

SERVICE DELIVERY PLAN 2021-22:

April 2021 to September 2021

INDEX

Total emergency calls

Total incidents

Total fires

Primary fires

Secondary fires

Special services

False alarms

Attendance standard

Sickness absence

Carbon output

Objective:

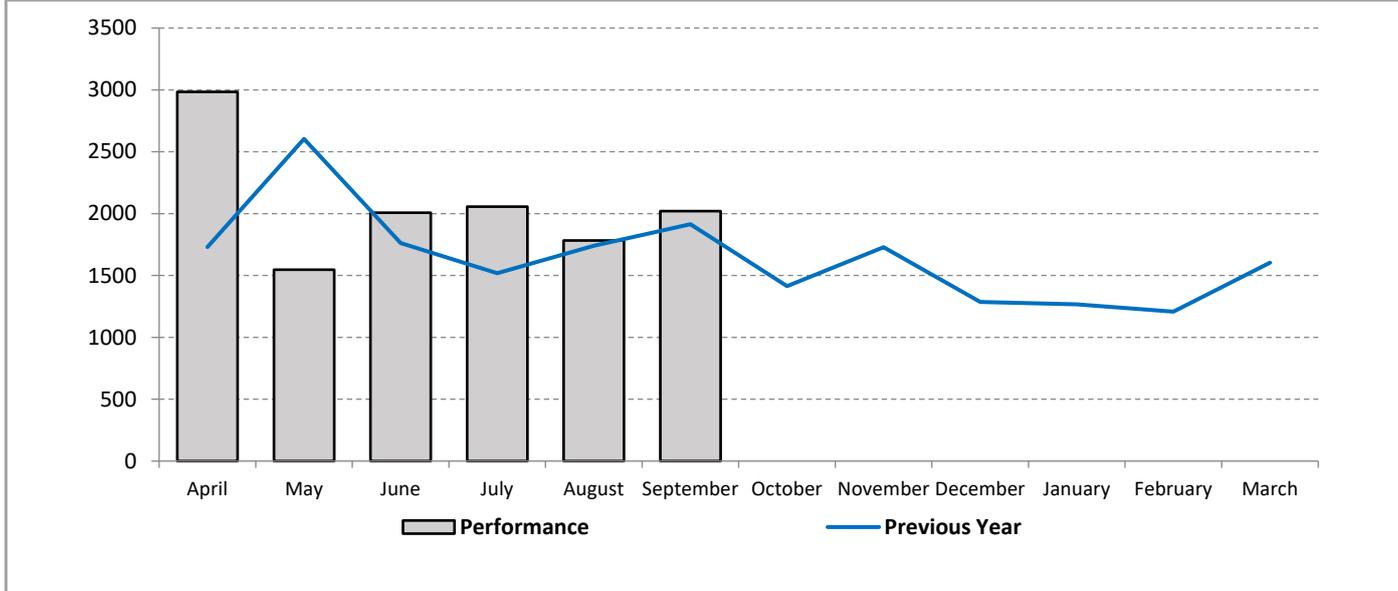
Good performance is reflected on the top bar of each indicator graph. We use Red, Amber, and Green to indicate how each indicator is performing. Amber reflects an indicator is within 10% of target.



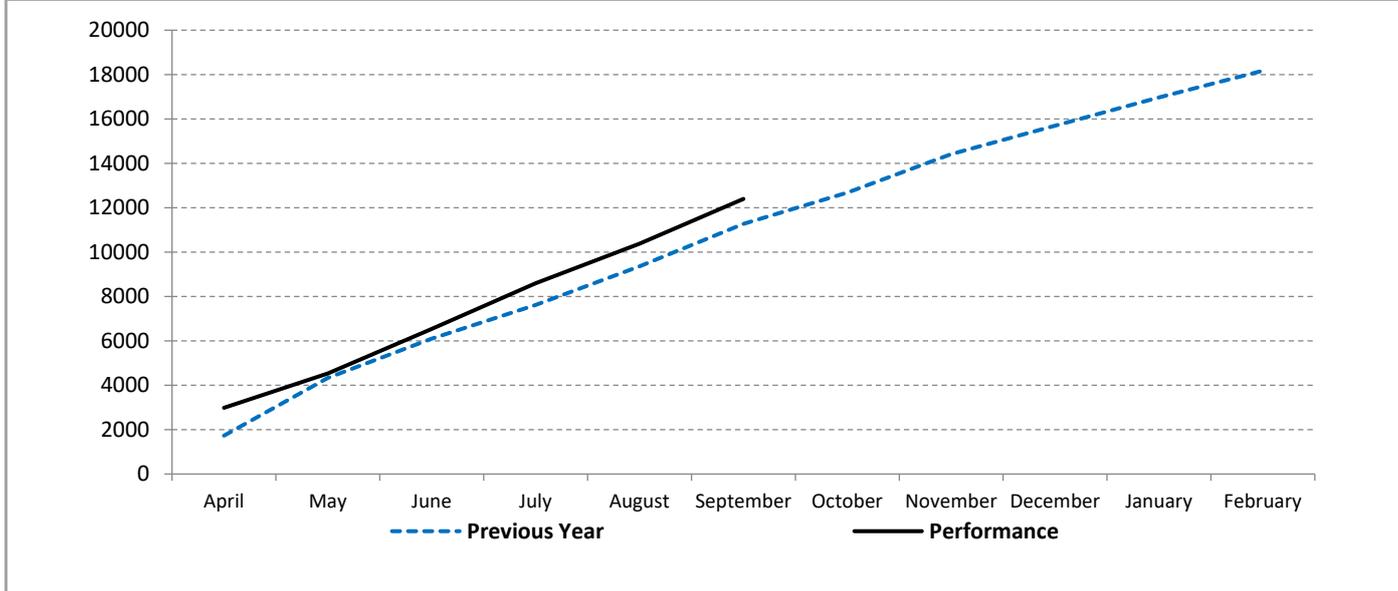
BENCHMARK INDICATORS

TC00 Total number of emergency calls received

Service Plan Target	No target - Quality Assurance	Progress to Date	12397
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Cumulative Performance



