

# SERVICE DELIVERY PLAN 2021-22:

April 2021 to December 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

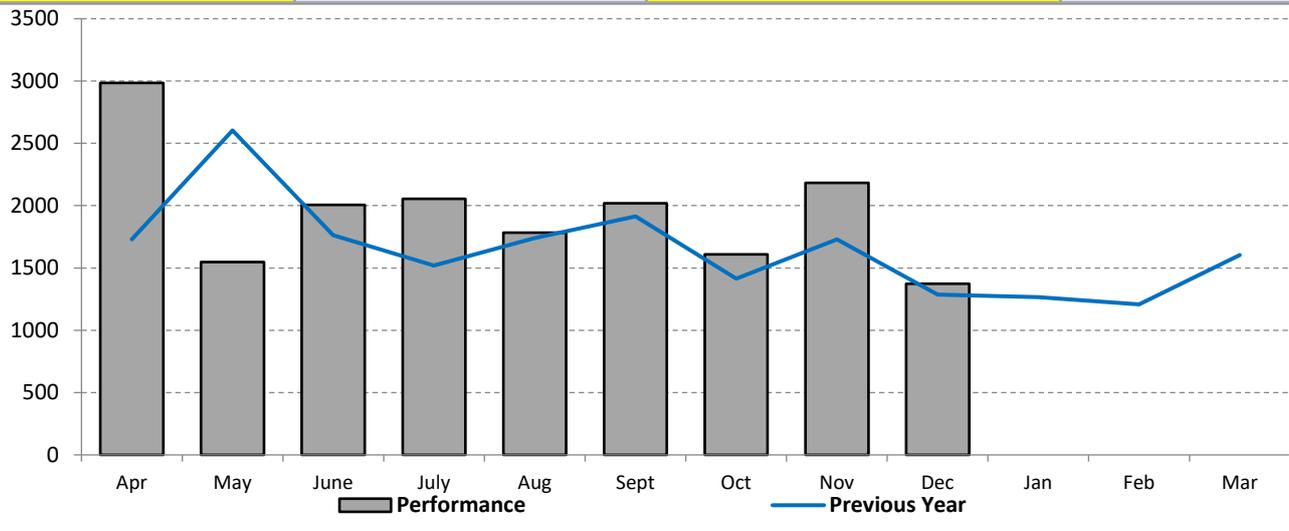
### TC00 Total number of emergency calls received

Service Plan Target

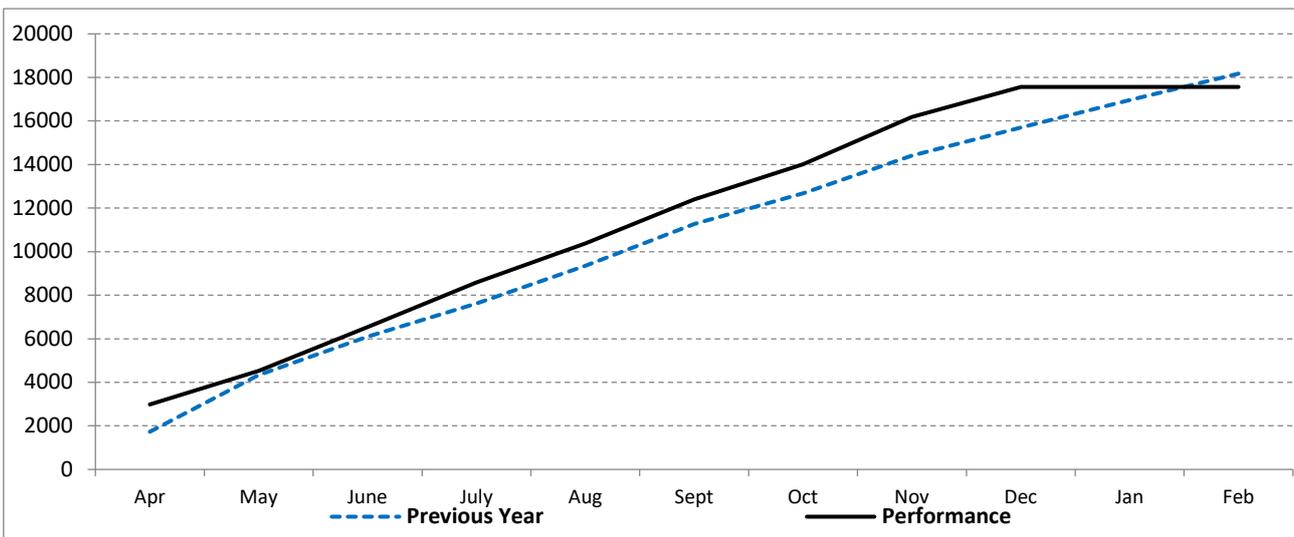
No target - Quality Assurance

Progress to Date

17563



### Cumulative Performance



TO00 Total number of emergency calls received

For quality assurance only

DO22 The % of 999 calls answered within 10 seconds

TC00

By the end of quarter 3 of 2021/22, 17563 emergency calls had been received by Fire Control. This was 1864 more than the same period last year when 15699 calls were received. This reflects the increase in all incident types this year to date when 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.

Looking at peaks and troughs, the busiest day for calls with 5<sup>th</sup> November with 260 calls, this was followed by the 26<sup>th</sup> and 27<sup>th</sup> November, which accounted for 469 calls when storm Arwen landed.

This indicator does not have a target it is monitored for quality assurance only.

DO22

Cumulatively 96.6% of 999 calls were answered within 10 seconds. This is better performance than the 95% target.

