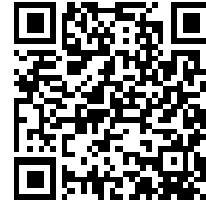


**To: All Members of the Performance & Scrutiny
Committee
(and any other Members who may wish to attend)**



**J. Henshaw
LLB (Hons)
Clerk to the Authority**

The Protocol and Procedure for visitors attending meetings of Merseyside Fire and Rescue Authority can be found by clicking [here](http://www.merseyfire.gov.uk) or on the Authority's website:

<http://www.merseyfire.gov.uk> - About Us > Fire Authority.

Tel: 0151 296 4000
Extn: 4113 Kelly Kellaway

Your ref:

Our ref HP/NP

Date: 13 May 2015

Dear Sir/Madam,

You are invited to attend a meeting of the **PERFORMANCE & SCRUTINY
COMMITTEE** to be held at **1.00 pm** on **THURSDAY, 21ST MAY, 2015** in the
Liverpool Suite at Merseyside Fire and Rescue Service Headquarters, Bridle Road,
Bootle.

Yours faithfully,



Clerk to the Authority

Encl.

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MERSEYSIDE FIRE AND RESCUE AUTHORITY

PERFORMANCE & SCRUTINY COMMITTEE

21 MAY 2015

AGENDA

Members

Councillors Ted Grannell (Chair), Robbie Ayres,
Roy Gladden, Barbara Murray, Jean Stapleton,
Sharon Sullivan and Lesley Rennie;
and Anthony Boyle (Independent Person)

1. Preliminary matters

Members are requested to consider the identification of:

- a) declarations of interest by individual Members in relation to any item of business on the Agenda
- b) any additional items of business which the Chair has determined should be considered as matters of urgency; and
- c) items of business which may require the exclusion of the press and public during consideration thereof because of the possibility of the disclosure of exempt information.

2. Minutes of the Previous Meeting (Pages 5 - 10)

Minutes of the previous meeting held on 19th March 2015 are submitted for approval and signature by the Chair.

3. Liverpool District Update Report 2014-15 (Pages 11 - 50)

To consider Report CFO/040/15 of the Deputy Chief Fire Officer, concerning performance of the Liverpool District against the objectives set within the Liverpool Community Safety Plan for 2014/15.

4. SERVICE DELIVERY PLAN 2014/15 END OF YEAR UPDATE (Pages 51 - 106)

To consider Report CFO/036/15 of the Deputy Chief Fire Officer, concerning scrutiny of performance against the objectives and the performance targets/ outcomes as set out in the Service Delivery Plan 2014/15 for the period April 2014 to March 2015.

5. **Equality and Diversity (E and D) Action Plan 2013-16 Quarter 3 and Quarter 4 Progress Report for Year two activity with year end status**
(Pages 107 - 148)

To consider Report CFO/037/15 of the Deputy Chief Fire Officer, concerning an update on Quarter 3 and Quarter 4 progress with the Equality and Diversity Action Plan 2013-16, for all year 2 actions.

6. **Review of Injuries sustained as a result of operational activity year ending March 31st 2015** (Pages 149 - 152)

To consider Report CFO/031/15 of the Deputy Chief Fire Officer, concerning a review of the performance data relating to operational staff injuries resulting from an attendance at operational incidents; and those as a result of training.

7. **Standing Item: Forward Work Plan** (Pages 153 - 160)

To evaluate the questions for scrutiny contained in the forward work plan and consider;

- a) Any feedback from Members and Lead Members on the scrutiny work they are currently involved in, and
- b) Any scrutiny questions that Members feel should be dealt with under a different priority, and
- c) Any questions that Members feel should be added to the forward work plan and the priority of that same question.

If any Members have queries, comments or require additional information relating to any item on the agenda please contact Committee Services and we will endeavour to provide the information you require for the meeting. Of course this does not affect the right of any Member to raise questions in the meeting itself but it may assist Members in their consideration of an item if additional information is available.

Refreshments

Any Members attending on Authority business straight from work or for long periods of time, and require a sandwich, please contact Democratic Services, prior to your arrival, for arrangements to be made.

MERSEYSIDE FIRE AND RESCUE AUTHORITY

PERFORMANCE & SCRUTINY COMMITTEE

19 MARCH 2015

MINUTES

Present: Cllr Ted Grannell (Chair) , Cllrs Robbie Ayres, Roy Gladden, Barbara Murray, Jean Stapleton, Lesley Rennie and Anthony Boyle

Also Present:

Apologies of absence were received from:
Cllr Sharon Sullivan

CHAIR'S ANNOUNCEMENTS

Prior to the start of the meeting, information regarding general housekeeping and confirmation of the recording of proceedings was provided by the Chair to all in attendance.

The Chair then declared the meeting open and recording of the proceedings commenced.

1. Preliminary Matters

Members considered the identification of declarations of interest, any urgent additional items, and any business that may require the exclusion of the press and public.

Resolved that:

- a) no declarations of interest were made by individual Members in relation to any item of business on the Agenda
- b) no additional items of business to be considered as matters of urgency were determined by the Chair; and
- c) no items of business required the exclusion of the press and public during consideration thereof because of the possibility of the disclosure of exempt information.

2. Minutes of the Previous Meeting

The Minutes of the previous meeting, held on 11th December 2014, were approved as a correct record and signed accordingly by the Chair.

3. WIRRAL DISTRICT UPDATE

(CFO/018/15)

Members were provided with a detailed presentation by Group Manager Paul Murphy – District Manager for the Wirral.

The presentation provided a “story of place” for the Wirral, highlighting key facts around the geography, demographics and key risk factors within the District.

Maps were shown detailing the four constituency areas, the various wards; and the current location of community Fire Stations within the Wirral District.

Information was then provided regarding the number and type of incidents occurring within the District. This highlighted a reduction in the number of accidental dwelling fires – however it was noted that unfortunately 3 accidental dwelling fire fatalities have occurred within the District during 2014/15.

Reductions were also reported for commercial building fires and anti-social behaviour fires. However, there has been an increase in the number of vehicle fires, which is thought to be at least partially related to organised crime and the use of vehicle fires as threats. Members were informed that work is underway with Police colleagues to address this issue.

The presentation also highlighted that the number of road traffic collisions MFRS are attending within the District are also on the increase. Members were informed that MFRS continue to work in conjunction with partners, in an effort to reduce RTC's, through education and enforcement.

Members were also provided with an overview of the partnerships and information sharing arrangements within the District, to help identify the most vulnerable people and target resources appropriately. It highlighted that in terms of vulnerability, there appears to be a “middle corridor” of individuals between the ages of 40 and 49, who live alone and may smoke, drink excessively or use drugs, but who are not a focus for any particular agency.

Members raised a number of questions in relation to the presentation.

In relation to the identification of vulnerable people within the “middle corridor”, Members were informed that Wirral Council were asked to share information regarding people claiming single person Council Tax benefit. This combined with sanitised data from the Cheshire & Wirral Partnership (CWP), enabled the number of properties to be reduced down to a manageable level for intervention.

In terms of targeting resources towards vulnerable older people, Members were informed that significant amounts of work has been undertaken to identify the location of vulnerable older people, but the problem has been in getting across the threshold to make interventions. Officers are working closely with health providers in an effort to access those individuals identified.

In relation to data sharing, Members were informed that Officers only utilise data which supports targeted intervention and protects the most vulnerable within Merseyside.

With regards to incident numbers within station areas, the Committee were informed that in the past, appliances may not have attended secondary fires within their station area, as the small fires unit may have been mobilised to such incidents to enable the appliance to remain available for life risk incidents. As the Authority no longer have that luxury given the reduction in the number of frontline fire engines, Officers confirmed that it will always be the nearest appliance which is mobilised to an incident.

GM Paul Murphy was thanked for the presentation.

Members then considered Report CFO/018/15 of the Deputy Chief Fire Officer, concerning the performance of the Wirral District over 2014/15.

Members Resolved that:

- a) Performance in relation to the Wirral District for 2014/15, be noted.
- b) The information contained within the Report and accompanying presentation, be noted.
- c) A report and presentation be provided to a future meeting of the Committee regarding Fire Control and the mobilisation process.

4. Service Delivery Plan 3rd Quarter

(CFO/015/15)

Members were provided with a presentation by Jackie Sutton – IRMP Officer, concerning an overview of performance against the objects and targets within the Service Delivery Plan for 2014/15 for the third quarter.

