

SERVICE DELIVERY PLAN 2020-21:

April 2020 to March 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

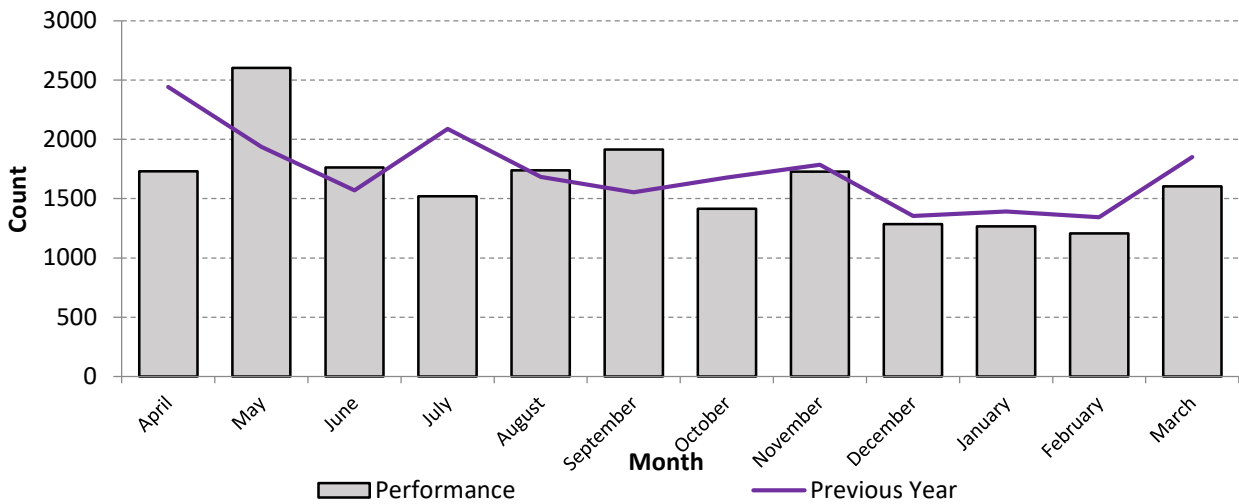
TC00 Total number of emergency calls received

Service Plan Target

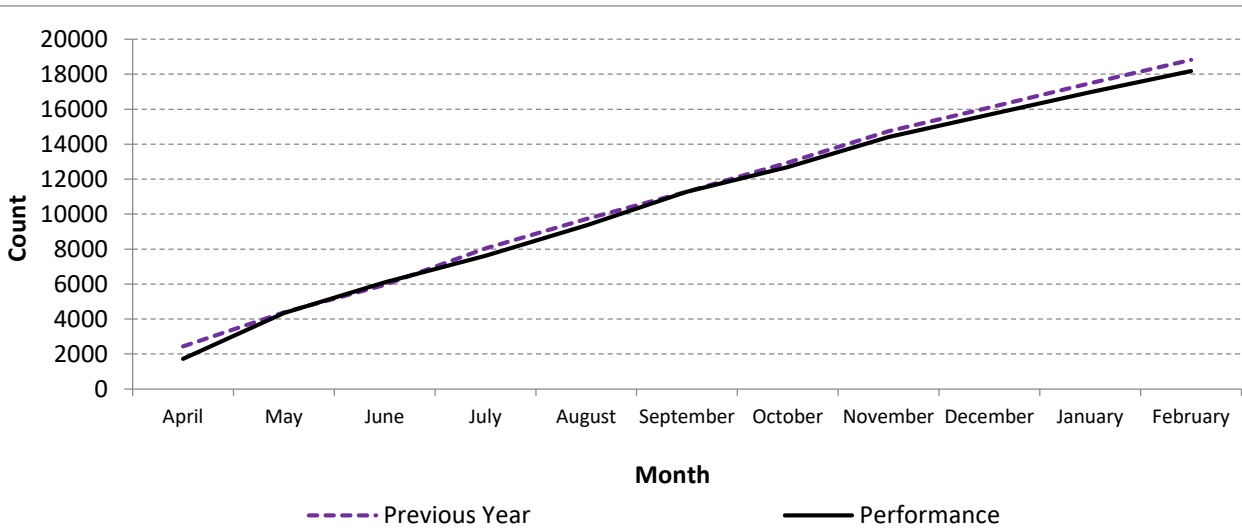
Quality Assurance

Progress to Date

19778



Cumulative Performance



TO00 Total number of emergency calls received

For quality assurance only

DO22 The % of 999 calls answered within 10 seconds

TC00

During 2020/21, 19778 emergency calls were received at Fire Control. This is 901 less calls than in 2019-20. During the Winter months the number of calls decreased with a slight increase in March. This indicator does not have a target it is monitored for quality assurance only

DO22
DO29

Cumulatively 98.2% of 999 calls were answered within 10 seconds. This achieved the 95% target.
On average it takes 1.13 minutes for Fire Control to process a life risk call

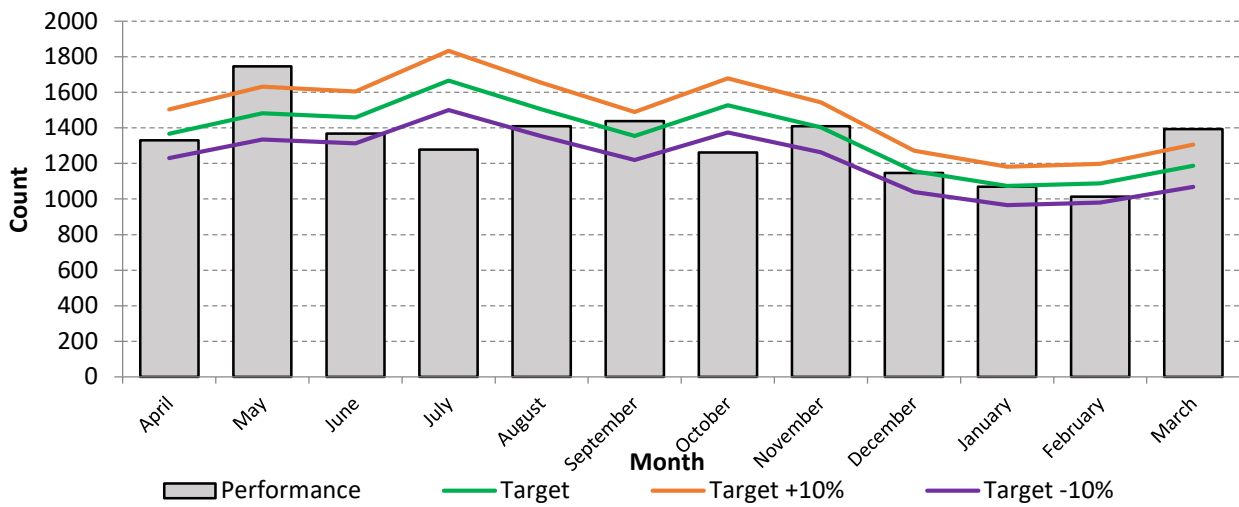
TC01 The total number of incidents attended

