

# Public Document Pack



To: All Members of the Authority



R. Groves  
Monitoring Officer

Tel: 0151 296 4113  
Extn: 4113 Shauna Healey

Our ref SH/RG

Date: 9 October 2024

Dear All,

You are invited to attend a meeting of the **AUTHORITY** to be held at **1.00 pm** on **THURSDAY, 17TH OCTOBER, 2024** in the Liverpool Suite at Merseyside Fire and Rescue Service Headquarters, Bridle Road, Bootle.

This meeting will be available to watch via YouTube at the following link:

<https://youtube.com/live/9dFj1omEC1o?feature=share>

Yours faithfully,

*PP – S. Healey*

Monitoring Officer

Encl.

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**MERSEYSIDE FIRE AND RESCUE AUTHORITY**

**AUTHORITY**

**17 OCTOBER 2024**

**AGENDA**

**Members**

Councillor Les Byrom (Chair)  
Councillor Brian Kenny (Vice-Chair)  
Councillor James Roberts (Vice-Chair)  
Councillor Jeanie Bell  
Councillor Edna Finneran  
Councillor Sam Gorst  
Councillor Jan Grace  
Councillor Dave Hanratty  
Councillor Doreen Knight  
Councillor Ed Lamb  
Councillor Andrew Makinson  
Councillor Barbara Murray  
Councillor Lynn O'Keeffe  
Councillor Lesley Rennie  
Councillor Lynne Thompson  
Councillor Gill Wood  
PCC Emily Spurrell

**1. Apologies**

To consider any apologies for absence.

**2. Chairs Announcement**

To consider an announcement from the Chair of the Authority.

**3. Declarations of Interest**

To consider any Member declarations of interest.

**4. Minutes of the Previous Meeting (Pages 5 - 12)**

To consider the minutes of the last meeting held on 26<sup>th</sup> June 2024.

**5. Ten-Year Performance Report (Pages 13 - 118)**

To consider a report relating to the performance of the Service over the last ten years (CFO/60/24).

**6. CRMP 2024-27 Post-Consultation Report (Pages 119 - 288)**

To consider the CRMP 2024-27 Post-Consultation Report (CFO/45/24).

7. **Project Completion Report on the New Aintree Fire Station, Training and Development Academy / National Resilience Centre of Excellence at Long Lane, Aintree.** (Pages 289 - 300)

To consider the Project Completion report on the New Aintree Fire Station, Training and Development Academy / National Resilience Centre of Excellence at Long Lane, Aintree (CFO/59/24).

8. **Equality, Diversity and Inclusion Annual Report 2023/24** (Pages 301 - 398)

To consider the annual Equality, Diversity and Inclusion report for 2023/24 (CFO/58/24).

**EXEMPT ITEMS**

The following agenda items are exempt by virtue of Paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

9. **Occupational Health Contract** (Pages 399 - 402)

To consider a report relating to the award of an occupational health contract (CFO/62/24).

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## MERSEYSIDE FIRE AND RESCUE AUTHORITY

### AUTHORITY

26 JUNE 2024

### MINUTES

**Present:** **Cllr Les T. Byrom CBE (Chair)** Brian Kenny, Edna Finneran, Jan Grace, Dave Hanratty, Barbara Murray, Doreen Knight, Lynn O’Keeffe, James Roberts, Linda Maloney, Gill Wood, Jeanie Bell, Sam Gorst, Lynne Thompson, Andrew Makinson, Ed Lamb, Lesley Rennie and the Police and Crime Commissioner for Merseyside Emily Spurrell

**Also Present:**

Chief Fire Officer	Phil Garrigan
Deputy Chief Fire Officer	Nick Searle
Assistant Chief Fire Officer	Dave Mottram
Director of Finance and Procurement	Mike Rea
Monitoring Officer	Ria Groves

#### **16. Apologies**

Apologies received from Councillor Paul Tweed and Mr Anthony Boyle.

#### **17. Declarations of Interest**

There were no declarations of interest made in relation to any item on the agenda.

#### **18. Minutes of the Last Meeting**

**RESOLVED** that the minutes of the last meeting held on 13<sup>th</sup> June 2024 were agreed as an accurate record.

#### **19. Corporate Risk Register 2023-24 Oct-Mar Update**

Chief Fire Officer, Phil Garrigan presented the Corporate Risk Register update for the period October 2023 to March 2024.

Members were advised of the current risks contained within the Corporate Risk Register, the status of the risks and associated control measures. The report included both corporate and operational risks, and it was noted that the Monitoring Officer had been asked to review the format of the Corporate Risk Register to ensure that the information was salient.

**RESOLVED** that the updated Corporate Risk Register for 2023/24 which incorporates the current status of those risks to March 2024 be approved.

*Councillor Thompson arrived at 13.05, prior to the commencement of item 5.*

## **20. Service Delivery Plan 2023-24 End of Year Report**

Chief Fire Officer, Phil Garrigan presented the Service Delivery Plan end of year report for 2023-24, detailing the Authority's performance to date against its targets and objectives.

The Chief Fire Officer drew Member's attention to page 89 of the agenda, which emphasised the exceptional performance of Merseyside Fire and Rescue Authority (MFRA) to date. The Chief Fire Officer noted a significant decrease in incidents attended, showcasing the best performance in his 34 years at the Authority. It was noted that this success was attributed to the Authority's excellent Protection, Prevention, and Response work.

It was noted that the total number of emergency calls received had decreased by 19%, totalling 4745 fewer calls when compared to the previous year. The total number of incidents attended by the service had decreased from 18,736 to 17,345, which was a 7.5% reduction in incidents since 2022/23.

The Members directed their focus to page 92, which detailed the total number of fire incidents responded to in Merseyside. It was observed that there were 5,360 incidents attended, which was below the target of 7,169. It was emphasised that this reduction was predicated on MFRA's Arson Prevention, Protection, Community Safety and Youth Engagement efforts.

Members were advised that the number of primary fires attended by the Authority was also below the target of 1983, currently recorded as 1653, indicating a decrease of 208 incidents compared to the year 2022/23.

The Chief Fire Officer advised it was the ambition of the service three to four years ago to break a 1000 for the number of accidental fires attended, this had never been achieved previously. The Chief Fire Officer confirmed the current number achieved was 669 showing a significant decrease. The importance of preventative measures was emphasised in terms of reducing accidental dwelling fires, and the Authority was focusing on vulnerability factors and communities that were socially and economically disadvantaged. As a result of this approach the Service only suffered one fatality during this period.

Members were advised of the Authority's exceptional prevention efforts as demonstrated by His Majesty's Inspectorate of Constabulary and Fire Rescue Services (HMICFRS) "Outstanding" grade. With regards to prevention, it was explained that a targeted approach to home safety had been applied to communities and youth engagement work.

The Chief Fire Officer explained the comparable decreases in deliberate fires and fires within vacant properties, both noting showing green with no reported fatalities.

Members were directed to page 96, which detailed the number of secondary fires attended by MFRS due to anti-social behaviour. It was noted that there had been 1545 fewer incidents compared to previous records, resulting in a 29.4% decrease.

The Chief Fire Officer credited the Community Safety and Arson Reduction teams, along with partner agencies, for the decrease in incidents. It was noted that the Authority aimed to work with communities and schools to reduce anti-social behaviour during the bonfire period.

The Chief Fire Officer explained that the Authority's proactive approach to unwanted fire signals and false fire alarm calls.

Members were advised of the importance of promptly calling 999 upon hearing fire alarms, to ensure that crews were alerted to potential incidents, and the Service did not want to deter people from calling if they thought there was danger.

It was noted that the response time for appliances arriving at life-threatening incidents was 10 minutes, to be met 90% of the time. Currently, for 95.9% of incidents MFRS met this response target.

Members were directed to page 100, which outlined sickness absences and shift loss across the service, noting a target set for staff absence of 4%. Sickness was currently above that target at 4.34% across the Service however the Chief Fire Officer advised Members of the ongoing efforts to proactively reduce sickness absence. It was highlighted that some staff members were experiencing longer wait times in the NHS and that this was impacting on the Authority's sickness absence performance. Although NHS wait times were out of the Authority's control, it was noted that internally the Authority's Occupational Health department and wellbeing support was exceptional for staff.

Councillor Kenny welcomed the report, and he extended his thanks to staff for their professionalism in protecting the public of Merseyside.

Councillor Lamb also commended the Authority's on its performance, and he highlighted page 98 of the agenda which displayed a decrease in Road Traffic Collisions (RTCs). Attention was drawn to the number of fatalities, noting that there had been eight during this period. Councillor Lamb queried why there was no target set for reducing this incident type.

The Chief Fire Officer explained that the report included a shared indicator as different organisations worked collaboratively to reduce the number of RTCs and as such had different areas of focus. He emphasised that the Authority's focus remained on education through utilising the MFRA "Stay Wise" campaign. A commitment to educating young and new drivers was discussed, noting the importance of early intervention, and it was emphasised that road safety was a crucial element of MFRA's IRMP.

Councillor Hanratty echoed Councillor Kenny and Lambs' comments, praising the Chief Fire Officer's efforts to reduced incidents and the dedication of all staff involved.

Councillor Hanratty raised concerns over the cost of responding to false alarms, and it was noted that some alarms were not directly alerting alarm receiving centres and instead were alerting the service to respond. He asked for more information to be considered by the Scrutiny Committee to identify if there was a way to reduce the number of calls. The Chief Fire Officer emphasised the Authority's ambition to continually improve, and as such it was agreed that unwanted fire signals would be considered by Members at a future Learning Lunch or alternatively by the Scrutiny Committee.

Councillor Rennie queried the Authority's involvement in collaborating with other local authorities around cycle lanes, 20mph zones and other speed reduction initiatives. The Chief Fire Officer emphasised that the Service's focus was on education and engagement with the community.

Councillor Rennie raised concerns from residents around appliance access in recently enforced 20mph zones and cycle lanes across the Wirral. The new measures were reportedly preventing fire appliances from accessing certain premises. Councillor Rennie requested for the Members to be informed of any restricted access complaints that the Authority receives.

The Chief Fire Officer noted that during busy times and hot weather, an influx of visitors to West Kirby or Formby, could pose a challenge for access for fire appliances. However, it noted that MFRA was working with local authorities to address these concerns and Members would continue to be updated.

Members were directed to page 103, which contained the draft HMCIFRS report for 2023 which focused on MFRS's action plan and highlighted areas for improvement, which would be incorporated into the next functional plan.

**RESOLVED** that the attached Service Delivery Plan update reports (Appendices 1-10) for publication on the website be approved.

## **21. CRMP 2024-27 Post-Consultation Report**

The Chair of the Authority, Councillor Byrom, proposed that item 6 would not be heard at this meeting. It was recommended to extend the current CRMP until the next meeting of the Authority, in which the draft CRMP would be considered. This proposal was agreed by Members. As a result, it was noted that no further discussion would take place as the item no longer remained on the agenda.

**RESOLVED** that the current CRMP be extended until a future meeting of the Authority.

## **22. People Plan**

Chief Fire Officer, Phil Garrigan presented the People Plan, which included MFRA's Equality, Diversity, and Inclusion (ED&I) actions. It was noted that the report focused on assessing the diversity of the service to ensure that the Authority was effectively meeting equality objectives and considering how it reached its communities.

The Members were made aware of the development of a Cultural Action Plan that would include a cultural dashboard, the metrics of which would be presented to the Authority for consideration and scrutinised for performance.

Members were advised that the ED&I Action Plan, the Cultural Action Plan, and the Medium-Term Financial Plan had been developed to complement each other as key strategic documents.

The Chief Fire Officer explained that the People Plan featured five key themes as detailed below.

'Attract and Retain the Best People'; It was noted that the Authority's recruitment efforts for operational roles were strong, but the challenge for the Authority was in recruitment and retaining non-operational positions.

'Developing Exceptional People and their Leaders'; Members were reminded of the role of the Authority's' vision, leadership message, and behaviours in supporting and developing exceptional leaders.

'Promote Holistic approach to Health and Wellbeing'; The Chief Fire Officer praised the Authority's holistic approach to staff wellbeing, including mental and physical support.

'Deliver Sector Leading Organisational Performance'; Members were informed that achieving top-tier performance would be monitored through the Service Delivery Plan (SDP). The Chief Fire Officer emphasised the importance of training to optimise productivity and efficiency.

'Embedding ED&I'; The Chief Fire Officer highlighted the Authority's commitment to ED&I and addressed disparities across Merseyside as part of its adoption of the socio-economic duty.

Members were informed that as part of the plan a list of contrary behaviours was currently being developed.

Councillor Grace praised the Authority for their role in promoting ED&I in the sector and for the positive report. It was noted that encouraging people to challenge inappropriate behaviour was a commendable endeavour for the Authority.

Members were advised of positive feedback from external stakeholders, who often commented on the positive culture which was noticeable throughout the organisation.

**RESOLVED** that;

- a) the actions contained within the People Plan 2024-27 have been subject to consultation with stakeholders, including our staff networks and our representative bodies, be noted; and
- b) the publication of the People Plan 2024-27 be approved.

### **23. Medium Term Financial Plan 2024/25 - 2028/29**

Chief Fire Officer, Phil Garrigan introduced the Medium-Term Financial Plan for 2024/25 and 2028/29.

Members were advised that the plan had been reformatted to ensure that members of the public could easily access the information in a user-friendly document.

Director of Finance and Procurement, Mike Rea, summarised the Medium-Term Financial Plan which was previously agreed by Members at the Budget meeting on the 29<sup>th</sup> February 2024, wherein a balanced budget of £74.191m was agreed.

It was explained that the plan would complement other key documents, and it was confirmed that no data had been altered since it was originally approved by Members.

Councillor Bell thanked the finance team for providing her with support as a new Member. She acknowledged that the Authority had lost a significant amount of grant funding from central government and commended the Authority on managing its limited funding resources so effectively.

The Chief Fire Officer explained that during austerity, the Authority had 26 fire engines in operation, compared to the current 32 fire engines. The increase in firefighters and operational staff was highlighted as an example of the Authority's effective allocation of funding to its frontline services. The Chief Fire Officer thanked Councillor Bell for her support in the matter.

**RESOLVED** that the summary version of the Medium-Term Financial Plan 2024/25 to 2028/29 (attached as appendix A) be noted.

### **24. Associate Membership of the Liverpool City Region Combined Authority**

Monitoring Officer Ria Groves presented the 'Associate Membership of the Liverpool City Region Combined Authority (LCRCA)' report.

Members were advised that the LCRCA had invited the Authority to join as an associate member. It was noted that the Authority would not possess any voting rights with this membership, and the arrangements for both parties would be outlined in a Memorandum of Understanding (MOU).

The Monitoring Officer mentioned that there would be no additional cost to become an associate member, and that any potential future collaborations would be subject to separate terms and agreements.

Councillor Roberts expressed his support for collaborating with other local government bodies and questioned whether Cheshire Fire and Rescue Service were also an associate Member of the LCRCA.

The Monitoring Officer clarified that she would liaise with the LCRCA regarding its membership and whether Cheshire Fire and Rescue Service to identify were also an associate member of the LCRCA.

Councillor Byrom, Chair of the Authority noted that due to a boundary review some parts of Southport extended beyond Merseyside and the Authority had a legal obligation to collaborate with other partner agencies and authorities. It was noted that the Authority and the LCRCA shared an ambition to work collaboratively for the benefit of the people living in the Liverpool City Region.

Police and Crime Commissioner for Merseyside, Emily Spurrell, explained that when the LCRCA did undertake cross boundary work it sought to engage with and involve other Authorities.

Councillor Hanratty welcomed the report, and it was noted that the membership would be a significant advantage for the Authority.

Regarding the MOU, Councillor Hanratty requested that a recommendation be added to reflect that the governance of the Authority would remain entirely independent of the Combined Authority.

The Chief Fire Officer explained that the MOU would relate to the collaborative endeavours between the LCRCA and the Authority and not governmental arrangements, so it would not be the correct forum for that stipulation.

Councillor Lamb explained that he had recently attended an induction event at the LCRCA wherein different stakeholders engaged with Members, and he suggested it may be beneficial for the Authority to be involved in that event going forward. He stressed the need for the Authority to stay informed about new significant infrastructure projects across the city region and to be aware of any potential emerging risks.

**RESOLVED** that the invitation to become an Associate Member of the Liverpool City Region Combined Authority be approved.

Close

Date of next meeting Thursday, 17 October 2024



<b>MERSEYSIDE FIRE AND RESCUE AUTHORITY</b>			
<b>MEETING OF THE:</b>	<b>AUTHORITY</b>		
<b>DATE:</b>	<b>17 OCTOBER 2024</b>	<b>REPORT NO:</b>	<b>CFO/60/24</b>
<b>PRESENTING OFFICER</b>	<b>CHIEF FIRE OFFICER, PHIL GARRIGAN</b>		
<b>RESPONSIBLE OFFICER:</b>	<b>DEB APPLETON</b>	<b>REPORT AUTHOR:</b>	<b>ROBERT HANSON JOHN FIELDING</b>
<b>OFFICERS CONSULTED:</b>	<b>STRATEGIC LEADERSHIP TEAM, PAUL TERRY, MARK RICE, JACKIE SUTTON</b>		
<b>TITLE OF REPORT:</b>	<b>TEN-YEAR PERFORMANCE REPORT</b>		

<b>APPENDICES:</b>	<b>APPENDIX A: EXECUTIVE SUMMARY 2014/15 - 2023/24</b> <b>APPENDIX B: RETROSPECTIVE LPI PERFORMANCE AND INCIDENTS 2014/15 - 2023/24</b> <b>APPENDIX C: REVIEW OF ACTIVITY - 2023/24</b> <b>APPENDIX D: RETROSPECTIVE ADF AND RTC FATALITY AND INJURY 2019/20 – 2023/24</b> <b>APPENDIX E: FRS PERFORMANCE INDICATOR BENCHMARKING</b>
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### Purpose of Report

1. To present to Members the attached reports that cover incident related (fires, false alarms and special services) performance over the past 10 years.

### Recommendation

2. It is recommended that Members;
  - a) note the content within the reports; and
  - b) approve the publication of the reports on the website.

### Introduction and Background

#### Background

3. The purpose of this report is to present a high-level overview of incidents attended by Merseyside Fire and Rescue Service over an extended period. The analysis incorporates overviews of incident activity over 10 years (where applicable), 5 years and one year.

4. The reports contain a wealth of information including analysis by incident type, counts by station, ward and district, identifying peak times, casualty analysis and more. The reports are used as part of Community Risk Management Station and Functional planning processes.
5. As well as an executive summary (appendix A) that provides high level analysis, there are three supplementary reports available. These additional reports are:
6. **Retrospective incident review** (Appendix B); including comparative mapping for accidental dwelling fires, deliberate dwelling fires, deliberate secondary fires and road traffic collisions.
7. **2023/24 review of activity** (Appendix C) including: Operational Preparedness local performance indicators and Operational Response local performance indicators, such as; alert to mobile times, standard of fire cover times, accidental dwelling fires confined to the room of origin, appliance mobilisation counts and temporal incident analysis.
8. **Retrospective fatalities and Injuries** (Appendix D); including accidental dwelling fire fatalities and injuries and road traffic collision fatalities and injuries based on 5 years data.

#### Incident Summary:

9. In summary the report identifies that:
  - Between 2014/15 to 2023/24, overall incidents attended have increased by 24.4%.
  - Incident types that have seen significant increases include: Domestic False Alarms, False Alarm Good Intent and Special Services; all seeing over 1000 more incidents since 2014/15.
  - Dwelling Fires, Non-Domestic Property and Deliberate Secondary Fires all saw large reductions over this period.
    - a) In 2023/24 these saw a 7.6% reduction overall on the previous year's performance, primarily due to large reductions in secondary fires.
    - b) Accidental Dwelling Fires saw their lowest count of incidents in history in 2023/24, along with a single fatality.
  - The majority of incidents attended were false alarms, accounting for 39.3%. Overall, fires account for 30.9% of incidents attended, 10 years earlier it accounted for 49.3%.
  - Special Services have increased over the 10 years by 2357 incidents or 115.8%. Notable incident subtypes to see large increases include Assisting Other Agencies - up 1093 incidents over 10 years, Effecting Entry/Exit - up 383 incidents over 10 years, Flooding - up 125 incidents over 10 years and Hazardous Materials incidents - up 112 incidents over 10 years.
10. It is notable that the reductions in incident numbers have occurred in those incident types where the Service undertakes prevention work. For example, for Special Services, the Service is only able to carry out prevention work in relation

to water incidents and road traffic collisions and the increases in Special Services are related to incident types where the Service has actively sought to support other agencies (such as Affecting Entry). False Alarm Good Intent is another area that the Service does not seek to reduce calls, but instead encourages people to call 999 if they suspect a fire.

#### Responding to incidents:

- Call Handling times have improved for the 3rd consecutive year. As with incidents attended during 2023/24, calls were down 17.8% on the previous year.
- Alert to Mobile has remained steady with 95.8% performance. The average Alert to Mobile time was 57 seconds.
- The Standard of Fire Cover is excelling with performance running at 95.9%, better than pre-covid levels of performance.
- Accidental Dwelling fires confined to room of origin has improved at 89.5%.

#### Analysis of Casualties:

Between 2019/20 and 2023/24 there were:

- 27 fatalities in Accidental Dwelling Fires and 48 in Road Traffic Collisions.
- 64 serious injuries in Accidental Dwelling Fires and 299 in Road Traffic Collisions
- 306 slight injuries in Accidental Dwelling Fires and 1152 in Road Traffic Collisions

During 2023/24 there were:

- 1 Accidental Dwelling Fire fatality and 8 in Road Traffic Collisions (the lowest recorded).
- 15 serious injuries in Accidental Dwelling Fires and 55 in Road Traffic Collisions.
- 46 slight injuries in Accidental Dwelling Fires and 220 in Road Traffic Collisions.

11. A full 20-year analysis of fatalities in Accidental Dwelling Fires will be presented to the Authority later in 2024.

#### 12. Fire and Rescue Service Benchmarking

MFRS takes part in an informal performance indicator benchmarking exercise with similar fire and rescue services to assist in the management of performance. Appendix E provides the most recent example of that report.

The table lists benchmarked performance indicators along with aggregators which enable performance to be compared on a like for like basis. These aggregators include comparisons by head of population and building types.

To the right-hand side is the rank where MFRS sit amongst the cohort.

Using the rank MFRS has excelled in reducing deliberate primary and vehicle fires, fire related deaths, accidental small / secondary fires and malicious false alarms. MFRS has made positive progress in total primary fires and total deliberate fires including smaller ASB / secondary fires. Areas of potential improvement include reducing total accidental fires, the number of accidental

dwelling fires and related fire injuries. It should be noted that whilst accidental dwelling fires have fallen in Merseyside to their lowest level during 2023/24, the Service will continue this work to reduce this number.

The table also shows large differences in certain incident types between the services including false alarms and secondary fires. These large differences are at least in part due to each fire and rescue service having different procedures for dealing with and/or recording these incident types. MFRS for example, introduced the "unwanted fire signals policy" which in 2012 reduced false alarms in commercial buildings.

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### **Equality and Diversity Implications**

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13. The report identifies risk groups using data relating to equality and diversity. The report uses Gender and Age Group data in order to identify risk groups across Merseyside.

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### **Staff Implications**

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14. There are no staff implications arising from this report.

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### **Legal Implications**

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15. There are no specific legal implications arising from this report, but the data is used extensively to assist MFRA in fulfilling its duties relating to the Fire and Rescue Services Act and National Framework.

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### **Financial Implications & Value for Money**

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16. The report doesn't have any direct financial implications.

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### **Risk Management and Health & Safety Implications**

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17. The data presented in these reports is used to help the service manage community risk and plan and deliver its response to and prevention of incidents. The data is used across MFRS to help manage performance on a regular and ongoing basis.

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### **Environmental Implications**

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18. This report details the incidents and journeys our operational firefighting fleet make and this information is useful in considering the environmental impact of MFRS. There are no recommendations contained that refer to any environment implication.

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**Contribution to Our Vision:** *To be the best Fire & Rescue Service in the UK.*

Our Purpose: *Here to serve, Here to protect, Here to keep you safe.*

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19. The report enables Members and other stakeholders to gain a more detailed understanding of the work that has been completed by MFRS personnel historically. The report also gives an indication of what to expect in the upcoming short-term period.

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**BACKGROUND PAPERS**

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N/A            N/A

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**GLOSSARY OF TERMS**

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**MFRA**            **M**erseyside **F**ire and **R**escue **A**uthority.

**MFRS**            **M**erseyside **F**ire and **R**escue **S**ervice.

**RTC**              **R**oad **T**raffic **C**ollision

**ADF**              **A**ccidental **D**welling **F**ire

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# **10 Year Business Intelligence Report Executive Summary 2014/15 - 2023/24**

**V1.1**

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**COMMUNITY RISK MANAGEMENT PLANNING  
STRATEGY & PERFORMANCE FUNCTION  
STRATEGIC LEADERSHIP TEAM**

## Document Control

### Amendment History

Version / Issue No.	Date	Author	Remarks / Reason for Change
0.1		R Hanson	
1.0	30/07/2024	R Hanson	Amendments as per J Fielding's Comments
1.1	15/08/2024	R Hanson	Amendments as per D Appleton and M Rice

### Sign-Off List

Name	Position
AM Ryder	Area Manager - Operational Response
Deb Appleton	Director of Strategy & Performance
Mark Rice	Cyber Security and Information Manager
John Fielding	Business Intelligence Manager

### Distribution List

Name	Position	I / R
Strategic Leadership Team		
ACFO Mottram	Assistant Chief Fire Officer	
Deb Appleton	Director of Strategy & Performance	
Paul Terry	Head of ICT	
Jackie Sutton	CRMP Officer	
AM Longshaw	Area Manager - Protection	
AM Murphy	Area Manager - National Resilience	
AM Ryder	Area Manager - Operational Response	
AM Sheridan	Area Manager - Operational Preparedness	
AM Thomas	Area Manager - Prevention	

### Ownership

Has it been agreed with the client that this is a publicly owned document?

Yes/No

If Yes please state URL: <http://www.merseyfire.gov.uk>

If No please state reason why:



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## 1. Agreement

For the purpose of this report the following agreement was made between the client and the Strategy & Performance function.

This work was requested by the Strategic Planning officer and the Area Manager for Operational Response and received on 01/04/2024.

The Manager<sup>1</sup> has approved this report/ piece of work can be undertaken by the Strategy & Performance Directorate.

If the scope of the work changes, authorisation must be again obtained and would be noted within the version control document sheet.

It was agreed that this report would be produced in draft format by 31<sup>st</sup> July 2024 and would be sent electronically to the Director of Strategy & Performance and Client for comment.

The Manager / Client agreed that their comments would be received back by 31<sup>st</sup> July 2024.

The final report, which will always be in PDF format, would be produced by 31<sup>st</sup> July 2024, subject to receiving comments.

## 2. Related Documents

Reference No.	Title	Author	Version & Date
1.0	Retrospective Incidents 2014/15 – 2023/24	R Hanson	30/07/2024
2.0	Retrospective ADF and RTC Fatality & Injury 2019/20 – 2023/24	R Hanson	30/07/2024
3.0	Review of Activity - 2023/24	R Hanson	30/07/2024
4.0	Fatality Trend Analysis – 2004/05 to 2023/24	J Fielding	30/07/2024
5.0	Target Setting and Performance Management Methodology	J Fielding D Appleton	01/3/2013
6.0	Previous Business Intelligence Reports: <u>3-5 Yr Business Intelligence Report</u>	R Hanson	Last updated: June 2023
7.0	IRMP Maps and Charts PowerPoint stored on the Portal	R Hanson	

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<sup>1</sup> Deb Appleton

### 3. Glossary of Terms

<b>Term</b>	<b>Description</b>
Accidental Dwelling Fire (ADF)	A fire that usually occurs within a house or flat where the motive is either 'Accidental' or 'Unknown'
Accidental Non Domestic Property Fire	A fire that has occurred at a site that is not used as domestic residence including retail units, leisure facilities, warehouses, etc with a motive of 'Accidental' or 'Unknown'
Accidental Secondary Fire	A small fire that has a motive of either 'Accidental' or 'Unknown'
Accidental Vehicle Fire	A fire involving a vehicle that has a motive of either 'Accidental' or 'Unknown'
AFA Domestic & Other	An incident caused by a fault or false reading within an Automatic Fire Alarm detection system at sites including houses, flats, hostels, etc.
AFA Non Domestic Property	An incident caused by a fault or false reading within an Automatic Fire Alarm detection system at sites including retail units, leisure facilities, warehouses, etc.
Day Crew	Shift pattern that works between 08:30 and 20:30.
Deliberate Dwelling Fire	A fire that usually occurs within a house or flat where the motive is 'Deliberate'
Deliberate Non Domestic Property Fire	A fire that has occurred at a site that is not used as domestic residence including retail units, leisure facilities, warehouses, etc with a motive of 'Deliberate'
Deliberate Secondary Fire	A small fire that that the incident Officer in Charge has decided was 'Deliberate'
Deliberate Vehicle Fire	A fire involving a vehicle that the incident Officer in Charge has decided was 'Deliberate'
False Alarm Good Intent (FAGI)	A fire call made with good intentions, e.g. mistaking steam from a central heating system as smoke
False Alarm Malicious	A fire call made with malicious intention to cause harm or distress to an occupier or disruption to emergency services
IIT	Incident Investigation Team
IRMP	Integrated Risk Management Plan
IRS	Incident Recording System
KPI	Key Performance Indicator
LLAR	Low Level Activity Risk. Also a shift pattern worked between 10:00 and 22:00
LPI	Local Performance Indicator
MF&RS	Merseyside Fire & Rescue Service
NDP	Non Domestic Property
NI	National Indicator
Other Property Fire	This covers all other incidents affecting insurable property or incidents of 5 pumps or more.
Special Service	An incident that is not a fire or false alarm. These incidents include Water Rescues, Lift Rescues, etc.
Special Service – RTC	A specific type of Special Service involving road traffic collisions

## 4. Introduction

The purpose of this report is to present a high level update to the 3-5 Year Business Intelligence Report which has been produced since the 2008/09 Integrated Risk Management Plan (IRMP). The original report, which was authored during 2008/09, included data and analysis from 2003/04 to the end of 2007/08.

This report updates the headline figures from the IRMP Action Point with incident statistics for the period between 2014/15 to 2023/24 (10 years of consistent data from the Incident Recording System (IRS)).

In addition to this executive summary, there are 3 further supplemental reports available. These additional reports provide further analysis on:

- **Retrospective incident review** including: comparative mapping for accidental dwelling fires, deliberate dwelling fires, deliberate secondary fires and road traffic collisions
- **Retrospective fatalities and Injuries** including: accidental dwelling fire fatalities and injuries and road traffic collision fatalities and injuries based on 5 years data
- **2023/24 review of activity** including: Operational Preparedness local performance indicators; Operational Response local performance indicators: DR23 Alert to Mobile, TR08 Standard of Fire Cover and DO21 ADF confined to room of origin. Appliance mobilisation counts and temporal incident analysis

## 5. Methodology

For the purpose of this Summary and Sub Reports the following methodology was applied:

- Incident figures since 2014/15 use the following criteria:
  - Date range is between 01/04/2014 and 31/03/2024.
  - Data was extracted and correct as of **29/04/2024**.
  - The Incident Recording System (IRS) was used as the incident data source. The method for defining data for this report follows certain calculations as prescribed by Communities and Local Government, as well as developing locally derived indicators. These indicators are as follows: DC11, DC12, DC13, RC11, NC12, NI33, TR08, DO21 and DO22
  - Crystal Reports was utilised to filter and extract incident data.
  - This data was filtered into district by MapInfo Professional version 21.
  - Incident data was analysed using Microsoft Office 365 Excel.
- Incident figures from years prior to 1<sup>st</sup> April 2024 have been refreshed using data obtained from the Incident Recording System (IRS).
- All incident data from stations 13 (Allerton), 24 (West Kirby), 23 (Upton), 40 (Huyton), 41 (Whiston) and 52 (Eccleston) have been reassigned to the current stations for consistency. This is due to these stations being: closed, merged with neighbouring stations or relocated.
- Appliance movement data has been extracted from the Vision mobilisation tables
- Injury data has been extracted from IRS and limited to injuries where 'Victim went to hospital, injury appears serious' and 'Victim went to hospital, injury appears slight'.
- Accidental Dwelling Fire fatality data has been sourced from the Incident Investigation Team (IIT).
- Mapping was completed using MapInfo 21
- Throughout the report(s), Key Stations (or appliances assigned to key stations) have been coloured **Red**. LLAR stations (or appliances assigned to LLAR stations) have been coloured **Green** and Day Crew stations (or appliances assigned to Day Crew stations) are **Blue**.

- Please note that this data is taken from IRS (Incident Recording System). IRS is a live system and therefore there is a possibility that figures contained within this report are subject to change without notification. Figures can change due to Quality Assurance issues, late IRS report submissions and reports delayed due to investigations being under way

## 6. Executive Summary

In summary the report presents the following findings:

- Between 2014/15 and 2023/24, overall incidents have increased by 3394 (24.4%) as shown in the table below.

Table 1: 10 Year Retrospective of Incidents

Incident Type	2014/15	2019/20	2022/23	2023/24	1 Yr Change	1 Yr % Change	5 Yr Change	5 Yr % Change	10 Yr Change	10 Yr % Change
Accidental Dwelling Fire	1053	868	776	670	-106	-13.7%	-198	-22.8%	-383	-36.4%
Acc Non-Dom Property Fire	218	163	136	158	22	16.2%	-5	-3.1%	-60	-27.5%
Accidental Secondary Fire	450	770	1962	1326	-636	-32.4%	556	72.2%	876	194.7%
Accidental Vehicle Fire	187	206	219	199	-20	-9.1%	-7	-3.4%	12	6.4%
Deliberate Dwelling Fire	210	152	138	136	-2	-1.4%	-16	-10.5%	-74	-35.2%
Del Non-Dom Property Fire	95	73	68	72	4	5.9%	-1	-1.4%	-23	-24.2%
Deliberate Secondary Fire	3927	2772	3291	2372	-919	-27.9%	-400	-14.4%	-1555	-39.6%
Deliberate Vehicle Fire	500	459	288	241	-47	-16.3%	-218	-47.5%	-259	-51.8%
Other Property Fire	229	173	240	176	-64	-26.7%	3	1.7%	-53	-23.1%
AFA - Domestic & Other	2262	3137	3141	3614	473	15.1%	477	15.2%	1352	59.8%
AFA - Non-Domestic	564	570	469	545	76	16.2%	-25	-4.4%	-19	-3.4%
False Alarm Good Intent	1440	1703	2558	2552	-6	-0.2%	849	49.9%	1112	77.2%
Malicious False Alarm	178	233	151	105	-46	-30.5%	-128	-54.9%	-73	-41.0%
Special Service	2036	3191	4465	4393	-72	-1.6%	1202	37.7%	2357	115.8%
Special Service – RTC	581	718	842	765	-77	-9.1%	47	6.5%	184	31.7%
<b>Grand Total</b>	<b>13930</b>	<b>15188</b>	<b>18744</b>	<b>17324</b>	<b>-1420</b>	<b>-7.6%</b>	<b>2136</b>	<b>14.1%</b>	<b>3394</b>	<b>24.4%</b>

- There are 3 incident types that have seen increases over 1000 incidents across the 10 year period. They are: AFA – Domestic & Other (1352), False Alarm Good Intent (1112) and Special Service (2357).
- 2 incident types have seen increases of more than 100%: Accidental Secondary Fire (194.7%) and Special Services (115.8%).
- Between 2022/23 and 2023/24, overall incidents have reduced by 1420 (-7.6%).
- Incident types to see increases during 2023/24 include: Accidental Non Domestic Property Fire (22), Deliberate Non Domestic Property Fire (4), AFA – Domestic & Other (473) and AFA – Non Domestic (76). Some of the reductions are: Accidental Dwelling Fire (-106), Accidental Secondary Fire (-636), Deliberate Secondary Fire (-919) and Special Service - RTC (-77)<sup>2</sup>.
- Since 2019/20, Accidental Secondary Fires have increased due to a change in reporting, in part due to crews receiving level 1 incident investigation training. This has resulted in improved data.
- During 2023/24, the month with the greatest number of incidents was June (1742). The month with the fewest incidents was February (1152). This means that February saw **66.1%** of June’s incidents.
- The hour with the largest number of incidents was between 18:00-18:59 (1309). The hour with the fewest incidents was 06:00-06:59 (255). This means that 18:00-18:59 is **5.1** times busier than 06:00-06:59.
- FireControl received 20,075 calls via 999 lines, answering 97.8% within 10 seconds. This is a 1% improvement on 2022/23.

<sup>2</sup> Some of these reductions are due to weather. The UK Met Office and Environment Agency publish weekly figures for rainfall ([Rainfall and river flow: weekly reports for England - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/statistics/rainfall-and-river-flow-weekly-reports-for-england)). These contain a table showing total rainfall for the previous month, 3 months and 12 months. For the period April 2023 to March 2024, this shows the North West of England had 34% more rainfall than would the long-term average (1600mm to 1200mm).

- In 2023/24, 50 – St Helens saw the most incidents (1552 or 9.0%) while 22 – Heswall saw the least (182 or 1.0%).
- In 2023/24, the busiest appliance assigned/mobilised and attended was M11P1, the least busy was M32P1, the same as last year.
- On average, the appliance spending longest at an incident<sup>3</sup> was M32P1 (29m) and the shortest was M16P1 (17m). When this is analysed for accidental dwelling fires, M14P1 spent the most amount of time (average 1hr 1m), with M18P1 spending the least (average 36m).
- During 2023/24, there was 1 fatality in Accidental Dwelling Fires, 9 fewer than in 2022/23.

## 7. Retrospective - 2014/15 and 2023/24

### 7.1 Retrospective Incidents

Chart 1: Overall incidents Attended within Merseyside, by year

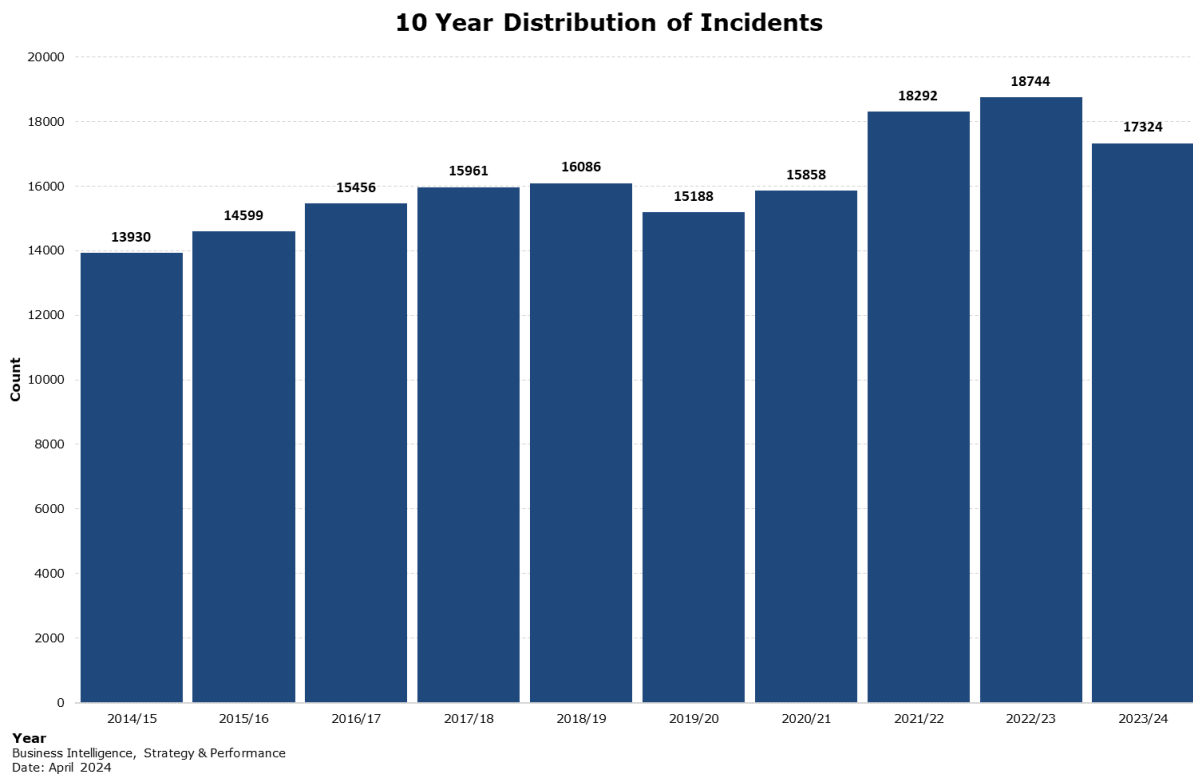


Chart 1 describes that over the 10-year period, there has been an increase of 3394 incidents (24.4%), from 13930 in 2014/15 to 17324 during 2023/24.

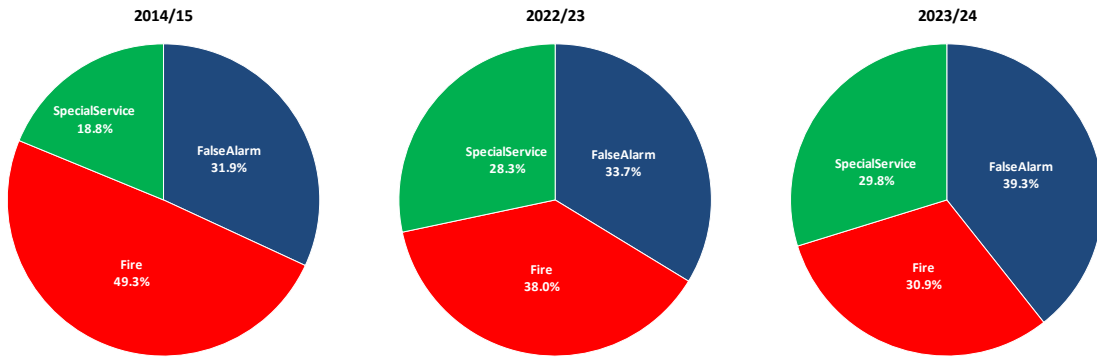
Incidents had been increasing year on year with a slight reduction in 2019/20 before increasing again to 2022/23. In 2023/24, there was a reduction of 1420 incidents (-7.6%), on the previous year.

Between 2014/15 and 2023/24, the average number of incidents was 16144.

<sup>3</sup> Times have been rounded to the nearest minute

Chart 2: Overall incidents by Category

Comparison of Incidents by Category between 2014/15, 2022/23 and 2023/24



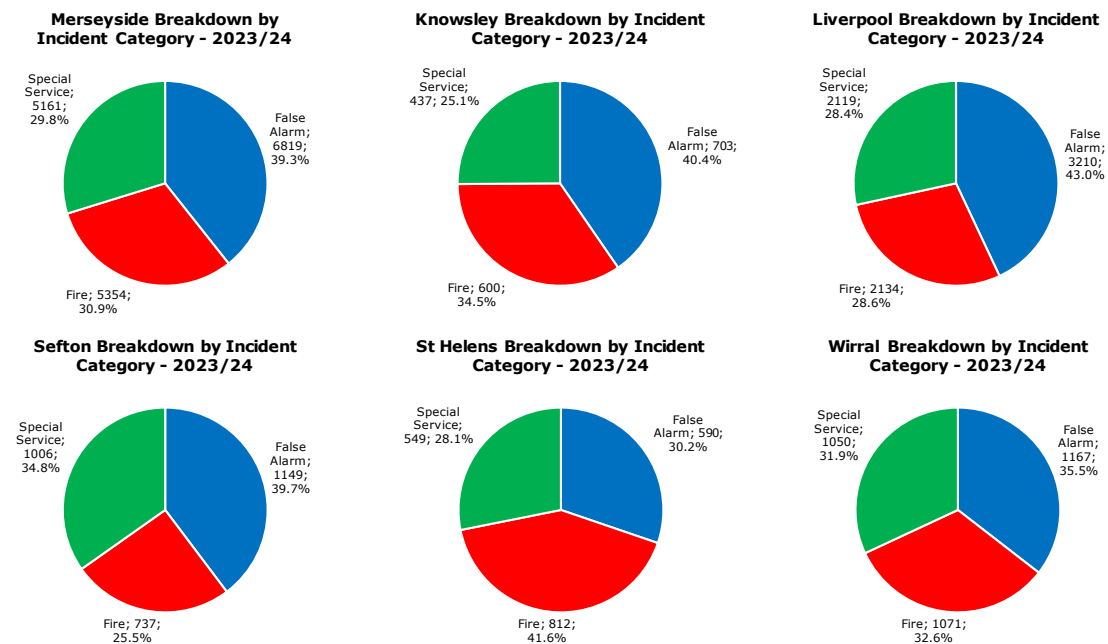
Business Intelligence, Strategy & Performance  
Date: April 2024

Chart 2 shows the proportional distribution of incidents by category between 2014/15 and 2023/24. This shows that the proportion of incidents classed as Fires have reduced by 18.4% (from 49.3% to 30.9%). False Alarms have increased by 7.4% (from 31.9% to 39.3%) and Special Services have increased from 18.8% to 29.8%.

While false alarms have increased overall in part due to alarms being fitted to new properties when they are built, and an increase in the number of false alarm good intent calls, there has been a significant reduction in AFAs to Non Domestic properties following the introduction of the Unwanted Fire Signal policy in November 2012<sup>4</sup>.

Some of the increase in Special Services can be attributed to working closer with partner organisations along with the signing of a Memorandum of Understanding (MoU) with North West Ambulance Service that MFRS will assist in gaining entry to help vulnerable members of the community.

Chart 3: Overall incidents by Category and District during 2023/24



<sup>4</sup> The policy can be found here: <http://www.merseyfire.gov.uk/asp/pages/protection/automaticFireAlarms.aspx>. This is the final year that false alarms prior to the publication of the UwFS policy will be included.

Chart 3 show the distribution of incidents by top level category (fire, false alarms and special service) across Merseyside and each district during 2023/24. The chart shows that across Merseyside: 39.3% (6819) of incidents were false alarms, 30.9% (5354) were fires and special services account for 29.8% (5161).

Analysing the data at a district level, this shows that incidents in Wirral are the most balanced at close to a third each, whereas those in St Helens are most skewed towards fire incidents (41.6%), followed by Knowsley (34.5%).

Incidents in Liverpool are heavily influenced by false alarms (43.0%) followed by Knowsley (40.4%).

Sefton has the largest proportion of special services (34.8%), while Knowsley have the smallest proportion (25.1%).

## 7.2 Retrospective Accidental Dwelling Fire Fatalities

Chart 4: Breakdown of Fatalities by Year and District

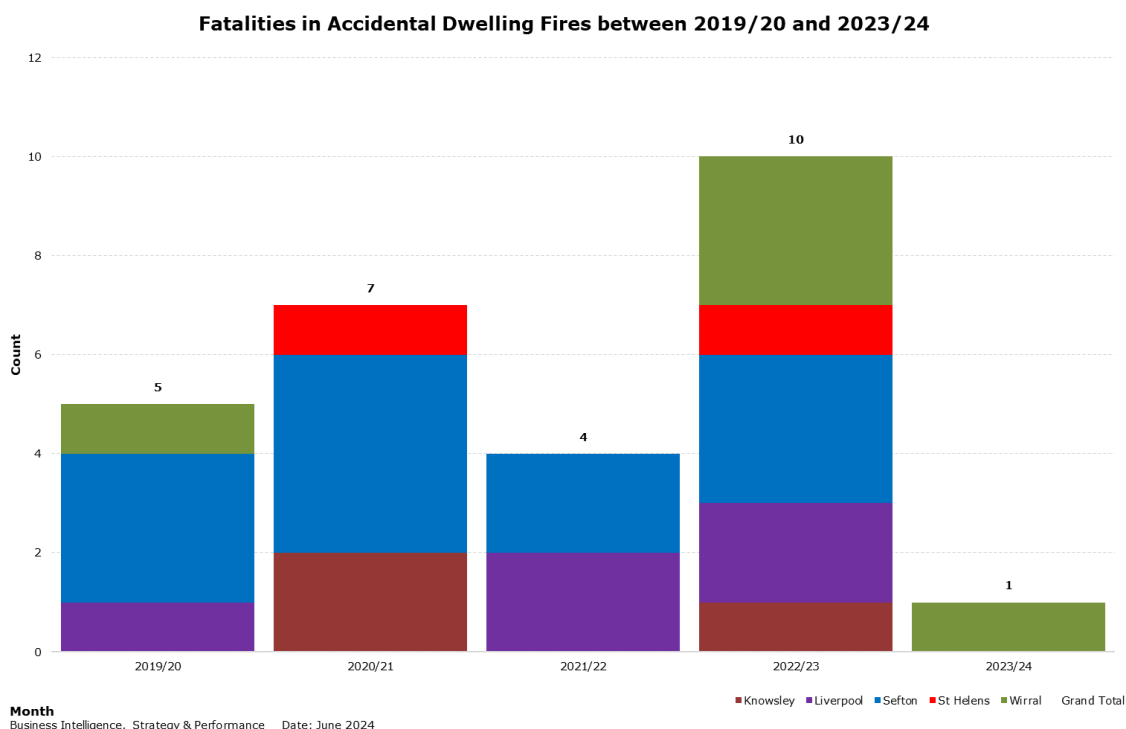


Chart 4 provides a retrospective of fatalities in accidental dwelling fires over the past 5 years. The chart identifies that over this period, fatalities have fluctuated, though have generally increased.

Between 2019/20 and 2020/21, fatalities increased by 2 (5 to 7), before reducing to 4 in 2021/22. 2022/23 saw a large increase to 10 fatalities from accidental dwelling fires, the most since 2015/16 when there were 16. In 2023/24, there was 1 accidental dwelling fire fatality.



## 8. 2023/24 Review of Performance

### 8.1 DO22 - Call Handling Performance

FireControl received 20,075 calls on the 999 lines, 97.8% (19,638) were answered within 10 seconds (LPI DO22). This is 1% higher than 2022/23 and a -0.4% reduction on 2019/20.

Narrative	2019/20	2020/21	2021/22	2022/23	2023/24	5 Year Difference
The % of 999 calls answered within 10 seconds	98.2%	98.2%	96.5%	96.8%	97.8%	-0.4%

The month with the best performance was November (99.4% or 1622 out of 1631). The date for the most 999 calls was 5<sup>th</sup> November (188) followed by 2<sup>nd</sup> June (155).

### 8.2 DR23 – Alert to Mobile

In 2023/24 Merseyside Fire and Rescue Service overachieved on the target of 95%; with 95.8% of mobilisations being made in less than 1 minute 54 seconds. This is a 0.4% improvement compared to 2019/20 and a reduction of -0.2% compared to the previous year.

Narrative	2019/20	2020/21	2021/22	2022/23	2023/24	5 Year Difference
Alert to Mobile in under 1m 54 seconds	95.4%	94.4%	95.2%	96.0%	95.8%	0.4%

Fire crews met or exceeded the 95% standard in 10 months with the best performing months being May and July (both 96.5%).

The average time for fire crews to book mobile from being alerted was 57 seconds, 1 second quicker than in 2022/23. The average alert to mobile time varies between 55s in August and 1m 01 seconds in December and February.

### 8.3 TR08 - Standard of Fire Cover

Overall, the KPI attained 95.9%, a 2% increase on 2022/23 (93.9%). Merseyside Fire & Rescue Service met or overachieved on the expected target of 90% in each month during 2023/24. This is 2.1% on the performance for 2019/20.

Narrative	2019/20	2020/21	2021/22	2022/23	2023/24	5 Year Difference
Attendance Standard - The first attendance of an appliance at all life risk incidents in 10 minutes. Based on Alert to Attendance Times	93.8%	95.3%	95.4%	93.9%	95.9%	2.1%

Analysing appliance times, the average for the 1st appliance to arrive on scene is 5 min 49 seconds (13 seconds faster<sup>5</sup> than 2022/23 - 6 min 02 seconds) and the 2nd appliance was 8 min 36 seconds. The 1<sup>st</sup> appliance arrived quickest during August (4m 36 seconds) and slowest in February (6m 21 seconds).

<sup>5</sup> Difference in previous time reported due to data quality

Overall, this equates to an average 7 min 26 seconds (1:36 to process the call and 5:49 to arrive) between a phone call being received and an appliance arriving at the incident<sup>6</sup>.

### 8.4 DO21 - Confinement to Room of Origin

During 2023/24, Merseyside Fire and Rescue Service failed to achieve the target of 92%; with 89.5% of Accidental Dwelling Fires confined to the room of origin. This is 1.1% higher than during 2022/23. This is the 7<sup>th</sup> year in succession where the target has not been met. This is a 1.9% reduction compared to 2018/19.

Narrative	2019/20	2020/21	2021/22	2022/23	2023/24	5 Year Difference
The % of accidental dwelling fires confined to room of origin.	91.4%	89.0%	86.3%	88.4%	89.5%	-1.9%

There were only 4 months during 2023/24 where MFRS met the target of 92%. These were These months were: April (95.7%), October (92.3%), December (94.8%) and March (93.5%). August was the poorest performing month (84.3%) followed by June (84.8%).

It has been identified that the fall in overall accidental dwelling fires is magnifying the impact of confinement to room of origin failures. Additionally, it has been found that one of the prime reasons for incidents failing to be confined to room of origin is related to fires that have started externally to a property but have then spread to the property itself and damaged the exterior (often with no internal damage). As these fires were not confined to a room in the first instance, they have by default spread beyond the room of origin, but the definition is somewhat misleading.

In a further note: there were 65 accidental dwelling fires where the fire had already gone beyond the room of origin on attendance of MFRS – which means by default the fire was not confined. If these incidents were omitted from the overall figures, then overall performance improves to 98.3%.

<sup>6</sup> The overall time of 7 min 26 seconds may differ from what is published by the Home Office due to differing methodologies. The Home Office statistics can be found here: <https://www.gov.uk/government/collections/fire-incidents-response-times>



# Retrospective LPI Performance and Incidents 2014/15 - 2023/24

**VERSION 1.0**

## STRATEGY & PERFORMANCE

Please note that the data in this document is based on the live Incident Recording System. As this is a live system, the data contained within this document is subject to review and can be changed without announcement.

Author: R Hanson  
Work For: ACFO Mottram, AM Longshaw, AM Murphy, AM Ryder, AM Sheridan,  
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Date Assigned: 1<sup>st</sup> April 2024  
Date Data Extracted: 29<sup>th</sup> April 2024  
Work Completed: 20<sup>th</sup> June 2024

Document Type:  Statistics / Maps  Survey  Report

System(s) Used:  Incident Recording System  
 FSEC / Vision BOSS  
 Surveys  
 Oshens  
 Other:

### Related Documents

Document Name	Document Date
10 Year Business Intelligence Report Executive Summary 2014/15 - 2023/24	30/07/2024
Retrospective ADF and RTC Fatality & Injury 2019/20 - 2023/24	30/07/2024
Review of Activity - 2023/24	30/07/2024
Fatality Trend Analysis - 2004/05 to 2023/24	30/07/2024
Target Setting and Performance Management Methodology	01/3/2013
Previous Business Intelligence Reports: 3-5 Yr Business Intelligence Report	Last updated: June 2022
IRMP Maps and Charts PowerPoint stored on the Portal	

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# 1. Introduction

This briefing paper provides a summary of incident performance over the last 10 years, including the following:

- LPI Review
- Overall Incidents
- Station Ground Comparison
- Top 10 wards and District review
- Distribution by Month and Hour
- Comparative mapping

The data contained within this summary was correct as of 29<sup>th</sup> April 2024.

## 2. Local Performance Indicators

### 2.1 DR23 - Alert to Mobile

Between April 2014 and March 2024, there have been 186,314 mobilisations that have been classed as eligible to be measured under “DR23 - Alert to Mobile in under 1.9 minutes”. This performance indicator has target of 95.0%.

Calculating the data across the 10-year period, overall performance is 95.4%. This is an increase of 0.8% on the 2022/23 report (94.6%).

Table 1: Alert to Mobile by day period

Day Period	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	Performance
Day	95.5%	97.3%	97.6%	95.9%	96.9%	97.5%	95.8%	96.7%	97.3%	97.4%	96.8%
LLAR Day	97.3%	97.5%	96.8%	93.9%	96.1%	96.5%	95.8%	95.9%	98.1%	95.3%	96.3%
Night	94.1%	95.2%	95.1%	91.1%	92.6%	92.3%	92.1%	93.1%	93.5%	93.5%	93.2%
Performance	95.0%	96.4%	96.5%	93.8%	95.2%	95.4%	94.4%	95.2%	96.0%	95.8%	95.4%
Range	3.2%	2.3%	2.5%	4.8%	4.3%	5.2%	3.7%	3.6%	4.6%	4.0%	3.6%

Table 1 shows that MFRS exceeded the 95% target in 8 years across the last 10 years. The years that failed were: 2017/18 (93.8%) and 2020/21 (94.4%).

Performance regularly exceeds the 95.0% standard for both day and LLAR day, with them only failing during 2017/18 (LLAR day).

Performance during nighttime is mixed with it averaging 93.2% (a 1.0% increase on the previous report), while only 2 years have exceeded the 95.0% standard.

The bottom row, “Range”, describes the difference between day, LLAR day and night. Overall, there is a 3.6% difference between the lowest performance (night – 93.2%) and best performance (day – 96.8%).

Reviewing performance for 2023/24, there is a 3.9% difference between the lowest performance (night – 93.5%) and best performance (day – 97.4%).

Chart 1: Alert to Mobile Distribution

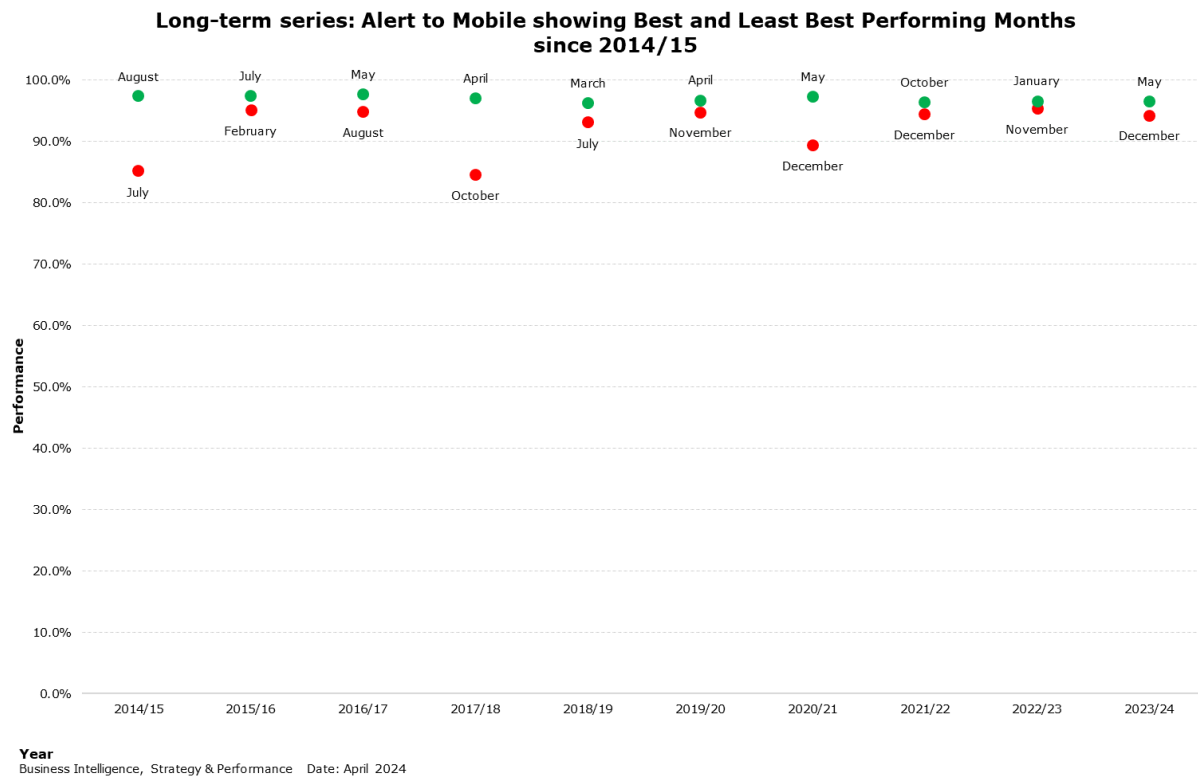


Chart 1 shows the best and worst Alert to Mobile performance since April 2014 by year.

The chart shows that best performance has achieved or exceeded the 95.0% standard in each year since 2014/15. May 2016 saw the best performance with 97.7%, followed by July 2015 (97.4%).

The chart shows that the worst performance fluctuates more than best performance, with the least best month October 2018 (84.5%), followed by July 2014 (85.1%).

2023/24 saw 10 months exceed the 95.0% standard, with December (94.3%) and February (94.6%) not meeting the standard. May saw the best performance with 96.5% of mobilisations meeting the standard.

Analysis of performance by hours show that the least best performance falls between 04:00 and 06:59 in the morning: 04:00-04:59 (2), 05:00-05:59 (6) and 06:00-06:59 (2). Best performance more randomly with hours between 11:00-11:59 and 22:00-22:59

For a full breakdown by month and best and least best performing hours, please see appendix table 20 and chart 11.

## 2.2 TR08 - Standard of Fire Cover

Between April 2014 and March 2024, there have been 16,601 incidents that have been classed as eligible to be measured under "TR08 - Attendance Standard - The first attendance of an appliance at all life risk incidents in 10 minutes". This has a performance target of 90.0%.

Calculating the data across the 10-year period, overall performance is 95.3% (15813 incidents attended in 10 minutes out of 16601 incidents). This is the same as last year's report.

Table 2: Standard of Fire Cover by day period

Day Period	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	Performance
Day	95.8%	95.6%	96.1%	95.9%	94.2%	93.9%	96.0%	95.4%	94.4%	96.4%	95.4%
Night	97.1%	97.1%	96.0%	94.4%	93.6%	93.7%	94.4%	95.5%	92.6%	94.9%	95.0%
Performance	96.2%	96.1%	96.1%	95.4%	94.0%	93.8%	95.5%	95.4%	93.8%	95.9%	95.3%
Range	1.3%	1.4%	0.1%	1.5%	0.6%	0.2%	1.6%	0.0%	1.8%	1.5%	0.4%

Table 2 shows that MFRS exceeded the 90% target, both day and night, across the last 10 years.

The bottom row, "Range", describes the difference between day and night<sup>1</sup>. During 2021/22, performance was the same (95.4%), followed by 2016/17 with a difference of 0.1%. The difference between day and night during 2023/24 was 1.5%, the joint second largest across the 10 year period.

Chart 2: Standard of Fire Cover Distribution

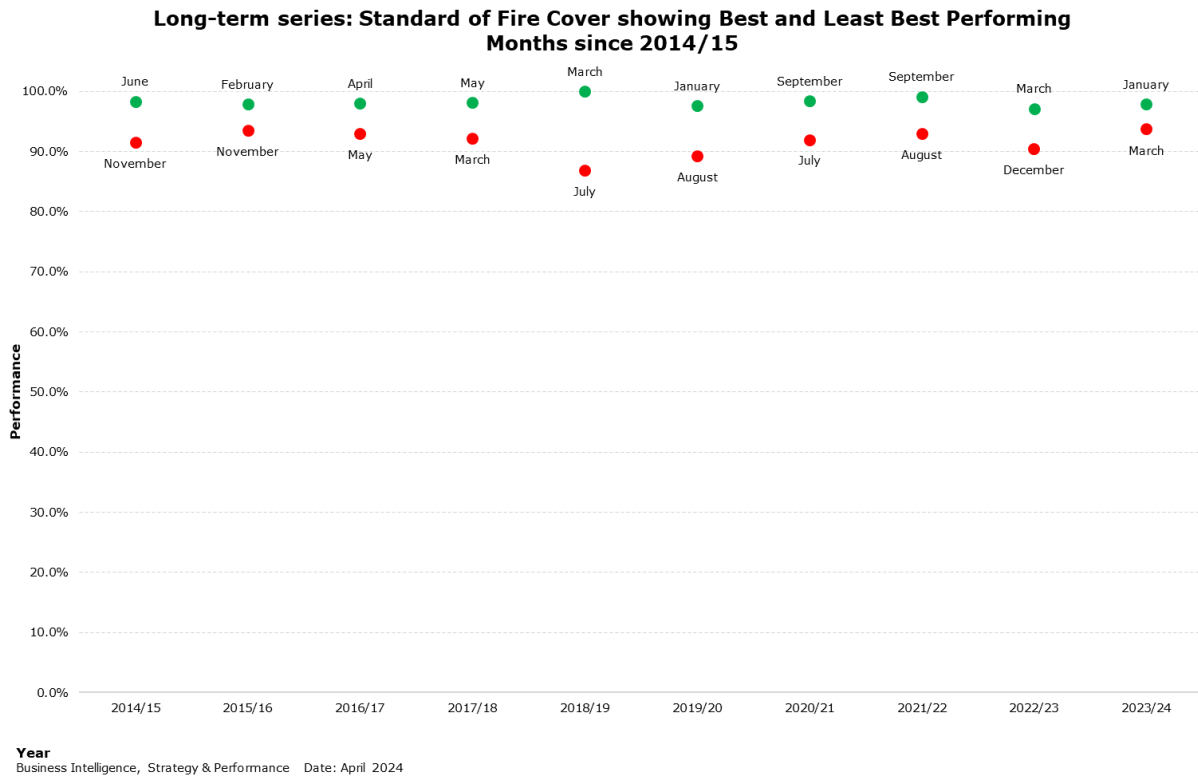


Chart 2 shows the best and least good Standard of Fire Cover (SoFC) performance since April 2014 by year.

This chart shows that best performance is tightly grouped between 97.5% and 100.0% across the 10 years, while least good performance fell below 90% during July 2018 (86.8%) and August 2019 (89.3%).

<sup>1</sup> Figures are rounded to 1 decimal point

The low performance in July (86.8%) was in part due to the warm summer, while during December 2022 there was action short of full industrial action (i.e. an overtime ban), high level of sickness and poor weather which contributed to its relatively poor performance (90.4%).

For a full breakdown by month and best and least best performing hours, please see appendix chart 12.

### 2.3 DR21 - Accidental Dwelling Fire Confined to Room of Origin<sup>2</sup>

Between April 2014 and March 2024, there have been 8,931 incidents that have been classed as eligible to be measured under "DR21- Percentage of accidental dwelling fires confined to room of origin". This has a performance target of 92.0%.

Calculating the data across the 10-year period, overall performance is 90.6% (8076 incidents attended have had their fire contained to the room where it began).

Table 3: Breakdown by Year

Year	Confined	Not Confined	Grand Total	Performance
2014/15	970	83	1053	92.1%
2015/16	1013	75	1088	93.1%
2016/17	924	69	993	93.1%
2017/18	849	79	928	91.5%
2018/19	806	93	899	89.7%
2019/20	793	75	868	91.4%
2020/21	712	88	800	89.0%
2021/22	723	115	838	86.3%
2022/23	687	90	777	88.4%
2023/24	599	70	669	89.5%
<b>Grand Total</b>	<b>8076</b>	<b>837</b>	<b>8913</b>	<b>90.6%</b>

Table 3 shows performance for accidental dwelling fires contained to the room of origin for the previous 10 years. This shows that performance fluctuates between years (2015/16 and 2016/17 having the best performance – 93.1% and 2021/22 having the least good performance 86.3%).

An issue to be aware of is how much 1 fail is worth in 2023/24 compared to 2014/15. In 2023/24 this is 0.15%, and in 2014/15 it was 0.09%.

Analysis of the fires not contained to the room of origin show that the 3 months with the greatest number of fails are: April (96), June (92) and May (87). The 3 months with the fewest fails are: December (46), February (56) and August and October (both 60).

<sup>2</sup> Fails data is quality assured by a Station Manager in Operation Response monthly.  
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Table 4: Breakdown by Year – Limited to 1<sup>st</sup> Item OR Room of Origin on Arrival

Year	Yes	No	Grand Total	Performance
2014/15	631	9	640	98.6%
2015/16	711	8	719	98.9%
2016/17	662	11	673	98.4%
2017/18	577	10	587	98.3%
2018/19	568	10	578	98.3%
2019/20	555	11	566	98.1%
2020/21	491	8	499	98.4%
2021/22	468	14	482	97.1%
2022/23	457	10	467	97.9%
2023/24	400	9	409	97.8%
<b>Grand Total</b>	<b>5520</b>	<b>100</b>	<b>5620</b>	<b>98.2%</b>

If the data is limited to either the 1<sup>st</sup> item ignited or contained to the room of origin on arrival (5620 incidents), table 4 shows performance for the previous 10 years. This shows that performance is between 97.1% in 2021/22 and 98.9% in 2015/16, significantly higher than the original values.

### 3. FireControl Retrospective– 999 Calls

Table 5: 999 Calls by Year

Year	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	Total
999 Calls	21639	22138	22464	22980	27215	20679	19778	22094	24426	20075	223488

Table 5 shows the number of 999 calls processed by FireControl since April 2014. This shows that there have been 223,488 emergency calls, with the most occurring during 2018/19 (27215). The fewest 999 calls occurred during 2020/21 (19778).

Chart 3: 999 calls received by FireControl

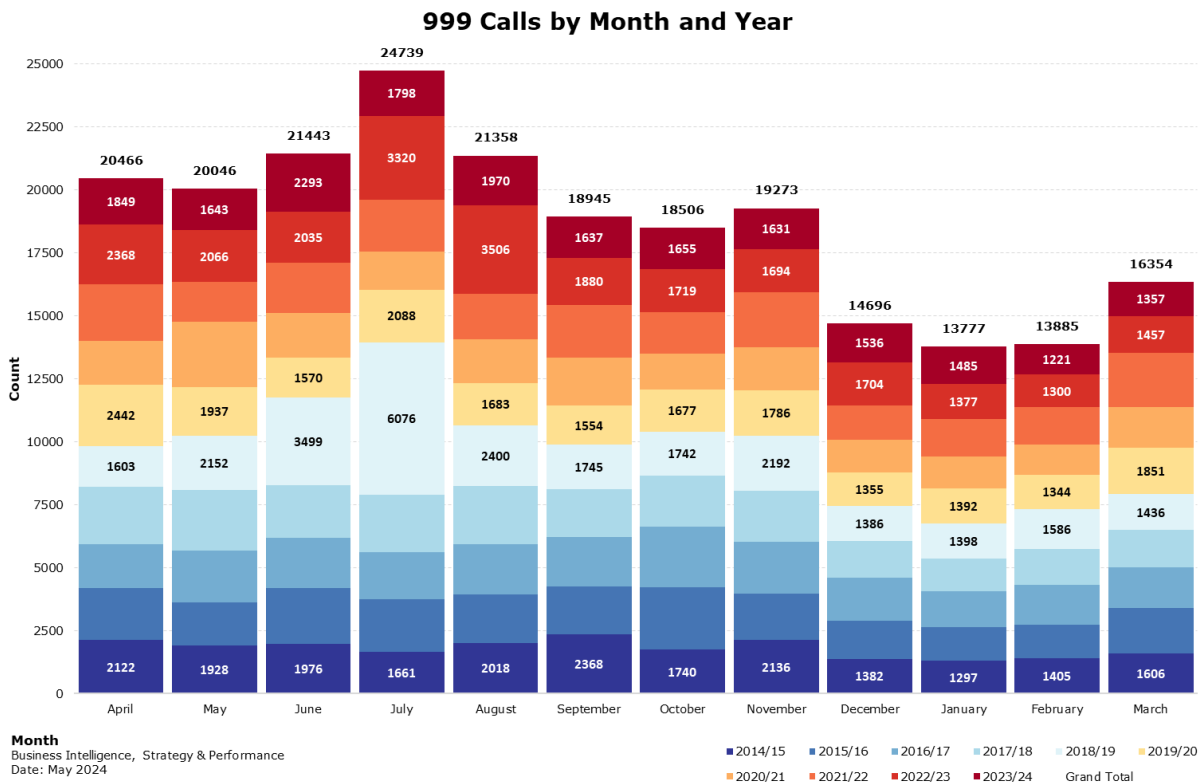




Chart 3 describes the number of 999 calls by month and year. The chart shows that during late spring and summer (except for July), the number of calls is consistent (between 20,000 and 22,000), before reducing slightly in autumn.

999 calls reduce significantly between December and February (cumulatively between 5,000 to 6,000 less than November), before rising again in March.

Concentrating on July (24739 cumulative 999 calls), this was in part due to the hot weather conditions in 2018 when FireControl dealt with 6076 calls and 3320 calls in 2022.

#### 4. Incident Retrospective – 2014/15 and 2023/24

Chart 4: Overall incidents attended within Merseyside, by year

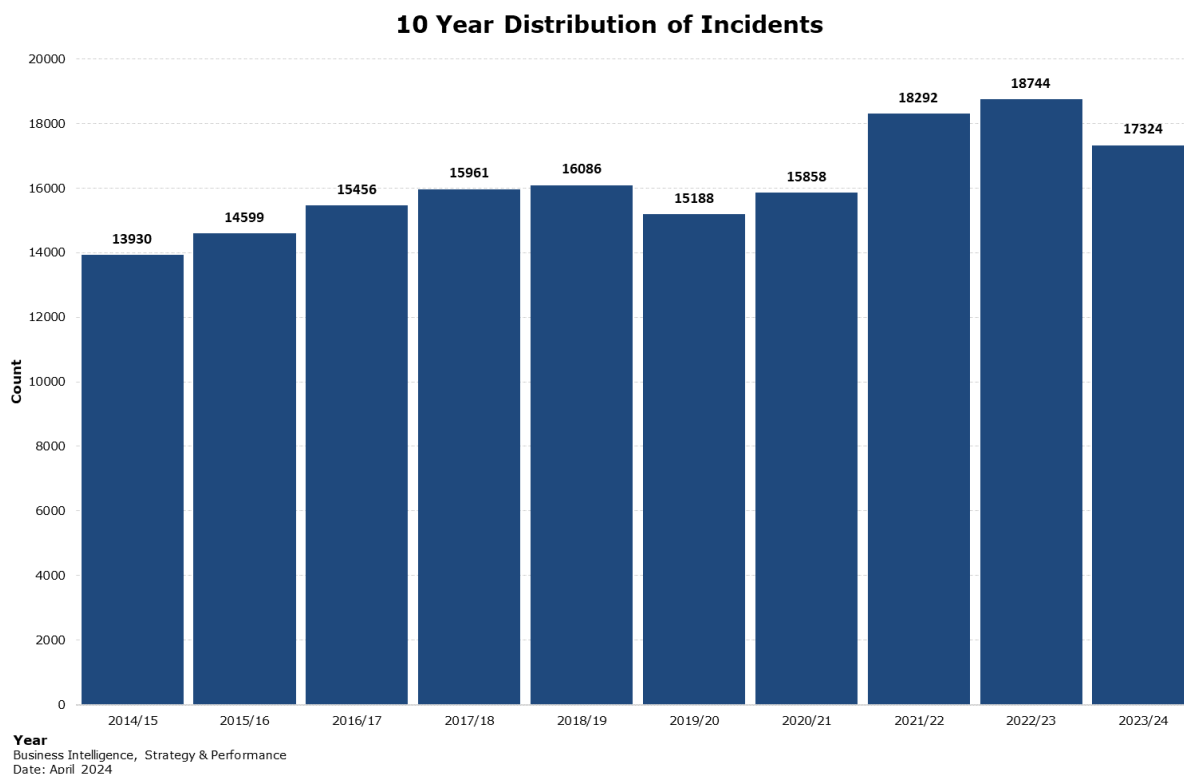


Chart 4 describes that over the 10-year period, there has been an increase of 3394 incidents (24.4%), from 13930 in 2014/15 to 17324 during 2023/24.

Incidents had been increasing year on year with a slight reduction in 2019/20 before increasing again to 2022/23. In 2023/24, there was a reduction of 1420 incidents (-7.6%).

Between 2014/15 and 2023/24, the average number of incidents is 16144.

Other salient points include:

- Comparing 2023/24 to 2022/23, there has been a reduction of 1420 incidents, -7.6%.
- Comparing 2023/24 to 2019/20, there have been 2136 (14.1%) more incidents.
- Comparing 2023/24 to 2014/15 (the year with the lowest total), there have been an additional 3394 incidents (24.4%).

Table 6: Overall incidents within Merseyside, by incident type and year

Incident Type	2014/15	2019/20	2022/23	2023/24	1 Yr Change	1 Yr % Change	5 Yr Change	5 Yr % Change	10 Yr Change	10 Yr % Change
Accidental Dwelling Fire	1053	868	776	670	-106	-13.7%	-198	-22.8%	-383	-36.4%
Acc Non Domestic Property Fire	218	163	136	158	22	16.2%	-5	-3.1%	-60	-27.5%
Accidental Secondary Fire	450	770	1962	1326	-636	-32.4%	556	72.2%	876	194.7%
Accidental Vehicle Fire	187	206	219	199	-20	-9.1%	-7	-3.4%	12	6.4%
Deliberate Dwelling Fire	210	152	138	136	-2	-1.4%	-16	-10.5%	-74	-35.2%
Del Non Domestic Property Fire	95	73	68	72	4	5.9%	-1	-1.4%	-23	-24.2%
Deliberate Secondary Fire	3927	2772	3291	2372	-919	-27.9%	-400	-14.4%	-1555	-39.6%
Deliberate Vehicle Fire	500	459	288	241	-47	-16.3%	-218	-47.5%	-259	-51.8%
Other Property Fire	229	173	240	176	-64	-26.7%	3	1.7%	-53	-23.1%
AFA - Domestic & Other	2262	3137	3141	3614	473	15.1%	477	15.2%	1352	59.8%
AFA - Non Domestic	564	570	469	545	76	16.2%	-25	-4.4%	-19	-3.4%
False Alarm Good Intent	1440	1703	2558	2552	-6	-0.2%	849	49.9%	1112	77.2%
Malicious False Alarm	178	233	151	105	-46	-30.5%	-128	-54.9%	-73	-41.0%
Special Service	2036	3191	4465	4393	-72	-1.6%	1202	37.7%	2357	115.8%
Special Service - RTC	581	718	842	765	-77	-9.1%	47	6.5%	184	31.7%
<b>Grand Total</b>	<b>13930</b>	<b>15188</b>	<b>18744</b>	<b>17324</b>	<b>-1420</b>	<b>-7.6%</b>	<b>2136</b>	<b>14.1%</b>	<b>3394</b>	<b>24.4%</b>

Table 6 compares incident types between 2014/15 and 2023/24 and reveals that over the 10-year period, 9 of 15 incident types have seen reductions, despite seeing an increase of 3394 incidents (24.4%).

The 6 incident types that have seen increases over the period are: Accidental Secondary Fire (876 or 194.7%, *please refer to commentary under chart 6 for details*), Accidental Vehicle Fire 12 or 6.4%, AFA – Domestic & Other (1352 or 59.8%, *due to more properties having wired alarms when built and care in the community schemes*), False Alarm Good Intent (1112 or 77.2%), Special Service – RTC (184 or 31.7%) and other Special Service (2357, *working closer with other agencies in particular Merseyside Police and North West Ambulance Service*).

There have been large decreases in: Accidental Dwelling Fires from 1053 to 670 (-36.4%), Accidental Non Domestic Property Fires from 218 to 158 (-27.5%), Deliberate Dwelling Fires from 210 to 136 (-35.2%), Deliberate Secondary Fires reduced from 3927 to 2372 (-39.6%), Deliberate Vehicle Fires from 500 to 241 (-51.8%) and Malicious False Alarm with 178 to 105 (-41.0%).

Between 2019/20 to 2023/24, there has been an increase of 2136 incidents (14.1%). Significant increases have occurred in Special Services (1202 incidents or 37.7%), Accidental Secondary Fires (556 or 72.2%), False Alarm Good Intent (849 incidents or 49.9%) and AFA – Domestic and Other (477 incidents or 15.2%).

Incidents to see significant reductions include Accidental Dwelling Fires (-198 incidents or -22.8%), Deliberate Secondary Fires (-400 incidents or -14.4%), Deliberate Vehicle Fires (-218 incidents or -47.5%) and Malicious False Alarm (-128 incidents or -54.9%).

Comparing data between 2022/23 and 2023/24, there has been an overall reduction of 1420 incidents (or -7.6%). There have been increases in AFA – Domestic and Other (473 incidents or 15.1%) and AFA – Non Domestic (76 incidents or 16.2%).

Incident types to see reductions during 2023/24 include: Accidental Dwelling Fires (-106 or -13.7%), Accidental Secondary Fire (-636 or -32.4%), Deliberate Secondary Fire (-919 or -27.9%) and Special Service – RTC (-77 or -9.1%).

Chart 5: Incidents attended, by year and type

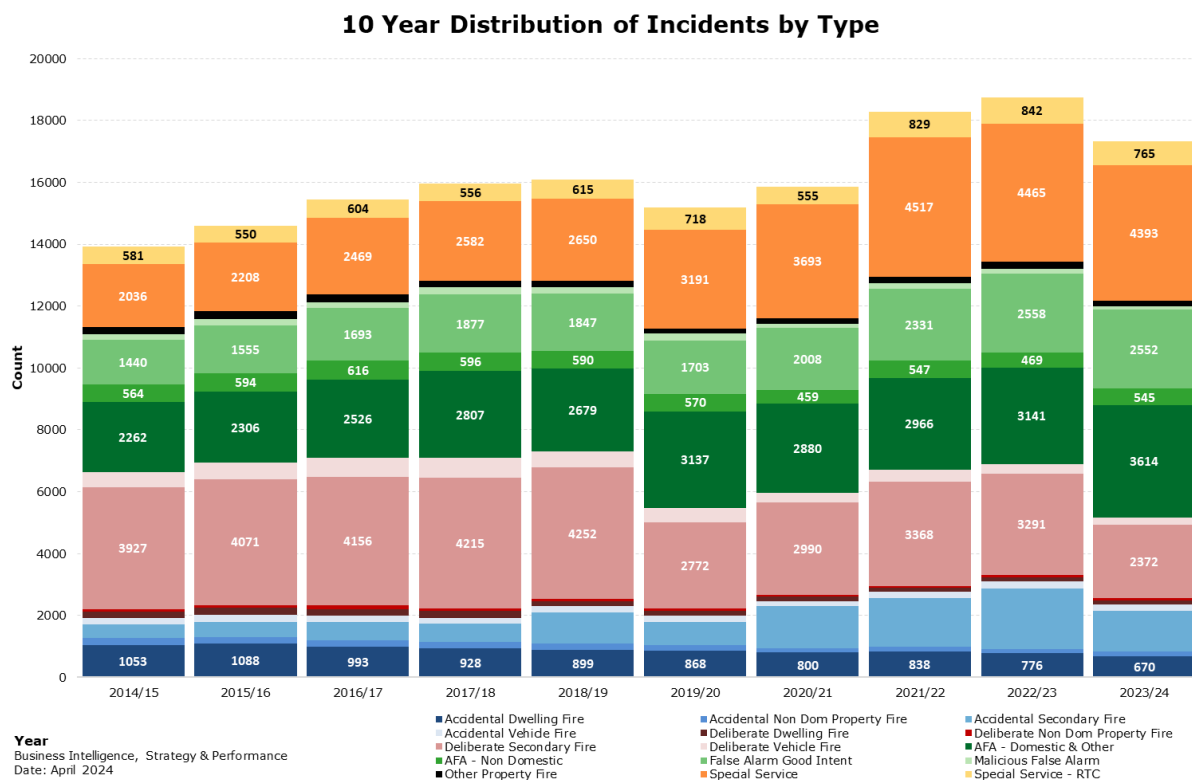


Chart 5 shows the 10-year distribution of incidents and how they contributed to overall incident totals. Some detailed analysis points are highlighted below.

Analysis of accidental dwelling fires by property type shows that over the past 10 years:

- Fires involving dwelling-house-single occupancy, a 40.3% reduction from 630 to 376.
- Fires involving all flats, a 22.5% reduction.
- Fires involving mid- and high-rise flats has seen a 13.5% increase following a 16.2% increase in the previous report.

Analysis of accidental dwelling fires by room of origin shows that over the past 10 years:

- Fires starting in the kitchen have reduced by 47.1%, but still account for 57.1% of ADFs.
- Fires starting in the living room have reduced by 29.0%
- Fires starting in the bedroom have decreased by 5.4%
- Fires starting in either external fittings or external structures have reduced by 31.6%

Analysis of accidental dwelling fires by item 1<sup>st</sup> ignited shows that over the past 10 years:

- Fires involving all cooking appliances have reduced by 51.7%. By limiting the data to cooker including oven sees a slightly larger reduction of 55.6%
- Fires involving all other white goods have seen a reduction of 35.7%
- Fires involving smoking materials have decreased by 10.6%

Analysis of fires in Non-Domestic property show that over the past 10 years:

- Incidents in public admin, security and safety-prison have increased by 8.1% from 37 to 40.
- Incidents in retail-shop have reduced by 19.2% from 26 to 21.
- Incidents in food and drink-takeaway, fast food have increased by 16.7% from 12 to 14.

Analysis of fires in Other Property shows that over the past 10 years:

- Incidents in outdoor structure-outdoor storage have reduced by 26.7% from 30 to 22.
- Incidents in non-residential-private garage have reduced by 15.4% from 13 to 11.

Chart 6: Comparison of Incidents attended within Merseyside, in 2014/15 and 2023/24

**Proportional Comparison of Accidental and Deliberate Secondary Fires**

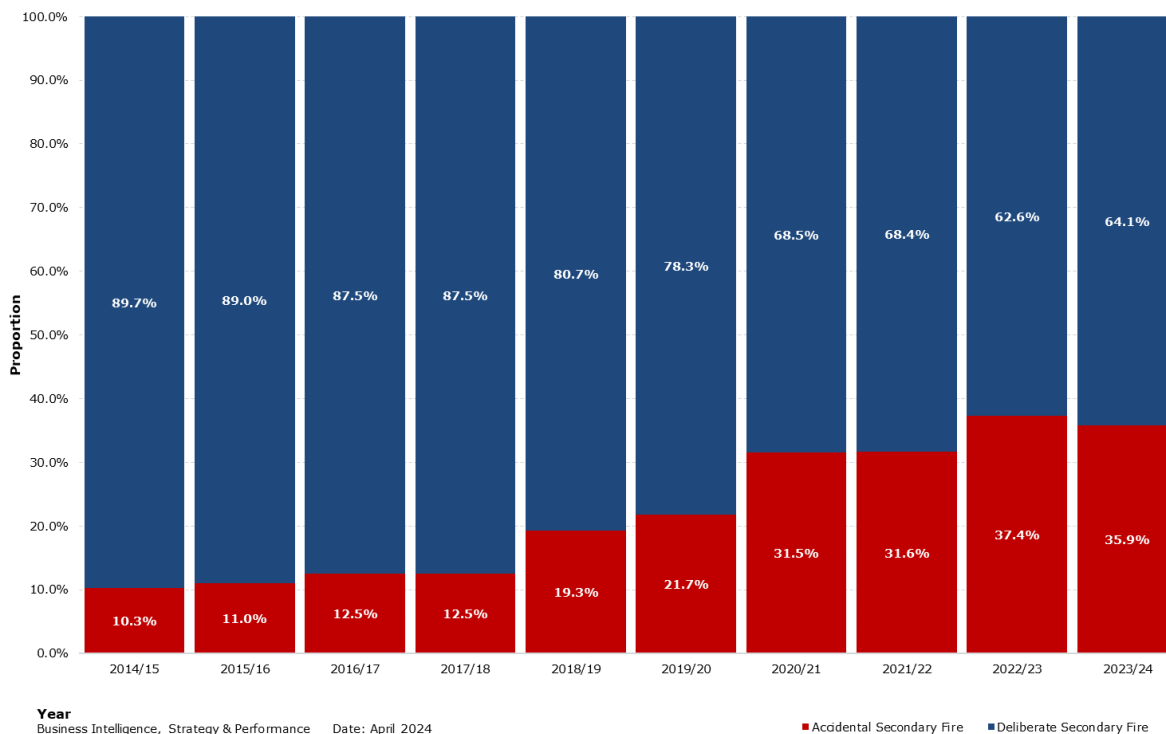


Chart 6 describes the increase in the proportion of secondary fires being reported as accidental. The chart shows this has increased by 25.6% between 2014/15 and 2023/24 (from 10.3% to 35.9%).

The increase over the last 5 years is due to operational personnel undertaking level 1 incident investigation training which provides insight into what elements make a secondary fire deliberate or not, therefore evidence based reporting.

Table 7: Analysis of all Special Services including RTCs

Incident Type	2014/15	2019/20	2022/23	2023/24	1 Yr Change	1 Yr % Change	5 Yr Change	5 Yr % Change	10 Yr Change	10 Yr % Change
Advice Only	98	153	179	190	11	6.1%	37	24.2%	92	93.9%
Animal assistance incidents	87	84	95	90	-5	-5.3%	6	7.1%	3	3.4%
Assist other agencies	147	517	1251	1240	-11	-0.9%	723	139.8%	1093	743.5%
Effecting entry/exit	342	573	699	725	26	3.7%	152	26.5%	383	112.0%
Evacuation (no fire)	8	12	21	17	-4	-19.0%	5	41.7%	9	112.5%
Flooding	218	234	429	343	-86	-20.0%	109	46.6%	125	57.3%
Hazardous Materials incident	56	61	118	168	50	42.4%	107	175.4%	112	200.0%
Lift Release	170	249	231	213	-18	-7.8%	-36	-14.5%	43	25.3%
Making Safe (not RTC)	102	138	110	174	64	58.2%	36	26.1%	72	70.6%
Medical Inc – Co/First responder	78	134	220	193	-27	-12.3%	59	44.0%	115	147.4%
No action (not false alarm)	208	483	415	363	-52	-12.5%	-120	-24.8%	155	74.5%
Other rescue/release of persons	159	158	223	215	-8	-3.6%	57	36.1%	56	35.2%
Other Transport incident	16	16	23	10	-13	-56.5%	-6	-37.5%	-6	-37.5%
Removal of objects from people	153	205	248	227	-21	-8.5%	22	10.7%	74	48.4%
Rescue or evac from water	65	26	34	56	22	64.7%	30	115.4%	-9	-13.8%
RTC	581	718	842	765	-77	-9.1%	47	6.5%	184	31.7%
Spills and Leaks (not RTC)	46	51	60	63	3	5.0%	12	23.5%	17	37.0%
Stand By	24	16	7	11	4	57.1%	-5	-31.3%	-13	-54.2%
Suicide/attempts	55	78	101	97	-4	-4.0%	19	24.4%	42	76.4%
Water provision	4	3	1	1	0	0.0%	-2	-66.7%	-3	-75.0%
<b>Grand Total</b>	<b>2617</b>	<b>3909</b>	<b>5307</b>	<b>5161</b>	<b>-146</b>	<b>-2.8%</b>	<b>1252</b>	<b>32.0%</b>	<b>2544</b>	<b>97.2%</b>

Table 7 provides an in depth look at the increase of Special Services. Since **2014/15**, there has been an increase of 2544 incidents (97.2%).

The Special Service sub-types to see the largest increases are: Assist Other Agencies (1093 incidents or 743.5%), Effecting Entry/Exit (383 incidents or 112.0%), Flooding<sup>3</sup> 125 incidents or 57.3%), Hazardous Materials (112 incidents or 200.0%), Medical Incidents Co/First Responder (115 or 147.4%), No Action (Not False Alarm) (155 or 74.5%) and Suicide/attempts (42 incidents or 76.4%). Road Traffic Collisions (RTCs) are usually reported as a separate incident type, but are included as a special service, as such they have seen an increase of 184 (31.7%).

There have been reductions in: Other Transport incident (-6 or -37.5%), Rescue or Evac from Water (-9 or -13.8%), Standby (-13 incidents or -54.2%) and Water Provision (-3 incidents or -75.0%).

Between **2019/20 to 2023/24**, there has been an increase of 1252 incidents (32.0%). Significant increases have occurred in: Assist Other Agencies (723 incidents or 139.8%), Effecting Entry/Exit (152 incidents or 26.5%), Flooding (109 incidents or 46.6%) and Hazardous Materials incident (107 incidents or 175.4%). Incidents to see reductions include Lift Release (-36 or -14.5%), No action (not false alarm) (-120 incidents or -24.8%), Other Transport incident (-6 incidents or -37.5%), Standby (-5 or -31.3) and water provision (-2 incidents or -66.7%).

Comparing data between **2022/23 and 2023/24**, there has been an overall reduction of 146 incidents (or -2.8%). The largest reductions have been in: Flooding (-86 incidents or -20.0%), No action (not false alarm) (-52 or -12.5%) and RTC (-77 incidents or -9.1%). The largest increases have occurred in: Effecting entry/exit (26 or 3.7%), Hazardous Materials (50 incidents or 42.4%), Making Safe (not RTC) (64 incidents or 58.2%) and Rescue or evac from water (22 incidents or 64.7%).

Analysis of special service type: Assist Other Agency shows that over the past 10 years:

<sup>3</sup> IRS does not break flooding into environmental or domestic.  
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- Incidents in dwelling-house-single occupancy have increased by 1300.0% from 36 to 504.
- Incidents in purpose built flats (up to 3 storeys, 4 to 9 stores and 10+ storeys) have increased from 7 to 276 (3842.9%)
- Incidents in converted flat/maisonette have increased by 1900.0% from 6 to 120.

Analysis of special service type: Effect Entry/Exit<sup>4</sup> shows that over the past 10 years:

- Incidents in dwelling-house-single occupancy have increased by 111.8% from 127 to 269.
- Incidents in dwelling-bungalow-single occupancy have increased by 412.5% from 8 to 41.

Analysis of special service type: Lift Rescue shows that over the past 10 years:

- Incidents in dwelling-purpose built flat/maisonette-10+ storeys have increased by 250.0% (12 to 42)
- Incidents in dwelling-purpose built flat/maisonette-4 to 9 storeys have increased by 47.6% from 21 to 31.

Chart 7: Comparison of Incidents attended within Merseyside, in 2014/15 and 2023/24

Incidents by Hour during 2014/15 and 2023/24

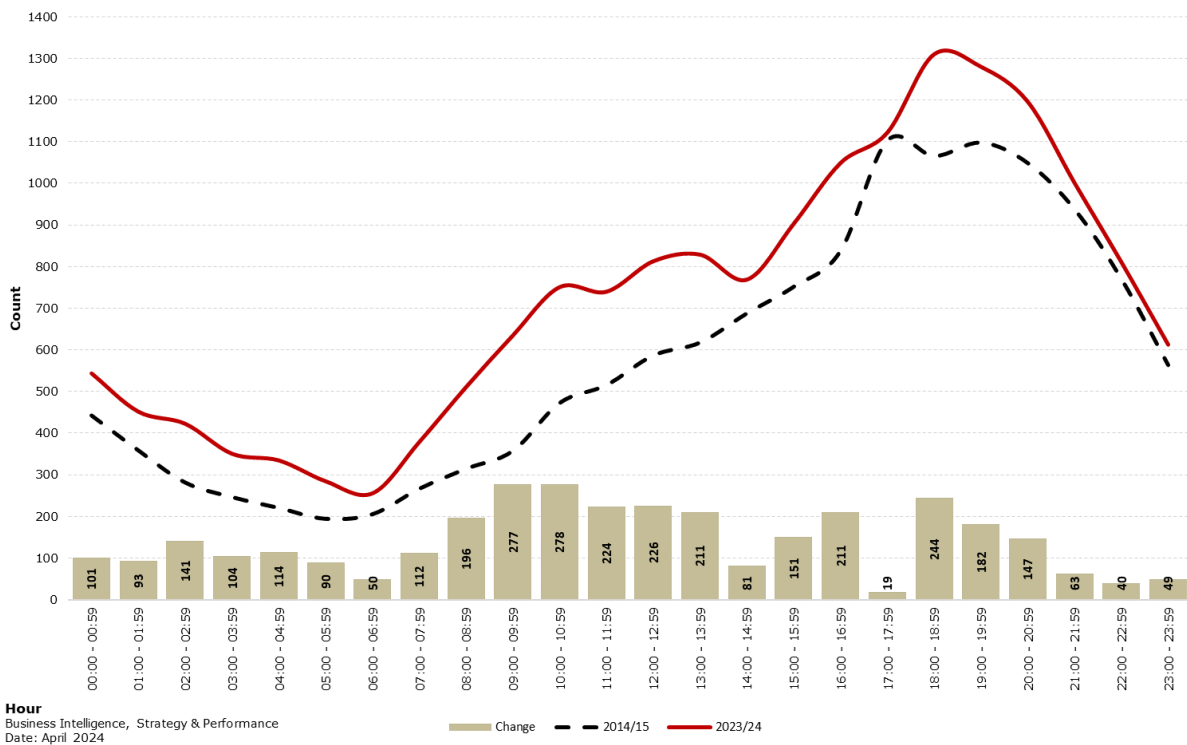


Chart 7 describes the comparison of incidents by hours of the day. It shows that there have been increases in each hour of the day, with the largest being between 10:00-10:59 (278), followed by 09:00-09:59 (277) and this flows into early afternoon. There have been increases during the early evening before reducing towards the end of the day. The hour of 17:00-17:59 shows the smallest increase (19).

The chart shows that peak activity was between 17:00-17:59 in 2014/15 (1102 incidents) and 18:00-18:59 (1309) in 2023/24. This means there were 18.8% more incidents between the 2 peak times. The fewest incidents in 2013/14 was at 05:00-05:59 (194) and during 2023/24 05:00-05:59 (255). This is an increase of 31.4% of incidents between the hours with fewest incidents.

<sup>4</sup> There is a signed MOU with NNAS for FRS attendance when effecting entry to Category 1, 2 and 3 incidents  
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Analysing the demand curves for incidents that can be targeted for prevention work (including: ADFs, RTCs, etc) as well as other (non RTC) Special Services, the table below shows the peak times and the percentage change between the peaks for 2014/15 and 2023/24.

Table 8: Peak Times

Incident Type	2014/15	Count	2023/24	Count	Percentage Change
Accidental Dwelling Fire	17:00-17:59	94	17:00-17:59	52	-44.7%
Deliberate Secondary Fire	20:00-20:59	442	20:00-20:59	326	-26.2%
Special Service – RTC	17:00-17:59	59	16:00-16:59	64	8.5%
Other Special Services	17:00-17:59	151	16:00-16:59	274	81.5%
Special Service – Assist Other Agency	10:00-10:59 17:00-17:59	13	03:00-03:59	73	461.5%

Table 8 shows that peak times for most of these incident types are broadly similar across the 2 years. Between the peak hours:

- Accidental dwelling fires have reduced by 44.7%
- Deliberate secondary fires have reduced by 26.2%
- Special service – RTCs have increased by 8.5%, and
- Other special services have increased 81.5%

Special service – assist other agency has been extracted separately to show that there has been an increase of 461.5% between the peak hours of 10:00-10:59 and 17:00-17:59 in 2014/15 and 03:00-03:59 in 2023/24, again signifying a closer working relationship with NWAS and the police.

Chart 8: Station Comparison<sup>5</sup>

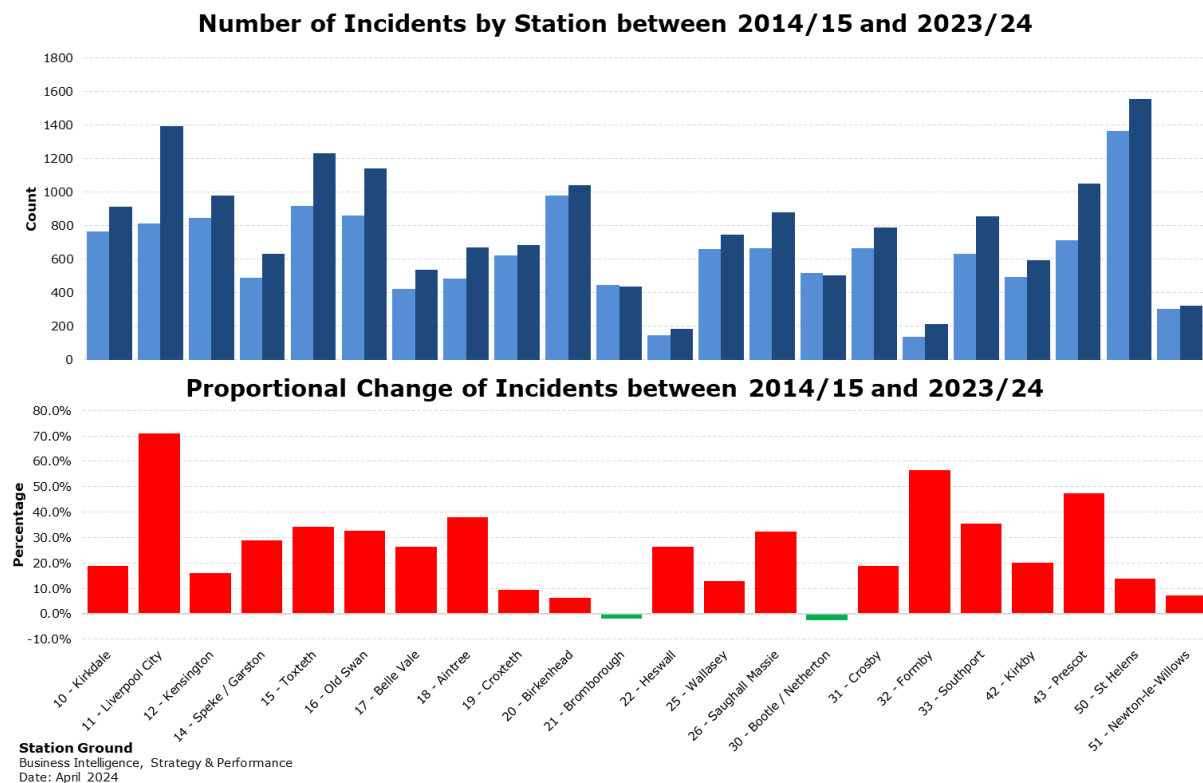


Chart 8 describes most station grounds have seen increases in the number of incidents attended between 2014/15 and 2023/24, except for 21 – Bromborough (-8) and 30 - Bootle/Netherton (-13).

<sup>5</sup> Incidents have been tagged to station grounds as of 1 April 2024  
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Of the station grounds that saw the largest increases: 11 – Liverpool City saw an increase of 5579 incidents (71.1%), 43 – Prescot saw 339 more (47.5%) and 15 – Toxteth saw 281 more (34.3%).

Of stations to see the smallest increases, these include: 51 – Newton-le-Willows (from 302 to 324 or 7.3%) and 22 – Heswall (from 144 to 182 or 26.4%).

## 5. Retrospective Appliances – 2014/15 and 2023/24

Chart 9: Appliances assigned to incidents excluding standbys<sup>6</sup>

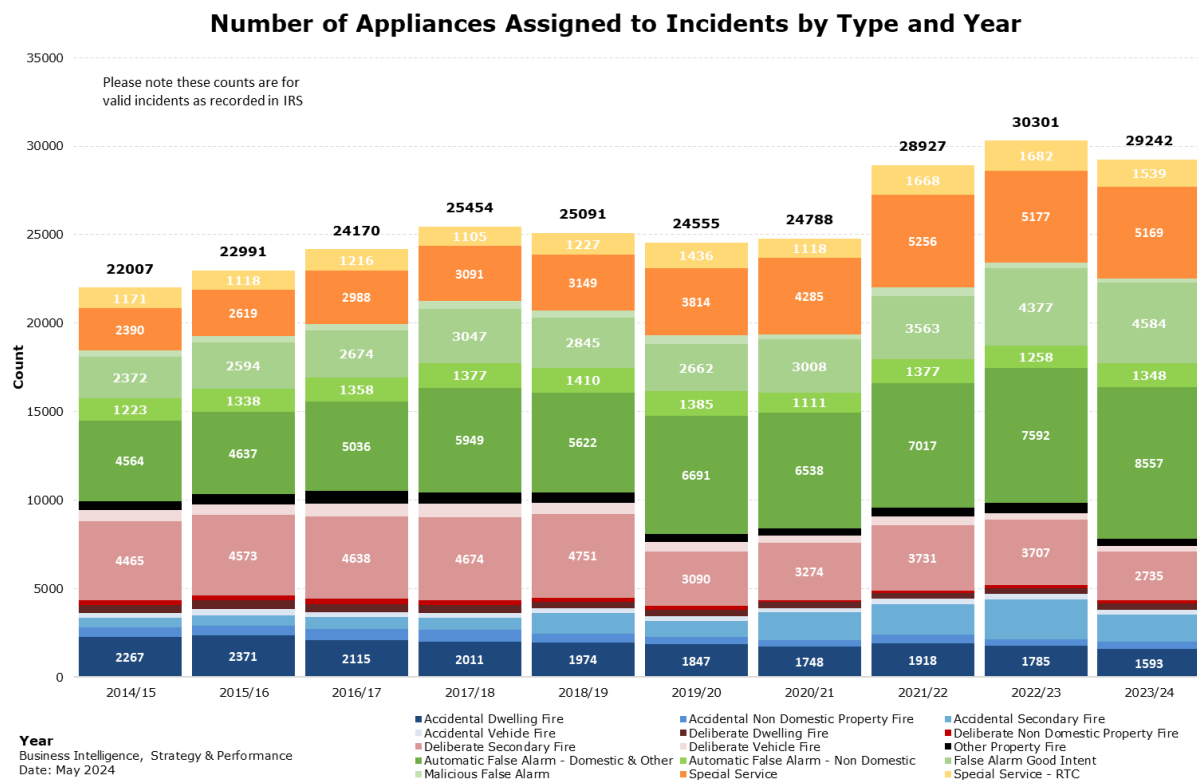


Chart 9 describes the number of pumps that have been assigned to valid incidents in IRS since 2014/15.

By comparing this chart with the incident chart on page 7, we can see how the changes in incident counts affect the number of pumps being assigned to those incidents. Examples of this are:

- Reduction in the number of Accidental Dwelling Fires shows a reduction of 29.7% pumps assigned.
- The increase of the PDA for high rise buildings after Grenfell Tower in 2017, particularly in Automatic False Alarm - Domestic & Other and False Alarm Good Intent, whereas Automatic False Alarm has stayed at a similar level.
- Since 2014/15, an increase of 116.3% being assigned to Special Services. Some of this will be the closer working with NWS for effecting entry at properties after 2021.

A further note is that there has been an increase of 182.6% of pumps assigned to accidental secondary fires, but this is due to reasons highlighted on page 9 with crews being more aware of what is an accidental or deliberate fire.

<sup>6</sup> Based on Assign Time, and only includes Pumps



## 6. Ward and District Analysis

Table 9: Overall District Figures

District	2014/15	2019/20	2022/23	2023/24	1 Yr Change	1 Yr % Change	5 Yr Change	5 Yr % Change	10 Yr Change	10 Yr % Change
Knowsley	1333	1539	1804	1738	-66	-3.7%	199	12.9%	405	30.4%
Liverpool	5730	6451	7898	7457	-441	-5.6%	1006	15.6%	1727	30.1%
Sefton	2246	2548	3021	2891	-130	-4.3%	343	13.5%	645	28.7%
St Helens	1725	1649	2157	1951	-206	-9.6%	302	18.3%	226	13.1%
Wirral	2896	3001	3864	3287	-577	-14.9%	286	9.5%	391	13.5%
<b>Grand Total</b>	<b>13930</b>	<b>15188</b>	<b>18744</b>	<b>17324</b>	<b>-1420</b>	<b>-7.6%</b>	<b>2136</b>	<b>14.1%</b>	<b>3394</b>	<b>24.4%</b>

Table 9 describes that all districts in Merseyside have seen an increase in the number of incidents since 2014/15, with Knowsley having the largest proportional change (30.4%), followed by Liverpool (30.1%). St Helens has seen the smallest increase (13.1%).

