

SERVICE DELIVERY PLAN 2020-21:

April 2020 to December 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 reference Red, Amber, and Green to indicate how each indicator is performing.

Amber reflects an indicator is within 10% of target.



BENCHMARK INDICATORS:

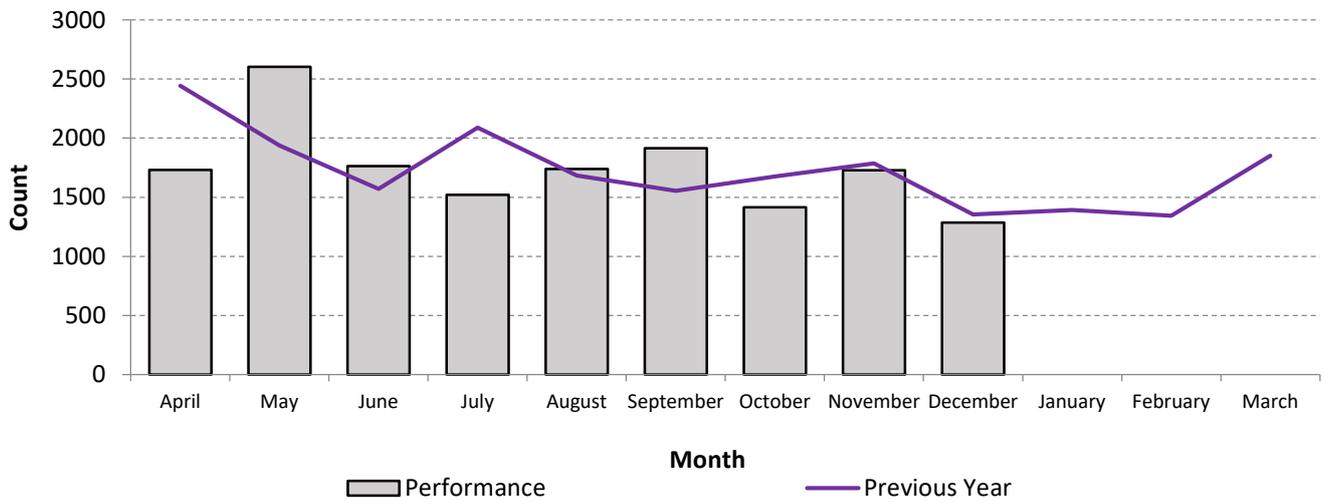
TC00 Total Number of Emergency Calls Received:

Service Plan Target

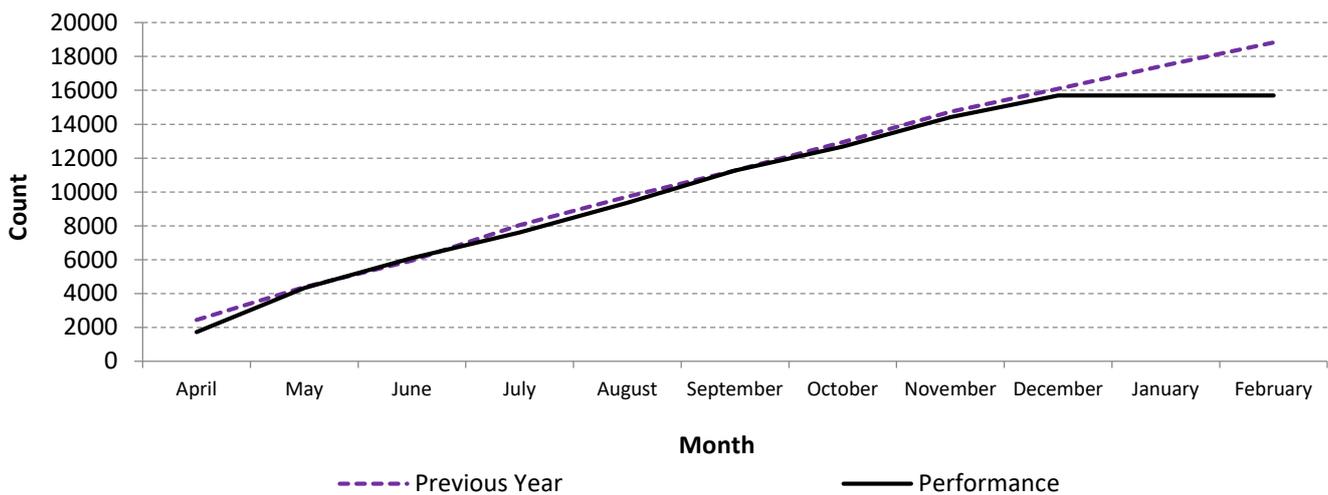
Quality Assurance

Progress To Date

15699



Cumulative Performance:



TC00 Total Number Of Emergency Calls Received

For Quality Assurance Only

DO22 The % of 999 Calls Answered Within 10 Seconds

TC00	During April to December 2020, 15699 emergency calls were received at Fire Control. This is slightly less than as at this time in 2019/20, when 16902 calls were received. During the Bonfire period in November the number of calls received (1729) was similar to last year (1786). This indicator does not have a target it is monitored for quality assurance only
DO22	Cumulatively 98.1% of 999 calls were answered within 10 seconds. This achieved the 95% target.

