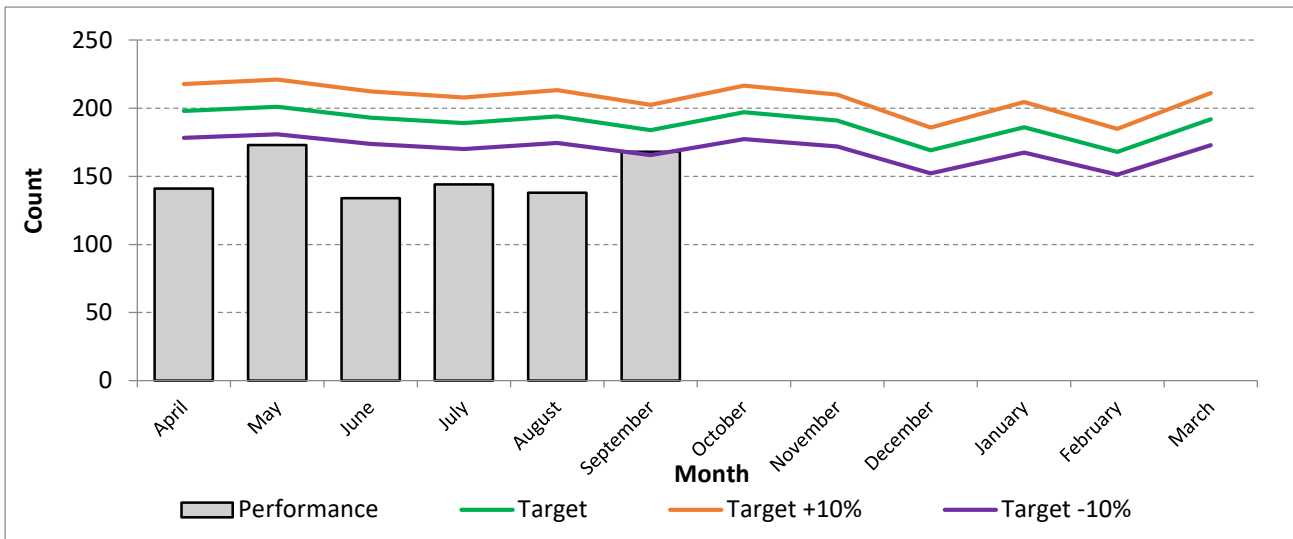
## TC03 Total number of primary fires attended

Service Plan Target  
Apr-Sep 2020/21

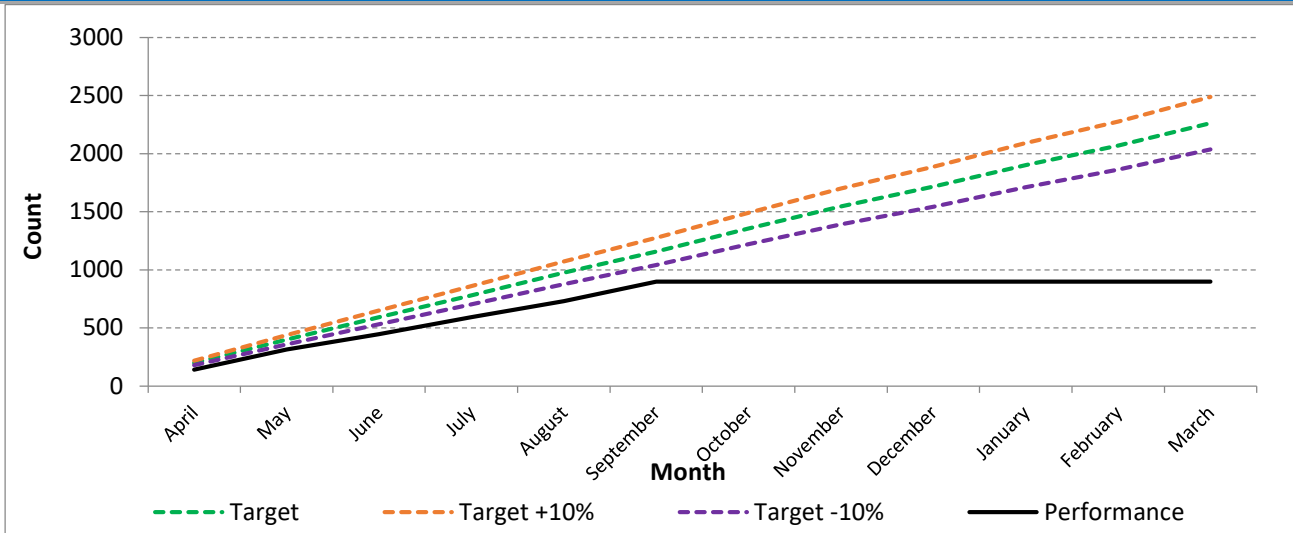
1159

Progress to Date

898



## Cumulative Performance



## TC03 Total number of primary fires attended

TC03

There were 898 Primary fires during the first half of 2020/21. This is 177 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.

