

SERVICE DELIVERY PLAN

APRIL 2022 - MARCH 2023



**OUR VISION: TO BE THE BEST FIRE
& RESCUE SERVICE IN THE UK.
ONE TEAM, PUTTING ITS
COMMUNITIES FIRST**



**MERSEYSIDE
FIRE & RESCUE
SERVICE**



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1.1 INTRODUCTION

Welcome to our Service Delivery Plan for 2022/23. This Plan brings together in one document Merseyside Fire & Rescue Authority's plans and priorities for 2022/23 including those set out in our Integrated Risk Management Plan (IRMP) 2021-24 published in July 2021.



Since our last Service Delivery Plan was published, we have all continued to live through what must be the most challenging time of our lives, with the impact of the pandemic still being felt, but the promise of hope on the horizon.

Like all organisations, the pandemic has resulted in many changes for Merseyside Fire & Rescue Authority including an increase in agile working and the use of Information Technology, changes in the way we work to ensure we still delivered all our services.

Some of this has been challenging, but there have also been many positives to take away from the last two years, particularly how we have responded to the pandemic. Our excellent emergency response has not been affected and we have carried out work to support our communities by delivering food parcels and medical supplies delivering thousands of vaccinations and working with all Merseyside Local Resilience Forum partner organisations to help Merseyside communities deal with the impact of the pandemic

Our Prevention and Protection staff have continued to provide support and advice to vulnerable residents

and to building owners, and we have taken action when need to, to keep people safe.

In addition, Merseyside Fire & Rescue Service has continued to lead the pandemic response for the whole of the UK Fire and Rescue Service, helping to make a difference all over the country.

The Service's commitment to ensuring we deliver excellent services and continually aim to improve has been recognised nationally. During the first half of 2022 we underwent our second full inspection by Her Majesty's Inspectorate of Fire and Rescue Services and we scored an unprecedented three 'outstanding' judgements across the 11-sub themes for fire prevention, response to major and multi-agency incidents and for providing value for money.

Overall, the Inspectorate judged us as:

- Good at effectively keeping people safe and secure from fire and other risks
- Outstanding at efficiently keeping people safe and secure from fire and other risks
- Good at looking after its people

More details are provided in the report in Section 7.1

There is still work for us to do, of course, and in particular we will be focussing on our organisational culture and making sure the Service is fully inclusive. During the last two years, we have looked at aligning our Mission, Aims and Core Values with the People Plan because People are at the heart of everything we do. As a result, we have worked with staff to create a new Leadership Message which explains what is important to us as a Service, what we want to achieve for the people of Merseyside and our own employees and the values and behaviours that will get us there. You can read more about our Leadership Message on page 7.

We will continue to work to make sure that our organisational culture is welcoming to people from all backgrounds and everyone feels that they belong.

In our IRMP and this Service Delivery Plan, our focus once again includes an increase in our front line response, and to our knowledge, this is not mirrored anywhere else in the country (as highlighted in our inspection report). The specialisms and capabilities of our staff and the equipment we provide will be enhanced to meet all the known and emergent risks on Merseyside.

Over the next two years of the IRMP, we propose to build a new state of the art Training & Development Academy and National Resilience Centre of Excellence on Long Lane, Aintree. This will allow us to expand and increase our training, with the potential to become a centre of excellence for national training. As part of that project, we also want to create a new super-station to replace two fire stations that are reaching the end of their useful life, whilst securing

an improvement in our response times. Consultation with the public, staff, partners, stakeholder, local Councillors and neighbours on Long Lane was undertaken during autumn 2021 and participants were supportive of our plans. The Fire Authority gave approval to submit a planning application to Liverpool City Council.

We have recruited more Fire Protection Officers to increase our ability to inspect high risk buildings and assist building owners and occupiers to comply with fire safety law. We will broaden our fire prevention activity to include providing free home fire safety checks for vulnerable people living in more deprived areas as well as continuing with our focus on older Merseyside residents.

This Service Delivery Plan anticipates the IRMP proposals, new Leadership message and includes actions that will help us deliver both the IRMP 21-24 and HMICFRS recommendations during the next year.

Whatever challenges the next twelve months presents, you can be assured that Merseyside Fire and Rescue Service will continue to provide the highest levels of service to the communities of Merseyside and beyond.



Phil Garrigan
Chief Fire Officer



Cllr Les Byrom
Chair of the
Fire Authority



OUR STORY

There is nothing more tragic to us than loss of life so we will do everything we can to prevent this happening.

Saving lives and keeping our Firefighters safe matters to us.

We are a team of diverse people undertaking different roles but working together to achieve outstanding impact.

We are part of our community - it's where we are from, it's where we have brought up our families. We reflect our area - looking after each other and showing kindness.

Our teams continue to shape our story putting our community at the heart of everything we do.

We have a long and proud history of being bold - a mindset of let's try it- let's do it.

For Merseyside Fire & Rescue Service, good enough is never good enough.

We are our community and we know the part we can play - **our place, our culture and our people** are what make us great.



WE ARE MERSEYSIDE FIRE & RESCUE SERVICE

OUR VISION

To be the best Fire & Rescue Service in the UK.
One team, putting its communities first.

OUR PURPOSE

Here to serve. Here to protect. Here to keep you safe.

OUR AIMS

Protect

We protect people from harm, provide advice, guidance and when absolutely necessary use enforcement to keep the public and our firefighters safe.

Prevent

We are there for you. We are a visible presence that provides reassurance, support and advice. Alongside our partners, we protect the most vulnerable and reduce inequalities.

Prepare

We will always be the best that we can be by having highly skilled and trained people who plan for every risk and keep our teams safe and effective.

Respond

We will be there when you need us most, pulling out all the stops to save lives. Whether we are taking 999 calls, or attending incidents, we keep our communities safe.

OUR SERVICE

We are bold

Embracing new ideas to build on the confidence and trust the community place in us.

We are professional

Always giving our best to be the best we can be.

We are safe

Protecting lives and keeping our firefighters safe.

We are built to help

Looking after people and looking after each other.

We are positive

Recognising how far we have come and being positive about the future.

We are relentless

Overcoming barriers to help people feel safe.

OUR VALUES

We serve with **Courage**

- By never settling for the status quo
- By being decisive and calm under pressure
- By having determination to see things through
- By being prepared to fail
- By celebrating diversity and being open to new opportunities and challenges
- By setting high standards and not being embarrassed for doing so
- By challenging ourselves to be better

We serve with **Integrity**

- By doing the right thing even when it is hard or no one is looking
- By leading by example
- By standing up for what matters
- By being open, honest and fair
- By making decisions based on facts
- By explaining the why
- By being consistent
- By always doing what we say we are going to do

We serve with **Compassion**

- By acting with empathy and kindness
- By actively listening - hearing what is being said
- By going the extra mile to help
- By looking after and supporting each other, noticing what is going on for people
- By recognising each other's contribution
- By creating a sense of belonging
- By embracing and understanding difference



1.4 ABOUT MERSEYSIDE

Merseyside is an area in the north west of England, on both sides of the mouth of the river Mersey and includes the metropolitan districts of Knowsley, Liverpool, Sefton, St Helens and Wirral.

Merseyside spans 249 square miles (645 Km²) of land containing a mix of built up urban areas, suburbs, semi-rural and countryside locations, but most of the land use is urban. It has a central business district at the heart of Liverpool City Centre, though each of Merseyside's metropolitan districts has at least one major town centre and outlying suburbs.

Mid 2020, population figures show that Merseyside has a population 1,434,286. Since the 2011 census, the population of Merseyside has grown by 4.9% with each metropolitan district showing overall increases.

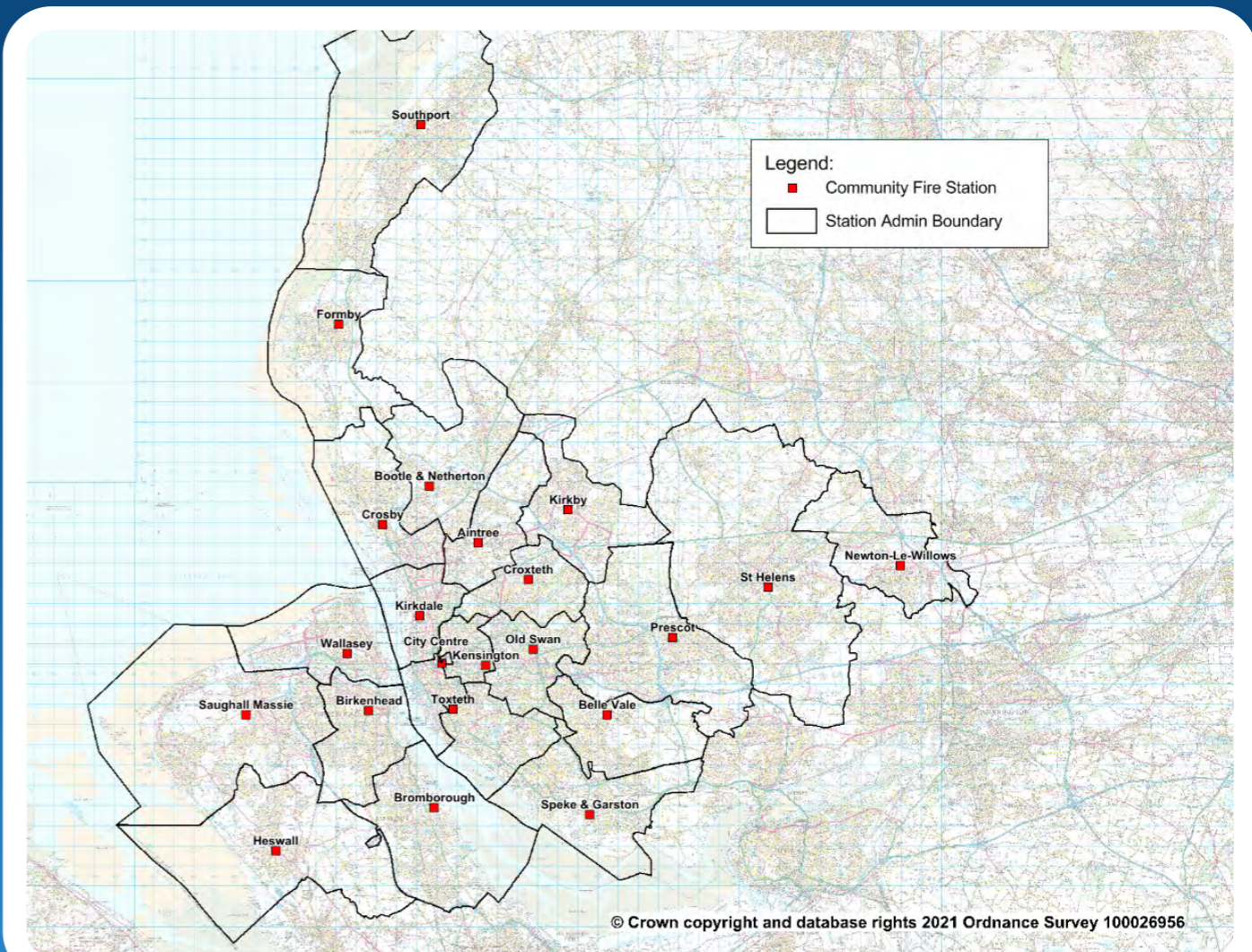
Digging deeper into the population of Merseyside, we see:

- Slightly more females than males in Merseyside (51.1% female against 48.9% male)
- Based on the 2011 Census, of the total population of over 65's in Merseyside 98.4% are classed as White and 1.6% Black and Minority Ethnic

Merseyside is one of the most deprived areas in England, with Knowsley being the third most deprived local authority in England and Liverpool being fourth. There are better off areas, for example in West Wirral and North Sefton, but large areas of Merseyside fall within the highest ratings of social deprivation, which has the side effects of high levels of poverty, social exclusion and crime.



MERSEYSIDE FIRE & RESCUE SERVICE FIRE STATION LOCATIONS



SEFTON
Population: 275,899
Land Area: 156.6 sq km
Homes: 84,101
Roads: 617.8 miles
 Ranked 89 out of 317 local authority areas in the IMD 2019.

WIRRAL
Population: 324,366
Land Area: 160.9 sq km
Homes: 149,726
Roads: 756 miles
 Ranked 77 out of 317 local authority areas in the IMD 2019.

KNOWSLEY
Population: 152,452
Land Area: 86.5 sq km
Homes: 67,616
Roads: 372.9 miles
 Ranked 3 out of 317 local authority areas in the IMD 2019.



ST HELENS
Population: 181,095
Land Area: 133.7 sq km
Homes: 127,621
Roads: 461.4 miles
 Ranked 40 out of 317 local authority areas in the IMD 2019.

LIVERPOOL
Population: 500,474
Land Area: 111.2 sq km
Homes: 231,504
Roads: 893.6 miles
 Ranked 4 out of 317 local authority areas in the IMD 2019.

1.5 RISK DEMAND & VULNERABILITY

PREPARING OUR PLANS

This Service Delivery Plan includes details of how we will deliver our Integrated Risk Management Plan proposals in 2022/23 and the performance indicators we will use to show whether what we have done has been a success.

When writing our Integrated Risk Management Plan our approach is broken down into three themes that all make a difference to the safety of people, buildings and places in Merseyside:

Risk - We identify people, buildings and places where there is a likelihood of an emergency incident happening that would have a potentially serious effect on our communities. For example, we work with the people responsible for buildings and locations to help to reduce that risk and we plan and review how we would deal with an emergency if it did occur.

Demand – We use information about incidents that have happened in the past and analyse how we have responded to them, to better understand what happened and how efficient and effective we have been. For example, this enables us to plan to respond effectively and efficiently to similar emergencies that occur in the future.

Vulnerability – we use information that we and other organisations collect to identify the types of people who would be most likely to have a fire or other emergency and who would be most likely to suffer harm. This could be because of personal characteristics such as age or illness, or something that might be related to where people live, work or visit such as high levels of deprivation. For example, we use this information to provide services, on our own and with others, to prevent and respond to fires and other emergencies.

Vulnerability can be anywhere on Merseyside so we need resources available everywhere but vulnerability is worse in areas of deprivation of which Merseyside have some of the highest levels.

Resources – like all organisations, MFRA has a set budget to spend on our staff (including our firefighters), our equipment and our services; we receive our money from grants from central government and Council Tax payments. When deciding how to tackle Risk, Demand and Vulnerability we also have to think about how we spend our budget to make sure we have the most positive impact on our communities.

Consultation and Engagement – we speak and listen to the public about our plans before we write our IRMP, and we do this again before we publish the final Plan. We also consult our staff and other organisations that we work with and that have an interest in the services we deliver, such as Councils and the Police.

Listening to the people involved in our consultation and engagement events helps us understand what you expect of us. This helps us decide what to include in our plans.



RISKS IN MERSEYSIDE

During preparation for the IRMP 2021-24 extensive work was completed around the National Security Risk Assessment (NSRA), to produce a Community Risk Register – on behalf of Merseyside Resilience Forum.

<https://www.merseysideprepared.org.uk/>

Through this work, we have identified six high impact incident types that we should focus on in Merseyside:

- Terrorist Related Incidents
- Marine Incidents
- Wildfire
- Flooding
- Fires in large buildings (High Rise)
- Fires at recycling and waste processing plants

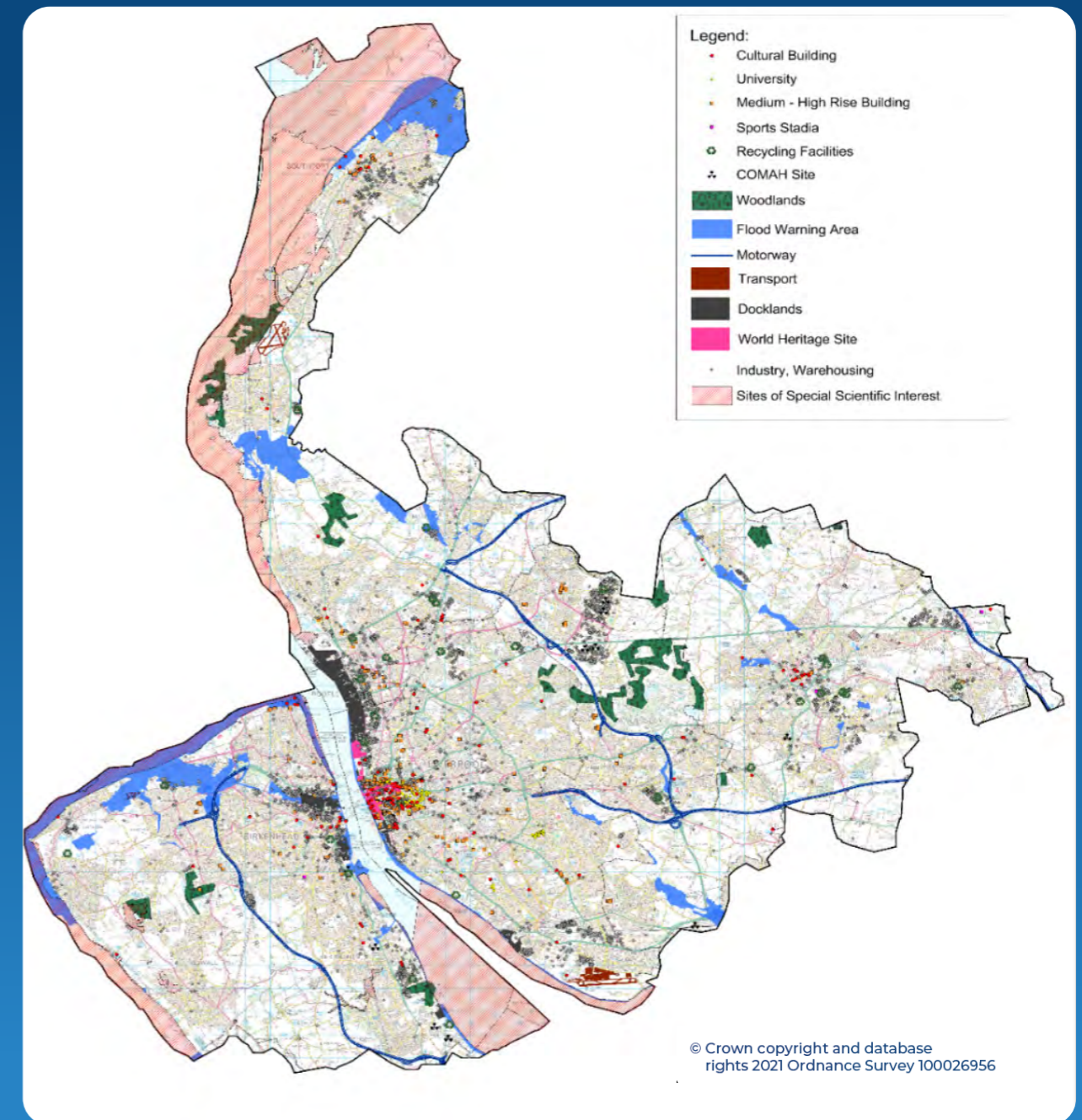
These are the six high impact areas (identified using the NSRA and local community risk register) that we have established because of the impact they can have on the community and on our Service. They tend to occur less often, but take a large amount of firefighters and equipment to deal with them when they do happen, so we must be prepared for that.

This does not mean they are the only risks we are prepared for, as there are many other types of incidents that we plan for and respond to. These include air, road, rail, tunnels and heritage sites. Many types of incidents such as road traffic collisions and house fires are sadly much more common and part of our day-to-day work, even though we also work hard to reduce these.

These risks are factored in to our wider training and exercise programme. Other sections of the IRMP, including those about Vulnerability, Demand and Response provide more information about our plans for those types of incident.

Plotting these risks on a map of the Merseyside region allows us to identify where are risks are and place our resources to meet these risks, as illustrated in

MAP IDENTIFYING POTENTIAL RISKS IN MERSEYSIDE



the map on page 15.

There are areas on this map that are important to the infrastructure of Merseyside supporting the prosperity and heritage of the area. This includes some of our buildings, museums and galleries. We recognise the importance of our role in preserving these precious and valuable assets and what a loss they would be to the Liverpool City Region should an incident occur.

To ensure we can respond appropriately to these risks we will have operational plans for these places, ensuring we have the right people, with the right equipment in the right place at the right time.

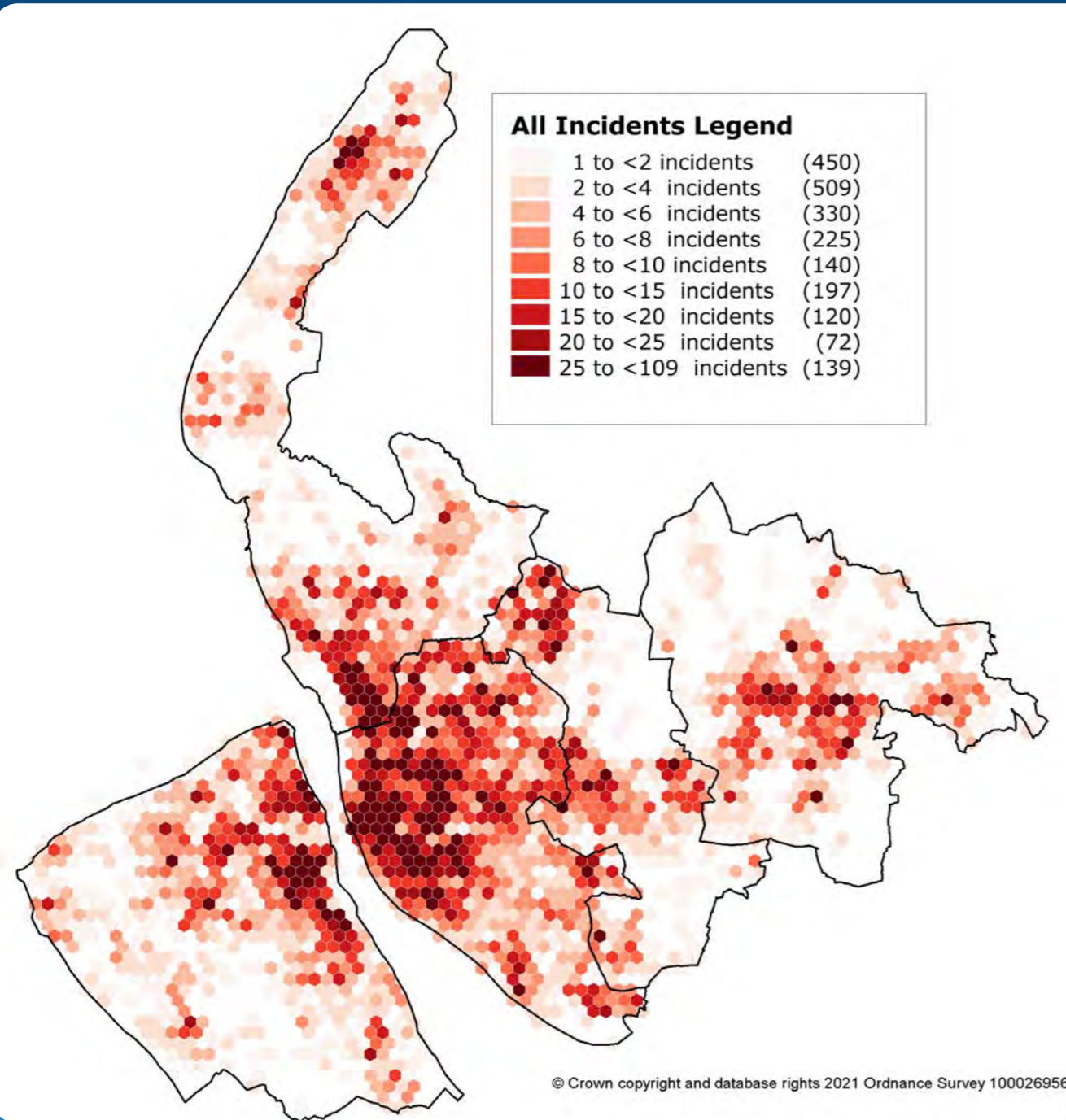


DEMAND FOR OUR SERVICES

Knowing where emergency incidents happen helps us plan where we base our fire stations, fire engines (and other specialist equipment) and people.

The map below shows all incidents in 2020 and it shows that incidents aren't evenly spread across Merseyside:

MAP SHOWING NUMBERS OF ALL INCIDENTS IN 2020

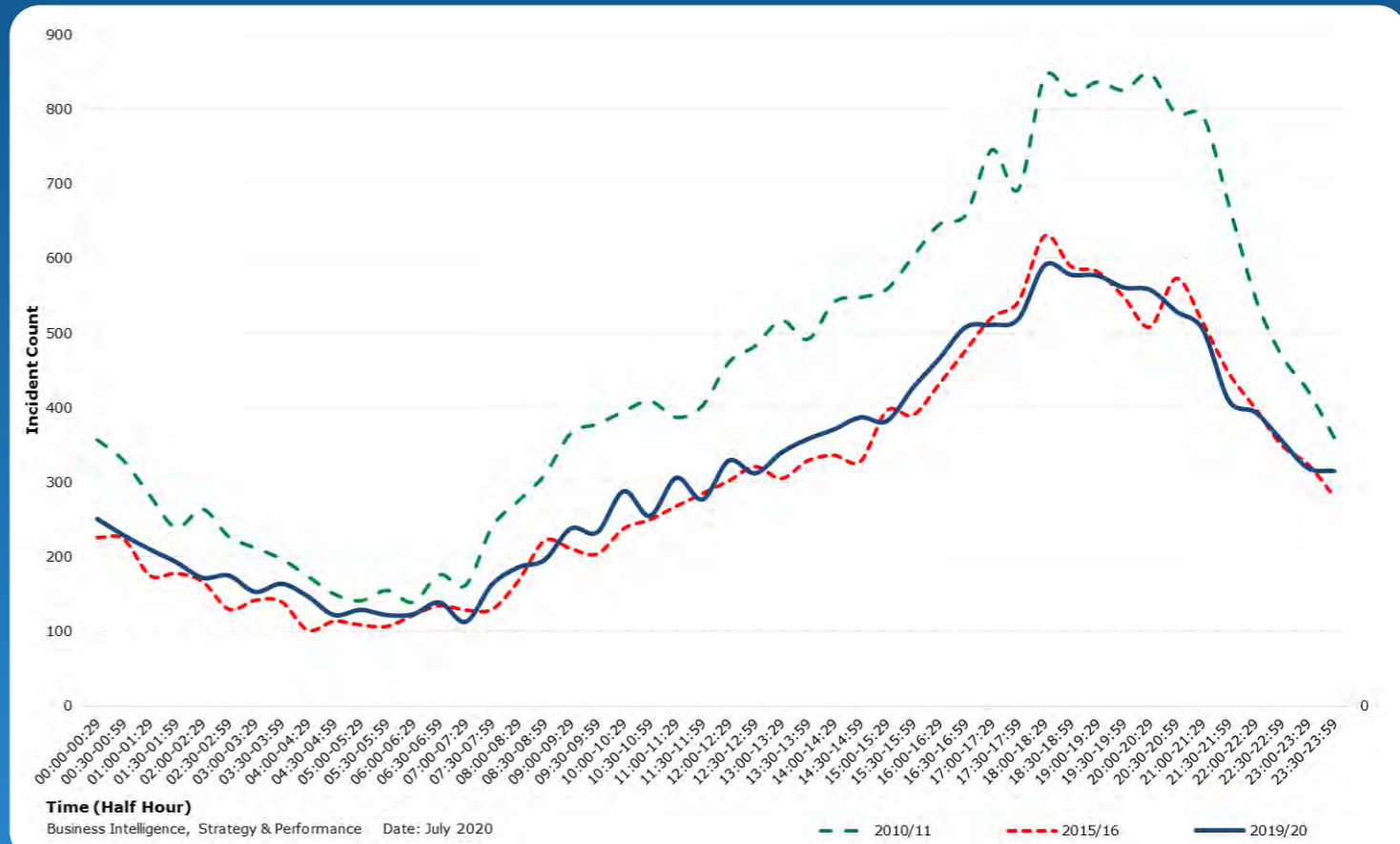


We also know that demand fluctuates between the day and night; crews are twice as busy during the day than at night. Using this knowledge, we make sure we have our fire engines, in the right place at the right time to respond.