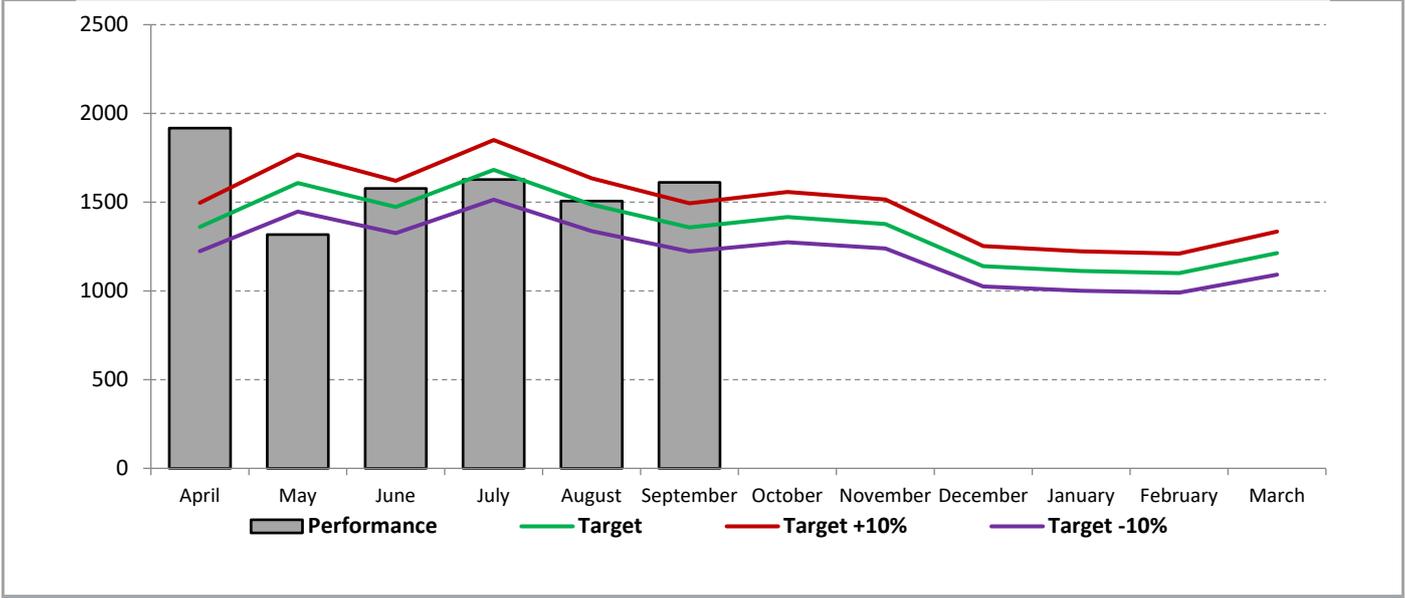
TO00 Total number of emergency calls received	For quality assurance only
DO22 The % of 999 calls answered within 10 seconds	

TC00 During the first 6 months of 2021/22, 12397 emergency calls were received by Fire Control. This was 1127 more than the same period last year when 11270 calls were received. This reflects the increase in all incident types this year to date when

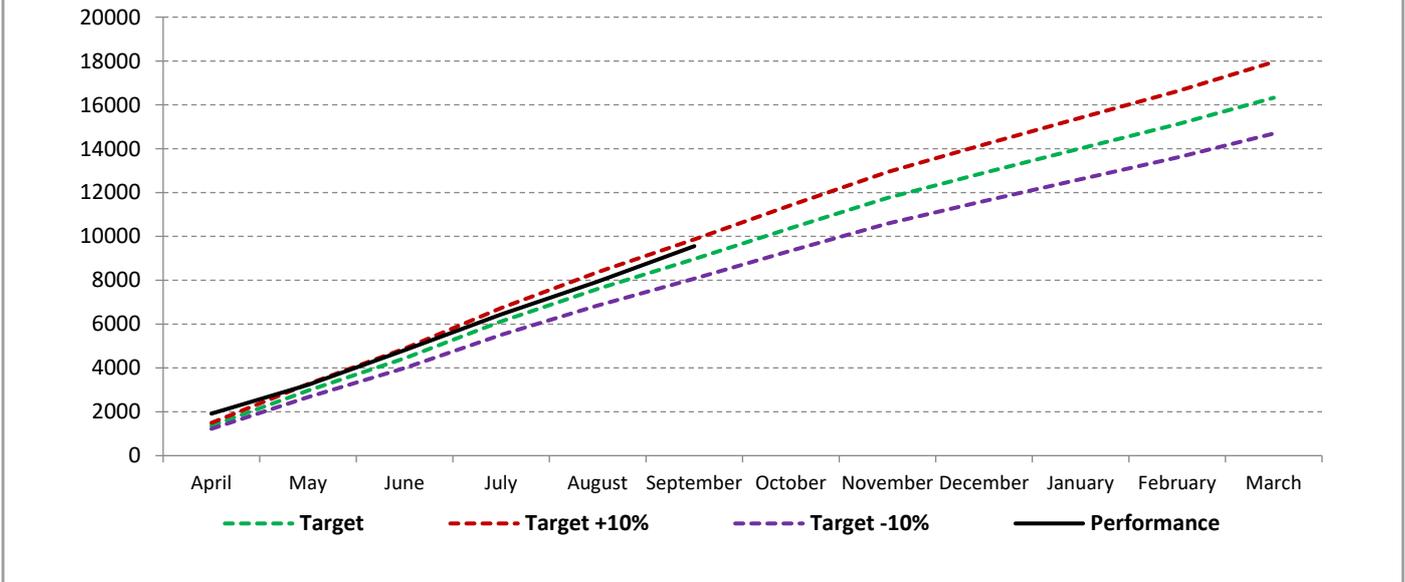
	<p>compared to 2020/21 - when Covid restrictions were in place for much of the period, meaning the majority of Merseyside residents spent more time at home. There has been a significant increase in the support we have provided NWAS over the period due to COVID and NWAS operation at REAP Level 4.</p> <p>This indicator does not have a target it is monitored for quality assurance only.</p>
DO22	Cumulatively 97.3% of 999 calls were answered within 10 seconds. This is better performance than the 95% target.

TC01 The total number of incidents attended

Service Plan Target Apr-Sep 2021/22	8967	Progress to Date	9556
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Cumulative Performance



TC01 Total number of incidents attended

TC01	Following a peak in the number of incidents in April (when 1917 incidents were attended), incident numbers have remained consistent (July (1628), August (1506) and September (1611)).
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Cumulatively, there have been 9556 incidents attended, compared to 8572 for the same period of 2020/21 – an increase of 984 incidents, or 11.5%.

All incident types have increased during 2021/22, this is partially due to the Covid restrictions during 2020/21. This performance was within 10% of target for this period (8967).

There has been a significant increase in the support we have provided NWAS over the period due to COVID and NWAS operation at REAP Level 4.