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.

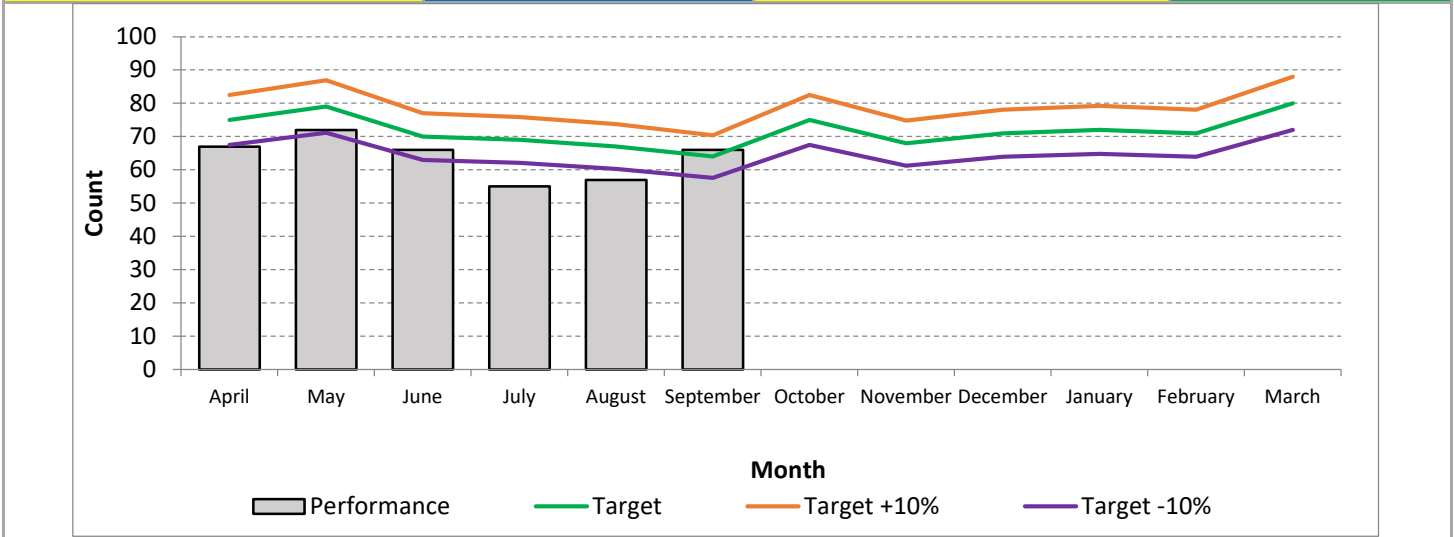
DC11	Number of accidental dwelling fires	Green
DC12	Number of fatalities in accidental dwelling fires	Green
DC13	Number of injuries in accidental dwelling fires	Green
DC14	Number of deliberate dwelling fires in occupied properties	Yellow
DC15	Number of deliberate dwelling fires in unoccupied properties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

**COMMENTARY:**

DC11	Accidental dwelling fires (383) achieved the cumulative target (424) for the year to date and was considerably less than 2019/20 when 436 fires had been attended. This performance reflects the continued success of the Home Safety and Arson Reduction Strategies. This is particularly of note due to almost all residents being at home in lock-down for a large part of this period.
DC12	Sadly, there have been 4 fatalities (2 during both April and May) in accidental dwelling fires during 2020/21 to date. There have been no further deaths during quarter two.
DC13	There were 32 injuries in Accidental Dwelling Fires, which is 17 fewer than during the same period in 2019/20.
DC14	Deliberate dwelling fires in occupied property (73) increased with 15 more incidents than last year (58). Prevention teams continue to work with partner agencies to target this incident type
DC15	Deliberate fires in unoccupied properties (12) were on target (12).
DC16 DC17	There have been no fatalities in the deliberate dwelling fires to date and 7 injuries, 3 of which occurred in the same incident in July.