A number of questions were raised by Members concerning the number of fire fatalities for the year, the number of RTC's attended and the ability of the Authority to influence this number, the number of operational staff injuries; and sickness absence levels.

In relation to the number of fire fatalities, Members were informed that despite there being less accidental dwelling fires so far this year, there have been more fire fatalities.. Members were informed that older people are increasingly encouraged or required (Care Act) to remain in their own home, which brings with it some challenges for the Authority in terms of keeping those individuals

safe from fire. Members were advised that this issue will be the focus of the Home Safety Strategy being developed at present, which will be brought back to Members in due course.

In terms of the number of RTC's attended, Members were informed that targets and allocation of resources are reviewed regularly. In conjunction with Wirral Borough Council, resources are currently focused on targeting young people aged 16 to 29, with the "Suddenly from Nowhere" presentation being delivered to pupils across all Wirral Colleges. Should it be found that these interventions are not having an impact, the Authority will need to renegotiate the package with Wirral Council to invest time and resources elsewhere as appropriate.

With regards to the number of operational staff injuries, Members were advised that operational staff are now training more, and the number of injuries has increased as a result of this.

Members suggested that the operational staff injuries figure, be separated out into injuries obtained whilst undertaking risk critical training and injuries sustained whilst attending incidents.

In terms of sickness absence, the Committee were informed that there has been a slight reduction observed for February. Conduct and Capability Training is currently being delivered to all Managers across the organisation; and it is hoped that the introduction of the new policies and procedures; and support mechanism, will start to have a positive impact on absence levels.

Members were also informed that as there is now a full 12 months of data available, the target in relation to AFA's has been revisited and amended.

Members thanked Jackie for the presentation.

Members then considered Report CFO/015 of the Deputy Chief Fire Officer, concerning scrutiny of performance against the objectives and targets set in the Service Delivery plan 2014/15 for the period April to December 2014.

Members Resolved that:

- a) Performance concerning the IRMP, Service Delivery Plan and Functional Plan action points; and the suite of Key Performance Indicators for 2014/15, for the period April to December 2014, be noted.
- b) A report be brought back to a future meeting of the Committee concerning performance in relation to Automatic Fire Alarm (AFA) Actuations.
- c) Further information be brought back to a future meeting of the Committee with a breakdown operational staff injuries.

5. Cross Border Incidents

(CFO/017/15)

Members considered Report CFO/017/15 of the Deputy Chief Fire Officer, concerning the impact on response times of cross border mobilisations by MFRA appliances.

Members were provided with an overview of the report which highlighted that there have been 76 occasions on which MFRA appliances have been deployed outside of Merseyside. Of these 76 occasions, 43 involved some element of operational activity, whilst in 33 there was no assistance required. However, MFRA have only requested assistance from other Fire and Rescue Authorities on 7 occasions.

Members were informed that MFRA assets have also been deployed Nationally and Internationally to provide assistance, which are generally for protracted periods.

Members raised several questions in relation to the report.

With regards to attendance at International incidents, Members were advised that the Authority is reimbursed for costs incurred.

It was also noted that MFRA is able to provide assistance at National and International incidents, due to it employing fully trained, highly professional wholetime staff.

Members Resolved that

- a) The information contained within the report, which provides evidence that MFRA continue to support over border requests, with the data demonstrating there is no significant information to indicate that this activity impacts locally on response times (LPI 137), be noted.
- b) Officers be directed to continually monitor over border incidents to ensure that this activity does not impact locally on performance figures.

6. Standing Item: Forward Work Plan

Members considered the Forward Work plan of the Performance & Scrutiny Committee.

Members Resolved that:

- a) A report concerning the effectiveness of the AFA Policy, be brought back to the next meeting of the Committee.
- b) Further information regarding operational staff injuries, be brought back to the next meeting of the Committee.

- c) A report concerning the effectiveness of the Authority's consultation process, included within the Forward Work Plan, be deferred pending conclusion of the public consultation currently underway within the Wirral District.

Close

Date of next meeting Thursday, 21 May 2015

Signed:_____

Date:_____

MERSEYSIDE FIRE AND RESCUE AUTHORITY

PERFORMANCE REPORT TO THE PERFORMANCE AND SCRUTINY COMMITTEE

21 MAY 2015

SUBJECT: LIVERPOOL DISTRICT UPDATE REPORT 2014-15

REPORT NUMBER: CFO/040/15

APPENDICES:

APPENDIX A1:	LIVERPOOL SAFEGUARDING ADULTS BOARD STRUCTURE
APPENDIX A2:	CITYSAFE STRUCTURE
APPENDIX B:	HFSC DATA
APPENDIX C:	LIVERPOOL COMMUNITY SAFETY PLAN EIA
APPENDIX D:	DELIBERATE ACTION PLAN
APPENDIX E:	INTERNATIONAL OLYMPIC COMMITTEE CASE STUDY

REPORTING OFFICER: DEPUTY CHIEF FIRE OFFICER

RESPONSIBLE OFFICER: GM BEN RYDER – LIVERPOOL DISTRICT MANAGER

OFFICERS CONSULTED: JOHN FIELDING – BUSINESS INTELLIGENCE MANAGER
ROBERT HANSON – BUSINESS INTELLIGENCE ANALYST
SM PAUL KAY
SM GARY MARSDEN
MIKE BURATTI – DISTRICT PREVENTION MANAGER

Purpose of Report

1. To request that Members review the performance of the Liverpool District against the objectives set within the Liverpool Community Safety Plan for 2014/15.

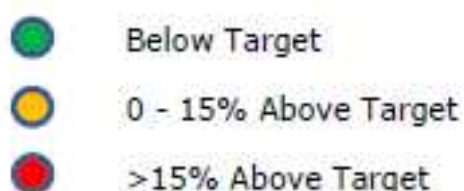
Introduction and Background

2. This report summarises the key areas detailed within the accompanying presentation, which highlights the outcomes in relation to District Performance within Liverpool.

3. Liverpool District Teams are involved in a number of partnerships (detailed within Appendix A), working to reduce risks and support the work of the local and strategic partnerships.
4. The District Manager represents the Service on a number of key strategic boards and is a member of the Community Safety Partnership (Citysafe); the DCFO represents MFRA at the Health and Wellbeing Board (H&WB).
5. The District has developed a successful partnership approach to the Community Safety Plan ensuring that there is synergy with CitySafe and H&WB priorities.

Outcomes

6. During 2014/15 the District achieved improvements in performance across the following areas:



CUMULATIVE	April - March						
	Accidental Dwelling Fire (E&D 1&2)	Non Domestic Property Fire	Other Property Fire	Deliberate Vehicle Fire	Deliberate Secondary Fire (E&D 3)	Road Traffic Collision (E&D 4)	Kitchen Fire In ADF (E&D2)
Liverpool							294
Wirral							153
Sefton							125
Knowsley							60
St Helens							84
Merseyside Wide							716

Figure 1 – District Performance 2014/15

Note: Some stations targets do not add up to district score, this is due to rounding of figures in target calculations

CUMULATIVE	April - March													
	ADF Target ●	Accidental Dwelling Fire (E&D 1&2)	Kitchen Fire In ADF (E&D 2)	Non Domestic Property Fire Target ●	Non Domestic Property Fire	Deliberate Non Domestic Property Fires	Other Property Fire Target ●	Other Property Fire	Deliberate Vehicle Fire Target ●	Deliberate Vehicle Fire	Deliberate Secondary Fire Target ●	Deliberate Secondary Fire (E&D 3)	Road Traffic collision Target ●	Road Traffic Collision (E&D 4)
Achieving Anticipated Target														
Missing Anticipated Target														
LIVERPOOL	483	413	294	184	181	64	422	246	266	220	2302	1727	187	230
10 - KIRKDALE	61	51	38	22	18	3	65	44	30	29	274	249	19	24
11 - LIVERPOOL CITY	31	27	18	54	48	7	19	16	11	6	122	87	15	16
12 - KENSINGTON	65	64	48	20	15	3	66	44	30	36	308	247	13	24
13 - ALLERTON	36	40	29	10	4	1	17	14	9	10	65	57	18	23
14 - SPEKE	34	24	14	12	14	1	51	21	38	29	248	154	23	28
15 - TOXTETH	62	40	27	11	8	2	35	26	26	21	214	164	14	19
16 - OLD SWAN	78	62	41	15	15	7	54	33	36	23	332	271	30	33
17 - BELLE VALE	34	26	20	5	8	2	23	11	16	8	158	124	14	14
18 - AINTREE	36	31	20	30	45	36	36	18	31	28	196	130	16	17
19 - CROXTETH	48	48	39	6	6	2	54	19	39	30	385	244	27	32

Figure 2 – Station Performance 2014/15

7. Accidental dwelling and secondary fires are areas in which Liverpool has performed significantly well. Paragraphs 26 and 27 detail how we plan to build upon the initiatives in 2015/16.
8. Road Safety has been identified as an area requiring improvement and the initiative to address this is detailed in Paragraphs 28 and 29.