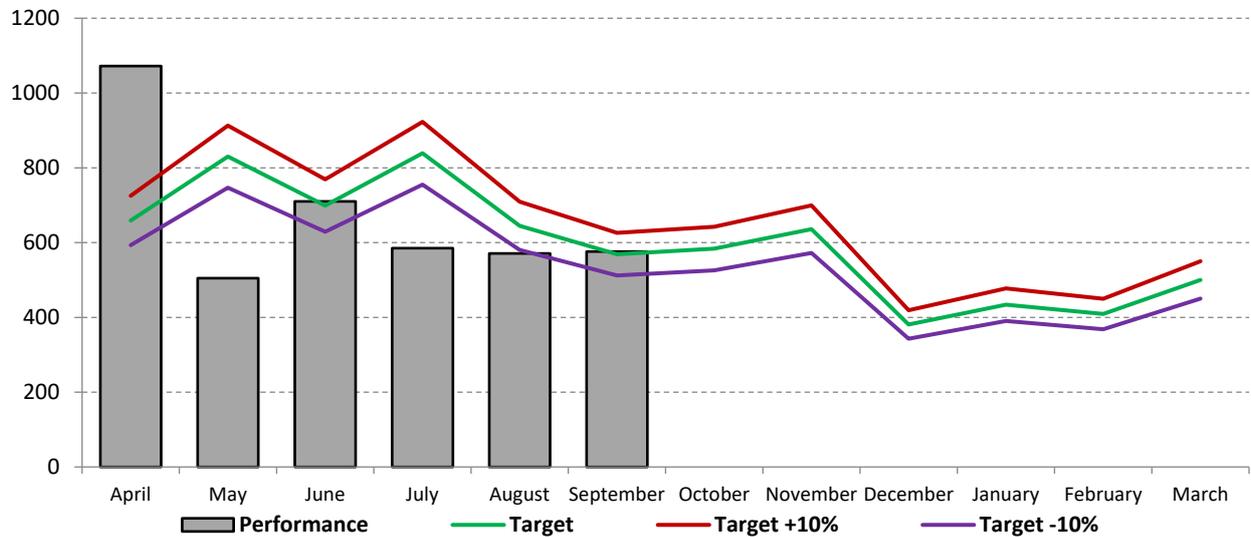
TC02 Total number of fires attended in Merseyside

Service Plan Target
Apr-Sep 2021/22

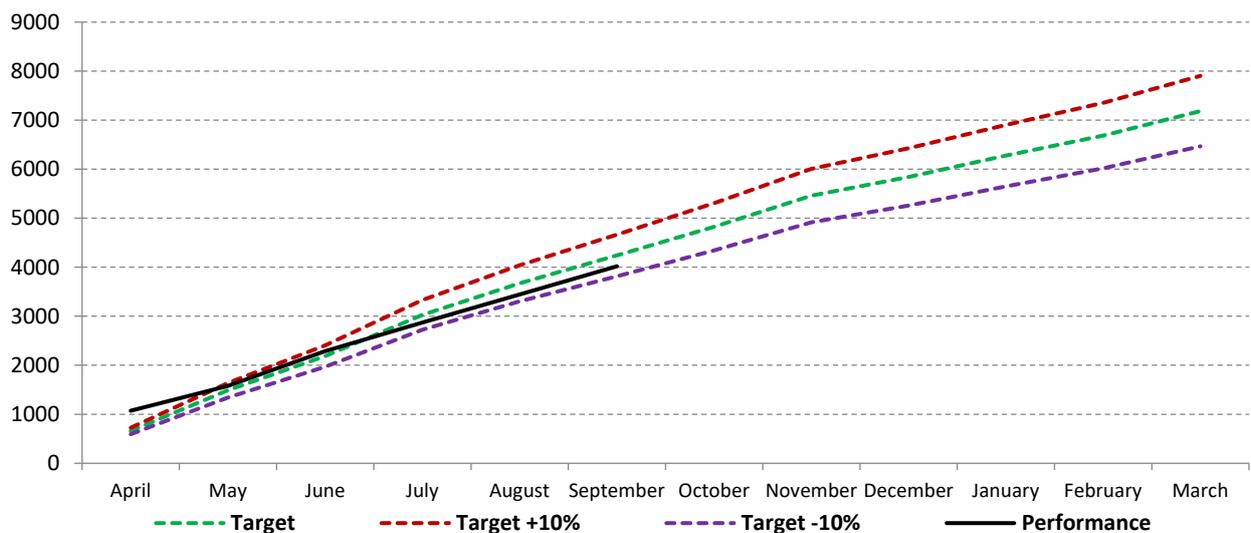
4241

Progress to Date

4019



Cumulative Performance



TC02 Total number of Fires attended in Merseyside



TC02	<p>Crews attended 4019 fires during the first half of 2021/22. This is 449 more than the equivalent period of 2020/21 (3570), though less than the cumulative target of 4241.</p> <p>Despite Merseyside being under restrictions for the majority of quarter 1, there were 1072 fires during April and 710 during June. Since then, incident numbers have remained relatively consistent with approximately 570 per month. Arson teams and high visibility patrols alongside our targeted prevention work has seen the Service perform well this quarter.</p>
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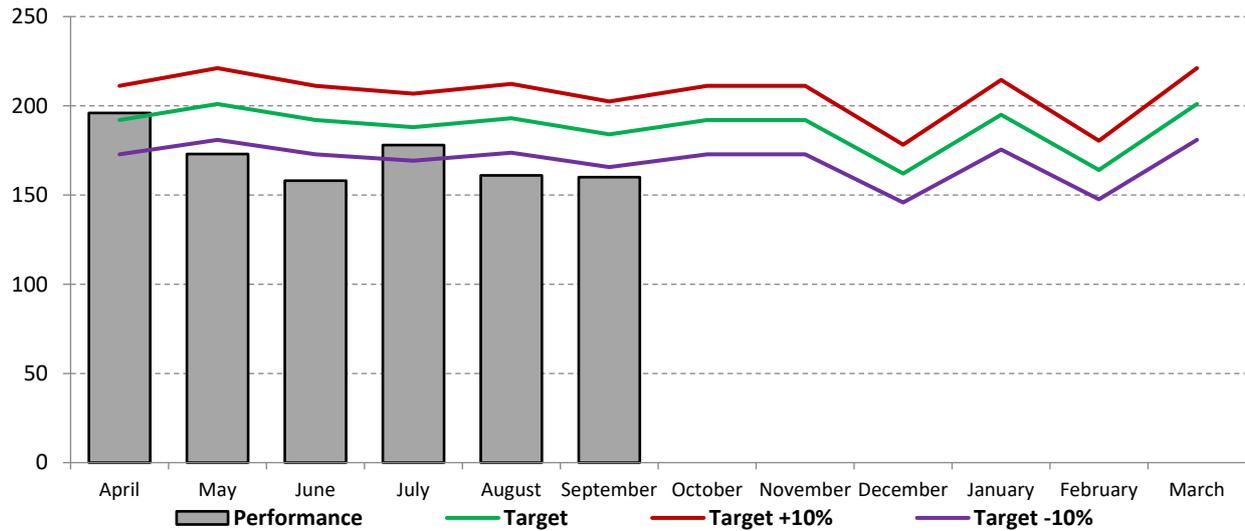
TC03 Total number of primary fires attended