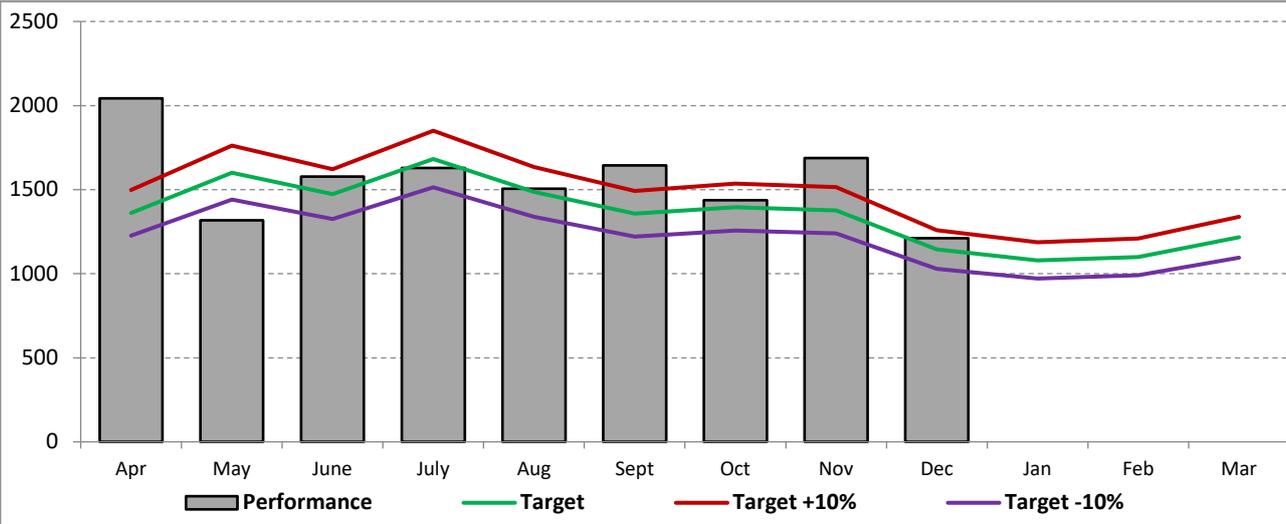
## TC01 The total number of incidents attended

Service Plan Target  
Apr-Dec 2021/22

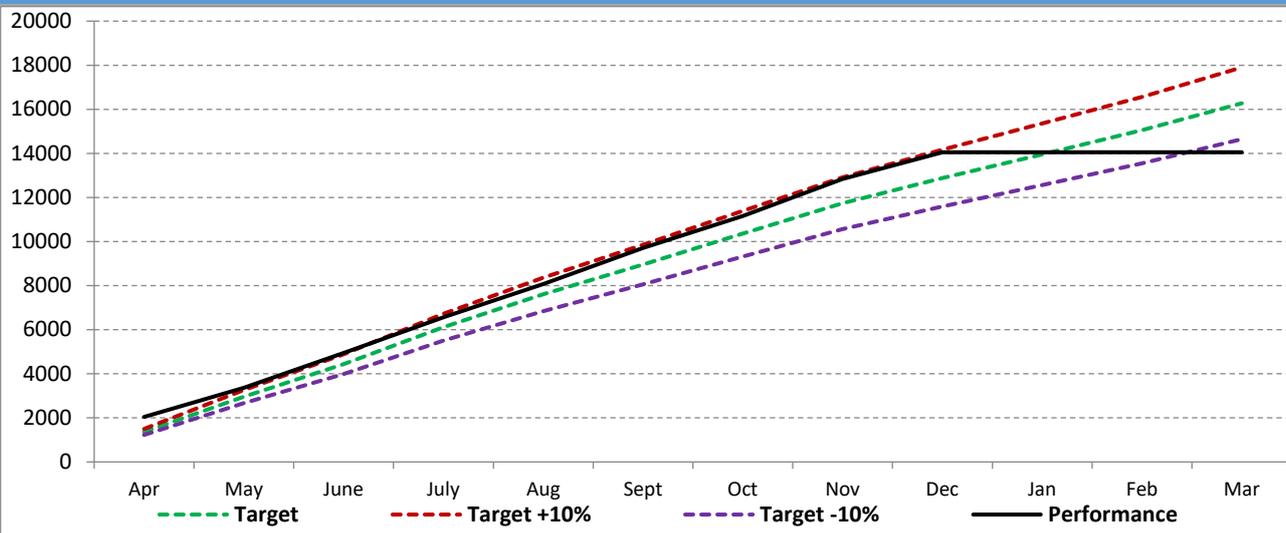
12878

Progress to Date

14051



## 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 throughout the year with an expected slight increase in November (1687) over the Bonfire period.

Cumulatively, there have been 14051 incidents attended, compared to 12390 for the same period of 2020/21 – an increase of 1661 incidents, or 13.4%.

There has been a significant increase in Special Service incidents attended compared to previous years, this is due to the FRS assisting partner agencies on a more regular basis as well as having a memorandum of understanding with North West Ambulance Service when effecting entry and exit.

When compared to the previous year, the majority of incident types have seen increases during 2021/22; this is partially due to Covid restrictions during 2020/21. This performance was within 10% of target for this period (12878).

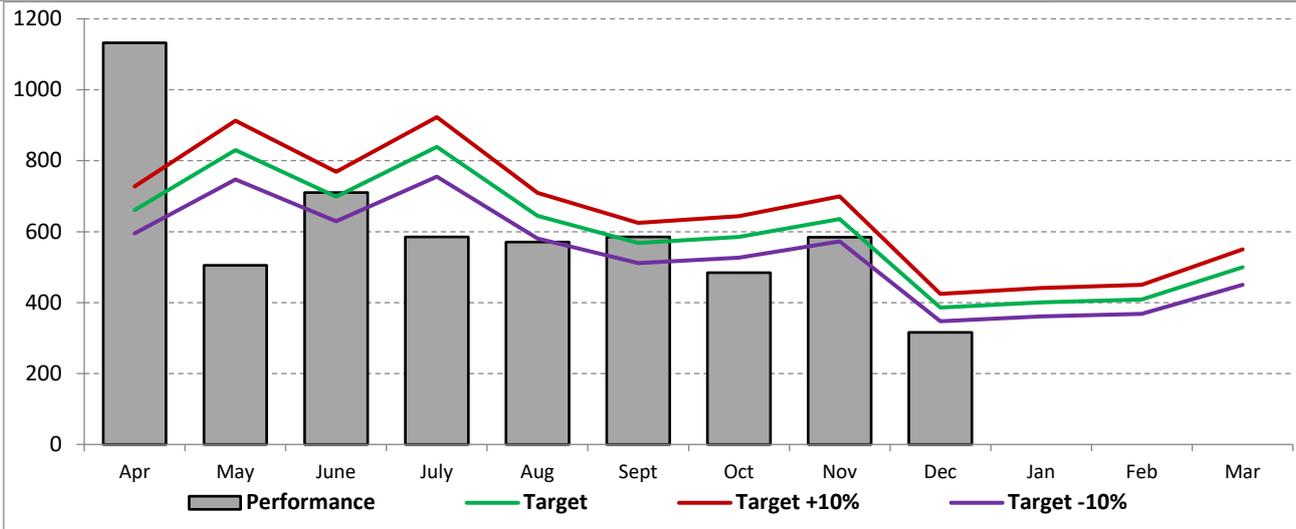
## TC02 Total number of fires attended in Merseyside