Incidents in Liverpool

9. The graphs and charts depicted below provide a detailed analysis of incidents attended within Liverpool during 2014/15.

Incident Type	2013/14	2014/15	Change	% Change
AFA - Other	774	972	198	25.6%
Special Service - RTC	187	204	17	9.1%
Deliberate Vehicle Fire	200	206	6	3.0%
False Alarm Good Intent	517	526	9	1.7%
Special Service	888	895	7	0.8%
Non Domestic Property Fire	168	167	-1	-0.6%
Malicious False Alarm	118	102	-16	-13.6%
Accidental Dwelling Fire	449	387	-62	-13.8%
Other Property Fire	279	228	-51	-18.3%
Deliberate Secondary Fire	1990	1588	-402	-20.2%
Other Secondary Fire	192	140	-52	-27.1%
AFA - Non Domestic	437	315	-122	-27.9%
Grand Total	6199	5730	-469	-7.6%

Figure 3 – Incident Type 2014/15

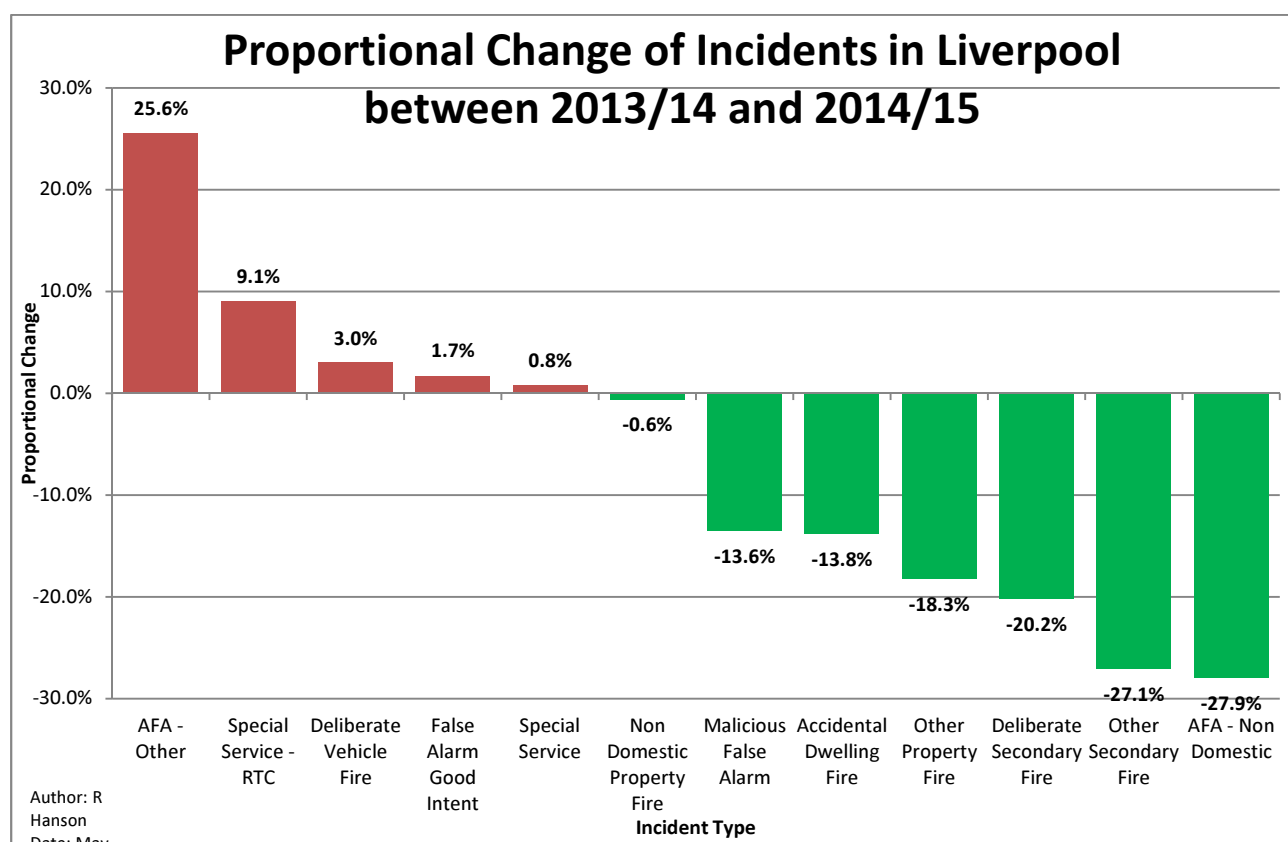


Figure 4 – Proportional Change 2014/15

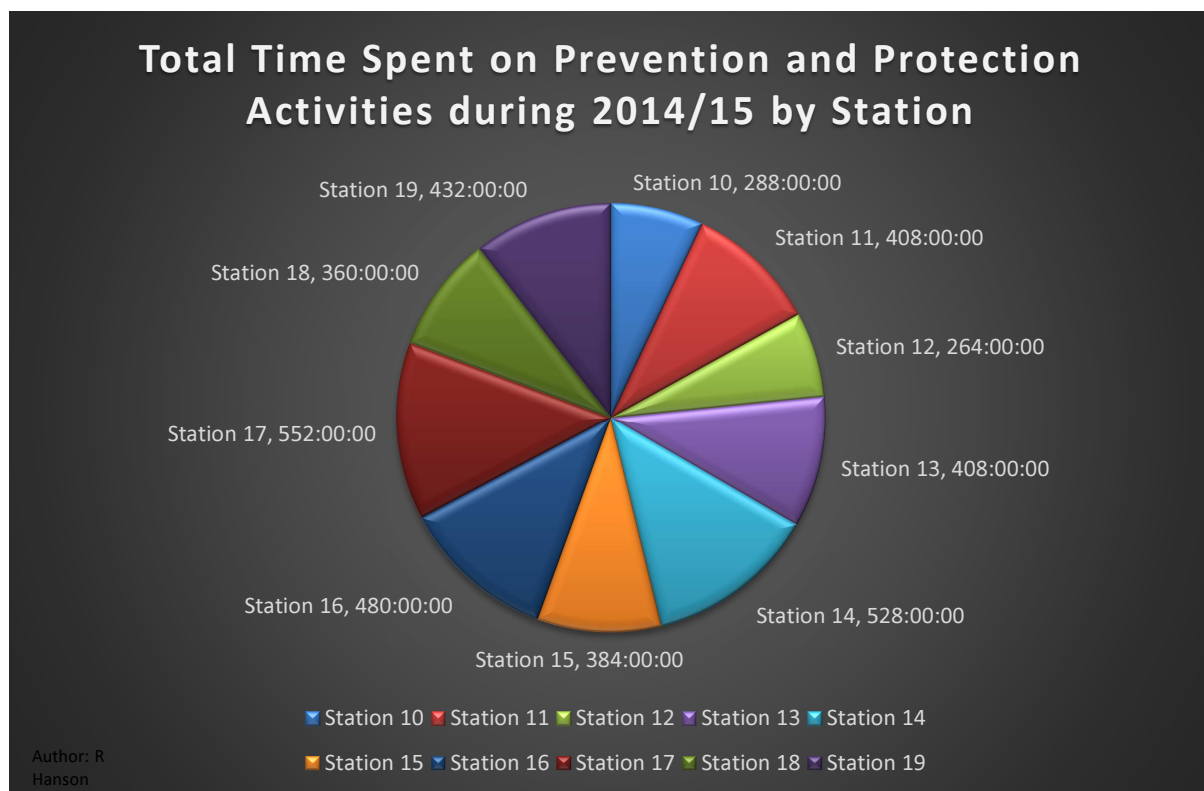


Figure 5 – Time spent on P&P Activities 2014/15

10. Stations' compliance with the work routine is an area that has been identified as needing improvement in 2015/16 and is a priority work stream for Station and Watch Managers.