Service Plan Target
Apr-Mar 2020/21

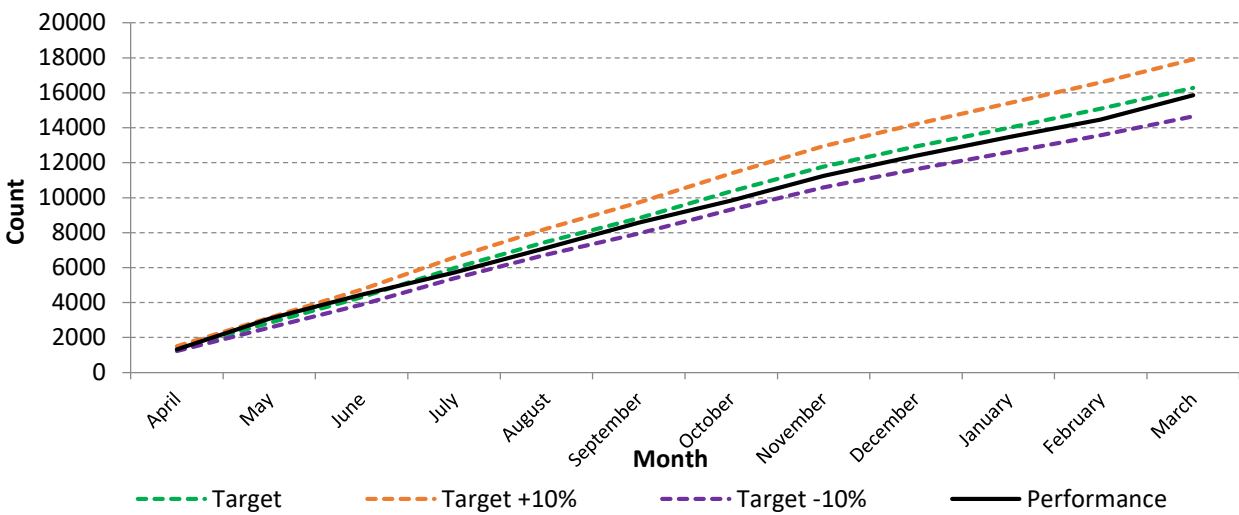
16273

Progress to Date

15867



Cumulative Performance



TC01 Total number of incidents attended

TC01

Fire crews attended 15867 incidents in 2020-21, 406 below the annual target (16273). This is 674 more than in 2019-20 (15193). Incidents attended spiked in May, November and March but fell over the Winter months. Covid 19 restrictions were in place for a large part of this year – as such we attended an increased number of calls from our blue light partners, particularly North West Ambulance Service.

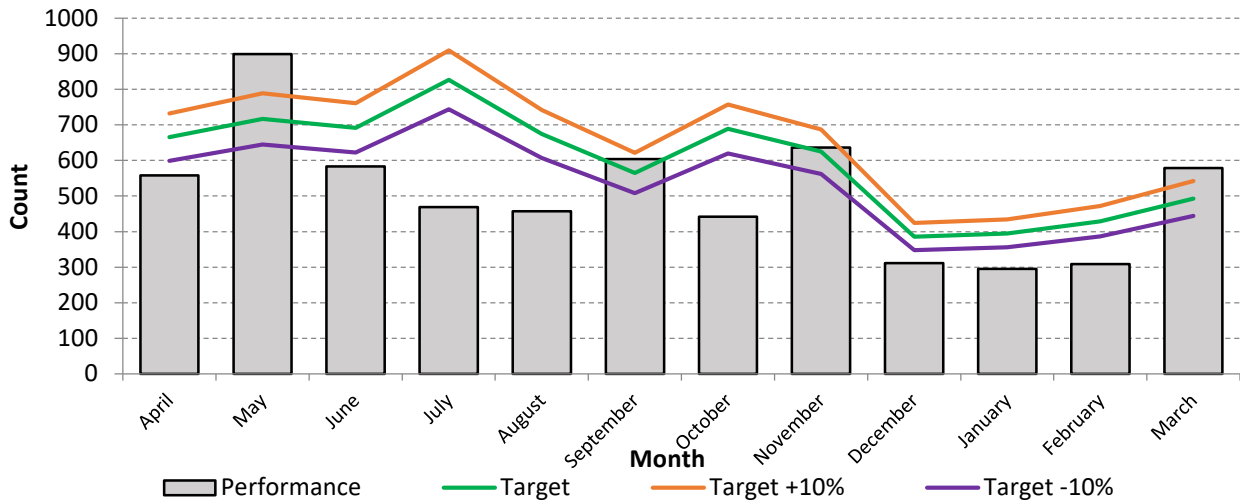
TC02 Total number of fires attended in Merseyside