Comparing 2023/24 against 2019/20, all districts saw an increase in incidents with St Helens having the largest proportional increase (18.3%) and Wirral having the smallest increase (9.5%).

Comparing 2023/24 against 2022/23, all the districts saw a reduction in incidents with Wirral seeing the largest decrease (-14.9%) followed by St Helens (-9.6%). Knowsley saw the smallest reduction (-3.7%) followed by Sefton (-4.3%).

Table 10: Top 10 Wards Merseyside Wide (ordered by 2023/24)

Wards	2014/15	2019/20	2022/23	2023/24	1Yr Change	% 1Yr Change	5Yr Change	% 5Yr Change	10Yr Change	% 10Yr Change
City Centre North	264	406	493	503	10	2.0%	97	23.9%	239	90.5%
Birkenhead and Tranmere	346	402	472	447	-25	-5.3%	45	11.2%	101	29.2%
Bidston and St James	372	308	529	420	-109	-20.6%	112	36.4%	48	12.9%
Town Centre	322	300	398	399	1	0.3%	99	33.0%	77	23.9%
Kensington & Fairfield	302	318	443	383	-60	-13.5%	65	20.4%	81	26.8%
Linacre	257	304	358	335	-23	-6.4%	31	10.2%	78	30.4%
City Centre South	201	230	281	329	48	17.1%	99	43.0%	128	63.7%
Canning	156	221	282	268	-14	-5.0%	47	21.3%	112	71.8%
Dukes	192	241	265	264	-1	-0.4%	23	9.5%	72	37.5%
Seacombe	248	242	303	260	-43	-14.2%	18	7.4%	12	4.8%

Table 10 shows the top 10 wards by incidents for 2023/24. Liverpool has 4 wards in the top 10 (City Centre North, Kensington and Fairfield, City Centre South and Canning). Wirral has 3 wards (Birkenhead and Tranmere, Bidston and St James and Seacombe), Sefton has 2 (Linacre and Dukes) and the other 1 is from St Helens (Town Centre).

The table shows that when comparing 2023/24 to 2014/15, the top 10 wards have all seen increases. City Centre North has had the largest increase (239), it has also seen the largest proportional increase (90.5%). The smallest proportional increase of the top 10 wards is Seacombe in Wirral (4.8%).

Comparing 2023/24 against 2019/20, all wards in the top 10 saw increases in incidents with Bidston and St James seeing the largest increase in incidents (112), and City Centre South seeing the largest proportional increase (43.0%). The ward to see the smallest increase was Seacombe (7.4%).

When compared to the previous year: 7 wards saw reductions including: Bidston and St James (-109), Kensington & Fairfield (-60) and Seacombe (-43). Wards to see increases were City Centre North (10), Town Centre (1) and City Centre South (48).

## 6.1 Knowsley

Table 11: Selected Incident Types in Knowsley

Selected Incident Type	2014/15	2022/23	2023/24	1Yr Change	% 1Yr Change	10Yr Change	% 10Yr Change
Accidental Dwelling Fire	92	76	61	-15	-19.7%	-31	-33.7%
Deliberate Dwelling Fire	20	19	22	3	15.8%	2	10.0%
Deliberate Non Domestic Property Fire	2	4	6	2	50.0%	4	200.0%
Deliberate Secondary Fire	498	339	322	-17	-5.0%	-176	-35.3%
Deliberate Vehicle Fire	47	28	37	9	32.1%	-10	-21.3%
Special Service - RTC	58	92	87	-5	-5.4%	29	50.0%
Special Service	170	426	350	-76	-17.8%	180	105.9%
Other Incidents <sup>7</sup>	446	820	855	35	4.3%	409	91.7%
<b>Grand Total</b>	<b>1333</b>	<b>1804</b>	<b>1740</b>	<b>-64</b>	<b>-3.5%</b>	<b>407</b>	<b>30.5%</b>

Between 2014/15 and 2023/24, there were 407 (30.5%) more incidents, with the incident type Special Service seeing 180 more incidents (105.9%). Accidental Dwelling Fires saw 31 fewer incidents, Deliberate Secondary Fires seeing 176 fewer and Deliberate Vehicle Fires 10 less.

Between 2022/23 and 2023/24, there was a reduction of 64 incidents (-3.5%) with Special Services being a major contributor towards this (-76). Other incident types with reductions in 2023/24 were: Accidental Dwelling Fires (-15), Deliberate Secondary Fires (-17) and Special Service – RTC (-5). The largest increase was among Other Incidents (35).

Table 12: Top 11 Wards in Knowsley (ordered by 2023/24)

Wards	2014/15	2022/23	2023/24	1Yr Change	% 1Yr Change	10Yr Change	% 10Yr Change
Northwood	169	241	231	-10	-4.1%	62	36.7%
Whitefield	115	165	165	0	0.0%	50	43.5%
Prescot North	103	192	160	-32	-16.7%	57	55.3%
Stockbridge	83	180	141	-39	-21.7%	58	69.9%
Whiston & Cronton	106	152	137	-15	-9.9%	31	29.2%
St. Michaels	62	146	116	-30	-20.5%	54	87.1%
Cherryfield	141	108	114	6	5.6%	-27	-19.1%
Page Moss	96	103	109	6	5.8%	13	13.5%
Roby	53	70	101	31	44.3%	48	90.6%
Halewood North	106	81	92	11	13.6%	-14	-13.2%
Prescot South	61	59	92	33	55.9%	31	50.8%

The table shows that 9 of the top 11 wards have all seen increase in the number of incidents from 2014/15 with Northwood seeing the largest increase (62) followed by Stockbridge (58). The ward to see the largest proportional increase is Roby (90.6%). The wards to see reductions were: Cherryfield (-27) and Halewood North (-14).

When comparing 2022/23 to 2023/24, 5 wards saw an increase in incidents including: Cherryfield (6); Page Moss (6); Roby (31); Halewood North (11) and Prescot South (33). The wards to see reductions were Northwood (-10); Prescot North (-32); Stockbridge (-39); Whiston and Cronton (-15) and St Michaels (-30).

Whitefield is the only ward in the top 11 to see the same number of incidents as the previous year (165).

<sup>7</sup> Other Incidents are made up of: Accidental Non Domestic Property Fire, Accidental Vehicle Fire, Accidental Secondary Fire, AFA – Domestic & Other, AFA – Non Domestic, False Alarm Good Intent, Malicious False Alarm, and Other Property Fire  
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## 6.2 Liverpool

Table 13: Selected Incident Types in Liverpool

Selected Incident Type	2014/15	2022/23	2023/24	1Yr Change	% 1Yr Change	10Yr Change	% 10Yr Change
Accidental Dwelling Fire	387	309	264	-45	-14.6%	-123	-31.8%
Deliberate Dwelling Fire	98	65	60	-5	-7.7%	-38	-38.8%
Deliberate Non Domestic Property Fire	63	41	51	10	24.4%	-12	-19.0%
Deliberate Secondary Fire	1588	1158	881	-277	-23.9%	-707	-44.5%
Deliberate Vehicle Fire	206	119	109	-10	-8.4%	-97	-47.1%
Special Service - RTC	204	280	246	-34	-12.1%	42	20.6%
Special Service	895	1932	1873	-59	-3.1%	978	109.3%
Other Incidents	2289	3994	3979	-15	-0.4%	1690	73.8%
<b>Grand Total</b>	<b>5730</b>	<b>7898</b>	<b>7463</b>	<b>-435</b>	<b>-5.5%</b>	<b>1733</b>	<b>30.2%</b>

Between 2014/15 and 2023/24, there were 1733 (30.2%) more incidents, with the incident type Special Service seeing 978 more incidents (109.3%). Accidental Dwelling Fires saw 123 fewer incidents, Deliberate Secondary Fires seeing 707 fewer and Deliberate Vehicle Fires 97 fewer.

Between 2022/23 and 2023/24, there was a reduction of 435 incidents (-5.5%) with Deliberate Secondary Fires being a major contributor towards this (-277). Other incident types with reductions in 2023/24 include: Accidental Dwelling Fires (-45), Special Service - RTC (-34) and Special Service (-59). The only increase was among Deliberate Non Domestic Property Fire (10).

Table 14: Top 10 Wards in Liverpool<sup>8</sup> (ordered by 2023/24)

Wards	2014/15	2022/23	2023/24	1Yr Change	% 1Yr Change	10Yr Change	% 10Yr Change
City Centre North	264	493	503	10	2.0%	239	90.5%
Kensington & Fairfield	302	443	383	-60	-13.5%	81	26.8%
City Centre South	201	281	329	48	17.1%	128	63.7%
Canning	156	282	268	-14	-5.0%	112	71.8%
Belle Vale	135	199	232	33	16.6%	97	71.9%
Walton	185	241	227	-14	-5.8%	42	22.7%
Vauxhall	136	182	216	34	18.7%	80	58.8%
Speke	170	176	204	28	15.9%	34	20.0%
Princes Park	143	205	194	-11	-5.4%	51	35.7%
Garston	136	219	186	-33	-15.1%	50	36.8%

The table shows that the top 10 wards have all seen increases in the number of incidents from 2014/15 with City Centre North seeing the largest increase (239), followed by City Centre South (128) and Canning (112).

When comparing 2023/24 to 2022/23, the 5 of the 10 wards saw increases in incidents. City Centre South saw the largest increase (48); followed by Vauxhall (34) and Belle Vale (33). The wards to see the largest reductions compared to the previous year were Kensington and Fairfield (-60) and Garston (-33).

<sup>8</sup> The number of wards increased from 30 to 63 in May 2023 following a review by government inspector Max Caller  
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### 6.3 Sefton

Table 15: Selected Incident Types in Sefton

Selected Incident Type	2014/15	2022/23	2023/24	1Yr Change	% 1Yr Change	10Yr Change	% 10Yr Change
Accidental Dwelling Fire	217	152	123	-29	-19.1%	-94	-43.3%
Deliberate Dwelling Fire	26	16	14	-2	-12.5%	-12	-46.2%
Deliberate Non Domestic Property Fire	10	6	6	0	0.0%	-4	-40.0%
Deliberate Secondary Fire	452	421	261	-160	-38.0%	-191	-42.3%
Deliberate Vehicle Fire	74	20	22	2	10.0%	-52	-70.3%
Special Service - RTC	111	180	161	-19	-10.6%	50	45.0%
Special Service	355	834	845	11	1.3%	490	138.0%
Other Incidents	1001	1392	1460	68	4.9%	459	45.9%
<b>Grand Total</b>	<b>2246</b>	<b>3021</b>	<b>2892</b>	<b>-129</b>	<b>-4.3%</b>	<b>646</b>	<b>28.8%</b>

Between 2014/15 and 2023/24, there were 646 (28.8%) more incidents, with the incident type Special Service seeing 490 more incidents (138.0%). Accidental Dwelling Fires saw 94 fewer incidents, Deliberate Secondary Fires seeing 191 fewer and Deliberate Vehicle Fires 52 less.

Between 2022/23 and 2023/24, there was a reduction of 129 incidents (-4.3%) with Deliberate Secondary Fires being a major contributor towards this (-160). Other incident types with reductions in 2023/24 were: Accidental Dwelling Fires (-29), Deliberate Dwelling Fires (-2) and Special Service – RTC (-19). The largest increase was among Other Incidents (68).

Table 16: Top 10 Wards in Sefton (ordered by 2023/24)

Wards	2014/15	2022/23	2023/24	1Yr Change	% 1Yr Change	10Yr Change	% 10Yr Change
Linacre	257	358	335	-23	-6.4%	78	30.4%
Dukes	192	265	264	-1	-0.4%	72	37.5%
Church	140	255	250	-5	-2.0%	110	78.6%
Derby	140	226	218	-8	-3.5%	78	55.7%
Cambridge	111	170	195	25	14.7%	84	75.7%
Ford	143	158	138	-20	-12.7%	-5	-3.5%
St Oswald	130	136	116	-20	-14.7%	-14	-10.8%
Molyneux	64	94	115	21	22.3%	51	79.7%
Kew	79	85	112	27	31.8%	33	41.8%
Blundellsands	56	77	112	35	45.5%	56	100.0%

The table shows that Church saw the largest increase (110) since 2014/15, followed by Cambridge (84), Linacre (78), Derby (78) and Dukes (72). St Oswald has seen a reduction of 14 incidents followed by Ford (-5).

When comparing 2022/23 to 2023/24, 6 wards saw reductions in incidents including: Linacre (-23); Ford (-20) and St Oswald (-20). The wards to see the largest increases were: Blundellsands (35); Kew (27) and Cambridge (25).

## 6.4 St Helens

Table 17: Selected Incident Types in St Helens

Selected Incident Type	2014/15	2022/23	2023/24	1Yr Change	% 1Yr Change	10Yr Change	% 10Yr Change
Accidental Dwelling Fire	126	76	65	-11	-14.5%	-61	-48.4%
Deliberate Dwelling Fire	28	14	14	0	0.0%	-14	-50.0%
Deliberate Non Domestic Property Fire	7	6	3	-3	-50.0%	-4	-57.1%
Deliberate Secondary Fire	604	633	462	-171	-27.0%	-142	-23.5%
Deliberate Vehicle Fire	47	47	30	-17	-36.2%	-17	-36.2%
Special Service - RTC	87	118	110	-8	-6.8%	23	26.4%
Special Service	177	433	439	6	1.4%	262	148.0%
Other Incidents	649	830	828	-2	-0.2%	179	27.6%
<b>Grand Total</b>	<b>1725</b>	<b>2157</b>	<b>1951</b>	<b>-206</b>	<b>-9.6%</b>	<b>226</b>	<b>13.1%</b>

Between 2014/15 and 2023/24, there were 226 (13.1%) more incidents, with the incident type Special Service seeing 262 more incidents (148.0%). Accidental Dwelling Fires saw 61 fewer incidents, Deliberate Secondary Fires seeing 142 fewer and Deliberate Vehicle Fires 17 less.

Between 2022/23 and 2023/24, there was a reduction of 206 incidents (-9.6%) with Deliberate Secondary Fires being a major contributor towards this (-171). Other incident types with reductions in 2023/24 include: Accidental Dwelling Fires (-11), Deliberate Vehicle Fires (-17) and Special Service – RTC (-8). The only incident type to see an increase was Special Service (6).

Table 18: Top 10 Wards in St Helens (ordered by 2023/24)

Wards	2014/15	2022/23	2023/24	1Yr Change	% 1Yr Change	10Yr Change	% 10Yr Change
Town Centre	322	398	399	1	0.3%	77	23.9%
Parr	181	279	197	-82	-29.4%	16	8.8%
Thatto Heath	125	196	166	-30	-15.3%	41	32.8%
Bold	156	145	121	-24	-16.6%	-35	-22.4%
Haydock	105	142	118	-24	-16.9%	13	12.4%
Windle	80	110	115	5	4.5%	35	43.8%
Sutton	92	115	111	-4	-3.5%	19	20.7%
Earlestown	109	125	109	-16	-12.8%	0	0.0%
West Park	92	142	106	-36	-25.4%	14	15.2%
Moss Bank	86	111	87	-24	-21.6%	1	1.2%

The table shows 8 wards in the top 10 have seen increases, 1 has a reduction and the other same number of incidents when compared to 2014/15. Town Centre has seen the largest increase (77), followed by Thatto Heath (41) and Windle (35). The only ward in the top 10 to see a reduction was Bold (-35). Earlestown saw the same number of incidents (109).

When comparing 2023/24 to 2022/23, 2 wards saw an increase in incidents including: Windle (5) and Town Centre (1).

The wards to see the largest reductions were Parr (-82), West Park (-36) and Thatto Heath (-30).

## 6.5 Wirral

Table 19: Selected Incident Types in Wirral

Selected Incident Type	2014/15	2022/23	2023/24	1Yr Change	% 1Yr Change	10Yr Change	% 10Yr Change
Accidental Dwelling Fire	231	163	156	-7	-4.3%	-75	-32.5%
Deliberate Dwelling Fire	38	24	26	2	8.3%	-12	-31.6%
Deliberate Non Domestic Property Fire	13	11	7	-4	-36.4%	-6	-46.2%
Deliberate Secondary Fire	785	740	446	-294	-39.7%	-339	-43.2%
Deliberate Vehicle Fire	126	74	43	-31	-41.9%	-83	-65.9%
Special Service - RTC	121	172	161	-11	-6.4%	40	33.1%
Special Service	439	840	889	49	5.8%	450	102.5%
Other Incidents	1143	1840	1560	-280	-15.2%	417	36.5%
<b>Grand Total</b>	<b>2896</b>	<b>3864</b>	<b>3288</b>	<b>-576</b>	<b>-14.9%</b>	<b>392</b>	<b>13.5%</b>

Between 2014/15 and 2023/24, there were 392 (13.5%) more incidents, with the incident type Special Service seeing 450 more incidents (102.5%). Accidental Dwelling Fires saw 75 fewer incidents, Deliberate Secondary Fires seeing 339 fewer and Deliberate Vehicle Fires 83 less.

Between 2022/23 and 2023/24, there was a reduction of 576 incidents (-14.9%) with Deliberate Secondary Fires (-294) and Other Incidents (-280) being major contributors. Other incident types with reductions in 2023/24 were: Accidental Dwelling Fires (-7), Deliberate Vehicle Fires (-31) and Special Service – RTC (-11). The largest increase was among Special Services (49).

Table 20: Top 10 Wards in Wirral (ordered by 2023/24)

Wards	2014/15	2022/23	2023/24	1Yr Change	% 1Yr Change	10Yr Change	% 10Yr Change
Birkenhead and Tranmere	346	472	447	-25	-5.3%	101	29.2%
Bidston and St James	372	529	420	-109	-20.6%	48	12.9%
Seacombe	248	303	260	-43	-14.2%	12	4.8%
Rock Ferry	229	319	233	-86	-27.0%	4	1.7%
Claughton	128	180	154	-26	-14.4%	26	20.3%
New Brighton	109	173	151	-22	-12.7%	42	38.5%
Upton	146	131	146	15	11.5%	0	0.0%
Leasowe and Moreton East	113	136	144	8	5.9%	31	27.4%
Bromborough	182	216	143	-73	-33.8%	-39	-21.4%
Liscard	118	157	143	-14	-8.9%	25	21.2%

The table shows 8 wards in the top 10 have seen increases, 1 has a reduction and the other same number of incidents when compared to 2014/15. Birkenhead and Tranmere saw the largest increase (101), followed by Bidston and St James (48) and New Brighton (42). The only ward in the top 10 to see a reduction was Bromborough (-39), while Upton saw the same number of incidents (146).

When comparing 2023/24 to 2022/23, 2 wards saw an increase in incidents including: Upton (15) and Leasowe and Moreton East (8). The wards to see the largest reductions were: Bidston and St James (-109); Rock Ferry (-86) and Bromborough (-73).

## 7. Appendices

The tables, charts and maps on the following pages provide a high level overview to overall patterns in the last 10 years.

Table 21: Alert to Mobile for Month and Year

Month	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	Performance
April	96.8%	96.7%	96.9%	97.1%	95.9%	96.7%	96.9%	95.0%	95.8%	96.3%	96.4%
May	96.0%	96.4%	97.7%	96.2%	95.8%	95.2%	97.3%	94.6%	95.8%	96.5%	96.2%
June	94.4%	95.8%	97.0%	95.6%	94.6%	95.7%	96.0%	95.5%	96.1%	96.4%	95.7%
July	85.1%	97.4%	96.0%	96.1%	93.0%	95.7%	96.1%	95.5%	96.0%	96.5%	94.8%
August	97.3%	96.1%	94.9%	95.4%	95.2%	95.0%	97.2%	95.2%	95.8%	95.4%	95.7%
September	96.8%	97.1%	97.0%	94.2%	94.8%	94.9%	95.4%	95.4%	95.8%	96.3%	95.8%
October	95.8%	96.2%	97.0%	84.5%	95.5%	95.2%	93.7%	96.4%	96.2%	95.7%	94.5%
November	96.4%	96.7%	96.6%	92.0%	95.6%	94.7%	93.7%	95.2%	95.3%	95.5%	95.1%
December	96.1%	97.2%	96.0%	93.0%	94.8%	95.3%	89.3%	94.4%	95.8%	94.3%	94.6%
January	95.6%	96.0%	96.3%	93.2%	96.1%	96.0%	90.5%	95.5%	96.6%	95.8%	95.1%
February	95.3%	95.1%	96.1%	94.1%	95.7%	96.1%	90.8%	95.2%	96.0%	94.6%	94.9%
March	96.2%	95.9%	96.2%	94.1%	96.3%	94.9%	93.8%	95.4%	96.5%	96.0%	95.5%
Performance	95.0%	96.4%	96.5%	93.8%	95.2%	95.4%	94.4%	95.2%	96.0%	95.8%	95.4%
Range	12.2%	2.3%	2.8%	12.5%	3.3%	2.0%	8.0%	2.0%	1.3%	2.3%	1.8%

Chart 10: Alert to Mobile by Year, showing Best and Least Best Hours

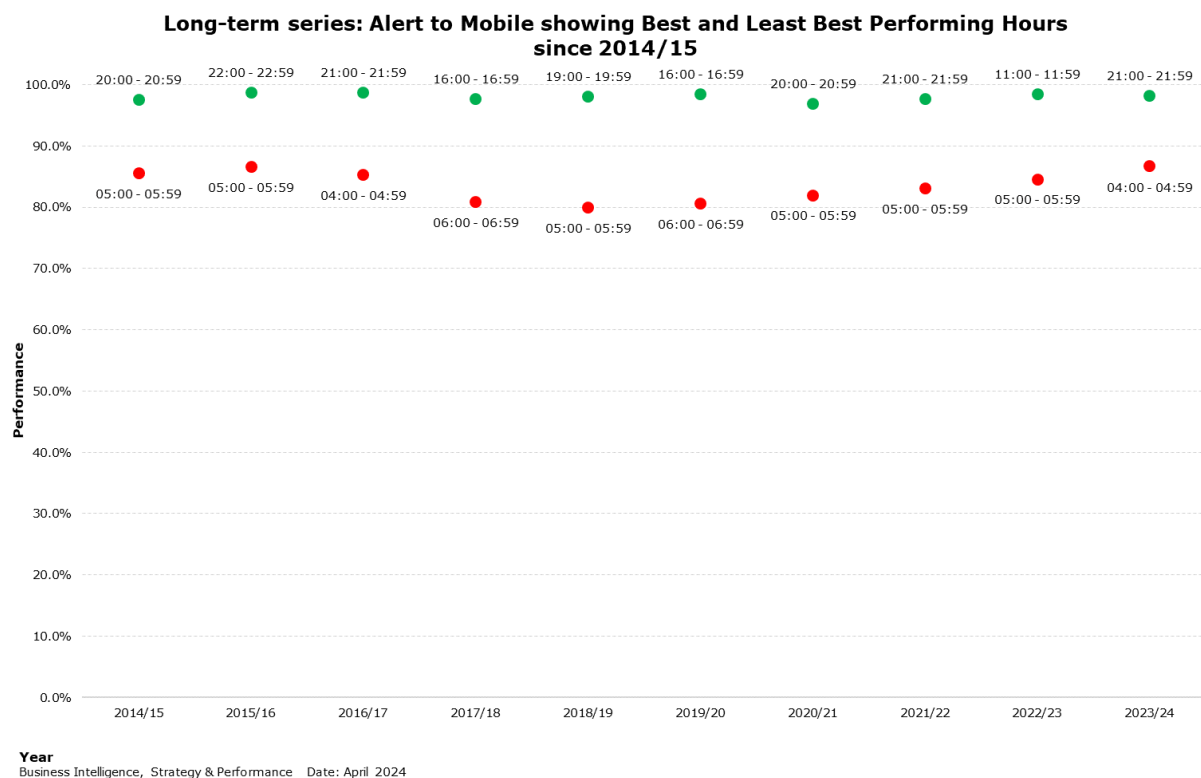




Table 22: Standard of Fire Cover by Month and Year

Month	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	Performance
April	96.5%	97.0%	98.0%	96.6%	95.5%	93.2%	96.8%	94.2%	95.4%	95.1%	95.8%
May	96.8%	95.9%	92.9%	98.0%	92.9%	95.4%	97.0%	94.1%	93.5%	95.0%	95.2%
June	98.3%	95.5%	96.6%	93.8%	93.0%	93.7%	94.2%	94.9%	95.7%	96.8%	95.3%
July	95.1%	97.4%	96.9%	96.6%	86.8%	93.4%	92.0%	95.0%	92.1%	95.4%	94.1%
August	96.2%	94.0%	97.3%	93.4%	88.0%	89.3%	94.7%	92.9%	92.7%	93.8%	93.3%
September	97.5%	96.8%	95.8%	95.9%	94.7%	89.3%	98.4%	99.1%	91.7%	96.5%	95.6%
October	95.1%	96.4%	94.7%	97.3%	98.1%	91.4%	96.4%	95.7%	93.2%	96.4%	95.5%
November	91.5%	93.5%	94.9%	94.0%	94.2%	96.8%	97.0%	97.0%	95.4%	96.6%	95.0%
December	96.0%	97.3%	95.8%	94.5%	93.3%	96.0%	95.3%	96.2%	90.4%	97.2%	95.2%
January	95.5%	96.8%	96.8%	96.5%	97.7%	97.6%	94.0%	97.7%	94.8%	97.8%	96.5%
February	97.2%	97.9%	95.5%	96.4%	96.7%	94.9%	92.9%	94.1%	95.0%	95.9%	95.8%
March	98.0%	94.9%	97.9%	92.2%	100.0%	95.0%	95.7%	95.4%	97.1%	93.6%	95.8%
Performance	96.2%	96.1%	96.1%	95.4%	94.0%	93.8%	95.5%	95.4%	93.8%	95.9%	95.3%
Range	6.8%	4.4%	5.0%	5.9%	13.2%	8.4%	6.4%	6.2%	6.8%	4.2%	3.2%

Chart 11: Standard of Fire Cover by Year, showing Best and Least Best Hours

Long-term series: Standard of Fire Cover showing Best and Least Best Performing Hours since 2014/15



Year  
Business Intelligence, Strategy & Performance Date: April 2024



Chart 12: 999 Calls by Hour and Year

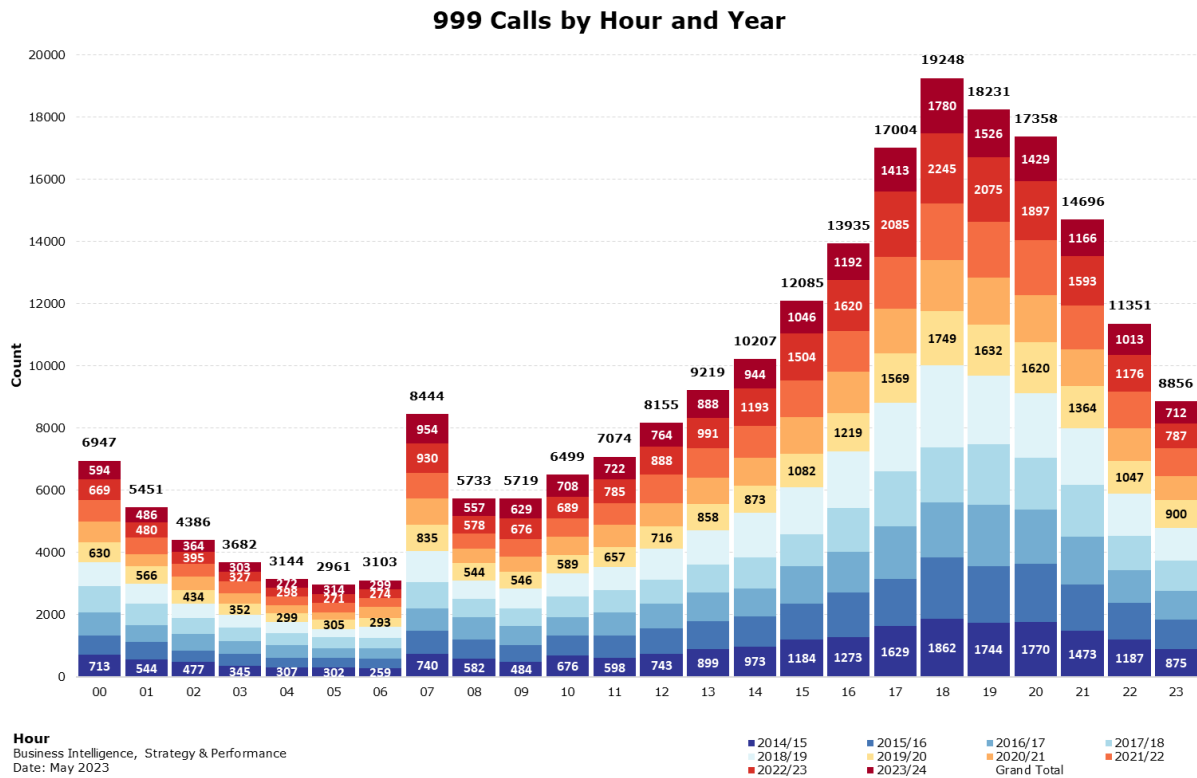


Chart 13: Incident Distribution by Month and Year with Totals for Last Year, the Previous Year, 5 Years ago and 10 Years ago

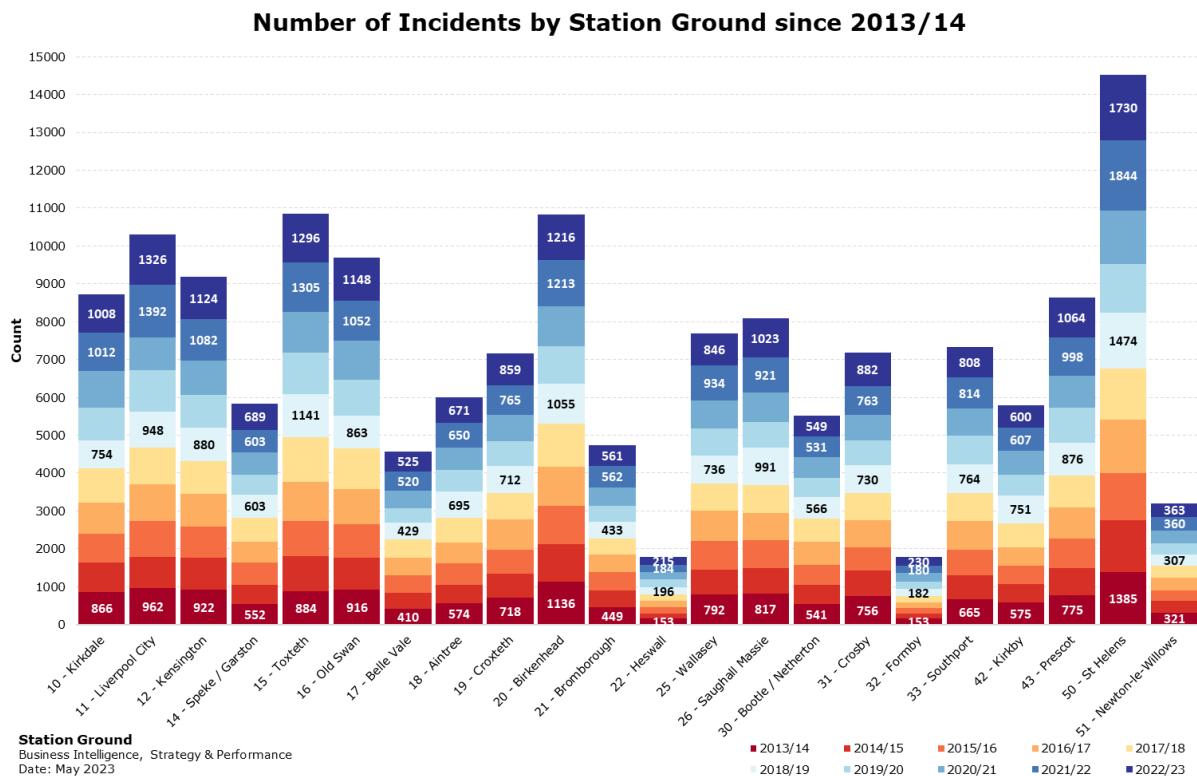


Chart 14: Incident Distribution by Hour and Year with Totals for Last Year, the Previous Year, 5 Years ago and 10 Years ago

**Number of Incidents by Month since 2014/15**

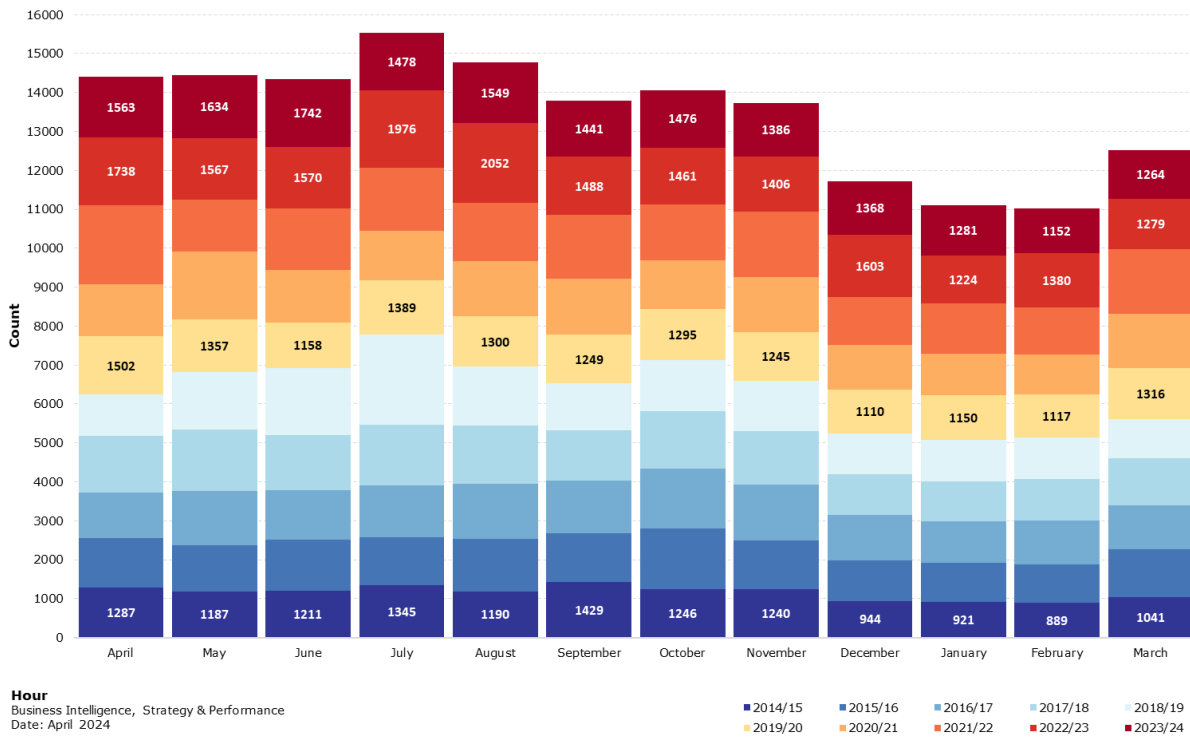


Chart 15: Incident Distribution by Hour and Year with Totals for Last Year, the Previous Year, 5 Years ago and 10 Years ago

**Number of Incidents by Hour since 2014/15**

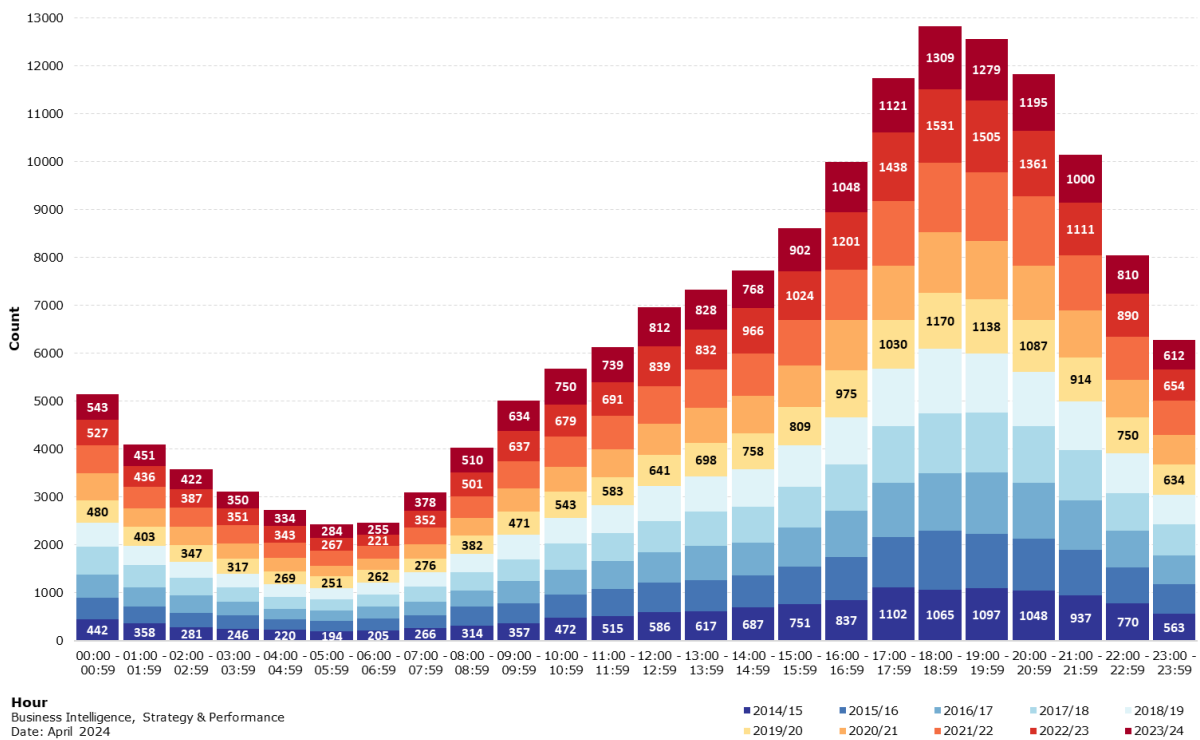


Chart 16: Appliance Distribution by Hour and Year with Totals for Last Year, the Previous Year, 5 Years ago and 10 Years ago

**Number of Appliances Assigned to Incidents by Month and Year**

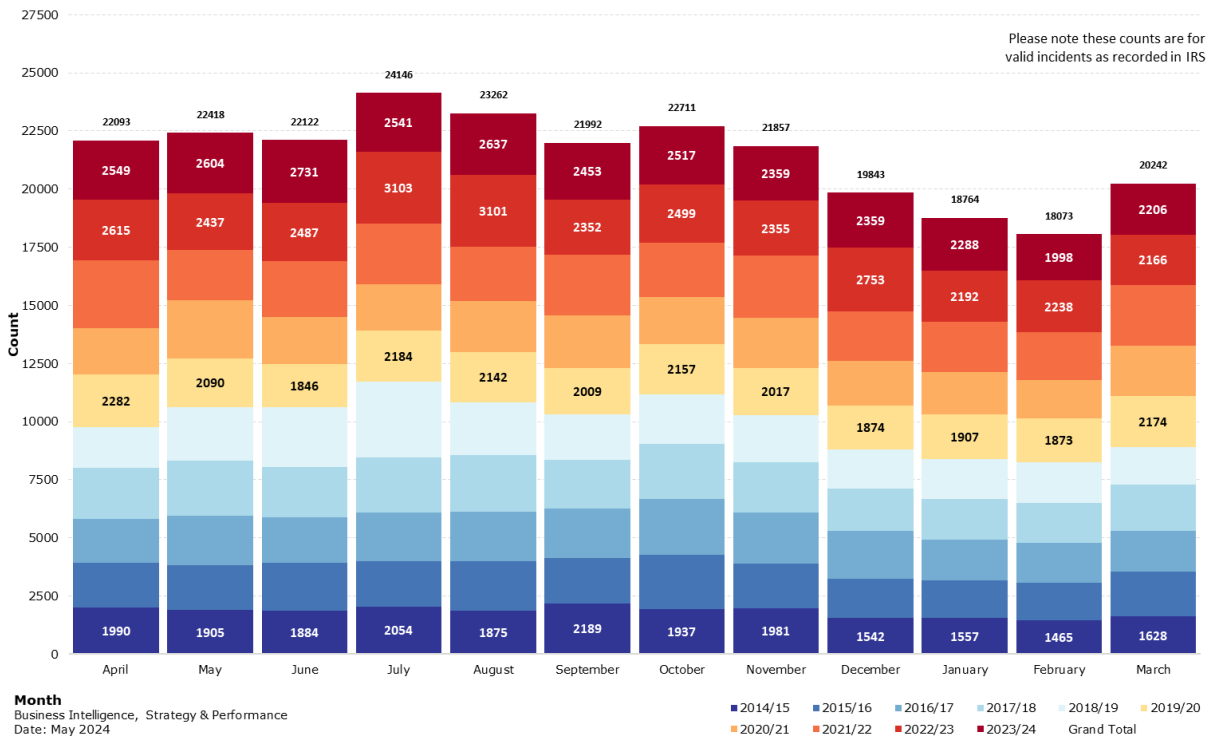
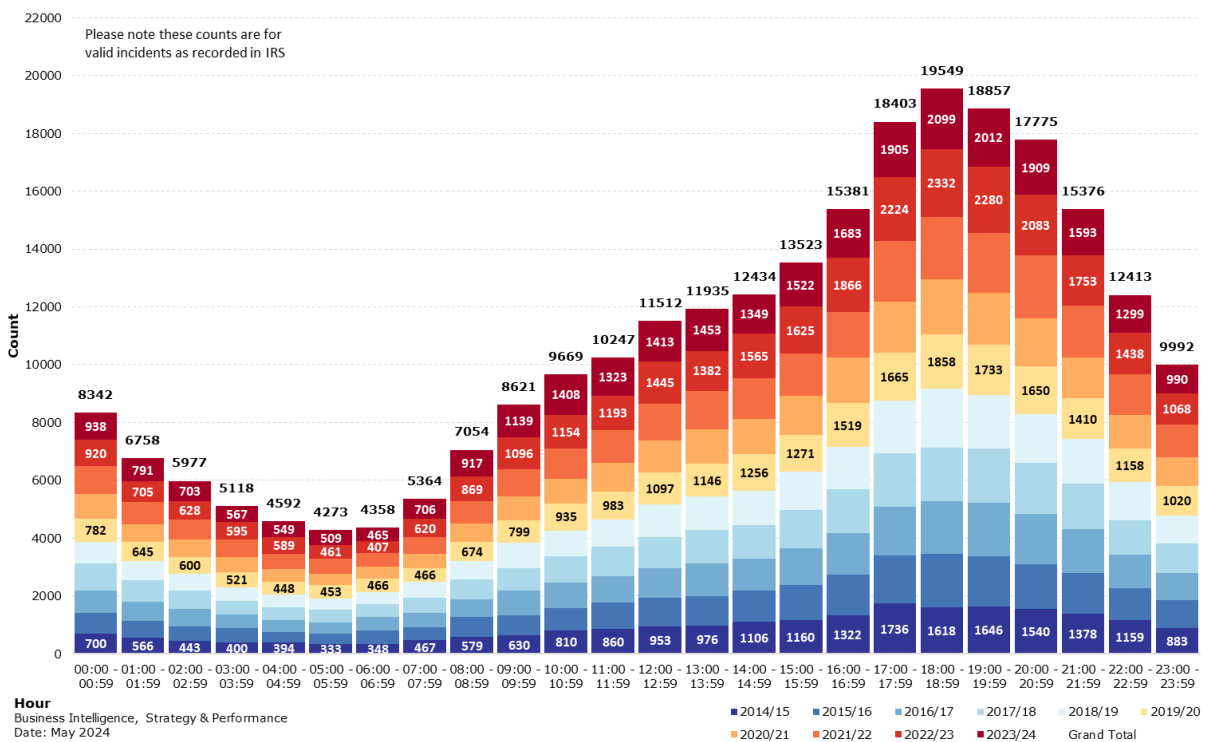
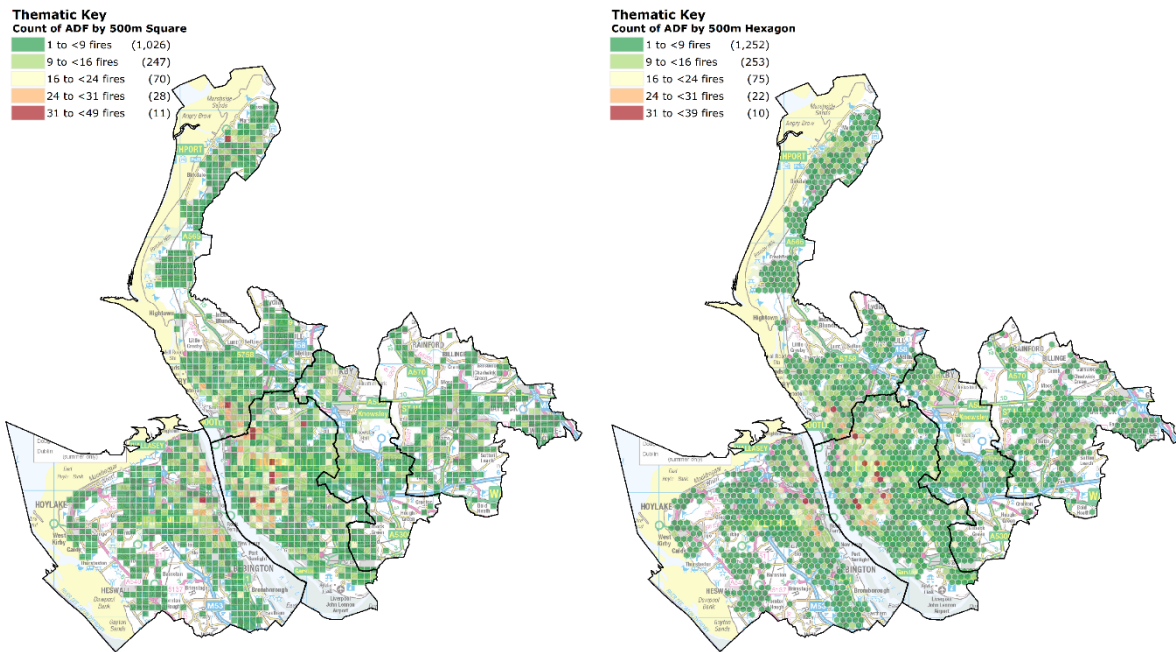


Chart 17: Appliance Distribution by Hour and Year with Totals for Last Year, the Previous Year, 5 Years ago and 10 Years ago

**Number of Appliances Assigned to Incidents by Hour and Year**



Map 1: Accidental Dwelling Fires by Square and Hexagonal Grids between 2014/15 and 2023/24

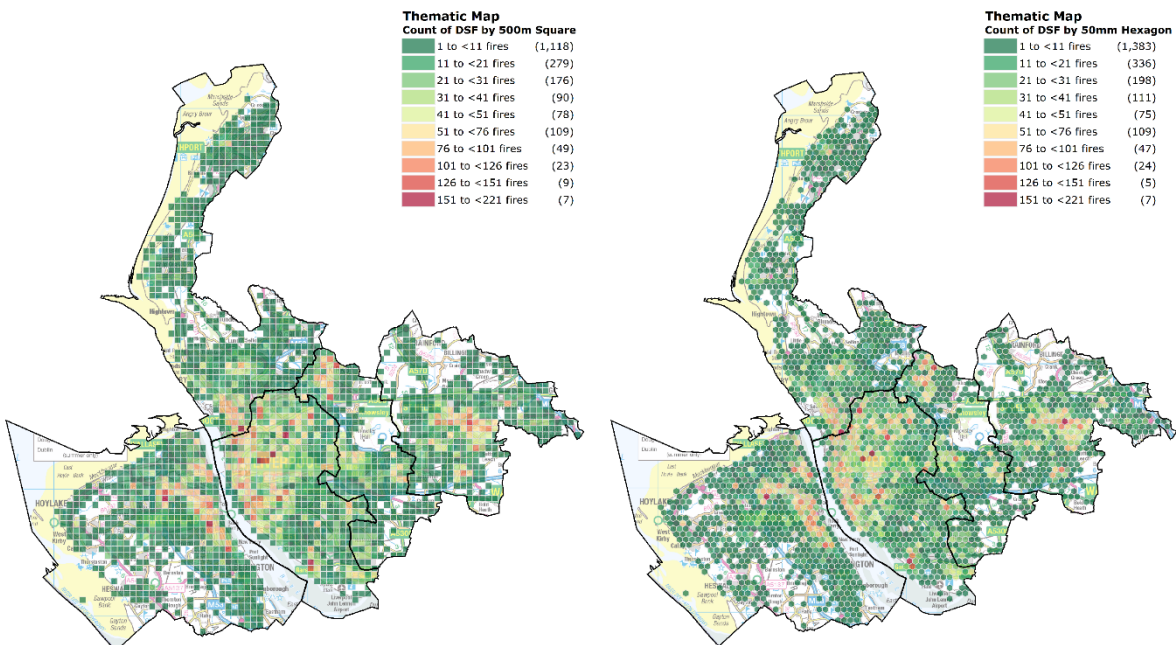


10 Year Thematic Maps of Accidental Dwelling Fires - April 2014 to March 2024

Author: Business Intelligence, Strategy & Performance Date: April 2024 Produced Using MapInfo  
Map Reference:  
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Map 2: Deliberate Secondary Fires by Square and Hexagonal Grids between 2014/15 and 2023/24

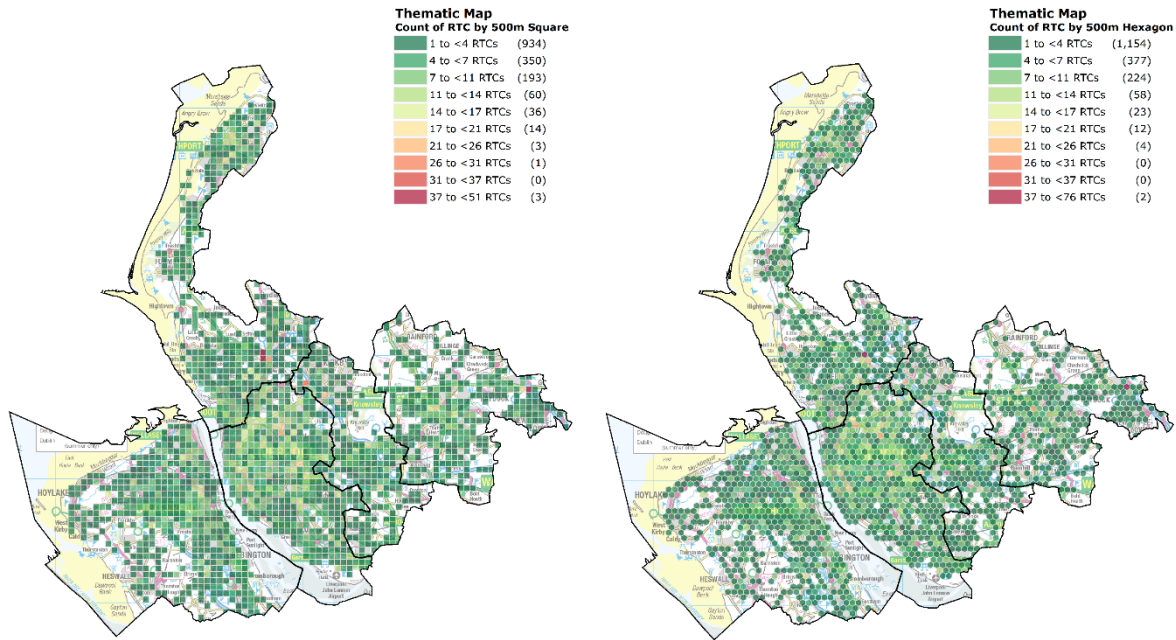


10 Year Thematic Maps of Deliberate Secondary Fires - April 2014 - March 2024

Author: Business Intelligence, Strategy & Performance Date: April 2024 Produced Using MapInfo  
Map Reference:  
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### Map 3: Road Traffic Collisions by Square and Hexagonal Grids between 2014/15 and 2023/24

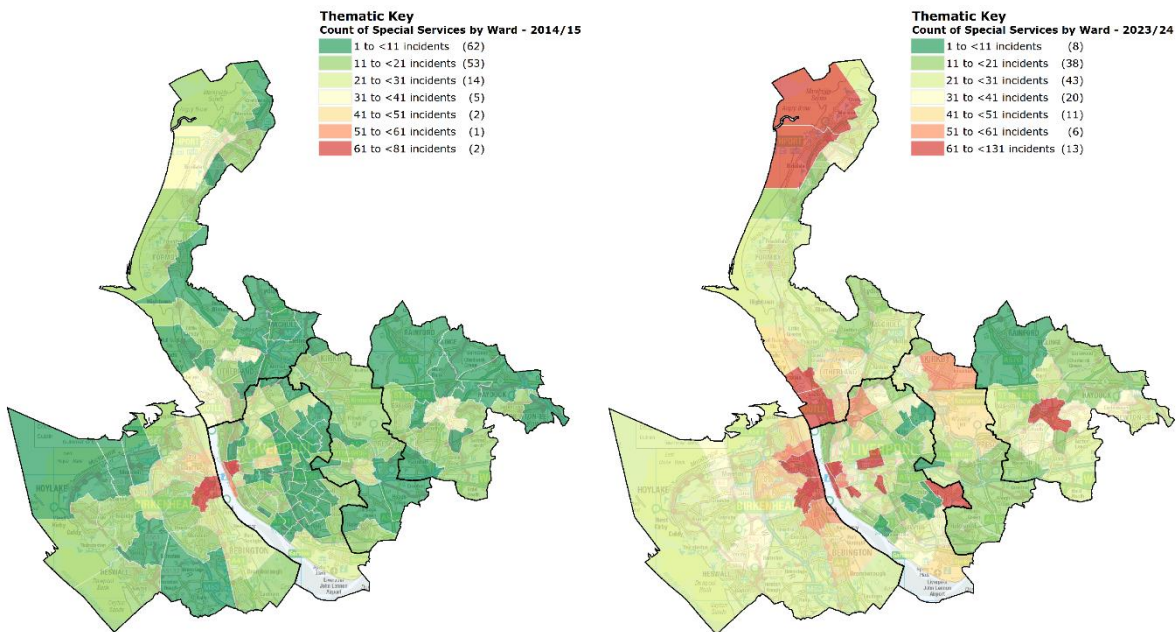


### 10 Year Thematic Maps of Road Traffic Collisions - April 2014 to March 2024

Author: Business Intelligence, Strategy & Performance Date: April 2024 Produced Using MapInfo  
Map Reference:  
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### Map 4: Special Services by Ward between 2014/15 and 2023/24



### Thematic Comparison of Special Services - 2014/15 and 2023/24

Author: Business Intelligence, Strategy & Performance Date: April 2024 Produced Using MapInfo  
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# Review of Activity - 2023/24

**VERSION 1.0**

## STRATEGY & PERFORMANCE

Please note that the data in this document is based on the live Incident Recording System. As this is a live system, the data contained within this document is subject to review and can be changed without announcement.

Author: R Hanson  
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 Date Assigned: 1<sup>st</sup> April 2024  
 Date Data Extracted: 29<sup>th</sup> April 2024  
 Work Completed: 20<sup>th</sup> June 2024

Document Type:  Statistics / Maps  Survey  Report

System(s) Used:  Incident Recording System  
 FSEC / Vision BOSS  
 Surveys  
 Oshens  
 Other:

### Related Documents

Document Name	Document Date
10 Year Business Intelligence Report Executive Summary 2014/15 – 2023/24	30/07/2024
Retrospective Incidents 2014/15 – 2023/24	30/07/2024
Retrospective ADF and RTC Fatality & Injury 2019/20 – 2023/24	30/07/2024
Fatality Trend Analysis – 2004/05 to 2023/24	30/07/2024
Target Setting and Performance Management Methodology	01/3/2013
Previous Business Intelligence Reports: 3-5 Yr Business Intelligence Report	Last updated: June 2023
IRMP Maps and Charts PowerPoint stored on the Portal	

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# 1. Introduction

The aim of this report is to provide a summary of activity in various functions over the last 12 months. The summary includes but is not limited to:

- 2.1 Overall Incident analysis
  - Summary of Incidents of Significance
- 2.2 Operational Response LPI
  - DR23 - Alert to Mobile
  - TR08 - Standard of Fire Cover
  - DO21 - Accidental Dwelling Fire Confined to Room of Origin
- 2.3 Operational Response – FireControl
  - All Calls
  - DO22 - Call Handling Performance and Volume
  - Repeat Calls
  - National Resilience Call Handling
- 2.4 Incident Distribution
  - District
  - Temporal
  - Proportional
  - Simultaneous
  - Station and
  - Day/night split
- 2.5 Appliance Utilisation
  - No of occasions appliance assigned and attendances and standby moves
  - Aerials
  - M19R2
- 2.6 Officer Attendances and average time
- 2.7 Geographic Analysis
  - Accidental Dwelling Fires,
  - Deliberate Vehicle Fires,
  - Deliberate Secondary Fires and
  - Special Service RTCs.

Please note, the count of mobilisations **will** differ from incident related counts due to the differing number of appliances mobilised to specific incident types, e.g. a small rubbish fire would expect a single appliance mobilisation, whilst a 'persons reported' would have 3 appliances mobilised and a AFA in a high rise property has 4 appliances and a CPL.

## 2. Findings

### 2.1 Incident Review

#### 2.1.1 Summary of Incidents of Significance to MFRS during 2023/24<sup>1</sup>

For the purposes of this document, an incident of significance is one which used (or could have used) significant resources<sup>2</sup> over a prolonged period. During 2023/24 there were 9 such incidents, 5 of which occurred within the 1<sup>st</sup> 6 weeks of the year. These incidents were:

**000710-05042023** at 19:03 was an incident at the former Chaucer Vaults public house on Seaview Road Bootle. This was a 3 storey derelict public house. During the incident, 4 assistance messages were sent from the fire ground including: Make Pumps 4 & CPL and Request Drone. In total, 12 appliances were assigned during this incident. The Incident Investigation Team (IIT) were not requested to this incident due to the poor condition of the property but was suspected deliberate.

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<sup>1</sup> Appliance counts relate to pumps, not CPLs, HVP, crew changes, etc

<sup>2</sup> Assistance messages (Make up requests) will use an ampersand (&) when more than 1 additional resource type is requested at the same time and the word AND for a further request.



**001012-07042023** at 23:30 was an incident on Aigburth Road St Michaels. This incident was above a bookmaker in rooms used as flats. During the incident, 2 assistance messages were sent from the fire ground including: Make Pumps 4 and Make Pumps 6. In total, 11 appliances were assigned during this incident. This was suspected accidental ignition due to an electrical fault.

**001843-15042023** at 13:23 was an incident on Arundel Avenue, Wavertree. This was a 3 storey mid terrace dwelling. During the incident, 3 assistance messages were made including: Make CPL 1 and Make Pumps 6. In total, 11 appliances were assigned during this incident. An investigation found this incident was caused accidentally by a suspected gas leak being ignited by electrical activity.

**004076-02052023** at 17:25 was an incident at the former Scott Clinic, Rainhill. During the incident, 2 assistance messages were made for Make Pumps 4 and Make Pumps 6 & CPL. In total 12 appliances were assigned during this incident. The Incident Investigation Team (IIT) were unable to complete a full internal investigation due to the poor condition of the property but was suspected deliberate ignition of combustible materials.

**004842-08052023** at 05:08 was at Barclays Business Park, Brookfield Drive, Aintree. This incident was a warehouse/office block split into multiple units. The fire affected 6 units, while smoke and water affected multiple other units. During the incident, 6 assistance messages were made from the fire ground. These included: Make Pumps 6, Make HVP, Make CPL 2 and Make Drone. In total, 22 appliances were assigned during this incident. The cause was suspected to be deliberate using ignitable liquids in the 6 units.

**008713-03062023** at 09:54 was an incident at Knauf Insulation, Rainford. This incident was a quantity of insulation in an external storage yard adjacent to the factory. During the incident, an assistance message was made for Make Pumps 5. In total, 11 appliances were assigned during this incident. The cause was recorded as accidental but there is lack of information provided in Vision and IRS.

**021536-07092023** at 18:31 was an incident at Olleco, Birchall Street, Kirkdale. This incident was an industrial building approximately 60m x 40m for recycling cooking oils. During the incident, 2 assistance messages were made for Make Pumps 6 & CPL and Make Pumps 8 and HVP. In total, 11 appliances were assigned during this incident. The cause was suspected to be accidental due to overheating of oil residue.

**024191-30092023** at 00:48 was an incident on Springbourne Road, Wavertree. This incident was a 2 storey dwelling. During the incident, 2 assistance messages were made for Make Pumps 4 and Make Pumps 6. In total, 11 appliances were assigned during this incident. The cause was suspected to be accidental due to unsafe use of a paraffin heater. On attendance at this incident crews had to stop approximately 100m away due to several vehicles which were double parked, and the property also appeared to have extensive hoarding.

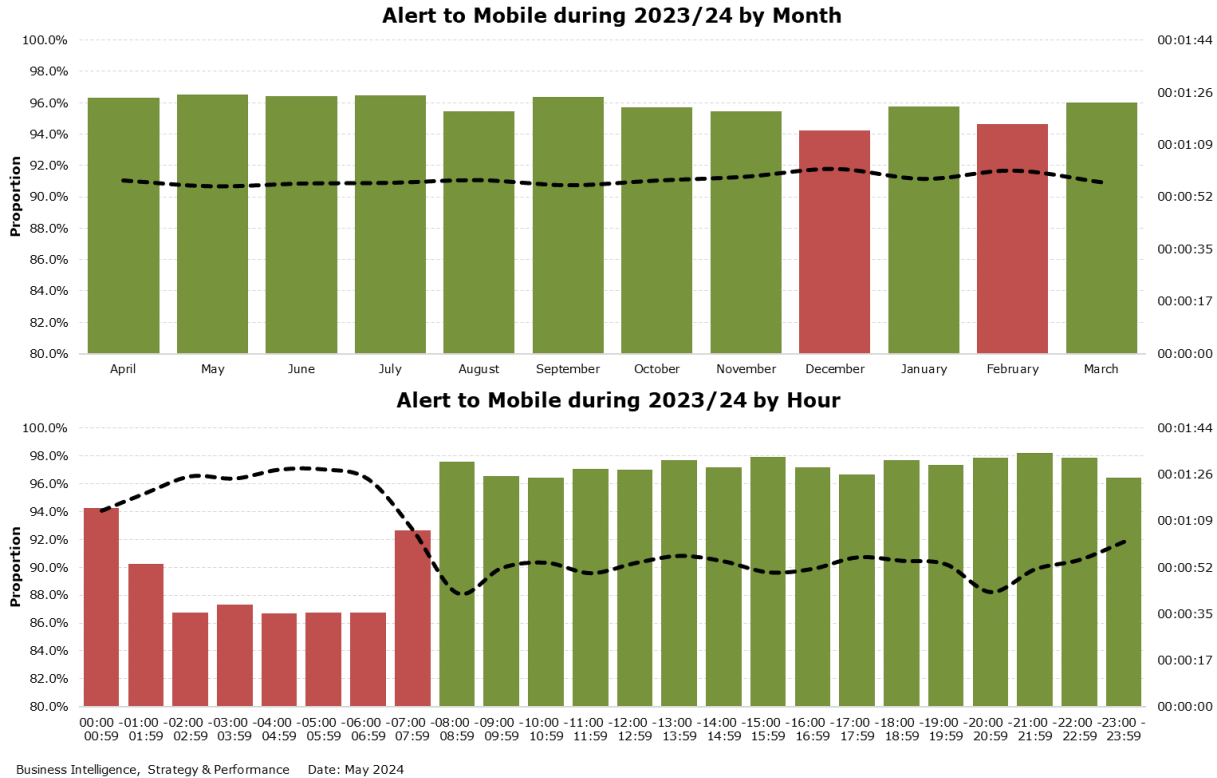
**037894-27012024** at 14:18 was an incident at 30 Fox Street, Everton. This incident was at a 4 storey metal framed timber clad building that was going to be flats. During the incident, 3 assistance messages were made, including: Make Pumps 12 and Make CPL 2. In total, 24 appliances were assigned during this incident. The Incident Investigation Team carried out an investigation and found the suspected cause to be deliberate. This incident made [national news](#) as Everton were playing Luton Town in the FA Cup 4<sup>th</sup> round at the time and the smoke plume was visible from Goodison Park.

## 2.2 Operational Response – LPIs

### 2.2.1 DR23 - Alert to Mobile

Local Performance Indicator (LPI) DR23 measures how quickly an appliance becomes mobile after receiving the mobilisation alert when at home station. The attainment target for this LPI is currently set at 95%. Merseyside Fire and Rescue Service’s performance for 2023/24 was 95.8%. This is 0.2% lower than in 2022/23 where performance was 96.0%.

Chart 1: Alert to Mobile by Month and Hour



The top section of chart 1 shows how Merseyside Fire and Rescue Service appliances performed by month. This shows that fire crews met or exceeded the 95% standard month in 10 of the 12 months. December and February were the months that failed to meet the target.

The average time for fire crews to mobilise (black line on chart) from being alerted was 57 seconds, 1 second quicker than in 2022/23. Average alert to mobile time varies between 55s in May and 1m 01 seconds in December and February.

The lower section of chart 1 shows the Alert to Mobile performance by hour for 2023/24. This shows that during 'daytime hours' and late evening MFRS appliances regularly exceeds the performance target of 95%.

Performance declines between 00:00 and 07:59, falling from 96.4% at 23:00-23:59 to 86.7% at 04:00-06:59, before increasing to 97.6% at 08:00 - 08:59.

Average alert to mobile time varies between 42 seconds at 08:00-08:59 and 1min 28 seconds at 05:00-05:59. Average alert to mobile times at 20:00-20:59 is 43 seconds.

### 2.2.2 TR08 - Standard of Fire Cover

A life risk incident can be defined as an incident, where a primary fire has occurred, or medical treatment is required for an injury at an incident. Incidents of this nature can include: Accidental Dwelling Fires, extrication of persons from RTCs, incidents involving hazardous materials, etc.

Incidents classed as 'life risk' are measured by Key Performance Indicator (KPI) TR08 (Standard of Fire Cover), where the 1<sup>st</sup> attending appliance should be on scene within 10 minutes. The attainment target for this KPI is currently 90%.<sup>3</sup>

When calculating the total number of incidents against the number of 'life risk' incidents (incidents covered by the Standard of Fire Cover), 8.9% of incidents that Merseyside Fire & Rescue Service attended were life risk incidents (1530 out of 17243 incidents).

Performance for this KPI was 95.9% during 2023/24.

Chart 2: Proportion of Standard of Fire Cover Attained by Month and Hour compared to Average Attendance Times

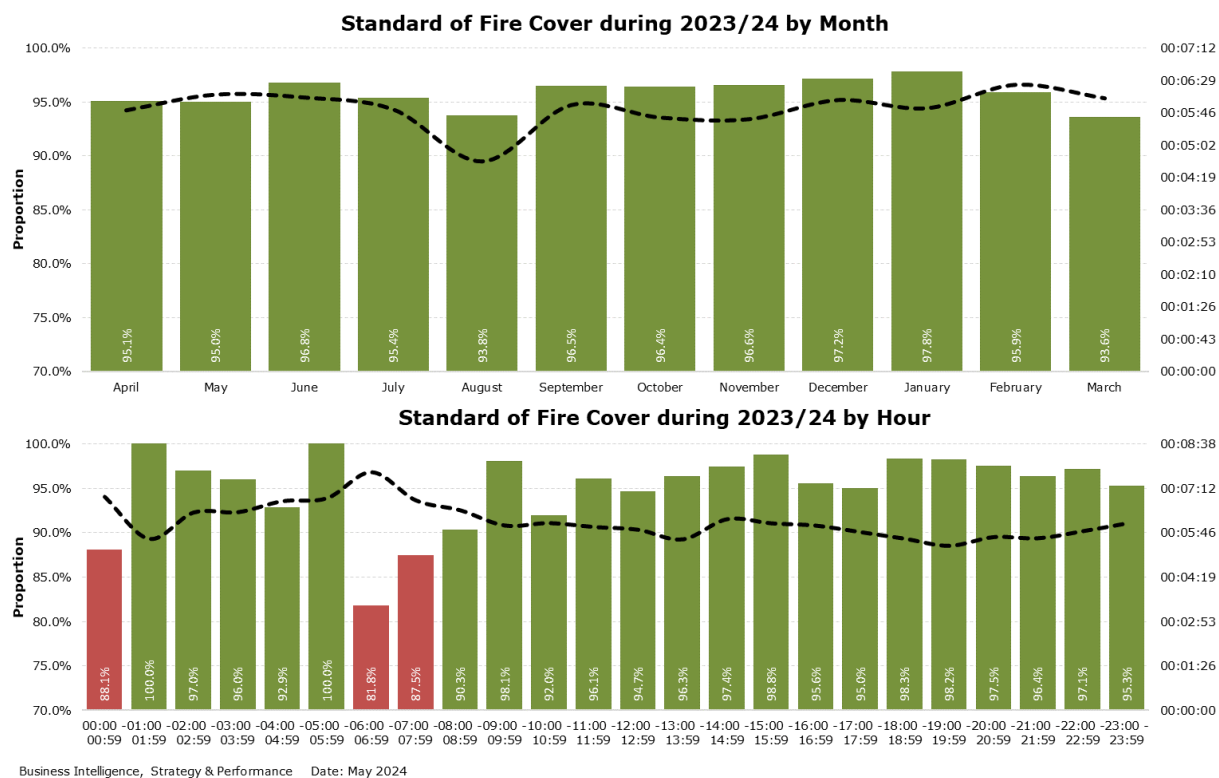


Chart 2 shows how Merseyside Fire and Rescue Service performed by month and hour for this KPI. This shows that fire crews met or exceeded the 90% standard each month.

The best performance was achieved during January (97.8%) followed by December (97.2%). The least best performance occurred during March (93.6%).

The average time for the 1<sup>st</sup> responding appliance to arrive (black line on chart) was 4m 55 seconds, the same as last year.

The lower section of chart 2 shows the performance by hour for 2023/24. This shows that performance fluctuates slightly more that alert to mobile throughout the day.

3 hours failed to meet the target (00:00-00:59 – 88.1%, 06:00-06:59 – 81.8% and 07:00-07:59 – 87.6%).

2 hours had 100.0% achievement, 01:00-01:59 (36 incidents) and 05:00-05:59 (31 incidents).

Table 1: Proportion of Standard of Fire Cover (SoFC) Attained by Month 2023/24; including average: Call Handling Time, 1<sup>st</sup> Appliance Attendance and 2<sup>nd</sup> Appliance Attendance

<sup>3</sup> These figures are different to what are published by the Home Office due to differing methodologies (HO only measure primary fires and subsets of this group) and date range (HO are 6 months behind).

Month	Call Handling	Alert to Mobile	Pass	All Incidents	Performance	1st App Drive Time	2nd App Drive Time
April	00:01:44	00:00:50	117	122	95.1%	00:04:59	00:07:32
May	00:01:39	00:00:51	114	120	95.0%	00:05:19	00:08:23
June	00:01:42	00:00:55	151	157	96.8%	00:05:11	00:07:41
July	00:01:32	00:00:55	125	130	95.4%	00:04:55	00:07:26
August	00:01:35	00:00:58	135	144	93.8%	00:03:42	00:07:38
September	00:01:27	00:00:55	110	114	96.5%	00:05:00	00:09:07
October	00:01:39	00:00:49	109	112	96.4%	00:04:50	00:08:27
November	00:01:53	00:00:50	142	146	96.6%	00:04:46	00:07:21
December	00:01:31	00:00:58	137	141	97.2%	00:05:05	00:07:23
January	00:01:29	00:00:56	135	136	97.8%	00:04:56	00:07:01
February	00:01:36	00:00:56	95	98	95.9%	00:05:27	00:07:07
March	00:01:24	00:00:57	104	110	93.6%	00:05:08	00:07:30
<b>Grand Total</b>	<b>00:01:36</b>	<b>00:00:54</b>	<b>1474</b>	<b>1530</b>	<b>95.9%</b>	<b>00:04:55</b>	<b>00:07:42</b>

Table 1 shows the analysis of times for a life risk incident from time of call to the arrival time of appliances. This shows that on average across Merseyside it takes the 1<sup>st</sup> appliance 7m 26 seconds to arrive, 3 seconds quicker than last year. When taking the time from being Alerted to On Scene, this is 5m 49.

The average Call Handling Time (column 2), this shows that FireControl operators took on average, 1 min 36 seconds to process the information being provided by the caller and create the incident. This is 10 seconds slower than the previous year. FireControl processed calls quickest during March (1 min 24 seconds), whilst November was slowest with 1 min 53 seconds.

Analysing appliance times, the average for the 1<sup>st</sup> appliance drive time is 4 min 55 seconds (10 seconds faster than 2022/23 - 5 min 5 seconds) and the 2<sup>nd</sup> appliance was 7 min 42 seconds (4 seconds quicker - 7 min 46 seconds). The 1<sup>st</sup> appliance arrived quickest during August (3m 42 seconds) and slowest in February (5m 27 seconds).<sup>4</sup>

<sup>4</sup> The overall time of 7 min 26 seconds will differ from what is published by the Home Office due to differing methodologies. The Home Office statistics can be found here: <https://www.gov.uk/government/collections/fire-incidents-response-times>  
 Y:\Data & Projects\IRMP Projects\3-5 Year BI Report\2023-24 update\Review of Activity - 202324.docx  
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Table 2: Breakdown by Incident Type<sup>5</sup>

Month	Fire	HazMat	Rescue/Release	Other Transport	Water Rescue	RTC	Average
April	00:04:55	00:05:38	00:06:28	00:00:00	00:14:23	00:06:37	00:05:33
May	00:05:13	00:07:33	00:07:24	00:00:00	00:06:31	00:04:47	00:05:55
June	00:05:37	00:05:37	00:07:31	00:03:01	00:07:48	00:06:14	00:06:00
July	00:05:27	00:06:50	00:06:18	00:00:00	00:10:00	00:05:13	00:05:46
August	00:05:21	00:05:40	00:06:30	00:02:18	00:09:50	00:05:00	00:05:43
September	00:05:32	00:06:11	00:06:26	00:06:41	00:07:41	00:05:18	00:05:46
October	00:05:17	00:06:55	00:05:34	00:00:00	00:13:24	00:06:22	00:05:39
November	00:05:17	00:06:08	00:06:06	00:04:42	00:07:34	00:06:24	00:05:34
December	00:05:52	00:05:41	00:06:52	00:00:00	00:00:00	00:06:26	00:05:58
January	00:05:34	00:05:53	00:05:17	00:00:00	00:09:08	00:06:13	00:05:42
February	00:05:31	00:06:35	00:07:17	00:00:00	00:06:37	00:11:56	00:06:16
March	00:05:42	00:06:34	00:07:50	00:09:04	00:08:19	00:04:17	00:06:05
Average	00:05:28	00:06:15	00:06:37	00:05:09	00:08:38	00:06:10	00:05:49

Table 2 shows the average response time for the 1<sup>st</sup> appliance from being **alerted** by type. This shows that the average attendance to a **fire** was 5m 28 with April having the quickest response time (4m 55) and December the slowest (5m 52). Responses to **water rescue incidents** are slowest at 8m 38 due to donning water rescue PPE.

### 2.2.3 DO21 - Confinement to Room of Origin

Local Performance Indicator (LPI) DO21 measures how often an Accidental Dwelling Fire is restricted to the room where it started, this is described as Confined to Room of Origin. The attainment target for this LPI is currently 92%.<sup>6</sup>

During 2023/24, Merseyside Fire and Rescue Service failed to achieve the target of 92%; with 89.5% of Accidental Dwelling Fires confined to the room of origin. This is 1.6% higher than during 2022/23.

<sup>5</sup> Green highlight shows quickest response time, red highlight the slowest response

<sup>6</sup> The proportions may appear slightly different to those published in the Service Plan due to data being refreshed on different dates. A piece of work is undertaken by Operational Response each month in relation to the incorrect recording of 'Confined to Room of Origin' so these figures may change in the future.

Chart 3: Proportion of Accidental Dwelling Fires confined to Room of Origin by Month and Hour

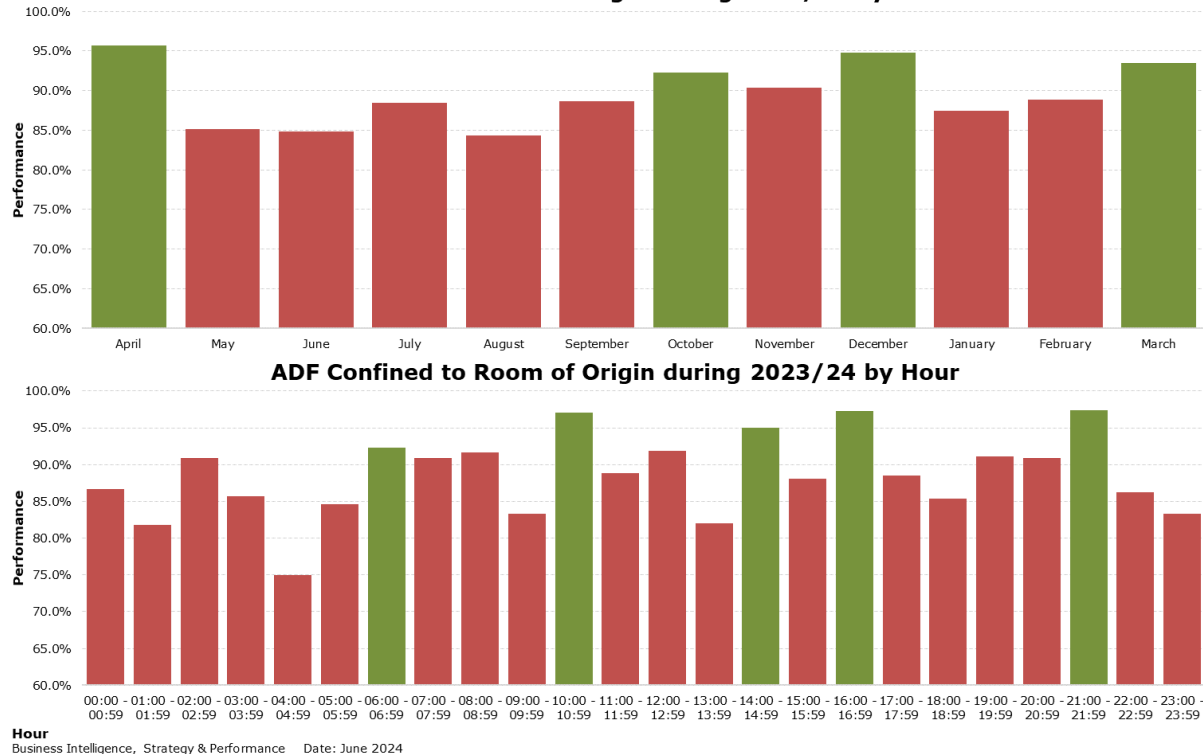


Chart 3 shows 4 months met or exceeded the 92% standard. These months were: April (95.7%), October (92.3%), December (94.8%) and March (93.5%).

August was the poorest performing month (84.3%) followed by June (84.8%).

The lower half of the chart describes performance by hour and shows that the standard was met during 5 hours in 2023/24. The poorest performance occurred between 04:00-04:59 (75.0%) followed by 01:00-01:59 (81.8%). The best performance occurred between: 21:00-21:59 (97.4%) and 16:00-16:59 (97.3%).

It should be noted that during 2023/24 there were 56 accidental dwelling fires where the fire started externally to the property – which means by default the fire was not confined. If these incidents were omitted from the overall figures, then overall performance improves to 91.5%.

In a further note: there were 65 accidental dwelling fires where the fire had already gone beyond the room of origin– which means by default the fire was not confined. If these incidents were omitted from the overall figures, then overall performance improves to 98.3%.

Further analysis of the room of origin data shows most accidental dwelling fires begin in the kitchen (382 of 669 or 57.1%), of which 97.9% were contained within the room of origin. The second most common room for fires to start in is the bedroom (70 of 669 or 10.5%), of which 64.3% are contained.

By reviewing data since 2014/15, there have been 5610 incidents involving kitchens, of which 97.8% have been contained, followed by 780 in the living room with 85.9% contained.

## 2.3 Operational Response - FireControl

### 2.3.1 All Calls

During 2023/24, FireControl handled 139,747 calls. June saw the most calls handled (13,563), while March saw the least (7,407) – a range of 6,156 calls<sup>7</sup>.

There were 20,075 (14.4%) calls received by 999 lines and 683 (0.5%) on the National Resilience lines. Calls from these 2 call sources have more detail below.

8,477 (6.1%) of calls came from other agencies, with 3,979 coming from the Merseyside Police and 2,730 coming from N.W.A.S.

52,769 (37.8%) calls came from other MFRS departments (including fire stations and senior officers), and 54,886 (39.3%) calls were made by FireControl.

### 2.3.2 DO22 - Call Handling Performance and Volume

Of the 20,075 calls received by FireControl on the 999 lines, 97.8% (19,638) were answered within 10 seconds. The month with the best performance was November (99.4% or 1622 out of 1631), while the least best performance was June (96.9% or 2223 out of 2293).

Chart 4: Call Handling Volume via 999 Lines

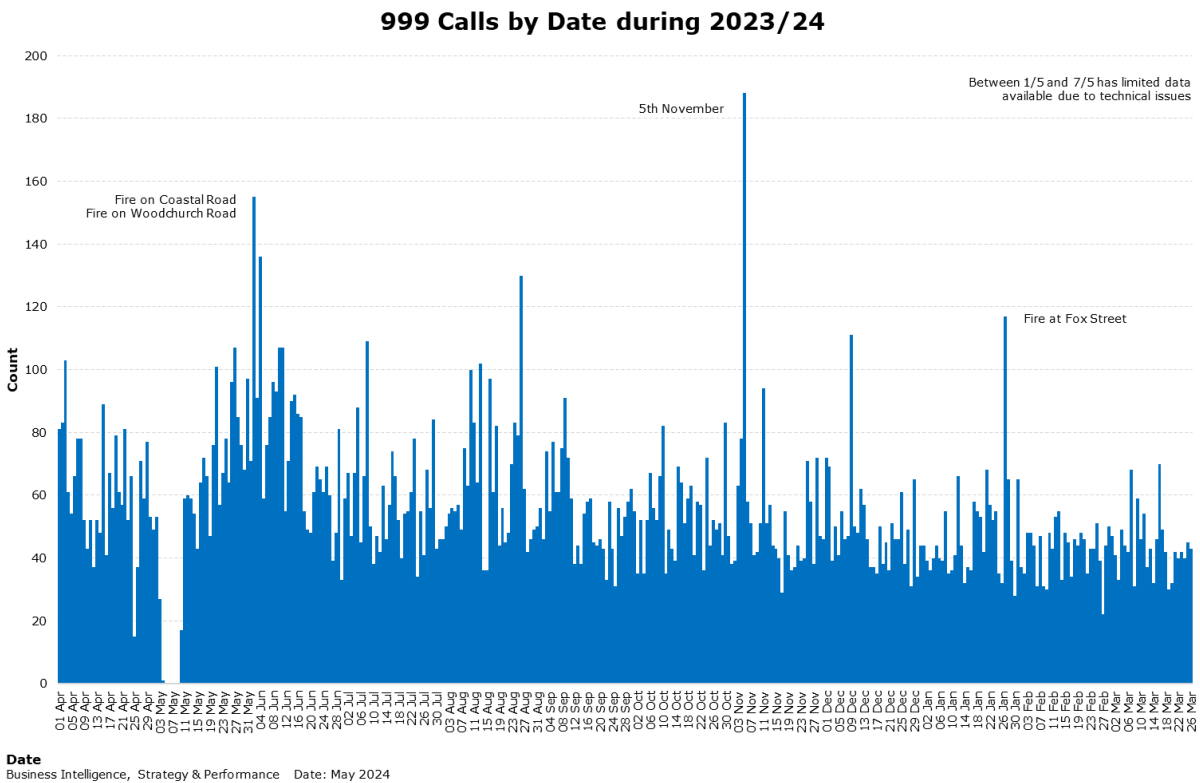


Chart 4 shows the distribution of calls received into FireControl via 999 lines across the year. The chart shows that frequency of calls has high points leading into and throughout the summer months.

The 5<sup>th</sup> November always shows as a high point due to calls regarding bonfires, before reducing over winter.

<sup>7</sup> The server the ACCR software sits on underwent an upgrade on 20<sup>th</sup> March and did not restart correctly meaning calls between 20<sup>th</sup> March and 31 March were not recorded correctly. Based on a rough estimate of dividing March's total by 19 days and multiplying the result by 31, there could be approximately 4000 calls not recorded



The average number of 999 calls received per day is 55.6, while the mode is 46 per day (15 occasions), followed by 44 (14 occasions) and 55 (on 13 occasions).

There were 2 days with more than 150 emergency calls. These were (in date order): 2<sup>nd</sup> June (155) and 5<sup>th</sup> November (188).

In terms of least 999 calls, there were 7 dates with less than 30. These were (in date order): 25<sup>th</sup> April (15), 3<sup>rd</sup> May (27), 10 May (17), 17<sup>th</sup> November (29), 30<sup>th</sup> January (28), 27<sup>th</sup> February (22) and 27<sup>th</sup> March (28).

### 2.3.3 Repeat Calls

Some incidents are reported by more than 1 person, making these calls 'repeats' of the original incident.

Table 3: Repeat Call Count by Month

Month	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Grand Total
1 to <6 Calls	344	363	385	333	325	280	265	316	264	277	214	240	<b>3606</b>
6 to <11 Calls	19	14	18	6	12	14	7	7	9	10	8	10	<b>134</b>
11 to <16 Calls	5	4	1	6	2	4	4	2	1	3	3	2	<b>37</b>
16 to <21 Calls	1	2	0	1	2	0	2	0	0	0	0	0	<b>8</b>
21 to <26 Calls	0	3	2	0	0	0	1	0	1	0	0	0	<b>7</b>
26+ calls	0	0	1	0	1	0	1	0	1	2	0	1	<b>7</b>
<b>Grand Total</b>	<b>369</b>	<b>386</b>	<b>407</b>	<b>346</b>	<b>342</b>	<b>298</b>	<b>280</b>	<b>325</b>	<b>276</b>	<b>292</b>	<b>225</b>	<b>253</b>	<b>3799</b>
% 1 to 6 Calls	93.2%	94.0%	94.6%	96.2%	95.0%	94.0%	94.6%	97.2%	95.7%	94.9%	95.1%	94.9%	94.9%
% 21+ Calls	0.0%	0.8%	0.7%	0.0%	0.3%	0.0%	0.7%	0.0%	0.7%	0.7%	0.0%	0.4%	0.4%

Table 3 describes the breakdown in batches of 5. During 2023/24, there were 3799 incidents (22.0%) with more than 1 call. Of this subset, 59 incidents had 11 or more repeats calls (0.3% of all incidents), with 1 incident receiving more than 100 calls and another receiving 40 calls. These 2 incidents were: a property fire in a metal/wooden clad building on Fox Street (108 calls), and a wind driven fire in a disused nursery on Everton Road (40 calls).

In addition to the 2 incidents above, there are 13 incidents that had between 20 and 32 calls. These incidents were:

- 23 calls on 02/05/2023 to a vehicle fire on Mill Lane L13
- 22 calls on 02/05/2023 to a fire at former Scott Clinic
- 24 calls on 08/05/2023 to a deliberate fire at Barclays Business Park
- 32 calls on 02/06/2023 to a grass fire on Coastal Road Ainsdale
- 25 calls on 02/06/2023 to a property fire on Woodchurch Road
- 23 calls on 11/06/2023 to a vehicle fire on Ormskirk Road
- 30 calls on 16/08/2023 to a vehicle fire on M62 J7 (Rainhill Stoops)
- 20 calls on 24/08/2023 to a pub fire on Clifton Street Birkenhead
- 30 calls on 24/10/2023 to a vehicle fire on Shevingtons Lane Kirkby
- 23 calls on 28/10/2023 to a vehicle fire on M53 J4 (Clatterbridge)
- 28 calls on 02/12/2023 to a house fire on Holt Road Tranmere
- 23 calls on 29/12/2023 to a vehicle fire at petrol station on Queens Drive, and
- 26 calls on 16/03/2024 to a house fire on Rathbone Road

The months of September, November and February did not see an incident that generated 16 or more calls.



Chart 5: Incidents with 6 or More Repeat Calls

**Incidents with 6 or More Repeat Calls during 2023/24 by Month**

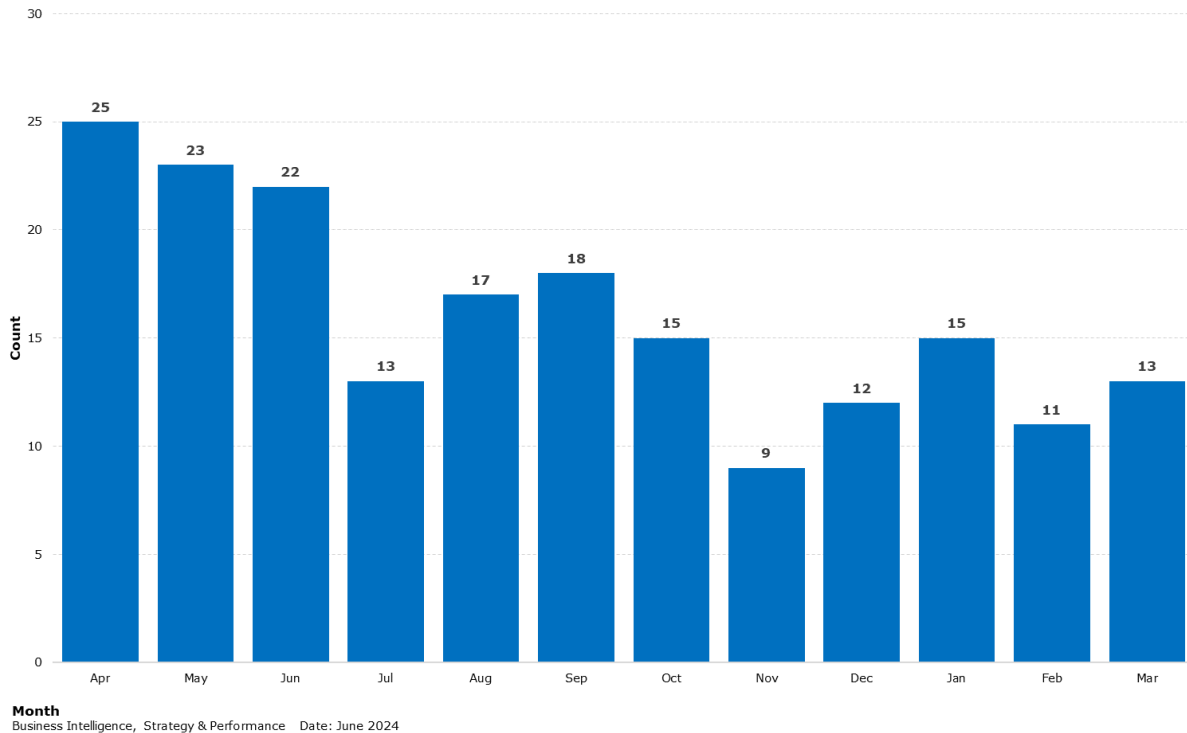


Chart 5 shows the breakdown of incidents with 6 or more repeat calls by month for 2023/24. This chart shows that April and May saw the most incidents (25 and 23 respectively) as this corresponds to the list of significant incidents in section 2.1.1.

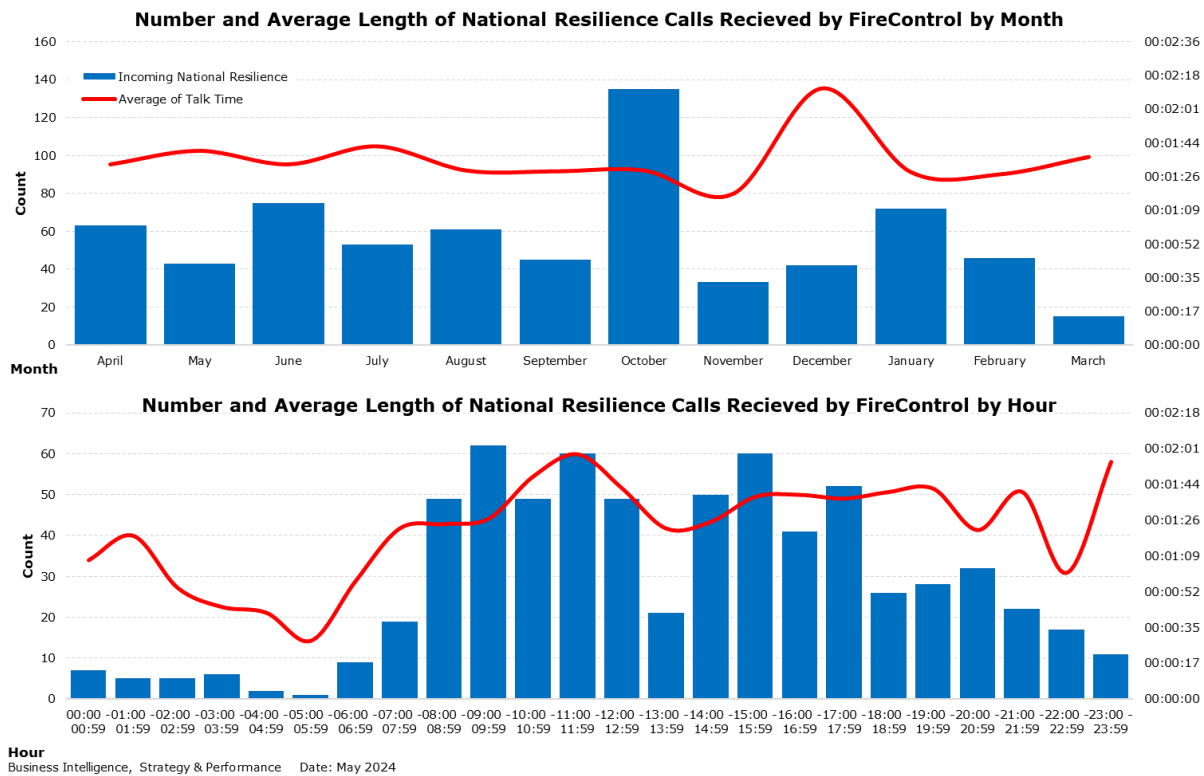
### 2.3.4 National Resilience Call Volume<sup>8</sup>

In April 2017, FireControl took responsibility for call handling for National Resilience enquiries and incidents.

During 2023/24, FireControl answered 683 calls related to National Resilience. The month with the most calls was October with 135, followed by June (75).

<sup>8</sup> Based on calls received via National Resilience lines in FireControl, rather than incident types of NR Enquiry and NR Incident as 1 incident may generate multiple calls, ie requests for additional resources over the length of the incident not necessarily additional incidents.

Chart 6: Call Handling Volume via National Resilience Lines



The upper part of chart 6 describes the number of calls that FireControl handle on behalf of National Resilience with the average call time. This shows:

- October had the largest number of calls.
- The lowest number of calls occurred in March (15).
- There were 189 calls between June and August – this is 82 less than the year before.
- The average length of a call was 1m 35, with the lengthiest talk time during December (2m 12).

The lower section of the chart describes the breakdown of calls by hour. This shows that the majority of calls occur during 'office' hours, (08:00 – 17:59). The longest call times occur at 11:00-11:59 (1m 58) and 23:00-23:59 (1m 55), while the shortest calls occur at 05:00-05:59 (28 secs).

## 2.4 Incident Distribution

Chart 7: Distribution of Incidents for Merseyside and by District during 2023/24

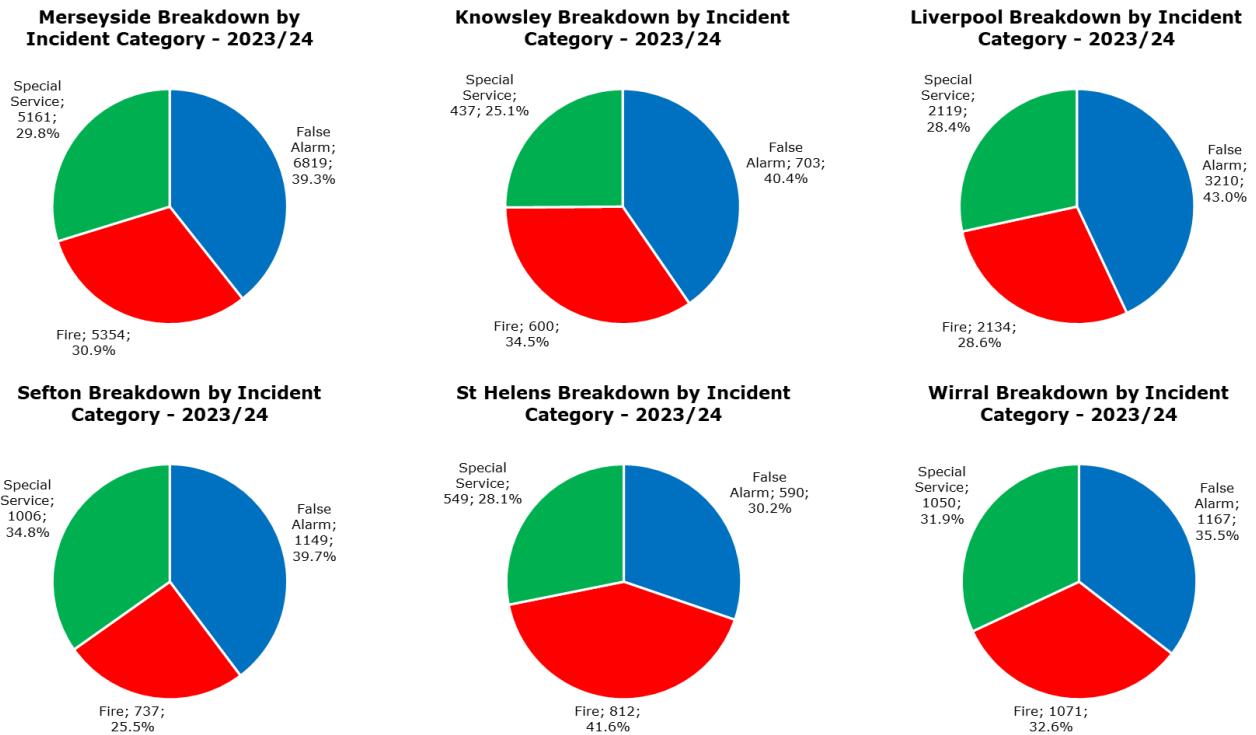


Chart 7 (and table 4 below) show the distribution of incidents by top level category (fire, false alarm and special service) across Merseyside and each district during 2023/24. The chart shows that across Merseyside: 39.3% (6819) of incidents were false alarms, 30.9% (5354) were fires and special services account for 29.8% (5161).

Analysing the data at a district level, this shows that incidents in Wirral are the most balanced at close to a third each, whereas those in St Helens are most skewed towards fires (41.6%), followed by Knowsley (34.5%).

Incidents in Liverpool are heavily influenced by false alarms (43.0%) followed by Knowsley (40.4%).

Sefton have the largest proportion of special services (34.8%), while Knowsley have the smallest proportion (25.1%).

Table 4: Incident Category Proportions by District

Geography	False Alarm	Fire	Special Service	Total
Merseyside	6819 <b>(39.3%)</b>	5354 <b>(30.9%)</b>	5161 <b>(29.8%)</b>	17334 <b>(100.0%)</b>
Knowsley	703 <b>(40.4%)</b>	600 <b>(34.5%)</b>	437 <b>(25.1%)</b>	1740 <b>(100.0%)</b>
Liverpool	3210 <b>(43.0%)</b>	2134 <b>(28.6%)</b>	2119 <b>(28.4%)</b>	7463 <b>(100.0%)</b>
Sefton	1149 <b>(39.7%)</b>	737 <b>(25.5%)</b>	1006 <b>(34.8%)</b>	2892 <b>(100.0%)</b>
St Helens	590 <b>(30.2%)</b>	812 <b>(41.6%)</b>	549 <b>(28.1%)</b>	1951 <b>(100.0%)</b>
Wirral	1167 <b>(35.5%)</b>	1071 <b>(32.6%)</b>	1050 <b>(31.9%)</b>	3288 <b>(100.0%)</b>

Chart 8: Incidents by Week and District

Incidents by Week and District during 2023/24

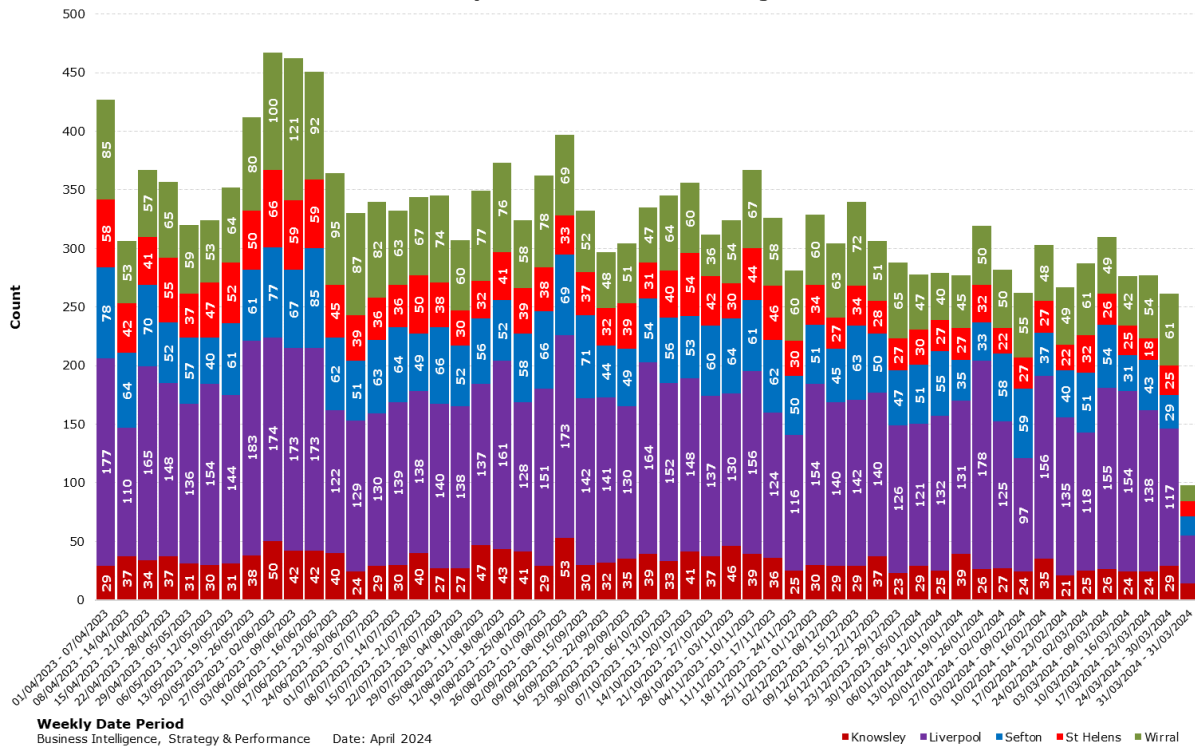
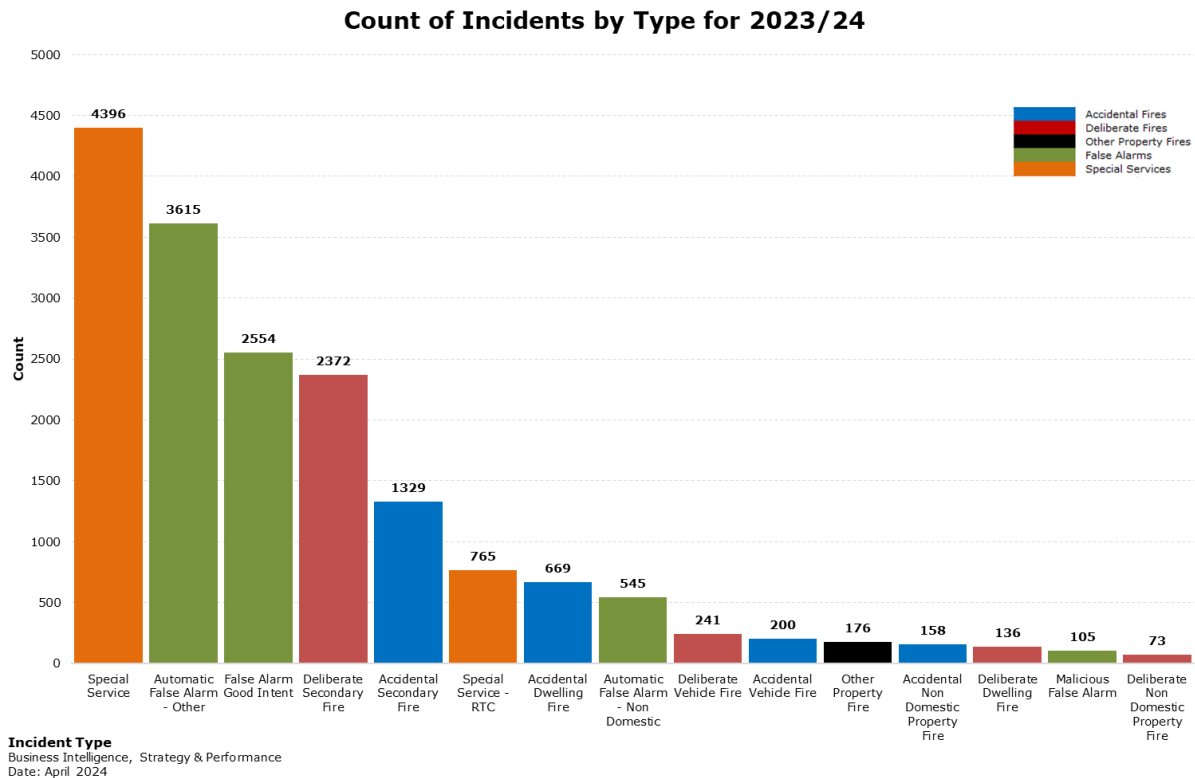


Chart 8 shows the distribution of incidents by week and district for 2023/24. This shows that as the weather was mixed during April and the start of May, weekly incident counts hovered around 350.

As the weather improved through the latter part of June and into July, incident numbers increased to around 450, more than 150 fewer than seen in July 2022 (617).

Weekly incident counts reduced at the end of June and stayed between 300 and 350 except for the odd week. After bonfire night, weekly incident counts reduced again, this time between 250 and 300 for the rest of the year.