**DC11 Number of accidental fires in dwellings**

Service Plan Target Apr-Sep 2020/21	<b>424</b>	Progress to Date	<b>383</b>
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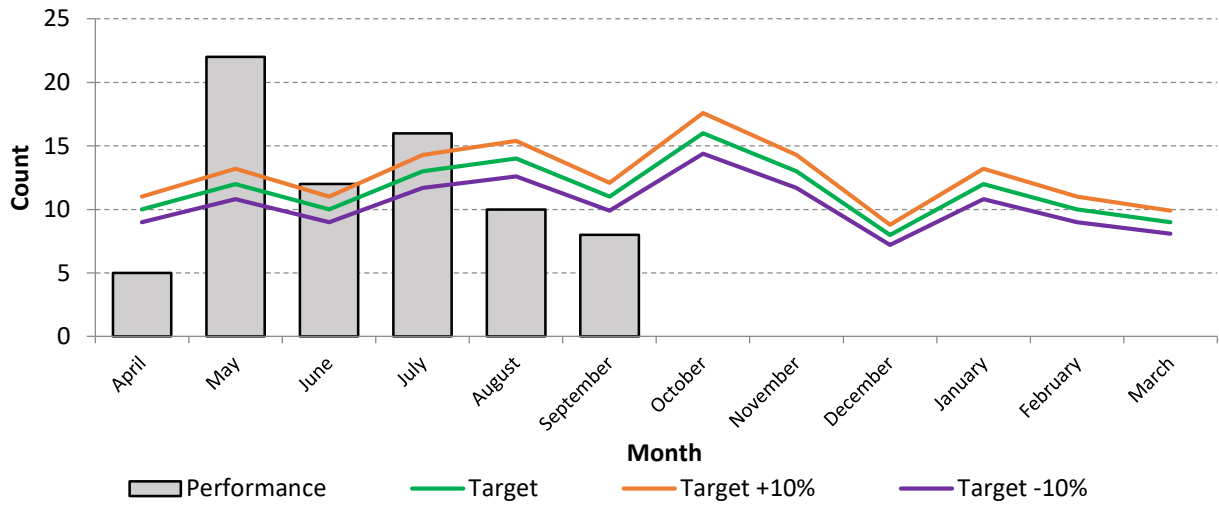
## DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target  
Apr-Sep 2020/21

70

Progress to Date

73



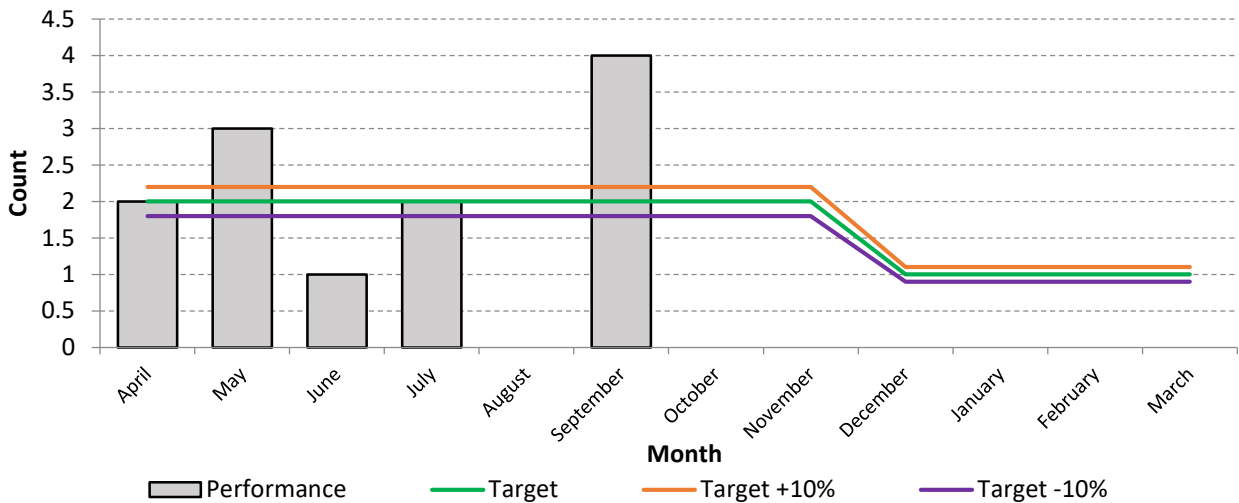
## DC15 Number of deliberate fires in unoccupied properties