Service Plan Target
Apr-Mar 2020/21

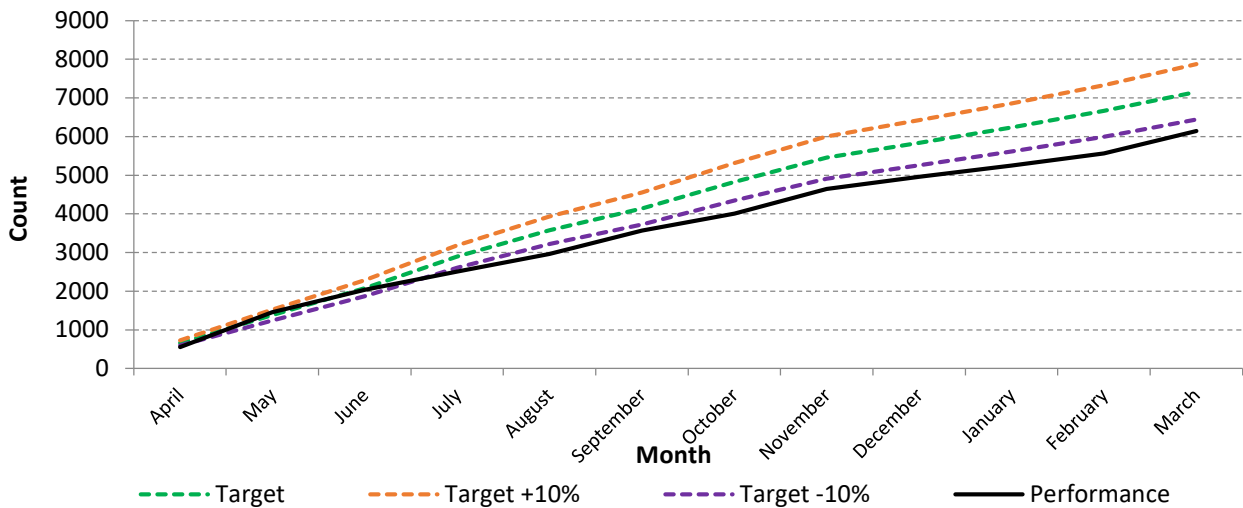
7159

Progress to Date

6142



Cumulative Performance



TC02 Total number of Fires attended in Merseyside

TC02

Overall the target for 2020/21 (7159) has been met with 6142 fires attend. This is 504 fewer incidents than in 2019/20. Very hot weather in May caused a spike in incidents with 899 fires attended. There was another rise in September and the usual increase in fires around the bonfire period in November. As previously stated this was due to an increased number of secondary, deliberate anti-social behaviour and accidental small fires.

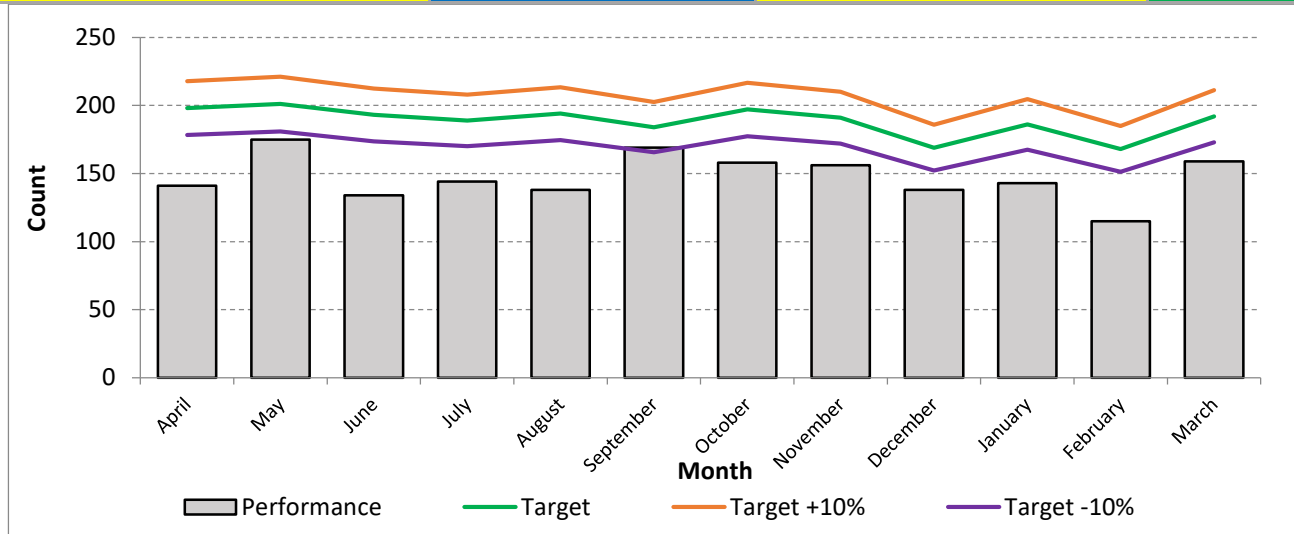
TC03 Total number of primary fires attended

Service Plan Target
Apr-Mar 2020/21

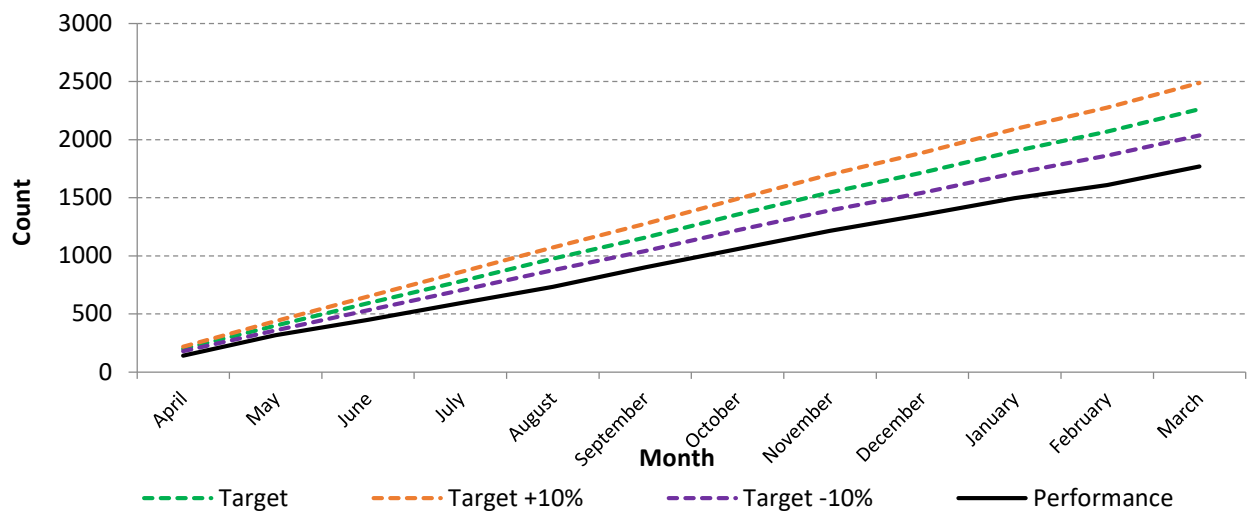
2262

Progress to Date

1770



Cumulative Performance



TC03 Total number of primary fires attended

TC03

There were 1770 Primary fires during 2020/21. This is 323 fewer than in 2019/20. This is possibly linked to the Covid 19 lockdowns during the year as homes were occupied, fewer businesses open and movement restrictions in place.