Service Plan Target  
Apr-Dec 2021/22

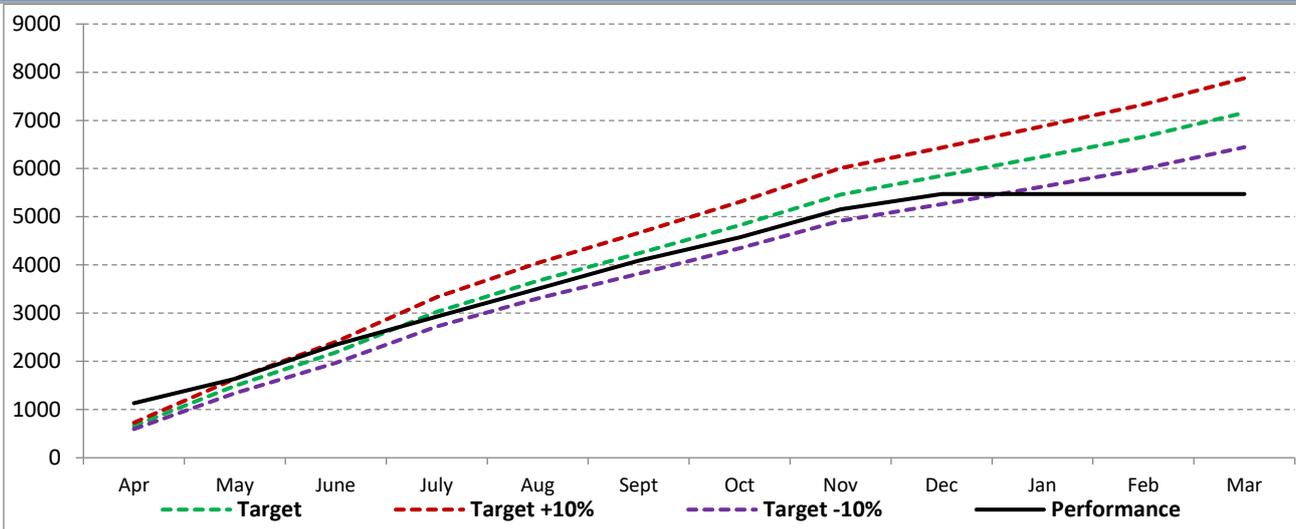
5849

Progress to Date

5472



## Cumulative Performance



## TC02 Total number of Fires attended in Merseyside

### TC02

Crews attended 5472 fires during the period April to December 2021. This is 513 more than the equivalent period of 2020/21 (4959), though less than the cumulative target of 5849.

Despite Merseyside seeing an increase in fires during April (1072) and June (710), incident numbers have remained relatively consistent with approximately 570 per month. The number of fires attended in November (584) during the bonfire period was less than November 2020 (636).

Arson teams and high visibility patrols alongside our targeted prevention work continue to improve outcomes for the Service.

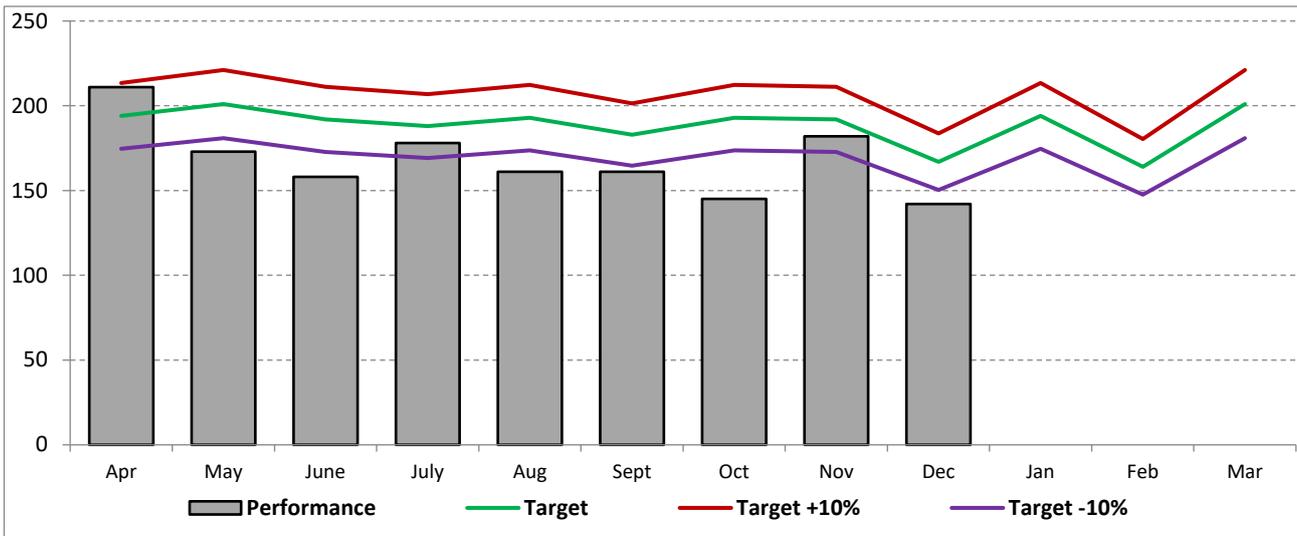
## TC03 Total number of primary fires attended