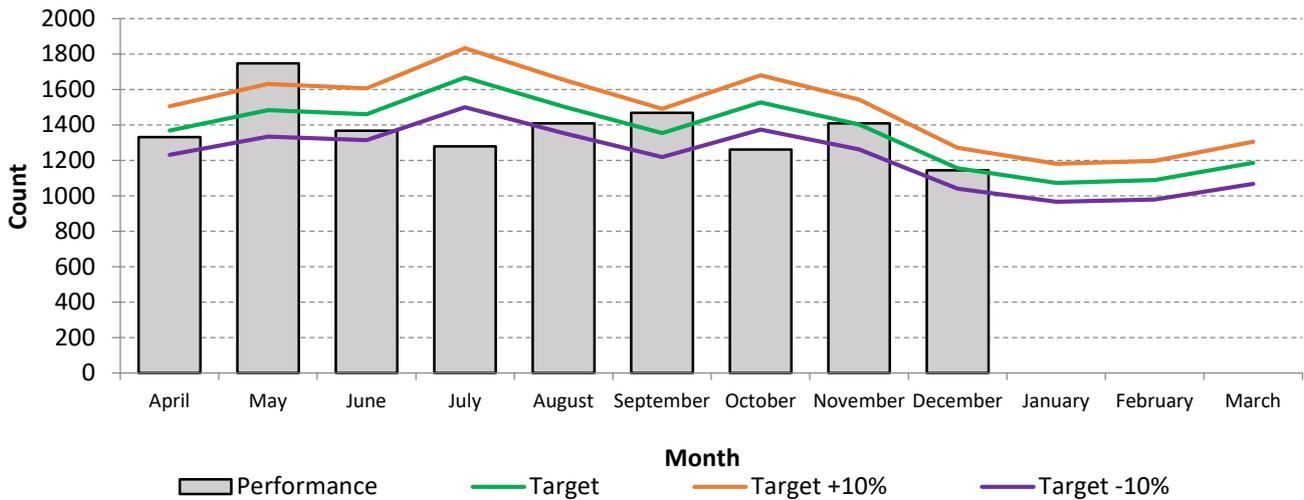
TC01 The Total Number Of Incidents Attended:

Service Plan Target
Apr-Dec 2020/21

12923

Progress To Date

12421



Cumulative Performance: [note for SLT; graph below to be updated to December]



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 (12421) than the end of the 3rd quarter of 2019/20 when 11609 incidents were attended.

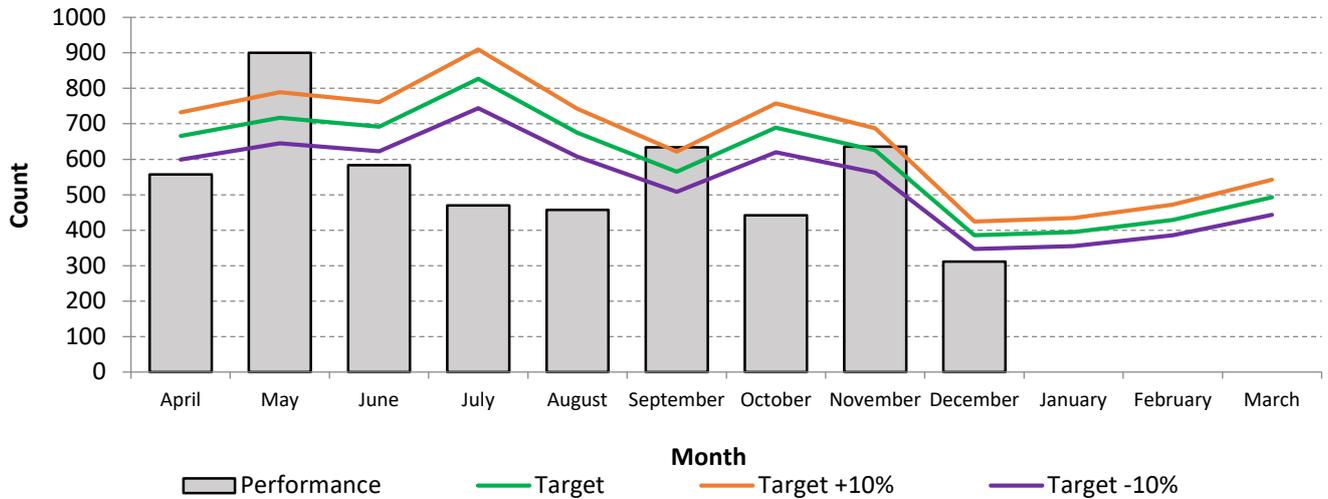
TC02 Total Number Of Fires Attended In Merseyside:

Service Plan Target
Apr-Dec 2020/21

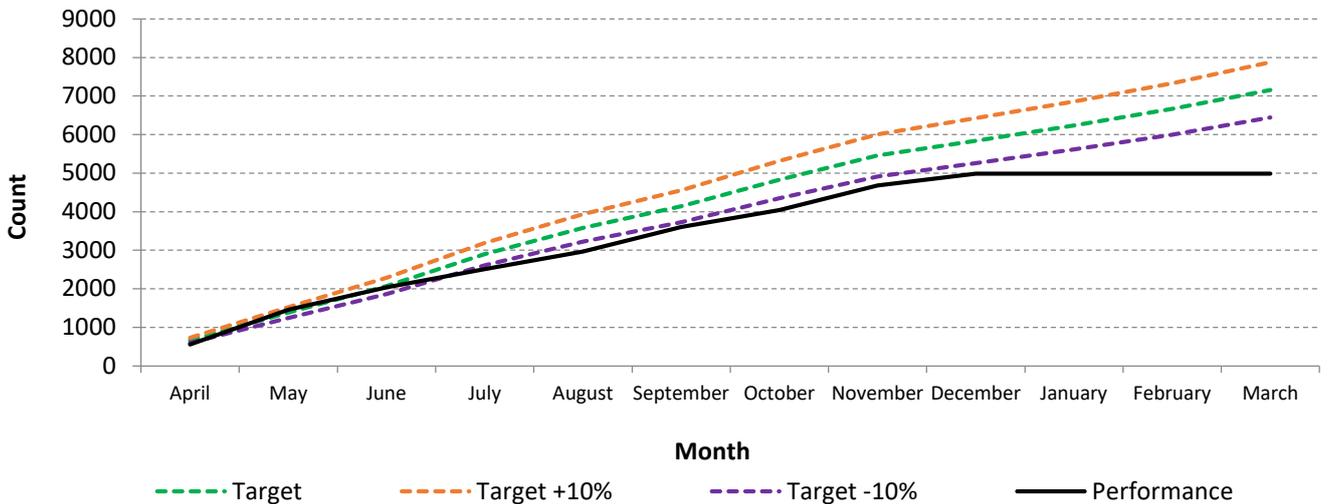
5842

Progress to Date

4990



Cumulative Performance:



TC02 Total Number Of Fires Attended In Merseyside

TC02

During the Bonfire period crews attended more fires (636) this year than in November 19/20 (458). This was due to increased numbers of secondary, deliberate anti-social behaviour and accidental small fires. Because of the pandemic restrictions the public were more aware of gatherings not being permitted and reported more fires than they might have done in a normal year. Despite a few spikes in fires in May, September and November overall the target for this period has been met.

