

Service Delivery Plan

April 2024 - March 2025



Our Vision:

To be the best fire and
rescue service in the UK

One team, putting its
communities first



MERSEYSIDE
FIRE & RESCUE
SERVICE



**WE ARE MERSEYSIDE
FIRE & RESCUE SERVICE**

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1.1 Introduction

Welcome to our Service Delivery Plan for 2024/25. This Plan brings together in one document Merseyside Fire and Rescue Authority's plans and priorities for 2024/25 including the completion of those set out in our Integrated Risk Management Plan 2021-24 (IRMP) published in July 2021 and the new ones in the soon to be released Community Risk Management Plan (CRMP) 2024-27, due to be published in July 2024



Since we published our last plan Merseyside Fire and Rescue Service (MFRS) has continued to provide outstanding services to the public and visitors to Merseyside. If you need our help in an emergency, you can be assured that we have one of the fastest responses in the country. If you are more likely to have a fire in your home or business, we will help to reduce that risk and if you live in a community where anti-social behaviour is a problem we will work with other organisations to keep you safe. Through our outstanding prevention and protection work, we have driven down fire deaths to the lowest ever number.

In May and June 2023 the Service took part in the third full inspection by Her Majesty's Inspectorate of Fire and Rescue Services. In 2023, we again scored three 'outstanding' judgements making best use of resources (the only fire and rescue service to do so). Overall, the Inspectorate judged us as:

- **Outstanding** at preventing fires and other risks
- **Outstanding** at responding to major and multi-agency incidents
- **Outstanding** at making the best use of resources

All other judgements were either Good or Adequate with no areas classed as Requires Improvement or Inadequate.

We have continued to work hard to improve during the period since the last inspection and we will continue to do that in the future.

Fire service organisational culture has been in the spotlight recently, having been identified as an area of focus by HMICFRS. We remain steadfast in our determination to create a culture that is fully inclusive and we will operate a policy of zero tolerance when it is not. We have plans in place to continue to embed our Leadership Message and positive behaviours in the organisation.

Merseyside Fire and Rescue Service is a positive, safe and supportive place to work. 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.

Having almost completed the third and final year of our three-year IRMP 2021/24 this Service Delivery Plan includes actions related to the final few months of that IRMP and will also focus on our proposals for 2024/27 which will increase our resources and our support for our community and continue with our introduction of new ways of working (out to consultation until 27th May 2024). You can read more about our proposals in section 5.2.

We hope you enjoy reading about our plans for the next year and 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

1.2 Our Corporate Vision, Purpose and Aims

Our Vision:

To be the best Fire & Rescue Service in the UK, acting as one team putting our 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 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

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

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

OUR VISION	Here to serve. Here to protect. Here to keep you safe.									
OUR PURPOSE	To be the best Fire & Rescue Service in the UK. One team, putting its communities first.									
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.	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 SERVICE VALUES	We serve with Courage <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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 			

1.3 The Core Code of Ethics

Fire and rescue services are required to operate within a national Code of Ethics. For Merseyside Fire and Rescue Authority, these are embedded into our Leadership Message, behavioural Ground Rules and Code of Conduct. They are at the heart of what we are as an organisation and shape how our people behave in work and in our communities.



The Core Code sets out five ethical principles, based on the Seven Principles of Public Life, which alongside the accompanying guidance provides a basis for promoting good behaviour and challenging inappropriate behaviour.

- **Putting our communities first** – we put the interest of the public, the community and service users first.
- **Integrity** – we act with integrity including being open, honest and consistent in everything we do.
- **Dignity and respect** - making decisions objectively based on evidence, without discrimination or bias.
- **Leadership** – we are all positive role models, always demonstrating flexibility and resilient leadership. We are all accountable for everything we do and challenge all behaviour that falls short of the highest standards.
- **Equality, diversity, and inclusion (EDI)** – We continually recognise and promote the value of EDI both within the FRSs and the wider communities in which we serve. We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations, and celebrate difference.

**Merseyside
population:
1.4m+**



**There are
more than
660,000
homes.**

**There are over
40,000
places of work.**



**More than
3,000
miles
of roads.**



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 five metropolitan districts has at least one major town centre and outlying suburbs.

There are 42 miles of motorway, six miles of tunnels (road and rail), 75 miles of passenger railway and over 60 miles of coastline. Merseyside has eight Top Tier COMAH sites and the Port of Liverpool handles over 30 million tonnes of freight for both import and export.

According to the 2021 Census, Merseyside has a population of 1,423,300. Since the 2011 census, the population of Merseyside has grown by 3%, with each metropolitan district showing overall increases.

Digging deeper into the population of Merseyside, we see:

- Slightly more females than males in Merseyside (51.5% female and 48.5% male).
- Based on the 2021 Census, the total population of over 65's in Merseyside is 27.9%.
- 91.7% of people are classed as White and 8.3% are of Black and Minority Ethnic origin.



Sefton
Population: 281,027
Land Area: 216 sq km
Homes: 130,804
Roads: 614.4 miles
Ranked 89 out of 317 local authority areas in the IMD 2019.

Wirral
Population: 322,453
Land Area: 220 sq km
Homes: 151,547
Roads: 756.6 miles
Ranked 77 out of 317 local authority areas in the IMD 2019.

Knowsley
Population: 157,103
Land Area: 86 sq km
Homes: 70,170
Roads: 368.5 miles
Ranked 3 out of 317 local authority areas in the IMD 2019.



St Helens
Population: 184,728
Land Area: 136 sq km
Homes: 85,411
Roads: 460 miles
Ranked 40 out of 317 local authority areas in the IMD 2019.

Liverpool
Population: 496,770
Land Area: 162 sq km
Homes: 229,863
Roads: 894.6 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 Community Risk Management Plan and other organisational objectives in 2024/25 and the performance indicators we will use to show whether what we have done has been a success.

When writing our Community 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.

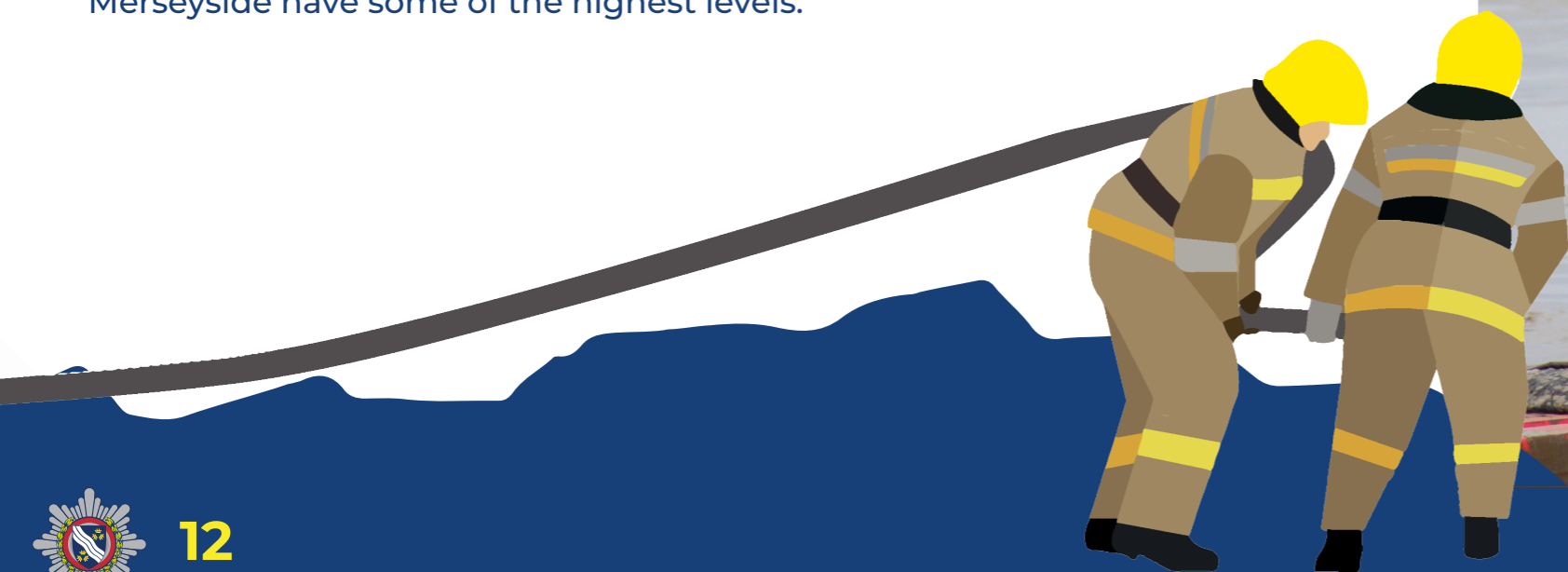
Vulnerability – we use information that we and other organisations collect to identify the types of people who would be most likely to have a fire or other emergency and who would be most likely to suffer harm. This could be because of personal characteristics such as age or illness, or something that 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 CRMP, 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 has helped us decide which proposals to include in the following Plan. These proposals explain what we believe are the best ways to spend our budget to deal with the Risk, Demand and Vulnerability in Merseyside in the most efficient and effective way.



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. This work was continued during planning for the CRMP 2024-27.

<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

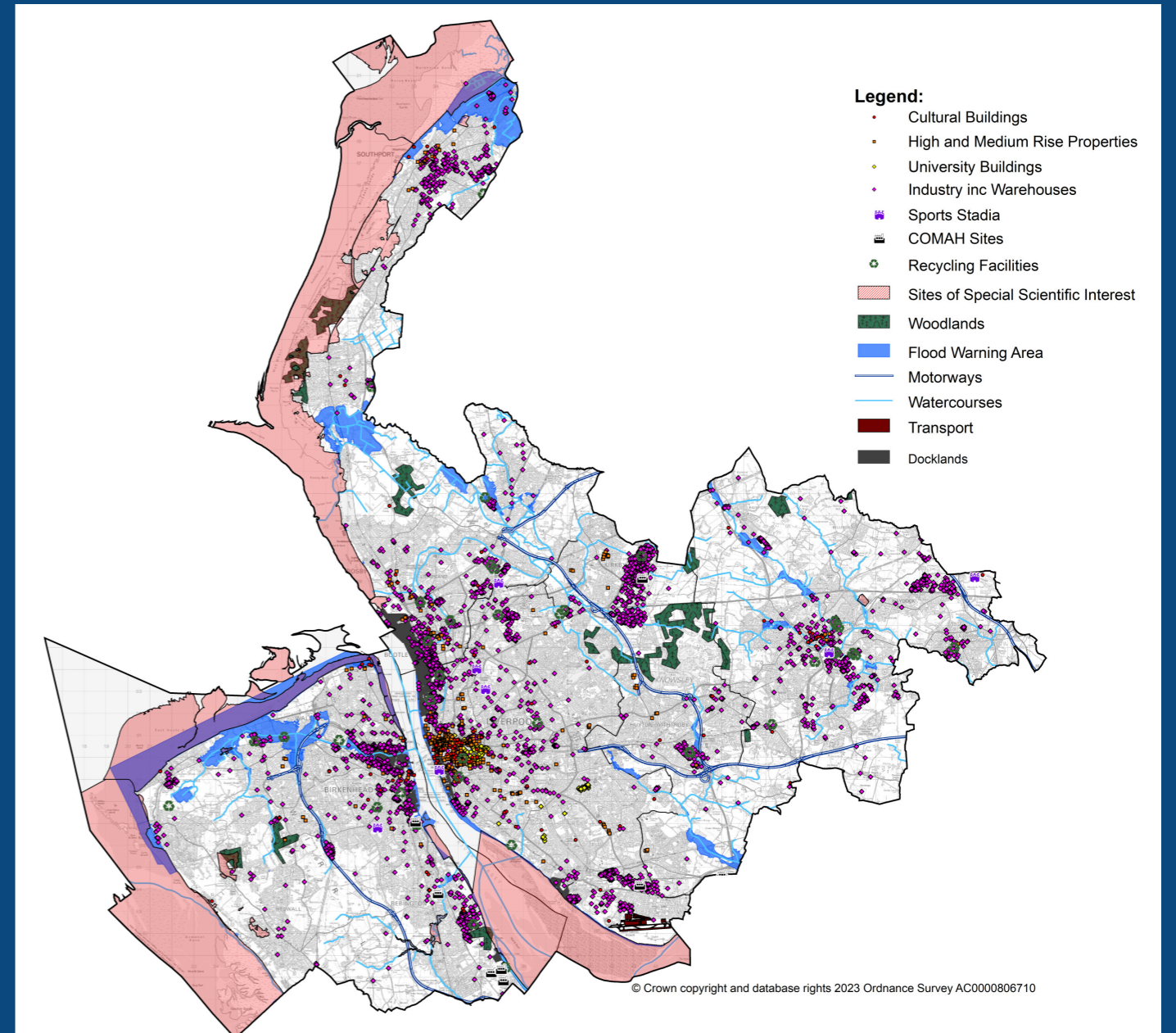
These are the six high impact areas (identified using the NSRA and local community risk register) that we have established because of the impact they can have on the community and on our Service. They tend to occur less often, but take a large amount of firefighters and equipment to deal with them when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

Risk Map of Merseyside 2024



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.

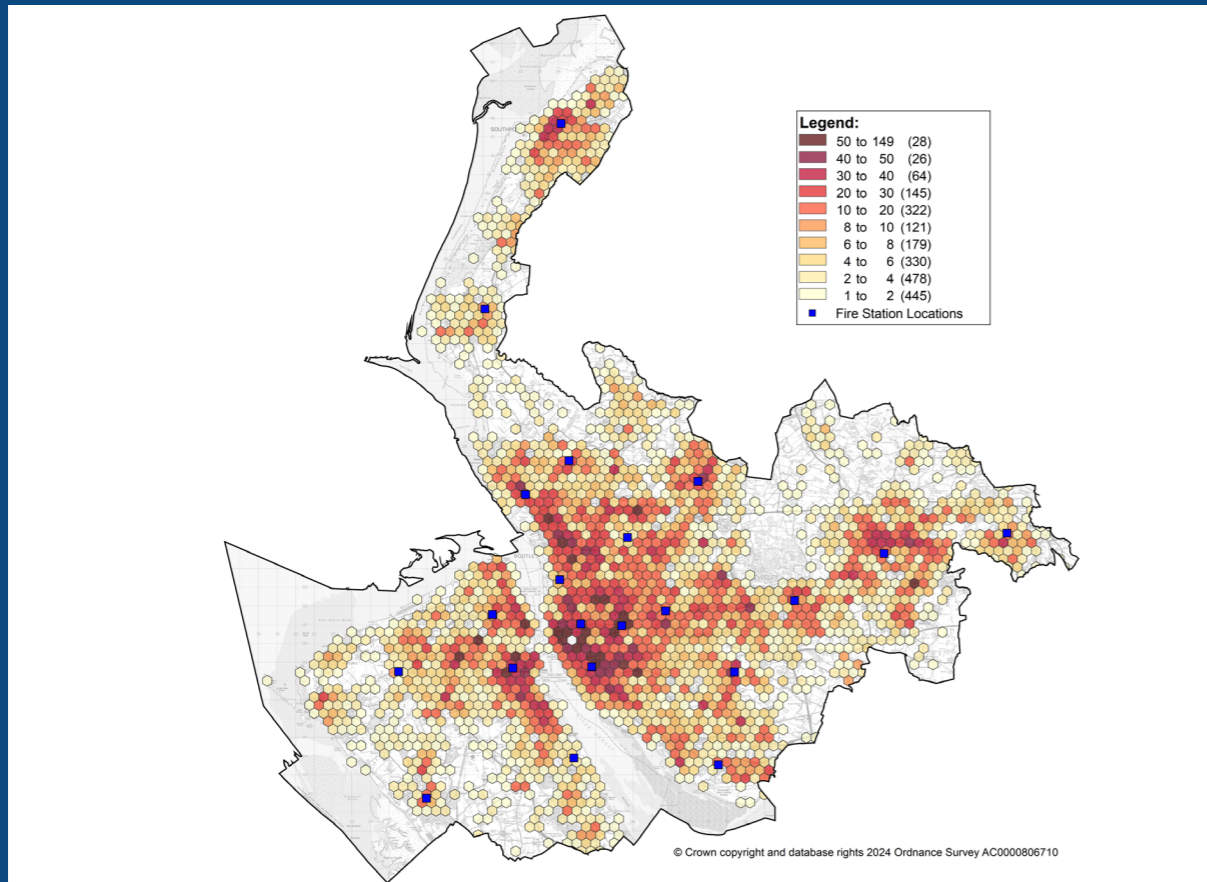


Demand for our services

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 2023 and it shows that incidents aren't evenly spread across Merseyside:

Map Identifying Incident Density During 2023

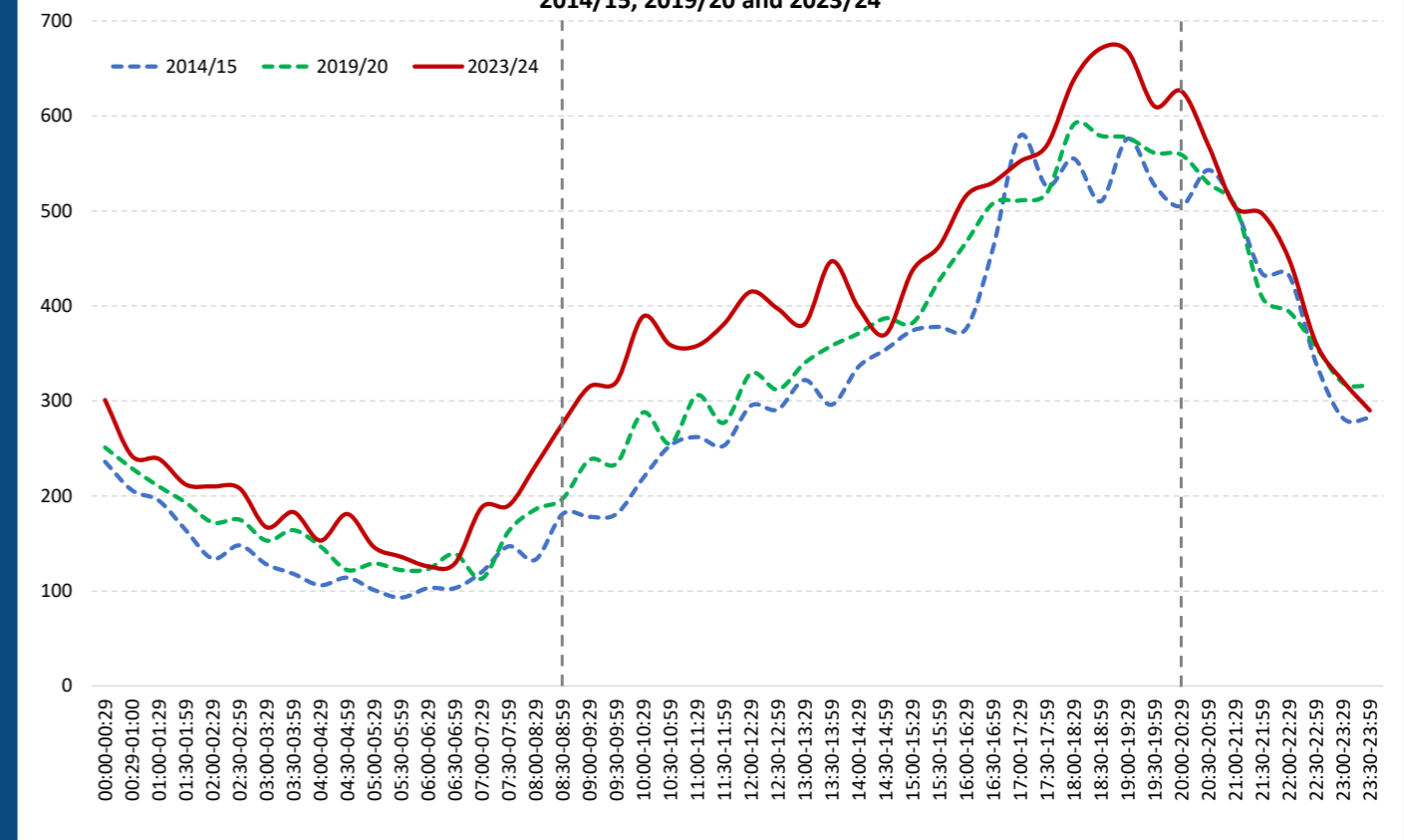


We also know that demand fluctuates between the day and night; crews are twice as busy during the day than at night. Using this knowledge, we make sure we have our fire engines, in the right place at the right time to respond.