Outputs

11. In total Liverpool District completed 12,786 HFSCs in 2014/15. Assets are used flexibly across Liverpool in order to assist Stations that have challenging demographics.
12. Each station within Liverpool District also focussed their attention on the previous months Accidental Dwelling Fire (ADF) activity and utilised 12 month historical data. Intelligence is shared amongst partners delivering high performance and a significant reduction in ADF's across the district.
13. Liverpool District completed;
 - 3532 High Risk Referrals
 - 5856 Medium Risk Referrals
 - 3392 Low Risk Referrals (224 additional referrals left blank)
14. Appendix B demonstrates in more detail, the success of the campaigns and targeted approach by Liverpool Stations.

Prevention Activity

15. The Liverpool Prevention Team completed the following interventions from 01/04/2014 to 31/03/2015:
 - HFSCs completed by Prevention Team - 1529
 - Hate Crime Fire Risk Assessments/Target Hardening - 458
 - FACE (Fire Awareness Child Education) Visits - 26
 - Fly Tipping and Skip Reports – 730
16. Fly Tipping and Skip reports focus on aspects of fly tipping, rubbish accumulation, unsecured properties, full skips etc. The aim is to seek to remove the risk and reduce the impact of Anti-Social Behaviour (ASB) Fires and potentially more serious cases of arson.

Protection Activity

17. Liverpool District fire protection departments based at City Centre covering the North and Belle Vale in the South of the District completed 752 audits for the reporting period. The outcomes to these audits resulted in generating relative risk ratings as follows:
 - 9% - (66) High with a two year inspection frequency.
 - 63% - (476) Medium with a three year inspection frequency.
 - 28% - (210) Low and Very Low with a sample frequency.
18. The majority of contraventions were resolved by agreement with the Responsible Person (as defined in the Regulatory Reform (Fire Safety) Order 2005. Where fire safety deficiencies were more serious 24 Prohibition Notices and Enforcement Notices were served.
19. The department also has had 1 successful prosecution and 5 pending.
20. Continued joint working and partnership working with Liverpool City Council Environmental Health and Trading Standards and Licensing.
21. Continued co-ordination with Prevention, Arson Advocates and operational crews in the completion of SSRI's. Targeting of premises for Unwanted Fire Signals – Sheltered accommodation.
22. 2014/15 saw the coming into force of two new regulations; Petroleum (Consolidation) Regulations 2014 and the Explosives Regulations 2014. Both pieces of legislation have had an impact on Community Fire Protection. Fireworks enforcement has been restructured to be delivered by the department.
23. 39 petrol filling stations are inspected with a risk based approach. The majority of which have now been issued with a Petroleum Storage Certificate due to the end of the licensing regime. Two improvement notices have been served along with 1 prohibition with prosecution pending.

24. Explosives – There have been 45 firework related inspections with 1 potential prosecution.

Plans for 2015/16

25. The full MF&RA Liverpool Community Safety Plan can be found on the Authority's Website www.merseyfire.gov.uk under "Response – Community Fire Stations – Liverpool – Liverpool District and Station Plans".

Incident Activity Campaign

26. Operational crews within each station area of Liverpool District have focussed on the most vulnerable people in the most socially deprived areas. Each Tuesday and Thursday operational appliances are mobilised to Kensington and Old Swan to carry out HFSCs. Each station has also been directed to focus their own efforts on areas that have seen Accidental Dwelling Fires (ADF's) the previous month and hot spot areas from 12 month historical data. The targeted approach has seen a significant reduction in ADF's across the district.
27. In 2015/16 Liverpool will introduce the HFSC+ whereby crews will work closely with LCC Street scene and ensure all combustible materials are removed from back yards/gardens and alleyways with the aim of further reducing ADF's and ASB fires in domestic dwellings.

RTC Initiative

28. Liverpool Management team have formed a close working relationship with Merseyside Police (MERPOL) and Liverpool City Council (LCC) to ensure an effective and efficient approach to delivering road safety to young people in schools across the district. A training day was held at Belle Vale Community Fire station and each organisation delivered their respective presentation.
29. LCC will now work with MERPOL and MFRS to populate the calendar and ensure the schools most at risk from collisions involving other cars and young people are visited. A SMART approach has also been implemented ensuring that when older children are undertaking exams primary school children are visited. Strong relationships will be built with local schools via the Liverpool Association Secondary Heads (LASH) and the agencies involved with the aim to improve road safety education.

Police & Fire Command Monthly Command Meetings

30. The Liverpool District Management Team (LDMT) conducted a comprehensive consultation process working with our partners at strategic, tactical and operational levels to develop our district community safety delivery plan.
31. As a result of the consultation process the LDMT will in 2015/16 conduct monthly community threat assessment meetings with colleagues from

Merseyside Police Liverpool Basic Command Unit (BCU) in order to improve community cohesion and resilience.

32. These meetings have further developed the relationship and synergy between the two Services and will enhance community cohesion and resilience in Liverpool.

Equality and Diversity Implications

33. There are no Equality and Diversity implications specifically outlined within this report. See Appendix 'C' for the 2015/16 Community Safety Plan EIA.

Staff Implications

34. There are no staffing implications contained within this report. The LDMT will however be working to improve in specifically identified areas against the staff survey.

Legal Implications

35. There have been several changes in legislation that will affect MFRA's communities. The first being the Care Act 2015 which has resulted in significant organisational resource being committed to the Safeguarding Adult Board/Arena; see appendix 'A'.
36. The second area of statute change is amendments to Anti-Social Behaviour legislation. The District Manager is the chair of the Citysafe ASB Strategy Group and has worked with key stakeholders to develop a Vulnerable Victims Joint Agency Group (VVJAG) and community trigger panel; see appendix 'A'.
37. Other legislative changes are described in paragraphs 22 and 23 above relating to Explosives and Petroleum.

Financial Implications & Value for Money

38. There are no financial implications contained within this report.

Risk Management, Health & Safety, and Environmental Implications

39. There are no risk management, health & safety and environmental issues contained within this report.

Contribution to Our Mission: *Safer Stronger Communities – Safe Effective Firefighters*

40. Performance in Liverpool is contributing directly to our Mission. The District Teams will continue to strive for improvement in the delivery of the Community Safety District Plan for 2014/2015 and, with the continued collaboration with partners, improve outcomes for the communities of Liverpool.
41. The Authority's contribution towards creating safer, stronger communities, was

recently recognised by the International Olympic Committee. (Case Study attached at Appendix E).

42. **Safeguarding & Vulnerable People**

The District Manager has worked extensively with the Strategic Families Group, Safeguarding Children & Adults Boards and the function prevention team in order to develop the Pre-EHAT and Multi-Agency Safeguarding Hub concepts.

43. **Operational Response – HVP**

One High Volume Pump (HVP) has been provided through National Resilience for use by Merseyside Fire and Rescue Service, and is currently based at Station 17 Belle Vale. It consists of one combined pump/hose module and one hose module and is available for local, regional and national deployment.

The location of the HVP sets was based on a national risk assessment methodology that satisfied the findings of the comprehensive socio-economic impact analysis on flooding. The key areas of the risk assessment were:

- Location and extent of Dam Inundation flood areas.
- Location and extent of known Flood Plain areas and Extreme Flood Plain areas.
- Location of human population, strategic sites, utilities and transport infrastructure.

44. **Operational Response – CSU**

The Command Support Unit (Formerly the Incident Management Unit) is a mobile asset for use at incidents of four appliances (including its own Support Pump) or more. It is currently alternately crewed at Station 15, with M15P1 being mobilised as Support Appliance in the event of the CSU being mobilised.

The CSU is designed to act as a mobile Command Centre covering Mainscheme, Incident and Command Communications and commensurate Operational and Functional activities at a large scale incident. It also carries two Computer terminals which have access to MFRS Intranet, and external Internet sites. It has the facility for video conferencing between TCG (Silver) and SCG (Gold). The CSU has touchbooks which can be linked to the on-board computers for the purpose of setting up an instant video and verbal communications “Mesh” which has an extendable area through use of the nodes on board, and additional portable nodes.

45. **Collaborative Operations (JESIP)**

The recent multi-agency response to the Occupy Liverpool incident in Castle Street has further evidenced the strong relationships within the District. The contribution of MFRS during Operation Toledo (see appendix ‘D’) significantly contributed to the safe and effective management of a politically and media sensitive incident.

