**SERVICE DELIVERY PLAN 2023-24:**

**April to June 2023**

**INDEX**

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| **Total emergency calls**  **Total incidents**  **Total fires**  **Primary fires**  **Secondary fires**  **Special services**  **False alarms**  **Attendance standard**  **Sickness absence**  **Carbon output** |

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| **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**

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| **TC00 Total number of emergency calls received** | | | | | | |
| Service Plan Target | **No target - Quality Assurance** | | Progress to Date | | | **5771** |
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| **Cumulative Performance** | | | | | | |
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| **TO00 Total number of emergency calls received**  **DO22 The % of 999 calls answered within 10 seconds** | | | **For quality assurance only** | | | |
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| TC00 | During the first quarter of 2023-24 Fire Control received 5771 emergency calls. This was 698 less calls than this time last year, when 6469 calls were received.  June saw a higher number of calls (2279) than April (1849) or May (1643). This increase in calls is reflected in the number of fires attended.  This indicator does not have a target it is monitored for quality assurance only. | | | | | |
| DO22 | Cumulatively 97.6% of 999 calls were answered within 10 seconds. This performance achieves the 96% target. | | | | | |
| **TC01 The total number of incidents attended** | | | | | | |
| Service Plan Target  Apr-June 2023 | | **5168** | | Progress to Date | **4941** | |
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| **Cumulative Performance** | | | | | | |
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| **TC01 Total number of incidents attended** | | | |  | | |
| TC01 | | Performance against all key performance indicators (KPI’s) has remained under target except false alarms and special service calls during this reporting period. We do not want to discourage or reduce either of these incident types.  Weather was lot drier than usual during mid May to the end of June which could be a contributory factor to the increase in fire incidents such as secondary fires.  During this period there have been 69 more incidents attended (4941) than at this time last year (4872).  The number of Special Service incidents attended (1307) when compared to previous years (1243 in the first quarter of 2022-23) continue to increase, this is, in part, due to MFRS assisting partner agencies on a more regular basis. | | | | |

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| **TC02 Total number of fires attended in Merseyside** | | | |
| Service Plan Target  Apr-June 2023 | **2284** | Progress to Date | **2028** |
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| **Cumulative Performance** | | | |
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| **TC02 Total number of Fires attended in Merseyside** | |  | |
| **TC02** | Crews attended 2028 fires during April to June 2023. This is 144 less than in 2022 (22172) and also below the cumulative target of 2284.  As the weather became warmer from mid may to the end of June the number of fires increased April (611), May (665) and June (750). Incidents have fallen again in July.  Arson teams and high visibility patrols alongside our targeted prevention work continue to improve outcomes for the Service. | | |

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| **TC03 Total number of primary fires attended** | | | | | |
| Service Plan Target  Apr-June 2023 | | **533** | | Progress to Date | **425** |
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| **Cumulative Performance** | | | | | |
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| **TC03 Total number of primary fires attended** | | |  | | |
| **TC03** | During the first quarter of 2023/24 crews attended 425 Primary Fires. This is 71 fewer than in 2022/23 (496).  The number of dwelling fires attended remain less than last year and below cumulative targets.  Deliberate vehicle fires to date during 2023/24 (67) have also decreased when compared to 72 during quarter 1 of 2022/23.  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. | | | | |