ALL INCIDENTS: 01/04/2015 - 31/03/2020

| | Day | Night |
|-------------------|---------------|---------------|
| Count | 48,879 | 28,409 |
| Proportion | 63.24% | 36.76% |

INCIDENTS BY HALF HOUR DURING 2010/11, 2015/16 AND 2019/20

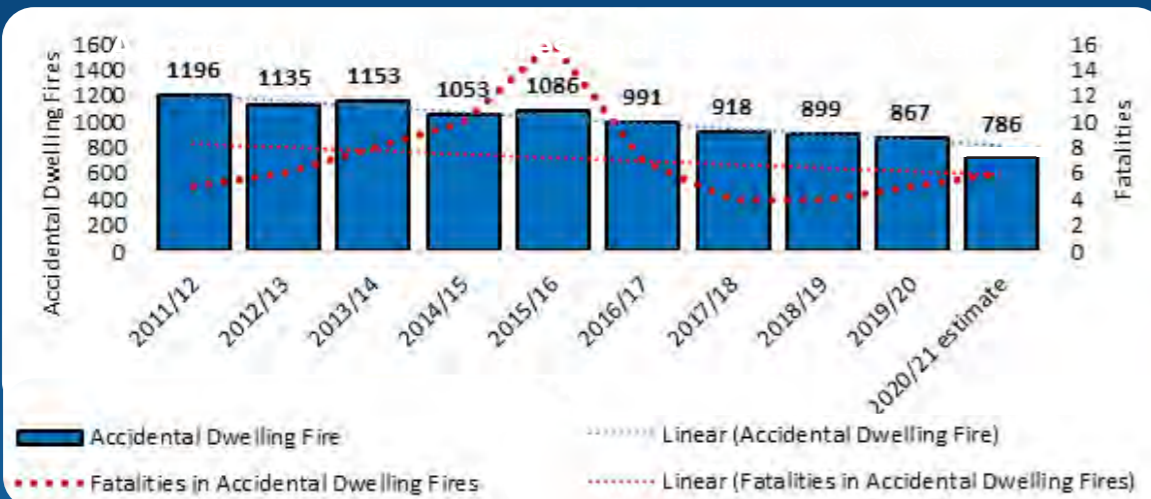


VULNERABILITY IN MERSEYSIDE

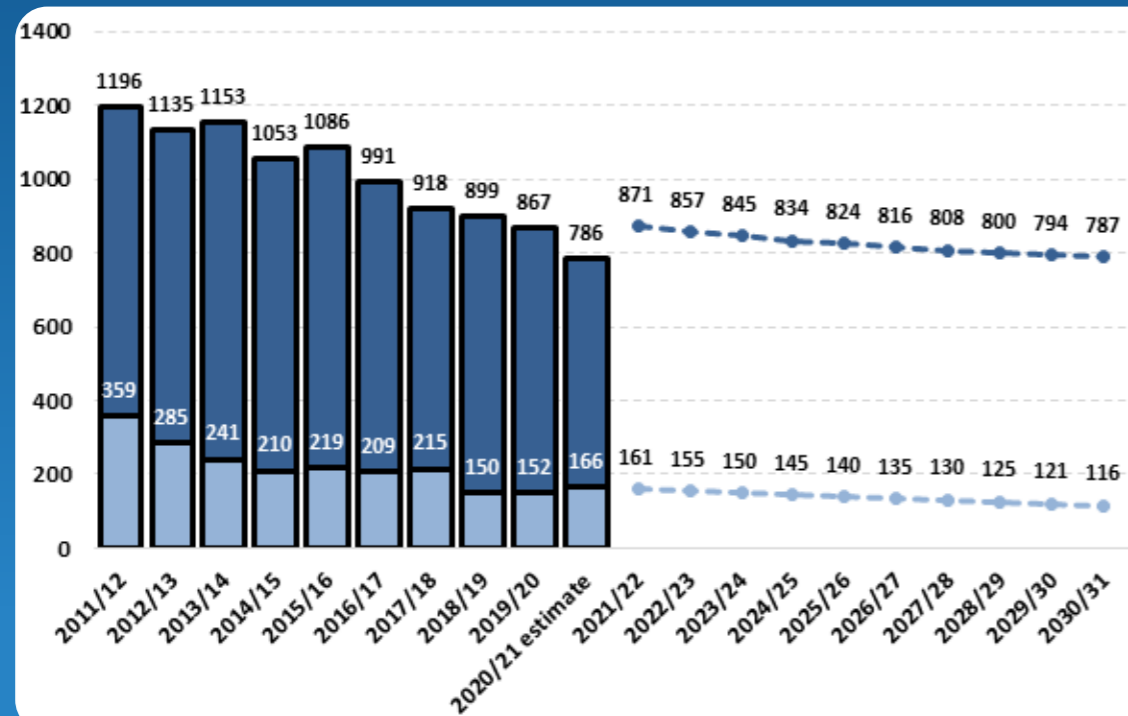
We also need to know where vulnerable people live to help us plan how to deliver our services to help prevent fires and other emergencies. We receive information about people aged over 65 from the NHS that we use to target our prevention services at this most vulnerable group of people and we work with other partner agencies too to help their vulnerable clients.

The graphs below show the success of our Prevention activities showing how the number of both deliberate and accidental dwelling fires have fallen and are projected to fall in the future. We also use this information to help us plan for the future.

ACCIDENTAL DWELLING FIRES AND FATALITIES - 10 YEARS

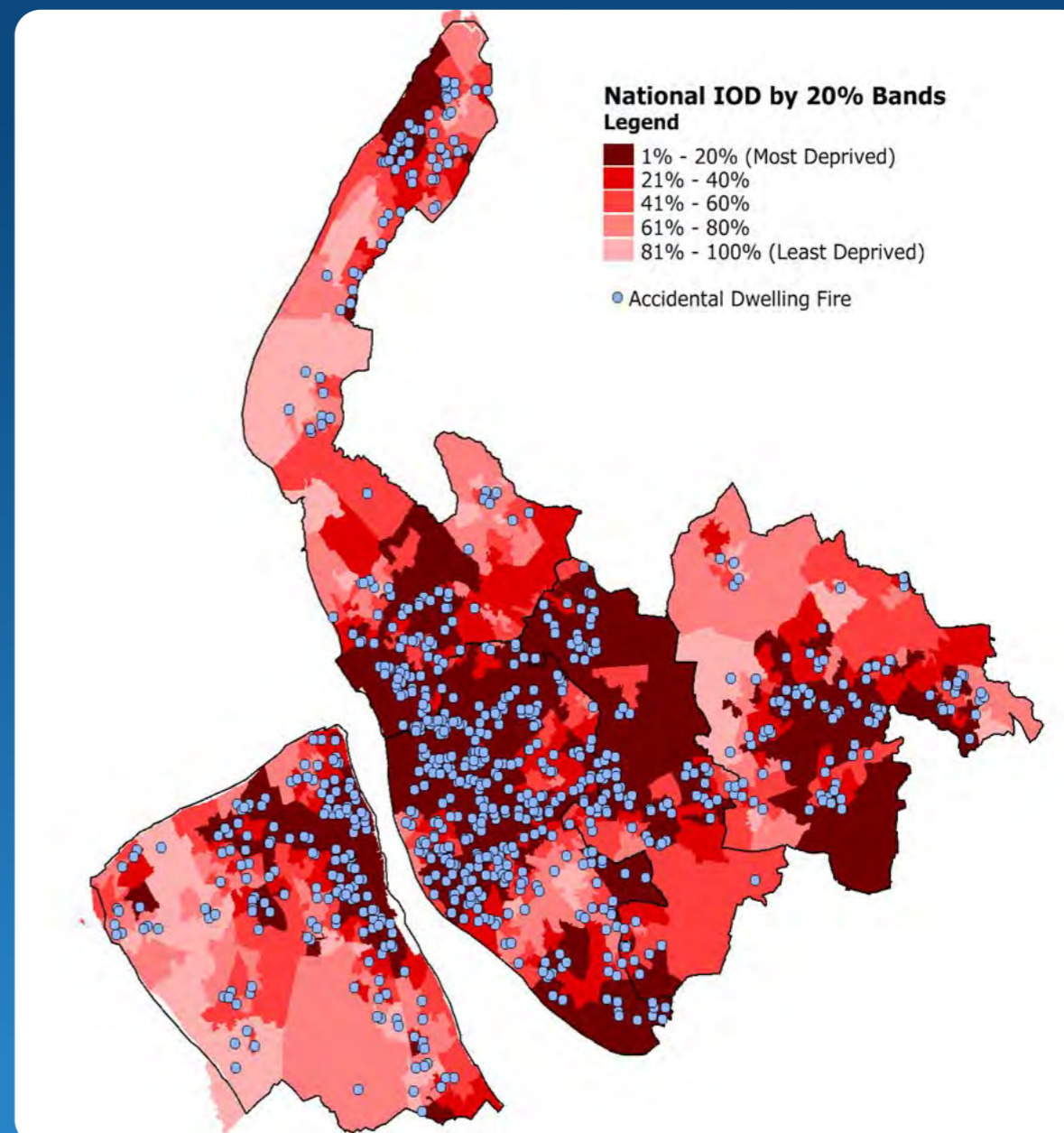


DWELLING FIRE INCIDENTS ATTENDED AND PROJECTED



We also map deprivation and consider how deprivation and fires are connected.

ACCIDENTAL DWELLING FIRES IN RELATION TO DEPRIVATION



Through our plans we deliver activities and resources tailored to respond to local risk.

Our priorities become objectives in our Integrated Risk Management Plan, functional and station community risk management plans.

Details of these objectives are contained in Sections 5 and 6.

Our priorities support collaboration with partner agencies and we work together to make our communities safer and more resilient.



2.1 THE SERVICES PROVIDED BY THE FIRE & RESCUE AUTHORITY

Around 1,000 people are employed by Merseyside Fire & Rescue Authority at 22 Community Fire Stations, a Marine Rescue station, our Training and Development Academy, Headquarters, Fire Control and vehicle workshops.

Merseyside Fire & Rescue Authority provides the highest level of response to fires and other emergencies, as well as offering a range of services to reduce and respond to risk in our communities. For several years we had to deal with significant budget cuts, but more recently we have been able to increase our fire

engines and firefighters by using the money we have differently. Our 2021-2024 IRMP proposes to meet some emerging risks with an innovative way of crewing appliances to continue increasing front line services; details can be found in the IRMP section.

Our IRMP and Service Delivery Plan set out how we will tackle the risks to our communities.

The main aspects of the services we carry out are outlined on the following pages.

Our Equipment and Stores teams research and review fire engines and equipment and follow developments in new fire kit and uniform to keep firefighters safe.

The department also looks after National Resilience assets, which are appliances, equipment, and specialist vehicles that are based on some of our fire stations.

National Resilience assets are provided by the Government for use all over the UK if an unusual or large scale incident occurs (such as widespread flooding).

Operational Preparedness provides firefighters and officers with training and information so they can deal with all emergency incidents safely and effectively. We also run our own Training and Development Academy to help us do this.

We also have a duty to collaborate with other emergency services (Policing and Crime Act 2017) and we do this through our Blue Light Collaboration team who work with our blue light partners to improve efficiency and effectiveness.

The Operational Preparedness department also includes our Transport and Workshops teams who manage and maintain the fire engines and all other MFRA cars and vans.



OPERATIONAL PREPAREDNESS

The Operational Preparedness directorate considers all the foreseeable fire and rescue related risks that could affect our communities, whether they are local, national or international; from fires to terrorist attacks. Operational Preparedness staff work alongside partners, such as local councils, the NHS, the Police and the Ambulance Service.

These organisations make up the Local Resilience Forum that produces the Community Risk Register; this includes our plans to prevent and reduce the impact of risks that affect Merseyside. This means that our firefighters are prepared for and can respond effectively and efficiently to any emergency.

Operational Preparedness organises our business continuity arrangements (which we must have under the Civil Contingencies Act 2004). The business continuity plan shows how we would deliver our services (plus how we will deliver our National Resilience duties) when something unexpected happens. These plans have been extremely well tested through the COVID-19 Pandemic.

Operational Planning and Intelligence teams work with the Local Resilience Forum on major events such as the Grand National.



OPERATIONAL RESPONSE

The Operational Response Directorate is responsible for the frontline emergency response to fires and other emergencies. It is made up of four areas: Service Delivery, Health and Safety, Control and Operational Assurance. The directorate supports and protects the safety of firefighters when training or at incidents, improves how we respond to incidents and makes sure that standards of performance are met.

Our 23 fire stations (22 Fire Stations and the Marine Rescue Unit) are strategically placed across Merseyside and the stations are staffed using a variety of shift patterns (working arrangements) to make sure we can provide an effective and efficient response to any incident. The shift patterns range from Wholetime, LLAR (Low Level Activity and Risk), Day Crewing Whole Time Retained and Hybrid (more details can be found on the next page and maps below). There is more information about the different working arrangements in Our Response to Emergency Incidents, below.

All stations are ready to respond, combining duty systems to protect the people of Merseyside 24 hours a day, seven days a week.

Each fire station is staffed by professional firefighters, trained to the highest standards in dealing with incidents, providing community fire safety advice and equipment, inspecting water supplies and gathering risk information. Firefighters complete a 14-week initial training course and then continually train, refresh and update skills throughout their career.

Fire Control are responsible for receiving 999 and other emergency calls and sending the right fire engines and officers to emergency incidents. Fire Control staff know where all fire engines, officers and specialist appliances are across Merseyside and whether they are available to attend an emergency. Our Fire Control also co-ordinates National Resilience assets for the whole of the UK.

The Health and Safety (H&S) Department works to ensure the Health, Safety and Welfare of all employees and any members of the public that may be affected by what we do (in accordance with the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999). The team also manages performance monitoring systems, carries out investigations following accidents and other events and supports all departments with risk assessments, technical advice and training.

The Operational Assurance Team (OAT), along with Senior Officers, are responsible for the monitoring of how we respond to incidents and how we follow agreed procedures and consider the health and safety of all our staff when responding to or dealing with fires and other emergencies. The team looks at how we can learn and improve following incidents attended and training. They will recommend training, equipment or changes that are needed to improve how we work and protect the safety of our staff and communities.



To make sure we make the most efficient and effective response to all incidents we use a variety of staffing systems including:

WHOLETIME - crewed 24 hours a day, 7 days a week

LLAR (LOW LEVEL ACTIVITY AND RISK) – firefighters are available 1000-2200hrs on station, then available from accommodation on or near the station during the night

DAY CREWING WHOLE TIME RETAINED – firefighters are available 12 hrs a day on station then on a 30 minute recall to provide resilience on stations during busy periods

HYBRID - during the day 2 fire engines available on station with a 3rd available on a 30 minute recall to duty (retained element) and at night 1 fire engine will be available on station with 2 available on a 30 minute recall (retained element) for resilience. This innovative system allows a flexible working approach for the staff that work within the system and allows the Fire and Rescue Authority to have more resources to call upon when needed at busy times or when we are dealing with a major incident.





LEAD AUTHORITY FOR NATIONAL RESILIENCE

Merseyside Fire and Rescue Authority (MFRA) is responsible for the coordination and management of National Resilience and works closely with the Home Office to do that. The Home Office provides additional funding for this.

National Resilience refers to arrangements that reduce the impact of national risks including large scale building collapses, major transport incidents, terrorist attacks, major floods and wildfires. The arrangements managed by MFRA include providing specialist people, vehicles and equipment that are based around the country to deal with these types of incidents.

The National Resilience Assurance Team (NRAT) are responsible for the day to day management of all areas of National Resilience. This team includes staff seconded to MFRA from fire and rescue services around the UK. The team provides 24/7 specialist cover throughout the year in order to provide support, advice and expertise to anywhere that is experiencing a large scale incident.

MFRA also has responsibility for National Resilience Fire Control (NRFC) which works with NRAT in providing specialist assets to wherever they are required. MFRA also looks after National Resilience training; a programme of national courses that ensure staff working with National Resilience vehicles and equipment are well trained.

MFRA also manages the vehicles and equipment maintenance, making sure they are serviced and checked regularly and equipment is replaced/updated.

Our Search and Rescue Team (including international search and rescue) are also managed by this directorate

PREVENTION

Some of the most important services that we provide help prevent fires in people's homes. This includes a range of activities managed by our Prevention Function and delivered using two approaches; first is our Home Safety Strategy, which includes our "Home Fire Safety Check". Each year our fire crews carry out approx. 50,000 of these checks. We also provide around 10,000 "Safe and Well Visits" which are carried out by our Prevention Advocates across Merseyside. The Safe and Well Check focuses on key aspects of health and in most cases connects people with partner agencies for further assessment as well as addressing fire safety concerns in the home.

Supporting the Home Safety Strategy, we have Community Safety Strategies that help us to reduce arson and other deliberate fires, improve road and water safety and set out how we work with young people. We work across Merseyside, mainly in the most challenging places.

During the period of this Service Delivery Plan, we will be completing the introduction of a new Management Information System and mobile technology that is helping us manage the delivery of our services more effectively.

Our strategies help us set clear expectations for all our prevention activity. They are based on a range of information of local, regional and national data sources and we use a targeted risk based approach that prioritises people and communities that are most vulnerable.



We also make sure that our services are connected to what our local councils, other partner organisations and other fire and rescue services are planning, to make sure we contribute to campaigns and make the best use of our own staff and resources to improve people's lives. Sharing our knowledge and understanding of risks in Merseyside and working in partnership with other organisations also increases our efficiency and effectiveness in the use of resources to help us improve safety for the communities of Merseyside.



PROTECTION (LEGISLATIVE FIRE SAFETY)

We have a legal duty to enforce the Fire Safety Order and promote fire safety in places such as offices, factories, shops, public buildings and high rise buildings. This helps us to reduce the impact of fire in our communities, keep our firefighters safe and protect our heritage and the environment. This helps reduce the number of fire related injuries, loss of life and cost to businesses and the community. We support business and communities to meet their legal fire safety duties.

We have used local and national information to help us identify over 65,000 places in Merseyside that need to comply with the Fire Safety Order. Over the life of our IRMP our highly skilled and competent Fire Safety Inspectors will visit 7,500 very high and risk premises, including all of the high rise residential buildings in Merseyside, and our firefighters will

visit a further 6336 low to medium risk premises.

During the period of the last Service Delivery Plan we introduced a new Management Information System and mobile technology that is helping us manage the work we need to do and be more efficient and effective.

As well as the Fire Safety Order, we are responsible for enforcing other laws related to fire safety. This includes the safe storage of explosives and petroleum-spirit to reduce the risk of fire and explosion. We do this under the Health and Safety at Work Act 1974. During the lifespan of our IRMP, our Fire Safety Inspectors will visit every registered petroleum storage site in Merseyside. We will also monitor and assess all applications for new Explosive Storage Licences as well as responding to complaints received relating to any of these sites.



Our Building Regulations Team work with local councils to ensure that buildings and the people who use them are protected from the effects of fire. The Building Regulations Team, including our Fire Engineer, respond to over 1000 consultations in a normal year. We will continue to respond to all applications within the specified period of 15 days.

Following the Grenfell Tower fire on June 14th, 2017, we committed to inspect all high rise residential buildings during the first 12 months of this Plan and to work with building owners to assess external wall systems and to take action to make safe unsuitable cladding. We inspected all 256 known buildings from the start of the plan; however, a number of additional buildings have been provided to us in the last 8 months that were unknown. These will carry the plan forward until about May 2022.

We have also be working with the new Building Safety Regulator that was created in 2021. The department has plans in place and has started making changes following the Grenfell Tower Inquiry Phase 1 report, and is preparing for the Phase 2 report that has been delayed due to Covid 19.

Following the publication of the Grenfell Tower Fire Phase One Report in April 2020 The Government announced £20 million in additional one-off grant funding to Fire and Rescue Services to assist with increased Protection activity.

We have been using the extra money from the Government to increase the number of Fire Safety Inspectors and Auditors, improve the knowledge of our current team and to recruit from our communities' new staff to become Fire Safety Inspectors and Auditors.



OUR PEOPLE

We will develop and value all our employees, respecting diversity, promoting opportunity and equality for all to ensure that we continue to recruit, train, develop and empower all our staff to deliver our services making the best use of their capabilities and professionalism.

We take a positive action approach to recruitment and promotion that means we encourage applications from people who might not usually think of being a firefighter as a career for them (such as women or some minority ethnic groups).

We want all the people living in Merseyside to see people who look like them amongst our workforce, so we work with community groups, schools and colleges to explain how being a firefighter is such a rewarding career and over recent years we have introduced a range of different ways of working that allow flexibility for staff too.



Our People Plan is one of our three key plans, alongside our Integrated Risk Management Plan and Medium Term Financial Plan and a revised People Plan was published at the same time as our final IRMP, in July 2021.

SUPPORT SERVICES (OUR INTERNAL FRONTLINE)

Although most people will see our firefighters and Prevention and Protection staff out in our communities, we also have a number of support staff working behind the scenes to make sure the Service runs efficiently and that front-line staff are able to carry out their work effectively.

These departments include direct support for our emergency response staff, Finance, Legal services and Human Resources departments and Estates Management, communications, vehicle management and ICT and information management services.

3.1 FINANCE

Like all organisations, MFRA has a set budget to spend on our staff (including our firefighters), our equipment and our services; we receive our money from grants from central government and Council Tax payments. When deciding how to tackle Risk, Demand and Vulnerability we also have to think about how we spend our budget to make sure we have the most positive impact on our communities.

Merseyside Fire and Rescue Authority uses a set of Budget Principles to make effective and efficient decisions about how it allocates resources. The Principles are as follows:

PRINCIPLE 1

To allocate resources in a way that contributes towards the achievement of MFRA's Vision, Purpose, Aims and Outcomes.

PRINCIPLE 2

To continue to seek to avoid compulsory redundancy (if possible, given the difficult financial circumstances).

PRINCIPLE 3

To choose budget options which minimise negative impact on the delivery of front line services or on firefighter safety.

PRINCIPLE 4

To consider budget approaches which ensure the right balance between local and national funding levels and considers the views of local people on the right level of council tax balanced against aspirations for service levels.

PRINCIPLE 5

To allocate resources having considered the impact on our diverse communities and our employees.



3.2 THE AUTHORITY'S BUDGET

Merseyside Fire and Rescue Authority has an excellent record for dealing with any financial challenge it faces. For many years now, the Authority has maintained a comprehensive five-year Medium Term Financial Plan (MTFP) and capital programme.

During 2010 to 2020, the Government implemented an austerity plan in an attempt to reduce national debt. A significant element of the plan was to reduce the level of Government funding for local government (this includes fire and rescue authorities). As the Authority had a relatively low council tax base, it was more reliant upon Government grant funding to support its revenue budget and therefore suffered a more proportionate financial loss than almost every other fire and rescue authority in the country. The cumulative percentage reduction in Government revenue support for the Authority between 2010/11 (£46.3m) and 2019/20 (£30.8m) equated to a 33% cash reduction or approximately 50% in real terms. That resulted in unavoidable reductions in the front line operational services over this period.

In 2010 the Authority:

- employed approximately 1,000 Full Time Equivalents (FTE) firefighters
- employed 42 FTE fire control staff
- employed 425 FTE support and technical staff
- had 42 wholtime fire appliances immediately available and 1 retained - 43 appliances in total
- had 26 full time fire stations.

The current budget provides for:

- 642 permanent FTE firefighter, (36% lower)
- 32 fire control FTE, (21% lower)
- 290 FTE support and technical staff, (32% lower)
- Appliances:
 - o Days: 27 immediately available plus 4 on a 30 minute recall
 - o Night: 21 immediately available plus 10 on a 30 minute recall
- 22 fire stations maintained by a variety of demand led duty cover systems.

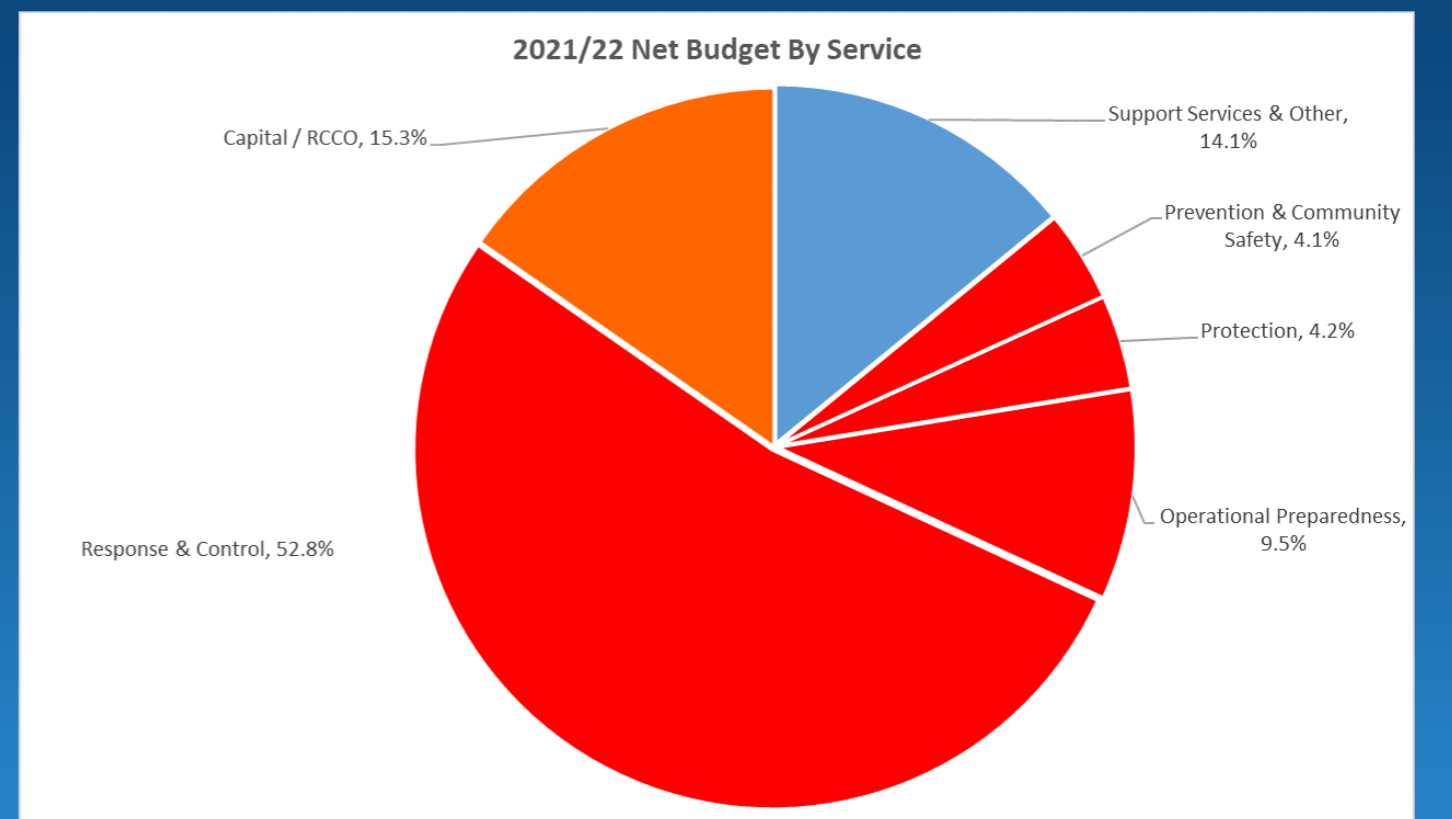
The updated MTFP covers a five-year period, 2022/2023 – 2026/2027. It takes into account the Government's 2022/2023 financial settlement and delivers a balanced financial position in 2022/2023 and 2023/2024. A potential financial challenge from 2024/2025 has been identified but due to significant uncertainty over future Government support and future costs (particularly pay awards), this challenge has been noted at this time.

If any organisation wants to be successful, its budget setting and medium term financial plan must allocate resources to support its key strategic aims and priorities. This is a vital consideration when organisations face periods of severe financial challenge.

The Integrated Risk Management Plan (IRMP) is the key driver in the allocation of the Authority's resources in response to the risks facing Merseyside. The Authority's IRMP states the main strategic themes that the Authority is progressing and its plans for the future. The MTFP includes an allocation of resources to deliver the IRMP, including a new £35m Training and Development Academy. The MTFP prioritises the allocation of resources to deliver the Authority's mission and aims.

The Authority has an excellent track record of investing in line with its corporate priorities. The pie chart below outlines that most expenditure, 54.5%, goes on emergency and specialist response. In addition, 9.9% goes on Operational Preparedness and 9.3% on Protection, Prevention & Community Safety. Therefore 73.7% of expenditure is on the "front line" services. The 11.3% on capital costs relates mostly to previous investment in front line assets, fire stations, vehicles and equipment. The remaining 15.0% is on support and operational enabling services.

2021/22 NET BUDGET BY SERVICE



Our [Medium Term Financial Plan](#) (agenda item 6) provides more information.



4.1 PERFORMANCE INDICATORS

Performance indicators measure areas of performance that are important to us and they help us understand how well we are serving our communities. They help managers to manage and react to changing situations to ensure we are achieving our objectives. Targets are set at the beginning of the year using, where possible, five years' historical performance data and professional judgement to ensure trends are analysed and taken into account to give accurate and achievable performance targets.

We review our Performance Indicators every year to ensure that they are still relevant for the organisation. The way performance indicators are monitored and reported is divided into four strands:

- **Key Performance Indicators (KPI) – Summary Indicators – Reported to Authority**
- **Key Performance Indicators – Outcome indicators (e.g. Reduction in fires and other incidents) - Reported to Authority**
- **Tier 1 Local Performance Indicators – Outputs (e.g. Number of home fire safety checks) – some minor outcomes – Reported to Performance Management Group**
- **Tier 2 Local Performance Indicators – lower level outputs – Reported to Function and Station Management Teams**

Reporting of performance against KPIs is presented at Authority meetings using a traffic light system to update Authority members on the performance against targets set for the year. These reports focus on KPIs but also illustrate performance from related Tier 1 and 2 indicators. Other performance data can be requested by members of the public by emailing foiteam@merseyfire.gov.uk

For 2022/23, targets will be set for KPIs (outcome indicators) and a number of LPI's which require an outcome such as the number of Home Fire Safety Checks, Simple Operational Fire Safety Audits and Site Specific Risk Risk Information (SSRI) visits completed and achieving the targets will be managed locally on station on an annual basis.



It should be noted that the targets for the majority of KPIs have been affected by the pandemic for the second year. This is due to the impact of the pandemic and local/national lockdowns limiting the work that we were able to do around preventing fires and other community based work. There was also a change to the numbers of fires and other incidents that occurred, which means that using data from those years to predict future performance is unreliable.

Estimated performance for 2021/22 is detailed in the following pages; actual performance will be updated in June. Where there is no target the status is shown as 'Quality Assurance'. These are Performance Indicators where we either do not want to reduce numbers, or are unable to influence this incident type, such as some types of Special Service calls. Many are related to assisting partner agencies such as the Police and the Ambulance Service, particularly related to providing assistance and helping them enter buildings. Incident types we can influence such as road traffic collisions and water rescue incidents exist as separate indicators. Performance Indicators have been recorded in themed groups for reporting to the Authority.