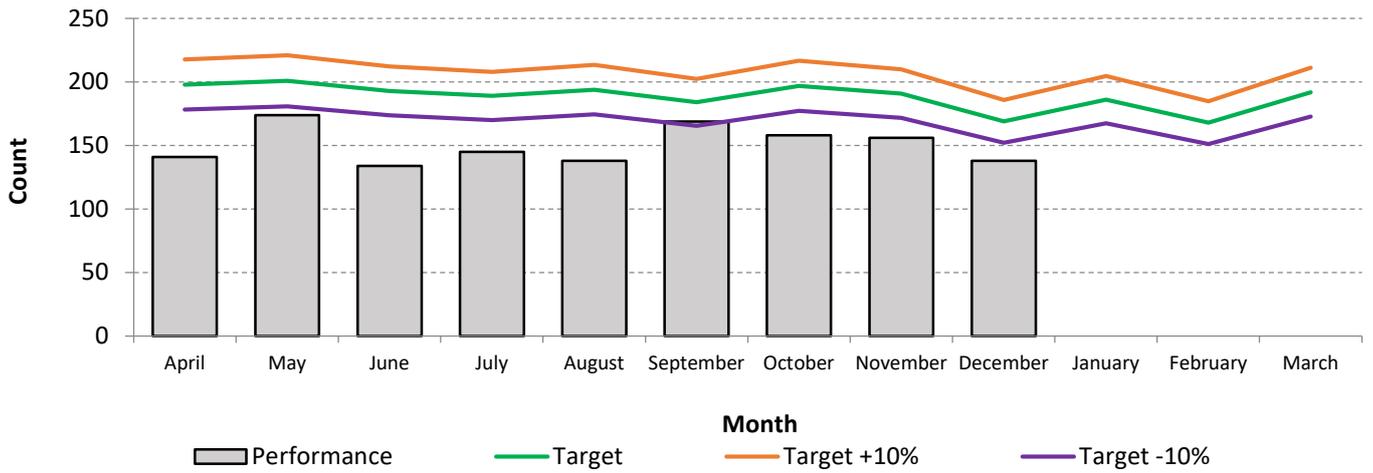
TC03 Total Number Of Primary Fires Attended:

**Service Plan Target
Apr-Dec 2020/21**

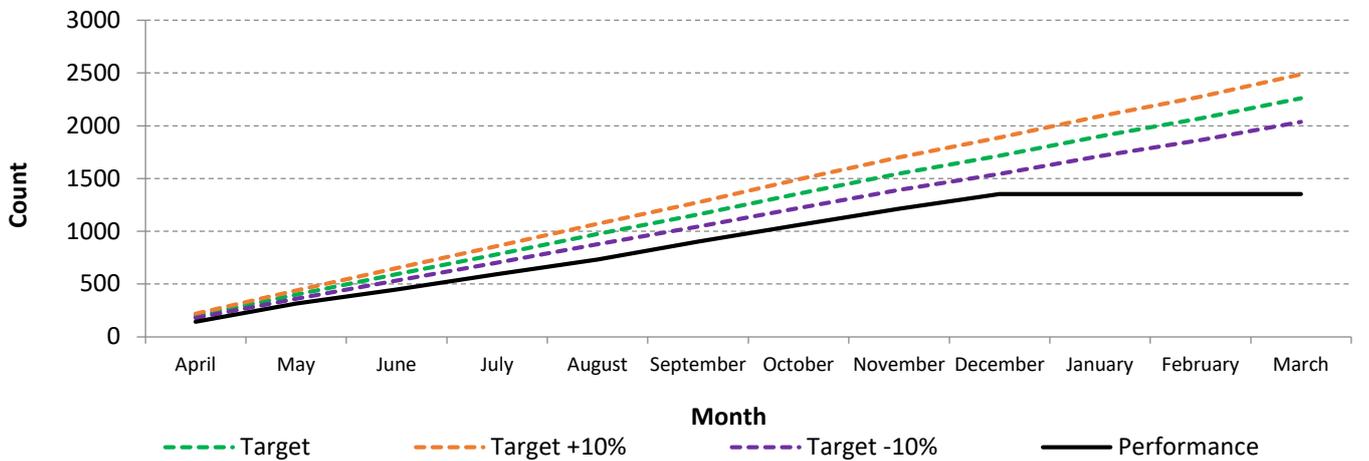
1716

Progress To Date

1353



Cumulative Performance:



TC03 Total Number Of Primary Fires Attended

TC03

There were 1353 Primary fires during this reporting period. This is 217 fewer than at the same period in 2019/20. This is possibly linked to the Covid 19 lockdown as homes have been occupied more and fewer businesses have been open.

Primary fires involve an insurable loss and include all property related fires, or large scale secondary fires where five or more appliances are in attendance.