All Incidents 2023 (Calendar Year)

	Day	Night	Total
Count	11202	6302	17504
Proportion	64.0%	36.0%	100%

All Incidents Attended by Half Hour Period
2014/15, 2019/20 and 2023/24



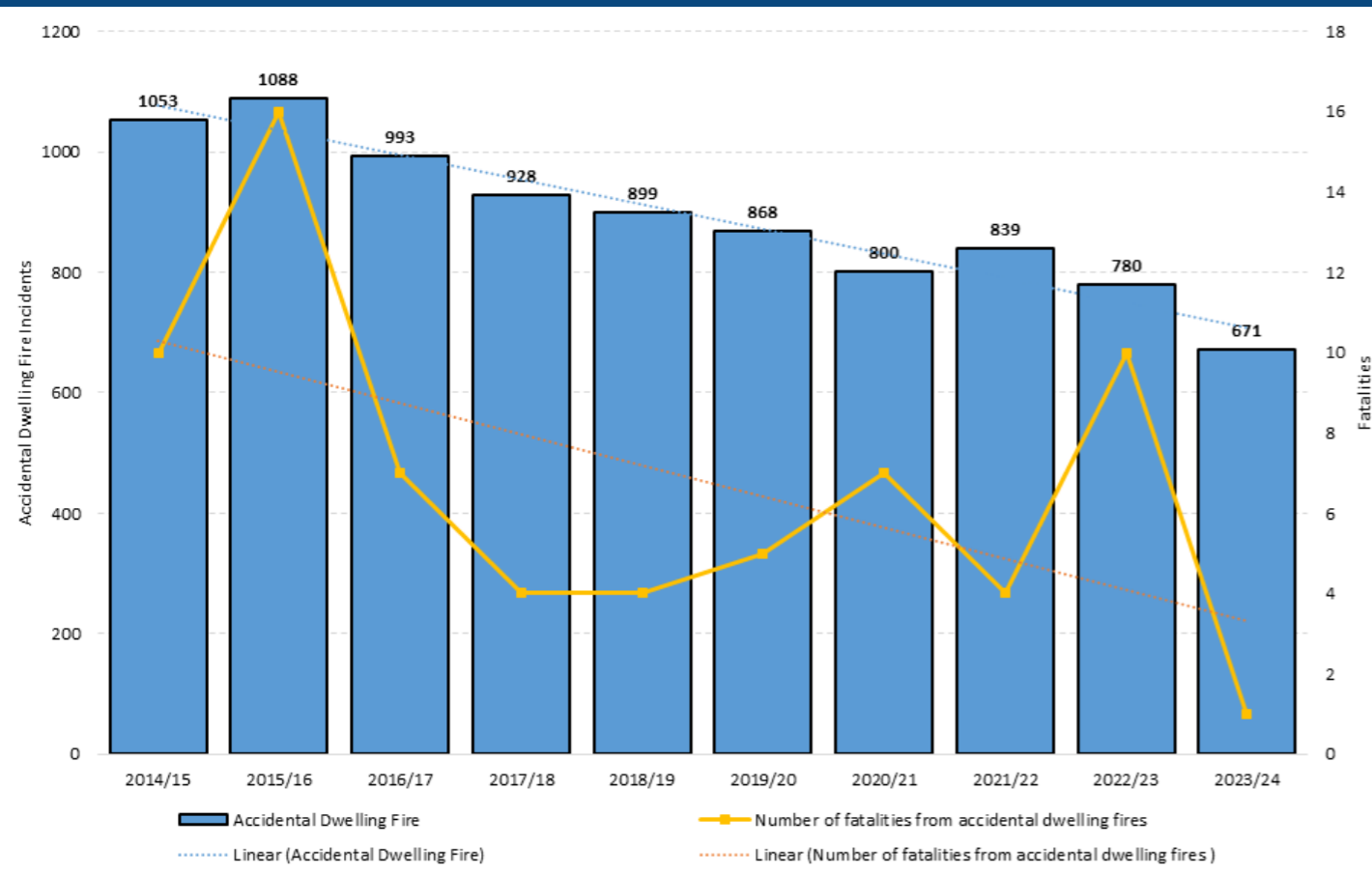
Vulnerability in Merseyside

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.

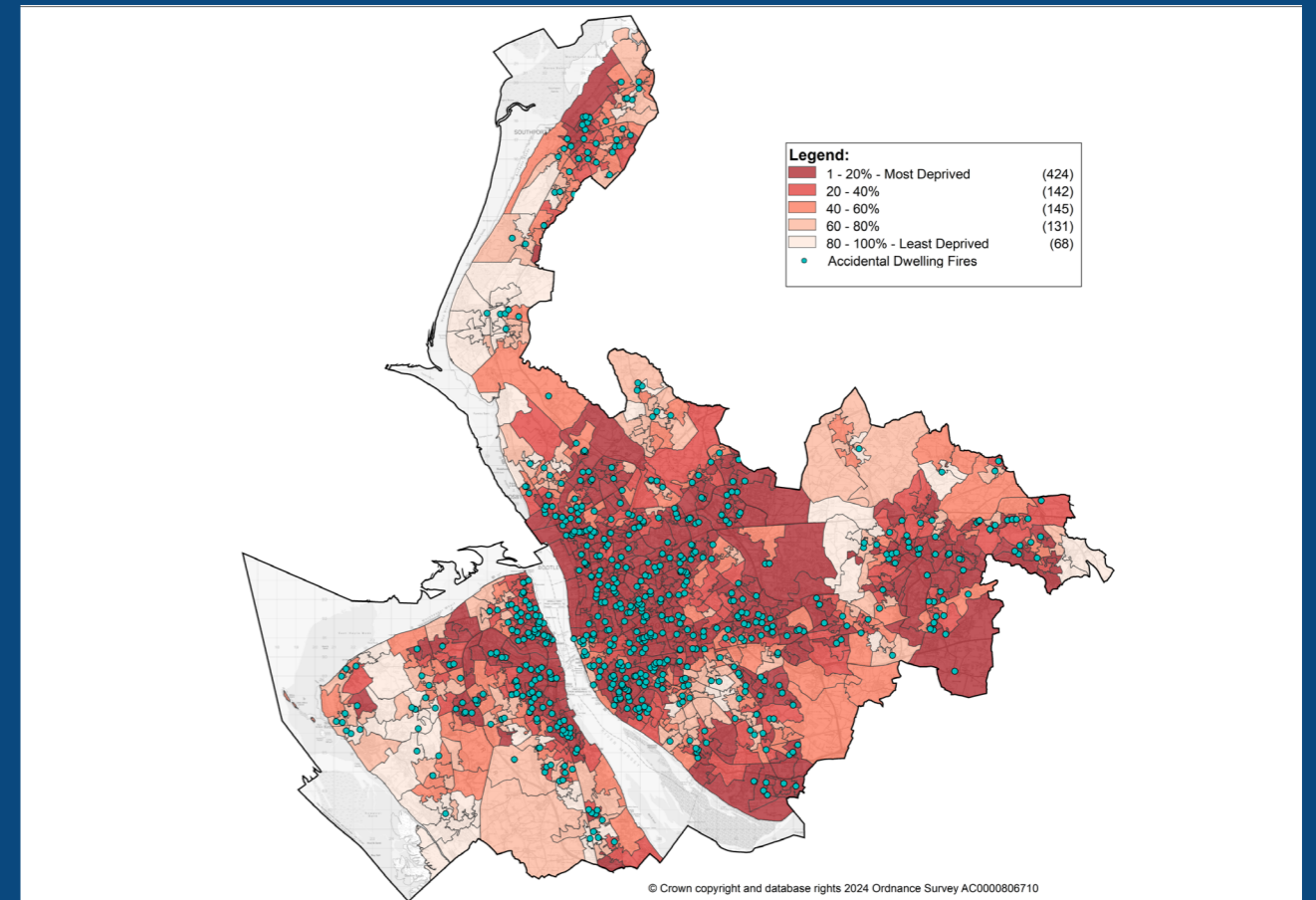
The graphs below show the success of our Prevention activities showing how the number of both deliberate and accidental dwelling fires have fallen. We also use this information to help us plan for the future.

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

Accidental Dwelling Fires and Fatalities Between 2014/15 & 2023/24



Accidental Dwelling Fires Attended During 2023 in Relation to Deprivation (IMD 2019)



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

Our priorities become objectives in our Community 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

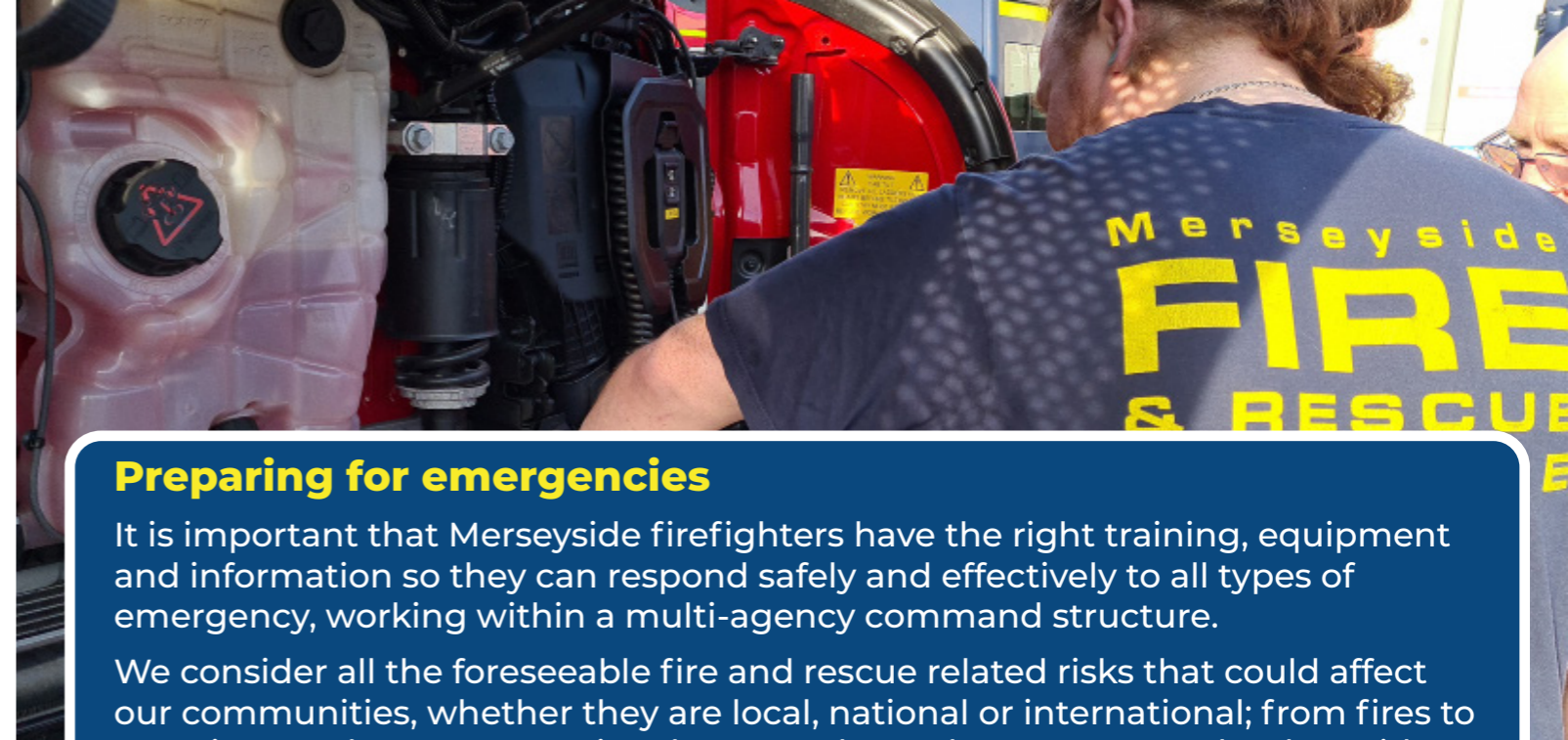
Around 1000 people are employed by Merseyside Fire and Rescue Authority at 22 Community Fire Stations, a Marine Rescue station, our Training and Development Academy, Headquarters, Fire Control and vehicle workshops.

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. We are a positive and bold organisation that is always looking to improve and provide the very best services possible to the public we serve. In the past we have had to deal with budget cuts and they challenged our ability to

continue to provide services to the community, but more recently we have been able to increase our fire engines and firefighters by being innovative and demand-led to help us use the money we have differently. Our new Community Risk Management Plan 2024/27 sees us build on that ambition to provide further protection to the people of Merseyside.

Our CRMP 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.



Preparing for emergencies

It is important that Merseyside firefighters have the right training, equipment and information so they can respond safely and effectively to all types of emergency, working within a multi-agency command structure.

We consider 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. Our Operational Preparedness department works alongside partners, such as local councils, the NHS, the Police and the Ambulance Service.

These organisations make up the Merseyside Resilience Forum which produces a Community Risk Register; this includes our plans to prevent and reduce the impact of risks that affect Merseyside and ensure MFRS (as a Category 1 Responder) is prepared for and can respond to any emergency.

We work hard to enhance and develop firefighter safety and officer training for our highest risks; high rise incidents, terrorist attacks, marine response, emergency medical response, flooding and wildfire incidents.

We train and exercise for other types of risk too. This helps us adapt to an ever changing environment, whether that be locally, nationally or internationally to keep our teams safe and excel in a crisis. In 2024 we will move into our new Training and Development Academy, which as well as providing the best of facilities for our own staff, will allow us to offer exceptional training opportunities to other organisations based in the UK and internationally.

We also work with partners, including the Merseyside Resilience Forum and Safety Advisory Groups to prepare for major events across Merseyside and we make sure we have good arrangements in place so we can continue to operate when an event such as a major power cut or pandemic affects us. We must have these business continuity arrangements under the Civil Contingencies Act 2004. This helps us provide our services no matter what happens.

We also make sure we have the right vehicles and equipment to help keep staff safe and to respond to and deal with incidents effectively. We research what is new on the market to keep our vehicle fleet and equipment up to date.

Our approach to preparing for incidents, as well as the way we respond, has resulted in us being judged as Outstanding by His Majesty's Inspectorate of Constabulary and Fire and Rescue Services for the way we respond to major incidents for each of our three inspections, the only fire and rescue service to achieve this.



Responding to emergencies

Our twenty two fire stations (including the Marine Rescue Unit) housing our firefighters, marine rescue staff, fire engines and equipment are strategically placed across Merseyside, and our Control room is based at our headquarters. Together they provide our operational response. 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. Information about our shift patterns can be found in the following sections.

Our specialist stations, introduced as part of our 2021/24 Integrated Risk Management Plan, provide an enhanced response to high impact incidents such as wildfires and hazardous materials, marine and water incidents. We plan to build on these specialisms during the next three years.

All stations are ready to respond 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 for dealing with incidents, providing community fire safety advice and equipment, inspecting water supplies and gathering risk information. Firefighters complete a 16-week intensive initial training course, a two-year apprenticeship programme and then continually train, refresh and update their skills throughout their career.

Good management of health and safety is an important part of how we work and 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 and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999). We also manage and monitor performance, ensure our procedures are correct and effective and carry out investigations following incidents, accidents and other events so we can learn from them and improve our response to incidents and other events in the future.



Lead Authority for National Resilience

National Resilience is a shared responsibility between central and local government. National Resilience provides specialist equipment and skilled staff to enhance the ability of the fire and rescue service sector to respond effectively to large-scale or critical incidents. Those incidents may be natural, such as flooding or wildfire, or industrial accidents, building collapses or terrorist attacks.

Merseyside Fire and Rescue Authority has been working for the Home Office as the lead authority for the coordination and management of National Resilience since 2016. This nationally important responsibility is overseen by our Deputy Chief Fire Officer as the National Fire Chief's Council National Resilience Strategic lead and our Chief, Deputy and Assistant Chief Fire Officers are National Strategic Advisors for large and complex incidents nationally.

We have responsibility for National Resilience Assurance making sure other Fire and Rescue Services can use equipment provided efficiently, the management, coordination and delivery of training and the management of the maintenance contract, so National Resilience assets are always fit for purpose and ready for use when required by MFRS National Resilience Fire Control.

Assurance is provided by the National Resilience Assurance Team (NRAT), made up of fire and rescue service officers from around the UK. They are one of several functions that support the National Coordination and Advisory Framework (NCAF), which allows decision makers, locally and nationally to receive clear operational advice on how best to manage large scale emergencies, and in collaboration with National Resilience Fire Control, are responsible for the mobilisation, co-ordination and monitoring of National Resilience (NR) assets.

The following specialist capabilities are dispersed nationally based on the a National Security Risk Assessment (NSRA) and are overseen by a dedicated group of officers from several fire and rescue services, collectively referred to as the National Resilience Assurance Team (NRAT):



The following specialist capabilities (which can be vehicles, equipment and people) are managed by NRAT and located around the country based on risk:

- Enhanced Logistics Support (ELS)
- Chemical, Biological, Radiation and Nuclear (CBRN(e))
- Flood Response
- High Volume Pump (HVP)
- Urban Search and Rescue (USAR)
- Marauding Terrorist Attack Specialist Response (MTA)
- Wildfire introduced in 2024

We also play a vitally important role in international emergencies as the lead fire and rescue service for the coordination and deployment of the UK International Search and Rescue (UKISAR) team, which in 2023 alone, took part in the international response to large scale natural disasters in Türkiye, Malawi and Morocco. We are very proud of this international role and in late 2023 UKISAR was recognised as a world leader and the highest performing ISAR team worldwide.



Preventing fires and other emergencies

Our prevention activities focus on safety:

- In the home
- On our roads
- In the community, including reducing arson
- In and around water

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 department and provided in a variety of ways.

Firstly, our Home Safety Strategy which includes our Home Fire Safety Check. Each year our fire crews carry out 50,000 of these checks which are targeted at people who live in more deprived areas and are over the age of 65. We know this means that we are reaching people who are most vulnerable from fire. We also deliver 10,000 Safe and Well Visits through our specialist Prevention Advocate teams. The Safe and Well Check

provides home fire safety advice and also lets us focus on health and lifestyle factors that we know make some people more at risk of dying or being injured in a fire. We work closely with partners so we can link them to the people who are most vulnerable and who need their support. By doing this, we make every contact count.