Chart 9: Count of Incidents by Generic Type during 2023/24

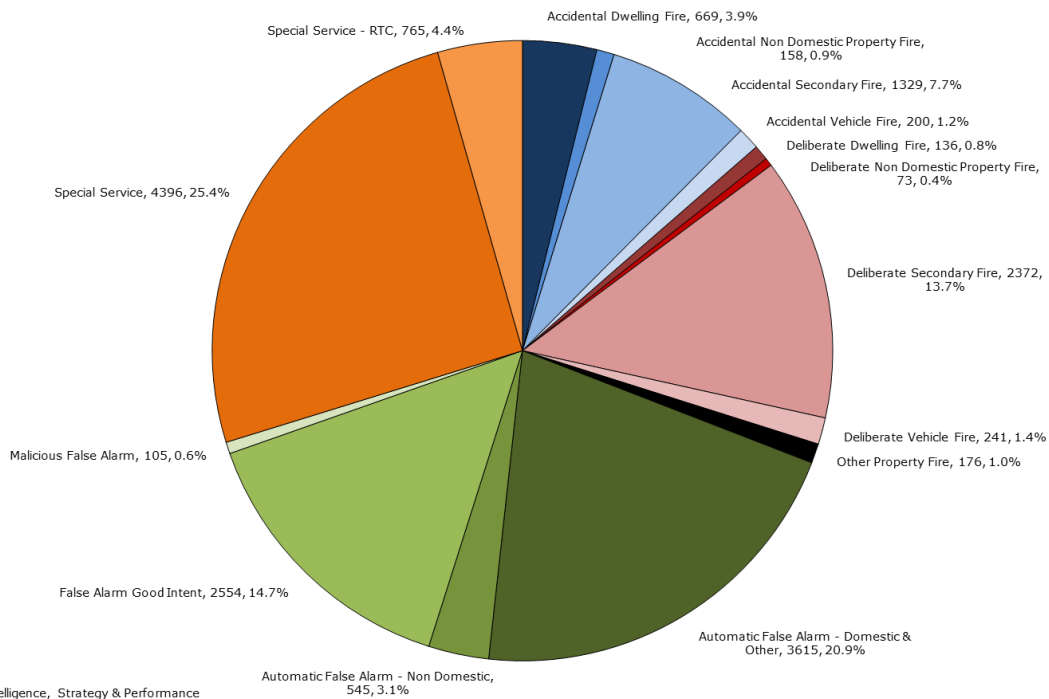


Charts 9 and 10 show the count (and proportion) of incidents attended by type during 2023/24. MFRS attended 4396 Special Services (25.4%), followed by Automatic False Alarm – Domestic & Other (3615 or 20.9%).

The fewest incidents attended are: Deliberate Non-Domestic Property fires (73 or 0.4%) and Malicious False Alarms (0.6%).

Chart 10: Proportion of Incidents Attended during 2023/24

**Incident Proportions for 2023/24**



Business Intelligence, Strategy & Performance  
Date: April 2024

Table 5: Incident Proportions in 2022/23 and 2023/24

Incident Type	2022/23	2023/24	1 Yr % Change
Accidental Dwelling Fire	4.1%	3.9%	-0.3%
Accidental Non-Domestic Property Fire	0.7%	0.9%	0.2%
Accidental Secondary Fire	10.5%	7.7%	-2.8%
Accidental Vehicle Fire	1.2%	1.1%	0.0%
Deliberate Dwelling Fire	0.7%	0.8%	0.0%
Deliberate Non-Domestic Property Fire	0.4%	0.4%	0.1%
Deliberate Secondary Fire	17.6%	13.7%	-3.9%
Deliberate Vehicle Fire	1.5%	1.4%	-0.1%
Other Property Fire	1.3%	1.0%	-0.3%
Automatic False Alarm - Domestic & Other	16.8%	20.9%	4.1%
Automatic False Alarm - Non-Domestic	2.5%	3.1%	0.6%
False Alarm Good Intent	13.6%	14.7%	1.1%
Malicious False Alarm	0.8%	0.6%	-0.2%
Special Service	23.8%	25.4%	1.5%
Special Service - RTC	4.5%	4.4%	-0.1%

Table 5 shows the difference in the proportion of incidents between 2022/23 and 2023/24. This shows that there have been minor changes in the proportion of incidents between the 2 years, with Automatic False Alarm – Domestic & Other seeing the largest increase (+4.1%), followed by Special Services (+1.5%).

The largest proportional reductions have occurred in: Deliberate Secondary Fires (-3.9%) and Accidental Secondary Fires (-2.8%).

Chart 11: Incidents by Month

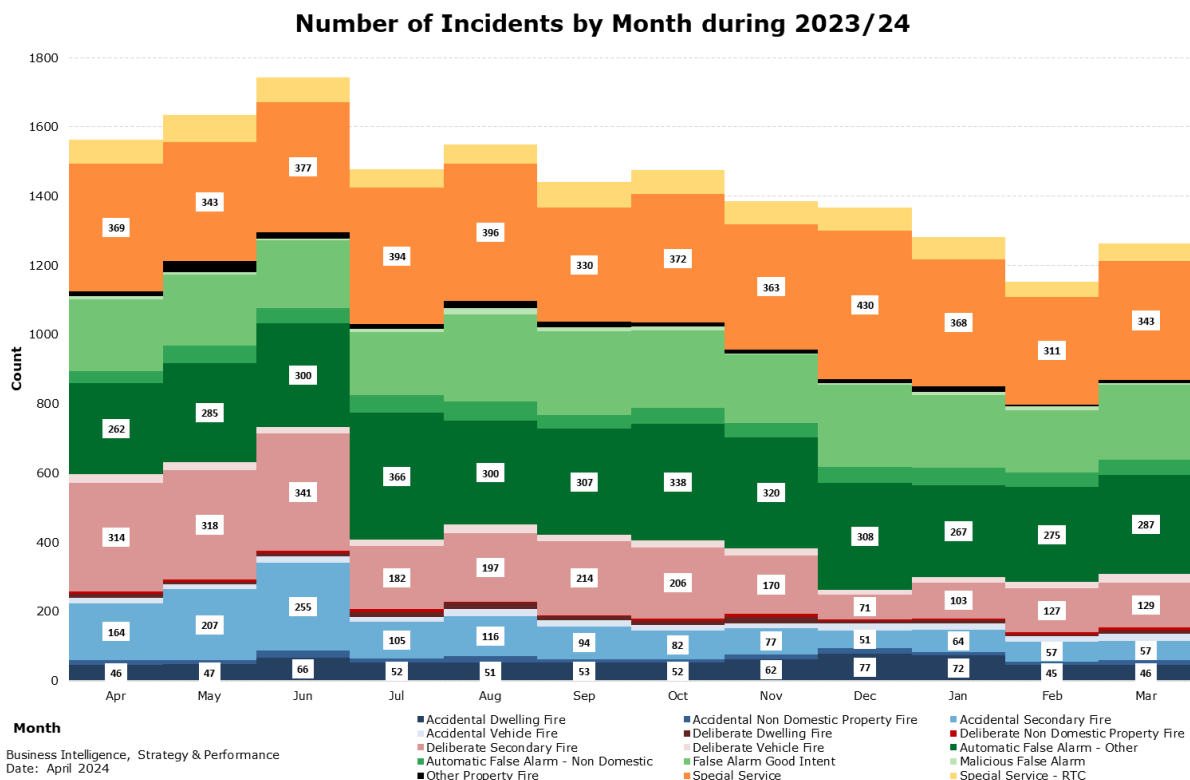


Chart 11 identifies June had the most incidents (1742) with a large number of Special Services (377), Deliberate Secondary Fires (341) and Automatic False Alarm - Domestic & Other (300). This was followed by May (1634), April (1563) and August (1549).

February had the fewest incidents (1152) followed by March (1264) and January (1281).

Table 6: Greatest and fewest incidents by month and incident type:

Incident Type	Most Incidents		Fewest Incidents	
	Month(s)	Total	Month(s)	Total
Accidental Dwelling Fire	December	<b>77</b>	February	<b>45</b>
Acc Non-Domestic Property Fire	June, August	<b>20</b>	September	<b>9</b>
Accidental Secondary Fire	June	<b>255</b>	December	<b>51</b>
Accidental Vehicle Fire	August	<b>20</b>	November	<b>12</b>
Deliberate Dwelling Fire	November	<b>19</b>	February	<b>5</b>
Del Non-Domestic Property Fire	July, November	<b>9</b>	August	<b>3</b>
Deliberate Secondary Fire	June	<b>341</b>	December	<b>71</b>
Deliberate Vehicle Fire	April, March	<b>26</b>	December, January	<b>15</b>
Other Property Fire	May	<b>32</b>	February	<b>5</b>
AFA - Domestic & Other	July	<b>366</b>	April	<b>262</b>
AFA – Non-Domestic	August	<b>56</b>	April	<b>35</b>
False Alarm Good Intent	August	<b>252</b>	February	<b>182</b>
Malicious False Alarm	August	<b>18</b>	November	<b>3</b>
Special Service	December	<b>430</b>	February	<b>311</b>
Special Service - RTC	May	<b>79</b>	February	<b>43</b>

Despite June being the busiest month overall, table 6 identifies that August was the busiest month for 5 incident types: Accidental Non-Domestic Property Fire (20), Accidental Vehicle Fire (20), AFA- Non Domestic (56), False Alarm Good Intent (252) and Malicious False Alarm (18).

Concerning the fewest incidents; February appears 6 times. The incident types in February are: Accidental Dwelling Fire (45), Deliberate Dwelling Fire (5), Other Property Fire (5), False Alarm Good Intent (182), Special Service (311) and Special Service – RTC (43).

October is the only month that does not appear in the above table.



Chart 12: Incidents Type by Hour

**Number of Incidents by Hour during 2023/24**

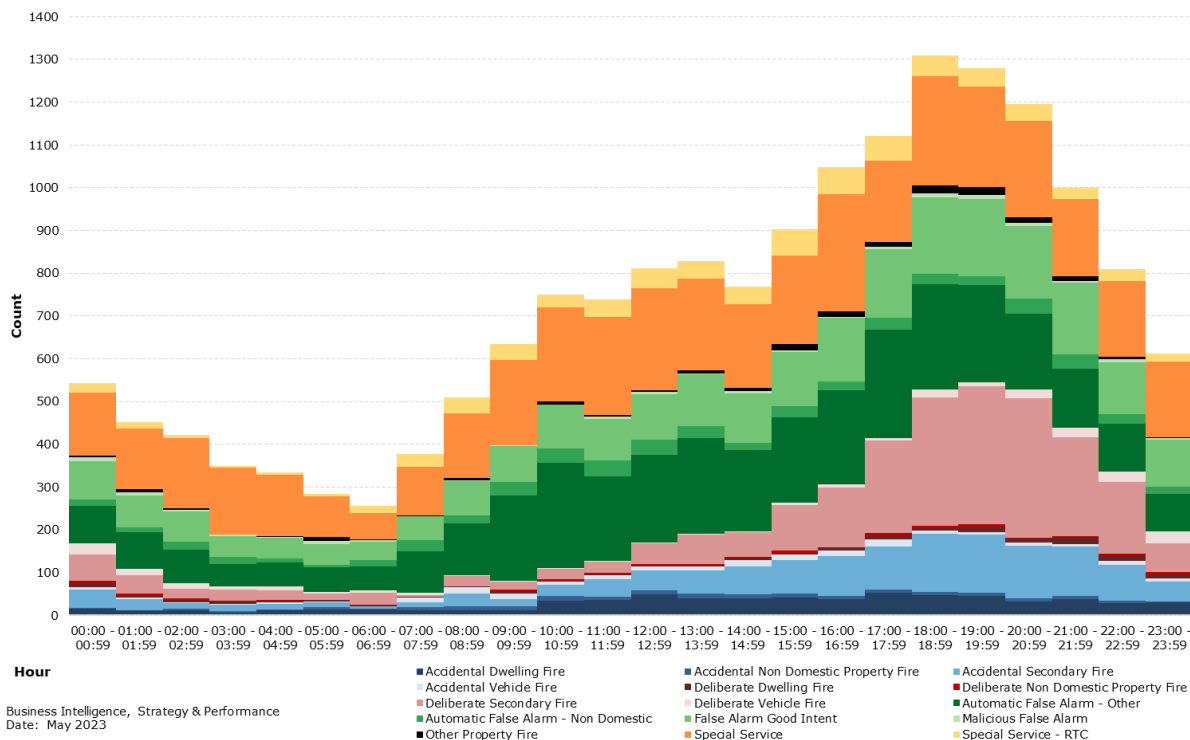


Chart 12 describes the distribution of incidents by type and hour. During 2023/24, the hour 18:00-18:59 had the largest number of incidents (1309), followed by 19:00-19:59 (1279) and 20:00-20:59 (1195), very similar to the previous year of 18:00-18:59, 19:00-19:59 and 17:00-17:59. In 7 of the last 10 years, the most incidents occur during 18:00-18:59.

The morning hour 06:00-06:59 had the fewest incidents with 255, followed by 05:00-05:59 with 284 incidents.

Special Services have the largest proportion of incidents during 16 of a days 24 hours, these hours run between 22:00-22:59 to 08:00-08:59, peaking at 03:00-03:59 (with 44.9% of incidents occurring during that hour), 04:00-04:59 (42.8%) and 02:00-02:59 (39.1%).

Deliberate Secondary Fires follow a similar pattern during the evening peaking at 20:00-20:59 (27.3%) and 19:00-19:59 (25.3%).

Automatic False Alarm – Domestic & Other have the greatest proportion between 09:00-09:59 (31.5%), 10:00-10:59 (32.9%), 13:00-13:59 (27.1%) and 17:00-17:59 (22.7%).

Analysing the proportionality of incidents by hour, this shows that:

- **21.7%** of Accidental Dwelling Fires occur between 17:00 and 19:59, with a further 7.3% at 12:00-12:59
- **29.8%** of Accidental Secondary Fires occur between 18:00 and 20:59
- **40.1%** of Deliberate Secondary Fires occur between 18:00 and 20:59
- **33.2%** of Deliberate Vehicle Fires occur between 23:00 and 01:59
- **13.9%** of AFA – Domestic & Other occur between 17:00 and 18:59
- **20.8%** of False Alarm Good Intent occur between 18:00 and 20:59, and
- **23.8%** of Special Service – RTCs occur between 15:00 and 17:59

Table 7: Greatest and fewest incidents by hour and incident type:

Incident Type	Most Incidents		Fewest Incidents	
	Hour(s)	Total	Hour(s)	Total
Accidental Dwelling Fire	17:00-17:59	52	03:00-03:59	7
Acc Non Domestic Property Fire	10:00-10:59	12	01:00-01:59, 04:00-04:59	1
Accidental Secondary Fire	18:00-18:59, 19:00-19:59	136	06:00-06:59	7
Accidental Vehicle Fire	17:00-17:59	17	06:00-06:59	0
Deliberate Dwelling Fire	21:00-21:59	18	06:00-06:59, 07:00-07:59, 08:00-08:59, 15:00-15:59	1
Del Non Domestic Property Fire	17:00-17:59	8	05:00-05:59, 07:00-07:59	0
Deliberate Secondary Fire	20:00-20:59	326	07:00-07:59	4
Deliberate Vehicle Fire	23:00-23:59	29	08:00-08:59	1
Other Property Fire	18:00-18:59	20	03:00-03:59	0
AFA - Domestic & Other	17:00-17:00	254	03:00-03:59	51
AFA - Non Domestic	11:00-11:59	38	05:00-05:59	6
False Alarm Good Intent	19:00-19:59	181	06:00-06:59	43
Malicious False Alarm	00:00-00:59	9	07:00-07:59	0
Special Service	16:00-16:59	274	06:00-06:59	62
Special Service - RTC	16:00-16:59	64	03:00-03:59	4

Table 7 identifies that the most common peak time for incidents to occur is 17:00–17:59 (4 occasions). Incident types with the highest number of incidents in this hour include: Accidental Dwelling Fire (52), Accidental Vehicle Fire (17), Deliberate Non-Domestic Property Fire (8) and AFA -Domestic & Other (254).

Concerning fewest incidents, 06:00-06:59 appears most often (5 occasions). Incident types with the fewest incidents across these hours include: Accidental Secondary Fire (7), Accidental Vehicle Fire (0), Deliberate Dwelling Fire (1), False Alarm Good Intent (43) and Special Service (62).

Chart 13: Rainfall and Secondary Fire / False Alarm Good Intent comparison

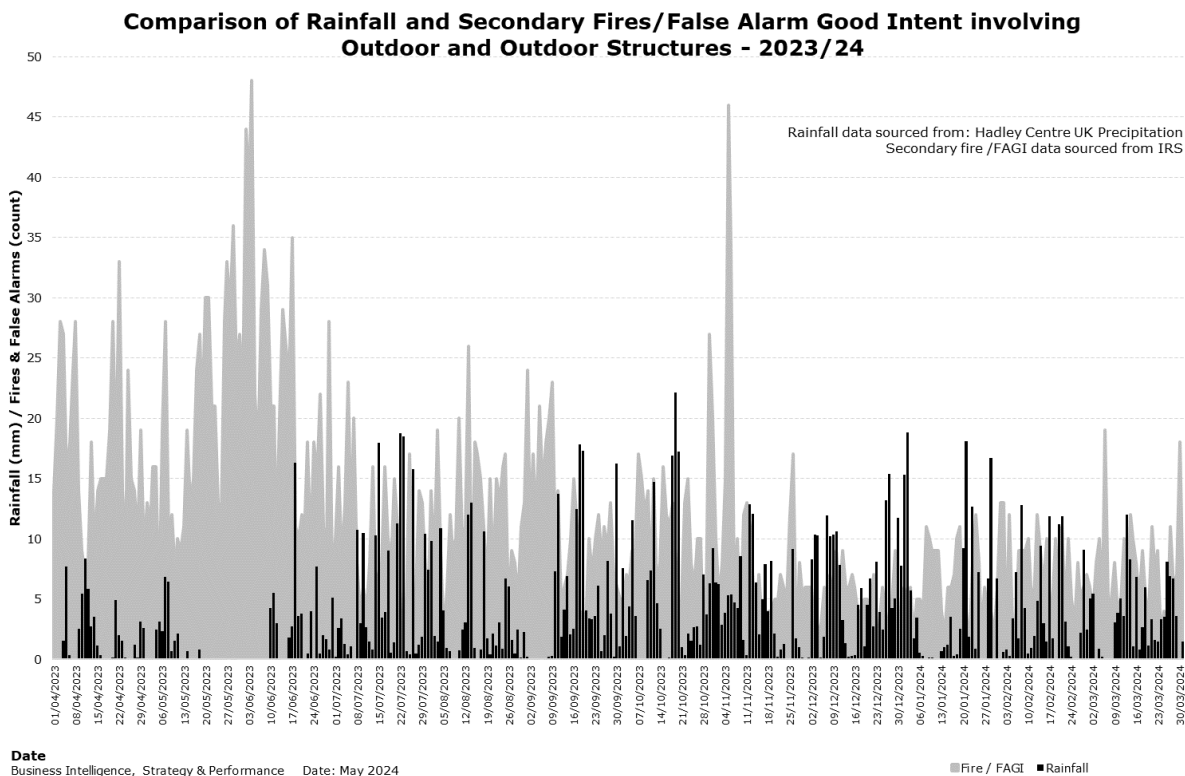


Chart 13 shows the comparison of rainfall for North-west England against secondary fires and false alarm good intent incidents involving the outdoors or Outdoor Structures.

This shows that as rainfall reduced in late spring/early summer (April to June), the number of secondary fires/good intent false alarm incidents increased. As rainfall increased during August, the number of secondary fires/good intent false alarms reduced.

This pattern continues throughout the year other than around 5<sup>th</sup>/6<sup>th</sup> November.

Chart 14: Special Service Incidents by Type<sup>9</sup>

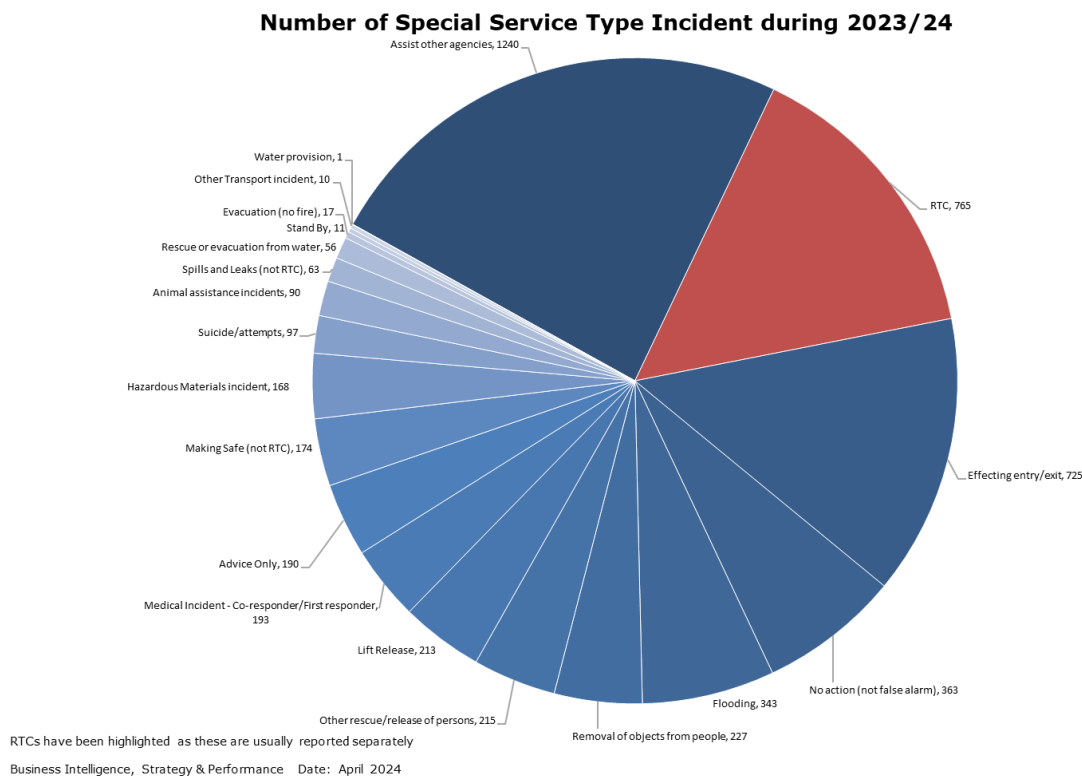


Chart 14 identifies the types of Special Services that MFRS attend. Some of these are attended more regularly than others. The most attended were: Assist Other Agencies, Road Traffic Collision (RTC), Effecting Entry/Exit and Flooding.

<sup>9</sup> RTCs are usually separated from the other special services, but for context have been included in the overall Special Services section  
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Table 8: Special Service Change between 2022/23 and 2023/24

Special Service Type	2022/23	2023/24	1 Yr Change	1 Yr % Change
Advice Only	179	190	11	6.1%
Animal assistance incidents	95	90	-5	-5.3%
Assist other agencies	1251	1240	-11	-0.9%
Effecting entry/exit	699	725	26	3.7%
Evacuation (no fire)	21	17	-4	-19.0%
Flooding	429	343	-86	-20.0%
Hazardous Materials incident	118	168	50	42.4%
Lift Release	231	213	-18	-7.8%
Making Safe (not RTC)	110	174	64	58.2%
Medical Incident - Co-responder/First responder	220	193	-27	-12.3%
No action (not false alarm)	415	363	-52	-12.5%
Other rescue/release of persons	223	215	-8	-3.6%
Other Transport incident	23	10	-13	-56.5%
Removal of objects from people	248	227	-21	-8.5%
Rescue or evacuation from water	34	56	22	64.7%
RTC	842	765	-77	-9.1%
Spills and Leaks (not RTC)	60	63	3	5.0%
Stand By	7	11	4	57.1%
Suicide/attempts	101	97	-4	-4.0%
Water provision	1	1	0	0.0%
<b>Grand Total</b>	<b>5307</b>	<b>5161</b>	<b>-146</b>	<b>-2.8%</b>

In total, there have been 146 (-2.8%) fewer Special Services during 2023/24 than in 2022/23.

Special Service incidents to see the largest reductions include: Flooding (-86 or -20.0%), RTCs (-77 or -9.1%) and No action (not false alarm) (-52 or -12.5%).

There have been: 64 (58.2%) more Making Safe (not RTC), 50 (42.4%) more incidents involving Hazardous Materials, and 26 (3.7%) more Effecting Entry/Exit.

Table 9: Incidents Occurring Simultaneously by Month<sup>10</sup>

Month	1 incident	2 incidents	3 incidents	4 incidents	5 incidents	6 incidents	7 incidents	8 incidents	9 incidents	10 incidents	11 incidents	12 incidents	13 incidents	14 incidents
April	264	399	360	244	150	76	29	19	6	9	3	4	3	1
May	272	401	361	286	151	91	48	18	7	3				
June	247	387	426	311	205	100	45	19	7	2				
July	297	401	326	242	122	55	23	7	2	2	2	1		
August	300	425	363	223	121	52	17	13	11	7	4	3	3	
September	279	462	324	206	106	39	15	5	1	1				
October	330	458	338	201	81	42	19	7	2					
November	324	390	324	178	96	32	8	10	5	6	1			
December	287	414	322	185	93	27	15	5	2	6	4	2	1	1
January	273	386	312	170	89	29	13	5						
February	312	409	244	120	49	15								
March	332	378	297	160	77	23	10							

Table 9 describes the proportion of incidents occurring simultaneously by month through 2023/24. This shows that most incidents occur in parallel with 1 or 2 other incidents. Where simultaneous incident counts of 10 or more appear, these would indicate that spate conditions (heavy rainfall, electrical storm, multiple small fires, etc) have occurred at the time.

Table 10: Incidents Occurring Simultaneously by Hour<sup>11</sup>

Hour	1 incident	2 incidents	3 incidents	4 incidents	5 incidents	6 incidents	7 incidents	8 incidents	9 incidents	10 incidents	11 incidents	12 incidents	13 incidents	14 incidents
00:00 - 00:59	142	192	133	49	15	4	2	2			1		2	
01:00 - 01:59	160	150	87	38	13	3								
02:00 - 02:59	154	156	71	26	11	4								
03:00 - 03:59	152	116	52	19	6	1	1							
04:00 - 04:59	151	115	55	9	3									
05:00 - 05:59	137	94	42	5	4	2	1	1						
06:00 - 06:59	120	89	38	8	1	1								
07:00 - 07:59	181	137	45	12	2	2								
08:00 - 08:59	185	181	102	32	4	2	1							
09:00 - 09:59	195	237	133	46	13	4	2	2						
10:00 - 10:59	161	256	193	101	31	7	1							
11:00 - 11:59	140	224	186	115	53	17	1	1	1					
12:00 - 12:59	129	218	225	135	60	23	18	2	1					
13:00 - 13:59	132	259	211	129	57	23	11	4						
14:00 - 14:59	151	218	186	121	57	24	5	3						
15:00 - 15:59	142	251	215	155	89	32	11	3	1					
16:00 - 16:59	113	252	249	208	125	64	24	8	2	1				
17:00 - 17:59	114	255	283	231	145	57	17	10	4	1	1			
18:00 - 18:59	145	272	323	239	171	84	36	23	8	7	2	3	2	1
19:00 - 19:59	135	303	294	232	145	85	40	18	11	10	5	3	2	1
20:00 - 20:59	138	281	283	226	140	56	35	22	5	9	2	1		
21:00 - 21:59	143	253	247	179	104	53	22	5	1	1	1			
22:00 - 22:59	132	220	208	133	63	27	11	4	4	4	1			
23:00 - 23:59	165	181	136	78	28	6	3		5	3	1	3	1	

Table 10 describes simultaneous activity by hour during 2023/24 and should be viewed alongside chart 12 and table 9.

This shows the peak of simultaneous activity is between 16:00 and 20:59 for 2 to 4 ongoing incidents.

<sup>10</sup> A simultaneous incident is classed as the create date of 1 incident is less than the last returning appliance of a previous incident. For example: **Incident 1** Created 01/04/2015 00:15:18 last appliance 01/04/2015 00:44:20. **Incident 2** Created 01/04/2015 00:39:49 last appliance 01/04/2015 01:32:22. As incident 2 was created before the last appliance left incident 1 this is a simultaneous incident.

<sup>11</sup> A simultaneous incident is classed as the create date of 1 incident is less than the last returning appliance of a previous incident. For example: **Incident 1** Created 01/04/2015 00:15:18 last appliance 01/04/2015 00:44:20. **Incident 2** Created 01/04/2015 00:39:49 last appliance 01/04/2015 01:32:22. As incident 2 was created before the last appliance left incident 1 this is a simultaneous incident.

Named Storm Fergus (9<sup>th</sup> December 2023) caused some of the simultaneous count spike between 18:00 and 19:59 with multiple special service calls to storm damage and debris (including fallen trees, chimney pots, etc) across Merseyside.  
 Chart 15: Incidents by Station Ground (in descending order)

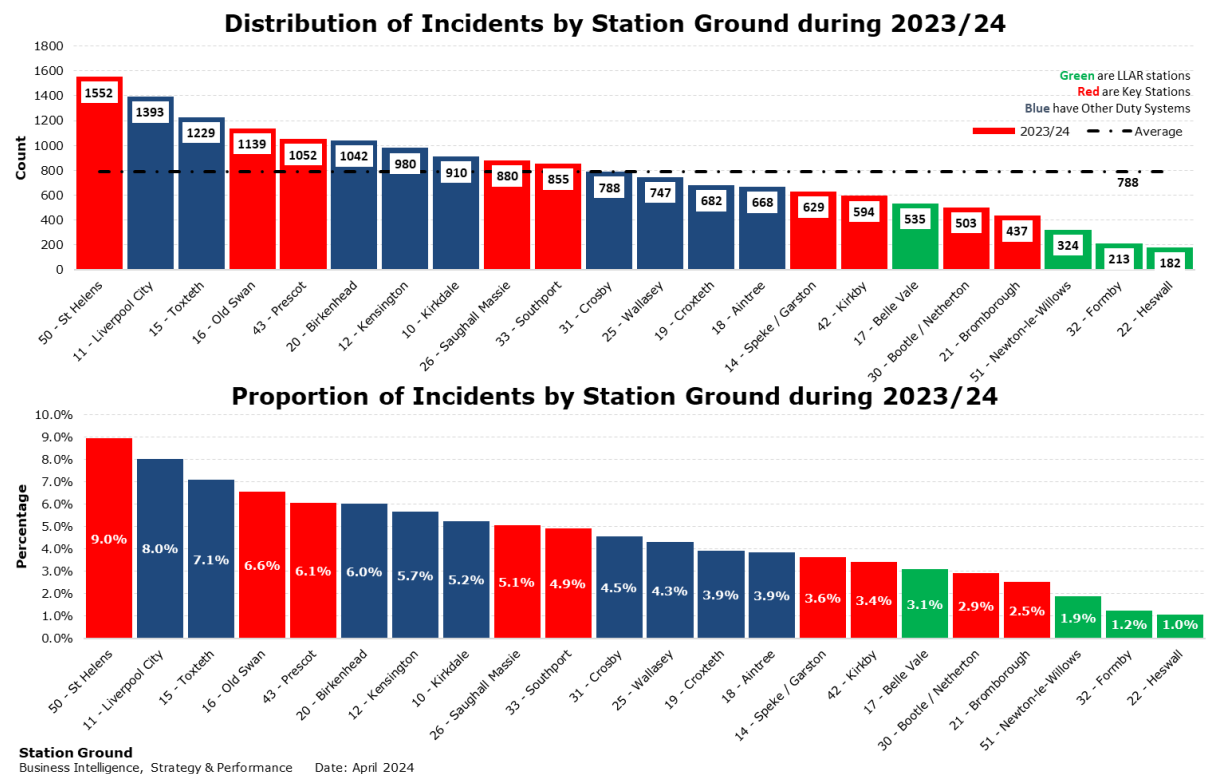


Chart 15 shows that 11 out of 22 stations grounds saw less than the average number of incidents during 2023/24, including all the LLAR stations and 4 key stations.

The average number of incidents has reduced to 788 per station in 2023/24, an average decrease of 64 incidents per station. Station 50 – St Helens (1552 or 9.0%) saw the most incidents, while 22 – Heswall (182 or 1.0%) saw the least.

Analysing stations with fewer incidents than average, the 4 LLAR stations (17 - Belle Vale, 51 - Newton-le-Willows, 22 - Heswall and 32 - Formby) are in the bottom 8 along with key stations 14 – Speke-Garston, 42 – Kirkby, 30 – Bootle/Netherton and 21 – Bromborough.

The top 6 station grounds include 3 key station areas (50 – St Helens, 16 – Old Swan and 43 - Prescot) and 3 Whole-time stations (11 – Liverpool City, 15 – Toxteth and 20 – Birkenhead).

Chart 16: Incidents by Station Ground<sup>12</sup> and Day Period<sup>13</sup>

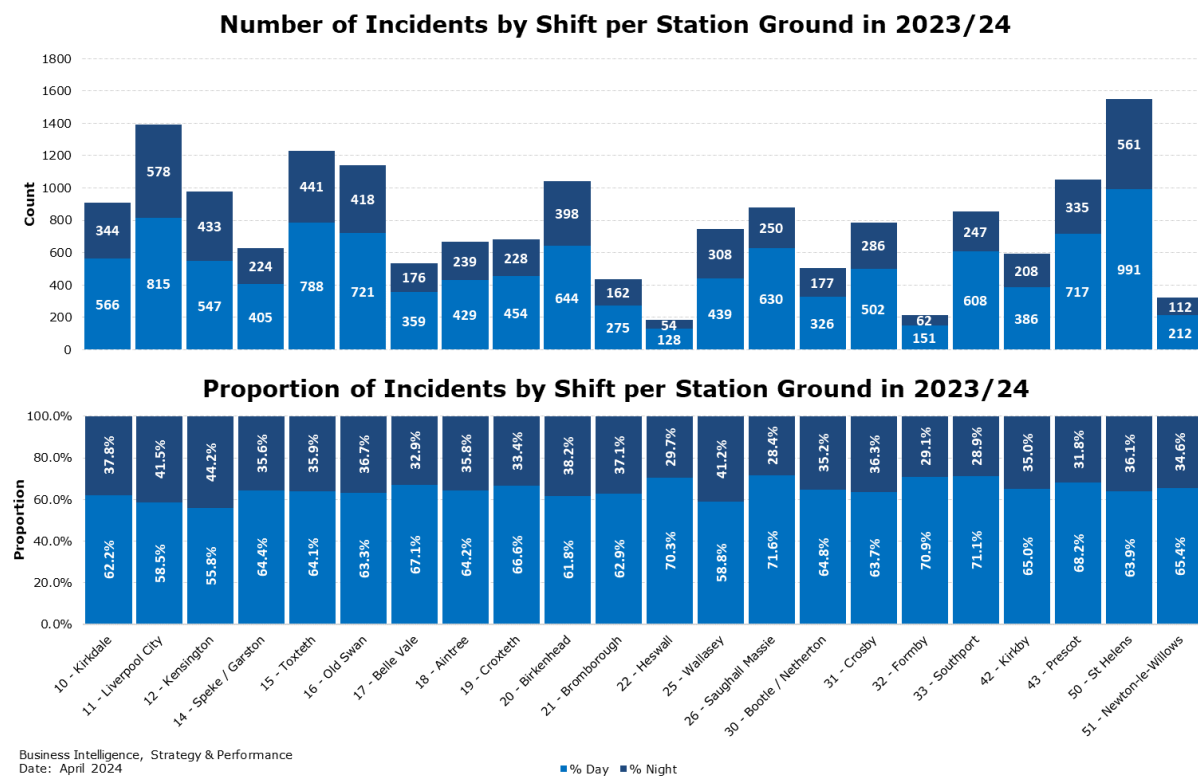


Chart 16 describes the number (and proportion) of incidents that have occurred by station and shift.

This shows that all stations see more incidents during the day shift than the night shift, with the largest difference (43.2%) between day and night in 26 – Saughall Massie with 71.6% occurring during the day and 28.4% of incidents at night, followed by 33 – Southport with a 42.2% difference (70.9% to 29.1%).

The station with the smallest difference is 12 – Kensington (11.6%), with 55.8% of incidents taking place during the day shift and 44.2% at night, followed by 11 – Liverpool City with a 17.0% difference.

<sup>12</sup> As this is Station Ground based, it does not mean appliances from these stations attended the incident

<sup>13</sup> For ease of comparison, a day shift is 08:30 to 20:30 and a night shift is 20:30 to 08:30.

## 2.5 Appliance Distribution

### 2.5.1 Utilisation<sup>14</sup>

**Table 11: Utilisation by Month**

Month	Incident Totals (24hr)			Standby Totals (24hr)			Unavailability Totals (24hr)		
	Actual Hours	Hours in Month	Performance	Actual Hours	Hours in Month	Performance	Actual Hours	Hours in Month	Performance
APRIL	1263:43:13	16248:00:00	7.8%	405:35:32	16248:00:00	2.5%	420:44:00	16248:00:00	2.6%
MAY	1238:58:19	16824:00:00	7.4%	399:14:32	16824:00:00	2.4%	637:21:19	16824:00:00	3.8%
JUNE	1342:53:13	16500:00:00	8.1%	380:10:47	16500:00:00	2.3%	590:34:26	16500:00:00	3.6%
JULY	1156:50:47	16968:00:00	6.8%	402:26:06	16968:00:00	2.4%	579:07:06	16968:00:00	3.4%
AUGUST	1160:53:37	16788:00:00	6.9%	401:58:11	16788:00:00	2.4%	610:42:08	16788:00:00	3.6%
SEPTEMBER	1052:07:14	16128:00:00	6.5%	371:53:09	16128:00:00	2.3%	712:13:33	16128:00:00	4.4%
OCTOBER	999:38:58	16872:00:00	5.9%	320:29:14	16872:00:00	1.9%	605:52:36	16872:00:00	3.6%
NOVEMBER	1018:53:22	16116:00:00	6.3%	267:49:47	16116:00:00	1.7%	386:11:36	16116:00:00	2.4%
DECEMBER	1047:48:38	16884:00:00	6.2%	230:56:34	16884:00:00	1.4%	397:23:50	16884:00:00	2.4%
JANUARY	1136:45:33	17100:00:00	6.6%	234:53:12	17100:00:00	1.4%	398:22:59	17100:00:00	2.3%
FEBRUARY	872:41:12	16008:00:00	5.5%	253:55:33	16008:00:00	1.6%	430:38:19	16008:00:00	2.7%
MARCH	1012:47:09	17112:00:00	5.9%	332:37:07	17112:00:00	1.9%	526:17:52	17112:00:00	3.1%
Overall	13304:01:15	182436:00:00	7.3%	4001:59:44	182436:00:00	2.2%	6295:29:44	182436:00:00	3.5%

**Chart 17: Incidents, Appliance Utilisation and MDT Unavailability by Month**

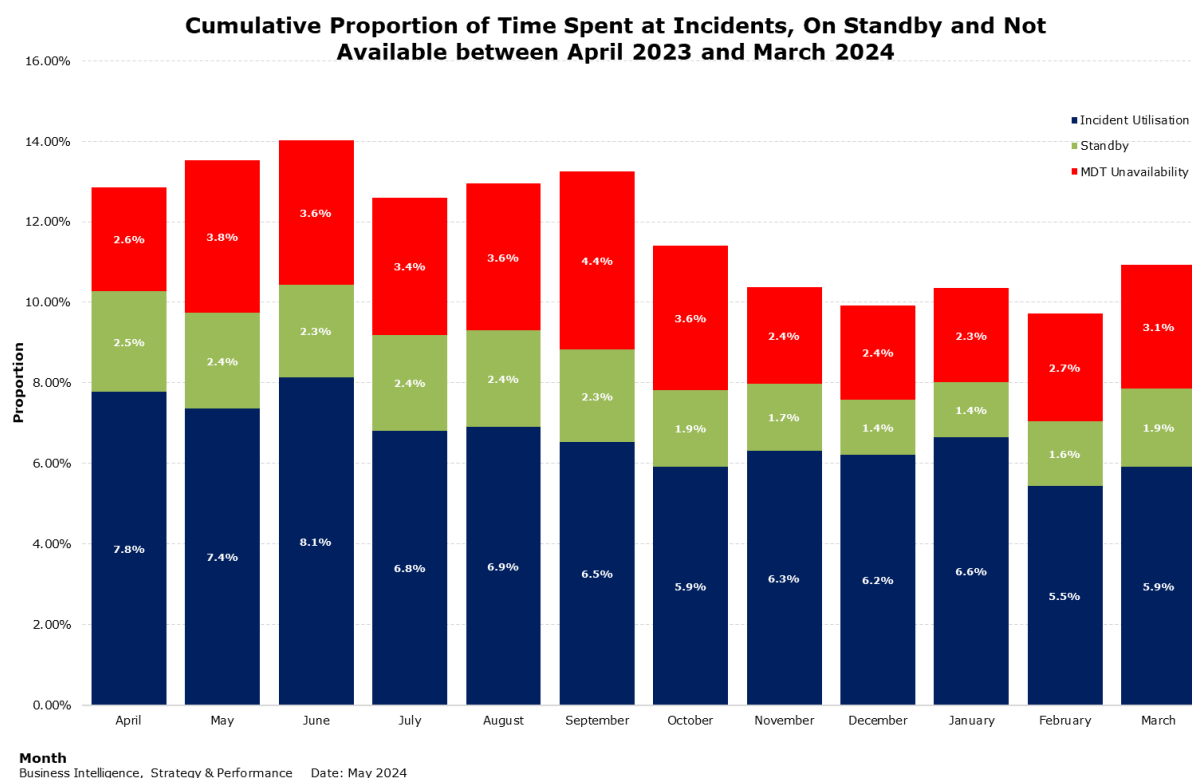


Table 11 and chart 17 show that during 2023/24, utilisation at incidents was 7.3% (or 13304 hours). June seeing the highest at 8.1%, followed by April with 7.8%. This correlates to June seeing the greatest number of incidents, while April saw 3 significant incidents.

February saw the lowest incident utilisation level of 5.5% or 873 hours, followed by October with 1000 hours or 5.9%.

Utilisation of standbys was 2.2%, the same as the previous year. December had the lowest amount of time spent on standby (231hrs or 1.5%) with April having the most (406hrs or 2.5%).

<sup>14</sup> Utilisation is worked out by taking the total number of hours recorded via Vision for different statuses divided by the total number of hours in the month minus any shifts that have been lost due to staffing  
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In total, there was 6295 hours (or 3.5%) spent unavailable for: late detached duties; fuel; awaiting kit; etc. In future reports, it will be possible to show how much time was spent waiting for detached staff.

Chart 18: Proportional Time at Incidents, On Standby and Unavailable by Station

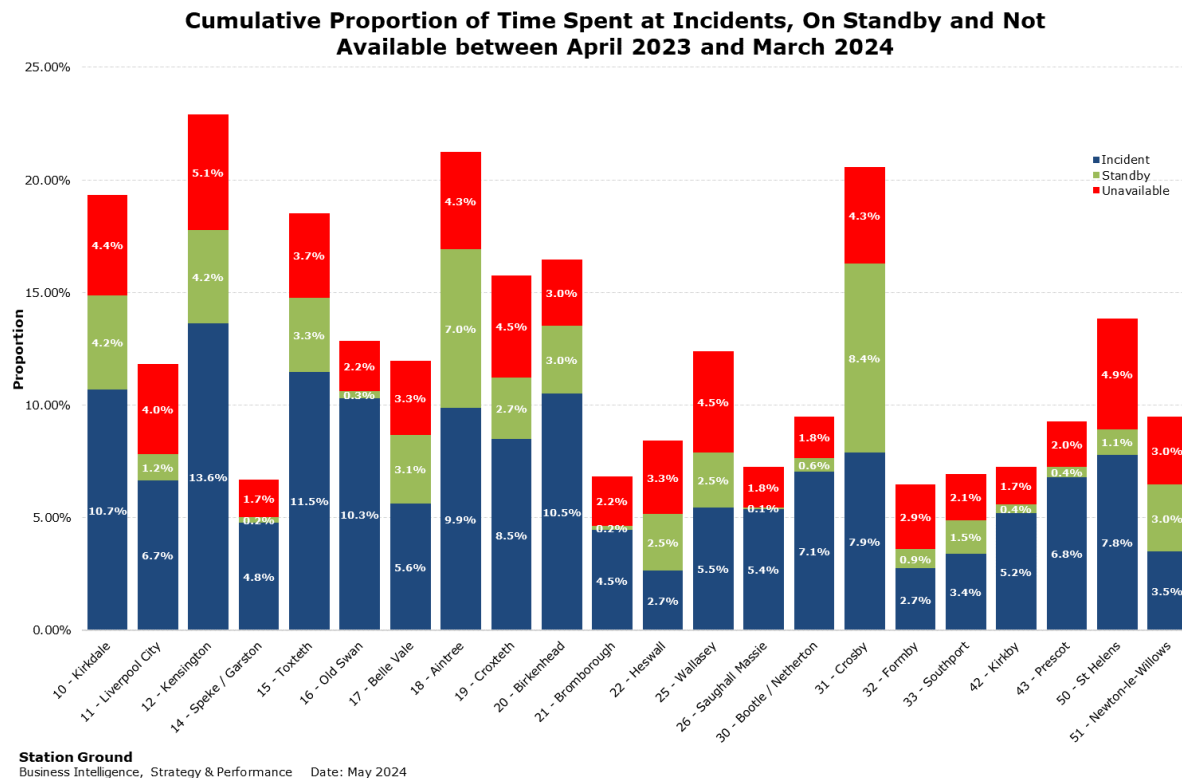


Chart 18 describes by station, the amount of time that: appliances have spent at incidents, on standby or not available via the MDT.

In terms of incident utilisation, the chart shows that appliances at 12 – Kensington have highest amount (13.6%), followed by appliances from 15 – Toxteth (11.5%), 10 - Kirkdale (10.7%) and 20 – Birkenhead (10.5%).

Despite 50 – St Helens and 11 – Liverpool City having the greatest number of incidents, utilisation is lower due to: 50 – St Helens having 2 appliances (a whole-time and a day crew), while incidents in Liverpool City are close to the fire station.

In terms of standby utilisation, the chart shows that 31 – Crosby have highest amount (8.4%), followed by 18 – Aintree (7.0%), 10 – Kirkdale and 12 – Kensington (both 4.2%). The stations with the least amount of time on standby are: 26 – Saughall Massie and 14 – Speke/Garston and 21 – Bromborough (both 0.2%).

The top 4 stations are all day crewing or have a day crewed appliance, while the bottom 3 are based at key stations.

In terms of MDT unavailability utilisation, the chart shows that appliances at 12 – Kensington have highest amount (5.1%), followed by 50 – St Helens (4.9%), 19 – Croxteth and 25 – Wallasey (both 4.5%).

## 2.5.3 Pumps – Number of Incidents Assigned and Average Time

Chart 19: Count of Occasions Appliances Assigned to Incidents

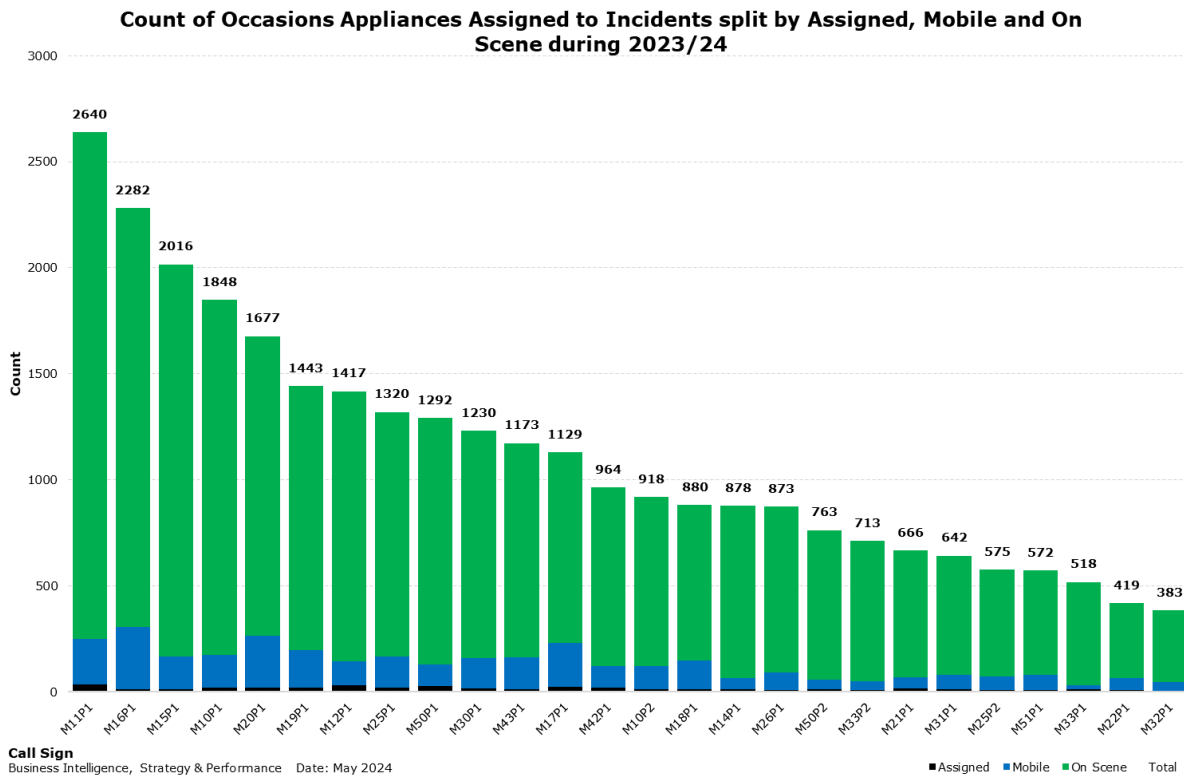


Chart 19 describes occasions appliances have been assigned to and attended incidents during 2023/24. The chart shows that M11P1 was assigned to the most incidents (2640), followed by: M16P1 (2282), M15P1 (2016) and M10P1 (1848) – the same order as the year before.

Concentrating on appliances being assigned on the fewest occasions are: M32P1 (383), followed by M22P1 (419) and M33P1 (518).

Further analysis of data shows that 8 appliances were assigned to the following incident types on 30.0% or more occasions.

Call Sign	Incident Type	Proportion
M10P1	AFA Domestic and Other	31.6%
M10P2	AFA Domestic and Other	33.9%
M11P1	AFA Domestic and Other	32.9%
M12P1	AFA Domestic and Other	38.3%
M15P1	AFA Domestic and Other	32.7%
M18P1	AFA Domestic and Other	30.6%
M31P1	AFA Domestic and Other	33.8%
M33P1	AFA Domestic and Other	34.6%

Chart 20: Average Time Appliances Spent at Incidents<sup>15</sup>

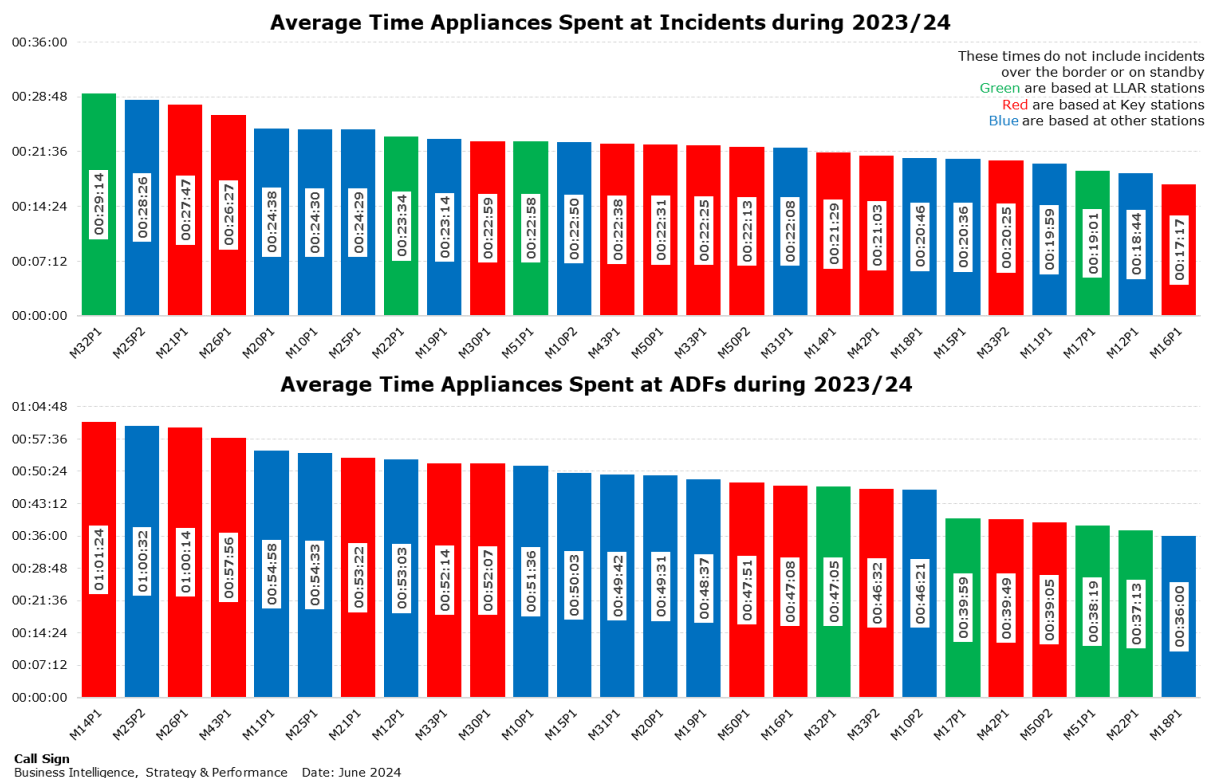


Chart 20 describes the average amount of time appliances have attended all incidents and accidental dwelling fires during 2023/24.

Looking at the top section of the chart first, it shows that M32P1 spent the longest average time on scene (29m 14s) followed by M25P2 (28m 26s), while the shortest average time on scene was M16P1 (17m 17s) and M12P1 with 18m 44s. This gives a range of 11m 57s. The average time spent at an incident is **22m 47s**.

The lower section (time spent at accidental dwelling fires) shows that M14P1 spent the longest average time on scene (1h 01m 24s), while the shortest average time on scene was M18P1 (36m 00s), followed by M22P1 (37m 13s). This gives a range of 25m 24s. The average time spent at an accidental dwelling fire is **49m 03s**.

Analysing stations that have 2 appliances, the average difference between the 2 appliances is 6m 15s, ranging from 5m 15s (Kirkdale) and 8m 46 (St Helens). Wallasey's P2 is the only P2 appliance that is in attendance longer than the P1 appliance.

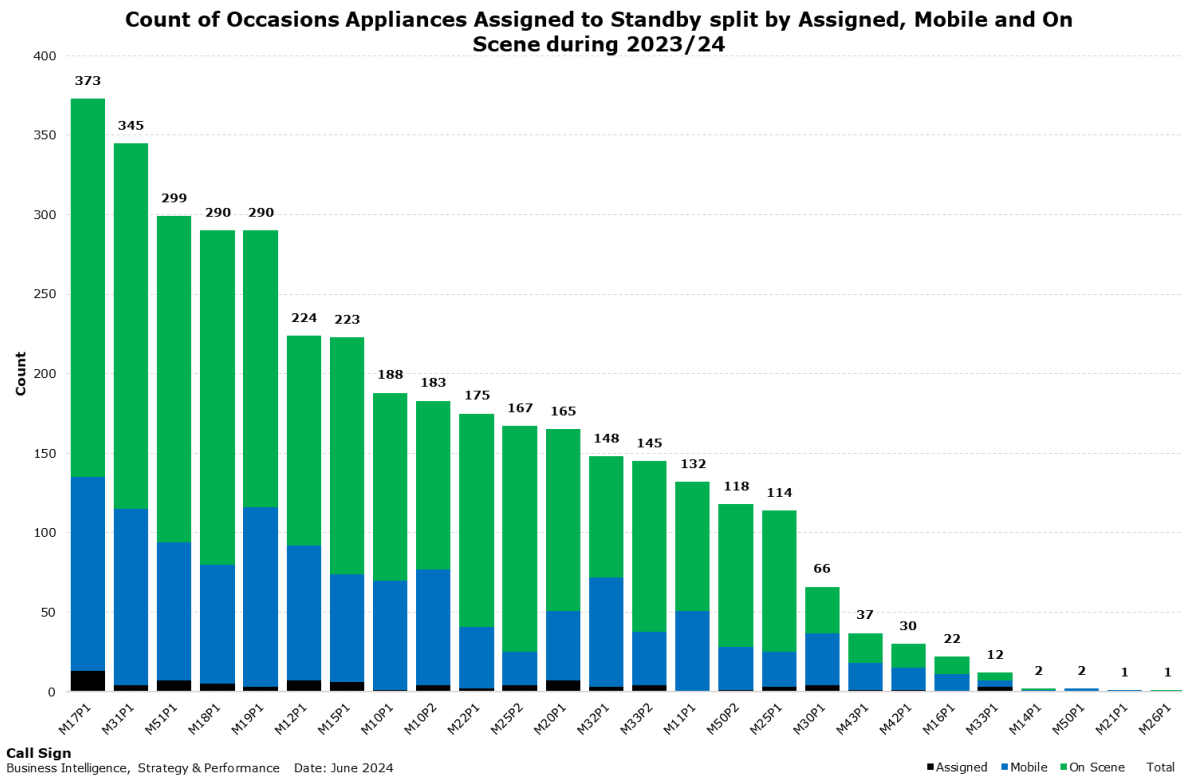
When overall incident data was analysed by month, appliances were in attendance longest during January (39m 07s) and shortest in October (34m 27s). This gives a range of 4m 39s. Analysing this by hour, appliances were in attendance longest during 05:00-05:59 (47m 59s) and shortest during 20:00-20:59 (32m 17s). This gives a range of 15m 42s.

When accidental dwelling fire data is analysed by month, appliances were in attendance longest during May (1h 7m 52s) and shortest in February (49m 58s). This gives a range of 17m 54s. Analysing this by hour, appliances were in attendance longest during 00:00-00:59 (1h 29m 58s) and shortest during 10:00-10:59 (45m 09s). This gives a range of 44m 49s.

<sup>15</sup> Chart and narrative are based on the 1<sup>st</sup> 3 appliances attending the incident.

## 2.5.4 Pumps - Number of Standbys Assigned

Chart 21: Count of Occasions Appliances Assigned to Incidents



During 2023/24, Belle Vale’s appliance, M17P1, was assigned to the largest number of standbys (373) which is 104 less than 2022/23. This is followed by M31P1 (345 occasions), M51P1 (299 occasions), M18P1 (290 occasions) and M19P1 (290 occasions). Most of these are either Day Crewed or LLAR appliances, the exception being M19P1.

The average time spent on standby is 1hr 4m 46s<sup>16</sup>, approximately 10m longer than the previous year. Analysis of the average amount of time appliances spent on standby, M21P1 spent longest average time (1hr 43m 16s – 1 standby). The shortest average time was M50P1 with 17m 52s. This gives a range of 1hr 25m 24s.

Analysing the data by month, this shows that appliances spent longest on standby during February (1h 16m 07s) and shortest in June (55m 27s). This gives a range of 20m 41s.

Looking at the data by hour, this shows that appliances spent longest on standby during 03:00-03:59 (1hr 46m 26s) and shortest during 19:00-19:59 (41m 26s). This gives a range of 1hr 04m 59s.

<sup>16</sup> Times are based on committed time ie Returned Time – Alerted Time  
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## 2.5.5 Pumps – Simultaneous Mobilisations<sup>17</sup>

Table 12: Simultaneous Mobilisations

Hour	1 app	2 apps	3 apps	4 apps	5 apps	6 apps	7 apps	8 apps	9 apps	10 apps	11 apps	12 apps	13 apps	14 apps	15 apps	16 apps	17 apps	18 apps	19 apps	20 apps
00:00 - 00:59	170	195	195	139	104	59	37	26	17	10	4	1	1	2	2	1				
01:00 - 01:59	184	187	134	99	79	61	32	20	11	6	7	1								
02:00 - 02:59	179	185	131	83	60	33	22	12	6	4	1	6	3							
03:00 - 03:59	178	146	103	69	39	21	16	8	6	4	1									
04:00 - 04:59	178	151	107	58	28	24	15	9	3	3	1	1	1	2	1	1	1			
05:00 - 05:59	160	139	86	56	41	25	16	8	4		1	2	1			1				
06:00 - 06:59	138	122	88	70	25	17	9	3	3	2	2			17						
07:00 - 07:59	206	190	123	89	49	27	15	11	8	6	2	2	1							
08:00 - 08:59	208	239	193	137	74	46	28	19	7	3	1									
09:00 - 09:59	229	265	229	189	118	78	46	19	12	10	5	3	1							
10:00 - 10:59	184	261	271	235	181	119	77	48	22	16	11	3	2	2	2	2	1			
11:00 - 11:59	152	243	255	235	183	117	90	49	24	12	8	2	2	2						
12:00 - 12:59	145	223	257	237	213	148	98	47	35	26	15	11	2	3	3					
13:00 - 13:59	156	262	264	232	184	148	95	59	33	17	15	10	6	5	2					
14:00 - 14:59	174	242	232	189	156	126	92	63	39	22	20	11	4	4	2	1	1			
15:00 - 15:59	165	243	275	237	203	156	105	74	41	26	14	3	3	3	1					
16:00 - 16:59	126	231	279	272	261	206	139	93	50	27	20	10	4	2						
17:00 - 17:59	134	231	306	312	292	230	171	117	71	42	21	15	6	1	1	2	1			
18:00 - 18:59	161	246	312	307	285	240	202	134	84	60	47	23	12	12	10	4	1	1		
19:00 - 19:59	145	279	303	306	270	226	150	118	84	66	36	22	16	14	9	3	1			
20:00 - 20:59	160	277	322	309	282	202	137	94	65	45	24	20	6	4	2	2	2	3	3	1
21:00 - 21:59	155	252	281	259	210	160	123	82	46	26	15	10	5	4	2			2		
22:00 - 22:59	151	219	226	211	191	126	90	59	35	17	9	4	1							
23:00 - 23:59	174	209	191	168	115	68	43	19	16	10	9	3	1	2	1					

Table 12 describes the proportion of appliance mobilisations occurring simultaneously through 2023/24 and should be used in conjunction with tables 6 and 7 on page 13.

This shows that most appliance mobilisations occur in similar timeframes as incidents with the peak being 3 to 5 appliances mobilised between 16:00 and 20:59, with secondary peaks between 10:00 and 13:59.

The peak for single mobilisations is between 07:00 and 09:59

Looking at the far right of the chart, there were 73 occasions when 15 or more appliances were simultaneously mobile.

<sup>17</sup> A simultaneous incident is classed as the create date of 1 incident is less than the last returning appliance of a previous incident. For example: **Incident 1** Created 01/04/2015 00:15:18 last appliance 01/04/2015 00:44:20. **Incident 2** Created 01/04/2015 00:39:49 last appliance 01/04/2015 01:32:22. As incident 2 was created before the last appliance left incident 1 this is a simultaneous incident.  
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## 2.5.6 Aerials - Number of Incidents Assigned, Mobilised and Attended

Chart 22: Count of Occasions Aerials Assigned to Incidents<sup>18</sup>

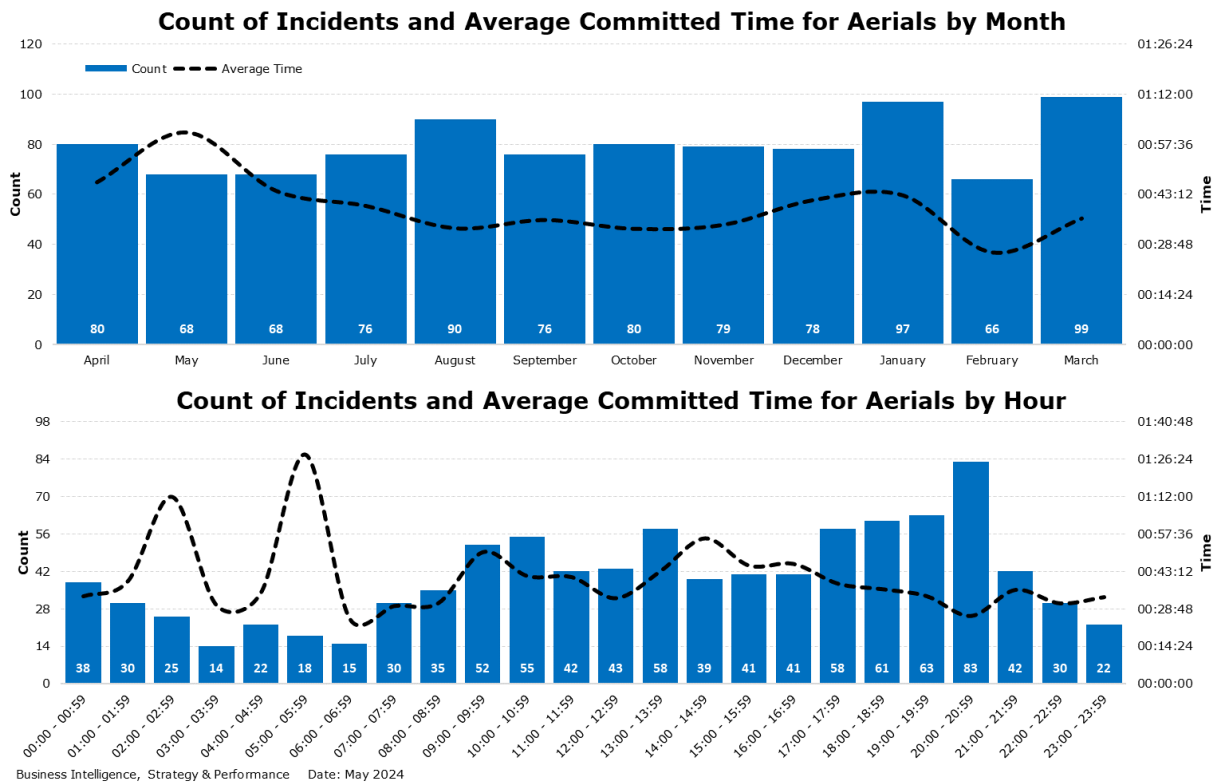


Chart 22 shows the breakdown of aerial appliances assigned to incidents and the average time they were committed during 2022/23 by month and hour.

The top section shows that the count of aerials mobilised by month. March saw the most mobilisations (99), followed by January (97) and August (90). The months with least mobilisations were February (66) followed by May and June (both 68).

The lower section of the chart shows that the peak hours to be assigned are between 17:00 and 20:59, with a secondary peak around late morning into early afternoon (between 10:00 and 13:59).

Analysing the length of time committed, this shows that aerials spent longest time during May (1h 0m 55s) and shortest in February (26m 32s). This gives a range of 34m 23s.

Looking at the data by hour, this shows aerials were committed longest between 05:00-05:59 (1h 28m 12s), followed by 02:00-02:59 (1h 11m 53s) and shortest during 06:00-06:59 (24m 56s). This gives a range of 1h 03m 16s.

Table 13: Aerial Usage and Average Committed Time

Call Sign	M11A1	M33A1	M50A1	Count / Average
Average	866 (00:38:19)	15 (00:45:21)	76 (00:51:27)	957 (00:39:28)

M11A1 is the most used aerial (90.5% of all aerial attendances), with the shortest committed time due to it being staffed whole-time and its proximity to Liverpool's city centre.

<sup>18</sup> Time committed is based on Alert to Available Time. This is different to last year when only time in attendance was measured and was not a true reflection on time used.

## 2.5.7 M19R2 - Number of Incidents Assigned, Mobilised to and Attended

Chart 23: Count of Occasions M19R2 Assigned, Mobile To and Attended to Incidents

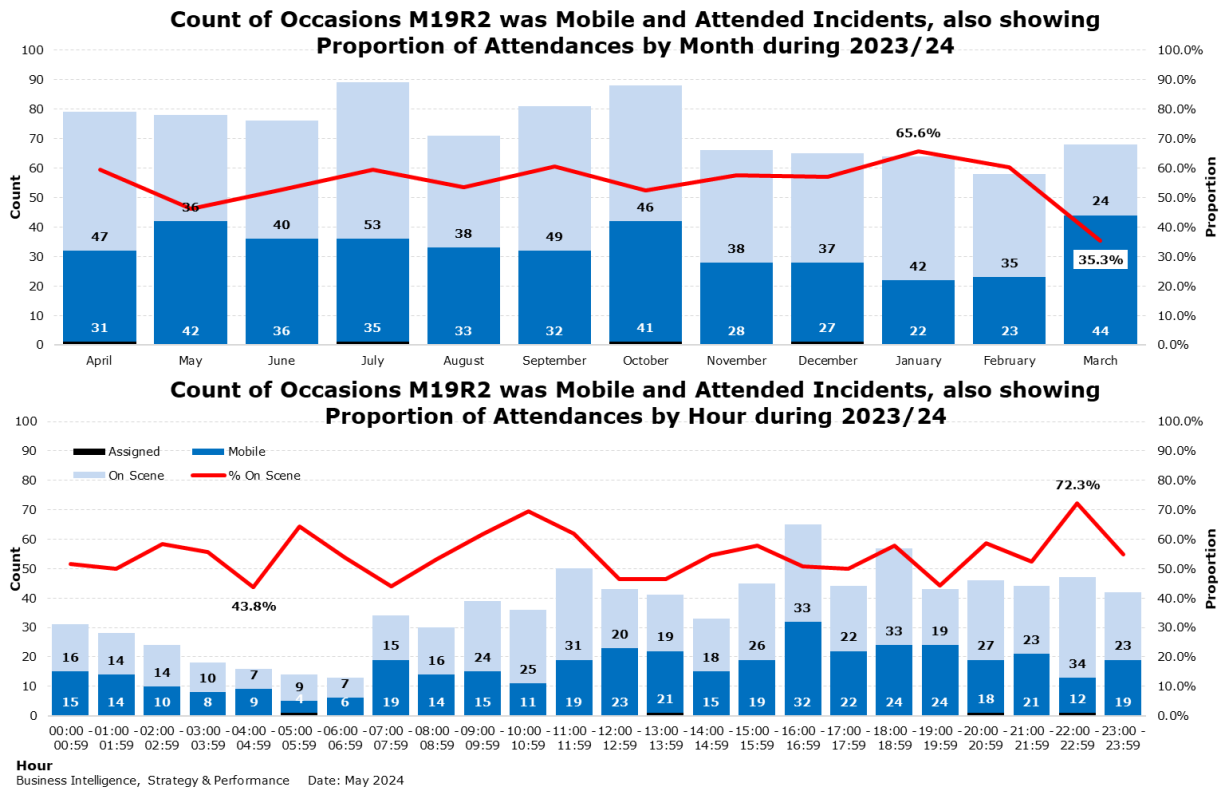


Chart 23 looks at M19R2 (Search & Rescue Team). This shows that they were assigned to the greatest number of incidents during July (89) and the fewest in February (58) followed by January (64).

M19R2 attended 54.9% of incidents they are mobilised to, a reduction of 3.6% on the previous year. They proportionally attended most incidents in January (65.6%). The month they proportionally attended the fewest incidents was March (35.3%).

Analysing the data by hour, the largest attendance proportion is between 22:00 - 22:59 (72.3%), followed by 10:00 - 10:59 (69.4%). The hours with the lowest proportional attendance are 04:00 - 04:59 (43.8%) followed by 07:00 - 07:59 (44.1%).

Analysing the average length of time committed, this shows that M19R2 spent the longest time committed was during January (1h 04m 21s) followed by December (1h 00m 42s) and the least during March (39m 16s). This gives a range of 25m 05s.

Looking at the data by hour, this shows M19R2 spent longest time in attendance between 11:00-11:59 (1h 12m 48s) and the least during 23:00-23:59 (37m 06s). This gives a range of 35m 42s.

## 2.6 Officers Distribution

Table 14: Mobilisations by Rank

	BM	AM	GM	SM	IIT	Grand Total
Mobilised	5	24	249	3224	396	3898
Attended	3	20	201	1652	386	2262
% Attend	60.0%	83.3%	80.7%	51.2%	97.5%	58.0%

Table 14 describes the number of occasions an officer has been mobilised to an incident, the number of attendances and the proportion of making the incident.

This shows that while Station Managers (SM) have been mobilised on 3224 occasions, they have attended on 1652 occasions (51.2%), while a Group Manager (GM) has been mobilised on 249 occasions and attended 201 times (80.7%) indicating that they are less likely to be stood down en route to an incident. IIT attend 97.5% of incidents that they were mobilised to.

Table 15: Count of In Attendance by Rank and Selected Incident Type

Incident Type	BM	AM	GM	SM	IIT	Grand Total
Acc Dwelling Fire	1	5	24	169	114	313
Acc Non Domestic Property Fire	0	0	12	69	21	102
Del Dwelling Fire	0	3	9	59	113	184
Del Non Domestic Property Fire	0	0	6	13	28	47
Other Property Fire	0	4	19	45	24	92
Special Service	2	6	87	648	6	749
<b>Grand Total</b>	<b>3</b>	<b>18</b>	<b>157</b>	<b>1003</b>	<b>306</b>	<b>1487</b>
<b>% Special Service Attendances</b>	<b>66.7%</b>	<b>30.0%</b>	<b>43.3%</b>	<b>39.2%</b>	<b>1.6%</b>	<b>33.1%</b>

Table 15 concentrates on incidents of fire, generic special services and the number of occasions an officer has attended. This shows that SM attended incidents on 1003 occasions, with GMs attending 157. IIT attended 300 incidents related to fires.

Further analysis on officer data shows that 39.2% of SM and 43.3% of GM attendances are related to Special Services.

Table 16: Average Time In Attendance by Rank and Month

Months	BM	AM	GM	SM	IIT	Average
April	0:00:00	1:17:59	1:34:24	1:15:04	1:52:37	1:22:09
May	0:00:00	0:51:33	2:21:27	0:50:57	1:57:42	1:12:35
June	1:40:28	3:14:47	1:27:53	0:49:24	1:54:23	1:05:31
July	0:00:00	0:55:52	1:48:34	0:55:39	2:05:57	1:10:46
August	0:00:00	0:45:24	1:32:34	0:55:06	1:58:02	1:09:14
September	0:00:00	8:31:21	2:20:37	1:01:02	1:47:53	1:17:51
October	0:00:00	0:57:01	0:56:02	0:37:46	1:41:19	0:48:37
November	0:00:00	0:30:10	1:21:07	0:39:26	2:13:09	1:03:16
December	0:00:10	4:14:31	1:47:03	0:50:12	1:56:45	1:07:45
January	7:23:53	3:51:34	2:22:36	1:07:24	2:07:02	1:30:28
February	0:00:00	0:00:00	1:08:27	0:43:56	1:40:31	1:01:07
March	0:00:00	0:00:00	1:50:51	0:56:34	1:59:17	1:09:56
<b>Average</b>	<b>3:01:30</b>	<b>2:30:47</b>	<b>1:46:23</b>	<b>0:54:08</b>	<b>1:56:33</b>	<b>1:10:25</b>

Table 16 shows the average length of time officers spend in attendance at incidents by month and rank. This shows that the average time is 1h 10m. Officers spent the longest time in attendance at incidents during January (1hr 30m), while the shortest was during October (0h 48m).

Analysing the data by rank, the average time a GM is in attendance is 1h 46m (very similar to the previous year – 1h 45), with the longest during May (2h 21m) and shortest in October (0h



56m). A SM is in attendance longest during April (1h 15) and shortest in October (0h 37m), with an overall average of 0h 54m.

An IIT officer will spend on average 1h 56 at an incident.

## **2.7 Geographic Analysis**

The district tables with each map generally show the top 5 wards or where more than 1 incident has occurred.

# Map 1: Accidental Dwelling Fires – Top Wards

**Thematic Key**  
**Count of ADF by Ward**

- 1 to <4 fires (52)
- 4 to <7 fires (48)
- 7 to <11 fires (21)
- 11 to <14 fires (6)
- 14 to <17 fires (4)

● Accidental Dwelling Fire

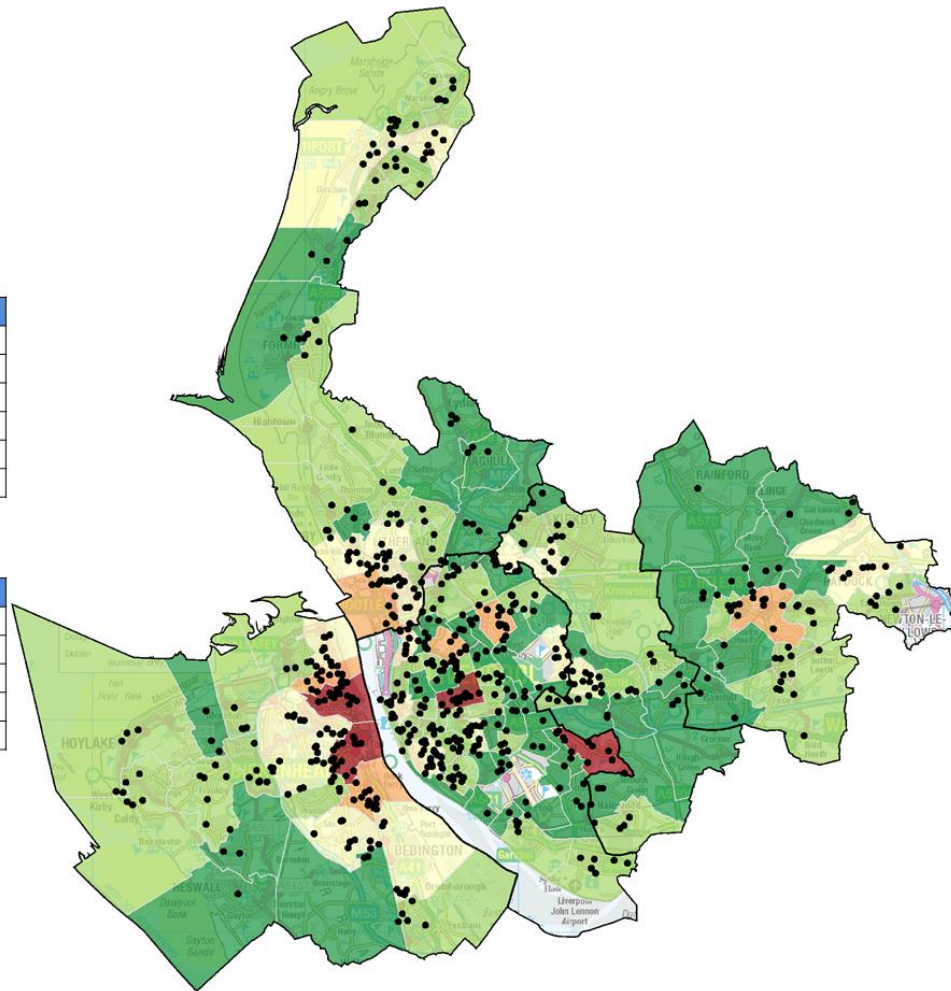
Liverpool Wards	Count
Kensington and Fairfield	15
Belle Vale	14
Norris Green	11
Anfield	11
Kirkdale West	10
Dingle	10

Wirral Wards	Count
Birkenhead and Tranmere	17
Seacombe	16
Liscard	13
Rock Ferry	12
Bebington	10

Knowsley Wards	Count
Cherryfield	9
Page Moss	7
Northwood	6
St Michaels	5
Swanside	5

Sefton Wards	Count
Linacre	11
Church	10
Litherland	9
Derby	8
Ford	8

St Helens Wards	Count
Town Centre	12
Haydock	10
Sutton	6
Bold	6
Earlestown	6

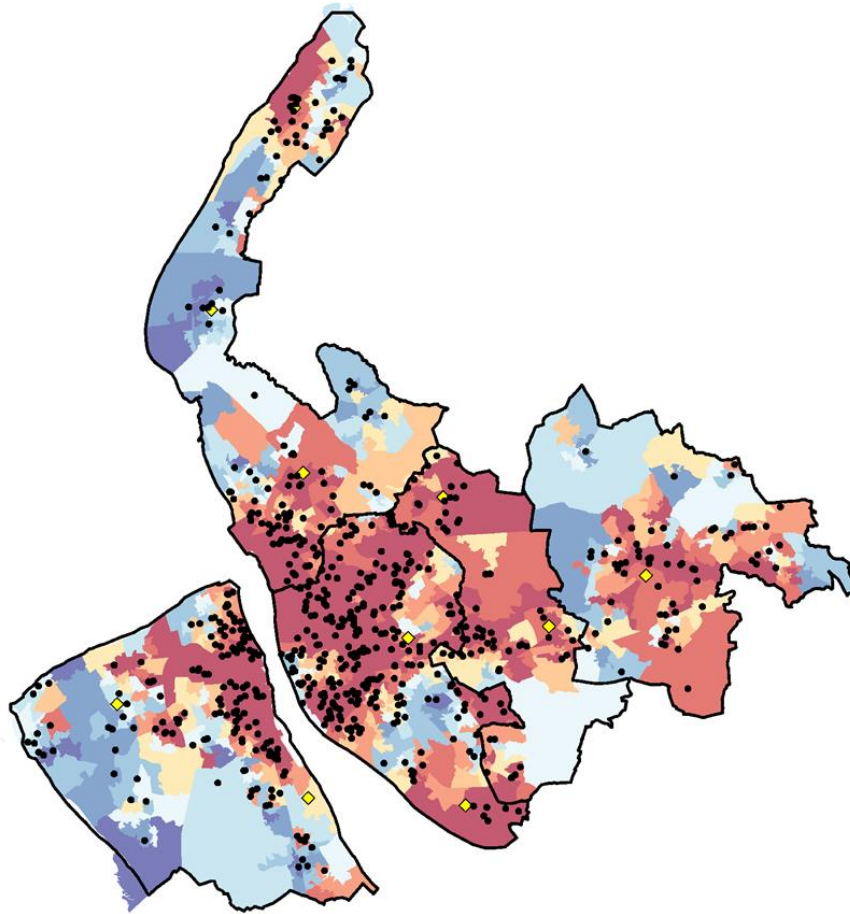
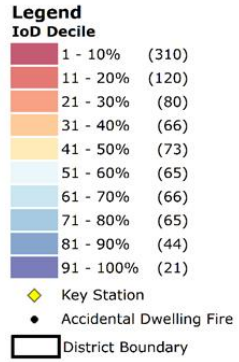


## Thematic Map of Accidental Dwelling Fires - April 2023 to March 2024

Author: Business Intelligence, Strategy & Performance Date: April 2024 Produced Using MapInfo  
 Map Reference:  
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Map 2: Indices of Deprivation 2019 and Accidental Dwelling Fires during 2023/24



**National Indices of Deprivation by Decile overlaid with Key Station locations and Accidental Dwelling Fires during 2023/24**

Author: Business Intelligence, Strategy & Performance Date: April 2024 Produced Using MapInfo  
 Map Reference:  
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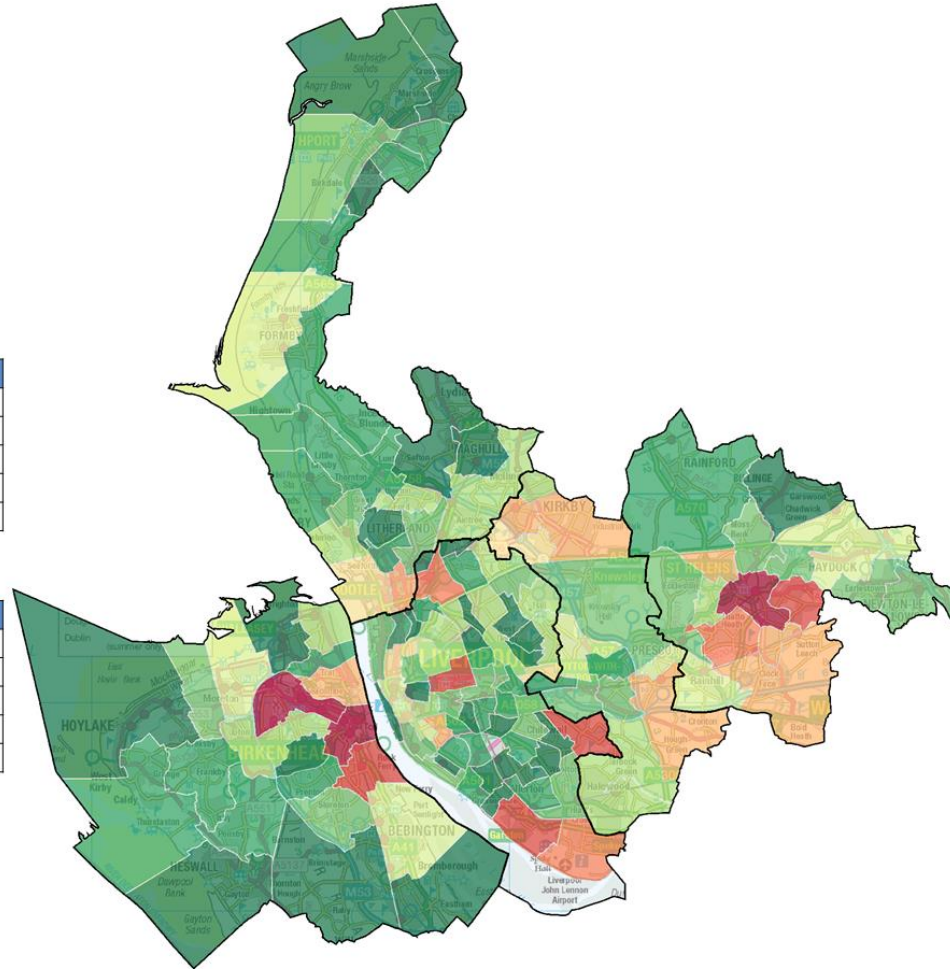
### Map 3: Deliberate Secondary Fires – Top Wards

**Thematic Key**  
Count of DSF by Ward

1 to <6 fires	(31)
6 to <11 fires	(28)
11 to <16 fires	(23)
16 to <21 fires	(20)
21 to <26 fires	(12)
26 to <31 fires	(4)
31 to <41 fires	(9)
41 to <51 fires	(3)
51 to <76 fires	(5)
76 to <111 fires	(3)

Liverpool Wards	Count
Garston	59
Belle Vale	53
Kensington & Fairfield	52
Walton	44
Speke	41

Wirral Wards	Count
Bidston and St James	100
Birkenhead and Tranmere	83
Rock Ferry	56
Seacombe	33
Bromborough	23



Knowsley Wards	Count
Whitefield	39
Whiston & Cronton	36
Northwood	34
Cherryfield	30
Stockbridge	25
Prescot South	25

Sefton Wards	Count
Derby	40
Linacre	30
Harington	21
Church	18
St Oswald	18

St Helens Wards	Count
Town Centre	106
Parr	60
Thatto Heath	50
Sutton	38
Bold	35

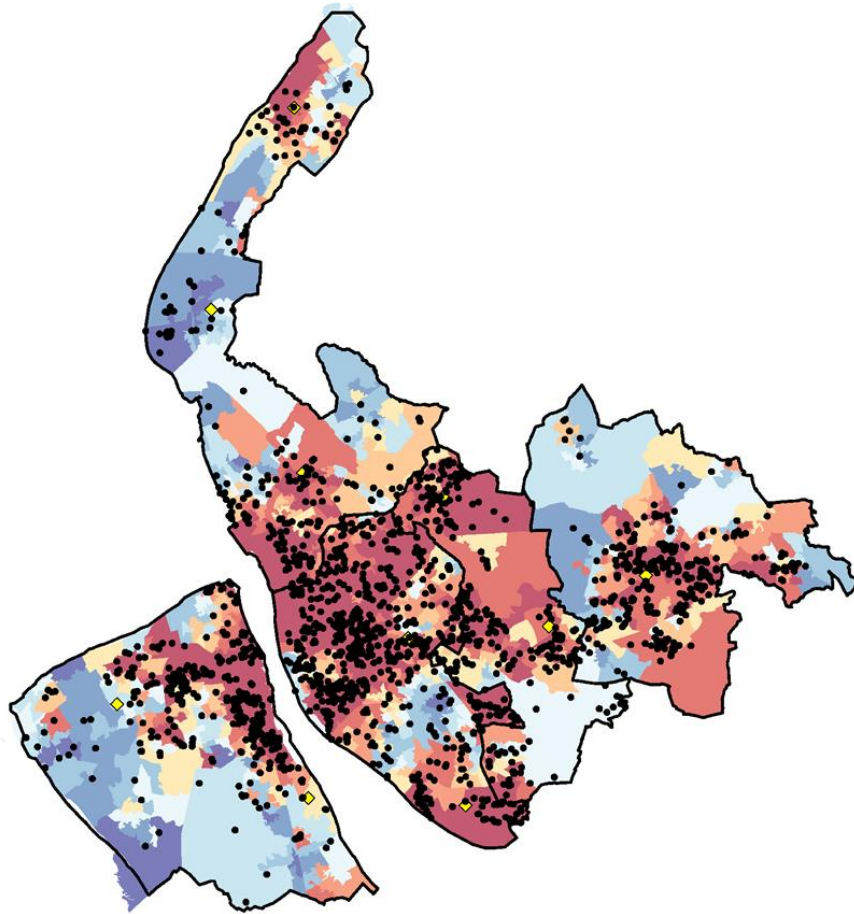
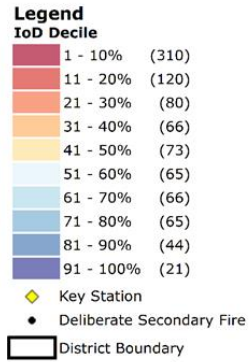
### Thematic Map of Deliberate Secondary Fires - April 2023 - March 2024

Author: Business Intelligence, Strategy & Performance    Date: April 2024    Produced Using MapInfo  
 Map Reference:  
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Map 4: Indices of Deprivation 2019 and Deliberate Secondary Fires during 2023/24



### National Indices of Deprivation by Decile overlaid with Key Station locations and Deliberate Secondary Fires in 2023/24

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Map Reference:  
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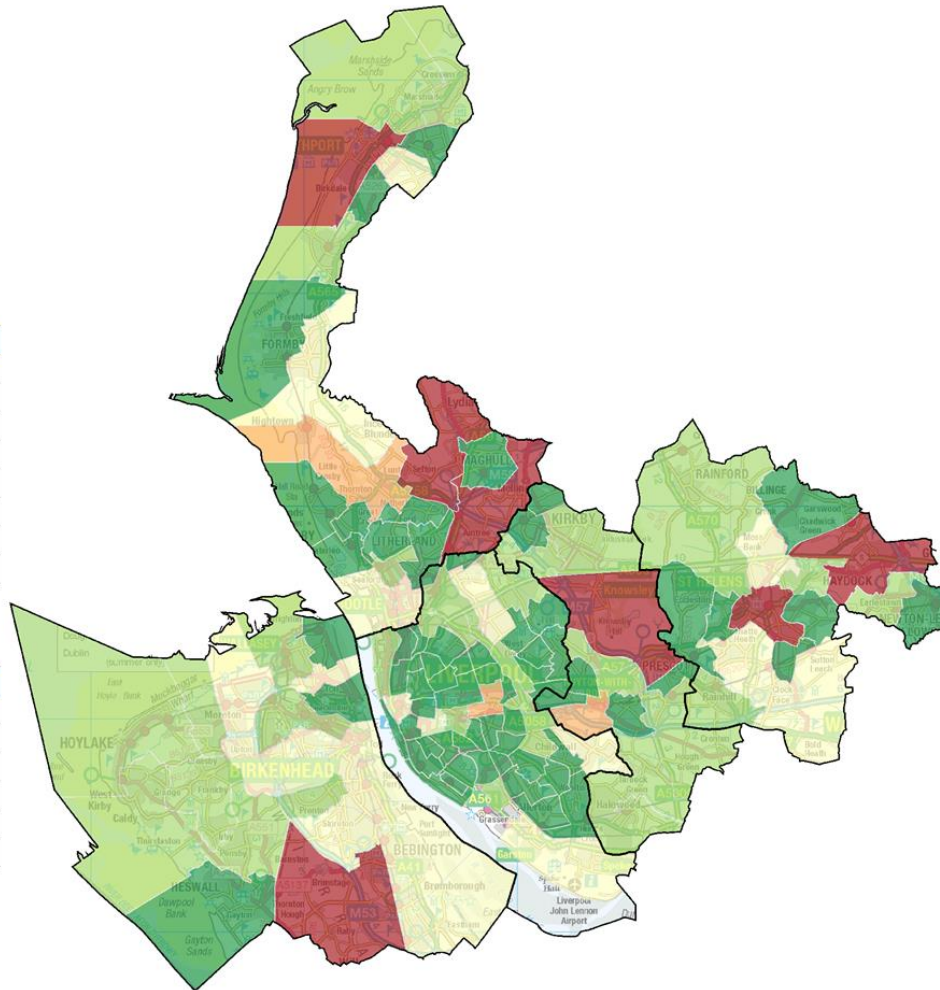
Map 6: Special Services RTCs – Top Wards

**Thematic Map**  
**Count of RTC by Ward**

- 1 to 5 <RTCs (67)
- 5 to 8 <RTCs (36)
- 8 to <12 RTCs (24)
- 12 to <15 RTCs (3)
- 15 to <19 RTCs (7)

Liverpool Wards	Count
Old Swan West	12
Norris Green	11
Garston	11
Speke	10
City Centre North	8
Belle Vale	8
Canning	8
Fazakerley West	8

Wirral Wards	Count
Clatterbridge	16
Bromborough	11
Rock Ferry	9
Eastham	9
Birkenhead and Tranmere	9
Leasowe and Moreton East	9



Knowsley Wards	Count
Prescot North	16
Roby	12
Whiston & Cronton	7
Northwood	7
Stockbridge	6
Halewood North	6
Cherryfield	6

Sefton Wards	Count
Dukes	18
Park	16
Molyneux	16
Manor	13
Linacre	11

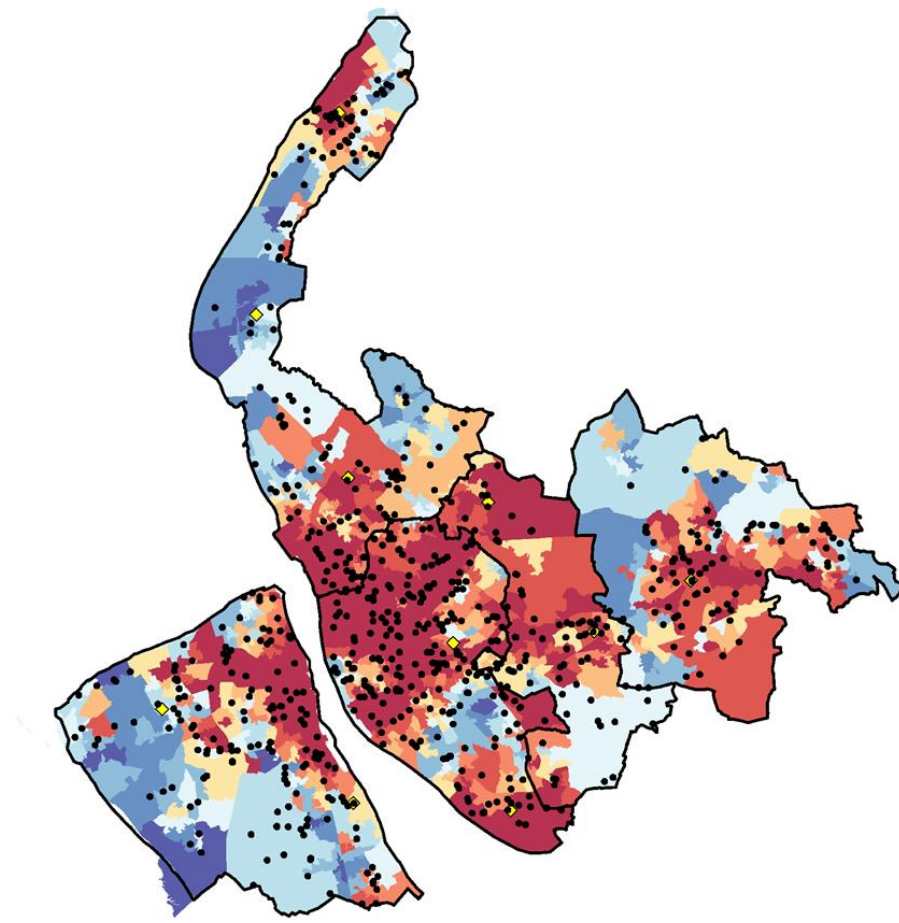
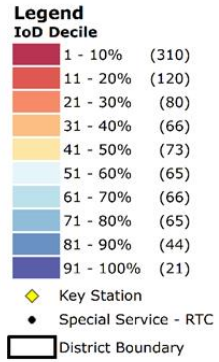
St Helens Wards	Count
Haydock	19
Town Centre	16
Moss Bank	9
Thatto Heath	8
Bold	8

**Thematic Map of Road Traffic Collisions - April 2023 to March 2024**

Author: Business Intelligence, Strategy & Performance Date: April 2024 Produced Using MapInfo  
 Map Reference:  
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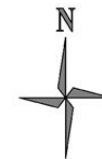


Map 7: Indices of Deprivation 2019 and Special Service – RTCs during 2023/24



**National Indices of Deprivation by Decile overlaid with Key Station locations and Special Service - RTCs in 2023/24**

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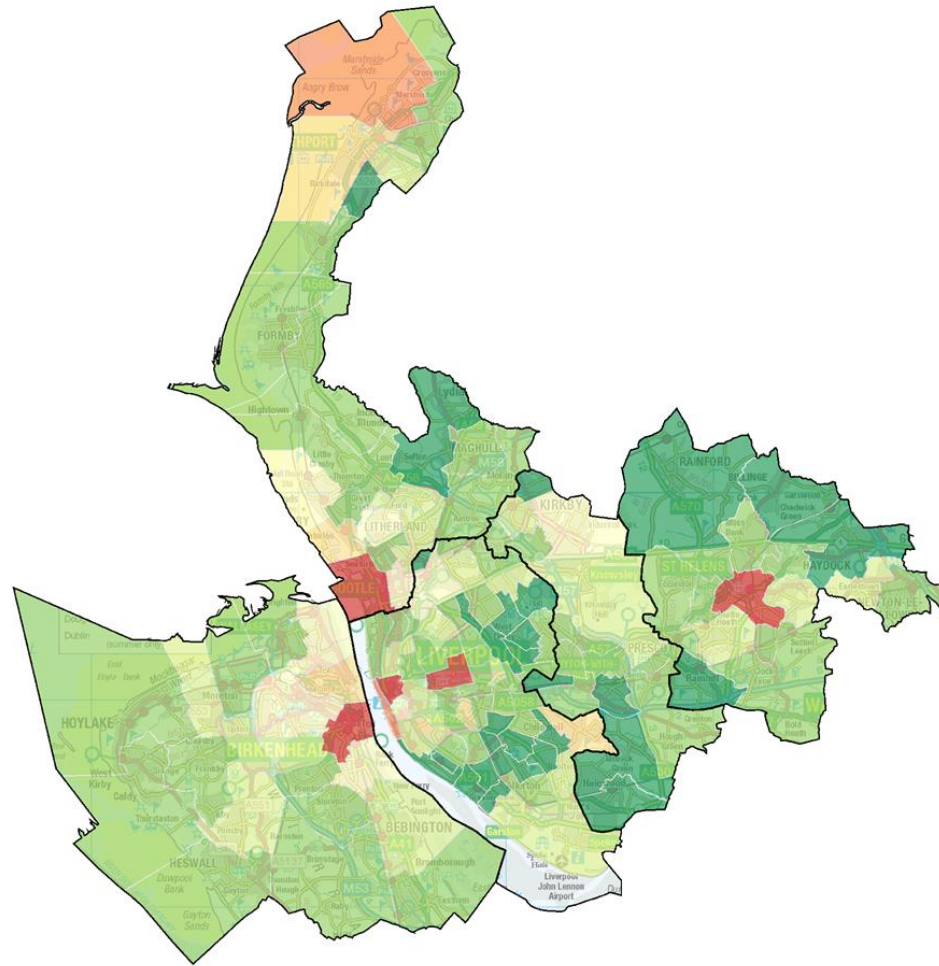
## Map 5: Special Services – Top Wards

**Thematic Key**  
Count of Special Services by Ward

1 to <16 incidents	(29)
16 to <31 incidents	(60)
31 to <46 incidents	(25)
46 to <61 incidents	(12)
61 to <76 incidents	(6)
76 to <91 incidents	(2)
91 to <131 incidents	(5)

Liverpool Wards	Count
City Centre North	109
Kensington & Fairfield	91
Waterfront South	79
Belle Vale	63
Smithdown	61
Toxteth	61

Wirral Wards	Count
Birkenhead and Tranmere	127
Seacombe	71
Rock Ferry	57
Liscard	57
Bidston and St James	50



Knowsley Wards	Count
Northwood	55
Prescot North	41
Whitefield	36
St. Michaels	29
Stockbridge	26

Sefton Wards	Count
Linacre	103
Cambridge	77
Dukes	75
Church Sefton	62
Derby	50

St Helens Wards	Count
Town Centre	102
Parr	35
Earlestown	34
Thatto Heath	31
West Park	28

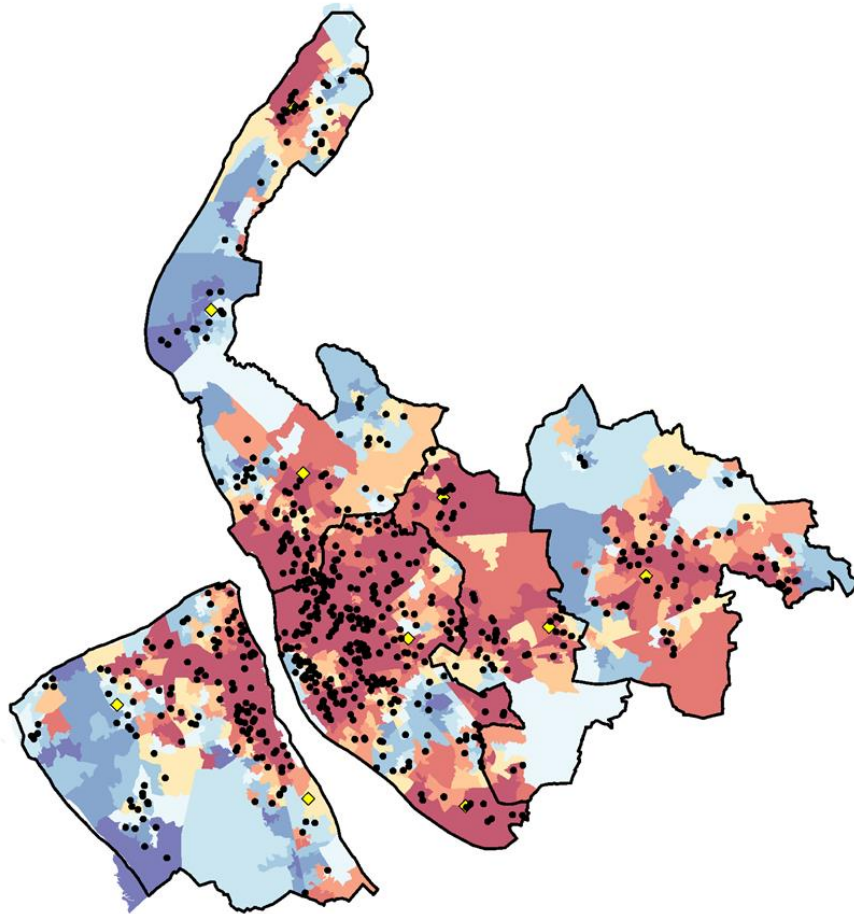
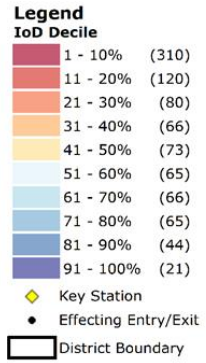
### Thematic Map of Special Services - April 2023 to March 24

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Map 8: Indices of Deprivation 2019 and Effecting Entry/Exit during 2023/24



**National Indices of Deprivation by Decile overlaid with Key Station locations and Effecting Entry/Exit incidents in 2023/24**

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Map Reference:  
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# Retrospective ADF and RTC Fatality and Injury 2019/20 – 2023/24

**VERSION 1.0**

## STRATEGY & PERFORMANCE

Please note that the data in this document is based on the live Incident Recording System. As this is a live system, the data contained within this document is subject to review and can be changed without announcement.

Author: R Hanson  
 Work For: ACFO Mottram, AM Longshaw, AM Murphy, AM Ryder, AM Sheridan, AM Thomas, Deb Appleton, Jackie Sutton  
 Date Assigned: 1<sup>st</sup> April 2024  
 Date Data Extracted: 29<sup>th</sup> April 2024  
 Work Completed: 20<sup>th</sup> June 2024

Document Type:     Statistics / Maps                       Survey                       Report

System(s) Used:     Incident Recording System  
                            FSEC / Vision BOSS  
                            Surveys  
                            Oshens  
                            Other: IIT Fatality database

### Related Documents

Document Name	Document Date
10 Year Business Intelligence Report Executive Summary 2014/15 – 2023/24	30/07/2024
Retrospective Incidents 2014/15 – 2023/24	30/07/2024
Review of Activity - 2023/24	30/07/2024
Fatality Trend Analysis – 2004/05 to 2023/24	30/07/2024
Target Setting and Performance Management Methodology	01/3/2013
Previous Business Intelligence Reports: 3-5 Yr Business Intelligence Report	Last updated: June 2022
IRMP Maps and Charts PowerPoint stored on the Portal	

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# 1. Introduction

This Fatality and Injury retrospective provides an overview of fatalities and injuries occurring in Accidental Dwelling Fires and Road Traffic Collision incidents (RTCs). Where applicable, this data has been aggregated to incidents per 100,000 population, as well as per 100 incidents.

Please note that this summary is **Merseyside** and **district** based due to small data sets.

# 2. Summary

Between 2019/20 and 2023/24 there have been:

- 27 fatalities in Accidental Dwelling Fires and 48 in Road Traffic Collisions.
- 64 serious injuries in Accidental Dwelling Fires and 299 in Road Traffic Collisions
- 306 slight injuries in Accidental Dwelling Fires and 1152 in Road Traffic Collisions

During 2023/24 there were:

- 1 Accidental Dwelling Fire fatality and 8 in Road Traffic Collisions.
- 15 serious injuries in Accidental Dwelling Fires and 55 in Road Traffic Collisions.
- 46 slight injuries in Accidental Dwelling Fires and 220 in Road Traffic Collisions.

