



Operational Response Change Methodology Policy

VERSION 1

Service Policy RESPOL07

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Document Control

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Amendment History

Version	Date	Author	Reasons for Change
001			

Equalities Impact Assessment

Initial	Full	Date	Reviewed by	Comments
x			Wendy Kenyon	Portal: Approved EIA Forms

Civil Contingencies Impact Assessment

Date	Reviewed by	Comments

Related Documents

Doc. Type	Ref No.	Title	Location
			Portal: Service Policies
			Portal: Service Instructions

Distribution List

Name	Position	I/R
All MFRS		

Sign-Off List

Name	Position
SMG	

Target audience

All MFRS	X	Ops Crews	Fire safety	Community FS	Support Staff
Principal off.		Senior off.	etc	etc	etc

Ownership

FOI exemption required?	Yes	URL
	No	X Reason

Legislation

Title	Year
Fire and Rescue Service Act	2004
Fire and Rescue Service National Framework	2012
Civil Contingencies Act	2004

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Operational Response Change Methodology Policy

1. Policy Introduction and Background

The Authority continues to face significant grant reductions from central government as part of measures to reduce public spending. It is anticipated that these financial cuts will continue necessitating further changes to the way in which Operational Response is provided up to and possibly beyond 2020. In particular we predict that these changes will impact upon the numbers of fire appliances we have available, the number of fire stations we have and how we use these assets to provide the best possible service to our communities.

The Fire & Rescue National Framework set out priorities for all fire and rescue authorities to:

- identify and assess the full range of foreseeable fire and rescue related risks their areas face, make provision for prevention and protection activities and respond to incidents appropriately
- work in partnership with their communities and a wide range of partners locally and nationally to deliver their service
- be accountable to communities for the service they provide

MFRA believes that a fire or other emergency is no less hazardous to those involved no matter where it may occur and for this reason the Authority aspires to provide a consistent emergency response to all areas of the County. The Authority implemented changes to its response standard in 2013 by introducing a single response standard for Merseyside this being an attendance by MFRS within 10 minutes to all life risk incidents.

This document provides details of processes and risk factors that will be considered by the Authority to ensure that when changes have to be made to our infrastructure or ways of working, that we ensure optimal locations for our resources/assets are identified. By adhering to a defined methodology we will ensure that any changes considered will safeguard the commitment to our response standard.

This methodology provides a consistent approach that Officers will utilise to underpin proposals made to our communities for changes which are required in support of either maintaining or improving our service delivery. This methodology will provide evidence and clarity to our communities that any changes proposed are appropriate and are in accordance with the priorities of the national framework.

2. Policy Explanation

Risk modelling methodology

Extensive research underpins all proposed station changes and information comes from various sources which includes the use of specialist software applications to assist in the analysis of the following information:

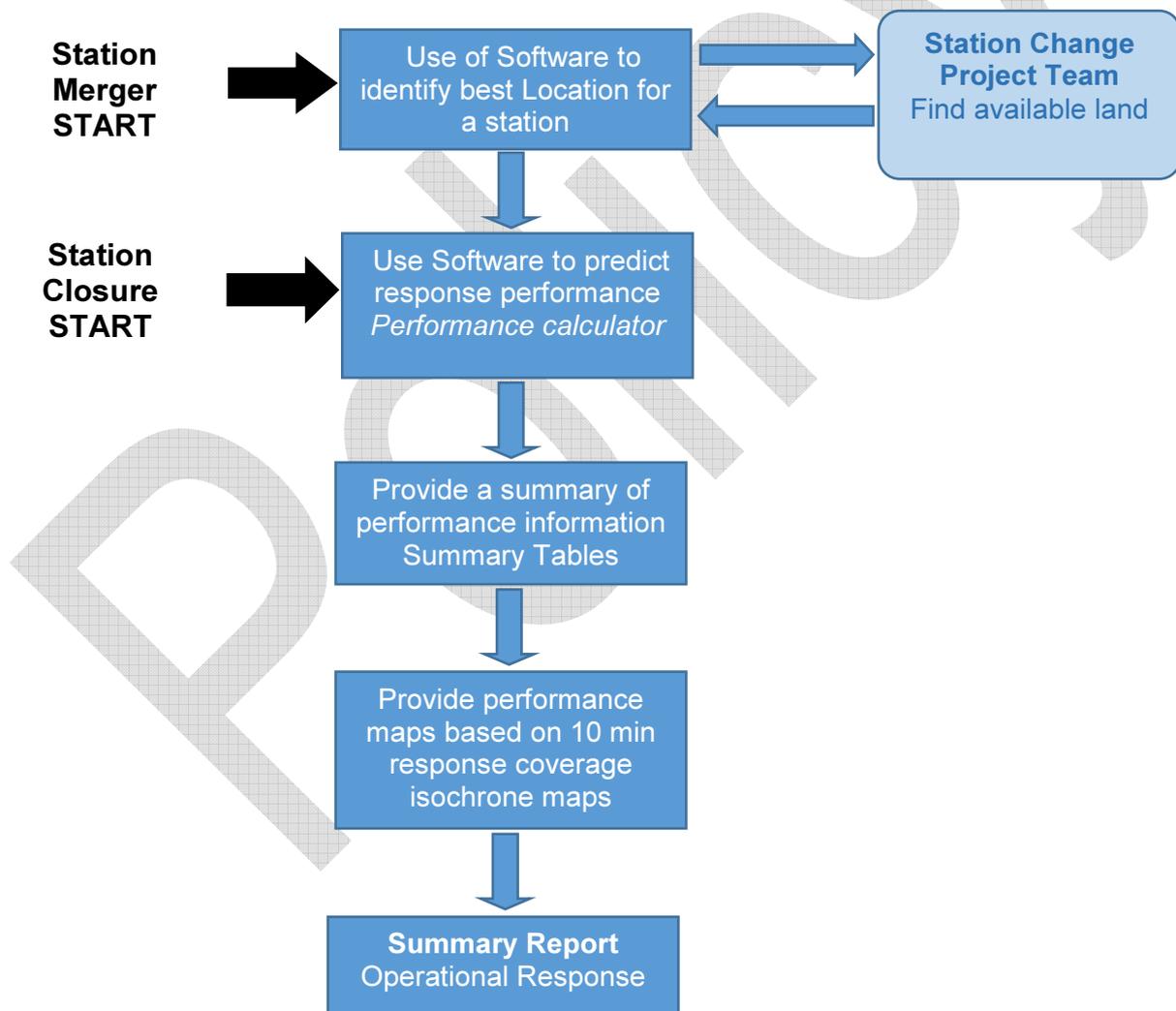
- Operational incident data (empirical evidence)
- Predictions of future demand and risk