4.2 ESTIMATED PERFORMANCE FOR 2021/22

| | BENCHMARK KEY PERFORMANCE INDICATORS | Performance 2020/21 | Target 2021/22 | Estimated Performance 2021/22 | Status |
|----------------|--|---------------------|-------------------|-------------------------------|-------------------|
| TO00 | Total number of emergency calls received | 19778 | Quality Assurance | 22126 | Quality Assurance |
| TC01 | Total number of incidents attended | 15867 | 16273 | 18009 | On target |
| TC02 | Total number of fires in Merseyside | 6142 | 7159 | 6777 | On target |
| TC03 | Total number of primary fires attended | 1770 | 2262 | 1974 | On target |
| TC04 | Total number of secondary fires attended | 4372 | 4897 | 4802 | On target |
| TC05** | Total number of special services attended | 4250 | Quality Assurance | 5287 | Quality Assurance |
| TC06 | Total number of false alarms attended | 5475 | 5497 | 5946 | Target missed |
| TR08* | Attendance standard – first attendance of an appliance at a life risk incidents in 10 mins | 95.4% | 90.0% | 95.3% | On target |
| TD09 | The % of available shifts lost to sickness absence, all personnel | 4.27% | 4.00% | Greater than 4% | Target missed |
| TE10 | Total carbon output of all MFRS buildings | 57.4 | 65.0 | 56.8 | On target |
| DWELLING FIRES | | | | | |
| DC11 | Number of accidental dwelling fire | 799 | 861 | 836 | On target |
| DC12 | Number of deaths in accidental dwelling fires | 7 | 8 | 4 | On target |
| DC13 | Number of injuries in accidental dwelling fires attended | 59 | 90 | 59 | On target |
| DC14 | Number of deliberate dwelling fires in occupied properties | 139 | 138 | 119 | On target |
| DC15 | Number of deliberate dwelling fires in unoccupied properties | 16 | 20 | 20 | On target |
| DC16 | Number of deaths in deliberate dwelling fires | 0 | 1 | 0 | On target |
| DC17 | Number of injuries in deliberate dwelling fires | 14 | 13 | 6 | On target |

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

** To respond to life risk incidents within 10 minutes on 90% of occasions. Our attendance standard is measured from the time the fire appliance is alerted to an incident to the point that it books in attendance.

** Some Special Service attended generate income such as lift rescue and effecting entry. This indicator includes a wide range of different incident types including road traffic collision, water rescue, flooding, animal rescue, assisting the police, rescues from height etc. We are not always in a position to influence a reduction in some of these incident types and this is reflected in our targets where we will class some Special Services as 'Quality Assurance' and not set a target unless we are in a position to influence reductions in incident types.

| | |
|--|-----------------------|
| | Within 10% of target |
| | Target achieved |
| | 10% worse than target |

| | KEY PERFORMANCE INDICATORS | Performance 2020/21 | Target 2021/22 | Estimated Performance 2021/22 | Status |
|---|--|---------------------|-------------------|-------------------------------|-------------------|
| NON DOMESTIC PROPERTY | | | | | |
| NC11 | Number of deliberate fires in non domestic premises | 37 | 81 | 43 | On target |
| NC12 | Number of accidental fires in non domestic premises | 126 | 179 | 146 | On target |
| ANTI SOCIAL BEHAVIOUR | | | | | |
| AC11 | Number of deliberate vehicle fires attended | 306 | 569 | 401 | On target |
| AC12 | Number of accidental vehicle fires attended | 168 | 197 | 215 | Target missed |
| AC13 | Number of deliberate anti-social behaviour fires (small) | 2993 | 3208 | 3280 | Target missed |
| AC14 | Number of accidental small fires attended | 1379 | 1689 | 1523 | On target |
| AC15 | Number of 'other' primary fires attended | 179 | 217 | 195 | On target |
| ROAD TRAFFIC COLLISIONS | | | | | |
| RC11 | Number of road traffic collisions (RTC) attended | 555 | Quality Assurance | 788 | Quality Assurance |
| RC12 | Number of injuries in road traffic collisions attended | 232 | Quality Assurance | 282 | Quality Assurance |
| RC13 | Number of fatalities in road traffic collisions attended | 8 | Quality Assurance | 19 | Quality Assurance |
| RC14 | New: Number of killed & seriously injured (KSI) in RTCs across Merseyside. Based on partnership RTC data | 347 | Quality Assurance | 483 | Quality Assurance |
| RC15 | New: Number of KSIs affecting 16-21 age group - Based on partnership RTC data | 59 | 110 | 109 | On target |
| FALSE ALARMS | | | | | |
| FC11 | The number of false alarm calls due to automatic fire alarm equipment in Non Domestic properties | 460 | 583 | 577 | On target |
| FC12 | The number of false alarm calls due to automatic fire alarm equipment in Domestic properties | 2880 | 2949 | 2905 | On target |
| FC13 | Total number of false alarms attended discounting False Alarm Good Intent | 3465 | Quality Assurance | 3680 | Quality Assurance |
| FC22 | Number of Malicious False Alarms attended | 125 | 222 | 195 | On target |
| FC23 | Number of False Alarm Good Intent attended | 2010 | 1743 | 2268 | Target missed |
| STAFF WELFARE, RISKS & COMPETENCY RELATED INCIDENTS | | | | | |
| WD11 | % of available shifts lost to sickness absence per wholetime equivalent GREY book (operational) personnel | 4.05% | 4% | Greater than 4% | Target missed |
| WD12 | % of available shifts lost to sickness absence per wholetime equivalent GREEN & RED book (non uniformed) personnel | 4.62% | 4% | Greater than 4% | Target missed |
| WD13 | Total number of operational staff injuries | 35 | 47 | 32 | On target |

| | |
|--|-----------------------|
| | Within 10% of target |
| | Target achieved |
| | 10% worse than target |

COMMENTS ON KEY PERFORMANCE INDICATORS THAT HAVE ACHIEVED THEIR TARGET

TC02 Total number of fires attended

Almost without exception, all types of fires attended have increased during 2021/22 (6777). This is probably due to reductions and changes in Covid 19 restrictions throughout the year. When compared to 2020/21 (when we attended 6142 fires). This is an increase of 635 incidents but is still 382 incidents below the annual target of 7159.

TC03 Total number of primary fires

The number of primary fires (1974) attended during 2021/22 is greater than in 2020/21 (1770) but is 288 under the annual target (2262). The increase against performance in 2020/21 is likely to be related to the Covid 19 lockdown restrictions being less strict during 2021/22.

TR08 Attendance Standard – first attendance of an appliance at a life risk incident in 10 minutes

Despite the impact of the pandemic, fire crews maintained our Attendance Standard, which is to respond to life risk incidents within 10 minutes on 90% of occasions. They achieved this on 95.3% of occasions.

DC11 Number of accidental dwelling fires

Performance for 2021/22 (836) shows an increase in accidental dwelling fires when compared to 2020/21 (799). In part, this increase is likely due to the impact Covid 19 lockdowns have had over the last two years when compared to pre-Covid 2019/20, when 867 incidents were attended. However, this performance also reflects the continued success of our Home Safety and Arson Reduction Strategies. Due to the pandemic, we had to stop providing some of our prevention services in the home and we switched to supporting partner agencies instead; but we continued to carry out home visits for people at a higher risk from fire, leafleted extensively and carried out home safety campaigns to reassure people after serious fires.

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

During 2021/22 Covid related absence continued to increase sickness at times but the swift action of the Authority and staff managing the risks and making all property and vehicles Covid safe, promptly putting in place measures to prevent spread and protect staff and the public, helped to keep absence as low as possible. If Covid related sickness is removed from the percentage figures the 4% targets for sickness were achieved.

COMMENTS ON KEY PERFORMANCE INDICATORS WHERE THE TARGET HAS NOT BEEN ACHIEVED

FC23 Number of False Alarm Good Intent attended

There has been an increase of 258 false alarm good intent calls attended in 2021/22 (2268) when compared to 2020/21 (2010). This is 578 incidents over the target for 2021/22 of 1743. A significant proportion of these incidents are the public reporting controlled burning in gardens as fires. We communicate regularly with the public to advise them of the risks associated with garden fires and barbecues and we will continue to do that, particularly through the spring and summer.

Other types of false alarm good intent include people contacting us when they believe there is a fire or smoke alarm has activated. We would not want to discourage these types of calls made in good faith.



4.3 KEY PERFORMANCE INDICATORS FOR 2022/23

| KPI REF | NARRATIVE | PROPOSED TARGET 2022/23 |
|---|--|-------------------------|
| SUMMARY / BENCHMARK KEY PERFORMANCE INDICATORS | | |
| T000 | Total number of emergency calls received | Quality Assurance |
| TC01 | Total number of incidents attended | 18278 |
| TC02 | Total number of fires in Merseyside | 7034 |
| TC03 | Total number of primary fires attended | 2037 |
| TC04 | Total number of secondary fires attended | 4997 |
| TC05 | Total special service calls attended | Quality Assurance |
| TC06 | Total number of false alarms attended | 5993 |
| TR08 | Attendance standard – first attendance of an appliance at a life risk incidents in 10 mins | 90% |
| TD09 | The % of available shifts lost to sickness absence, all personnel | 4% |
| TE10 | Total carbon output of all MFRS buildings | 65 |
| DWELLING FIRES | | |
| DC11 | Number of accidental dwelling fire | 850 |
| DC12 | Number of deaths in accidental dwelling fires | 8 |
| DC13 | Number of injuries in accidental dwelling fires attended | 90 |
| DC14 | Number of deliberate dwelling fires in occupied properties | 129 |
| DC15 | Number of deliberate dwelling fires in unoccupied properties | 19 |
| DC16 | Number of deaths in deliberate dwelling fires | 1 |
| DC17 | Number of injuries in deliberate dwelling fires | 13 |
| NON DOMESTIC PROPERTY FIRES | | |
| NC11 | Number of deliberate fires in non-domestic premises | 64 |
| NC12 | Number of accidental fires in non-domestic premises | 168 |

| KPI REF | NARRATIVE | PROPOSED TARGET 2022/23 |
|--|--|-------------------------|
| ANTI SOCIAL BEHAVIOUR | | |
| AC11 | Number of deliberate vehicle fires in Merseyside | 419 |
| AC12 | Number of accidental vehicle fires attended | 193 |
| AC13 | Number of deliberate anti-social behaviour small fires in Merseyside | 3293 |
| AC14 | Number of accidental small fires attended | 1704 |
| AC15 | Number of 'other' primary fires attended | 195 |
| ROAD TRAFFIC COLLISIONS | | |
| RC11 | Total number of road traffic collisions (RTC) attended | Quality Assurance |
| RC12 | Number of injuries in RTCs attended | |
| RC13 | Number of fatalities in RTCs attended | |
| RC14 | New: Number of killed & seriously injured (KSI) in RTCs across Merseyside. <i>Based on partnership RTC data</i> | |
| RC15 | New: Number of KSIs affecting 16-21 age group - <i>Based on partnership RTC data</i> | 110 |
| FALSE ALARMS | | |
| FC11 | The number of false alarm calls attended due to automatic fire alarm equipment in Non Domestic property | 586 |
| FC12 | The number of false alarm calls attended due to automatic fire alarm equipment in Domestic properties | 2974 |
| FC13 | The number of false alarm calls attended, discounting false alarm good intent. | Quality Assurance |
| STAFF WELFARE, RISKS AND COMPETENCY | | |
| WD11 | % of available shifts lost to sickness absence per wholetime equivalent GREY book (operational) personnel | 4% |
| WD12 | % of available shifts lost to sickness absence per wholetime equivalent GREEN and RED book (non uniformed) personnel | 4% |
| WD13 | Total number of operational staff injuries – on duty | 47 |



5.1 INTEGRATED RISK MANAGEMENT PLAN 2021-24

Our Integrated Risk Management Plan (IRMP) sets out how we will balance the risks and needs of our communities against our duties as a Fire and Rescue Authority, the resources we have available and the specific risks, demands and vulnerability of Merseyside.

Our IRMP 2021-24 was published on 3rd July 2021 and can be found [here](#). Progress against our actions for 2021 onwards are reported to the Fire Authority six-monthly and updates for the first 6 months (July to December 2021) are included below and on the following pages.

EMERGENCY RESPONSE - FIRE ENGINES & FIREFIGHTERS

We propose to make changes to our operational response that will increase fire engines from 29 (plus the Special Rescue Appliance) to 31 (plus the Special Rescue Appliance) by expanding our Hybrid duty system.

We want to:

- Introduce a Hybrid duty system at Kirkdale fire station. **Update: the station move is complete; the station went live at 1030hrs on 1st December 2021.**
- Combine the stations at Aintree and Croxteth fire stations to create a superstation (Hybrid/Specialist Rescue station) along with a new Training and Development Academy to be built on land at Long Lane, Aintree. **Update: Following consultation in April/May 2021 with the public, stakeholders, partners, local councillors and staff there was overwhelming support for our proposals. The Fire Authority approved submission of plans to Liverpool City Council in December 2021 and the land deal is expected to be complete by May 2022.**
- Combine the duty systems at Liverpool City and Kensington fire stations to create a Dual Station Hybrid – including a Specialist Command and Control function. **Update: All moves of specialist units completed. All moves to happened on the 1st December. Following consultation with staff the dual hybrid will no longer progress but skillsets will be mirrored across both locations.**
- Introduce a Stinger/Scorpion fire engine at St Helens to replace the complementary crewed Combined Platform Ladder. This type of appliance would allow us to fight all normal fire types, but it can be used as a water tower and also has a lance attached that can be used on roof spaces or light industrial buildings. **Update: Specifications for the vehicle are being finalised with the supplier.**

- The introduction of two new Hybrid stations at Kirkdale and Aintree (proposed Long Lane site) creates two additional fully retained appliances available 24/7 on 30 minute delay.

Our aerial appliances would be based at:

- Liverpool City (45m Combined Platform Ladder) – crewed 24/7. **Update: Wholetime CPL established, 45m High Reach Extendable Turret (HRET) not yet purchased.**
- Southport (34m Combined Platform Ladder) – complementary crewed – it will respond with the fire engine and crew who will operate the appliance. **Update: this appliance is in place and operational.**
- Saughall Massie (34m Combined Platform Ladder) – complementary crewed. **Update: awaiting purchase of 45m HRET purchased and completion of training.**
- St Helens (Stinger/Scorpion) – crewed 24/7 or retained. **Update: awaiting purchase of stinger.**

These changes will help us deal more efficiently and effectively with the risks in these areas (e.g. there are more high rise buildings in Liverpool, so it makes sense to locate a longer aerial appliance there) and allow us to replace two old fire stations and an outdated training centre with new buildings (at Long Lane, Aintree).

| IRMP 2017-20 | | IRMP Supplement 2019-21 | | IRMP 2021-24 Proposed Long Lane Site | |
|-----------------------|-----------------|-------------------------|-----------------|--------------------------------------|-----------------|
| KPI | Performance (%) | KPI | Performance (%) | KPI | Performance (%) |
| Overall Performance | 91.7% | Overall Performance | 93.7% | Overall Performance | 93.9% |
| Average Response Time | 6m 7sec | Average Response Time | 5m 52 sec | Average Response Time | 5m 50sec |





CREATING SPECIALIST CAPABILITIES

The work we have done to analyse the risks on Merseyside has helped us understand how moving our specialist appliances to new locations will provide better response to emergencies. The appliances will be based in locations where there is more likelihood of a particular type of risk occurring and as well as the appliances being based at these locations, the firefighters working there will have extra training to give them a higher level of knowledge about these risks and how to deal with them.

We want to create specialist fire stations at:

LIVERPOOL CITY – Command and Control (Incident Command Unit and Welfare Pods) - provided on a retained basis (deployed within 30 minutes).
Update: Action completed in September 2021

WALLASEY – Marine and Ships Firefighting (Off Shore capability) – Breathing Apparatus Support Unit (BASU), General Purpose Unit (GPU) and Marine & Tunnel Pods - provided on a retained basis (deployed within 30 minutes).
Update: All assets are now located at Wallasey and are available for mobilisation with retained crew.

ST HELENS – Hazmat – Hazmat Environmental Protection Unit (HMEPU) & Bulk Foam Unit Pods - provided on a retained basis (deployed within 30 minutes).
Update: All appliances were in place by November 2021. Initial training has been received with Hazmat and specialist training was delivered in January/February 2022. Asset is available on retained activation.

LONG LANE – Search & Rescue (Urban Search and Rescue Mods – Specialist Rescue Appliance) – immediately available supplemented on a retained basis.
Update: Workshops are being held to plan multi-use areas, National Resilience areas and ways to increase commercial income at the new Training and Development Academy.

KIRKDALE – Terrorist Response Specialist Capability and Flood Response (Mass Decontamination Unit (MDU) / Marauding Terrorist Attack (MTA) Specialist Responder) – immediately available supplemented on a retained basis. **Update: Mass Decontamination Unit was moved to Prescot in January 2022; this was a change to the IRMP proposal and was approved at Operations Board on 29th November 2021. Staff to be trained by 31st March 2022.**

Marauding Terrorist Attack (MTA) is fully available.

Flood Response capability is fully available.

BELLE VALE – Water (High Volume Pump) inc all LLAR stations – staffed on a whole time (permanent) basis. **Update: the High Volume Pump (HVP) is continually staffed by one driver. The original plans for training related to this action were not appropriate for the staff involved and other options are being considered.**

HESWALL – Wildfire – All terrain vehicle – Complementary crewed. **Update: the vehicle is due for replacement in 2023-24 and budget has been identified. Appropriate training is being identified.**

FORMBY – Wildfire – All terrain vehicle – Complementary crewed. **Update: the vehicle is due for replacement in 2023-24 and budget has been identified. Appropriate training is being identified.**

The proposal to introduce specialist teams will have an initial impact on the time taken to train our firefighters (skill acquisition), so we propose to also create a temporary capability (a 32nd fire engine) during 2021 aligned to the Comprehensive Spending Review to ensure there are no negative impacts on our emergency response due to specialist training. We will also use this opportunity to explore different flexible and family friendly duty systems and approaches to emergency response.

Update: A Review is underway of potential options of where MFRS would locate a temporary 32nd fire engine

Also, we will continue to work with North West Ambulance Service to develop an Integrated Demand Management Programme for times of high demand, such as during the Covid 19 pandemic. This is a development on our previous IRMP action to enter into Emergency Medical Response alongside the Ambulance Service.

Update: MFRS have met with the Chief Medical Officer for NWS to open discussions on Integrated Demand Management. Previous Emergency Medical Response documents (MOU and Service Instruction) have been shared and discussions will continue. Further meetings will be planned but this discussion will probably carry over into the next functional planning year.



TRAINING & DEVELOPMENT

As mentioned previously, our Training and Development Academy is outdated and too small for our needs, it is also in an area where there is very little room to expand. Making sure our staff are well trained is essential to how well we deliver all our services and we believe it is important to invest in new facilities to continue to do this well and to develop a centre of excellence in the future.

We want to:

- Build a £25m state of the art Training and Development Academy. This would see the combination of the fire stations at Aintree and Croxteth to create a superstation (Hybrid/Specialist Rescue station) along with the new Training and Development Academy to be built on land at Long Lane, Aintree.

We are also looking into how a new Training and Development Academy could be used to provide training for other fire and rescue services to support our role as National Resilience Lead Authority and we are working to find funding to help with this.

- We used research and analysis to find the best location for a new Training and Development Academy and fire station, and the Long Lane site is the most suitable for us to maintain our level of emergency response for the Croxteth and Aintree areas.

Update: A series of public consultations were held with stakeholders, partners, staff, local councillors and businesses during 2021. These are now complete and were reported to Authority on 11th November 2021.

The Authority gave approval for submission of the planning application and this was submitted to Liverpool City Council in December 2021. The land deal is expected to be complete by May 2022.





PREVENTION

We intend to continue with our successful approach of targeting our Home Fire Safety Checks and Safe and Well visits at the most vulnerable people in Merseyside. Our research continues to show us that the over 65s are still at most risk of dying in fires in the home, but we know that poverty and deprivation play a part in increasing risk from fire too, so we want to:

- Continue with our person-focused approach to Home Safety – targeting those over 65 and the most vulnerable due to socio-economic deprivation in Merseyside – knowing that smoke alarm ownership has diminished in these areas. **Update: Home Fire Safety Checks were disrupted during the latter part of 2021 due to pandemic restrictions. We have maintained delivery of Safe and Well checks for those who are most vulnerable. The Service was able to hold its annual Older Persons Day completing approximately 750 HFSCs.**
- Complete over 50,000 homes safety visits per year (150,000 in total over the life of this Plan). **Update: Year 2021/22 will be impacted by the pandemic details are reported to the Authority.**
- 10,000 Safe and Well Visits per year (30,000 in total over the life of this Plan). **Update: It is anticipated that we will will achieve the target for the year.**
- Reach 6,000 (10%) of homes in the highest deprived neighbourhoods using targeted campaigns based on analysis of accidental and fatal fires data in addition to the Index of Deprivation 2019 which identifies the areas of highest poverty and deprivation. **Update: This target will be met with a mix of HFSC and Safe & Well visits**

- We will renew our focus on working with the Registered and Private Rented Housing Sector to help us identify those most in need, as well as those aged over 65. **Update: This action has been delayed due to the pandemic, however Liverpool City Council has relaunched its strategy to engage with the private rented sector, MFRS will be involved with this.**
- Recruit Prevention staff who truly reflect the diverse communities we serve so we can fully understand and address the inequalities that exist. **Update: Prevention Department is reviewing its workforce profiles (gender, age, ethnicity etc.). The team has two members co-opted onto the Positive Action Working Group and staff who support a number of networks. There has been some success in the recruitment of women to the team but we want to do more to encourage people from under represented ethnic backgrounds to join us.**
- Our fire stations and Prevention teams will be joined by staff from all departments to take an organisation-wide approach to monthly themed monthly Community Safety campaigns that help us interact with large numbers of people, often working with partner organisations too. **Update: This has been evidenced during the Bonfire Period and Older Persons Day. Arson advocates routinely work with Merseyside Police and local officers on walkabouts at a local level on a weekly/monthly basis.**





PROTECTION

Like many other fire and rescue services we want to increase the resources we have available to carry out our legal duties in relation to Fire Safety and our Risk Based Inspection Programme. The tragic Grenfell Tower fire in 2017 has meant, quite rightly, that there is an increased focus on high rise residential buildings and Merseyside Fire and Rescue Service also has responsibilities for safety in relation to petroleum, explosives and underground railways.

We want to:

- Build up our team of specialists working in this area by increasing our Protection Officers, initially temporarily using Government funding. The temporary posts will be made up of four uniformed and four non uniformed posts. In the longer term we would like to make these new Protection Officer roles permanent but this will be subject to sustainable funding being made available from government (we are lobbying hard in this regard). **Update: We have employed a number of new staff to fill these roles and plan to employ more.**

Recruitment is also underway for three firefighters (already employed) who will be trained to undertake auditor/inspection duties. All of this will be funded through government grants.

All recruitment has been completed and staff are expected to commence their roles in mid March.

- Visit every high and high risk premises (7,500 over the life of the Plan). **Update: This target has been affected by the pandemic and staff retention issues. This figure is also subject to revision following implementation of CFRMIS (Community Fire and Risk Management Information System) and the proposed move from the Premises Risk Model to the IFOG Planner (Inspection Frequency Officer Grade). This will create a more intuitive and intelligence led approach to auditing high and very high-risk premises. IFOG will indicate priority premises in order and it is anticipated this may cause the number of inspections to decrease. To date, 1087 audits have been completed in this year's reporting period; the target is 7500 over the 3 years of the IRMP.**

- Introduce a new Management Information System that links the areas of Protection, Firefighter Safety and Prevention activity and keeps all our risk information in one place. **Update: During 2021, CFRMIS (Community Fire and Risk Management Information System) was implemented in the Fire Protection Department and is predominantly being used for recording data from Fire Safety Audits.**

Plans for 2022 include the introduction of standard letters, the use of the application by the Planning and Building Regulations Department, Explosives licencing, Fire Safety concerns reporting and the recording of Simple Operational Fire Safety Audits (SOFSAs).

Prevention have launched Home Fire Safety Checks (HFSC) on CFRMIS. Work continues to introduce CFRMIS for our Fire Service Direct call centre and Safe and Well Visits

Operational Intelligence will launch a PORIS (Provision of Operational Risk Information System) assessment by April 2022, in order for Operational Crews to assess current category 3&4 Site Specific Risk Information (SSRI) records to ensure accurate risk category will be captured in CFRMIS

- Increase mobile/agile working for staff. **Update: All inspecting staff have been given mobile devices to enhance agile working. CFRMIS is progressing and once fully operational with all modules will see greater use of mobile working.**
- Deliver a full response to Grenfell Tower Fire Inquiry recommendations. **Update: This is still ongoing with good progress being made. To date, 30 of the 46 recommendations are established within service, six are awaiting changes to legislation and National Fire Chiefs Council (NFCC) guidance, and plans are in place to address the remaining 10.**
- Complete 6,336 medium to low risk visits over the life of the Plan. These will be carried out by our fire station-based firefighters. **Update: Since the IRMP 2021-24 was published in July 2021, firefighters have delivered 1379 Simple Operational Fire Risk Assessments (SOFSAs). This is on target to achieve 6336 by June 2024.**
- Fire Safety Inspectors will visit every registered Petroleum storage site in Merseyside. **A regular programme of inspections is underway and we are on track to achieve this objective.**
- Monitor and assess all applications for new Explosive Storage Licences as well as responding to complaints received relating to any of these sites. **Update: 168 explosives visits were completed during the reporting period. Only two complaints were received during the reporting period, but neither required enforcement action.**
- In addition, our capability will be introduced after being proposed in our previous Plan. **Update: We have implemented our capability.**





PREPAREDNESS

We know how important it is to plan and prepare to make sure our emergency response services are delivered efficiently and effectively.

We want to:

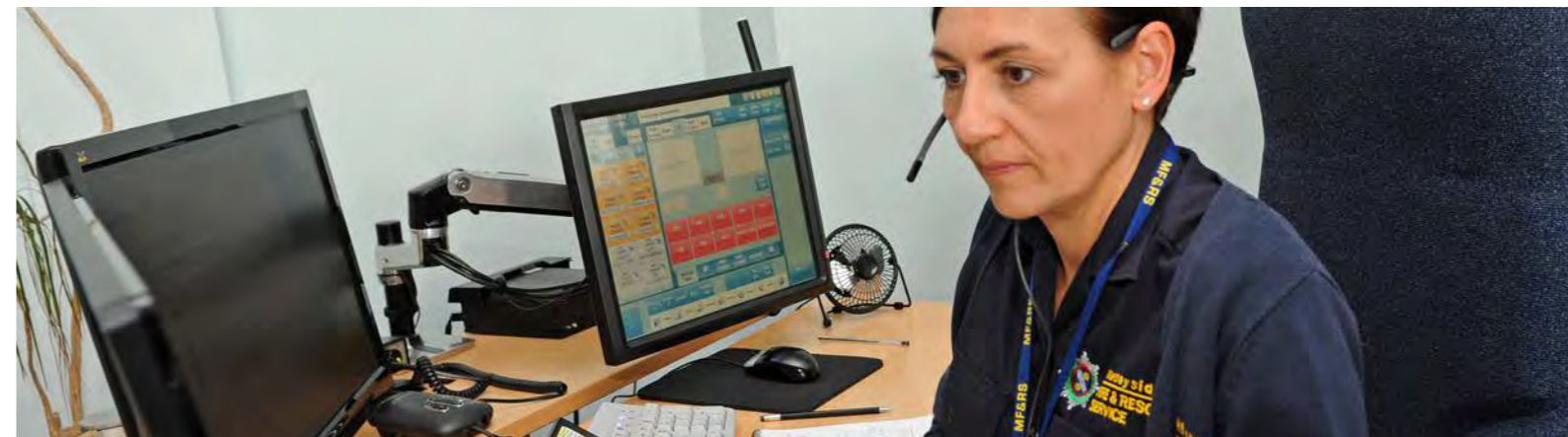
- Continue working with Blue Light partners to support them and improve services to the public whilst maintaining our response to fires and other emergencies. **Update: A structure is now in place for collaboration opportunities. The assisting NWAS gaining entry Memorandum of Understanding is now well embedded as business as usual.**

The Interoperability Voice Channel trial is now up and running to promote the use of multi-agency radio talk groups at operational incidents. Further collaboration opportunities are currently being explored in the following areas:

- **Use of drones**
- **Welfare at Incidents**
- **The Charter for bereaved families through public tragedy**
- **High Demand - Frequent Call Handling.**
- Continue to review how up to date operational risk information is gathered and provided to operational staff at incidents and how this can be shared with other fire and rescue services across borders so we can work together effectively. **Update: A new approach to collecting and using site specific risk information has been approved. Cross border information is available to staff on Mobile Data Terminals and our intranet. We will use the national Resilience Direct platform for sharing risk information with neighbouring fire and rescue services.**

Operational Intelligence will launch a Provision of Operational Risk Information System (PORIS) assessment by April 2022, in order for Operational Crews to assess current category 3&4 Site Specific Risk Information (SSRI) records to determine accurate risk category for premises which will be captured in the new Community Fire Risk Management Information System (CFRMIS). Further Operational Intelligence work will include the production of a data capture form, approval process, automation of uploading and format of how the risk information is used at various stages of an incident.

- Provide the most up to date kit and equipment to firefighters to keep them safe whilst making sure that we have the right type of fire engines and other emergency appliances to deal with the risks we have identified. **Update: All specialists assets were reviewed during the summer of 2021. The Service has introduced a process for staff to propose new ideas which can result from incident debrief feedback and significant incidents reports. The review continues.**
- Make sure that staff know how to command incidents assertively, effectively and safely at incidents. This includes comprehensive training and exercising against all foreseeable risk, including high rise incidents, terrorist attacks, marine response, emergency medical response, flooding and wildfire incidents which will enable us to continue to adapt to an ever changing environment. **Update: A new Command Training Strategy was put in place in September 2021. The training delivery programme is an 18-month plan with a target date of March 2023.**
A trial of command software 'Effective Command' took place in December which will enhance how information is recorded and the training programme.
- Prepare our fleet of vehicles for a move to alternative fuels. **Update: This action will involve a whole organisational change project that we will deliver over several years. Work is ongoing to ensure we are compliant with the Government expectation by 2030.**
- Introduce ways of staffing our Fire Control that reflects the demands on the service, increases the resilience of the team and enhances development opportunities for staff. **Update: A new shift pattern has been introduced with an element of retained cover included to improve resilience. The new shift pattern is now in consultation, aiming to close action March 2022.**
- Develop operational plans for all key risks including heritage sites and sites of scientific interest **Update: Site Specific Risk Information (SSRI) survey undertaken and completed in September 2021. Two thousand heritage sites are to be considered for exercising options. This was reported to Ops Board on 29th November 2021. Heritage sites are now incorporated into the SSRI update reported to Operations Board.**



NATIONAL RESILIENCE

We will continue to provide a high level of support to the whole UK in relation to National Resilience, coordinating resources to help tackle major incidents such as floods, building collapse, explosion and major fires.