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.

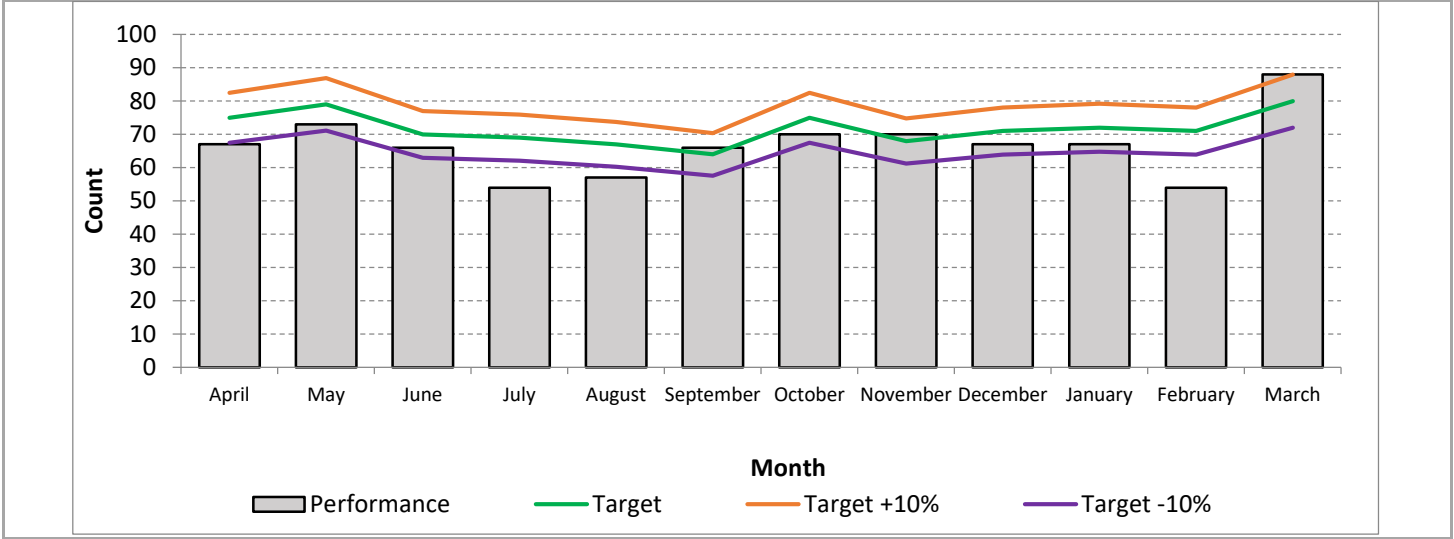
DC11	Number of accidental dwelling fires	Green
DC12	Number of fatalities in accidental dwelling fires	Green
DC13	Number of injuries in accidental dwelling fires	Green
DC14	Number of deliberate dwelling fires in occupied properties	Yellow
DC15	Number of deliberate dwelling fires in unoccupied properties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

COMMENTARY:

DC11	During 2020-21 799 accidental dwelling fires were attended. This is the lowest count of incidents since recording began and 68 less fires than in 2019-20. This is particularly of note due to almost all residents being at home in lock-down for a large parts of 202-21.
DC12	Sadly, there were 7 fatalities in accidental dwelling fires during 2020/21, an increase on the previous two years. These all occurred during periods of lockdown and five were related to smoking.
DC13	There were 59 injuries in Accidental Dwelling Fires, which is 28 less than 2019/20.
DC14	Deliberate dwelling fires in occupied property (139) increased with just 3 more incidents than last year (136). Prevention teams continue to work with partner agencies to target this incident type
DC15	Deliberate fires in unoccupied properties (16) were below the cumulative target (20).
DC16 DC17	There have been no fatalities in the deliberate dwelling fires and 14 injuries.

DC11 Number of accidental fires in dwellings

Service Plan Target Apr-Mar 2020/21	861	Progress to Date	799
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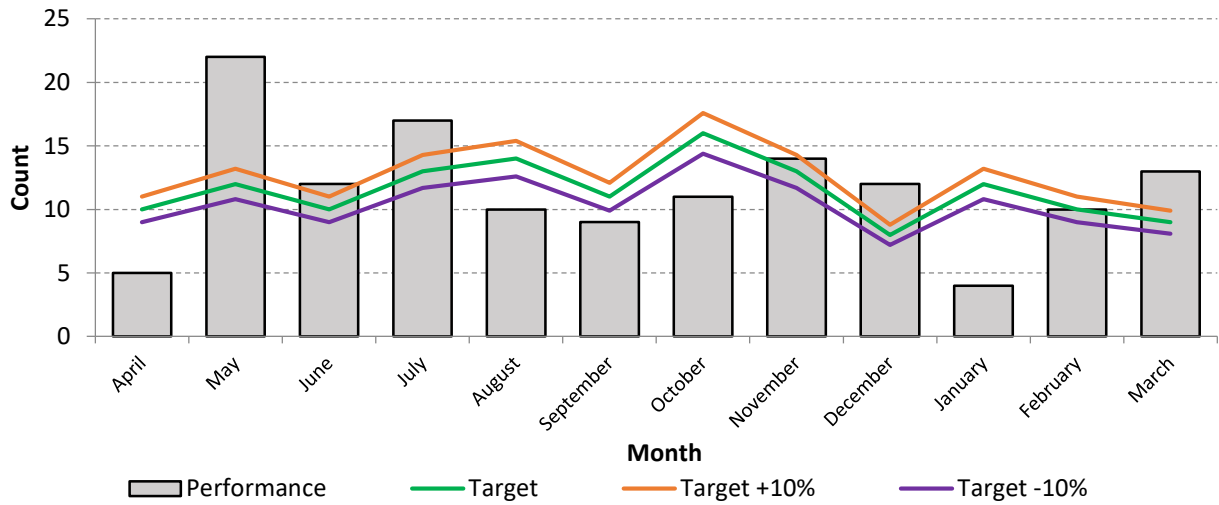
DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target
Apr-Mar 2020/21