Recommendation

46. That Members;

Scrutinise performance in relation to the Liverpool District Stations, and Protection and Prevention Teams delivery against the Liverpool District Community Safety Plan.

BACKGROUND PAPERS

GLOSSARY OF TERMS

LDMT	Liverpool District Management Team
DCFO	Deputy Chief Fire Officer
MFRA/S	Merseyside Fire & Rescue Service/Authority
H&WB	Health & Wellbeing Board
AFA	Automatic Fire Alarm
RTC	Road Traffic Collision
P&P	Prevention & Protection
FACE	Fire Awareness Child Education
ASB	Anti-Social Behaviour
LCC	Liverpool City Council
BCU	Basic Command Unit
MERPOL	Merseyside Police
SMART	Specific Measurable Achievable Realistic Time-bound
LASH	Liverpool Association Secondary Heads
VVJAG	Vulnerable Victim Joint Agency Group
ADF	Accidental Dwelling Fire
CSU	Command Support Unit
EHAT	Early Health Assessment Tool
HFSC	Home Fire Safety Check
HVP	High Volume Pump
SCG	Strategic Co-ordinating Group
TCG	Tactical Co-ordinating Group
EIA	Equality Impact Assessment

Liverpool Safeguarding Adults Board

Chair: Samih Kalakeche Director Adult Services and Health / Jane Lunt Head of Quality Chief Nurse

Mark Guinness (Merseyside Police), Karen Rooney (Merseyside Community Rehabilitation Company), Michelle Creed (NHS England), Roy Gladden (LCC) Ben Ryder (Merseyside Fire and Rescue Service), Colleen Martin (Community Safety), Kathy Hull (Healthwatch), Emer Coffey (Public Health), Liz Mekki (Childrens Services LCC) John Arnold (HMP Altcourse) Sandra Oluonye (National Probation Service), Jenny Robb (Mersey Care NHS Trust)

LSAB Executive Group

Chair: Paul Marr Divisional Manager Personalised Assessment and Care Older People / Vice Chair: Helen Smith Head of Safeguarding Adults

Natalie Perischine (Merseyside Police), Donna Coleman (LCC), Ben Ryder (Merseyside Fire and Rescue Service), Kathy Hull (Healthwatch), Jenny Ewels (Community Safety), Duncan Dooley-Robinson (LCC), Gerard Davies/Paul Baines (NWS), Karen Rooney (Merseyside Community Rehabilitation Company), Emer Coffey (Public Health), Sandra Oluonye (National Probation Service), Jenny Robb (Mersey Care NHS Trust)

LSAB

Safeguarding Adult/ Critical Incident Review Sub Group

Chair: Natalie Perischine
Merseyside Police
Donna Coleman LCC
Duncan Dooley-Robinson LCC
Sue Harris MCT
Angela Clarke
City Safe
Ben Ryder MFRS
Jan Summerville LCC
Becky Kelly MCRC
Helen Smith CCG
Deborah Hall-Wood
City Safe

LSAB

Mental Capacity/ Deprivation of Liberty Safeguards Governance Sub Group

Chair: Duncan Dooley-Robinson LCC
Jan Makin Careline
Jim Wiseman MCT
Heulwen Davis LCC
Nad Cattell LCC
Tracey Forshaw CCG
Mikaela Williams
Brown LSCP
Ann-Marie Cresham
LCH

LSAB

Performance Management Sub Group

Chair: Paul Marr LCC
Helen Smith CCG
Paul Kay MFRS
Barry Fearnough LCC
Natalie Perischine
Merseyside Police
Angela Clarke
City Safe
Heulwen Davis LCC
Liz Mekki LCC
Emer Coffey PH
Paul Baines/Gerard
Davies NWS

LSAB

Policy Procedure/ Operational Sub Group Chair: Donna Coleman LCC / Jonny Keville LCC Jan Makin Careline Ann McCann Care Home Providers Natalie Perischine Merseyside Police

Simon Groves LCC
Heulwen Davis/Jan
Summerville LCC
Alun Jonson LP
Chris Barker HMP
Will Harper MCT
Crispin Evans MCT
Aamir Butt/Mark Rossiter
Liverpool Community College
Kathy Molyneux CIC
Rosie Robinson MCJA
Susan Norbury CCG

LSAB

Health Sub Group

Chair: Helen Smith CCG
Angela Kelly Southport
and Ormskirk
Ann Marie Cresham
LCH
Carole Richardson UHA
Clare Duckworth
Walton Centre
Dave Roberts RLBUHT
Lisa Salter LHCH
Margaret Goddard - GP
Rep from LWH
Michelle Cox - NHS
Phil Dearden - Whiston
Sue Harris MCT
Kathy Hull Healthwatch

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Merseyside Community Safety Partnership
(Six meetings per annum)
Chair: PCC

Mayoral Select

Citysafe Board (Bi-Monthly)
Chair, Mayoral Lead, Community Safety

- Health & Wellbeing Board
- Criminal Justice Board
- Safeguardng Boards
- YOS Board

**Acquisitive
Crime / Student
Safety**
(bi-Monthly)
Chair:
Clive Howarth
Lead officer:
Justine Jenkins-
Burke

ASB Group
(Monthly)

Chair: Ben
Ryder
Lead officer:
Justine Jenkins-
Burke

City Centre JAG
(6 weekly)

Chair: Jon Ward
Lead officer:
Mike Cockburn/
Sandra Roscoe

**Offender
Management**
(bi-monthly)

Chair :
Greg Lambert
Lead officer:
Greg Lambert

DISARM
(bi-monthly)

Chair: Colleen
Martin
Lead officer:
Jenny Ewels

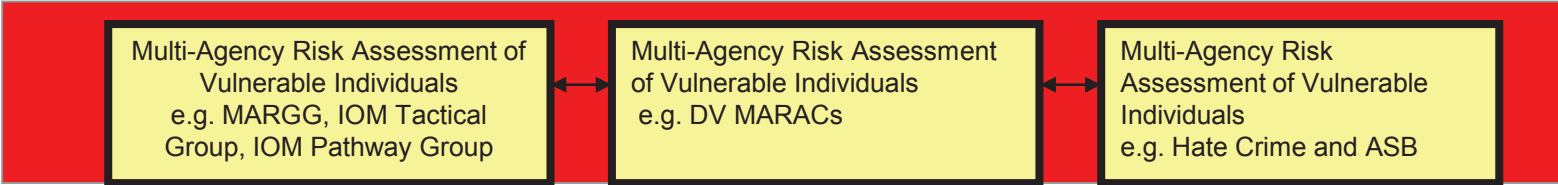
**Violence
Against Women
& Girls**
(bi-monthly)
Chair: Karen
Rooney
Lead officers:
Jenny Ewels
/Jill Summers

Prevent
(bi-monthly)

Chair:
Colleen Martin
Lead officer:
Jill Summers

**Community
Cohesion and
Hate Crime
Reduction Forum**
(bi-monthly)

Chair: Mayoral
Lead
Lead officer:
Gosia McKane



Problem Solving Arrangements in Neighbourhoods
and other thematic groups

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Appendix 'B'

The figures below demonstrate the success of the campaigns and targeted approach by Liverpool Stations:

10 Kirkdale	
BLANK	20
HIGH	509
LOW	59
MEDIUM	489
11 Liverpool City	
BLANK	92
HIGH	222
MEDIUM	39
12 Kensington	
BLANK	52
HIGH	1073
LOW	99
MEDIUM	316
13 Allerton	
BLANK	7
HIGH	49
LOW	662
MEDIUM	321
14 Speke	
BLANK	3
HIGH	73
LOW	346
MEDIUM	1219
15 Toxteth	
BLANK	24
HIGH	1033
LOW	22
MEDIUM	252
16 Old Swan	
BLANK	5
HIGH	325
LOW	762
MEDIUM	1034
17 Belle Vale	
BLANK	4
HIGH	72
LOW	662
MEDIUM	497
18 Aintree	

BLANK	3
HIGH	77
LOW	408
MEDIUM	610
19 Croxteth	
BLANK	16
HIGH	99
LOW	372
MEDIUM	1079

Equality Impact Assessment (EIA) Reporting Form

For any advice, support or guidance about completing this form please contact the DiversityTeam@merseyfire.gov.uk or on 0151 296 4236

Section 1: EIA Details

1.1) Author	<input type="text" value="Kay, Paul"/>
1.2) Responsible Officer	<input type="text"/>
1.3) Function	<u>Strategy and Performance</u>
1.4) Department	<u>Operational Assurance</u>
1.5) What is the status of this EIA? If "Revision" is selected, please ensure "1.7) Date of EIA" is revised and "1.5.1) Which sections have been revised?" is completed.	<u>New</u>
1.6) Title of EIA	<input type="text" value="Liverpool Community Safety Plan"/>
1.7) Date of EIA	<input type="text" value="30/01/2015"/>
1.8) What does the EIA relate to?	<u>Policy</u>
1.9) Title reference of SI/policy/report/event/project	<input type="text"/>
1.10) SI Policy Number of SI/policy/report/event/project	<input type="text"/>

Section 2: Initial Assessment

2.1) What are the legitimate aims or purposes of the SI/policy/report/event/project?