We want to:

- Ensure National Resilience capabilities are available and fit for purpose through our assurance process. This includes visits to all fire and rescue services where National Resilience assets are based, large scale exercises and training. **Update: Key Performance Indicators are now online. Assurance processes are planned and this is a continual process. Regular six-weekly National Resilience (NR) meetings are in place and held regularly to plan to address any internal and external National Resilience gaps.**
- Support the Government's plans to refresh the National Resilience Assets. **Update: The National Resilience Assurance Team (NRAT) will work with the Lead Authority (Merseyside FRS) Home Office, along with internal and external UKFRS stakeholders to facilitate and complete a comprehensive review of National Resilience capabilities and undertake major asset refresh as part of the ND2 project to ensure specialist National Resilience capabilities remain efficient and effective.**



5.2 FUNCTIONAL PLANS 2022/23

Functional Plans are produced by each of our main departments. We mainly use them for internal planning but include key deliverables as actions in this Service Delivery Plan. In the Plan they introduce the Function and its role within MFRS, review progress against their Key Deliverables for the previous year and identify their priority actions for the next year. IRMP objectives and inspection areas for improvement are addressed as action points in the Functional Plans, where relevant.

Function heads also identify what their Function will require in terms of engagement and consultation, corporate communications, ICT and training to ensure key deliverables are achieved.

Each Functional Plan has an Equality Impact Assessment (EIA) completed. This EIA describes if, and how, the Functional Plan will impact on staff and members of the public, both negatively and positively, taking into account the ten protected characteristics (age, sex, race, disability, religion and belief, gender reassignment, marriage and civil partnership, pregnancy and maternity, sexual orientation and, specific to MFRS, socio-economic disadvantage).

Each Function head reports regularly on their Functional Plan. These updates are included in a report to the Fire and Rescue Authority (or one of its committees) on a quarterly basis and are published on our website.

Relevant actions are also incorporated

into individual Station Plans. They are used to identify priorities for all fire stations and also actions that are unique to a specific station area.

Equality, Diversity and Inclusion actions have previously been incorporated into Functional Plan reporting. For 2022/23, this will be reported through a separate ED&I Action Plan.

GENERAL PRIORITIES

Within this Service Delivery Plan Merseyside Fire and Rescue Authority will aim to deliver safe and effective services across Merseyside; delivering services of the highest quality and at an affordable cost, offering the very best value for the communities we serve. The services delivered will reflect our values and the risks, demands and vulnerabilities within our diverse communities and include activity drawn from our Integrated Risk Management Plan (IRMP) including collaboration with partner agencies to deliver excellent service, planning for emerging risks and responding to incidents.

The Policing and Crime Act 2017 placed a new statutory duty on the Police, Ambulance and Fire and Rescue Services to keep collaboration opportunities that would be in the interests of efficiency, effectiveness or public safety, under review. A Collaboration Team has been established to provide support to this programme and investigate future opportunities for joint working.



5.3 STATION PLANS

Station Plans are local plans developed and owned by community fire and rescue station staff working with Station Managers and partners. The plans reflect local risks and priorities and set out how the fire station and district based staff will improve outcomes in their communities.

STATION OBJECTIVES

The station objectives are drawn from our corporate aims and the risks identified by ourselves and partners who work within the fire station area. We hope to deliver local services that make a real difference to the communities we serve with the support of our partners, making the area a safer and healthier place to live, work or visit.

STATION ACTIONS

The staff based at the fire station will deliver a range of response interventions that are designed to mitigate life risk or harm from fire, road traffic accidents and water incidents. Additionally, they will work to ensure properties, the environment and businesses are equally protected. Whilst the station staff will deliver excellent response they will also engage in actions that will reduce the occurrence of such incidents through education, risk assessment, planning and training.

COMMUNITY IMPACT FUND

The Service has committed funding in 2022/23 that will allow each fire station to deliver events and initiatives in their communities to help achieve their objectives for the station area. They can, if they wish, do this with other stations and departments in MFRS, involving external partner organisations in collaborative initiatives if appropriate.

STATION PLAN ON A PAGE

Following consultation with stakeholders, each fire station has a bespoke Station Community Risk Management Plan. Station Plans can be found in Appendix 3.

Station output targets for 2022/23 are:

| | SSRI - GATHERING PREMISES RISK INFORMATION | HFSC - HOME SAFETY CHECKS | HYDRANT CHECKS | WASTE REPORTING | PREVENTION TALKS | SIMPLE FIRE SAFETY ASSESSMENTS |
|---------------|--|---------------------------|----------------|-----------------|------------------|--------------------------------|
| TOTALS | 1930 | 46,038 | 1487 | 792 | 720 | 2112 |



6.1 SERVICE DELIVERY PLAN

ACTIONS 2022/23

As explained in the previous section, we have identified priorities that are really important to us. Some fit within the criteria of the Integrated Risk Management Plan and others sit outside it and the key deliverables below deal with all areas of activity that are priorities for the Authority. These have been developed as part of our Functional Plans: -

| OPERATIONAL PREPAREDNESS | |
|--------------------------|--|
| FP/22/23/1.1 | The continued implementation of the approved 5-year capital build programme and progress the development of the Training and Development Academy by building a new training facility that is fit for purpose that supports the training of highly skilled people and reflects new/emerging foreseeable risk |
| FP/22/23/1.2 | Ensure collaborative opportunities are fully explored and kept under review in line with the Policing & Crime Act 2017 by reviewing our Shared Estate, Operations and Support Services. Operational Preparedness will continue to work with Blue Light partners and stakeholders to ensure that opportunities are explored where they are in the interests of efficiency, effectiveness or public safety whilst maintaining an excellent response to fires and other emergencies |
| FP/22/23/1.3 | To continue to review operational risk information, including the conversion of MFRS Site Specific Risk Information (SSRI) onto the new CFRMIS platform |
| FP/22/23/1.4 | To maintain and build upon our HMICFRS inspection report of outstanding for responding to major and multi-agency incidents we will implement a comprehensive review of the Incident Command Unit, Operational Support Room, and SCG/TCG Support whilst continuing to embed Resilience Direct throughout the organisation |
| FP/22/23/1.5 | The continued implementation of the approved 5-year Transport Asset Management Plan and progress the transport strategy recommendations, to start to deliver against Government 2030 Green Plan and work with internal and external partners to progress the MFRS move to alternative fuelled vehicles across the MFRS fleet |
| FP/22/23/1.6 | Introduce a High Reach Extendable Turret (HRET) fire engine vehicle at St Helens |
| FP/22/23/1.7 | The procurement of a 45m Combined Platform Ladder following the Grenfell Tower recommendations |
| FP/22/23/1.8 | Review the Research & Development process to ensure Firefighters are fully engaged and informed ensuring MFRS Firefighters have the most up to date kit and equipment to keep them safe |
| FP/22/23/1.9 | Respond to the HMICFRS observation to deliver practical training to Fire Control staff on fire survival guidance |

| OPERATIONAL RESPONSE | |
|----------------------|--|
| FP/22/23/2.1 | Enhance the effectiveness and efficiency of the retained recall process across all operational areas to include station staff, specialist assets, flexi duty senior managers and Fire Control. Ensure the process provides a clear, pragmatic response that considers not just the initial activation but also the further impact of staff welfare and appliance availability until the return to normal business. |
| FP/22/23/2.2 | Improve the recall of retained staff by the introduction of the Callmy Application to enable a more intelligence led response that limits the impact on overall staffing and is more efficient in the activation of assets. |
| FP/22/23/2.3 | Expand the skills and knowledge of all operational staff by providing structured and pre-planned awareness training on the specialist assets, equipment and capability based at all stations as part of the IRMP 2021-24 implementation. |
| FP/22/23/2.4 | Enhance knowledge and understanding of the new Leadership Message for station based operational staff. Input will include exposure NFCC Code of Ethics, Service Values, ED&I, coaching and mentoring. The information will provide support to staff for both career progression and improved personal performance. |
| FP/22/23/2.5 | Implement over border exercising at a local level between stations sharing County borders with neighbouring Services to support the Memorandum of Understanding (MoU) signed with Lancashire and Greater Manchester Fire & Rescue Services. Explore if this agreement can be extended to Cheshire FRS. |
| FP/22/23/2.6 | Improve access to hazard and risk information to support firefighter safety at operational incidents. This will be achieved by the transition to the CFRMIS software, which will provide an efficient procedure to gather, process and access risk information. Revision of the SSRI scoring methodology will align with National Operational Guidance and see the introduction of the PORIS risk assessment. |

| HEALTH & SAFETY/OPERATIONAL ASSURANCE | |
|---------------------------------------|---|
| FP/22/23/2.7 | Enhance the safety of our firefighters to limit exposure to toxic fire effluents and build upon current procedures to embrace latest reports and recommendations to achieve industry 'best practice'. The work will look to educate staff and support greater awareness and understanding of the risks associated with fire effluents, which will influence behaviour on station, in the training environment and at operational incidents. Commitment will be given to regional collaboration work on contaminants to ensure all learning is shared. |
| FP/22/23/2.8 | Response to HMICFRS Report action: The Service should assure itself that it has procedures in place to record important operational decisions made at incidents, and that these procedures are well understood by staff. |
| FP/22/23/2.9 | Response to HMICFRS Action: During reality testing, understanding of operational discretion...and use of decision logging varied. |
| FP/22/23/2.10 | Response to HMICFRS action: Technology transformations are often difficult to achieve. Some staff we spoke to are still adapting to the new ways of working and there are clearly snags that need ironing out. We are interested to review progress in this area in our next inspection. |



PEOPLE & ORGANISATIONAL DEVELOPMENT

| | |
|---------------------|---|
| FP/22/23/3.1 | To develop, expand and lead on the delivery of the People Plan for 2021-24. |
| FP/22/23/3.2 | To implement and embed the organisational Leadership message with revised values |
| FP/22/23/3.3 | To deliver a comprehensive workforce plan, working with functional leaders to ensure our entire workforce is effective, resilient and supported by realistic succession plans. |
| FP/22/23/3.4 | To recruit, develop and promote talent via apprenticeships, the gateway and continued positive action to ensure our workforce reflects the communities we service and demonstrates the values of the Service. |
| FP/22/23/3.5 | To maximise the physical and mental wellbeing of our people providing a high quality occupational health provision. |
| FP/22/23/3.6 | Continue to review and adapt all HR Systems and related technological interactions |
| FP/22/23/3.7 | Enhance and develop Equality, Diversity and Inclusion further for the organisation, staff, partners and services we provide |

PREVENTION

| | |
|---------------------|---|
| FP/22/23/4.1 | Continue to deliver Home Safety through intelligent target led activity. |
| FP/22/23/4.2 | Continue to deliver the Community Safety for Arson, Road and Water safety ensuring we target the most vulnerable people and places. |
| FP/22/23/4.3 | Continue to support a wide range of Children and Young Peoples Programmes, developing our activity in line with the NFCC Youth Engagement Framework |
| FP/22/23/4.4 | Continue to embed and review safeguarding throughout all areas of the Service |
| FP/22/23/4.5 | We will enhance how we evaluate our role to understand its effectiveness and benefit to the public through all of our partnership working |
| FP/22/23/4.6 | We will aim to align our current fire investigation procedures to national and international standards. |
| FP/22/23/4.7 | Develop Information Sharing Agreements with key stakeholders to support improved outcomes for vulnerable people. |
| FP/22/23/4.8 | Embed CFRMIS within all Prevention activity and explore other areas of new technology in line with NFCC Person Centred Approach |
| FP/22/23/4.9 | Revise the risk management process (RM1) and introduce a new protocol, to assist Prevention teams and operational staff. |

PROTECTION

| | |
|---------------------|---|
| FP/22/23/5.1 | Resource and support operational response |
| FP/22/23/5.2 | Enhance our regulatory activity via review and development |
| FP/22/23/5.3 | Ensure departmental structure, training, competence and capacity is suitable in the context of risk, demand and vulnerability |
| FP/22/23/5.4 | Develop a cross functional, single platform, Management Information System |
| FP/22/23/5.5 | Implement the requirements of the Grenfell Tower Inquiry project |
| FP/22/23/5.6 | Engage with our business communities |

NATIONAL RESILIENCE

| | |
|---------------------|--|
| FP/22/23/6.1 | Review current systems and procedures for resource management (equipment and people) and develop improved measures as appropriate (carried over from 2021/22) |
| FP/22/23/6.2 | Implement the use of Resilience Direct as a secure and reliable means to support routine working and provision of incident status updates to Home Office and other key stakeholders |
| FP/22/23/6.3 | Work with Home Office in the review and revision of the Industrial Action Business Continuity Planning (IA BCP) process |
| FP/22/23/6.4 | Develop and produce learning materials to complement the provision of the National Resilience Maintenance of Competency Framework |
| FP/22/23/6.5 | Following the deployment of resources in support of the Greece wildfires, explore the feasibility of developing protocols and mechanisms to support future National Resilience provision in response to overseas deployment requests |



| STRATEGY & PERFORMANCE | |
|------------------------|---|
| FP/22/23/7.1 | To enhance and develop Equality, Diversity and Inclusion further for the organisation, staff, partners and services we provide |
| FP/22/23/7.2 | To make the most effective use of organisational information whilst continuing to improve information security and governance. <ul style="list-style-type: none"> a. Continuing to digitally transform the organisation b. Continuing to ensure compliance with information governance and security legislation and regulations |
| FP/22/23/7.3 | Develop and maintain effective communications and media management with high quality presentation and promotion of information, enhancing the profile and reputation of the service. |
| FP/22/23/7.4 | Work with other Functions to review and refresh the Corporate Risk Register 2022-23 |
| FP/22/23/7.5 | Monitor and coordinate the implementation of National Fire Standards |
| FP/22/23/7.6 | Implement an ICT Infrastructure that will enable efficiency through current and emerging technology |
| FP/22/23/7.7 | Respond to national initiatives. The service is scheduled to switch from the current Airwave communication system to the Emergency Services Network (ESN), which will provide broadband-type connectivity, allowing us to utilise application-type systems. Consequently, we are working to ensure the infrastructure and software systems support this |
| FP/22/23/7.8 | Consider ways in which catering services can become more environmentally sustainable. |

| FINANCE | |
|---------------------|--|
| FP/22/23/8.1 | Review the outcome of the Fair Funding Review, Business Rates Re-set, CSR 2022 and determine the impact on the current Medium Term Financial Plan. |
| FP/22/23/8.2 | Look at Immediate Detriment Framework challenge that would allow Firefighter Pension Scheme members access to their legacy scheme ahead of the legislation changes |
| FP/22/23/8.3 | Review current Procurement Strategy in light of Modern Slavery Act and Procurement ask |

| LEGAL & DEMOCRATIC SERVICES | |
|-----------------------------|--|
| Legal | |
| FP/22/23/9.1 | To provide all legal support required to ensure that the TDA re-development project is progressed in a timely manner. |
| FP/22/23/9.2 | To undertake an audit of the management of risk within the insurance provisions and identify any recommendations for new ways of working |
| Democratic Services | |
| FP/22/24/9.3 | To review and refresh the Authority's Members Development Strategy and Programme, to ensure effective governance delivery and provides Members with the required knowledge and skills to undertake their roles effectively |
| FP/22/23/9.4 | To undertake a review of the Teams delivery output to help facilitate decision making and governance arrangements for Members and the committees. |



7.1 HMICFRS INSPECTION 2021

Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) carried out a detailed inspection of the Service, and judged it as Good overall, broken down as follows:

- **Good** at effectively keeping people safe and secure from fire and other risks
- **Outstanding** at efficiently keeping people safe and secure from fire and other risks
- **Good** at looking after its people

In total, MFRS scored an unprecedented three 'outstanding' judgements across the 11-sub themes for its fire prevention, response to major and multi-agency incidents and for providing value for money.

The 2021 inspection was the third time HMICFRS has inspected MFRS; the first taking place in December 2018. The Service was deemed 'good' in all three areas in that report, a sector leading outcome at that time. The results of the most recent inspection represent further improvement and reinforces the bold decisions made by the Authority in the preceding years, which saw the Service use innovation to make it quicker to respond, more effective and more resilient. MFRS was also inspected in autumn 2020, with its response to the Covid-19 pandemic praised, particularly the Service's national role.

For this third inspection, inspectors spent several weeks over the summer of 2021 exploring areas covering operational and support functions and interviewing staff.

In the 2021 report, lead HMI Andy Cooke said MFRS 'proactively targets' its activities to reduce anti-social behaviour arson and violence, and improve water safety. Inspectors said they saw 'positive examples of its community work to increase awareness and reduce the risk of fire and other emergencies'.

Inspectors said the Service has responded positively and proactively to learning from the Grenfell Tower fire inquiry, with MFRS on track to have assessed the risk of each high-rise building in its service area by the end of 2021.

Inspectors also found that staff have access to an excellent range of services to support their physical and mental health, with a 'positive working culture' in place. Inspectors said they heard positive examples of how leaders 'actively engage with staff' to give information and receive feedback.



MFRS' vision is to be the best fire and rescue service in the UK and the 2021 report demonstrates that the Service is on its way to achieving that ambition. However, there are areas for improvement identified in the report and it is important that the Service addresses those areas and ensures that plans are in place to tackle any issues and promote continued improvement. There were only three formally identified areas for improvement in the report

| Report page | Area for Improvement |
|-------------|---|
| 17 | The Service should assure itself that it has procedures in place to record important operational decisions made at incidents, and that these procedures are well understood by staff. |
| 36 | The Service should assure itself that it has an effective succession planning mechanism in place for all roles |
| 38 | The Service should ensure it has robust processes in place to undertake equality impact assessments and review any actions agreed as a result. |

In addition, there were a number of areas in the report where formal areas for improvement were not given but the language used suggests that improvements can be made. MFRS is committed to improving in all areas. These areas are included in the HMICFRS Improvement Action Plan. Progress will be reported to the Authority six-monthly.

The full inspection report and those of the other fire & rescue services inspected in the first tranche are available on the HMICFRS website: www.justiceinspectorates.gov.uk/hmicfrs/fire-and-rescue-services/

8.1 EQUALITY, DIVERSITY AND INCLUSION

MFRA is committed to delivering equality, diversity and inclusion in relation to our staff and to the services we deliver to our communities. Treating people fairly is a priority of course, but being aware of equality, diversity and inclusion is also important because it means we can tailor our services to meet what people need from us and we can also work to make sure that our staff reflect the people they serve.

In line with the responsibilities placed on the Authority by the Equality Act, we have established a number of equality objectives that are both inward looking (staff related) and outward looking (community and service delivery related). Our Equality and Diversity objectives are an important part of our IRMP and demonstrate how we show due regard to the need to eliminating unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between people who share protected characteristics and those who don't.

We have considered the community demographic profile of Merseyside whilst preparing our IRMP and station plans, considering the levels of deprivation, age, gender, ethnicity and religion as well as other demographics and protected characteristics where data has been available. This is then combined with the incidents that

have occurred over the last three years. We use this information to target our community risk management resources at the areas of greatest risk.

As part of the IRMP process, consideration has been given to the impact of service level changes to the community, specifically the protected characteristics set out in the Equality Act 2010, which MFRA is required to take into account under its Public Sector Equality Duty. This is dealt with through the Equality Impact Assessment process which includes reviewing Census data, demographic data, fire and rescue statistics and community consultation feedback.

In June 2019, we launched our new face to face Equality, Diversity and Inclusion training, which is being delivered to all staff in a 3-hour session.

By March 2022, 64% of staff from across a wide range of functions have completed the training; this has been affected by the pandemic. In addition, an on-line training package has been developed for all staff to complete to ensure they have a grounding in the basics of ED&I whilst they are awaiting face to face training or as a reminder after they have completed the face to face training.



During 2021/22, our staff networks went from strength to strength with the support of their Senior Sponsors (despite the pandemic). We firmly believe that Staff Networks can be powerful in engaging people in diversity and inclusion and can be beneficial to teams, employees and the organisation as a whole.

Regular updates on progress against our objectives are submitted to the Fire and Rescue Authority. The next few years will have a strong focus on the training and support for our staff to equip them to understand Equality, Diversity and Inclusion and embed it into their day to day roles. For these

updates and more information on how we perform against the Public Sector Equality Duty and the innovative ways in which we engage with our diverse communities please read our [Equality, Diversity and Inclusion Report 2020-21](#)

¹Equality Impact Assessments
Our Equality Impact Assessment (EIA) are a way of finding out if our services and employment opportunities are accessible for our communities and employees. They help us ensure that our policies/initiatives and services do not discriminate in any way.

An EIA will help us to understand how our policies/initiatives or services could discriminate against members of the community on grounds of race, disability, gender, age, sexual orientation, religion or belief.

It allows us to look forward to see that customers and employees can access our services, instead of reacting to any complaints or concerns about service delivery. The IRMP document sets out the key changes to the Fire and Rescue Service for Merseyside and EIAs have been carried out on those key changes.

8.2 EQUALITY OBJECTIVES 2021/24

Our Equality, Diversity and Inclusion Objectives have been reviewed and refreshed to reflect our aims for 2021-24. They are:

OBJECTIVE 1

Create a strong Inclusive organisation that is positive to rising to the future challenges we face.

OBJECTIVE 2

Ensure that people from diverse communities receive equitable services that meet their needs.

OBJECTIVE 3

Reducing fires and other incidents amongst vulnerable people in the protected groups and deprived areas

OBJECTIVE 4

To ensure that all staff can undertake their role whilst understanding the need for and the benefits of equality, diversity and inclusion

OBJECTIVE 5

To continue to aspire for equality, diversity and inclusion excellence; measuring ourselves against best practise and benchmarking tools within the Fire & Rescue Service and other sectors

Full details of our objectives are included on the next five pages.



Objective 1

Create a strong cohesive organisation that is positive to rising to the future challenges we face.

Action

- Increasing the diversity of our workforce and volunteers to increase the number of people from underrepresented groups
- Delivering Positive Action programmes across all occupations, for recruitment, progression and retention where under representation exists, and learning from and sharing results
- Work across all departments to increase knowledge and understanding of what is needed to carry out a role and how to progress e.g. understanding fitness tests for new recruits and pathways for progression
- Working with local diverse communities to build better relationships with people and organisations that can promote MFRA as employer of choice to those groups underrepresented in our workforce
- Encourage staff to act as role models at all levels throughout the organisation
- Continuing to monitor the workforce and encourage more disclosure of diversity information by staff; including Disability, Sexual Orientation and Religion and Belief
- Working with all our staff to ensure that MFRA is an inclusive place to work, where everyone feels they can be themselves.
- Continue to work with our Senior Sponsors and staff networks to ensure that MFRA is an inclusive place to work
- Reviewing progression and promotion across all levels of the organisation to understand any perceived barriers to promotion and progression and addressing them

How we will measure our success

We will see:

- Increased diversity in our workforce and volunteers, at all levels, in order to reflect the local community we serve
- Increased applications for vacancies, at all levels, by people from the protected groups currently under represented
- We will be clearly supporting the progression, promotion and retention of staff across the organisation and especially those from currently underrepresented groups

How this impacts on Equality and Diversity: protected characteristics – Age, Gender, Ethnicity, Religion/Belief/LGBT and Disability:

We'd like our workforce to better represent the makeup of our communities and will work to encourage applications from under-represented groups when we carry out any internal or external recruitment



Objective 2

Ensure that people from diverse communities receive equitable services that meet their needs.

| | |
|---------------|---|
| Action | <ul style="list-style-type: none">Carry out activities to help us know and understand our diverse communities including:<ul style="list-style-type: none">Gathering data and intelligence to help us know and understand our diverse communities better in line with our legal responsibilities and best practice such as the National Fire Chiefs Council Strategic Improvement Plan and the Equal Access to employment and services summaryEngaging with diverse communities to understand their needs in relation to the services we provideWe will standardise the data we collect and use it to evaluate what we do and target services at the most vulnerable people and communitiesImproving Equality Monitoring of the services we deliver to our communities (e.g. HFSC Monitoring, Business Safety Audits) and take account of satisfaction levels with our services provided through ongoing community engagement and consultationCarrying out Equality Impact Assessments on services and policies that affect the diverse communities we serve |
|---------------|---|

| | |
|--|---|
| How we will measure our success | We will have meaningful data and information that helps staff develop effective activities, campaigns and events that result in better engagement with diverse communities across Merseyside (including diverse businesses) and services that meet their needs. |
|--|---|

How this impacts on Equality and Diversity: protected characteristics – Age, Gender, Ethnicity, Religion/Belief/LGBT and Disability:
This work will strengthen our services to meet the needs of a wide range of diverse communities. By understanding people’s needs and carrying out engagement we can ensure that those groups are fully supported by the Fire and Rescue Service to help reduce risk.

Objective 3

Reducing fires and other incidents amongst vulnerable people in the protected groups and deprived areas

| | |
|---------------|---|
| Action | <ul style="list-style-type: none">Continuing to prioritise Home Fire Safety Checks for vulnerable people and in vulnerable placesTo continue to work closely with Businesses owned and/or operated by people from protected groups to aid increased fire safety amongst those groupsContinuing to engage with young people and others in deprived areas to reduce anti-social behaviourIncreasing the Equality Monitoring and reporting of Home Fire Safety Checks, Business Safety Audits, hate crime and safeguardingAnalysing our performance each year using the Performance Indicators (PI’s) that relate to fire deaths, injuries and accidental dwelling fires. We will introduce measures as necessary to contribute to the reduction in these incidentsTo use social media and other communication channels as a platform for safety messages and other campaigns, measuring the impact |
|---------------|---|

| | |
|--|--|
| How we will measure our success | <ul style="list-style-type: none">We will contribute to a reduction in fires, deaths and injuries and other relevant incidents.We will contribute to increasing the knowledge, understanding and importance of Fire safety to residents and business owners across Merseyside |
|--|--|

How this impacts on Equality and Diversity: protected characteristics – Age, Gender, Ethnicity, Religion/Belief/LGBT and Disability:
By better understanding the impacts for diverse community groups in terms of Fires and other incidents we can measure whether there are any disproportionate outcomes for the protected groups of: Age, Gender, Ethnicity, Religion, LGBT and Disability



Objective 4

To ensure that all staff can undertake their role whilst understanding the need for and the benefits of equality, diversity and inclusion*

| | |
|---------------|---|
| Action | <ul style="list-style-type: none"> Continued development and delivery of equality and diversity training Embedding Equality and Diversity in our volunteering programmes and youth engagement. Helping Authority Members understand their role in scrutinising the organisation's delivery of equality and diversity outcomes Carrying out Equality Impact Assessments ensure that our Policies and services maximise any positive impacts and minimise any negative impacts on people from protected groups. Creating a diverse supplier base for goods and services in our procurement procedures Supporting and recognising the work of our staff networks in helping MFRA to understand and better support our diverse groups of staff and their contribution to the organisation. The continued development of the Senior Sponsors roles within the organisation to support our staff networks and promote key issues related to their chosen protected characteristic Using staff survey results to understand levels of engagement in relation to the protected groups |
|---------------|---|

| | |
|--|--|
| How we will measure our success | <ul style="list-style-type: none"> Staff will feel better equipped to manage their functions and delivery of services to all communities in an inclusive way. This could be measured through: <ul style="list-style-type: none"> Staff Engagement Surveys The assessment of outcomes delivered to different groups Community feedback from after the incident reports and other customer satisfaction surveys Monitoring the impact of training sessions completed around Equality and Diversity Reviewing the grievance, complaints and disciplines to ensure there is no disproportionate impact. We will see an improvement in levels of engagement amongst staff from the protected groups |
|--|--|

How this impacts on Equality and Diversity: protected characteristics – Age, Gender, Ethnicity, Religion/Belief/LGBT and Disability:

This helps the organisation to meet its Public Sector Equality Duty to have due regards to understand and meet the needs of different protected groups and foster good relations between groups

Objective 5

To continue to aspire for ED&I excellence; measuring ourselves against best practice and benchmarking tools within the Fire & Rescue Service and other sectors

| | |
|--|--|
| Action | <ul style="list-style-type: none"> Undertake an external ED&I Audit to identify and assess our current ambitions and identify key targets Identify external benchmarking tools and awards currently available within ED&I sectors |
| How we will measure our success | <ul style="list-style-type: none"> We will use external ED&I audit to identify our current position and identify key areas for development moving forward, seeing improvements as a result. We will assess those results by undertaking external benchmarking such as the Employers Network for Equality and Inclusion (ENEI), assessment against the NFCC Strategic Improvement Plan and undertaking the Disability Confidence peer review to achieve Level 3 (Disability Confident – Leader) |

How this impacts on Equality and Diversity: protected characteristics – Age, Gender, Ethnicity, Religion/Belief/LGBT and Disability:

Taking part in an assessment helps us to integrate our commitments to promote equality and diversity across all functions of the organisation. This assists with meeting the Equality Act 2010 – Public Sector Equality Duty to ensure that we are having due regards to the needs of staff and public we serve around the 9** protected groups.

* To ensure that staff are better equipped to deliver their roles whilst showing due regard to the need to: "eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Equality Act, advance equality of opportunity and foster good relations between people who share a protected characteristic and those who don't."
– The Public Sector Equality Duty - Equality Act 2010

** The 9 protected groups are: age, disability, gender reassignment, race, religion or belief, gender, sexual orientation, marriage and civil partnership, and pregnancy and maternity. MFRA also include a tenth characteristic of Social Economic Deprivation.



9.1 CONSULTATION AND COMMUNICATION

Merseyside Fire and Rescue Authority has an integrated and inclusive approach to planning. The plans that set out the ways in which the Authority will achieve its Mission and Aims and comply with its values are all connected and staff and stakeholders have an opportunity to contribute to the plans. A large part of the planning is around consultation with stakeholders within the community.

During development of our draft IRMP 2021/24 in October/November 2020, we undertook consultation with the public during five online forums; one in each of the five Merseyside council areas, to discuss how we might provide services in the future, taking into account changing risks, demand and vulnerability in Merseyside. We also asked were the Planning Principles developed and agreed in 2016/17 still appropriate to apply during development of this IRMP. The Forums agreed that we should continue to use these Principles.