Service Plan Target  
Apr-Dec 2021/22

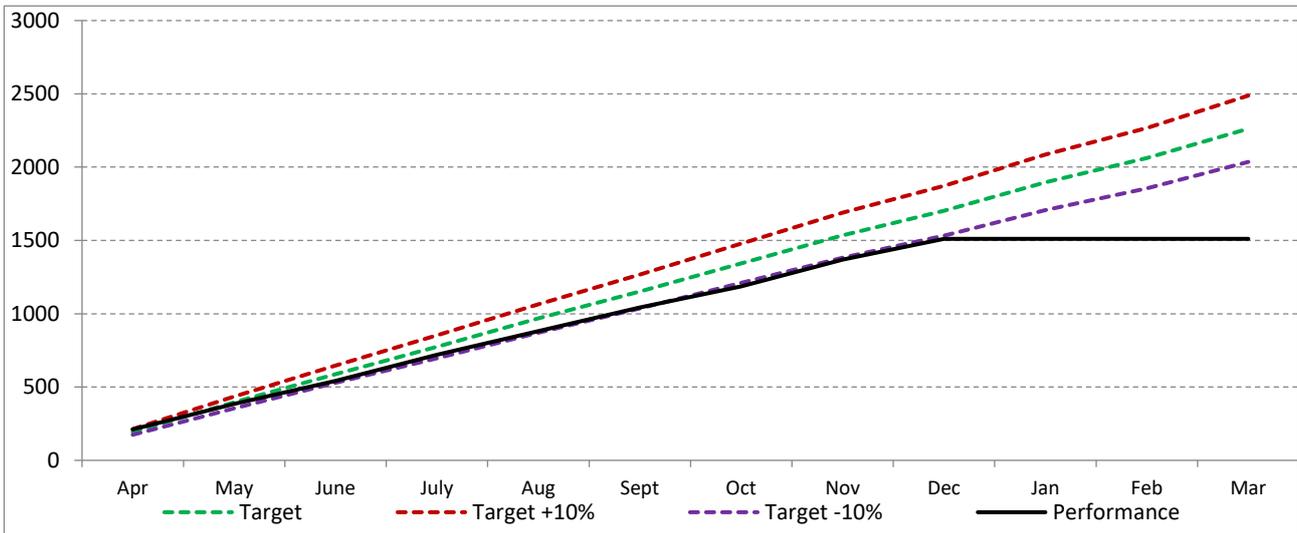
1703

Progress to Date

1511



## Cumulative Performance



## TC03 Total number of primary fires attended

### TC03

There were 1511 Primary fires at the end of the 3<sup>rd</sup> quarter of 2021/22. This is 158 more than the equivalent period of 2020/21. This difference is partially due 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.

Another area of note is deliberate vehicle fires, though there has been an increase in incidents during 2021/22 (313 against 238) it is still well down when compared to pre Covid years – for example 335 during 2019/20 and 387 during 2018/19.

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.

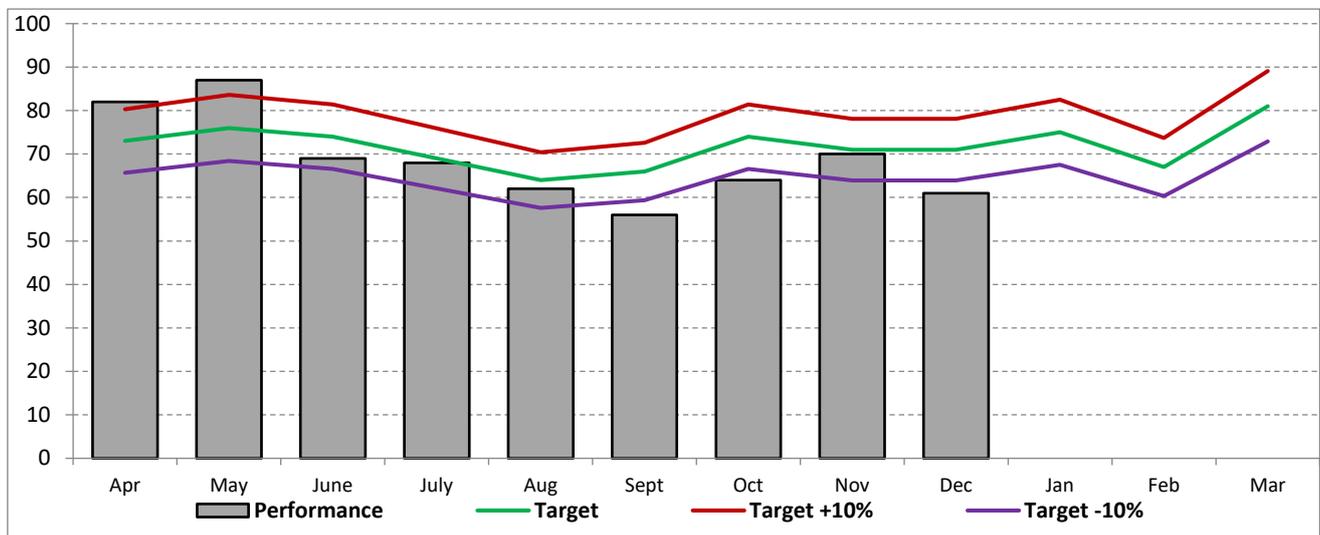
<b>DC11</b>	<b>Number of accidental dwelling fires</b>	
<b>DC12</b>	<b>Number of fatalities in accidental dwelling fires</b>	
<b>DC13</b>	<b>Number of injuries in accidental dwelling fires</b>	
<b>DC14</b>	<b>Number of deliberate dwelling fires in occupied properties</b>	
<b>DC15</b>	<b>Number of deliberate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

**COMMENTARY:**

<b>DC11</b>	Accidental dwelling fires (at 619) are lower than the cumulative target (638) for the year to date. This performance is higher than the same period of 2020/21, when crews had attended 590 accidental dwelling fires.
<b>DC12</b>	To December 2021 there had been two fatalities in accidental dwelling fires. Since then, sadly there have been a further two in the new year.
<b>DC13</b>	There have been 42 injuries in Accidental Dwelling Fires, which is the same as at this time in 2020/21 and considerably under the cumulative target of 68. Whilst there has been an increase in Accidental Dwelling Fire incidents, this continues to be the opposite in relation to injuries.
<b>DC14</b>	Deliberate dwelling fires in occupied property (96) is below target (105) and there have been 16 fewer incidents than at this time in 2020 (112).
<b>DC15</b>	Deliberate fires in unoccupied properties (16) is on target (16), though higher than in 2020/21 (13).
<b>DC16 DC17</b>	There have been no fatalities in the deliberate dwelling fires to date and five injuries which is considerably less than at December 2020 when there had been 12 injuries.

**DC11 Number of accidental fires in dwellings**

Service Plan Target Apr-Dec 2021/22	<b>638</b>	Progress to Date	<b>619</b>
--	------------	------------------	------------