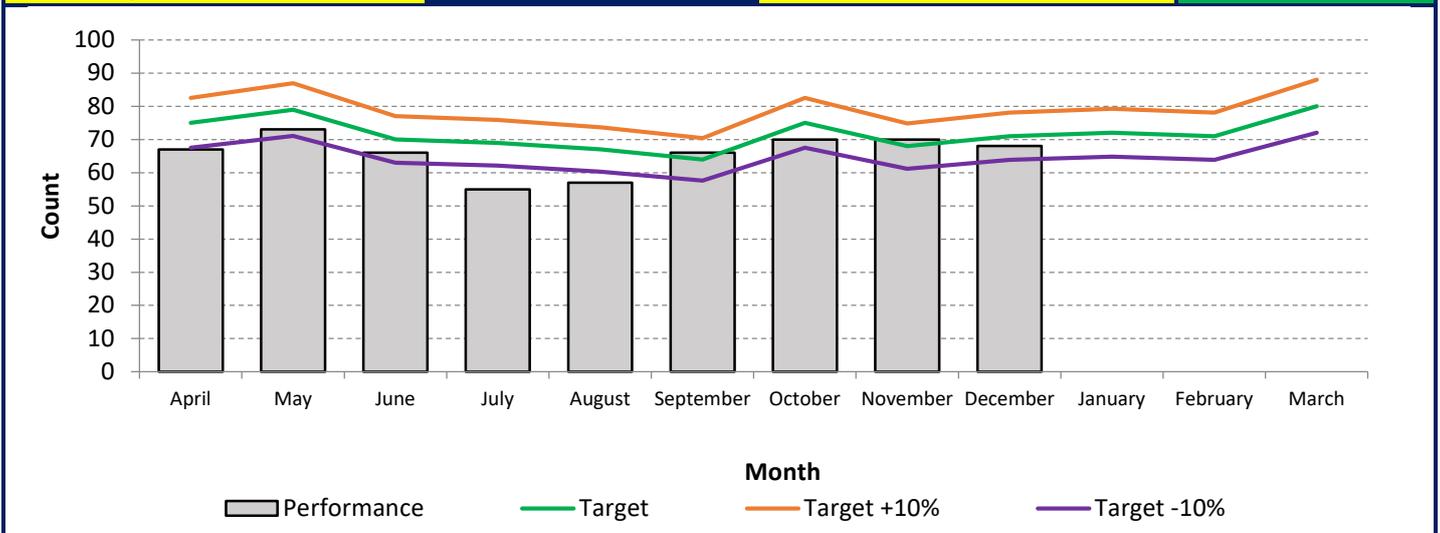
DC11	Number of accidental dwelling fires	Green
DC12	Number of fatalities in accidental dwelling fires	Green
DC13	Number of injuries in accidental dwelling fires	Green
DC14	Number of deliberate dwelling fires in occupied properties	Yellow
DC15	Number of deliberate dwelling fires in unoccupied properties	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 (592) achieved the cumulative target (638) for the year to date and this is considerably less than 2019/20 when 653 fires had been attended by this period. 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 lockdown for a large part of this period.
DC12	Sadly, there were 4 fatalities (2 during both April and May) in accidental dwelling fires during this period. There have been a further 3 fatalities in January and February all attributed to smoking and all the fatalities in 2020/21 have taken place during lockdown periods.
DC13	There were 48 injuries in accidental dwelling fires, which is 25 fewer than during the same period in 2019/20. This is in line with the reduction in accidental dwelling fires.
DC14	Deliberate dwelling fires in occupied properties (111) increased, with 14 more incidents than last year (97). Prevention teams continue to work with partner agencies to target this incident type
DC15	Deliberate fires in unoccupied properties (13) were under the target for this period (17).
DC16 DC17	There have been no fatalities in the deliberate dwelling fires to date and 11 injuries, this is 1 over the target of 10 and 4 more than at December 2019 (11).

DC11 Number Of Accidental Fires In Dwellings:

Service Plan Target Apr-Dec 2020/21	653	Progress To Date	592
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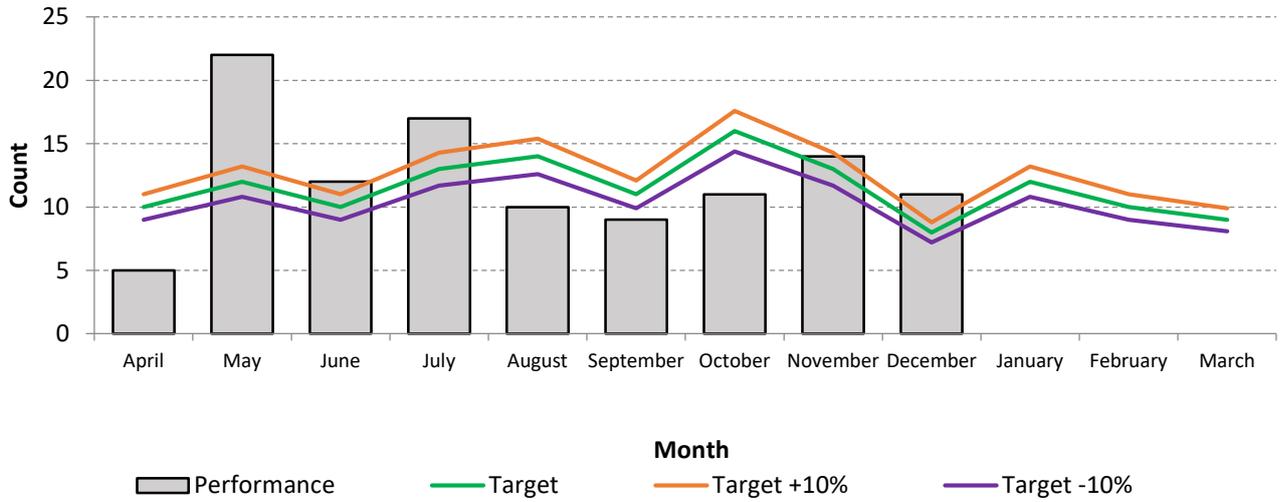
DC14 Number Of Deliberate Dwelling Fires In Occupied Properties:

**Service Plan Target
Apr-Dec 2020/21**

107

Progress To Date

111



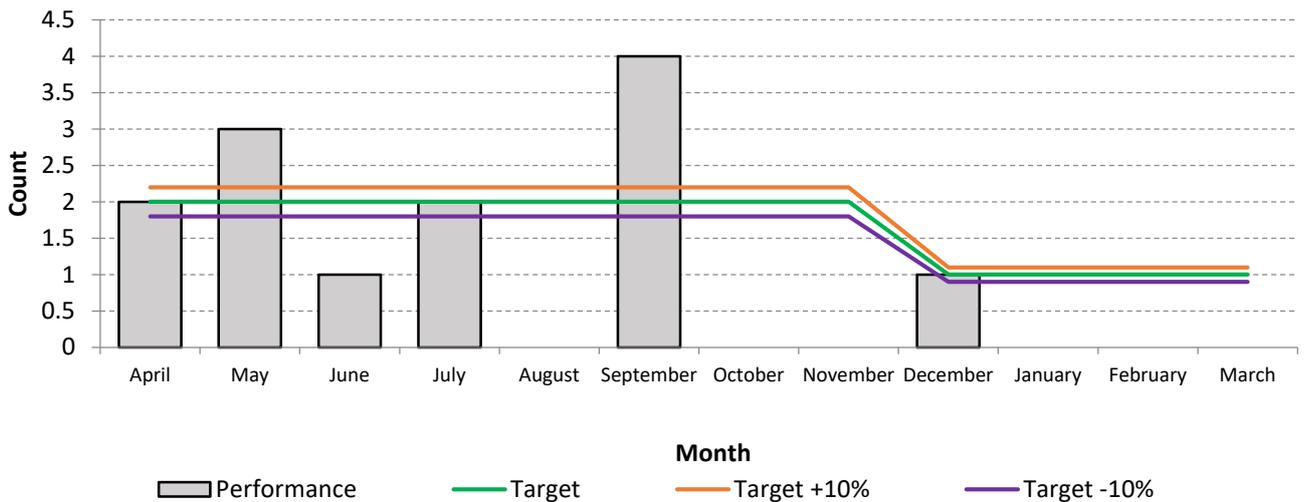
DC15 Number of deliberate fires in unoccupied properties

**Service Plan Target
Apr-Dec 2020/21**

17

Progress To Date

13



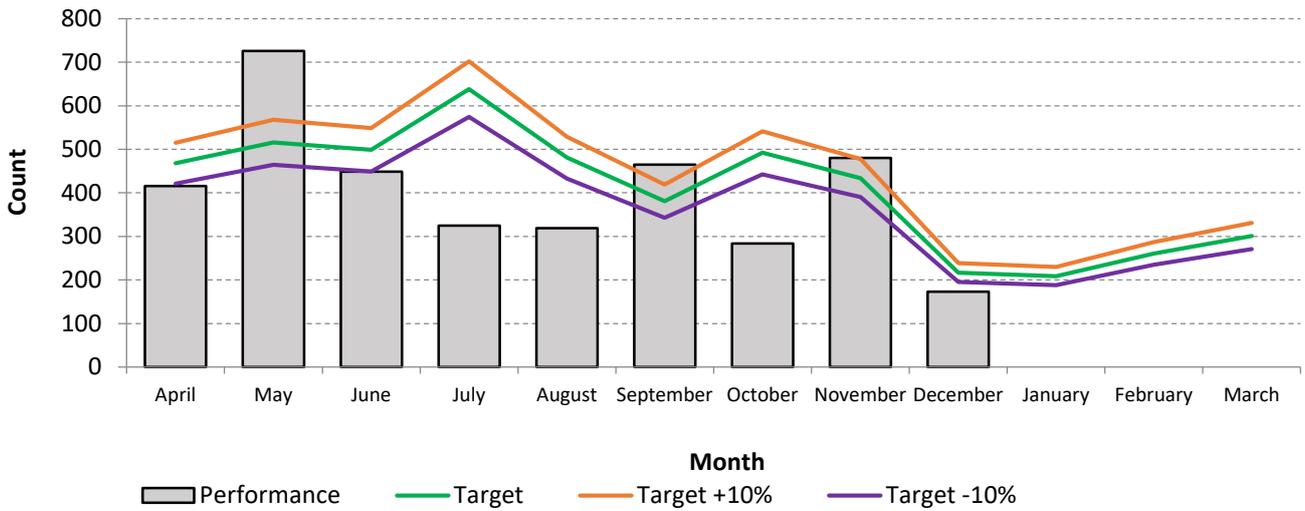
TC04 Total Number Of Secondary Fires Attended:

Service Plan Target
Apr-Dec 2020/21

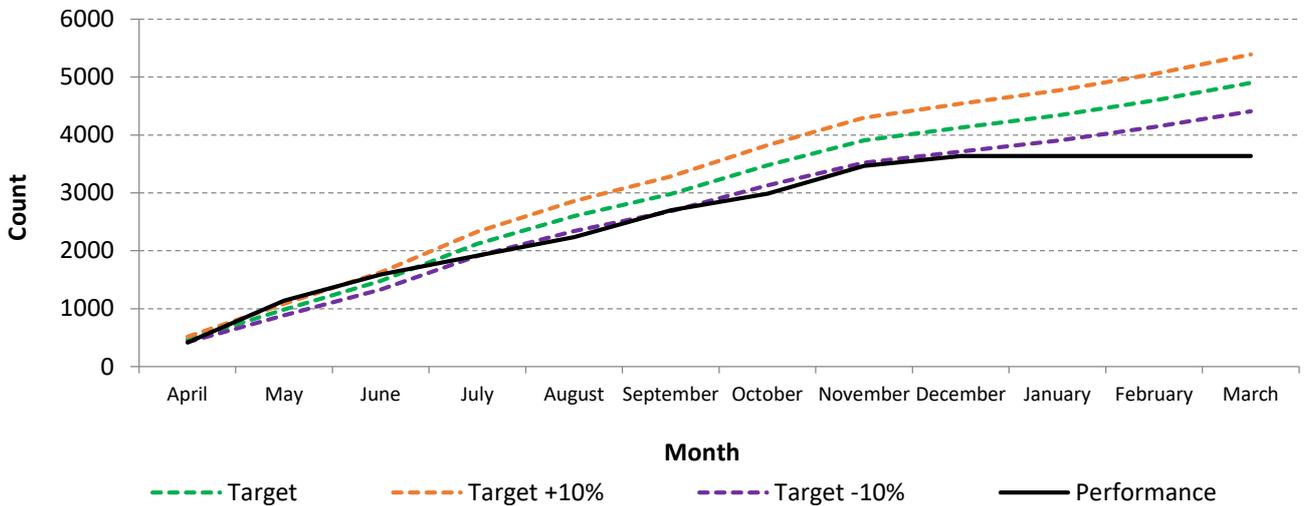
4126

Progress To Date

3637



Cumulative Performance:



TC04 Total Number Of Secondary Fires Attended

AC13 Number Of Deliberate ASB Fires Attended

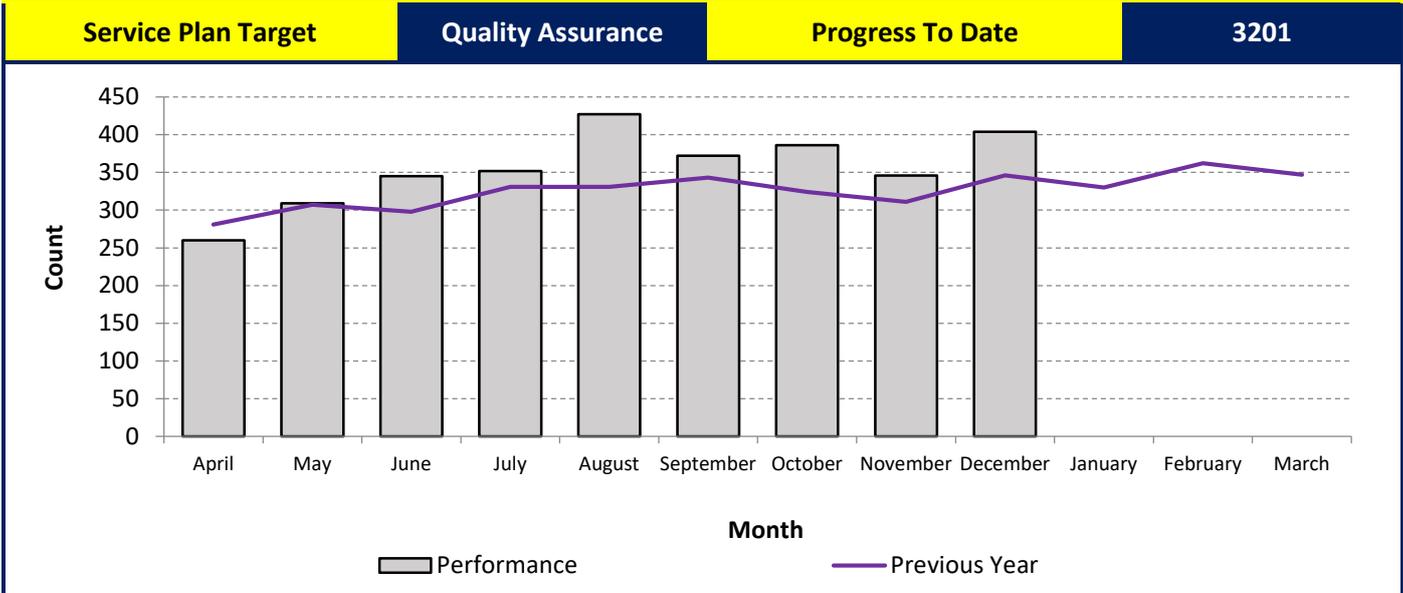
TC04

There were 3637 secondary fires during this reporting period. This is 778 fewer fires than at December 2019/20 (2859). Due to an improvement in data accuracy following incident and investigation training with crews the number of Accidental Secondary Fires have increased meaning the part of the reason for the reduction in the number of secondary fires is due to this change, but active prevention work also continues to impact on this indicator. Targets for 2021/22 will be adjusted to reflect this change.