Service Plan Target
Apr-Sep 2021/22

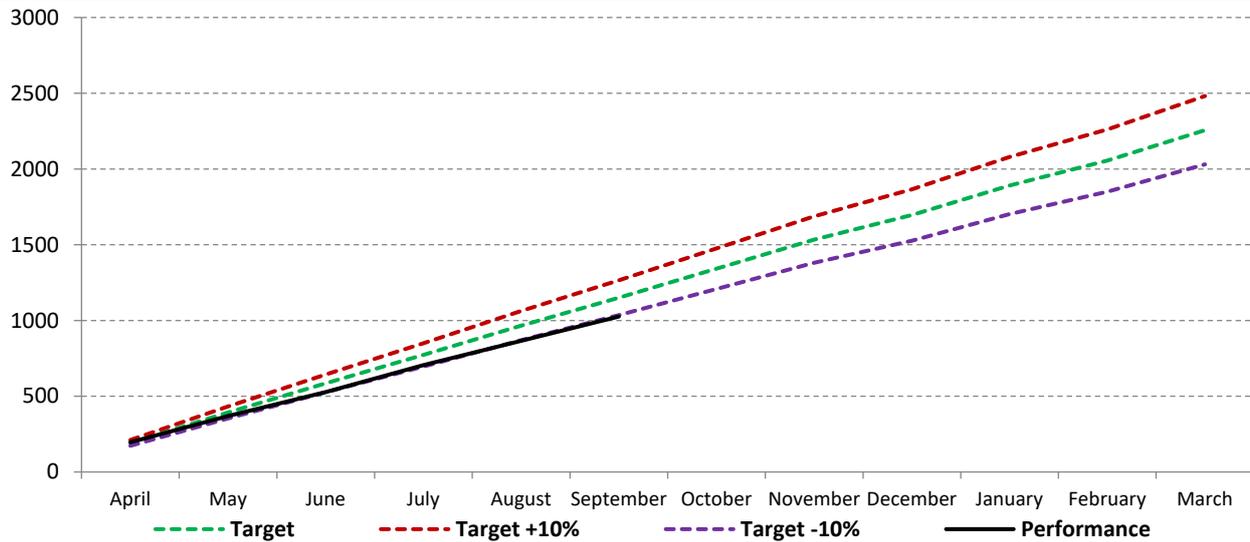
1150

Progress to Date

1026



Cumulative Performance



TC03 Total number of primary fires attended

TC03

There were 1026 Primary fires at the end of the 2nd quarter of 2021/22. This is 125 more than the equivalent period of 2020/21. This difference is in part linked to the Covid-19 lockdown in 2020/21, as Merseyside residents were primarily restricted to their homes, meaning fewer businesses being open and therefore fewer deliberate acts against property during that year.

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.

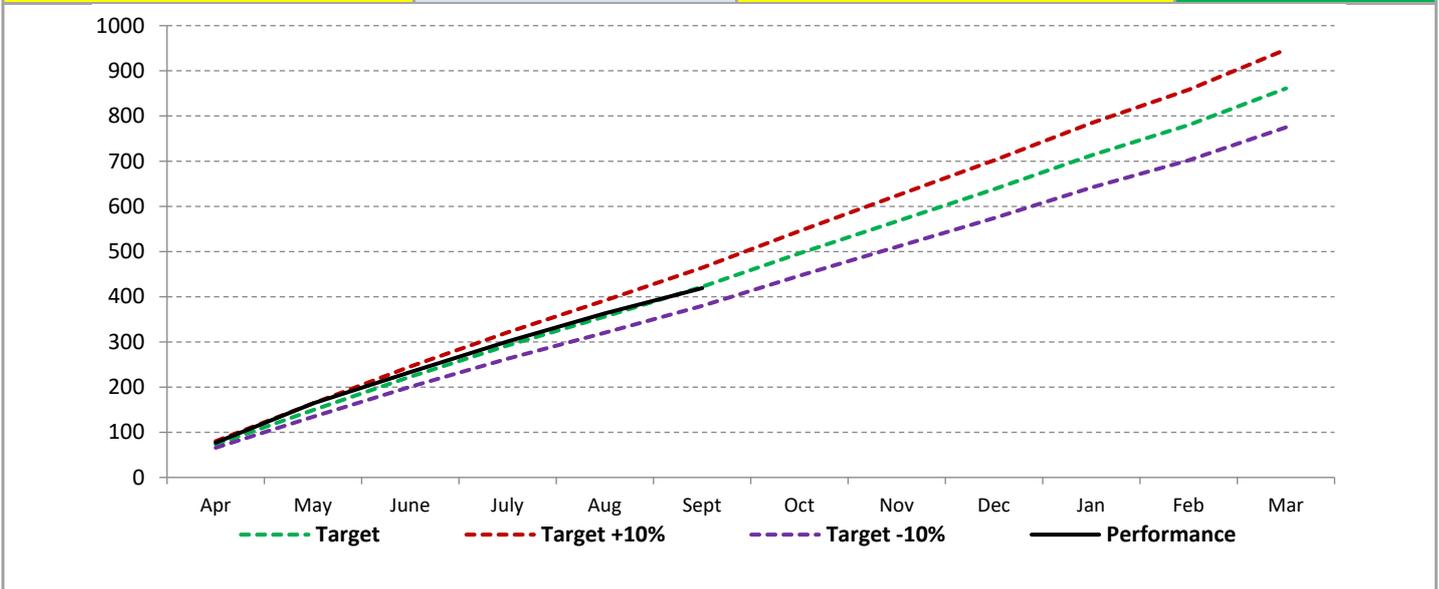
DC11	Number of accidental dwelling fires	
DC12	Number of fatalities in accidental dwelling fires	
DC13	Number of injuries in accidental dwelling fires	
DC14	Number of deliberate dwelling fires in occupied properties	
DC15	Number of deliberate dwelling fires in unoccupied properties	
DC16	Number of deaths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

COMMENTARY:

DC11	Accidental dwelling fires (419) achieved the cumulative target (422) for the year to date. This performance is higher than the same period of 2020/21, when crews had attended 383 accidental dwelling fires.
DC12	There have been no fatalities in accidental dwelling fires during 2021/22 to the end of quarter 2.
DC13	There have been 28 injuries in Accidental Dwelling Fires, which is 3 fewer than quarter 2 2020/21. Whilst there has been an increase in Accidental Dwelling Fire incidents, the opposite is true in relation to injuries.
DC14	Deliberate dwelling fires in occupied property (66) is below target (68) and 9 fewer than at this time in 2020 (75).
DC15	Deliberate fires in unoccupied properties (13) is over target (11), though still consistent with 2020/21 (12).
DC16 DC17	There have been no (0) fatalities in the deliberate dwelling fires to date and 3 injuries (there have been none since May).