MFRS Liverpool District has developed a Community Safety Plan that underpins and actions the aims and objectives of MFRS IRMP 2013-16.

Liverpool District will engage with its workforce, partners, stakeholders and local communities to deliver the district plan with the aim of reducing risk as determined by MFRS specific priorities to every person who resides, works or visits Liverpool district.

Liverpool District will consistently monitor and evaluate the plan and the districts performance to ensure all objectives are met and work with partners to build safer stronger communities

2.2) Who will be affected? MF&RS Staff & Members of the Public

2.3) Which of the protected groups below does this impact on for an initial assessment?

Protected Characteristics	Positive Impact	Negative Impact	Neutral
Age	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Sex	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Race	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Religion & Belief	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gender Reassignment	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marriage & Civil Partnership	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pregnancy and Maternity	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sexual Orientation	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Socio-Economic Disadvantage	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

2.4) Has there been any positive or negative impact identified as part of the Initial Assessment for this SI/Policy/report/event/project?

☒ Yes ☐ No

2.5) Please supply supporting comments as to why you feel there is no positive/negative impact caused as part of the Initial Assessment for this SI/Policy/report/event/project?

Section 3: Monitoring

Summarise the findings of any monitoring data you have considered regarding this SI/policy/report/event/project. This could include data which shows whether it is having the desired outcomes and also its impact on members of different equality groups.

3.1) What monitoring data have you considered?

Plus Dane Housing
Housing Association
Properties owned by the housing association
Liverpool Direct (Revs and Bens)
Benefits
Individuals known to revenue and benefits filtered by over 60
Liverpool Direct (Revs and Bens)
Benefits
Individuals known to revenue and benefits filtered by disability
Liverpool Direct (Revs and Bens)
Benefits
Individuals known to revenue and benefits filtered by lone parents
Liverpool Direct (Revs and Bens)
Benefits
Individuals known to revenue and benefits filtered by lone occupants
Liverpool Direct (Revs and Bens)
Benefits
Individuals known to revenue and benefits filtered by employment support allowance claimants

Liverpool DASS
Adult Social Services
Residents known to Adult Social Service
Liverpool Community Health
Health
Residents known to LCH

HFSC Data provided by FSD

Liverpool District sourced information provided by MFRS Knowledge and Information relating to Accidental Dwelling Fires, ASB fires, Non domestic property fire, Other property fire, AFA's and RTC's
Troubled families
Local resilience Forum
Hate Crime JAG

3.2) What did it show in relation to Equality Impacts?

Home Fire safety checks remain the primary focus within Prevention activities for all operational and prevention staff. Liverpool have completed 10414 HFSC's to date, of which 2927 were high risk, 4705 were medium risk and 2782 low risk.

Targeted campaigns across the district focussing on the most vulnerable people in the most vulnerable areas have resulted in a dramatic decrease in Accidental dwelling Fires across the district. Liverpool will continue to adapt and improve the campaigns to deliver the positive outcomes.

Liverpool have consistently sought to reduce ASB fires and have worked with partners and the local communities to ensure the lowest recorded figures in 5 years.

we work with the ASB strategy partnership which focusses resources to protect vulnerable victims as per changes in ASB statute

3.3) What future monitoring of effects/outcomes will be recorded?

Liverpool will work with partners and record and monitor all data relating to community activity. All information recorded will assist in tailoring campaigns within the district and station boundaries.

Liverpool district Management team will meet with Merseyside Police monthly to discuss community threat assessment and act upon all shared information.

Liverpool have worked with the strategic families group to embed the Early Help Assessment Tool, (EHAT) in order to protect children, young people and families through pro active help and support.

Section 4: Research

Summarise the findings of any research you have considered regarding this SI/policy/report/event/project. This could include quantitative data and qualitative information; anything you have obtained from other sources e.g. CFOA/CLG guidance, other FRSs, etc.

4.1) What research have you considered?

Full review of Service incident statistics and Local performance indicators. Full consultation with partners and community groups collating both qualitative and quantitative data. See appendix for minutes and actions of consultation.

4.2) What did it show in relation to Equality Impact?

MFRS have targeted the most vulnerable people and BME groups in the most vulnerable areas utilising service assets efficiently and effectively which has seen ADF' and secondary class fires reduce.

The engagement with partners (citysafe safer stronger team) highlighted the changes in community demographics due to the transient nature of ethnic groups within the EU.

4.3) What did the exercise tell in relation to Equality Impact?

the equality impact assessment must be continually reviewed and kept as a live document/ the Liverpool district management team will take an organic approach to the EIA based upon the information provided by internal and external sources.

Section 5: Consultation

Summarise the opinions of any consultation. Who was consulted and how? (This should include reference to people and organisations identified in 3.2). Outline any plans to inform consultees of the results of the consultation.

5.1) What Consultation have you undertaken to help identify any further equality issues?

Liverpool District has built up a strong network of partners and has sought consultation with each group on a strategic, tactical and operational level. we believe it is vitally important that to achieve our outcomes all parties are given the opportunity to share, inform and educate Liverpool's district plan. Liverpool held several meetings that provided statistical evidence (Qualitative and quantitative sources) relating to 2014/15 performance and set out the district priorities and objectives for 2015/16 plan. All partners were encouraged to comment and provide feedback to ensure best practice can be achieved. this is evidenced by the comments provided by key individuals/stakeholders.

5.2) What did it say?

The consultation process underlined the commitment from partners, the third sector and community groups to collaborative working. This is evidenced in the Liverpool Community Safety Plan via local actions and ongoing communication and partnership working. See appendix

5.3) Which Groups/persons?

**The Liverpool City Council
Merseyside Police
Liverpool Health improvement and better lifestyles
Local Resilience Forum
Liverpool Safer Stronger communities
Liverpool ASB Strategy Group
Liverpool Community Cohesion and Hate Crime (Chair Emily Spurrell)**

Merseyside PCC Office.
Liverpool Clinical Commission Group
Youth Offending Service
Liverpool Mutual Homes
SLH
LCC Neighbourhood Management Team
Liverpool Healthy Homes
Other RP's
Strategic Families Group (EHAT)
Liverpool Safeguarding Adults Board and performance sub group
Internal Staff consultation with operational crews, Prevention/Protection teams and other duties staff.

Section 6: Conclusions

Taking into account the results of the monitoring, research and consultation, set out how the SI/policy/report/event/project could impact on people from the following protected groups? (Include positive and/or negative impacts)

(a) Age

Young people

Young people aged between 10-19 account for 13% of Liverpool's population, (58,895) ASB fires can often be attributed to this age range, therefore Liverpool will engage with its local partners and deliver initiatives utilising the Fire Fit brand to reduce ASB within the district targeting key times of the day and school holidays. Operational Crews will also undertake intelligence led patrols working with local Neighbourhood Police to identify hotspot areas and have a presence in those area and engage with young people in a positive way who may be at risk of engaging in anti-social behaviour.

Liverpool's Prevention Team will continue to deliver the FACE Programme (Fire Awareness Child Education) to engage with young people who are partaking in fire setting behaviour, whether this be a fascination within the home, or fire setting within the local community.

In 2015, Prevention Liverpool will take on four young Apprentice Community Safety Advisors from the Liverpool area which will assist us to understand and provide effective services to young people as well as provide experience and development opportunities for young people. The apprentices will work with the Liverpool Prevention Team for a period of 12 months.

Middle aged People

Liverpool will deliver monthly campaigns in line with the Fire Kills calendar and the diversity calendar which will aim to target the most vulnerable people at key times of the year.