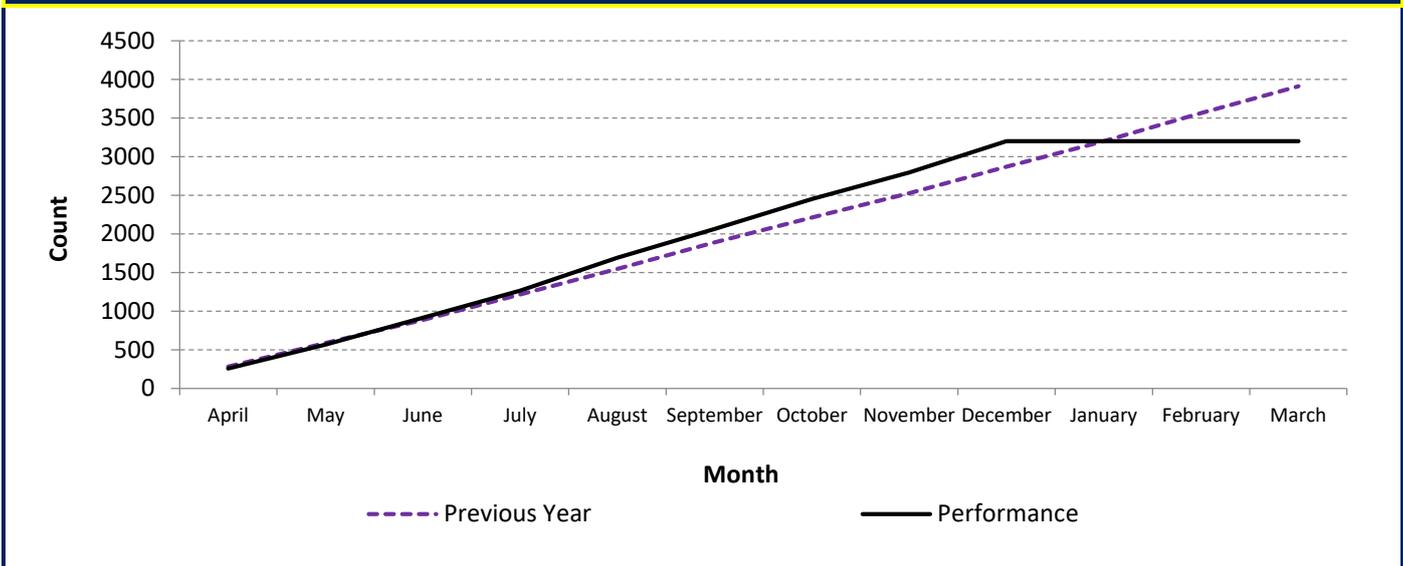
AC13

Crews attended 2464 deliberate ASB (anti-social behaviour) fires to December 2020. This is 188 more incidents than by December 2019. In November there were 364 incidents compared to 231 in November 2019. Due to Covid restrictions we were unable to carry out all of the usual diversionary activities this year, plus there were no large bonfire displays.

TC05 Total Number Of Special Services Attended:



Cumulative Performance:



TC05 Total Number Of Special Services Attended

For quality assurance only

TC05

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 assistance (which has increased markedly since March 2020) and effecting entry. Incident types we can influence through prevention work, such as road traffic collisions (RTC) and water rescue incidents, exist as separate indicators. The number of special services attended (3201) is higher than 2019/20 (2872).

RC11
RC12
RC13

The number of RTC's attended (438) is lower than at this time in 2019/20 (549). This is because of the reduction in vehicles on the road due to the Covid 19 lockdown with low numbers April to July, though as lockdown relaxed numbers of RTC's did increase in August (66) and December (62). Sadly, there have been 6 fatalities in RTC's attended by MFRS and 187 injuries compared to at the end of December 2019.

The RTC indicators has always been calculated based on the RTCs that the Service is requested to attend and does not reflect the total number of RTCs in Merseyside. MFRS now has access to Police RTC data that for 2020/21 allowed us to set a target that better reflects the impact of our RTC reduction work, whilst continuing to monitor this indicator as a measure of Service emergency response activity. Two of these indicators are below:

RC14

Number of killed and seriously injured in RTC's across Merseyside have reduced in 2020-21. To December 2020 there had been 286 incidents which is less than at December 2019 when there had been 328.

RC15

An indicator that MFRA can influence by targeting and educating this age group in road safety is RC15 Number of killed and seriously injured RTC's affecting 16-24 year olds. Performance against this indicator has also fallen from 62 to December 2019 to 39 at December 2020. This is again indicative of the reduction in the number of vehicles on the road due to Covid restrictions.

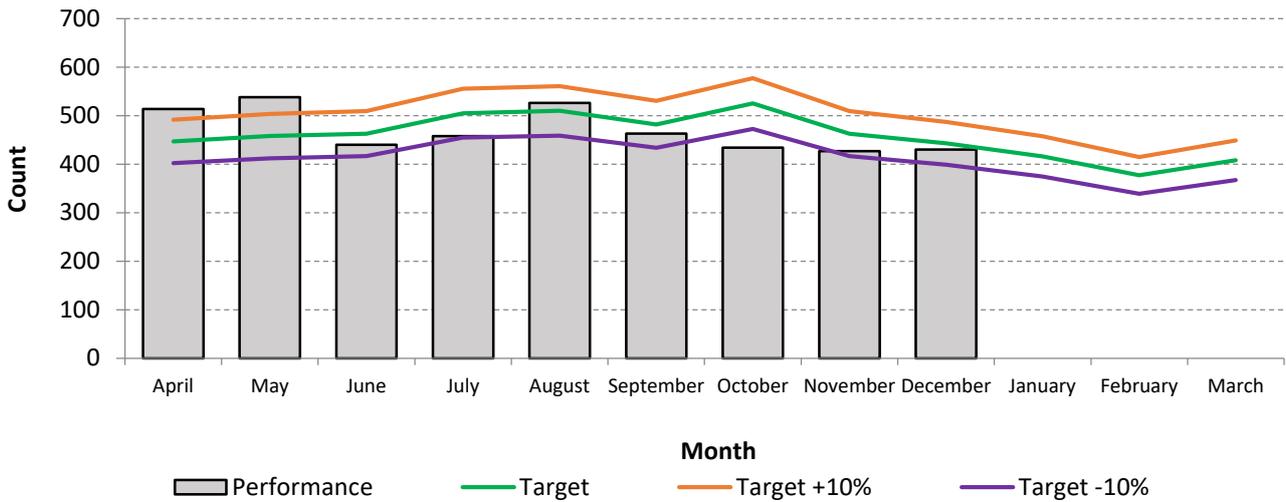
TC06 Total Number Of False Alarms Attended:

Service Plan Target
Apr-Dec 2020/21

4296

Progress To Date

4230



TC06 Total Number Of False Alarms Attended

TC06

The number of false alarms attended (4230) remains within target (4296) and less than at December 2019 (4308).