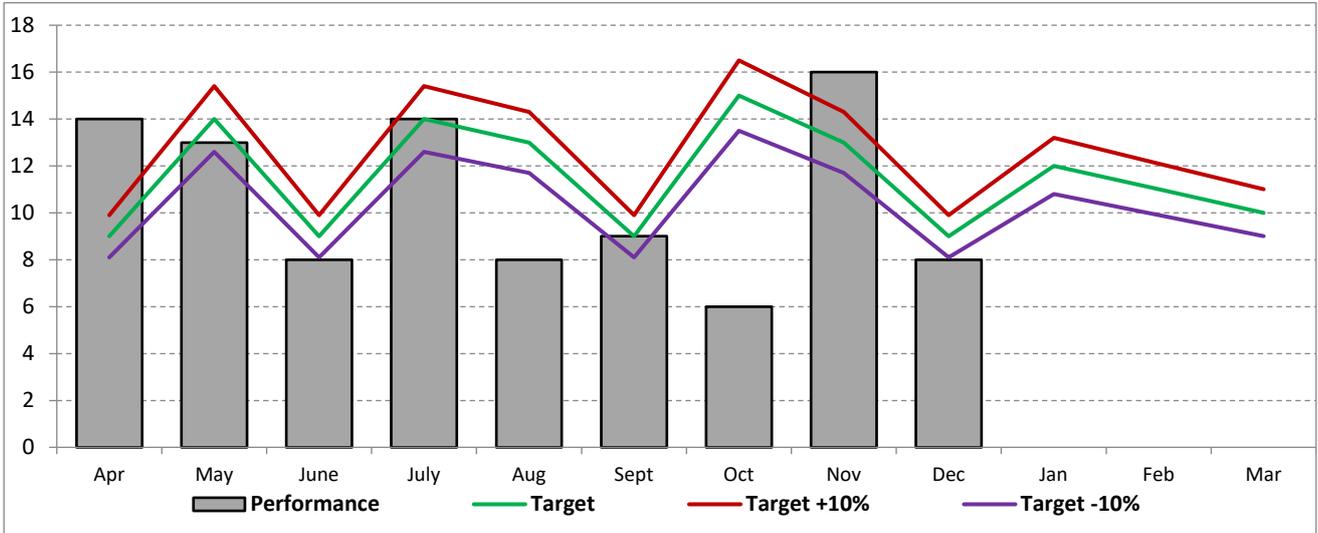
## DC14 Number of deliberate dwelling fires in occupied properties

Service Plan Target  
Apr-Dec 2021/22

105

Progress to Date

96



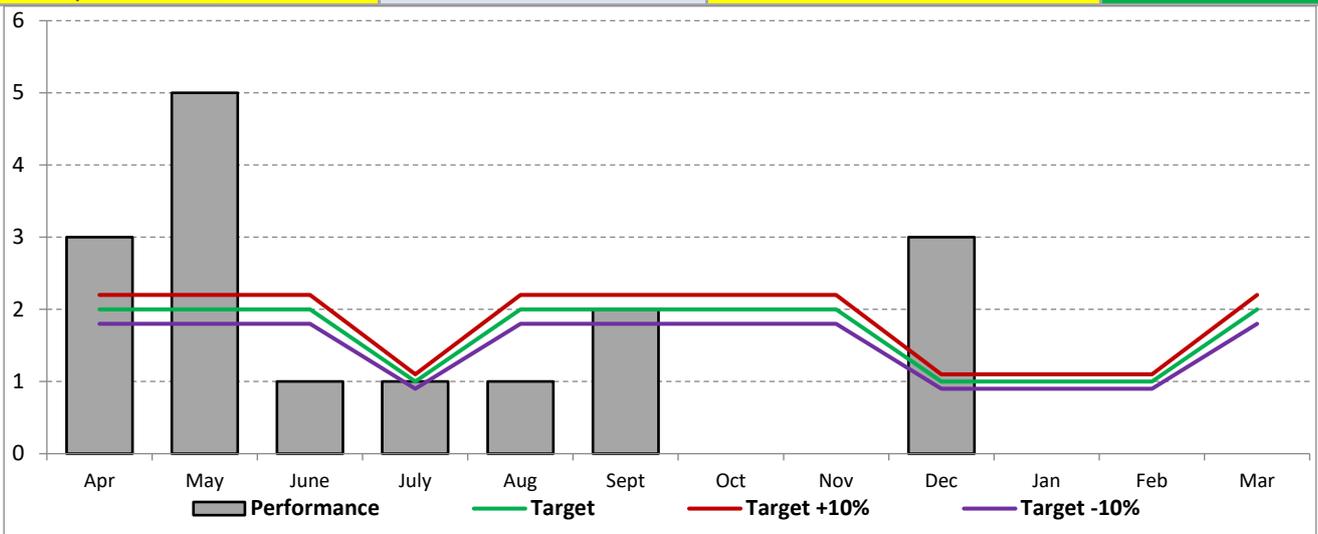
## DC15 Number of deliberate fires in unoccupied properties

Service Plan Target  
Apr-Dec 2021/22

16

Progress to Date

16



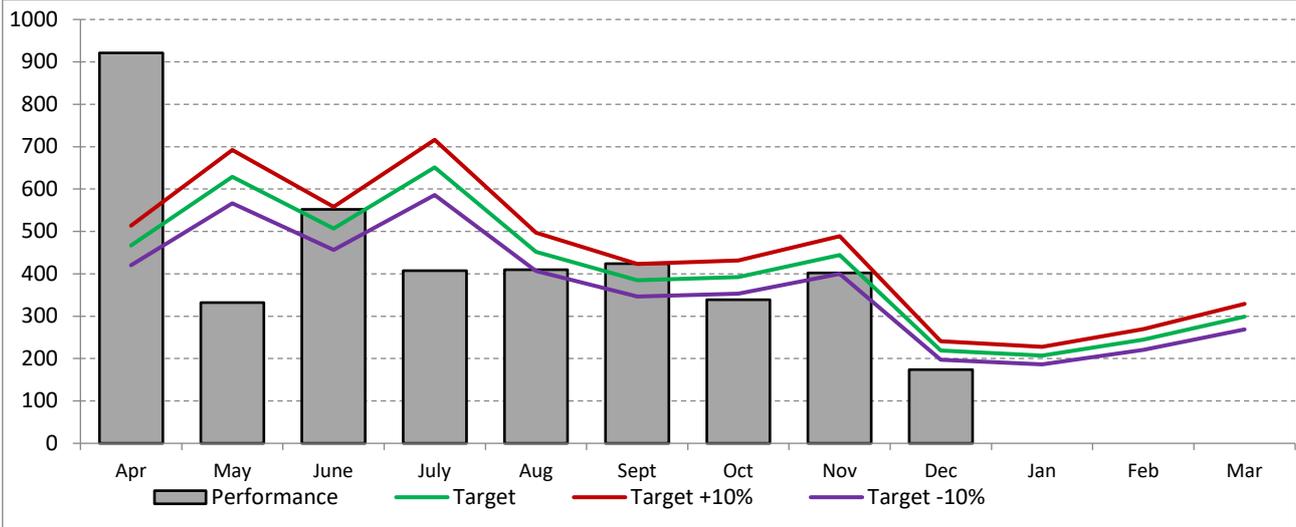
## TC04 Total number of secondary fires attended