Twelve weeks' consultation with public, staff and stakeholders about the proposals in the draft IRMP 2021-24 began on 1st March.

This included consulting with:

- The public - facilitated by an independent organisation (this was online due to Covid restrictions), plus an on-line questionnaire
- Staff - through briefings in the workplace and/or online, plus an on-line questionnaire
- Local authority and strategic partner organisations
- Staff representative bodies (e.g. trade unions)

We use our website and social media platforms to publicise the consultation

Further consultation was undertaken in September 2021 with regard to one of our IRMP 21-24 proposals to combine Croxteth and Aintree fire stations including the Training and Development Academy and National Resilience Centre of Excellence at a new site on Long Lane in Aintree.

1. Following Authority approval on 30th June 2021, a consultation document and on-line survey were published on the Merseyside Fire and Rescue Authority website on 15th July. Facebook, Twitter and a press release were used to launch the consultation.
2. Consultation documentation was printed and distributed widely across the Aintree and Croxteth areas, published on the Authority website and promoted via social media and the press. Consultation documents were placed in public buildings including libraries, one stop shops and community centres and supermarkets across the two station areas.
3. The consultation document was sent by email to the offices of all local Members of Parliament, Merseyside Police Chief Constable, Northwest Ambulance, Police and Crime Commissioner, City Region Mayor Steve Rotherham, Liverpool City Region, all local ward councillors and the Democratic Services teams at each of the five local councils.
4. Online Public deliberative forums were hosted by Opinion Research Services (ORS) for each Station area affected plus an all Merseyside forum. Participants were universally supportive of building at Long Lane.
5. Authority social media accounts were used during the consultation period to direct people to information and encourage participation in the consultation process.
6. The Chief Fire Officer consulted with a number of local ward councillors in the two station areas to explain the authority's proposals and to seek their views.
7. The Chief Fire Officer has discussed the plans with the City Region Leaders, Mayor and the Mayor of Liverpool.
8. Stakeholders, including 22 businesses surrounding the proposed new site on Long Lane and 11 major sites in both station areas (including Aintree Hospital and HMP Altcourse), were invited to Service Headquarters to hear our proposals, ask questions and give their views.
9. The Chief Fire Officer spoke to staff at the affected stations to understand their views on the proposals.
10. The Fire Authority approved submission of a formal application for planning permission on 11th November 2021



GENERAL MFRA GLOSSARY OF TERMS

| | |
|---------|--|
| ACAS | Advisory Conciliation and Arbitration Service |
| ADF | Accidental Dwelling Fire |
| AFA | Automatic Fire Alarm |
| AGM | Annual General Meeting |
| AM | Area Manager |
| ARA | Analytical Risk Assessment |
| ASB | Anti-Social Behaviour |
| AVLS | Automatic Vehicle Location System |
| BA | Breathing Apparatus |
| BAME | Black Asian Minority Ethnic |
| CBT | Crew Based Training |
| CBRNE | Chemical Biological Radiological Nuclear Explosive |
| CCTV | Closed Circuit Television |
| CFO | Chief Fire Officer |
| CFP | Community Fire Protection |
| CFRMIS | Community Fire Risk Management Information System |
| CFOA | Chief Fire Officers Association |
| CM | Crew Manager |
| COMAH | Control of Major Accident Hazards |
| Con Ops | Concept of Operations |
| COSHH | Control of Substances Hazardous to Health |
| CPL | Combined Platform Ladder |
| CRM | Community Risk Management |
| CRR | Corporate Risk Register |
| CSM | Community Safety Manager |
| CSU | Command Support Unit |
| DBS | Disclosure and Barring Service |
| DCFO | Deputy Chief Fire Officer |
| DCU | Damage Control Unit |
| DIM | Detection Identification and Monitoring |
| DoE | Duke of Edinburgh Awards |
| DPM | District Prevention Manager |
| DTI | Department of Trade and Industry |
| EDBA | Extended Duration Breathing Apparatus |
| EFAD | Emergency Fire Appliance Driver |
| EIA | Equality Impact Assessment |
| EISEC | Enhanced Information Service for Emergency Calls |

| | |
|---------|---|
| EMR | Emergency Medical Response |
| EPU | Emergency Planning Unit |
| ESMCP | Emergency Services Mobile Communication Programme |
| FBU | Fire Brigades Union |
| FF | Firefighter |
| FMIS | Financial Management Information System |
| FOA | Fire Officers Association |
| FPOS | First Person on Scene |
| FS | Fire Safety |
| FSD | Fire Service Direct |
| FOI | Freedom of Information |
| FSEC | Fire Service Emergency Cover (modelling software) |
| GIS | Geographical Information System |
| GM | Group Manager |
| GRA | Generic Risk Assessment |
| FRSNCC | Fire Rescue Service National Co-ordination Centre |
| HART | Hazardous Area Response Team (Ambulance) |
| HAZMAT | Hazardous Materials |
| HFSC | Home Fire Safety Check |
| HMICFRS | Her Majesties Inspectorate of Constabulary and Fire and Rescue Services |
| HMU | Hazardous Materials Unit |
| HO | Home Office |
| HR | Human Resources |
| HSE | Health and Safety Executive |
| HVP | High Volume Pump |
| ICT | Information Communications and Technology |
| IFE | Institute of Fire Engineers |
| IIT | Incident Investigation Team |
| IoD | Index of Deprivation |
| IMT | Incident Management Team |
| IMU | Incident Management Unit |
| IOSH | Institute of Safety and Health |
| IRMP | Integrated Risk Management Plan |
| JAG | Joint Action Group |
| JCC | Joint Control Centre |
| JESIP | Joint Emergency Services Interoperability Programme |



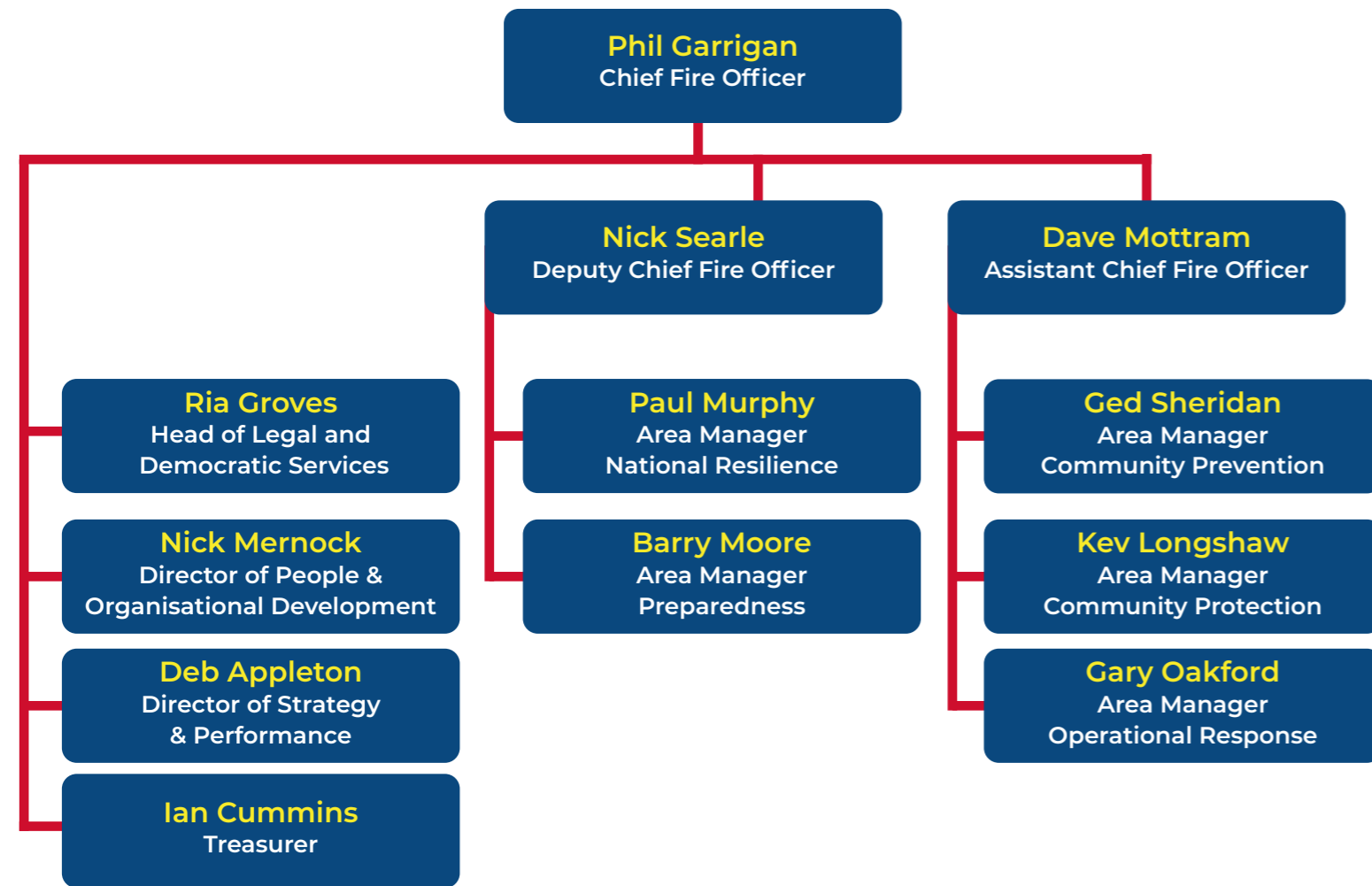
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|----------|---|
| KMBC | Knowsley Metropolitan Borough Council |
| LASBU | Liverpool Anti-Social Behaviour Unit |
| LCC | Liverpool City Council |
| LEP | Local Enterprise Partnership |
| LGA | Local Government Association |
| LGBTQ | Lesbian, Gay, Bisexual and Transgender |
| LJMU | Liverpool John Moores University |
| LLAR | Low Level of Activity and Risk |
| LPI | Local Performance Indicator |
| LRMF | Local Risk Management Guidance |
| MARAC | Multi Agency Risk Assessment Conference |
| Metadata | Data that identifies the context of information |
| MFRA | Merseyside Fire and Rescue Authority |
| MFRS | Merseyside Fire and Rescue Service |
| MIRWMS | Merseyside Ionising Radiation Warning and Monitoring System |
| MRF | Merseyside Resilience Forum |
| MTFP | Medium Term Financial Plan |
| NEBOSH | National Examining Board for Occupational Health and Safety |
| NJC | National Joint Council |
| NOG | National Operational Guidance |
| NRA | National Risk Assessment |
| NRAT | National Resilience Assurance Team |
| NW | Northwest |
| NWAS | North West Ambulance Service |
| NWFS | Networking Women in the Fire Service |
| OBC | Outline Business Case |
| OH | Occupational Health |
| ONS | Office of National Statistics |
| ORC | Operational Resource Centre |
| | |
| OSU | Operational Support Unit |
| Ops | Operational |
| PAS | Primary Authority Scheme |
| PCC | Police and Crime Commissioner |
| PCT | Primary Care Trust |
| PFI | Private Finance Initiative |
| PH | Public Holiday |
| PI | Performance Indicator |

| | |
|--------------------|---|
| POD | People and Organisational Development |
| PPE | Personal Protective Equipment |
| PPV | Positive Pressure Ventilation |
| PQA's | Personal Qualities and Attributes |
| PQQ | Pre-Qualification Questionnaire |
| RAPID | Risk Assessed Programme for Incident Deployment |
| REPPAIR | Radiation (Emergency Preparedness and Public Information) |
| RTC | Road Traffic Collision |
| RR (Fire Safety) O | Regulatory Reform (Fire Safety) Order 2005 |
| RSG | Revenue Support Grant |
| RSL | Registered Social Landlord |
| S&W | Safe and Well |
| SCG | Strategic Coordinating Group |
| SHQ | Service Headquarters |
| SIG | Special Interest Group |
| SLA | Service Level Agreement |
| SRT | Search and Rescue Team |
| SM | Station Manager |
| SMART | Specific, Measurable, Achievable, Realistic, Time bound |
| SLT | Strategic Leadership Team |
| SOFSA | Simple Operational Fire Safety Assessment |
| SOP | Standard Operating Procedure |
| SPA | Safe Person Assessment |
| SSP | Statutory Sick Pay |
| SSRI | Site Specific Risk Information |
| TAP | Technical Advisory Panel |
| TCG | Tactical Co-ordinating Group |
| TDA | Training and Development Academy |
| TFC | Training for Competence |
| TUPE | Transfer of Undertakings, Protection of Employment |
| UHA | University Hospital Aintree |
| USAR | Urban Search and Rescue |
| UwFS | Unwanted Fire Signal |
| VAW | Violence at Work |
| VFM | Value for Money |
| VER | Voluntary Early Retirement |
| VS | Voluntary Severance |
| WM | Watch Manager |
| YOT | Youth Offending Team |



APPENDIX 1: ORGANISATIONAL STRUCTURE

APPENDIX 2: MFRS INTEGRATED PLANNING PROCESS





APPENDIX 3: STATION PLANS

| | |
|----|--------------------|
| 78 | AINTREE |
| 79 | BELLE VALE |
| 80 | BIRKENHEAD |
| 81 | BOOTLE & NETHERTON |
| 82 | BROMBOROUGH |
| 83 | CROSBY |
| 84 | CROXTETH |
| 85 | FORMBY |
| 86 | HESWALL |
| 87 | KENSINGTON |
| 88 | KIRKBY |
| 89 | KIRKDALE |
| 90 | LIVERPOOL CITY |
| 91 | NEWTON-LE-WILLOWS |
| 92 | OLD SWAN |
| 93 | PRESCOT |
| 94 | SAUGHALL MASSIE |
| 95 | SOUTHPORT |
| 96 | SPEKE & GARSTON |
| 97 | ST HELENS |
| 98 | TOXTETH |
| 99 | WALLASEY |



AINTREE COMMUNITY FIRE STATION COMMUNITY RISK MANAGEMENT PLAN 2022/23

OUTCOMES

are the impact our actions have on the community such as reducing incidents.

| All Fires | Estimated Performance 2021/22 | Targets 2022/23 |
|-----------------------------------|-------------------------------|-----------------|
| All Primary Fires | 261 | 306 |
| Accidental Dwelling Fires (ADFs) | 103 | 114 |
| Deliberate Vehicle Fires | 43 | 31 |
| All Secondary Fires | 23 | 27 |
| Anti-social Behaviour Fire (ASBs) | 158 | 192 |
| AFA's in Non Domestic Premises | 112 | 133 |
| % ADF No Smoke Alarm | 63 | 73 |
| Alert to Mobile | 25.8% | Lower |
| | 98.5% | 95% |

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Attend and assess premises to gather SSRI information to inform our response and identify risks. Understand and implement the PORIS system.
 - Continue to effectively provide immediate and retained cover aligned to the DCWTR crewing system.
 - Ensure maintenance of skills against national standards in mass decontamination support and accurate working knowledge of the mass decontamination unit. (MDU)
 - Provide detailed feedback on pilot equipment as a designated research and development station.
 - Continue to assess and monitor high risk local developments such as the renovation of University Hospital Aintree, and HMP Liverpool.
 - Maintain high standards of appliance care including cleaning, equipment tests and fault reporting.
 - Undertake all assign Hydrant walks to ensure operational readiness, report faults in a timely fashion and familiarise crews with alternative water sources, including Leeds Liverpool Canal.
 - Participate in consultation and feedback sessions around the development of the new TDA and Superstation at Long Lane.

Operational Response

- We will:
- Train on Fire service fundamental areas at a local level, via off site exercises and by attending organisation led planned training and service wide exercises.
 - Undertake and complete all Safe Person Assessments and theoretical training as designated by the monthly planner.
 - Plan and attend off site exercises based on local and neighbouring risks.
 - Support the implementation of the CallMy app in relation to the response standard and retained capability.
 - Assure high standards of PPE, adherence to procedures and safe working at operational incidents.
 - Undertake regular driver training and constructive feedback sessions to promote high standards of driving and emergency response.
 - Conduct familiarisation inspections with local risk sites to ensure the maximum efficiency of response.
 - Understand and achieve the defined response times to ensure the communities we serve receive an effective and efficient service.

OUTPUTS

are the quantifiable things we deliver to improve outcomes.

| Site Specific Risk Information (SSRIs) | Annual Target 2022/23: |
|--|------------------------|
| Home Fire Safety Checks | 66 |
| HFSCs delivered to over 65s (60% of HFSCs) | 2178 |
| Hydrant Surveys | 1278 |
| Waste & Fly Tipping | 48 |
| Prevention Talks | 24 |
| Simple Operational Fire Safety Assessments | 24 |
| Off Station Exercising | 96 |
| | 2 |

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

Prevention & Protection

- We will:
- Attend and complete all required Prevention activities to reduce risk and protect vulnerable members of the community.
 - Support local or seasonal campaigns such as Winter Warm, High Rise and Older Person's day.
 - Respond to and protect those affected by hate crime through support, advice and equipment.
 - Continue to advise on how to prevent fire within the significant elderly population and the broader demographic through HFSCs and joint working with partners in NHS and local primary care trusts.
 - Support the most vulnerable members of the community through community impact funds.
 - Seek to educate local primary and secondary school children around Fire Safety, Road Safety and Water Safety to reduce harm or injury through school visits.
 - Identify, report and prevent waste and fly tipping and the adverse effect it has on the community.
 - Work with local businesses through the undertaking of SOFSA to promote and offer Fire Safety advice.
 - Reduce demand on resources through the identification of high demand areas such as APA, Water related incidents and false alarms and joint working to educate and inform.

**Our Vision is to be the best Fire & Rescue Service in the UK.
One team, putting its communities first.**

BELLE VALE COMMUNITY FIRE STATION COMMUNITY RISK MANAGEMENT PLAN 2022/23

OUTCOMES

are the impact our actions have on the community such as reducing incidents.

| All Fires | Estimated Performance 2021/22 | Targets 2022/23 |
|-----------------------------------|-------------------------------|-----------------|
| All Primary Fires | 232 | 170 |
| Accidental Dwelling Fires (ADFs) | 67 | 56 |
| Deliberate Vehicle Fires | 41 | 29 |
| All Secondary Fires | 10 | 11 |
| Anti-social Behaviour Fire (ASBs) | 165 | 114 |
| AFA's in Non Domestic Premises | 154 | 97 |
| % ADF No Smoke Alarm | 12 | 10 |
| Alert to Mobile | 16.7% | Lower |
| | 97.7% | 95% |

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Continue to identify and familiarise ourselves with risks in our station area, offering fire safety advice to the owners/occupants. (SOFSA)
 - For larger premises, we will conduct a more in-depth visit and update our records as necessary.
 - Continue to conduct SSRI inspections to maximise operational risk knowledge and work to embed the PORIS (Provision of Risk Information System) software into site visits.
 - Annually inspect all hydrants within our station area to ensure that they are well maintained and working correctly.
 - Maintain key skills, core competencies and utilise the annual training planner to ensure operational preparedness. Continue to maintain professional development utilising all available resources.
 - Host, maintain and train with National Resilience assets including the High Volume Pump (HVP) in conjunction with support stations to maintain effectiveness, and provide familiarisation training to colleagues from all stations.

Operational Response

- We will:
- Ensure Alert to Mobile standards are maintained (1.9 minutes) plus 10-minute response standards to all incidents as detailed in the IRMP.
 - Maintain and develop our excellent Health and Safety culture within the workplace. Continue to encourage our staff to recognise and act upon near misses and safety observations to maintain the highest possible standards and keep accidents and injuries to an absolute minimum. Maintain and service PPE to the highest possible standards.
 - Maintain operational appliances and equipment to the highest standards for effectiveness and availability. Carry out practical exercises with the HVP to enhance and promote its capability service wide.
 - Undertake regular on-station training in line with the Operational training calendar ensuring quality assurance via Station Manager audits and complying with Service procedures, Command guides and information notes to ensure the highest levels of response

OUTPUTS

are the quantifiable things we deliver to improve outcomes.


| Site Specific Risk Information (SSRIs) | Annual Target 2022/23: |
|--|------------------------|
| Home Fire Safety Checks | 34 |
| HFSCs delivered to over 65s (60% of HFSCs) | 2178 |
| Hydrant Surveys | 1353 |
| Waste & Fly Tipping | 54 |
| Prevention Talks | 24 |
| Simple Operational Fire Safety Assessments | 48 |
| Off Station Exercising | 64 |
| | 2 |

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

Prevention & Protection

- We will:
- Utilise demographic data and statistics to ensure that we are best placed to understand and recognise our local community whilst conducting HFSCs.
 - Prioritise our Prevention work so that we are able to target the most vulnerable persons or "at risk" groups and work with local community partners to promote in areas of high social deprivation.
 - Support local community groups and housing providers to promote our HFSC strategy including reassurance campaigns in High Rise premises, prevention talks in Sheltered Accommodation, Schools and rural areas plus organised community events to maximise effectiveness.
 - Utilise Prevention officers and local partners to identify areas of ASB and liaise with property/landowners to reduce risk.
 - Carry out SOFSA visits to enhance Fire Protection standards in Commercial premises and encourage staff to become familiar with risks in their station area.

**Our Vision is to be the best Fire & Rescue Service in the UK.
One team, putting its communities first.**



66
Site Specific Risk Inspections

2,178
Home Fire Safety Checks

96
Simple Operational Fire Safety Assessments

People

- We will:
- Actively monitor and manage personnel's wellbeing taking in to account external factors such as COVID.
 - Complete inductions for new staff coming in to the DCWTR system, including full explanation of the staffing requirements and retained elements.
 - Embrace and embed ED&I at the centre of our work. Attend webinars and events to promote and learn about diversity. Support staff networks and local events.
 - Continue to develop new entrants to the Service through training, incident exposure and accredited Apprenticeship qualification.
 - Identify future leaders and those with high potential, deliver training and development sessions and support them through the gateway.
 - Conduct appraisals in a positive and engaging manner to ensure key deliverable and staff development is maximised along with engagement.
 - Know our community; understand the diversity and how this is effected by risk, vulnerability and demand. Utilise this information to undertake intervention that help our communities thrive.
 - Promote a healthy lifestyle amongst personnel, including encouraging fitness and mental health and well being activities. Direct staff to support services available.



MERSEYSIDE
FIRE & RESCUE
SERVICE



34
Site Specific Risk Inspections

2,178
Home Fire Safety Checks

64
Simple Operational Fire Safety Assessments

People

- We will:
- Be true to our values; serving the public with courage, integrity and compassion.
 - To invest in our workforce and encourage continued professional development.
 - Monitor, promote and support the physical and mental health of our personnel through regular health screening and awareness to maintain a healthy, functional workforce and achieve expected attendance levels.
 - Embrace and promote Equality, Diversity and Inclusion both in the workplace and the Community through Prevention work and staff education.
 - Support and promote the Prince's Trust to assist disadvantaged young people to realise their true potential through engagement, inclusion and team building.
 - Continue to work with the recipient of the Community Impact Fund, New Horizons; a local charity providing enrichment and education to vulnerable members of the community.



MERSEYSIDE
FIRE & RESCUE
SERVICE

BIRKENHEAD COMMUNITY FIRE STATION COMMUNITY RISK MANAGEMENT PLAN 2022/23

OUTCOMES

are the impact our actions have on the community such as reducing incidents.

| All Fires | Estimated Performance 2021/22 | Targets 2022/23 |
|-----------------------------------|-------------------------------|-----------------|
| All Primary Fires | 477 | 431 |
| Accidental Dwelling Fires (ADFs) | 132 | 123 |
| Deliberate Vehicle Fires | 50 | 55 |
| All Secondary Fires | 37 | 30 |
| Anti-social Behaviour Fire (ASBs) | 345 | 308 |
| AFA's in Non Domestic Premises | 249 | 208 |
| % ADF No Smoke Alarm | 16 | 22 |
| Alert to Mobile | 22% | Lower |
| | 94.7% | 95% |

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Complete all programmed core skills courses at the Training and Development Academy.
 - Utilise the Station Training Planner to complete all Safe Person Assessments and LearnPro modules to maintain theoretical and practical skills.
 - Undertake two off station training scenarios. Utilising due for renewal SSRI locations to develop new relationships and realistic incident scenarios.
 - Embed the PORIS (Provision of Operational Risk Information System) following an initial trial period.
 - Arrange familiarisation visits to local high risk premises such as Cammell Laird and Tranmere Oil Terminal. Including an exercise for WM/CM development.
 - Explore mentoring possibilities between Birkenhead and Wallasey crews.
 - Maintain an excellent standard of readiness, cleanliness of the appliance, equipment and standards of dress.
 - Begin awareness training of Specialist Support POD's across the Stations.
 - Ensure all hydrant and Emergency Water Supply inspections are completed.

Operational Response

- We will:
- Actively promote a positive Health and Safety culture. Encourage and support reporting of near miss incidents to prevent future accidents.
 - Ensure Alert to Mobile, Standards of Fire Cover and IRS completion standards are met.
 - Work with our partners such as NWAS, Coastguard and RNLI to maintain excellent response to water and mud related incidents.
 - Ensure appropriate standards of PPE, adherence to procedures and safe working practice at operational incidents.
 - Ensure standards of driving and emergency response and low speed manoeuvres are maintained and developed through instruction, information and exposure.
 - Contribute to organisational learning by conducting debriefs and sharing learning from incidents and exercises through Operational Assurance Department.
 - Continue to engage in multi agency or locally relevant exercises including COMAH, Mersey Tunnels and rail systems.

Prevention & Protection

- We will:
- Continue to use targeted data to engage, inform, educate and make-safe those most vulnerable from fire.
 - Explore gateways into the Diverse Cultural Community, explore relationship with Deen Community Centre
 - Ensure understanding and promote safeguarding of vulnerable persons and those with protected characteristics.
 - Use intelligence led information to target areas of ADF's and undertake arson reduction campaigns. Continue to highlight and report fly-tipped waste and vulnerable properties.
 - Effectively engage with children and young people, creating strong bonds with schools.
 - Explore relationship with The Hive Youth Zone.
 - Continue to work with Charles Thompson Mission to Engage with Vulnerable and at Risk. Generate HFSC referrals.
 - Deliver seasonal campaigns, such as Older Persons Week, Winter Warm and Bonfire Period alongside Prevention Department and Partners.
 - Contribute to implementation of new CFRMIS Protection Department System via completion of allocated Site Specific Risk Information and Simple Operational Fire Safety Audits within the station area.

OUTPUTS

are the quantifiable things we deliver to improve outcomes.

| Site Specific Risk Information (SSRIs) | Annual Target 2022/23: |
|--|------------------------|
| Home Fire Safety Checks | 1953 |
| HFSCs delivered to over 65s (60% of HFSCs) | 1156 |
| Hydrant Surveys | 84 |
| Waste & Fly Tipping | 48 |
| Prevention Talks | 24 |
| Simple Operational Fire Safety Assessments | 96 |
| Off Station Exercising | 2 |

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

OUTCOMES

are the impact our actions have on the community such as reducing incidents.

| All Fires | Estimated Performance 2021/22 | Targets 2022/23 |
|-----------------------------------|-------------------------------|-----------------|
| All Primary Fires | 168 | 266 |
| Accidental Dwelling Fires (ADFs) | 58 | 78 |
| Deliberate Vehicle Fires | 19 | 35 |
| All Secondary Fires | 21 | 17 |
| Anti-social Behaviour Fire (ASBs) | 110 | 188 |
| AFA's in Non Domestic Premises | 69 | 111 |
| % ADF No Smoke Alarm | 8 | 14 |
| Alert to Mobile | 38.5% | Lower |
| | 93.1% | 95% |

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Complete all core skills courses at our Training and Development Academy.
 - Utilise the Station Training Planner to complete all Safe Person Assessments and LearnPro modules to maintain theoretical and practical skills.
 - Encourage and develop new firefighters and new officers to become competent and confident in their roles. Ensure that they are fully familiar with the firefighter apprenticeship programme and their roles and responsibilities within.
 - Complete two off station Training Exercises, highlighting local risks.
 - Understand local risks by completing Site Specific Risk Inspections (SSRI)
 - Embed and adapt to the PORIS (Provision of Risk Information System) software to gather and present risks and hazards that firefighters may encounter within premises.
 - Complete Hydrant Surveys for the station area.
 - Continue to work closely with NWAS and forge good JESIP links and positive working relationships.
 - Ensure knowledge of specialist assets at other operational locations through familiarisation.

Operational Response

- We will:
- Respond professionally and speedily to incidents. Ensure Alert to Mobile, Standards of Fire Cover and IRS completion standards are met.
 - Continue to undertake On Station Training in line with Service Themes, which will be Quality Assured by Station Managers.
 - Maintain a service wide response to High Rise buildings, in terms of responding to incidents and reassurance of the community.
 - Adhere to all Service Instructions, Standard Operational Procedures and Guidance to provide a professional service.
 - Actively promote a positive Health and Safety culture. Encourage and support reporting of near miss incidents to prevent future accidents/incidents.
 - Ensure the highest standards of appliance cleanliness, readiness and equipment maintenance.
 - Ensure appropriate standards of PPE, adherence to procedures and safe working practice at operational incidents and training exercises.

Prevention & Protection

- We will:
- Actively target the most vulnerable in our Community by working with our partners and use local knowledge to carry out Home Fire Safety Checks.
 - Carry out Community Reassurance Campaigns in our most vulnerable areas.
 - Support National Safety Campaigns throughout the year working with our partners and communities.
 - Carry out Prevention Talks in places such as Schools, Youth Centres, sheltered Accommodation to promote our safety messages.
 - Identify community groups eligible for Community Impact Fund.
 - Work with the Prince's Trust to continue our commitment to Youth Engagement.
 - Contribute to implementation of new CFRMIS Protection Department System via completion of allocated Site Specific Risk Information, PORIS and Simple Operational Fire Safety Audits within the station area.
 - Continue to quality assure the standard of home safety work within the operational staff cohort.