Important to our Prevention activity is our communications plan which helps us talk to our communities through social media and other media outlets, directing people to online Home Fire Safety Checks and offering other crucial community safety information. We work in real time, which means that when we see an increase in particular incident types (such as fires linked to the cost of living) we can provide specific information for the public at short notice to keep people safe from fire.

Our approach to home safety has been at the vanguard of our prevention work for many years and it has resulted in a significant reduction in fires, deaths and injuries in the home.



To emphasise this point, house fires in England and Wales have reduced by 16% in the last ten years, but in Merseyside we have seen a 32% reduction. We share learning and best practice across the country and this is one of the main reasons we have been given an Outstanding judgement for preventing fires in all three of our inspections by His Majesty's Inspectorate of Constabulary and Fire and Rescue Services.

Supporting the broader Prevention Strategy, our Community Safety plans 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, in the most challenging places, to develop and deliver a number of early interventions and development programmes to help young people. We also have a member of staff working full time in the Merseyside Violence Reduction Partnership, which supports early intervention and youth education for the whole of Merseyside, with the aim of reducing anti-social behaviour and fire setting. We also have a strong focus on safeguarding, influencing nationally and making sure that our staff know how to spot safeguarding issues and take the correct action to protect people.

Our plans help us to be clear on what we will do to prevent fires and other emergencies and they are based on a range of local, regional and national data. Our targeted, risk-based approach prioritises people and communities that are most vulnerable. More recently, we have been looking at how we can

broaden the advice we give, using risk information to warn people who live in areas where there is a risk of flood or wildfire and help them become more resilient.

We also want to make every contact count and we are connected to what local councils, other emergency services and partner organisations 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 in as many ways as we can. We consult with key stakeholders and evaluate our plans so that we know we are reaching the right people in the right places. 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.



Protecting people and buildings from fire

We improve safety in the communities of Merseyside by reducing risks and incidents in the built environment. We do this by educating and engaging with the people responsible for making sure buildings are maintained to legal standards and by using the Fire Safety Order and other legislation to take legal action when there has not been enough done to keep buildings and people who use them, safe.

This helps us to reduce the impact of fire in our communities, keep our firefighters safe and protect our heritage and the environment. We work with other fire and rescue services and organisations such as local councils, the Care Quality Commission and Merseyside Police to deliver our services. This can involve formal arrangements such as the Primary Authority Scheme (PAS*) or the Liverpool City Plan. Also, our Fire Engineering Team work with local councils to ensure that buildings

and the people who use them are protected from the effects of fire.

We use local and national information to help us identify the premises most at risk from fire and this helps us create our risk-based inspection programme; the list of premises that we will inspect or audit. We plan and adapt to the diverse and changing needs of the community, making sure that services are available to all in a way that meets their needs.

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 to reduce the risk of fire and explosion.

The impact of the Grenfell Tower fire in 2017 continues to influence the fire and rescue service sector. We have implemented recommendations following the findings of the first inquiry and will be working closely with the new Building Safety Regulator under the new building safety arrangements.

** Primary Authority Schemes (PAS) enables local authorities to improve compliance and build better relationships with businesses whilst supporting local economic growth. Under such schemes, a local authority can form a legally recognised partnership with a business or group of businesses to provide them with fire safety regulatory advice that other authorities have to respect and consider when they are carrying out inspections or dealing with non-compliance.*



Our People

We are proud of the community we come from and represent and it is really important to us that we create a safe place for people to live, grow and thrive. We recognise that each and every one of us plays a part in making Merseyside Fire and Rescue Service a great and successful place to work.

We understand that our people help us achieve our Vision, Purpose and Aims through commitment to our organisational values and behaviours and we know that its vitally important that our people are able to achieve their potential, give their best at work and are listened to and valued for their contribution.

We are committed to participation, openness to learning, equity and fairness, informed choices, shared ownership and creating a place where people belong.

We work with community groups, schools and colleges taking a positive action approach to recruitment and promotion to encourage applications from people who might not usually think of working for Merseyside Fire and Rescue Service as a career for them.

You can read more in our People Plan which includes details about our leadership journey and cultural action plan which will be published in July 2024, but some highlights that directly impact on this Community Risk Management Plan include how we make sure firefighters are competent to carry out their role and what we are doing to make sure we consider the wellbeing of our staff and keep them safe from contaminants at incidents.

3.1 Our finances

Merseyside Fire and Rescue Authority has an excellent record of delivering outstanding fire and rescue services with the budget we have has to spend on our employees (including our firefighters), our equipment and our services. Our money comes from grants from Central Government and Council Tax payments and we make decisions on what we spend based on the Risk, Demand and Vulnerability of our communities. As we do that, we make sure that we provide value for money for the people of Merseyside.

Like other public services we have faced financial challenges over the years, with budget reductions totalling 50% in real terms leading to us having to reduce firefighter numbers from over 1000 to 620 and fire engines from 43 to 28 over a ten year period.

But we have always made sure we provide the best services, including a very fast response to emergencies. In recent years we have made some bold decisions that have allowed us to increase the number of firefighters to 642 and our fire engines to 32, and we are going further in this CRMP.

Our Medium Term Financial Plan sets out how we will deliver our services and we carry out prudent financial management by managing our resources efficiently, economically and effectively. We have been judged as Outstanding for making the best use of resources by our Inspectorate who said:

" The service's financial and workforce plans, including allocating resources to prevention, protection and response, continue to be consistent with the risks and priorities it has identified in its IRMP. All the service's functions have enough people, equipment and budget provision to make sure that it achieves the aims and objectives set out in its IRMP."





The Authority will always prioritise the allocation of resources to frontline services to increase firefighter and fire engine availability and to target Prevention and Protection, to provide the best services we can across Merseyside. While there is no room for complacency, the investment the Authority has made in the Service in recent years allows us to deliver our Vision to be the best fire and rescue service in the UK - One team, putting its communities first.

You can read more about our spending plans in our updated Medium Term Financial Plan which covers a five year period from 2024/2025 to 2028/2029 here:

<https://mfra.merseyfire.gov.uk/ieListDocuments.aspx?CId=142&MId=2842&Ver=4>

The CRMP is the key document that helps us to decide how we spend our budget and the Medium Term Financial Plan reflects the allocation of resources necessary to deliver the CRMP and provide our other services too.

The pie chart below shows that:

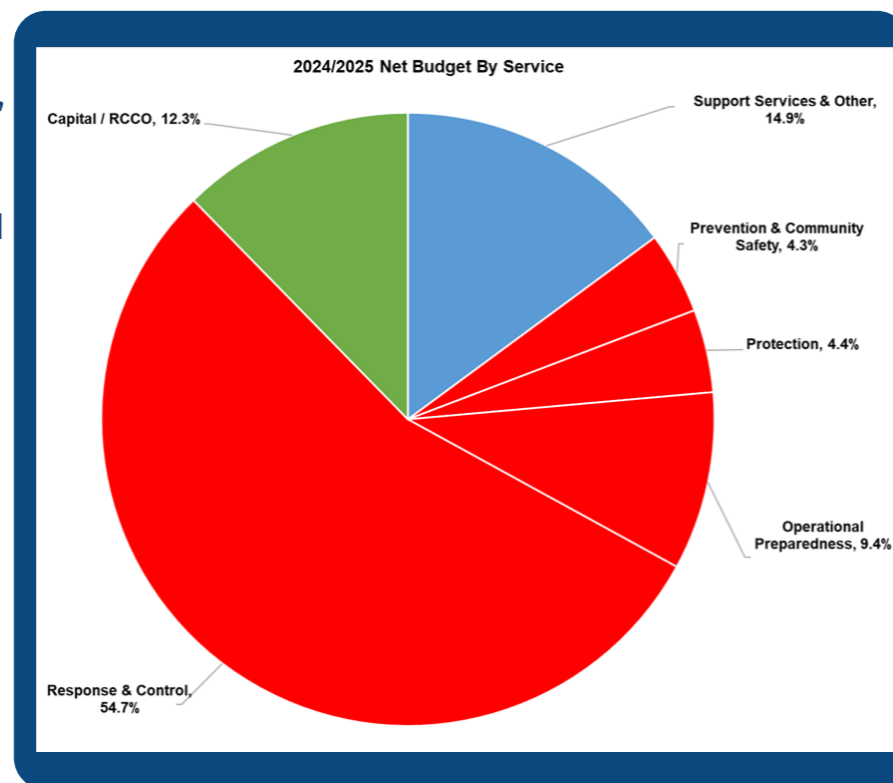
- Most expenditure, 54.7%, is allocated to emergency and specialist response;
- In addition, 9.4% goes on preparing for emergencies (Operational Preparedness); and
- 8.7% on Protection (legislative fire safety), Prevention and Community Safety.

Therefore, 72.8% of all expenditure is allocated to “front line” services (which includes Prevention and Protection).

The 12.3% allocated to capital costs relates mainly to previous investment in “front line” assets, fire stations, vehicles and equipment.

The remaining 14.9% is allocated to our wider team including support services. These enable “front line” services to be delivered and secure value for money in the achievement of our vision and aims.

Our Medium Term Financial Plan provides more information about our finances.



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 2024/25, 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.

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 Performance for 2023/24

	Benchmark Key Performance Indicators	Performance 2022/23	Target 2023/24	Estimated Performance 2023/24	Status
TO00	Total number of emergency calls received	24799	Quality Assurance	20054	Quality Assurance
TC01	Total number of incidents attended	18735	19214	17345	On target
TC02	Total number of fires in Merseyside	7112	7169	5360	On target
TC03	Total number of ^primary fires attended	1859	1983	1653	On target
TC04	Total number of secondary fires attended	5253	5186	3707	On target
TC05**	Total number of special services attended	5306	Quality Assurance	5165	Quality Assurance
TC06	Total number of false alarms attended	6317	6253	6820	Target missed
TR08*	Attendance standard – first attendance of an appliance at a life risk incidents in 10 mins	93.9%	90.0%	95.9%	On target
TD09	The % of available shifts lost to sickness absence, all personnel	4.95%	Less than 4.00%	4.34%	Target missed
TE10	Total carbon output of all MFRS buildings	52.8	65.0	51.3	On target
Fires in the home					
DC11	Number of accidental dwelling fires	780	834	669	On target
DC12	Number of deaths in accidental dwelling fires	10	8	1	On target
DC13	Number of injuries in accidental dwelling fires attended	59	90	55	On target
DC14	Number of deliberate dwelling fires in the home (in occupied properties)	119	125	120	On target
DC15	Number of deliberate dwelling fires in the home (in unoccupied properties)	19	16	16	On target
DC16	Number of deaths in deliberate fires in the home	0	1	0	On target
DC17	Number of injuries in deliberate fires in the home	7	13	7	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 2022/23	Target 2023/24	Estimated Performance 2023/24	Status
Fires in non-domestic properties					
NC12	Number of accidental fires in non-domestic properties	137	142	158	Target missed
NC13	Number of deliberate fires in non-domestic properties	50	44	41	On target
Small, vehicle and antisocial behaviour fires					
AC11	Number of deliberate vehicle fires attended	288	393	242	On target
AC12	Number of accidental vehicle fires attended	218	202	200	On target
AC13	Number of deliberate anti-social behaviour fires (small)	3291	3307	2377	On target
AC14	Number of accidental small fires attended	1962	1879	1330	On target
AC15	Number of 'other' primary fires attended	250	227	207	On target
Road traffic collisions					
RC11	Number of road traffic collisions (RTC) attended	841	Quality Assurance	766	Quality Assurance
RC12	Number of injuries in road traffic collisions attended	313	Quality Assurance	275	Quality Assurance
RC13	Number of fatalities in road traffic collisions attended	8	Quality Assurance	8	Quality Assurance
RC14	New: Number of killed & seriously injured (KSI) in RTCs across Merseyside. <i>Based on partnership data</i>	461	Quality Assurance	517	Quality Assurance
RC15	New: Number of KSIs affecting 16-21 age group - <i>Based on partnership data</i>	44	52	65	Target missed
False alarms					
FC11	The number of false alarm calls due to automatic fire alarm equipment in Non-Domestic properties	468	486	545	Target missed
FC12	New: The number of false alarm calls to due smoke alarm actuation in Domestic Properties where Call Source is an Alarm Receiving Centre	2498	2379	2566	Target missed
FC13	Total number of false alarms attended discounting False Alarm Good Intent	3117	Quality Assurance	3216	Quality Assurance
FC22	Number of Malicious False Alarms attended	151	177	105	On target
FC23	Number of False Alarm Good Intent attended	3202	Quality Assurance	3604	Quality Assurance
Staff sickness and injuries					
WD11	% of available shifts lost to sickness absence per wholetime equivalent Grey book (operational) personnel	5.41%	4%	4.71%	Target missed
WD12	% of available shifts lost to sickness absence per wholetime equivalent Green and Red book (non uniformed) personnel	4.24%	4%	3.78%	On target
WD13	Total number of operational staff injuries	40	51	40	Target missed

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

Comments on performance indicators that have achieved their target

TC03 Total number of primary fires: The number of primary fires (1653) attended during 2023/24 is less than in 2022/23 (1861) but is 330 under the annual target (1983). Primary fires involve an insurable loss and includes all property related fires, or large scale secondary fires where 5 or more appliances are in attendance.

TR08 Attendance Standard – first attendance of an appliance at a life risk incident in 10 minutes: Fire crews continue to achieve our Attendance Standard, which is to respond to life risk incidents within 10 minutes on 90% of occasions. They achieved this on 95.9% of occasions.

DC11 Number of accidental dwelling fires: Performance for 2023/24 (669) shows an decrease in accidental dwelling fires when compared to 2022/23 (780). This performance reflects the continued success of our Home Safety and Arson Reduction Strategies. We continue to carry out home visits for people at a higher risk from fire and carry out home safety campaigns to reassure people after serious fires.

AC11 Number of deliberate vehicle fires attended: The number of deliberate vehicle fires has fallen during 2022/23 with 242 incidents attended against 288 during 2022/23. Working closely with Merseyside Police to reduce criminality involving vehicle fires over recent years has been successful.

Comments on performance indicators where the target has not been achieved

TC06 Total number of false alarms attend: Total false alarms attended during 23/24 (6820) are greater than in 2022/23 (6319). Meaning total false alarms are up 7.9% when compared to last year. False alarms in non domestic properties have increased as have smoke alarm actuations in domestic premises and false alarms good intent. The Protection team work closely with premises that are attended regularly.

FC23 Number of False Alarm Good Intent attended: There has been an increase of 99 false alarm good intent calls attended in 2023/24 (3216) when compared to 2022/23 (3117). This indicator does not have a target as we do not want to discourage the public from ringing if they hear a smoke detector or 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.

TD09 % of available shifts lost to sickness absence, all personnel: Sickness absence during 2023/24 was 4.34% and while is exceeds the target of 4% performance is improved against 2022/23 when absence was 4.95%

4.3 Key performance indicators for 2024/25

KPI Ref	Description	Proposed target 2024/25
Summary/Benchmark Key Performance Indicators		
T000	Total number of emergency calls received	Quality Assurance
TC01	Total number of incidents attended	19382
TC02	Total number of fires in Merseyside	7067
TC03	Total number of primary fires attended	1881
TC04	Total number of secondary fires attended	5186
TC05	Total special service calls attended	Quality Assurance
TC06	Total number of false alarms attended	6774
TR08	Attendance standard – first attendance of an appliance at all life risk incidents in 10 mins	90%
TD09	The % of available shifts lost to sickness absence per head, all personnel	4%
TE10	Total Carbon Output of all buildings	65
Fires in the home		
DC11	Number of accidental fires in the home	789
DC12	Number of fatalities from accidental fires in the home	6
DC13	Number of injuries from accidental fires in the home	65
DC14	Number of deliberate fires in the home in occupied properties	122
DC15	Number of deliberate fires in the home in unoccupied properties	18
DC16	Number of deaths occurring in deliberate fires in the home	1
DC17	Number of injuries occurring in deliberate fires in the home	10
Fires in non domestic properties		
NC11	Number of deliberate fires in non-domestic properties	44
NC12	Number of accidental fires in non-domestic properties	154

5.1 Integrated Risk Management Plan 2021/24

Our Integrated Risk Management Plan (IRMP) for 2021/24 set out how we would balance the risks and needs of our communities against our duties as a fire and rescue authority, the resources we would 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:

<https://www.merseyfire.gov.uk/media/2455/integrated-risk-management-plan-irmp-2021-24-final.pdf>.

The IRMP is now almost complete and achievement of our actions is summarised below. It will be replaced by a new three year Community Risk Management Plan (CRMP) in July 2024.

KPI Ref	Narrative	Proposed Target 2024/25
Small, vehicle and anti-social behaviour fires		
AC11	Number of deliberate vehicle fires in Merseyside	332
AC12	Number of accidental vehicle fires attended	201
AC13	Number of deliberate anti-social behaviour small fires in Merseyside	3307
AC14	Number of accidental small fires attended	1879
AC15	Number of 'other' primary fires attended	221
Road Traffic Collisions		
RC11	Total Number of Road Traffic Collisions (RTCs) attended – Based on MFRS attendance data	Quality Assurance
RC12	Number of injuries in RTCs attended - Based on MFRS attendance data	
RC13	Number of fatalities in RTCs attended - Based on MFRS attendance data	
RC14	New: Number of people killed and seriously injured in RTC's across Merseyside Based on Partner RTC data	
RC15	New: Number of KSI's affecting 15-20 age group Based on Partner RTC data	56
False Alarms		
FC11	The number of false alarm calls attended due to automatic fire alarm equipment in Non-Domestic property	516
FC12	New: The number of false alarm calls to due smoke alarm actuation in Domestic Properties where Call Source is an alarm receiving centre	2729
FC13	The number of false alarm calls attended, discounting false alarm good intent.	Quality Assurance
Staff injuries and sickness		
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	51



Integrated Risk Management Plan 2021/24 – Action Updates
Introduce a Hybrid duty system at Kirkdale fire station
This system was introduced within year one of the IRMP.
Combine the fire stations at Aintree and Croxteth
The new fire station is nearing completion and will be operational by May 2024.
Create a superstation (Hybrid/Specialist Rescue station) along with a new Training and Development Academy to be built on land at Long Lane, Aintree
The new Training and Development Academy is nearing completion and will be operational by May 2024.
Consider 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 are developing a Knowledge Transfer Partnership programme that would be available to national and international organisations to share UK FRS best practice as well as other types of training.
Combine the duty systems at Liverpool City and Kensington fire stations to create a Dual Station Hybrid
This action was completed in year one of the IRMP.
Create specialist capabilities/fire stations - LIVERPOOL CITY – Command and Control (Incident Command Unit and Welfare Pods) - provided on a retained basis (available within 30 minutes)
All moves of specialist units were completed in year one of the IRMP with specialist training on Command provided to Liverpool City and Kensington fire stations.
Introduce a Scorpion fire engine at St Helens to replace the complementary crewed Combined Platform Ladder
The planning for this action is complete and the new appliance has been ordered. It will be based at St Helens and delivery is expected in Autumn 2024.
LIVERPOOL CITY – Relocate one Combined Platform Ladder from Kirkdale to Liverpool City and train drivers
A wholetime crewed Combined Platform Ladder was established in year one of the IRMP and training completed.
WALLASEY – Marine and Ships Firefighting – Breathing Apparatus Support Unit (BASU), General Purpose Unit (GPU) and Marine & Tunnel Pods - provided on a retained basis (available within 30 minutes)
All specialists assets were moved to Wallasey in year one of the IRMP and the marine and ships firefighting capability for Wallasey and Crosby was completed in year two.
ST HELENS – Hazardous materials – Hazmat Environmental Protection Unit (HMEPU) and Bulk Foam Unit Pods - provided on a retained basis (available within 30 minutes)
All specialist appliances were in place in year one of the IRMP.