DC11 Number of accidental fires in dwellings

Service Plan Target Apr-Sep 2021/22	422	Progress to Date	419
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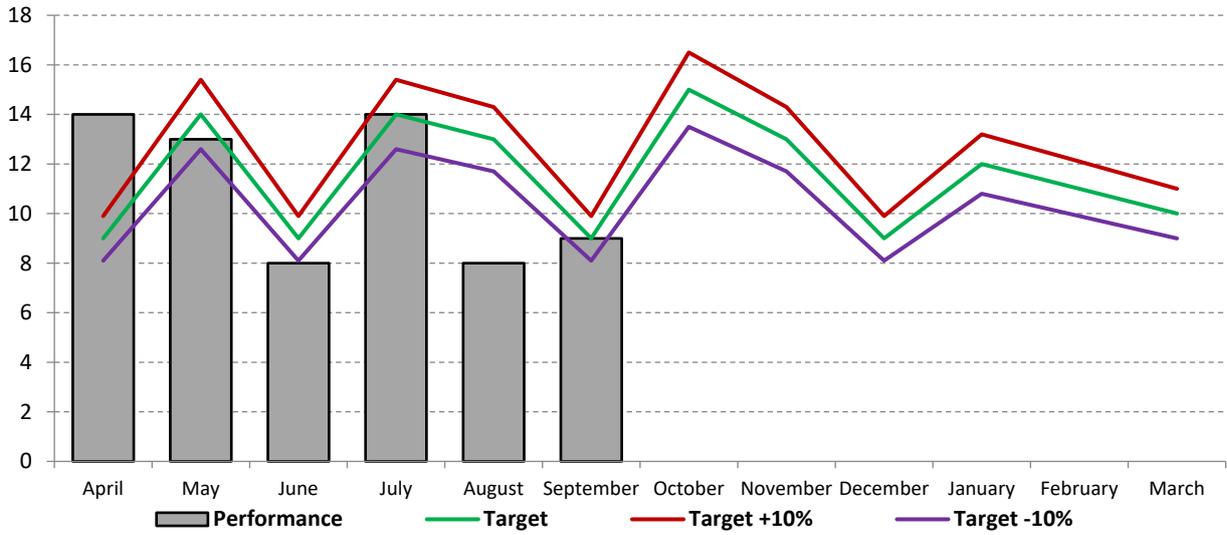
DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target
Apr-Sep 2021/22

68

Progress to Date

66



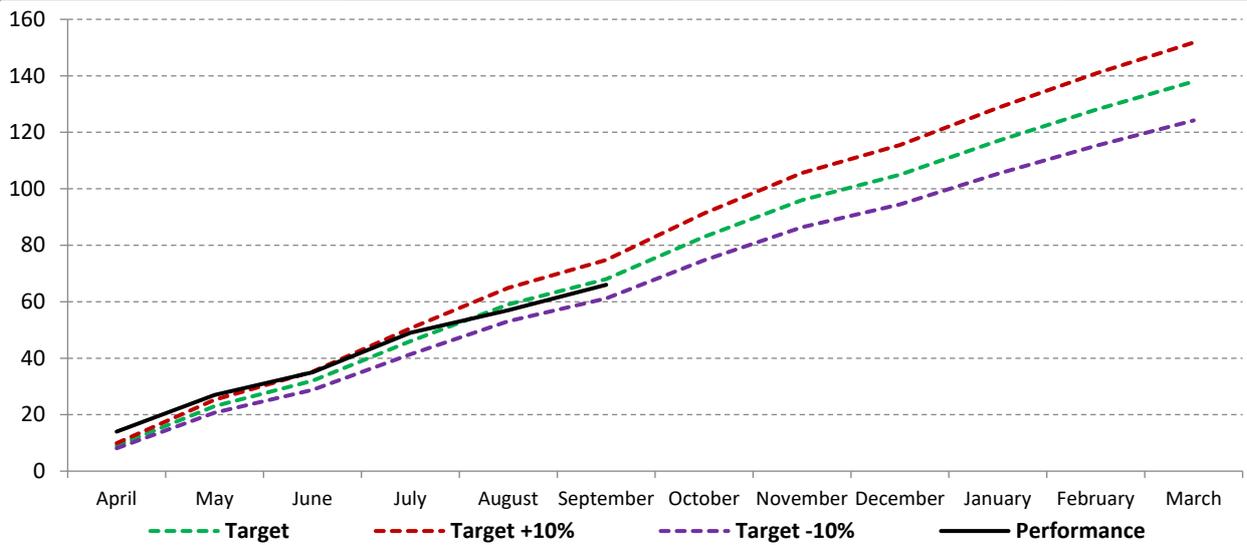
DC15 Number of deliberate fires in unoccupied properties

Service Plan Target
Apr-Sep 2021/22

11

Progress to Date

13



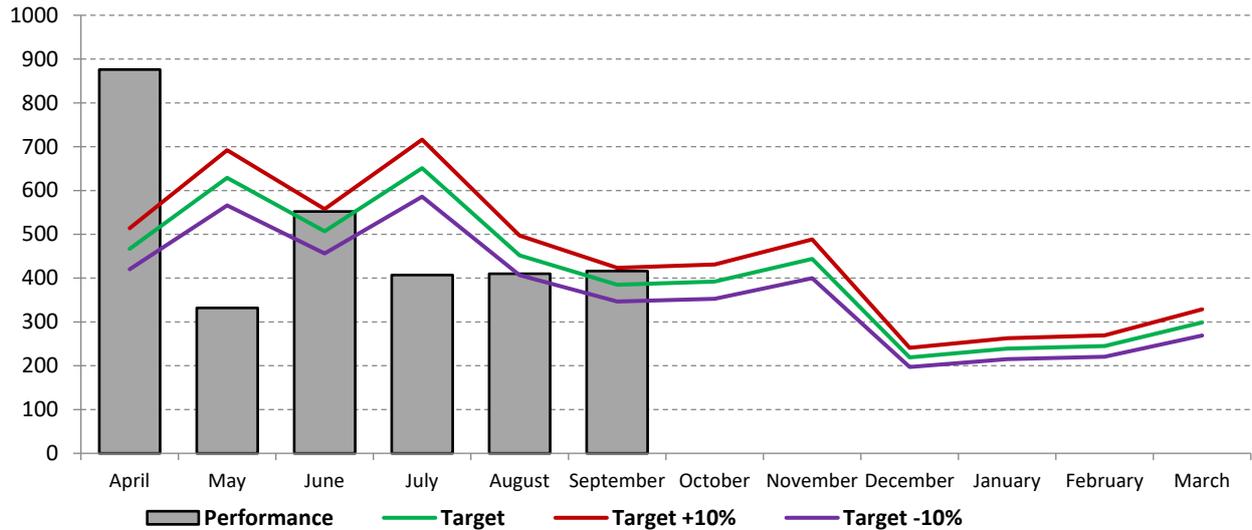
TC04 Total number of secondary fires attended