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| |  |  | | --- | --- | | **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 during 2023/24 at 160 are considerably lower than the cumulative target for quarter 1 (226). This performance is lower than 2022/23, when crews attended 219 accidental dwelling fires. | | | |
| **DC12** | There has sadly been 1 fatality in an accidental dwelling fire to date. | | | |
| **DC13** | There have been 17 injuries in Accidental Dwelling Fires. This is below the cumulative target of 24. | | | |
| **DC14** | Deliberate dwelling fires in occupied property (24) is below the cumulative target (31) and there has been 1 less than in 2022/23 (25). | | | |
| **DC15** | Deliberate fires in unoccupied properties (6) is 1 over the target 5 and the same as for this period last year | | | |
| **DC16 DC17** | There have been no fatalities or injuries in the deliberate dwelling fires to date. | | | |
| **DC11 Number of accidental fires in dwellings** | | | | |
| Service Plan Target  Apr-June 2023 | | **226** | Progress to Date | **160** |
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| **DC14 Number of deliberate dwelling fires in occupied properties** | | | |
| Service Plan Target  Apr-June 2023 | **31** | Progress to Date | **24** |
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| **DC15 Number of deliberate fires in unoccupied properties** | | | |
| Service Plan Target  Apr-June 2023 | **5** | Progress to Date | **6** |
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| **TC04 Total number of secondary fires attended** | | | | | | | | |
| Service Plan Target  Apr-June 2023 | **1751** | | | | Progress to Date | | **1601** | |
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| **Cumulative Performance** | | | | | | | | |
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| **TC04 Total number of secondary fires attended** | | | | |  | | | |
| **AC13 Number of deliberate ASB fires attended** | | | | |  | | | |
| **TC04** | | | There were 1601 secondary fires during this reporting period. This is 75 less fires than in 2022/23 (1676). There was an increase in incidents during June (596) but this was in part due to there only being 7% of expected rainfall | | | | | |
| **AC13** | | | The count of anti-social behaviour fires attended are less this year (976) than in 2022/23 (1052) and achieves the cumulative Q1 target (1061). Incident numbers remained relatively consistent throughout Q1 with a slight peak in June (341) incidents.  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 | | **1307** |
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| **Cumulative Performance** | | | | | | | | |
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| **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.  From April to June 2023 the number of special services attended (1307) was higher than in 2022/23 (1243) an increase of 66 incidents. Assisting other agencies accounted for a quarter of all calls.  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. | | | | |
| **RC11**  **RC12**  **RC13**  **RC16**  **RC24** | | | | The number of Road Traffic Collisions attended (218) is higher than last year (198). There is no target for this incident type.  Sadly there has been 1 fatality in an RTC attended by MFRS and 87 injuries (78 of which were slight injuries).  Police ‘Killed and Seriously Injured’ data around the 15-20 year old age group MFRS Prevention teams target remained consistent with last year (15 incidents attended) on 2022/23 data (15)  Water rescues are also included in Special Service calls and this type of incident has increased to 16 water rescue incidents during Q1 compared to 4 in 2022. This could be due to the exceptionally hot weather in June. Sadly this includes the tragic incident at Carr Mill Dam were the young teenager last her life.  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. | | | | |

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| **TC06 Total number of false alarms attended** | | | | |
| Service Plan Target  Apr-June 2023 | **1457** | | Progress to Date | **1608** |
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| **TC06 Total number of false alarms attended** | | |  | |
| **TC06**  **FC24**  **FC22** | | The number of false alarms attended (1606) have increased when compared to last year (1457) but remains within 10% of the cumulative target for Q1 2023/24 target (701). The number of incidents, although higher than average, have remained fairly consistent each month at around 514-549. Faults on systems remain one of the main reasons for calls.  The total number of False Alarm Good Intent incidents attended including Alarm Receiving Centre domestic incidents during the year April to June 2023 were 870. This is 105 more than at this time in 2022 (765) there is no target for this indicator as we do not want to discourage calls.  Malicious False Alarm received were very low with 21 incidents compared to 27 last year and 46 incidents 5 years ago in 2018/19 | | |

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| **TR08 Attendance standard – the first attendance of an appliance at all life risk incidents in 10 minutes** | | | |
| Service Plan Target  Apr-June 2023 | **90%** | Progress to Date | **95.7%** |
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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** | |  |
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| **TR08** | Operational staff attained the attendance standard of the first attendance of an appliance at a life risk incident within 10 minutes on 95.7% 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 96.4% of incidents achieving the target 95%. | |

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| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **TD09 The % of available shifts lost to sickness absence, all personnel** | | | | | | | Service Plan Target  Apr-June 2023 | **4%** | | Progress to Date | | **4.11%** | |  | | | | | | | **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 4.11% shifts lost to sickness absence exceeds the 4% target and but is less than performance at quarter 1 2022 when absence was 4.37%. | | | | | **WD11**  **WD12** | | Cumulatively 4.46% of shifts were lost to sickness absence among uniformed staff. This is lower than at the end of quarter 1 22 when grey book absence was 5.28%.  Non-uniformed staff absence in quarter 1 was 3.56%. This is actually higher than at Q1 2022 when 2.98% of available shifts were lost to sickness absence despite Covid still having an impact last year. | | | | |
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