LONG LANE – Search & Rescue (Urban Search and Rescue Mods – Specialist Rescue Appliance) – immediately available supplemented on a retained basis
This action will be complete by May 2024, when the new fire station at Aintree is operational.
Terrorist Response Specialist Capability and Flood Response (Mass Decontamination Unit (MDU)/ Marauding Terrorist Attack (MTA) Specialist Responder) – immediately available and supplemented on a retained basis
The Mass Decontamination Unit was moved to Prescott in year one of the IRMP and the Marauding Terrorist Attack (MTA) and Flood Response capabilities are fully available.
BELLE VALE – Water (High Volume Pump) Inc. all LLAR stations – staffed on a whole time (permanent) basis
The HVP is staffed and immediately available subject to a 1.9 minute recall at night.
HESWALL – Wildfire – introduce an all-terrain vehicle (complementary crewed). Implement training for the Wildfire specialism. Conduct a scoping exercise for PPE and initiate selection/tender process for vehicles
The existing vehicle is due for replacement and budget has been identified. Equipment has been procured and training is ongoing. This vehicle will go live before the end of the current IRMP.
FORMBY– Wildfire – All terrain vehicle – Complementary crewed
The existing vehicle is due for replacement and budget has been identified. Equipment has been procured and training is ongoing. This vehicle will go live before the end of the current IRMP.
Flexible working vehicle – Introduce a temporary capability (a 32nd fire engine) during 2021 to ensure there are no negative impacts on our emergency response due to specialist training
We are on target to implement this action before the end of the current IRMP.
Continue to work with North West Ambulance Service to develop an Integrated Demand Management Programme for times of high demand
Work has continued on this action, but there are national discussions taking place which impact on when any arrangements can be implemented.
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
Year one of the IRMP was affected by the pandemic, but we continued to provide Safe and Well checks to vulnerable people. Winter campaigns have been introduced and work is ongoing to allow the NHS to share non-clinical information with MFRS to help improve targeting for the most vulnerable.
Complete over 50,000 homes safety visits per year (150,000 in total over the life of this Plan)
Despite Home Fire Safety Checks being disrupted during the first year of the IRMP targets have been achieved in more recent years.
Deliver 10,000 Safe and Well Visits per year (30,000 in total over the life of this Plan)
Vulnerable Persons Advocates are on track to achieve the 30,000 target for the three year IRMP.
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
We will have met this challenging target by the end of the IRMP.



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
There have been more fire deaths in sheltered accommodation that we would expect and we have worked in collaboration with Registered Providers to protect vulnerable adults in these types of properties. We will be running a Registered Provider conference in early 2024 to help share best practice in this area.
Recruit Prevention staff who truly reflect the diverse communities we serve so we can fully understand and address the inequalities that exist
We ensure that our recruitment uses positive action toolkits and our gender split is now 55% women and 45% men. We recruit all ages and over 50% of all staff are over the age of 46. Our BAME representation is greater than the general population and we have recently recruited a Mandarin speaking Chinese national.
Our fire stations and Prevention teams will be joined by staff from all departments to take an organisation-wide approach to monthly themed Community Safety campaigns that help us interact with large numbers of people, often working with partner organisations too
These campaigns have been introduced and are delivered across Merseyside with two in each council area on a rolling basis.
We will build up our team of specialists working in this area by increasing our Protection Officers, initially using Government funding
We have strengthened this team and now have 26 non-uniformed inspectors plus a Fire Engineer and two additional inspectors. We will be recruiting a further four inspectors.
Visit every high and very high risk premises (7,500 over the life of the IRMP)
We are on target to visit all these properties by April 2024.
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
The Prevention and Protection parts of the new system were implemented by year two of the IRMP, with the firefighter safety module due for completion by the end of the Plan.
Increase mobile/agile working for Protection staff
Mobile working is embedded for staff in our Protection team.
Deliver a full response to Grenfell Tower Fire Inquiry recommendations
All of the 46 recommendations will be delivered by the end of the IRMP period. The 43 that have already been completed are embedded within the Service.
Visit 6,336 medium to low risk premises over the life of the Plan. These will be carried out by our fire station-based firefighters
We are on target to visit all these properties by April 2024.
Fire Safety Inspectors will visit every registered Petroleum storage site in Merseyside
We have visited all these sites.
Our drone capability will be introduced after being proposed in our previous Plan
We implemented our drone capability in year one of the IRMP.

Continue working with Blue Light partners to support them and improve services to the public whilst maintaining our response to fires and other emergencies
A structure is in place for collaboration opportunities and we have introduced a memorandum of understanding with NWS so we can help them gain entry to properties when people are at risk.
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
A new approach to collecting and using site specific risk information using a new management information system (CFRMIS) will be fully implemented by the end of the 2021/24 IRMP. Cross border information is available to staff on fire engines and our intranet.
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
A research and development review programme and schedule was introduced in year one of the IRMP and a new Research and Development area of our intranet will be available before the end of the 2021/24 Plan.
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
This action has been achieved by the delivery of a Command Strategy which is now embedded.
Develop operational plans for all key risks including heritage sites and sites of scientific interest
We have updated our criteria and how we select risk information. This is to ensure we have the most relevant and up to date information for the most relevant sites in Merseyside. Where it is necessary, we produce operational response plans to complement our standard operational procedure and site specific risk information.
Prepare our fleet of vehicles for a move to alternative fuels
We have received our first six petrol hybrid vehicles and are installing our first charging points. This is the beginning of our vehicle carbon reduction programme and we are aiming for Net Zero by 2040 in line with the City Region target.
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
A new shift pattern has been introduced in Control which includes an element of retained cover designed to improve resilience.
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
The National Resilience Assurance Team (NRAT) visit and assure all FRS's across England and Wales and follow a robust National Resilience Assurance Framework with outcomes communicated through a NR Statement of Assurance which is presented to the National Resilience Board on an annual basis.
Support the Government's plans to refresh the National Resilience Assets
This is a medium to long-term project and the National Resilience Assurance Team (NRAT) continue to work with Home Office (HO) to deliver major asset refresh of National Resilience (NR) capabilities.



5.2 Community Risk Management Plan 2024/27

As mentioned in the previous section, in July 2024 we will publish our new CRMP. The draft Plan will be out for public consultation until 27th May and you can read on our website at [Community Risk Management Plan \(CRMP\)](#).

In our new Plan we are proposing to continue to build resources back into the Service to allow us to deliver even better prevention, protection and response service to the people of Merseyside. Our proposals are summarised below.

- Increasing our fire engines from 32 to 34
- Reintroducing a small fires unit to attend lower risk incidents
- Protecting frontline fire engine availability
- Enhancing water rescue
- Planning for an respond to the challenges presented by alternative fuels
- Enhancing the way we mobilise our fire engines
- Further improving Control room technology
- Using our Watch Managers differently to increase effectiveness
- Educating communities about wildfire and flood risks in their area
- Continuing to assist the Ambulance Service
- Targeting prevention work at people at highest risk, including in sheltered accommodation
- Introducing a new framework for fire safety related enforcements and prosecutions
- Providing national and international training at our new Training and Development Academy
- Working with the Home Office on the programme to refresh the current National Resilience assets.
- Working towards achieving Net Zero by 2040

5.3 Functional Plans 2024/25

Functional Plans are produced by each of our main departments. We mainly use them for internal planning but include the 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/CRMP objectives and HMICFRS 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 finance, engagement and consultation, corporate communications, ICT, equipment 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.

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 Community Risk Management Plan (CRMP) including collaboration with partner agencies to deliver excellent service, planning for emerging risks and responding to incidents.





5.4 Station Plans 2024/25

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 prevention activity, education, risk assessment, planning and training.

Community Impact Fund

The Service has committed funding 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. Each Station Plan is attached as an appendix to this Service Delivery Plan.

Station output targets for 2024/25 are:

SSRI (Site Specific Risk Information)	Home Fire Safety Checks	Safe & Well Visits	Hydrants	Community Risk Management Route Waste & Fly Tipping	Prevention Campaigns	SOFSA (Simple Operational Fire Safety Assessments)	Off Station Exercises	Positive Action Recruitment Events
945	50,733	10,000	1,487	Use PIPs data	264	2,200	44	42

These targets might not be split equally between all the fire stations as some station areas will have more business properties, whilst other areas might have more homes for example, but together, the fire stations will achieve the targets set. Individual station plans for 2024/25 are appended to this Plan.



6.1 Service Delivery Plan Actions 2024/25

As explained in the section 5.3, we have identified priorities that are really important to us. Some fit within the criteria of the IRMP/CRMP 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/24/25/1.1	Enhance operational competence
FP/24/25/1.2	Validate and exercise our plans
FP/24/25/1.3	Enhance training and development
FP/24/25/1.4	Invest in innovative practice and modern technology
FP/24/25/1.5	Deliver new areas of Blue Light collaboration
FP/24/25/1.6	Introduce Core Competency Frameworks and bespoke maintenance of Competence Programmes
FP/24/25/1.7	Develop international training and knowledge transfer programmes
FP/24/25/1.8	Quality assure our business continuity arrangements
FP/24/25/1.9	Explore opportunities for research, development and evaluation
FP/24/25/1.10	Develop new kit and capabilities
Operational Response	
FP/24/25/2.1	Enhance appliance availability and efficiency
FP/24/25/2.2	Enhanced mobilisation – embed new technologies in Fire Control
FP/24/25/2.3	Evaluate specialist assets staffing and cross border training
FP/24/25/2.4	One Team – support Culture and Transformation
FP/24/25/2.5	Increase the number of appliances
FP/24/25/2.6	Project manage CRMP projects
Health and Safety / Operational Assurance	
FP/24/25/2.7	Reduce exposure to firefighting contaminants from toxic fire effluents
FP/24/25/2.8	Explore health and safety applications to replace existing system (OSHENS)
FP/24/25/2.9	Subsurface incidents – explore expansion of operational response to life risk water incidents

PREVENTION	
FP/24/25/3.1	Intelligently target those most at risk from fire in the home
FP/24/25/3.2	Understand, educate and advise local communities about emerging technologies (e.g. Lithium-ion batteries) and the associated risks
FP/24/25/3.3	Use evaluation to explore the relationship between prevention activity and reductions in accidental dwelling fires, injuries and fatalities
FP/24/25/3.4	Deliver high quality youth education activities using a trauma informed approach
FP/24/25/3.5	Build our team, enabling the professional delivery of Prevention services in our diverse communities
FP/24/25/3.6	Revisit our volunteering principles and explore how we can use volunteers to support us in our activities
FP/24/25/3.7	Develop our targeted, community focussed campaigns
FP/24/25/3.8	Align the delivery of our Fire Cadets programmes with NFCC Children and Young People principles

PROTECTION	
FP/24/25/4.1	Conduct an impact analysis of the Grenfell Tower Phase 2 Inquiry Report
FP/24/25/4.2	Introduce a new framework for fire safety related enforcements
FP/24/25/4.3	Streamline processes to enhance efficiency and effectiveness
FP/24/25/4.4	Enhance knowledge and understanding of specialist areas including petroleum, explosives, hospitals and building regulations.
FP/24/25/4.5	Develop our relationships with external partners including Local Authorities, Health and Safety Executive, Environment Agency, waste recycling sites and council business rate teams.
FP/24/25/4.6	Refine provisions for out of office specialist fire safety advice
FP/24/25/4.7	Deliver level 3 diploma qualification to become a qualified Fire Inspector training to operational personnel
FP/24/25/4.8	Adopt new SOFSA (Simple Operational Fire Safety Assessment) Methodology
FP/24/25/4.9	Review Unwanted Fire Signal Protocols
FP/24/25/4.10	Undertake a review of the Directorate structure and references



NATIONAL RESILIENCE	
FP/24/25/5.1	Work with National Resilience (NR) ensuring the delivery of management, development and assurance of NR Capabilities
FP/24/25/5.2	Continually review locations of NR assets, kit and update accordingly, ensuring assets are best placed for an immediate response
FP/24/25/5.3	Maintain the skills and knowledge of all MFRS NR staff
FP/24/25/5.4	Implement regular local and over the border exercising and training
FP/24/25/5.5	Ensure collaborative opportunities are fully explored and developed with both internal and external stakeholders
FP/24/25/5.6	Provide principal officers with regular updates on the functional plan and key deliverables
FP/24/25/5.7	Deliver a review of the National Resilience/Search and Rescue Team infrastructure including the re-location of Croxteth Fire Station and assets to the new Aintree fire station

People & Organisational Development (POD) and Legal & Democratic Services

FP/24/25/6.1	To review and update the People Plan creating the 2024/27 version
FP/24/25/6.2	To deliver the People Plan 2024/27
FP/24/25/6.3	To update and to continue deliver the EDI Action Plan and National Cultural Recommendations
FP/24/25/6.4	Improve the effectiveness of HR case management across the department
FP/24/25/6.5	To fully implement the HMICFRS recommendations due in June 2024 following the thematic review into misconduct handling
FP/24/25/6.6	Develop approaches to further embed and improve understanding of the Core Code of Ethics
FP/24/25/6.7	Utilise Maturity Models as necessary to enable organisational development and improvement
FP/24/25/6.8	Implement the change to the cloud based solution for Finance, Procurement, HR & Payroll application.
FP/24/25/6.9	Implement the change to the EPLOY application for service wide recruitment
FP/24/25/6.10	Review the current Occupational Health contract
FP/24/25/6.11	Oversee and monitor a further 12 month trial of hybrid working and extended flexible working scheme
FP/24/25/6.12	Embed succession planning as part of the functional delivery planning process
FP/24/25/6.13	To continue to expand the utilisation of Social Media for all recruitment and people related projects
FP/24/25/6.14	To deliver People and Organisational Development actions outlined in the HMICFRS inspection 2023 action plan.
FP/24/25/6.15	Review the hire and use of MFRA premises.

STRATEGY & PERFORMANCE	
FP/24/25/7.1	Enhance relationships and engagement with diverse communities
FP/24/25/7.2	Deliver an integrated data and technology service to support Service objectives.
FP/24/25/7.3	Develop and maintain effective and high quality communications and media management, helping to deliver positive outcomes and enhancing the profile and reputation of the Service
FP/24/25/7.4	Work with other Functions to review and refresh the Corporate Risk Register
FP/24/25/7.5	Complete the development of the 2024/27 Community Risk Management Plan (CRMP)
FP/24/25/7.6	Develop and maintain an efficient Estate to enhance the experience of staff and visitors

FINANCE

FP/24/25/8.1	Embed key staffing changes during late 2023 and early 2024 following the retirement of the Director of Finance and Procurement, the Chief Accountant and the recruitment into other key management posts
FP/24/25/8.2	Continue to work with Local Government Association and Local Pensions Partnership Administration key contacts to ensure the “remedy” to resolve all public pension age discrimination cases enacted from October 2023
FP/24/25/8.4	Transition from the existing Public Contracts Regulation 2015 to the incoming Procurement Act 2023
FP/24/25/8.5	Ensure smooth transition to new Finance, Procurement, HR and Payroll application in order to have new contract and systems in place by August 2024
FP/24/25/8.6	Ensure MFRS meet transitional arrangements from current auditors to new external auditors and build up successful working arrangements with Mazars personnel
FP/24/25/8.7	Implement the current accounting treatment for International Financial Reporting Standard (IFRS) 16 for leases.



7.1 National Fire Standards

As part of the reforms for fire and rescue services in England, the Fire Standards Board, supported by the National Fire Chiefs Council, is committed to the introduction of National Fire Standards. The intention being to help drive continual improvement across the fire and rescue service alongside inspection arrangements.

As of February 2024 the Fire Standards Board have written, consulted on and published the following Standards:

- Code of Ethics
- Communication and Engagement
- Community Risk Management Planning
- Emergency Preparedness and Resilience
- Emergency Response Driving
- Fire Control
- Fire Investigation
- Operational Competence
- Operational Learning
- Operational Preparedness
- Prevention
- Protection
- Safeguarding
- Data Management Standard
- Leading the Service
- Leading and Developing People

A further Fire Standard has been through Consultation (<https://www.firestandards.org/standards/consultations/>) and is expected to be published soon:

- Internal Governance and Assurance

National Fire Standards can be found on the Fire Standards Board Approved Standards Website: <https://www.firestandards.org/>

Following on from feedback received from fire and rescue services the Fire Standards Board and NFCC have developed an implementation tool for each Fire Standard.

Each implementation tool has been created to assist fire and rescue services in planning, delivering and reporting on their implementation of Fire Standards. They can also be used to provide useful evidence for HMICFRS inspections.

The implementation tools help services to record actions that need to be taken to move toward achieving the Fire Standard. When first completed, they will provide a benchmark from which progress over time can be measured.

Functional leads report to their Boards regularly on their progress towards achieving the Fire Standards. Once complete, a report is sent to the Strategic Leadership Team and once a year an update on progress will be delivered to the Fire Authority.

8.1 HMICFRS Inspection

During 2023 we were inspected by His Majesty’s Inspectorate of Fire and Rescue Services (HMICFRS) as part of the this round of inspections. As with the previous Inspection in 2021, they found that we were:

- **Outstanding** at preventing fires and other risks
- **Outstanding** at responding to major and multi-agency incidents
- **Outstanding** at making the best use of resources

This is a hugely positive outcome and unique in the UK fire and rescue service.

His Majesty’s Inspector of Fire and Rescue Services Michelle Skeer said:

“I congratulate Merseyside Fire and Rescue Service on its performance in keeping people safe and secure from fire and other risks. We were pleased to see that the service has made progress since our last inspection in May 2021. For example, the service has improved how it commands fire service assets assertively and safely at incidents, how it promotes equality, diversity and inclusion and how it works with underrepresented groups in the workforce”.

The full report is available here:

<https://hmicfrs.justiceinspectors.gov.uk/frs-assessment/frs-2023-25/merseyside-2023-2025/>

A small number of areas for improvement were identified (see the table below) and we manage delivery of these improvements through an action plan. We report progress to the Authority or one of its committees.

Report page	Area for Improvement
12	The service should assure itself that its use of enforcement powers prioritises the highest risks and includes proportionate activity to reduce risk.
33	The service should make sure all staff understand and demonstrate its values.
33	The service should assure itself that middle managers demonstrate service values through their behaviours.
36	The service should assure itself that it has an effective succession planning mechanism in place for all roles.
39	The service should review how effective its policy on bullying, harassment and discrimination is in reducing unacceptable behaviour towards its staff



9.1 Equality, Diversity & Inclusion

We are committed to 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.

Our organisational culture is also very important to us and we are very aware of the poor behaviour that has occurred in other fire and rescue services. We work hard to make sure the culture in Merseyside is positive and inclusive and we've updated our objectives to reflect that commitment.

Our Equality, Diversity and Inclusion Objectives have been reviewed and refreshed to reflect our aims for 2024-27. 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 continue to evolve the Service's cultural competence based on community insight so that all staff can undertake their role recognising the value of difference. This strengthens our approach to Equality (equity), diversity and inclusion, meaning our staff are well equipped to engage with our diverse communities and are sensitive to their needs.

Objective 5 - To continue to aspire for equality, diversity and inclusion excellence; measuring ourselves against best practice and benchmarking tools within the Fire and Rescue Service and other sectors.

You can read more about our commitment to equality, diversity and inclusion in our People Plan which is available on our website in July.