Service Plan Target
Apr-Sep 2021/22

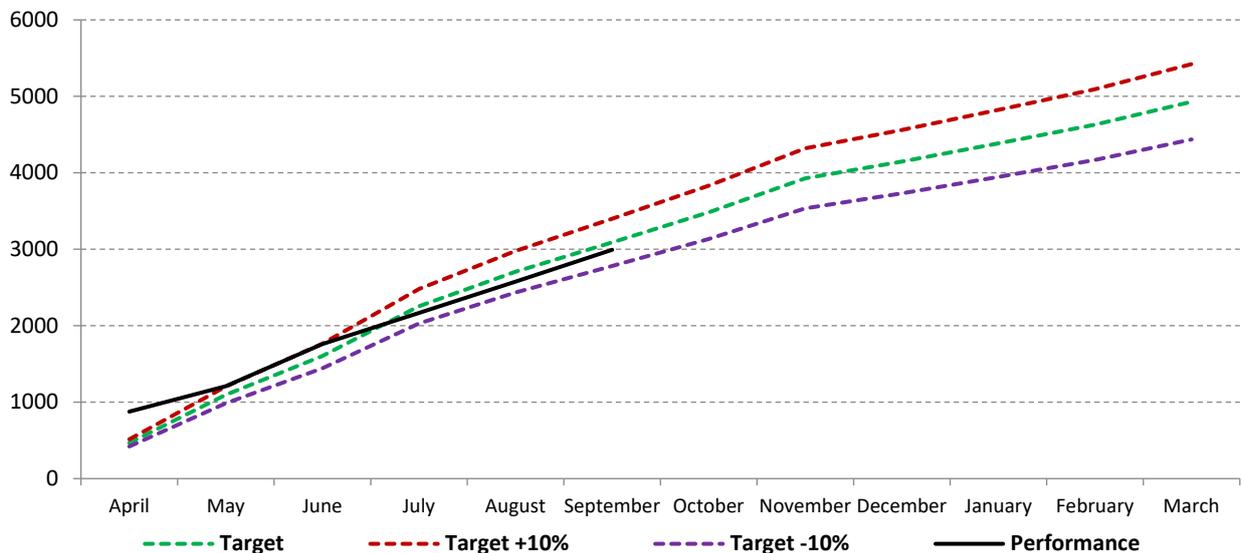
3091

Progress to Date

2993



Cumulative Performance



TC04 Total number of secondary fires attended

AC13 Number of deliberate ASB fires attended

TC04

There were 2993 secondary fires during this reporting period. This is 324 more fires than quarter 2 2020/21 (2669).

AC13

The count of anti-social behaviour fires attended are higher this year (1955) than at quarter 2 2020 (1783), but remain within 10% of the target (1919). Since a peak in April (when 610 incidents took place), incident counts have fallen and remained relatively consistent. There was an increase in incidents from August (293) into September (327) due to a period of sustained dry weather, though this increase was not to the same degree as April. The Arson Reduction Team continue 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.

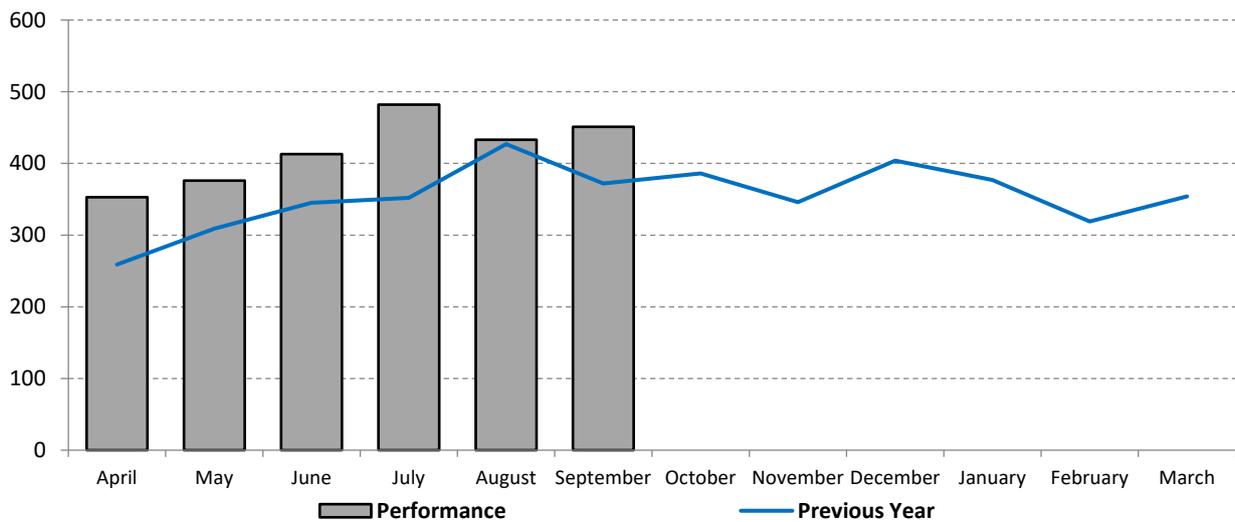
TC05 Total number of special services attended

Service Plan Target

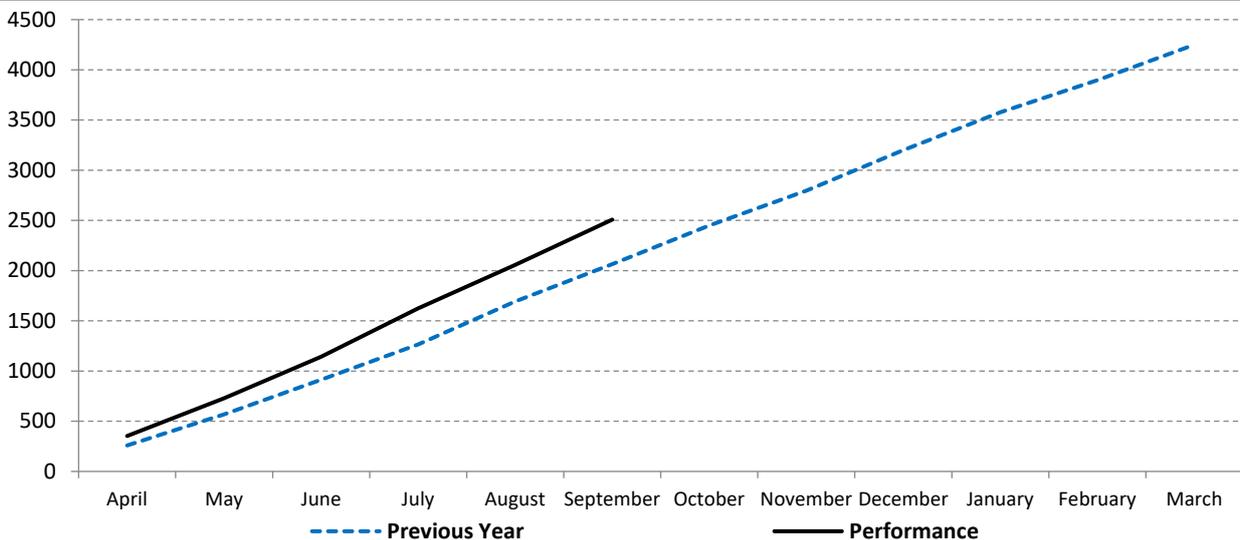
Quality Assurance

Progress to Date

2508



Cumulative Performance



TC05 Total number of Special Services attended

For quality assurance only

TC05

When personnel and equipment are deployed for services other than fire fighting, those services are referred to as a 'Special Service Call' (SSC) and may be either 'emergency' or 'non-emergency.' Many are related to assisting partner agencies such as the Police and Ambulance, particularly related to providing medical assistance and effecting entry. They also include incident types like Road Traffic Collisions and Water Rescue.