Service Plan Target  
Apr-Sep 2020/21

12

Progress to Date

12



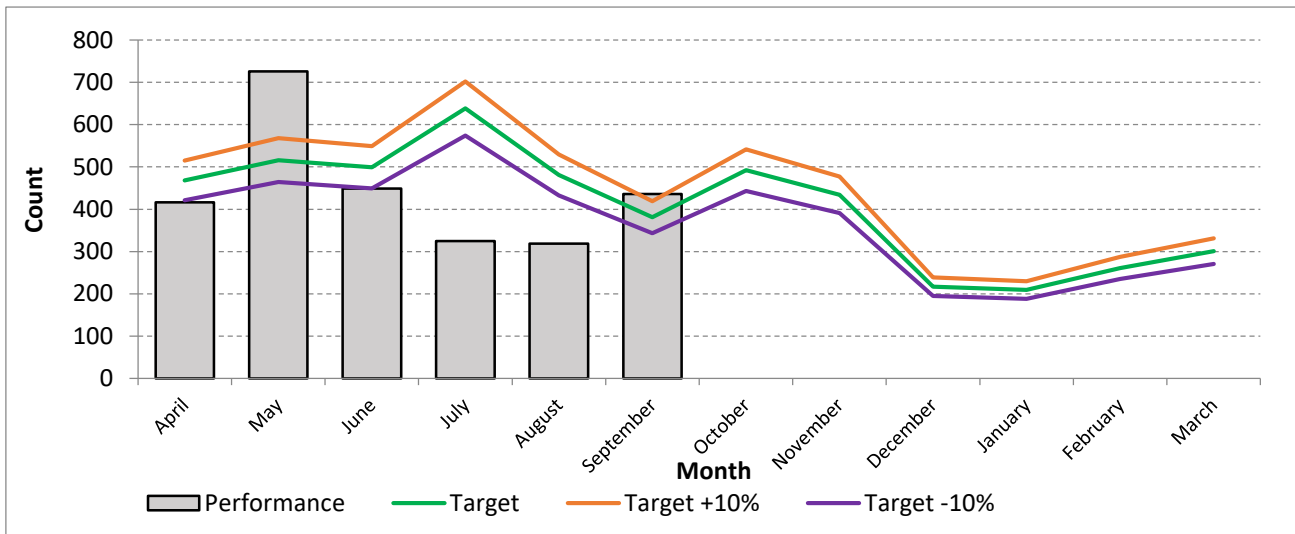
## TC04 Total number of secondary fires attended