10.1 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 Vision and Mission 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.

In autumn 2023 we asked the public of Merseyside and our staff through a series of open forum talks, what they thought about the ideas had, which have become the proposals we are consulting on until 27th May 2024.

You can join in the consultation by completing a survey which is available here: https://www.surveymonkey.com/r/merseyside_2024-27_CRMP



You can also email any comments to consultation2@merseyfire.gov.uk or write to the CRMP Officer, Strategy and Performance, Merseyside Fire and Rescue Service Headquarters, Bootle L30 4YD.



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
ARC	Alarm Receiving Centre
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
CFRMIS	Community Fire Risk Management Information System
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
CRMP	Community Risk Management Plan
CRR	Corporate Risk Register
CSU	Command Support Unit
DBS	Disclosure and Barring Service
DCFO	Deputy Chief Fire Officer
DCU	Damage Control Unit
DIM	Detection Identification and Monitoring
EFAD	Emergency Fire Appliance Driver
EIA	Equality Impact Assessment
EISEC	Enhanced Information Service for Emergency Calls
ELS	Enhanced Logistics Support
EMR	Emergency Medical Response
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
FOI	Freedom of Information
FSEC	Fire Service Emergency Cover (modelling software)
FTE	Full time Equivalent
GIS	Geographical Information System
GM	Group Manager
GRA	Generic Risk Assessment
HART	Hazardous Area Response Team (Ambulance)
HAZMAT	Hazardous Materials
HFSC	Home Fire Safety Check
HMICFRS	Her Majesties Inspectorate of Constabularies 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
IFRS	International Financial Reporting Standard
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
ISAR	International Search and Rescue Team
JAG	Joint Action Group
JCC	Joint Control Centre
JESIP	Joint Emergency Services Interoperability Programme
JOL	Joint Operational Learning
KMBC	Knowsley Metropolitan Borough Council
KPI	Key Performance Indicator
KSI	Killed and Seriously Injured - Police
LCC	Liverpool City Council
LEP	Local Enterprise Partnership
LGA	Local Government Association



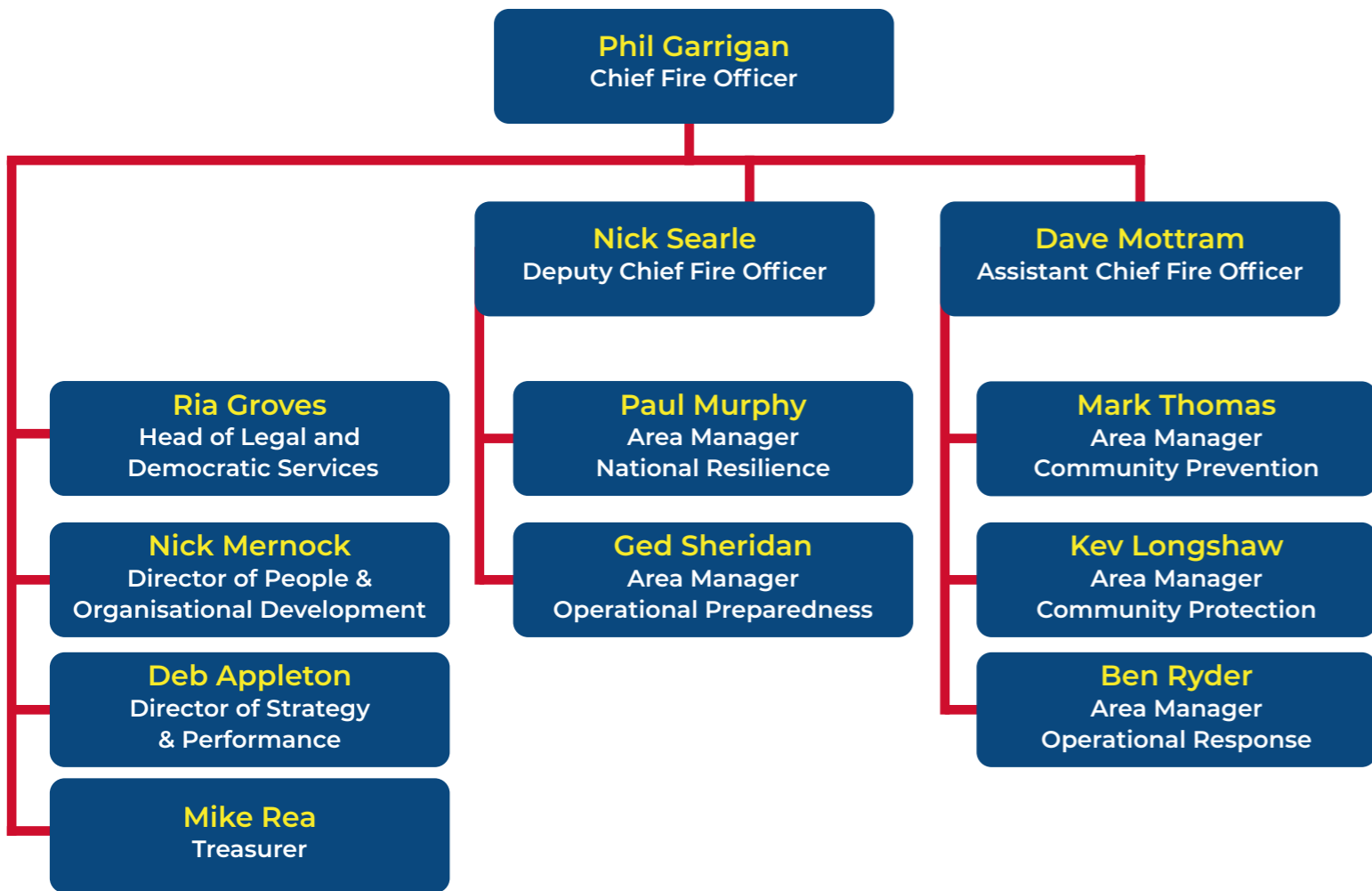
LGBTQ	Lesbian, Gay, Bisexual and Transgender
LJMU	Liverpool John Moores University
LLAR	Low Level of Activity and Risk
LPI	Local Performance Indicator
LRMF	Local Risk Management Guidance
MARAC	Multi Agency Risk Assessment Conference
MFRA	Merseyside Fire and Rescue Authority
MFRS	Merseyside Fire and Rescue Service
MRF	Merseyside Resilience Forum
MTA	Marauding Terrorist Attack – specialist response
MTFP	Medium Term Financial Plan
MVRP	Merseyside Violence Reduction Partnership
NEBOSH	National Examining Board for Occupational Health and Safety
NJC	National Joint Council
NOG	National Operational Guidance
NOL	National Operational Learning
NRA	National Risk Assessment
NR	National Resilience
NRAT	National Resilience Assurance Team
NSRA	National Security Risk Assessment
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
OSU	Operational Support Unit
Ops	Operational
PAS	Primary Authority Scheme
PCC	Police and Crime Commissioner
PFI	Private Finance Initiative
PH	Public Holiday
PI	Performance Indicator
POD	People and Organisational Development
PORIS	Provision of Operational Risk Information System
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
S&W	Safe and Well
SCG	Strategic Coordinating Group
SHQ	Service Headquarters
SIG	Special Interest Group
SIRAH	Site Information of Risks and Hazards
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
UKISAR	United Kingdom International Search and Rescue
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



Appendix 1: MFRS Organisational Structure

Appendix 2: MFRS Integrated Planning Process





Appendix 3: Station Plans

LIVERPOOL DISTRICT

- 64 - Kirkdale
- 64 - Liverpool
- 66 - Kensington
- 67 - Speke & Garston
- 68 - Toxteth
- 69 - Old Swan
- 70 - Belle Vale
- 71 - Aintree
- 72 - Croxteth

WIRRAL DISTRICT

- 73 - Birkenhead
- 74 - Bromborough
- 75 - Heswall
- 76 - Wallasey
- 77 - Saughall Massie

SEFTON DISTRICT

- 78 - Bootle & Netherton
- 79 - Crosby
- 80 - Formby
- 81 - Southport

KNOWSLEY DISTRICT

- 82 - Kirkby
- 83 - Prescot

ST HELENS DISTRICT

- 84 - St Helens
- 85 - Newton-le-Willows

OTHER

- 86 - Marine Rescue Unit
- 87 - Fire Control



Kirkdale Community Fire Station

Community Risk Management Plan 2024/25

Outcomes

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

All Fires	Estimated Performance 2023/24	Targets 2024/25
All Primary Fires	325	421
Accidental Dwelling Fires (ADFs)	91	117
Deliberate Vehicle Fires	28	44
All Secondary Fires	10	19
Anti-social Behaviour Fire (ASBs)	234	304
AFA's in Non Domestic Premises	120	192
% ADF No Smoke Alarm	15	15
Alert to Mobile	85.7%	Lower
	98.6%	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 Top 12 Risks identified
 - Continue to work with Everton FC in readiness for the opening of the stadium at Bramley Moore Dock
 - Attend and assess premises to gather SSRI information to inform our response and identify risks, SSRI visits will be prioritised in accordance with risk level and currency
 - 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 E-Learning and SPA's
 - 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 and monitor performance through PIPs
 - Ensure high levels of operational readiness and station standards are maintained through active monitoring

Prevention & Protection

- We will:
- Actively target the most vulnerable in our Community by working with our partners, using local knowledge and PIPS data, to carry out Home Fire Safety Checks for elderly, vulnerable or high-risk individuals, including student demographic
 - Utilise PIPS data to identify and help prevent/reduce incidents within the station area
 - 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 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, for example Cadets, and foster good working relationships with the team

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: To Protect, Prevent, Prepare and Respond.

Liverpool City Community Fire Station

Community Risk Management Plan 2024/25

Outcomes

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

All Fires	Estimated Performance 2023/24	Targets 2024/25
All Primary Fires	254	265
Accidental Dwelling Fires (ADFs)	72	72
Deliberate Vehicle Fires	24	25
All Secondary Fires	8	6
Anti-social Behaviour Fire (ASBs)	182	192
AFA's in Non Domestic Premises	71	89
% ADF No Smoke Alarm	20	117
Alert to Mobile	100%	Lower
	96.1%	95%

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Focus Site Specific Risk Information (SSRI) activities around key high risk sites in the City Centre. Ensuring data is relevant to firefighter safety and providing the best response possible to incidents in and around the City
 - Train against new and emerging risks in the City Centre such as new high rise properties, transport networks and retail sites. Working with planning department to create and update Operational Response Plans relating to City Centre risks
 - Continue to improve crew knowledge and our response to heritage sites through pre planning and training working with protection teams and partners
 - Attend core skills and risk critical training at the TDA and through local training on station
 - Communicate with planning department around key events in the City Centre and provide feedback to PEBI notifications post event
 - Maintain high standards of appliance care including regular cleaning, equipment testing & fault reporting
 - Undertake all assigned hydrant walks to ensure operational readiness, report faults in a timely fashion & familiarise crews with all available open water supplies to key risks in the City Centre

Operational Response

- We will:
- Arrange and carry out off site training exercises in line with key risks in the City Centre. Station exercises will promote operational learning and a focus on incident command, command support and firefighter safety in line with Standard Operating Procedures (SOP's)
 - Undertake & complete all Safe Person Assessments & theoretical training as designated by the monthly planner
 - Promote a positive Health and Safety culture and contribute to the service procedures in line with reducing the effects on contaminants on firefighters
 - Provide an effective & efficient service in relation to service Local Performance Indicator's to response standards
 - Continue to enhance our knowledge and specialism and the staffing of the Incident Command Unit at protracted incidents and training exercises
 - Improve the skillset and knowledge of the new CPL45 across the service and identify & train at off site venues
 - Contribute to organisational learning by conducting debriefs and sharing learning from incidents and exercises through Operational Assurance Department

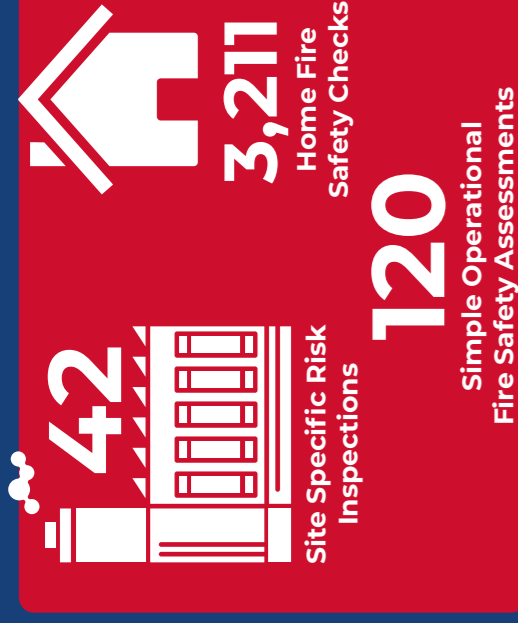
Prevention & Protection

- We will:
- Target Prevention activities in line with incident led data from PIPs to reach the most vulnerable in our community
 - Work with district prevention teams to promote water safety messages around the docks and River Mersey during key times
 - Carry out Prevention talks to local schools and universities. Focussing on building partnerships with higher education partners to deliver safety messages in line with the NFCC campaign calendar
 - 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
 - Identify and advise those considered the most vulnerable in the community (over 65's, areas of deprivation) around home safety through the undertaking of HFSCs
 - Identify through the use of PIPs a targeted approach to reporting and preventing anti-social behaviour fires in known areas and key dates through the calendar year
 - Work with district Protection teams based at Liverpool City to carry out joint visits and support local protection officers through CFRMIS during SOFSA visits

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

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Our Aims: To Protect, Prevent, Prepare and Respond.



Annual Target 2024/25:

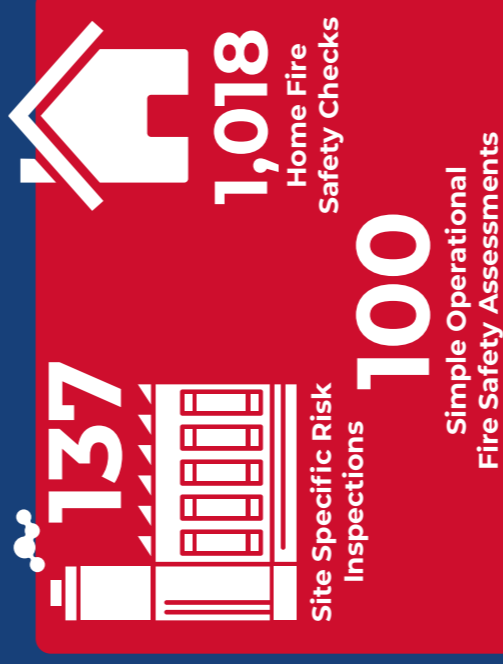
42
3211
1927
82
48
12
120
2
2

- Site Specific Risk Information (SSRIs)
- Home Fire Safety Checks
- HFSCs delivered to over 65s (60% of HFSCs)
- Hydrant Surveys
- Waste & Fly Tipping Prevention Talks
- Simple Operational Fire Safety Assessments
- Off Station Exercising
- Community Events

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



MERSEYSIDE
FIRE & RESCUE
SERVICE



Annual Target 2024/25:

137
1018
611
71
48
12
100
2
2

- Site Specific Risk Information (SSRIs)
- Home Fire Safety Checks
- HFSCs delivered to over 65s (60% of HFSCs)
- Hydrant Surveys
- Waste & Fly Tipping Prevention Talks
- Simple Operational Fire Safety Assessments
- Off Station Exercising
- Community Events

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

People

- We will:
- Support our staff in their development at every level; from apprentice firefighters to development gateway roles or developing new skills and qualifications
 - Embrace & embed Equality, Diversity & Inclusion at the centre of our work. Attend webinars & events to promote & learn about diversity. Support staff networks & local events, eg. Liverpool Pride
 - Build positive culture within station, promoting awareness and understanding of the Leadership Message and NFCC Code of Ethics
 - Host a Station Community Events, and feed into Liverpool "Have a Co Day" to support positive recruitment action, whilst developing understanding of diverse communities
 - 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



MERSEYSIDE
FIRE & RESCUE
SERVICE

Kensington Community Fire Station

Community Risk Management Plan 2024/25

Outcomes

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

Estimated Performance 2023/24

260
91
42
4
169
108
9
85.3%
98.6%

Targets 2024/25

328
104
48
19
224
144
33
Lower
95%

All Fires
All Primary Fires
Accidental Dwelling Fires (ADFs)
Deliberate Vehicle Fires
All Secondary Fires
Anti-social Behaviour Fire (ASBs)
AFAs in Non Domestic Premises
%ADF No Smoke Alarm
Alert to Mobile

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Attend and assess premises to gather Site Specific Risk Information (SSRI) information to inform our response & identify risks in line with PORIS scoring methodology
 - Undertake all assigned hydrant walks to ensure operational readiness, report faults & familiarise crews with alternative water sources
 - Continue to assess and monitor emerging local developments such as the new Liverpool Royal Hospital, diversity of population and commercial retail developments
 - Build knowledge and understanding of high-rise premises, tactics for dealing with fires in high rise buildings and undertake regular familiarisation visits and training exercises
 - Maintain high standards of appliance care including regular cleaning, equipment testing & fault reporting
 - Undertake and complete all Safe Person Assessments and theoretical training as designated in the monthly planner
 - Maintain competency for all Core training subjects to support continued development and maintenance of skill including regular Command training via Effective Command

Operational Response

- We will:
- Continue to effectively provide immediate and retained cover aligned to the Day crewed wholetime retained (DCWTR) crewing system
 - Understand and achieve the defined response times to ensure the communities we serve receive an effective & efficient service
 - Actively promote a positive Health and Safety culture. Encourage and support reporting of near miss incidents to prevent future accidents/incidents
 - Train on Fire service fundamental areas at a local level, via off site exercises & by attending planned training & service wide exercises
 - Plan & attend off site exercises based on local & neighbouring risks as part of identified risk sites in the station area
 - Assure high standards of personal protective equipment, adherence to procedures & safe working at operational incidents
 - Support the specialist assets at Liverpool City via training & exercising including ICU, Welfare unit and CPL
 - Engage with and continue to build positive relationships with the communities of Kensington through Open Days and other engagement sessions

Prevention & Protection

- We will:
- Utilise the Prevention campaign calendar to support local or seasonal campaigns such as Winter Warm, High Rise & Older Person's day
 - Utilise the Merseyside Community Risk Register to identify the inherent risks within our Station area to inform Community and Home Safety advice
 - Recognise and provide advice around emerging community habits, around cost of living and increased lithium battery dangers
 - Continue to engage with the community including the elderly population and the broader demographic through Home Fire Safety Checks & joint working with partners
 - Effectively engage with children & young people, creating strong bonds with schools, MFRS Youth Engagement & Prince's Trust
 - 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
 - Continue to work closely with Red Umbrella through support of the Community Impact Fund

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Our Purpose: Here to Serve. Here to Protect. Here to keep you safe.

Our Aims: To Protect, Prevent, Prepare and Respond.



MERSEYSIDE
FIRE & RESCUE
SERVICE

Speke/Garston Community Fire Station

Community Risk Management Plan 2024/25

Outcomes

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

Estimated Performance 2023/24

228
66
19
2
162
108
7
93.2%
98.5%

Targets 2024/25

314
84
30
19
230
173
10
Lower
95%

All Fires
All Primary Fires
Accidental Dwelling Fires (ADFs)
Deliberate Vehicle Fires
All Secondary Fires
Anti-social Behaviour Fire (ASBs)
AFAs in Non Domestic Premises
%ADF No Smoke Alarm
Alert to Mobile

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Continue to identify and familiarise ourselves with risks in our station area, 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.
 - Continue 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 areas, 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 Mobilisation 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 2024-25

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 after incidents, 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

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MERSEYSIDE
FIRE & RESCUE
SERVICE

Outputs

are the quantifiable things we deliver to improve outcomes.