Service Plan Target  
Apr-Dec 2021/22

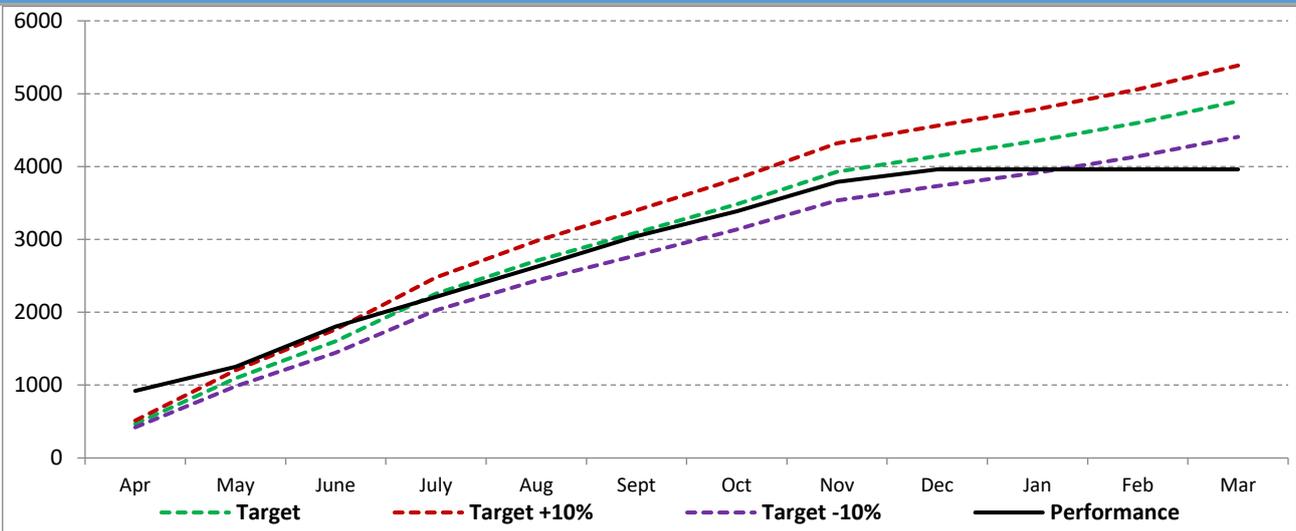
4146

Progress to Date

3961



## Cumulative Performance



## TC04 Total number of secondary fires attended

## AC13 Number of deliberate ASB fires attended

### TC04

There were 3961 secondary fires during this reporting period. This is 355 more fires than the cumulative total for quarter 3 2020/21 (3606).

### AC13

The count of anti-social behaviour fires attended are higher this year (2700) than at quarter 3 2020/21 (2464), but remain within 10% of the target (2683). Since a peak in April (when 610 incidents took place), incident counts have fallen and remained relatively consistent. The expected peak in November was not as high as previous years with 308 incidents - compared to 364 in 2019

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.

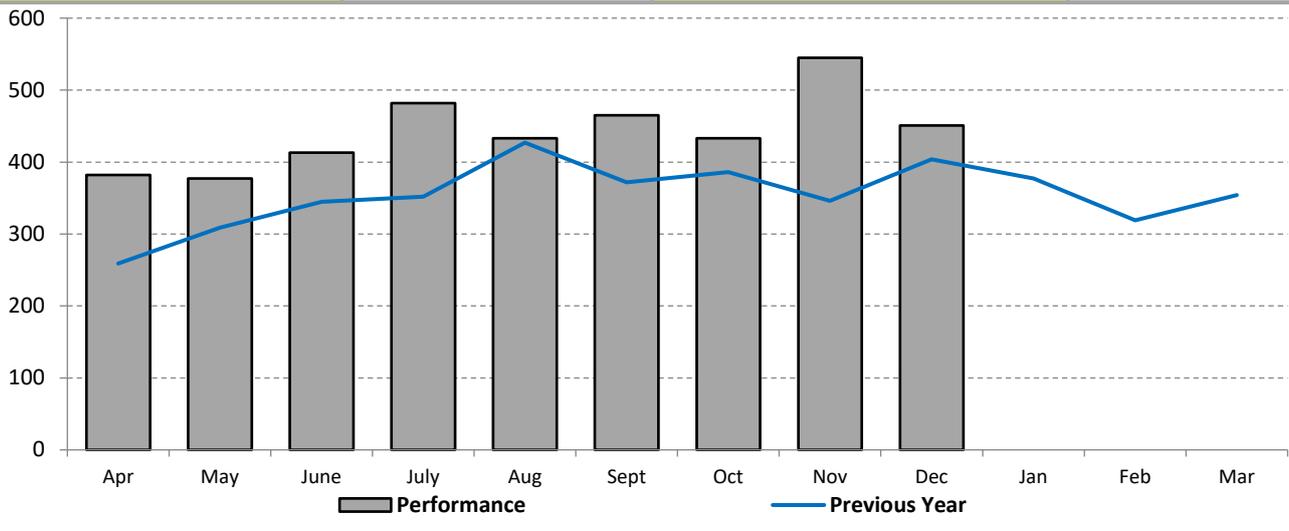
## TC05 Total number of special services attended