Service Plan Target  
Apr-Sep 2020/21

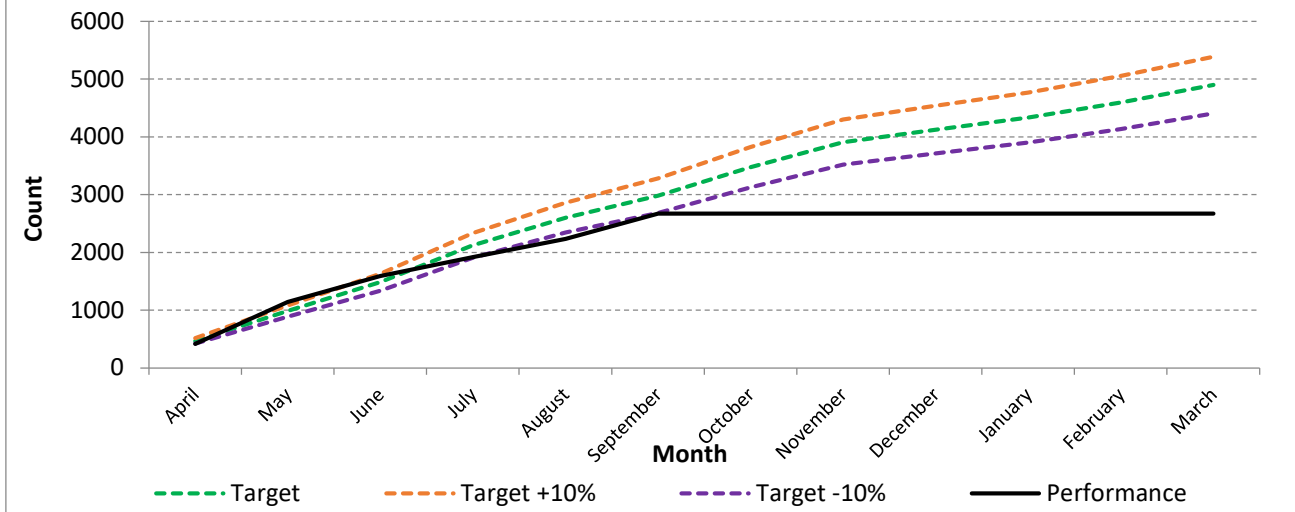
2983

Progress to Date

2671



## Cumulative Performance



TC04 Total number of secondary fires attended

AC13 Number of deliberate ASB fires attended

TC04

There were 2671 secondary fires during this reporting period. This is 522 more fires than at September 2019/20 (2149). However this is because of the very high numbers of rubbish/waste fires attended in May (726) and June (449) with a further spike September (436) due in part to extended periods of dry weather during the month. It should be noted that of the 436 incidents, 113 were not considered as being malicious – i.e. deliberate.

AC13

There was a spike in the number of anti-social behaviour fires attended in May (431) and June (314). However since then performance has been below target each month, September saw crews attend 323 incidents compared to 179 last year, this was still below the monthly target of 325.



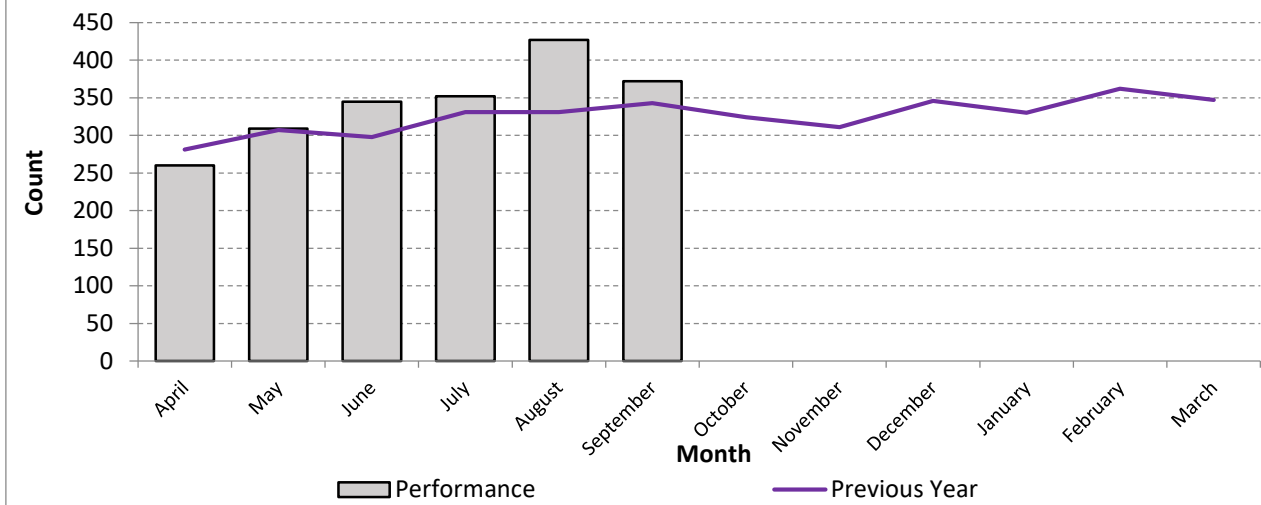
## TC05 Total number of special services attended