# 3. Findings

## 3.1 Retrospective of Accidental Dwelling Fire Fatalities

Chart 1: Breakdown of Fatalities by Year and District

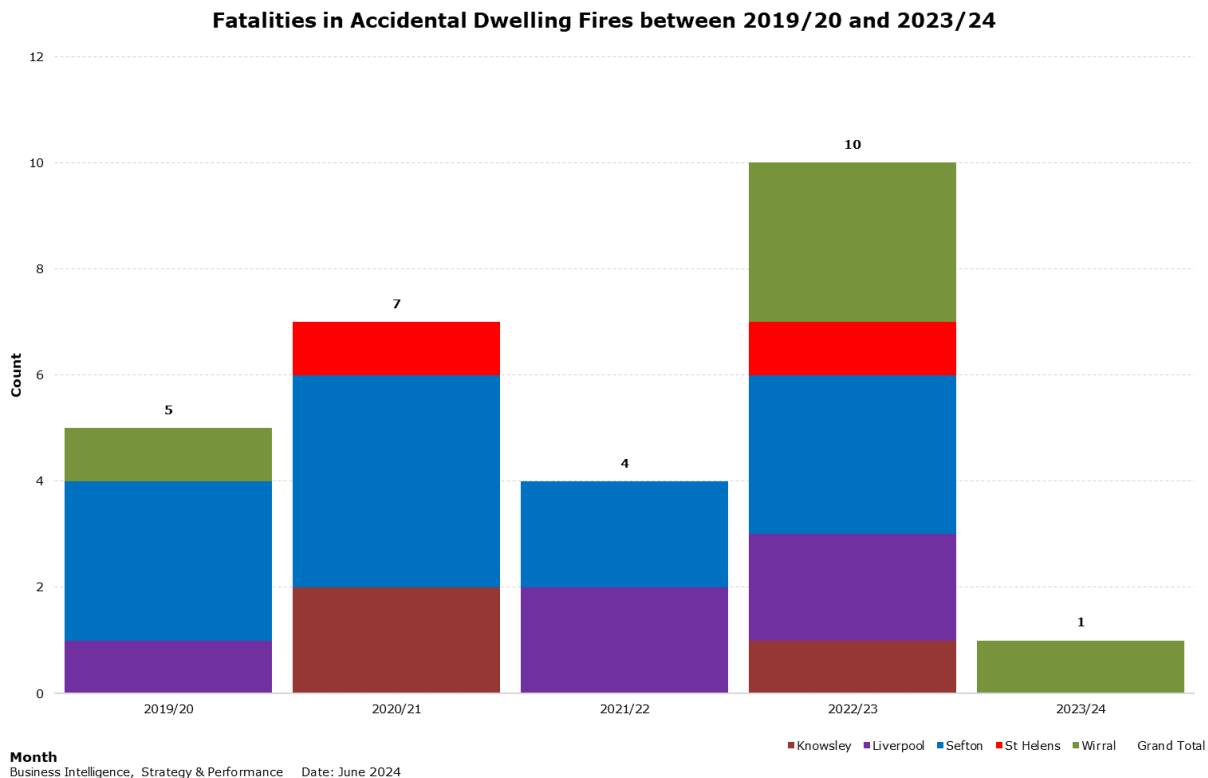


Chart 1 provides a retrospective of fatalities in accidental dwelling fires over the past 5 years. The chart identifies that over this period, fatalities have fluctuated, though have generally increased.

Between 2019/20 and 2020/21, fatalities gradually increased by 2 (5 to 7), before reducing to 4 in 2021/22. 2022/23 saw a large increase to 10 fatalities from accidental dwelling fires, the most since 2015/16 when there were 16. In 2023/24, there was 1 accidental dwelling fire fatality.

Table 1: Accidental Dwelling Fire Fatalities per 100,000 population per District

District	2019/20	2020/21	2021/22	2022/23	2023/24	Grand Total
Knowsley	0 (0.0)	2 (1.3)	0 (0.0)	1 (0.6)	0 (0.0)	3 (0.4)
Liverpool	1 (0.2)	0 (0.0)	2 (0.4)	2 (0.4)	0 (0.0)	5 (0.2)
Sefton	3 (1.1)	4 (1.4)	2 (0.7)	3 (1.1)	0 (0.0)	12 (0.9)
St Helens	0 (0.0)	1 (0.6)	0 (0.0)	1 (0.5)	0 (0.0)	2 (0.2)
Wirral	1 (0.3)	0 (0.0)	0 (0.0)	3 (0.9)	1 (0.3)	5 (0.3)
Merseyside	5 (0.3)	7 (0.5)	4 (0.3)	10 (0.7)	1 (0.1)	27 (0.4)

Table 1 shows the proportion of Accidental Dwelling Fire fatalities per 100,000 population for each district over the past 5 years. It identifies that Sefton have had the greatest number of fatalities (12), followed by Liverpool and Wirral (both 5). Sefton has the greatest proportion per 100,000 population (0.9). Knowsley has the 2<sup>nd</sup> highest incidence of death per 100,000 population (0.4), followed by Wirral (0.3). Liverpool and St Helens have the lowest incidences of death per 100,000 population at 0.2. During 2023/24, the only fatality was in Wirral.

Chart 2: Fatality Deprivation by Year 2019/20 to 2023/24

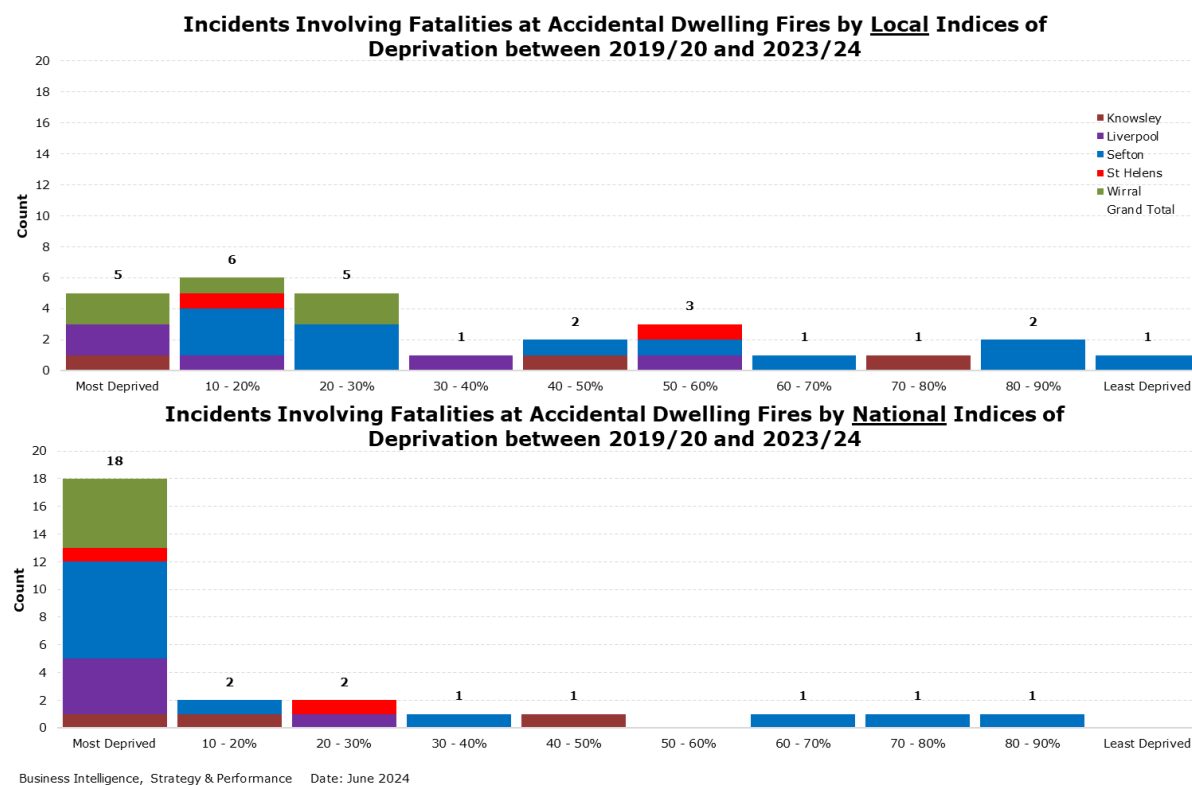


Chart 2 describes the distribution of incidents that contributed to a fatality at an Accidental Dwelling Fire against both a Localised and National Deprivation Index.

The top section of chart 2: Local Deprivation Index, shows that the greatest number of fatalities occurred in the second most deprived decile 10%-20% (6) followed by 1%-10% and 20%-30% (both 5). Though more fatalities have occurred in the most deprived areas, the least affluent areas have also been affected with 2 fatalities taking place 80%-90% decile and 1 in the least deprived (90%-100%) decile.

In the most deprived 30%, there have been 16 fatalities, while in the least deprived 30% there have been 4 fatalities. In the central 40% (between the 30-40% and 60-70% deciles), there have been 7 fatalities. Fatalities in Wirral are in the most deprived communities, while those in Sefton are spread across the IOD spectrum.

The lower section of chart 2 shows that when fatalities are measured against the National Deprivation Index, 18 occur in the most deprived decile. There have been 3 fatalities within the 40% least deprived areas overall. 2 deciles have not seen a fatality, 50-60% and 90-100%.

The skewing of fire deaths occurring in the most deprived decile provides evidence that deprivation has a significant impact on risk and is the reason why MFRS target persons above 65 in deprived areas.

This is likely due to Merseyside being one of the most deprived counties in England, but shows that a fatality can occur in any part of society.

For more detail, please refer to the full Accidental Dwelling Fire fatality report referenced on the Document Control page of this report.

### 3.2.1 Retrospective of Injuries in Accidental Dwelling Fires<sup>1</sup>

Chart 3: Injuries in Accidental Dwelling Fires

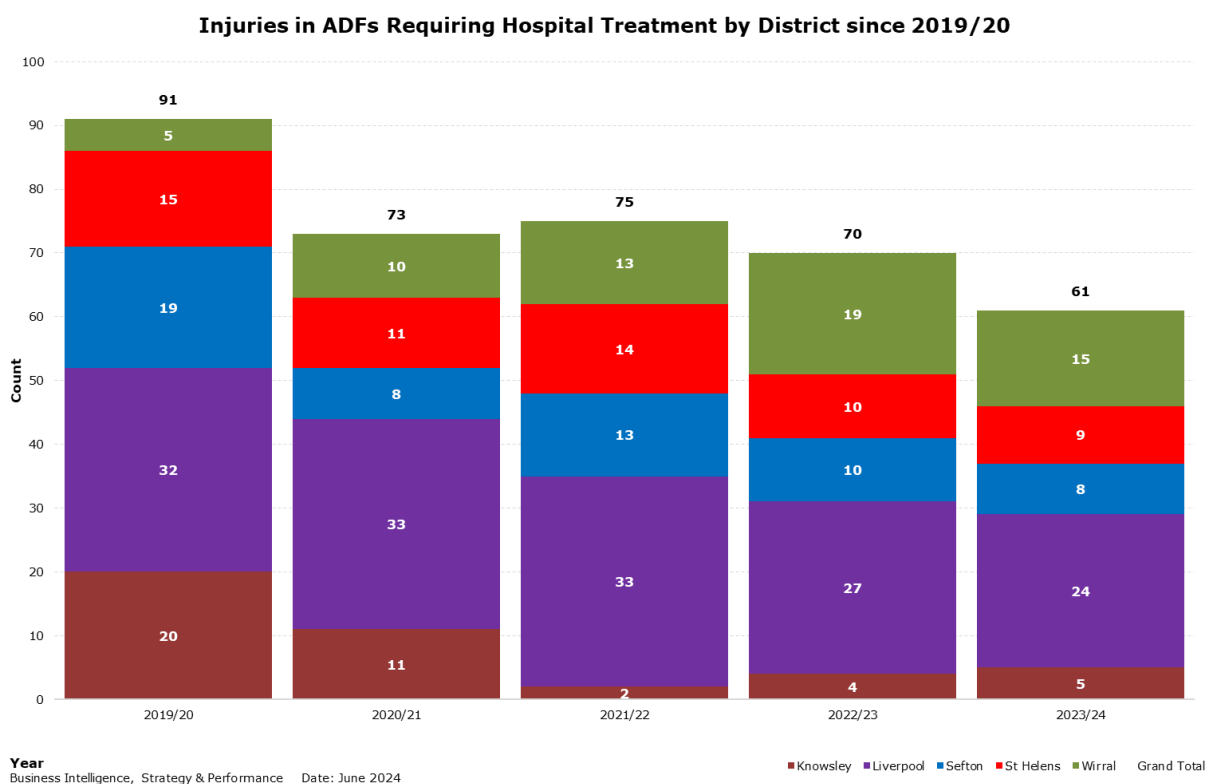


Chart 3 shows that the cumulative number of serious and slight injuries that required hospital treatment at Accidental Dwelling Fire vary by year, with overall injuries on a downward trend since 2019/20. This is an overall reduction of 30 injuries.

During 2023/24, Liverpool had the greatest number of injuries (24), a reduction of 3. This is followed by Wirral (15), a decrease of 4 on the previous year. Knowsley was the only district to see an increase (+1).

<sup>1</sup> Injury data only includes 'Victim went to hospital, injury appears serious' and 'Victim went to hospital, injury appears slight'  
 W:\Data & Projects\IRMP Projects\3-5 Year BI Report\2023-24 update\Retrospective ADF and RTC Fatality Injury 201920 – 202324.docx  
 Page 4 of 13

Chart 4: Injuries in Accidental Dwelling Fires

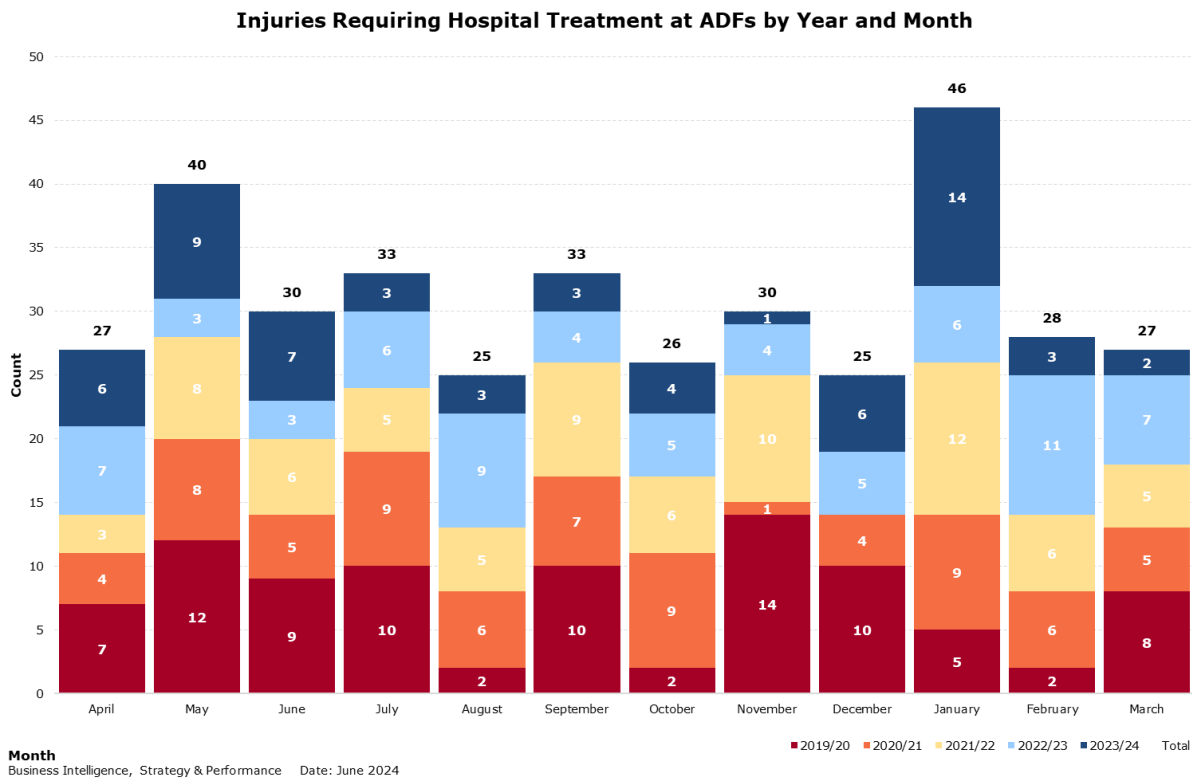


Chart 4 describes the number of injuries, whether serious or slight, that required hospital treatment split by month for the past 5 years along with the cumulative monthly total.

This shows that injuries in accidental dwelling fires are random as the fewest cumulative injuries have occurred during: August and December (both 25) and October (26). The months to see the most injuries are: January (46), May (40), July and September (both 33).

By concentrating on 2023/24 figures (dark blue), this shows that January saw the most injuries (14) followed by May (9). The months to see the least incidents were: November (1) and March (2).

### 3.2.2 Injuries in Accidental Dwelling Fires by Incident Counts

Table 2: Proportion of Injury by Severity for Accidental Dwelling Fire per 100 incidents

Injury Severity	District	2019/20	2020/21	2021/22	2022/23	2023/24
Victim went to hospital, injuries appear to be serious	Knowsley	2 (1.3)	1 (0.7)	1 (0.6)	0 (0.0)	0 (0.0)
	Liverpool	1 (0.2)	5 (1.0)	7 (1.4)	6 (1.2)	12 (2.4)
	Sefton	3 (1.1)	2 (0.7)	0 (0.0)	1 (0.4)	0 (0.0)
	St Helens	3 (1.7)	0 (0.0)	5 (2.7)	0 (0.0)	1 (0.5)
	Wirral	2 (0.6)	2 (0.6)	2 (0.6)	6 (1.9)	2 (0.6)
	<b>Merseyside</b>	<b>11 (0.8)</b>	<b>10 (0.7)</b>	<b>15 (1.1)</b>	<b>13 (0.9)</b>	<b>15 (1.0)</b>
Victim went to hospital, injuries appear to be slight	Knowsley	18 (11.9)	10 (6.6)	1 (0.6)	4 (2.5)	5 (3.2)
	Liverpool	31 (6.2)	28 (5.6)	26 (5.3)	21 (4.2)	12 (2.4)
	Sefton	16 (5.8)	6 (2.2)	13 (4.7)	9 (3.2)	8 (2.8)
	St Helens	12 (6.6)	11 (6.1)	9 (4.9)	10 (5.4)	8 (4.3)
	Wirral	3 (0.9)	8 (2.5)	11 (3.4)	13 (4.0)	13 (4.0)
	<b>Merseyside</b>	<b>80 (5.6)</b>	<b>63 (4.4)</b>	<b>60 (4.2)</b>	<b>57 (4.0)</b>	<b>46 (3.2)</b>

Since 2019/20, the count serious injuries are on a slight upward trend (11 to 15), while the ratio per 100 incidents has fluctuated between 0.7 in 2020/21 and 1.1 in 2021/22.

Slight injuries have reduced from 5.6 injuries per 100 incidents to 3.2, with an actual reduction of 34 injuries.

A quick summary of serious injuries by district show:

- Knowsley have reduced by 2 (**2 to 0**)
- Liverpool have increased by 11 (**1 to 12**)
- Sefton have reduced by 3 (**3 to 0**)
- St Helens have reduced by 2 (**3 to 1**) and
- Wirral have stayed the same (**0 to 0**)

A quick summary of slight injuries by district show:

- Knowsley have decreased by 13 (**18 to 5**)
- Liverpool have reduced by 19 (**31 to 12**)
- Sefton have reduced by 8 (**16 to 8**)
- St Helens have decreased by 4 (**12 to 8**), and
- Wirral have increased by 10 (**3 to 13**)

During 2023/24, there were 1.0 serious injuries per 100 incidents across Merseyside with Liverpool having the greatest proportion of serious injuries (2.4 per 100 incidents). Knowsley and Sefton have the lowest proportion (0.00 per 100 incidents) as they did not have a serious injury.

In terms of slight injuries 2023/24, St Helens has the greatest proportion of slight injuries (4.3 per 100 incidents). Liverpool had the lowest proportion of injuries (2.4 per 100 incidents), followed by Sefton (2.8 per 100 incidents).



### 3.3 Retrospective of Fatalities in Road Traffic Collisions

Table 3: Road Traffic Collision Fatalities per 100 Incidents per District

District	2019/20	2020/21	2021/22	2022/23	2023/24	Total
Knowsley	1 (1.1)	2 (2.9)	0 (0.0)	5 (5.4)	0 (0.0)	8 (2.0)
Liverpool	1 (0.4)	2 (1.0)	8 (2.7)	1 (0.4)	2 (0.8)	14 (1.1)
Sefton	2 (1.5)	1 (1.0)	4 (2.2)	1 (0.6)	3 (1.9)	11 (1.4)
St Helens	2 (2.2)	2 (2.5)	4 (3.4)	2 (1.7)	0 (0.0)	10 (1.9)
Wirral	1 (0.7)	1 (0.9)	0 (0.0)	0 (0.0)	3 (1.9)	5 (0.7)
<b>Merseyside</b>	<b>7 (1.0)</b>	<b>8 (1.4)</b>	<b>16 (1.9)</b>	<b>9 (1.1)</b>	<b>8 (1.0)</b>	<b>48 (1.3)</b>

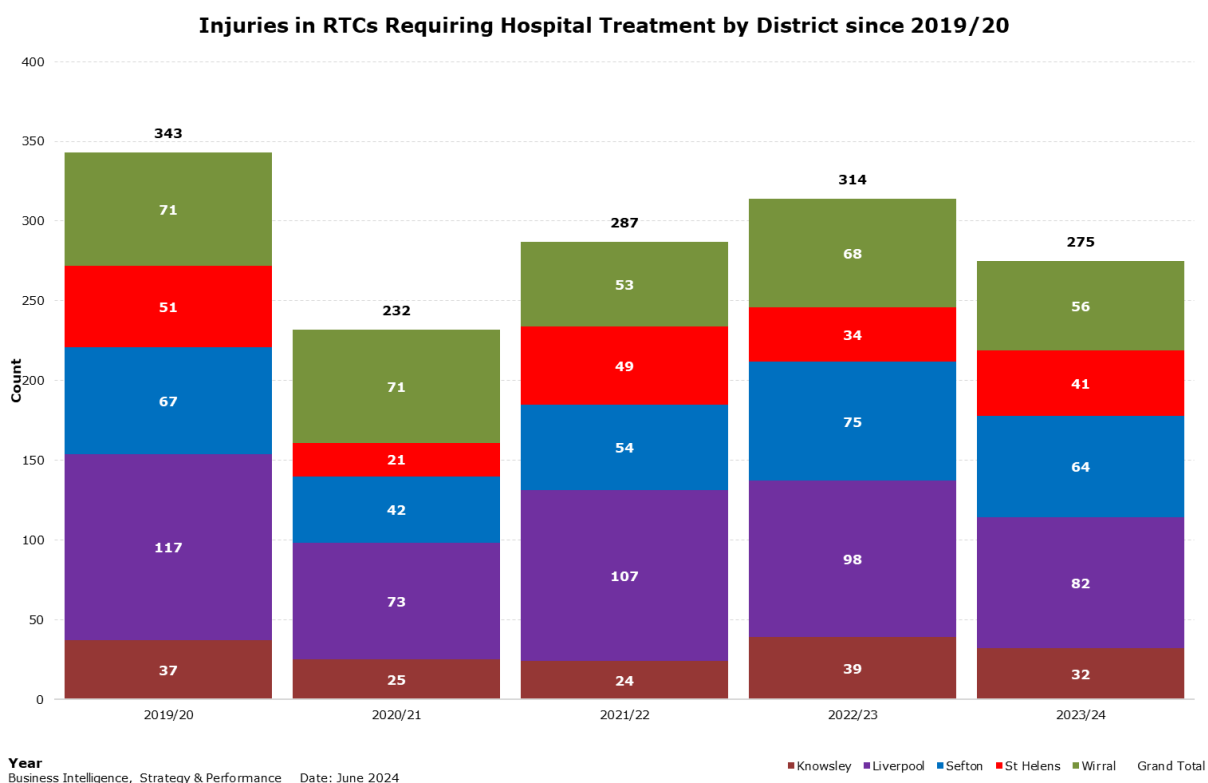
Table 4 shows the proportion of Road Traffic Collision fatalities per 100 incidents for each district over the 5 years. The table shows that MF&RS have attended 48 fatalities on Merseyside’s roads during this period.

The table shows that Liverpool has had the greatest number of fatalities (14 in the last 5 years) while Knowsley has the greatest proportion per 100 incidents (2.00 – 8 fatalities). St Helens has the 2<sup>nd</sup> highest incidence of death per 100 incidents (1.9), followed by Sefton with 1.4. Wirral has the lowest incidence of death per 100 incidents at 0.7 (5 fatalities) and Liverpool has 1.1.

During 2023/24, there were 8 fatalities across all districts of Merseyside. Sefton and Wirral saw the most with 3 fatalities, followed by Liverpool (2). Knowsley and St Helens did not see a fatality at a Road Traffic Collision.

#### 3.3.1 Retrospective of Injuries in Road Traffic Collisions

Chart 5: Injuries in Road Traffic Collisions



At 1<sup>st</sup> glance chart 5 shows that the cumulative number of injuries at Road Traffic Collisions are on a downward trend between 2019/20 and 2023/24 (-68) but displayed an upward trend in the middle 3 years. Injuries at RTCs were one of the main indicators that showed large reductions during the first and second COVID lockdowns.

During 2023/24, Liverpool had the greatest number of injuries (82), a reduction of 10 compared to the year before. This is followed by Sefton (64), a decrease of 11 on the previous year. Knowsley has seen the least injuries (32 – a reduction of 7) followed by St Helens (41 – an increase of 7). Wirral has seen a reduction of 12 from 68 to 56.

Chart 6: Injuries in Special Service - RTCs

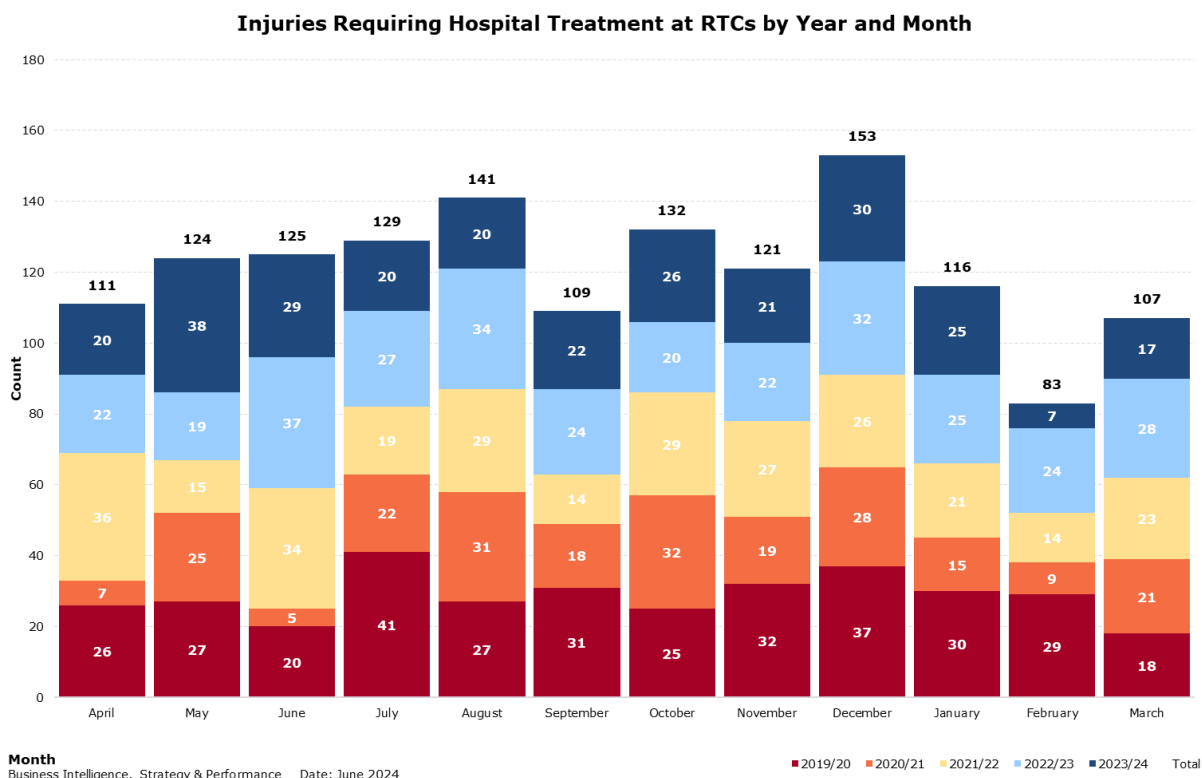


Chart 6 describes the number of injuries, that required hospital treatment, whether serious or slight, split by month for the past 5 years along with the cumulative monthly total.

This shows that injuries in Special Service – RTCs, like injuries in Accident Dwelling Fires, can be random as the fewest cumulative injuries have occurred during the winter months of February (83) and March (107). The 3<sup>rd</sup> quarter between October and December tends to see the most injuries overall, slightly ahead of quarter 2 between June and August. Reasons could vary as this trend is not consistent between the years however factors could include: alcohol; inclement weather; school holidays; darker mornings/evenings could have some influence.

By concentrating on 2023/24 figures (dark blue), this shows May saw the most injuries (38 – double the previous year) followed by December (30). The months to see the least incidents were: February (7) followed March (17).

### 3.3.2 Injuries in Road Traffic Collisions by Incident Counts

Table 4: Proportion of Injury by Severity for Road Traffic Collisions per 100 incidents

Injury Severity	District	2019/20	2020/21	2021/22	2022/23	2023/24
Victim went to hospital, injuries appear to be serious	Knowsley	10 (11.1)	5 (7.2)	3 (4.5)	6 (6.5)	2 (2.3)
	Liverpool	23 (9.1)	21 (11.0)	22 (7.5)	22 (7.9)	25 (10.2)
	Sefton	10 (7.4)	5 (5.1)	13 (7.1)	11 (6.1)	12 (7.5)
	St Helens	13 (14.6)	2 (2.5)	11 (9.2)	8 (6.8)	6 (5.5)
	Wirral	14 (9.3)	20 (17.4)	11 (6.5)	14 (8.1)	10 (6.2)
	<b>Merseyside</b>	<b>70 (9.7)</b>	<b>53 (9.5)</b>	<b>60 (7.2)</b>	<b>61 (7.2)</b>	<b>55 (7.2)</b>
Victim went to hospital, injuries appear to be slight	Knowsley	27 (30.0)	20 (29.0)	21 (31.8)	33 (35.9)	30 (34.5)
	Liverpool	94 (37.2)	52 (27.2)	85 (29.1)	76 (27.1)	57 (23.2)
	Sefton	57 (41.9)	37 (37.4)	41 (22.4)	64 (35.6)	52 (32.3)
	St Helens	38 (42.7)	19 (23.5)	38 (31.9)	26 (22.0)	35 (31.8)
	Wirral	57 (38.0)	51 (44.3)	42 (24.9)	54 (31.4)	46 (28.6)
	<b>Merseyside</b>	<b>273 (38.0)</b>	<b>179 (32.3)</b>	<b>227 (27.4)</b>	<b>253 (30.0)</b>	<b>220 (28.8)</b>

Since 2019/20, the count of serious injuries are generally on a downward trend (70 to 55), and a similar pattern is shown in terms of ratio per 100 incidents (9.7 to 7.2).

Slight injuries have reduced from 38.0 injuries per 100 incidents (273) to 28.8 (220), with an actual reduction of 53 injuries.

A quick summary of serious injuries by district show:

- Knowsley have reduced by 4 (**6 to 2**)
- Liverpool have increased by 3 (**22 to 25**)
- Sefton have increased by 1 (**11 to 12**)
- St Helens have reduced by 2 (**8 to 6**), and
- Wirral have reduced by 4 (**14 to 10**)

A quick summary of slight injuries by district show:

- Knowsley have decreased by 3 (**33 to 30**)
- Liverpool have reduced by 19 (**76 to 57**)
- Sefton have decreased by 12 (**64 to 52**)
- St Helens have increased by 9 (**26 to 35**), and
- Wirral have decreased by 8 (**54 to 46**)

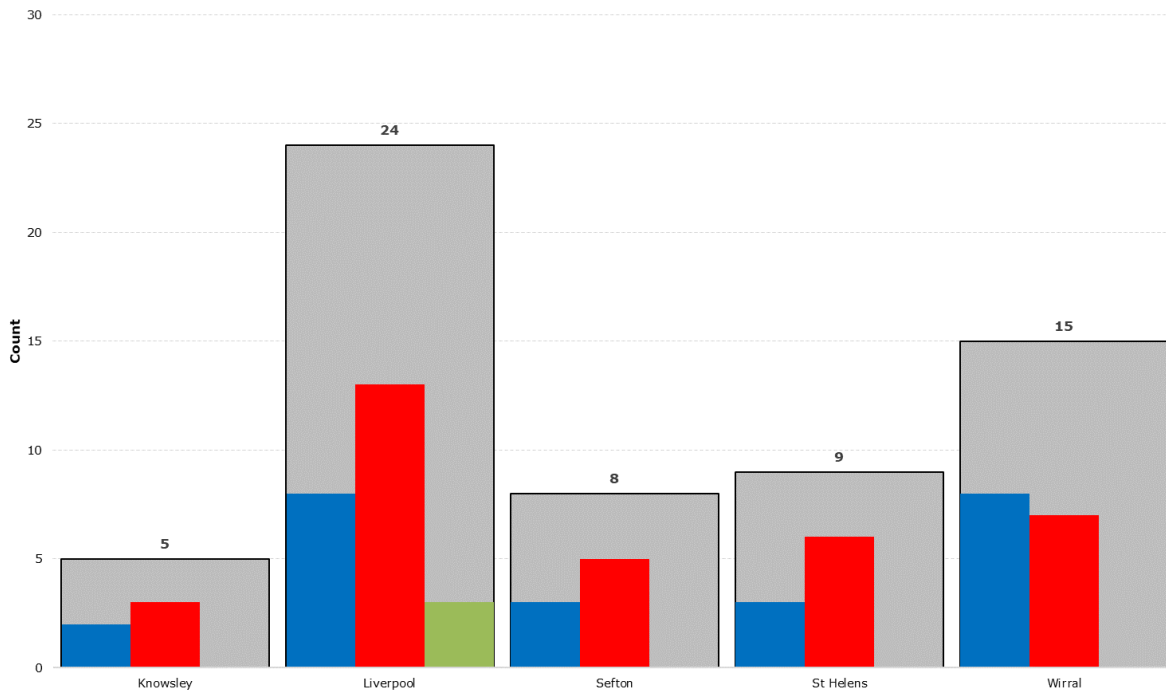
During 2023/24, there were 7.2 serious injuries per 100 incidents across Merseyside with Liverpool having the greatest proportion of serious injuries (10.2 per 100 incidents). Knowsley has the lowest proportion (2.3 per 100 incidents).

In terms of slight injuries 2023/24, Knowsley has the greatest proportion of slight injuries (34.5 per 100 incidents), followed by Sefton (32.3). Liverpool had the lowest proportion of injuries (23.2 per 100 incidents).

## 4. Appendices

Chart 7: Injuries in ADFs by Gender and District

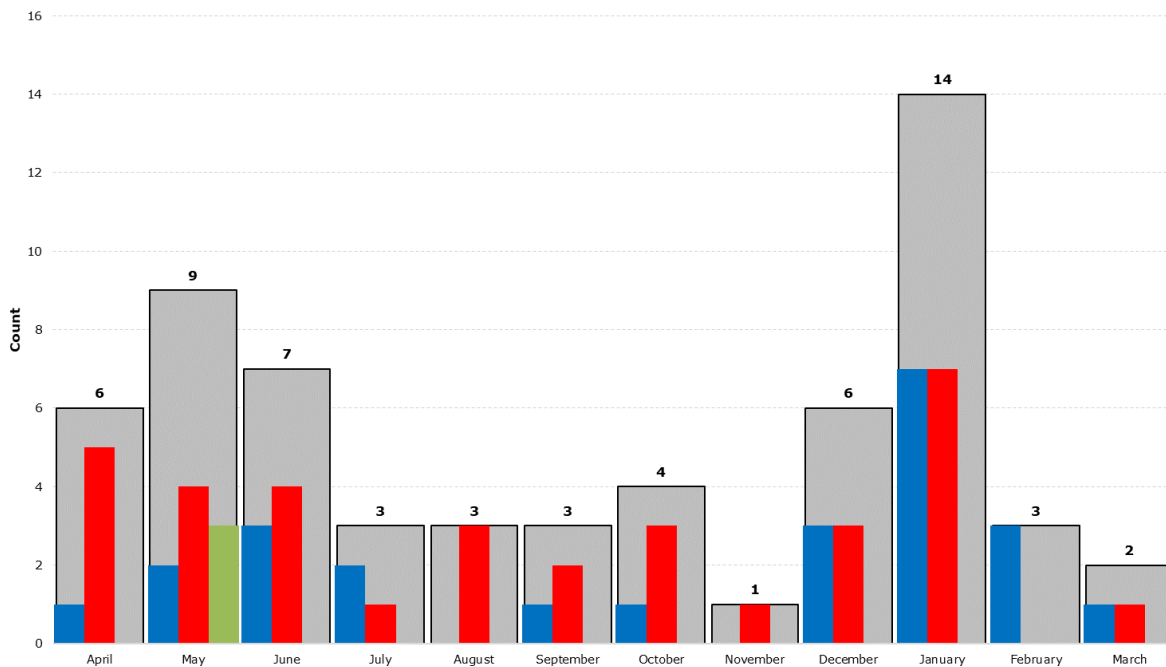
**Injuries Requiring Hospital Treatment at ADFs by Gender and District during 2023/24**



**District**  
Business Intelligence, Strategy & Performance Date: June 2024

Chart 8: Injuries in ADFs by Gender and Month

**Injuries Requiring Hospital Treatment at ADFs by Gender and Month during 2023/24**



**Month**  
Business Intelligence, Strategy & Performance Date: June 2024

Legend: Total (Grey), Female (Blue), Male (Red), Not specified (Green)

Chart 9: Injuries in ADFs by Gender and Hour

Injuries Requiring Hospital Treatment at ADFs by Gender and Hour during 2023/24

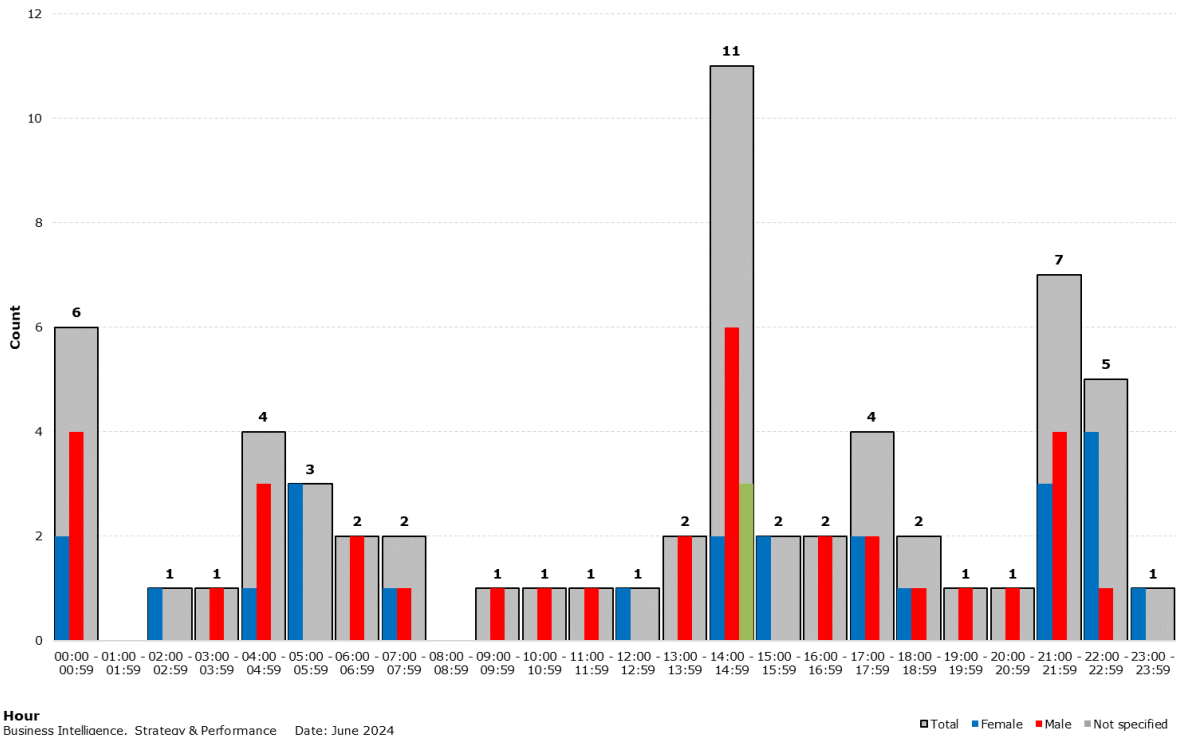


Chart 10: Injuries in ADFs by Gender and Age Range

Injuries Requiring Hospital Treatment at ADFs by Gender and Age during 2023/24

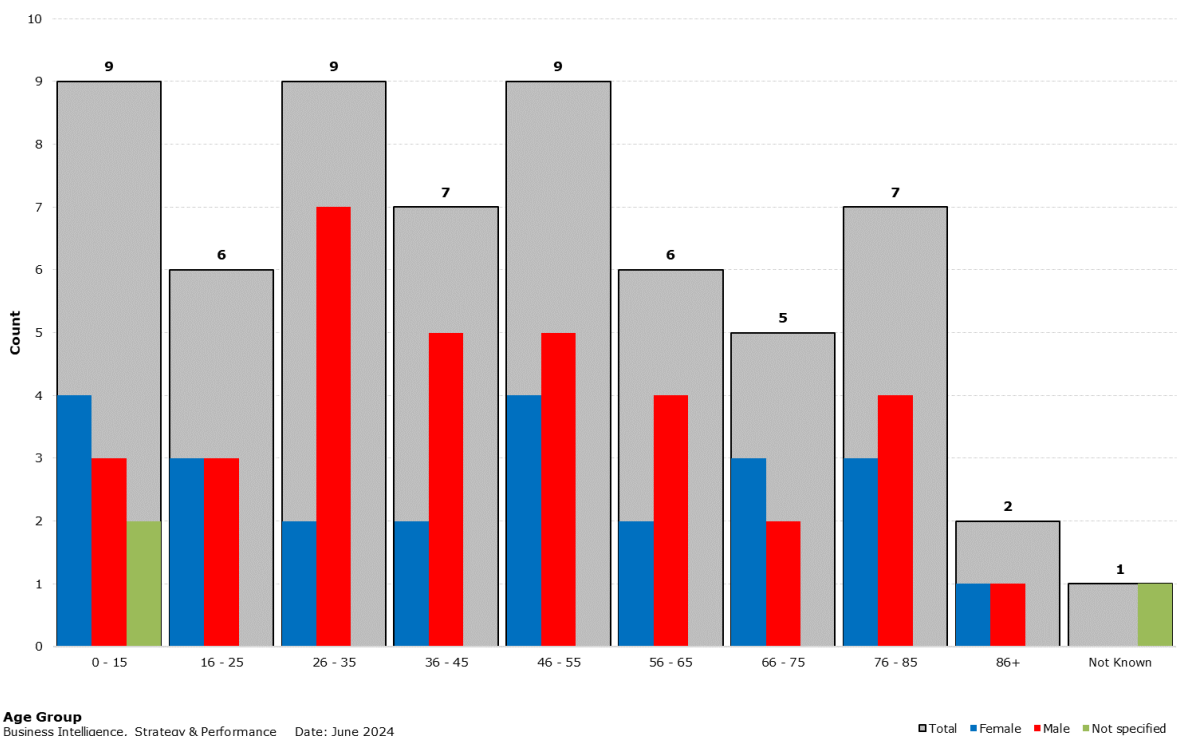
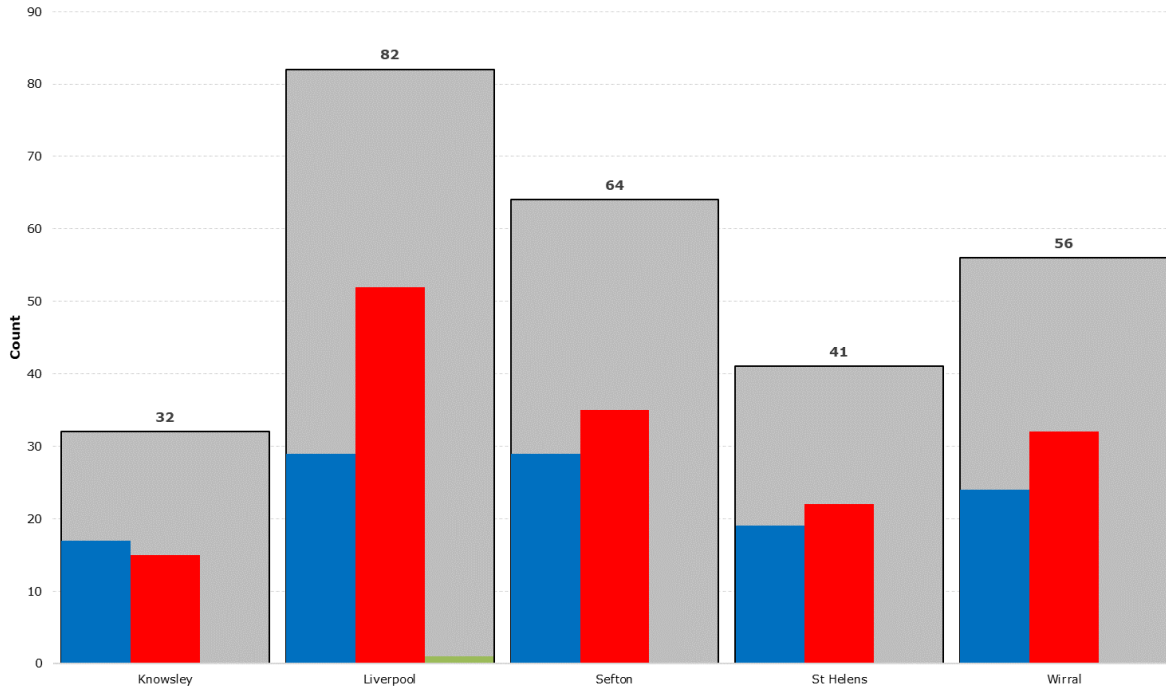


Chart 11: Injuries in Special Service – RTCs by Gender and District

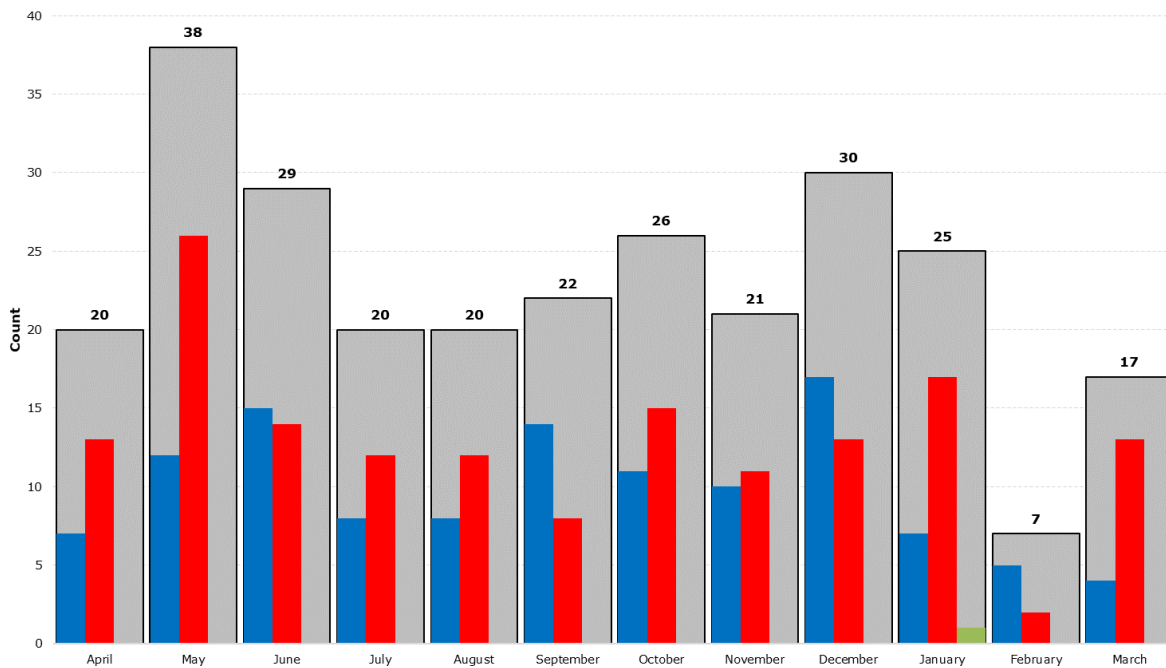
**Injuries Requiring Hospital Treatment at RTCs by Gender and District during 2023/24**



District  
Business Intelligence, Strategy & Performance Date: June 2024

Chart 12: Injuries in Special Service – RTCs by Gender and Month

**Injuries Requiring Hospital Treatment at RTCs by Gender and Month during 2023/24**



Month  
Business Intelligence, Strategy & Performance Date: June 2024

■ Total ■ Female ■ Male ■ Not specified

Chart 13: Injuries in Special Service – RTCs by Gender and Hour

Injuries Requiring Hospital Treatment at RTCs by Gender and Hour during 2023/24

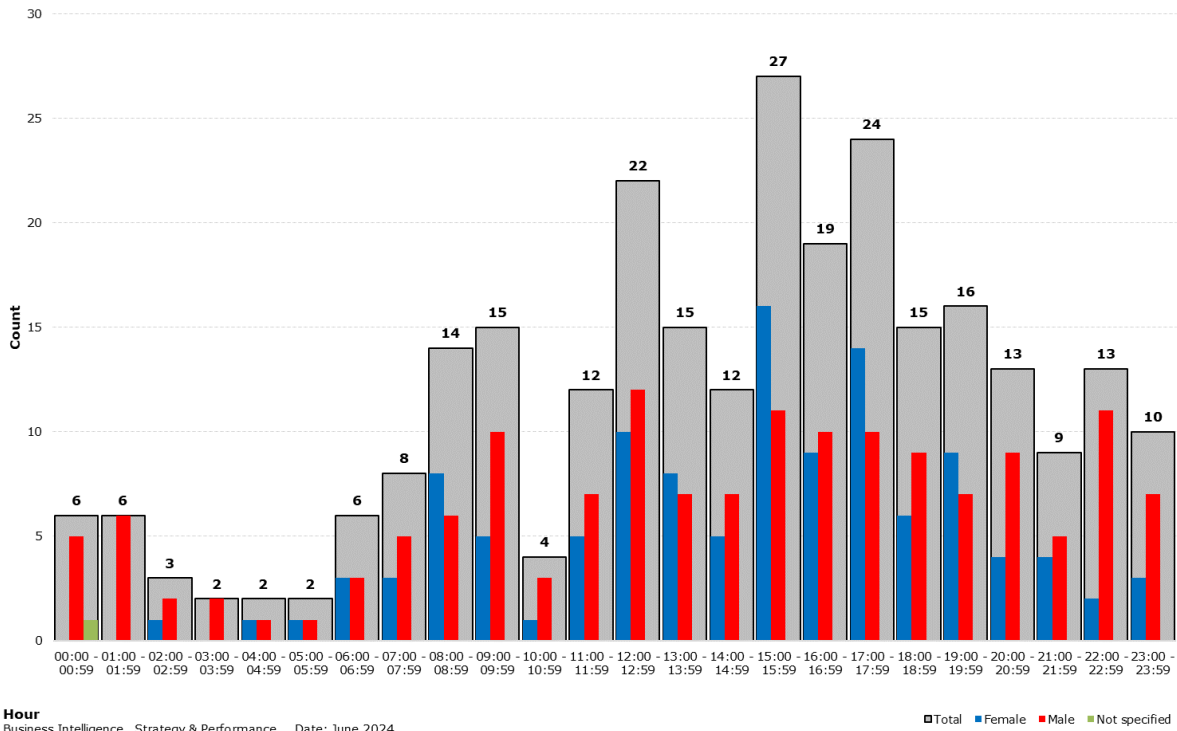
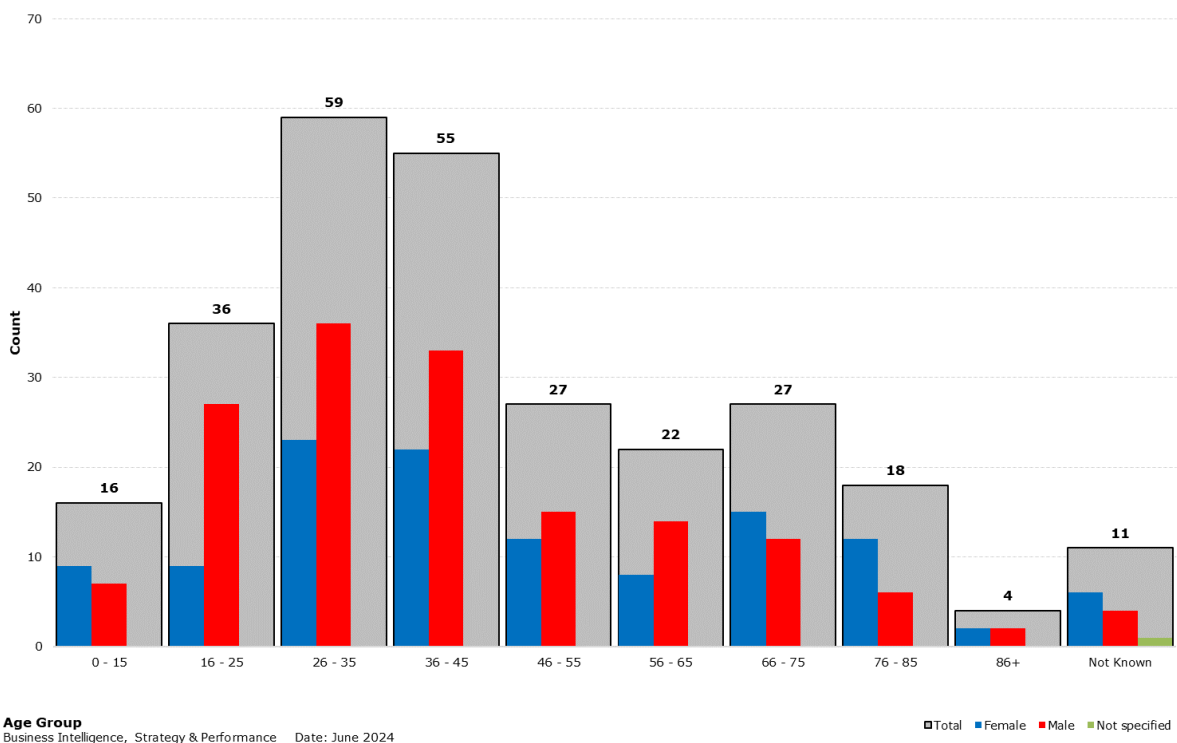


Chart 14: Injuries in Special Service – RTCs by Gender and Age Range

Injuries Requiring Hospital Treatment at RTCs by Gender and Age during 2023/24



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	Measure Description	Merseyside	FRS 1	FRS 2	FRS 3	FRS 4	FRS 5	FRS 6	Rank
Overview	Total Incidents	17339	32128	13906	16826	26527	25447	7037	
	All Fires	5357	9030	5699	6282	8271	8740	3903	
	All Fires per 100k population	373.5	317.0	402.7	547.9	281.3	372.7	684.8	4
	All Primary Fires	1657	3653	2025	1679	3285	2945	807	
	All Primary Fires per 100k Population	115.5	128.3	143.1	146.4	111.7	125.6	141.6	2
	All Secondary Fires	3700	5377	3674	4603	4986	5795	3096	
	All Secondary Fires per 100k Population	25.8	18.9	26.0	40.1	17.0	24.7	54.3	4
	All Special Service Calls	5162	8308	2903	3564	7558	4789	Not Reported	
	All False Alarms	6820	14790	5304	6980	10698	11918	3134	
All False Alarms - FAGI	4264			5196	7749	8684	1377		
Fire Motives	Total number of Accidental Fires	2451	3607	1644	1844	5348	3652	673	
	Total number of Accidental Fires per 10,000 population	17.1	12.7	11.6	16.1	18.2	15.6	11.8	6
	Number of Deliberate Fires	2907	5423	4,047	4438	2356	5088	3230	
	Number of Deliberate Fires per 10,000 population	20.3	19.0	28.6	38.7	8.0	21.7	56.7	3
Primary Fires	Number of Accidental Primary Fires	1124	2438	1043	900	2071	1807	368	
	Number of Accidental Primary Fires per 10,000 population	7.8	8.6	7.4	7.8	7.0	7.7	6.5	5
	% of Primary Fires that are "Accidental"	67.8%	66.7%	51.5%	53.6%	63.0%	61.4%	45.6%	
	Number of Deliberate Primary Fires	533	1215	982	779	1214	1138	439	
	Number of Deliberate Primary Fires per 10,000 population	3.7	4.3	6.9	6.8	4.1	4.9	7.7	1
	Number of Accidental Dwelling Fires	671	1425	544	481	1356	916	189	
	Number of Accidental Dwelling Fires per 10,000 dwellings	4.7	5.0	3.8	4.2	4.6	3.9	3.3	6
	Number of Non-Domestic Fires (buildings)	230	624	196	173	444	385	149	
	Number of Non-Domestic Fires (buildings) per 1,000 non-domestic premises	5.1	5.5	4.3	4.6	4.4	4.3	8.4	5
	Number of Deliberate Primary Vehicle Fires	242	532	654	523	510	696	248	
Number of Deliberate Primary Vehicle Fires per 10,000 population	1.7	1.9	4.6	4.6	1.7	3.0	4.4	1	
Casualties	Number of Fire Deaths	2	16	3	5	13	15	1	
	Number of Fire Deaths per 100,000 population	0.1	0.6	0.2	0.4	0.4	0.6	0.2	1
	Number of Accidental Dwelling Fire Deaths per 100,000 population	1	11	2	5	9	9	1	
	Number of Accidental Dwelling Fire Deaths per 100,000 population	0.1	0.4	0.1	0.4	0.3	0.4	0.2	1
	Number of Injuries from Fire	81	135	70	47	79	160	16	
	Number of Injuries from Fire per 100,000 population	5.6	4.7	4.9	4.1	2.7	6.8	2.8	6
	Number of injuries from accidental fires in dwellings, excl. precautionary checks and first aid	55	75	33	30	51	110	9	
Number of injuries from accidental fires in dwellings, excl. precautionary checks and first aid per 100,000 population	3.8	2.6	2.3	2.6	1.7	4.7	1.6	6	
Secondary Fires	Number of Deliberate Secondary Fires	2373	4208	3073	3659	1709	3950	2791	
	Number of Deliberate Secondary Fires per 10,000 population	16.5	14.8	21.7	31.9	5.8	16.8	49.0	3
	Number of Accidental Secondary Fires	1327	1169	601	944	3277	1845	305	
	Number of Accidental Secondary Fires per 10,000 population	9.25	4.10	4.25	8.23	11.15	7.87	5.35	6
	% of Secondary Fires that are "Accidental"	35.9%	21.7%	16.4%	20.5%	65.7%	31.8%	9.9%	
False Alarms	Number of AFA non domestic properties	545	4535	670	1604	1437	3553	514	
	AFA non domestic properties per 1,000 non domestic properties	12.1	39.9	14.7	42.6	14.1	39.8	28.9	1
	Number of AFA Domestic properties	3614	6,167	1927	3359	5855	4845	728	
	AFA Domestic properties per 1,000 domestic properties	5.6	5.0	3.2	6.5	5.0	4.8	2.7	6
	% of AFA that are Domestic	86.9%	57.6%	74.2%	67.7%	80.3%	57.7%	58.6%	
	Malicious False Alarms attended	105	576	148	233	457	286	135	
	Malicious False Alarms attended per 1,000 population	0.07	0.20	0.10	0.20	0.16	0.12	0.24	1
Total Number of False Alarm Good Intent	2556	3512	2559	1784	2949	3234	1757		
Alarms	% of fires attended in dwellings where no smoke alarm was fitted	17.0%	16.2%	23.7%	13.3%	15.7%	14.9%	42.6%	

Sickness Performance. Courtesy of Cleveland FRS

Sickness	Duty days lost to sickness absence for Wholetime and Control personnel combined	8.67	Not reported	8.80	8.79	9.46	10.92	14.17
	Duty days lost to sickness absence for Wholetime, Control and Non Uniformed staff combined	9.05	Not reported	9.80	9.28	9.44	11.31	14.12

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<b>MERSEYSIDE FIRE AND RESCUE AUTHORITY</b>			
<b>MEETING OF THE:</b>	<b>AUTHORITY</b>		
<b>DATE:</b>	<b>17 OCTOBER 2024</b>	<b>REPORT NO:</b>	<b>CFO/61/24</b>
<b>PRESENTING OFFICER</b>	<b>CHIEF FIRE OFFICER, PHIL GARRIGAN</b>		
<b>RESPONSIBLE OFFICER:</b>	<b>DEB APPLETON</b>	<b>REPORT AUTHOR:</b>	<b>DEB APPLETON JACKIE SUTTON</b>
<b>OFFICERS CONSULTED:</b>	<b>COMMUNITY RISK MANAGEMENT PLAN GROUP, STRATEGIC LEADERSHIP TEAM</b>		
<b>TITLE OF REPORT:</b>	<b>CRMP 2024-27 POST-CONSULTATION REPORT</b>		

<b>APPENDICES:</b>	<b>APPENDIX 1:</b>	<b>CRMP 2024-27</b>
	<b>APPENDIX 2:</b>	<b>PUBLIC FORUM CONSULTATION REPORT</b>
	<b>APPENDIX 3:</b>	<b>ONLINE SURVEY REPORT</b>
	<b>APPENDIX 4:</b>	<b>COMMUNITY GROUP CONSULTATION EVENT FEEDBACK</b>
	<b>APPENDIX 5:</b>	<b>FBU CONSULTATION RESPONSE</b>
	<b>APPENDIX 6:</b>	<b>FOA CONSULTATION RESPONSE</b>
	<b>APPENDIX 7:</b>	<b>EQUALITY IMPACT ASSESSMENT</b>

### Purpose of Report

1. To request that Members, consider the outcomes of public/stakeholder consultation on the Authority’s Community Risk Management Plan (CRMP) 2024-27 and to seek approval for the publication of the final post-consultation version which takes account of consultation feedback (amendments are shown in red) as attached at Appendix 1.

### Recommendation

2. It is recommended that Members;
  - a) note that the actions within this CRMP have been subject to extensive public consultation (the outcomes of this consultation have been attached as appendices to this report);
  - b) consider whether the responses to consultation have been adequately considered by Officers and are reflected within the CRMP 2024-27 (Appendix 1), where appropriate. (For ease changes from the draft CRMP are highlighted in red)
  - c) approve the CRMP for 2024-27 and its implementation - which will result in
    - i. Further increases in fire engine availability (32 to 34) building on the 2021-24 Integrated Risk Management Plan (IRMP).
    - ii. Quicker response times.

- iii. An improved response to life risk incidents.
  - iv. Quicker mobilisation.
  - v. Improvements in the way we mobilise our specialist capabilities removing any delay in our response.
  - vi. More targeted Prevention and Protection activities and;
- d) approve the CRMP 2024-27 for publication on the website on 17<sup>th</sup> October.

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## **Introduction and Background**

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3. It is a requirement of the Fire and Rescue Service National Framework 2018 to produce an Integrated Risk Management Plan ('IRMP').
4. The Authority has previously noted the change in terminology from IRMP to CRMP and this CRMP has been written to ensure compliance with the National Framework.
5. Each plan must:
  - a) Reflect up to date risk analyses including an assessment of all foreseeable fire and rescue related risks that could affect the area of the authority.
  - b) Demonstrate how prevention, protection and response activities will best be used to prevent fires and other incidents and mitigate the impact of identified risks on its communities, through authorities working either individually or collectively, in a way that makes best use of available resources.
  - c) Outline required service delivery outcomes including the allocation of resources for the mitigation of risks; set out its management strategy and risk-based programme for enforcing the provisions of the Regulatory Reform (Fire Safety) Order 2005 in accordance with the principles of better regulation set out in the Statutory Code of Compliance for Regulators, and the Enforcement Concordat.
  - d) Cover at least a three-year time span and be reviewed and revised as often as it is necessary to ensure that the authority is able to deliver the requirements set out in this Framework.
  - e) Reflect effective consultation throughout its development and at all review stages with the community, its workforce and representative bodies and partners and;
  - f) be easily accessible and publicly available.
6. Merseyside Fire and Rescue Authority's (MFRA) CRMP is a medium-term plan that considers risk, demand and vulnerability and the progress made as a result of previous IRMPs to capture future aspirations and the strategic direction for the Authority in order to deliver the Service's Vision – 'To be the best Fire and Rescue Service in the UK, One Team, Putting its Communities First.'
7. The CRMP deals in a strategic way with the implications of risk, demand and vulnerability in Merseyside, in the context of the resources available to the Authority.

8. Subject to approval of the CRMP 2024-27, the Chief Fire Officer will exercise his delegated responsibility in the management of any changes resulting from it.
9. Future reports to the Authority will contain the detail on any such changes resulting from the CRMP.

### Consultation

10. Since the draft CRMP 2021-24 was approved at the Budget Authority meeting on 29th February 2024 a twelve-week consultation process has taken place (4th March to 27th May) and the outcomes from this are summarised below and reported within Appendices 2 to 7.
11. The consultation process included the following:
  - a) Publication of the draft CRMP 2024-27 on our website
  - b) Publicity regarding the launch of the consultation process was published on the Authority website, Portal, Facebook, Instagram, Nextdoor and X
  - c) One public forum for all districts of Merseyside (33 people took part). This followed the five initial public engagement forums that took place in October 2023 (previously reported to the Authority)
  - d) Distribution of the CRMP to over 100 strategic partners and other interested parties
  - e) Distribution of the CRMP to community contacts and a meeting with those contacts (17 people attended)
  - f) Meetings with staff Representative Bodies – Fire Brigades Union (FBU) Fire Officers Association (FOA), UNISON and UNITE
  - g) Principal Officer talks with staff and engagement with Staff Network Chairs
  - h) Senior officers discussing the plan with partner organisations
  - i) An online questionnaire on our website for the public and staff (69 responses)

### Public Forum

12. Opinion Research Services (ORS) an independent research company were commissioned to facilitate an all-district public forum to consider the proposals in the draft CRMP 2024-27. ORS's role was to recruit and facilitate the meeting and report outcomes and ORS worked with MFRA to prepare supporting material for the meeting, providing the fullest possible information for participants.
13. MFRA has had an extensive programme of engagement with residents for a number of years and, in this context, ORS has regularly facilitated district-based and all-Merseyside forums. Within this on-going framework, MFRA has conducted 'listening and engagement' and 'formal consultation' meetings.
14. The all-district consultation forum followed on from the five district-based public engagement forums carried out in October 2023 where the public were asked if they considered how the Authority planned for Risk, Demand and Vulnerability was fair and reasonable. The forums also revisited the Authority's Planning

Principles which were originally endorsed by the public in 2016 (and discussed in subsequent years) and these were used in planning the CRMP. The full ORS consultation forum report can be found at Appendix 2.

15. Consultation forums of this type are used because they enable the Authority to engage in a meaningful way with a cross section of representative members of Merseyside communities as demonstrated below:

LOCAL AUTHORITY AREA	GENDER	AGE	WORKING STATUS	LIMITING ILLNESS OR DISABILITY	ETHNIC GROUP
Knowsley: 8 Liverpool: 8 Sefton: 7 St Helens: 3 Wirral: 7	Male: 17 Female: 13	16-34: 5 35-44: 5 35-54: 10 55-64: 6 65+: 7	Working full- or part-time: 22 Not working/ retired: 11	5	White British: 28 BAME: 5

16. In summary the ORS report states “There were very high levels of agreement with all of the Service’s CRMP 2024-27 proposals, as outlined below:

All 33 participants agreed that MFRS should:

- Work in areas of higher risk to educate and inform the communities in those areas on known and foreseeable risk and the actions they can take to make themselves safer (31 strongly agreed).
- Work with partners to plan for/respond to the emerging threat from fires involving alternative fuels (31 strongly agreed).
- Target Prevention work toward those most likely to die in a fire and the areas of highest deprivation (30 strongly agreed).
- Keep fire engines ‘on the run’ by crewing them with three firefighters to non-life risk incidents until four firefighters become available through overtime or moves from other stations (29 strongly agreed).
- Enhance its water rescue capabilities through introducing either a sub-surface drone or a diving team (25 strongly agreed).

32 of 33 participants agreed that MFRS should:

- Introduce ‘enhanced mobilisation’ via a pre-alert system (28 strongly agreed).
- Continue to assist the North West Ambulance Service (NWAS) in relation to cardiac response and expanding this to people who have had falls (28 strongly agreed).

- Use the new Training and Development Academy for national and international training (28 strongly agreed).
- Increase fire engine numbers from 32 to 34 to increase resilience for high demand periods (27 strongly agreed).

31 of 33 participants agreed that MFRS should:

- Use improved technology in its Control Room (28 strongly agreed).
- Introduce a new framework for fire safety-related enforcements and prosecutions to improve public safety (27 strongly agreed).
- Reintroduce a Small Fires Unit to help when there are large numbers of lower level (not life-risk) incidents (25 strongly agreed).

17. There was slightly lower, but still strong, agreement with MFRS working with the Home Office on the programme to refresh current National Resilience assets (30 of 33 participants agreed, 21 strongly); using its Watch Managers differently to carry out different duties that add value and respond to incidents in a different way (29 of 33 participants agreed, 12 strongly); and focusing on Net Zero (27 of 33 participants agreed (17 strongly). This is perhaps as these are seen as ‘internal’ fire and rescue service issues that the public cannot or should not influence.”

### Online Questionnaire

18. An online questionnaire was available on the MFRS website. The results report is attached at Appendix 3. The questionnaire asked respondents for their views on the reasonableness of proposals in the draft CRMP. A large majority of respondents felt the proposals were reasonable, with some including comments and suggestions. That feedback has been considered and some changes have already been made to the CRMP. Other unrelated comments will be considered during the implementation phase or separately during the delivery of the plan, should the CRMP be approved by the Authority.

The summary of results is as follows:

- **Increasing Resources and Improving Response** (proposals 1 to 5) – 78.26% thought the proposals were reasonable (2.9% didn’t know)
- **Working Smarter** (proposals 6 to 8) – 76.82% thought the proposals were reasonable (5.8% didn’t know)
- **Adding Value in Merseyside** (proposals 9 to 12) – 82.61% thought the proposals were reasonable (5.8% didn’t know)
- **The Wider Picture** (proposals 13 to 15) – 81.16% thought the proposals were reasonable (7.25% didn’t know)

19. There was also some general feedback about the document itself with 89.55% of respondents finding it easy to read. That said, efforts have been made to further simplify the document.
20. Of the 69 respondents to the online survey, two thirds were men, two thirds were aged over 35 and a quarter were from people with a disability. Over 80% of respondents were of a white ethnic origin and over 70% of responses came from members of the public. Between 11% and 16% of respondents answered “prefer not to say” to the diversity monitoring questions.

#### Community Group consultation event

21. An event was held with representatives of a number of community groups that MFRS has been building relationships with during the last year as part of the Service’s approach to “knowing our communities”. This event provided valuable feedback on the CRMP but also more generally in relation to the accessibility of Service documents (see Appendix 4). Although the CRMP and the previous IRMP have been written in plainer English than previous plans and feedback suggests the majority of people find it is easy to read, there is more the Service can do to make documents even more accessible. Officers will investigate how they can do this in the coming months, including considering the use of Easy Read.
22. Overall those involved in the sessions welcomed the proposals.

#### Staff consultation - Principal Officer Talks

23. The Principal Officers delivered talks about the CRMP proposals to staff during the development of the draft CRMP and the consultation period. Staff were encouraged to ask questions, make suggestions and complete the online survey. There were some general areas of interest arising from the feedback with a number of positive comments, with more detail requested in relation to the following proposals:
  - The increase from 32-34 fire engines
  - Enhanced mobilisation
  - Training/TDA
  - Water rescue/underwater capability
  - Emergency Medical Response/NWAS
  - Maximising appliance availability
  - Watch Managers’ roles
  - Small Fires Unit
24. The CRMP actions have been amended to reflect a number of the points raised by our staff.

#### Staff Representative Bodies

25. Consultation meetings took place with all representative bodies.



26. The FBU's response (Appendix 5) raised a number of points relating to the CRMP which have been considered and changes have been made to the CRMP actions as outlined in the final version. Some other comments and recommendations did not relate specifically to this CRMP, but instead, are more general matters that will be picked up through the Service's normal representative bodies consultation and engagement processes.
27. FOA's response (Appendix 6) was generally supportive of all proposals, with a wish to be involved in the implementation and it included some comments on the format of the CRMP, which have been considered. However, they did raise some questions over Action 8 the proposal to use our Watch Managers differently to carry out different duties that add value and respond to incidents in a different way. These comments have been acted on in the final version.
28. UNISON have not submitted a written response but were supportive of proposals during the consultation meeting.
29. UNITE were supportive of the proposals during the consultation and commented:  
*"I have read the draft CRMP. I have nothing to submit. As for how it reads it is easily understandable and easily to navigate and not overly technical an awash with abbreviations making it easily digestible for the public consumption".*
30. As a result of the feedback received the revised CRMP actions are as follows:

**Action 2.** Re-introducing a Small Fires Unit

*"Following consultation, we would use the Small Fires Unit during known peaks in demand periods e.g. periods of hot weather and the bonfire period. Its introduction will be subject to the benefits and improvements being cost effective or affordable."*

**Action 3.** Protecting our fire engine availability for life risk incidents

*"Sometimes fire engines become unavailable at short notice (e.g. staff sickness). In order to respond to these situations, we will implement a number of changes to ensure we respond as quickly as possible to any absence, thereby ensuring that the fire appliance remains available to respond to life risk incidents."*

The following additional information has been added to the CRMP:

*"We will maximise our fire engine availability whilst protecting life risk resources. Following consultation, we can confirm that this proposal will avoid a fire engine becoming 'unavailable' to respond. This means we will be able to provide an even better service to the public in an emergency. Our response model will remain as described in this CRMP and our previous Integrated Risk Management Plan, but we will be more agile in how we use our resources. In order to remove the number of*

*occasions when appliances would be unavailable, we will utilise our retained staff more effectively, whilst also reviewing our current processes of moving staff between fire stations in order to make them more efficient and effective.*

*This proposal will keep fire engines available. By doing this we can avoid bringing fire engines in from further afield, unnecessarily leaving other parts of our communities without 'life risk' fire cover. We will also give permission for off going staff to remain on duty through the provision of an overtime budget/or reallocate duties for a short period to keep the fire engine available with four firefighters (enabling them to continue to respond to life risk incidents) whilst we are bringing in replacements from elsewhere. We will pilot this approach over the first 12 months of the plan to ensure its effectiveness."*

**Action 4.** Enhancing water rescue capability through introducing either a sub-surface drone or a dive team.

We have added *"We will investigate the costs and benefits of these approaches."*

**Action 8.** Using Watch Managers to carry out different duties that add value whilst responding to incidents in different ways

*"Following mixed feedback on the benefits of this proposal (from some staff and our staff representative bodies) we will undertake work to develop this action further during the first year of the plan.*

*The proposed way of working is currently used in different fire and rescue services in the UK and Europe, and we will use what we learn from them to help us understand the benefits and potential pitfalls prior to any implementation.*

*We will include our staff and our staff representative bodies in this work and its introduction would be subject to a successful pilot."*

### Consultation with Partners

31. The CRMP and the online survey were sent to over 100 partner organisations, but the Service did not receive any formal responses. It is possible that some partner organisations have responded through the online survey, but the breakdown of respondents does not indicate that is the case.

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### **Equality and Diversity Implications**

32. An Equality Impact Assessment (EIA) has been completed for the CRMP and is attached at Appendix 7. This has been reviewed following the consultation and contains references to the consultation outcomes, including an action to further consider accessibility of organisational documents, but the CRMP has not been materially altered as a result of the consultation process.
33. EIAs will also be completed for actions within the CRMP prior to implementation where appropriate.

34. The information provided in the EIA explains the ways in which different protected groups may be affected by the aims and objectives set out in the CRMP supplement, specifically the planned changes resulting from the reinvestment in services. It is believed that the actions contained within the CRMP offer benefits to all groups within our communities.
35. The public forums, when considering the proposals presented to them, were reminded to consider the nine protected characteristics, plus socio-economic disadvantage which the Authority also includes. They believed the proposals were advantageous to all protected groups.
36. There were some comments in the online survey regarding organisational culture, which is a top priority for MFRS as demonstrated within the People Plan that appears elsewhere on this Authority agenda. Those comments will be further considered as part of the implementation of that plan. One respondent expected to see people-related actions within the CRMP, but as Members will be aware, the People Plan is considered a more suitable vehicle for setting out such actions and following approval the CRMP, People Plan and Medium-Term Financial Plan will be published together on the website.
37. Some respondents suggested that a focus on equality, diversity and inclusion was not necessary, but MFRS believes it is vital to focus on this area for the benefit of communities and staff.

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### **Staff Implications**

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38. As detailed in the preceding sections, extensive staff engagement has taken place before and during the consultation period and engagement will continue as actions are developed and implemented.
39. There will be training implications resulting from the CRMP and these will be identified and considered as the actions are implemented.

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### **Legal Implications**

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40. MFRA continues to discharge its statutory duties under the Fire and Rescue Services Act 2004 and by having regard to and complying with the National Framework for England 2018 by the actions detailed in this report and attached appendices.

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### **Financial Implications & Value for Money**

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41. Financial implications of the CRMP will be considered during this financial year 2024/25 and the development of the Authority's Medium Term Financial Plan in February 2025/26. As work progresses on the actions within the CRMP any other costs and savings will be thoroughly considered as part of the decision-making processes around implementation of those actions.

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**Risk Management and Health & Safety Implications**

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42. The CRMP is based on a thorough assessment of community risk as detailed in the plan. Any risks associated with the implementation of the actions will be identified as part of the delivery of those actions and mitigation put in place as necessary. This includes any risks associated with Health and Safety.

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**Environmental Implications**

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43. The final action within the CRMP is the Authority's commitment to work towards achieving Net Zero by 2040. The environmental implications of other actions will be considered during the implementation process and will feed into the Net Zero action.

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**Contribution to Our Vision: *To be the best Fire & Rescue Service in the UK.***

**Our Purpose: *Here to serve, Here to protect, Here to keep you safe.***

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44. The CRMP is a key document by which Merseyside Fire and Rescue Authority manage its resources with full consideration of the impact on risk to life for the people of Merseyside. This document details the actions we intend to take to achieve our Vision and Aims.

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**BACKGROUND PAPERS**

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**NONE**

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**GLOSSARY OF TERMS**

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**MFRA**            **Merseyside Fire and Rescue Authority**

**MFRS**            **Merseyside Fire and Rescue Service**

# Community Risk Management Plan 2024-2027



One team, putting its  
communities first.



MERSEYSIDE  
FIRE & RESCUE  
SERVICE

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# Foreword

Welcome to our 2024/27 Community Risk Management Plan\* (CRMP). 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.

We are working hard to diversify our workforce with 8.2% of our firefighters coming from a black, Asian or minority ethnic community. 13.4% of our firefighters are female, which is way above the national average for fire and rescue services. We have improved our diversity year on year and we will be carrying on with our positive action recruitment programme over the next three years, so we continue to have a Service that reflects our community.

Since we launched our last plan in July 2021 we have:

- Increased the number of firefighters in Merseyside
- Increased the number of fire engines in Merseyside
- Improved our Fire Control room operations with more staff, new technology and working arrangements that enhance our response
- Introduced specialised capabilities to help us deal with wildfires, large building

fires, water incidents and waste fires

- Made over 190,000 visits to people's homes and businesses (which has reduced the number of emergencies we've been called to)
- Increased the number of Protection officers to respond to the Grenfell Tower fire Inquiry recommendations
- Introduced computer systems that help us provide better services
- Built a new training and development academy and superstation to improve training and facilities for our staff and we hope to bring people to Merseyside from around the globe to train and learn from us
- Introduced duty systems and ways of working which reflect the demands placed on the Service, making us 'Outstanding' in how we use our resources

Because of the changes we have made, we believe that people in Merseyside (and visitors to the area) are safer than ever and this new plan includes proposals that will help us continue to improve everyone's safety in the future.

But you don't have to take our word for it. Since we wrote our last plan in 2021, we have been inspected twice by His Majesty's Inspectorate of Fire and Rescue Services (HMICFRS) and on both occasions they found that we were:

- Outstanding at preventing fires and other risks,

- Outstanding at responding to major incidents and
- Outstanding at making the best use of resources

The inspectorate 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."*

We are very proud of our achievements and you can read more about them in this plan. If you would like to read the inspection report, you can find it here.

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

**We will continue to build on our success for the benefit of our communities.**

In this plan we are proposing to increase our resources and response, use technology and alternative ways of working to work smarter, add value in Merseyside and have a positive impact outside Merseyside. You can read the full details from page 40, but in summary we propose to:

1. Increase our fire engines from 32 to 34
2. **Investigate reintroducing** a small fires unit to attend lower risk incidents
3. Protect frontline fire engine availability
4. Enhance water rescue
5. Plan for **and** respond to the challenges presented by alternative fuels
6. Enhance the way we mobilise our fire engines
7. Further improve Control room technology

\*Previously known as the Integrated Risk Management Plan

8. **Look into how we use** our Watch Managers differently to increase effectiveness
9. Educate communities about wildfire and flood risks in their area
10. Continue to assist the Ambulance Service
11. Target prevention work at people at highest risk, including **those** in sheltered accommodation
12. Introduce a new framework for fire safety related enforcements and prosecutions
13. Provide national and international training at our new Training and Development Academy
14. Work with the Home Office on the programme to refresh the current National Resilience assets.
15. Work towards achieving Net Zero by 2040

**We consulted on our draft plan between March and May 2024. All the feedback has been considered and we have made the changes to the plan as a result of that consultation.**



**Phil Garrigan**  
Chief Fire Officer



**Cllr Les Byrom**  
Chair of the  
Fire Authority





# Introduction & background

All fire and rescue services have duties and responsibilities that are set out in legal documents.

These include:

## **The Fire and Rescue Services Act 2004** which explains how we:

- Respond to fires and other emergencies
- Prevent fires and other emergencies (home and community safety)
- Protect (commercial and public buildings)
- Educate and inform the public

## **The Civil Contingencies Act 2004** which explains how we:

- Work with other agencies to deal with emergencies

## **Fire Safety Order 2005** which explains how we:

- Promote fire safety in places such as offices, factories, shops, public buildings and high rise buildings

**The National Framework 2018** which explains how we:

- Identify and assess risk in Merseyside
- Prevent fire and other emergencies and protect buildings and people
- Respond to emergency incidents
- Collaborate with other organisations
- Put in place business continuity arrangements so we can deliver our services even when faced with an emergency like the pandemic
- Provide National Resilience when major incidents happen anywhere in the country



The National Framework 2018 states that all English Fire and Rescue Services have to produce an Integrated Risk Management Plan (which we now call our Community Risk Management Plan). Our Plan must:

- Consider what types of fire and rescue related risks could affect Merseyside
- Show how we will work to prevent fires and other types of emergencies and explain how we will respond to incidents that do happen to reduce the impact on Merseyside communities. We will also work with other organisations to do that
- Explain how we will use our firefighters, fire engines, other employees and equipment to reduce risk and respond to emergencies
- Explain how we will ensure we comply with and enforce the law that sets out how businesses and organisation manage fire safety in their buildings
- The plan will last for at least three years and be updated as often as is needed to reassure you that we are still doing what we need to do
- Show that we have listened to the public and other people and organisations that have an interest in what we do as we write our plan. Our listening includes trade unions and staff associations
- Be easy for people to access and be available to everyone.

In addition, the national Fire Standards Board has created a number of standards that all fire and rescue services have to comply with, including a standard for community risk management planning and we have taken account of these standards as we have written this plan.





# How we operate

## Core Code of Ethics and guidance

Fire and rescue services are required to operate within a national Code of Ethics. For Merseyside Fire and Rescue Authority, **the Core Code is** 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 FRs 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



## Our Leadership Message

Our Leadership Message brings together the Core Code of Ethics with other leadership behaviours, plus our organisational values and aims so you know what you can expect from the Service, and each and every member of our team. **Read more on pages 10-11.**

The following diagram shows how the Core Code of Ethics, our Leadership Message and our Ground Rules are linked.





## OUR STORY

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

Saving lives and keeping our Firefighters safe matters to us.

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

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

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

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

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

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



# WE ARE MERSEYSIDE FIRE & RESCUE SERVICE

## OUR VISION

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

## OUR PURPOSE

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

## OUR AIMS

### Protect

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

### Prevent

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

### Prepare

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

### Respond

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

## OUR SERVICE

### We are bold

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

### We are professional

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

### We are safe

Protecting lives and keeping our firefighters safe.

### We are built to help

Looking after people and looking after each other.

### We are positive

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

### We are relentless

Overcoming barriers to help people feel safe.

## OUR VALUES

### We serve with **Courage**

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

### We serve with **Integrity**

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

### We serve with **Compassion**

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



# 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 Km<sup>2</sup>) 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, **although** 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.

Digging deeper into the population of Merseyside, we see:

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

Merseyside is one of the most deprived areas in England, with Knowsley being the 3rd most deprived local authority in England and Liverpool is 4th **in the Index of Multiple Deprivation (IMD)**. There are better off areas, for example in West Wirral and North Sefton, but large areas of Merseyside fall within the highest ratings of social deprivation, which has the side effects of high levels of poverty, social exclusion, crime and risk from fire.

MERSEYSIDE  
POPULATION:  
1.4m+

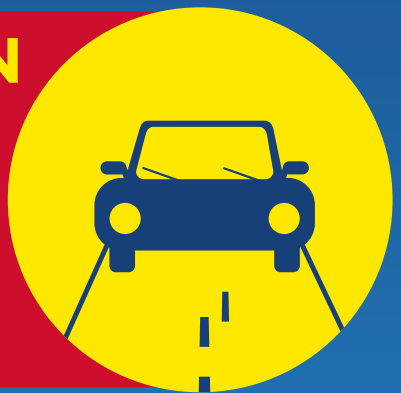


THERE ARE  
MORE THAN  
660,000  
HOMES.

THERE ARE OVER  
40,000  
PLACES OF WORK.



MORE THAN  
3,000  
miles  
OF ROADS.



### 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.



*Knowsley Council*



**ST HELENS**  
BOROUGH COUNCIL

### 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**  
City Council

### 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.



# Preparing our plans

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, including when 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 where, when and 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. By doing this we can place our fire engines and firefighters in areas that reflect where the demand is and at times when we know incidents are more likely to happen.

**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 across the area, but we do know that (\*) vulnerability is higher in areas of deprivation and Merseyside has some of the worst deprivation in the country.

\*removed 'but'



**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 **deal with** 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. Our Medium Term Financial Plan includes more information. You can read it here: [http://mfrs-dgov/ieListDocuments.aspx?CId=142&MId=2616&Ver=4&\\$LO\\$=1](http://mfrs-dgov/ieListDocuments.aspx?CId=142&MId=2616&Ver=4&$LO$=1)

**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. **We also review the plans of other organisations to see how we can respond to their priorities.**

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 **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. You can read more about consultation on page 51.





# Risk, demand & vulnerability

## Risks in Merseyside

During preparation for this Plan have refreshed our earlier work with the National Security Risk Assessment (NSRA) and Merseyside Resilience Forum to produce a Community Risk Register.

<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
- Wildfire
- Fires in large buildings
- Marine Incidents
- Flooding
- Fires at recycling and waste processing plants

But of course, we prepare for, attend and work hard to prevent, a number of other incident types (accidental and deliberate) such as:

- Fires in the home
- Fires in other buildings (including heritage buildings)
- Vehicle fires
- Outdoor fires
- Road traffic collisions
- Transport incidents
- Rescues of people and animals

These incidents do not usually have the same high impact on the community as the six incident types above, but for the people involved, these incidents can be devastating and we always consider them in our risk assessment process.

The six high impact areas (\*) that we have established because of the impact they can have on the community and on our Service 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.

In preparation for this plan we have carried out a risk assessment that has included all incident types. We considered this alongside the six high impact risk types (\*\*) and we looked at which incidents happen most often and the type of impact they have on people and communities.

\* removed '(identified using the NSRA and local community risk register)'

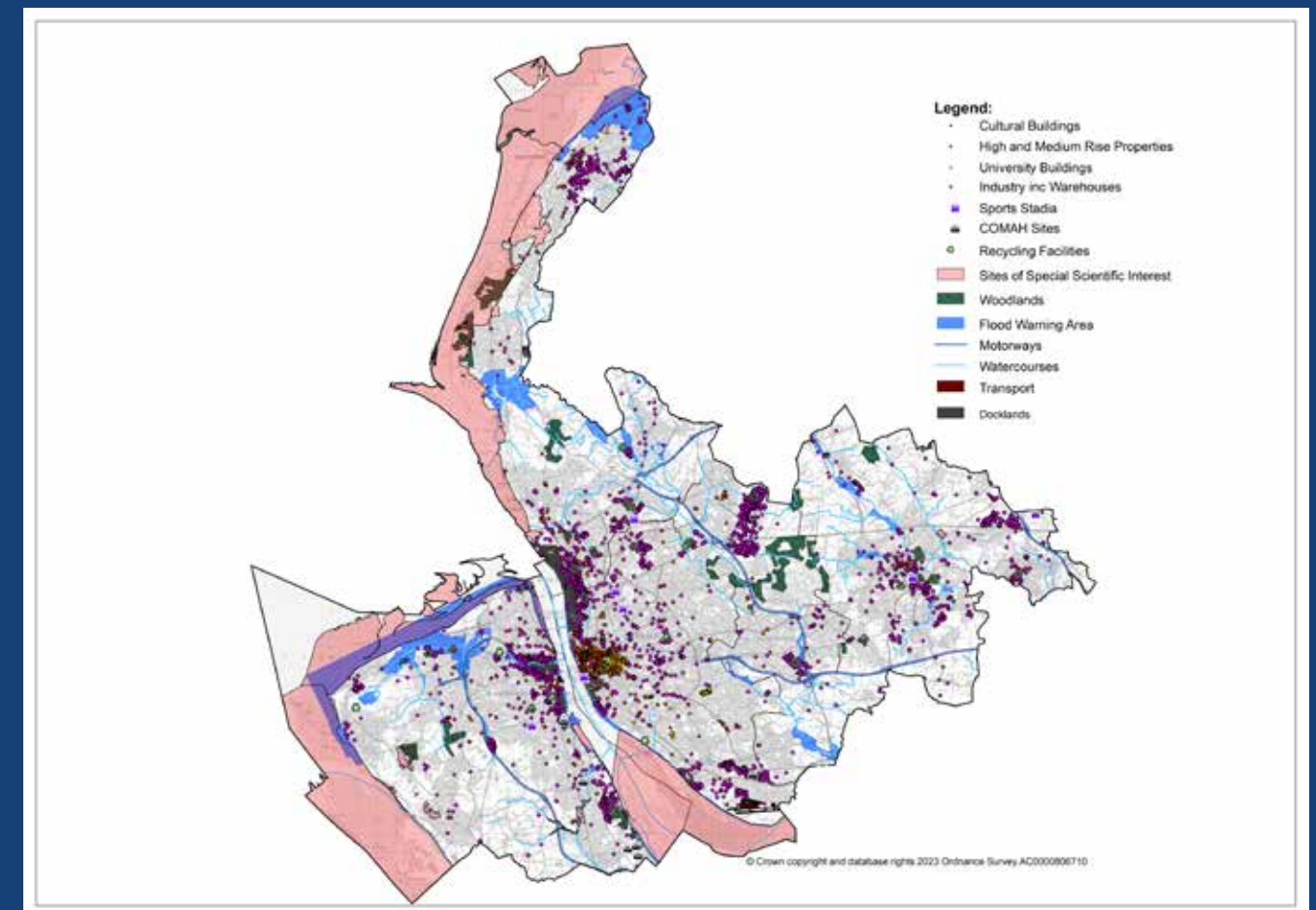
\*\* removed 'mentioned above'

Plotting risks on a map of (\*\*\*) Merseyside (\*\*\*) allows us to see where **our** risks are and we can then place our resources to help us deal with them, as shown in the map below. To **make sure** we can respond appropriately to these risks we gather site specific risk information and develop operational plans (\*\*\*\*), in addition to holding large scale exercises with partner agencies to test our plans. This ensures we have the right people, with the right equipment in the right place at the right time.

This knowledge has been used to develop our specialist capabilities and stations (\*\*\*\*\*).

We have used the information from these risk assessments to develop the proposals included in this plan. These risks are considered in our wider training and exercising programme. Other sections of the CRMP, including those about Vulnerability, Demand and Response provide more information about our plans for those types of incident.

Map identifying potential risks in Merseyside



\*\*\* removed 'the' and 'region'

\*\*\*\* removed 'for these places'

\*\*\*\*\* removed '(Integrated Risk Management Plan 2021/24).'



\* removed 'described'

Our original risk assessment (\*) focuses on the risks that would have the biggest impact on the people of Merseyside and on the fire and rescue service, but we have also introduced a risk assessment process (based on National Fire Chiefs Council guidance.) that helps us look at all types of incident from the smallest to the largest. We have also considered risks that aren't incident types, but relate to the causes of incidents, such as the impact of increased numbers of vehicles and equipment powered by lithium-ion batteries, and the impact of climate change. We have also looked at the impact that fires can have on our firefighters, such as the effect of exposure to contaminants.

Together, these risk assessments help us assess all foreseeable risk in Merseyside. You can read more about how we did this in our supporting information about how we assess risk, demand and vulnerability (p52).

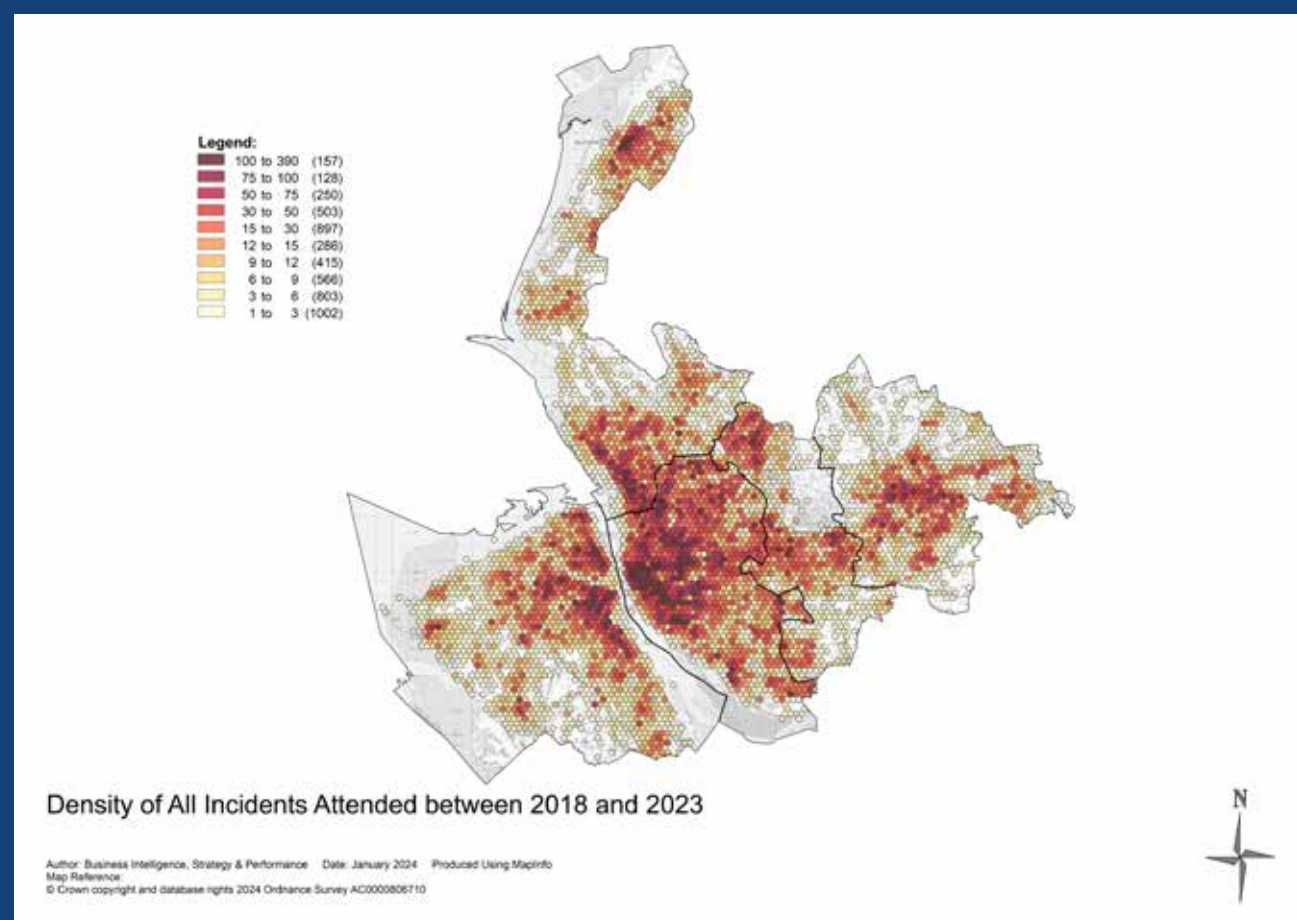
### Demand for our services

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

We collect data on when and where incidents occur and the map below shows all incidents in 2018-23. It shows that incidents aren't evenly spread across Merseyside:

\*\* removed 'numbers of'

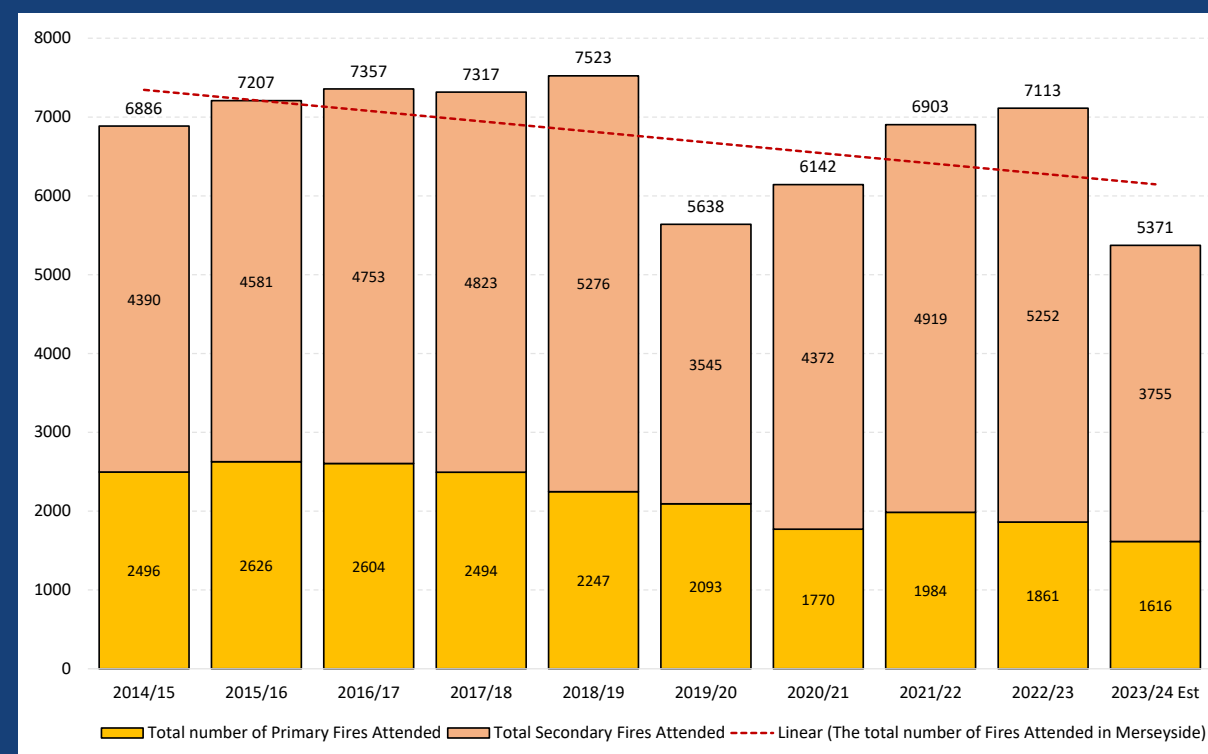
Map showing (\*\*) all incidents between 2018 and 2023



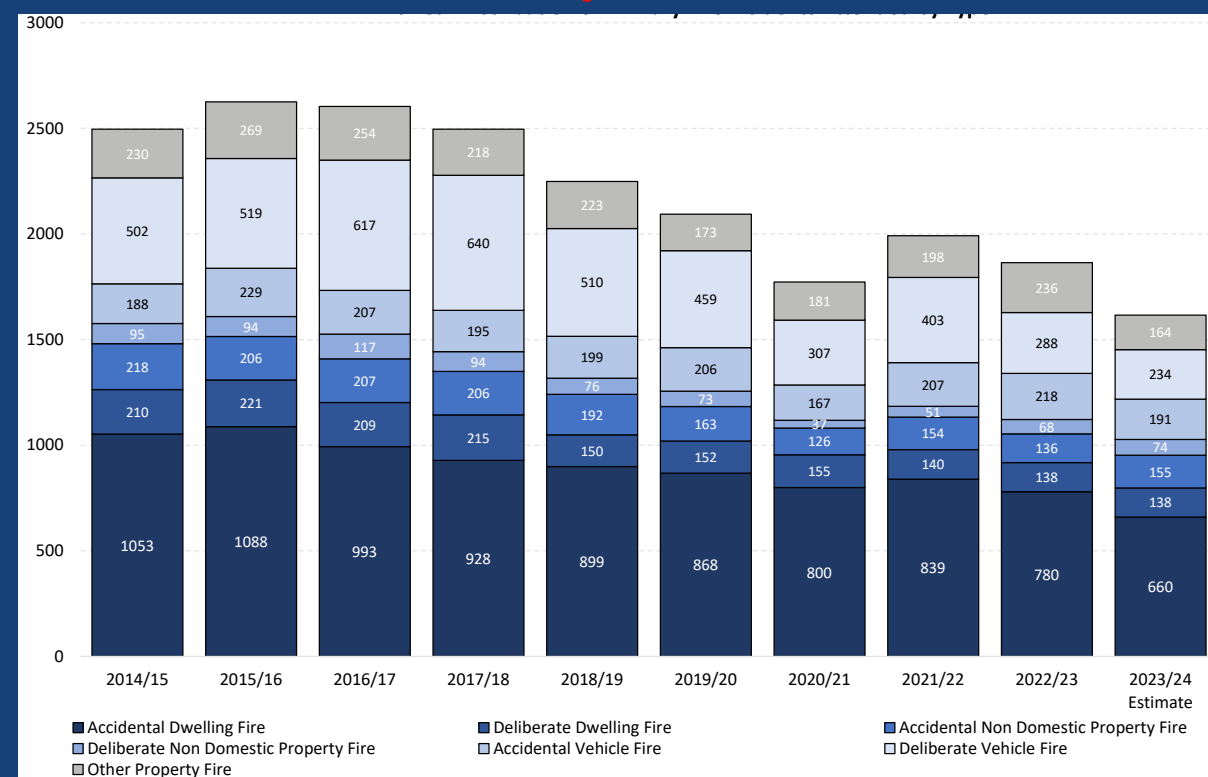
Through our prevention work we have been able to reduce many types of incidents over the years, particularly fires in buildings and vehicles (Primary fires).

The graphs below show the changes in the number of incidents we have attended over the last ten years:

Total Fire Incidents Attended



Total Primary Fires Attended



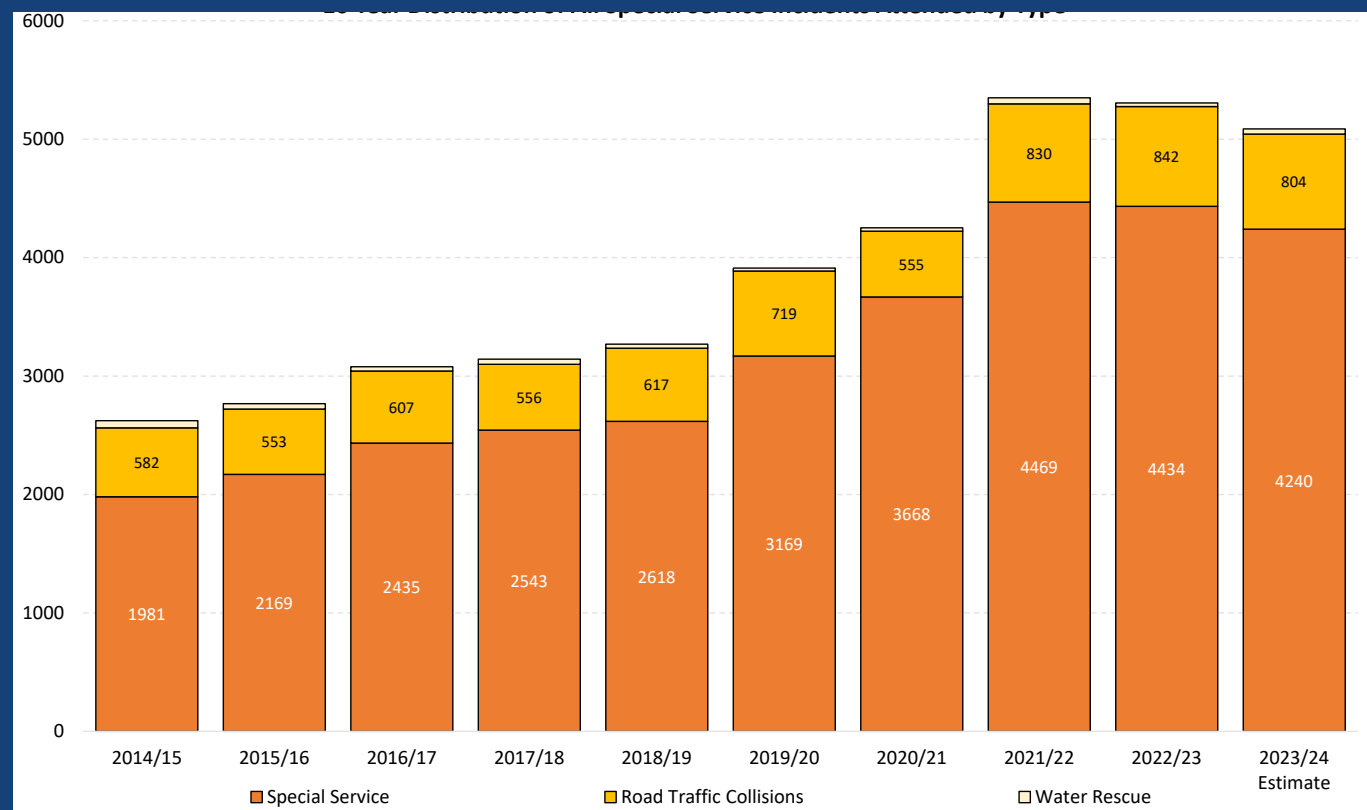
**\* removed 'extensive capabilities'**

More recently we have seen increases in some incident types, this is intentional, as we know we can use our (\*) to help other organisations. We have a **legal** duty to collaborate with other blue light responders, so we work in partnership with the Police and Ambulance Services and **as a result** we have increased the number of Special Services (including rescues that don't involve fire) we go to. (\*\*) For example, by helping the Ambulance Service enter a building where someone is ill or if there are concerns about someone's safety.