Older people

Liverpool District has an older person population of 65,000 accounting for 14% of the population. Liverpool Prevention and Operational Fire Crews will undertake seasonal campaigns delivering key messages at key times of the year to ensure Accidental Dwelling Fires remain low across the district. Age is a key determinant of risk in the district vulnerable persons index

In addition, we will continue to develop our work around data sharing with partner agencies in the Liverpool District to identify vulnerable people and targeting HFSC's to those most at risk of dying in fires.

Campaigns will focus specifically on elderly people and share relevant information with partners

The overall aim of Liverpool's district plan is to ensure that all age groups within the

family and community are aware of the message MFRS delivers and thus ensure safer stronger communities

MFRS are embedded within the Liverpool safeguarding boards. examples of joint working being data sharing with vulnerable adults board for VPI and EHAT being embedded for children, young people and families.

(b) Disability (including mental, physical and sensory conditions)

At 9.7%, Liverpool has significantly more people claiming Employment support Allowance than the north west average. Of these 7.5% have been claiming for over 5 years.

22.5% of Liverpool's population is classed as having a Disability or long term illness that affects their day to day activities to some extent according to the ONS census 2011. This is higher than the Northwest benchmark at 20.3%.

Liverpool's Community Safety Plan will have a positive impact on those with disabilities and poor health. These problems are often linked closely with fire risk and data shows that people with disabilities are more at risk of suffering an Accidental Dwelling Fire and associated injury . We will continue to target our resources and provide services to those at higher risk of fire. The Liverpool Prevention Team will continue to develop partnerships and receive high risk referrals from key health and social care agencies in Liverpool.

Working with partners we will continue to further refine our data sharing to develop a Vulnerability Profile for the city which will allow us to deliver appropriate interventions and support to those affected by Disability . This will be managed through seasonal campaigns and thematic initiatives guided by the diversity calendar.

The Liverpool Prevention team will continue to provide and install special smoke detectors consisting of a vibrating pad for under a pillow and a strobe light to alert those who cannot hear a standard smoke detector.

Liverpool district will utilise Fire Fit to integrate able and non able bodied members of the community to come together and participate in physical activity and sport.

Liverpool District will continue to work with Daisy UK and promote Blue Light games, promoting an understanding of disabled sports to the public sector organisations.

MFRS sits on the Hate crime JAG, which takes a multi agency approach to protecting vulnerable people.

(c) Race (include: nationality, national or ethnic origin and/or colour)

At 11%, Liverpool has double the number of residents with black, minority ethnic background. The figures show Black African , Chinese and Indian as the 3 most popular ethnic minority groups in the district . There is a significant Black African population in the Toxteth station area, and there are also significant numbers of foreign students attending university within the city representing many different diverse ethnicities and cultures

In Toxteth we will work with the Fire Fit Hub Manager to engage with all sectors of the community and all age groups to maximise the benefit of the Hub and promote community cohesion.

Elsewhere we will work with Registered Providers, university managers and other partner groups to deliver timely interventions and supporting informational material in a range of languages. The employment of advocates from different ethnic backgrounds assists MFRS in achieving this objective.

The provision of Safe Havens at all our Liverpool stations will have a positive impact on all BME groups who may feel threatened or at risk of violence and can seek safe refuge at a local Fire Station until further assistance arrives.

Liverpool district will seek to build strong relationships with all groups through initiatives linked to the diversity calendar. All activity will be driven predominantly by campaigns. We continuously engage with under represented groups via the Liverpool Community Cohesion Forum. MFRS sits on the Hate crime JAG, which takes a multi agency approach to protecting vulnerable people.

(d) Religion or Belief

MFRS data does not indicate religious belief as increasing individual risk and there were no issues raised by our partners to suggest that religious faith identified individuals as vulnerable to accidental dwelling fires. Our home fire safety strategy reflects a non-discriminatory approach to proactive community fire safety. Should any issues be identified during a visit we will take appropriate action, including working with partner agencies to resolve any issue. HFSC campaigns directed by the Diversity calendar will target specific groups to inform and educate around fire safety. There has been evidence that religious belief and faith can make an individual more likely to be the victim of a hate crime. As such, we will further strength our partnership working to ensure referral pathways are effective.

Liverpool will look to work with the Equality and Diversity Department to build strong links with Faith groups within Communities and seek guidance on how best to engage with the different faith groups.

We will continue to provide arson risk assessments and target hardening where appropriate to those who may be targeted due to hate crime as a result of their religion or belief.

The provision of Safe Havens at all our Liverpool stations will have a positive impact on all faiths and religions who may feel threatened or at risk of violence and can seek safe refuge at a local Fire Station until further assistance arrives.

All Liverpool Operational Fire Crew will continue to receive Hate Crime Training delivered by Prevention Staff to enable them to gain a better understanding into how members of the public are affected by hate crime and the role that MFRS plays in tackling hate crime. We continuously engage with under represented groups via the Liverpool Community Cohesion Forum.

MFRS sits on the Hate crime JAG, which takes a multi agency approach to protecting vulnerable people.

(e) Sex (include gender reassignment, marriage or civil partnership and pregnancy or maternity)

MFRS data does not indicate that sex, pregnancy etc. is increasing in terms of individual risk, and there were no issues raised by our partners to suggest that sex identified individuals as vulnerable.

Our home fire safety strategy reflects a non-discriminatory approach to proactive community fire safety. Should any issues be identified during a visit we will take appropriate action, including working with partner agencies to resolve same.

There has been evidence that sex (gender reassignment) can make an individual more likely to be the victim of a hate crime. As such, we will further strength our partnership working to ensure referral pathways are effective. Further, our crews and prevention teams will develop relationships with community groups to raise awareness of fire safety.

All Liverpool Operational Fire Crew will continue to receive Hate Crime Training delivered by Prevention Staff to enable them to gain a better understanding into how members of the public are affected by hate crime and the role that MFRS plays in tackling hate crime.

Liverpool District plays an active role in the Domestic Violence MARAC (Multi-Agency Risk Assessment Conference) and will continue to support this process.

Liverpool Operational crews and Prevention/Protection staff will also continue to promote the Men against Violence campaign

The provision of Safe Havens at all our Liverpool stations will have a positive impact on women and those who feel at risk who may be at risk of violence who can seek safe refuge at a local Fire Station until further assistance arrives.

The Liverpool Prevention Team will continue to strengthen its partnership and work closer with Children's Family Service Team who look after teenage mums from 12 weeks into their pregnancy to 2 years old.

MFRS sit on the violence against women and girls strategic group.

(f) Sexual Orientation

Sexual orientation was a factor in one percent of hate crimes involving the fire service. There has been evidence that sexual orientation can make an individual more likely to be the victim of a hate crime. As such, we will further strength our partnership working to ensure referral pathways are effective. Further, our crews and prevention teams will develop relationships with community groups to raise awareness of fire safety.

All Liverpool Operational Fire Crew will continue to receive Hate Crime Training delivered by Prevention Staff to enable them to gain a better understanding into how members of the public are affected by hate crime and the role that MFRS plays in tackling hate crime. The provision of Safe Havens at all our Liverpool stations will have a positive impact on all LGBT Groups who may feel threatened or at risk of violence and can seek safe refuge at a local Fire Station until further assistance arrives.

Liverpool District will also continue to work and promote Pride and all LGBT events We continuously engage with under represented groups via the Liverpool Community Cohesion Forum.

MFRS sits on the Hate crime JAG, which takes a multi agency approach to protecting vulnerable people.

(g) Socio-economic disadvantage

Liverpool remains the most deprived borough in England and has high levels of deprivation, poor health and high unemployment. At 20.6% Liverpool has double the north west average of population reliant on benefits. It also has a higher proportion of single parent families who are unemployed.

Liverpool has a significantly higher proportion of its small areas, known as Lower Super Output Areas (LSOAs), in the higher deprivation areas than any other core city (22 out of 100 nationally). MFRS data shows that on their own, each of these factors increases an individual's risk of suffering an ADF and associated injury and collectively they increase that risk significantly. Working with partners we will further develop the vulnerable person's index to target the most vulnerable to fire. We will also use our location based customer insight analysis to identify areas of highest risk.