- Appliance turnout data (activity and demand at certain times of the day, week, year and seasonal variations)
- Changes in profiles of communities (new houses, commercial buildings etc.)

The methodology contains several distinct stages, all of which require detailed analysis in order to produce a final report in which confidence for strategic decision making can be placed.

MFRA endeavours to continually improve its approach to its response change methodology by incorporating lessons it learns from each adopted change. MFRA accepts that numerous external factors need to be considered before a final decision can be advanced, not least the opinions and views of the public, MFRA endeavours to take a pragmatic approach to any recommendations for change, all information is used in conjunction with professional judgement, by working in partnership with other agencies and by working with the public through numerous public consultation forums and events. MFRA strives to ensure that all proposed changes are fully considered and have the least detrimental impact upon local communities' possible.

Operational Response Change Methodology



Details on the application of this flow chart are contained in Appendix A

Additional Considerations

- The data sets utilised will be aligned to the dates recognised as being a financial year (31st March to 1st April)

- We will consider modifications to this date range when significant changes to Operational Response arrangements have been implemented mid-year for example a change of duty system.
- For station closures/mergers data sets include attendances to all life risk incidents within a stations area, regardless of the attending pump.
- Data sets utilised will be the attendance of the first rescue appliance to "life Risk" incidents
- Demographics of areas under consideration (households housing & lifestyles)
- Levels of deprivation (income, health, education, overcrowding, remoteness, crime environment)
- Emergencies and Site Specific Risk Information (SSRI)
- Proximity to other stations
- Areas containing high risk properties and individuals that can be categorised as high risk
- Volume of incidents and level of activity
- Proximity of other Fire Stations to the location where change is being considered.

Appendix A

1. **FLP (Facility Location Planner) software** – making use of this software to establish an optimum location for the proposed fire station. This could be in the form of an SOA (Super Output Area) or Ward.
2. **FIRS (Fire Incident Response Simulator) software** – once the station change project team have identified possible location(s) for the proposed station, the FIRS software is used to assess the impact of performance as well as any additional workload placed on surrounding stations.

This stage is also used to produce a future station location profile which contributes towards the decision making process for station closures.

3. **Station Performance Summary Tables** – tables providing counts by incident type, for the last 3 years of attendances for appliance(s) directly affected by the station closure or merger.

On the Run Analysis:

Breakdown of proportion of time that appliances within the station closure or merger area(s) are actually available "On the Run", compared to surrounding pumps.

Based on data provided by Time & Resource Management.

Demographics:

Population of station area by age grouping. This is based on LSOA (Lower Super Output Area) data based on mid-year estimates for station area(s) affected by station closure or merger. Response standard isochrones will be overlaid to establish what types of people/protected groups are impacted by changes. This information is included in an equality impact report which forms part of the wider considerations for station changes.

4. **Performance Summary** – a combination of 10 minute response coverage isochrones will be produced comparing the current coverage with the proposed future coverage. This is produced using MapInfo Route Finder software.
5. **Summary Report** – Operational Response to collate the output of all stages and produce a summary report outlining recommendations.

3. Policy Implementation

The Service Instructions used to underpin this Policy are:

Staff should familiarise themselves with these Service Instructions:

SI 0

SI 0

SI 0

SI 0

Policy