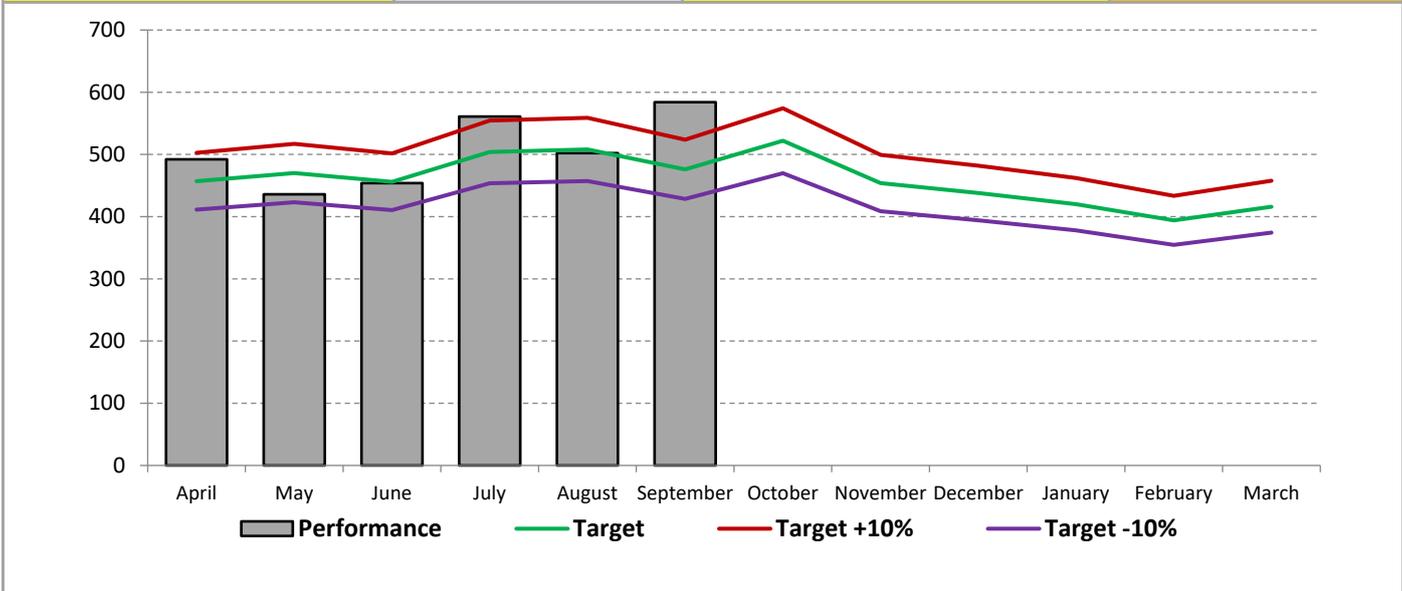
During the first half of 2021/22 the number of special services attended (2508) was considerably higher than during the same period in 2020/21 (2064). There was a peak in calls in July (482) when 38% of calls were affecting entry or assisting partners and 16% were RTC's.

The target for special service calls attended is for quality assurance only as a number of incident types (particularly those where MFRS is assisting other agencies) are encouraged, rather than MFRS being in a position to take action to prevent them as is the case with most other emergency response activity.

RC11	The number of Road Traffic Collisions attended at the end of Quarter 2 (385) is far higher than at the equivalent period of 2020/21 (167), this is likely due to Covid 19 lockdown restrictions. Sadly, there have been 10 fatalities in RTC's attended by MFRS and 139 injuries again considerably higher than this period in 2020/21.
RC12	
RC13	

TC06 Total number of false alarms attended

Service Plan Target Apr-Sep 2021/22	2871	Progress to Date	3029
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TC06 Total number of false alarms attended

TC06	The number of false alarms attended (3029) is within 10% of the 2 nd quarter target (2871) despite the number of incidents increasing over the last 3 months.
FC23	There has been an increase in the number of False Alarm Good Intent incidents during the Covid period due in part to controlled burning in gardens being reported as a fire. This type of incident continues to account for a proportion of the calls attended. The total number of incidents attended each month has started to increase over the last 3 months (631) incidents when compared to quarter1 (585).
FC12/11	False Alarm incidents due to smoke alarm actuations in domestic dwellings (1445) are comparable with this period in 2020 (1453). Incidents attended in non-domestic premises (264) have increased when compared to last year (233). Repeat attendances continue to be predominantly sheltered self-contained accommodation. Protection teams work closely with these premises to reduce false alarm calls.

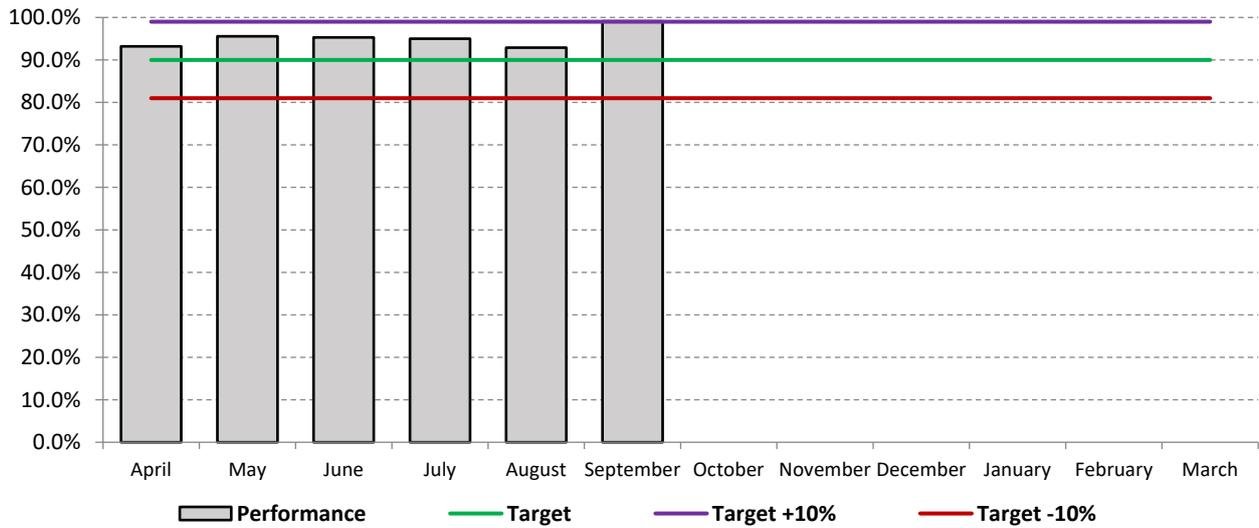
TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes

Service Plan Target
Apr-Sep 2021/22

90%

Progress to Date

95%



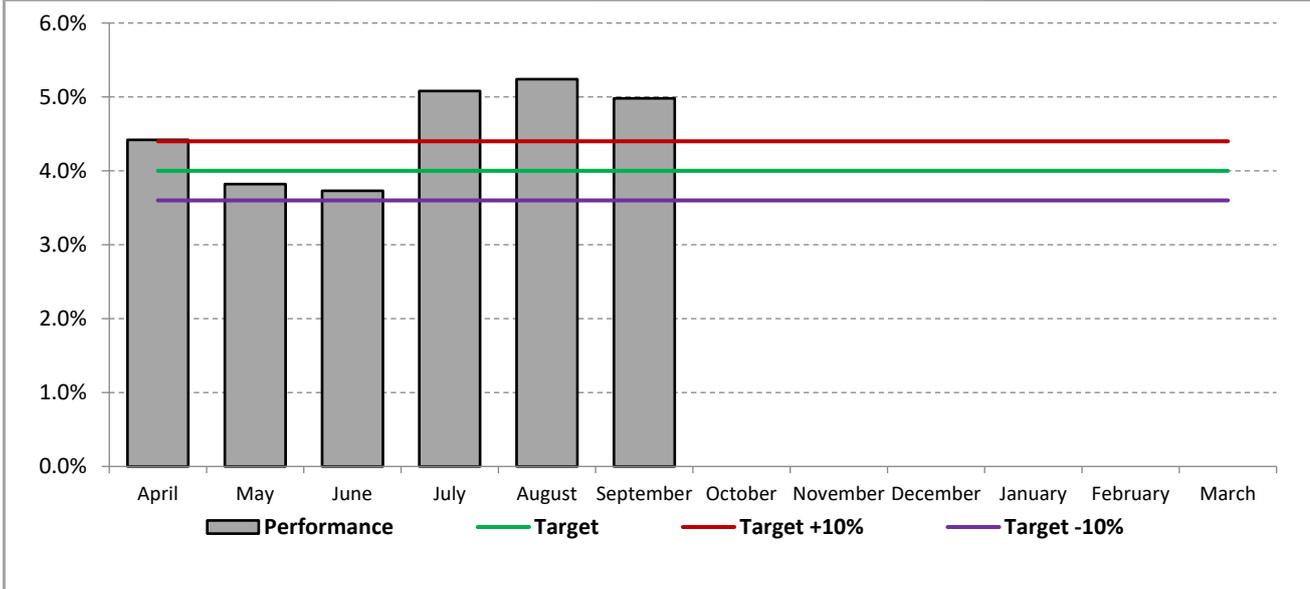
TR08 Attendance Standard – first attendance of an appliance at all life risk incidents in 10 minutes
DR23 Alert to mobile in under 1.9 minutes

TR08 Operational staff attained the attendance standard of the first attendance of an appliance at a life risk incident within 10 minutes on 95% of occasions, better than the target of 90%.

DR23 Crews when being 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-Sep 2021/22	4%	Progress to Date	4.50%
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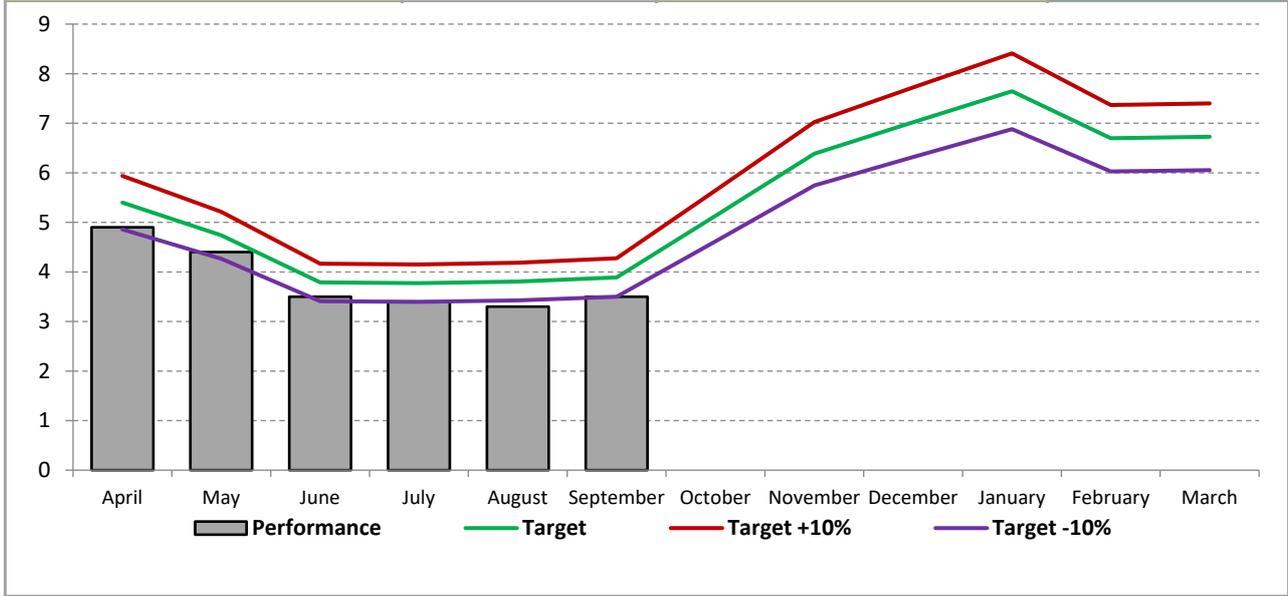


COMMENTARY:

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 4.50% shifts lost to sickness absence exceeds the 4% target. For this period during 2020 performance against this indicator was 3.45%. Sickness absence has increased during each of the last 3 months (this reporting period). August saw 6.12% of shifts lost among uniformed staff, this has been the highest level of sickness absence this year. If Covid 19 related absence is omitted then sickness would have been 3.67%.
WD11 WD12	4.56% of shifts were lost to sickness absence among uniformed staff (3.48% with Covid related absence removed, this included staff self-isolating). Non-uniformed staff absence was 4.40% (3.98% without Covid 19 absence). This exceeded the 4% target for this period.

TE10 Total carbon output of all buildings

Service Plan Target Apr-Sep 2021/22	25.4	Progress to Date	23
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TE10 Total carbon output of all buildings

TE10	Carbon output at 23 from all buildings is in line with this period last year (22.9) and below the target of 25.4. This measurement is CO2 per metre per building.
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