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One team, putting its communities first.**

BOOTLE/NETHERTON MASSIE COMMUNITY FIRE STATION COMMUNITY RISK MANAGEMENT PLAN 2022/23

OUTPUTS

are the quantifiable things we deliver to improve outcomes.

| Site Specific Risk Information (SSRIs) | Annual Target 2022/23: |
|--|------------------------|
| Home Fire Safety Checks | 2019 |
| HFSCs delivered to over 65s (60% of HFSCs) | 1252 |
| Hydrant Surveys | 48 |
| Waste & Fly Tipping | 48 |
| Prevention Talks | 48 |
| Simple Operational Fire Safety Assessments | 96 |
| Off Station Exercising | 2 |

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

People

- We will:
- Promote awareness of the importance of mental health wellbeing and encourage all to monitor and signpost their colleagues to counselling /occupational health, where appropriate.
 - Positively promote Critical Incident Stress Management process. These measures should contribute to maintaining low absence levels.
 - Develop our people via continued engagement to deliver a professional service which has a positive impact on our communities and workplace.
 - Support the Firefighter Apprenticeship Programme through mentoring, training, development and observation on station.
 - Develop and support personnel at all rank levels to be the best they can be, identifying and support potential managers for the future.
 - Contributing to the Coaching and Mentoring Programs.
 - Review performance and identify future development needs through the appraisal system.
 - Promote a healthy lifestyle amongst personnel through good nutrition and a physical fitness environment.
 - Recognise and promote the value of EDI within the FRS and the wider communities we serve.



MERSEYSIDE
FIRE & RESCUE
SERVICE

People

- We will:
- Be supported to ensure their Physical and Mental Health is monitored and steps taken to ensure that they are aware of all available forms of Support both within the workplace and externally.
 - Develop our people via continued engagement to deliver a professional service, which has a positive impact on our communities and workplace.
 - Create a workplace which reflects our organisational and personal values.
 - Recognise and promote the value of EDI within MFRS and the wider communities we serve.
 - Maintain high levels of attendance and promote fitness and well-being.
 - Develop and support personnel at all levels to be the best they can be and identify and support potential managers for the future.
 - Contributing to the Coaching and Mentoring.
 - Review performance and identify future development needs through the appraisal system.
 - Support the Firefighter Apprenticeship Programme through mentoring, training, development and observation on station.
 - Exploration into Mentor Bridging Team for Apprentice Fire Fighters.



MERSEYSIDE
FIRE & RESCUE
SERVICE

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BROMBOROUGH COMMUNITY FIRE STATION COMMUNITY RISK MANAGEMENT PLAN 2022/23

OUTCOMES

are the impact our actions have on the community such as reducing incidents.

| All Fires | Estimated Performance 2021/22 | Targets 2022/23 |
|-----------------------------------|-------------------------------|-----------------|
| All Primary Fires | 231 | 192 |
| Accidental Dwelling Fires (ADFs) | 84 | 60 |
| Deliberate Vehicle Fires | 23 | 24 |
| All Secondary Fires | 22 | 9 |
| Anti-social Behaviour Fire (ASBs) | 147 | 132 |
| AFA's in Non Domestic Premises | 101 | 76 |
| % ADF No Smoke Alarm | 27 | 25 |
| Alert to Mobile | 47.6% | Lower |
| | 94.3% | 95% |

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Maintain competence by attending all required core skills courses at our Training and Development Academy.
 - Utilise the Station Training Planner to complete all Safe Person Assessments and LearnPro modules to maintain theoretical and practical skills.
 - Develop relationships with cross border service (Cheshire FRS), carrying out joint training sessions and sharing of knowledge and information regarding risks.
 - Encourage and develop apprentice firefighters and new ranks to become competent and confident in their roles.
 - Complete two off station Training Exercises, highlighting local risks.
 - Understand local risks by completing Site Specific Risk Inspections (SSRI). Develop awareness and use of the PORIS (Provision of Operational Risk Information) system to capture risk information.
 - Complete relevant Hydrant Surveys for the station area.
 - Support required COMAH training events as required.
 - Maintain high standards of appliance care including cleaning, testing of equipment and fault reporting.

Operational Response

- We will:
- Respond professionally and speedily to incidents, maintaining our high standards in Attendance Times and Alert to Mobile, coinciding with our monthly reportable Performance Indicators.
 - Train & assess competence against national & local policy, guidance & procedures in all areas of operational response to resolve incidents safely and effectively.
 - Contribute to organisational learning by conducting debriefs and sharing learning from incidents and exercises.
 - Maintain high safety standards to prevent accidents from occurring, and actively promote the safety culture by recording Near Miss incidents through the OSHENS system.
 - Continue to undertake On Station Training in line with Service Themes, which will be Quality Assured by Station Managers.
 - Adhere to all Service Instructions, Standard Operational Procedures and Guidance to provide a professional service.
 - Undertake Operational Training each shift and utilise Ops Assurance bulletins and case studies to maintain wider knowledge and understanding.

Prevention & Protection

- We will:
- Actively target the most vulnerable in our Community by working with our partners and use local knowledge to carry out Home Fire Safety Checks for elderly, vulnerable or high-risk individuals.
 - Community impact fund of £1000 will be utilised to make a positive difference in our communities and enhance our ability to engage with them. Crews will continue to seek opportunity to appropriate funds.
 - Carry out Community Reassurance Campaigns in our most required areas in accordance with risk, vulnerability and demand.
 - Support National Safety Campaigns throughout the year working with our partners and communities.
 - Carry out Prevention Talks in places such as Schools, Youth Centres, and Sheltered Accommodation to promote our safety messages.
 - Make inroads into the rural community to reassure and educate them and promote our safety message.
 - Work with local businesses and complete Simple Operational Fire Safety Audits (SOFSA), to promote safety in the workplace and to reinforce Fire Safety Legislation.

OUTPUTS

are the quantifiable things we deliver to improve outcomes.

| Site Specific Risk Information (SSRIs) | Annual Target 2022/23: |
|--|------------------------|
| Home Fire Safety Checks | 45 |
| HFSCs delivered to over 65s (60% of HFSCs) | 2019 |
| Hydrant Surveys | 1253 |
| Waste & Fly Tipping | 40 |
| Prevention Talks | 48 |
| Simple Operational Fire Safety Assessments | 48 |
| Off Station Exercising | 96 |
| | 2 |

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

OUTCOMES

are the impact our actions have on the community such as reducing incidents.

| All Fires | Estimated Performance 2021/22 | Targets 2022/23 |
|-----------------------------------|-------------------------------|-----------------|
| All Primary Fires | 280 | 310 |
| Accidental Dwelling Fires (ADFs) | 70 | 86 |
| Deliberate Vehicle Fires | 46 | 46 |
| All Secondary Fires | 6 | 10 |
| Anti-social Behaviour Fire (ASBs) | 210 | 224 |
| AFA's in Non Domestic Premises | 135 | 134 |
| % ADF No Smoke Alarm | 8 | 11 |
| Alert to Mobile | 27.3% | Lower |
| | 97.2% | 95% |

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Train, familiarise and exercise against identified risks within the station area. The Port of Liverpool represents a significant area of consideration.
 - Complete allocated (SSRI) inspections within the station area and maintain currency. Develop awareness and use of the PORIS (Provision of Operational Risk Information System) software to capture and make risk information available.
 - Manage the availability of water supplies through hydrant inspections and open water identification & pre-planning.
 - Attend all core & risk critical training at the Training & Development Academy, ensuring FF apprentice skills are maintained in line with the required standards.
 - Complete all allocated E learning and acquire the required standard.
 - Commitment to develop and expand marine specialist training in collaboration with staff at Wallasey Community Fire Station.
 - Undertake Safe Person Assessments ensuring that the required standard is met.
 - Individuals will take ownership for the High Rise located within the station area & be responsible for all operational issues.

Operational Response

- We will:
- Continuously develop skills, knowledge & understanding of service equipment & procedures and develop against skills associated with marine response.
 - Maintain the highest standards of operational response through continuous training, exercising & audits.
 - Maintain competencies as a Mass Decon Support station through regular pre-planned training and validation exercises.
 - Test & maintain all equipment to the highest standard.
 - Test local and operational plans through training, exercising & table top scenarios.
 - Support key station principle to maintain 10-minute response time.
 - Actively record & monitor Health & Safety in the workplace through inspection, reporting and active monitoring.
 - Respond to notification of incidents immediately to minimise alert to mobile times and contribute to overall effectiveness.

Prevention & Protection

- We will:
- Undertake prevention activities & take part on campaigns to reduce the risk to the most vulnerable within our community.
 - Utilise accurate data to target those most vulnerable, elderly or impoverished within our community.
 - Liaise with CRM and the District Prevention Team to ensure effective use of resources in line with risk, demand and vulnerability.
 - Develop & support activities to reduce the number of special service incidents to Crosby beach. Effectively working with partners to ensure the safety of all users.
 - Promote Fire safety awareness with small businesses community by completing Simple Operational Fire Safety Assessments
 - Crosby have made contact with and committed attending and delivering our fire safety message to the most vulnerable and also with a grant from the community impact fund to assist the organisations in providing the services they deliver - Crosby Community Kitchen and Sefton Community Pantry

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CROSBY COMMUNITY FIRE STATION COMMUNITY RISK MANAGEMENT PLAN 2022/23

OUTPUTS

are the quantifiable things we deliver to improve outcomes.

| Site Specific Risk Information (SSRIs) | Annual Target 2022/23: |
|--|------------------------|
| Home Fire Safety Checks | 56 |
| HFSCs delivered to over 65s (60% of HFSCs) | 2019 |
| Hydrant Surveys | 1216 |
| Waste & Fly Tipping | 73 |
| Prevention Talks | 48 |
| Simple Operational Fire Safety Assessments | 48 |
| Off Station Exercising | 112 |
| | 2 |

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

People

- We will:
- Work together and support each other to maintain excellent wellbeing and mental health during and after the pandemic.
 - Attend and support Staff Network events and ED&I calendar events to increase station personnel's knowledge of Equality Diversity and Inclusion.
 - Create a workplace that reflects our organisational and personal values.
 - Maintain high levels of attendance and promote fitness and well-being.
 - Be developed and supported via the Values Based Appraisal System, allowing staff to work with their line managers to set and achieve their goals.
 - Provide support to Firefighters and ranks in development roles to allow them to become the best they can be.
 - Support Apprentices with their development of skills knowledge and behaviours throughout their Firefighter apprenticeship.
 - Embed coaching and mentoring within stations as a progressive development and staff welfare tool.
 - Continue to provide positive role modelling within our communities.

People

- We will:
- Support our staff who have been affected directly or indirectly by the pandemic
 - Develop & promote a positive culture whereby all individuals fulfil their potential
 - Take practical steps to improve the development of staff in their current role & career progression.
 - Continue to develop FF apprentice skills to national standards and support staff through assessment processes.
 - Embed a culture of coaching and mentoring within the station management groups to support and develop staff to their full potential.
 - Encourage and support future talent through identification, training and appraisal in line with role structures. Consider opportunities for staff to develop laterally.
 - Conduct regular appraisals that identify individual development needs, address organisational objectives & manage individual progress
 - Aim to achieve 100% attendance in the workplace.
 - Engage with and support our local community through the Community Impact Fund.

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CROXTETH COMMUNITY FIRE STATION COMMUNITY RISK MANAGEMENT PLAN 2022/23

OUTCOMES

are the impact our actions have on the community such as reducing incidents.

| All Fires | Estimated Performance 2021/22 | Targets 2022/23 |
|-----------------------------------|-------------------------------|-----------------|
| All Primary Fires | 292 | 352 |
| Accidental Dwelling Fires (ADFs) | 93 | 95 |
| Deliberate Vehicle Fires | 39 | 41 |
| All Secondary Fires | 33 | 28 |
| Anti-social Behaviour Fire (ASBs) | 199 | 257 |
| AFA's in Non Domestic Premises | 149 | 182 |
| % ADF No Smoke Alarm | 12 | 11 |
| Alert to Mobile | 11.1% | Lower |
| | 95.2% | 95% |

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Complete all SSRI inspections on premises within station area to ensure that key risk information is available to operational crews.
 - Complete all allocated hydrant inspections
 - Maintain core competencies by attending scheduled training at the Training and Development Academy.
 - Measure and confirm competencies against Learnpro and SPA.
 - Train to maintain all competencies against USAR, MTA & technical rescue skills
 - Conduct training exercises across Merseyside to further develop technical rescue skills
 - Develop systems and working practices on station, building on existing relationships with internal staff & HART colleagues based at Croxteth Station

Operational Response

- We will:
- Ensure all aspects of operational response can be conducted safely in line with the training planner & assess against national & local policy, guidance and procedures
 - Maintain core skills through completion of Safe Person Assessments and theoretical learning within 1.9 minutes & attendance standard, attending all life risk within 10 minutes.
 - Promote a positive Health & Safety culture to manage Health & Safety requirements
 - Maintain appliance and equipment to maintain operational readiness
 - Conduct routine testing and maintenance of equipment
 - Ensure response times are effectively met

Prevention & Protection

- We will:
- Deliver HFSCs on a risk based approach utilising status reports, local knowledge, incident data & partner information to identify specifically the over 65's and the most vulnerable groups in our community
 - Support local and seasonal campaigns such as Winter Warm, High Rise or Older Persons day
 - Undertake Simple Operational Fire Safety Assessments (SOFSA) to provide advice and guidance to small businesses to ensure compliance with legislation & familiarise crews
 - Target anti-social behaviour & waste material build up to reduce ASB fires
 - Collate & monitor Equality data from our activities to ensure we target all groups within the community
 - Look to support community based initiatives by use of the community impact fund

OUTPUTS

are the quantifiable things we deliver to improve outcomes.

| Site Specific Risk Information (SSRIs) | Annual Target 2022/23: |
|--|------------------------|
| Home Fire Safety Checks | 46 |
| HFSCs delivered to over 65s (60% of HFSCs) | 1854 |
| Hydrant Surveys | 1078 |
| Waste & Fly Tipping | 60 |
| Prevention Talks | 48 |
| Simple Operational Fire Safety Assessments | 24 |
| Off Station Exercising | 96 |
| | 2 |

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

Annual Target 2022/23:

| Site Specific Risk Inspections | Annual Target 2022/23: |
|--|------------------------|
| Home Fire Safety Checks | 46 |
| HFSCs delivered to over 65s (60% of HFSCs) | 1854 |
| Hydrant Surveys | 1078 |
| Waste & Fly Tipping | 60 |
| Prevention Talks | 48 |
| Simple Operational Fire Safety Assessments | 24 |
| Off Station Exercising | 96 |
| | 2 |

Simple Operational Fire Safety Assessments

96



1,854 Home Fire Safety Checks

46



OUTCOMES

are the impact our actions have on the community such as reducing incidents.

| All Fires | Estimated Performance 2021/22 | Targets 2022/23 |
|-----------------------------------|-------------------------------|-----------------|
| All Primary Fires | 62 | 94 |
| Accidental Dwelling Fires (ADFs) | 18 | 21 |
| Deliberate Vehicle Fires | 5 | 8 |
| All Secondary Fires | 3 | 2 |
| Anti-social Behaviour Fire (ASBs) | 44 | 73 |
| AFA's in Non Domestic Premises | 23 | 42 |
| % ADF No Smoke Alarm | 2 | 4 |
| Alert to Mobile | 20% | Lower |
| | 93.8% | 95% |

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Complete all core skills courses at our Training and Development Academy.
 - Attend monthly training on the High Volume Pump and maintain competencies.
 - Ensure local staffing is planned in advance to provide suitable fire/HVP cover.
 - Utilise the Station Training Planner to complete all Safe Person Assessments and Learnpro modules to maintain theoretical and practical skills.
 - Encourage and develop new firefighters and new officers to become competent and confident in their roles. Ensure that they are fully familiar with the Firefighter apprenticeship programme and their roles and responsibilities within.
 - Complete two off station Training Exercises, highlighting local risks.
 - Understand local risks by completing Site Specific Risk Inspections (SSRI). Utilise CFRMIS and PORIS (Provision of Risk Information System) to achieve a more effective response.
 - Complete Hydrant Surveys for the station area.
 - Continue to work closely with NAWAS and forge good working relationships and JESIP links

Operational Response

- We will:
- Respond professionally and speedily to incidents, maintaining our high standards in Attendance Times and Alert to Mobile.
 - Maintain an excellent High Volume Pump Response both locally and nationally when required.
 - Liaise with neighbouring stations in Lancashire FRS to develop off station exercises and familiarisation visits to each other's stations. This will include joint training, identification of similar incident types and inspection of common risks.
 - Continue to develop links with partner agencies towards an enhanced Wildfire response, supported by education, Training and Operational Assurance
 - Adhere to all Service Instructions, Standard Operational Procedures and Guidance to provide a professional service.
 - Maintain high safety standards to prevent accidents from occurring, and actively promote the safety culture by recording Near Miss incidents through the OSHENS system.
 - Ensure appliance readiness to the required standards.

Prevention & Protection

- We will:
- Actively target the most vulnerable in our Community by working with our partners and use local knowledge to carry out Home Fire Safety Checks.
 - Carry out Community Reassurance Campaigns in our most vulnerable areas.
 - Support National Safety Campaigns throughout the year working with our partners and communities.
 - Carry out Prevention Talks in places such as Schools, Youth Centres, Sheltered Accommodation to promote our safety messages.
 - Make inroads into the rural community to reassure and educate them with our safety message.
 - Continue to protect and support the over 65s population within the station area.
 - Ensure the safety of those visiting the Pinewoods area through development of wildfire skills and forward planning.
 - Work with local businesses and complete Simple Operational Fire Safety Audits (SOFSA) to promote safety in the workplace and to reinforce Fire Safety Legislation.

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FORMBY COMMUNITY FIRE STATION COMMUNITY RISK MANAGEMENT PLAN 2022/23

OUTCOMES

are the impact our actions have on the community such as reducing incidents.

| All Fires | Estimated Performance 2021/22 | Targets 2022/23 |
|-----------------------------------|-------------------------------|-----------------|
| All Primary Fires | 62 | 94 |
| Accidental Dwelling Fires (ADFs) | 18 | 21 |
| Deliberate Vehicle Fires | 5 | 8 |
| All Secondary Fires | 3 | 2 |
| Anti-social Behaviour Fire (ASBs) | 44 | 73 |
| AFA's in Non Domestic Premises | 23 | 42 |
| % ADF No Smoke Alarm | 2 | 4 |
| Alert to Mobile | 20% | Lower |
| | 93.8% | 95% |

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Complete all core skills courses at our Training and Development Academy.
 - Attend monthly training on the High Volume Pump and maintain competencies.
 - Ensure local staffing is planned in advance to provide suitable fire/HVP cover.
 - Utilise the Station Training Planner to complete all Safe Person Assessments and Learnpro modules to maintain theoretical and practical skills.
 - Encourage and develop new firefighters and new officers to become competent and confident in their roles. Ensure that they are fully familiar with the Firefighter apprenticeship programme and their roles and responsibilities within.
 - Complete two off station Training Exercises, highlighting local risks.
 - Understand local risks by completing Site Specific Risk Inspections (SSRI). Utilise CFRMIS and PORIS (Provision of Risk Information System) to achieve a more effective response.
 - Complete Hydrant Surveys for the station area.
 - Continue to work closely with NAWAS and forge good working relationships and JESIP links

Operational Response

- We will:
- Respond professionally and speedily to incidents, maintaining our high standards in Attendance Times and Alert to Mobile.
 - Maintain an excellent High Volume Pump Response both locally and nationally when required.
 - Liaise with neighbouring stations in Lancashire FRS to develop off station exercises and familiarisation visits to each other's stations. This will include joint training, identification of similar incident types and inspection of common risks.
 - Continue to develop links with partner agencies towards an enhanced Wildfire response, supported by education, Training and Operational Assurance
 - Adhere to all Service Instructions, Standard Operational Procedures and Guidance to provide a professional service.
 - Maintain high safety standards to prevent accidents from occurring, and actively promote the safety culture by recording Near Miss incidents through the OSHENS system.
 - Ensure appliance readiness to the required standards.

Prevention & Protection

- We will:
- Actively target the most vulnerable in our Community by working with our partners and use local knowledge to carry out Home Fire Safety Checks.
 - Carry out Community Reassurance Campaigns in our most vulnerable areas.
 - Support National Safety Campaigns throughout the year working with our partners and communities.
 - Carry out Prevention Talks in places such as Schools, Youth Centres, Sheltered Accommodation to promote our safety messages.
 - Make inroads into the rural community to reassure and educate them with our safety message.
 - Continue to protect and support the over 65s population within the station area.
 - Ensure the safety of those visiting the Pinewoods area through development of wildfire skills and forward planning.
 - Work with local businesses and complete Simple Operational Fire Safety Audits (SOFSA) to promote safety in the workplace and to reinforce Fire Safety Legislation.



2,019 Home Fire Safety Checks

64

Simple Operational Fire Safety Assessments

42



People

We will:

- Be supported to ensure their physical and mental health is monitored and steps taken to ensure that they are aware of all available forms of Support both within the workplace and externally.
- Create a workplace which reflects our organisational and personal values.
- Maintain high levels of attendance and promote fitness and well-being.
- Be developed and supported via the Values Based Appraisal System, allowing them to work with their line managers to set and achieve their goals.
- Provide support to Firefighters and officers in development roles to allow them to become the best they can be.
- Identify future talent and develop personnel through study, coaching and exposure to operational incidents.
- Support the Firefighter Apprenticeship Programme through mentoring, training, development and observation on station.
- Recognise and promote the value of EDI within the FRS and the wider communities we serve including observation of calendar events or themed months and engaging in dedicated webinars as supplied.



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HESWALL COMMUNITY FIRE STATION COMMUNITY RISK MANAGEMENT PLAN 2022/23

OUTCOMES

are the impact our actions have on the community such as reducing incidents.

| All Fires | Estimated Performance 2021/22 | Targets 2022/23 |
|-----------------------------------|-------------------------------|-----------------|
| All Primary Fires | 46 | 60 |
| Accidental Dwelling Fires (ADFs) | 18 | 22 |
| Deliberate Vehicle Fires | 9 | 10 |
| All Secondary Fires | 2 | 2 |
| Anti-social Behaviour Fire (ASBs) | 28 | 38 |
| AFA's in Non Domestic Premises | 20 | 19 |
| % ADF No Smoke Alarm | 9 | 13 |
| Alert to Mobile | 71.4% | Lower |
| | 94.2% | 95% |

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Complete all core skills courses at our Training and Development Academy.
 - Utilise the Station Training Planner to complete all Safe Person Assessments and LearnPro modules to maintain theoretical and practical skills.
 - Develop relationships with cross border service (Cheshire FRS), carrying out joint training sessions and sharing of knowledge and information regarding risks.
 - Encourage and develop new firefighters and new ranks to become competent and confident in their roles.
 - Complete two off station Training Exercises, highlighting local risks.
 - Understand local risks by completing Site Specific Risk Inspections (SSRI) Develop awareness and use of the PORIS (Provision of Operational Risk Information) system to capture risk information.
 - Ensure training and development against regular incident types.
 - Complete Hydrant Surveys for the station area.
 - Maintain high standards of appliance care including cleaning, testing of equipment and fault reporting.

Operational Response

- We will:
- Respond professionally and speedily to incidents, maintaining our high standards in Attendance Times and Alert to Mobile, coinciding with our monthly reportable Performance Indicators.
 - Continue to undertake On Station Training in line with Service Themes, which will be Quality Assured by Station Managers.
 - Adhere to all Service Instructions, Standard Operational Procedures and Guidance to provide a professional service.
 - Maintain high safety standards to prevent accidents from occurring, and actively promote the safety culture by recording Near Miss incidents through the OSHENS system.
 - Maintain our capability to respond to significant incidents in Merseyside and throughout the UK through regular training with the HVP (High Volume Pump) National Resilience asset.
 - Enhance knowledge and capability of responding to Wildfire incidents utilising the all-terrain vehicle and enhanced training of personnel.
 - Undertake Operational Training each shift and utilise Ops Assurance bulletins and case studies to maintain wider knowledge and understanding.

OUTPUTS

are the quantifiable things we deliver to improve outcomes.

| Site Specific Risk Information (SSRIs) | Annual Target 2022/23: |
|--|------------------------|
| Home Fire Safety Checks | 44 |
| HFSCs delivered to over 65s (60% of HFSCs) | 2019 1353 |
| Hydrant Surveys | 31 |
| Waste & Fly Tipping | 12 |
| Prevention Talks | 48 |
| Simple Operational Fire Safety Assessments | 96 |
| Off Station Exercising | 2 |

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

Prevention & Protection

- We will:
- Actively target the most vulnerable in our Community by working with our partners and use local knowledge to carry out Home Fire Safety Checks.
 - Community impact fund of £1000 will be utilised to make a positive difference in our communities and enhance our ability to engage with them.
 - Carry out Community Reassurance Campaigns in accordance with risk, demand and vulnerability.
 - Fully integrate use of new systems such as CFRMIS to improve efficiency of recording data or capturing information.
 - Support National Safety Campaigns throughout the year working with our partners and communities.
 - Carry out Prevention Talks in places such as Schools, Youth Centres and Sheltered Accommodation to promote our safety messages.
 - Develop relationships with the rural community to reassure and educate communities and promote our safety message.
 - Work with local businesses and complete Simple Operational Fire Safety Audits (SOFSA), to promote safety in the workplace and to reinforce Fire Safety Legislation.

**Our Vision is to be the best Fire & Rescue Service in the UK.
One team, putting its communities first.**

KENSINGTON COMMUNITY FIRE STATION COMMUNITY RISK MANAGEMENT PLAN 2022/23

OUTCOMES

are the impact our actions have on the community such as reducing incidents.

| All Fires | Estimated Performance 2021/22 | Targets 2022/23 |
|-----------------------------------|-------------------------------|-----------------|
| All Primary Fires | 331 | 337 |
| Accidental Dwelling Fires (ADFs) | 110 | 116 |
| Deliberate Vehicle Fires | 55 | 49 |
| All Secondary Fires | 19 | 27 |
| Anti-social Behaviour Fire (ASBs) | 220 | 221 |
| AFA's in Non Domestic Premises | 143 | 153 |
| % ADF No Smoke Alarm | 40 | 39 |
| Alert to Mobile | 20% | Lower |
| | 98.6% | 95% |

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Attend & assess premises to gather SSRI information to inform our response & identify risks. Embed the PORIS software system.
 - Continue to effectively provide immediate & retained cover aligned to the DCWTR crewing system, including participating in any review & implementation of systems to provide a clear, pragmatic response.
 - Work in conjunction with Liverpool Protection when reporting or resolving local risk issues.
 - Undertake all assign Hydrant walks to ensure operational readiness, report faults in a timely fashion & familiarise crews with alternative water sources.
 - Continue to assess & monitor emerging local developments such as the new Liverpool Royal Hospital, diversity of population & commercial retail developments.
 - Build knowledge & understanding of high rise premises, tactics for dealing with fires in high rise buildings & undertake regular familiarisation visits & training exercises.
 - Maintain high standards of appliance care including regular cleaning, equipment testing & fault reporting.

Operational Response

- We will:
- Train on Fire service fundamental areas at a local level, via off site exercises & by attending planned training & service wide exercises.
 - Undertake & complete all Safe Person Assessments & theoretical training as designated by the monthly planner.
 - Plan & attend off site exercises based on local & neighbouring risks.
 - Support the implementation of the callmy app in relation to the response standard & retained capability.
 - Assure high standards of PPE, adherence to procedures & safe working at operational incidents.
 - Undertake regular driver training & constructive feedback sessions to promote high standards of driving & emergency response.
 - Understand & achieve the defined response times to ensure the communities we serve receive an effective & efficient service.
 - Support the specialist assets at Liverpool City via training & exercising.
 - Maintain competencies, knowledge & skills of Mass Decontamination Unit & associated mass decontamination procedures through regular training & exercising.

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Annual Target 2022/23:

| Site Specific Risk Inspections | Annual Target 2022/23: |
|--------------------------------|------------------------|
| 44 | 2019 1353 |
| 31 | 12 |
| 48 | 96 |
| 2 | |

Simple Operational Fire Safety Assessments

2,019 Home Fire Safety Checks

People

- We will:
- Work together and support each other to maintain excellent wellbeing and mental health during and after the pandemic.
 - Attend Staff Network events and support ED&I calendar events to increase station personnel's knowledge of Equality Diversity and Inclusion.
 - Create a workplace that reflects our organisational and personal values.
 - Maintain high levels of attendance and promote fitness and well-being.
 - Be developed and supported via the Values Based Appraisal System, allowing staff to work with their line managers to set and achieve their goals.
 - Provide support to Firefighters and managers in development roles to allow them to become the best they can be.
 - Support Apprentices with their development of skills knowledge and behaviours throughout their Firefighter apprenticeship.
 - Embed coaching and mentoring within stations as a progressive development and staff welfare tool.
 - Continue to provide positive role modelling within our communities.



MERSEYSIDE FIRE & RESCUE SERVICE

OUTPUTS

are the quantifiable things we deliver to improve outcomes.

| Site Specific Risk Information (SSRIs) | Annual Target 2022/23: |
|--|------------------------|
| Home Fire Safety Checks | 57 |
| HFSCs delivered to over 65s (60% of HFSCs) | 1953 1089 |
| Hydrant Surveys | 72 |
| Waste & Fly Tipping | 48 |
| Prevention Talks | 24 |
| Simple Operational Fire Safety Assessments | 96 |
| Off Station Exercising | 2 |

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

Prevention & Protection

- We will:
- Attend & complete all required Prevention activities to reduce risk & protect vulnerable members of the community.
 - Support local or seasonal campaigns such as Winter Warm, High Rise & Older Person's day.
 - Respond to & protect those affected by hate crime through support, advice & equipment.
 - Continue to advise on how to prevent fire within the significant elderly population & the broader demographic through HFSCs & joint working with partners
 - Effectively engage with children & young people, creating strong bonds with schools, MFRS Youth Engagement & Prince's Trust.
 - Support the most vulnerable members of the community through community impact funds
 - Identify, report & prevent waste & fly tipping & the adverse effect it has on the community by reporting & utilising internal systems & support to notify partners.
 - Work with local businesses through the undertaking of SOFSA to promote & offer Fire Safety advice.
 - Reduce demand on resources through the identification of high demand areas such as AFA, Water related incidents & false alarms & joint working to educate & inform.