138

Progress to Date

139



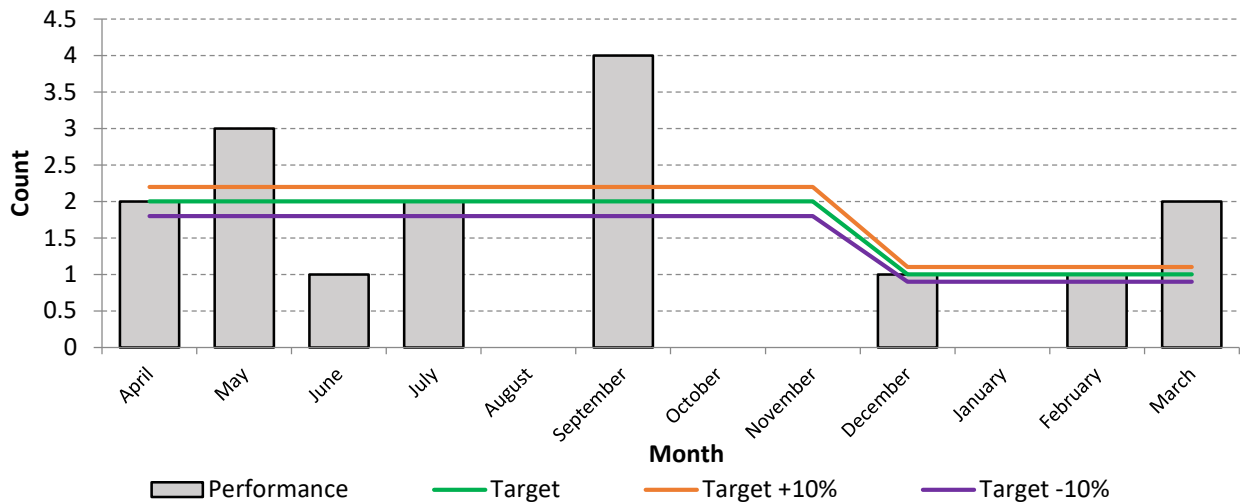
DC15 Number of deliberate fires in unoccupied properties

Service Plan Target
Apr-Mar 2020/21

20

Progress to Date

16



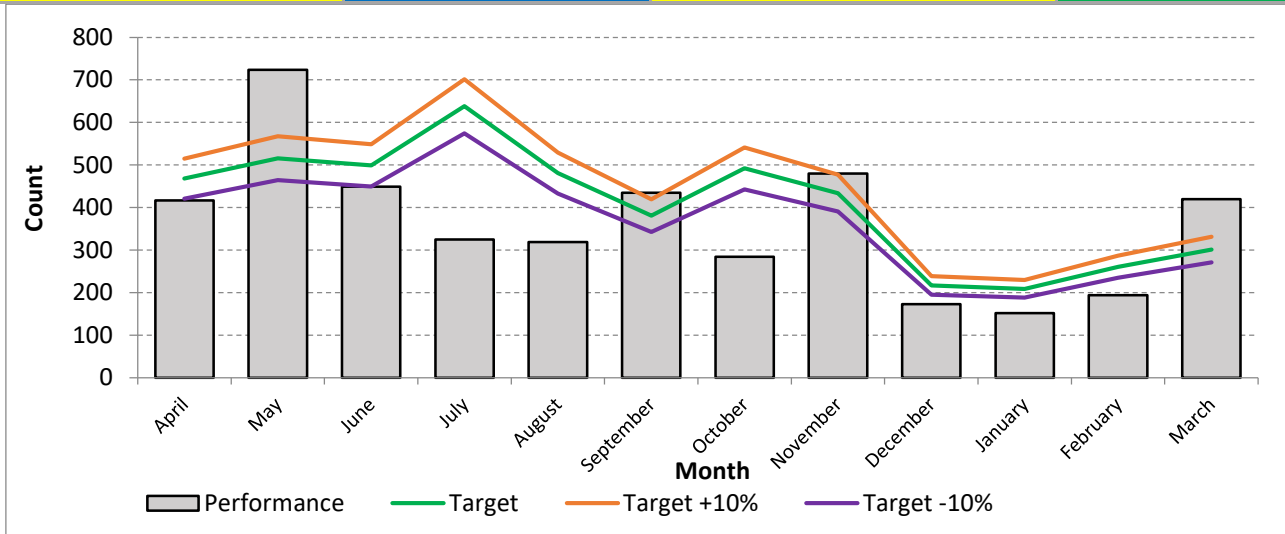
TC04 Total number of secondary fires attended

