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Document Control:

Active date	Review date	Author	Editor	Publisher
Feb 2023	Jan 2027			

Amendment History:

Version	Date	Author	Reasons for Change
1.1			Initial draft
1.2	01/04/2011		Policy Review
1.3	01/04/2011		Policy Review
1.4	04/01/2013		Reviewed & Editor changed
1.5	01/04/2014		Updated to Reflect New Policy Template
1.6	25/03/2015		Reviewed
1.7	01/09/2016		Reviewed
1.8	01/04/2017		Reviewed
1.7	01/04/2018		Reviewed and updated
1.8	07/07/2018		Update and name changed
1.9	01/04/2019		Update and name changed
2.0	28/07/2020		Reviewed & updated to reflect IRMP supplement
2.1	12/08/2020		Amended to prioritise the principles and remove duplication
2.2	28/02/2023		Reviewed
2.3	28/01/2025		Reviewed

Equalities Impact Assessment:

Initial	Full	Date	Reviewed by	Comments
	X		ED&I TEAM	LOCATED ON PORTAL

Civil Contingencies Impact Assessment:

Date	Reviewed by	Comments

Related Documents:

Doc. Type	Ref No.	Title	Location
Policy	RESPOL06	Operational Assurance	Operational Response
Policy	RESPOL05	Health, Safety and Welfare	Operational Response
Policy	RESPOL07	Operational Response Change Methodology Policy	Operational Response
Policy	RESPOL04	Standards of Dress	Operational Response
Service Instruction	SI 0020	Inspection of Drill or Exercise Sites	Operational Response
Service Instruction	SI 0043	Appliances at Community Events	Operational Response
Service Instruction	SI 0179	Off Station Tactical Exercises	Operational Response
Service Instruction	SI 0580	Change of Shift Procedure	Operational Response
Service Instruction	SI 0610	Awards, Commendations and Achievements	Operational Response
Service Instruction	SI 0631	Station Work Routines and Timetable	Operational Response
Service Instruction	SI 0697	Use and Maintenance of Station Outlook Diaries	Operational Response
Service Instruction	SI 0731	Acting Up and Temporary Promotion	Operational Response
Service Instruction	SI 0750	Requests for Information and/or Interviews with Fire Service Personnel	Operational Response
Service Instruction	SI 0760	Incident Handover Forms	Operational Response

Service Policy: RESPOL03-Operational Response Policy

Service Instruction	SI 0763	Complementary Crewing	Operational Response
Service Instruction	SI 0766	Temporary Middle Manager Promotions	Operational Response
Service Instruction	SI 0814	Default Operational Duty System	Operational Response
Service Instruction	SI 0860	Welfare and Rehabilitation at Incidents	Operational Response
Service Instruction	SI 0897	Missing Persons	Operational Response

Distribution List:

Name	Position	Department

Sign-Off List:

Name	Position
Strategic Leadership Team	

Target Audience:

All MFRS	Principal Officers	Senior Officers	Operational Crews	Fire Safety	Community Fire Safety	Support Staff
X						

Ownership:

FOI exemption required?	Yes	URL	
	No	X	Reason

Legislation:

Title		
Fire and Rescue Service's Act 2004; Civil Contingencies Act;		2004
Fire and Rescue Services (Emergencies) Order;		2007
Health and Safety at Work, etc. Act;		1974
Management of Health and Safety at Work Regulations;		1999
Control of Substances Hazardous to Health Regulations;		2002
Dangerous Substances and Explosive Atmospheres Regulations;		2002
Confined Spaces Regulations;		1997
The Work at Height Regulation 2005 (as amended); Data Protection Act.		1998

Contact:

Department	Email	Telephone ext.
Operational Response		4613

RESPOL03 Operational Response Policy

1. Policy Introduction and Background:

This document sets out the Merseyside Fire and Rescue Authority's (the Authority) policy on Operational Response.

Operational Response is a key function of Merseyside Fire and Rescue Service (MFRS), which together with the functions of Prevention, Protection and Preparedness make up the essential components of the Authority's Community Risk Management Plan (CRMP).