Service Plan Target

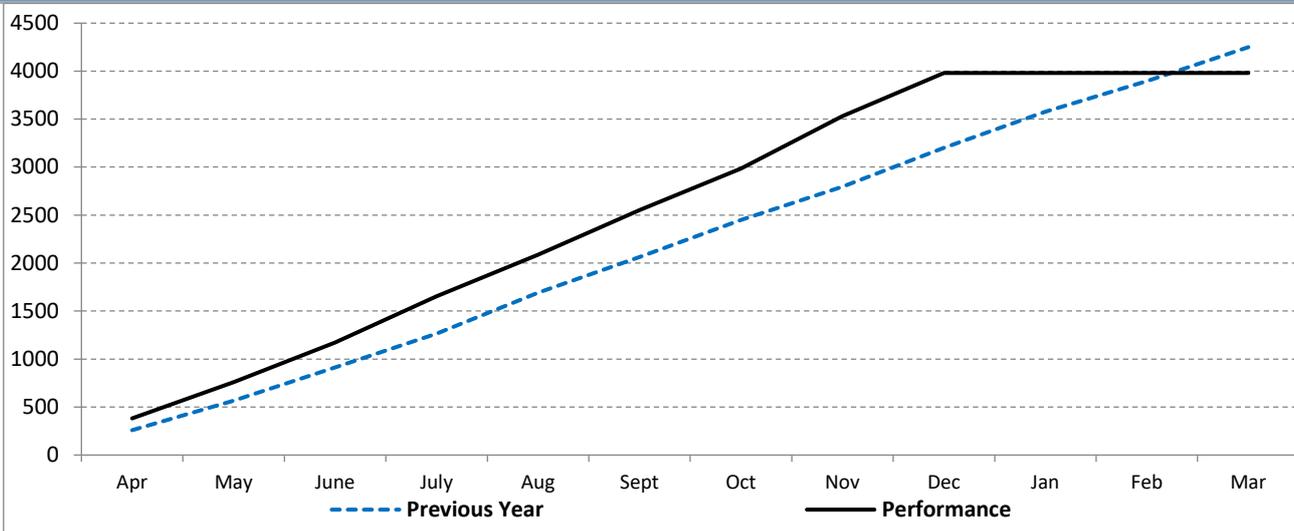
Quality Assurance

Progress to Date

3981



### 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.

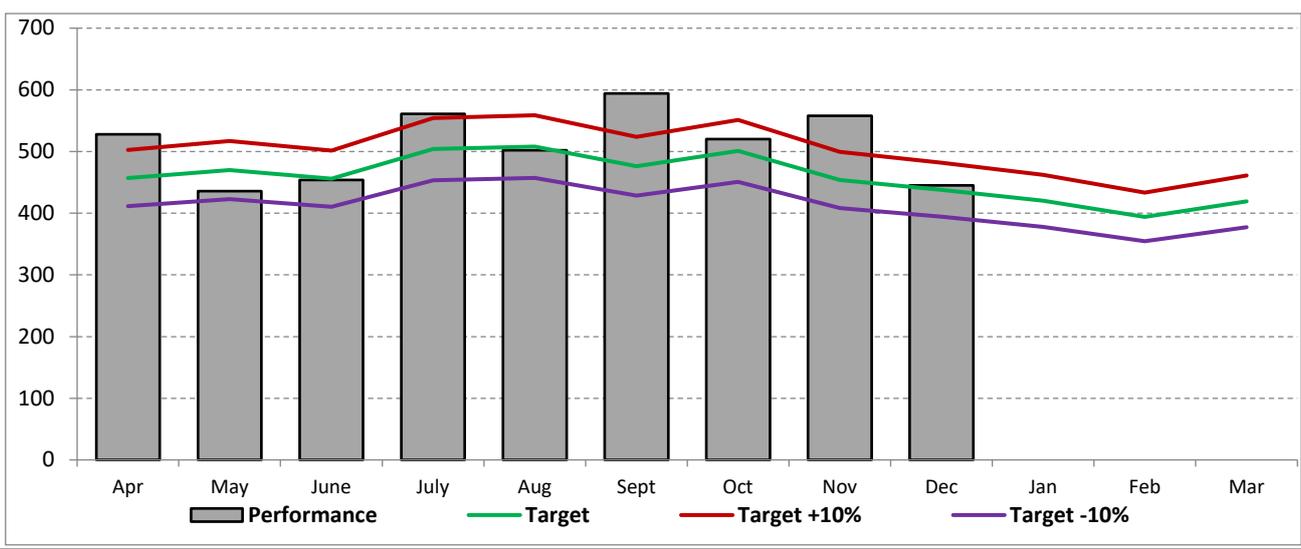
During quarter 3 2021/22 the number of special services attended (3981) was considerably higher than during the same period in 2020/21 (3200). Assisting other agencies account for 907 of these incidents, this is 23% of all special service calls and over 200 more than this period in 2020. There was a peak in calls in November (545) when 15% of calls were assisting other agencies or assisting partners and 15% were RTC's.

Special service calls attended are counted 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.
<b>RC11</b>	The number of Road Traffic Collisions attended at the end of Quarter 3 (662) is far higher than at the equivalent period of 2020/21 (438), this is likely due to Covid 19 lockdown restrictions.
<b>RC12</b>	Sadly, there have been 14 fatalities in RTC's attended by MFRS and 227 injuries again considerably higher than this period in 2020/21.
<b>RC13</b>	
<b>RC15</b>	
<b>RC24</b>	Police 'Killed and Seriously Injured' data around the 16-24 year old age group MTRS Prevention teams target also shows an increase (63 incidents attended) on 2020 data (34) Water rescues are also included in Special Service calls and this type of incident has increased from 25 at December 2020 to 41 for the same period this year. This incident type includes rescues from floods, rivers including the Mersey, park lakes and ponds. As with road traffic collisions, arson and antisocial behaviour, the community safety team takes action with partners to reduce these types of incident.

**TC06 Total number of false alarms attended**

Service Plan Target Apr-Dec 2021/22	<b>4264</b>	Progress to Date	<b>4598</b>
--	-------------	------------------	-------------



**TC06 Total number of false alarms attended**

<b>TC06</b>	The number of false alarms attended (4598) is within 10% of the 3rd quarter target (4264). The number of incidents have fluctuated each month.
<b>FC23</b>	The total number of False Alarm Good Intent incidents attended during the last nine months was 2824, compared to quarter 3 2020 (2659). 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.
<b>FC12/11</b>	False Alarm incidents due to smoke alarm actuations in domestic dwellings (2223) are comparable with this period in 2020 (2204). Incidents attended in non-domestic premises (448) have increased when compared to last year (357). Repeat attendances continue to be predominantly sheltered self-contained

	accommodation. Protection teams work closely with these premises to reduce false alarm calls.
--	---

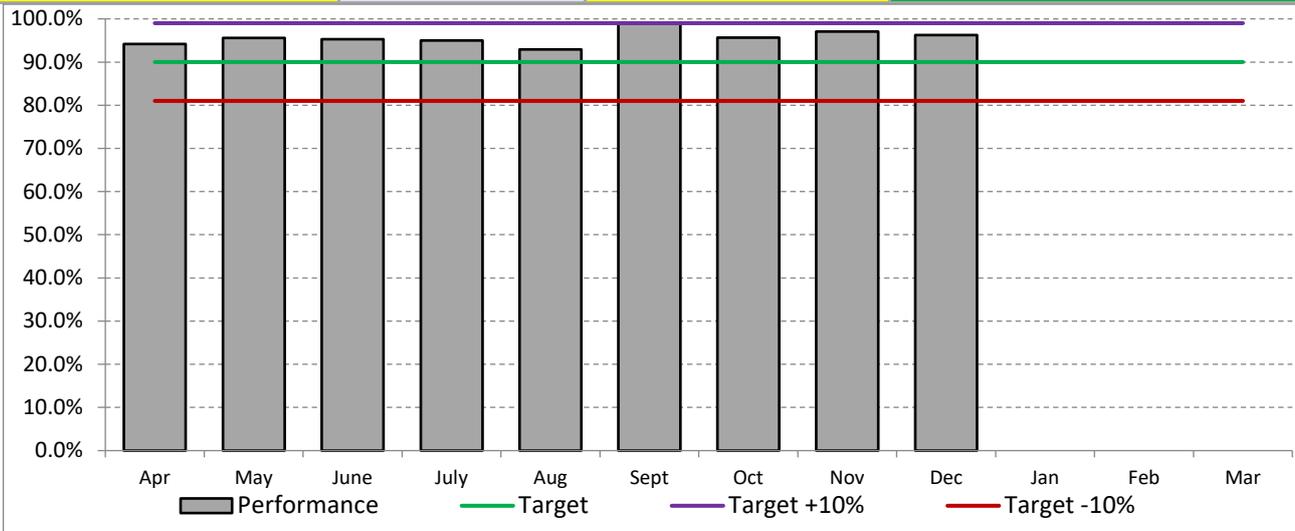
## TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes

Service Plan Target  
Apr-Dec 2021/22

90%

Progress to Date

95.5%



**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**

<b>TR08</b>	Operational staff attained the attendance standard of the first attendance of an appliance at a life risk incident within 10 minutes on 95.5% of occasions, better than the target of 90%.
<b>DR23</b>	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%.