People

- We will:
- Actively monitor & manage personnel's wellbeing taking in to account external factors, for example, COVID
 - Complete inductions for new staff coming in to the DCWTR system, including full explanation of the staffing requirements & retained elements.
 - Embrace & embed ED&I at the centre of our work. Attend webinars & events to promote & learn about diversity. Support staff networks & local events.
 - Continue to develop new entrants to the service through training, incident exposure & accredited Apprenticeship qualification.
 - Identify future leaders & those with high potential, deliver training & development sessions & support them through the gateway.
 - Conduct appraisals in a positive & engaging manner to ensure key deliverable & staff development is maximised along with engagement.
 - Know our community, understand the diversity & how this is effected by risk, vulnerability & demand. Utilise this information to undertake intervention that help our communities thrive.
 - Promote a healthy lifestyle amongst personnel, including encouraging fitness & mental health & well being activities



MERSEYSIDE FIRE & RESCUE SERVICE

KIRKBY COMMUNITY FIRE STATION COMMUNITY RISK MANAGEMENT PLAN 2022/23

OUTCOMES

are the impact our actions have on the community such as reducing incidents.

| All Fires | Estimated Performance 2021/22 | Targets 2022/23 |
|-----------------------------------|-------------------------------|-----------------|
| All Primary Fires | 284 | 361 |
| Accidental Dwelling Fires (ADFs) | 79 | 85 |
| Deliberate Vehicle Fires | 35 | 33 |
| All Secondary Fires | 8 | 21 |
| Anti-social Behaviour Fire (ASBs) | 205 | 276 |
| AFA's in Non Domestic Premises | 168 | 194 |
| % ADF No Smoke Alarm | 6 | 9 |
| Alert to Mobile | 18.5% | Lower |
| | 95.4% | 95% |

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Liaise with the Training and Development Academy and assist in conducting service wide High-Rise training exercises at Gaywood Green Heights to further develop knowledge and practical skills.
 - Work closely with local housing authorities to ensure that our crews are best prepared to provide a swift and effective response should it be required.
 - Carry out Site Specific Risk information visits/visits, as required ensuring key risk information is accurate. Imbed the PORIS (Provision of Risk Information System) as a means of informing Crews of Hazards and Risk.
 - Complete Hydrant inspections within the station area including surveys of water supplies for Kirkby Industrial estate and emergency plans for large scale incidents.
 - Maintain key skills, core competencies and utilise the annual training planner to ensure Operational readiness. Confirm and develop competency by utilising Learnpro and Safe Person Assessments and utilising the OPS system to assess and record performance of managers at incidents.
 - Plan and carry out at least two off station exercises/training events at local risk venues including COMAH sites and industrial premises where possible to test and maintain operational effectiveness.
 - Crews to monitor Station Area regards new developments and ensure sufficient risk information is recorded via respective systems. In particular the new project around opening a new Train Station at Headbolt lane.

Operational Response

- We will:
- Ensure Alert to Mobile standards are maintained (1.9 minutes) plus 10-minute response standards to all incidents as detailed in the IRMP.
 - Maintain and develop our excellent Health and Safety culture within the workplace, train and develop our staff to recognise and act upon Near Misses and Safety Observations to maintain the highest possible standards and keep accidents and injuries to an absolute minimum.
 - Maintain service PPE to the highest possible standards.
 - Maintain Operational Appliances and equipment to the highest standards for Operational effectiveness, availability and conduct regimented testing to ensure longevity of resources.
 - Undertake regular on-station training in line with the Operational training calendar ensuring quality assurance via Station Manager audits and complying with Service procedures, Command guides and information notes to ensure the highest levels of response.
 - Ensure Operational Assurance products such as incident notes, case studies and significant incident reports are made available and used to improve the knowledge and response of crews.
 - Continue to develop firefighter apprentices through operational exposure and mentoring at incidents.

Prevention & Protection

- We will:
- Actively target the most vulnerable in our Community by working with our partners and use local knowledge to carry out Home Fire Safety Checks.
 - Carry out Community Reassurance Campaigns in our most vulnerable areas.
 - Support National Safety Campaigns throughout the year working with our partners and communities.
 - Carry out Prevention Talks in places such as Schools, Youth Centres, Sheltered Accommodation to promote our safety messages.
 - Make inroads into the rural community to reassure and educate them and pass on our safety message.
 - Work with local businesses and complete Simple Operational Fire Safety Audits (SOFSA) to promote safety in the workplace and to reinforce Fire Safety Legislation.
 - Utilise Prevention officers and local partners to identify areas of ASB and liaise with property/land owners to reduce risk
 - In the form of a Community Impact Fund, Firefighters will support community based initiatives at a local level. They will help deliver projects in conjunction with partners, that will help them achieve their objectives and have a beneficial impact on the local Community. This will include the Trussell Trust food banks based in the Kirkby area.

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KIRKDALE COMMUNITY FIRE STATION COMMUNITY RISK MANAGEMENT PLAN 2022/23

OUTCOMES

are the impact our actions have on the community such as reducing incidents.

| All Fires | Estimated Performance 2021/22 | Targets 2022/23 |
|-----------------------------------|-------------------------------|-----------------|
| All Primary Fires | 429 | 433 |
| Accidental Dwelling Fires (ADFs) | 167 | 120 |
| Deliberate Vehicle Fires | 63 | 47 |
| All Secondary Fires | 38 | 23 |
| Anti-social Behaviour Fire (ASBs) | 262 | 313 |
| AFA's in Non Domestic Premises | 163 | 214 |
| % ADF No Smoke Alarm | 20 | 17 |
| Alert to Mobile | 15.9% | Lower |
| | 94.9% | 95% |

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Plan, prepare and exercise against identified risks within the station area. Particular attention will be paid to The Port of Liverpool.
 - Attend and assess premises to gather SSRI information to inform our response and identify risks.
 - Manage the availability of water supplies through hydrant inspections and open water identification & pre-planning
 - Attend all core & risk critical training at the Training & Development Academy
 - Measure and confirm competencies against Learnpro and SPA.
 - Identify and familiarise all staff with high rise premise in the station area, including any guidance, notes or information received from protection department
 - Train to maintain all competencies against USAR, MTA & technical skills.

Operational Response

- We will:
- Continue to maintain the core skills, safety critical training and central course attendance required by the Firefighter/Junior Officer role.
 - Complete all required Safe Person Assessments and theoretical training as designated by the monthly planner.
 - Work with neighbouring stations to train effectively and complete off site exercises appropriate to the topography and risk within the area.
 - Assure high standards of PPE, adherence to procedures and safe working at operational incidents.
 - Ensure standards of driving and emergency response are maintained and developed through coaching and exposure.
 - Ensure response times are effectively met

Prevention & Protection

- We will:
- Attend and complete all required Prevention activities to reduce risk and protect vulnerable members of the community.
 - Support local or seasonal campaigns such as Winter Warm, High Rise and Older Person's day.
 - Respond to and protect those affected by hate or race crime through care, advice and equipment.
 - Continue to inform the minority population of over 65s to reduce harm, injury or death from fire in conjunction with the majority student/professional demographic.
 - Continue to reduce and prevent waste fires through reporting and control.
 - Offer fire safety advice to local business through Simple Operational Fire Safety Audits.
 - Identify and reduce resource demands such as unwanted alarm signals through advice and joint working.
 - Continue to support Youth Engagement activity and foster good working relationships with the team.

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OUTPUTS

are the quantifiable things we deliver to improve outcomes.

| Site Specific Risk Information (SSRIs) | Annual Target 2022/23: |
|--|------------------------|
| Home Fire Safety Checks | 134 |
| HFSCs delivered to over 65s (60% of HFSCs) | 1838 |
| Hydrant Surveys | 1059 |
| Waste & Fly Tipping | 34 |
| Prevention Talks | 24 |
| Simple Operational Fire Safety Assessments | 24 |
| Off Station Exercising | 96 |
| | 2 |

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.



96

Simple Operational Fire Safety Assessments

People

- We will:
- Work together and support each other to maintain excellent wellbeing and mental health during and after the pandemic.
 - Continue to engage, communicate and improve on the unprecedented response and outstanding results from the 2020 staff survey through constructive and meaningful engagement with operational staff.
 - Create a workplace which reflects our organisational and personal values and embed the culture of coaching, and mentoring.
 - Utilise station gym facilities to enhance fitness, overall health and wellbeing.
 - Help develop and support our team, via the Values Based Appraisal System, allowing them to work with their line managers to set and achieve their goals. Identify and support future talent.
 - Provide support to Firefighters and ranks in development roles to allow them to become the best they can be.
 - Support and promote the Prince's Trust to assist disadvantaged young people in our Community to realise their true potential through engagement, inclusion and team building.
 - Embrace and promote Equality, Diversity and Inclusion both in the workplace and the Community through Prevention work, community room use and staff education



MERSEYSIDE FIRE & RESCUE SERVICE



112

Simple Operational Fire Safety Assessments

People

- We will:
- Work together and support each other to maintain excellent wellbeing and mental health during and after the pandemic.
 - Use the appraisal process to promote personal development by setting realistic aims & objectives to support individuals and team
 - Identify & support individuals who would like to develop/progress their careers & ensure suitable opportunities are created
 - Provide support for development firefighters via mentorship, structured training & development activities
 - Continue to maintain existing USAR/ Technical Rescue skills & help to support the development of newer team members
 - Maintain fitness levels through shift related physical training activities
 - Manage health, safety & well-being of personnel & ensure that levels of absence, accidents & injuries are in line with Service policy



MERSEYSIDE FIRE & RESCUE SERVICE

LIVERPOOL CITY COMMUNITY FIRE STATION COMMUNITY RISK MANAGEMENT PLAN 2022/23

OUTCOMES

are the impact our actions have on the community such as reducing incidents.

| All Fires | Estimated Performance 2021/22 | Targets 2022/23 |
|-----------------------------------|-------------------------------|-----------------|
| All Primary Fires | 280 | 287 |
| Accidental Dwelling Fires (ADFs) | 74 | 77 |
| Deliberate Vehicle Fires | 29 | 23 |
| All Secondary Fires | 6 | 10 |
| Anti-social Behaviour Fire (ASBs) | 206 | 210 |
| AFA's in Non Domestic Premises | 107 | 99 |
| % ADF No Smoke Alarm | 106 | 132 |
| Alert to Mobile | 26.1% | Lower |
| | 95.3% | 95% |

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Attend & assess premises to gather SSRI information to inform our response & identify risks & embed the PORIS software system.
 - Continue to effectively provide immediate & retained cover aligned to the Hybrid crewing system, including participating in any review & implementation of systems to provide a clear, pragmatic response.
 - Work in conjunction with Liverpool Protection when reporting or resolving local risk issues.
 - Monitor & utilise information from the outcomes of the Grenfell enquiry in accordance with Service procedures.
 - Continue to assess & monitor emerging local developments such as the new Liverpool Royal Hospital, student accommodation & shopping complexes.
 - Provide feedback through preparedness to shape a efficient transport flow for the community.
 - Maintain high standards of appliance care including regular cleaning, equipment testing & fault reporting.
 - Undertake all assign Hydrant walks to ensure operational readiness, report faults in a timely fashion & familiarise crews with alternative water sources.

Operational Response

- We will:
- Train on Fire service fundamental areas at a local level, via off site exercises & by attending organisation led planned training & service wide exercises.
 - Undertake & complete all Safe Person Assessments & theoretical training as designated by the monthly planner.
 - Plan & attend off site exercises based on local & neighbouring risks.
 - Support the implementation of the callmy app in relation to the response standard & retained capability.
 - Assure high standards of PPE, adherence to procedures & safe working at operational incidents.
 - Undertake regular driver training & constructive feedback sessions to promote high standards of driving & emergency response.
 - Understand & achieve the defined response times to ensure the communities we serve receive an effective & efficient service.
 - Deliver bespoke familiarisation training on the specialist asset at the station (ICU)
 - Identify & train at off site venues to develop staff on the skill sets associated with the CPL.

Prevention & Protection

- We will:
- Attend & complete all required Prevention activities to reduce risk & protect vulnerable members of the community.
 - Support local or seasonal campaigns such as Winter Warm, High Rise & Older Person's day.
 - Respond to & protect those affected by hate crime through support, advice & equipment.
 - Continue to advise on how to prevent fire within the growing student population through HFSCs & joint working with partners in Higher Education & building developments.
 - Support the most vulnerable members of the community through community impact funds
 - Identify & advise those considered the most vulnerable in the community (over 65's, areas of deprivation) around home safety through the undertaking of HFSCs.
 - Identify, report & prevent waste & fly tipping & the adverse effect it has on the community by reporting & utilising internal systems & support to notify partners.
 - Work with local businesses through the undertaking of SOFSA to promote & offer Fire Safety advice.
 - Reduce demand on resources through the identification of high demand areas such as AFA, Water related incidents & false alarms & joint working to educate & inform.

OUTCOMES

are the impact our actions have on the community such as reducing incidents.

| All Fires | Estimated Performance 2021/22 | Targets 2022/23 |
|-----------------------------------|-------------------------------|-----------------|
| All Primary Fires | 154 | 138 |
| Accidental Dwelling Fires (ADFs) | 41 | 44 |
| Deliberate Vehicle Fires | 17 | 18 |
| All Secondary Fires | 4 | 5 |
| Anti-social Behaviour Fire (ASBs) | 113 | 94 |
| AFA's in Non Domestic Premises | 75 | 67 |
| % ADF No Smoke Alarm | 10 | 6 |
| Alert to Mobile | 18.2% | Lower |
| | 94.9% | 95% |

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Due to Station Risks, prioritise and complete allocated Hydrant inspections within the station area prioritising Sankey Valley Industrial Estate.
 - Carry out Site Specific Risk information visits/revisits as required ensuring key risk information is accurate as embed the PORIS (Provision of Risk Information System) process in 2021/22.
 - Plan and carry out training events to include including both the Sankey Valley industrial premises plus rural locations where possible to test and maintain operational effectiveness.
 - Maintain key skills, core competencies and utilise the annual training planner to ensure Operational readiness. Confirm and develop competency by utilising Learnpro and Safe Person Assessments and utilising the OPS system to assess and record performance of managers at incidents.
 - Maintain Operational availability of the National Resilience HVP (High Volume Pump) in conjunction with other LLAR-HVP support stations to facilitate local and "out of area" deployments. Maintain operational HVP competency through regular joint training.
 - Engage with crews from GMFRS for joint training and cross border familiarisation to improve and refine interoperability when responding.
 - Complete two off site training exercises for the year 2022-2023.

OUTPUTS

are the quantifiable things we deliver to improve outcomes.

| Site Specific Risk Information (SSRIs) | Annual Target 2022/23: |
|--|------------------------|
| Home Fire Safety Checks | 248 |
| HFSCs delivered to over 65s (60% of HFSCs) | 810 |
| Hydrant Surveys | 413 |
| Waste & Fly Tipping | 71 |
| Prevention Talks | 48 |
| Simple Operational Fire Safety Assessments | 24 |
| Off Station Exercising | 96 |
| | 2 |

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

NEWTON-LE-WILLOWS COMMUNITY FIRE STATION COMMUNITY RISK MANAGEMENT PLAN 2022/23

OUTPUTS

are the quantifiable things we deliver to improve outcomes.

| Site Specific Risk Information (SSRIs) | Annual Target 2022/23: |
|--|------------------------|
| Home Fire Safety Checks | 63 |
| HFSCs delivered to over 65s (60% of HFSCs) | 2223 |
| Hydrant Surveys | 1329 |
| Waste & Fly Tipping | 27 |
| Prevention Talks | 48 |
| Simple Operational Fire Safety Assessments | 24 |
| Off Station Exercising | 96 |
| | 2 |

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

Operational Response

- We will:
- Ensure Alert to Mobile standards are maintained (1.9 minutes) plus 10-minute response standards to all incidents as detailed in the IRMP.
 - Maintain and develop our excellent Health and Safety culture within the workplace, train and develop our staff to recognise and act upon Near Misses and Safety Observations to maintain the highest possible standards and keep accidents and injuries to an absolute minimum.
 - Maintain and service PPE to the highest possible standards.
 - Maintain Operational Appliances and equipment to the highest standards for Operational effectiveness and availability and conduct regimented testing to ensure longevity of resources.
 - Maintain an excellent High Volume Pump Response both locally and nationally when required.
 - Continue to undertake On Station Training in line with Service Themes.
 - Ensure Operational Assurance products such as incident notes, case studies and significant incident reports are made available and are used to improve the efficiency and safety of response.
 - Ensure all records of training, learning and reporting are completed in the agreed, suitable and secure format.
 - Ensure continuity of officer development.

Prevention & Protection

- We will:
- Utilise demographic data and statistics so that we are best placed to understand and recognise our local community whilst conducting Prevention activity/HFSCs.
 - Prioritise our Prevention work so that we are able to target the most vulnerable persons or "at risk" groups and work with local community partners to promote in areas of locally identified need.
 - Carry out Community Reassurance Campaigns in our most vulnerable areas.
 - Support local community groups and housing providers to promote our HFSC strategy, including reassurance campaigns in High Rise premises, prevention talks in Sheltered Accommodation, Schools and rural areas plus organised community events to maximise effectiveness.
 - Utilise Prevention officers and local partners to identify areas of ASB and liaise with property/ land owners to reduce risk.
 - Carry out SOFSA visits to enhance Fire Protection standards in Commercial premises.
 - Support the Community Fridge project through the Community Impact Fund initiative which will assist local children to access school uniform for the most disadvantaged families within the area.
 - Continue to focus on the over 65 element within our communities to ensure safety from harm, injury or death from fire.

Annual Target 2022/23:

| |
|-----|
| 248 |
| 810 |
| 413 |
| 71 |
| 48 |
| 24 |
| 96 |
| 2 |

We will:

- Actively monitor & manage personnel's wellbeing taking in to account external factors, eg. COVID
- Complete inductions for new staff coming in to the hybrid system, including explanation of the staffing requirements & retained elements.
- Embrace & embed ED&I at the centre of our work. Attend webinars & events to promote & learn about diversity. Support staff networks & local events, eg. Liverpool Pride.
- Support the most vulnerable members of the community through community impact fund
- Continue to develop new entrants to the Service through training, incident exposure & accredited Apprenticeship qualification.
- Identify future leaders & those with high potential, deliver training & development sessions & support them through the gateway.
- Conduct appraisals in a positive & engaging manner to ensure key deliverable & staff development is maximised along with engagement.
- Know our community; understand the diversity & how this is affected by risk, vulnerability & demand. Utilise this information to undertake intervention that help our communities thrive.
- Promote a healthy lifestyle amongst personnel, including encouraging fitness & mental health & well-being activities. Direct staff to support services available.



248



Site Specific Risk Inspections

96

Simple Operational Fire Safety Assessments

810

Home Fire Safety Checks

63



Site Specific Risk Inspections

96

Simple Operational Fire Safety Assessments

2,223

Home Fire Safety Checks

People

- We will:
- Work together and support each other to maintain excellent wellbeing and mental health during and after the pandemic.
 - Create a workplace which reflects our organisational and personal values.
 - Utilise station gym facilities to enhance fitness, overall health and wellbeing.
 - Continue to engage, communicate and improve on the unprecedented response from the 2020 staff survey through constructive and meaningful engagement with operational staff.
 - Develop existing managers who are following the CMD, WMD and SMD gateway and seek to support new potential managers for the future.
 - Monitor and identify future development needs through the appraisal system.
 - Embrace and promote Equality, Diversity and Inclusion both in the workplace and the Community through Prevention work, community room use and staff education.
 - Embed the culture of coaching and mentoring as a tool to develop and identify people who may have potential for future progression.
 - Continue to support staff through objectives set at the appraisal meeting and commit to further development.



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OLD SWAN COMMUNITY FIRE STATION COMMUNITY RISK MANAGEMENT PLAN 2022/23

OUTCOMES

are the impact our actions have on the community such as reducing incidents.

| | |
|--|--------------|
| All Fires | 345 |
| All Primary Fires | 129 |
| Accidental Dwelling Fires (ADFs) | 55 |
| Deliberate Vehicle Fires | 35 |
| All Secondary Fires | 217 |
| Anti-social Behaviour Fire (ASBs) | 149 |
| AFA's in Non Domestic Premises | 32 |
| % ADF No Smoke Alarm | 40% |
| Alert to Mobile | 95.4% |

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Continue to identify and familiarise ourselves with risks in our station area, offering fire safety advice to the owners/occupants. (SOFSA)
 - For larger premises, we will conduct a more in-depth visit and update our records as necessary.
 - Embed the PORIS (Provision of Operational Risk Information System) as a means of recording risk information to keep crews safe.
 - Annually inspect all hydrants within our station area to ensure that they are well maintained and working correctly.
 - Maintain key skills, core competencies and utilise the annual training planner to ensure operational preparedness. Continue to maintain professional development utilising all available resources.
 - Maintain key skills and core competencies by training every day, developing training sessions that are as real to life as possible to test and improve our skills and knowledge. We will continue to pass on our skills, knowledge and experience to our Development Fire Fighters.

Operational Response

- We will:
- Ensure Alert to Mobile standards are maintained (1.9 minutes) plus 10-minute response standards to all incidents as detailed in the IRMP.
 - Maintain and develop our excellent Health and Safety culture within the workplace. Continue to encourage our staff to recognise and act upon near misses and safety observations to maintain the highest possible standards and keep accidents and injuries to an absolute minimum. Maintain and service PPE to the highest possible standards.
 - Maintain operational appliances and equipment to the highest standards for effectiveness and availability.
 - Undertake regular on-station and off-station training in line with the operational training calendar, receiving quality assurance via Station Manager audits and complying with Service procedures, command guides and information notes to ensure the highest levels of response.

Prevention & Protection

- We will:
- Utilise demographic data and statistics to ensure that we are best placed to understand and recognise our local community whilst conducting HFSC's.
 - Prioritise our Prevention work so that we are able to target the most vulnerable persons or "at risk" groups and work with local community partners to promote in areas of high social deprivation.
 - Support local community groups and housing providers to promote our HFSC strategy including reassurance campaigns in high-rise premises, prevention talks in sheltered accommodation, schools and rural areas plus organised community events to maximise effectiveness.
 - Utilise Prevention Officers and local partners to identify areas of ASB and liaise with property/landowners to reduce risk.
 - Carry out SOFSA visits to enhance Fire Protection standards in commercial premises and encourage staff to become familiar with risks in their station area.

OUTPUTS

are the quantifiable things we deliver to improve outcomes.

| | |
|---|-------------|
| Site Specific Risk Information (SSRIs) | 63 |
| Home Fire Safety Checks | 2019 |
| HFSCs delivered to over 65s (60% of HFSCs) | 1183 |
| Hydrant Surveys | 93 |
| Waste & Fly Tipping | 48 |
| Prevention Talks | 24 |
| Simple Operational Fire Safety Assessments | 96 |
| Off Station Exercising | 2 |

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

Annual Target 2022/23:

| |
|-------------|
| 63 |
| 2019 |
| 1183 |
| 93 |
| 48 |
| 24 |
| 96 |
| 2 |

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PRESCOT COMMUNITY FIRE STATION COMMUNITY RISK MANAGEMENT PLAN 2022/23

OUTCOMES

are the impact our actions have on the community such as reducing incidents.

| | |
|--|--------------|
| All Fires | 331 |
| All Primary Fires | 112 |
| Accidental Dwelling Fires (ADFs) | 39 |
| Deliberate Vehicle Fires | 26 |
| All Secondary Fires | 219 |
| Anti-social Behaviour Fire (ASBs) | 162 |
| AFA's in Non Domestic Premises | 26 |
| % ADF No Smoke Alarm | 11.5% |
| Alert to Mobile | 92.1% |

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Complete allocated (SSRI) inspections within the station area and maintain currency. Develop awareness and use of the PORIS (Provision of Operational Risk Information System) software to capture and make risk information available
 - Deliver training to Mass Decontamination Unit support stations and develop the instructor cadre in line with National Resilience Key Performance Indicators. Train and maintain the skills associated with the MDU to national standards.
 - Maintain key skills, core competencies and utilise the annual training planner to ensure Operational readiness. Confirm and develop competency by utilising Learnpro and Safe Person Assessments and utilising the OPS system to assess and record performance of managers at incidents.
 - Plan and carry out training events at local risk venues including residential High Rise properties and rural locations where possible to test and maintain operational effectiveness.
 - Complete allocated Hydrant inspections within the station area.
 - Support personnel through Institute of Fire Engineer exams to enhance knowledge and capability.
 - Maintain and enhance relationship with Merseyside Police colleagues at Prescott Fire station promoting joint working and JESIP principles.

Operational Response

- We will:
- Ensure Alert to Mobile standards are maintained (1.9 minutes) plus 10-minute response standards to all incidents as detailed in the IRMP.
 - Undertake regular on-station training in line with the Operational training calendar ensuring quality assurance via Station Manager audits and complying with Service procedures, Command guides and information notes to ensure the highest levels of response.
 - Maintain Operational Appliances and equipment to the highest standards for Operational effectiveness and availability and conduct regimented testing to ensure longevity of resources.
 - Maintain and develop our excellent Health and Safety culture within the workplace, train and develop our staff to recognise and act upon Near Misses and Safety Observations to maintain the highest possible standards and keep accidents and injuries to an absolute minimum. Maintain and service PPE to the highest possible standards.
 - Ensure Operational Assurance products such as case studies, incident notes and significant incident reports are observed by staff and utilised to improve Firefighter Safety and efficiency of response.
 - Ensure staffing and skillsets are appropriate to the MDU provision.

Prevention & Protection

- We will:
- Utilise demographic data and statistics so that we are best placed to understand and recognise our local community whilst conducting HFSC's.
 - Prioritise our Prevention work so that we are able to target the most vulnerable persons or "at risk" groups and work with local community partners to promote in areas of high social deprivation.
 - Carry out regular QA of HFSC's by Station Managers to ensure high standards are being maintained and all available support partners are utilised. This will include incorporation of the CFMIS Home Safety module.
 - Support local community groups and housing providers to promote our HFSC strategy including reassurance campaigns in High Rise premises, prevention talks in Sheltered Accommodation, Schools and rural areas plus organised community events to maximise effectiveness.
 - Utilise Prevention officers and local partners to identify areas of ASB and liaise with property/landowners to reduce risk.
 - Carry out SOFSA visits to enhance Fire Protection standards in Commercial premises
 - Highlight organisations or local bodies that could benefit from a grant from the community impact fund that we could also embed our firefighters alongside to assist. This will improve community cohesion and demonstrate that we are here to serve, to protect and keep communities safe.

**Our Vision is to be the best Fire & Rescue Service in the UK.
One team, putting its communities first.**



2,019
Home Fire
Safety Checks

96

Simple Operational
Fire Safety Assessments

People

- We will:
- Be true to our values; serving the public with courage, integrity and compassion.
 - To invest in our workforce and encourage continued professional development.
 - Monitor, promote and support the physical and mental health of our personnel through regular health screening and awareness to maintain a healthy, functional workforce and achieve expected attendance levels.
 - Embrace and promote Equality, Diversity and Inclusion both in the workplace and the Community through Prevention work, community room use and staff education.
 - Embed the culture of coaching and mentoring to support staff development in the workplace.
 - Support and promote the presence of charity/food bank collection points on our station and to do the best we can for the most vulnerable in our community.
 - Provide ongoing support to the recipient of our Community Impact Fund, The Secret Garden Project.



MERSEYSIDE
FIRE & RESCUE
SERVICE



1,838
Home Fire
Safety Checks

112

Simple Operational
Fire Safety Assessments

People

- We will:
- Support our staff who have been affected directly or indirectly by the pandemic
 - Utilise the appraisal process to identify personal performance objectives, support personal development and look to develop suitable individuals to realise their own potential and career progression.
 - Continue to develop FF apprentice skills to national standards and support staff through assessment processes.
 - Embed a culture of coaching and mentoring within the station management groups to support and develop staff to their full potential.
 - Encourage and support future talent through identification, training and appraisal in line with role structures. Consider opportunities for staff to develop laterally.
 - Monitor, promote and support the physical and mental health of our personnel through regular health screening and awareness to maintain a healthy, functional workforce and achieve expected attendance levels.
 - Embrace and promote Equality, Diversity and Inclusion both in the workplace and the Community through Prevention work and support of calendar events or themed months.
 - Support and promote the Prince's Trust to assist disadvantaged young people to realise their true potential through engagement, inclusion and team building.



MERSEYSIDE
FIRE & RESCUE
SERVICE

SAUGHALL MASSIE COMMUNITY FIRE STATION COMMUNITY RISK MANAGEMENT PLAN 2022/23

OUTCOMES

are the impact our actions have on the community such as reducing incidents.

| All Fires | Estimated Performance 2021/22 | Targets 2022/23 |
|-----------------------------------|-------------------------------|-----------------|
| All Primary Fires | 381 | 452 |
| Accidental Dwelling Fires (ADFs) | 93 | 102 |
| Deliberate Vehicle Fires | 34 | 43 |
| All Secondary Fires | 21 | 23 |
| Anti-social Behaviour Fire (ASBs) | 288 | 350 |
| AFA's in Non Domestic Premises | 146 | 145 |
| % ADF No Smoke Alarm | 48 | 35 |
| Alert to Mobile | 38.5% | Lower |
| | 93.4% | 95% |

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Complete all core skills courses at our Training and Development Academy.
 - Utilise the Station Training Planner to complete all Safe Person Assessments and Learnpro modules to maintain theoretical and practical skills.
 - Encourage and develop new firefighters and new ranks to become competent and confident in their roles.
 - Ensure all staff development areas including FF apprentice, Crew and Watch Managers are supported to the highest standards.
 - Complete two off station Training Exercises, highlighting local risks.
 - Support wider risk training such as COMAH exercising when required.
 - Understand local risks by completing Site Specific Risk Inspections (SSRI) Develop awareness and use of the PORIS (Provision of Operational Risk Information) system to capture risk information.
 - Complete Hydrant Surveys for the station area.
 - Maintain high standards of appliance care including cleaning, testing of equipment and fault reporting.