The function of Operational Response is to deliver the Authority's statutory responsibilities under the Fire and Rescue Service's Act 2004, the Civil Contingencies Act 2004, the Fire and Rescue Services (Emergencies) Order 2007 and the Fire and Rescue Services National Framework to Respond in the most efficient and effective manner to fire and rescue emergencies.

In line with these statutory duties and the Authority's Vision 'To be the best Fire & Rescue Service in the UK. One team, putting its communities first.', the Authority have set a strategic aim to provide an excellent emergency response to meet risk across Merseyside with safety and effectiveness at its core.

The CRMP therefore considers all foreseeable fire and rescue related risks that could affect its communities, whether they are local, cross-border, multi-authority and/or national in nature, from fires to terrorist attacks. When assessing/determining the resources that MFRS require to respond efficiently and effectively, the Authority considers the three factors of Risk, Demand and Vulnerability.

2. Policy Explanation:

The intent of MFRS Operational Response is to provide the most efficient and effective allocation of emergency response resources to mitigate the impact of identified fire and rescue related risks (fire, transport collisions/accidents, hazardous materials or environmental damage/natural disaster or terrorism) on its communities by:

- Saving saveable life, rescuing people and preventing injury to the public by responding in the fastest time possible with available resources to incidents with the appropriate number of staff and equipment to efficiently and effectively resolve life risk emergencies. Therefore, the Authority have set a specific standard of responding to life risk incidents within 10 minutes on at least 90% of occasions.
- By protecting property and the environment through the effective resolution of incidents and the mitigation of their societal and economic impacts.

The key principles of this policy are to:

1. To efficiently and effectively resource Operational Response utilising professional judgement underpinned by sophisticated analysis of relevant data on risk, demand and vulnerability:
 - Risk regarding the likelihood and severity of fire and rescue emergencies;
 - Demand upon MFRS resources in respect of time of the day, spate frequency (protracted incidents and/or several smaller incidents occurring at the same time) and geographical location;

- Vulnerability of the communities of Merseyside to fire and rescue emergencies.
2. To ensure our firefighters are safe and effective when attending emergencies for every foreseeable risk: The Operational assurance team ensure that:
 - Staff can demonstrate that they are multi skilled and trained to the highest standards;
 - Appliances and equipment are tested and readily available to deploy;
 - Staff have access to operational risk information and understand their key local risks.
 3. To locate and manage resources (people, equipment and estate) across Merseyside in relation to life risk demand, in the optimum configuration possible, to ensure the most efficient and effective response to, and resolution of, emergencies involving risk to life.
 4. To provide resilient fire cover arrangements 365 days per year for the efficient and effective response to:
 - Any major or protracted incidents within Merseyside;
 - Support neighbouring fire and rescue services effectively during their periods of high demand;
 - Support the national mutual aid protocol regarding significant, serious and catastrophic incidents across the UK.
 5. To enable sufficient flexibility to respond effectively to transient and emerging risk or demand (such as spate conditions), moving resources in order to maintain our response standard to the whole of Merseyside.

3. Policy Implementation:

This Policy is implemented according to the following plans: The Authority's CRMP document 2024-27; the current Operational Response Functional Plan and the current Station Plans.

This Policy implementation is supported by MFRS Standard Operating Procedures, National Operational Guidance, the Joint Services Interoperability Protocol and the following Service Instructions:

- SI 0020 Inspection of Drill or Exercise Sites
- SI 0043 Appliances at Community Events
- SI 0179 Off Station Tactical Exercises
- SI 0580 Change of Shift Procedure
- SI 0610 Awards, Commendations and Achievements
- SI 0631 Station Work Routines and Timetable
- SI 0697 Use and Maintenance of Station Outlook Diaries
- SI 0750 Requests for Information / Interviews
- SI 0760 Incident Handover Forms
- SI 0763 Complementary Crewing
- SI 0814 Default Operational Duty System
- SI 0860 Welfare and Rehabilitation at Incidents
- SI 0897 Missing Persons

All policies can be found on the [Website](#)

POLICY