Service Plan Target
Apr-Mar 2020/21

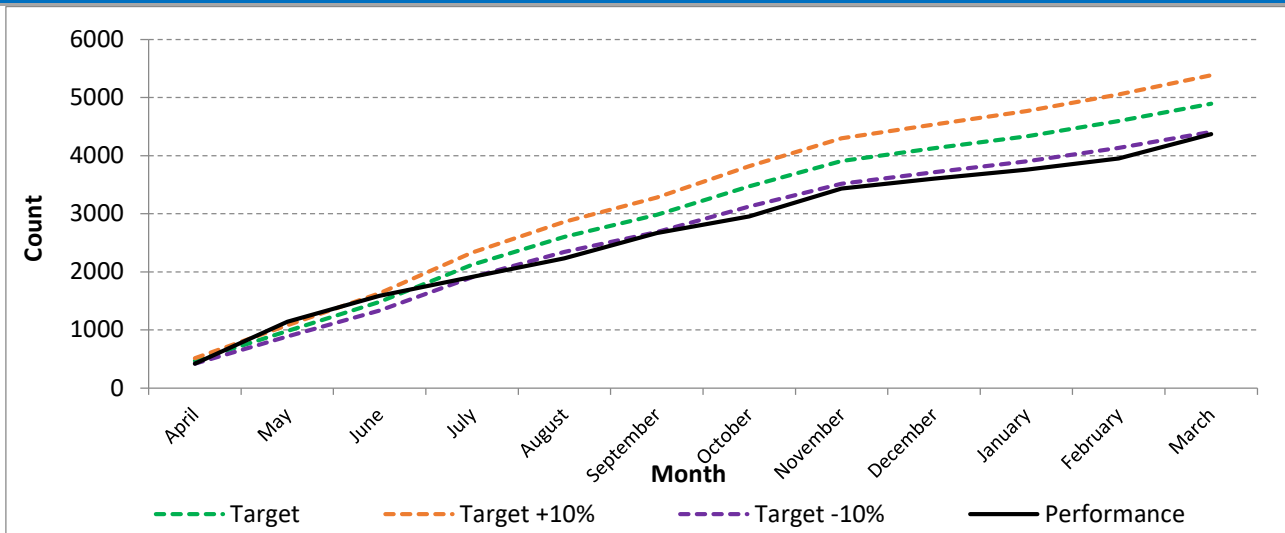
4897

Progress to Date

4372



Cumulative Performance



TC04 Total number of secondary fires attended

AC13 Number of deliberate ASB fires attended

TC04

There were 4372 secondary fires attended in 2020-21. This is 827 more fires than in 2019/20 (3545). 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 warm weather. False alarm good intent calls (2010) increased this year, 1704 in 2019-20, many calls were related to controlled burns i.e. people burning rubbish in their gardens during the period that tips were closed and in some areas garden waste collections were suspended.

AC13

During 2020-21 crews attended 2993 deliberate anti-social behaviour fires compared to 2774 in 2019-20. March saw periods of dry weather when both deliberate and secondary fires also increased.

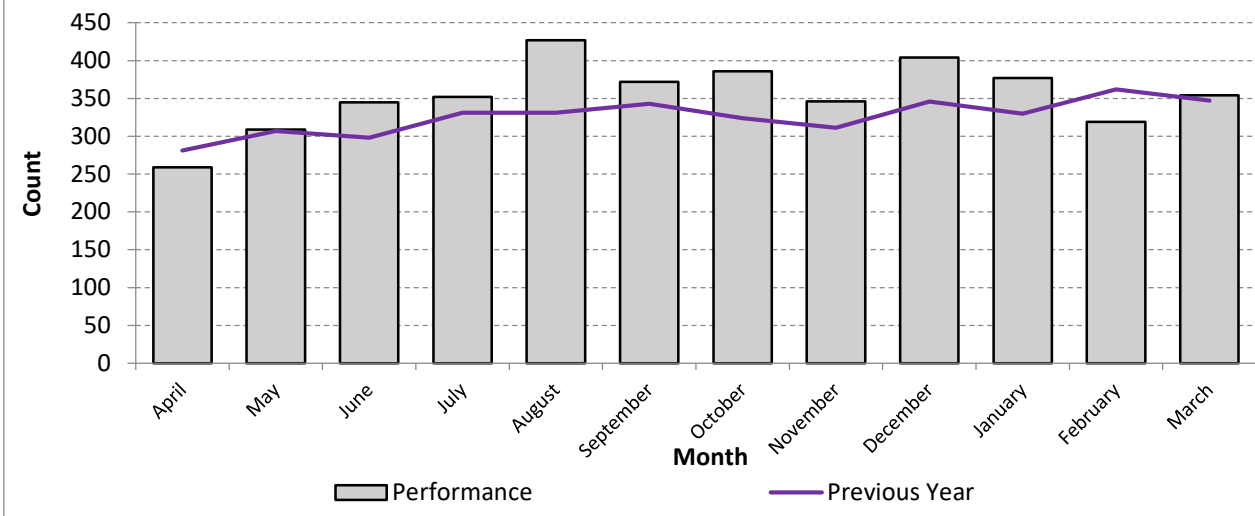
TC05 Total number of special services attended

Service Plan Target

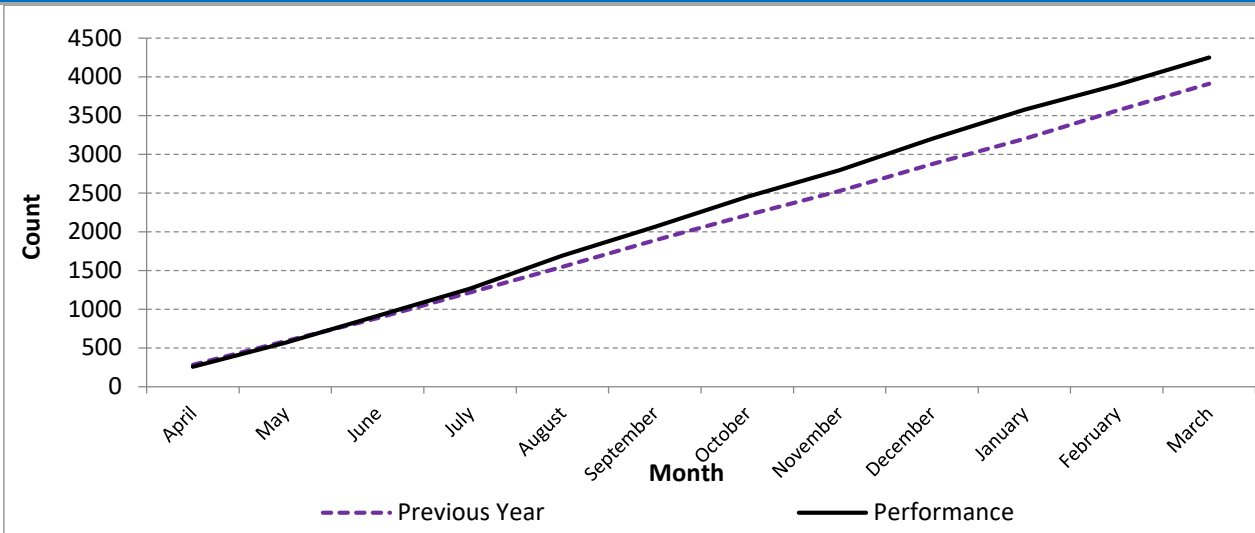
Quality Assurance

Progress to Date

4250



Cumulative Performance



TC05 Total number of Special Services attended

For quality assurance only

TC05

The total number of special services attended in 2020-21 (4250) is higher than 2019/20 (3911). There is no target for special service calls as there are a number of calls we are not able to influence and many are related to assisting partner agencies such as the Police and Ambulance (COVID related) which we respond to at times of higher demand or public safety.. Incident types we can influence such as road traffic collisions and water rescue incidents have separate indicators.