Annual Target 2024/25:

35
2161
1297
72
48
12
100
2
2

Site Specific Risk Information (SSRIs)
Home Fire Safety Checks
HFSCs delivered to over 65s (60% of HFSCs)
Hydrant Surveys
Waste & Fly Tipping
Prevention Talks
Simple Operational Fire Safety Assessments
Off Station Exercising
Community Events

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



35
Site Specific Risk
Inspections

100
Simple Operational
Fire Safety Assessments

2,161
Home Fire
Safety Checks

Home Fire
Safety Checks

People

- We will:
- Embed MFRS Leadership message and values
 - Actively monitor & manage personnel's wellbeing taking in to account external factors
 - Embrace & embed ED&I at the centre of our work. Attend webinars & events to promote & learn about diversity. Support staff networks & local events
 - Support Apprentices with their development of skills knowledge and behaviours throughout their Firefighter apprenticeship
 - Identify future leaders & those with high potential, deliver training & development sessions & support them through the gateway
 - Embed coaching and mentoring within stations as a progressive development and staff welfare tool
 - Conduct appraisals aligned to the services values to develop and empower all our staff, making best of their capabilities and professionalism
 - 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
 - Plan and support Positive Action Days within station area to encourage people who might not usually think of being a firefighter



50
Site Specific Risk
Inspections

100
Simple Operational
Fire Safety Assessments

1,732
Home Fire
Safety Checks

Home Fire
Safety Checks

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
 - Support ED&I calendar events, webinars and celebration months
 - Continue to promote the culture of coaching and mentoring within station staff to ensure our people can achieve satisfaction within the workplace and be the best that they can be

Toxteth Community Fire Station

Community Risk Management Plan 2024/25

Outcomes

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

All Fires	266
All Primary Fires	78
Accidental Dwelling Fires (ADFs)	46
Deliberate Vehicle Fires	4
All Secondary Fires	188
Anti-social Behaviour Fire (ASBs)	130
AFA's in Non Domestic Premises	8
% ADF No Smoke Alarm	78.4%
Alert to Mobile	95.1%

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
 - Complete allocated PORIS assessments (Provision of Risk Information System)
 - Manage availability of all water supplies through hydrant inspections and open water source identification
 - Maintain all competencies by attending all Training and Development Academy Core risk critical training
 - Arrange and complete 2 off site exercises, at known risks within the station area
 - Complete 100 percent of all allocated Safe Person Assessments and Learnpro packages.
 - Continue to 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 minutes and TP08 attendance to life risk incidents within 10 minutes
 - 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 or 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 Princes 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
 - Continue to assist Firefit hub with their work in supporting the local community with various projects and workshops

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Our Purpose: Here to Serve. Here to Protect. Here to keep you safe.

Our Aims: To Protect, Prevent, Prepare and Respond.

Old Swan Community Fire Station

Community Risk Management Plan 2024/25

Outcomes

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

All Fires	313
All Primary Fires	95
Accidental Dwelling Fires (ADFs)	35
Deliberate Vehicle Fires	22
All Secondary Fires	218
Anti-social Behaviour Fire (ASBs)	147
AFA's in Non Domestic Premises	12
% ADF No Smoke Alarm	83.3%
Alert to Mobile	96.4%

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
 - Continue to identify and familiarise ourselves with risks in our station area. For larger premises, we will conduct a more in-depth visit and update our records as necessary
 - Utilise the PORIS (Provision of Operational Risk Information System) as a means of retaining relevant 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
 - Maintain key skills and core competencies through continuous progressive training sessions that provide realistic a test and improve firefighters skills and knowledge. Assisting in the training and knowledge retention of all with a particular emphasis on our Development Fire Fighters
 - Utilise the Station Training Planner to complete all Safe Person Assessments and Learnpro modules to maintain theoretical and practical skills

Operational Response

- We will:
 - Ensure Alert to Mobilisation standards (1.9 minutes) and 10-minute response standards to all incidents as detailed in the CRMP are achieved
 - Maintain and develop our excellent Health and Safety culture within the workplace. Continue to encourage our staff to recognise and report near misses and safety observations to inform our Occupational Health and Safety Management System. This will help us to maintain the highest possible standards and reduce accidents and injuries to an absolute minimum
 - Maintain and service PPE and operational equipment to the highest possible standards, to provide the most effective operational response
 - Undertake regular on-station and off-station training in line with the operational training calendar, inviting surrounding stations involvement. Quality assurance will be provided via Station Manager audits to check compliance with Service procedures, command guides and information notes, to ensure the highest levels of response
 - Complete 2 off station training exercises to highlight local risks

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 can target the most vulnerable persons or "at risk" groups and work with local community partners to promote Fire Safety in areas of high social deprivation
 - Support local community groups and housing providers to promote our HFSC strategy targeting the over 65's including reassurance campaigns in high-rise premises, sheltered accommodation and schools
 - Utilise Prevention Officers and local partners to identify areas of anti-social behaviour 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
 - Utilise data provided by the service to assist in our targeted seasonal campaigns to improve Safety advice provided in line with National campaigns

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Outputs

are the quantifiable things we deliver to improve outcomes.

Site Specific Risk Information (SSRIs)	42
Home Fire Safety Checks <td>1549</td>	1549
HFSCs delivered to over 65s (60% of HFSCs) <td>929</td>	929
Hydrant Surveys <td>98</td>	98
Waste & Fly Tipping <td>24</td>	24
Prevention Talks <td>12</td>	12
Simple Operational Fire Safety Assessments <td>100</td>	100
Off Station Exercising <td>2</td>	2
Community Events <td>2</td>	2

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

Estimated Performance 2023/24	Targets 2024/25
313	359
95	115
35	51
22	22
218	244
147	169
12	27
83.3%	Lower
96.4%	95%

are the quantifiable things we deliver to improve outcomes.

Site Specific Risk Information (SSRIs)	24
Home Fire Safety Checks <td>2227</td>	2227
HFSCs delivered to over 65s (60% of HFSCs) <td>1336</td>	1336
Hydrant Surveys <td>93</td>	93
Waste & Fly Tipping <td>48</td>	48
Prevention Talks <td>12</td>	12
Simple Operational Fire Safety Assessments <td>100</td>	100
Off Station Exercising <td>2</td>	2
Community Events <td>2</td>	2

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

Operational Preparedness

- We will:
 - Continue to identify and familiarise ourselves with risks in our station area. For larger premises, we will conduct a more in-depth visit and update our records as necessary
 - Utilise the PORIS (Provision of Operational Risk Information System) as a means of retaining relevant 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
 - Maintain key skills and core competencies through continuous progressive training sessions that provide realistic a test and improve firefighters skills and knowledge. Assisting in the training and knowledge retention of all with a particular emphasis on our Development Fire Fighters
 - Utilise the Station Training Planner to complete all Safe Person Assessments and Learnpro modules to maintain theoretical and practical skills

Operational Response

- We will:
 - Ensure Alert to Mobilisation standards (1.9 minutes) and 10-minute response standards to all incidents as detailed in the CRMP are achieved
 - Maintain and develop our excellent Health and Safety culture within the workplace. Continue to encourage our staff to recognise and report near misses and safety observations to inform our Occupational Health and Safety Management System. This will help us to maintain the highest possible standards and reduce accidents and injuries to an absolute minimum
 - Maintain and service PPE and operational equipment to the highest possible standards, to provide the most effective operational response
 - Undertake regular on-station and off-station training in line with the operational training calendar, inviting surrounding stations involvement. Quality assurance will be provided via Station Manager audits to check compliance with Service procedures, command guides and information notes, to ensure the highest levels of response
 - Complete 2 off station training exercises to highlight local risks

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 can target the most vulnerable persons or "at risk" groups and work with local community partners to promote Fire Safety in areas of high social deprivation
 - Support local community groups and housing providers to promote our HFSC strategy targeting the over 65's including reassurance campaigns in high-rise premises, sheltered accommodation and schools
 - Utilise Prevention Officers and local partners to identify areas of anti-social behaviour 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
 - Utilise data provided by the service to assist in our targeted seasonal campaigns to improve Safety advice provided in line with National campaigns

Annual Target 2024/25:

Site Specific Risk Inspections	42
Home Fire Safety Checks	1,549
Simple Operational Fire Safety Assessments	100

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

People

- We will:
 - Identify and support Firefighters as well as Crew 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 Have A Go days for potential new Firefighters from our underrepresented communities utilising the Firefit 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

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Our Aims: To Protect, Prevent, Prepare and Respond.

Estimated Performance 2023/24	Targets 2024/25
24	24
2227	2227
1336	1336
93	93
48	48
12	12
100	100
2	2
2	2

are the quantifiable things we deliver to improve outcomes.

Site Specific Risk Information (SSRIs)	24
Home Fire Safety Checks	2227
HFSCs delivered to over 65s (60% of HFSCs)	1336
Hydrant Surveys	93
Waste & Fly Tipping	48
Prevention Talks	12
Simple Operational Fire Safety Assessments	100
Off Station Exercising	2
Community Events	2

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

Operational Preparedness

- We will:
 - Continue to identify and familiarise ourselves with risks in our station area. For larger premises, we will conduct a more in-depth visit and update our records as necessary
 - Utilise the PORIS (Provision of Operational Risk Information System) as a means of retaining relevant 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
 - Maintain key skills and core competencies through continuous progressive training sessions that provide realistic a test and improve firefighters skills and knowledge. Assisting in the training and knowledge retention of all with a particular emphasis on our Development Fire Fighters
 - Utilise the Station Training Planner to complete all Safe Person Assessments and Learnpro modules to maintain theoretical and practical skills

Operational Response

- We will:
 - Ensure Alert to Mobilisation standards (1.9 minutes) and 10-minute response standards to all incidents as detailed in the CRMP are achieved
 - Maintain and develop our excellent Health and Safety culture within the workplace. Continue to encourage our staff to recognise and report near misses and safety observations to inform our Occupational Health and Safety Management System. This will help us to maintain the highest possible standards and reduce accidents and injuries to an absolute minimum
 - Maintain and service PPE and operational equipment to the highest possible standards, to provide the most effective operational response
 - Undertake regular on-station and off-station training in line with the operational training calendar, inviting surrounding stations involvement. Quality assurance will be provided via Station Manager audits to check compliance with Service procedures, command guides and information notes, to ensure the highest levels of response
 - Complete 2 off station training exercises to highlight local risks

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 can target the most vulnerable persons or "at risk" groups and work with local community partners to promote Fire Safety in areas of high social deprivation
 - Support local community groups and housing providers to promote our HFSC strategy targeting the over 65's including reassurance campaigns in high-rise premises, sheltered accommodation and schools
 - Utilise Prevention Officers and local partners to identify areas of anti-social behaviour 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
 - Utilise data provided by the service to assist in our targeted seasonal campaigns to improve Safety advice provided in line with National campaigns

People

- We will:
 - Create a workplace that reflects the Service values; serving the public with courage, integrity and compassion
 - Monitor, promote and support the physical and mental health of our personnel to maintain a healthy, functional workforce that achieves 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 the Firefighter Apprenticeship programme through mentoring, training, development, and observation on station
 - Provide support to development Supervisory Officers and Firefighters expressing an interest in career advancement to achieve their potential



MERSEYSIDE FIRE & RESCUE SERVICE



MERSEYSIDE FIRE & RESCUE SERVICE

Belle Vale Community Fire Station

Community Risk Management Plan 2024/25

Outcomes

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

All Fires	Estimated Performance 2023/24	Targets 2024/25
All Primary Fires	152	181
Accidental Dwelling Fires (ADFs)	58	46
Deliberate Vehicle Fires	25	25
All Secondary Fires	4	6
Anti-social Behaviour Fire (ASBs)	94	135
AFA's in Non Domestic Premises	84	105
% ADF No Smoke Alarm	7	7
Alert to Mobile	65%	Lower
	97.1%	95%

Outcome targets are based on 5yrs data

Operational Preparedness

We will:

- Continue to identify and familiarise ourselves with risks in our station area. 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
- Inspect all hydrants within Belle Vale 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
- Maintain competency for all Core training subjects to support continued development and maintenance of skill including regular Command training via Effective Command

Operational Response

We will:

- Ensure Alert to Mobilisation standards are maintained (1.9 minutes) plus 10-minute response standards to all incidents as detailed in the CRMP
- Actively promote a positive Health and Safety culture. Encourage and support reporting of near miss incidents to prevent future accidents/incidents
- Maintain and service PPE to the highest possible standards to effectively reduce the effects of contaminants on firefighters
- 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 & off-station training in line with the Operational training calendar/NR 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

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
- Identify, report & prevent waste & fly tipping & the adverse effect it has on the community by reporting & utilising internal systems & support to notify partners
- Carry out: SOFSA (Simple Operational Fire Safety Assessment) visits to enhance Fire Protection standards in Commercial premises and encourage staff to become familiar with risks in their station area

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Aintree Community Fire Station

Community Risk Management Plan 2024/25

Outcomes

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

All Fires	Estimated Performance 2023/24	Targets 2024/25
All Primary Fires	242	666
Accidental Dwelling Fires (ADFs)	102	182
Deliberate Vehicle Fires	22	62
All Secondary Fires	20	43
Anti-social Behaviour Fire (ASBs)	140	484
AFA's in Non Domestic Premises	94	318
% ADF No Smoke Alarm	35	79
Alert to Mobile	80%	Lower
	98.8%	95%

Outcome targets are based on 5yrs data

Operational Preparedness

We will:

- Plan and prepare exercises at against our USAR and MTA capabilities at MFRS `s new state of the art training centre
- Maintain core competencies by attending scheduled training at the Training and Development Academy
- Train to maintain all competencies against USAR (Urban Search and Rescue), MTA (Marauding Terrorist Attack) & technical rescue skills
- Attend and assess premises to gather SSRI information to inform our response and identify risks. Understand and implement the PORIS system
- Complete all SSRI inspections on premises within station area to ensure that key risk information is available to operational crews
- Continue to assess and monitor high risk local developments such as the renovation of University Hospital Aintree, and HMP Liverpool
- 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

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
- Undertake and complete all Safe Person Assessments and theoretical training as designated by the monthly planner
- Maintain 95% standard for alert to mobile attending all life risk within 10 minutes
- Plan and attend off site exercises based on local and neighbouring risks
- 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 and measure performance on PIP `s

Prevention & Protection

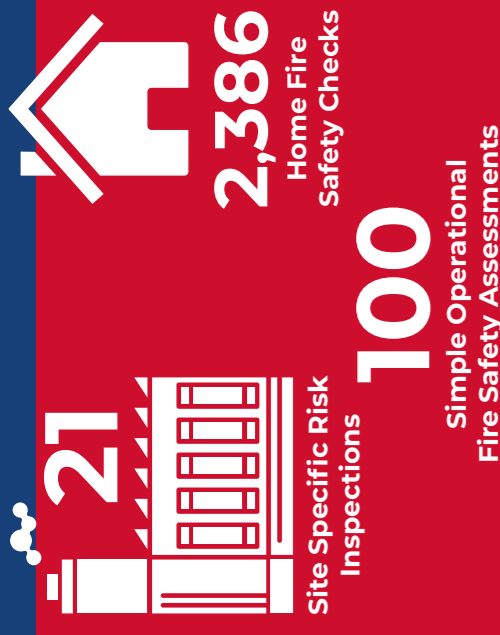
We will:

- Attend and complete all required Prevention activities to reduce risk and protect vulnerable members of the community
- 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
- 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
- Engage with businesses surrounding our new state of the art Fire station and carry out Simple Operational Fire Safety Assessments (SOFSA) to provide advice and guidance to small businesses to ensure compliance with legislation & familiarise crews
- Utilise PIP `s to target and identify areas of 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

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: To Protect, Prevent, Prepare and Respond.



Annual Target 2024/25:

21
2386
1432
54
24
12
100
2
2

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

People

We will:

- Be true to our values; serving the public with courage, integrity and compassion
- Identify future leaders & those with high potential, deliver training & development sessions & support them through the gateway
- 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 local community groups through engagement, and inclusion both on and off station
- Continue to support local groups via the Community Impact Fund
- We will host a station open day and local community event to engage with the community and promote recruitment

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Our Aims: To Protect, Prevent, Prepare and Respond.

Aintree Community Fire Station

Community Risk Management Plan 2024/25

Outcomes

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

All Fires	Estimated Performance 2023/24	Targets 2024/25
All Primary Fires	242	666
Accidental Dwelling Fires (ADFs)	102	182
Deliberate Vehicle Fires	22	62
All Secondary Fires	20	43
Anti-social Behaviour Fire (ASBs)	140	484
AFA's in Non Domestic Premises	94	318
% ADF No Smoke Alarm	35	79
Alert to Mobile	80%	Lower
	98.8%	95%

Outcome targets are based on 5yrs data

Operational Preparedness

We will:

- Plan and prepare exercises at against our USAR and MTA capabilities at MFRS `s new state of the art training centre
- Maintain core competencies by attending scheduled training at the Training and Development Academy
- Train to maintain all competencies against USAR (Urban Search and Rescue), MTA (Marauding Terrorist Attack) & technical rescue skills
- Attend and assess premises to gather SSRI information to inform our response and identify risks. Understand and implement the PORIS system
- Complete all SSRI inspections on premises within station area to ensure that key risk information is available to operational crews
- Continue to assess and monitor high risk local developments such as the renovation of University Hospital Aintree, and HMP Liverpool
- 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

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
- Undertake and complete all Safe Person Assessments and theoretical training as designated by the monthly planner
- Maintain 95% standard for alert to mobile attending all life risk within 10 minutes
- Plan and attend off site exercises based on local and neighbouring risks
- 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 and measure performance on PIP `s

Prevention & Protection

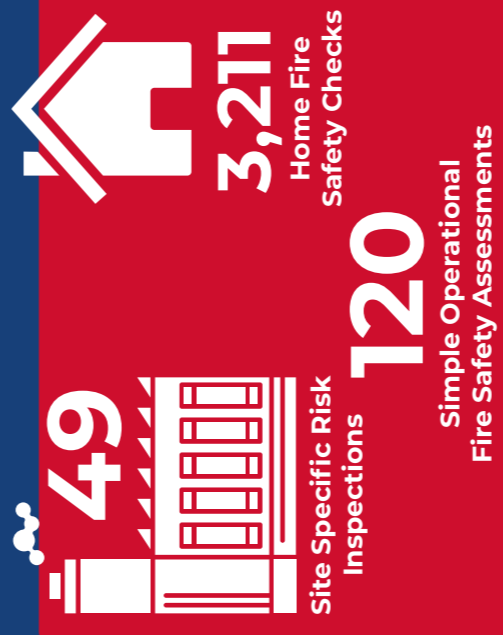
We will:

- Attend and complete all required Prevention activities to reduce risk and protect vulnerable members of the community
- 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
- 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
- Engage with businesses surrounding our new state of the art Fire station and carry out Simple Operational Fire Safety Assessments (SOFSA) to provide advice and guidance to small businesses to ensure compliance with legislation & familiarise crews
- Utilise PIP `s to target and identify areas of 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

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Our Aims: To Protect, Prevent, Prepare and Respond.