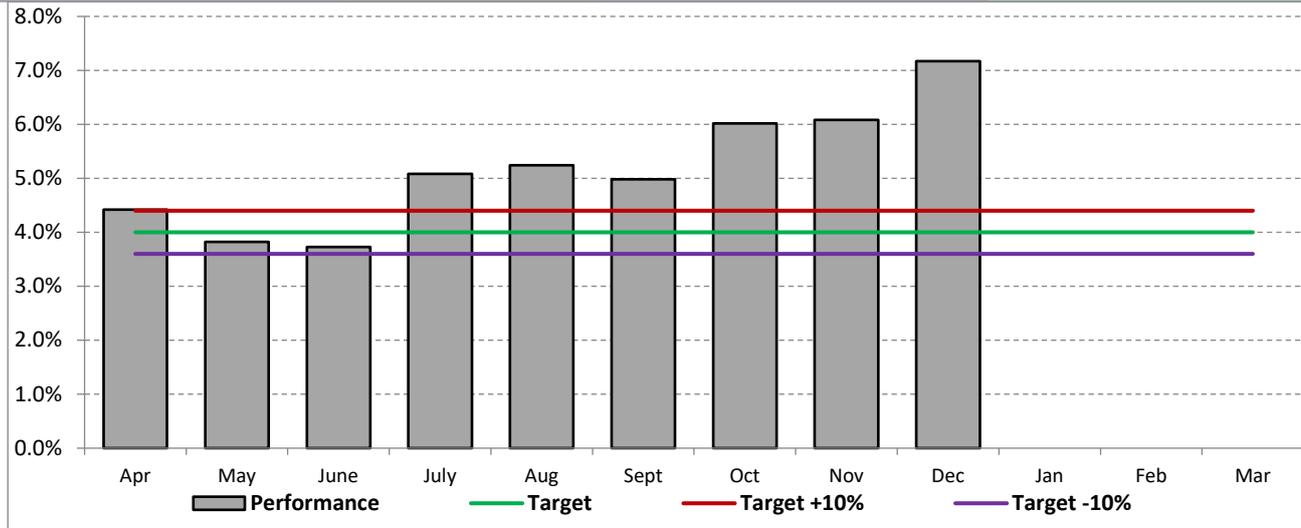
**TD09 The % of available shifts lost to sickness absence, all personnel**

Service Plan Target  
Apr-Dec 2021/22

4%

Progress to Date

5.16%



**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 5.16% shifts lost to sickness absence exceeds the 4% target. For this period during 2020 performance against this indicator was 4%. Sickness absence has increased during the third quarter of this reporting period. October saw 6.04% of shifts lost among all staff, November 6% and December 7.65% this has been the highest level of sickness absence this year. If Covid 19 related absence was omitted then sickness would be 3.38%.

**WD11  
WD12**

5.28% of shifts were lost to sickness absence among uniformed staff (3.23% with Covid related absence removed, this included staff self-isolating). The peak in December saw 7.65% of shifts lost to sickness absence this is the highest level of sickness recorded. Non-uniformed staff absence was 4.96% (3.64% without Covid 19 absence). These figures exceeded the 4% target for this period.

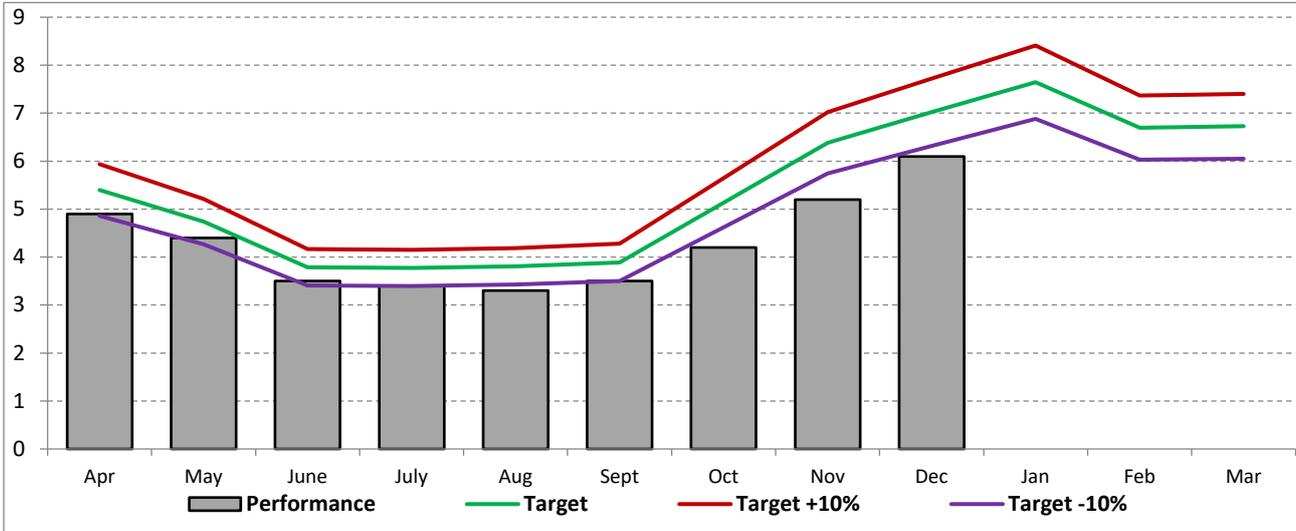
## TE10 Total carbon output of all buildings

Service Plan Target  
Apr-Dec 2021/22

43.9

Progress to Date

38.5



### TE10 Total carbon output of all buildings

TE10

Carbon output at 38.5 from all buildings is in line with this period last year (38.9) and below the target of 43.9. This measurement is based on tonnage of CO2# for the MFRS estate.