Working closely with our partners and showing how we can help them has also had an impact on the number of road traffic collisions (RTC) we have been called to. Because we have been working so effectively with the police and other agencies (known as interoperability) they are now more likely to call us to help them.

We also respond to incidents all over the country and across the world as we are Lead Authority for National Resilience and UK International Search and Rescue. There are more details about this later in the plan.

**Total Special Services Attended**



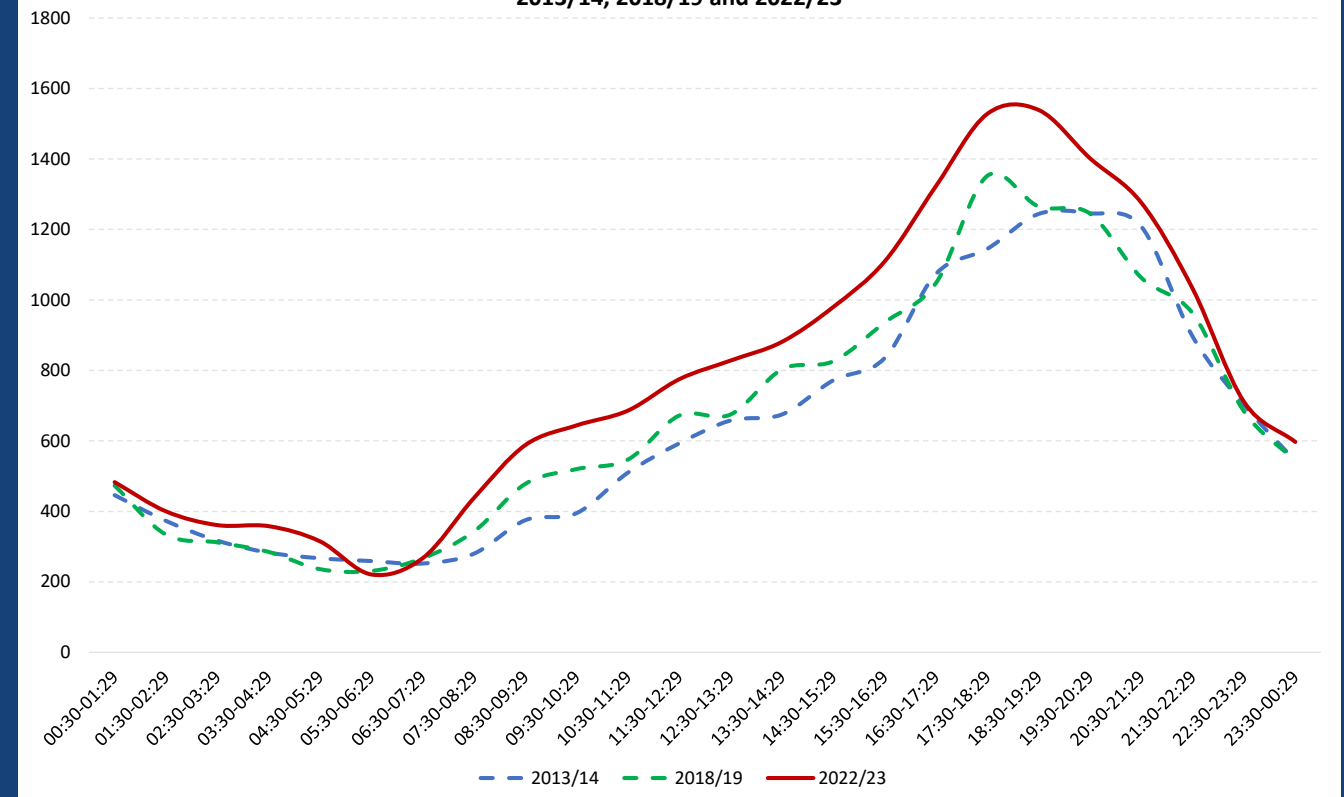
**(\*\*) removed 'because of agreements we have in place to support those other agencies;'**

We also know that demand for our services is different during the day and night; crews are twice as busy during the day than at night. Using this knowledge means we can have our teams available at the right time and in the right places to respond to emergencies. With more resources available during the day than at night, this also helps us be at our most visible and do more work with our communities.

**All incidents: 01/04/2018 - 31/03/2023**

	Day	Night
<b>Count</b>	<b>53,894</b>	<b>30,312</b>
<b>Proportion</b>	<b>64.0%</b>	<b>36.0%</b>

**All Incidents Attended by Half Hour Period  
2013/14, 2018/19 and 2022/23**



There is a strong link between deprivation and demand for our services. Merseyside is one of the most deprived areas of the country and areas of higher deprivation also have a higher number of fires. The Vulnerability section that follows gives more details about deprivation in Merseyside.





(\* removed 'of people and')

(\*\*) removed 'too'

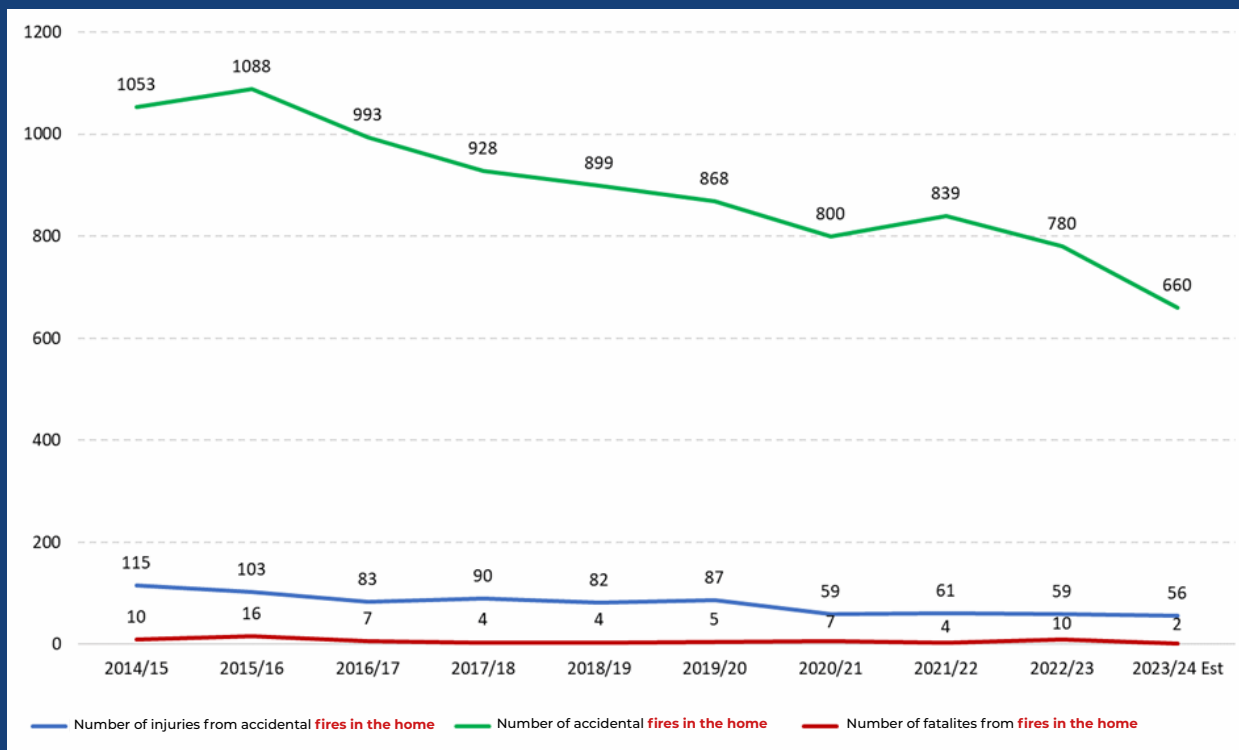
## Vulnerability in Merseyside

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

The graphs below show the success of the work we do to prevent fires in the home, showing how the numbers of both deliberate and accidental fires in the home have fallen and how we expect them to fall in the future as we continue to carry out home safety work. We use this information to show how effective our prevention work is and to help us plan for the future.

(\*\*\*) removed '-10 years'

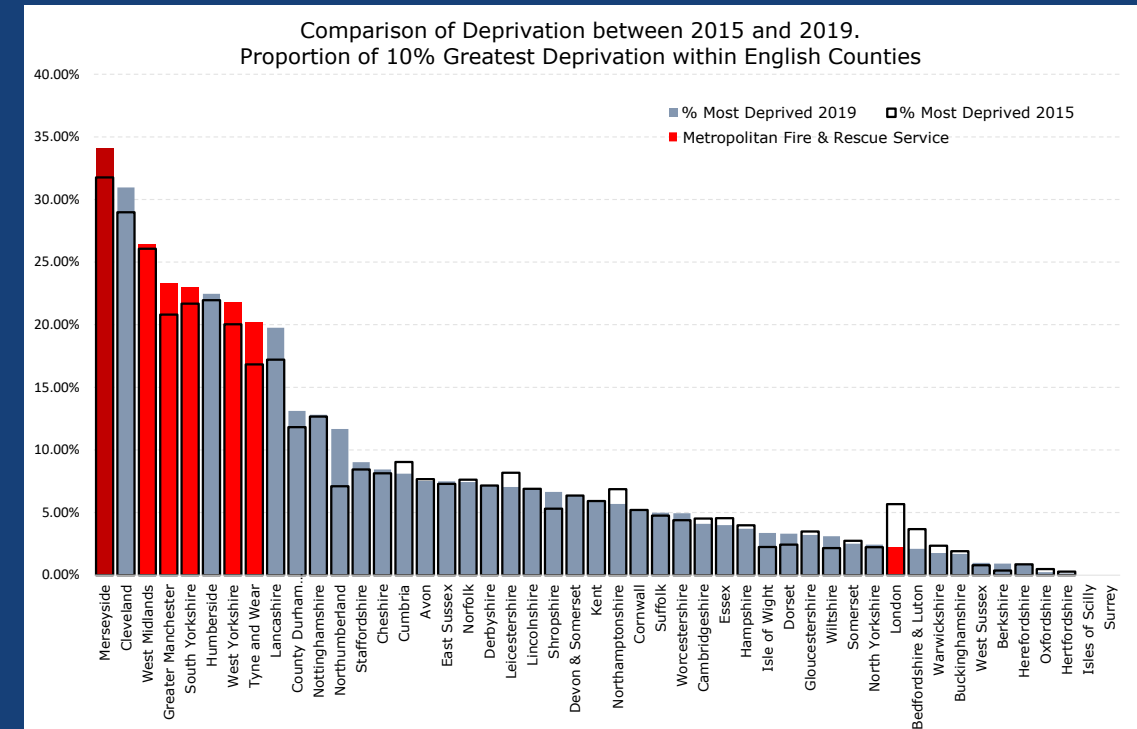
### Accidental fires in the home, deaths and injuries (\*\*\*)



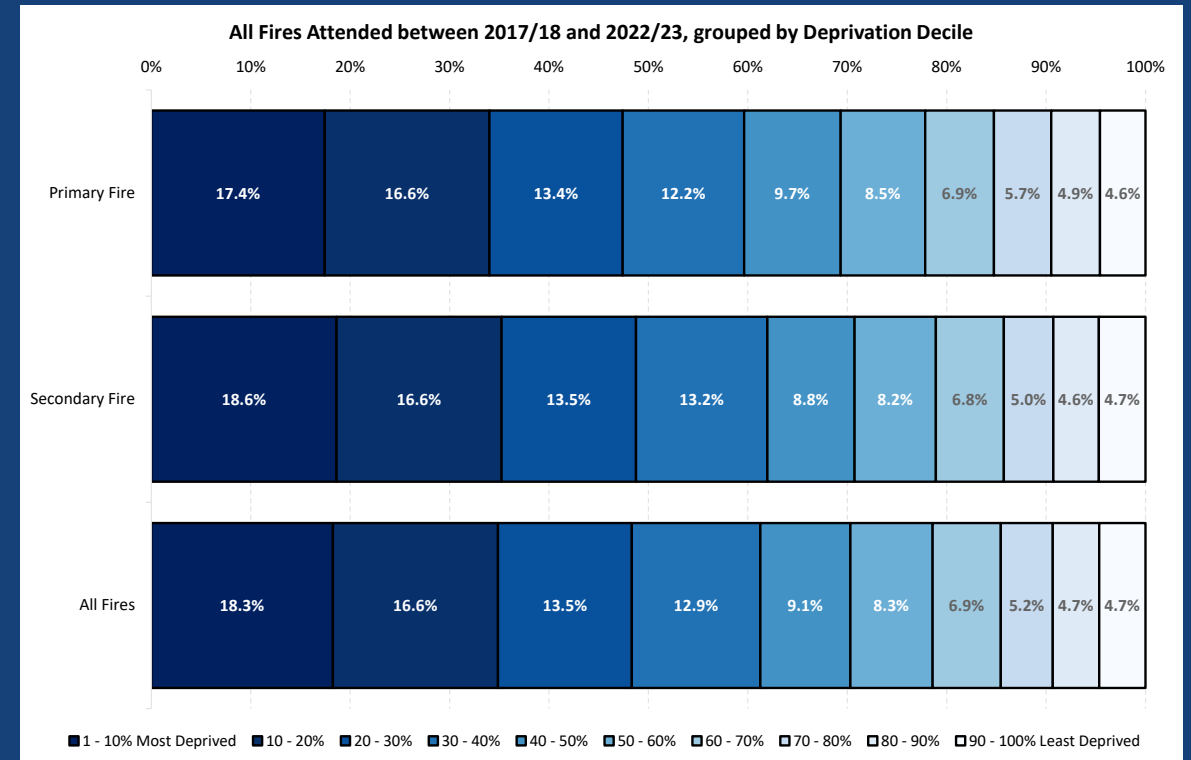
Page 141

\* Merseyside is one of the most deprived counties in England. Deprivation is measured across England using the **Index of Deprivation 2019 Document**. The document splits England into 10 equal bandings (or deciles) based on levels of deprivation. Within Merseyside just under half (or 47.3%) of Merseyside residents live within the 20% most deprived areas England-wide.

We said in the Demand section that deprivation\* has a significant impact on fires and Merseyside is more deprived than other areas of the country:

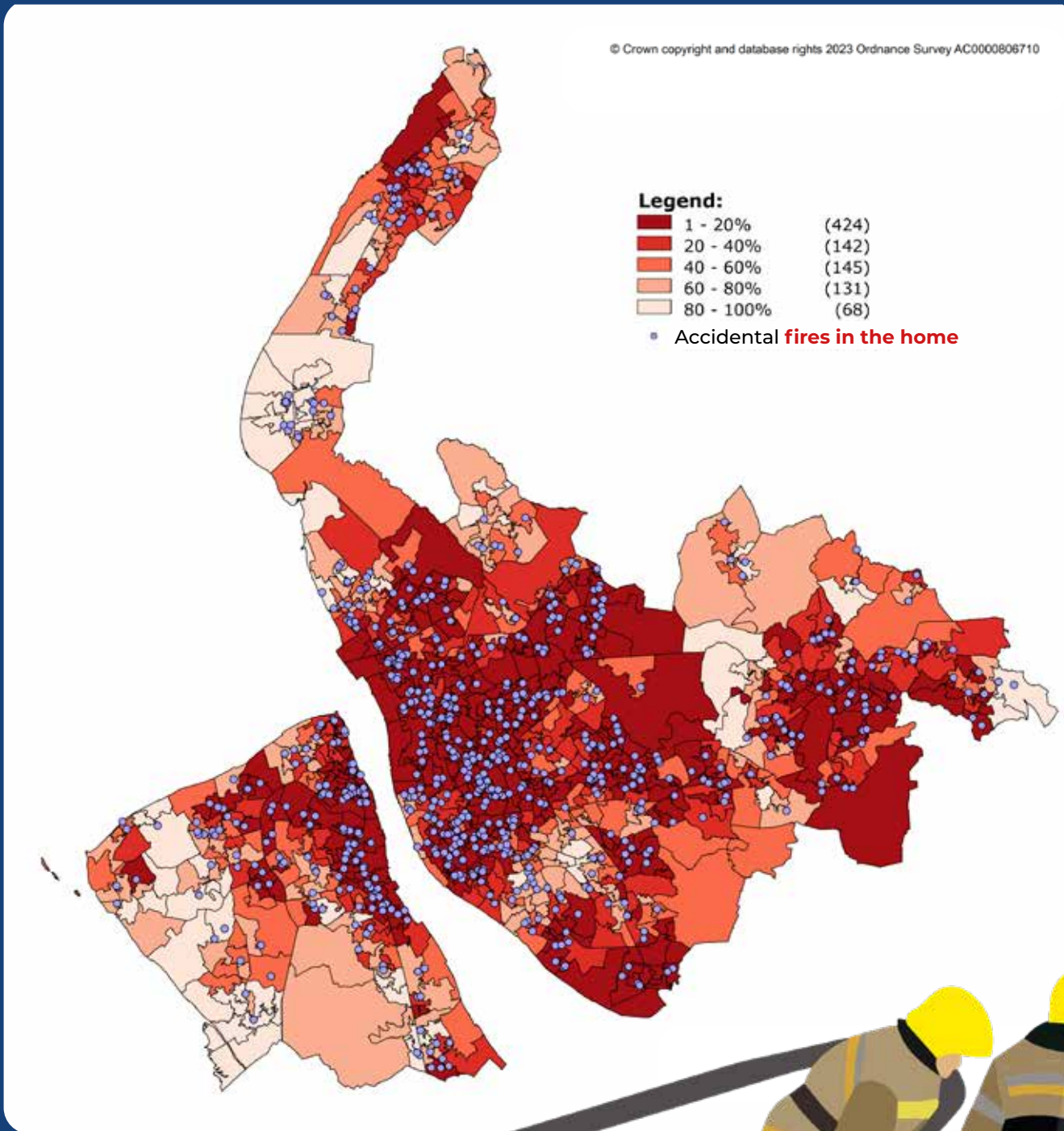


Almost half of all fires in Merseyside occur in the most deprived areas, with only 15% of fires happening in the least deprived areas. As well as helping us respond to incidents, this explains why we use deprivation as a way of targeting our home safety and other prevention work. It is where we can make the biggest impact.



We have also mapped deprivation and incident data to show how deprivation and fires in the home are connected.

### Accidental fires in the home in relation to deprivation



# About us

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

Merseyside Fire and 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 **that** 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. This plan sees us build on that ambition to provide further protection to the

people of Merseyside. More details about our budget can be found on page 44.

We are regularly inspected by His Majesty's Inspectorate of Fire and Rescue Services (HMICFRS) and the Inspectorate produces reports to tell the public how well each fire and rescue service is performing. MFRS is the only fire and rescue service to achieve three Outstanding ratings; for responding to major and multi-agency incidents, preventing fires and other risks and making best use of resources. You can read our latest inspection report here:

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

More information about how Merseyside Fire and Rescue Service works is provided below. We have included the HMICFRS inspection areas in the following section to help you cross check with the Inspection report.

## Preparing for emergencies

**HMICFRS inspection areas:** Understanding the risk of fire and other emergencies; Responding to major and multi-agency incidents

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, **the Coastguard** 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. (\*) Our new Training and Development Academy, (\*\*) provides the best of facilities for our own staff and 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.

(\*) removed 'In 2024 we will move into'      (\*\*) removed 'which as well as'

### Responding to emergencies

**HMICFRS inspection areas:** Responding to fires and other emergencies; Responding to major and multi-agency incidents; Making best use of resources

(\*\*\*)

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 and send them as part of our initial response using our improved retained capability 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.

team looks at how we can learn and improve following incidents attended and training. They will recommend training, equipment or changes that are needed to improve how we work and protect the safety of our staff and communities.

(\*\*\*) removed ' Our Emergency response resources'

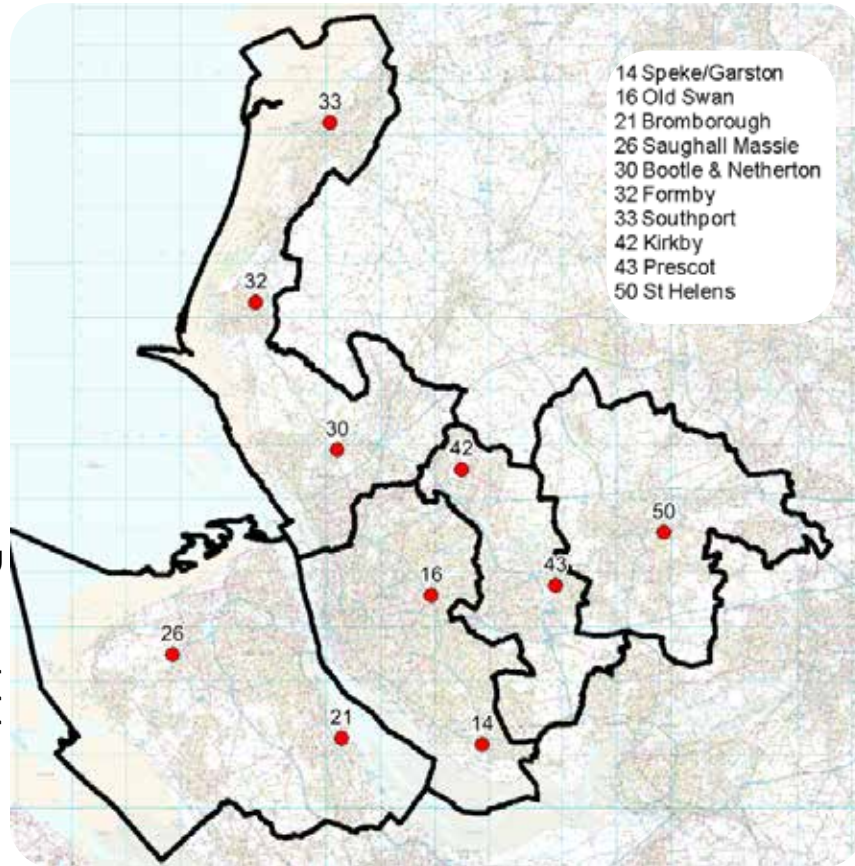




## Our response to emergency incidents

We plan to attend all life risk\* incidents in Merseyside within 10 minutes 90% of the time. This is our Response Standard.

To meet this target we have 10 key fire stations (shown on the following map) which means that as long as we have a fire engine available at each one of the ten key fire stations we can get to the majority of incidents in Merseyside within 10 minutes. We plan to crew our fire engines with five firefighters at 10 strategically located fire stations, with our remaining fire engines having four firefighters on board.



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Unlike most other fire and rescue services we send three fire engines to premises where we believe, or it has been reported, that people could be present (“persons reported”). This way of working means we always have at least nine firefighters attending any life risk incident.

We don't currently use crews of three to respond to life risk incidents and we won't be proposing to do that. In this CRMP we are looking at options to prevent fire engines becoming unavailable due to short term staffing issues. This approach will protect our life risk response (see our 2024/27 proposals section for more information).

It is not our intention to take 10 minutes to get to an incident, this is our minimum standard. In reality, in 2023 our average attendance time was much quicker at 5 minutes 53 seconds\*\* from a fire engine being alerted to an incident by Fire Control to it arriving at the incident. This is one of the fastest response times in the country.

Because our response standard is based on every type of incident where a life could be at risk, the way we measure our response to incidents is a little different to national fire and rescue service figures. But we consider those national figures too. Nationally, response times are measured from the time of the call to the fire engine arriving at the fire.

\* Life risk incidents are all incident types where there is risk of death or serious injury

\*\* Overall average performance for 2020/21 to December 2020

\*\* Overall average performance for 2022/23 this is from alert to in attendance

Using the national figures from 2018 to 2023, in England, the average time taken to arrive at a fire in the home was 8 minutes, with quicker times reported for metropolitan (major city) fire and rescue services (7 minutes 24 seconds) and urban fire and rescue services (7 minutes 48 seconds). Merseyside Fire and Rescue Service's response is 7 minutes and 6 seconds.

Most fire and rescue services have seen increases in both the last year and the previous five years. Merseyside is the only Metropolitan Fire and Rescue Service to have reduced response times in the last year and over the five-year period.

**Source:** Home Office Fire Statistics: <https://www.gov.uk/government/statistical-data-sets/fire-statistics-data-tables#response-times>

To make sure we make the most efficient and effective response to all incidents we use a variety of systems to staff our fire stations and fire engines including:

**Wholtime** - (\*) firefighters on duty 24 hours a day, 7 days a week.

**LLAR (Low Level Activity and Risk)** – firefighters are available 1000-2200hrs on station, then available from accommodation on or near the station during the night.

**Day Crewing Whole Time Retained** – firefighters are available 12 hrs a day on station then on a 30 minute recall (retained) to provide resilience on stations during busy periods.

**Hybrid** - during the day two fire engines are available on station with a third available on a 30-minute recall (retained) and at night one fire engine will be available on station with two available on a 30 minute recall to make sure we have enough fire engines available to deal with the incidents that might occur (resilience).

**Hybrid Lite - one fire engine available on station with a second available on a 30 minute recall.**

This innovative variety of duty systems means that the Service has more fire engines and firefighters available at busy times and in busy locations, but even during usually quiet times, we have systems in place that mean we can quickly bring firefighters back on duty to meet unexpected demand **or to reduce fire appliance unavailability.** We have adopted a similar approach in our Control room.

The introduction of these varied shift patterns, which are well liked by staff and reflect demand for our services, is a major reason for us being judged as Outstanding for making the best use of our resources in the last two inspections by His Majesty's Inspectorate of Constabulary and Fire and Rescue Services. The Inspectorate also highlighted our approach as Promising Practice, saying **“The Service makes excellent use of the people and resources available.”**

**Our emergency response fire engines are currently based all over Merseyside to meet the needs in different areas as shown in the following map. We also have our Prevention and Protection teams based (\*\*) in our communities and we work with partner organisations and share some sites with them.**

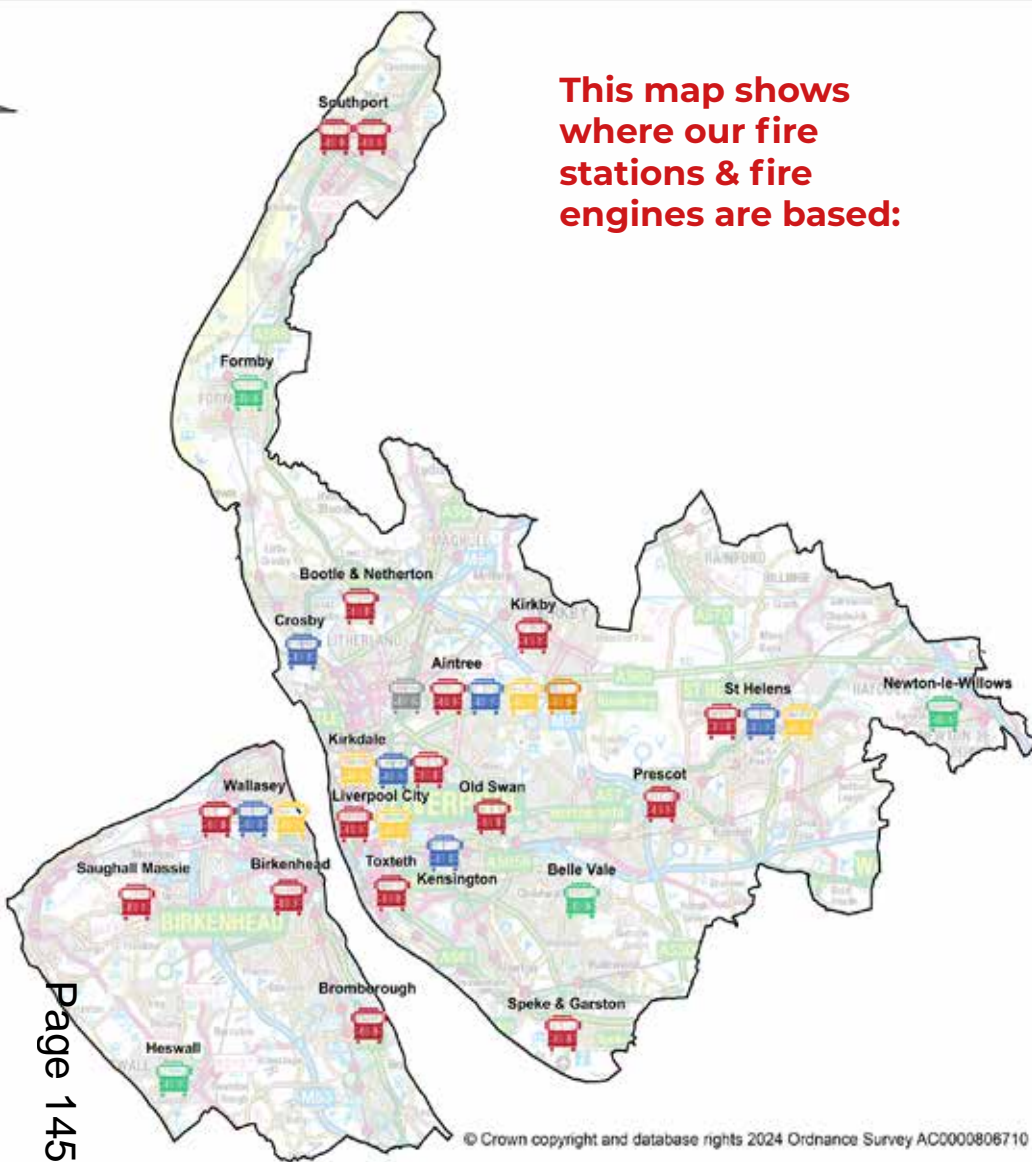
\* removed 'a fire station has'

\*\* removed 'out'

These have been moved from pages 29 & 31



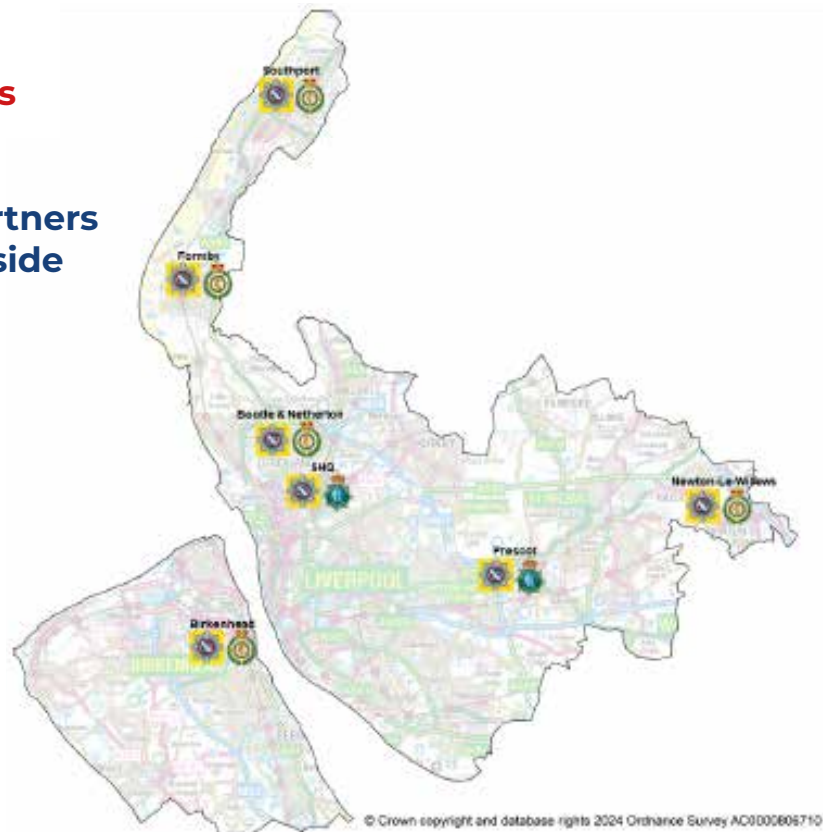
**This map shows where our fire stations & fire engines are based:**



- 15 stations will remain crewed by wholtime Firefighters 24 hours a day, 7 days a week: Southport, Bootle Netherton, Kirkby, Prescott, St Helens, Old Swan, Saughall Massie, Bromborough, Aintree, Birkenhead, Toxteth, Speke & Garston, Liverpool City, Kirkdale and Wallasey
- 6 stations will be Day Crewed with Firefighters available on station for 12hrs a day then on 30 minute recall at night. This is for resilience purposes to provide cover on fire stations during busy periods. Crosby, Aintree, Wallasey, Kirkdale, Kensington, and St Helens
- 4 stations will continue to be crewed using the Low Level Activity and Risk (LLAR) staffing model. Firefighters are available from 1000-2200hrs on station then on recall from accommodation on or near station at night: Formby, Newton le Willows, Heswall and Belle Vale
- 5 stations will have a 3rd Fire Engine staffed by wholtime retained crew from 24 hour fire stations: Aintree, Kirkdale, Wallasey, Liverpool City and St Helens
- Search and Rescue Team: Aintree
- 32nd Fire Appliance: Aintree
- 33rd & 34th Fire Appliances: New retained appliances for 2024/27. Location to be allocated

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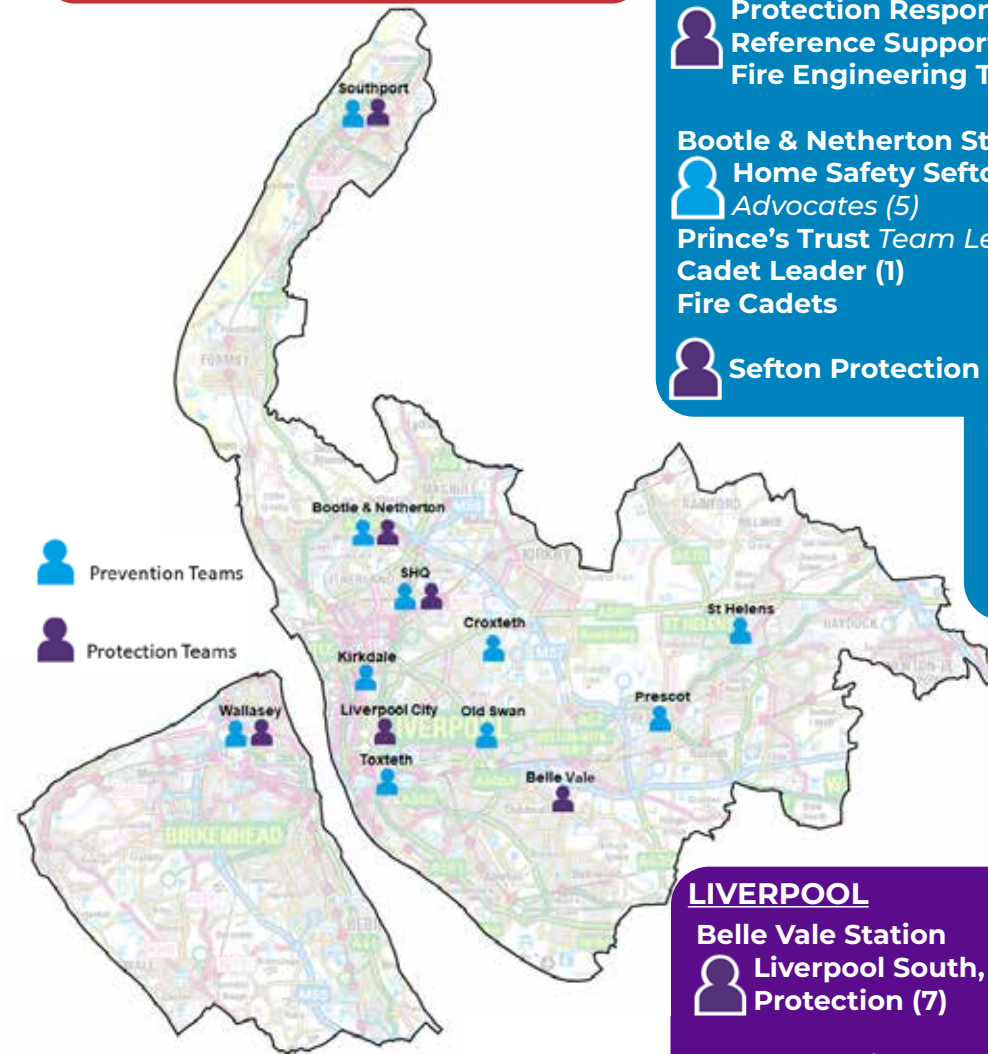
**This map shows where we have Police and Ambulance partners working alongside us:**



**Location of MFRS Prevention (home safety & community safety) & Protection teams (fire safety)**

**KNOWSLEY**

**Prescot Station**  
 Home Safety Knowsley & St Helens Prevention Team Manager (1) Advocates (5) Community Safety Advisors (2) Prince's Trust Seconded Police Officer (Team Leader) (1) Programme Support Worker (1)



**SEFTON**

**Service Headquarters**  
 Home Safety SHQ Prevention Team Group Manager (1), Fire Service Direct FSD Manager (1) FSD Advisors (6), Arson Group Manager (1) Station Manager (1), Youth Engagement Strategic Safeguarding Manager (1) Youth Engagement Manager (1) Prince's Trust Manager (1) Beacon Manager (1)

Protection Response Officers (4)  
 Reference Support (6)  
 Fire Engineering Team (7)

**Bootle & Netherton Station**  
 Home Safety Sefton Prevention Manager (1) Advocates (5)  
 Prince's Trust Team Leader (1) Support Worker (1)  
 Cadet Leader (1)  
 Fire Cadets

Sefton Protection (14)

**Southport Station**  
 Cadet Leader (1)  
 Fire Cadets

Sefton Protection (2)

**ST HELENS**

**Prescot Station**  
 Cadet Leader (1)  
 Fire Cadets

**LIVERPOOL**

**Belle Vale Station**  
 Liverpool South, Knowsley, St Helens Protection (7)

**Toxteth Station**  
 Home Safety Liverpool Prevention Manager (1) Advocates (6)

**Kirkdale Station**  
 Beacon (Kirkdale) Youth Advocates (3)

**Croxteth Station**  
 Cadet Leader (1), Fire Cadets

**Liverpool City Station**  
 Liverpool North Protection (9)

**Old Swan Station**  
 Arson Arson Manager (1) Arson Officers (6)

**WIRRAL**

**Wallasey Station**  
 Prince's Trust Team Leader (1) Support Worker (1)  
 Cadet Leader (1)  
 Fire Cadets

**Home Safety (Wirral)**  
 Prevention Manager (1)

Wirral Protection (8)

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## Lead Authority for National Resilience

**HMICFRS inspection area:** Responding to major and multi-agency incidents

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 (\*) 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 Chiefs' 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 (\*\*) assets.

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 (\*\*)
- Chemical, Biological, Radiation and Nuclear (\*\*)
- Flood Response
- High Volume Pump (\*\*)
- Urban Search and Rescue (\*\*)
- Marauding Terrorist Attack Specialist Response (\*\*)
- Wildfire, to be introduced in 2024

\* removed 'service'

\*\* removed '(NR)' '(FLS)' '(CBRN(e))' '(HVP)' '(USAR)' '(MTA)'

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

**HMICFRS inspection area:** Preventing fires and other risks

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.

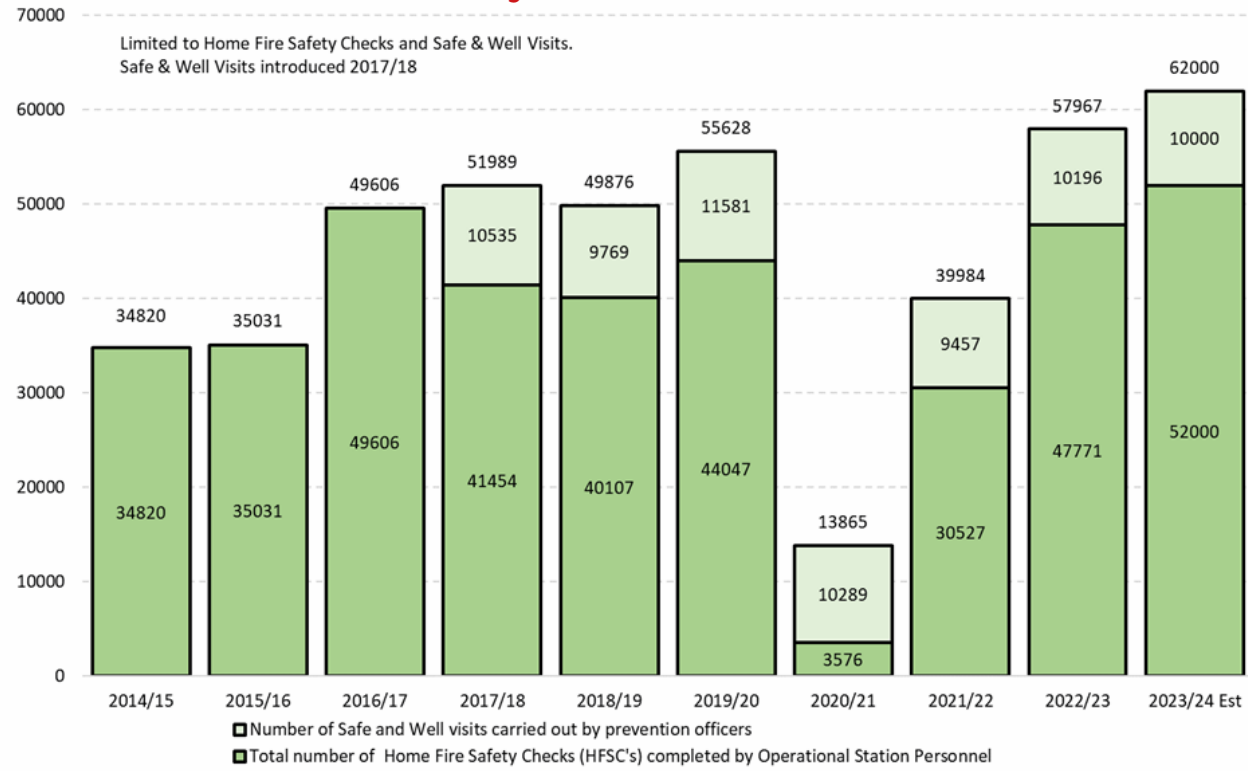
Firstly, our Home Safety Strategy which includes our Home Fire Safety Check. Each year our fire crews carry out 50,000 of these checks which are targeted at people who live in more deprived areas and are over the age of 65. We know this means that we are reaching people who are most vulnerable from fire. 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.

## Home Fire Safety Checks and Safe & Well Visits



\* n.b: During 2020 to 2022 activity was affected by the national restrictions in place to respond to the pandemic.

Our approach to home safety has **led** 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 (\*) 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.

Reducing road traffic collisions is also important to us and we work with the Merseyside Road Safety Partnership to deliver education to young people to help prevent them becoming victims of road traffic collisions.

\*We also work closely with the Merseyside Water Safety Forum to promote water safety and reduce drowning. You can read more about our future plans on page 39.

\* removed 'improve road and water safety'

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 (legislative fire safety)

**HMICFRS inspection area:** Protecting the public through fire regulation.

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.



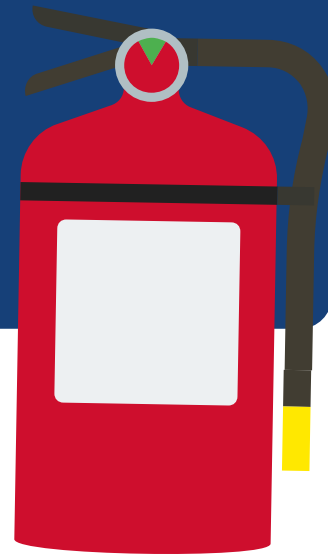


We use local and national information to help us identify the premises most at risk from fire and this helps us create our risk-based inspection programme; the list of premises that we will inspect or audit. We plan and adapt to the diverse and changing needs of the community, making sure that services 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) enable local authorities to improve compliance and build better relationships with businesses whilst supporting local economic growth. (\*) 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

**HMICFRS inspection areas:** Promoting the right values and culture; Getting the right people with the right skills; Ensuring fairness and promoting diversity.

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.

\* removed ' Under such schemes,'

(\*\*) You can read more in our People Plan which includes details about our leadership journey and cultural action plan, 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.

[Link to be added after Authority approval]

### Our wider team (the internal frontline)

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

These departments directly support our emergency response and include Finance, Legal Services and Human Resources departments and Estates



Management, Communications, Vehicle Management, Operational Planning, Data and Technology and administrative support to front line departments.

# Our plans for 2024/27

## Our actions

We have considered risk, demand and vulnerability and there are a number of actions we **plan** to take between 2024 and 2027 that we believe will continue to build on the successes of our previous plan and help us continue to increase our resources. **This will mean** we can respond even more effectively to incidents, protect the public and visitors to Merseyside (and our firefighters) and reduce fires and other incidents.

**We have listened to feedback from the public and our staff and made some minor changes to our original proposals, mainly to clarify what we plan to do.**

## Our 2021/24 Integrated Risk Management Plan

For details of how we have delivered the actions from our last IRMP, please see updates on our IRMP 2021/24 on page 62.

\*\* removed 'From July'



## Increasing resources and improving response

Action	Why we are <b>doing</b> this	Expected benefits
<b>1.</b> Increasing fire engines/appliances from 32 to 34.	<b>This will increase our resilience and enhance how we mobilise our specialist capabilities.</b>	This will enhance our specialist response and give us increased resilience across Merseyside (for larger incidents).
<b>2.</b> Reintroducing a Small Fires Unit.	A smaller vehicle needing fewer fire fighters could help when we have large numbers of lower level incidents (non-life risk).	This will free up traditional fire engines for bigger emergencies or incidents where lives are at risk.  <b>Following consultation we would use the Small Fires Unit during known peaks in demand periods e.g., periods of hot weather and the bonfire period.</b>  <b>Its introduction will be subject to the benefits and improvements being cost effective or affordable.</b>
<b>3.</b>  Protecting our fire engine availability for life risk incidents.	Sometimes fire engines become unavailable at short notice (e.g. staff sickness).  <b>In order to respond to these situations, we will implement a number of changes to ensure we respond as quickly as possible to any absence, thereby ensuring that the fire appliance remains available to respond to life risk incidents.</b>	We will maximise our fire engine availability whilst protecting life risk resources.  <b>Following consultation, we can confirm that this proposal will avoid a fire engine becoming 'unavailable' to respond. This means we will be able to provide an even better service to the public in an emergency.</b>  <b>Our response model will remain as described in this CRMP and our previous Integrated Risk Management Plan, but we will be more agile in how we use our resources.</b>  <b>In order to remove the number of occasions when appliances would be unavailable, we will utilise our retained staff more effectively, whilst also reviewing our current processes of moving staff between fire stations in order to make them more efficient and effective.</b>  <b>*See below for further details.</b>
<b>4.</b> Enhancing water rescue capability through introducing either a sub-surface drone or a dive team.  <b>We will investigate the costs and benefits of these approaches.</b>	We want to increase the chances of saving people in this situation.	We hope we would be able to save the life of someone who has gone <b>into</b> the water more often than we are able to now.
<b>5.</b> Working with partners to plan for and respond to the emerging threat from fires involving alternative fuels (e.g. Lithium-Ion batteries and Hydrogen fuel cells).	The increased use of Lithium-Ion batteries to power everyday items such as mobile phones, but also vehicles including scooters, bikes and cars, creates challenges for the fire and rescue service and its partners in Merseyside and beyond. The same applies to the use of Hydrogen fuel cells in cars and other vehicles.	Merseyside Fire and Rescue Service and the Local Resilience Forum will work with the industry to help reduce risks for firefighters and the public.



## Working smarter

Action	Why we are <b>doing</b> this	Expected benefits
<b>6.</b> Introducing Enhanced Mobilisation (pre-alert).	We want to respond even faster than we do now. Enhanced mobilisation is a technical change that would alert a crew earlier and put them on standby to attend an incident.	We <b>will</b> arrive at an incident quicker. Potentially up to one minute earlier than we do now.
<b>7.</b> Using improved technology in the MFRS Control Room, such as 'Aura', and '999Eye'.	We currently move fire engines around when those on our key stations are out at an incident. The Aura software will help us map exactly where all appliances are at all times.	This <b>will</b> help cut down on the movement of fire engines between fire stations, allowing them to respond to incidents and do more community work in their own station area.
<b>8.</b> Using Watch Managers to carry out different duties that add value whilst responding to incidents in different ways.  <b>Following mixed views on the benefits of this proposal (from some staff and our staff representative bodies) we will undertake work to develop this action further during the first year of the plan.</b>  <b>The proposed way of working is currently used in different fire and rescue services in the UK and Europe, and we will use what we learn from them to help us understand the benefits and potential pitfalls prior to any implementation.</b>  <b>We will include our staff and our staff representative bodies in this work. Its introduction would be subject to a successful pilot.</b>	We don't think that Watch Managers need to be based on station all the time. They could carry out different duties that add value to the organisation and respond to incidents in a different way.	This could provide more resources in areas that are sometimes stretched, such as Protection (fire safety).





## Adding value in Merseyside

Action	Why we are <b>doing</b> this	Expected benefits
<b>9.</b> Working in areas of higher risk to educate and inform the communities in those areas about known and foreseeable risk (e.g., flooding and wildfire) and the actions they can take to make themselves safer.	We'd like to do even more to help our communities understand the risks in the areas they live in and what they can do to help themselves deal with those risks – e.g. in areas of flood risk.	People living in specific communities <b>will</b> be more informed and better prepared for events that might affect them.
<b>10.</b> Continuing to assist the Ambulance Service in relation to cardiac response and expanding this to people who have had falls.	We believe we can support (not replace) the <b>Ambulance Service</b> when people have cardiac arrests or falls.	We can help save more lives and improve quality of life by supporting North West Ambulance Service.
<b>11.</b> Targeting Prevention work toward those most likely to die in a fire and the areas of highest deprivation.	Already an important part of what we do; more data shared by other organisations will help us target our prevention services even more accurately.  We also know that people in sheltered accommodation are at higher risk, so we want to do even more to protect them.	We will keep more people safer because we know more about the risks they face and we can target our interventions to reflect that risk better.  People living in sheltered accommodation <b>will</b> be safer as a result of this work.
<b>12.</b> Following the introduction of a national Building Safety Regulator to address the legal changes following the Grenfell Tower incident, we will introduce a new framework for fire safety related enforcements and prosecutions to improve public safety.	We've already done a lot to support the implementation of Grenfell Tower Inquiry recommendations and these next steps will help us to improve safety even more.	Residents of high rise and other high risk buildings will be safer from fire.

## The wider picture

Action	Why we are <b>doing</b> this	Expected benefits
<b>13.</b>  Using the new Training and Development Academy for national and international training.	Our investment in our new Training and Development Academy can benefit the UK and international fire and rescue services.	MFRS can provide national training and assurance in relation to the National Resilience capabilities through its enhanced training facilities – demonstrating best practice.
		MFRS can work with international fire and rescue service partners to share the best of UK fire and rescue service practice and knowledge.
<b>14.</b> As lead authority for National Resilience we will work with the Home Office on the programme to refresh the current National Resilience assets (known as New Dimension 2).	The New Dimension programme funds the equipment and training requirements which make sure England's fire and rescue services can call on specialist capabilities to help them deal with a wide range of large or national-scale incidents	The programme is designed to ensure that fire and rescue services are able to save as many lives and protect as much property as possible through the quick deployment of the specifically designed capabilities.
<b>15.</b>  Achieving Net Zero by 2040	We are keen to play our part in reducing carbon emissions in the ways we build and maintain our fire stations and other buildings, how our staff travel and the equipment they use to deliver our services.	Although this proposal would continue several years after the end of this plan, we know we have to make changes now.

**\*This proposal will keep fire engines available. By doing this we can avoid bringing fire engines in from further afield, unnecessarily leaving other parts of our communities without 'life risk' fire cover.**

**We will also give permission for off going staff to remain on duty through the provision of an overtime budget/or reallocate duties for a short period to keep the fire engine available with four firefighters (enabling them to continue to respond to life risk incidents) whilst we are bringing in replacements from elsewhere.**

**We will pilot this approach over the first 12 months of the plan to ensure its effectiveness.**

# Finance

\* removed 'has'

**HMICFRS inspection area:** Making the FRS affordable now and in the future.

Merseyside Fire and Rescue Authority has an excellent record of delivering outstanding fire and rescue services with the budget we have (€) 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: [link set to change](https://mfra.merseyfire.gov.uk/ieListDocuments.aspx?CId=142&MId=2842&Ver=4)

<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.

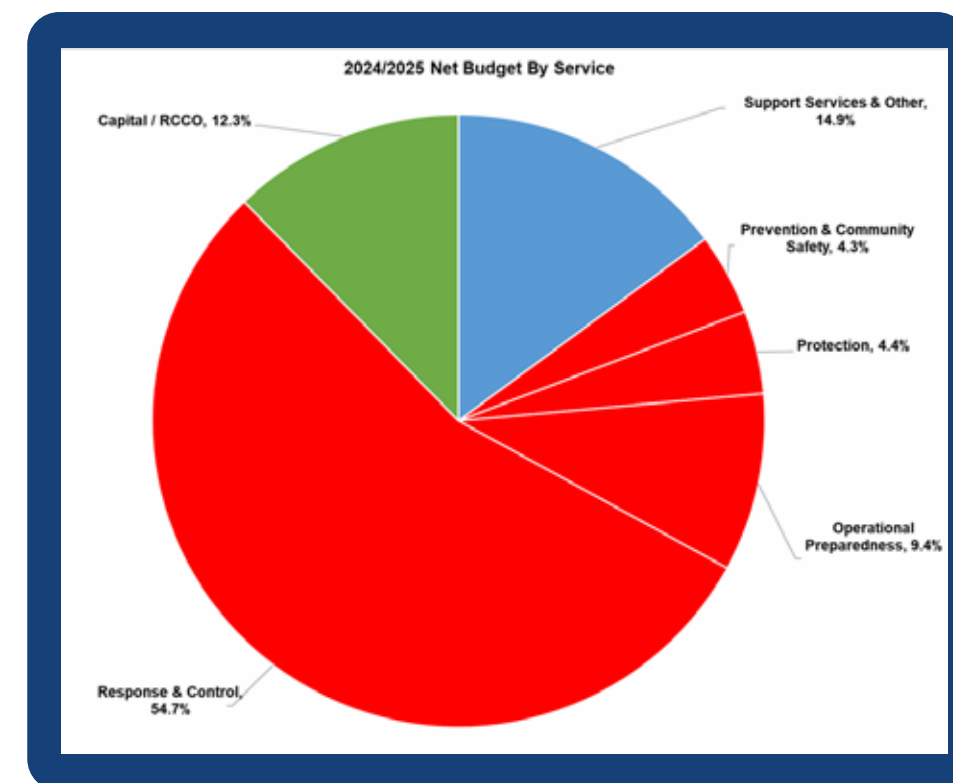
The pie chart below shows that:

- 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 **"frontline"** services (which includes Prevention and Protection).

The 12.3% allocated to capital costs relates mainly to previous investment in **"frontline"** 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**.







# 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.

During the **preparation and** consultation on this Plan we considered the impact of our proposals on the nine protected groups\*.

You can read more about our commitment to equality, diversity and inclusion in our People Plan which is available on our website **here [link to be inserted]**.

\* Age, disability, gender reassignment, race, religion or belief, gender, sexual orientation, marriage and civil partnership, and pregnancy and maternity. We also include a tenth characteristic of Social Economic Deprivation.





\* removed 'we have included on page 40'

## Consultation and engagement

When planning a CRMP, or any major changes, we meet with groups of people who live in all the council areas of Merseyside to ask them what they think of our ideas and if we are using our resources, including our people, in a fair and cost effective way. We discuss our ideas with our staff, their representatives and with partner organisations too. During the life of this CRMP we will engage with the public and other stakeholders to discuss how we are delivering the plan and what impact the proposals are having.

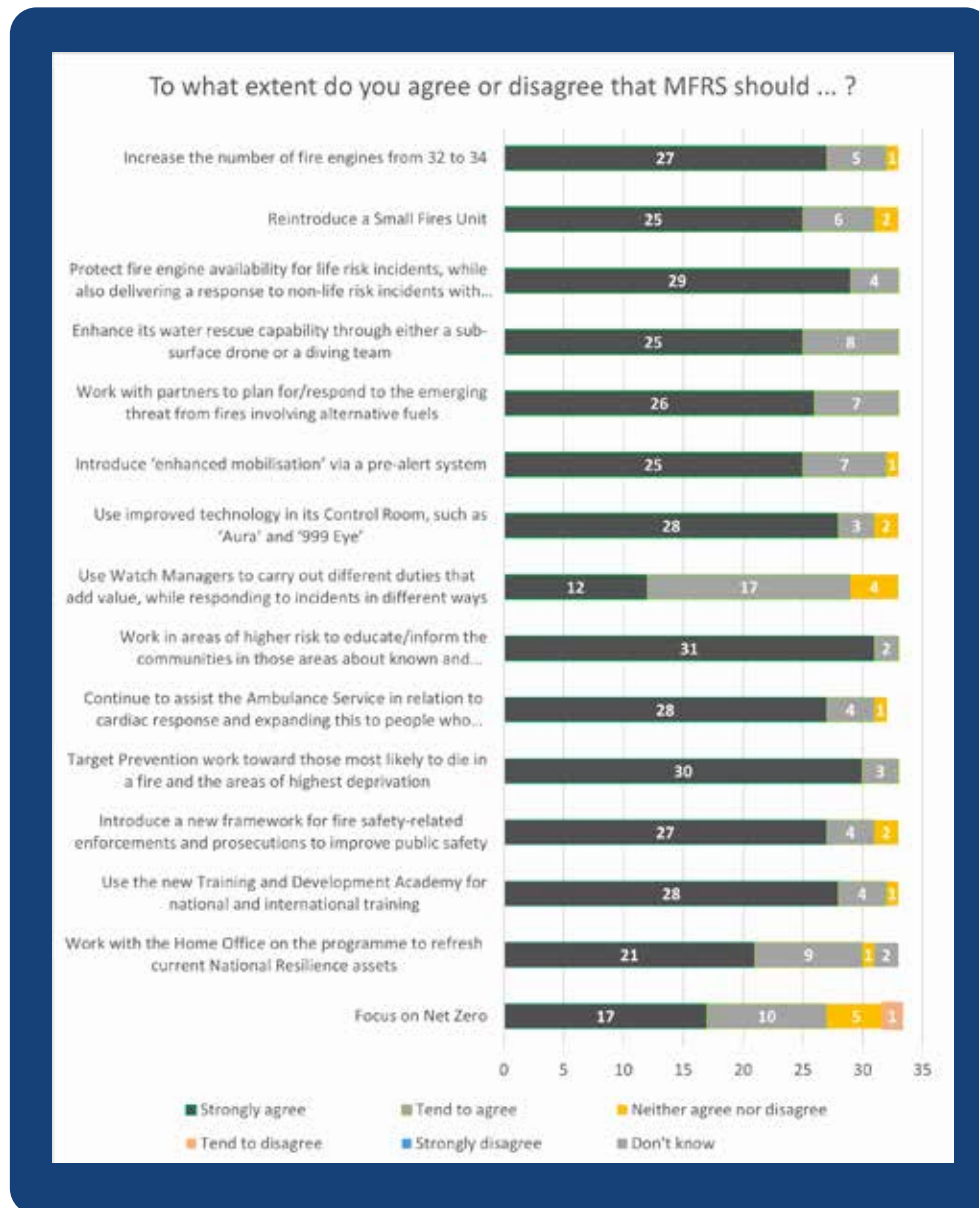
When we first started thinking about this plan we asked the public of Merseyside and our staff through a series of open forum talks, what they thought about the ideas had, which **became our proposals (\*)**.

In March, April and May 2024 we consulted on those proposals and have taken account of feedback to produce the actions in this plan.

**Public forums** supported of all the ideas we discussed with them and the chart to the right shows the level of support for each theme.

In addition, an online survey showed that the majority of people that responded thought our proposals were reasonable. Where people weren't sure or disagreed, many of the comments suggested that people hadn't fully understood what we are proposing.

We've clarified our actions and also included pilot stages for some of the proposals people were concerned about.



\*\* removed 'have'

## Our Planning Principles

We have a set of Planning Principles (below) agreed with the people attending our engagement meetings in 2016/17 and we (\*\*) checked them with the public regularly since then. While developing ideas for this Plan we have considered these principles again and made some changes following the public engagement.

### The Planning Principles are:

1. Would like MFRS to maintain a standard 10-minute response to all life-risk incidents across Merseyside, rather than have some areas fall outside of that standard
2. Prefer MFRS to use wholtime (full-time) firefighters to protect its communities rather than retained firefighters
3. Would like MFRS to secure long-term solutions that protect staff moving forward
4. To consider the health, wellbeing and diversity of staff, including avoiding compulsory redundancy where possible. (revised following public consultation)
5. Prefer to use different duty systems to improve and maintain response times (revised following public consultation)
6. Want performance against the response standard to be a determining factor when implementing change
7. Expect MFRS to resource to meet the demands placed on the service
8. Increased focus on Protection as a result of the Grenfell Tower inquiry and recommendations
9. Expect MFRS to maximise its productivity to protect the public
10. Would like MFRS to keep prevention at the forefront of its work
11. Support MFRS assisting the ambulance service when it is facing a surge in demand, like that experienced through the pandemic (whilst maintaining response to fires/other emergencies)
12. Would like to see blue light collaboration not integration
13. Understand the need to MFRS to deliver a balanced budget in line with its medium term financial plan





The public continued to support the majority of the Planning Principles, but there was an general opinion that some of them needed to be updated or removed. The public thought that principles 3 and 4 were relevant when the Service's budget was particularly stretched, but not so relevant now. As well as amending these principles it was suggested that a new principle or principles should consider staff wellbeing, mental health and diversity. We have reviewed this feedback and would like to continue to avoid compulsory redundancy where possible, as we feel this fits with considering the wellbeing of staff, so we have amended principles 3 and 4 to reflect the feedback from the public.

# Consultation on this plan

\* removed 'will'    \*\* removed 'will continue'

We (\*) consulted on this draft Plan for 12 weeks from 4th March to 27th May.

The consultation process (\*) included the following:

- a) Publication of the draft CRMP 2024-27 on our website
- b) Publicity regarding the launch of the consultation process will be published on the Authority website, Portal, Facebook, Instagram, Next-door and X pages
- c) One public forum for all districts of Merseyside (for around 30 people)
- d) Distribution of the CRMP to over 100 strategic partners and other interested parties
- e) Distribution of the CRMP to community contacts and a meeting with those contacts
- f) Meetings with staff Representative Bodies – Fire Brigades Union, Fire Officers Association, UNISON and UNITE
- g) Principal Officer talks with staff (\*) and engagement with Staff Network chairs
- h) Senior officers (\*) discussing our Plan with partner organisations
- i) An on line questionnaire on our website and social media for the public and staff

**Thank you to everyone who provided feedback. It has been considered during the writing of the plan and we have made some changes as previously mentioned.**





## Supporting information about how we assess risk, demand and vulnerability

### Risk

During preparation for the draft CRMP 2024-27 we have refreshed our earlier work with the National Security Risk Assessment (NSRA) and Merseyside Resilience Forum to produce a Community Risk Register. [www.merseysideprepared.org.uk](http://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
  
- Fires at recycling and waste processing plants

These high impact areas can have a significant 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. In preparation for this plan we have carried out a risk assessment that has included all incident types. We considered this alongside the six high impact risk types mentioned above and we looked at which incidents happen most often and the type of impact they have on people and communities. Our assessment of this risk was based on guidance produced by the National Fire Chiefs Council, but adapted to capture what we experience in Merseyside. The full assessment is included in the next pages.





## Risk Assessment

Risk: A combination of the likelihood and consequences of hazardous events

<https://www.ukfrs.com/community-risk/defining-risk>

Incident type (hazardous event) Collated in NFCC hazard groups	Impact/Consequence						Likelihood score	Gross risk score	
	Individual	Societal	Emergency Responder	Environmental	Heritage	Community			Impact score
<b>Structures</b>									
Waste Site Fires	Not scored due to being classified as high risk in the Community Risk Register								
Non Domestic Fire or Collapse Heavy Industrial including Manufacturing, Storage, Hazmat	5	3	4	5	2	4	9	4	35
Non Domestic Fire or Collapse Services including Education and Healthcare	5	3	4	3	2	5	9	4	35
Non Domestic Fire or Collapse Shops including Restaurants and Retail	4	3	2	1	2	1	6	5	31
Non Domestic Fire or Collapse Other Residential including Hotels , Care Homes and Hostels	5	3	2	2	3	2	8	4	31
Non Domestic Fire or Collapse Cultural Venues including Museums, Cinemas, Stadia, Nightclubs, Education	5	5	4	3	5	4	9	2	19
Non Domestic Fire or Collapse Other including Utilities, Car parks, Transport	4	5	3	3	1	3	8	2	16
Domestic Residential Building Fire or Collapse - high rise, care homes	5	3	3	3	2	5	9	4	34
Domestic Residential Building Fire or Collapse – single dwelling	3	1	2	1	1	1	5	5	23
Fires in Buildings Under Construction	4	2	4	3	1	1	7	4	26
Utility Sites Fire	3	2	3	3	1	5	8	1	8
Tunnels	5	4	3	2	1	3	8	1	8
Rescues from Height	1	1	1	1	1	1	2	5	10
Marine Traffic Accident	Not scored due to being classified as high risk in the Community Risk Register								
Vessel Fires	Not scored due to being classified as high risk in the Community Risk Register								
Vehicle Fires	3	2	1	1	1	1	5	5	23
Road Traffic Collisions Involving Multiple Vehicles	5	3	2	1	1	1	7	4	29
Road Traffic Collisions Single Car	3	1	2	1	1	1	5	5	23
Road Traffic Collisions Single Bike	3	1	2	1	1	1	5	5	23
Road Traffic Collisions Involving larger vehicles (buses, lorries etc)	5	3	2	4	1	1	8	3	23
Rail Fires	5	3	2	1	1	3	8	1	8
Rail Collisions	5	3	2	1	1	1	7	1	7

Air Traffic Accident	5	4	2	3	1	5	8	1	8
<b>Water</b>									
Water Rescue Marine	5	4	1	1	1	1	7	3	22
Water Rescue Waterways	3	2	2	1	1	2	5	3	15
<b>Industrial</b>									
Product Spillage - Hazardous Transport	5	4	2	4	1	4	8	3	25
Explosion HazMats Sites	5	5	3	5	1	5	9	2	18
Release Leak/Spillage – HazMats Sites	5	5	3	5	1	5	9	2	18
Fire Involving HazMats	5	5	3	5	2	5	9	1	9
Hazmat Related Road Traffic Collision	5	4	3	4	1	5	9	1	9
Hazmat Related Rail Collision	5	4	3	4	1	5	9	1	9
Hazmat Related Vehicle Fires	5	4	3	4	1	5	9	1	9
Chemical, Biological, Radiological, Nuclear, Explosion (CBRNE)	5	5	3	5	2	5	9	1	9
Trapped in machinery	3	1	1	1	1	1	4	3	13
<b>Environmental</b>									
Flooding inland / Coast	Covered Elsewhere								
Wildfire	Not scored due to being classified as high risk in the Community Risk Register								
Animal Rescues	1	1	1	1	1	1	2	5	10
Small Fires	1	1	1	1	1	1	2	5	10
<b>Malicious acts/Terrorism</b>									
Terrorist Attack	Not scored due to being classified as high risk in the Community Risk Register								
<b>Foreseeable emerging risks</b>									
Flooding inland / Coast (Climate Change)	Not scored due to being classified as high risk in the Community Risk Register								
Heatwaves / Wildfires (Climate Change)	Covered Elsewhere								
Vehicle Fires New Technology	3	2	1	1	1	1	5	2	9
Building Fire New Technology	5	3	3	3	2	5	9	2	17
<b>Other</b>									
Assisting Other Agencies	1	1	1	1	1	1	2	5	10

**We then looked at how we can reduce risk against these incident types through:**

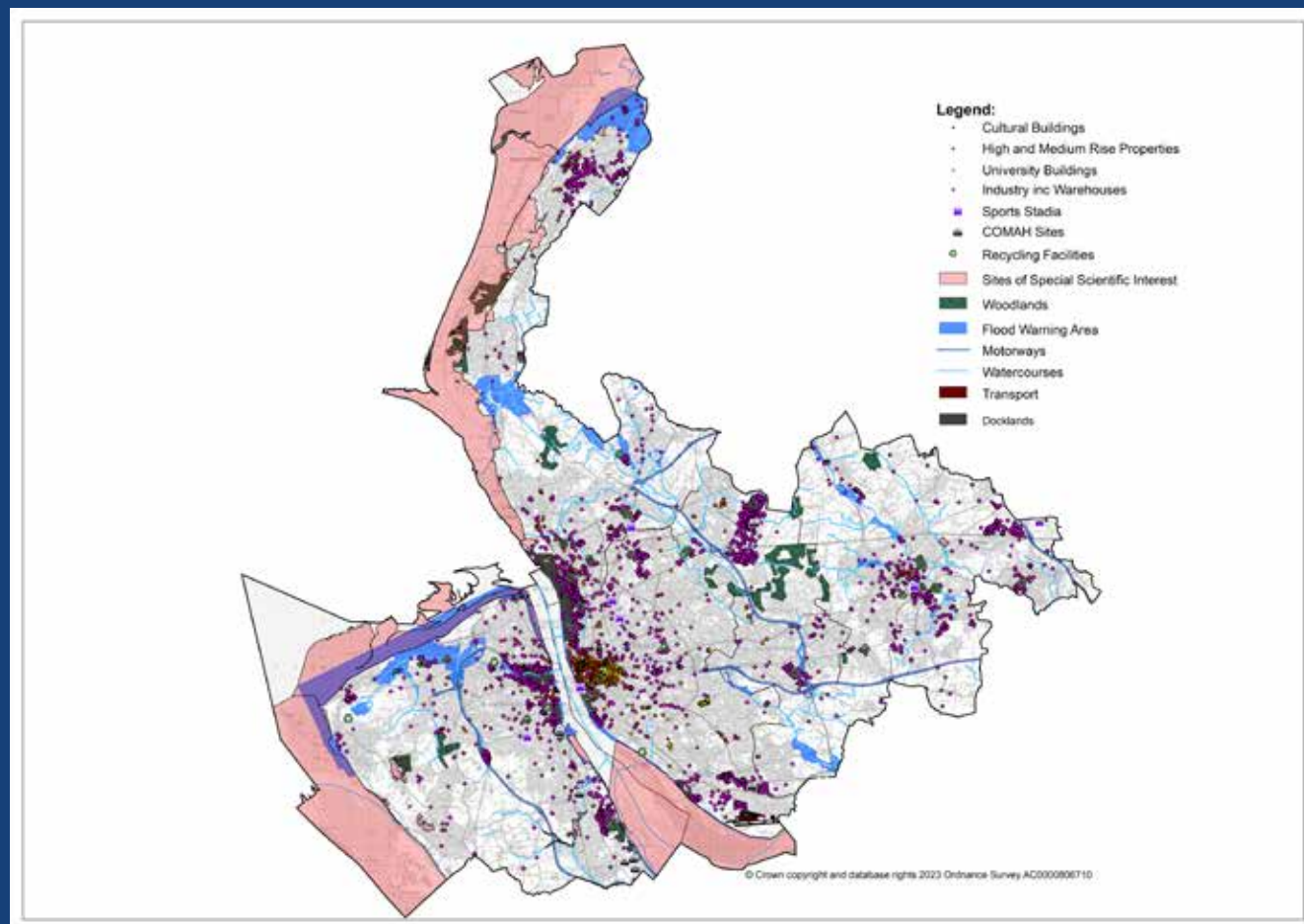
- Developing new approaches and procedures
- Investing in new equipment
- Core training and eLearning prepares staff for all incident types
- Training and exercising
- Working with partner organisations
- Working with the public

This helped up develop the **actions** included in this (\*) CRMP. **We then analysed the actions against a range of factors to make sure we have considered the impact of those actions.**

Knowing the foreseeable risks we face on Merseyside has allowed us to create the map below.

\* removed 'draft'

## Map identifying potential risks in Merseyside



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An external company (Risktec) previously looked at the work we have done to identify risk, demand and vulnerability on Merseyside. They concluded:

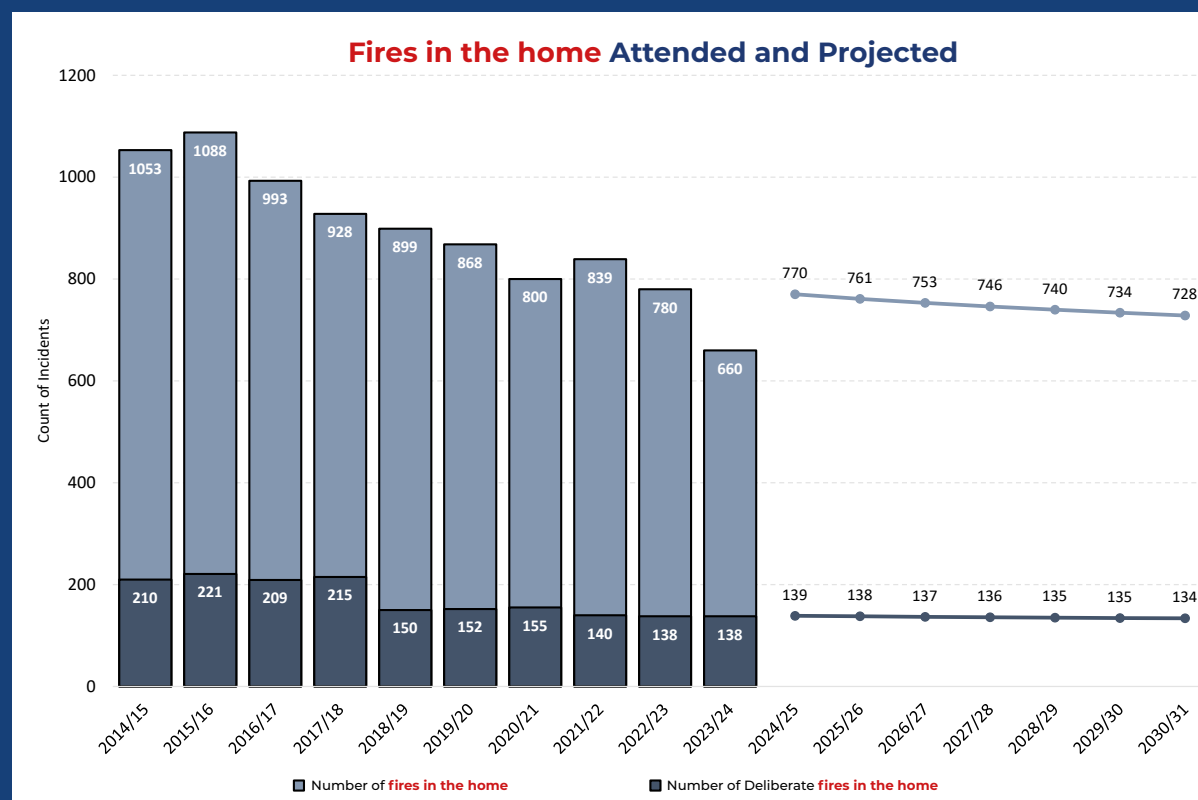
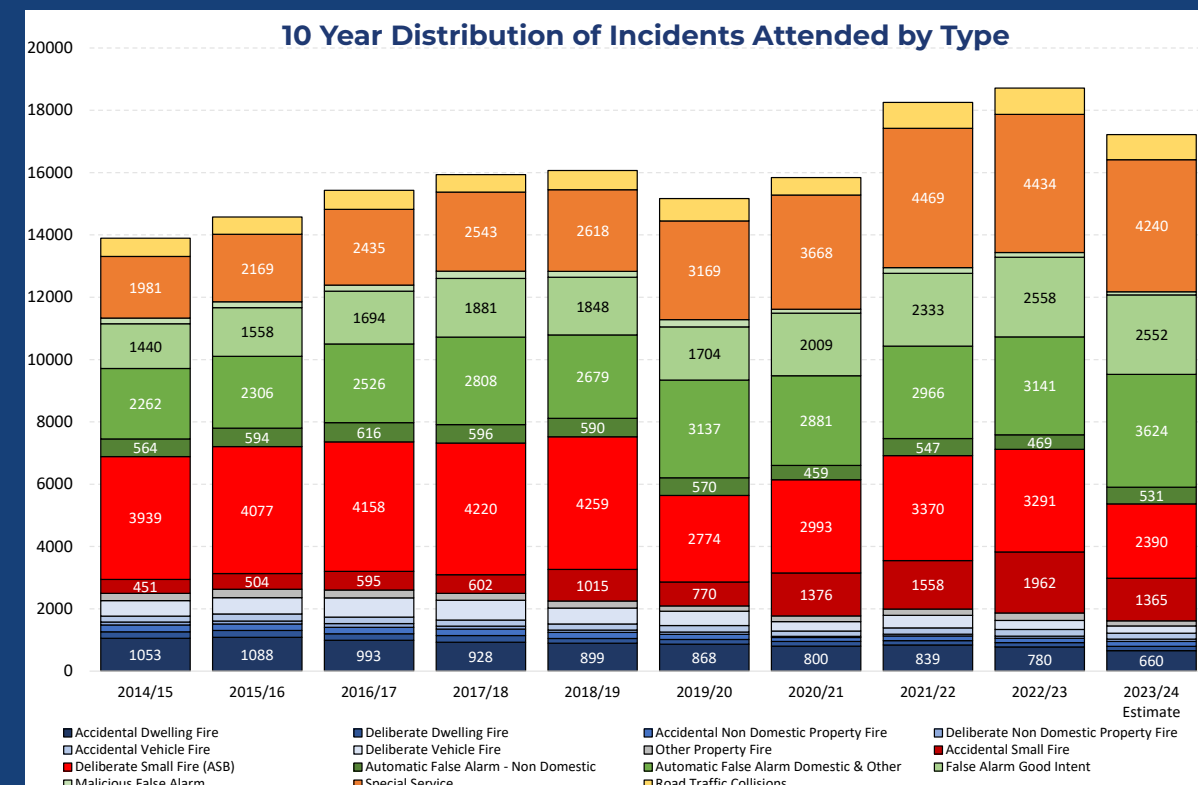
*“That by using this methodology MFRS can make a direct link between the outcomes of the National Security Risk Assessment workstream and the IRMP [now CRMP]. This will enable the Service to develop its approach to risk management and inform its view on the themes of Risk, Demand and Vulnerability”.*

**In its 2023 inspection report, His Majesty’s Inspectorate of Fire and Rescue Services said:**

*“The service has assessed a suitable range of risks and threats using a thorough community risk management planning process. In its assessment of risk, it uses information it has collected from a broad range of internal and external sources and datasets.”*

## Demand

The graphs below show that the majority of incident types have reduced over the last 10 years influenced by our Prevention and Protection activity, with the exception of some Special Service calls. Special Service incidents where we have helped partner agencies (such as the Police) have increased but this is not a concern, as we have actively tried to help partners in this way.

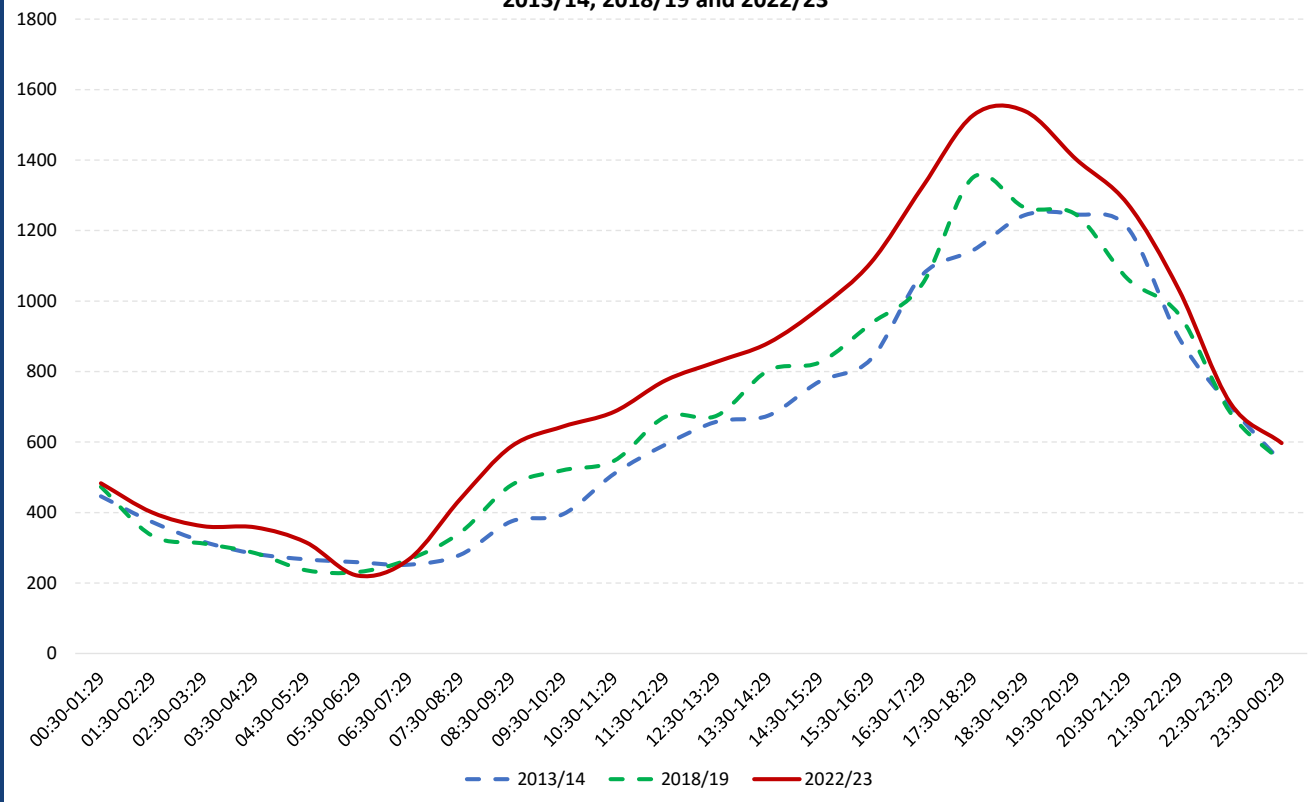


We also know that demand fluctuates between the day and night, crews are twice as busy during the day than at night. Using this knowledge, we can have fire engines ready to respond, in the right place at the right time.

All incidents: 01/04/2018 - 31/03/2023

	Day	Night
Count	53,894	30,312
Proportion	64.0%	36.0%

All Incidents Attended by Half Hour Period  
2013/14, 2018/19 and 2022/23



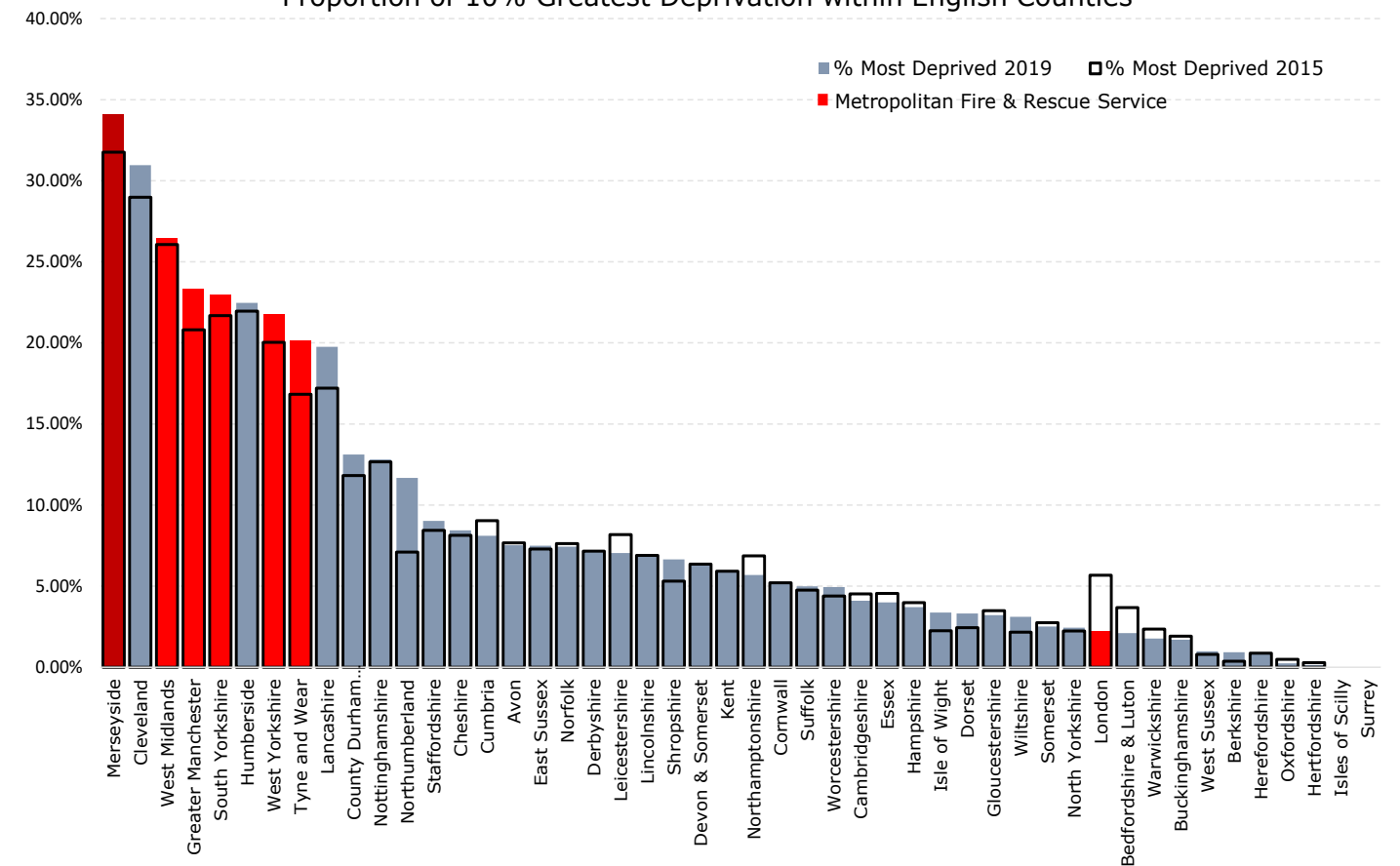
## Vulnerability

Vulnerability presents itself in many different ways. Merseyside Fire and Rescue Service has a strong track record in supporting those who are most vulnerable whether on an individual basis through the delivery of a Safe and Well check or Arson/Hate Crime Risk Assessment or working in communities with partners to improve environmental outcomes and reduce health inequality.

Through analysis of our data we know that:

- Accidental Dwelling Fire fatalities can occur anywhere.
- There are more Accidental Dwelling Fires in deprived areas.
- The majority of victims are above the age of 75, male and live alone
- Smoking is still one of the main causes of fire.

Comparison of Deprivation between 2015 and 2019.  
Proportion of 10% Greatest Deprivation within English Counties



Merseyside has the highest proportion of the most deprived areas in England according to the Government's Index of Deprivation 2019.

We have worked with the Liverpool City Region Combined Authority to ensure the impact of socio-economic deprivation is recognised throughout Merseyside and we deliver community reassurance campaigns in line with national and local priorities.

Directing our campaigns toward those most at risk has been successful in reducing both accidental fires in the home and deliberate anti-social **behaviour** fires in our communities. We are fully committed to working together with our partners to keep the public safe and this remains at the heart of everything we do.

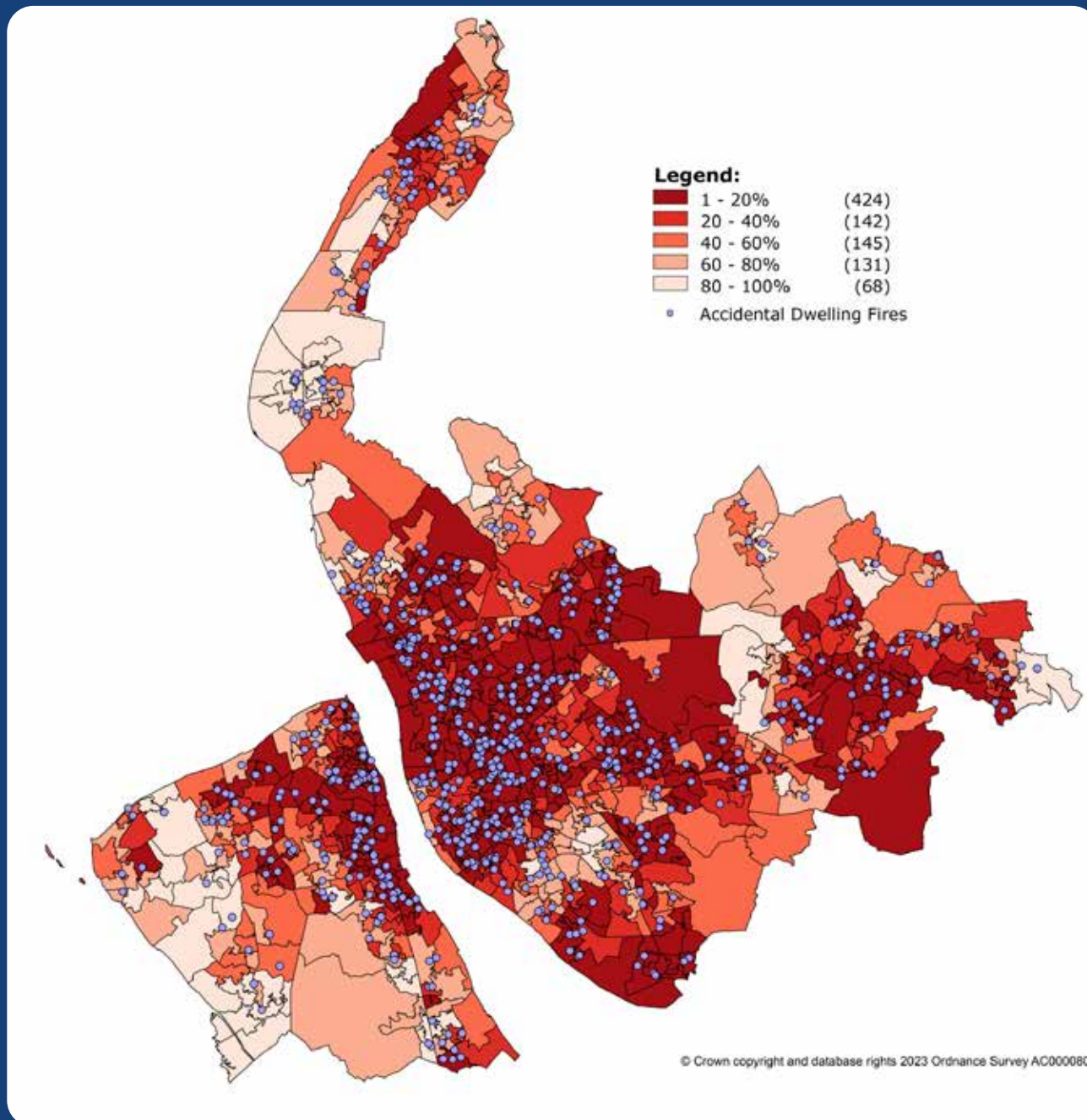
**Vulnerability has an impact - fires aren't evenly spread throughout Merseyside.**





The map below shows that some areas of Merseyside are more deprived than others and in general the most deprived areas also have the most accidental fires in the home. We also know that vulnerable people can live anywhere, for example, the over 65s, so we focus our Prevention activities in particular areas and on particular types of people. Partner organisations share anonymised information with us, so we can directly approach the most vulnerable in society and help them stay safe from fire. In 2024, we will be going further and using anonymised data from the NHS to target our prevention work even more precisely.

### Accidental Fires in the Home 2022-23 in relation to Deprivation



An external company (Risktec) looked at the work we had done to identify risk on Merseyside. They commented:

*"...it was clear to the review team that MFRS takes a proactive approach to understanding its community and in its efforts to obtaining data to identify the most vulnerable individuals and communities within their area, and this data is used to target prevention activities in the community".*

**In its 2023 inspection report, His Majesty's Inspectorate of Fire and Rescue Services said:**

*"The service's prevention strategy is clearly linked to the risks it has identified in its IRMP. It recognises the factors that contribute to vulnerability and defines how the service and its partners will work to reduce risk through a range of initiatives."*

# Updates on our IRMP 2021/24

Our previous IRMP commitments to you – some highlights since our last Plan.

## 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 **became** operational **in** May 2024. **As promised, we carried out additional prevention in the community communities as the two station areas were merged.**

### 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 **became** operational **in** 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)

### LONG LANE – Search & Rescue (Urban Search and Rescue Mods – Specialist Rescue Appliance) – immediately available supplemented on a retained basis

This action **was completed in** May 2024, when the new fire station at Aintree **became** 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

**This project is now business as usual.**

### FORMBY– Wildfire – All terrain vehicle – Complementary crewed

**This project is now business as usual.**

### 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 to achieved **d** 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 **(\*)** met this challenging target by the end of the IRMP.

\* removed 'will have'





<b>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</b>
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 <b>ran</b> a Registered Provider conference in <b>April</b> 2024 to help share best practice in this area.
<b>Recruit Prevention staff who truly reflect the diverse communities we serve so we can fully understand and address the inequalities that exist</b>
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.
<b>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</b>
These campaigns have been introduced and are delivered across Merseyside with two in each council area on a rolling basis.
<b>We will build up our team of specialists working in this area by increasing our Protection Officers, initially using Government funding</b>
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.
<b>Visit every high and very high risk premises (7,500 over the life of the IRMP)</b>
We visited <b>ed</b> all these properties by April 2024.
<b>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</b>
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.
<b>Increase mobile/agile working for Protection staff</b>
Mobile working is embedded for staff in our Protection team.
<b>Deliver a full response to Grenfell Tower Fire Inquiry recommendations</b>
<b>Three outstanding items are expected to be discharged by June/July 2024.</b> 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.
<b>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</b>
We are visited <b>ed</b> all these properties by April 2024.
<b>Fire Safety Inspectors will visit every registered Petroleum storage site in Merseyside</b>
We have visited all these sites.
<b>Our drone capability will be introduced after being proposed in our previous Plan</b>
We implemented our drone capability in year one of the IRMP.

<b>Continue working with Blue Light partners to support them and improve services to the public whilst maintaining our response to fires and other emergencies</b>
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.
<b>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</b>
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 <b>2024</b> . Cross border information is available to staff on fire engines and our intranet.
<b>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</b>
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 <b>is now business as usual</b> .
<b>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</b>
This action has been achieved by the delivery of a Command Strategy which is now embedded.
<b>Develop operational plans for all key risks including heritage sites and sites of scientific interest</b>
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.
<b>Prepare our fleet of vehicles for a move to alternative fuels</b>
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.
<b>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</b>
A new shift pattern has been introduced in Control which includes an element of retained cover designed to improve resilience.
<b>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</b>
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.
<b>Support the Government's plans to refresh the National Resilience Assets</b>
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.

\* removed 'will be available before the end of the 2021/24 Plan.'



# Alternative formats

We are committed to ensuring that all our information is fully accessible for all communities across Merseyside and we have included our Community Risk Management Plan on our Plans and Performance and Equality, Diversity and Inclusion pages on our website:

<https://www.merseyfire.gov.uk/about/equality-diversity-and-inclusion/>

<https://www.merseyfire.gov.uk/about/our-plans-and-performance/>

On our website we also provide a free speech, reading and translation service using ReciteMe to help people who require online reading support access our documents. This can be located on the front page, top right of our website by clicking the button called "Accessibility". Braille and large print versions are also available on request to [consultation2@merseyfire.gov.uk](mailto:consultation2@merseyfire.gov.uk).

## Arabic

### التيسقات البديلة

نحن ملتزمون بضمان إمكانية الوصول إلى كل معلوماتنا للمجتمعات كافة على مستوى مرزيسايد، وقد أدرجنا خطة إدارة المخاطر المجتمعية الخاصة بنا على صفحات الخطط والأداء والمساواة والتنوع والشمول عبر موقعنا الإلكتروني:

<https://www.merseyfire.gov.uk/about/equality-diversity-and-inclusion/>

<https://www.merseyfire.gov.uk/about/our-plans-and-performance/>

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## Bengali

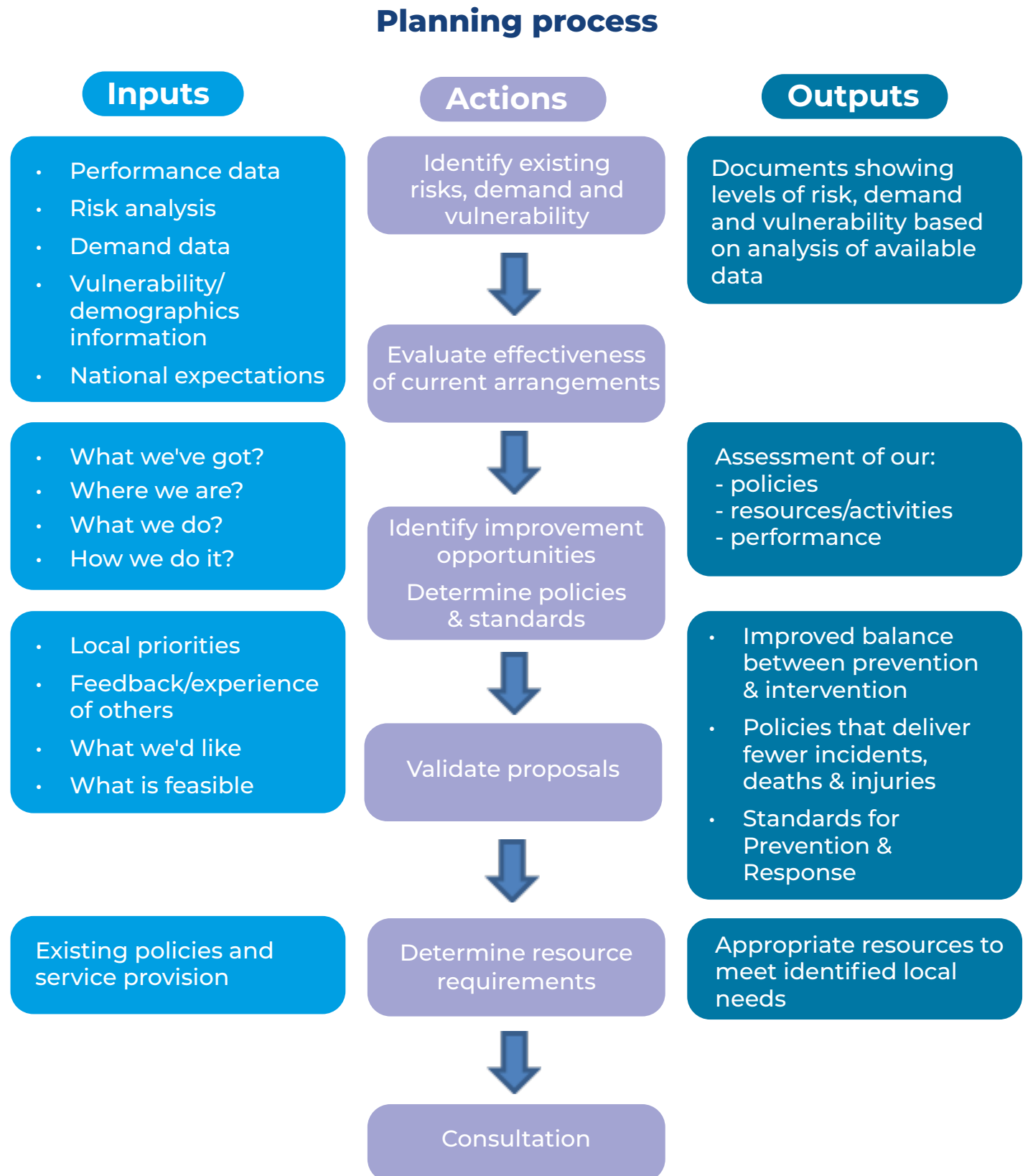
বিকল্প ফরম্যাট

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# Fire Authority Community Risk Management Planning overview





# Key Station Map

This map shows how our fire engines, including specialist appliances, would be located and crewed if the proposed changes were approved.

## Map key:

15 Stations will have fire engines crewed by wholetime firefighters available 24/7: Southport, Bootle Netherton, Kirkby, Prescot, St Helens, Old Swan, Saughall Massie, Bromborough, Long Lane, Liverpool City, Wallasey, Birkenhead, Toxteth, Speke & Garston and Kirkdale.

6 stations will have fire engines crewed by firefighters available on station for 12 hours during the day, then on a 30 minute recall at night where they provide resilience and additional cover during busy periods. Crosby, Kensington follow this approach, with Long Lane, Wallasey, Kirkdale & St Helens having this type of engine in addition to the 24/7 fire engine stationed there.

7 stations will have fully retained fire engines (on a 30 minute recall 24/7) crewed by wholetime firefighters who provide additional retained cover. These provide resilience and additional cover when needed 24/7. Long Lane, Kirkdale, Wallasey, Liverpool City and St Helens have these engines in addition to their other engines. 2 further engines will be located at fire stations across the county (both currently shown at Old Swan for illustrative purposes).

4 stations will continue to be crewed using the Low Level Activity and Risk (LLAR) staffing model. Firefighters are available from 1000-2200hrs on station then on recall from accommodation on or near station at night: Formby, Heswall, Newton-le-Willows and Belle Vale.

New Stinger/Scorpion fire engine located at St Helens.

Search & Rescue Team: Long Lane.

Flex staffed appliance.

Urban search & rescue pods. Immediately available, supplemented on a retained basis. Located at Long Lane.

34m Combined Platform Ladders located at Southport and Saughall Massie.

45m Combined Platform Ladder located at Liverpool City.

Breathing Apparatus Support Unit (BASU). Provided on a retained basis and deployed within 30 minutes. Located at Wallasey.

Light Portable Pump and Structure Unit. Provided on a retained basis and deployed within 30 minutes. Located at Wallasey.

Marine, Rail and Salvage Unit. Provided on a retained basis and deployed within 30 minutes. Located at Wallasey.

## MAP KEY:



Hazmat Environmental Protection Unit (HMEPU) - provided on a retained basis and deployed within 30 minutes. Located at St Helens.



Bulk Foam Unit Pod - provided on a retained basis and deployed within 30 minutes. Located at St Helens.



High Volume Pump - staffed on a wholetime (permanent) basis and deployed within 30 minutes. Located at Belle Vale.



Mass Decontamination Unit (MDU)/Marauding Terrorist Attack (MTA). Available immediately, supplemented on a retained basis. Located at Kirkdale.



Incident Command Unit. Provided on a retained basis and deployed within 30 minutes. Located at Liverpool City



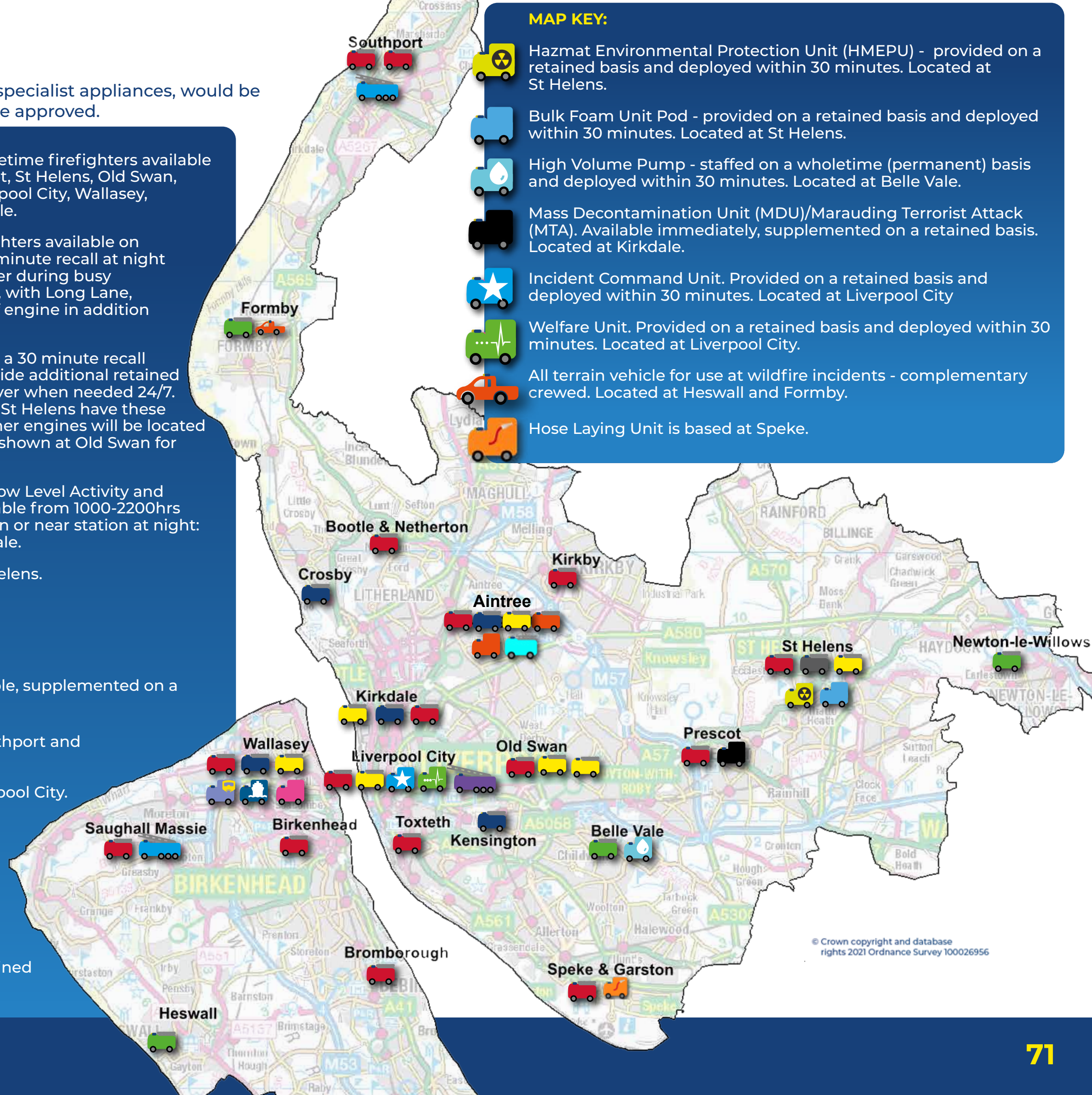
Welfare Unit. Provided on a retained basis and deployed within 30 minutes. Located at Liverpool City.



All terrain vehicle for use at wildfire incidents - complementary crewed. Located at Heswall and Formby.



Hose Laying Unit is based at Speke.



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# Merseyside Fire & Rescue Service

## Community Risk Management Plan (CRMP) Consultation

### Report of findings from a Community Consultation Forum



# Merseyside Fire & Rescue Service Community Risk Management Plan (CRMP) Consultation

## Opinion Research Services

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As with all our studies, findings from this report are subject to Opinion Research Services' Standard Terms and Conditions of Contract.