RC11
RC12
RC13

The number of RTC's attended (555) is considerably lower than 2019/20 (718). This is because of the reduction in vehicles on the road due to the Covid 19 lockdown particularly during the first lock-down in April to July. Sadly, there have been 8 fatalities in RTC's attended by MFRS and 232 injuries compared to 343 2019/20. Of the 232 injuries 53 were recorded as serious.

In line with reduction in the number of incidents MFRS attended, Police 'Killed and seriously injured' data reported 357 incidents in 20-21 compared to 426 in 19/20. There were no fatalities in the 16-24 age group we target to educate on road safety

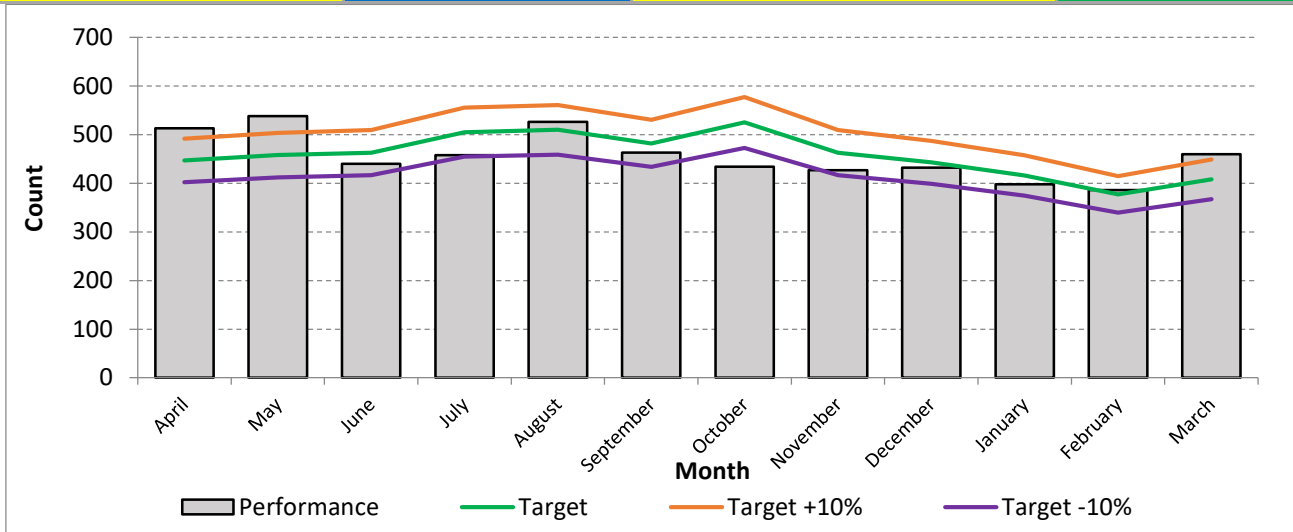
TC06 Total number of false alarms attended

Service Plan Target
Apr-Mar 2020/21

5497

Progress to Date

5475



TC06 Total number of false alarms attended

TC06

The number of false alarms attended during 2020-21 (5475) is below the annual cumulative target (5497) and 169 less than the number of false alarms in 2019-20 (5644)

Automatic False Alarm incidents in both Domestic Dwellings (2880) and Non Domestic properties (460) have reduced when compared to last year (3137 & 570 respectively) and also against targets.

The reduction is thought to be related to more people being at home and some business premises being closed due to Covid restrictions

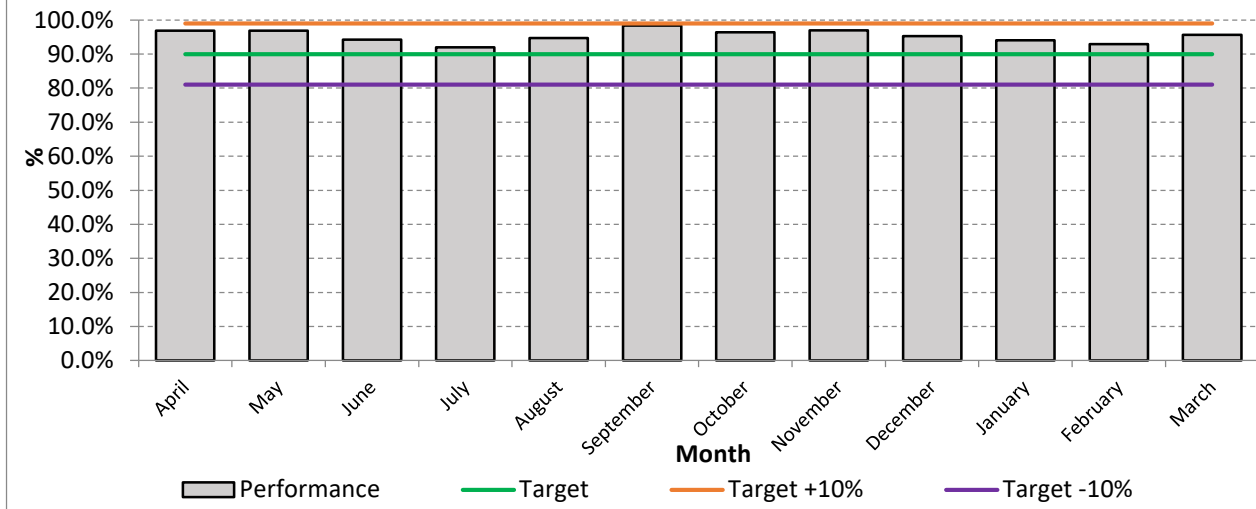
TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes

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

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%.