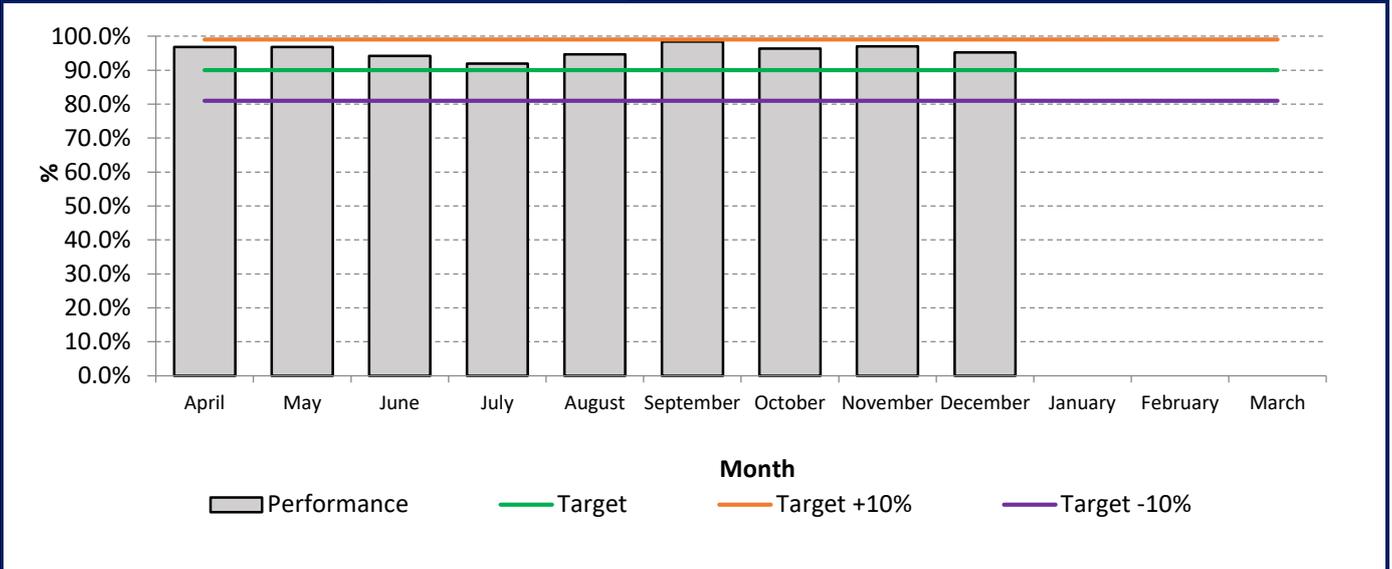
There has been a large increase in False Alarm Good Intent incidents - associated with controlled burning of refuse and vegetation, (which was in part due to garden waste collections ceasing for part of the spring lockdown period). Since August, these incidents have fallen.

Automatic False Alarm incidents in both Dwellings (2203) and Non Domestic properties (358) have reduced when compared to this period last year (2349 and 470 respectively) and also against our 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.

**TD08 Attendance Standard:
The First Attendance Of An Appliance At All Life Risk Incidents In 10 Minutes:**

Service Plan Target Apr-Dec 2020/21	90%	Progress To Date	95.8%
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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 95.8% of occasions, improving on the target of 90%.
DR23	Crews mobilised to emergency incidents went from alert to mobile in under 1.9 minutes on 95.2% of incidents, achieving the target 95%.

TD09 The % Of Available Shifts Lost To Sickness Absence, All Personnel:			
Service Plan Target Apr-Dec 2020/21	4%	Progress To Date	4%
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 was at 4% shifts lost to sickness absence; on the 4% target. Despite Covid related absence, which is included in this figure, this is lower than at this time in 2019 (5.13%). If Covid 19 related absence is removed, then sickness would have been 3.53%.	
WD11 WD12		Cumulatively, 3.73% of shifts were lost to sickness absence among uniformed staff). In December, 3.34% of shifts were lost (2.02% with Covid related absence removed - this included staff self-isolating). Cumulatively non uniformed staff absence was 4.41%. In December absence was 6.74% (5.81% without Covid 19 absence).	

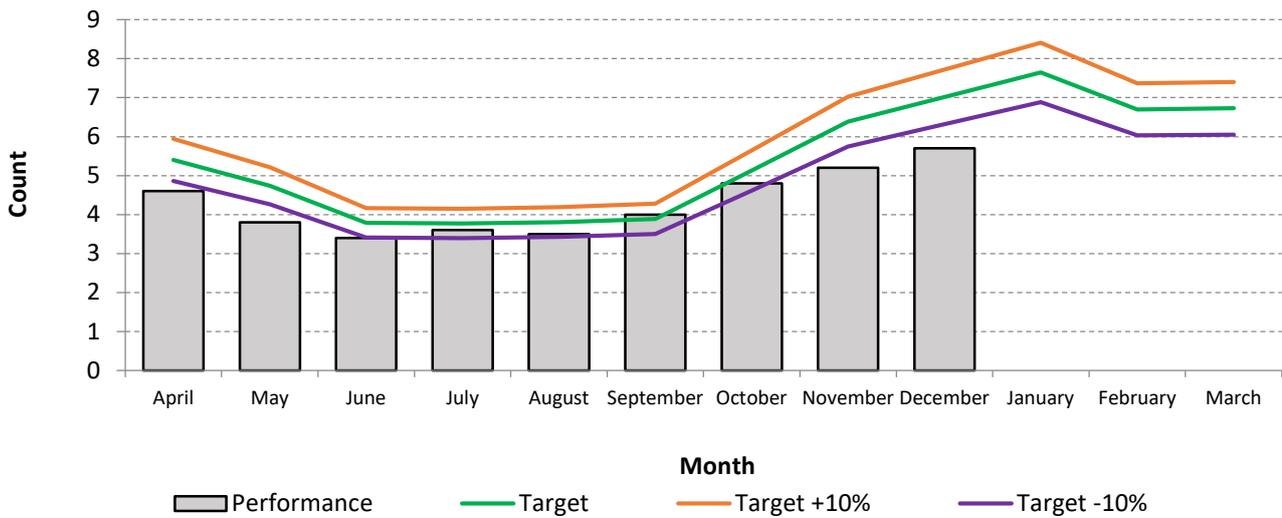
TE10 Total Carbon Output Of All Buildings:

Service Plan Target
Apr-Dec 2019/20

43.9

Progress to Date

38.6



TE10 Total Carbon Output Of All Buildings

TE10

Carbon output at 38.6 from all buildings is less than at December 2019 when the output was 40.5. 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.