Any press release or publication of the findings of this report requires the advance approval of ORS. Such approval will only be refused on the grounds of inaccuracy or misrepresentation

This version of the report will be deemed to have been accepted by the client if ORS has not been informed of any amendments within a reasonable period of time (1 month)

This study was conducted in accordance with ISO 20252:2019, ISO 9001:2015, and ISO27001:2013.

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# Acknowledgements

Opinion Research Services (ORS) is pleased to have worked with Merseyside Fire and Rescue Service (MFRS) on the community consultation forum reported here. The diverse participants engaged with the issues and discussed their ideas readily, so we trust that this report of findings will help to inform service planning.

We thank MFRS for commissioning the project as part of its on-going regular programme of public and stakeholder engagement and consultation about its risk management and budget planning.

We particularly thank the senior staff who attended the session to listen to the public's views and answer questions. The meeting benefited considerably from their readiness to answer participants' questions fully and frankly, as in this case.

We are grateful to the 33 members of the public who took part in the meeting to share their views with us: they were patient in listening to important and detailed background information before entering positively into open discussions about challenging topics.

At all stages of the project, ORS's status as an independent organisation engaging with the public as fairly as possible was recognised and respected. We are grateful for the trust, and we hope this report will contribute usefully to thinking about future service delivery.

# 1. Key Findings

## Key consultation findings

MFRS's proposals were generally supported, some more than others

- 1.1 There were very high levels of agreement with all of the Service's CRMP 2024-27 proposals, as outlined below:
- » All 33 participants agreed that MFRS should:
    - Work in areas of higher risk to educate and inform the communities in those areas on known and foreseeable risk and the actions they can take to make themselves safer (31 strongly agreed).
    - Work with partners to plan for/respond to the emerging threat from fires involving alternative fuels (31 strongly agreed).
    - Target Prevention work toward those most likely to die in a fire and the areas of highest deprivation (30 strongly agreed).
    - Keep fire engines 'on the run' by crewing them with three firefighters to non-life risk incidents until four firefighters become available through overtime or moves from other stations (29 strongly agreed).
    - Enhance its water rescue capabilities through introducing either a sub-surface drone or a diving team (25 strongly agreed).
  - » 32 of 33 participants agreed that MFRS should:
    - Introduce 'enhanced mobilisation' via a pre-alert system (28 strongly agreed).
    - Continue to assist the North West Ambulance Service (NWAS) in relation to cardiac response and expanding this to people who have had falls (28 strongly agreed).
    - Use the new Training and Development Academy for national and international training (28 strongly agreed).
    - Increase fire engine numbers from 32 to 34 to increase resilience for high demand periods (27 strongly agreed).
  - » 31 of 33 participants agreed that MFRS should:
    - Use improved technology in its Control Room (28 strongly agreed).
    - Introduce a new framework for fire safety-related enforcements and prosecutions to improve public safety (27 strongly agreed).
    - Reintroduce a Small Fires Unit to help when there are large numbers of lower level (not life-risk) incidents (25 strongly agreed).
- 1.2 There was slightly lower, but still strong, agreement with MFRS working with the Home Office on the programme to refresh current National Resilience assets (30 of 33 participants agreed, 21 strongly); using its Watch Managers differently to carry out different duties that add value and respond to incidents in a different way (29 of 33 participants agreed, 12 strongly); and focusing on Net Zero (27 of 33 participants agreed (17 strongly). This is perhaps as these are seen as 'internal' fire and rescue service issues that the public cannot or should not influence.

# 2. The Consultation Process

## Overview of the engagement

### Background to the review

- 2.1 'Community Risk Management' is the development of a balanced approach by Fire and Rescue Services to reducing risk within the community. This is achieved by combining Prevention, Protection and Emergency Response, on a risk-assessed basis, in order to improve the safety of the community and create a safer working environment for firefighters.
- 2.2 In 2020/21, Merseyside Fire & Rescue Authority (MFRA) developed and consulted on its most recent Integrated Risk Management Plan (IRMP) for 2021-24, which was subsequently approved. The Service began to develop its Plan for 2024-27 (renamed the Community Risk Management Plan, or CRMP) in 2023, and in October of that year held five community engagement forums with members of the public, one in each of Merseyside's five local authority areas, to discuss how it might provide fire and rescue services during this period. The views expressed in those forums, along with other relevant evidence, have helped shape the CRMP 2024-27 proposals discussed at the session reported here, which was attended by 33 of the participants from the engagement forums.

### The commission

- 2.3 Opinion Research Services (ORS) - a spin-out company from Swansea University with a UK-wide reputation for social research - was appointed to convene, facilitate and report a face-to-face forum with members of the public from across Merseyside (Knowsley, Liverpool, Sefton, St Helens and Wirral). Pre-consultation listening and engagement and formal consultation meetings have been undertaken with residents across Merseyside on a regular cycle; and in this context ORS has facilitated both district-based and all-Merseyside forums for the Service for many years.

## Deliberative engagement

### Consultation forum

- 2.4 The forum reported here used a 'deliberative' approach that encouraged members of the public to reflect in depth about MFRS's CRMP 2024-27 proposals while both receiving and questioning extensive background information.
- 2.5 The meeting (which was held on 30<sup>th</sup> April 2024 at the MFRS headquarters in Bootle) lasted for 2.5 hours and 33 diverse participants took part. As aforementioned, all participants – who were recruited by ORS – had attended one of the engagement forums held in October 2023.
- 2.6 In recruitment, care was taken to ensure that no potential participants were disqualified or disadvantaged by disabilities or any other factors. The recruitment process was monitored to ensure social diversity in terms of a wide range of criteria including, for example: geographical area; gender; age; working status; and disability/limiting long-term illness (LLTI). Overall, as demonstrated in the table below, participants represented a broad cross-section of residents – and as standard good practice, people were recompensed for their time and efforts in and taking part.

LOCAL AUTHORITY AREA	GENDER	AGE	WORKING STATUS	LIMITING ILLNESS OR DISABILITY	ETHNIC GROUP
Knowsley: 8 Liverpool: 8 Sefton: 7 St Helens: 3 Wirral: 7	Male: 17 Female: 13	16-34: 5 35-44: 5 35-54: 10 55-64: 6 65+: 7	Working full- or part-time: 22 Not working/ retired: 11	5	White British: 28 BAME: 5

2.7 Although, like all other forms of qualitative engagement, deliberative forums cannot be certified as statistically representative samples of public opinion, the meeting reported here gave diverse members of the public the opportunity to participate actively. Because the meeting was inclusive, the outcomes are broadly indicative of how informed opinion would incline on the basis of similar discussions.

### The agenda

2.8 The forum began with a presentation to recap some contextual background information around MFRS’s purpose and vision, and the importance of the Service factoring risk, demand and vulnerability into how it uses its resources. A selection of the slides used to outline this can be seen below and overleaf.

#### Where do we start... MFRS’s statutory duties

- The Fire and Rescue Services Act 2004
  - Respond
  - Prevent (home and community safety)
  - Protect (commercial and public buildings)
  - Educate and inform
- The Civil Contingencies Act 2004
  - Work with other agencies to deal with emergencies
- The National Framework 2018
  - Identify & Assess Risk
  - Prevent & Protect
  - Respond
  - Collaborate
  - Business Continuity (Intervention)
  - National Resilience
- Other
  - Duty to collaborate
  - Serious Violence Duty
  - Safeguarding Duty

#### And what should influence its thinking

- What our communities think/consultation outcomes
- What data/intelligence is telling us
- National Fire Standards
- Our Medium Term Financial Plan and People Plan
- HMICFRS
  - Efficiency
  - Effectiveness
  - People

Outstanding	Good	Adequate	Requires improvement	Inadequate
Preventing fire and risk	Understanding fire and risk	Promoting values and culture		
Responding to major incidents	Public safety through fire regulation	Right people, right skills		
Best use of resources	Responding to fires and emergencies	Promoting fairness and diversity		
	Future affordability			
	Managing performance and developing leaders			

#### So what does MFRS need to think about when developing a Community Risk Management Plan?

##### Ultimately it comes down to...

**Risk**

- Identifying people, buildings and places where there is a likelihood of an emergency incident happening that would have a potentially serious effect on communities

**Demand**

- Using information about where, when and how often incidents have happened in the past to better understand what happened and plan to respond effectively/ efficiently to such demand in the future

**Vulnerability**

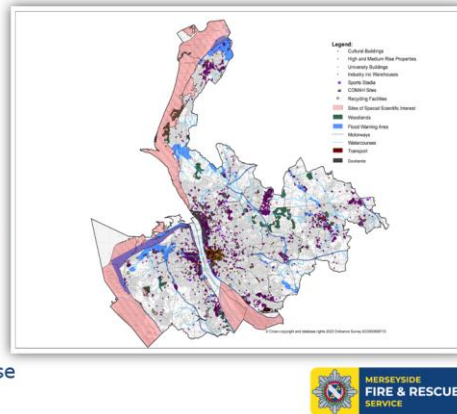
- Using information from MFRS and other organisations to identify the types of people most likely to have a fire/other emergency and most likely to suffer harm





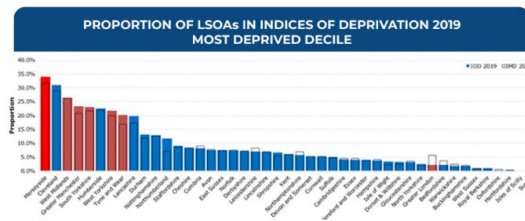
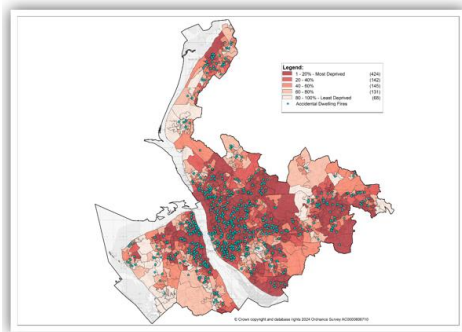
## Then it can consider high impact areas...

- MFRS has identified 6 high impact incident types it should focus on...
  - Terrorist-related incidents
  - Marine incidents
  - Wildfire
  - Flooding
  - Fires in large buildings (e.g. high-rise [Grenfell])
  - Fires at recycling/waste processing plants
- Plotting these risks on a map → identify where risks are and place resources to meet them (e.g., Combined Platform Ladder in the City Centre → most high-rise buildings)



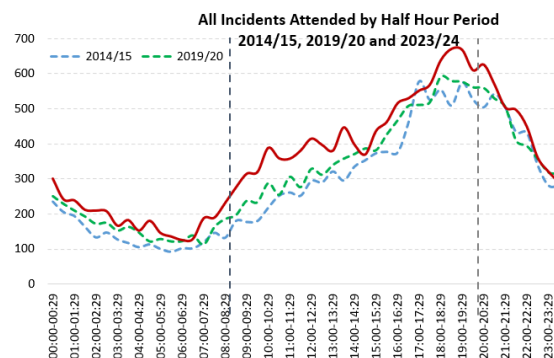
## Understanding demand, which is inextricably linked to deprivation

- Incidents aren't evenly spread across Merseyside
  - Almost half of all fires occur in the most deprived areas
  - Only 15% happen in the least deprived areas
- Knowing where emergency incidents happen helps Merseyside plan where it puts its resources



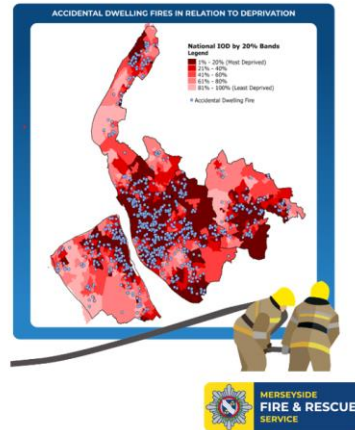
## It also fluctuates...

- Demand fluctuates between day and night
- Crews twice as busy and much more productive during the day than at night
- Knowing this, MFRS ensures its fire engines are in the right place at the right time

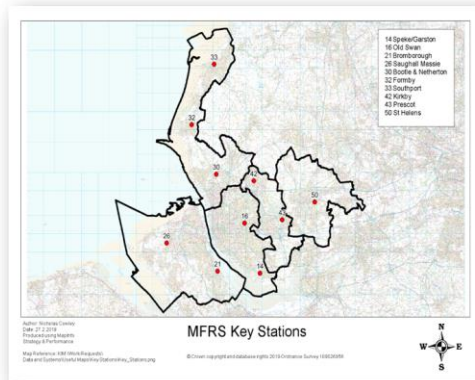


## But you can be vulnerable wherever you live

- Vulnerability can be anywhere on Merseyside (so need resources available everywhere) → 10 key stations



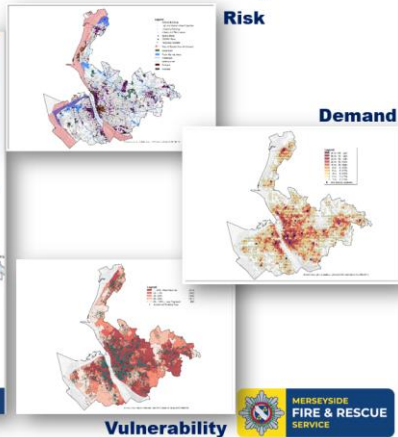
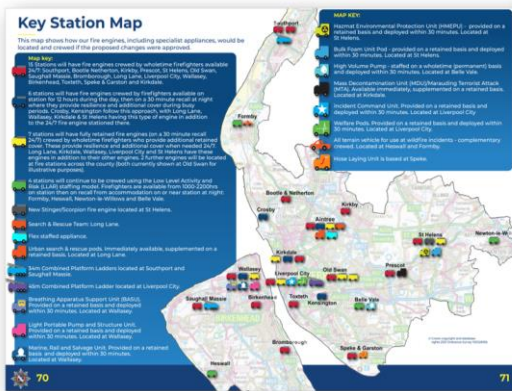
## '10 Key Stations' help MFRS attain Response Standard of 'within 10 minutes on 90% of occasions'



Achieved on 95.4% of occasions  
Average response time is 5 minutes 53 seconds



## Ultimately MFRS must overlay resources (and develop specialist resources) to meet risk, demand and vulnerability



2.9 The subsequent discussion then covered MFRS's CRMP proposals in turn (these are outlined in the following chapter). Participants were encouraged to ask questions throughout, and the meeting was thorough and truly deliberative in listening to and responding openly to a wide range of evidence and issues.

## The report

- <sup>2.10</sup> This report reviews the sentiments and judgements of respondents and participants on MFRS’s CRMP 2024-27 proposals. Verbatim quotations are used, in indented italics, not because we agree or disagree with them – it is for their vividness in capturing recurrent points of view. ORS does not endorse any opinions but seeks only to portray them accurately and clearly. The report is an interpretative summary of the issues raised by participants.

# 3. Focus Group Findings

## Detailed consultation findings

### Introduction

- 3.1 This chapter reports the views from a deliberative forum with members of the public across Merseyside, which was independently facilitated by ORS.
- 3.2 The meeting followed a pre-determined topic guide which allowed space for a general discussion of the key questions under consideration. A series of information slides were shared at set points during the session, which ensured that participants had sufficient background information to actively deliberate on the proposals. The meetings were thorough and truly deliberative in listening to and responding openly to a wide range of evidence and issues.
- 3.3 In order to quantify views on the main engagement issues, participants were given a workbook in which they could record their responses to key questions. Responses to these were captured and are reported in this chapter, but it is important to note that this was a qualitative research exercise and the numerical findings from the exercise are not statistically valid.
- 3.4 This is not a verbatim transcript of the session, but an interpretative summary of the issues raised by participants in a free-ranging discussion and in their workbooks.

### Main findings

#### MFRS's 'proposals' were generally supported, some more than others

- 3.5 Participants were informed that if possible and financially viable, MFRS is proposing to:
  - » Increase its fire engines from 32 to 34 to enhance specialist response and resilience for high demand periods.
  - » Reintroduce a Small Fires Unit (crewed by three firefighters) to help when there are large numbers of lower level (not life-risk) incidents, freeing up traditional fire engines for bigger and life-risk incidents.
  - » Keep fire engines 'on the run' by crewing them with three firefighters to non-life risk incidents (until four firefighters become available through overtime or an additional firefighter being moved from another station).
  - » Enhance its water rescue capability through introducing either a sub-surface drone or a diving team.
  - » Work with partners to plan for and respond to the emerging threat from fires involving alternative fuels (e.g., lithium-ion batteries and hydrogen fuel cells).
  - » Use improved technology in its Control Room such as 'Enhanced Mobilisation' (pre-alerting fire engines), 'Aura' (dynamic mapping of fire engines using Automatic Vehicle Location) and '999Eye'.
  - » Use its Watch Managers differently to undertake duties that add value, while responding to incidents in a different way.

- » Work in areas of higher risk to educate and inform the communities in those areas on known and foreseeable risk (e.g., flooding and wildfire) and the actions they can take to make themselves safer.
- » Continue to assist the North West Ambulance Service (NWAS) in relation to cardiac response and expanding this to people who have had falls, where the likelihood would be that an ambulance would not respond for over six hours.
- » Target its Prevention work toward those most likely to die in a fire and the areas of highest deprivation; especially those living in sheltered accommodation who are at highest risk.
- » Introduce a new framework for fire safety-related enforcements and prosecutions to improve public safety and address legal changes following the Grenfell Tower incident.
- » Use its new Training and Development Academy for national and international training, subject to requests, with any funding raised redirected to benefit Merseyside communities.
- » As the lead authority for National Resilience, work with the Home Office on the programme to refresh current National Resilience assets (New Dimension 2<sup>1</sup>).
- » Focus on delivering Net Zero.

<sup>3.6</sup> Worksheets were used to determine levels of agreement or otherwise with MFRS's proposals. The results from these can be seen in Figure 1; and the comments made on each of the proposals in the worksheets and in discussion follow.

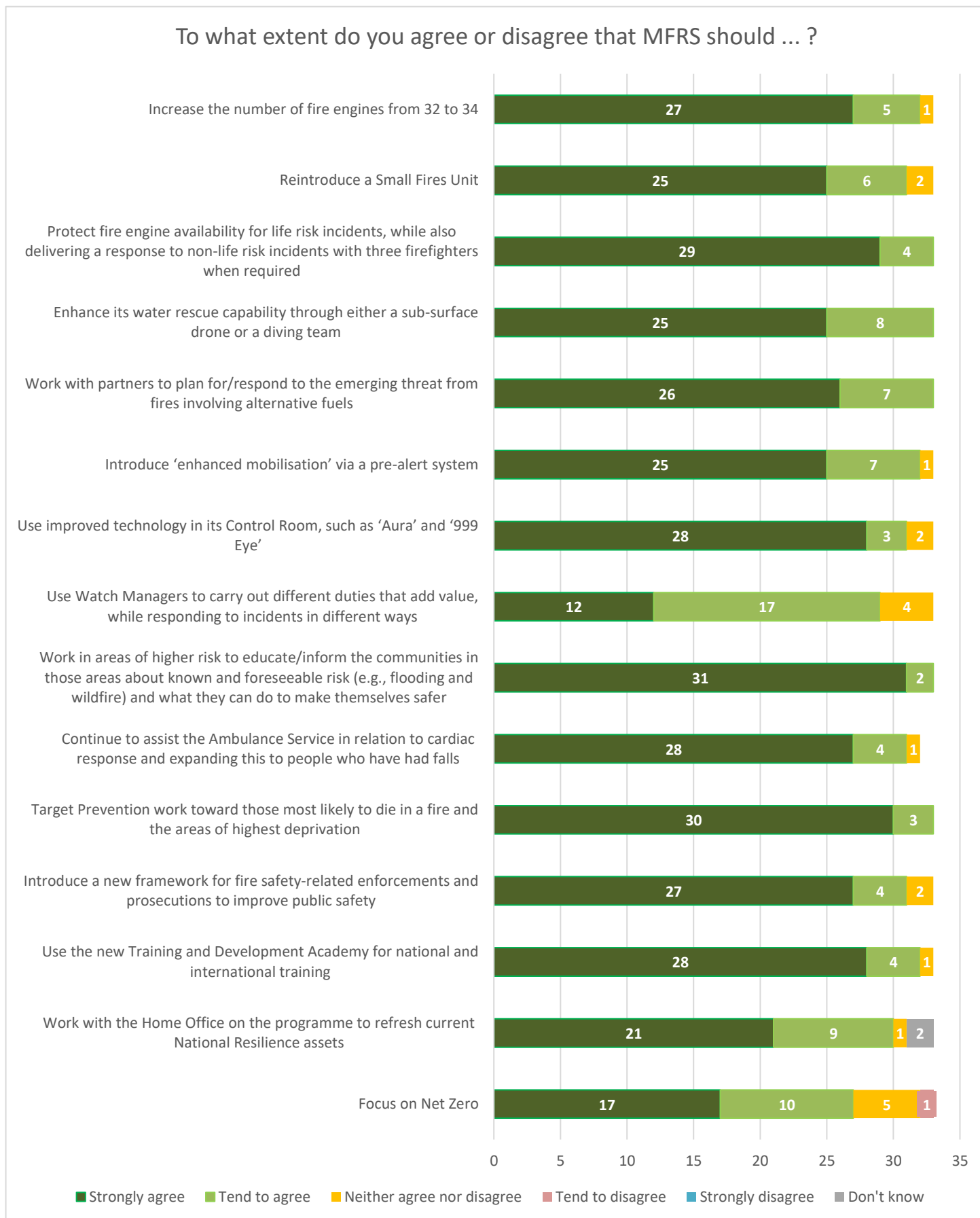
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<sup>1</sup> The New Dimension programme funds the specialist equipment/training that helps England's fire and rescue services deal with a wide range of large or national-scale incidents.



Figure 1: Extent of agreement with MFRS’s proposals (percentages may not add up to 100 due to rounding)

Base 33 (all questions)



### *Increasing fire engines from 32 to 34*

- 3.7 The prospect of increasing the number of MFRS fire engines from 32 to 34 was almost universally supported on the grounds of efficiency and resilience, and to help maintain the 10-minute response standard, especially during periods of high demand.

*“Introduces and maintains capability across Merseyside.”*

*“[An] enhanced service with adequate resources needs to be identified and provided. Win/win!”*

*“We need as many as possible. It’s an emergency service not a business.”*

- 3.8 Some, though, questioned the need for, and value for money of, additional resources given response time standards are being well met currently. There was also some concern about being able to staff the extra resources.

*“If the evidence indicates that this is required, but current statistics are looking excellent”*

*“Should only be employed if you think this is really needed at the moment”*

*“My only concern is manning the extra vehicles. Is there enough staff?”*

- 3.9 In light of this, one participant suggested that appliance numbers should not increase beyond 34 unless the area experiences a significant rise in demand.

*“If it’s 34 then stopped I agree...”*

### *Reintroducing a small fires unit*

- 3.10 Reintroducing a small fires unit was, for many participants, a way of providing a more dynamic, flexible, and efficient service and maximising resources. In particular, they were pleased with the prospect of reducing pressure on the Service during busy periods and freeing up larger appliances for life-threatening incidents.

*“Makes a lot of sense to meet the need of the firs service, with smaller units freeing up fire engines for life threatening incidents.”*

*“This would reduce non-useable appliance time.”*

*“Sounds good to recognise funding and staffing cuts and sickness and allow the team to be changed accordingly.”*

- 3.11 A few participants also suggested that the proposed small fires unit should be renamed to better reflect its purpose and the wide remit of the Fire and Rescue Service more generally.

*“This seems like a great idea and seems like the right strategy, but it needs a more comprehensive name.”*

*“Rename this proposal. Does not do what this service provides justice!”*

- 3.12 A couple of participants neither agreed nor disagreed with this proposal, not because they were opposed to it, but because they were mindful of MFRS’s potential budgetary constraints and would prefer it to focus on other proposals if forced to make a choice.

*“I think this would be very beneficial, but unsure if it should be in the high priority list compared to other things.”*

*Keeping fire engines ‘on the run’ by crewing them with three firefighters to non-life risk incidents*

- 3.13 This ‘proposal’ was considered a sensible use and prioritisation of resources by most participants.

*“Engine availability is paramount to safety.”*

*“Makes sense using units that can address non-life risk incidents.”*

*“Very important; the availability for life-risk incidents is imperative.”*

*“I was surprised to hear this isn’t being done now.”*

- 3.14 However, reassurance was sought that three-person crews would not become the ‘norm’, and that the model would be amended in the event of improved resourcing.

*“[I have] concerns about difficulty moving away from the model if resources improve.”*

*“You need to make it clear that it’s just under exceptional circumstances as there will be challenges... people asking, ‘Well you’re operating perfectly well with just three, why can’t you operate all your appliances on three?’”*

- 3.15 Furthermore, one participant expressed concerns around staff capacity and wellbeing, another stressed the importance of ensuring workforce skills and capabilities are sufficient to ensure the safe and effective delivery of this proposal, and another questioned how MFRS staff have reacted to the proposal.

*“Consider the multi-skilling element and capabilities of the remaining workforce so they meet the requirements of the roles needed for the safe delivery of a three-man crew.”*

*“How have the staff taken to the proposals? Has there been any kickback or concerns as people typically don’t like change?”*

*Enhancing water rescue capability through introducing either a sub-surface drone or a diving team*

- 3.16 Water rescue was considered an essential aspect of MFRS’s work, given Merseyside’s coastal location and the dangers of the River Mersey.

*“Due to the characterisation of our area, this is very appropriate.”*

*“We are a dock city and I understand we can recover but not rescue. This rescue service is imperative and needs focus.”*

*“Considering the amount of coastline, water sports etc. that occur in Merseyside this is a vital part of the service that is offered.”*

- 3.17 There were, though, concerns about the cost of this proposal, a sub-surface drone in particular. As such, given MFRS's budgetary constraints, some participants explicitly favoured upskilling the existing marine rescue team over purchasing a drone.

*"[My] only concern is the finance involved in such tech."*

*"How much would a sub-service drone cost? Would this be fit for looking for bodies? Would the resources be better used with a diving team."*

- 3.18 Moreover, one participant worried that the often-protracted nature of water rescues/recoveries could detract a diving team from other incidents (assuming they would also function as firefighters).

*"Considering the geographical location this seems like a good investment... However, would the diving team take away from other emergencies? Considering diving could take hours and seems to be more of a recovery than a rescue."*

- 3.19 In terms of suggestions, one participant asked whether it might be possible to enlist the assistance of partners such as the RNLI in delivering this proposal, while it was acknowledged that it is a charity rather than a statutory services, whose volunteers may not have the requisite time or competencies to assist.

*Working with partners to plan for/respond to the emerging threat from fires involving alternative fuels*

- 3.20 Participants understood that anything containing a lithium-ion battery and hydrogen fuel cells could pose risks and challenges to MFRS. They thus strongly supported MFRS's proposal to work with partners to plan for and respond to these.

*"A new threat, but a real threat."*

*"Appears to be thinking ahead in line with technological changes."*

*"The batteries and fuel cells are a problem and a current issue that wasn't really pertinent five to 10 years ago. It's good to know this is being taken into account."*

- 3.21 People sought clarification on what partners MFRS would seek to work with to address these new threats, strongly suggesting that any collaboration should include manufacturers of products including lithium-ion batteries and hydrogen fuel cells to facilitate joint understanding and solutions.

*"It would be good to know the scale/amount of resource that will be assigned to this activity and what partners will be worked with."*

*"Businesses need to address and collaborate with the fire service on ways to minimise and treat these fires."*

- 3.22 It was also widely recognised that it is not necessarily the batteries themselves that are the issue in many cases, but the preponderance of devices using cheap and/or counterfeit parts that have not undergone the relevant safety checks. Public education (both local and national) around this issue - and the correct storage of items such as electric scooters and bikes - was thus considered imperative.

*“This is only going to keep growing as an issue so should be invested in now. A particular focus on community education would be beneficial.”*

*“Thinking about the batteries, it’s people buying the crap online isn’t it? People buying the crappy equipment which is then causing fires. So it’s about the education and preventing that equipment coming into the country.”*

*Using improved technology in the MFRS Control Room, such as ‘Enhanced Mobilisation’, ‘Aura’, and ‘999Eye’*

- 3.23 Participants were almost unanimously in favour of MFRS using whatever technology it has at its disposal to make its operations more streamlined and effective. The general sense was that this would allow the Service to make gains in a cost-efficient way, and there was some surprise that it is not in use already.

*“Any low-cost method that improves response time to reach incidents can only be for the greater good.”*

*“Any improvement in response times could be vital to saving lives.”*

*“I’m shocked this doesn’t exist already. With all the technology developments, this could even be AI.”*

- 3.24 The use of enhanced mobilisation via a pre-alert system was praised for its potential to improve response times, though there was some feeling (among a small minority) that investment in it may be unnecessary given MFRS’s already excellent response times.

- 3.25 Participants also liked the idea of 999Eye to aid the control centre in its decision-making around the type and level of resource required at an incident, particularly with the advent of more combustible materials. There was also some feeling that it could assist in reducing the number of false alarms being attended.

*“Real time view of the incident could determine how many crew need to be sent. Win/win.”*

*“This is exciting; that incidents can be seen to determine the correct response.”*

- 3.26 It was, though, suggested that some people may have concerns about privacy that would need to be addressed, and that some demographic groups (older people for example) might be unwilling or unable to use technology like this.

*“Need to be aware that some members of the public may not have the technological skills to help deliver this. Make the public aware that it is a one-off situation given the privacy and GDPR concerns that some may have regarding MFRS being able to access their device in the future.”*

*“As long as the public are aware that these are “one off” streaming sessions.”*



- 3.27 Moreover, one participant suggested that: *“People could stay in dangerous environments attempting to live stream or re-enter dangerous environments having left and opened the link.”*
- 3.28 In light of the above, it was suggested that more public education will be required if this technology is to become more ‘mainstream’ to allay people’s concerns around its use and privacy implications.

*Using Watch Managers to carry out different duties that add value and respond to incidents in a different way*

- 3.29 Participants were on the whole prepared to support the idea of using Watch Managers as described as a means of working smarter and more effectively, providing implementation is undertaken carefully and sensitively, and takes watch managers’ relative experience into consideration.

*“Better to use people’s expertise so long as they can be called back quickly to occurring incidents. Smarter working.”*

*“Considerations need to be given to watch and crew managers’ capabilities and experience to ensure they don’t miss valuable experience. Will there be a mentor programme in place to assist them in this? For more experienced/longer serving watch managers this appears to be an effective use of resources.”*

- 3.30 Indeed, participants were reassured when it was explained that this proposal would be rolled out gradually to account for individual skillsets and experience levels, albeit one person still felt that the model should be tested on a small-scale initially to *“tease out”* any issues.

*“The idea of a gradual roll-out linked to individual skillsets appears to be an ideal methodology.”*

- 3.31 One participant also suggested that the change might *“offer a different progression route. For example increased opportunities for the chance to gain leadership experience for future service leaders.”*
- 3.32 Residual concerns were around isolation, and the potential for different duties to detract watch managers from their core roles and responsibilities.

*“Would increase efficiency, but would it be isolating and add pressure to those earlier in their career working more alone?”*

*“... I am concerned that this is the most senior person and could be away from a serious incident or even multiple incidents doing other things.”*

*Working in areas of higher risk to educate and inform the communities in those areas on known and foreseeable risk (e.g., flooding and wildfire) and the actions they can take to make themselves safer*

- 3.33 Prevention and education were thought to be vital in reducing risk and incident levels, and cost-effective in the long-term. As such, providing communities with as much information as possible about the known and foreseeable risks they face and what they themselves can do to mitigate against them was strongly supported.

*“Prevention work is as important as response.”*

*“Education in this field to the community and informing them about risks can only be effective and productive.”*

*“Having lived in an area prone to flooding, we were completely unaware until we had fatalities.”*

*Continuing to assist the NWS in relation to cardiac response and expanding this to people who have had falls*

- 3.34 Many participants were happy to support the expansion of MFRS assistance to NWS to include people who have had falls, providing firefighters do not become replacements for paramedics (although it was recognised that they would need falls training and equipment); and that it is not at the expense of the Service’s core functions.

*“Better to have an experienced/knowledgeable first aid firefighter to provide assistance than to have to wait for an ambulance that could take much longer.”*

*“Fire service will need falls equipment and training, but I can see the benefit, especially to help prevent long-lie and mortality risk.”*

*“Provided this does not impact adversely on the primary activities of the Fire and Rescue Service.”*

- 3.35 Indeed, in this day and age, collaboration was considered key in ensuring public services can function as effectively as possible.

*“When capacity allows it I don’t see a reason not to support other services that are over-stretched.”*

- 3.36 Those who had concerns about the expansion did not see this as the fire and rescue service’s role. They instead called for investment into NWS and were concerned that this would not happen for as long as some of its activity is undertaken by MFRS.

*“Just disappointing that this can’t be done by the NHS. Should funding be reallocated?”*

*“Would rather more resources were spent by government to improve the ambulance service.”*

*Targeting Prevention work toward those most likely to die in a fire and the areas of highest deprivation*

- 3.37 Once again, Prevention and education were considered key to addressing risk and it was considered sensible that activity is targeted toward those who will benefit most from it. The need for constant reinforcement of safety messages was urged, however.

*“[It] is important to look at high risk areas and process accordingly.”*

*“Absolutely, but this must be reinforced frequently.”*

*Introduce a new framework for fire safety-related enforcements and prosecutions to improve public safety*

- 3.38 This was supported by most as both a protection and a deterrent. In particular, it was considered essential that private rented sector properties are included within any fire safety framework to ensure tenant safety.

*“Brilliant idea that can save lives and influence prevention at source.”*

- 3.39 This was not considered something MFRS can implement alone however, with the Health and Safety Executive also thought to play an important part in highlighting non-compliance with public safety measures.

*“It’s not just HSE doing what they need to do, landlords doing what they do, MFRS doing something separate... it’s the joint working that’s needed.”*

*Using the new Training and Development Academy for national and international training*

- 3.40 Using the new Training and Development Academy for national and international training was supported as a means of raising revenue, enhancing the profile of MFRS, and allowing the Service to share its knowledge and ideas.

*“At the forefront of fire and rescue, and maybe a revenue stream.”*

*“Absolutely! Show the country/world what we’re good at.”*

*“Very positive opportunity for our area and for spreading and developing good practice.”*

*“This is the way forward in developing new recruits in new ways and skills.”*

*Work with the Home Office on the programme to refresh current National Resilience assets*

- 3.41 Few participants commented on this proposal, but those who did were pleased that MFRS has the expertise to lead something as important as the New Dimensions programme.

*“Demonstrates just how significant and effective MFRS are.”*

*“MFRS has the credibility to do this.”*

- 3.42 A couple of comments suggested a lack of understanding around what the proposal would mean in practice, or that participants may not know enough about the programme to make a judgement.

*Focusing on achieving Net Zero*

- 3.43 Although not a proposal, participants were asked whether they supported MFRS’s focus on Net Zero. Most people recognised that this is something MFRS must strive for morally, operationally, and to meet Government targets.

*“It is necessary in this current world, sustainability is key.”*

- 3.44 Those who were less positive acknowledged the need to address the climate emergency, but not at any cost or at the expense of safety. In light of the latter, several participants were concerned that the relevant technology is not yet available to ensure Net Zero can be safely achieved.

*“Effectiveness and efficiency should be the prime drivers.”*

*“Need technology to match risk... Not sure technology is in place for firefighters to be net zero.”*

*“It’s possible for some elements but unlikely for some e.g. large vehicle or time taken to charge electric vehicles etc.”*

### Overall comments

- 3.45 Overall, there was strong support for all of MFRS’s CRMP 2024-2027 proposals.

*“I wholeheartedly agree with all of MFRS’s focuses.”*

*“Really good proposals for effective use of resources.”*

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## **Draft CRMP 2024/7 consultation event**

**Friday 17<sup>th</sup> May 2024 (9.30 – 11.30)**

### **Merseyside community groups**

#### Community groups represented:

LCR Pride

Citizen's Advice Liverpool

Merseyside Society for Deaf People

Sahir House (LGBTQ+ Asylum Seeker & Refugee Support)

Sefton older person's forum

People First (learning disabled and Autistic people)

Merseyside Police community liaison

#### MFRS Officers present:

CFO

Director of Strategy and Performance

GM CRMP projects

Community Engagement Advisor

The Chief Fire Officer provided a presentation for the attendees that introduced the role of Merseyside Fire and Rescue Service (MFRS) and in particular explained the concepts of Risk, Demand and Vulnerability that underpin the Service's approach to Community Risk Management Planning.

In relation to this initial introductory session the participants gave the following feedback:

Q Have we considered producing slides and documents in Easy Read?

A This is something we have just started to look at and we hope to introduce it.

Q Are we aware of BSL 999 and do we promote it to communities?

A We are aware of it but would be happy to promote it more widely. The participant was also invited to discuss this further with Control and this will be arranged.

Q are we able to translate documents into other languages and or provide interpreters?

A Our website includes Recite Me which provides a translation service and staff can use Language Line for interpretation.

We would welcome community groups reviewing Recite Me to help us understand how effective it is for them.

We will also look at how we can promote accessibility more widely.

Q There are digital barriers for some communities, so we should also look into the impact of that and not rely entirely on digital communications.

A We have posters and leaflets too but will consider whether we can do more.

The CFO then explained the 15 proposals contained within the CRMP:

MORE RESOURCES			
	Proposal	Why?	Expected benefits
1.	Increase fire engines from 32 to 34	MFRS has been building resources in innovative ways since 2019 and wants to continue doing so	Enhance specialist response and give increased resilience across Merseyside (e.g., for larger incidents)
2.	Reintroduce a Small Fires Unit (smaller vehicle; used at times of peak demand; crewed by 3 firefighters)	A smaller vehicle needing fewer fire fighters could help when there are large numbers of lower level (not life-risk) incidents	Could free up traditional fire engines for bigger/life risk incidents
3.	Protect fire engine availability for life risk incidents	Sometimes fire engines become unavailable at short notice (because of e.g., staff sickness). MFRS is looking at ways to avoid this and still deliver a response to non-life risk incidents with three firefighters when it happens	Maximises fire engine availability while protecting life risk resources
4.	Enhance water rescue capability through introducing either a sub-surface drone or a dive team	MFRS is the only emergency service that is able to attempt a rescue when people are in the water. It wants to increase the chances of saving people in that situation	Ability to save the life of someone who has gone into the water more often than able to now
5.	Work with partners to plan for and respond to the emerging threat from fires involving alternative fuels (e.g. Lithium-ion batteries and Hydrogen fuel cells)	Increased use of Lithium-ion batteries for items such as mobile phones and vehicles including scooters, bikes, and cars creates challenges for the FRS and its partners in Merseyside and beyond. Same applies to use of Hydrogen fuel cells in cars/other vehicles	MFRS and Local Resilience Forum will work with the industry to help reduce risks for firefighters and the public

Comments and observations:

**Proposal 1**

The participants agreed with the proposal. One participant mentioned that it would be helpful if sirens could only be used when necessary as they could affect people with sensory issues.

#### **Proposal 2**

The participants mentioned that this could be useful if only used when needed and as such, might be a good use of money. They also mentioned that its use could help improve response times for life risk appliances

#### **Proposal 3**

The participants understood the proposal and felt that it was common sense with some asking why it hadn't been done before. Some also suggested increasing staff numbers but understood budget constraints.

#### **Proposal 4**

The participants understood why MFRS would want to do this and they initially thought that a drone might be a more efficient use of resources than a dive team. When the current role of the marine rescue team and their potential role in a dive team was explained, the participants considered this a more viable option than they had initially. They were supportive of the Service's recent investment in the Fastly remote controlled floatation devices.

#### **Proposal 5**

The participants supported the proposal and wondered whether MFRS could work with other organisations to make sure more easy to understand advice is provided to people who buy items containing LI-Ion batteries. They also mentioned working with Trading Standards to improve testing of products.

During this section the participants also discussed why different types of fire extinguishers are no longer as easy to distinguish (because they are now all red but with different coloured labels). They also asked whether more could be done to make sure landlords comply with their fire safety duties.

WORKING SMARTER			
	Proposal	Why?	Expected benefits
6.	Introduce 'enhanced mobilisation' via pre-alert system	MFRS wants to improve its response times (which are already fast). 'Enhanced mobilisation' would alert a crew earlier and put them on standby to attend an incident	MFRS would potentially arrive at an incident up to 1 minute earlier than at present
7.	Use improved technology in the MFRS Control Room, such as 'Aura' and '999 Eye'	MFRS currently moves fire engines around when those on key stations are at an incident or not available. Software/technology will help it better map exactly where all appliances are at all times	Help improve response times and cut down on unnecessary movement of fire engines, allowing them to respond to incidents/do more community work in their own station area
8.	Use Watch Managers to carry out different duties that add value, while responding to incidents in different ways	MFRS does not think Watch Managers need to be based on station all the time  They could carry out different duties that add value to the organisation and respond to incidents in a different way?	Could provide more resources in areas that are sometimes stretched, like Protection (fire safety)

### Proposal 6

The participants were supportive of this proposal

### Proposal 7

Regarding 999 Eye, there was some concern that this application, which would allow Control to access video on a member of the public's mobile phone (with permission) would not work for deaf people. It was discussed that there might also be people who do not want Control to access their camera and people who don't have a smart phone, so this is not something that we would expect to be used by everyone. That said, MFRS will look into the potential for adaptations.

During discussions the participants asked whether there is a non-emergency phone number for the FRS. The reporting processes used during the bonfire period were discussed as an example of this.

### Proposal 8

There were no observations on this proposal

ADDING VALUE IN MERSEYSIDE			
	Proposal	Why?	Expected benefits
9.	Work in areas of higher risk to educate and inform the communities in those areas about known and foreseeable risk (e.g., flooding and wildfire) and the actions they can take to make themselves safer?	MFRS wants to do even more to help its communities understand the risks in their areas and what they can do to help themselves deal with them	People living in specific communities are more informed/better prepared for events that might affect them
10.	Continue to assist the Ambulance Service in relation to cardiac response and expanding this to people who have had falls	MFRS believes it can support (not replace) the ambulance service when people have cardiac arrests or falls	Help save more lives and improve quality of life by supporting the North West Ambulance Service
11.	Target Prevention work toward those most likely to die in a fire and areas of highest deprivation	This is already an important part of what MFRS does; more data shared by other organisations will help it target its Prevention services even more accurately. MFRS also know that people in sheltered accommodation are at highest risk, so it wants to do even more to protect them	More people will be safer because MFRS knows more about the risks they face and can better target interventions to better reflect that risk People living in sheltered accommodation would be safer
12.	Following the introduction of a national Building Safety Regulator to address legal changes following the Grenfell Tower incident, MFRS will introduce a new framework for fire safety-related enforcements and prosecutions to improve public safety	MFRS has already done a lot to support the implementation of the Grenfell Tower inquiry recommendations and these next steps will help it improve safety even more	Residents of high rise and other high risk buildings will be safer from fire

### Proposal 9

The participants were supportive of this proposal.

### Proposal 10

The participants were supportive and wondered whether this could be suited to a small fires unit.

### Proposal 11

The participants were supportive of this proposal.

### Proposal 12

The participants were supportive of this proposal.



THE WIDER PICTURE			
	Proposal	Why?	Expected benefits
13.	Use the new Training and Development Academy for national and international training	Investment in the new Training and Development Academy at Long Lane, Aintree can benefit UK and international fire and rescue services	MFRS can provide national training and assurance in relation to National Resilience capabilities through its enhanced training facilities – demonstrating best practice
14.	As lead authority for National Resilience, MFRS will work with the Home Office on the programme to refresh current National Resilience assets (New Dimension 2)	The New Dimension programme funds the equipment and training that makes sure England's fire and rescue services can call on specialist capabilities to help them deal with a wide range of large or national-scale incidents	The programme is designed to ensure that fire and rescue services are able to save as many lives and protect as much property as possible through the quick deployment of the specifically designed capabilities
15.	Focus on delivering Net Zero	MFRS is keen to play its part in reducing carbon emissions in the ways it builds and maintains its fire stations and other buildings, how its staff travel, and the equipment they use to deliver services	Although this proposal would continue several years after the end of this plan, MFRS knows it has to make changes now

### Proposal 13

The participants were supportive of this proposal.

### Proposal 14

The participants were supportive of this proposal.

### Proposal 15

The participants were supportive of this proposal.

Further comments:

The participants were pleased to hear about the community rooms on stations, they suggested the Liverpool Access to Advice Service and Community Champions as useful contacts for accessing harder to reach people.



# **MERSEYSIDE BRIGADE**

## **Response to Merseyside Fire & Rescue Service Community Risk Management Plan 2024 – 2027**

**Written and compiled by Merseyside Fire Brigades Union**

# Fire and rescue spending

November 2023



## The cost of the fire and rescue service

Net current expenditure on UK fire and rescue services

**£3bn**

England

£2,421 million

Scotland

£294 million

Wales

£164 million

Northern Ireland

£90 million

Fire spending on employees - wages, National Insurance etc

**75%**

## Overall public spending

Central government expenditure as set out by the Treasury

**£500bn**

Central and local government spending on public services

**£1tn**

National income - Gross Domestic Product (GDP) for the UK

**£2.2tn**

## Costs of fire and rescue

Cost of the UK fire and rescue service per person per year

**£50**

Cost of the UK fire and rescue service as proportion of central government spending

**0.6%**

Cost of the UK fire and rescue service as proportion of spending on public services

**0.3%**

## Value of the fire and rescue service

Value of the fire and rescue service in England (lives saved, property, protection)

**£13bn**

Value of the fire and rescue service relative to its cost

**6 times**

## Foreword

*‘The fire and rescue service is an essential public service and a national strategic asset. Firefighters tackle every kind of emergency, 24 hours a day, 365 days a year. Firefighters receive the first call people make when it matters most and are the first line of defence when things go wrong. The Fire Brigades Union (FBU) is proud to represent the vast majority of firefighters across the UK. The UK fire and rescue service can mobilise ten thousand firefighters in a matter of minutes to tackle almost every emergency imaginable. Specially trained firefighters are on duty at all times, ready for deployment to incidents, large and small. The arrival of professional firefighters, swiftly and with appropriate numbers and adequate resources, is of tremendous value, both to those immediate victims who need our help and politicians who are accountable when things go wrong.’*

FBU General Secretary Matt Wrack.

The FBU firmly believes in and supports the process of Risk Management Planning as described in all of the current national guidance documents. It is the aim of the FBU to work proactively with both Merseyside Fire and Rescue Authority (MF&RA) and Merseyside Fire and Rescue Service (MF&RS) to implement, and to further develop the Community Risk Management Plan (CRMP) process.

Fire and Rescue Services are fortunate in that the majority of their employees are members of a single representative body, the FBU. By involving the FBU in the CRMP planning cycle, MF&RS has the opportunity to draw on the combined experiences of the majority of its workforce when considering the health and safety implications of potential systems of work and service delivery.

The overwhelming majority of firefighters working for MF&RS are members of the FBU and in compiling this document as part of the required consultation process, it was our aim to ensure that the voices and opinions of those professional firefighters were accurately reflected within. To that end, from the 9<sup>th</sup> April 2024 - 16<sup>th</sup> May 2024, Merseyside FBU undertook an extensive member consultation, totalling over 20 meetings and covering the vast majority of workplaces in MF&RS.

At those meetings, members were given all of the information that has been provided to FBU officials by MF&RS, members were then given the opportunity to ask questions, raise concerns and participate in a survey in relation to certain proposals contained within the CRMP. It is the belief of Merseyside FBU officials that our members are the undisputed occupational experts and as such, their thoughts, concerns and professional opinions must be prioritised above all else when considering any change to the way MF&RS delivers its core functions.

The FBU represents **539** firefighters working in MF&RS which equates to approximately **83%** of all firefighters working in MF&RS. During the course of our consultation, we received survey responses from **391** firefighters, giving us an overall engagement of **72%** of FBU members. That data, alongside data provided by MF&RS has been used within this document to respond to the proposals as set out in MF&RS Draft CRMP 2024-2027.

To the best of our knowledge, all data and information contained within this document was correct at time of authoring and has been provided in good faith by Merseyside FBU.

## Draft CRMP 2024 - 2027 Proposals

### Merseyside Fire and Rescue Service Proposal 1

#### Increase our fire engines from 32 to 34

Proposal	Why we are proposing this	Expected benefits
<b>Increasing fire engines from 32 to 34.</b>	<b>We've been building back in resources in innovative ways since 2019 and want to continue with this.</b>	<b>This would enhance our specialist response and give us increased resilience across Merseyside (for larger incidents for example)</b>

### Merseyside Fire Brigades Union (FBU) Response

Since 2003, Merseyside Fire and Rescue Service (MF&RS) has seen an overall reduction in frontline fire appliances from 42 to 32 and a reduction in firefighter numbers from 1419 to 642. Whilst it has been encouraging to see the number of frontline appliances once again begin to rise, the way in which appliances are crewed has not been without issue for the Fire Brigades Union (FBU) and our members. A point in case has been the introduction of 2 new duty shift systems 'Day Crewing Wholetime Retained' (DCWTR) and 'Hybrid, which were introduced at point of entry, on an offer and acceptance basis and as such were not subject to negotiation with the FBU. Due to the manner in which these systems were introduced, they have remained the subject of local dispute since 2016 and 2018 respectively.

Following several unsuccessful attempts at conciliation, these duty shift systems were the subject of local industrial action from December 2022 - May 2023. Despite



the manner in which these duty shift systems were introduced, the FBU share the view of MF&RS that the variety of duty shift systems on offer have proven popular with members and with that in mind the FBU have sought to reach agreement with MF&RS on all duty shift systems currently operating within Merseyside. To that end, the FBU once again sought external assistance from the National Joint Council (NJC) joint secretaries and participated in conciliation talks from 11<sup>th</sup> - 13<sup>th</sup> October 2023, in the hopes of resolving these longstanding disputes. Despite those talks being productive, at time of writing this response to the Draft Community Risk Management Plan (CRMP), these duty shift systems remain unagreed and the subject of a live trade dispute.

Moving to the proposal to increase fire appliances from 32-34, whilst supportive of the introduction of two additional fire appliances, it must be noted that these proposals represent a further expansion of the non-agreed Hybrid duty shift system. Further to this, in the view of the FBU the introduction of 2 additional retained appliances, to be crewed by members at locations that currently operate under the agreed 224 duty shift system could lead to the following additional complications:

- I. In the MF&RS Draft CRMP, Hybrid duty stations are described as follows;

*‘During the day two fire engines are available on station with a third available on a 30-minute recall (retained) and at night one fire engine will be available on station with two available on a 30-minute recall to make sure we have enough fire engines available to deal with the incidents that might occur (resilience).’*

With the current proposal to introduce 2 additional retained appliances at existing locations, MF&RS will essentially be creating two new locations that do not conform to any current duty shift system, agreed or otherwise. Moreover, the description of the ‘hybrid’ duty shift system as stated above, could potentially give rise to confusion, as members of the public will quite rightly expect that *‘During the day two fire engines are available on station with a third available on a 30-minute recall (retained).’* It must be highlighted that at this moment in time, Liverpool City Centre fire station has only one wholetime appliance crewed for both the day and night shifts and as such, **does not** conform to the specification provided by MF&RS for a ‘Hybrid’ station.

- II. Due to the fact that at the time of authoring this response both the DCWTR and Hybrid duty shift systems remain unagreed and the subject of a live trade dispute between the FBU and Merseyside Fire and Rescue Authority (MF&RA). Any attempt to expand either duty shift system without prior negotiation and agreement with the FBU, will in all likelihood lead the registration of a further trade dispute and the deterioration of industrial relations between the FBU and MF&RS.

- III. It is the understanding of the FBU that one of the overriding reasons for implementing this change, is to ensure that members currently working outside of the DCWTR and Hybrid duty shift systems, who hold an additional 10% retained provision are located primarily at two locations. This will allow MF&RS to utilise those members for retained duties with minimum impact on service delivery the following shift due to provision of compensatory rest. Whilst this arguably does represent better value, it does give rise to concerns that wholetime fire cover at the two chosen locations could be compromised due to the requirement to provide compensatory rest to members mobilised the previous shift under their retained contract.
- IV. If it is the intention of MF&RS to introduce 2 additional retained appliances at existing locations, to be crewed by members that hold a retained provision, there is the issue of mass upheaval and disruption for members that will have to leave those locations and conversely, for members that will be required to move to those locations. The wholesale relocation of personnel is something the FBU and indeed MF&RS has always sought to avoid due to the impact not only on our members work life, but their homelife also. This effect will be compounded by the fact that the members moving into the proposed locations will be expected to adopt a completely new way of working, under a duty shift system that many will have no experience of. This will undoubtedly lead to friction within the workforce if staff moves are not dealt with sympathetically.

Moving to the ask in relation to enhancing specialist response. It is the view of the FBU that the move away from the wholetime crewing of most specialist appliances, in favour of utilising retained arrangements or 'complimentary crewing' has undoubtedly slowed the arrival of specialist assets to the incident ground. Further to this, the utilisation of retained members to crew specialist appliances, does on occasion, impact wholetime fire cover due to the requirement to provide compensatory rest to members mobilised under retained arrangements.

In relation to 'complimentary crewing', in essence, this system utilises on duty personnel to crew both the wholetime appliance and the specialist appliance, requiring a single crew to split across 2 appliances and proceed to an incident in convoy. Whilst in theory this practise works, it has led to the following issues:

- I. A requirement for Officers in Charge (OIC) to drive fire appliances whilst simultaneously carrying out the role of appliance commander. This practise has been perceived to place additional stress and responsibility on OIC's whilst proceeding to incidents owing to an inability to brief crews and plan for initial actions on arrival at an incident.
- II. Appliances becoming separated on route and arriving at incidents without the required safe crewing levels. Members arriving at incidents in either the wholetime or specialist asset can face concerted moral pressure to act without the ability to put in place safe systems of work to ensure the safety of crews and

members of the public. These occurrences have been reduced but not eliminated by the policy of proceeding to incidents in convoy when required.

- III. Delays in mobilising specialist assets due to the required crew already being engaged at an incident. On these occasions, it has been necessary for crews to leave the incident ground and return to home station to collect the necessary appliance.

The FBU remain committed to the whole-time staffing of specialist appliances as the only way to ensure the timely, consistent and most importantly, safe mobilisation of appliances.

In summary, whilst the FBU support the introduction of two additional fire appliances, MF&RS must agree to work proactively with the FBU to manage change and examine the efficacy of the continued expansion of the retained provision. To proceed in any other fashion would in our opinion, be industrially reckless.

## Merseyside Fire and Rescue Service Proposal 2.

### Reintroduce Small Fires Units

Proposal	Why we are proposing this	Expected benefits
<b>Reintroducing a Small Fires Unit.</b>	<b>A smaller vehicle needing fewer fire fighters could help when we have large numbers of lower-level incidents (non- life risk).</b>	<b>This would free up traditional fire engines for bigger emergencies or incidents where lives are at risk.</b>

### Merseyside Fire Brigades Union (FBU) Response

In the early to mid-2000’s, MF&RS brought into service a number of small fires units (SFU’s). These SFU’s were essentially vans, crewed by three firefighters, carrying a quantity of water and a single breathing apparatus set. The SFU’s operated from Fire Service Headquarters (FSHQ) during times of peak demand and were designed to attend small fires. It is a matter of record that Merseyside FBU opposed the use of these SFU’s and were supportive of the decision taken to remove them from service.

The primary objection raised by Merseyside FBU in relation to the past introduction of these vehicles lay in the inability of a crew of three firefighters, with a limited

quantity of water and equipment to tackle an escalating incident, should the need arise. Nothing that has occurred in the intervening years since the withdrawal of SFU's in Merseyside has allayed those concerns.

In addition to the inability of a crew of three to tackle an escalating incident, we must also remain cognisant of the dangers posed if an SFU is mobilised in error to an incident or if crews are flagged down to an emergency incident in the pursuance of their duties.

The Review of Standards of Emergency Cover undertaken by Government in 1999 recognised this problem, and the 'Pathfinder' report is crystal clear on this point. In any planning decisions relating to when the required firefighters and equipment should arrive at an emergency incident, it warns against placing firefighters in a position where they have no option but to act - even when there are insufficient resources available:

***"... it is essential to avoid situations which could motivate or pressurise firefighters to act unsafely in the interests of saving life."***

(Review of Standards of Emergency Cover - Technical Paper C - Response & Resource Requirements)

To be clear, regardless of how infrequently something may or may not happen, there is no justification for knowingly placing firefighters in a position where they may be morally forced to act, despite an inability to put in place agreed safe systems of work.

In addition to the safety concerns highlighted above, we must also heed new and emerging research in relation to contaminants within the fire and rescue sector. The Fire Brigades Union alongside Professor Anna Stec and the University of Central Lancashire (UCLAN), have led the way in demonstrating the link between firefighting and occupational cancers and the importance of decontamination following firefighting operations.

In light of the importance now placed on firefighter decontamination, historic practises of operating SFU's on an overtime basis during times of peak demand, without access to washing facilities and additional firefighting Personal Protective Equipment (PPE) simply would not hold up under scrutiny. Furthermore, given the nature of the incidents historically tasked to members crewing SFU's, it is our belief these vehicles would not provide best value to members of the public given the disproportionate amount of time that would be spent decontaminating crews and replenishing PPE.

In summary, the FBU believe that the decision taken to withdraw SFU's from service in Merseyside was the correct one and we do not believe reintroducing them represents best practice for our members or best value for the taxpayer. For the reasons listed above, the FBU are unable to support any proposal to reintroduce SFU's.

**Merseyside Fire and Rescue Service Proposal 3**

**Protecting our fire engine availability for life risk incidents.**

Proposal	Why we are proposing this	Expected benefits
Protecting our fire engine availability for life risk incidents.	Sometimes fire engines become unavailable at short notice (e.g. staff sickness). We are interested in how we can avoid that and still deliver a response to non-life risk incidents with three firefighters when this happens.	We would maximise our fire engine availability whilst protecting life risk resources.

**Merseyside Fire Brigades Union (FBU) Response**

Before moving to discuss the substantive issues, which make up the FBU response in relation to this proposal, it must be noted that when presented to the focus groups carried out by Opinion Research Services (ORS) in 2023, the question put to members of the public was as follows;

*‘Do you think MFRS should consider keeping fire engines available by crewing them with three firefighters, but restricting them to non-life risk incidents such as small fires\*?’*

*\*The fire engines would be a non-life risk resource until four firefighters were available; through overtime or an additional firefighter being moved from another station. \**

However, when presenting this proposal to firefighters during the consultation period, MF&RS referred to this proposal simply as ‘Maximising fire appliance availability’. This shift in language, although slight, indicates to the FBU that MF&RS are entirely cognisant of the fact that proposals to crew any fire appliance with three would be neither welcomed, nor accepted by the FBU.

The other element of concern arising from the ORS focus groups in relation to this proposal, is the question itself, and the manner in which it was posed to 74 members of the public. 74 members of the public, who in all likelihood, have never worked as



operational firefighters and as such, have a limited understanding of the safe systems of work we are required to put in place to ensure firefighter safety.

When presented with the choice of keeping a fire appliance on the run with three riders or losing an appliance entirely due to short notice staffing abstractions, it is hardly surprising members of the public indicated a preference for an appliance crewed with three.

Moving to the rationale behind the proposal to crew fire appliances with three riders, MF&RS have cited appliance unavailability due to short notice staffing abstractions such as sickness. During discussions in the planning phase of the draft CRMP, figures were presented to MF&RA which indicated that during 2022/23, fire appliances had been off the run (OTR) due to short notice staffing abstractions for **2184 hours**, this has also been equated to one wholtime appliance being unavailable for **three months and one day** over the period of one year.

Before continuing, and for the avoidance of any doubt, the FBU wholeheartedly agree that fire appliances should be available 24/7, 365 days of the year. This position can be confirmed through all local and national campaigns led by the FBU to protect frontline fire appliance response and ensure a fire and rescue service that is fit for purpose. That being said, we are unable to support **any** proposals that knowingly place FBU members at elevated levels of risk, in an attempt to paper over the cracks that have been created following years of austerity and cuts to frontline funding.

When interrogating the data provided on appliance unavailability due to short notice staffing abstractions, it is important first of all to understand what the figure of **2184 hours or three months and a day** actually represents in relation to overall fire appliance unavailability.

In figures provided by MF&RS, there were a possible;

**22630 shifts in 2023**  
**2184 hours or three months and one day of unavailability = 182 shifts**  
**182 shifts out of a possible 22630 = 0.80%**

When considering short notice appliance unavailability figures from 2022/23, it is worth noting that from December 2022 - May 2023, Merseyside FBU members undertook local industrial action in the form of refusing to undertake pre-arranged overtime. This action came in response to years of sustained attacks on our members

terms and conditions of service and the introduction, without negotiation, of the DCWTR and Hybrid duty shift systems.

As highlighted at all points prior to, during, and post local industrial action, all issues detailed on the ballot paper could have been resolved immediately, at minimal cost to MF&RA and without removing any service currently being provided to the public of Merseyside. Despite this, industrial action was allowed to continue, with MF&RS opting instead to close fire stations and take fire appliances off the run.

When considering statistics in relation to short notice fire appliance unavailability in 2022/23, it is indisputable that local industrial action will have inflated figures during the reference period. Despite this, MF&RS still suffered less than 1% appliance unavailability due to short notice staffing abstractions.

As an important aside to this point, we would draw the reader's attention to the

***'NATIONAL JOINT COUNCIL FOR LOCAL AUTHORITY FIRE AND RESCUE SERVICES Scheme of Conditions of Service Sixth Edition 2004 (updated 2009)'***

which states: ***'Pre-arranged overtime will not be used to make up any planned shortfall in the overall staffing levels set out in the fire and rescue authority's Integrated Risk Management Plan'***.

MF&RS inability to staff all stations to the level set out in the previous Integrated Risk Management Plan, without the use of pre-arranged overtime due to industrial action, indicates a reliance on overtime in direct contravention to the stipulations set out in the 'Grey Book'.

Before continuing with the proposal and our opposition to crewing fire appliances with three, we would draw the reader's attention to another statement made by MF&RS within the draft CRMP, that statement is as follows:

***'We crew our fire appliances with five firefighters at our key stations'***

It is the view of the FBU that the above statement is unequivocal in its intent and as such can be interpreted in no other way by members of the public, councillors, politicians, firefighters and indeed all interested parties, that MF&RS crew's appliances at key station locations with five firefighters.

Having been made aware of potential proposals to ride 3 on frontline fire appliances, the FBU began collecting data pertaining to the number of times appliances at key stations in MF&RS were crewed with five firefighters, as detailed in the CRMP.

The FBU collected data across all key station locations from 5<sup>th</sup> February 2024 - 20<sup>th</sup> May 2024. That data highlighted the fact that far from crewing appliances on key station locations with five riders on all occasions, MF&RS failed to meet their own target by a considerable margin. From 5<sup>th</sup> February - 20<sup>th</sup> May 2024, MF&RS crewed appliances on key stations with five firefighters on less than 62% of occasions, with

one key station falling short of 50% of occasions and others barely passing the 50% mark.

In short, in the same way figures arrived at for short notice appliance unavailability during 2022/23 will be tainted due to local industrial action, those figures will also include occasions when key station locations were being crewed with four firefighters and had to be taken off the run due to short notice staffing abstractions. Had MF&RS met its commitment to crew fire appliances with 'five firefighters' at key stations on those occasions, the appliance would have remained available with four firefighters.

Moving to the proposal itself, MF&RS is seeking to mitigate the effects of short notice staffing abstractions on fire appliance availability, by allowing appliances to be crewed with three firefighters for a limited duration, attending non-life risk incidents only. Under current working practises, MF&RS does not mobilise any frontline fire appliance with less than four crew members. It is the view of MF&RS that by implementing this proposal they will be able to 'maximise appliance availability' for life risk incidents. For clarity, the position of the FBU both locally and nationally is that to provide safe and meaningful intervention, fire appliances should be crewed with five firefighters.

This position was largely influenced by a risk and task analysis of all identified operational scenarios within the fire and rescue service. That analysis set out the minimum safe number of firefighters for a number of known operational scenarios (33 in total). It is referred to as the Critical Attendance Standard, or 'CAST' methodology. This approach examined the phased arrival of crews to any number of incidents types, coupled with the ability of firefighters to carry out standard operating procedures (SOP's) without being placed at increased or unacceptable levels of risk.

For example, one of the most commonly attended categories of incident for the Fire and Rescue Service is dwelling house fire and rescues are regularly and often successfully carried out in such incidents by crews. The risk and task analysis provided within the CAST scenario for such an incident identifies that a minimum of 9 firefighters are required to successfully resolve this type of incident safely. For clarity, the CAST scenarios are wholly based on risk and task analyses undertaken by Government as part of the Pathfinder Review, it is effectively a government scenario replicated and supported by the FBU.

Whilst MF&RS have been clear that it is not their intention to mobilise appliances crewed with three firefighters to life risk incidents, it is reasonably foreseeable that an appliance crewed with three firefighters could become involved in such incidents. Should an appliance crewed with three firefighters be despatched to an incident in error, or arrive on scene to find an incident has escalated beyond their control, firefighters will be placed in a position where they are morally obligated to respond.

As discussed when responding to '*proposal 2*' in MF&RS Draft CRMP, it is vital to both firefighter and public safety that firefighters are not placed in situations which could motivate or pressurise them to act unsafely in the interests of saving life. Put bluntly,

the moral pressure placed on firefighters by members of the public when confronted with a rapidly developing life risk incident may coerce firefighters into responding, regardless of their inability to put in place any agreed safe systems of work.

There is also the possibility, that members of the public may attempt to effect a rescue or tackle an escalating incident themselves due to the perceived inaction of crews. Again, this would place firefighters under immense moral pressure to act and could ultimately lead to further casualties.

The proposal as presented by MF&RS states that it is not the intention for crewing appliances with three firefighters to become common practice or “the norm”. However, FBU members on Merseyside have been given assurances such as these before, when, due to austerity and cuts in funding, minimum crewing levels on frontline fire appliances were reduced from five to four. Again, as highlighted earlier in this response, guarantees made by MF&RS to crew key station appliances with five firefighters are also routinely not being maintained.

As well as the obvious risks posed to firefighters by the proposal to move to three-person crewing, we must also take into account current policy in relation to the use of breathing apparatus. The current MF&RS ‘*Supporting Guidance 6.2.0 Breathing Apparatus*’ states:

*‘Breathing Apparatus (BA) must be utilised to provide respiratory protection for firefighters working in oxygen-deficient, toxic or hazardous atmospheres.*

*BA enables the wearer to breathe safely in irrespirable atmospheres. Its use is one of the risk control measures likely to be utilised within the overall incident plan for incidents involving irrespirable atmospheres, for example, fire and hazardous materials.*

*This supporting guidance for BA is designed to complement and support MFRS Standard Operational Procedures, where the use of BA as a control measure is defined. BA entry control procedures provide a clear framework within which operational activities can effectively function and be structured around the incident command system. The procedures will enable the adoption of efficient, effective and safe working practices and can be adapted to all sizes and types of incidents requiring the use of BA.’*

Both the FBU and MF&RS are in total agreement that (BA) must be used by crews when operating in irrespirable atmospheres i.e. products of combustions. However, as per the current MF&RS guidance for a ‘Single BA Wearer’, use of BA would not be permitted when crewing an appliance with three. The current guidance states:

*‘In certain low risk circumstances, it may be appropriate to deploy a single BA wearer to carry out a specific task where respiratory protection is required. The use of a single BA wearer is only permissible when:*

- *Operations are not inside a building or structure*
- *Undertaking low-risk activities*

- *The BA wearer's gauge has been checked and their cylinder contents recorded*
- *The wearer's BA tally has been placed in a BA entry control board with suitable and sufficient details entered*
- *The BA wearer can be removed quickly from the risk area*
- *The BA wearer can always be seen by the incident commander or other nominated crew member.*

*When utilising a single BA wearer, Stage 1 BA control procedures apply and the BA entry control board will be utilised to record the deployment.'*

As highlighted above, the deployment of a single BA wearer currently requires the implementation of 'Stage 1 entry control procedures', something firefighters will be unable to put in place with a crew of only three. In essence, what this means is firefighters will either be unable to don BA whilst crewing an appliance with three, something we are certain MF&RS would agree is totally unacceptable, or, MF&RS would have to alter current policy and guidance, essentially reducing the safety of firefighters, something the FBU believe to be totally unacceptable.

### **FBU Position and Counter Proposal**

It is the view of the FBU that proposals to crew fire appliances with three riders, regardless of duration, or remit are wholly unacceptable and pose a serious risk to firefighters and members of the public alike. Furthermore, MF&RS decision to proceed immediately to proposals of crewing fire appliances with three, despite having made no perceivable, prior attempt to reduce short notice appliance unavailability through other means, is a matter of serious concern to the FBU.

This concern was echoed by many Merseyside FBU members during the recent consultation and survey of FBU members, in which **96%** of members voting indicating they did not support plans to crew fire appliances with three. Furthermore, such was the concern of members that when asked if they would take industrial action should MF&RS seek to impose three-person crewing, **88%** of members voting, indicated they would vote yes in a ballot for industrial action.

As highlighted earlier in this response, in 2023 appliances in MF&RS were unavailable due to short notice staffing abstractions on less than 1% of occasions, a figure we believe can be reduced even further through meaningful collaboration with the FBU. To that end, we are asking that MF&RS cease discussions into three-person crewing in favour of exploring all other possible options to maximise fire appliance availability.



**Merseyside Fire and Rescue Service Proposal 4.**

**Enhancing water rescue capability through introducing either a sub-surface drone or a dive team.**

<b>Proposal</b>	<b>Why we are proposing this</b>	<b>Expected benefits</b>
Enhancing water rescue capability through introducing either a sub-surface drone or a dive team	We are the only emergency service that is able to attempt a rescue when people are in the water. We want to increase the chances of saving people in this situation.	We hope we would be able to save the life of someone who has gone on the water more often that we are able to now.

**Merseyside Fire Brigades Union (FBU) Response**

The FBU are aware of several high-profile incidents nationally and within Merseyside, in which members of the public have sadly lost their lives as a result of getting into difficulties in and around inland watercourses.

As alluded to within MF&RS draft CRMP, at this present time MF&RS has no ‘sub-surface’ rescue capability should a member of the public become submerged in water. For around 20 years, all firefighters in Merseyside have undertaken still water rescue training and carried out still water rescue operations, with a small cohort also being trained in swift water rescue techniques. Alongside a dedicated Marine Rescue Unit (MRU), firefighters and MRU staff have undoubtedly been responsible for saving countless lives in and around Merseyside.

Moving to the matter of sub surface rescue operations, the FBU have entered into preliminary discussions with MF&RS and whilst we are not unsympathetic to the ask, there are 2 main barriers which must be overcome prior to the continuation of any discussions:

- I. First and foremost, dive team operations clearly fall outside of the agreed role of a firefighter, as such the FBU would expect any team to be contained within the MRU.
- II. As with firefighters, diving operations clearly fall outside of the current remit/role of MRU staff and as such any proposals would require full agreement, not only with the FBU, but more importantly, with all members currently working at the MRU.

## Merseyside Fire and Rescue Service Proposal 5

Working with partners to plan for and respond to the emerging threat from fires involving alternative fuels (e.g. Lithium-Ion batteries and Hydrogen fuel cells).

Proposal	Why we are proposing this	Expected benefits
<p>Working with partners to plan for and respond to the emerging threat from fires involving alternative fuels (e.g. Lithium-Ion batteries and Hydrogen fuel cells).</p>	<p>The increased use of Lithium-Ion batteries to power everyday items such as mobile phones, but also vehicles including scooters, bikes and cars, creates challenges for the fire and rescue service and its partners in Merseyside and beyond. The same applies to the use of Hydrogen fuel cells in cars and other vehicles.</p>	<p>Merseyside Fire and Rescue Service and the Local Resilience Forum will work with the industry to help reduce risks for firefighters and the public.</p>

## Merseyside Fire Brigades Union (FBU) Response

Merseyside FBU welcome this proposal and the opportunity to work collaboratively with MF&RS to address the risks posed by new and emerging fuel technologies, not only to firefighters, but to members of the public also.

## Merseyside Fire and Rescue Service Proposal 6

### Introducing Enhanced Mobilisation (pre-alert)

Proposal	Why we are proposing this	Expected benefits
Introducing Enhanced Mobilisation (pre-alert).	We want to respond even faster than we do now. Enhanced mobilisation is a technical change that would alert a crew earlier and put them on standby to attend an incident.	We would arrive at an incident quicker. Potentially up to one minute earlier than we do now.

### Merseyside Fire Brigades Union (FBU) Response

In 2023, MF&RS informed the FBU of their intention to purchase and trial software with a view to implementing a pre-alert system in Merseyside. A simplified explanation of this system is that when a 999 call is received by fire control, the software identifies the nearest fire appliance using geographical data obtained from callers' phone, the software then pre-alerts that fire appliance whilst fire control finish collecting data/providing advice to the caller.

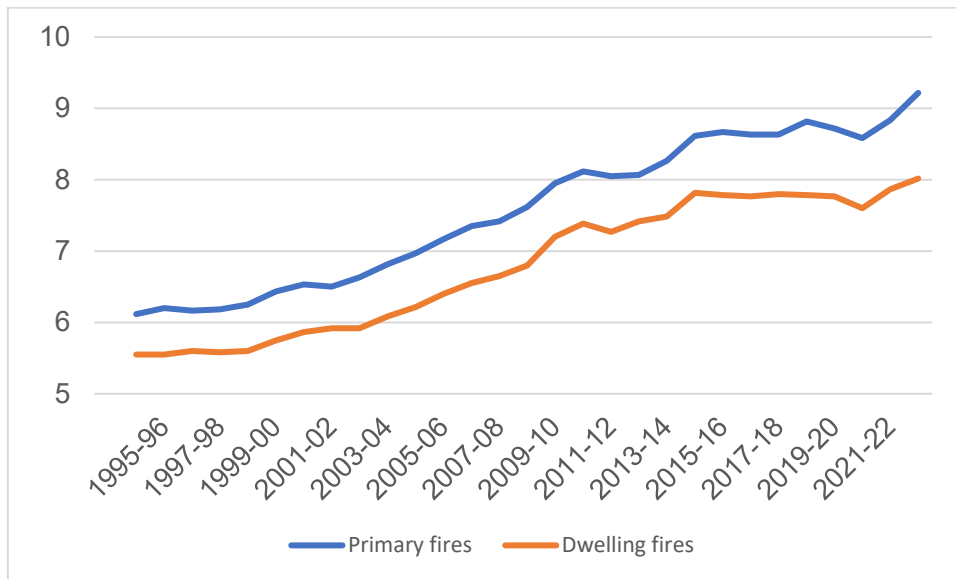
It is the belief of MF&RS that by pre-alerting crews to an incoming call, whilst members in fire control finish collecting data/providing advice to the caller, could potentially reduce attendance at an emergency incident by up to 1 minute. If this claim is realised, it could go some way to addressing the increase in attendance times that has occurred across UK fire and rescue services due to government cuts and the removal of national response standards.

In England, response times for all primary fires (potentially more serious fires that harm people or cause damage to property) slowed by three minutes, from 6.11 minutes in 1994-95 to 9.13 minutes in 2022-23.

Response times to dwelling fires have slowed from 5.33 minutes to 8.01 minutes over the same period and whilst Merseyside have managed to maintain and, in some cases, reduce attendance times, we are still undoubtedly slower than we were 20 years ago.

The graph below compares the attendance of the first fire appliance at a dwelling fire, in England, from that in 1994-95 to 2022-23, the increase in overall attendance times at dwelling fires in England is plain to see.

**First appliance response times in England, 1994-95 to 2022-23**



The current system also does not record the arrival of **second or other appliances** to an incident. There is now a postcode lottery of attendance standards, meaning a slower response to emergencies than our communities are entitled to expect and firefighters want to deliver.

The FBU are aware of a number of pre-alert systems currently being utilised in UK fire and rescue services with varying degrees of success. For example, we are aware that Greater Manchester Fire and Rescue Service (GMF&RS) operated a pre-alert system for a number of years, but following numerous issues it was removed from all locations other than (GMF&RS) Grey book compliant Day Crewing stations.

In preliminary discussions with MF&RS, the FBU raised concerns in relation to pre-alerts and problems that have been encountered in other fire and rescue services. Following those discussions, MF&RS has provided assurances similar issues will not be experienced with the pre-alert system MF&RS have chosen to adopt. The FBU are willing to work collaboratively with MF&RS to undertake a pre-alert trial, on the proviso that all data pertaining to the trial is shared with the FBU and that any issues arising are addressed to the satisfaction of our members prior to any expansion of that trial.

**Merseyside Fire and Rescue Service Proposal 7**

**Using improved technology in the MFRS Control Room, such as ‘Aura’, and ‘999Eye’.**

<b>Proposal</b>	<b>Why we are proposing this</b>	<b>Expected benefits</b>
Using improved technology in the MFRS Control Room, such as ‘Aura’, and ‘999Eye’.	We currently move fire engines around when those on our key stations are out at an incident. The Aura software will help us map exactly where all appliances are at all times.	This would help cut down on the movement of fire engines between fire stations, allowing them to respond to incidents and do more community work in their own station area.

**Merseyside Fire Brigades Union (FBU) Response**

Almost every incident the fire and rescue service deals with begins with our members in fire control. They receive the call, extract the vital information from injured, distressed and trapped members of the public. They allocate and mobilise vital resources, assist in resolving every incident and ultimately ensure operational crews return to station safely.

With this in mind, the FBU welcomes the opportunity to work collaboratively with MF&RS in identifying new and emerging technology which may ultimately assist in the pursuit of our members vital duties. However, there are two important caveats to this support:

- I. As part of the settlement for pay for 2022 and 2023, the national fire service employers agreed to undertake a job evaluation of the role of Firefighters (Control) to assess whether there should be an alteration to the pay gap between Control Specific roles and Firefighting roles under the current Grey Book arrangements. Job evaluation is a mechanism to assess different jobs, specifically to address and avoid any issues of prejudice or discrimination. The last such job evaluation was undertaken during negotiations for the settlement of the pay dispute in 2002/03. It was that job evaluation which was the basis for narrowing the gap between the two rates of pay at that time.

Whilst a recent job evaluation did not yield the desired outcome for our members in fire control, we are aware that the agreed, fire control specific role maps have not been updated since 2003 and as such may not be reflective of the actual breadth of work undertaken by our members in fire control. With this in mind, further national discussions will take place over the coming months to identify what work is currently undertaken with a view to making the case for pay which takes account of changes over the past two decades. In light of this, the FBU require assurances that the local implementation of new control room technology will not undermine the case for pay parity between operational firefighters and firefighters (control).

- II. It is a sad but irrefutable fact, that at some point in the career of almost all operational firefighters, they will be subjected to scenes of a harrowing and often incredibly unpleasant nature. Whilst this is not something any firefighter wishes to be subjected to; it is something that for most, is unavoidable and accepted upon commencement of the role of a firefighter, the same cannot be said about firefighters (control). The adoption of technology such as '999Eye', will on occasion, take members out of fire control and place them at the incident ground through the lens of camera phone. Whilst our members in fire control have always had to deal with the aural consequences of a myriad of emergency situations, they have never been confronted with the visual effects experienced by operational firefighters on the incident ground.

As such, the FBU believe careful consideration must be given to the introduction of any new technology which has the potential to have an adverse effect on the mental health and well-being of our members in fire control. Furthermore, in anticipation of the introduction of new technology, MF&RS should review the suitability of the current mental health provision and training that is currently in place for members in fire control.



## Merseyside Fire and Rescue Service Proposal 8

### Using Watch Managers to carry out different duties that add value whilst responding to incidents in different ways.

Proposal	Why we are proposing this	Expected benefits
Using Watch Managers to carry out different duties that add value whilst responding to incidents in different ways.	We don't think that Watch Managers need to be based on station all the time. They could carry out different duties that add value to the organisation and respond to incidents in a different way	This could provide more resources in areas that are sometimes stretched, such as Protection (fire safety).

## Merseyside Fire Brigades Union (FBU) Response

As previously stated, during the consultation period, Merseyside FBU conducted a member consultation and survey to gauge support for proposals contained within the CRMP. In relation to the proposal to use Watch Managers (WM's) differently, we received survey responses from **84** (WM's), of those that responded, **94%** stated they did not agree with removing (WM's) from frontline fire appliances to undertake other duties. The position of the vast majority of our officer members is that if they wished to undertake other activities, they would apply to work within a day related post or they would enter the promotion process for Station Manager (SM). What is clear to the FBU from discussions with WM members, is that the vast majority of station-based watch managers wish to remain on the fire appliance.

Furthermore, having had the opportunity to speak to other services that have introduced similar working practices and, in some cases, implemented and withdrawn such practices, we have uncovered the following issues;

- I. A reduction in the overall number of WM posts.
- II. Issues with management of Crew Manager (CM) and WM leave.
- III. A reduction in promotion opportunities from CM to WM.
- IV. An increase in CM's leaving services to seek promotion in other services, due the reduction in upwards mobility.
- V. Increased levels of road risk, coupled with the cost and time of training WM's to respond in blue light vehicles, which must also be purchased.
- VI. Instances of WM's arriving at scene in cars before the arrival of fire appliances.

In the view of the FBU, this proposal drastically reduces levels of supervision and experience on fire appliances and undercuts nationally agreed rates of pay and job roles. For these reasons the FBU are unable to support this proposal.

**Merseyside Fire and Rescue Service Proposal 9**

**Working in areas of higher risk to educate and inform the communities in those areas about known and foreseeable risk (e.g., flooding and wildfire) and the actions they can take to make themselves safer.**

Proposal	Why we are proposing this	Expected benefits
<p><b>Working in areas of higher risk to educate and inform the communities in those areas about known and foreseeable risk (e.g., flooding and wildfire) and the actions they can take to make themselves safer.</b></p>	<p><b>We’d like to do even more to help our communities understand the risks in the areas they live in and what they can do to help themselves deal with those risks - e.g. in areas of flood risk</b></p>	<p><b>People living in specific communities would be more informed and better prepared for events that might affect them</b></p>

**Merseyside Fire Brigades Union (FBU) Response**

Whether or not successive governments or world leaders are willing to accept it, the climate is changing. The Met Office confirmed 2022 was the UK’s hottest year on record and the top ten highest annual temperatures ever recorded, have occurred in the last two decades.

All areas of the UK are projected to become warmer with hot summers like 2022 becoming even more common by the middle of this century. In the future, with further high emissions, the frequency of hot spells increases, as does the intensity of heavy summer rainfall events.

The Westminster government’s first Climate Change Risk Assessment (CCRA) in 2012 recognised that “There would be added burdens on our emergency services in responding to more frequent flooding, heatwaves and wildfires.” The latest CCRA 2022 lists floods and wildfires in a number of risks assessed as “more action needed” at a UK-wide level.

The Westminster government's second National Adaptation Programme (2018) demanded: "Emergency services and local resilience capability take account of and are resilient to, a changing climate." This has not translated into funding the fire and rescue service sufficiently to meet these challenges.

Recently, the UK has experienced significant wildfire incidents, bringing an increased risk to homes, infrastructure and agriculture. These wildfires increasingly occur at the "rural-urban interface", where countryside meets residential areas.

On 19 July 2022, fifteen fire and rescue services declared major incidents due to wildfire. The London Fire Brigade (LFB) took 2,500 calls and tackled a thousand incidents - probably its busiest day since World War II. Yet on the day, 39 appliances were out of action - there were not enough firefighters to crew these fire engines.

Similarly, firefighters have also had to intervene in a wide range of flooding incidents in recent years, notably in summer 2007, 2012 and in the winters of 2013-14, 2015-16 and 2019-20.

The Climate Change Risk Assessment 2022 estimates that just under 1.9 million people across all areas of the UK, are exposed to frequent flooding.

Annual damages from flooding for non-residential properties across the UK is expected to increase by 27% by 2050 and 40% by 2080.

The FBU has campaigned for a legal duty to be placed on all fire and rescue authorities across the UK to tackle major flooding and wants the resources to match it from central funding. There is currently a legal duty for fire and rescue services to respond to major floods in Scotland, Northern Ireland and Wales - but not in England.

Merseyside FBU are happy to work in collaboration with MF&RS on this proposal, with the caveat being that MF&RS commit to the joint lobbying of any incoming government for a statutory duty and funding, for flood response in England.

## Merseyside Fire and Rescue Service Proposal 10

### Continuing to assist the Ambulance Service in relation to cardiac response and expanding this to people who have had falls.

Proposal	Why we are proposing this	Expected benefits
Continuing to assist the Ambulance Service in relation to cardiac response and expanding this to people who have had falls.	We believe we can support (not replace) the ambulance service when people have cardiac arrests or falls	We can help save more lives and improve quality of life by supporting North West Ambulance Service.

### Merseyside Fire Brigades Union (FBU) Response

Emergency medical response was introduced at three MF&RS stations in February 2016 as part of national trials conducted under the auspices of the National Joint Council. Those trials ceased on Monday 18<sup>th</sup> September 2017, following a failure to agree between the FBU and national fire service employers.

The trial which took place in MF&RS was confined to assisting Northwest Ambulance Service (NWS) with category 1 calls, namely cardiac arrest. Having now had several years to interrogate the data from other services, it is without a doubt that the trial run in MF&RS was amongst the best in the UK. This was in no small part due to the willingness to collaborate shown by the FBU, MF&RS and NWS when agreeing a memorandum of understanding (MOU) which set the parameters for the trial.

It remains the position of Merseyside FBU that should emergency medical response be reintroduced, it must be done so through agreement with the FBU both locally and nationally, and must be confined to assisting NWS with cardiac arrest.

## Merseyside Fire and Rescue Service Proposal 11

### Targeting Prevention work toward those most likely to die in a fire and the areas of highest deprivation.

Proposal	Why we are proposing this	Expected benefits
<b>Targeting Prevention work toward those most likely to die in a fire and the areas of highest deprivation</b>	<b>Already an important part of what we do; more data shared by other organisations will help us target our prevention services even more accurately. We also know that people in sheltered accommodation are at higher risk, so we want to do even more to protect them.</b>	<b>We will keep more people safer because we know more about the risks they face and we can target our interventions to reflect that risk better. People living in sheltered accommodation would be safer as a result of this work</b>

### Merseyside Fire Brigades Union (FBU) Response

Whilst being home to rich and diverse communities, Merseyside is also home to some of the highest levels of social deprivation in the UK. Firefighters in Merseyside regularly make meaningful and in some cases lifesaving intervention into the lives of Merseyside residents through community engagement and fire safety work. Our members are able to undertake this work because they are respected by the communities they serve.

The FBU are willing to work collaboratively with MF&RS on all aspects of this proposal to ensure that our joint efforts are focused on safeguarding those within our communities who are at the greatest risk and most in need of our support.

## Merseyside Fire and Rescue Service Proposal 12

Following the introduction of a national Building Safety Regulator to address the legal changes following the Grenfell Tower incident, we will introduce a new framework for fire safety related enforcements and prosecutions to improve public safety

Proposal	Why we are proposing this	Expected benefits
<p>Following the introduction of a national Building Safety Regulator to address the legal changes following the Grenfell Tower incident, we will introduce a new framework for fire safety related enforcements and prosecutions to improve public safety</p>	<p>We've already done a lot to support the implementation of Grenfell Tower Inquiry recommendations and these next steps will help us to improve safety even more</p>	<p>Residents of high rise and other high-risk buildings will be safer from fire.</p>

### Merseyside Fire Brigades Union (FBU) Response

The FBU have played a pivotal role in both the Grenfell Tower inquiry and the fight for justice for all those who lost their lives as a result of the tragic occurrences of 14<sup>th</sup> June 2017.

We will continue to support the implementation of the Grenfell Tower Inquiry recommendations and are willing to work collaboratively with MF&RS on all aspects to ensure the safety of Merseyside residents.



**Merseyside Fire and Rescue Service Proposal 13**

**Using the new Training and Development Academy for national and international training.**

<b>Proposal</b>	<b>Why we are proposing this</b>	<b>Expected benefits</b>
<b>Using the new Training and Development Academy for national and international training.</b>	<b>Our investment in our new Training and Development Academy can benefit the UK and international fire and rescue services</b>	<b>MFRS can provide national training and assurance in relation to the National Resilience capabilities through its enhanced training facilities - demonstrating best practice</b>

**Merseyside Fire Brigades Union (FBU) Response**

The FBU welcome the opening of the new training and development academy and the improved training possibilities that will now hopefully be realised for our members.

It's important to remember that to provide the very best training, MF&RS needs to engage and retain the very best people to undertake those training roles. Our members are undoubtedly amongst the very best fire service trainers in the UK, something we believe must be reflected in the terms and conditions of those working at the new training and development academy.

**Merseyside Fire and Rescue Service Proposal 14**

**As lead authority for National Resilience, we will work with the Home Office on the programme to refresh the current National Resilience assets (known as New Dimension 2).**

<b>Proposal</b>	<b>Why we are proposing this</b>	<b>Expected benefits</b>
As lead authority for National Resilience, we will work with the Home Office on the programme to refresh the current National Resilience assets (known as New Dimension 2).	The New Dimension programme funds the equipment and training requirements which make sure England’s fire and rescue services can call on specialist capabilities to help them deal with a wide range of large or national-scale incidents	The programme is designed to ensure that fire and rescue services are able to save as many lives and protect as much property as possible through the quick deployment of the specifically designed capabilities.

**Merseyside Fire Brigades Union (FBU) Response**

The FBU supports this proposal and are happy to work collaboratively with MF&RS in this regard.

**Merseyside Fire and Rescue Service Proposal 15**

**Achieving Net Zero by 2040**

<b>Proposal</b>	<b>Why we are proposing this</b>	<b>Expected benefits</b>
<b>Achieving Net Zero by 2040</b>	<b>We are keen to play our part in reducing carbon emissions in the ways we build and maintain our fire stations and other buildings, how our staff travel and the equipment they use to deliver our services.</b>	<b>Although this proposal would continue several years after the end of this plan, we know we have to make changes now.</b>

**Merseyside Fire Brigades Union (FBU) Response**

The FBU have reservations over the achievability of this proposal. However, we are happy to work collaboratively with MF&RS in an attempt to realise Net Zero by 2040.

**Conclusion**

There is a great deal the FBU can, and do support within the 2024 - 2027 draft CRMP. What we are unable to support, is any proposal that has the potential to place firefighters and/or members of the public at an increased level of risk.

One of the main pillars MF&RS core values is, 'We serve with Compassion, by actively listening - hearing what is being said,' and it is by this core value we would ask MF&RS to consider the opinions provided by professional firefighters in relation to the proposals contained within the draft CRMP. The fact that certain working practises are in place in other services does not necessarily mean they are best practise, nor does it mean they are suitable for use within MF&RS.

We must continue to strive to provide the very best service for the people of Merseyside, whilst simultaneously ensuring the safety and well-being of each and every member of staff who make up MF&RS.

As stated previously, the FBU believe that collaboration is vital and that by listening to and engaging with firefighters and the FBU, we can ensure our service continues to thrive, not just for the length of the CRMP, but long into the future.

**Sent:** Wednesday, March 20, 2024 11:08 AM  
**Subject:** CRMP 2024 - 2027 Consultation Feedback

Following our meeting last week I wanted to provide you written feedback on our observations and thoughts.

Overall the FOA feel that the 15 proposals represent an ambitious, innovative and progressive vision for the next 3 years. The proposals seek to improve the service to our communities, through increased provision, more efficient and effective use of resources and enhanced collaboration. The proposals are well supported by the extensive data and evidence provided in the draft CRMP.

The FOA would make specific comment as follows

A number of the proposals will require significant capital investment in fleet and equipment. With MFRA being unsuccessful in securing council tax flexibility for 24/25 and the uncertain economic landscape following the general election, such investment may prove difficult. In our view development of these proposals should include options for how they could be delivered with minimal capital investment. For example, there would appear to be significant synergy between the proposals to reintroduce a Small Fires Unit and riding 3 on an appliance. A negotiated agreement on riding 3 for non-life risk incidents would appear to make the introduction of a dedicated SFU vehicle unnecessary.

The FOA understands that scoping work has already started to look at the feasibility of a dive team staffed by members of the Marine Rescue Unit. We expect that this will require a review of job descriptions and grades and are keen to understand the staff implications for those members who either do not wish to or are unable to complete relevant diver qualifications. We would also wish to fully understand the implications for our current response to incidents on the river when the MRU staff are undertaking training for this new role or responding as the dive rescue team.

We note the proposal to change the way in which watch managers carry out their duties. We would expect the duties and tasks of these roles to be very clearly defined to ensure that the requirements stay within the Watch Manager role map. FOA knows that systems such as this are operated in other FRS's and would expect feedback from those services on how this system operates is considered in any discussions.

We note that a number of the proposals involve new or additional areas of work. The FOA is keen to understand how this will be serviced from a staff point of view, which areas will be delivered through existing staff working additional hours and which areas will be delivered through new employees.

The draft CRMP contains a large amount of information which may be complex to understand for members of the public who are not familiar with the workings of the Fire and Rescue Service. The table on pages 40 – 43 would appear to offer a simple explanation of the proposals and we would suggest that this is moved to an earlier point in the

document. To ease reading we would further suggest that more of the data is moved to the appendices allowing the salient points to be presented more succinctly. A number of the graphs and charts would also benefit from being enlarged on single pages to ease reading.

As always the FOA looks forward to engaging constructively with Service managers and the Authority to explore and develop these proposals further.

Regards



**Fire Officers Association : Merseyside Brigade Chair**





## EQUALITY IMPACT ASSESSMENT

Overview Details			
<b>Function /Department</b>	<b>Strategy and Performance</b>	<b>Date Of analysis</b>	
<b>Title and overview of what is being assessed / considered.</b>	Draft Community Risk Management Plan 2024-27	<b>Review Date</b>	
<b>Who will be affected by this activity? (Please tick)</b>		Staff <input checked="" type="checkbox"/>	Public <input checked="" type="checkbox"/>
<b>Author of Equality Impact Analysis</b>	Michelle Kirk Deb Appleton	<b>Equality Analysis quality assured by (Member of the POD team)</b>	

The purpose of undertaking an equality impact analysis and assessment is to understand the potential and/or actual impact that a service or policy may have on protected groups within the Equality Act (2010). The protected groups are:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and / or belief
- Sex (gender)
- Sexual orientation
- Socio-economic disadvantage (Although not one of the 9 protected groups MFRA recognise that Socio-economic disadvantage affects many deprived communities within Merseyside.)

People who are protected from discrimination on the basis of any of these characteristics are described in this document as belonging to one or other “protected group”. In addition, equality analysis can be applied to groups of people not afforded protection by the Equality Act, but who often face disadvantage and stigma in life in general and when trying to access services & employment opportunities. Such groups include homeless people, sex workers, people who misuse drugs and other groups who experience socio economic disadvantage & others. This

template has been developed following consultation with staff and other external stakeholders including reference to the National Fire Chiefs Councils (NFCC) [equality impact assessment toolkit](#) as well as the [Maturity Models and Workforce Good Practice Frameworks](#) developed by the NFCC which MFRS will use to underpin EIAs as wider work on improvement.

MFRS have also created the [ED&I Assurance Checklist](#), which is a useful outline of ED&I factors that staff need to consider to help demonstrate minimum legal compliance, making the most of ED&O opportunities and minimising risk for the organisation. This checklist can be used when preparing plans, discussing new services and organisational change.

### Impact Analysis

1	<p><b>What evidence have you used to think about any potential impact on particular groups?</b> (Please highlight any evidence that you have considered to help you address what the potential impact may be)</p> <p>Also include an introduction here giving background the purpose of the Policy, SI etc. that is being assessed. (A good place to start is the introduction and purpose of the document)</p> <p><b>Example evidence:</b></p> <ul style="list-style-type: none"> <li>• ONS Census data</li> <li>• Regional or local demographic information</li> <li>• MFRS reports &amp; data.</li> <li>• NFCC Reports/Guidance</li> <li>• Home office/Local government Reports</li> <li>• Risk Assessments</li> <li>• Staff survey results</li> <li>• Research / epidemiology studies</li> <li>• Updates to legislation</li> <li>• Engagement records or analysis</li> </ul> <p><b>NFCC Equality of Access documents</b> – We encourage you to click on the following <a href="#">link</a> to</p>	<p>The key proposals in the Community Risk Management Plan (CRMP) 2024/27 are listed below and are the basis for the completion of this EIA.</p> <p>This draft EIA sets out to review the proposals and to ascertain their impact on people, both in the diverse communities of Merseyside and within our organisation.</p> <p>This document articulates in detail the different risk groups in Merseyside, the strategic intent of the Service to mitigate risks and what impact the CRMP will have.</p> <p>There will be separate EIA's carried out in relation to any of the proposals below that may have the potential to impact staff in terms of equality.</p> <p><b>Overall, the proposed actions will have a positive impact on our staff and all members of the community. No negative impacts were identified.</b></p> <p>We will continue to review and monitor any potential opportunities for equalities impacts.</p> <p><b><u>Our Proposals</u></b></p> <p><i>Increasing resources and improving response</i></p> <ul style="list-style-type: none"> <li>• Increasing fire engines from 32 to 34</li> <li>• Reintroducing a Small Fires Unit</li> <li>• Maintaining fire engine availability</li> </ul>
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<p>access a series of 'equality of access documents', developed by the National Fire Service Council (NFCC) &amp; reference the data and information highlighted.</p> <p>Some aspects of these documents will help you provide information, awareness, and data to support:</p> <ul style="list-style-type: none"> <li>• Integrated Risk Management Plans</li> <li>• Service delivery strategies</li> <li>• Positive action and recruitment plans</li> <li>• Workforce improvement plans</li> <li>• Community engagement activities</li> <li>• and will prompt conversations within the workplace.</li> </ul> <p>Each document provides a significant amount of data and information, including research undertaken and risk-based evidence, and then goes into some ideas for actions which Services can use based on the information and their individual circumstances</p>	<ul style="list-style-type: none"> <li>• Enhancing water rescue capability through introducing either a sub-surface drone or a diving team</li> <li>• Work with the Local Resilience Forum to recognise, plan for and respond to the challenges faced by fires involving alternative fuels.</li> </ul> <p><i>Working smarter</i></p> <ul style="list-style-type: none"> <li>• Enhanced mobilisation</li> <li>• Using improved technology in the MFRS Control Room, such as 'Aura@, and '999 Eye'</li> <li>• Using Watch Managers to carry out different duties that add value and respond to incidents in a different way.</li> </ul> <p><i>Adding value in Merseyside</i></p> <ul style="list-style-type: none"> <li>• Working in areas of higher risk to educate and inform the communities in those areas about known and foreseeable risk.</li> <li>• Continuing to assist NWAS in relation to cardiac response and expanding this to people who have had falls.</li> <li>• Targeting Prevention work toward those most likely to die in a fire and the areas of highest deprivation.</li> <li>• Introduce a new framework for fire safety related enforcements and prosecutions.</li> </ul> <p><i>The wider picture</i></p> <ul style="list-style-type: none"> <li>• Using the new Training and Development Academy for national and international training</li> <li>• As lead authority for National Resilience, we will work with the Home Office on the programme to refresh the current National Resilience assets.</li> <li>• Achieving Net Zero by 2040</li> </ul>
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### Preparing our plans

When writing the 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.

The priorities within the plan have been determined by a number of influences including:

- The Fire and Rescue Service Act 2004
- The Civil Contingencies Act 2004
- Fire Safety Order 2005
- The Fire and Rescue National Framework 2018
- The Equality Act 2010
- HMICFRS State of Fire Reports
- The future needs of the Service

		<p>General communications and guidance from the following have been considered:</p> <ul style="list-style-type: none"> <li>• NFCC Access to Services and Employment</li> <li>• National Standards</li> <li>• Merseyside Fire &amp; Rescue Service Equality Diversity &amp; Inclusion (ED&amp;I) Assurance Checklist and the associated ED&amp;I action plan.</li> </ul> <p><b>You can read more about the data and information, including research undertaken and risk-based evidence within the CRMP document.</b></p> <p><b>It should also be noted this Equality Impact Analysis of the CRMP plan will serve to complement other EIAs completed across the Prevention, Protection, Operational Preparedness and Response functions.</b></p> <p><b>Any future EIAs undertaken will use this document as the first point of reference.</b></p>	
2	<p><b>Do you have all the evidence you need in order to make an informed decisions about the potential impact?</b> (Please tick)</p>	<p><b>Yes</b> <input checked="" type="checkbox"/></p> <p>If you feel that you have enough evidence, then you will <b>not</b> need to undertake any engagement activity.</p>	<p><b>No</b> <input type="checkbox"/></p> <p>If you feel that you do not have enough evidence to make an informed decision, then you <b>will need to</b> undertake engagement activity with the staff or members of the public as applicable</p>

<p><b>3</b></p>	<p><b>What engagement is taking place or has already been undertaken to understand any potential impact on staff or members of the public?</b></p> <p>Examples include:</p> <p><u>Public</u></p> <ul style="list-style-type: none"> <li>• Interviews</li> <li>• Focus groups</li> <li>• Public Forums</li> <li>• Complaints, comments, compliments</li> </ul> <p><u>Staff</u></p> <ul style="list-style-type: none"> <li>• Staff events / workshop</li> <li>• Existing staff meetings / committees</li> <li>• Staff Networks</li> <li>• Representative Bodies</li> <li>• Annual Staff Survey questions</li> </ul>	<p><b>Consultation and Engagement</b></p> <p>The CRMP has been developed with a programme of engagement and consultation.</p> <p>Following approval of the draft CRMP at the Budget Authority meeting a twelve-week consultation process took place from 4<sup>th</sup> March to 27<sup>th</sup> May 2024.</p> <p>The consultation process included:</p> <ul style="list-style-type: none"> <li>• Publication of the draft CRMP 2024-27 on our website</li> <li>• Publicity regarding the launch of the consultation process was published on the Authority website, Portal, Facebook, Instagram, Next-door and X</li> <li>• One public forum for all districts of Merseyside (33 people took part). This followed the five initial public engagement forums that took place in October 2023</li> <li>• Distribution of the CRMP to over 100 strategic partners and other interested parties</li> <li>• Distribution of the CRMP to community contacts and a meeting with those contacts (17 people attended)</li> <li>• Meetings with staff Representative Bodies – Fire Brigades Union (FBU) Fire Officers Association (FOA), UNISON and UNITE</li> <li>• Principal Officer talks with staff and engagement with Staff Network Chairs</li> <li>• Senior officers discussing the plan with partner organisations.</li> <li>• An online questionnaire on our website for the public and staff (69 responses)</li> </ul> <p><b>Feedback following consultation.</b></p> <p>This EIA has been updated following a review of the consultation outcomes. The public forums, when considering the proposals presented to them, were reminded to consider the nine protected characteristics, plus socio-economic disadvantage which the Authority also includes.</p> <p>In summary, there were high levels of agreement with all of the proposals and agreement that the proposals were advantageous to all protected groups.</p> <p>There was some general feedback with regards to the document itself with 89.55% of respondents finding it easy to read.</p>
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		<p>Although the CRMP and the previous IRMP have been written in plainer English than previous plans and feedback suggests the majority of people find it is easy to read, there is more the Service can do to make documents even more accessible. This will be actioned in the coming months.</p>
<p>4</p>	<p><b>Will there be an impact against the protected groups as described in the Equality Act (2010)?</b></p> <p>Summarise what impact there may be against each of the protected groups. Embed or provide a hyperlink to any reports or electronic files to which you are referring.</p> <p>Please remember when considering any possible impacts, these may be positive or negative and that there may be different impacts for our own staff when compared to those possible impacts on members of the community. Please detail clearly if the impacts are for staff or the wider community.</p> <p>It is also important to note that there may not be an impact on some of the protected groups if this should be the case, please tick the not applicable box.</p> <p>If there is <b>no impact</b>, please state that there is no impact.</p>	<p>What is the <b>actual</b> or <b>potential</b> impact on <b>age</b>?</p> <p><b>POSITIVE IMPACT</b></p> <p>The age profile of Merseyside, as of the latest data, shows a diverse demographic distribution. Here's a detailed breakdown:</p> <ol style="list-style-type: none"> <li><b>Total Population:</b> Merseyside's population is approximately 1.4 million people.</li> <li><b>Age Distribution:</b> <ul style="list-style-type: none"> <li><b>Children (0-15 years):</b> About 17.2% of the population falls within this age group, which is slightly lower than the national average of 18.3%.</li> <li><b>Working Age (16-64 years):</b> This group makes up the majority, comprising 67.4% of the population, which is higher compared to the national average of 62.9%.</li> <li><b>Older Adults (65+ years):</b> This segment represents 15.5% of the population, which is lower than the national average of 18.7% (<a href="#">Liverpool City Council</a>) (<a href="#">Office for National Statistics</a>).</li> </ul> </li> <li><b>Median Age:</b> The median age in Merseyside is approximately 40.6 years, aligning closely with the UK's overall median age of 40.7 years (<a href="#">Office for National Statistics</a>).</li> </ol>

**Not applicable**

### Common Fire Risks Age Profile and Mitigation Strategies developed & implemented by Merseyside Fire and Rescue Service (MFRS)

This demographic profile indicates a relatively youthful working-age population compared to the national average, which can influence community services and economic planning, including fire safety and risk management strategies. Addressing the needs of a diverse age range is crucial for effective community engagement and service provision. The increased risks are highlighted as follows:

#### Older Adults (65+)

- **Mobility Issues:** Difficulty evacuating quickly.
- **Cognitive Impairments:** Potential for forgetfulness, such as leaving cooking unattended.
- **Higher Incidence of Chronic Illnesses:** May affect the ability to respond to emergencies.

#### Children (0-15)

- **Lack of Awareness:** Less knowledge of fire hazards and evacuation procedures.
- **Dependence on Adults:** Reliance on adults for evacuation in case of fire.