Service Plan Target

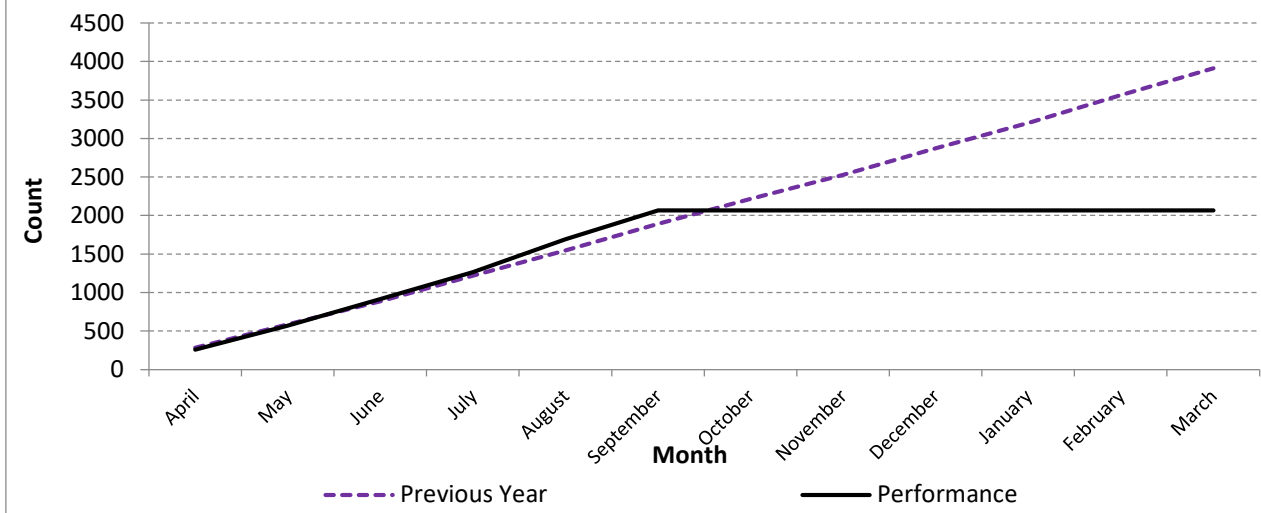
Quality Assurance

Progress to Date

2065



## Cumulative Performance



## TC05 Total number of Special Services attended

## For quality assurance only

**TC05**

There is no target for special service calls attended as this is recorded 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 assistance (which has increased markedly since March 2020) and effecting entry. Incident types we can influence such as road traffic collisions and water rescue incidents exist as separate indicators. The number of special services attended (2065) is higher than 2019/20 (1891).

**RC11**  
**RC12**  
**RC13**

The number of RTC's attended (259) is lower than at this time in 2019/20 (342). This is most likely due to the reduction in vehicles on the road due to the Covid 19 lockdown with low numbers in April to July, though as lockdown relaxed - numbers of RTC's did increase in August (66) and September (61). Sadly, there have been 5 fatalities in RTC's attended by MFRS and 108 injuries compared to 172 at the end of September 2019.

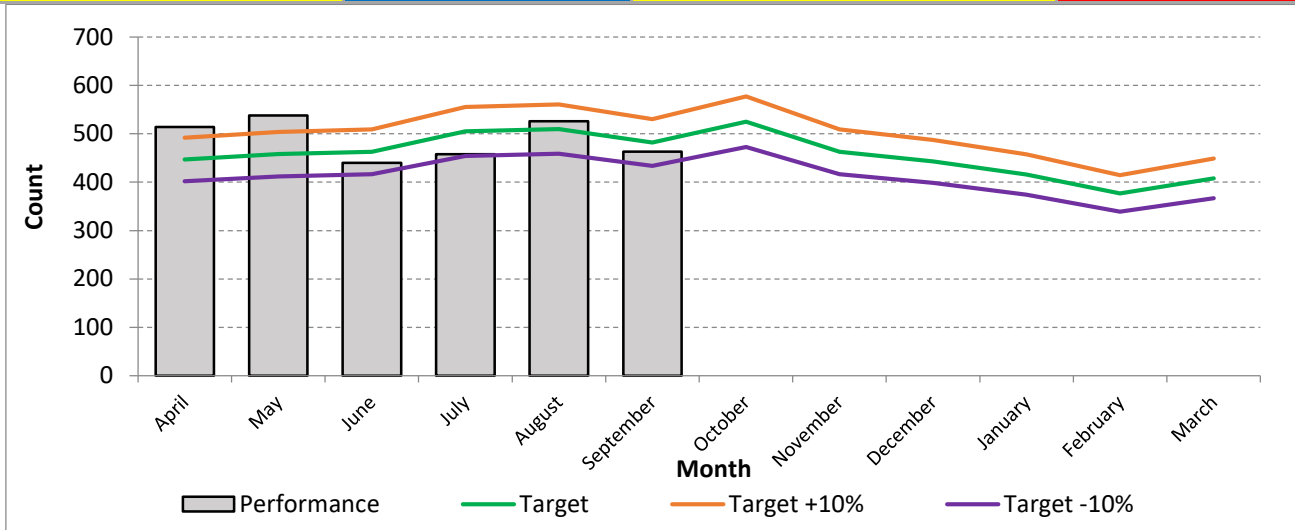
## TC06 Total number of false alarms attended

Service Plan Target  
Apr-Sep 2020/21

2865

Progress to Date

2939



### TC06 Total number of false alarms attended

TC06

The number of false alarms attended (2939) remains within 10% of target (2865) but more than at September 2019 (2844)

This is primarily due to a large increase in False Alarm Good Intents incidents - associated with controlled burning of refuse and vegetation, (which was in part due to garden waste collections ceasing for part of the spring lockdown period). Since June, these incidents have fallen in count, though still slightly higher than the equivalent period for 2019/20.