Operational Response

- We will:
- Respond professionally and speedily to incidents, maintaining our high standards in Attendance Times and Alert to Mobile, coinciding with our monthly reportable Performance Indicators.
 - Continue to undertake On Station Training in line with Service Themes, which will be Quality Assured by Station Managers.
 - Maintain a service wide response to High Rise buildings, in terms of responding to incidents and reassurance of the community.
 - Adhere to all Service Instructions, Standard Operational Procedures and Guidance to provide a professional service.
 - Maintain high safety standards to prevent accidents from occurring, and actively promote the safety culture by recording Near Miss incidents through the OSHENS system.
 - Continue to develop knowledge and skills in relation to local risk.
 - Undertake Operational Training each shift and utilise Ops Assurance bulletins and case studies to maintain wider knowledge and understanding.

Prevention & Protection

- We will:
- Actively target the most vulnerable in our Community by working with our partners and use local knowledge to carry out Home Fire Safety Checks.
 - Continue to deliver advice, support and reassurance for the elderly or vulnerable within our communities.
 - Community impact fund of £1000 will be utilised to make a positive difference in our communities and enhance our ability to engage with them.
 - Carry out Community Reassurance Campaigns in accordance with risk, demand and vulnerability.
 - Support National Safety Campaigns throughout the year working with our partners and communities.
 - Carry out Prevention Talks in places such as Schools, Youth Centres, and Sheltered Accommodation to promote our safety messages.
 - Develop working relationships with the rural community to reassure, educate and promote our safety message.
 - Work with local businesses and complete Simple Operational Fire Safety Audits (SOFSA), to promote safety in the workplace and to reinforce Fire Safety Legislation.

OUTCOMES

are the impact our actions have on the community such as reducing incidents.

| All Fires | Estimated Performance 2021/22 | Targets 2022/23 |
|-----------------------------------|-------------------------------|-----------------|
| All Primary Fires | 191 | 242 |
| Accidental Dwelling Fires (ADFs) | 81 | 93 |
| Deliberate Vehicle Fires | 42 | 52 |
| All Secondary Fires | 3 | 9 |
| Anti-social Behaviour Fire (ASBs) | 110 | 149 |
| AFA's in Non Domestic Premises | 44 | 58 |
| % ADF No Smoke Alarm | 16 | 28 |
| Alert to Mobile | 24.2% | Lower |
| | 90.3% | 95% |

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Complete all core skills courses at our Training and Development Academy.
 - Utilise the Station Training Planner to complete all Safe Person Assessments and Learnpro modules to maintain theoretical and practical skills.
 - Encourage and develop new firefighters and new officers to become competent and confident in their roles. Ensure that they are fully familiar with the Firefighter apprenticeship programme and their roles and responsibilities within.
 - Complete two off station Training Exercises, highlighting local risks.
 - Utilise our aerial capability to train and plan around incidents in High Rise Buildings.
 - Understand local risks by completing Site Specific Risk Inspections (SSRI). Utilise CFRMIS and the PORIS (Provision of Risk Information System) facility to achieve a more effective response.
 - Complete Hydrant Surveys for the station area.
 - Continue to work closely with NWAS and forge good working relationships and JESIP links.
 - Develop awareness of specialisms at key locations through familiarisation to ensure maximum effective response.

Operational Response

- We will:
- Respond professionally and speedily to incidents, maintaining our high standards in Attendance Times, Alert to Mobile and ensuring IRS completion standards are met.
 - Work with our partners such as Coastguards, Southport Off Shore Rescue to maintain excellent response to water and beach related incidents.
 - Liaise with neighbouring stations in Lancashire FRS to develop off station exercises and familiarisation visits to each other's stations.
 - Adhere to all Service Instructions, Standard Operational Procedures and Guidance to provide a professional service.
 - Maintain high safety standards to prevent accidents from occurring, and actively promote the safety culture by recording Near Miss incidents through the OSHENS system
 - Ensure standards of driving and emergency response and low speed manoeuvres are maintained and developed through instruction, information and exposure.
 - Ensure standards of appliance cleanliness, readiness and availability are maintained.

Prevention & Protection

- We will:
- Actively target the most vulnerable in our Community by working with our partners and use local knowledge to carry out Home Fire Safety Checks.
 - Carry out Community Reassurance Campaigns in our most vulnerable areas.
 - Support National Safety Campaigns throughout the year working with our partners and communities.
 - Carry out Prevention Talks in places such as Schools, Youth Centres, Sheltered Accommodation to promote our safety message
 - Work with the Fire Cadets to continue our commitment to Youth Engagement.
 - Work with local businesses and complete Simple Operational Fire Safety Audits (SOFSA) to promote safety in the workplace and to reinforce Fire Safety Legislation.
 - Contribute to implementation of new CFRMIS Protection Department System via completion of allocated Site Specific Risk Information and Simple Operational Fire Safety Audits within the station area.
 - Continue to identify opportunities to allocate the community impact fund to support cohesion.

OUTPUTS

are the quantifiable things we deliver to improve outcomes.

| Site Specific Risk Information (SSRIs) | Annual Target 2022/23: |
|--|------------------------|
| Home Fire Safety Checks | 74 |
| HFSCs delivered to over 65s (60% of HFSCs) | 2019 |
| Hydrant Surveys | 1276 |
| Waste & Fly Tipping | 72 |
| Prevention Talks | 12 |
| Simple Operational Fire Safety Assessments | 24 |
| Off Station Exercising | 96 |
| | 2 |

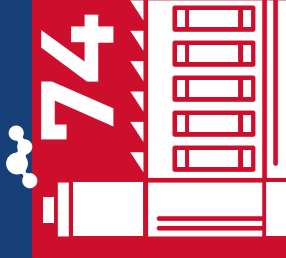
We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

OUTPUTS

are the quantifiable things we deliver to improve outcomes.

| Site Specific Risk Information (SSRIs) | Annual Target 2022/23: |
|--|------------------------|
| Home Fire Safety Checks | 193 |
| HFSCs delivered to over 65s (60% of HFSCs) | 4041 |
| Hydrant Surveys | 2592 |
| Waste & Fly Tipping | 108 |
| Prevention Talks | 48 |
| Simple Operational Fire Safety Assessments | 24 |
| Off Station Exercising | 112 |
| | 2 |

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.



2,019 Home Fire Safety Checks

96 Simple Operational Fire Safety Assessments

72 Hydrant Surveys

12 Waste & Fly Tipping

24 Prevention Talks

24 Simple Operational Fire Safety Assessments

2 Off Station Exercising

People

We will:

- Work together and support each other to maintain excellent wellbeing and mental health during and after the pandemic.
- Attend Staff Network events and support ED&I calendar events to increase station personnel's knowledge of Equality Diversity and Inclusion.
- Create a workplace that reflects our organisational and personal values.
- Maintain high levels of attendance and promote fitness and well-being.
- Be developed and supported via the Values Based Appraisal System, allowing staff to work with their line managers to set and achieve their goals.
- Provide support to Firefighters and ranks in development roles to allow them to become the best they can be.
- Support Apprentices with their development of skills knowledge and behaviours throughout their Firefighter apprenticeship.
- Embed coaching and mentoring within stations as a progressive development and staff welfare tool.
- Continue to provide positive role modelling within our communities.



MERSEYSIDE FIRE & RESCUE SERVICE

SOUTHPORT COMMUNITY FIRE STATION COMMUNITY RISK MANAGEMENT PLAN 2022/23

OUTCOMES

are the impact our actions have on the community such as reducing incidents.

| All Fires | Estimated Performance 2021/22 | Targets 2022/23 |
|-----------------------------------|-------------------------------|-----------------|
| All Primary Fires | 191 | 242 |
| Accidental Dwelling Fires (ADFs) | 81 | 93 |
| Deliberate Vehicle Fires | 42 | 52 |
| All Secondary Fires | 3 | 9 |
| Anti-social Behaviour Fire (ASBs) | 110 | 149 |
| AFA's in Non Domestic Premises | 44 | 58 |
| % ADF No Smoke Alarm | 16 | 28 |
| Alert to Mobile | 24.2% | Lower |
| | 90.3% | 95% |

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Complete all core skills courses at our Training and Development Academy.
 - Utilise the Station Training Planner to complete all Safe Person Assessments and Learnpro modules to maintain theoretical and practical skills.
 - Encourage and develop new firefighters and new officers to become competent and confident in their roles. Ensure that they are fully familiar with the Firefighter apprenticeship programme and their roles and responsibilities within.
 - Complete two off station Training Exercises, highlighting local risks.
 - Utilise our aerial capability to train and plan around incidents in High Rise Buildings.
 - Understand local risks by completing Site Specific Risk Inspections (SSRI). Utilise CFRMIS and the PORIS (Provision of Risk Information System) facility to achieve a more effective response.
 - Complete Hydrant Surveys for the station area.
 - Continue to work closely with NWAS and forge good working relationships and JESIP links.
 - Develop awareness of specialisms at key locations through familiarisation to ensure maximum effective response.

Operational Response

- We will:
- Respond professionally and speedily to incidents, maintaining our high standards in Attendance Times, Alert to Mobile and ensuring IRS completion standards are met.
 - Work with our partners such as Coastguards, Southport Off Shore Rescue to maintain excellent response to water and beach related incidents.
 - Liaise with neighbouring stations in Lancashire FRS to develop off station exercises and familiarisation visits to each other's stations.
 - Adhere to all Service Instructions, Standard Operational Procedures and Guidance to provide a professional service.
 - Maintain high safety standards to prevent accidents from occurring, and actively promote the safety culture by recording Near Miss incidents through the OSHENS system
 - Ensure standards of driving and emergency response and low speed manoeuvres are maintained and developed through instruction, information and exposure.
 - Ensure standards of appliance cleanliness, readiness and availability are maintained.

Prevention & Protection

- We will:
- Actively target the most vulnerable in our Community by working with our partners and use local knowledge to carry out Home Fire Safety Checks.
 - Carry out Community Reassurance Campaigns in our most vulnerable areas.
 - Support National Safety Campaigns throughout the year working with our partners and communities.
 - Carry out Prevention Talks in places such as Schools, Youth Centres, Sheltered Accommodation to promote our safety message
 - Work with the Fire Cadets to continue our commitment to Youth Engagement.
 - Work with local businesses and complete Simple Operational Fire Safety Audits (SOFSA) to promote safety in the workplace and to reinforce Fire Safety Legislation.
 - Contribute to implementation of new CFRMIS Protection Department System via completion of allocated Site Specific Risk Information and Simple Operational Fire Safety Audits within the station area.
 - Continue to identify opportunities to allocate the community impact fund to support cohesion.



4,041 Home Fire Safety Checks

112 Simple Operational Fire Safety Assessments

72 Hydrant Surveys

12 Waste & Fly Tipping

24 Prevention Talks

24 Simple Operational Fire Safety Assessments

2 Off Station Exercising

People

We will:

- Be supported to ensure their Physical and Mental Health is monitored and steps taken to ensure that they are aware of all available forms of Support both within the workplace and externally.
- Create a workplace which reflects our organisational and personal values.
- Maintain high levels of attendance and promote fitness and well-being.
- Be developed and supported via the Values Based Appraisal System, allowing them to work with their line managers to set and achieve their goals.
- Provide support to Firefighters and officers in development roles to allow them to become the best they can be.
- Embed the culture of coaching, mentoring and development to support future talent into the Gateway for consideration.
- Support the Firefighter Apprenticeship Programme through mentoring, training, development and observation on station.
- Recognise and promote the value of EDI within the FRS and the wider communities we serve.
- Observe calendar events or themed months to recognise diversity of people within our communities.



MERSEYSIDE FIRE & RESCUE SERVICE

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SPEKE/GARSTON COMMUNITY FIRE STATION COMMUNITY RISK MANAGEMENT PLAN 2022/23

OUTCOMES

are the impact our actions have on the community such as reducing incidents.

| All Fires | 276 |
|-----------------------------------|-------|
| All Primary Fires | 63 |
| Accidental Dwelling Fires (ADFs) | 26 |
| Deliberate Vehicle Fires | 13 |
| All Secondary Fires | 213 |
| Anti-social Behaviour Fire (ASBs) | 168 |
| AFA's in Non Domestic Premises | 14 |
| % ADF No Smoke Alarm | 16.7% |
| Alert to Mobile | 96.3% |

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Continue to identify and familiarise ourselves with risks in our station area, offering fire safety advice to the owners/occupants. (SOFS)
 - For larger premises we will conduct a more in-depth visit and update our records as necessary.
 - Annually inspect all hydrants within our station area to ensure that they are well maintained and working correctly.
 - Embed the PORIS (Provision of Risk Information System) as part of risk information gathering.
 - Maintain key skills and core competencies by training every day; developing training sessions that are as real to life as possible to test and improve our skills and knowledge.
 - Plan and carry out training events at local risk venues including residential high rise properties and familiarise ourselves with local public risks including shopping centres, factories and processing plants.
 - Continue building on our relationship with cross border fire stations and representatives from risks in our area, (for example, Jaguar Land Rover/Liverpool JLA), to arrange joint-training exercises.

Operational Response

- We will:
- Ensure Alert to Mobile standards are maintained (1.9 minutes) plus 10-minute response standards to all incidents as detailed in the IRMP.
 - Maintain and develop our excellent Health and Safety culture within the workplace. Continue to encourage our staff to recognise and act upon near misses and safety observations to maintain the highest possible standards and keep accidents and injuries to an absolute minimum. Maintain and service PPE to the highest possible standards.
 - Maintain operational appliances and equipment to the highest standards for effectiveness and availability.
 - Undertake regular on-station training in line with the operational training calendar, receiving quality assurance via Station Manager audits and complying with Service procedures, command guides and information notes to ensure the highest levels of response.
 - Conduct two off station exercises in 2022-23.

Prevention & Protection

- We will:
- Utilise demographic data and statistics so that we are best placed to understand and recognise our local community whilst conducting HFSC's.
 - Prioritise our Prevention work so that we are able to target the most vulnerable persons or "at risk" groups and work with local community partners to promote in areas of high social deprivation.
 - Support local community groups and housing providers to promote our HFSC strategy including reassurance campaigns in High Rise premises, prevention talks in Sheltered Accommodation, Schools and rural areas plus organised community events to maximise effectiveness.
 - Utilise Prevention officers and local partners to identify areas of ASB and liaise with property/landowners to reduce risk.
 - Carry out SOFSA visits to enhance Fire Protection standards in Commercial premises and encourage staff to become familiar with risks in their station area.

OUTPUTS

are the quantifiable things we deliver to improve outcomes.

| Site Specific Risk Information (SSRIs) | 120 |
|--|------|
| Home Fire Safety Checks | 1681 |
| HFSCs delivered to over 65s (60% of HFSCs) | 982 |
| Hydrant Surveys | 71 |
| Waste & Fly Tipping | 24 |
| Prevention Talks | 24 |
| Simple Operational Fire Safety Assessments | 112 |
| Off Station Exercising | 2 |

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

Annual Target
2022/23:

| |
|------|
| 120 |
| 1681 |
| 982 |
| 71 |
| 24 |
| 24 |
| 112 |
| 2 |

120
Site Specific Risk
Inspections

1,681
Home Fire
Safety Checks

112
Simple Operational
Fire Safety Assessments

Home Fire
Safety Checks



120
Site Specific Risk
Inspections

1,681
Home Fire
Safety Checks

112
Simple Operational
Fire Safety Assessments

Home Fire
Safety Checks

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One team, putting its communities first.**



ST HELENS COMMUNITY FIRE STATION COMMUNITY RISK MANAGEMENT PLAN 2022/23

OUTCOMES

are the impact our actions have on the community such as reducing incidents.

| All Fires | 933 |
|-----------------------------------|-------|
| All Primary Fires | 174 |
| Accidental Dwelling Fires (ADFs) | 72 |
| Deliberate Vehicle Fires | 26 |
| All Secondary Fires | 758 |
| Anti-social Behaviour Fire (ASBs) | 576 |
| AFA's in Non Domestic Premises | 31 |
| % ADF No Smoke Alarm | 22.2% |
| Alert to Mobile | 96% |

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Utilise our Aerial Capability to train and plan around incidents in High Rise Buildings.
 - Work with Preparedness on the implementation of a new Stinger/Scorpion Appliance for the station.
 - Complete all core skills courses at our Training and Development Academy.
 - Utilise the Station Training Planner to complete all Safe Person Assessments and Learnpro modules to maintain theoretical and practical skills.
 - Encourage and develop new firefighters and new ranks to become competent and confident in their roles.
 - Complete two off station Training Exercises, highlighting local risks.
 - Understand local risks by completing Site Specific Risk Inspections (SSRI) and work towards utilising the new PORIS (Provision of Risk Information System) software to enhance this information being gathered.
 - Complete Hydrant Surveys for the station area including review of water supplies for industrial and commercial areas.
 - Maintain all competencies against HAZMAT and Foam capability through education and training to maintain technical skills.
 - Improve service awareness of the specialist assets at St Helens through familiarisation sessions.

OUTPUTS

are the quantifiable things we deliver to improve outcomes.

| Site Specific Risk Information (SSRIs) | 159 |
|--|------|
| Home Fire Safety Checks | 3003 |
| HFSCs delivered to over 65s (60% of HFSCs) | 1812 |
| Hydrant Surveys | 143 |
| Waste & Fly Tipping | 48 |
| Prevention Talks | 48 |
| Simple Operational Fire Safety Assessments | 96 |
| Off Station Exercising | 2 |

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

Operational Response

- We will:
- Ensure Alert to Mobile standards are maintained (1.9 minutes) plus 10-minute response standards to all incidents as detailed in the IRMP.
 - Maintain and develop our excellent Health and Safety culture within the workplace, train and develop our staff to recognise and act upon Near Misses and Safety Observations to maintain the highest possible standards and keep accidents and injuries to an absolute minimum. Maintain and service PPE to the highest possible standards.
 - Continue to undertake On Station Training in line with Service Themes, which will be Quality Assured by Station Managers.
 - Maintain a service wide response to High Rise buildings, in terms of responding to incidents and reassurance of the community.
 - Adhere to all Service Instructions. Standard Operational Procedures and Guidance to provide a professional service.
 - Maintain Operational Appliances and equipment to the highest standards for Operational effectiveness and availability whilst conducting regimented testing to ensure longevity of resources.
 - Conduct cross border training days with GMFRS to ensure understanding of interoperability and improve working relationships.
 - Maintain staffing levels to provide specialist response.

Prevention & Protection

- We will:
- Actively target the most vulnerable in our Community by working with our partners and use local knowledge to carry out leafletting or Home Fire Safety Checks.
 - Carry out Community Reassurance Campaigns in our most vulnerable areas.
 - Continue to support and protect the over 65s cohort within our communities.
 - Support National Safety Campaigns throughout the year working with our partners and communities.
 - Carry out Prevention Talks in places such as Schools, Youth Centres, Sheltered Accommodation to promote our safety messages.
 - Make inroads into the rural community to reassure and educate them and pass on our safety message.
 - Work with local businesses and complete Simple Operational Fire Safety Audits (SOFSA) to promote safety in the workplace and to reinforce Fire Safety Legislation.
 - Utilise Prevention officers and local partners to identify areas of ASB and liaise with property/landowners to reduce risk.
 - In the form of a Community Impact Fund, Firefighters will support community based initiatives at a local level. They will help deliver projects in conjunction with Teardrops and the Chrysalis Foundation, that help them achieve their objectives and have a beneficial impact on the local Community.

159
Site Specific Risk
Inspections

3,003
Home Fire
Safety Checks

96
Simple Operational
Fire Safety Assessments



159
Site Specific Risk
Inspections

3,003
Home Fire
Safety Checks

96
Simple Operational
Fire Safety Assessments

Home Fire
Safety Checks

People

- We will:
- Work together and support each other to maintain excellent wellbeing and mental health during and after the pandemic.
 - Create a workplace which reflects our organisational and personal values.
 - Utilise station gym facilities to enhance fitness, overall health and wellbeing.
 - Help develop and support our team, via the Values Based Appraisal System, allowing them to work with their line managers to set and achieve their goals. Identify and support future talent.
 - Support and promote the Prince's Trust to assist disadvantaged young people in our Community to realise their true potential through engagement, inclusion and team building.
 - Embrace and promote Equality, Diversity and Inclusion both in the workplace and the Community through Prevention work, community room use and staff education
 - Embed the hybrid structure that mirrors the station functional plan, giving ownership, cohesion of activity and resource, accountability and responsibility to all staff
 - Continue to develop new entrants to the Service through training, incident exposure and accredited Apprenticeship qualification.
 - Embed the culture of coaching and mentoring to ensure our staff are the best that they can be.



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One team, putting its communities first.**



TOXTETH COMMUNITY FIRE STATION COMMUNITY RISK MANAGEMENT PLAN 2022/23

OUTCOMES

are the impact our actions have on the community such as reducing incidents.

| All Fires | Estimated Performance 2021/22 | Targets 2022/23 |
|-----------------------------------|-------------------------------|-----------------|
| All Primary Fires | 493 | 448 |
| Accidental Dwelling Fires (ADFs) | 147 | 137 |
| Deliberate Vehicle Fires | 74 | 60 |
| All Secondary Fires | 37 | 32 |
| Anti-social Behaviour Fire (ASBs) | 346 | 311 |
| AFA's in Non Domestic Premises | 217 | 228 |
| % ADF No Smoke Alarm | 37 | 26 |
| Alert to Mobile | 19.6% | Lower |
| | 95.7% | 95% |

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Complete allocated Site Specific Risk Information inspections prioritised on risk category and due date.
 - Embed the PORIS (Provision of Risk Information System) software and utilise as a tool for risk information gathering.
 - Manage availability of all water supplies through hydrant inspections and open water source identification.
 - Maintain all competencies by attending all TDA Core risk critical training.
 - Arrange and complete 2 off site exercises, at known risks within the station area. (M and S Arena, River, Central Mosque)
 - Complete 100 percent of all allocated SPA and Learnpro packages.
 - Strengthen links with the highest risk stakeholders within the station area (M&S Arena, Convention Centre, River MFI Coastguard and RNLI).
 - Ensure consistent high standards of appliance cleanliness, readiness and availability to our communities.
 - Train and familiarise with specialist assets held at separate locations to ensure efficiency in response.

Operational Response

- We will:
- Complete daily training in line with the station training planner.
 - Maintain core skills through 100% completion of Safe Person Assessments.
 - Attain a minimum performance of 85% during monthly audits.
 - Maintain 95% against performance indicator DR23 Alert to mobile in 1.9 mins and TP08 attendance to life risk incidents within 10 mins.
 - Promote a positive health and safety culture to reduce fire fighter injuries and damage to MFRS Assets. Increased vigilance and completion of near miss reports where appropriate.
 - Ensure the correct use, maintenance and recording of Personal Protective Equipment.
 - Ensure correct support, training and development of apprentice firefighters through the national programme.
 - Recognise and record new and emerging risks in the station area including waterfront development, residential and commercial premises.

Prevention & Protection

- We will:
- Link in with the Arson Reduction Team to support intelligence led activities.
 - Reinvigorate HFSC activity to protect the people of Merseyside.
 - Carry out reassurance campaigns in the residential high rise blocks within ours and neighbouring station areas.
 - Increase the percentage of visits to vulnerable persons and over 65's using the status reports during HFSC planning.
 - Link in with youth engagement within the community and support the development of the Prince's Trust team.
 - Strengthen links with all our religious communities to familiarise the crews with the diverse needs of the population and share links with service providers.
 - Carry out reassurance campaigns in residential high rise blocks in and around the station area, prioritising blocks of 8 floors or more.
 - Forge links with the Thrive Careers Hub in the City Centre so they can benefit from a grant embed the Community Impact Fund and also those from the community who are looking to gain work.

OUTCOMES

are the impact our actions have on the community such as reducing incidents.

| All Fires | Estimated Performance 2022/23 | Targets 2022/23 |
|-----------------------------------|-------------------------------|-----------------|
| All Primary Fires | 387 | 354 |
| Accidental Dwelling Fires (ADFs) | 100 | 92 |
| Deliberate Vehicle Fires | 35 | 40 |
| All Secondary Fires | 20 | 20 |
| Anti-social Behaviour Fire (ASBs) | 286 | 262 |
| AFA's in Non Domestic Premises | 168 | 147 |
| % ADF No Smoke Alarm | 12 | 14 |
| Alert to Mobile | 25.9% | Lower |
| | 96.8% | 95% |

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Complete all programmed core skills courses at the Training and Development Academy.
 - Utilise the Station Training Planner to complete all Safe Person Assessments and LearnPro modules to maintain theoretical and practical skills.
 - Develop knowledge and understanding of Marine Firefighting theoretical and practical skills to create a specialist team at Wallasey.
 - Assist with familiarisation of crews on a service wide basis to ensure knowledge of specific skillsets is devolved to all operational staff.
 - Undertake two off station training scenarios. Utilising due for renewal SSRI locations to develop new relationships and realistic incident scenarios. Embed the PORIS system following initial trials.
 - Maintain an excellent standard of readiness, cleanliness of appliances, equipment, kit and standards of dress.
 - Ensure all hydrant and Emergency Water Supply inspections are completed.
 - Contribute to development and delivery of awareness training of LPP, BASU, Marine Tunnel and Damage Control Unit to Stations across Merseyside.
 - Explore collaborative training with NWAS and Paramedics via on station relationships.

Operational Response

- We will:
- Actively promote a positive Health and Safety culture. Encourage and support reporting of near miss incidents to prevent future accidents/incidents.
 - Ensure Alert to Mobile, Standards of Fire Cover and IRS completion standards are met.
 - Work with our partners such as NWAS, Coastguard and RNLI to maintain excellent response to water and mud related incidents.
 - Ensure appropriate standards of PPE, adherence to procedures and safe working practice at operational incidents and training exercises.
 - Ensure high standards of driving and manoeuvres are maintained and developed through instruction, information and exposure.
 - Contribute to organisational learning by conducting debriefs and sharing learning from incidents and exercises through Operational Assurance Department.
 - Achieve Recall to Duty alert to mobile times for M25P3 and Specialist Support Assets using Call My App.
 - Ensure staffing provision is maintained to requirements of the Hybrid duty system model.

Prevention & Protection

- We will:
- Continue to use targeted data to engage, inform, educate and make-safe those most vulnerable from fire.
 - Ensure understanding and promote safeguarding of vulnerable persons and those with protected characteristics.
 - Use intelligence led information to target areas of ADF's and undertake arson reduction campaigns. Continue to highlight and report fly-tipped waste and vulnerable properties.
 - Effectively engage with children and young people, creating strong bonds with schools. Explore relationship with The Hive Youth Zone
 - Identify community groups eligible for Community Impact Fund. Explore relationship with Local Community Group, The Voice of Egremont.
 - Continue to deliver seasonal campaigns, such as Older Persons Week, Winter Warm and Bonfire Period alongside Prevention and Partners.
 - Contribute to implementation of new CFRMIS Protection Department System via completion of allocated Site Specific Risk Information and Simple Operational Fire Safety Audits within the station area.
 - Strengthen working relationship between Operational Crews, Protection and Prevention Teams via Monthly Meetings.

OUTPUTS

are the quantifiable things we deliver to improve outcomes.

| Site Specific Risk Information (SSRIs) | Annual Target 2022/23: |
|--|------------------------|
| Home Fire Safety Checks | 100 |
| HFSCs delivered to over 65s (60% of HFSCs) | 1514 |
| Hydrant Surveys | 863 |
| Waste & Fly Tipping | 98 |
| Prevention Talks | 24 |
| Simple Operational Fire Safety Assessments | 24 |
| Off Station Exercising | 96 |
| | 2 |

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.



96

Simple Operational Fire Safety Assessments

People

- We will:
- Support our staff who have been affected directly or indirectly by the ongoing pandemic.
 - Identify and support Firefighters and Watch Managers who wish to develop and seek promotion.
 - Set appraisal objectives to develop staff.
 - Complete appraisals within the specified timescales.
 - Identify and support Development Firefighters in the completion of their NVQ/ Apprenticeships through mentoring.
 - Manage absence levels in line with Service Policy.
 - Embed coaching and mentoring as a development aid.
 - Support positive action by delivering taster days for potential new fire fighters from our underrepresented communities utilising the fire fit hub for awareness days.
 - Support and develop new drivers on station.
 - Maintain fitness levels through shift related physical training activities.
 - Engage with and support our local community through the Community Impact Fund.



MERSEYSIDE FIRE & RESCUE SERVICE

WALLASEY COMMUNITY FIRE STATION COMMUNITY RISK MANAGEMENT PLAN 2022/23

OUTCOMES

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 - Strengthen working relationship between Operational Crews, Protection and Prevention Teams via Monthly Meetings.

OUTPUTS

are the quantifiable things we deliver to improve outcomes.

| Site Specific Risk Information (SSRIs) | Annual Target 2022/23: |
|--|------------------------|
| Home Fire Safety Checks | 90 |
| HFSCs delivered to over 65s (60% of HFSCs) | 3003 |
| Hydrant Surveys | 1789 |
| Waste & Fly Tipping | 69 |
| Prevention Talks | 24 |
| Simple Operational Fire Safety Assessments | 24 |
| Off Station Exercising | 112 |
| | 2 |

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.



112

Simple Operational Fire Safety Assessments

People

- We will:
- Promote awareness of the importance of mental health wellbeing. Encourage all to monitor and signpost their colleagues to counselling /occupational health, where appropriate.
 - Positively promote Critical Incident Stress Management process. These measures should contribute to maintaining low absence levels.
 - Develop our people via continued engagement to deliver a professional service, which has a positive impact on our communities and workplace.
 - Support the Firefighter Apprenticeship Programme through mentoring, training, development and observation on station. Exploration into Mentor Bridging Team for Apprentice Fire Fighters.
 - Develop and support personnel at all rank levels to be the best they can be and identify and support potential managers for the future. Contributing to the Coaching and Mentoring.
 - Review performance and identify future development needs through the appraisal system.
 - Promote a healthy lifestyle amongst personnel through good nutrition and a physical fitness environment.
 - Recognise and promote the value of EDI within the FPS and the wider communities we serve.



MERSEYSIDE FIRE & RESCUE SERVICE

**Our Vision is to be the best Fire & Rescue Service in the UK.
One team, putting its communities first.**



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