#### Mitigation Strategies undertaken by MFRS

- **Home Safety Visits:** Focus on households with those who are more vulnerable who live in poorer areas, elderly residents and families with young children.
- **Fire Safety Education:** Tailored programmes for schools other educational places and senior centres.
- **Installation of Safety Devices:** Ensure information is provided to reduce this risk of fire and ensuring that working smoke alarms and

		<p>other fire safety measures are installed in the homes of those who are more vulnerable to fire including those over the age of 65.</p> <p>By addressing these age-specific risks, MFRS aims to enhance overall fire safety in the community.</p> <p><b>Conclusion</b></p> <p>People in this group are likely to fall into our vulnerable category. The number of people aged over 65 is increasing significantly across Merseyside. People are living longer but live with poor health for longer. Young people are more likely to be involved in fires relating to anti-social behaviour.</p> <p>Our targeted prevention activity, increase in resources, improving response, improved technology and enhancing water rescue capability is aimed at protecting people (both old and young) in this group.</p> <p>Tailored engagement will ensure that all members of our communities are treated fairly and get the information and guidance which is applicable to them whether they are old or young.</p> <p>We will help save more lives and improve equality of life by supporting Northwest Ambulance Service in relation to cardiac response and expanding this to people who have falls.</p> <p>The new Training and Development Academy will provide accessible facilities for staff and visitors.</p> <p>There is nothing to indicate that the actions within this plan would have a detrimental impact on people with this protected characteristic.</p>	
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		<p>What is the <b>actual</b> or <b>potential</b> impact on <b>disability</b>?</p> <p><b>POSITIVE IMPACT</b></p> <p>In Merseyside, the profile of the disabled population highlights significant aspects relevant to understanding fire risks and implementing safety measures. The most recent disabilities statistics provides useful direction as follows:</p> <ul style="list-style-type: none"> <li>• <b>High Proportion of Disabled Individuals:</b> Liverpool, a major part of Merseyside, has one of the highest proportions of disabled people in England, with approximately 23.8% of its population reporting some form of disability. This is notably higher than the national average of 17.7% (<a href="#">Office for National Statistics</a>) (<a href="#">Office for National Statistics</a>).</li> <li>• <b>Types of Disabilities:</b> Disabilities include physical impairments, sensory impairments (such as vision or hearing loss), cognitive impairments, and mental health conditions. Each type can influence the specific fire risks and safety needs.</li> </ul> <p><b>Common Fire Risks for Disabled Individuals and Mitigation Strategies developed and implemented by Merseyside Fire and Rescue Service (MFRS)</b></p> <p>In Merseyside, the disability factor is a significant consideration in fire risk management. Merseyside Fire and Rescue Service (MFRS) identifies individuals with disabilities as a vulnerable group with potentially higher fire risks. This increased risk stems from several factors:</p> <ul style="list-style-type: none"> <li>• <b>Mobility Issues:</b> People with physical disabilities may find it difficult to evacuate quickly during a fire, increasing their risk of injury or fatality. MFRS has tailored their prevention strategies to address these challenges, such as installing specialised smoke alarms with vibrating pads or flashing lights for those with hearing impairments.</li> </ul>	<p><b>Not applicable</b></p> <p><input type="checkbox"/></p>
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- **Cognitive Impairments:** Individuals with cognitive disabilities might not respond appropriately to fire alarms or may not understand evacuation procedures. MFRS provides targeted education and support to ensure these individuals are adequately prepared for emergencies.
- **Home Safety Visits:** MFRS conducts home safety visits, particularly focusing on households with vulnerabilities such as those with disabled residents. These visits aim to identify and mitigate fire risks, install fire safety devices, share information with relevant partners and provide tailored advice to improve fire safety in these homes.
- **Community Engagement and Education:** MFRS actively engages with local disability organisations to raise awareness and educate disabled individuals on fire safety. This collaborative approach helps ensure that the specific needs of disabled people are met, enhancing their overall safety.
- **Fire Service Legislative Awareness:** MFRS has made information available on the public facing website that informs those responsible for premises such as high rise building of their responsibilities to ensure suitable measures are in place to assist those who require assistance to be able to evacuate a building in the event of a fire. This has been reinforced by a number of engagement workshops and safety engagement initiatives.

By integrating these focused strategies, MFRS aims to reduce fire-related risks among disabled residents and enhance their safety and preparedness in case of fire emergencies.

#### Conclusion

Living with a disability may increase the chances of experiencing poor health and social isolation.

People in this group are likely to fall into our vulnerable category.

		<p>Our targeted prevention activity, increase in resources, improving response and enhancing water rescue capability is aimed at protecting people in this group. Effective response affects risk to life and serious injury. This could have a greater impact to people within this group.</p> <p>Tailored engagement will ensure that all members of our communities are treated fairly and get the information and guidance which is applicable to them.</p> <p>We will help save more lives and improve equality of life by supporting Northwest Ambulance service in relation to cardiac response and expanding this to people who have had falls.</p> <p>The new Training and Development Academy will provide accessible facilities, including a 'Changing Places' facility for disabled staff and visitors.</p> <p>The CRMP report is accessible and is available in alternative formats. The report is available to the public on the website and has an option to translate the content into their required language.</p> <p>Although the document has been written in plain English, it would be beneficial to consider the use of Easy Read to ensure documents are even more accessible.</p> <p><b>You can read more about our consultation within the CRMP document.</b></p>	
		<p>What is the <b>actual</b> or <b>potential</b> impact on <b>gender reassignment</b>?</p> <p><b>POSITIVE IMPACT</b></p> <p>The profile of the gender reassignment and transgender population in Merseyside is reflective of the broader trends observed in England and Wales. According to the 2021 Census, around 0.5% of the population in</p>	<p><b>Not applicable</b></p> <p><input type="checkbox"/></p>



<p>England and Wales identified as having a gender different from their sex registered at birth.</p> <p>This includes trans men, trans women, non-binary individuals, and those with other gender identities (<a href="#">Office for National Statistics</a>) (<a href="#">Mersey Care NHS Foundation Trust</a>). In relation to specifically Merseyside approximately 0.23% of people in the <b>Northwest</b>, which includes Merseyside, reported that their gender identity was different from their sex registered at birth.</p> <p><b>Common Fire Risks for Gender Reassignment Individuals and Possible Mitigation Strategies</b></p> <p>Considering gender reassignment and the associated fire risk in Merseyside involves understanding the unique vulnerabilities that transgender individuals might face, particularly those undergoing gender reassignment. Several factors can increase fire risk for this group:</p> <ol style="list-style-type: none"> <li>1. <b>Social Isolation and Stigma:</b> Transgender individuals may experience social isolation and stigma, which can lead to living situations that are less secure and more prone to fire risks. Isolation can also mean less access to community support and resources for fire safety.</li> <li>2. <b>Mental Health Challenges:</b> The stress and mental health challenges associated with gender dysphoria and the transition process can affect an individual's ability to maintain safe living conditions, potentially increasing fire hazards in their homes.</li> <li>3. <b>Economic Hardship:</b> Transgender individuals often face economic hardships due to discrimination in employment, leading to living in poorer housing conditions with outdated or faulty electrical systems and heating, which are significant fire risks.</li> </ol> <p><b>Possible Mitigation Strategies for consideration</b></p>
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### Targeted Home Safety Visits

- **Risk Assessment:** Conducting home safety visits specifically targeting homes of transgender individuals, particularly those in transition or living alone, to assess and mitigate fire risks.
- **Installation of Fire Safety Equipment:** Providing and installing smoke alarms, fire extinguishers, and other safety devices in homes that lack these essentials.

### Community Engagement and Education

- **Collaborations with Transgender Organisations:** Partnering with local transgender support groups and health services, such as CMAGIC (Cheshire and Merseyside Adult Gender Identity Collaborative), to spread fire safety awareness and distribute educational materials ([Mersey Care NHS Foundation Trust](#)).
- **Tailored Fire Safety Programmes:** Developing fire safety programmes that address specific risks faced by transgender individuals, ensuring the content is inclusive and accessible.

### Support Services

- **Mental Health Support:** Working with mental health services to ensure transgender individuals receive comprehensive support, reducing the impact of mental health issues on fire safety.
- **Emergency Planning:** Assisting in the development of personalised emergency evacuation plans that consider the unique needs of transgender individuals, including mobility issues and other health concerns.

### Conclusion

Our targeted prevention activity, increase in resources, improving response and tailored engagement will ensure all members of our

		<p>communities are treated fairly and receive information and guidance which is applicable to them.</p> <p>The new Training and Development Academy will provide facilities that are appropriate for all staff and visitors irrespective of their gender.</p> <p>There is nothing to indicate that the actions within this plan would have a detrimental impact on people with this protected characteristic.</p>	
		<p>What is the <b>actual</b> or <b>potential</b> impact on <b>marriage and civil partnership</b>?</p> <p><b>POSITIVE</b></p> <p>The increase of appliances from 32 to 34 and the introduction of the small fires unit may have a positive impact on our firefighters as it could open up opportunities to explore different flexible and family friendly ways of working.</p> <p>Tailored engagement will ensure that all members of our communities are treated fairly and get the information and guidance which is applicable to them.</p> <p>There is nothing to indicate that the actions within this plan would have a detrimental impact on people with this protected characteristic.</p>	<p><b>Not applicable</b></p> <p><input type="checkbox"/></p>
		<p>What is the <b>actual</b> or <b>potential</b> impact on <b>pregnancy and maternity</b>?</p> <p><b>POSITIVE IMPACT</b></p> <p>Considering the specific fire risks associated with pregnancy and maternity in Merseyside requires understanding the unique vulnerabilities that pregnant women and new mothers might face. Here are several factors and the initiatives undertaken by Merseyside Fire and Rescue Service (MFRS) to mitigate these risks:</p>	<p><b>Not applicable</b></p> <p><input checked="" type="checkbox"/></p>

### Increased Fire Risks During Pregnancy and Maternity and Mitigation action undertaken by Merseyside Fire & Rescue Service

1. **Limited Mobility:** Pregnant women, especially in later stages, and new mothers might have limited mobility, making it more challenging to evacuate quickly in case of a fire.
2. **Fatigue and Stress:** Pregnancy and caring for a newborn can lead to increased fatigue and stress, which might affect attention to fire safety measures such as turning off appliances or ensuring candles are extinguished.
3. **Presence of New Hazards:** The presence of additional electrical appliances (e.g., baby monitors, bottle warmers) and potential clutter due to baby items can increase fire hazards in the home.

#### Mitigation Strategies undertaken by MFRS and continue to do so.

MFRS conducts targeted home safety visits to homes with pregnant women and new mothers. These visits aim to:

- Identify and mitigate fire risks by installing smoke alarms.
- Provide tailored fire safety advice.
- Ensure that escape routes are accessible and free from clutter.

#### Community Outreach Programs

MFRS works with local health services and community groups to:

- Educate pregnant women and new mothers on fire safety.
- Distribute fire safety materials that are easy to understand and implement.
- Offer workshops or sessions focused on fire prevention and safe practices in the home.

		<p><b>Support for Vulnerable Groups</b></p> <p>MFRS includes pregnant women and new mothers in their broader strategy to support vulnerable groups by:</p> <ul style="list-style-type: none"> <li>• Providing additional support and resources to ensure they feel confident in managing fire safety.</li> <li>• Look to collaborate with organisations such as local maternity services to reach and support these individuals effectively.</li> </ul> <p><b>Conclusion</b></p> <p>The new Training and Development Academy will provide facilities for nursing mothers.</p> <p>Tailored engagement will ensure that all members of our communities are treated fairly and get the information and guidance which is applicable to them.</p> <p>There is nothing to indicate that the actions within this plan would have a detrimental impact on people with this protected characteristic.</p>	
		<p>What is the <b>actual</b> or <b>potential</b> impact on <b>race</b>?</p> <p><b>POSITIVE</b></p> <p>The race and ethnicity profile of Merseyside is diverse and reflects a range of communities. Based on recent data:</p> <ol style="list-style-type: none"> <li>1. <b>White Population:</b> The majority of Merseyside's population identifies as White, with about 84% of residents falling into this category. This includes those identifying as White British, Irish, and other White backgrounds.</li> </ol>	<p><b>Not applicable</b></p> <input type="checkbox"/>

2. **Asian Population:** Asian communities make up around 5.7% of the population. This includes Indian, Pakistani, Bangladeshi, Chinese, and other Asian groups.
3. **Black Population:** Black or Black British communities constitute approximately 3.5% of the population, including Black African and Caribbean backgrounds.
4. **Mixed and Other Ethnic Groups:** Individuals of mixed or multiple ethnic backgrounds represent about 3.5%, and other ethnic groups make up 3.3% of the population ([Ethnicity facts and figures](#)) ([Office for National Statistics](#)).

**Increased Fire Risks and Race/Ethnicity and Mitigation action undertaken by Merseyside Fire and Rescue Service**

Addressing the fire risk associated with race and ethnicity in Merseyside involves understanding the specific vulnerabilities that different ethnic groups might face. These risks can be influenced by socioeconomic factors, housing conditions, and access to fire safety resources. Here are some key considerations and initiatives by Merseyside Fire and Rescue Service:

**Key Considerations**

1. **Socioeconomic Factors:** Ethnic minorities often face economic challenges that can lead to living in higher-risk areas with older or substandard housing. This can increase the likelihood of fire incidents due to faulty electrical systems, poor heating, and overcrowding.
2. **Language Barriers:** Language differences can hinder effective communication of fire safety information and emergency procedures. Ensuring that fire safety materials are available in multiple languages is crucial.



3. **Cultural Practices:** Certain cultural practices related to cooking, heating, and religious ceremonies may pose specific fire risks that need to be addressed through tailored fire safety education.

To address the above risks, Merseyside Fire and Rescue Service implements several initiatives:

1. **Targeted Home Safety Visits:** MFRS conducts home safety visits in high-risk areas, which often include ethnically diverse communities. These visits aim to identify and reduce fire hazards by installing smoke alarms and providing tailored fire safety advice.
2. **Community Engagement:** MFRS works closely with local community leaders and organisations to disseminate fire safety information effectively. They hold workshops and provide educational materials in multiple languages to ensure accessibility and understanding.
3. **Collaboration with Ethnic Organizations:** MFRS collaborates with ethnic community organisations to address specific cultural practices that might increase fire risk, such as the use of candles or traditional cooking methods. They offer guidance on safe practices to mitigate these risks.
4. **Support Services:** MFRS includes ethnic minority communities in their broader support strategies, ensuring they have access to resources and services that enhance their fire safety and overall well-being.

**BAME Business and Fire Risk**

In addition, Fire risk management for BAME (Black, Asian, and Minority Ethnic) businesses in Merseyside requires special considerations to address specific vulnerabilities and ensure safety. It should be noted that the percentage of BAME (Black, Asian, and Minority Ethnic) businesses in Merseyside is reflective of broader trends in the UK. As of recent data, around 6.1% of small and medium enterprises (SMEs) in the UK are

		<p>majority-led by individuals from ethnic minority groups. This figure provides a useful benchmark for understanding the representation of BAME-led businesses within Merseyside, as similar patterns are often observed regionally (<a href="#">Ethnicity facts and figures</a>) (<a href="#">RWinvest</a>).</p> <p>Merseyside has seen significant initiatives to support BAME entrepreneurs. For instance, the Liverpool City Region has launched a Race Equality Programme aimed at addressing structural inequalities and enhancing the support for BAME businesses. This programme includes measures to improve access to business support and funding, aiming to create a more inclusive economic environment (<a href="#">Liverpool Combined Authority</a>).</p> <p>The growth of new businesses in Merseyside, including those led by BAME individuals, has been strong. In 2023, a record number of 15,150 new businesses were formed in the region, indicating a robust entrepreneurial spirit despite economic challenges (<a href="#">RWinvest</a>).</p> <p>Here are the key identifiable risks:</p> <p><b>Factors Contributing to Increased Fire Risk</b></p> <ol style="list-style-type: none"> <li><b>Location and Infrastructure:</b> BAME businesses are often located in older buildings or areas with higher fire risks due to outdated infrastructure and insufficient fire safety measures.</li> <li><b>Language Barriers:</b> Owners and employees of BAME businesses might face language barriers, making it challenging to understand and comply with fire safety regulations.</li> <li><b>Awareness and Training:</b> There may be a lack of awareness or training on fire safety practices within these communities, increasing the risk of fire incidents.</li> </ol>	
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**Initiatives undertaken by Merseyside Fire and Rescue Service (MFRS)**

MFRS has implemented several initiatives to support fire risk management for BAME businesses and will continue to do so:

**Community Risk Management Plan:** MFRS's Community Risk Management Plan includes targeted actions to address the needs of diverse communities, including BAME businesses.

**Partnership with Local Organizations:** MFRS works with local BAME organisations to improve fire safety awareness and ensure that businesses have access to necessary resources and support.

By addressing these specific needs and working closely with community partners, MFRS aims to enhance the safety and well-being of ethnic minority communities in Merseyside. For more detailed information, you can visit the MFRS website and related resources.

**Conclusion**

Areas within Merseyside with higher levels of social deprivation and diversity in relation to Race identified by our Community Profile maps will benefit from our tailored engagement, targeted prevention activity, increase in resources, and improving response.

Tailored engagement will ensure that all members of our communities are treated fairly and get the information and guidance which is applicable to them.

The CRMP report is accessible to all and available in different languages.

There is nothing to indicate that the actions within this plan would have a detrimental impact on people with this protected characteristic.

		<p>What is the <b>actual</b> or <b>potential</b> impact on <b>religion and / or belief</b>?</p> <p><b>POSITIVE</b></p> <p>The religious belief profile of Merseyside reflects a diverse range of affiliations, influenced by both historical and contemporary demographic changes. Here are the key points based on recent data:</p> <ol style="list-style-type: none"> <li>1. <b>Christianity:</b> Christianity remains the predominant religion in Merseyside, though its proportion has decreased over time. In recent census data, about 46% of the population identified as Christian, aligning with broader trends across England and Wales where there's been a notable decline in the number of people identifying as Christian (<a href="#">Office for National Statistics</a>) (<a href="#">Commons Library</a>).</li> <li>2. <b>No Religion:</b> A significant portion of Merseyside's population identifies as having no religion. This group has been growing and represents about 37% of the population. This trend is part of a broader secularisation seen across the UK (<a href="#">Office for National Statistics</a>) (<a href="#">Commons Library</a>).</li> <li>3. <b>Islam:</b> Muslims form a smaller but notable part of the community, with around 6% identifying as Muslim. This includes diverse groups within the Muslim community, contributing to the cultural and religious diversity of the area (<a href="#">Office for National Statistics</a>) (<a href="#">Commons Library</a>).</li> <li>4. <b>Other Religions:</b> Other religious groups, including Hindus, Buddhists, Sikhs, and Jews, each make up about 2% or less of the population. Additionally, there are small communities practicing other religions like Paganism, Jainism, and Rastafarianism (<a href="#">Office for National Statistics</a>) (<a href="#">Commons Library</a>).</li> <li>5. <b>Age and Religion:</b> The Christian population tends to be older, with fewer young people identifying as Christian. Conversely, those reporting no religion are generally younger, reflecting</li> </ol>	<p><b>Not applicable</b></p> <p><input type="checkbox"/></p>
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changing attitudes towards religion among younger generations ([Office for National Statistics](#)).

6. **Geographic Concentrations:** Religious affiliation can vary significantly by locality within Merseyside. For example, areas like Knowsley have higher proportions of Christians, while more urban areas may have greater religious diversity and higher numbers of people identifying with no religion ([Commons Library](#)). Furthermore, the concentration of the Muslim population in Merseyside is a significant aspect of its demographic profile. Key Areas with High Muslim Populations in Merseyside (a) **Liverpool:** As one of the largest cities in Merseyside, Liverpool has a diverse population, including a significant number of Muslim residents. The city is known for its cultural inclusivity and has various mosques and community centres serving the Muslim community (b) **Sefton:** This area also has a notable Muslim population, supported by local community initiatives and religious facilities and (c) **Knowsley and St. Helens:** These regions have smaller but growing Muslim communities, reflecting the wider dispersion of Muslims across Merseyside.

**Increased Fire Risks and Religion and Belief and Mitigation action undertaken by Merseyside Fire & Rescue Service**

Considering the fire risk associated with different religious beliefs requires understanding the specific practices and rituals that may increase fire hazards. Here are several factors and considerations based on various religious practices and how Merseyside Fire and Rescue Service (MFRS) can address these risks:

**Key Considerations for Different Religious Practices**

1. **Use of Candles and Incense:**
  - Many religions, such as Christianity, Hinduism, Buddhism, and others, involve the use of candles and incense in worship and rituals.

		<ul style="list-style-type: none"> <li>○ <b>Risk:</b> Candles and incense pose a fire risk if left unattended or placed near flammable materials.</li> </ul> <p><b>2. Festivals and Celebrations:</b></p> <ul style="list-style-type: none"> <li>○ Festivals like Diwali (Hinduism), Hanukkah (Judaism), and Christmas (Christianity) often involve the use of candles, fireworks, and decorative lights.</li> <li>○ <b>Risk:</b> Increased use of electrical decorations and fireworks can lead to electrical fires and accidental ignitions.</li> </ul> <p><b>3. Cooking Practices:</b></p> <ul style="list-style-type: none"> <li>○ Religious and cultural celebrations often involve extensive cooking, sometimes with traditional methods that may involve open flames.</li> <li>○ <b>Risk:</b> The use of open flames and high heat can increase the risk of kitchen fires.</li> </ul> <p><b>Mitigation Initiatives undertaken by Merseyside Fire and Rescue Service and will continue to do so:</b></p> <p><b>Targeted Fire Safety Campaigns</b></p> <p>MFRS continue to conduct targeted fire safety campaigns around major religious festivals and celebrations. These campaigns can include:</p> <ul style="list-style-type: none"> <li>• Distribution of fire safety literature in multiple languages.</li> <li>• Specific guidance on the safe use of candles, fireworks, and electrical decorations.</li> </ul> <p><b>Community Engagement</b></p> <p>Engaging with religious and community leaders to:</p> <ul style="list-style-type: none"> <li>• Provide fire safety education tailored to specific religious practices.</li> </ul>	
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- Conduct fire safety workshops in places of worship and community centres.

#### Home Safety Visits

Offering home safety visits to households and looking to increase visits especially during festival seasons, to:

- Install and check smoke alarms.
- Provide advice on safe cooking practices and the use of candles and decorations.

#### Collaborative Efforts

Working with local councils and religious organizations to:

- Ensure fire safety regulations are followed during large gatherings and religious events.
- Facilitate fire safety audits of places of worship and community halls.

By implementing these strategies and working closely with religious communities, MFRS can effectively reduce fire risks associated with religious practices and celebrations in Merseyside.

#### Conclusion

Our targeted prevention activity, increase in resources, improving response and tailored engagement will ensure all members of the community are treated fairly and get the information and guidance which is applicable to them.

The new Training and Development Academy will provide facilities to practice religion or belief.

		<p>There is nothing to indicate that the actions within this plan would have a detrimental impact on people with this protected characteristic.</p>	
		<p>What is the <b>actual</b> or <b>potential</b> impact on <b>sex (gender)</b>?</p> <p><b>POSITIVE</b></p> <p>In Merseyside, the sex and gender profile reflect a diverse population. According to recent data:</p> <ul style="list-style-type: none"> <li>• <b>Sex Ratio:</b> There are approximately 94.7 males for every 100 females.</li> <li>• <b>Gender Identity:</b> Around 0.52% of individuals who answered the sex question as female and 0.56% of those who answered as male identified as transgender. This is consistent with national trends.</li> <li>• <b>Transgender Age Distribution:</b> Younger age groups, particularly those aged 16 to 24, are more likely to identify as transgender.</li> </ul> <p>For more detailed data, you can refer to the <a href="#">Office for National Statistics</a> and the <a href="#">NHS Cheshire and Merseyside Equality Diversity &amp; Inclusion Report</a>.</p> <p>Addressing fire risk associated with sex and gender involves recognizing specific vulnerabilities and ensuring tailored safety measures. Here are some key considerations:</p> <p><b>Women</b></p> <ul style="list-style-type: none"> <li>• <b>Domestic Roles:</b> Women are often primary caregivers and may spend more time at home, increasing their exposure to potential fire hazards in the kitchen and living areas.</li> </ul>	<p><b>Not applicable</b> <input type="checkbox"/></p>

- **Mobility Issues:** Pregnant women might have limited mobility, affecting their ability to evacuate quickly in an emergency.

#### Men

- **High-Risk Behaviours:** Men might engage in higher-risk behaviours, such as smoking or using power tools, which can increase fire risks.

#### Transgender Individuals

- **Social Isolation:** Transgender people may face social isolation and economic hardship, leading to living in higher-risk areas with less secure housing.
- **Access to Resources:** Ensuring transgender individuals have equal access to fire safety resources and information is crucial.

#### Mitigation action being undertaken and to be considered in the future.

- **Education and Outreach:** Tailored fire safety education campaigns for different gender groups.
- **Home Safety Visits:** Personalized visits focusing on high-risk households, including those of pregnant women and transgender individuals.
- **Community Engagement:** Collaboration with gender-focused organisations to spread fire safety awareness.

For further details and resources, you can refer to the Merseyside Fire and Rescue Service and [Office for National Statistics](#).

#### Conclusion

		<p>Our targeted prevention activity, increase in resources, improving response and tailored engagement will ensure all members of the community are treated fairly and get the information and guidance which is applicable to them.</p> <p>The increase of appliances from 32 to 34 and the introduction of the small fires unit may have a positive impact on our firefighters as it could open up opportunities to explore different flexible and family friendly ways of working.</p> <p>There is nothing to indicate that the actions within this plan would have a detrimental impact on people with this protected characteristic.</p>	
		<p>What is the <b>actual</b> or <b>potential</b> impact on <b>sexual orientation</b>?</p> <p><b>POSITIVE</b></p> <p>The sexual orientation profile of Merseyside, based on the latest data from the 2021 Census, indicates that the majority of the population identifies as heterosexual, while a significant minority identifies with various LGB+ orientations.</p> <p><b>Key Statistics:</b></p> <ul style="list-style-type: none"> <li>• <b>Heterosexual/Straight:</b> Around 89.4% of the population aged 16 years and over identified as heterosexual or straight.</li> <li>• <b>LGB+ (Lesbian, Gay, Bisexual, or Other):</b> Approximately 3.2% of the population identified as LGB+. This includes:             <ul style="list-style-type: none"> <li>○ <b>Gay or Lesbian:</b> 1.5%</li> <li>○ <b>Bisexual:</b> 1.3%</li> <li>○ <b>Other Sexual Orientations:</b> 0.3%, including identities such as pansexual, asexual, and queer.</li> </ul> </li> </ul>	<p><b>Not applicable</b></p> <p><input type="checkbox"/></p>

**Age and Gender Distribution:**

- **Age:** People who identified as LGB+ tended to be younger, with over half aged between 16 and 34 years.
- **Gender:** Females were slightly more likely to identify as LGB+ (3.32%) compared to males (3.00%). Females were also more likely to identify as bisexual, while males were more likely to identify as gay or lesbian.

**Trends and Observations:**

- Younger age groups, particularly those aged 16 to 24, showed higher proportions of LGB+ identification.
- In the context of gender, women in younger age groups were significantly more likely to identify as bisexual compared to men.

These statistics provide a snapshot of the sexual orientation landscape in Merseyside, reflecting broader trends seen across England and Wales. This data helps in understanding the diversity and distribution of sexual orientations within the region, which is crucial for tailoring public services and support programs.

For more detailed information, you can visit the [Office for National Statistics](#) ([Office for National Statistics](#)) ([Office for National Statistics](#)) ([Office for National Statistics](#)).

Addressing fire risk associated with sexual orientation in Merseyside requires understanding the unique vulnerabilities and challenges faced by the LGB+ community. While specific data on fire risk directly related to sexual orientation might not be available, several factors can influence fire safety among LGB+ individuals:

1. **Social and Economic Vulnerabilities:**

- **Discrimination and Marginalization:** LGB+ individuals may face discrimination and marginalisation, leading to economic hardships and housing instability, which can result in living in higher-risk areas with inadequate fire safety measures.
  - **Mental Health:** Higher levels of stress and mental health issues, prevalent among LGB+ individuals due to societal pressures and discrimination, can impact their ability to maintain safe living environments.
2. **Support Networks and Community Engagement:**
- **Isolation:** LGB+ individuals, particularly those not openly out, may experience social isolation, reducing their access to community support and fire safety information.
  - **Targeted Outreach:** Engaging with LGB+ support groups and community centres to provide tailored fire safety education can be crucial.

**Mitigation action being undertaken and to be considered in the future.**

#### Community Engagement and Education

MFRS can collaborate with local LGB+ organizations to:

- Conduct fire safety workshops and seminars specifically tailored for the LGB+ community.
- Distribute fire safety materials through LGB+ community centres, bars, and events.

#### Home Safety Visits

Consider targeted home safety visits can help identify and mitigate fire risks in the homes of LGB+ individuals. These visits can include:

- Installation of smoke alarms.



- Guidance on safe cooking practices and the use of electrical appliances.

### Mental Health and Support Services

Working with mental health services to:

- Address the specific needs of LGB+ individuals, ensuring they receive support to maintain safe living conditions.
- Provide resources and counselling to reduce stress and improve overall well-being.

By recognising the unique challenges faced by the LGB+ community and implementing targeted strategies, Merseyside Fire and Rescue Service can enhance fire safety and reduce risks for all residents. Collaboration with local LGB+ organisations and tailored educational initiatives are key components in this effort.

For more detailed resources and information, you can visit the Merseyside Fire and Rescue Service website and the [Office for National Statistics](#).

### Conclusion

Our targeted prevention activity, increase in resources, improving response and tailored engagement will ensure all members of the community are treated fairly and get the information and guidance which is applicable to them.

The new build project will consider accommodation and facilities that are appropriate for all irrespective of their sexual orientation.

There is nothing to indicate that the actions within this plan would have a detrimental impact on people with this protected characteristic.

		<p>What is the <b>actual</b> or <b>potential</b> impact on <b>Socio-economic disadvantage</b>?</p> <p><b>POSITIVE</b></p> <p>The socio-economic profile of Merseyside highlights several key aspects:</p> <ol style="list-style-type: none"> <li>1. <b>Deprivation:</b> Merseyside, particularly Liverpool, faces significant levels of deprivation. The area ranks high on national measures of deprivation, indicating challenges such as low income, unemployment, and poor health outcomes.</li> <li>2. <b>Employment and Education:</b> There are disparities in employment rates and educational attainment, with higher levels of unemployment and lower educational achievements compared to national averages.</li> <li>3. <b>Housing:</b> Housing quality and affordability are concerns, with many residents living in older housing stock that may require upgrades.</li> <li>4. <b>Health:</b> Health inequalities are prevalent, with higher rates of long-term illnesses and lower life expectancy in some areas.</li> </ol> <p>For more detailed statistics and data, you can visit the <a href="#">Liverpool City Council's Key Statistics and Data page (Liverpool City Council)</a>.</p> <p><b>Key Risks and Mitigation action being undertaken and to be considered in the future.</b></p> <p>Socio-economic disadvantage in Merseyside significantly increases fire risk due to several factors:</p> <ol style="list-style-type: none"> <li>1. <b>Housing Quality:</b> Lower-income households often live in older, poorly maintained properties with outdated electrical systems and heating, raising the risk of electrical and heating-related fires.</li> </ol>	<p><b>Not applicable</b></p> <p><input type="checkbox"/></p>
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		<ol style="list-style-type: none"> <li>2. <b>Fuel Poverty:</b> Inability to afford proper heating can lead to unsafe heating practices, like using portable heaters or open flames.</li> <li>3. <b>Awareness and Education:</b> There may be less access to fire safety education and resources.</li> <li>4. <b>Fire Safety Measures:</b> Financial constraints may prevent the installation of adequate fire safety measures like smoke alarms.</li> </ol> <p><b>Mitigation Strategies undertaken by MFRS and continue to do so</b></p> <p>Merseyside Fire and Rescue Service (MFRS) employs several strategies to mitigate these risks:</p> <ul style="list-style-type: none"> <li>• <b>Home Safety Visits:</b> Targeted visits to disadvantaged households to identify and mitigate fire risks.</li> <li>• <b>Fire Safety Education:</b> Providing fire safety education and resources to low-income communities.</li> <li>• <b>Partnerships:</b> Collaborating with local organizations to improve fire safety awareness and resources in economically disadvantaged areas.</li> </ul> <p><b>Conclusion</b></p> <p>People in this group are likely to fall into our vulnerable category. Our targeted prevention activity, increase in resources, improving response and tailored engagement will ensure all members of the community are treated fairly and get the information and guidance which is applicable to them.</p> <p>There is nothing to indicate that the actions within this plan would have a detrimental impact on people with this protected characteristic.</p>	
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## **ACTION PLAN**

**What actions need to be taken in order to mitigate the impacts identified in sections 3,4 and 5?**

Impact	Action Required	Integrated existing work (yes/no) outline	Target Date	Responsibility
Age	Use This EIA to influence engagement and corporate communications activities.  Use this EIA to influence other EIA's and action across the various functions of MFRS.  Highlight key activities as part of case studies within the annual report.			
Disability -		Yes	June 2025	Community Engagement Advisor, Corporate Communications Team
Pregnancy and Maternity -				
Race				
Gender reassignment				
Marriage and civil partnership				
Religion and / or belief				
Sex (gender)				
Sexual orientation				
Carers				
Other				
Deprived communities/socio economic				

**How will these actions be monitored and where will the outcomes be reported?**

(Please describe below) - Updates will be provided to the Culture and Inclusion Board

<b>Completed by</b> (Please print name /Designation)	Michelle Kirk	<b>Signature</b> <b>Date</b>	08/02/24 12/06/24
<b>Quality Assured by</b> (Please print name /Designation)	MJ	<b>Signature</b> <b>Date</b>	

<b>Name of responsible SLT member</b> (Please print name /Designation)	Deb Appleton	<b>Signature</b> <b>Date</b>	08/02/24
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## Bibliography and Guidance documents

This bibliography provides details of all the documents and reports included within this EIA or the EIA guidance. The bibliography will also include Hyperlinks to other useful documents, reports, data, and webinars on our portal page or links direct to the websites which you may find helpful when completing your EIA. **Please note, that this is a live document, do not use an old copy of this form to complete a new EIA. Please ensure that you download a new copy from the portal, as the bibliography and links will be updated regularly to ensure you have access to the most recent data, articles and training.**

### Documents referenced and hyperlinked within the form.

National Fire Chiefs Councils (NFCC) [equality impact assessment template](#)

National Fire Chiefs Councils (NFCC) [Equality Impact Assessment Toolkit](#)

National Fire Chiefs Councils (NFCC) [Maturity Models and Workforce Good Practice Frameworks](#)

This document provides insight into the NFCC Maturity model and provides guidance on the following areas:

- Leadership Development
- Recruitment
- Learning Organisation
- Blended Learning
- Performance Management
- Employee Recognition
- Talent Management
- EDI
- Well Being
- HR Analytics

### [Equality Diversity & Inclusion Resource Library](#)

The ED&I resources Library is located on the ED&I portal page and provides a suite of documents (detailed below) from a wide variety of sources, they may be internally produced reports or guidance, toolkits or data produced by the NFCC or partners. A list of the documents can be found below or you can access the complete library [here](#).

Disability related support including:

- [AFSA - Let's talk workplace disability](#)



Gender Related Resources including:

- [Fast Facts for patients – Menopause](#)

Pregnancy and Maternity Related Resources

Religion and Belief related resources including:

- [AFSA – 2021 Workforce Religion and belief Toolkit](#)

Sexual Orientation Related Resources

[AFSA Workforce Positive Action Toolkit](#)

[Dementia Friendly Emergency Services Guidance](#)

[NFCC Equality of Access to Services and Employment](#) which includes:

- NFCC Equality of Access to Services and Actions for the Vulnerable Rehoused Homeless
- NFCC Equality of Access to Services and Employment for Black Communities
- NFCC Equality of Access to Services and Employment for Neurodiversity
- NFCC Equality of Access to Services and Employment for LGBT Communities
- NFCC Equality of Access to Services and Employment for People from Asian Communities
- NFCC Equality of Access to Services and Employment for the Roma Communities
- NFCC Equality of Access to Services and Employment for People Living with Dementia
- NFCC Equality of Access to Services and Employment for People Living in Rural Communities
- NFCC Equality of Access to Services and Employment for Emerging Migrant Communities
- NFCC Community Risk – CRMP Equality Impact Assessment

These can also be found on the [NFCC website](#)

### **NFCC Toolkits**

The NFCC have also created a number of toolkits to provide help and guidance these can be found here on the [NFCC website](#) or via the links below in the ED&I Resource Library

The toolkits currently available include:

- [Collecting and Disseminating of Equality, Diversity and Inclusion Data Toolkit](#)





- [Gender Diversity Toolkit](#)
- [Neurodiversity Toolkit](#)
- [Undertaking an Equality Impact Assessment Toolkit](#)
- [Staff Networks Toolkit](#)

### **Webinars**

[NFCC Lunch and Learns](#) which include.

- Neurodiversity
- Trans Visibility in FRS
- Racial Equality
- Bite Size techniques to avoid burnout
- Being part of the LGBT Community

### **Other useful Links and documents**

[ED&I Annual Report](#) this report included our Staffing data, Gender and BAME Pay Gap analysis and recent reporting against our 5 Equality Objectives

[Diversity Events Calendar](#) the diversity calendar is helpful to understand what key dates are taking place throughout the year to assist with community engagement

[Knowing our Communities Data](#) this is a suite of documents, which provides data within each of the local Authorities, by different protected groups which include Age, Disability, Religion and Ethnicity.

### **Service Instruction 0877 Resources to support managers and staff to implement the Equality & Diversity Policy**

- [Appendix 1 - Disability in the workplace information for staff and managers](#)
- [Appendix 2 - Reasonable Adjustments Support for staff & managers in the workplace](#)
- [Appendix 3 - Access to Work Support for staff and managers in the workplace](#)
- [Appendix 4 - Supporting people with Dyslexia in the workplace](#)
- [Appendix 5 - Supporting Staff during the Menopause](#)
- [Appendix 6 - Guidance for supporting employees returning from maternity; breastfeeding in the workplace Operational Firefighters](#)
- [Appendix 7 - Supporting Lesbian, Gay, Bisexual and Transgender \(LGBT\) staff in the Workplace](#)
- [Appendix 8 - Supporting Transgender staff in the Workplace](#)
- [Appendix 9 - Neurodiversity in the workplace](#)

[2021/22 Fire Statistics](#) this includes workforce data published by the government

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# **Merseyside Community Risk Management Plan 2024-27 consultation**

Tuesday, June 18, 2024

**69**

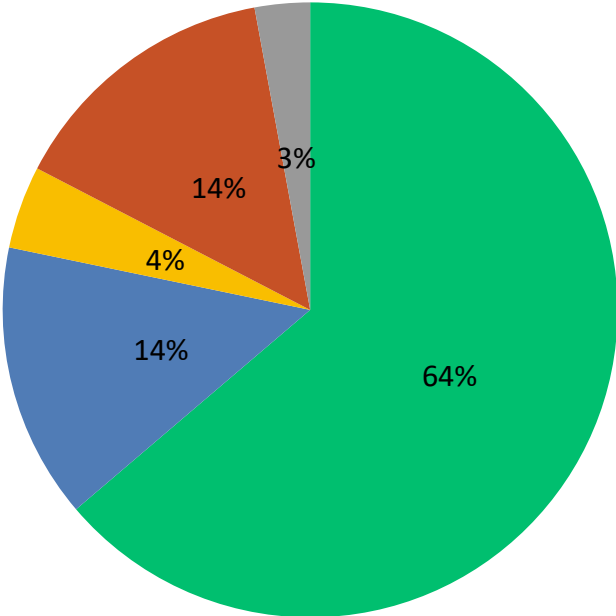
Total Responses

Date Created: Wednesday, January 31, 2024

Complete Responses: 69

**Q1: MFRS has considered the risk, demand and vulnerability in Merseyside and the resources we have available to us and we are proposing actions that will Increase Resources and Improve Response (proposals 1 to 5). How reasonable do you think our Increasing Resources and Improving Response proposals are?**

Answered: 69 Skipped: 0



Very Reasonable Fairly reasonable Fairly unreasonable Very unreasonable Don't know

**Q1: MFRS has considered the risk, demand and vulnerability in Merseyside and the resources we have available to us and we are proposing actions that will Increase Resources and Improve Response (proposals 1 to 5). How reasonable do you think our Increasing Resources and Improving Response proposals are?**

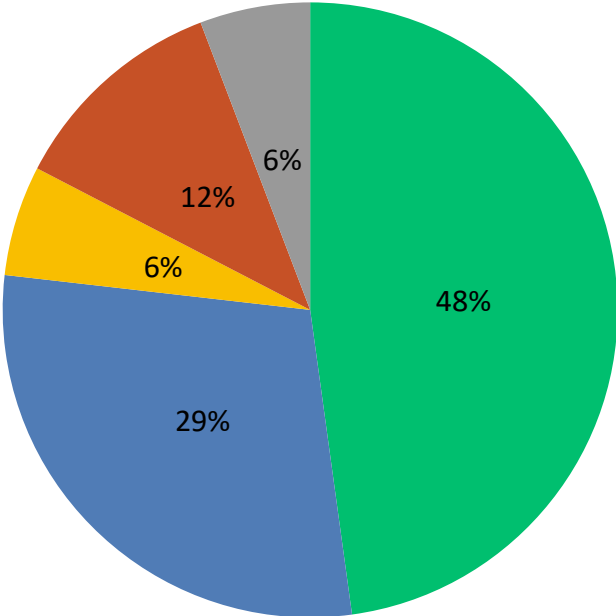
Answered: 69 Skipped: 0

ANSWER CHOICES	RESPONSES	
Very Reasonable	63.77%	44
Fairly reasonable	14.49%	10
Fairly unreasonable	4.35%	3
Very unreasonable	14.49%	10
Don't know	2.90%	2
<b>TOTAL</b>		<b>69</b>



**Q2: MFRS has considered the risk, demand and vulnerability in Merseyside and the resources we have available to us and we are proposing actions that will help us to Work Smarter (proposals 6 to 8). How reasonable do you think our Working Smarter proposals are?**

Answered: 69 Skipped: 0



Very Reasonable Fairly reasonable Fairly unreasonable Very unreasonable Don't know

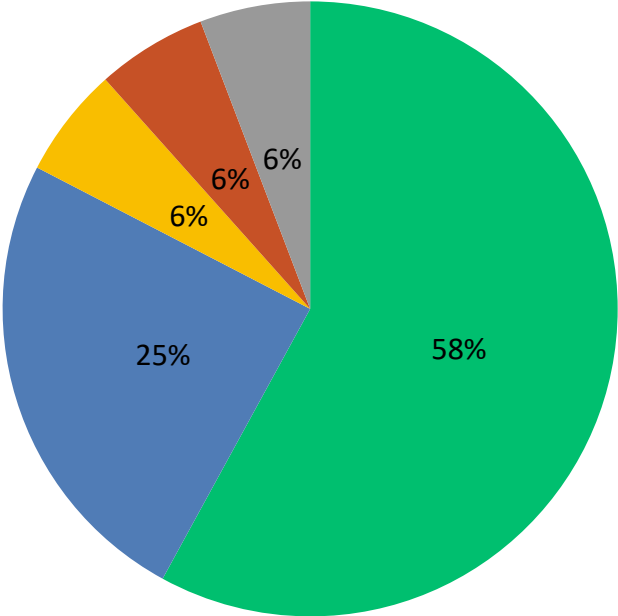
**Q2: MFRS has considered the risk, demand and vulnerability in Merseyside and the resources we have available to us and we are proposing actions that will help us to Work Smarter (proposals 6 to 8). How reasonable do you think our Working Smarter proposals are?**

Answered: 69 Skipped: 0

ANSWER CHOICES	RESPONSES	
Very Reasonable	47.83%	33
Fairly reasonable	28.99%	20
Fairly unreasonable	5.80%	4
Very unreasonable	11.59%	8
Don't know	5.80%	4
<b>TOTAL</b>		<b>69</b>

**Q3: MFRS has considered the risk, demand and vulnerability in Merseyside and the resources we have available to us and we are proposing actions that will help us to Add Value in Merseyside (proposals 9 to 12). How reasonable do you think our Adding Value in Merseyside proposals are?**

Answered: 69 Skipped: 0



Very Reasonable Fairly reasonable Fairly unreasonable Very unreasonable Don't know

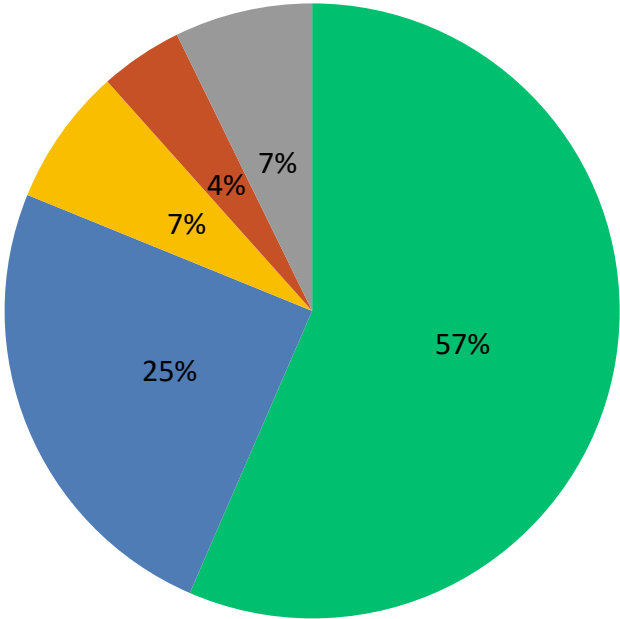
**Q3: MFRS has considered the risk, demand and vulnerability in Merseyside and the resources we have available to us and we are proposing actions that will help us to Add Value in Merseyside (proposals 9 to 12). How reasonable do you think our Adding Value in Merseyside proposals are?**

Answered: 69 Skipped: 0

ANSWER CHOICES	RESPONSES	
Very Reasonable	57.97%	40
Fairly reasonable	24.64%	17
Fairly unreasonable	5.80%	4
Very unreasonable	5.80%	4
Don't know	5.80%	4
<b>TOTAL</b>		<b>69</b>

**Q4: MFRS has considered the risk, demand and vulnerability in Merseyside and the resources we have available to us and we are proposing actions that will help us to have a wider positive impact (proposals 13 to 15). How reasonable do you think our Wider Picture proposals are?**

Answered: 69 Skipped: 0



Very Reasonable Fairly reasonable Fairly unreasonable Very unreasonable Don't know

**Q4: MFRS has considered the risk, demand and vulnerability in Merseyside and the resources we have available to us and we are proposing actions that will help us to have a wider positive impact (proposals 13 to 15). How reasonable do you think our Wider Picture proposals are?**

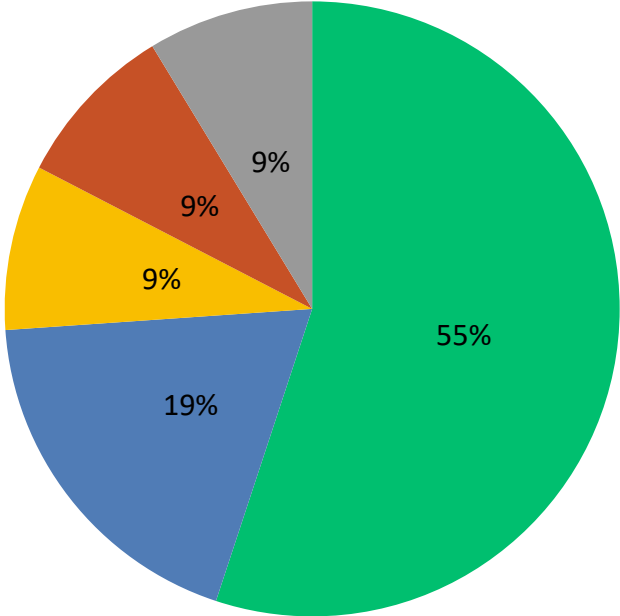
Answered: 69 Skipped: 0

ANSWER CHOICES	RESPONSES	
Very Reasonable	56.52%	39
Fairly reasonable	24.64%	17
Fairly unreasonable	7.25%	5
Very unreasonable	4.35%	3
Don't know	7.25%	5
TOTAL		69



**Q5: Considering the risks, demand and vulnerability in the area and the financial position of Merseyside Fire and Rescue Authority, how reasonable do you think our Equality, Diversity and Inclusion objectives are?**

Answered: 69 Skipped: 0



Very Reasonable Fairly reasonable Fairly unreasonable Very unreasonable Don't know

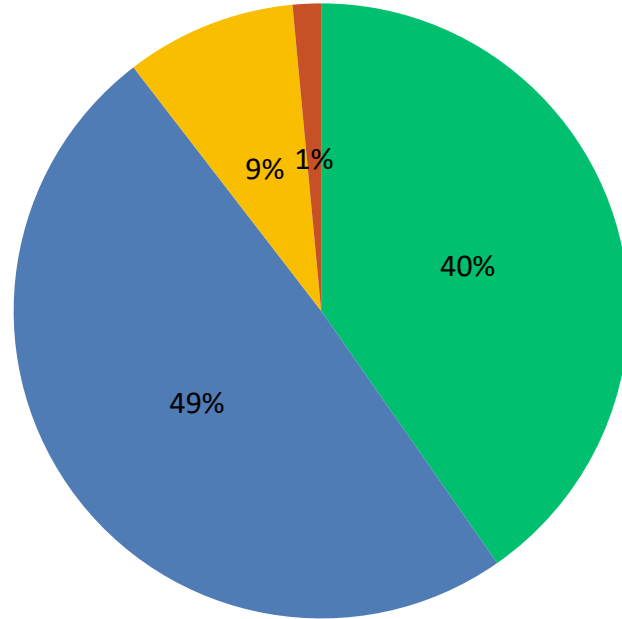
**Q5: Considering the risks, demand and vulnerability in the area and the financial position of Merseyside Fire and Rescue Authority, how reasonable do you think our Equality, Diversity and Inclusion objectives are?**

Answered: 69 Skipped: 0

ANSWER CHOICES	RESPONSES	
Very Reasonable	55.07%	38
Fairly reasonable	18.84%	13
Fairly unreasonable	8.70%	6
Very unreasonable	8.70%	6
Don't know	8.70%	6
TOTAL		69

**Q7: How easy was it to read and understand the Draft CRMP and our proposals?**

Answered: 67 Skipped: 2



Very easy Fairly Easy Fairly Difficult Very Difficult

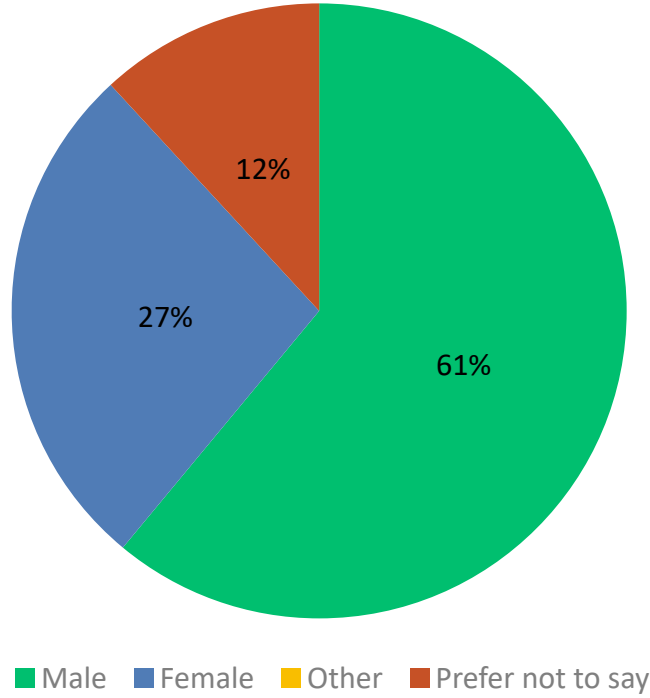
### Q7: How easy was it to read and understand the Draft CRMP and our proposals?

Answered: 67 Skipped: 2

ANSWER CHOICES	RESPONSES	
Very easy	40.30%	27
Fairly Easy	49.25%	33
Fairly Difficult	8.96%	6
Very Difficult	1.49%	1
TOTAL		67

**Q9: Gender:**

Answered: 59 Skipped: 10



## Q9: Gender:

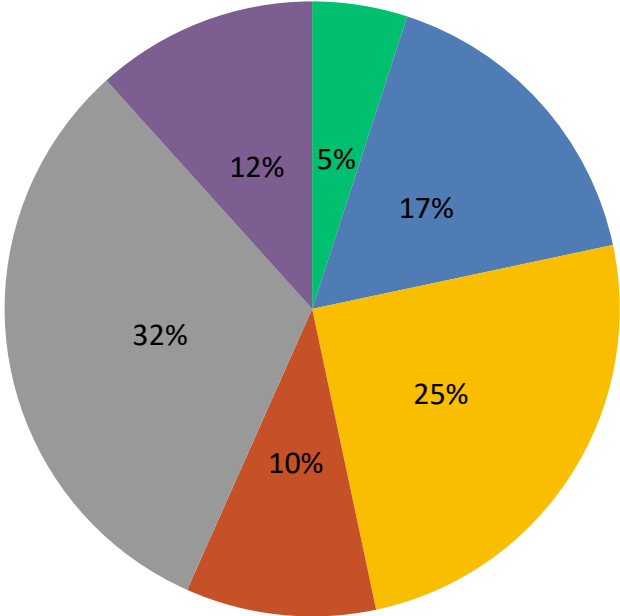
Answered: 59 Skipped: 10

ANSWER CHOICES	RESPONSES	
Male	61.02%	36
Female	27.12%	16
Other	0%	0
Prefer not to say	11.86%	7
<b>TOTAL</b>		<b>59</b>



# Q10: Which age group do you belong to?

Answered: 60 Skipped: 9



Under 25 25 - 34 35 - 44 45 - 54 55 or above Prefer not to say

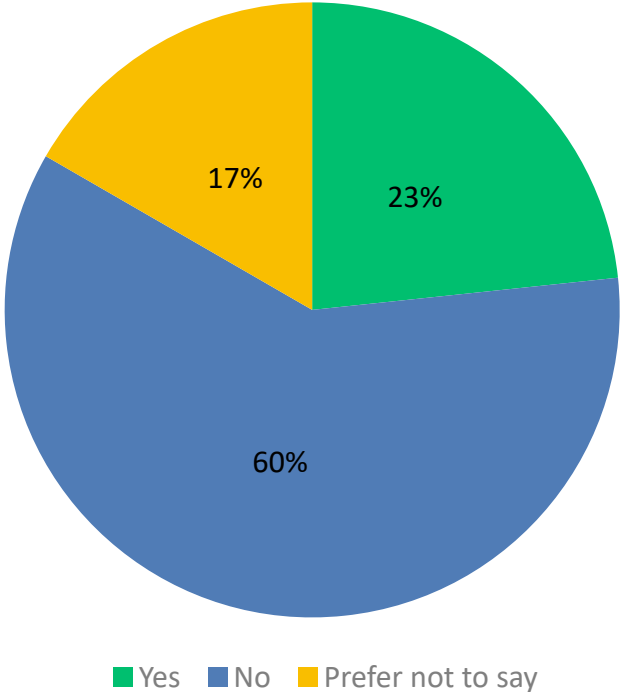
### Q10: Which age group do you belong to?

Answered: 60 Skipped: 9

ANSWER CHOICES	RESPONSES	
Under 25	5.00%	3
25 – 34	16.67%	10
35 – 44	25.00%	15
45 – 54	10.0%	6
55 or above	31.67%	19
Prefer not to say	11.67%	7
<b>TOTAL</b>		<b>60</b>

**Q11: Do you consider yourself to have a disability?(Under the Equality Act 2010 a person is considered to have a disability if he/she has a physical or mental impairment or illness such as HIV, cancer, diabetes, heart condition etc. which has a sustained and long term adverse effect on his/her ability to carry out normal day to day activities).**

Answered: 60 Skipped: 9



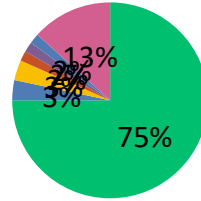
**Q11: Do you consider yourself to have a disability?(Under the Equality Act 2010 a person is considered to have a disability if he/she has a physical or mental impairment or illness such as HIV, cancer, diabetes, heart condition etc. which has a sustained and long term adverse effect on his/her ability to carry out normal day to day activities).**

Answered: 60 Skipped: 9

ANSWER CHOICES	RESPONSES	
Yes	23.33%	14
No	60.0%	36
Prefer not to say	16.67%	10
TOTAL		60

## Q12: Ethnicity:

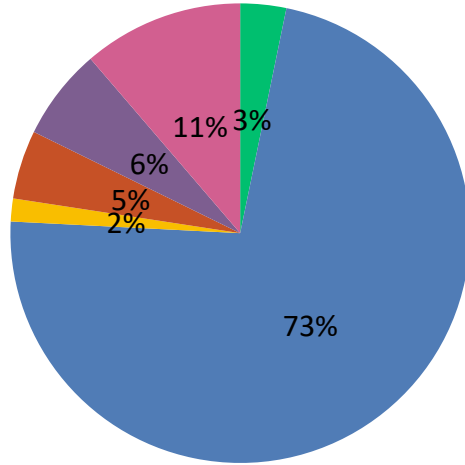
Answered: 60 Skipped: 9



- White British
- White Irish
- Other White Background
- Mixed White & Black Caribbean
- Mixed White & Black African
- Mixed White & Asian
- Other Mixed Background
- Asian or Asian British - Indian
- Asian or Asian British - Bangladesh
- Asian or Asian British - Pakistani
- Any other Asian Background
- Black or Black British - African
- Black or Black British - Caribbean
- Any other Black Background
- Chinese
- Any other Ethnic Group
- Prefer not to say

**Q13: Status:**

Answered: 62 Skipped: 7



- Elected Member
- Member of the public
- Representative of a business
- Member of Staff (MFRA)
- Representative of a community group
- Other
- Prefer not to say



## Q13: Status:

Answered: 62 Skipped: 7

ANSWER CHOICES	RESPONSES	
Elected Member	3.23%	2
Member of the public	72.58%	45
Representative of a business	1.61%	1
Member of Staff (MFRA)	4.84%	3
Representative of a community group	0%	0
Other	6.45%	4
Prefer not to say	11.29%	7
<b>TOTAL</b>		<b>62</b>

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<b>MERSEYSIDE FIRE AND RESCUE AUTHORITY</b>			
<b>MEETING OF THE:</b>	<b>AUTHORITY</b>		
<b>DATE:</b>	<b>17 OCTOBER 2024</b>	<b>REPORT NO:</b>	<b>CFO/59/24</b>
<b>PRESENTING OFFICER</b>	<b>CHIEF FIRE OFFICER, PHIL GARRIGAN</b>		
<b>RESPONSIBLE OFFICER:</b>	<b>DEB APPLETON DIRECTOR OF STRATEGY &amp; PERFORMANCE</b>	<b>REPORT AUTHOR:</b>	<b>HEAD OF ESTATES STEWART WOODS</b>
<b>OFFICERS CONSULTED:</b>	<b>GROUP MANAGER – DAVE WATSON</b> <b>DIRECTOR OF FINANCE AND PROCUREMENT – MIKE REA</b> <b>HEAD OF LEGAL – RIA GROVES</b> <b>HEAD OF DATA AND TECHNOLOGY – PAUL TERRY</b> <b>GROUP MANAGER – PHIL BYRNE</b> <b>TDA COMMERCIAL MANAGER – SUZANNE WAITE</b>		
<b>TITLE OF REPORT:</b>	<b>PROJECT COMPLETION REPORT ON THE NEW AINTREE            FIRE STATION, TRAINING AND DEVELOPMENT ACADEMY            / NATIONAL RESILIENCE CENTRE OF EXCELLENCE AT            LONG LANE, AINTREE.</b>		

<b>APPENDICES:</b>	<b>APPENDIX A:            SOCIAL VALUE PERFORMANCE INDICATORS</b>
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### **Purpose of Report**

1. To provide Members with an overview of the recently completed major capital project to construct a new multi pump fire station, Training and Development Academy/National Resilience Centre of Excellence at Long Lane, Aintree and to request that Members approve the recommendations below to allow financial closure of the project with the main contractor, Wates Construction Ltd.

### **Recommendation**

2. It is recommended that Members:
  - a. note the contents of the report and;
  - b. approve the release of £275k from the Capital Investment Reserve to allow for final closure of the project.

### **Introduction and Background**

3. Merseyside Fire and Rescue Service’s leadership message shifted in early 2021, turning austerity into aspiration and the burning platform of budget cuts

and restraints into a burning ambition to be the best Fire and Rescue Service in the UK.

4. At the Authority's Annual General Meeting on the 9<sup>th</sup> June 2022, the Authority took the courageous decision and Members approved the recommendations in CFO/031/22:
  - a. Approving the combining of Croxteth and Aintree Fire stations into a single site at Long Lane.
  - b. Approving the purchase of the 12-acre site at Long Lane.
  - c. Approved the construction of a new multi-pump superstation, Training and Development Academy/National Resilience Centre of Excellence at Long Lane, Aintree.
5. The report highlighted that the new site was designed to allow a phased approach, sensitive to financial/budgetary variations. Therefore, the Authority would be able to manage its fiscal resources based on risk of future unknown cost assumption. This would enable construction cost to remain within budget tolerances, elements of the scheme such as external classrooms / storage and ancillary buildings could be phased or removed to ensure the development continued within budget, with the minimum impact on the risk critical training model.
6. A planning application was considered and approved at the Liverpool City Council planning committee on the 3<sup>rd</sup> May 2022. The planning application received no objections from committee members, statutory consultees, or members of the public. The Chair of the planning committee and wider members expressed their support for the proposal recognising the positive impact this development will have on the Liverpool City Region and communities of Merseyside.
7. Main construction works started onsite on 17<sup>th</sup> October 2022 for a planned 80-week programme. Early earth works to allow drainage and access roads progressed well throughout October, November, and December during extremely wet weather conditions.
8. Works on site continued to progress well, with the steel frames of the main buildings being installed during February and March 2023. An official bolt tightening ceremony took place on the 17<sup>th</sup> March 2023 with the Chair, Vice Chairs and Chief Fire Officer all attending a special bolt tightening to mark this important step.
9. Members will recall they have approved a capital budget of £41.158m for the New TDA and Fire Station at Long Lane. This budget allocation has included for several scope changes and variations to accommodate the ambitions of the Authority including: additional garages, the inclusion of two additional classrooms, an additional refurbished training tower, a new fire behaviour unit and electric vehicle training simulator and dealt with some unforeseen ground conditions.

10. As with any major capital building programme, as the programme progresses several design amendments and changes are necessary to keep both the build programme on schedule as well as to ensure the design meets the requirements of the end user/fire service.
11. Additional requirements arose during the end of the project such as the transportation and offloading of the donated train carriages, additional power to the rail tunnel, improved security measures, additional external water supplies for firefighting, additional access control measures and additional upgrades to the uninterruptible power supply, to ensure critical ICT infrastructure stays operational. As a result, an additional £275k draw down from Capital Investment Reserve is required to be to complete the project. This will take the overall cost of the project to **£41.433m**. Members are asked to note that the capital receipts for the old Aintree and Croxteth sites total was £3.75m this was £1.550m more than was anticipated, thereby reducing expected borrowing
12. This additional spend detailed above has been used in a phased approach as designed to allow the Authority to approve and manage its fiscal resources over the past two years and to bring back in key elements of the scheme and enhance the final product.
13. The new Aintree fire station opened and went operationally live as planned on the 1<sup>st</sup> May 2024 representing the first phase of this exciting and forward-thinking project with both the Chief Fire Officer, Chair of the Authority, and Officers from across the Service there to welcome crews as they arrived at the new site. This completed the merger of Station 18 – Aintree and Station 19 – Croxteth, into a new Station 19 – Aintree.
14. The station has been fully operational since 1<sup>st</sup> May with very positive feedback received from both staff and visitors to the station. During the consultation for the merger of Aintree and Croxteth fire stations we predicted that overall, our response to life risk incidents throughout Merseyside within 10 minutes would be achieved 93.9% of the time, with an average attendance time of 5m 50 seconds (from alert to in attendance).
15. Since opening between 1<sup>st</sup> May and 31<sup>st</sup> August 2024, there have been 49 life risk incidents (covered by the 10-minute Standard of Fire Cover) in – Aintree’s area. MFRS appliances attended 95.9% of the incidents within the standard with an average response time of 5m 40 seconds, Based on the 1<sup>st</sup> appliance in attendance. By concentrating on attendances by appliances from Aintree, they have attended 96.9% within the standard with an average response time of 5 minutes 20 seconds. This shows good performance within the Aintree area and further analysis will take place against a full 12 month’s data for the whole of Merseyside to compare fully against the consultation data.
16. Staff transitioned into the new Training and Development Academy in a phased approach as and when areas became finished. There was a slight delay on the completion date, however this was managed within the transition

period with all areas handed over to the Authority prior to the official opening on 27<sup>TH</sup> June 2024.

17. With state-of-the-art facilities and cutting-edge technology, the Training and Development Academy provides Merseyside's firefighters with the knowledge and skills they need to face the challenges of a modern fire and rescue service. From simulated fire scenarios to advanced medical training, MFRS staff will be equipped to handle any situation with skill, adeptness, and professionalism. It is also home of the National Resilience (NR) Assurance Team, International Search and Rescue team (ISAR) and NR Fire Control, embedding national and international work into Merseyside Fire and Rescue Service. The multifunctional site will allow MFRS to deliver a multitude of incident scenarios at the same time, improving the Service's ability to train against foreseeable risk and emerging threats in conditions as close to real incidents as possible.
18. In addition to the official opening, the Minister of State for Crime, Policing and Fire - the Rt Hon Dame Diana Johnson DBE, MP officially opened the National Resilience Centre of Excellence part of the new TDA site on the 18<sup>th</sup> July 2024. Government partners, Chief fire officers and fire service leaders from across the UK attended.
19. National Fire Chief Council Chair, Mark Hardingham, said: "The launch of the National Resilience Centre of Excellence marks a significant advancement in our capacity to train and prepare firefighters for the most challenging and catastrophic events which are the effect of climate change, flooding, wildfires, and conflict - whether through terror or the increasing risk of war. This unique facility – delivered in Merseyside in collaboration with every fire and rescue service in the UK - will ensure our firefighters are exceptionally well-prepared to protect the public and further strengthen our National Resilience framework."
20. The Rt Hon Dame Diana Johnson DBE MP said: "Congratulations to the National Resilience Team and Merseyside Fire and Rescue Service, who have brought this bold vision to life through their ongoing dedication and commitment to public safety. This facility will go a long way in making our communities safer, and ensure our brave firefighters are trained to the highest standards to continue their heroic efforts saving lives. Today marks the beginning of meaningful improvements to fire services across the country, and I am looking forward to building strong relationships with the sector to drive change and consistency within all communities."
21. The opening of the new site has been welcomed by staff and visitors and brought numerous benefits to the Service. The layout of the site allows MFRS to facilitate simultaneous training events for multiple users at the same time. Recently the site hosted a First Responder Emergency Care course, fire fighter assessment centre, a fire safety course, and a commercial course, all within the multiple classroom facilities. Meetings were also taking place within the site, whilst outside there was USAR training, a recruit course, High

Volume Pump training, driving assessments, a BA course and well as a commercial fire extinguisher course.

22. The multi-level building is a one-of-a-kind facility providing the latest up to date fire fighter facilities, this became even more important with the release of the Grenfell Tower phase 2 report and recommendations. The service ran an 8-pump exercise utilising the multi-level building, instructing staff were able to develop the fires and building behaviour based on the actions of the crew creating realism and staff buy in. In addition to operational fire fighters, the benefit of the fire safety facilities within the structure provides us with the opportunity demonstrate and educate our Fire Safety enforcement teams with operation of both compliant and non-compliant systems.
23. Feedback from the operational crews has been extremely positive with one officer stating, 'it's the best fire service exercise they have attended' and another impressed that they were allowed to tackle the fires and extinguisher them as at the old site, the live fire had to be kept burning to provide the conditions.
24. A wheelchair user attending the National Resilience opening event, commented that it was the best and most considered facility he has visited. Multiple accessible bathrooms, wide doors, level access across the site and easy and accessible parking.
25. The new TDA site provides the opportunity to expanded further our commercial opportunities and to build partnerships with external organisations on a local, national and international level.
26. For example, the TDA recently hosted a 5-day USAR familiarisation training course. Feedback received was extremely positive "The course was well-organised, with practical sessions that effectively reflected the theoretical aspects. Participants found the experience of using the tools excellent, and all instructors were friendly and knowledgeable. It was an unforgettable experience with the best company". "The venue was outstanding, capable of recreating real-world scenarios and incidents, making the training experience even more realistic".
27. The site also facilitated and hosted the conclusion of a large military exercise - , with over 100 Ministry of Defence and Emergency Services staff involved in the one-day exercise. The exercise created major interest from other MOD depts and organisations who expressed an interest in using the site for future training needs.
28. The current recruit course also has three firefighters for the Isle of Man represented on it which strengthens our support and relationship with colleagues.



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## Equality and Diversity Implications

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29. The EIA for the new TDA has been reviewed and updated at 6-month intervals throughout the project to ensure that any impacts identified have been recorded, and adjustments have been made whenever possible.
30. As part of the project the Building Accessibility Reference Group have also been consulted and have been able to provide advice to the project team on issues that they have identified, such as the material being considered for the paths in the garden/pond area which would have made the area inaccessible for wheelchair users.
31. A final review of the EIA is underway as part of the closure of this project.

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## Staff Implications

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32. There are no staff implications directly arising from this report, However, future staffing implications arising from the use of new TDA site will be considered and managed by the Transition group and brought to members as required.
33. A considerable amount of work has been completed in a relatively short time scale to bring this project to fruition. Staff from all areas of the service have contributed to ensure the final product exceeds expectations.

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## Legal Implications

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34. If Members approve the report today, the final financial account can be agreed and completed with Wates Construction Ltd. MFRS still hold a considerable retention to ensure any minor snags or defects which happen in the first 12 months are dealt with. There is also a further 12 years latent defect period with the main contractor for inherent defects.
35. There remains some additional contractual obligations that are in the process of being completed and are now business of usual activities.

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## Financial Implications & Value for Money

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36. Expenditure	
Final Project Total	<u>£41.433m</u>
Approved budget	£41.158m
Additional budget required	<u>£ 0.275m</u>

The additional £0.275m budget will be taken from the Capital Investment Reserve.

### 37. Income

Members have approved the sale of both the old Aintree Fire Station (report CFO/058/23) and the sale of the old Croxteth site (report CFO/055/24). The capital receipts from both sites have been significantly higher than previously anticipated in the financial model by an additional £1.550m.

	Forecast Sale Income	Actual Sale Income
Old Aintree Fire Station	£0.200m	£0.650m
Old TDA & Croxteth Fire Station	£2.000m	£3.100m
<b>Total</b>	<b>£2.200m</b>	<b>£3.750m</b>

38. Both the Ritchie Avenue (old stores) property and Vesty 5a (office accommodation) property will soon be placed on the open market for sale with the use of Vesty 5b still being evaluated.

39. The additional income from the above sales will be used to reduce borrowing within the capital programme.

### **Risk Management and Health & Safety Implications**

40. There are no outstanding risks from the project, operating and maintenance manuals have been handed over from the contractor. Any future risks and the management of health and safety will form part of business as usual for the TDA management team.

### **Environmental Implications**

41. Several environmental improvements have been included in the new site, increasing the Biodiversity Net Gain of the site along with decarbonising the site. The planting of mature trees, use of sustainable drainage system, staff wellbeing garden and pond and the use of renewable energy have greatly improved the feel of the new facilities for staff and visitors.

42. Between 1<sup>st</sup> May to 31<sup>st</sup> August 2024 the site has consumed 158,311 kwh of electrical energy from the grid with a further 70,000kwh of electricity energy provided by the photo voltaic panels. Therefore, a third of the energy used on site has been generated by renewable energy, it is anticipated that the usage may have been higher than normal due to the commissioning/training and construction works that have taken place during this period. The site has no natural gas with heating/cooling and hot water provided by air source heat pumps which are included in the above figure, totalling £45,000 in costs for the period.

43. In comparison, the old TDA site and old Aintree Fire Station which combined are almost half the size of the new site but consumed a similar amount of electrical energy of 139,328 kwh as well as a further 109,151 KWH of gas during the same period of the previous year - 1<sup>st</sup> May to 31<sup>st</sup> August 2023. Totalling £73,627 in cost.

The price per Kwh of electricity has reduced over the year which has increased the financial saving, however, the net effect of the above will reduce our net carbon output assisting our journey to Net Zero, with the infrastructure in place to further increase renewable energy on the site.

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**Contribution to Our Vision: *To be the best Fire & Rescue Service in the UK.***

**Our Purpose: *Here to serve, Here to protect, Here to keep you safe.***

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44. The Capital scheme at Long Lane, Aintree was an integral component of the IRMP 2021-24. The building of a new Training and Development Academy, National Resilience Centre of Excellence and Search and Rescue Superstation is intrinsic to our Vision.
45. The scheme has significantly improved the street scape of the local area.
46. The Crown Commercial Service framework had strict social value targets which Wates Construction have achieved and exceeded on several key targets, the overall accumulative achievement was 116% of targets as per Appendix A. Key highlights: -
- a. 37 full time equivalent local people employed.
  - b. 523 local people on a contract within 30-mile radius
  - c. £16.4m spent with local supply chain
  - d. 411 volunteering hours completed.
  - e. 995 weeks of apprenticeships working on the contract

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## **BACKGROUND PAPERS**

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CFO/039/21	IRMP 2021-24 Post Consultation report
CFO/040/21	Station 18 & 19 Merger Long Lane site
CFO/045/21	Appointment of main contractor for new TDA Pre Construction works
CFO/058/21	Outcomes from consultation – Croxteth and Aintree Fire Stations
CFO/061/21	Formal Planning application for Long Lane
CFO/031/22	Construction of a new Multi-pump Superstation, Training and Development Academy / National Centre of Excellence at Long Lane
CFO/063/22	Merseyside Fire and Rescue Authority Budget and Financial plan 2023/2024 – 2027/2028
CFO/032/23	New TDA and Fire Station Long Lane- Progress update report
CFO/053/23	Financial Review 2023/23- July to September
CFO/058/23	Sale of Aintree Fire Station
CFO/013/24	Merseyside Fire and Rescue Authority Budget and Financial plan 2024/2025 – 2028/2029
CFO/052/24	Revenue & Capital Outturn 2023/24
CFO/055/24	Sale of Croxteth Fire Station and Training and Development Academy Storrington Avenue

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**GLOSSARY OF TERMS**

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<b>CFO</b>	<b>Chief Fire Officer</b>
<b>DCFO</b>	<b>Deputy Chief Fire Officer</b>
<b>IRMP</b>	<b>Integrated Risk Management Plan</b>
<b>KWH</b>	<b>Kilowatt Hours</b>
<b>MFRA</b>	<b>Merseyside Fire and Rescue Authority</b>
<b>MFRS</b>	<b>Merseyside Fire and Rescue Service</b>
<b>TDA</b>	<b>Training and Development Academy</b>

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## SOCIAL VALUE UPDATE

<b>NT1</b> No. local people employed FTE (inc specific location and both direct and indirect)	ACTUAL <b>37</b>	<b>NT3</b> No. of employees (FTE) hired on the contract who are long term unemployed (unemployed for a year or longer) as a result of a recruitment programme	ACTUAL <b>5</b>	<b>NT3A</b> No. of armed forces veterans employees (FTE) hired on the contract as a result of a recruitment programme	ACTUAL <b>3</b>
	TARGET <b>20</b>		TARGET <b>5</b>		TARGET <b>1</b>
<b>NT4</b> No. of employees (FTE) hired on the contract who are Not in Employment, Education, or Training (NEETs) as a result of a recruitment programme	ACTUAL <b>5</b>	<b>NT4A</b> No. of 16-25 year old care leavers (FTE) hired on the contract as a result of a recruitment programme	ACTUAL <b>1</b>	<b>NT5</b> No. of 18+ year old employees (FTE) hired on the contract who are rehabilitating or ex-offenders as a result of a recruitment programme	ACTUAL <b>3</b>
	TARGET <b>5</b>		TARGET <b>1</b>		TARGET <b>2</b>
<b>NT6</b> No. of disabled employees (FTE) hired on the contract as a result of a recruitment programme	ACTUAL <b>2</b>	<b>NT8</b> No. of staff hours spent on local school and college visits e.g. delivering careers talks, curriculum support, literacy support, safety talks (including preparation time)	ACTUAL <b>56</b>	<b>NT9</b> No. of weeks of training opportunities on the contract (BTEC, City & Guilds, NVQ, HNC) that have either been completed during the year, or that will be supported by the organisation until completion in the following years - Level 2,3, or 4+	ACTUAL <b>359</b>
	TARGET <b>1</b>		TARGET <b>40</b>		TARGET <b>352</b>

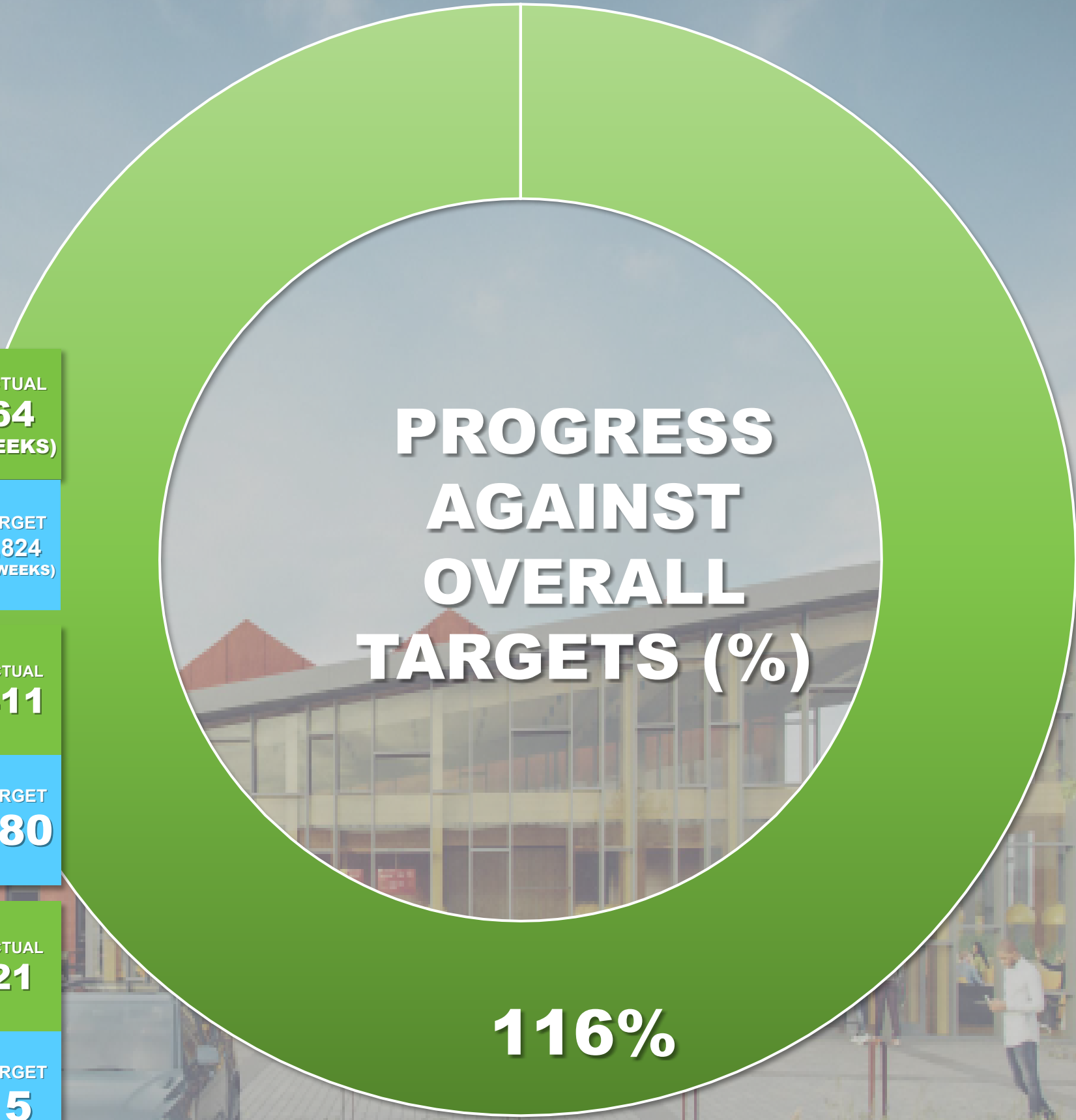
## KEY HIGHLIGHTS

- **37 Full Time Equivalent local people employed**
- **523 local people on a contract within 30-mile radius**
- **995 weeks of apprenticeships working on the contract**
- **£16.4 million spent to date with local supply chain**
- **411 Volunteering Hours completed**



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FIRE & RESCUE  
SERVICE**

<p><b>NT10</b> No. of weeks of apprenticeships on the contract that have either been completed during the year, or that will be supported by the organisation until completion in the following years - Level 2,3, or 4+</p>	<p>ACTUAL <b>995</b></p> <p>TARGET <b>988</b></p>	<p><b>NT11</b> No. of hours dedicated to support young people into work (e.g. CV advice, mock interviews, careers guidance)</p>	<p>ACTUAL <b>358</b></p> <p>TARGET <b>336</b></p>	<p><b>NT12</b> No. of weeks spent on meaningful work placements or pre-employment course; 1-6 weeks student placements (unpaid)</p>	<p>ACTUAL <b>64 (WEEKS)</b></p> <p>TARGET <b>1,824 (50 WEEKS)</b></p>
<p><b>NT14</b> Total Amount (£) spent with VCSEs within your supply chain</p>	<p>ACTUAL <b>£196,866</b></p> <p>TARGET <b>£50,000</b></p>	<p><b>NT15</b> Provision of expert business advice to VCSEs and MSMEs (hours)</p>	<p>ACTUAL <b>14</b></p> <p>TARGET <b>10</b></p>	<p><b>NT17</b> Number of voluntary hours donated to support VCSEs (excludes expert business advice)</p>	<p>ACTUAL <b>411</b></p> <p>TARGET <b>380</b></p>
<p><b>NT18</b> Total amount (£) spent in local supply chain through the contract</p>	<p>ACTUAL <b>£16,378,634</b></p> <p>TARGET <b>£14,000,000</b></p>	<p><b>NT29</b> Number of voluntary hours donated to support Community Projects</p>	<p>ACTUAL <b>411</b></p> <p>TARGET <b>M</b></p>	<p><b>RE10</b> No. site visits for school children or local residents</p>	<p>ACTUAL <b>21</b></p> <p>TARGET <b>15</b></p>





<b>MERSEYSIDE FIRE AND RESCUE AUTHORITY</b>			
<b>MEETING OF THE:</b>	<b>AUTHORITY</b>		
<b>DATE:</b>	<b>17 OCTOBER 2024</b>	<b>REPORT NO:</b>	<b>CFO/58/24</b>
<b>PRESENTING OFFICER</b>	<b>CHIEF FIRE OFFICER, PHIL GARRIGAN</b>		
<b>RESPONSIBLE OFFICER:</b>	<b>NICK MERNOCK</b>	<b>REPORT AUTHOR:</b>	<b>VICKY CAMPBELL MO JOGI</b>
<b>OFFICERS CONSULTED:</b>	<b>STRATEGIC LEADERSHIP TEAM</b>		
<b>TITLE OF REPORT:</b>	<b>EQUALITY, DIVERSITY AND INCLUSION ANNUAL REPORT 2023/24</b>		

<b>APPENDICES:</b>	<b>APPENDIX A:</b>	<b>EQUALITY, DIVERSITY AND INCLUSION ANNUAL REPORT APRIL 2023 TO MARCH 2024</b>
	<b>APPENDIX B</b>	<b>EQUALITY ANALYSIS – WORKFORCE AND EMPLOYMENT DATA. 1<sup>ST</sup> APRIL 2023 TO 31<sup>ST</sup> MARCH 2024</b>

## Purpose of Report

1. The purpose of this report is to update Members on the progress made against Merseyside Fire and Rescue Authority ('MFRA') Equality, Diversity and Inclusion ('ED&I') objectives for 2021 – 2024 and present the annual report and the Equality Analysis – Workforce and Employment Data reports for publication.

## Recommendation

2. It is recommended that Members:
  - a) note the content of the report;
  - b) approve the ED&I Annual Report for publication on the Merseyside Fire & Rescue Service (MFRS) website to demonstrate MFRA's commitment to equality, diversity and inclusion and how MFRA has met its Public Sector Equality Duty and;
  - c) approve the Equality Analysis – Workforce and Employment Data, 1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024 Report for publication on the Merseyside Fire & Rescue Service (MFRS) website in order to demonstrate MFRA's commitment to equality, diversity and inclusion and how it has met its Public Sector Equality Duty

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## Introduction and Background

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3. The purpose of this report is to demonstrate MFRA's compliance with the Equality Act 2010 General Duty and to update stakeholders on the key outcomes delivered in the year with regards to Equality, Diversity and Inclusion.
4. The Equality Act 2010 Public Sector Equality Duty (PSED) (s.149) states that in the exercise of their functions, public authorities must have **due regard** to the need to:
  - a. Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act
  - b. Advance equality of opportunity between people who share a protected characteristic and those who do not
  - c. Foster good relations between people who share a protected characteristic and those who do not.
5. In order for public authorities to demonstrate they are meeting the PSED there is a number of specific duties which require public bodies including MFRA to:
  - a) Publish information to show their compliance with the Equality Duty, at least annually
  - b) Set and publish equality objectives, at least every four years.
6. The PSED states that all information above must be published in a way which makes it easy for people to access it.
7. It is proposed that both reports are published and promoted on the intranet portal and website. The website is supported by ReciteMe which offers a number of accessibility functions including, read aloud and translation, to allow reads additional support should it be required.
8. The annual report includes information on the effect that our policies and practices have had on people who share a relevant protected characteristic, to demonstrate the extent to which we have furthered the aims of the general equality duty for our employees.
9. The workforce analysis report also provides our seventh gender pay gap report which is required by all Public Sector Bodies with over 250 employees.
10. The workforce analysis report also provides our third ethnicity pay gap, this is not currently a requirement on MFRA however MFRA believe its inclusion meets the standard of best practice..
11. MFRA recognises that a representative workforce will provide a Fire and Rescue Service that respects and responds to the diversity of the local communities that it serves. For the purposes of comparison in this report, the general population of Merseyside has been used.

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## **Equality and Diversity Implications**

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12. The ED&I Annual Report evidences how MFRA executes the provision of the Equality Act 2010 and in particular shows due regard to the needs of the nine protected groups through the monitoring of the ED&I action plan and our five equality objectives.

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## **Staff Implications**

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13. Staff have been integral to the creation of this report through a number of processes including attending, Staff Networks and meetings with the Diversity Team and providing regular written communication updates. The data contained in the reports will be used by officers carrying out future Equality Impact Assessments, changes to services or development of employment and service delivery policies.

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## **Legal Implications**

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14. The reports demonstrate the work that is being conducted to meet the Equality Act 2010 and Public Sector Equality Duty requirements.

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## **Financial Implications & Value for Money**

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15. There are no direct financial implications arising out of this report.

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## **Risk Management and Health & Safety Implications**

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16. There are no risk management, health & safety or environmental implications arising from this report.

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## **Environmental Implications**

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17. There are no environmental implications link to this report

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**Contribution to Our Vision: *To be the best Fire & Rescue Service in the UK.***

Our Purpose: *Here to serve, Here to protect, Here to keep you safe.*

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18. The production of this report demonstrates how MFRA are delivering services in a way that meets its legal duties in relation to the Equality Act 2010 and Public Sector Equality Duty requirements, and how best practice is essential for a public sector organisation.
19. The Annual Report also shows how we manage our services to engage with diverse communities, and gives examples of how we serve, how we protect and how we keep those communities safe.

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## **BACKGROUND PAPERS**

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N/A

N/A

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**GLOSSARY OF TERMS**

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ACE	Adverse Childhood Experience
AFSA	Asian Fire Service Association
AWoL	Absent Without Leave
BAME	Black, Asian, Minority, Ethnic
BSL	British Sign Language
CFO	Chief Fire Officer
CRMP	Community Risk Management Plan
DCFO	Deputy Chief Fire Officer
DWP	Department of Work and Pensions
EIA	Equality Impact Assessment
ED&I	Equality, Diversity & Inclusion
FF	Firefighter
FRS	Fire & Rescue Service
HFSC	Home Fire Safety Check
HMICFRS	His Majesty's Inspectorate of Constabulary and Fire & Rescue Services
IRMP	Integrated Risk Management Plan
LCR	Liverpool City Region
LFB	London Fire Brigade
LGA	Local Government Association
LGBT	Lesbian, Gay, Bisexual and Transgender
LGBTQ+	Lesbian, Gay, Bisexual and Transgender, Queer/Questioning +
MFRA	Merseyside Fire & Rescue Authority
MFRS	Merseyside Fire & Rescue Service
MOU	Memorandum of Understanding
NR	National Resilience
NRAT	National Resilience Assurance Team
NUG	National User Group
POD	People and Organisational Development
PSED	Public Sector Equality Duty
PT	Physical Trainers
REACH	Race Equality and Cultural Heritage
SHQ	Service Headquarters
SOFSA	Simple Operational Fire Safety Assessment
SRT	Search and Rescue Team
TDA	Training and Development Academy
TDP	Training Delivery Partners
UwFR	Unwanted Fire Signals
VLS	Very Loud Speaker



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**Merseyside Fire & Rescue Authority**

**Equality, Diversity & Inclusion Annual Report**

**April 2023 to March 2024**







## **Alternative Formats**

We are committed to ensuring that all our information is fully accessible for all communities across Merseyside, we have included this document on our website which can be accessed from our webpage

<https://www.merseyfire.gov.uk/about/equality-diversity-and-inclusion/>

Our website is supported by ReciteMe which offers a number of accessibility functions including, read aloud and translation. To access this please click on the accessibility button on the toolbar at the top of our home page.

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Welcome to the 2023-2024 Equality, Diversity, and Inclusion (ED&I) Annual Report.

## **Foreword**

### **Chief Fire Officer Phil Garrigan**

I am proud to introduce our Equality, Diversity, and Inclusion (ED&I) Annual Report for 2023-2024.

The report sets out our progress on inclusion and our unwavering commitment to the people we serve. It captures the work we have undertaken to improve the experience and sense of belonging of our own staff whilst tackling the inequalities that effect our communities.

Ultimately making Merseyside a safe place to live and Merseyside Fire and Rescue Service a great place to work.

Over the past year we were inspected by His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) which congratulated the Service on how it promotes equality, diversity and inclusion and how it works with underrepresented groups in the workforce.

Whilst the report embraces our commitment to promoting equality, diversity and inclusion we know we can improve further and it is essential that we celebrate our diversity and in doing so we create an environment where everyone feels included, valued and able to speak up.

To support this endeavour, we have introduced ambitious people and cultural action plan(s), which are delivered through the Culture and Inclusion and People Board, with independent scrutiny and leadership provided by an independent strategic advisor.

Key aspects of these plans are the creation and maintenance of a positive and professional workforce culture that will mean our people feel listened to, appreciated and psychologically safe, making Merseyside Fire and Rescue Service an employer of choice.

Our People Plan moves us away from warm words to deliver tangible outcomes for our people and our communities.

We will use it and our incredible workforce to positively impact on our communities, particularly those blighted by inequality.

We know that this requires leadership at all levels and the part we play as public servants has never been more important.

## **Councillor Jan Grace**

### **Merseyside Fire and Rescue Authority Lead Member for People**

The LGA produced this Vision Statement in 2023:

‘Fire and Rescue Services are inclusive and safe places to work where all staff are valued, supported and able to thrive in an environment free from bullying, harassment, discrimination, abuse and harm. Fire and rescue services deliver services that are inclusive, safe, and professional and inspire public confidence and trust.’

The shock of the HMICFRS Spotlight Report still resonates, it opened our eyes to the fact that despite all the targeted work, not every F&RS in England is in the position to move forward into the future, confident that ED&I are embedded into their everyday strategies and work life.

For any organisation, their most important asset is people, at every level, and they form the culture of that organisation. While ED&I may be an important and valued policy to many, there may be some for whom it has little or no significance, or some whose religious or other beliefs make some aspects difficult to support. Every individual is entitled to their views and beliefs, but within any workplace/organisation there is the expectation that while working and representing their organisation the cultural aspirations of their employers are upheld. Unacceptable behaviours should never become normalised, it is noteworthy that MFRS has a well-established Whistleblowing Policy in place and uses the independent organisation 'Safe Call' to allow staff to raise concerns anonymously. MFRS continues to lead the way in pro-actively promoting Equality, Diversity and Inclusion. A significant example of this is the working with the Suzy Lamplugh Trust to give staff the skills to challenge unacceptable behaviours, something we all as individuals have to take responsibility for. It is necessary to be sensitive to issues to enable to navigate change.

It is an immense privilege to serve on Merseyside Fire and Rescue Authority, as MFRS continue to motivate and empower their people, we can all witness and celebrate the good practice, the continued impetus to change. The sustained

improvement can never be an automatic process, it has to be actively worked for, it is significant to see Chief Fire Officer, Phil Garrigan says: *'We are very proud of our progress, MFRS is a great place to work but we know that we can get even better.'*

## Introduction and Governance of Equality, Diversity & Inclusion

Merseyside Fire and Rescue Authority is pleased to publish this report as a reflection on the work delivered across the organisation in pursuit of Equality, Diversity & Inclusion (ED&I) excellence. This report presents the public and other stakeholders with many success stories about the work we do on a day-to-day basis to ensure that the services we deliver provide our diverse communities with confidence that we are addressing their needs.

Therefore, as part of our commitment to delivering services and employing staff in accordance with the Equality Act 2010, and in line with the responsibilities placed on the Authority by the Act, we have established five Equality Objectives that are both inward looking (staff related) and outward looking (community and service delivery related)

The objectives below demonstrate how we show due regard to eliminating discrimination, harassment and victimisation, advance equality of opportunity and foster good relations.

The Equality Objectives we are reporting on in the report have been in place for a period of three years 2021-2024 and this is the final update on them. Our new objectives for 2024 -2027 are included in our 2024 - 27 Community Risk Management Plan which will be published on our website. Full details of our new objectives can be found in Appendix A

<b>Equality Objective 1</b>	<b>Equality Objective 2</b>	<b>Equality Objective 3</b>
Create a strong Inclusive organisation that is positive to rising to the future challenges we face.	Ensure that people from diverse communities receive equitable services that meet their needs.	Reducing fires and other incidents amongst vulnerable people in the protected groups and deprived areas



<p><b>Equality Objective 4</b></p> <p>To ensure that all staff can undertake their role whilst understanding the need for and the benefits of equality, diversity, and inclusion:</p>	<p><b>Equality Objective 5</b></p> <p>To continue to aspire for equality, diversity, and inclusion excellence, measuring ourselves against best practise and benchmarking tools within the Fire &amp; Rescue Service and other sectors.</p>
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In addition, the Fire Service Core Code of Ethics also provides a strong foundation to support ED&I governance.

### Core Code of Ethics for Fire and Rescue Services



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 (ED&I) – We continually recognise and promote the value of ED&I 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.

This year's report provides an overview of:

- How we have met the needs our diverse communities in line with the above ED&I objectives in the last 12 months
- How we have created a positive, resilient and inclusive organisation in line with the above ED&I objectives in the last 12 months

This report also demonstrates our commitment to ensuring compliance with the Equality Act 2010 and the Public-Sector Equality Duty (PSED) in relation to:

1. Publishing, at least annually, information to demonstrate our compliance with the Equality Act 2010 and the PSED.
2. Preparing and publishing one or more specific and measurable objectives that help to achieve the aims set out in the PSED.
3. Publishing equality information and the objectives in a manner that is accessible to the public.

ED&I is embedded in each area (Function) of the organisation, with ED&I priorities included in Functional annual plans and our Station Plans, which in turn become part

of our Service Delivery Plan. This ensures we are targeting ED&I at all levels of the organisation, supporting not only our staff but understanding and knowing the communities that we service.

In addition, ED&I has been an integral part of the work on our leadership message, which sets out our Vision, Purpose, Aims and associated behaviours. Furthermore, the Fire Standards and Fire Service Core Code of Ethics have also provided other ways of ensuring ED&I and the associated ED&I objectives are an integral part of the business of MFRS.

The Culture and Inclusion Board that is jointly chaired by the Chief Fire Officer, meets bimonthly and the membership includes Functional heads and Staff Network chairs as well as colleagues whose role is to ensure ED&I is mainstreamed.

This ensures that ED&I is consistently considered and delivered as part of organisational planning and service development. These priorities form the basis of a comprehensive ED&I action plan.

Discussions on ED&I matters form the basis of regular equality engagement meetings with the Representative Bodies (trade unions), Staff Inclusion Networks, and a variety of other stakeholders to ensure that they are aware of the ED&I developments and have an opportunity to contribute to the consideration of the ways in which ED&I influences the provision of our fire and rescue services.

Equality Impact Assessments (EIAs) are carried out on policies, strategic plans, and service delivery (including changes). EIAs play a crucial role in the design of services and enabling the Service to measure outcomes but also demonstrate due regard.

EIAs are attached to the governance documents to be considered when approved by the Authority and they are published on our website [www.merseyfire.gov.uk](http://www.merseyfire.gov.uk) with Authority papers.

## Connecting with our diverse communities (Equality objectives 2,3 & 5)

For this section we wish to highlight the work of three particular Functions of MFRS.

- The Protection Function
- The Prevention Function
- The Strategy and Performance Function

The above Functions have connected with our communities in the following ways:

**PREVENTION FUNCTION:** 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.

Key highlights include:

- Through **Home Fire Safety Checks 2023-24 (HFSC)** we continue to ensure interventions to keep people safe in their home (through Home Fire Safety Checks and Safe and Well visits) are targeted with a particular focus on collecting data in line with protected characteristics.
- In terms of **Safe and well visits**, on 94.7% % of occasions the occupier of the dwelling told us their ethnicity. 4.5% of Safe and Well visits have been carried out in homes where the resident identifies as non-white British and Irish compared to a Merseyside Non-white British and Irish population of 8.3%. It should be noted that Safe and Well visits primarily target the over 65s and according to the 2021 Census, the over 65 Non-white British and Irish population 2.27% of the total, therefore the 5.3% achieved is an over performance.
- **Youth engagement activities** and engaging with the young diverse population shows continuing progress and success. In terms of the work of the **Prince's Trust** (for participants in their late teens and early 20's). There

were more male attendees than female, with 61.5% being male. In addition, 13.2% were from a LGBTQ+ background and 71.4% considered themselves to have a disability. In terms of the **Fire Cadets** (for teenage participants); the majority were White British/White Irish, with only one attendee identifying as being other White, while 13.5% considered themselves to be disabled. Similarly, for the **Beacon Course** (younger children); .9.2% of those who were involved identified as Non-white British/Irish and 43.8% considered themselves to have a disability.

Detailed reporting and analysis of our Home Fire Safety Checks and Safe and Well visits can be found in our Equality Analysis Workforce and Employment Data Report for the period 1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024.

#### **Accidental Dwelling Fires 2023/24**

Prevention staff have contributed to the release of annual figures showing record reductions in Accidental Dwelling Fires and only one fire death. Accidental fires in the home have fallen by 15% over the last year and 20% over a two-year period with the lowest number of fire deaths ever recorded.

Through the efforts of the Service and its incredible teams, this year only one family have had to live with the loss of a loved one, something that would have been unimaginable only 10 years ago.

Figures released show that in Merseyside in the year to March 31<sup>st</sup>, 2024, there were 663 accidental fires in the home compared to 780 for the same period a year earlier. Only ten years ago, the Service responded to 1153 such fires with today's figures representing a 43% decrease over that period.

Area Manager Mark Thomas, Head of Prevention at MFRS said "In an average day, Firefighters and Prevention Teams will visit 170 homes across Merseyside, giving fire safety advice to occupiers and fitting lifesaving smoke alarms for those people who are most vulnerable to fire. By talking to people in their own homes and demonstrating what good fire safety looks like, our teams are making a hugely positive difference."

Mr Thomas added "Our downturn in fires in the home is unprecedented across the UK and without doubt linked to the determination and professionalism of our Firefighters and Prevention Teams; it is because of them, helped by the diligence of the public of Merseyside, that we have collectively been able to reduce the number of fires in the home, making sure more people stay alive and safe from fire."

## Youth Engagement – Beacon Programme

The Beacon Project is a Youth Education activity delivered by MFRS and funded by the Merseyside Violence Reduction Partnership. The project aims to support young people who have experienced ACEs (Adverse Childhood Experiences), have been exposed to trauma, are transitioning to secondary school and need to develop their independence skills, and to support young people with disabilities and vulnerabilities.

The Beacon Project has been running since 2002, originally solely delivering courses to teenagers. Primary Beacon Courses have been running for around three years and have delivered 41 courses in that time. The most recent course on 26th May for St Anne's Primary school marked the 200th course overall for the Beacon Project. Deputy Headteacher, Mrs Keegan, said: "I am unbelievably proud of our Year 6 children. It's a privilege to be the 200th group of the Beacon Project! This course has been a key part of development for the children. It's been lovely to see them grow in confidence and witness a boost in their communication and teamwork skills."



**PROTECTION FUNCTION:** Seeks to improve the safety and wellbeing of the communities of Merseyside by reducing risks and incidents in the built environment. We do this through education and regulating those responsible for keeping buildings safe, encouraging people to adopt safer behaviours and delivering proportionate and robust fire protection activities to comply with statutory responsibilities.

2023/24 saw MFRS' Integrated Risk Management Plan (IRMP) drawing to its conclusion with the highest recorded performance levels recorded across the Protection directorate. Notable areas of performance included:

- 1869 completed audits (over 20% more than our projected annual target and over 25% performance increase on the previous year)
- 1811 fire safety concerns received and actioned (a 620% increase on the previous year)
- 13% increase in our peak hours' activity supporting and sustaining our nighttime economy with a focused emphasis towards takeaway establishments enabling us to address a diverse range of occupants and risk profiles.
- 87% of the 2023/24 Functional Delivery Plan key deliverables completed.

As well as high levels of performance associated with our measurable outcomes, other areas of note include:

- We have reviewed and revised our risk-based inspection programme to ensure our regulatory officers focus and target on the most hazardous buildings across Merseyside.
- Our most recent inspection by the HMICFRS once again acknowledged the work of our Protection function with a 'good' grading being received for the 3<sup>rd</sup> inspection in a row.
- In our work focusing on vulnerable people who live or work in high rise premises, as part of our robust response to the Grenfell phase 1 inquiry recommendations, we have actively contributed and developed procedures



and equipment that will enable a more proactive response to people considered to be at the highest risk in the taller buildings across Merseyside.

We have also introduced a new broadcast VLS system that can be utilised at a range of incident types, including high rise buildings. This equipment has a range of pre-recorded fire safety associated messages that can be relayed to occupants in real time during an ongoing incident. As part of our ED&I focused analysis and with awareness of our diverse community presence across Merseyside, these messages are available in a range of languages and can be played at incidents based on knowledge of the types of people who live in the building and the needs they might have.

- We have started delivery of fire safety training to firefighters which includes the discussing our business safety engagement framework where we look to ensure that we are not disproportionately applying our regulatory powers to our diverse businesses. This will prove an invaluable supplement to our Simple Operational Fire Safety Assessment (SOFSA) protocols which we have also revised to ensure a more intelligence-led approach to how our operational crews engage with our diverse businesses.
- We increased the number of regulators within the Protection team and across the entire function. We have increased the diversity of the whole team and have some of the highest numbers in regard to female, Non-white British and Irish and neurodiverse team members across the Service.
- Our targeted Business Engagement activities now use data from the national Index of Social Deprivation, Fire Statistics and Socio Economic Deprivation tables to enable us to identify businesses most at risk from fire and support them in complying with their legal requirements. Increasing our Equality Monitoring and standardising our data collation approaches enables us to evaluate what we do and where we do it, ensuring we focus on the most vulnerable within our communities.

- Our fire safety audit and SOFSA recording now includes an ED&I monitoring template to enable us to direct our business engagement and to ensure we are delivering a fair and equitable service

## **Protection Look Forward 2024/25**

Our Head of Protection has provided the following overview of how the coming year's activities will continue to sustain the momentum and positive work following the conclusion of our 2021-24 IRMP:

“We believe everyone has the right to feel safe and protected and be safe in the knowledge that at their time of need, there is someone there to help. Our role in Protection is more than the enforcement of Fire Safety legislation, but centres around engagement with our stakeholder and business partners in the pursuit of making them and our own personnel safer”.

“We strive to ensure our built environments are safer for our communities and our firefighters, making Merseyside a place where people can thrive whether at work or at home. Looking ahead to the first year of our new Community Risk Management Plan (CRMP) we have committed to”:

- Monitor our recruitment and succession planning arrangements to ensure the directorate is appropriately resourced to oversee the risk across Merseyside and be representative of the communities we serve.
- Taking on board the recommendations from His Majesty's Inspectorate, we will review and enhance our enforcement and prosecution protocols ensuring such activities are not disproportionately applied and are fair and equitable for all.
- Evolve our use of data and intelligence to inform our business safety engagement and risk-based inspection activities and monitor our findings to ensure we are achieving our focus towards those at the highest risk from fire.
- Continue to review our internal processes and procedures so as to enhance efficiency and effectiveness and promote equitable practices and a positive work culture for all.

- Continue to develop our relationships with external partners and stakeholders, particularly the Health and Safety Executive and the Building Safety Regulator

### **Eurovision Contest – Liverpool May 2023**

Support, advice, guidance and planning as part of the Eurovision Song Contest which was hosted in Liverpool in May 2023 on behalf of Ukraine.

We engaged with surrounding businesses, undertook Fire Safety Audits and provided guidance to countless numbers of businesses and stakeholders to ensure the event was delivered and managed safely. Our contribution to the success of the event, including our engagement with a range of diverse businesses and stakeholders, has been held as an exemplar model for Eurovision moving forward.



**STRATEGY & PERFORMANCE FUNCTION** - Understanding and engaging with our communities is pivotal to our success. During 2023-24 we have successfully developed and maintained effective relationships with a range of individuals, hard to reach groups, community groups and key stakeholders.

We have continued to help staff to develop a better understanding of the different communities they serve, and we are developing a leaflet for our community contacts to help them connect with people in MFRS who can help them.

Community engagement is not just about broadcasting information, it's about knowing the communities. It involves us being active listeners and being able to respond to any community needs, concerns, feedback. We have plans to further improve our engagement by providing guidance to staff on how to ensure engagement is inclusive and the benefits of establishing two-way dialogue.

**During the year we...**

**Expanded our community contacts to include:**

- Active Minds Day Centre (dementia, isolation and mental health)
- Liverpool Multi Faith Group
- Asylum Link
- Dialogue Society
- Sefton Faith Forum
- Sefton Council for Voluntary Services
- Merseyside Society for the Deaf

**Attended community numerous events including:**

- Africa Oyé
- MFRS Business Fire Safety campaign
- Merseyside Inter Faith Group
- Launch of Liverpool City Region Race Equality Hub
- Sefton Council for Voluntary Services Equal Voices
- Mary Seacole House Open Day

- Raised awareness of community room facilities on fire stations and at the Heritage Centre
- Coordinated community group visits to local stations.
- Coordinated community group visits to the fire service Heritage Centre
- Reviewed our Reaching all Communities on Merseyside staff guide. (Version 3 will be published in 2024/25)

## Africa Oyé

In June crews from Toxteth, Kensington and Belle Vale attended an event in Sefton Park called Africa Oyé. Africa Oyé is the UK's largest free celebration of African music and culture. It is held annually in Liverpool, beginning in 1992 as a series of small gigs in the city centre. The crews were there not only to support the event, but also to promote recruitment into the Fire and Rescue Service and to collect contact details of candidates for our firefighter recruitment 'have a go' days held on fire stations.



## **Creating a positive, resilient & inclusive organisation (Equality objectives 1 & 4)**

For this section the following three functions – (a) People & Organisational development (b) Operational Preparedness, (c) Response and (d) National Resilience will be highlighted for the focused work on inclusion and employment. All three Functions have made real progress in terms of taking action to foster a more inclusive organisation in the following ways:

**PEOPLE & ORGANISATIONAL DEVELOPMENT FUNCTION** – We have an overview of all people related areas, includes overseeing occupational health services, people services, recruitment and development of staff, professional standards, industrial relations, and human resource systems.