Automatic False Alarm incidents in both Dwelling (1452) and Non Domestic properties (233) have reduced when compared to this period last year (1506 & 321 respectively) and also against targets.

Repeat attendances continue to be predominantly sheltered self-contained accommodation. Community Risk Management teams work closely with these premises to reduce false alarm calls.

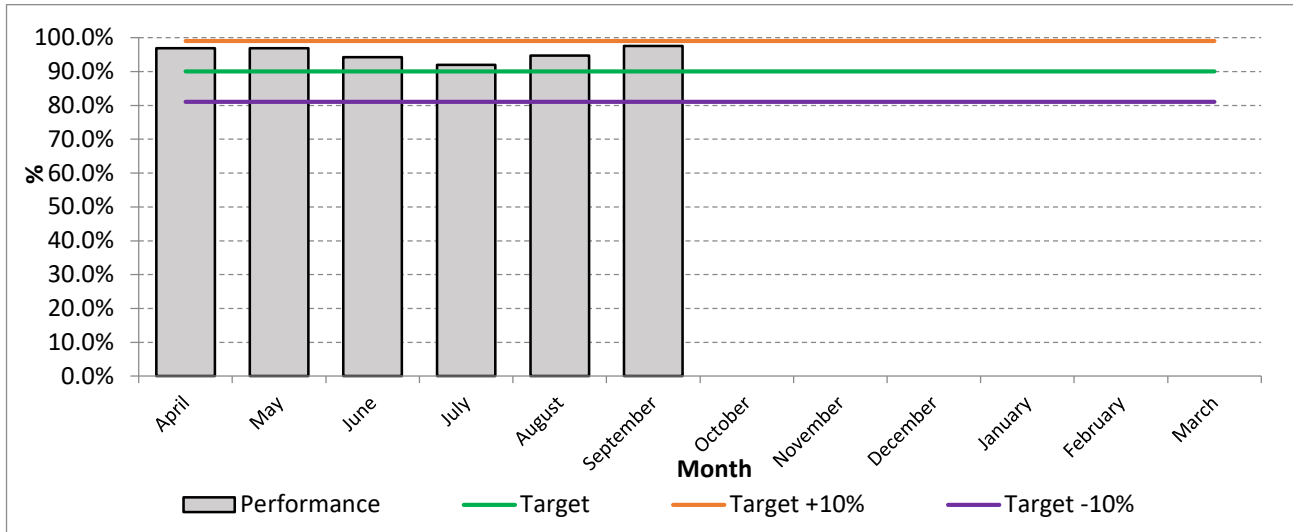
## TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes

Service Plan Target  
Apr-Jun 2020/21

90%

Progress to Date

95.4%



**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 95.4% of occasions, achieving the target of 90%. Performance remained high during the lockdown period.

**DR23**

Crews when being mobilised to emergency incidents went from alert to mobile in under 1.9 minutes on 96.5% of incidents achieving the target 95%.

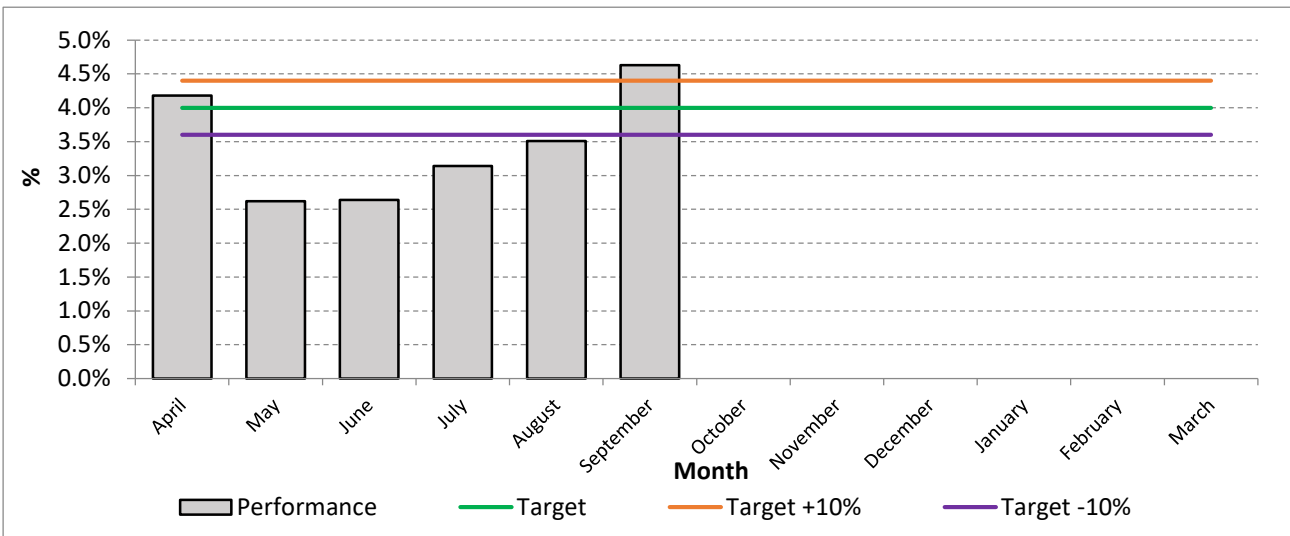
**TD09 The % of available shifts lost to sickness absence, all personnel**