Annual Target 2024/25:

49
3211
1927
108
48
12
120
2
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
- 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/MTA/ 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



Croxteth Community Fire Station Community Risk Management Plan 2024/25

Outcomes

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

All Fires	Estimated Performance 2023/24
All Primary Fires	239
Accidental Dwelling Fires (ADFs)	57
Deliberate Vehicle Fires	24
All Secondary Fires	6
Anti-social Behaviour Fire (ASBs)	182
AFA's in Non Domestic Premises	84
% ADF No Smoke Alarm	3
Alert to Mobile	85%
	97.8%

95%

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Plan and prepare exercises at against our USAR and MTA capabilities at MFRS' s new state of the art training centre
 - 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 Learpro and SPA
 - Train to maintain all competencies against USAR (Urban Search and Rescue), MTA (Marauding Terrorist Attack) & technical rescue skills
 - Conduct training exercises across Merseyside to further develop technical rescue skills
 - Plan, prepare and exercise against identified risks within the station area. Particular attention will be paid to the top 12 risks identified

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
 - Maintain 95% standard for alert to mobile 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 and measure performance on PIP's

Prevention & Protection

- We will:
- Deliver HFSC's 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
 - Engage with Businesses surrounding our new state of the art Fire station and carry out simple Operational Fire Safety Assessments (SOFSA) to provide advice and guidance to small businesses to ensure compliance with legislation & familiarise crews
 - Utilise PIP' s to target and identify areas of 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

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/MTA/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

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Birkenhead Community Fire Station Community Risk Management Plan 2024/25

Outcomes

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

All Fires	Estimated Performance 2023/24
All Primary Fires	366
Accidental Dwelling Fires (ADFs)	114
Deliberate Vehicle Fires	58
All Secondary Fires	8
Anti-social Behaviour Fire (ASBs)	252
AFA's in Non Domestic Premises	199
% ADF No Smoke Alarm	12
Alert to Mobile	87.5%
	95.6%

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Complete all programmed core skills courses at the Training and Development Academy
 - Utilise MerseyFire Learn and OPS to complete all Safe Person Assessments and E-Learning modules to maintain theoretical and practical skills
 - Undertake two off-station training scenarios, utilising due for renewal SSRI locations to develop new relationships and create realistic incident scenarios
 - Arrange familiarisation visits to local high-risk premises such as Cammell Laird and Tranmere Oil Terminal. Including an exercise for WM/CM development
 - Develop links with other local stations' crews to further support the development of our Apprentice Firefighters
 - Maintain an excellent standard of readiness, cleanliness of the station, appliance, equipment and standards of dress
 - Undertake awareness training of Specialist Appliances and Teams across the Service
 - Ensure all Hydrant and Emergency Water Supply inspections are completed and recorded
 - Monitor local event information, Ops Info Notes and changes to SOPs & SIs

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 appropriate standards of PPE, adherence to procedures and safe working practice at operational incidents, including ensuring personnel understand the risks posed by contaminants and follow correct procedures and future innovations to minimise the risk
 - Ensure Alert to Mobile, Standards of Fire Cover and IRS completion standards are met
 - Work with partners such as NWAS, Coastguard and RNLI to maintain excellent response to water and mud related incidents
 - Ensure high standards of driving and emergency response and low speed manoeuvres are maintained and developed through instruction, information and exposure
 - Conducting debriefs and sharing learning from incidents and exercises through the Operational Assurance Team
 - Continue to engage in multi-agency or locally relevant exercises including COMAH, Mersey Tunnels, rail systems, etc

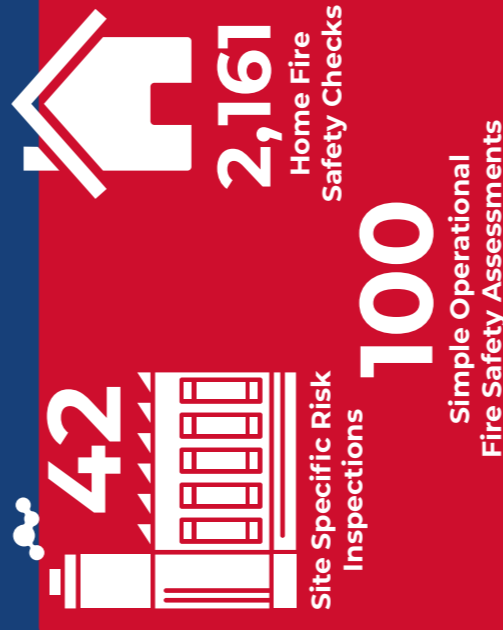
Prevention & Protection

- 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 the Deen Community Centre
 - Ensure understanding and promote safeguarding of vulnerable persons and those with protected characteristics
 - Use intelligence led information and PIPs 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 the Charles Thompson Mission to engage with at risk and vulnerable persons. Generate HFSC referrals
 - Deliver seasonal campaigns, such as Older Persons Week, Winter Warm and Bonfire Period
 - Deliver Prevention Dept. and other partner's events
 - Use CFRMIS to identify and undertake Simple Operational Fire Safety Audits (SOFSA) and PORIS inspections within the station area. Use existing systems to identify and undertake Site Specific Risk Information (SSRI) Inspection

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Our Aims: To Protect, Prevent, Prepare and Respond.



Outputs

are the quantifiable things we deliver to improve outcomes.

Site Specific Risk Information (SSRIs)	Annual Target 2024/25:
Home Fire Safety Checks	42
HFSCs delivered to over 65s (60% of HFSCs)	2161
Hydrant Surveys	1297
Waste & Fly Tipping	84
Prevention Talks	48
Simple Operational Fire Safety Assessments	12
Off Station Exercising	100
Community Events	2
	2

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

Outcome targets are based on 5yrs data

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 appropriate standards of PPE, adherence to procedures and safe working practice at operational incidents, including ensuring personnel understand the risks posed by contaminants and follow correct procedures and future innovations to minimise the risk
 - Ensure Alert to Mobile, Standards of Fire Cover and IRS completion standards are met
 - Work with partners such as NWAS, Coastguard and RNLI to maintain excellent response to water and mud related incidents
 - Ensure high standards of driving and emergency response and low speed manoeuvres are maintained and developed through instruction, information and exposure
 - Conducting debriefs and sharing learning from incidents and exercises through the Operational Assurance Team
 - Continue to engage in multi-agency or locally relevant exercises including COMAH, Mersey Tunnels, rail systems, etc

Prevention & Protection

- We will:
- Promote awareness of the importance of mental health wellbeing and encourage all to monitor and signpost themselves/their colleagues to counselling/Occupational Health/Employee Assistance Programme, where appropriate
 - Positively promote and engage with the Critical Incident Stress Management process.
 - 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 and off station
 - Develop and support personnel at all rank levels to be the best they can be, identifying and supporting 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 ED&I within the FRS and the wider communities we serve

Bromborough Community Fire Station

Community Risk Management Plan 2024/25

Outcomes

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

Estimated Performance 2023/24

137
63
36
9
74
47
3
95.8%
93.6%

Targets 2024/25

205
57
24
8
148
84
21
Lower
95%

- All Fires
- All Primary Fires
- Accidental Dwelling Fires (ADFs)
- Deliberate Vehicle Fires
- All Secondary Fires
- Anti-social Behaviour Fire (ASBs)
- AFAs in Non Domestic Premises
- % ADF No Smoke Alarm
- Alert to Mobile

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 Earning 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
- 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
- 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 Support required COMAH training events as required
- Maintain high standards of appliance care

Outputs

are the quantifiable things we deliver to improve outcomes.

Annual Target 2024/25:

46
2542
1525
40
48
12
100
2
2

- Site Specific Risk Information (SSRIs)
- Home Fire Safety Checks
- HFSCs delivered to over 65s (60% of HFSCs)
- Hydrant Surveys
- Waste & Fly Tipping Prevention Talks
- Simple Operational Fire Safety Assessments
- Off Station Exercising
- Community Events

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

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 Operating 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:

- Help our community by carrying out voluntary work to assist our most vulnerable individuals and groups
- Carry out Community events off station to be visible in our community
- 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

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Our Aims: To Protect, Prevent, Prepare and Respond.

Heswall Community Fire Station

Community Risk Management Plan 2024/25

Outcomes

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

Estimated Performance 2023/24

26
12
4
2
14
6
2
100%
97.2%

Targets 2024/25

61
22
9
1
40
20
12
Lower
95%

- All Fires
- All Primary Fires
- Accidental Dwelling Fires (ADFs)
- Deliberate Vehicle Fires
- All Secondary Fires
- Anti-social Behaviour Fire (ASBs)
- AFAs in Non Domestic Premises
- % ADF No Smoke Alarm
- Alert to Mobile

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 Earning modules to maintain theoretical and practical skills
- Develop better relationships Cheshire FRS at Powey Lane, 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. One of which will be focussed on our Wildfire specialism
- Understand local risks by completing Site Specific Risk Inspections (SSRI) and use of the PORIS (Provision of Operational Risk Information) system to assess new risk information
- Ensure training and development against regular incident types
- Complete Hydrant Surveys for the station area.
- Maintain high standards of appliance and equipment care' including cleaning, testing and fault reporting

Operational Response

We will:

- Respond professionally and quickly to incidents, maintaining high standards in Attendance Times and Alert to Mobile
- Continue to undertake training in line with Service themes, including developing close working relationship with our cross border and other blue light colleagues
- Consider all Service Instructions and Standard Operating Procedures to provide a professional service
- Maintain high safety standards to prevent accidents from occurring, and actively promote the safety culture by reporting near misses
- Maintain our capability to respond to significant incidents in Merseyside and throughout the UK through regular training and exercising with the HVP (High Volume Pump)
- Enhance Service response to wildfires through regular training and exercising, including attending regional exercises to develop skills of the wildfire specialist response
- Undertake Operational Training each shift and utilise Ops Assurance bulletins and case studies to maintain wider knowledge and understanding

Prevention & Protection

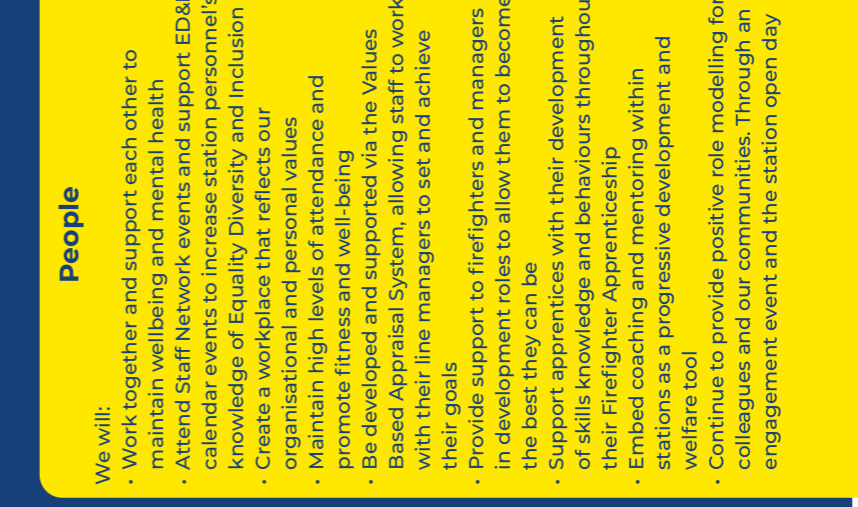
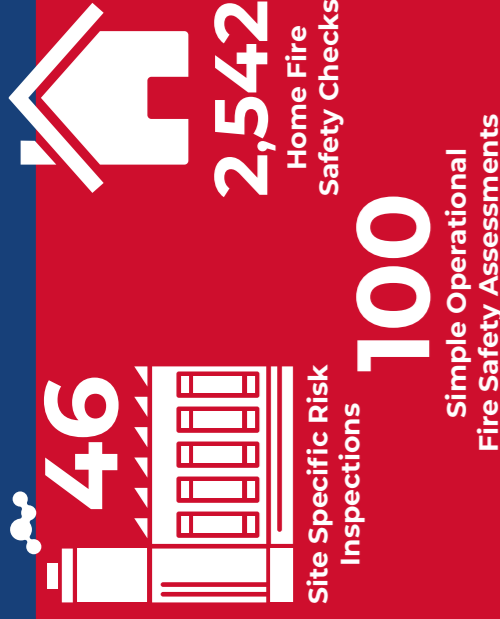
We will:

- Actively target the most vulnerable in our community by working with our partners and use local knowledge to carry out Home Fire Safety Checks
- 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
- Work with stakeholders to mitigate risk to the community associated with wildfires and open land. 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 high risk sites to complete PORIS assessments, SOFSA (Simple Operational Fire Safety Assessment) and SSRI (Site Specific Risk Information) to promote safety in the workplace and record hazard information

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Wallasey Community Fire Station

Community Risk Management Plan 2024/25

Outcomes

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

Estimated Performance 2023/24

244
88
44
6
156
74
10
83.3%
97%

Outputs

are the quantifiable things we deliver to improve outcomes.

Annual Target 2024/25:

41
3211
1926
69
24
12
120
2
2

356
93
40
19
263
147
9
Lower
95%

Site Specific Risk Information (SSRIs)
Home Fire Safety Checks
HFSCs delivered to over 65s (60% of HFSCs)
Hydrant Surveys
Waste & Fly Tipping
Prevention Talks
Simple Operational Fire Safety Assessments
Off Station Exercising
Community Events

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

41
3,211
120
Site Specific Risk Inspections
Home Fire Safety Checks
Simple Operational Fire Safety Assessments

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
- Maintain knowledge and understanding of Marine Firefighting theoretical and practical skills via CPD training Matrix
- Undertake two off station training scenarios, utilising SSRI locations to develop new realistic incident scenarios
- Complete 4 Ships Fire Fighting Exercises with Seatruck Vessels
- 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.
- Maintain knowledge and understanding of MRSU, LPPSU and BASU
- Deliver additional awareness training to Stations across Merseyside regards specialist POD's
- Build relationships with Peel Ports and Camel Lairds, through joint tactical exercises and familiarisation vessel visits to embed Marine Specialism

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 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
- Achieve Recall to Duty alert to mobile times for M2SP3, POD's using Call My App and support workshops to improve mobilisation methods
- Build relationships with Fire Control colleagues via visits

Prevention & Protection

We will:

- Utilise Merseyside Community Risk Register to identify the inherent risks within our station area to inform Community and Home Safety advice
- Recognise and provide advice on Community Habits around Cost of Living and Lithium Battery dangers
- 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 and report fly-tipped waste and vulnerable properties
- Effectively engage with children and young people via school visits and creating strong bonds with Princes Trust, Fire Cadets and Wirral Youth Zone
- Build upon relationship and continue to support 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
- Complete 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 departmental engagement activities

People

We will:

- Promote awareness of the importance of mental health wellbeing
- 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 and training
- Build positive culture within station, promoting awareness and understanding of the Leadership Message and NFCC Code of Ethics
- Develop and support personnel at all rank levels to be the best they can be
- 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
- Host a Station Community Events, and feed into Wirral "Have a Go Day" to support positive recruitment action, whilst developing understanding of diverse communities

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MERSEYSIDE
FIRE & RESCUE
SERVICE

Saughall Massie Community Fire Station

Community Risk Management Plan 2024/25

Outcomes

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

Estimated Performance 2023/24

341
57
26
5
284
152
7
81%
95.7%

457
95
40
20
363
163
25
Lower
95%

Site Specific Risk Information (SSRIs)
Home Fire Safety Checks
HFSCs delivered to over 65s (60% of HFSCs)
Hydrant Surveys
Waste & Fly Tipping
Prevention Talks
Simple Operational Fire Safety Assessments
Off Station Exercising
Community Events

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.

Annual Target 2024/25:

30
2227
1336
72
12
12
100
2
2

30
2,227
100
Site Specific Risk Inspections
Home Fire Safety Checks
Simple Operational Fire Safety Assessments



MERSEYSIDE
FIRE & RESCUE
SERVICE

All Fires
All Primary Fires
Accidental Dwelling Fires (ADFs)
Deliberate Vehicle Fires
All Secondary Fires
Anti-social Behaviour Fire (ASBs)
AFAs in Non Domestic Premises
% ADF No Smoke Alarm
Alert to Mobile

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, 12 Risk, and Cross Boarder exercises
- 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 Operating 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 the Prevention Department, 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
- Work alongside Youth Engagement to support Beacon
- Support National Safety Campaigns throughout the year working with our partners and communities. Also, support and promote campaigns and safety messages of the NFCC
- Carry out Prevention Talks in Schools, Youth Centres, and Sheltered Accommodation to promote our safety messages
- Utilise and promote the use of Staywise in an educational setting
- Work with local businesses and complete Simple Operational Fire Safety Audits (SOFSA), to promote safety in the workplace and to reinforce Fire Safety Legislation

People

We will:

- Work together and support each other to maintain excellent wellbeing and mental health
- 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
- Host a Station Community Events, and feed into Wirral "Have a Go Day" to support positive recruitment action, whilst developing understanding of diverse communities
- 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

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Our Purpose: Here to Serve. Here to Protect. Here to keep you safe.

Our Aims: To Protect, Prevent, Prepare and Respond.



MERSEYSIDE
FIRE & RESCUE
SERVICE

Bootle/Netherton Community Fire Station Community Risk Management Plan 2024/25

Outcomes

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

All Fires	Estimated Performance 2023/24	Targets 2024/25
All Primary Fires	142	225
Accidental Dwelling Fires (ADFs)	64	63
Deliberate Vehicle Fires	30	28
All Secondary Fires	11	13
Anti-social Behaviour Fire (ASBs)	78	162
AFA's in Non Domestic Premises	45	102
% ADF No Smoke Alarm	7	12
Alert to Mobile	100%	Lower
	93.2%	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
 - 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
 - Undertake two off station training scenarios, utilising SSRI locations to develop new realistic incident scenarios
 - Understand local risks by completing Site Specific Risk Inspections (SSRI) and PORIS assessments
 - Complete Hydrant Surveys for the station area.
 - Continue to work closely with NAWAS and forge good JESIP links and positive working relationships
 - Ensure knowledge of specialist assets at other operational locations through familiarisation.
 - Maintain an excellent standard of readiness, cleanliness of appliances, equipment, kit and standards of dress

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
 - Contribute to organisational learning by conducting debriefs and sharing learning from incidents and exercises through Operational Assurance Department
 - Work with our partners such as NAWAS, Coastguard and RNLI to maintain excellent response to water and mud related incidents
 - Actively promote a positive Health and Safety culture. Encourage and support reporting of near miss incidents to prevent future accidents/incidents
 - Build relationships with Fire Control colleagues via visits
 - Ensure appropriate standards of PPE, adherence to procedures and safe working practice at operational incidents and training exercises

Prevention & Protection

- We will:
- Utilise Merseyside Community Risk Register to identify the inherent risks within our station area to inform Community and Home Safety advice
 - 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
 - Recognise and provide advice on Community Habits around Cost of Living and Lithium Battery dangers
 - Effectively engage with children and young people via school visits and creating strong bonds the Princes Trust to continue our commitment to Youth Engagement
 - Complete 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 departmental engagement activities

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Crosby Community Fire Station Community Risk Management Plan 2024/25

Outcomes

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

All Fires	Estimated Performance 2023/24	Targets 2024/25
All Primary Fires	200	307
Accidental Dwelling Fires (ADFs)	59	78
Deliberate Vehicle Fires	31	43
All Secondary Fires	2	7
Anti-social Behaviour Fire (ASBs)	141	228
AFA's in Non Domestic Premises	68	134
% ADF No Smoke Alarm	9	10
Alert to Mobile	83.3%	Lower
	98.8%	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 firefighter apprentice skills are maintained in line with the required standards
 - Complete all allocated E learning and acquire the required standard
 - Undertake two off station training scenarios. Utilising due for renewal SSRI locations to develop new relationships and realistic incident scenarios
 - 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 specialism
 - Maintain the highest standards of operational response through continuous training, exercising & audits
 - Maintain competencies as a Marine Firefighting station through regular pre-planned training and validation exercises
 - Test local and operational plans through training, exercising & table top scenarios
 - Work with our partners such as NAWAS, 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
 - 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

Outputs

are the quantifiable things we deliver to improve outcomes.