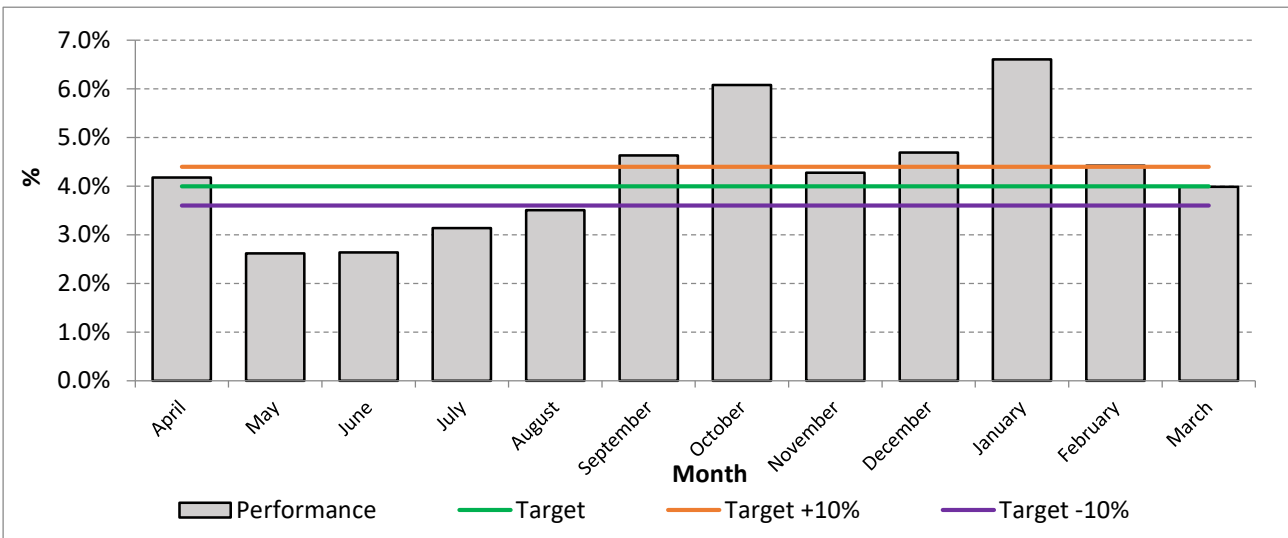
TD09 The % of available shifts lost to sickness absence, all personnel

Service Plan Target
Apr-Mar 2020/21

4%

Progress to Date

4.27%



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

WD11 The % of available shifts lost to sickness absence per wholtime equivalent GREY book (operational) personnel

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

TD09

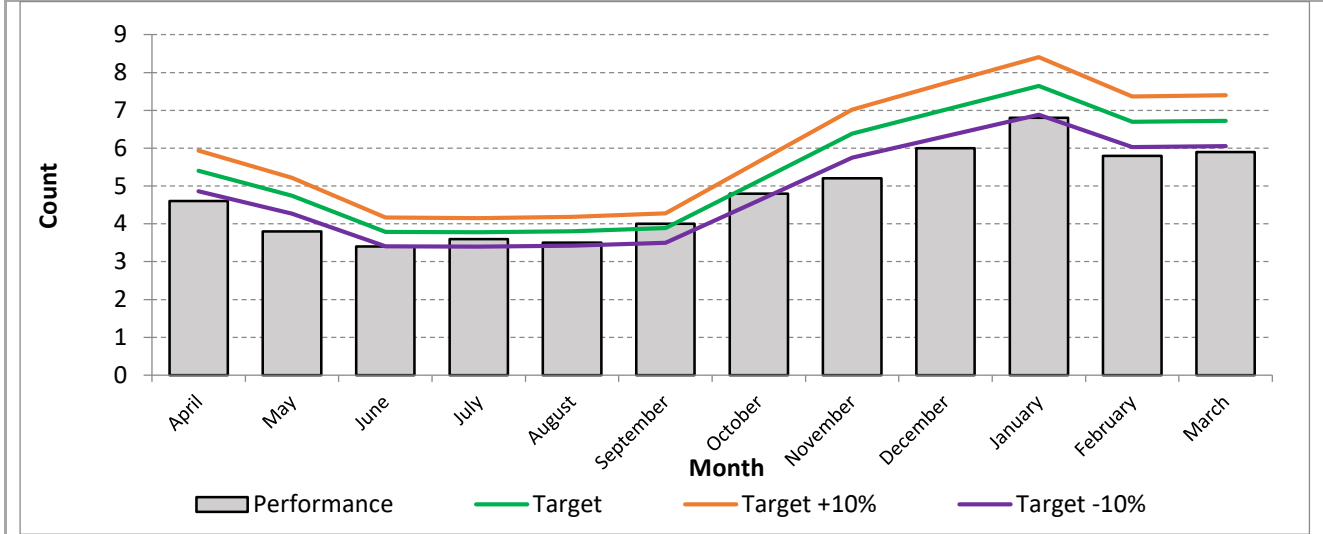
Overall sickness among all staff at 4.27% shifts lost to sickness absence is only slightly over the 4% target despite Covid related absence, which is included in this figure, this is slightly higher than at this time in 2019 (4.11%). If Covid 19 related absence is removed then sickness would have been **2.54%**.

**WD11
WD12**

Cumulatively 4.05% 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 4.62% (2.58% without Covid 19 absence). Absence targets for all staff groups have not been achieved but this is not unexpected.

TE10 Total carbon output of all buildings

Service Plan Target Apr-Mar 2019/20	65	Progress to Date	57.4
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TE10 Total carbon output of all buildings

TE10	Carbon output at March 2021 was 57.4 from all buildings is lower than 2019/20 when the output was 58.5. Achieving the 65 target for the year This measurement is CO2 per metre per building. Overall energy use in this first quarter is lower than at this time in 2019.
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