Service Plan Target  
Apr-Sep 2020/21

4%

Progress to Date

3.45%



**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**

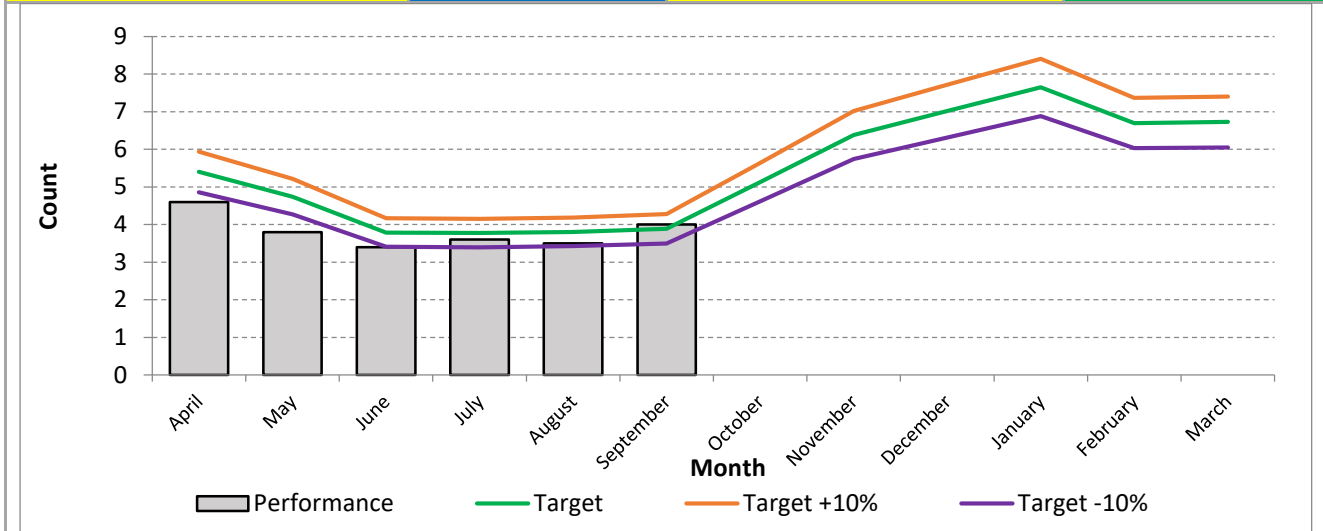
Overall sickness among all staff at 3.45% shifts lost to sickness absence is below the 4% target. Despite Covid related absence, which is included in this figure, this is lower than at this time in 2019 (3.66%). If Covid 19 related absence is removed then sickness would have been 3.01%.

**WD11  
WD12**

Cumulatively, 3.30% of shifts were lost to sickness absence among uniformed staff (2.91% with Covid related absence removed, this included staff self-isolating). Non uniformed staff absence was 3.68% (3.30% without Covid 19 absence). Absence is below target for all staff groups. However absence in September increased to 4.48% of uniformed and 4.86% of non-uniformed shifts lost to sickness which are both over the 4% target. This could be due to improved Covid 19 testing and track and trace

## TE10 Total carbon output of all buildings

Service Plan Target Apr-Sep 2019/20	<b>25.4</b>	Progress to Date	<b>22.9</b>
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### TE10 Total carbon output of all buildings

<b>TE10</b>	<p>Carbon output at 22.9 from all buildings is higher than at September 2019 when the output was 23.7. This measurement is CO2 per metre per building. Overall energy use in this first quarter is lower than at this time in 2019. This is attributable in part to an increases waste figure caused by moving staff to make the estate Covid safe</p>
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