Key highlights include:

- In 2023-24 the data shows that we had 81 female firefighters, which represented 13.2% of our total firefighters, an increase of 5 since March 2023. Nationally the percentage for female fighters is 8.2% (March 2022)
- In 2023-24 we had 22 women in the roles of Crew and Watch Manger, representing 10.8% of middle managers. Compared to 18 in 2022-23, representing an increase of 1.4%
- Non-white British and Irish firefighter representation. In 2023-24 we had 49 firefighters from Non-white British and Irish backgrounds, which equates to 8% of firefighters, compared to 43 or 7.1% in 2022-23.
- Non-white British and Irish support services representation. In 2022-23, 13 members of staff worked in support service representing 4.0% of the total are from non-white British and Irish background. We now have 17 staff working in support services, who are from a Non-white British and Irish background, this equates to 4.8% of the total staff in this area.

- When the 2023/24 gender pay gap <sup>1</sup>is compared to the previous year the gap has reduced from 9.1% to 8.4% overall. For Support Staff the gap fell from 11.0% during 2022/23 to 9.4% during 2023/24. For operational staff, the gender pay gap has increased slightly from 7.7% during 2022/23 to 8.8% during 2022/23, (this directly relates to recruitment). (See Annex for detailed reporting and analysis of the gender pay gap)
- We have once again voluntarily reported on the ethnicity pay gap. (See Annex for detailed reporting and analysis of the gender pay gap)
- When looking at the 2023/24 Ethnicity Pay Gap figures, the mean gap is 6.1% or £1.11 per hour. For operational staff only, the gap is 6% and for support staff the gap is narrowly wider at 6.7%. This is based on a total of 977<sup>2</sup> staff in scope for this exercise; 911 (93.2%) were White British/White Irish and 66 (6.8%) were from a Non-white British and Irish background.
- Our Professional Standards department conducted a review of the grievance and discipline cases for 2023/24. The overall number of grievance and disciplinary cases per annum is small and the statistical basis for identifying any significant trends is therefore limited. The analysis of the data for 2023/24 did not identify any significant disparity of outcome regarding grievance and discipline cases based on gender and ethnicity. There is no evidence to suggest any concerns over disparities of outcome in relation to other Protected Characteristics. All cases of conduct resulting in a dismissal or Final Written Warning were restricted to male uniformed members of staff.
- The Service is not in possession of the data regarding the ethnicity of all its employees which hinders a full analysis of the data when interrogating for disparity based on ethnicity. Consideration will be given to action that can be taken to encourage staff to disclose their ethnicity.
- In terms of grievances, we have seen an increase in cases this year compared to the previous years, this is due to 21 (55.2%) cases being submitted in relation

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<sup>1</sup> The Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017 came into force on 31st March 2017. The regulations stipulate that organisations that employ more than 250 people must publish a report on their gender pay gap. There is a slight difference in the regulation for public sector organisations, in so much as we must publish an annual "snapshot" of our gender pay as of the 31st of March each year in our annual report.



to Bank Holiday. Female and staff from Non-white British and Irish backgrounds were less likely to enter the grievance process. (See Annex for detailed reporting and analysis of disciplinaries & protected characteristics).

Detailed reporting and analysis of our workforce and employment data, including our Gender Pay and Ethnicity Pay Gap reporting for 31<sup>st</sup> March 2024 can be found in our Equality Analysis Workforce & Employment Data Report, 1<sup>st</sup> April to 31<sup>st</sup> March 2024

We have:

- Been awarded the 'Aspiring Status', as part of the Liverpool City Region (LCR) Metro Mayor Steve Rotheram's Mayoral Manifesto's Fair Employment Charter. To achieve Aspiring status, we have provided evidence across four key commitments.
  - We are committed to safe workplaces supporting a healthy workforce.
  - We are committed to fair pay and fair hours.
  - We are committed to inclusive workplaces that support staff to grow and develop.
  - We are committed to a voice for staff to help deliver justice in the workplace with opportunities available for young people.
- As part of our work on workplace culture and our commitment to take steps to be able to address unwanted and aggressive behaviours such as harassment we have worked with the Suzy Lamplugh Trust who have developed a short programme to help staff develop the skills and confidence to 'Stand up to harassment and become active bystanders'.
- We have developed and started to deliver Race Awareness Conversation sessions, to all of our staff. These sessions have been developed in a way to share lived experiences which makes easier to understand and engage with hard topics such as race discrimination.
- We have been reporting on the recommendation made in the HMICFRS Culture and Values Report which was published in March 2023. This has included:
  - Introduction of SafeCall, an external reporting line, for staff to raise concerns in confidence and anonymously, which has built on the well-established Whistleblowing Policy and procedures already in place.
  - A full 360-degree feedback process to be in place for all Senior officers, has been undertaken and will be addressed further as part of our three-year Culture and Transformation Plan
  - Ensuring the implementation of the Core Code of Ethics, which has been embedded into our Strategic Leadership Team meetings' terms of

reference, within the Authority Constitution, within the strategic Boards which deliver the Service's aims and are embedded into the Service's Leadership Message and Leadership Behaviours

- Building on our new Equality Impact Assessment (EIA) process, the ED&I Team have been running EIA workshops, talking staff through the process and how to complete them. To ensure staff get the most from these sessions they are tailored to look at a Policy, Service Instruction or Project specific to each Function and allow staff to work together to complete the EIA as a group, which helps with the process and provides different points of view.
- We have supported the National Fire Chief's Council with case studies and input for a number of the new toolkits including the updated Religion and Belief Toolkit, the new Menopause and Disability Toolkits.
- We have provided a case study which has been included in the Asian Fire Service Association (AFSA) Neurodiversity Toolkit.
- During 2023-24 we have been working with ICE Creates who have been facilitating and delivering a cultural leadership programme for 14 middle managers from across different areas of the organisation. One of the key areas of the programme is for participants to complete an individual project, which has been suggested by the head of their Function. These have included looking at some of the following key areas:
  - Children and Young People Education
  - Prevention and crew engagement
  - Direct Entry – looking at if such a scheme which allows people with proven leadership skills, from a variety of sectors, to apply for Station Manager and Area Manager roles without needing to have **fire service** experience or without needing to have taken the traditional **firefighter** promotional route.
  - Positive Action Initiatives for 2024
  - Develop and understanding our relationships with our communities.
  - Increasing diversity within key teams
  - Accessibility and usage of our community rooms on stations
  - Development of an evaluation process for establishing the effectiveness of communications campaigns

### **Introduction of Safecall**

We are committed to ensuring that the Service is a safe and inclusive place to work; a commitment that is underpinned by our internal policies, procedures, and the Code of Conduct. 2023 saw the Service introduce an external reporting line "Safecall". The service has been set up in partnership with Safecall who will provide a professional, independent, external, and confidential means for staff to report their concerns, around unacceptable behaviour they have experienced or witnessed in the Service.

**PREPAREDNESS FUNCTION:** 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.

Key highlights include:

- Improved communication connections within the Operational Planning/Intelligence teams
- Staff have attended a BSL Deaf Awareness Day, which was then followed by a 6-week course “Introduction to basic BSL signing”.
- Hosted internal Women in the Fire Service development events, which were designed to provide staff with;
  - A better understanding and experience of opportunities available to them within the Service.
  - Opportunities to gain support with personal and career development.
  - Opportunities to talk to colleagues about experiences and opportunities.
  - Opportunities to attend workshops with influential female leaders from other fire and rescue services, other Blue light services and public sector organisations.
- Engagement with the Service’s Neurodiversity Staff Network about the introduction of reasonable adjustments for candidates undertaking command assessments.
- Development of our new Training and Development Academy which includes:
  - Improved changing facilities.
  - Provision of a prayer room/quiet room
  - Improved accessible toilets, showers and parking facilities.
  - State of the art training facilities
- Consultation with the Gender Equality network, to provide the opportunity for staff to familiarise themselves with the software we use for training staff in command.
- Engaging with staff networks to offer support to staff (who may be from underrepresented groups) who are considering/are applying for command roles.

- Staff from our TDA work closely with our recruitment and attraction teams, support the ongoing 'have a go days' for underrepresented groups, both at the TDA and at different stations across Merseyside.
- We now routinely engage with our different Staff Networks as part of our consultation/testing process when looking at introducing/purchasing new equipment and uniform.

#### Areas for development.

- We will arrange further deaf awareness sessions for new staff in the Operational Planning/Intelligence department.
- We will be offering staff the opportunity to undertake the BSL Level 1 qualification.
- We will investigate the possible trial of an online/video BSL interpreter service for use in the department, for short conversations or meetings when it is not possible to have a BSL Interpreter present.
- Work with and support the Deaf Resource Centre in St Helens to provide Fire Safety Education for Deaf children.
- Work with and support the Deaf Resource Centre and Deaf employees in the Service to highlight career opportunities within MFRS.
- Investigate how MFRS use an app called 999BSL and promote its use.

#### **Liverpool University Study**

During the last year a group of research students from Liverpool University have been working with MFRS staff to look at our ongoing work around positive action recruitment.

Work has been done to gain insight from the perspective of 13 serving female firefighters and the possible barriers in place that may exist for potential female recruits and existing female firefighters.

Several areas were highlighted that the Service looks to prioritise and strengthen, while other areas will be looked further and discussed with our Gender Equality Network.

**RESPONSE FUNCTION** - 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.

Key highlights include:

As part of the 2023-24 Community Fire Station Plans across Merseyside each station has supported Positive Action and Recruitment by organising their own Community Engagement Event within their individual station area.

All 22 Community Fire Stations have identified key underrepresented demographics within their station area. As well as using statistics about their area, staff have physically gone out into their communities to engage with people, groups and businesses; getting to know their communities, discovering, visiting and building relationships with religious groups, sporting groups, learning centres and charities and working with them to identify a suitable local location for the event.

Once a location and date has been set, the staff on station work with our Corporate Communications, Recruitment and Attraction teams to:

- Promote the event via social media,
- Advertise it through the community groups our staff have built relationships with.
- Advertise the event with local businesses and other community groups.
- Carry out community safety work, such as Home Fire Safety Checks and Water Hydrant checks within their station's more deprived areas in the run up to the event in order to "level up" opportunities via leaflets and engagement.

At the event those attending are able to speak to a wide variety of staff including:

- Members of our Recruitment and Attractions teams
- Operational Crews about the role of a Community Fire Fighter.
- Members of our Staff Networks
- Staff in non-operational roles such as Fire Control, Prevention, Protection and Workshops, to learn about the wide range of opportunities available within the service.

- They are given information about the recruitment process, including the application form, assessment centres, physical tests and apprenticeships.
- They are able to try some of the physical tests in a “Have a Go” capacity.
- Every attendee who registers their contact details, is also given the opportunity to attend an official “Have a Go Day”.

At the “Have a Go Day” attendees will:

- complete four of the required firefighter physical tests
- be given bespoke advice and a training programme from MFRS Physical Training Instructors in areas they may need to improve on, such as cardio, strength, etc.
- As these take place on the fire stations with operational crews facilitating them, there is a further opportunity to gain an insight into the role of a Community Fire Fighter first hand within the operational environment.

### **Asian Fire Service Association (AFSA)**

At this year’s AFSA Personal Fair & Diverse Awards the Search and Rescue Team won a Charitable Activity award in recognition of their work with the VIBE project.

VIBE is a non-profit community interest company that provides social and development opportunities for young people and adults with additional needs.

The team have been involved in delivering a structured first aid course, health and wellbeing classes and a plan to deliver home safety awareness, fitness sessions, first aid awareness and water safety to the VIBE members. Individual lesson plans were created for the neurodivergent members and structured sessions around their needs.

**Education Award Winners**

MFRS were nominated for this year's Education Awards 2023. The ceremony in Manchester saw our Apprenticeship team receive two awards.

Apprenticeship Provider of the Year acknowledged and celebrated MFRS' exceptional contributions to the apprenticeship programmes provided by the Service.

Winning the 'Outstanding Support for Students' award recognised MFRS as an educational establishment that prides itself on the support that has been given to the students.



**NATIONAL RESILIENCE (NR) FUNCTION** – 2023 – 2024 has been a positive year as we continued to embed ED&I and MFRS values and culture into National Resilience (NR). The team respect and contribute to the drive towards improvement and continue to look at ways of overcoming barriers to ensure fair treatment and opportunities for all.

Key highlights include:

- A new governance structures is in place, ensuring that ED&I is a standard agenda item on all meetings for the Capability Teams, Cross Capability Advisors, NR Co-operative Group, NR Team and Capabilities National user Group (NUG).
- ED&I awareness training session have become a standard agenda item at annual professional development events. This year it has included the Race Awareness Conversation workshop being delivered across the Service.
- As part of the project on uniform for women within the NR Assurance Team (NRAT). NR personnel have engaged with the MFRS Gender Equality Network and the Female Firefighter Forum, considerations were put forward, leading to improved items with better sizing being procured.
- Data identified that the percentage of female representation in our Search and Rescue Team has risen significantly.
- Part of the Marauding Terrorist Attack capability review included looking into and procuring improved protective equipment for women.
- NR continued to look at opportunities for engagement, learning, progression and growth in roles. Attendance at events has raised awareness of NR and provided opportunities to inform colleagues on potential career opportunities: -
- NR Services Training team continued to introduce various courses to NRAT, focusing on different learning styles to promote ED&I. The aim of the courses was to enhance the skills and knowledge of NRAT in relation to the principles of ED&I in their daily activities, roles, and functions.
  - Courses delivered in 2023-2024:
    - Race Awareness workshop.
    - LGBTQ+ Masterclass - Community Pride and Creating a Safe Work Culture

- Tackling Inequalities & Creating Opportunities Workshop
  - EIA Template Workshop Session
- Comprehensive course feedback was gathered from NRAT regarding the ED&I training including responses to the question, *'How satisfied were you with the programme and content?'*
  - The feedback consisted of:
    - 16% indicating strong agreement.
    - 69% in agreement
    - 15% expressing neither agreement nor disagreement.
    - 0% indicating disagreement or strong disagreement.
- An overarching EIA was published for NR Training.
- Capability Teams developed EIA's for ND2, various documents and policies with the support of the ED&I Team.
- MFRS appraisal process has taken place which provided an opportunity to measure performance, set future goals and provide guidance on developmental and training needs. An opportunity to spend time with individuals and build on relationships. Instilling MFRS values has helped define the behaviours that the team are expected to demonstrate.
- NR Training team worked in collaboration with the capabilities to review all training materials and pre-course information which is disseminated to delegates and stakeholders prior to any training delivery to ensure that different learning styles are considered and materials are accessible. Information is collated in regard to any learning needs, additional measures or dietary requirements. This ensures such measures are in place for the delegates prior to course commencement. Where possible the team share ahead of any training, reading lists to remove unnecessary pressure on anyone who may be neurodiverse.
- Work is underway with the Crown Dependencies, Europe and International colleagues who have expressed an interest in coming on board with NR. Memoranda of Understanding (MoUs) with NR training delivery partners (TDPs) and users have been reviewed and the hosting fire and rescue services directed to ensure appropriate equality impact assessments are undertaken as a pre-requisite requirement of maintaining TDP status.

### **Areas for development in 2024 - 2025**

- NR Training Team to work with ED&I Team to consider ED&I requirements for FRS users with the implementation of the new learning Management System.
- Introduce mentoring and shadowing opportunities with the NR Capability Teams.
- To look at creating a video for NR working with MFRS and National Fire Chiefs Council comms teams to raise awareness of the capabilities, teams, roles and promote the brand.
- Ongoing work with UK NR single points of contact, Crown Dependencies, European and international colleagues.
- NR representation at Asian Fire Service Association Summer Conference in Nottinghamshire in July 2024.

## **Case Studies – Connecting with communities and fostering an inclusive organisation.**

### **International Women’s Day 2024**

This year staff from across the organisation attended multiple events across the region. On the 7<sup>th</sup> of March crews attended an “Inspirational Women and Girls” networking event hosted by Everton Football Club. On Friday 8<sup>th</sup> March two appliances from Kirkdale Fire Station crewed by nine female firefighters, two female Watch Managers, and three female Fire Control Operators spent the day attending different all girl schools, informing students of all of the amazing work they do at MFRS and the wide range of roles and opportunities available.

Girls on the Go host a variety of events and activities exclusively for women that encourage people to get active, make new friends, and have fun. On Saturday 9<sup>th</sup> March their weekly running event had a special visit from MFRS, where crews and staff led the group in a ‘firefighter warmup’ to get them started and talked to those attending about what it takes to become a firefighter and other career opportunities at MFRS.

### **Armed forces Covenant**

This year, MFRS were confirmed as Gold Award recipients within the Defence Employer Recognition Scheme (DERS). The DERS is a Ministry of Defence initiative that seeks to encourage employers within the public and private sector to support former defence veterans, past and serving reservists and cadet force volunteers and their families.

As well as the taking part in the DERS, MFRS have also created an Armed Forces Staff network to build on the work we already do and add further support for our staff.

## Diaspora

Merseyside Fire and Rescue Service's Race Equality and Cultural Heritage (REACH) Network held its first ever major event, Diaspora, in October at the Black-E in Liverpool City Centre.

The event represented a landmark for Merseyside Fire and Rescue Service. People from across the country and different sectors, gathered to celebrate cultural diversity, learning and raising awareness. The event was about recognising diversity, and about unleashing the potential for a diverse workforce. It was about listening, hearing and understanding some challenges all staff go through, particularly those from a diverse background. Chief Fire Officer Phil Garrigan said "Be courageous enough to ask (questions) for a better understanding so we can act and perform better as a service and meet the needs of our communities and our staff".







### **MFRS at Pride**

Staff from across all areas of MFRS joined together on Saturday 29th July to celebrate the return of Liverpool Pride. It was fantastic to see everyone having such a good time in what was our 12th year of attendance and the largest Pride attendance Liverpool has seen. Our giant banner was hoisted up in pride of place at Liverpool City Fire Station, where our marchers - many donning their specially made MFRS Fire Proud t-shirts and rainbow coloured make-up - met before the parade for breakfast to set them up for the day's events.



## **Closing Statement & Summary**

We hope this ED&I Annual Report has shown you we are continuously working hard across the organisation to create a welcoming and inclusive environment for everyone. In addition to complying with our statutory obligations, the evidence listed above highlights how we have invested time and dedication to several initiatives and activities to increase diversity, inclusion and belonging in the organisation.

Building on the work of the last 12 months we will continue to:

- Develop and introduce our 3-year Cultural Transformation Action Plan
- Develop and deliver our 3-year ED&I Action Plan.
- deliver and develop further conversational workshops, facilitated in an informal and safe environment and drawing on lived experiences where possible.
- Work closely with our new independent Chair of our Culture and Inclusion Board on the delivery of our new plans.

This year we have reviewed and refreshed our Equality Objectives to reflect our aims and plans for 2024-27. We were happy that our objectives still reflect what we want to do as an organisation and only minor changes have been made. Our Objectives for 2024-27 are detailed in full in Appendix A



## Appendix A

### Equality, Diversity and Inclusion Objective 2024 – 2027

Objective 1	
<b>Create a strong Inclusive organisation that is positive to rising to the future challenges we face.</b>	
<b>Action</b>	<ul style="list-style-type: none"> <li>• Increasing the diversity of our workforce across all functions to increase the number of people from underrepresented groups in line with the Positive Action Strategy,</li> <li>• Utilising the High Potential Programme &amp; Gateway pathways to address progression and retention where under representation exists and learning from and sharing results.</li> <li>• Reviewing progression and promotion across all levels of the organisation to understand any perceived barriers to promotion and progression and addressing them.</li> <li>• Working with local diverse communities to build better relationships with people and organisations that can promote MFRA as employer of choice to those groups underrepresented with reference to socio economic background in our workforce. Encourage staff to act as role models at all levels throughout the organisation.</li> <li>• Continuing to monitor the workforce and encourage more disclosure of diversity information by staff, including Disability, Sexual Orientation and Religion and Belief &amp; socio-economic background.</li> <li>• Working with all our staff to ensure that MFRA is an inclusive place to work, where everyone feels they can be themselves.</li> <li>• Continue to work with our Senior Sponsors and staff networks to ensure that MFRA is an inclusive place to work.</li> <li>• Build on existing practice &amp; Integrate equality, diversity &amp; Inclusion into all communications and engagement activity, procurement, and finance activities both in terms of service delivery and employment.</li> <li>• SLT agenda planning ensures ED&amp;I matters are discussed &amp; progress shared with authority members.</li> <li>• Help Authority Members understand their role in scrutinising the organisation's delivery of equality, diversity &amp; Inclusion &amp; work on workforce cultural transformation.</li> <li>• Ensuring synergy of the ED&amp;I Action Plan &amp; the Cultural Action Plan</li> </ul>
<b>How we will measure our success</b>	<p>We will see:</p> <p>Increased diversity in our workforce and volunteers, at all levels, in order to reflect the local community, we serve.</p> <p>Increased applications for vacancies, at all levels, by people from the protected groups currently under represented.</p> <p>We will be clearly supporting the progression, promotion and retention of staff across the organisation and especially those from currently underrepresented groups.</p> <p>We will evidence increasing levels of feeling a sense of belonging.</p>

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

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

## Objective 2

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

### Action

- Carry out activities to help us know and understand our diverse communities including:
  - Gathering data and intelligence to help us know and understand our diverse communities better inline with our legal responsibilities and best practice such as the National Fire Chiefs Council Strategic Improvement Plan and the Equal Access to employment and services summary.
  - Engaging with diverse communities to understand their needs in relation to the services we provide.
  - We will standardise the data we collect and use it to evaluate what we do and target services at the most vulnerable people and communities.
  - Improving Equality Monitoring of the services we deliver to our communities (e.g., HFSC Monitoring, Business Safety Audits) and take account of satisfaction levels with our services provided through ongoing community engagement and consultation.
- Ensure the community impact fund targets diverse and vulnerable communities.
- Undertake work supporting the commitment in line with the Socio-economic action plan and reporting on the socio-economic duty.
- Carrying out Equality Impact Assessments on services and policies that affect the diverse communities we serve

### How we will measure our success

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

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

This work will strengthen our services to meet the needs of a wide range of diverse communities. By understanding people's needs and carrying out engagement we can ensure that those groups are fully supported by the Fire and Rescue Service to help reduce risk.

### Objective 3

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

##### Action

- Continuing to prioritise Home Fire Safety Checks at vulnerable people and in vulnerable places.
- To continue to work closely with Businesses owned and/or operated by people from protected groups to aid increased fire safety amongst those groups.
- Continuing to engage with young people and others in deprived areas to reduce anti-social behaviour.
- Increasing the Equality Monitoring and reporting of Home Fire Safety Checks, Business Safety Audits, hate crime and safeguarding.
- Ensure the community impact fund targets diverse and vulnerable communities.
- Undertake work supporting the commitment in line with the Socio-economic action plan and reporting on the socio-economic duty.
- Analysing our performance each year using the Performance Indicators (PI's) that relate to fire deaths, injuries and accidental dwelling fires. We will introduce measures as necessary to contribute to the reduction in these incidents.
- To use social media and other communication channels as a platform for safety messages and other campaigns, measuring the impact

##### How we will measure our success

- We will contribute to a reduction in fires, deaths and injuries and other relevant incidents.
- We will contribute to increasing the knowledge, understanding and importance of Fire safety to residents and business owners across Merseyside

How this impacts on Equality and Diversity: protected characteristics – Age, Gender, Ethnicity, Religion/Belief/LGBT+ and Disability & socio-economic factors:

By better understanding the impacts for diverse community groups in terms of Fires and other incidents we can measure whether there are any disproportionate outcomes for the protected groups of: Age, Gender, Ethnicity, Religion, LGBT+ and Disability

#### Objective 4

To 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.

<b>Action</b>	<ul style="list-style-type: none"><li>• Continued development and delivery of cultural competence development interventions to help build capacity and capability across the organisation.</li><li>• Carrying out Equality Impact Assessments ensure that our Policies and services maximise any positive impacts and minimise any negative impacts on people from protected groups.</li><li>• Supporting and recognising the work of our staff networks in helping MFRA advance cultural competence and better support our diverse groups of staff and their contribution to the organisation.</li><li>• The continued development of the Senior Sponsors roles within the organisation to support our staff networks and promote key issues related to their chosen protected characteristic.</li><li>• Using staff survey results to understand levels of engagement in relation to the protected groups &amp; levels of cultural competence.</li></ul>
<b>How we will measure our success</b>	<ul style="list-style-type: none"><li>• Staff will feel better equipped to manage their functions and delivery of services to all communities in an inclusiveway. This could be measured through:<ul style="list-style-type: none"><li>○ Staff Engagement Surveys</li><li>○ the assessment of outcomes delivered to different groups.</li><li>○ community feedback from after the incident reports and other customer satisfaction surveys</li><li>○ Monitoring the impact of training sessions completed around Equality and Diversity</li><li>○ Reviewing the grievance, complaints and disciplines to ensure there is no disproportionate impact.</li></ul></li><li>• We will see an improvement in levels of engagement amongst staff from the protected groups</li></ul>

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

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

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<sup>4</sup> To ensure that staff are better equipped to deliver their roles whilst showing due regard to the need to: “eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Equality Act, advance equality of opportunity and foster good relations between people who share a protected characteristic and those who don’t.” – The Public Sector Equality Duty - Equality Act 2010

<p><b>Equality Objective 5</b></p> <p><b>To continue to aspire for equality, diversity and inclusion excellence, measuring ourselves against best practice and benchmarking tools within the Fire &amp; Rescue Service and other sectors.</b></p>	
<p><b>Action</b></p>	<ul style="list-style-type: none"> <li>• Undertake the NFCC Equality Maturity Model Toolkit to help measure progress and identify key targets.</li> <li>• Consider undertaking a further ED&amp;I audit as part of a peer review, external Cultural review, identify external benchmarking tools and awards currently available within ED&amp;I sectors</li> </ul>
<p><b>How we will measure our success</b></p>	<p>We will use external ED&amp;I audit to identify our current position and identify key areas for development moving forward, seeing improvements as a result.</p> <p>We will assess those results by undertaking external benchmarking such as the Employers Network for Equality and Inclusion (ENEI), assessment against the NFCC Strategic Improvement Plan and undertaking the Disability Confidence peer review to achieve Level 3 (Disability Confident – Leader)</p>
<p>How this impacts on Equality and Diversity: protected characteristics – Age, Gender, Ethnicity, Religion/Belief/LGBT and Disability &amp; socio-economic factors:</p> <p>Taking part in an assessment helps us to integrate our commitments to promote equality and diversity across all functions of the organisation. This assists with meeting the Equality Act 2010 – Public Sector Equality Duty to ensure that we are having due regards to the needs of staff and public we serve around the 9<sup>5</sup> protected groups.</p>	

**Equality Analysis**  
**Workforce and Employment Data**  
**1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024**



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### **Appendix B: Breakdown of the new Ethnicity Data set introduced 1<sup>st</sup> April 2024**

## **Introduction**

The purpose of this report is to provide equality analysis of workforce data held by Merseyside Fire & Rescue Authority (MFRA) to meet the requirements of the Equality Act 2010. The introduction of the Public Sector Equality Duty (PSED) in 2011 required Public Bodies to publish equality information pertaining to the makeup of its workforce on an annual basis. Appendix A, sets out the equality duty in more detail.

The following equality analysis covers Age, Gender, Disability, Ethnicity, Sexual Orientation and Religion / Belief (where available) for the following:

- Staff in post
- Leavers and New Starters
- Flexible Working Requests
- Gender and Ethnicity Pay Gap
- Data from Fire Cadets, Princes Trust participants and other youth education programmes
- Discipline and Grievance cases

## Executive Summary

The purpose of this report is to provide equality analysis of workforce data held by Merseyside Fire & Rescue Authority (MFRA) to meet the requirements of the Equality Act 2010, Public Sector Equality Duty. This report is published annually and provides detailed charts, tables and narrative to support our analysis of the changes within our workforce.

The analysis provides an overview of the last three years from 2021/22 to 2023/24 in relation to the **number of staff in post** during that period. We are asked to publish these figures based on a headcount not on full time equivalent posts, so some of these staff (particularly support staff) will be part time. These figures do not include the operational staff who also have retained contracts which increases the availability of staff to respond to incidents across Merseyside.

- The total number of staff employed by Merseyside Fire & Rescue Authority has increased from 986 in 2021/22 to 1005 as of 31<sup>st</sup> March 2024, an increase of 9.<sup>1</sup>

In relation to the total workforce;

- In 2023-24 the data shows that we have 81 female firefighters, which represented 13.2% of our total firefighters, an increase of 5 since March 2023. Nationally the percentage for female fighters is 8.73% (March 2023)
- In 2023-24 we have 22 women in the roles of Crew and Watch Manger, representing 10.8% of middle managers. Compared to 18 in 2022-23, representing an increase of 1.4%.
- Control staffing has 41 members of staff, with 36 or 87.8% of them being women. We have seen an increase in recent years in the number of men working in control which now stands at 5 or 12.2%

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<sup>1</sup> These figures do not include the additional operational posts covered by the retained/secondary contracts.

In relation to protected groups:

- The number of staff who have disclosed their sexual orientation as Lesbian Gay Bisexual or Transgender (LGBT) has increased from 46 to 55 staff since 2021/22.
- Our Ethnic Minority<sup>2</sup> staff have increased from 43 in 2021/22 to 66 in 2023/24
- Regarding the sexual orientation data from staff (including prefer not to say), 72.7% of staff have declared their sexual orientation. This is a notable improvement on 2021/22 where only 62.7% of staff declared their sexual orientation.
- Overall, females make up 29.6% (297) of the total staffing at Merseyside Fire & Rescue Authority, a slight increase over the three-year period from 28% seen in 2021/22.
- Women accounted for 81 or 13.2% of Operational staff, 36 or 87.8% of Fire Control staff and 180 or 51.3% of Support Staff
- The majority of staff (regardless of role) were between the age of 25-35, this is heavily influenced by counts of Operational staff.
- When looking at the lower age range, there was a total of 53 staff aged 17-24, of which 16 are Operational Staff, 34 are Support Staff and 3 members of Fire Control.

In relation to the Gender and Ethnicity Pay gap:

- Data (at 31.3.24) shows that across the organisation, the mean gender pay gap is 8.4% or £1.58 per hour, which is an improvement from 9.1% in 2022/23
- Across the organisation, the mean ethnicity pay gap is 6.1% or £1.11 per hour. For operational staff only, the gap is 6% and for support staff the gap is narrowly wider at 6.7%. We have been unable to accurately compare our ethnicity pay gap figures this year with our previous reporting

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<sup>2</sup> To ensure that our reporting is in line with the Home Office, CLG, HMICFRS and the census data we are realigning our data sets within our systems and application forms from 1<sup>st</sup> April 2024. Therefore for this year we are reporting out ethnicity figures at the highest level to allow our staff time to update their personal details in line with the new data sets. (see Appendix B for the details of our data sets)

due to changes in government guidance regarding the definition and group of data sets.

## Merseyside – Changing Regional Demographics

The 2021 census data for Merseyside highlights changes in the age structure of the population, ethnic composition of the population as well as the significance of disability, socio economic factors and the lives of residents. This information will have implications in terms of workforce representation and how services are delivered as well as wider social cohesion.

Merseyside sits on the mouth of the river Mersey and is made up of five councils; Knowsley, Liverpool, Sefton, St Helens and Wirral. It spans 249 square miles and is a mix of built-up urban areas, suburbs, semi-rural and countryside locations.

The Merseyside population overview has been sourced from the Office of National Statistics 2021 census data.

### Population Summary: Census 2021

	Number	Percentage
Total Population	1,423,285	/
Males	690,711	48.5%
Females	732,574	51.5%
Children (0-14 years)	235,594	16.55%
Working age (15-64)	914,332	64.24
Older People (65+)	273,360	19.2%

### Gender

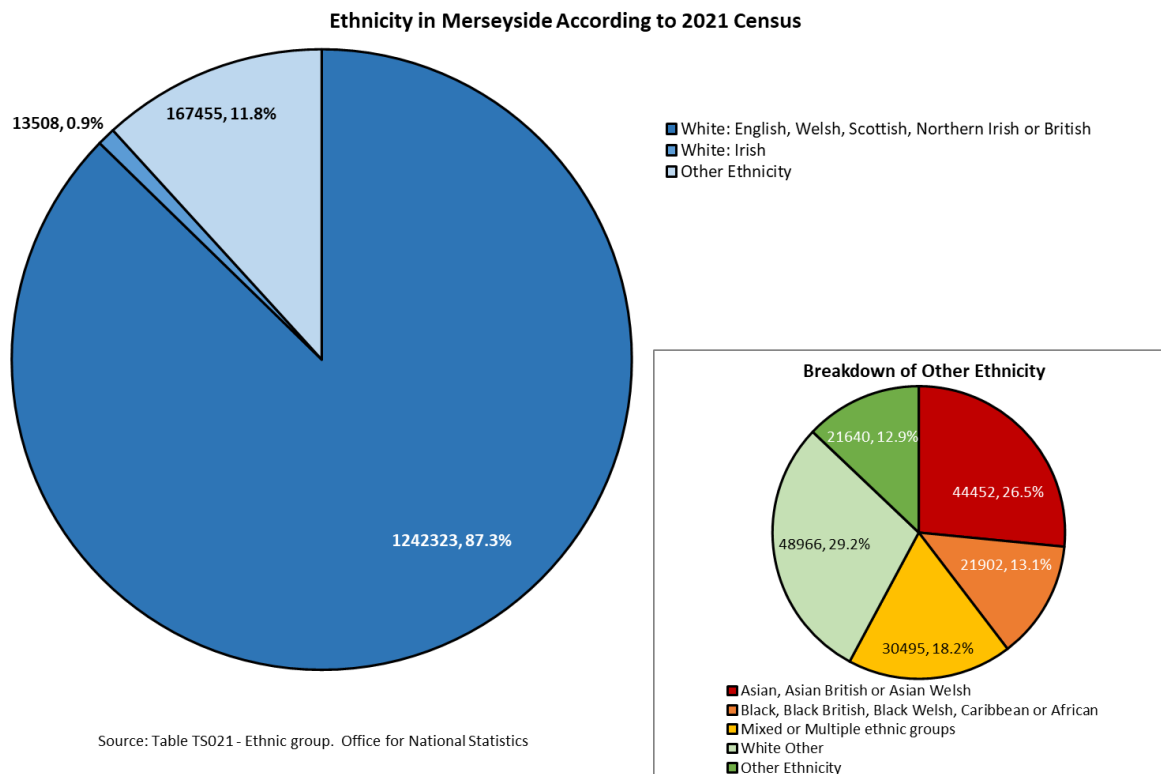
Males account for 48.5% of the Merseyside population and females 51.5%.

### Age

When looking at the population of Merseyside has the following breakdown in relation to age: children make up 16.6% of the population, 64.4% of the population is of working age and 19.2% is aged over 65.

## Ethnicity

The charts below outline the diversity of the population of Merseyside. 11.8% of the population of Merseyside is from an Ethnic Minority<sup>3</sup> with the population of Liverpool having the most diverse population, with 21.3% from an Ethnic Minority background.



## Sexual Orientation

In the 2021 Census 123,367 people in Merseyside described their sexual orientation as gay or lesbian, bisexual, pansexual, asexual, queer or did not specify an answer. This represents 8.2% of the region. In comparison, the national figure is 3.2%.

## Religion & Belief

Data from the 2021 census reveals the largest religious group in Merseyside is Christian, which accounts for nearly 60% of the population.

Other key figures for consideration are as follows:



- **Buddhist** population stands at 4,585 people or 0.3% of the population in Merseyside
- **Hindu** - 7,356 people or 0.5%,
- **Jewish** - 2,576 people or 0.2%,
- **Muslim** - 33,578 people or 2.4%
- & Other - 523,768 people or 36.8%.

## **Disability**

The 2021 census revealed 22% of the population of Merseyside is declared as disabled under the Equality Act.

## **Socio Economic**

The Merseyside has significant employment, unemployment and economic inactivity gaps remaining for women, those from an ethnic minority, those with a disability, young people, and older people

Evidence indicates deprivation scores across all the Merseyside local authorities are significantly higher than the England national average and is linked to protected characteristics and wider causes of vulnerability.

Merseyside is one of the most deprived areas in England. When looking at individual councils' areas, Knowsley is the third most deprived local authority in England and Liverpool the fourth. There are areas, for example in West Wirral and North Sefton, which are more economically affluent, but large areas of Merseyside fall within the highest ratings of social deprivation, which has the side effects of high levels of poverty, social exclusion, and crime.

Therefore, our communities are diverse in so many ways and our staff are also part of a team of diverse people undertaking different roles but working together to achieve outstanding impact.

While the information above shows the levels of diversity found across Merseyside, our Community Engagement Advisor works closely with all our staff to understand these statistics and engage with the communities within their station area. By expanding the relationship between our crews on station and the surrounding communities we are able to build a strong relationship, put faces and names to these statistics. To learn more about the people we serve, because 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.

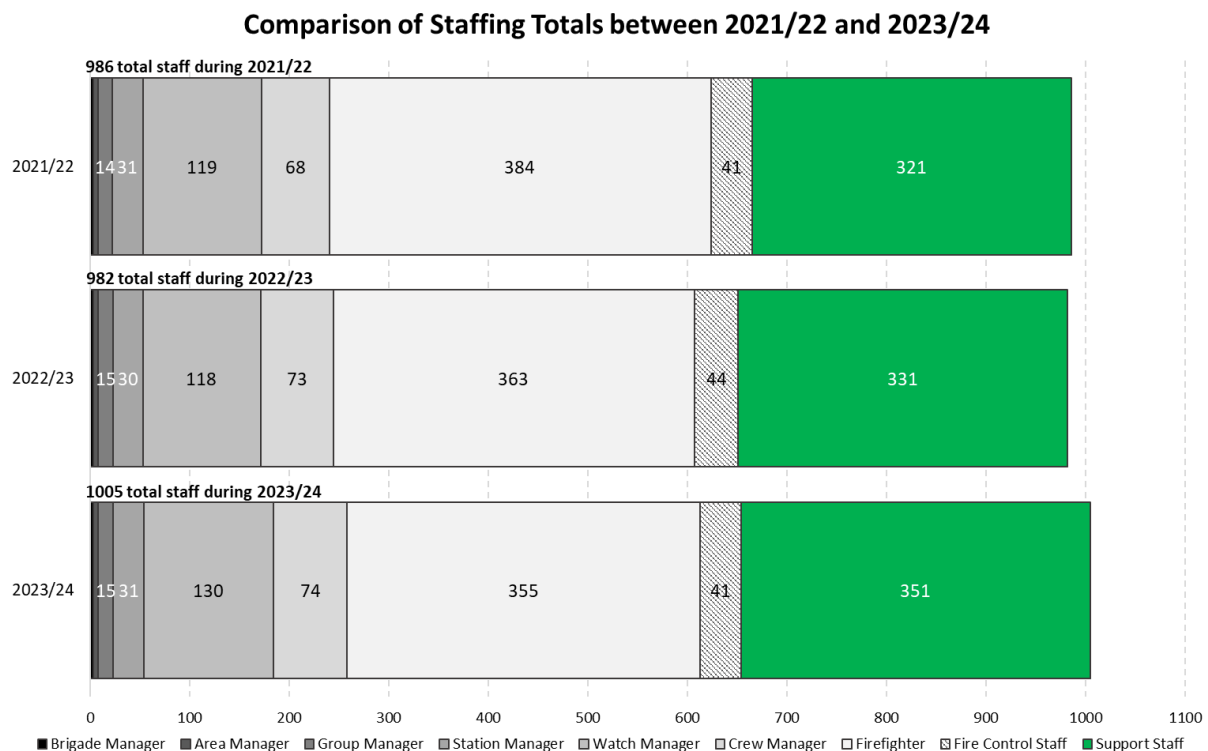
We are our community, and we know the part we can play - our place, our culture  
and our people are what make us great.

## Merseyside Fire & Rescue Authority Staffing Data 2023-24

In the following section of this report, you will find the detailed analysis of MFRA’s staffing data as of 31<sup>st</sup> March 2024. This data covers the period 1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024. Included within this section you will also find our Gender and Ethnicity Pay Gap for the same period.

### Analysis of workforce from 2021/22 to 2023/24

Data chart: Staffing Structure over time



### Key Results – Analysis of the staffing structure over time

The data chart above provides the staffing structure of Merseyside Fire & Rescue Service (MFRS) over the past 3 years. Please note the figures represent staffing headcount and not Full Time Equivalent (FTE) Posts.

The chart identifies :

- Over the 3-year period, total employees have increased by 19, from 986 during 2021/22 to 1005 during 2023/24.
- Overall Operational personnel (shown as grey in the chart above) account for 61% of total staff (or 613)

- Though Firefighters have fallen to 355 during 2023/24, although retained contract holders have increased.
- The number of crew managers has increased significantly over the 3 year period to 74
- Watch Managers have increased over the 3-year period to 130 during 2023/24.
- Station Managers have remained consistent over the 3 year period.
- Fire Control staff have remained consistent over the 3 year period..
- Support staff numbers have gradually risen over the 3 year period, from 321 during 2020/21 to 331 during 2022/23. Support staff number will include a significant number of part time employees therefore overall FTE will be less than the headcount figure.

### Analysis of MFRS Staffing by Gender 2023/24

Data table: Analysis of staffing by Gender

Role	Position	Total	Gender		
			Male	Female	% Female
Operational Staff	Brigade Manager	3	3	0	0.0%
	Area Manager	5	5	0	0.0%
	Group Manager	15	14	1	6.7%
	Station Manager	31	28	3	9.7%
	Watch Manager	130	119	11	8.5%
	Crew Manager	74	63	11	14.9%
	Firefighter	355	300	55	15.5%
	Sub Total	613	532	81	13.2%
Fire Control Staff	Group Manager	0	0	0	0.0%
	Station Manager	2	0	2	0.0%
	Watch Manager	11	2	9	81.8%
	Crew Manager	7	1	6	85.7%
	Firefighter	21	2	19	90.5%
	Sub Total	41	5	36	87.8%
Support Staff	Grades 12+	42	27	15	35.7%
	Grades 6-11	228	111	117	51.3%
	Grades 1-5	75	29	46	61.3%
	Apprentices	6	4	2	33.3%
	Sub Total	351	171	180	51.3%
Grand Total		1005	708	297	29.6%

### Key results – of staffing by gender

The data table above identifies the following when looking at the data by gender for 2023/24:

- There were 297 women working for MFRS, accounting for 29.6% of the total workforce.
- Women accounted for 81 or 13.2% of Operational staff, 36 or 87.8% of Fire Control staff and 180 or 51.3% of Support Staff.
- The highest ranked roles for both Operational and Control for women was Station Manager (1 x Group Manager currently seconded out of Service). For Support Staff, 15 from 42, or 35.7% posts at Grade 12 and above, are held by women.

## Analysis of Staff by Ethnicity

Data Table: Breakdown of Ethnic Origin by role

Role	Position	Total	White British / Irish	Ethnic Minority	Prefer Not to Say	No Data
Operational Staff	Brigade Manager	3	3	0	0	0
	Area Manager	5	5	0	0	0
	Group Manager	15	13	1	0	1
	Station Manager	31	28	3	0	0
	Watch Manager	130	119	6	3	2
	Crew Manager	74	66	8	0	0
	Firefighter	355	317	31	6	1
	<b>Sub Total</b>	<b>613</b>	<b>551</b>	<b>49</b>	<b>9</b>	<b>4</b>
Fire Control Staff	Group Manager					
	Station Manager	2	2	0	0	0
	Watch Manager	11	11	0	0	0
	Crew Manager	7	7	0	0	0
	Firefighter	21	21	0	0	0
	<b>Sub Total</b>	<b>41</b>	<b>41</b>	<b>0</b>	<b>0</b>	<b>0</b>
Support Staff	Grades 12+	42	42	0	0	0
	Grades 6-11	228	205	15	2	6
	Grades 1-5	75	73	1	0	1
	Apprentices	6	5	1	0	0
	<b>Sub Total</b>	<b>351</b>	<b>325</b>	<b>17</b>	<b>2</b>	<b>7</b>
<b>Total</b>		<b>1005</b>	<b>917</b>	<b>66</b>	<b>11</b>	<b>11</b>

### Key results by Ethnic Origin by role

The data chart above identifies that in 2023/24:

- Regardless of role, the most prominent ethnic group at Merseyside Fire & Rescue Service during 2023/24 was White British/White Irish with 917 members of staff or 91.2% overall.
- In total 66 members of staff (6.6%) were classified as ethnic minorities<sup>4</sup>, 11 preferred not to say and 11 had no data assigned.

The data table above provides a further breakdown of staff ethnicity by role, there were:

- 1 senior member of staff from a non-White British background (Group Manager)

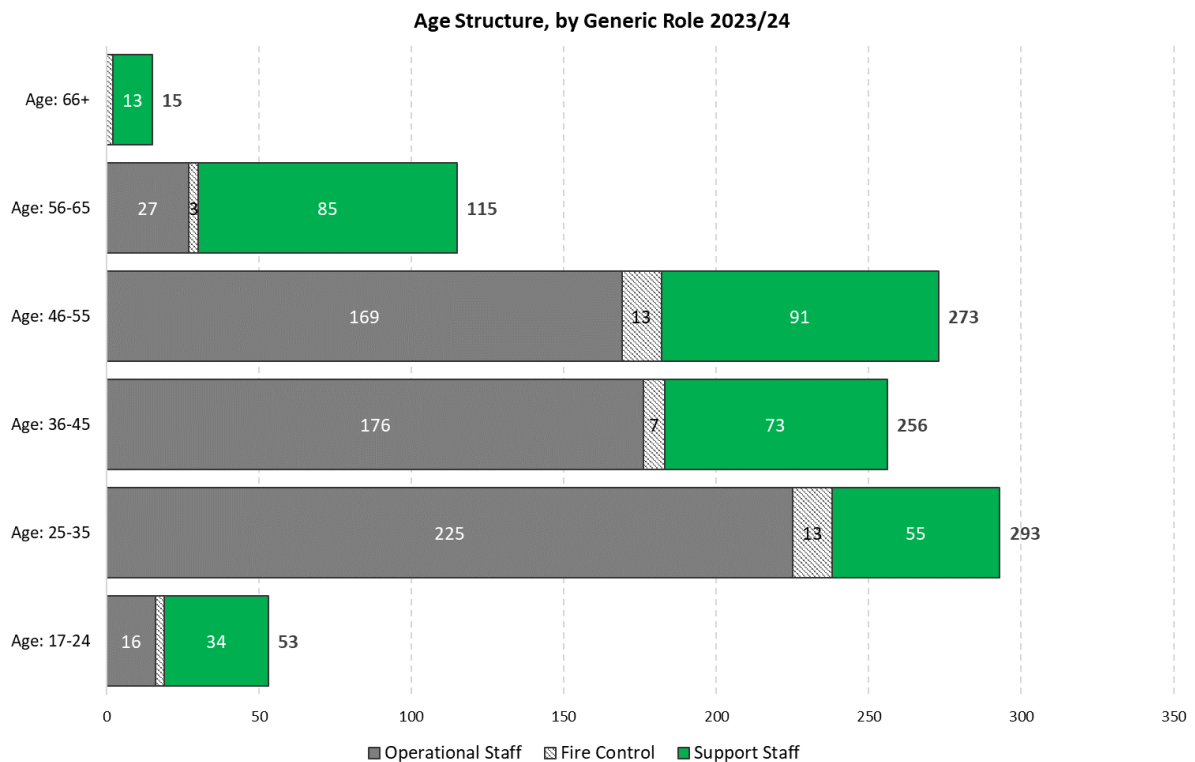
<sup>4</sup> To ensure that our reporting is in line with the Home Office, CLG, HMICFRS and the census data we are realigning our data sets within our systems and application forms from 1<sup>st</sup> April 2024. Therefore for this year we are reporting out ethnicity figures at the highest level to allow our staff time to update their personal details in line with the new data sets. (see Appendix B for the details of our data sets)



- 3 Station Managers
- 6 Watch Managers
- 15 Support Staff grade 6-11

## Analysis of staff age structure by role (Uniformed, Support Staff and Fire Control)

Data chart: Analysis of staff age structure



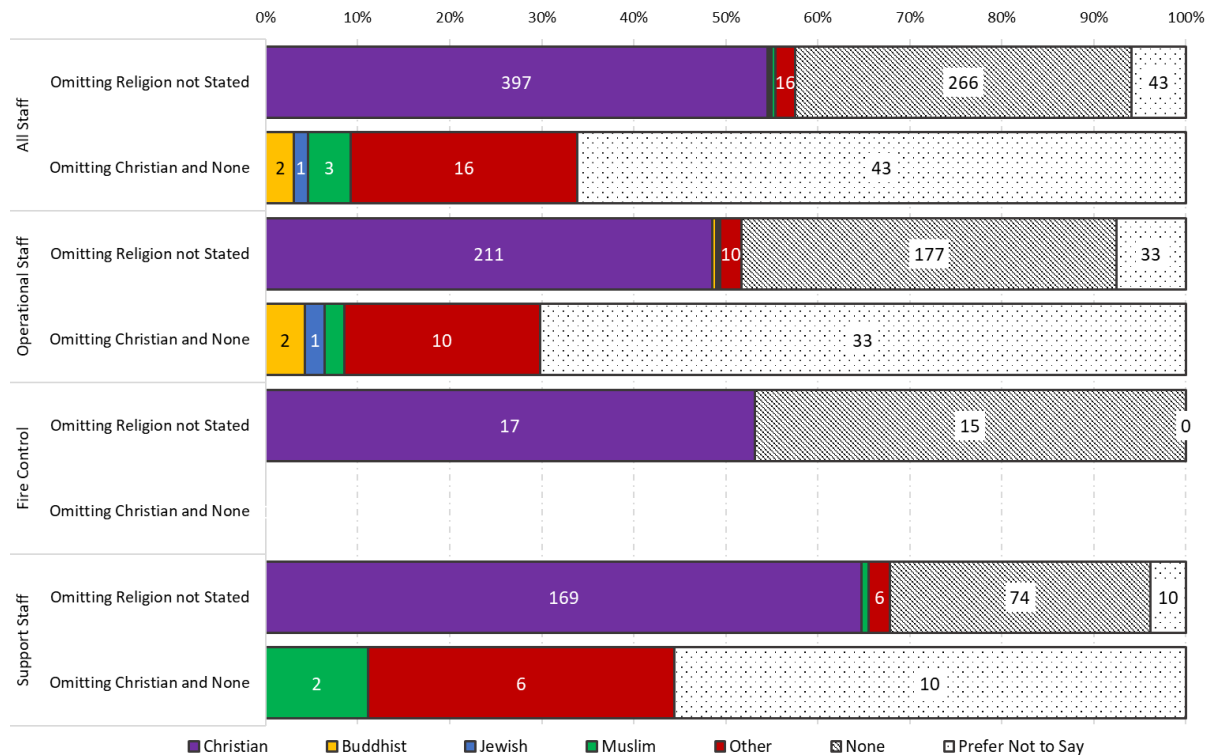
### Key Results – Staffing by Age

The data chart above identifies that in 2023/24:

- The majority of staff (regardless of role) were between the age of 25-35, this is heavily influenced by counts of Operational staff.
- Concerning ages above age 56 – 65, there were fewer Operational Staff members (27) with the majority being Support Staff, (85)
- There were no Operational Staff above the age of 66+
- When looking at the lower age range, there was a total of 53 staff aged 17-24, of which 16 are Operational Staff, 34 are Support Staff and 3 members of Fire Control.

## Analysis of Staff Religion Structure

Data chart: Analysis of Staff Religion



### Key Results – Breakdown of religion across the service.

The data chart above provides a breakdown of religion across the service, based on valid data (the data that has been provided to us by staff). The chart identifies that:

- Christianity is the most common religion with 397 members of staff stating that they are Christian. This is 55.4% of the valid data.
- This is then followed by staff who have no religion, accounting for 266 or 36.5% of the valid data.
- Minority religions including: Judaism, Buddhism and Islam account for 3% of the valid data.

## Analysis of Staff Disability

Data table: Analysis of Staff Disability

Role	Position	Total	Yes	No
Operational Staff	Brigade Manager	3	0	3
	Area Manager	5	0	4
	Group Manager	14	0	10
	Station Manager	31	1	18
	Watch Manager	130	1	85
	Crew Manager	74	3	46
	Firefighter	355	6	268
	Sub Total	613	11	434
Fire Control Staff	Group Manager	0		
	Station Manager	2	0	1
	Watch Manager	11	1	5
	Crew Manager	7	1	5
	Firefighter	21	0	19
	Sub Total	41	2	30
Support Staff	Grades 12+	42	2	26
	Grades 6-11	228	8	152
	Grades 1-5	75	2	56
	Apprentices	6	0	6
	Sub Total	351	12	240
<b>Total</b>		<b>1005</b>	<b>25</b>	<b>704</b>
% of Total Responses			2.5%	70.0%
% of Valid Data (count = 729)			3.4%	96.6%

### Key Results – in relation to disabilities

The data table above shows that:

- In relation to disability, only 72.5% of data is valid, meaning that this proportion of staff have updated their records with disability data. This is a 5.9% improvement on the previous year's data, but we will continue to encourage staff to provide this data to ensure we have a full picture of how disability affects our workforce.
- Where staff have provided this data, it shows that there are 25 members of staff who have a disability, this equates to 3.4% of the valid data.

Where staff tell us that they have a disability, we work with them and Access to Work (an organisation that provides assistance to people with disabilities) to make reasonable adjustments to help them carry out their role.

## Analysis of staff Sexual Orientation

Data table: Analysis of staff Sexual Orientation

Role	Position	Total	Hetero-sexual	Gay/Lesbian	Bi-sexual	Self Describe	Other	Prefer not to say	No Data
Operational Staff	Brigade Manager	3	3	0	0	0	0	0	0
	Area Manager	6	4	0	0	0	0	0	1
	Group Manager	14	7	0	1	0	0	1	6
	Station Manager	31	15	1	0	0	0	1	14
	Watch Manager	130	55	3	2	2	0	9	59
	Crew Manager	74	46	3	0	0	1	3	21
	Firefighter	355	234	15	16	0	1	15	74
	<b>Sub Total</b>	<b>613</b>	<b>364</b>	<b>22</b>	<b>19</b>	<b>2</b>	<b>2</b>	<b>29</b>	<b>175</b>
Fire Control Staff	Group Manager	0							
	Station Manager	2	0	0	0	0	0	0	2
	Watch Manager	11	5	0	0	0	0	1	5
	Crew Manager	7	6	0	0	0	0	0	1
	Firefighter	21	18	0	1	0	0	1	1
	<b>Sub Total</b>	<b>41</b>	<b>29</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>9</b>
Support Staff	Grades 12+	42	26	1	0	0	0	0	15
	Grades 6-11	228	153	3	2	1	1	7	61
	Grades 1-5	75	59	1	0	0	0	1	14
	Apprentices	6	6	0	0	0	0	0	0
		<b>Sub Total</b>	<b>351</b>	<b>244</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>8</b>
<b>Total</b>		<b>1005</b>	<b>637</b>	<b>27</b>	<b>22</b>	<b>3</b>	<b>3</b>	<b>39</b>	<b>274</b>
% of total response			63.4%	2.7%	2.2%	0.3%	0.3%	3.9%	27.3%
% of valid data (count = 731)			87.1%	3.7%	3.0%	0.4%	0.4%	5.3%	

### Key Results – in relation to sexual orientation

The data table above shows that:

- Across the Authority, 27.3% of staff have not recorded their sexual orientation, however, this is improving year on year, based on the valid count of 731 (up from 676 the year before)
- We will continue to stress to staff the importance of recording this information.
- 87.1% of staff reported that they were Heterosexual,
- 3.7% said they were either Gay/Lesbian,
- 3.0% described themselves as Bisexual,
- 5.3% preferred not to say
- 0.8% reported that they were either self-describing or other.

## New Starters and Leavers

Data table: Analysis of New Starters by Gender

Role	Position	Total	Gender		
			Male	Female	% Female
Operational Staff	Brigade Manager	0	0	0	
	Area Manager	0	0	0	
	Group Manager	0	0	0	
	Station Manager	0	0	0	
	Watch Manager	4	4	0	0.0%
	Crew Manager	1	1	0	
	Firefighter	39	33	6	15.4%
	<b>Sub Total</b>	<b>44</b>	<b>38</b>	<b>6</b>	<b>13.6%</b>
Fire Control Staff	Group Manager	0	0	0	
	Station Manager	0	0	0	
	Watch Manager	0	0	0	
	Crew Manager	0	0	0	
	Firefighter	4	0	4	100.0%
	<b>Sub Total</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>100.0%</b>
Support Staff	Grades 12+	2	2	0	0.0%
	Grades 6-11	28	16	12	42.9%
	Grades 1-5	14	6	8	57.1%
	Apprentices	2	0	2	100.0%
	<b>Sub Total</b>	<b>46</b>	<b>24</b>	<b>22</b>	<b>47.8%</b>
<b>Total</b>		<b>94</b>	<b>62</b>	<b>32</b>	<b>34.0%</b>

### Key Results – New Starters by Gender

The data table above shows that during 2023/24:

- There was a total of 94 new employees within MFRS.
  - Of these new starters, they were predominantly men; 62 of the total (66%).
  - Concerning Operational (fire fighter) recruitment, there were 6 women, which equated to 13.6% of new recruits
  - Within Fire Control there were 4 new starters; all women
  - Support staff; 22 new starters were women, equal to 47.8%.

Data table: Analysis of Leavers by Gender

Role	Position	Total	Gender		
			Male	Female	% Female
Operational Staff	Brigade Manager	0	0	0	
	Area Manager	0	0	0	
	Group Manager	2	2	0	0.0%
	Station Manager	5	5	0	0.0%
	Watch Manager	9	9	0	0.0%
	Crew Manager	2	2	0	0.0%
	Firefighter	20	19	1	5.0%
	Sub Total	38	37	1	2.6%
Control Staff	Group Manager	0	0	0	
	Station Manager	0	0	0	
	Watch Manager	0	0	0	
	Crew Manager	0	0	0	
	Firefighter	4	2	2	50.0%
	Sub Total	4	2	2	50.0%
Support Staff	Grades 12+	7	5	2	28.6%
	Grades 6-11	7	3	4	57.1%
	Grades 1-5	8	2	6	75.0%
	Apprentices	1	0	1	100.0%
	Sub Total	23	10	13	56.5%
Total		65	49	16	24.6%

### Key Results – leavers by Gender

The data table above shows that during 2023/24:

- 65 members of staff left MFRS.
  - Leavers were predominantly men, at 49 of the total (75.4%).
  - Concerning Operational leavers, 1 was a woman, equating to 2.6%.
  - Within Fire Control there were 4 leavers, 2 men and 2 women
  - Support staff; there were 23 leavers, with 13 women, equal to 56.5%.
  - When leavers and new starters are compared there were proportionally more women joining (34.0%) than leaving (24.6%).

Leavers can complete Exit questionnaires and interviews if they wish to and we act upon any matters that arise from those returns by sharing those questionnaires / interview which contain any recommendations with Senior Manager for that department to implement if feasible/appropriate.

## **Flexible Working**

In total there were 14 requests for flexible working, of which 14 were accepted by the panel. Of this total, 8 were female and 6 were male.

When analysed by age, there were:

- 2 requests from the 21-30 age group,
- 4 from the 31-40 group,
- 3 from the 41-50 group,
- 4 from the 51-60 group
- 0 from the 61-65 group.
- There was 1 request where the Age was unknown

When analysed by ethnicity, the majority of requests (10) were White British/White Irish, 2 were Ethnic Minority and the ethnic origin was unknown for 2 requests

No requestors were considered disabled



## Gender & Ethnicity Pay Gap – Data

The gender pay gap reporting obligations are included in the Public Sector Equality Duty (PSED). This section reports on our seventh gender pay gap exercise which is based on data taken as of 31<sup>st</sup> March 2024. Gender pay gap figures are based on a total of 977<sup>5</sup> staff in scope, for this exercise; 696 (71.2%) were male and 281 (27.8%) were female.

The way in which the pay gap is reported mean that a positive percentage indicates that women are paid less than men and a negative pay gap reflects that women would be receiving a higher rate of pay than man.

### Measure 1: Mean Gender pay gap

Data table: Mean Gender Pay Gap 2023/24

Staff group	Male hourly pay £	Female hourly pay £	Pay gap £	Pay gap %	2022/23 Pay Gap
All staff	£18.70	£17.12	-£1.58	8.4%	9.1%
Operational Staff (inc Fire Control)	£18.60	£16.97	-£1.63	8.8%	7.7%
Support staff	£19.01	£17.22	-£1.79	9.4%	11.0%

Across the organisation, the mean gender pay gap is 8.4% or £1.58 per hour. For operational staff only, the gap is 8.8% and for support staff the gap is slightly wider at 9.4%.

When the 2023/24 gender pay gap is compared to the previous year, the table identifies that overall the gender pay gap has reduced from 9.1% to 8.4%. For

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<sup>5</sup> A number of employees weren't included in the Gender Pay Gap Figures because they were not "Full Pay Relevant". This means that, for the reasons detailed below an individual did not receive a full month's salary for the reporting period.

- Staff who joined the service part way through the pay period
- Staff who left the service part way through the pay period
- Staff in receipt of childcare vouchers
- Staff on maternity leave
- Staff with deductions for unpaid leave / jury service
- Staff with deductions for half/no pay due to sickness

Support Staff the gap fell from 11.0% during 2022/23 to 9.4% during 2023/24. For operational staff, the gender pay gap increased from 7.7% during 2022/23 to 8.8% during 2023/24. We have analysed this increase in the operational group and have identified the reasons behind this change.

In 2023/24 we have seen an increase in the overall number of women in operational roles and there has also been an increase in the number of women in management positions.

However as new joiners in FF roles start on trainee FF pay rates we have seen an increase in female staff numbers in the lower quadrant during this reporting period. As these staff progress to competent FF's and beyond this will have a positive impact on reducing the gender pay gap for operational staff.

We have also seen an increase in the number of women in the higher quartiles who cannot be included in the figures due to the criteria sets detailed below<sup>6</sup>.

The overall impact of having relatively low numbers of female staff at higher grades means that a small changes in the different quadrants can have noticeable impacts when looking at percentage points. We will continue to address this through our Equality Objective 1 – in relation to our Positive Action strategy and the People Plan.

## **Measure 2. Median gender pay gap**

This is the difference between the median hourly rate of pay of male and female full-pay relevant employees.

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<sup>6</sup> A number of employees weren't included in the Gender Pay Gap Figures because they were not "Full Pay Relevant". This means that, for the reasons detailed below an individual did not receive a full month's salary for the reporting period.

- Staff who joined the service part way through the pay period
- Staff who left the service part way through the pay period
- Staff in receipt of childcare vouchers
- Staff on maternity leave
- Staff with deductions for unpaid leave / jury service
- Staff with deductions for half/no pay due to sickness

Data table: Median Gender Pay Gap 2023/24

Staff group	Male hourly pay £	Female hourly pay £	Pay gap £	Pay gap %	2022/23 Pay Gap
All staff	£17.18	£16.59	-£0.59	3.4%	2.3%
Operational Staff (inc Fire Control)	£17.06	£16.67	-£0.39	2.3%	0.9%
Support staff	£17.56	£16.30	-£1.26	7.2%	6.5%

When compared to the mean gender pay gap, the difference between male and female staff is narrower, with a 3.4% difference at a MFRA level, a 2.3% difference for operational staff and 7.2% difference for support staff.

When compared to the previous year, there is a slight degradation in the overall pay gap figures for all three staffing cohorts. The operational impacts previously outlined under the mean pay gap measure impact on this figure for both operational and the all staff figures. Other factors impacting both the operational group and the support staff group include the number of staff taking career breaks, those off for long term sickness, retirements/leavers not being eligible for inclusion and staff taking maternity leave.

### Measure 3. Mean bonus gap

This is the difference between the mean bonus paid to male relevant employees and that paid to female relevant employees. This measure is not applicable as there are no bonus payments made to MFRA staff.

### Measure 4. Median bonus gap

This is the difference between the median bonus paid to male relevant employees and that paid to female relevant employees. This measure is not applicable as there are no bonus payments made to MFRA staff.

### Measure 5. Bonus proportions

The proportions of male and female relevant employees who were paid bonus pay during the relevant period. This measure is not applicable as there are no bonus payments made to MFRA staff.

### Measure 6. Quartile<sup>7</sup> pay bands

The proportions of male and female full-pay relevant employees in the Lower (1), Lower Middle (2), Upper Middle (3) and Upper (4) quartile pay bands.

#### Quartile pay bands

Data table: Quartile Pay Bands 2023/24

Quartile pay Bands	From hourly rate £'s	To hourly rate £'s	# of males	%	# of females	%
4. Upper	£19.62	£89.32	192	78.4%	53	21.6%
3. Upper Middle	£17.06	£19.62	175	71.7%	69	28.3%
2. Lower Middle	£16.53	£17.06	201	82.4%	43	17.6%
1. Lower	£7.48	£16.53	128	52.5%	116	47.5%

The table identifies that the gender pay gap within quartiles 2 (Lower Middle) and 3 (Upper Middle), the hourly rates are very similar; suggesting that pay parity is close between male and female staff, within these two quartiles. Within the Lower quartile there is a difference between hourly rates of £9.05, this increases in the Upper quartile (where there is a difference of £69.70 between hourly rates).

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<sup>7</sup> If a set of data is split into 4 equal parts, then each part is a quartile. The Lower / 1<sup>st</sup> Quartile is the first quarter of a dataset, the Lower Middle / 2<sup>nd</sup> Quartile is the equivalent of the Median, the Upper Middle / 3<sup>rd</sup> Quartile is the 3<sup>rd</sup> Quarter of a dataset and the Upper / 4<sup>th</sup> Quartile is the final quarter of the dataset.

## Ethnicity Pay Gap

The ethnicity pay gap reporting remains voluntary and as an organisation we have taken the decision to be proactive and expand on our pay gap reporting to include Ethnicity as part of our best practise. This section reports is our third ethnicity pay gap exercise based on data taken as of 31<sup>st</sup> March 2024. Ethnicity pay gap figures are based on a total of 977<sup>8</sup> staff in scope for this exercise; 911 (93.2%) were White British/White Irish and 66 (6.8%) were from an ethnic minority background.

The way in which the pay gap is reported mean that a negative percentage indicates that an Ethnic Minority background staff are paid more than White British/White Irish and a positive pay gap reflects the opposite.

### Measure 1: Mean ethnicity pay gap

This measure is the difference between the mean (average) hourly rates of pay for White British/White Irish and an Ethnic Minority background full pay relevant employees

Data table 7: Mean Ethnicity Pay Gap 2023/24

Staff group	White British/White Irish hourly pay £	Ethnic Minority hourly pay £	Pay gap £	Pay gap %
All staff	£18.32	£17.21	-£1.11	6.1%
Operational Staff (inc Fire Control)	£18.40	£17.30	-£1.10	6.0%
Support staff	£18.18	£16.97	-£1.21	6.7%

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<sup>8</sup> A number of employees weren't included in the Ethnicity Pay Gap Figures because they were not "Full Pay Relevant". This means that, for the reasons detailed below an individual did not receive a full month's salary for the reporting period.

- Staff who joined the service part way through the pay period
- Staff who left the service part way through the pay period
- Staff in receipt of childcare vouchers
- Staff on maternity leave
- Staff with deductions for unpaid leave / jury service
- Staff with deductions for half/no pay due to sickness

Across the organisation, the mean ethnicity pay gap is 6.1% or £1.11 per hour. For operational staff only, the gap is 6% and for support staff the gap is wider at 6.7%. We have been unable to accurately compare our ethnicity pay gap figures this year with our previous reporting due to changes in government guidance regarding the breakdown and group of data sets.<sup>9</sup>

## Measure 2. Median ethnicity pay gap

This is the difference between the median hourly rate of pay of Ethnic Minority staff and White British/White Irish full-pay relevant employees.

Data table 8: Median Ethnicity Pay Gap 2023/24

Staff group	White British/ White Irish hourly pay £	Ethnic Minority hourly pay £	Pay gap £	Pay gap %
All staff	£17.06	£16.91	-£0.15	0.9%
Operational Staff (inc Fire Control)	£16.91	£16.67	-£0.24	1.4%
Support staff	£17.18	£17.18	£0.00	0.0%

When compared to the mean gender pay gap, the difference between White British/White Irish and Ethnic Minority staff is narrower, with a 0.9% difference at a MFRA level, 1.4% for operational staff and equilibrium for support staff.

## Measure 3. Mean bonus gap

This is the difference between the mean bonus paid to White British/White Irish relevant employees and that paid to Ethnic Minority relevant employees. This measure is not applicable as there are no bonus payments made to MFRA staff.

## Measure 4. Median bonus gap

This is the difference between the median bonus paid to White British/White Irish relevant employees and that paid to Ethnic Minority relevant employees. This measure is not applicable as there are no bonus payments made to MFRA staff.

<sup>9</sup> To ensure that our reporting is in line with the Home Office, CLG, HMICFRS and the census data we are realigning our data sets within our systems and application forms from 1<sup>st</sup> April 2024. Therefore for this year we are reporting out ethnicity figures at the highest level to allow our staff time to update their personal details in line with the new data sets. (see Appendix B for the details of our data sets).

### Measure 5. Bonus proportions

The proportions of White British/White Irish and Ethnic Minority relevant employees who were paid bonus pay during the relevant period. This measure is not applicable as there are no bonus payments made to MFRA staff.

### Measure 6. Quartile<sup>10</sup> pay bands

The proportions of White British/White Irish and Ethnic Minority full-pay relevant employees in the Lower (1), Lower Middle (2), Upper Middle (3) and Upper (4) quartile pay bands.

### Quartile pay bands

Data table: Quartile Pay Bands 2023/24

Quartile pay Bands	From hourly rate £'s	To hourly rate £'s	#White British/White Irish	%	# Ethnic Minority	%
4. Upper	£19.62	£89.32	234	95.5%	11	4.5%
3. Upper Middle	£17.06	£19.62	224	91.8%	20	8.2%
2. Lower Middle	£16.53	£17.06	227	93.0%	17	7.0%
1. Lower	£7.48	£16.53	226	92.6%	18	7.4%

The table identifies that the gender pay gap within quartiles 2 (Lower Middle) and 3 (Upper Middle), the hourly rates are very similar; suggesting that pay parity is close between White British/White Irish and Ethnic Minority staff, within these two quartiles. Within the Lower quartile there is a difference between hourly rates of £9.05, this increases in the Upper quartile (where there is a difference of £69.70 between hourly rates).

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<sup>10</sup> If a set of data is split into 4 equal parts, then each part is a quartile. The Lower / 1<sup>st</sup> Quartile is the first quarter of a dataset, the Lower Middle / 2<sup>nd</sup> Quartile is the equivalent of the Median, the Upper Middle / 3<sup>rd</sup> Quartile is the 3<sup>rd</sup> Quarter of a dataset and the Upper / 4<sup>th</sup> Quartile is the final quarter of the dataset.



## Home Fire Safety Checks 2023/24

A home fire safety check (HFSC) is a **service provided to help people stay safe and reduce the risk of fire in their home**. During the visit MFRS staff provide fire safety advice, check smoke alarms are working and replace/install new ones if needed.

Data is collected in terms of protected characteristics, **race and religion to ensure equality of access for the diverse communities we serve**.

The following data tables below show that 52,408 HFSC's were carried out by our operational staff during the period 1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024 (these figures were correct on the date of extraction (25<sup>th</sup> April 2024)), from the Service's information management system.

**Data table: HFSC's conducted by Operational Crews by Ethnicity**

Ethnicity	2023/24 Total Visits	% Overall	% Omitting "PNTS"	% of Merseyside Resident Population	% of Over 65 Population
White - British	46,673	89.1%	<b>94.4%</b>	87.3%	95.6%
White - Irish	197	0.4%	<b>0.4%</b>	0.9%	1.3%
White - Other	677	1.3%	<b>1.4%</b>	3.4%	0.8%
Asian - Bangladeshi	45	0.1%	<b>0.1%</b>	0.3%	0.1%
Asian - Chinese	211	0.4%	<b>0.4%</b>	0.9%	0.5%
Asian - Indian	319	0.6%	<b>0.6%</b>	0.8%	0.3%
Asian - Other	144	0.3%	<b>0.3%</b>	0.8%	0.1%
Asian - Pakistani	81	0.2%	<b>0.2%</b>	0.3%	0.1%
Black - African	324	0.6%	<b>0.7%</b>	1.1%	0.2%
Black - Caribbean	81	0.2%	<b>0.2%</b>	0.2%	0.1%
Black - Other	87	0.2%	<b>0.2%</b>	0.2%	0.1%
Mixed - Other	98	0.2%	<b>0.2%</b>	0.6%	0.1%
Mixed - White & Asian	82	0.2%	<b>0.2%</b>	0.5%	0.1%
Mixed - White & Black African	59	0.1%	<b>0.1%</b>	0.5%	0.1%
Mixed - White & Black Caribbean	56	0.1%	<b>0.1%</b>	0.5%	0.1%
Other Ethnic Group	284	0.5%	<b>0.6%</b>	1.5%	0.3%
<i>Prefer not to say</i>	2,988	5.7%			
<b>Total</b>	<b>52,406</b>	<b>100.0%</b>			

## Key Results – HFSC Equality Data for Ethnicity

Data in the table above identifies that at the time the data was extracted from the MFRS information management system:

- On only 5.7% of occasions the occupier of the dwelling did not state their ethnicity.
- 89.1% of our HFSCs have been carried out in homes where the resident identifies as White British/White Irish, if Prefer not to say is omitted, then this increases to 94.4%.
- 3.8% of HFSC have been carried out in homes where the resident identifies as Ethnic Minority compared to a Merseyside population of 11.8%, however given that HFSC's are targeted at the over 65 population the 3.8% is in fact an over performance as according to the 2021 Census the over 65 Merseyside Ethnic Minority population is 2.27%.

### Data table: HFSC's Conducted by Operational Crews by Religion

Religion	2023/24	% Overall	% Omitting "PNTS"	% of Merseyside Resident Population
Christian	28,205	53.8%	<b>64.4%</b>	59.8%
Atheist / None	11,177	21.3%	<b>25.5%</b>	31.0%
Other	3,827	7.3%	<b>8.7%</b>	0.4%
Muslim	365	0.7%	<b>0.8%</b>	2.4%
Jewish	63	0.1%	<b>0.1%</b>	0.2%
Buddhist	76	0.1%	<b>0.2%</b>	0.3%
Hindu	88	0.2%	<b>0.2%</b>	0.5%
Sikh	23	0.0%	<b>0.1%</b>	0.1%
<i>Unknown</i>	8,582	16.4%		5.3%
Total	52,406	100.0%		

The table above identifies that at the time the data was extracted from the MFRS information management system:

- On 16.4% of occasions the occupier did not state their religion which is a slight improvement on the previous year (16.0%).

Based on valid data i.e. omitting the Prefer not to say category:

- 64.4% of responses indicated that they were of the Christian faith
- 25.5% were Atheist or had no religion
- Judaism, Buddhism, Islam, Hindu and Sikh accounted for 1.4% of valid data
- The remaining 8.7% indicated other (data is not available to explore further)

We are working to improve the number of responses we get when we ask people about their ethnicity and religion and we are confident that our continued efforts to introduce more diversity into our workforce (including actions in our Integrated Risk Management and People Plans), plus providing more information to explain why we want this data and further guidance for staff will help improve these responses.

### **Safe and Well Visits 2022 – 23**

During 2023/24, the Merseyside Fire & Rescue Service Prevention team conducted 10,766 Safe and Well (S&W) visits, the following data tables analyse this data (the figures were correct on the date of extraction (25<sup>th</sup> April 2024)), from the Service's information management system.

**Data table: Safe and Well Visits conducted by Prevention Team by Ethnicity**

Ethnicity	2023/24 Total Visits	% Overall	% Omitting "PNTS"	% of <i>Merseyside Resident Population</i>	% of Over 65 <i>Population</i>
White - British	9,824	91.3%	<b>94.5%</b>	87.3%	95.6%
White - Irish	82	0.8%	<b>0.8%</b>	0.9%	1.3%
White - Other	89	0.8%	<b>0.9%</b>	3.4%	0.8%
Asian - Bangladeshi	16	0.1%	<b>0.2%</b>	0.3%	0.1%
Asian - Chinese	37	0.3%	<b>0.4%</b>	0.9%	0.5%
Asian - Indian	32	0.3%	<b>0.3%</b>	0.8%	0.3%
Asian - Other	23	0.2%	<b>0.2%</b>	0.8%	0.1%
Asian - Pakistani	11	0.1%	<b>0.1%</b>	0.3%	0.1%
Black - African	78	0.7%	<b>0.8%</b>	1.1%	0.2%
Black - Caribbean	28	0.3%	<b>0.3%</b>	0.2%	0.1%
Black - Other	28	0.3%	<b>0.3%</b>	0.2%	0.1%
Mixed - Other	18	0.2%	<b>0.2%</b>	0.6%	0.1%
Mixed - White & Asian	12	0.1%	<b>0.1%</b>	0.5%	0.1%
Mixed - White & Black African	19	0.2%	<b>0.2%</b>	0.5%	0.1%
Mixed - White & Black Caribbean	23	0.2%	<b>0.2%</b>	0.5%	0.1%
Other Ethnic Group	80	0.7%	<b>0.8%</b>	1.5%	0.3%
<i>Prefer not to say</i>	366	3.4%			
<b>Total</b>	<b>10,766</b>				

## Key Results – Safe and Well Equality data for Ethnicity

The Data table above identifies that:

- On only 3.4% of occasions the occupier of the dwelling did not state their ethnicity.
- 91.3% of Safe and Well visits have been carried out in homes where the resident identifies as White British/White Irish, this increases to 94.5% if prefer not to say data is omitted
- 3.8% of Safe & Well visits have been carried out in homes where the resident identifies as Ethnic Minority compared to a Merseyside population of 8.3%. It should be noted that Safe and Well visits primarily target the over 65 population, according to the 2021 Census, the over 65 Ethnic Minority population 2.27% of the total, therefore the 3.8% achieved is an over performance.

### Data table: Safe and Well Visits Conducted by Prevention Team by Religion

Religion	2023/24 Total Visits	% Overall	% Omitting "PNTS"	% of Merseyside Resident Population
Christian	6,598	61.3%	<b>64.7%</b>	59.8%
Atheist / None	3,365	31.3%	<b>33.0%</b>	31.0%
Other	69	0.6%	<b>0.7%</b>	0.4%
Muslim	106	1.0%	<b>1.0%</b>	2.4%
Jewish	19	0.2%	<b>0.2%</b>	0.2%
Buddhist	22	0.2%	<b>0.2%</b>	0.3%
Hindu	14	0.1%	<b>0.1%</b>	0.5%
Sikh	5	0.0%	<b>0.0%</b>	0.1%
<i>Prefer not to say</i>	568	5.3%		5.3%
<b>Total</b>	<b>10,766</b>			

## **Key Results – Safe and Well Equality Data for Religion**

The Data table above identifies that at the time the data was extracted from the MFRS information management system:

- On 5.3% of occasions the occupier did not state their religion.  
Based on valid data i.e. omitting the “Prefer not to say”
- 64.7% of people responding indicated that they were Christian
- 33% said they were Atheist or had no religion.
- Judaism, Buddhism, Islam, Hindu, and Sikh accounted for 1.5% of valid data  
0.7% indicated other (data is not available to explore further).

## Youth Education Programmes

### Prince's Trust Summary

During 2023/24 there was a total of 91 attendees on our Princes Trust courses.

**Data table: Princes Trust Attendees by Age and Gender**

Age	Total	Gender			% Female
		Male	Female	Other	
16	19	10	9		47.4%
17	17	11	6		35.3%
18	11	6	5		45.5%
19	9	6	3		33.3%
20	12	10	2		16.7%
21	7	4	3		42.9%
22	2	2			0.0%
23	8	5	3		37.5%
24	1	1			0.0%
25	2	1	1		50.0%
26	3	2	1		33.3%
<b>Total</b>	<b>91</b>	<b>56</b>	<b>32</b>	<b>0</b>	<b>35.2%</b>
<b>%</b>		<b>61.5%</b>	<b>35.2%</b>	<b>0.0%</b>	

### Key Results – Princes Trust Attendees by Age and Gender

#### The data table above identifies:

- There were more male attendees than female, with 65.1% being male
- The most populous age for attending the course was 16 with 19 attendees. The age of 17 was the second most common.

#### When analysing Princes Trust data further:

- 100% (91) of attendees were White British
- 76.9% (70) were Heterosexual, 13.2% (12) were LGBT and 8.8% (8) preferred not to say
- 71.4% (65) of attendees considered themselves to have some kind of disability
- 69.2% (63) of attendees had no religion, 25.3% (23) were Christian. 5.5% (5) preferred not to say



## **Fire Cadets Summary**

During 2023-24 there was a total of 52 attendees participating in our Fire Cadet groups.

When broken down by gender<sup>11</sup>:

- 71.2% of attendees were male
- 26.9% of attendees were female
- 1.9% as non binary

When analysed by ethnicity, the following was identified:

- The majority of attendees were White British (51 attendees)
- 1 attendee was white other.

7 attendees were disabled to some degree

## **Beacon Course Summary**

During 2023/24 there was a total of 240 attendees participating in our Beacon Courses.

When broken down by gender:

- 63.3% (152) of attendees were male
- 36.7% (88) of attendees were female

When broken down by age

- Most participants were in the 10-year-old group with 111 attendees
- Followed by 9-year-olds with 76 attendees

When analysed by Ethnicity, 9.2% (22) were non White British or Irish

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<sup>11</sup> At the time of writing this report the details of 1 attendee were unknown

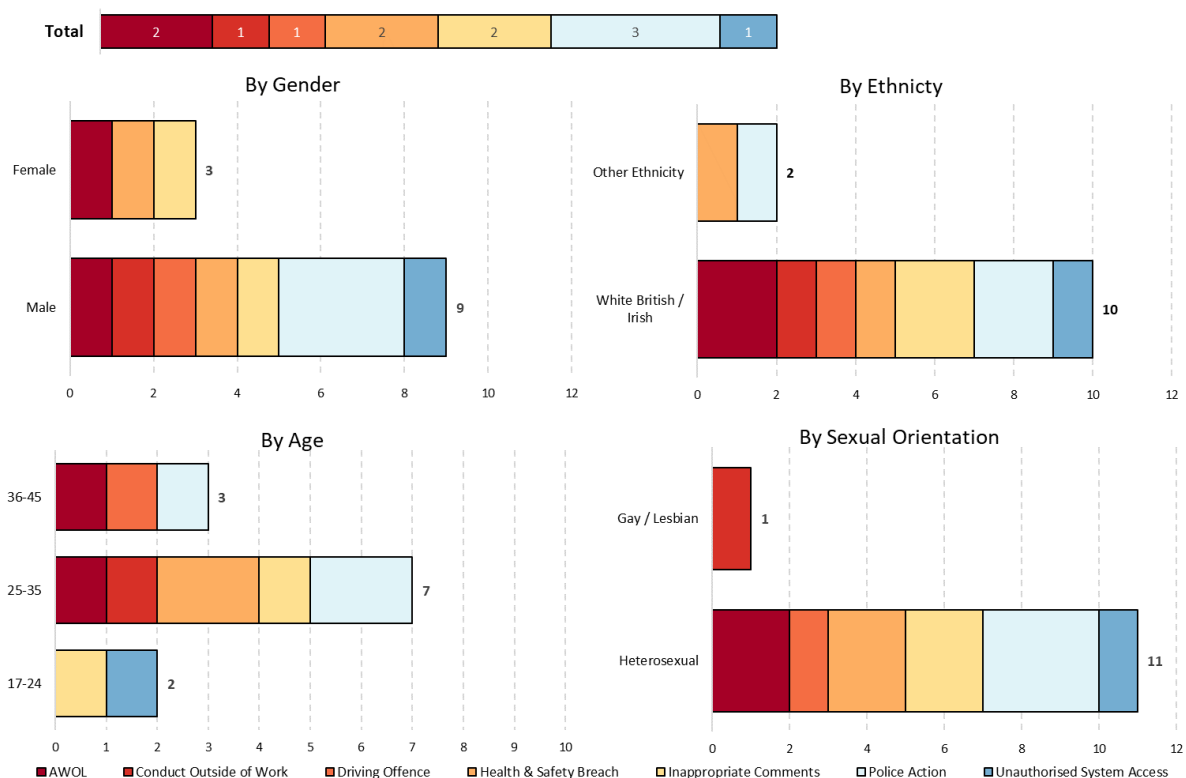
105 attendees considered themselves to some extent disabled.

Within our IRMP we have said that we will Recruit Prevention staff who truly reflect the diverse communities we serve so we can fully understand and address the inequalities that exist. It is also important we consider how we attract to our courses and we will look to build this into our review.

## Staff Discipline Cases

During 2023/24 there was a total of 12 disciplinary cases, this is lower than the five year average of 15 per year. The following section analyses this data by gender, age, ethnicity and sexual orientation - as well as reference to the reasons for and outcomes from the disciplinary cases.

### Data chart: Disciplinary cases by cause and protected characteristic



### Key Results – Disciplinary cases by cause and protected characteristic

The data chart above shows that during 2023/24:

- The most common disciplinary cases were related to Police Action with 3.

When looking at the disciplinary cases by gender:

- 9 (75%) were related to men
- 3 (25%) were related to women

When comparing the disciplinary cases by age:

- There were 0 cases involving an employee above the age of 46

- 2 cases involved 17-24 year olds
- 7 cases involved 25-35 year olds
- 3 cases involved 36-45 year olds

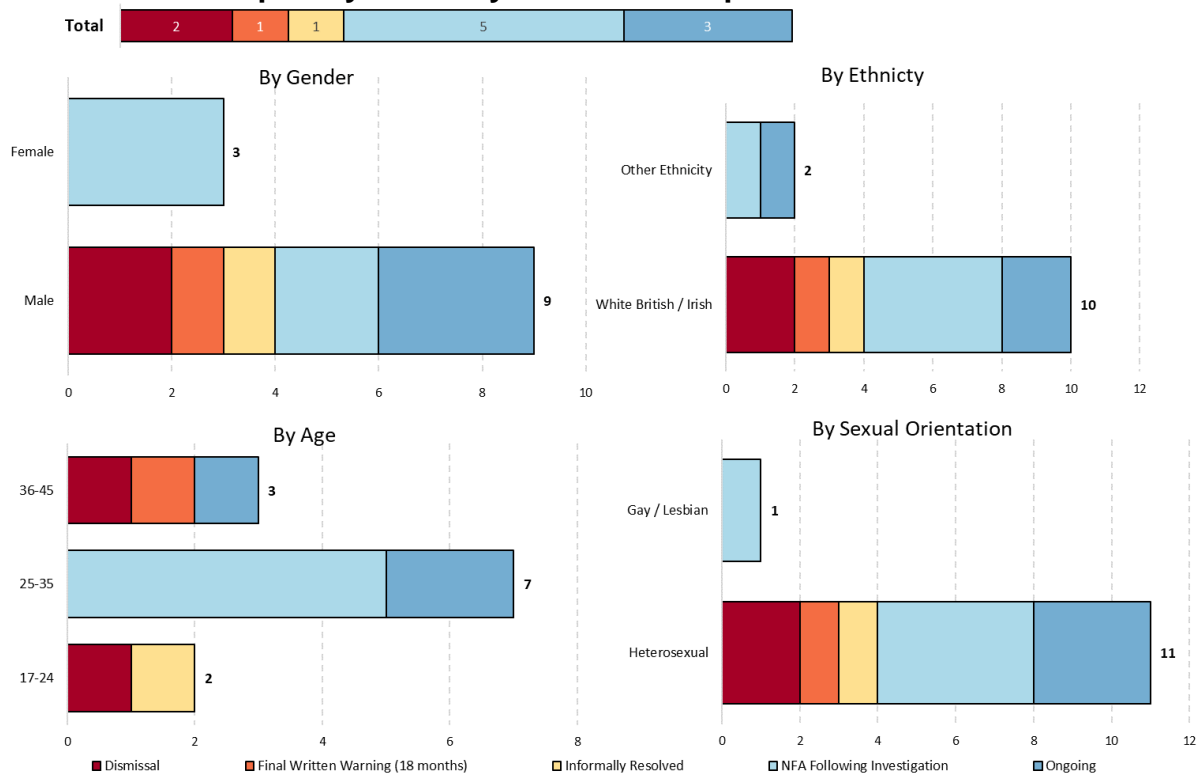
Concerning Ethnic Origin:

- 10 were White British / Irish
- 2 were other ethnicities.

Concerning sexual orientation:

- 11 cases involved heterosexual people
- 1 person identified as Gay / Lesbian

**Data chart: Disciplinary cases by outcome and protected characteristic**



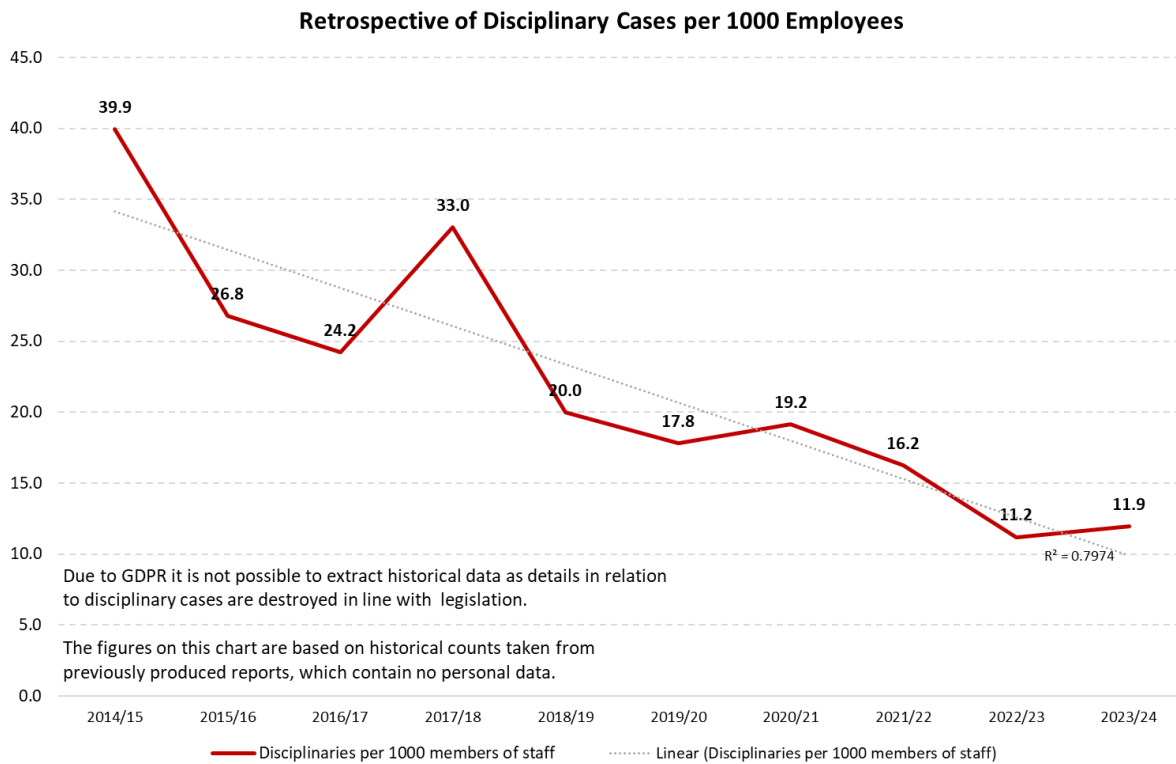
**Key Results – Disciplinary cases by outcome and protected characteristics**

The data chart above shows the Disciplinary cases by outcome and protected characteristics and shows that:

- 3 cases are still ongoing
- 5 involved no further action

- 1 was issued with a Final Written Warning
- 1 informally resolved,
- 2 dismissals

Data chart: Retrospective Disciplinary cases, per 1000 Employees



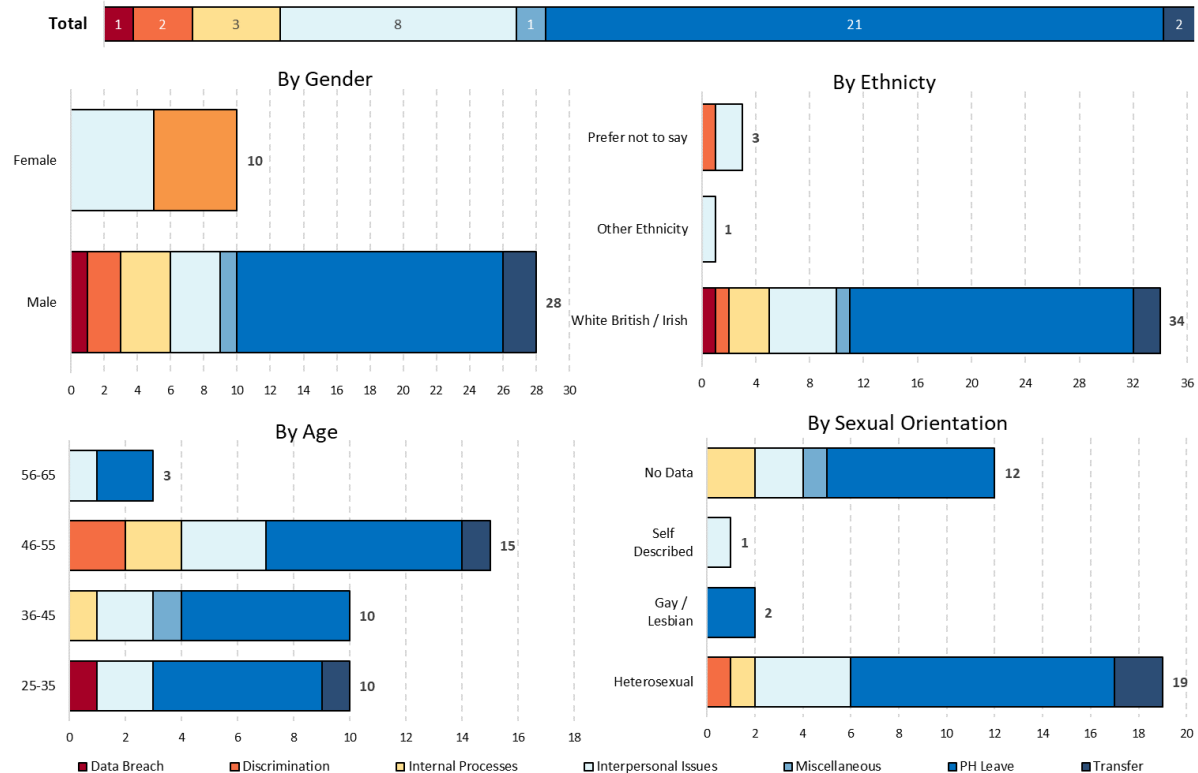
### Key results – Retrospective of Disciplinary cases per 1000 employees

Data chart above shows that over the 10-year period (2014/15 – 2023/24), the number of disciplinary cases per 1000 members of staff has gradually fallen.

## Staff Grievance

During 2023/24 there were 38 reported grievances, which is higher than the five-year average of 32 grievances per year. The following section analyses this data by: gender, age, ethnicity and sexual orientation - as well as reference to the reasons and outcomes from the grievance.

### Data chart: Grievances by cause and protected characteristic



### Key Results – Grievances by cause and protected characteristic

The data chart above shows that during 2023/24:

- The majority of grievances fell into the Public Holiday Leave category (21).
- The next most common grievance was Interpersonal Issues (8)
- 3 were Process related
- Discrimination and Transfer had 2 each
- Data Breach accounted for one grievance

When looking at the grievances by gender:

- The majority were from men (28)
- 10 were from women

When grievances are split by age:

- 10 grievances involved 25-35 year olds
- 10 cases involved 36-45 year olds
- 15 cases involved 46-55 year olds
- 3 cases involved 56-65 year olds

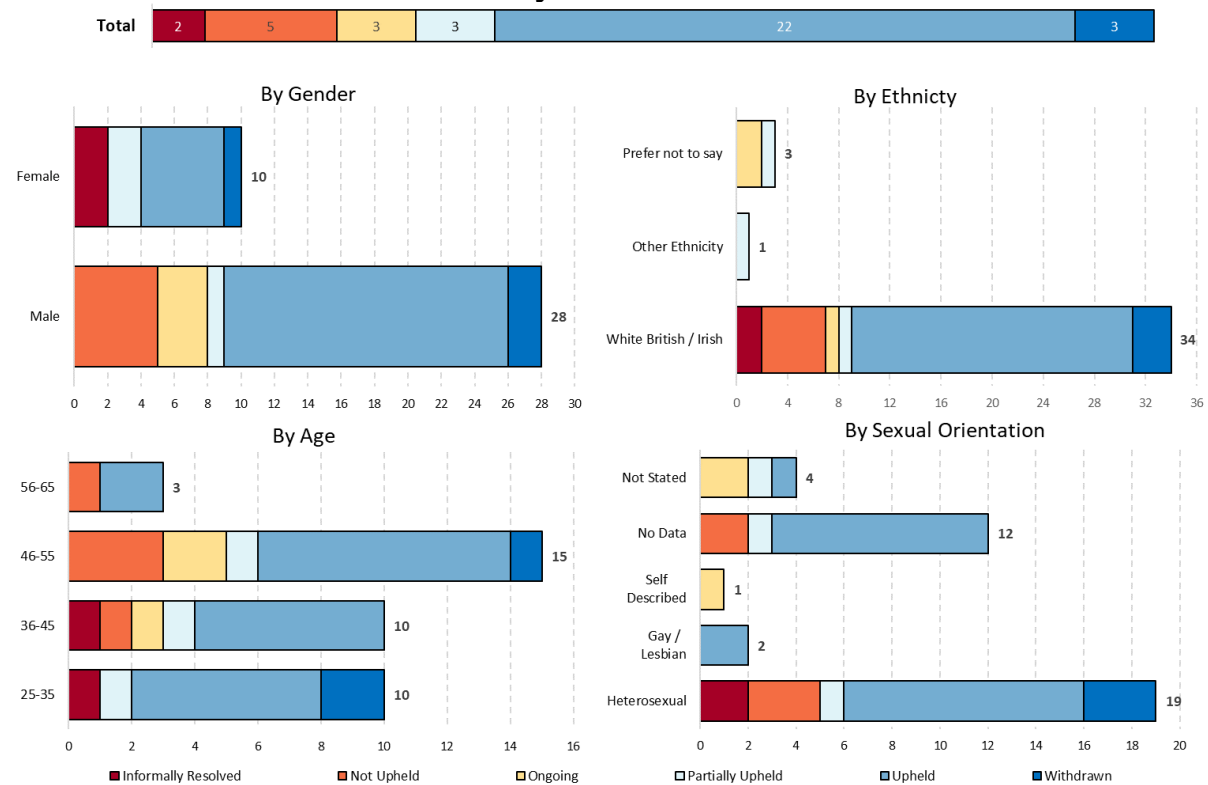
Taking ethnicity into account:

- 34 grievances were raised by staff who were White British/Irish
- 1 was from an individual of other ethnicity
- 3 preferred not to say

Concerning sexual orientation, less information was available. Of the valid data:

- 19 were heterosexual
- 2 were Gay / Lesbian
- 1 self identified

### Data chart: Grievance Outcomes by Protected Characteristic



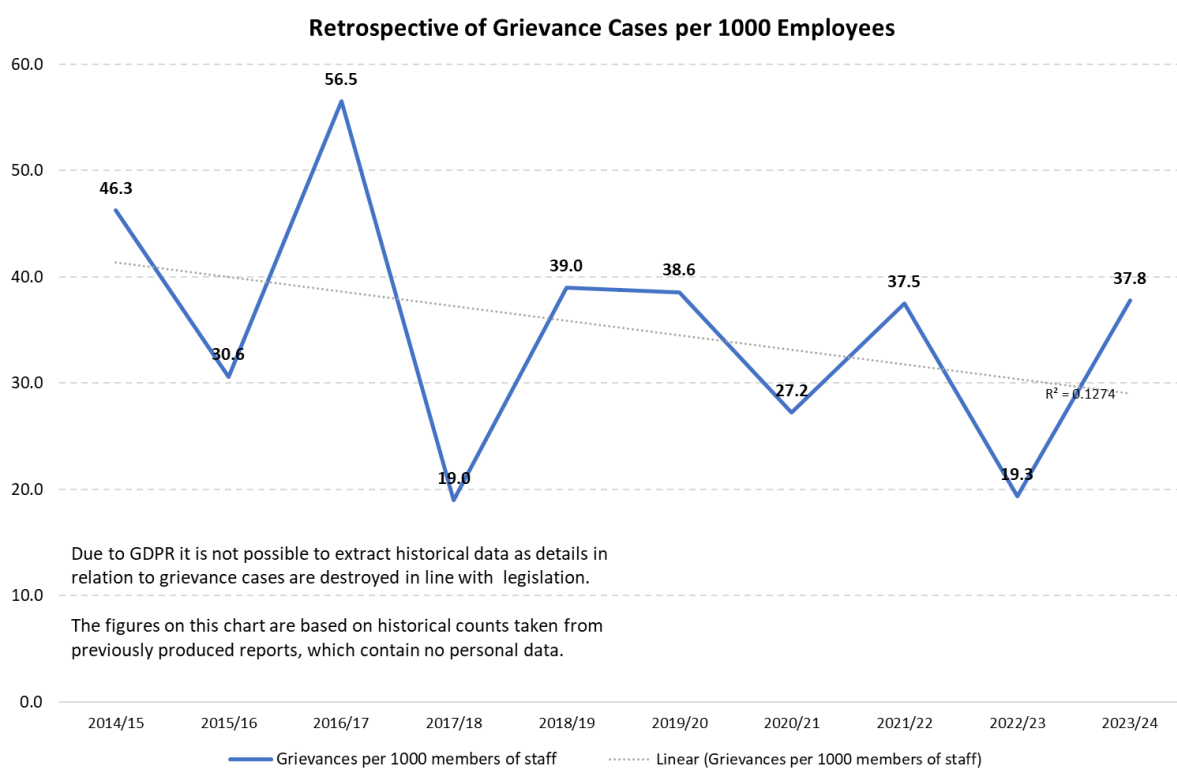


## Key Results – Grievance outcomes by protected characteristic

Data charts above shows that concerning outcomes

- 3 are still ongoing
- 22 were Upheld, with a further 3 being partially upheld
- 5 were Not Upheld
- 3 were Withdrawn
- 2 were informally resolved

## Data chart: Retrospective of Grievance cases per 1000 Employees



## Key results: Retrospective of Grievance cases per 1000 employees

Data charts above shows that whilst there is evidence to suggest that disciplinary cases have fallen over the 10-year period (2014/15 – 2023/24), grievance cases haven't seen the same reduction. The data suggests that grievances fluctuate year by year; though there is a general downward trend.

## Appendix A

General duty The general duty has three aims. It requires MFRA to have 'due regard' to the need to:

1. Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010.
2. Advance equality of opportunity between people from different groups. This involves considering the need to:
  - a. remove or minimise disadvantages suffered by people due to their protected characteristics
  - b. meet the needs of people with protected characteristics encourage people with protected characteristics to participate in public life or in other activities where their participation is low
  - c. foster good relations between people from different groups. This involves tackling prejudice and promoting understanding between people from different groups.
3. In order to demonstrate 'due regard', MFRA must consider the three aims of the general duty when making decisions as an employer and provider of fire and rescue services; for example, when:
  - a. developing, evaluating and reviewing policies
  - b. designing, delivering and evaluating services, including fire and rescue provisions
  - c. commissioning and procuring services from others

To comply with the general duty, public bodies may treat some people more favourably than others, as far as this is allowed by UK and European antidiscrimination law.

The General duty also explicitly recognises that disabled people's requirements may be different from those of non-disabled people. MFRA is required to take account of disabled people's impairments and must make reasonable adjustments for disabled people.

## Specific Duties

The PSED is supported by specific duties. In England, these commenced on 10th September 2011. The specific duties aim to help public bodies to perform better in meeting the public sector equality duty. The focus of the specific duties is transparency in how public bodies are responding to the equality duty. It is important to note that MFRA must meet both the equality duty and the specific duties - it is not enough to meet the specific duties alone.

There are three specific duties that MFRA has to demonstrate compliance with, as follows:

1. **Publication of information** – to publish – at least annually, information to demonstrate its compliance with the equality duty. Subsequently, information must be published at intervals no greater than one year from the last publication. The Equalities section of the MFRA website contains information that demonstrates our compliance. The Equality and Human Rights Commission (EHRC) monitor public bodies (including Public Authorities) web sites to review how accessible equality information is for the public to use.
2. **Equality objectives** – Fire and Rescue Authorities must prepare and publish one or more specific and measurable objective(s) that it thinks it should achieve to meet any of the three aims of the equality duty. The objective(s) must be published subsequently at intervals of no greater than four years. To help make the equality objectives measurable, link the objective to information collected by the institution. The government will conduct a review of the equality objectives set by public bodies after two years to check that they are meeting the required levels of transparency and accountability.
3. **Manner of publication** – Fire and Rescue Authorities must publish their equality information and equality objective(s) in a manner that is accessible to the public. As this information is intended to be public facing.

## Gender Pay Gap

The gender pay gap is the average difference between hourly wages for men and women. Companies with more than 250 employees are legally required to publish their gender pay gaps annually. C

### **Who counts as an employee?**

For the purposes of gender pay reporting, the definition of who counts as an employee is set out in the regulations and follows the definition in the Equality Act 2010. This is known as an 'extended' definition that includes:

- employees (those with a contract of employment)
- workers and agency workers (those with a contract to do work or provide services)
- some self-employed people (where they have to personally perform the work)
- police officers and the armed forces

### **What needs to be reported on?**

1. The mean gender pay gap.
2. The median gender pay gap
3. The mean bonus gender pay gap
4. The median bonus gender pay gap
5. The proportion of males and females receiving a bonus payment
6. The proportion of males and females in each quartile band

## Appendix B

### Breakdown of the new Ethnicity Data set introduced 1<sup>st</sup> April 2024

To ensure that our reporting is in line with the Home Office, CLG, HMICFRS and the census data we are realigning our data sets within our systems and application forms from 1<sup>st</sup> April 2024. Therefore for this year we are reporting out ethnicity figures at the highest level to allow our staff time to update their personal details in line with the new data sets detailed below

#### People in the White British / Irish group are:

Group	Sub-Category
White	English / Welsh / Scottish / Northern Irish / British
White	Irish

#### People in the Ethnic Minority group are:

Group	Sub-Category
White	Gypsy or Irish Traveller
White	Roma
White	Any Other White Background
Mixed or Multiple Ethnic Groups	White & Black Caribbean
Mixed or Multiple Ethnic Groups	White & Black African
Mixed or Multiple Ethnic Groups	White & Asian
Mixed or Multiple Ethnic Groups	Any Other Mixed / Multiple Ethnic Background
Asian / Asian British	Indian
Asian / Asian British	Pakistani
Asian / Asian British	Bangladeshi
Asian / Asian British	Chinese
Asian / Asian British	Any Other Asian/Asian British Background
Black / African / Caribbean / Black British	African
Black / African / Caribbean / Black British	Caribbean
Black / African / Caribbean / Black British	Any Other Black / African / Caribbean Background
Other	Arab
Other	Any Other Ethnic Group

The other group is:

<b>Group</b>	<b>Sub-Category</b>
Other	Ethnic Origin Not Stated

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

This report is Restricted

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