Site Specific Risk Information (SSRIs)	Home Fire Safety Checks	HFSCs delivered to over 65s (60% of HFSCs)	Hydrant Surveys	Waste & Fly Tipping Prevention Talks	Simple Operational Fire Safety Assessments	Off Station Exercising	Community Events
24	2431	1459	48	48	12	100	2
2431	1459	48	48	12	100	2	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)	Home Fire Safety Checks	HFSCs delivered to over 65s (60% of HFSCs)	Hydrant Surveys	Waste & Fly Tipping Prevention Talks	Simple Operational Fire Safety Assessments	Off Station Exercising	Community Events
26	2227	1336	73	48	12	100	2
2227	1336	73	48	12	100	2	2

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

Prevention & Protection

- We will:
- Undertake prevention activities & take part on campaigns to reduce the risk to the most vulnerable within our community
 - Utilise PIP's 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 groups and initiatives
 - Effectively working with partners to develop & support activities to reduce the number of special service incidents to Crosby beach
 - Promote Fire safety awareness with small businesses community by completing Simple Operational Fire Safety Assessments
 - Continue to make contact with and commit to assisting organisations by attending and delivering our fire safety message to the most vulnerable
 - Promote safeguarding of vulnerable persons and those with protected characteristics
 - Recognise and provide advice on Community Habits around Cost of Living and Lithium Battery dangers

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
 - Develop and support personnel at all rank levels to be the best they can be and identify and support potential managers for the future
 - Contribute 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 FRs and the wider communities we serve
 - Host a Station Community Events, and feed into Sefton "Have a Go Day" to support positive recruitment action, whilst developing understanding of diverse communities



Formby Community Fire Station

Community Risk Management Plan 2024/25

Outcomes

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

Estimated Performance 2023/24

46
19
10
2
27
0
3
83.3%
93.1%

Outputs

are the quantifiable things we deliver to improve outcomes.

Annual Target 2024/25:

19
2542
1525
29
24
12
100
2
2

90
21
8
2
70
41
2
Lower
95%

Site Specific Risk Information (SSRIs)
Home Fire Safety Checks
HFSCs delivered to over 65s (60% of HFSCs)
Hydrant Surveys
Waste & Fly Tipping
Prevention Talks
Simple Operational Fire Safety Assessments
Off Station Exercising
Community Events

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

Operational Preparedness

- We will:
 - Complete all core skills courses at our Training and Development Academy
 - Attend monthly training for 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
 - 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 NWAS 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 Operating 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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Southport Community Fire Station

Community Risk Management Plan 2024/25

Outcomes

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

Estimated Performance 2023/24

168
71
34
4
97
47
15
88%
90.3%

223
89
46
7
134
57
28
Lower
95%

Site Specific Risk Information (SSRIs)
Home Fire Safety Checks
HFSCs delivered to over 65s (60% of HFSCs)
Hydrant Surveys
Waste & Fly Tipping
Prevention Talks
Simple Operational Fire Safety Assessments
Off Station Exercising
Community Events

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.

Annual Target 2024/25:

64
4249
2549
108
48
12
120
2
2

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 Operating 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 using live PIPs data
 - 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

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2,542
Home Fire Safety Checks

100

Simple Operational Fire Safety Assessments

Site Specific Risk Inspections



MERSEYSIDE FIRE & RESCUE SERVICE



4,249
Home Fire Safety Checks

120

Simple Operational Fire Safety Assessments

Site Specific Risk Inspections

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
- Host a Station Community Events, and feed into Southport "Have a Go Day" to support positive recruitment action, whilst developing understanding of diverse communities
- 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

Kirkby Community Fire Station

Community Risk Management Plan 2024/25

Outcomes

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

All Fires	Estimated Performance 2023/24	Targets 2024/25
All Primary Fires	261	354
Accidental Dwelling Fires (ADFs)	99	77
Deliberate Vehicle Fires	25	31
All Secondary Fires	10	15
Anti-social Behaviour Fire (ASBs)	162	277
AFA's in Non Domestic Premises	129	193
% ADF No Smoke Alarm	17	7
Alert to Mobile	88.2%	Lower
	93.4%	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 training exercises 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/ revisits, as required ensuring key risk information is accurate. Embed 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 two off station exercises/training events at local risk venues including COMAH sites and industrial premises where possible to test and maintain operational effectiveness
 - Carry out monitor Station Area regards new developments and ensure sufficient risk information is recorded via respective systems

Operational Response

- We will:
- Ensure Alert to Mobilisation 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 (SOFSAs) 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 Kirky area
 - Support and promote the Princes Trust to assist disadvantaged young people in our Community

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MERSEYSIDE
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Prescot Community Fire Station

Community Risk Management Plan 2024/25

Outcomes

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

All Fires	Estimated Performance 2023/24	Targets 2024/25
All Primary Fires	354	383
Accidental Dwelling Fires (ADFs)	118	115
Deliberate Vehicle Fires	39	47
All Secondary Fires	16	21
Anti-social Behaviour Fire (ASBs)	236	268
AFA's in Non Domestic Premises	176	195
% ADF No Smoke Alarm	14	22
Alert to Mobile	89.3%	Lower
	90.7%	95%

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Attend & assess premises to gather SSRI, SOSFA and PORIS information to inform our response & identify risks within the Station area
 - Deliver training to new Mass Decontamination Unit support Stations and develop the new Apprentice Firefighters to MDU operator level in line with National Resilience Key Performance Indicators. Continue to maintain National Asset records 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 the new MerseyFire Learn E-Learning system and continue to perform training and recording of training using Safe Person Assessments
 - Plan and carry out a minimum of two multi pump 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 and apprenticeship program to enhance knowledge and capability

Operational Response

- We will:
- Ensure Alert to Mobilisation standards are maintained (1.9 minutes) plus 10-minute response standards to all incidents as detailed in the IRMP
 - Maintain Operational Appliances and equipment to the highest standards for Operational effectiveness and availability and conduct regimented testing of local and national assets 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
 - Contribute to organisational learning by conducting debriefs and sharing learning from incidents and exercises
 - Maintain and enhance relationship with Merseyside Police colleagues at Prescot Fire station promoting joint working and JESIP principles

Outputs

are the quantifiable things we deliver to improve outcomes.

Site Specific Risk Information (SSRIs)	Home Fire Safety Checks	HFSCs delivered to over 65s (60% of HFSCs)	Hydrant Surveys	Waste & Fly Tipping	Prevention Talks	Simple Operational Fire Safety Assessments	Off Station Exercising	Community Events
42	1732	1039	76	24	12	100	2	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 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 quality assurance of HFSC's by Station Managers to ensure high standards are maintained and all available support partners are utilised. This will include incorporation of the Community events to maximise effectiveness
 - Support local community groups and housing providers to promote our HFSC strategy including reassurance campaigns in High Rise premises, prevention talks in Sheltered Accommodation, and local Schools
 - 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
 - Identify community groups eligible for Community Impact Fund
 - Work with the Princes Trust to continue our commitment to Youth Engagement

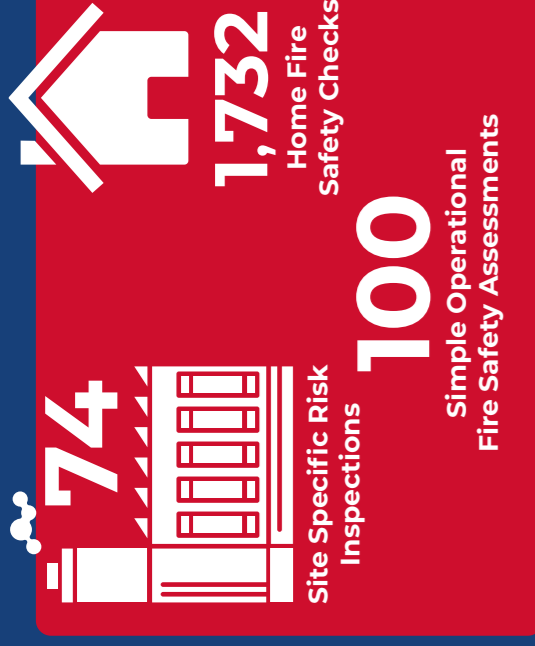
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Annual Target 2024/25:

74	1732	1039
34	24	12
100	2	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
 - Continue to engage, communicate and improve on the unprecedented response and outstanding results from the latest 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
 - Host a Station Community Events, and feed into Sefton "Have a Go Day" to support positive recruitment action, whilst developing understanding of diverse communities
 - Embrace and promote Equality, Diversity and Inclusion both in the workplace and the Community through Prevention work, community room use and staff education



Annual Target 2024/25:

42	1732	1039
76	24	12
100	2	2

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

People

- We will:
- Support our staff to achieve good health, fitness and mental wellbeing
 - Utilise the appraisal process and regular one to ones 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 Firefighter apprentice skills to excel and surpass national standards and support all staff through assessment processes
 - Embed a culture of coaching and mentoring within the station management group to create a learning environment that supports and develops staff to their full potential
 - Embrace and promote Equality, Diversity and Inclusion both in the workplace and the Community through Prevention and intervention work and the support of calendar events or themed months
 - Ensure our values are at the centre of everything we do and serve with Courage, Integrity and Compassion
 - Support and promote the Princes Trust to assist disadvantaged young people to realise their true potential through engagement, inclusion and team building

St Helens Community Fire Station

Community Risk Management Plan 2024/25

Outcomes

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

All Fires	Estimated Performance 2023/24	Targets 2024/25
All Primary Fires	762	871
Accidental Dwelling Fires (ADFs)	147	179
Deliberate Vehicle Fires	46	66
All Secondary Fires	32	28
Anti-social Behaviour Fire (ASBs)	615	691
AFA's in Non Domestic Premises	434	493
% ADF No Smoke Alarm	16	32
Alert to Mobile	78.8%	Lower
	96.9%	95%

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 Learnprom 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 SSRI and PORIS
 - Complete Hydrant Surveys for the station area including review of water supplies for industrial and commercial areas
 - Maintain knowledge and understanding of HAZMAT and Bulk Foam theoretical and practical skills via CPD training Matrix
 - Deliver additional awareness training to Stations across Merseyside regards specialist POD's
 - Build relationships with Environment Agency, through joint tactical exercises and familiarisation embed HAZMAT Specialism

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Outcomes

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

All Fires	Estimated Performance 2023/24	Targets 2024/25
All Primary Fires	110	98
Accidental Dwelling Fires (ADFs)	49	24
Deliberate Vehicle Fires	16	10
All Secondary Fires	14	4
Anti-social Behaviour Fire (ASBs)	61	74
AFA's in Non Domestic Premises	49	53
% ADF No Smoke Alarm	8	7
Alert to Mobile	84.6%	Lower
	94.4%	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
 - Plan and carry out training events to include our multi agency partners, at local risk venues 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 Learnprom and Safe Person Assessments 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)	Home Fire Safety Checks	Hydrant Surveys	Waste & Fly Tipping	Prevention Talks	Simple Operational Fire Safety Assessments	Off Station Exercising	Community Events
HFSCs delivered to over 65s (60% of HFSCs)							

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 Mobilisation standards are maintained (1.9 minutes) plus 10-minute response standards to all incidents as detailed in the IRMP
 - Achieve Recall to duty alert to mobile times for MSOP2, pod's using Call My App and support workshops to improve mobilisation methods
 - 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 Personal Protective Equipment to the highest possible standards
 - 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 Operating 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
 - Build relationships with Fire Control colleagues via visits
 - Conduct cross border training days with GMFRS and CFRS to ensure understanding of interoperability and improve working relationships

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Site Specific Risk Information (SSRIs)	Home Fire Safety Checks	Hydrant Surveys	Waste & Fly Tipping	Prevention Talks	Simple Operational Fire Safety Assessments	Off Station Exercising	Community Events
HFSCs delivered to over 65s (60% of HFSCs)							

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 Mobilisation standards are maintained (1.9 minutes) plus 10-minute response standards to all incidents as detailed in the Community Risk Management Plan (CRMP)
 - 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

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Annual Target 2024/25:

92	3211
1927	118
48	12
120	2
2	2

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

Prevention & Protection

- We will:
 - Utilise Merseyside Community Risk Register to identify the inherent risks within our station area to inform Community and Home Safety advice
 - Carry out Community Reassurance Campaigns in our most vulnerable areas
 - Recognise and provide advice on Community Habits around Cost of Living and Lithium Battery dangers
 - 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
 - Effectively engage with children and young people via school visits and creating strong bonds with Fire Cadets
 - Work with local businesses and complete Simple Operational Fire Safety Audits (SOFSAs) 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 Teardrops and the Chrysalis Foundation, that help them achieve their objectives and have a beneficial impact on the local Community

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Annual Target 2024/25:

30	2431
1459	52
48	12
100	2
2	2

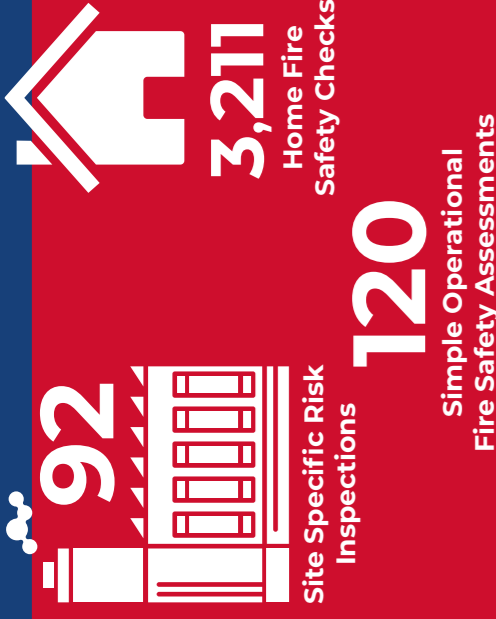
We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

Prevention & Protection

- We will:
 - Utilise demographic data and statistics 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, 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 SOFSAs 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

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120 Simple Operational Fire Safety Assessments

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
 - Build positive culture within station, promoting awareness and understanding of the Leadership Message and NFCC Code of Ethics
 - 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
 - Host a Station Community Events, and feed into St Helens "Have a Go Day" to support positive recruitment action, whilst developing understanding of diverse communities
 - 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
 - Support the Firefighter Apprenticeship Programme through mentoring and training.
 - Embed the culture of coaching and mentoring to ensure our staff are the best that they can be

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Newton-le-Willows Community Fire Station

Community Risk Management Plan 2024/25

Outcomes

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

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Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
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Annual Target 2024/25:

30	2431
1459	52
48	12
100	2
2	2

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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 and 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
 - Ensure continuity of officer development

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Marine Rescue Unit Community Risk Management Plan 2024/25

Outputs

are the quantifiable things we deliver to improve outcomes.

Site Specific Risk Information (SSRIs) Level 3, 4, 5
Prevention Campaigns
Community Station Visits
Off Station Exercising

Annual Target
2024/25:

53
12
6
6

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

Operational Preparedness

- We will:
 - Plan, prepare and exercise against identified risks within the station area. Particular attention will be paid to The Top 12 risks on the River Mersey
 - Attend and assess Hazardous areas to gather Site Specific Risk Information (SSRI) information to inform our response and identify risks
 - Transfer all SSR Information into digital format with introduction of CFRMIS
 - Measure and confirm competencies against MerseyFire Learn and Safe Person Assessment
 - Identify and familiarise all staff with high risk areas within the River Mersey
 - Maintain compliance with the declared facility agreement by ensuring qualifications are kept up to date and that our boats are inspected and maintained periodically
 - Continue to maintain the core skills, safety critical training and central course attendance required by the Crew member/ Team Leader role

Operational Response

- We will:
 - 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 high standards of emergency response are maintained and developed through coaching and exposure
 - Train and inform shoreside crews on key roles required during a rescue from the River Mersey and familiarise staff with the Marine Rescue Unit
 - Attend and contribute towards multi-agency training scenarios, in particular mass evacuation of casualties on the River Mersey

Prevention & Protection

- We will:
 - Utilise the Merseyside Community Risk Register to identify the inherent risks within our Station area to inform Community and Home Safety advice
 - Attend and complete all required Prevention activities to reduce risk and protect vulnerable members of the community
 - Support local or seasonal campaigns with a focus on providing the community with water safety guidance
 - Continue to support Youth Engagement activity and foster good working relationships with the team
 - Engage with public travelling on the River Mersey ferry and deliver key water safety information to make residents and visitors of Merseyside safer

People

- We will:
 - Work together and support each other to maintain excellent wellbeing
 - 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 Crew members via mentorship, structured training & development activities
 - 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

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MERSEYSIDE
FIRE & RESCUE
SERVICE

Fire Control

Community Risk Management Plan 2024/25

Outcomes

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

96% of 999 calls answered within 10 seconds

Outcome targets are based on 5yrs data

Estimated Performance
2023/24

96%

Outputs

are the quantifiable things we deliver to improve outcomes.

SPA's Exercises
Practical Training Sessions
E-Learning Packages

Annual Target
2024/25:

190
12
10
1300

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

Operational Preparedness

- We will:
 - Review and revise SOPS and E-learning packages
 - Implement a suite of practical training scenarios
 - Continue to support the Command Strategy to ensure staff know how to be effective commanders
 - Take part in command assessment and validations
 - Support the implementation of National Operational Guidance into MFRS
 - Support multi-agency training and exercise programme
 - Maintain the efficiency and effectiveness of National Resilience response by ensuring the NR core skills acquisition training and Continual Professional Development (CPD) programs are delivered and assured

Operational Response

- We will:
 - Contribute to the Attendance Standard - We will answer 96% of 999 calls within 10 seconds
 - Average Time Taken to Process a Life Risk Call by Fire Control within 90 seconds
 - Be involved in all stages of Re-design of Fire Control suite including investment in new technologies
 - Introduce new technologies within Fire Control to improve the efficiency and effectiveness of operational response:
 - Media wall
 - AURA
 - Pre-Alert

Prevention & Protection

- We will:
 - Support local or seasonal campaigns such as Winter Warm, High Rise, Bonfire and Older Person's day
 - Respond to and protect those affected by hate crime through care, advice and referral to partner agencies
 - Identify and reduce resource demands such as unwanted alarm signals through advice and joint working
 - Undertake regular training, to ensure staff are competent and confident to deliver home fire safety advice and complete relevant referrals following control room contact

People

- We will:
 - Work together and support each other to maintain excellent wellbeing and mental health
 - 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 Firefighter Control via mentorship, structured training & development activities
 - Manage health, safety & well-being of personnel & ensure that levels of absence, accidents & injuries are in line with Service policy

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MERSEYSIDE
FIRE & RESCUE
SERVICE

53
Site Specific Risk Inspections

6

Community Station Visits

12

Prevention Talks



**MERSEYSIDE
FIRE & RESCUE
SERVICE**

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