Section 7: Decisions

If the SI/policy/report/event/project will have a negative impact on members of one or more of the protected groups, explain how it will change or why it is to continue in the same way. If no changes are proposed, the SI/policy/report/event/project needs to be objectively justified as being an appropriate and necessary means of achieving the legitimate aim set out in 3.1

It is not necessary to change the Liverpool community safety plan as it will have a positive impact on a number of groups, who are identified as being at a higher risk of being involved in incidents. For 2015-16, Liverpool stations will adopt a SMART approach

and respond to the needs of their local communities. The Liverpool CS delivery plan has outlined key priorities as follows:

We will continue to deliver MFRS's Organisational Aims and promote and understand the strategic priorities of key partners through contact at a strategic, tactical and operational level. As a district collectively we will monitor and review to ensure outcomes are achieved

We will continue to mutually share information with partners at a local level assisting in the identification of vulnerable persons within Liverpools communities and deliver bespoke Home Fire Safety campaigns to reduce accidental dwelling fires. we will work with local partners, schools and the local community to reduce road traffic collisions through information, education and nationally promoted campaigns. we will also deliver bespoke campaigns targeting specific areas at specific times of the year to reduce anti-social behaviour and secondary class fires.

We aim to enhance our contribution to collaborative working through the promotion and delivery of local, national and seasonal safety campaigns, linked to recent and historical data. we will utilise the Fire Kills calendar, Diversity calendar and work with local communities on the matters that affect them most.

We will continue to support and deliver both fire related and community engagement activities within the community to promote joint initiatives. we will utilise the Fire Fit brand to reach out and engage with young people in the community

We will continue to deliver educational workshops to our partner organisations and within the community to identified vulnerable groups.

We will work with the public, private, voluntary and faith sectors to build relationships at a local level to identify joint training, familiarisation and SSRI opportunities to ensure our own staff are provided with the a high level of training, information, and equipment to ensure they can safely and effectively resolve all emergency incidents.

We will identify void properties and build-up of combustibles through Fly Tipping Reports and refer through to the appropriate partner organisation for action.

We will continue to support the Liverpool business community in reducing the impact of fires on commercial premises by integrating MFRS protection department. Liverpool will continually assess the work being carried out by all departments and encourage peer review from fellow districts within Merseyside to share good practice.

Liverpool will take a key role in using intelligence across the partnership to reduce ASB and the impact that it has on the most vulnerable.

Liverpool District Management team will act as leaders and positively influence the wider determines framework via strategic partnership networks.

Section 8: Actions (Admin Use Only)

8.1) Actioned Required

☐ Yes ☐ No

8.2) Details of Action Required

<input type="text"/>	
8.3) DAG Consultation Required	<input type="radio"/> Yes <input type="radio"/> No
8.4) Approved	<input type="radio"/> Yes <input type="radio"/> No
8.5) Responsibility Of	<input type="text" value="Kay, Paul"/>
8.6) Completed By	<input type="text"/>
8.7) Review Date	<input type="text" value="30/01/2016"/>

Section 9: Equality & Diversity Sign Off (Admin Use Only)

9.1) Signed off by Wendy Kenyon	<input type="text"/>
---------------------------------	----------------------

<input type="text" value="365"/>	
ID	<input type="text"/>
File Name	<input type="text"/>



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MANAGING SPORT FOR ALL PROGRAMMES



38

FIRE FIT

UTILISING ROLE MODELS TO PROMOTE SOCIAL EQUALITY THROUGH PHYSICAL AND CULTURAL ACTIVITY.

Fire Fit expands the role of the local fire service beyond its traditional boundaries in order to make the local community safer, stronger and healthier through the promotion of sport and physical exercise.



Liverpool (United Kingdom)



Organisation

Merseyside Fire and Rescue Service (MFRS).

Start-end date

2010 – ongoing.

Target group

All ages.

Reach

In 2014, Fire Fit Schools reaches over 400 children (aged 10), through engagement at the Fire Fit HUB in Toxteth. In addition, there are over 1,000 memberships and links to other recreational groups.

Partners

Liverpool City Council, the Department of Education, the Health and Wellbeing Board.

Key facts

MFRS was the first Fire and Rescue Service to reach the “Inspire” participation mark set out by the Local Organising Committee for London 2012. Fire Fit went on to encourage 17 other UK Fire and Rescue services to achieve the same recognition.

For inspiration

www.firefithub.org.uk

Summary

The Merseyside Fire and Rescue Service (MFRS) identified the strong link between the threat of fire and the levels of social inequality in the fields of education, housing and income. The incidence of anti-social behaviour, crime and other risk factors directly related to fire are far more prevalent in areas that suffer under these aspects of social inequality (English Indices of Multiple Deprivation ranks Liverpool 1st & Knowsley 5th in terms of levels of deprivation).

The Fire Fit initiative was born out of the need to tackle this inequality within these communities through sport, exercise and physical education, leveraging the expertise and social status of the local fire and rescue service. Fire Fit encompasses sport, healthy eating, volunteering, and cultural and community cohesion activities. It uses the fire service, firefighters and other staff as role models to increase participation in physical and cultural activities.

The entire Fire Fit brand can be divided across five main activity areas – Schools, Communities, Activities, Events and HUB. The Schools facet focuses on engaging the youth of the city before they leave primary school, preparing them for a physically and mentally healthy lifestyle. It acknowledges data provided by health officials through the National Weight Management Programme (correct engagement and targeting).



Communities and Activities focus on the promotion of events and initiatives across different communities and the city at large. Fire Fit Events are themed activities run in conjunction with the Schools component over the course of the year, one in each district where the programme is active. Finally, HUB revolves around the running of a world-class youth zone centre in the city.

Operating costs for Fire Fit Schools and Communities are approx. USD 40,000 per annum. Costs for the HUB exceed USD 100,000 per annum while the facility has a bespoke income generation business model.

Keys to success

MAJOR EVENT PLATFORM

The need for a social programme of this type was first conceived during the hosting of the World Firefighter Games in Liverpool, as part of the larger celebration of Liverpool as the European Capital of Culture in 2008. The legacy of this event to the city was a primary concern and the momentum it generated helped in getting the project off the ground and running with the backing of key stakeholders. This effect was bolstered by the approach of the Olympic Games in London in 2012, as the programme was launched in between the two events, giving it a huge level of exposure and coverage.

PHYSICAL LOCATION

As part of the “HUB” component of the Fire Fit programme, a GBP 5 million state-of-the-art, world-class facility for young people was built in Liverpool with the assistance of the Liverpool City Council and the Department of Education. The centre caters for sports, music, culture and other diverse activities, all of which are specifically designed for young people. The HUB also generates revenue by hiring out its facilities to other users. Having a physical centre or “HUB” from which to deliver many of the great initiatives underneath the Fire Fit brand, as well as having a dedicated focal point where the community can gather, assists a great deal when trying to connect with people from the local community and bring them together.



“We are delighted that our school is part of the Fire Fit programme. It is highly engaging and the children look forward to the sessions with enthusiasm. The Fire Service adds real value to the school.”

Kath Honey – Head Teacher – Blueberry Park Primary School

SUSTAINABILITY

Fire Fit is focused on delivering sustainable programmes in the local community. This involves hiring out facilities at the HUB when they are not in use to generate revenue. It has also seen the introduction of a new innovation in the form of the social impact bond scheme. Under this scheme, workers or volunteers within the Fire Fit programme receive bonds for time they have spent in service. These bonds have a financial value in that they can be exchanged for certain goods such as new football kits or the use of a mini-bus for a community programme, for example. The scheme has also seen staff commissioned on a voluntary basis with the provision of a bursary to support travelling expenses and subsistence, thereby delivering the service on a lower cost model than in previous years. This innovative approach is a first for a Fire and Rescue Service. As a result of these initiatives; each team member who provides support for a community-based activity does so in the knowledge that they are personally putting something back into the community.

OUR PEOPLE

Fire Fit's own people are the engine room of the programme. They are its future. The programme looks to support them by encouraging participation in sports events such as the "Race for life" or "Santa dash". Fire Fit also provides opportunities for coaching qualifications as part of its own Continued Professional Development; this investment brings benefits to both the individual and community.



Sport for All objectives

PROMOTE PHYSICAL ACTIVITY AND PARTICIPATION IN SPORT

The programme's core vision is to better the community through the vehicle of sport and physical exercise. This has involved initiatives focusing on active participation as well as the construction of facilities to provide a venue for the practice of exercise and physical activity.

INCREASE HEALTH

Besides the physical benefits that Fire Fit aims to impart to the community, additional health benefits such as improved confidence and self-esteem are integral to the design and delivery of the programme. All activities are centred on instilling a sense of achievement among participants.

INVOLVE SCHOOLS

A key objective of the Fire Fit programme is to increase attendance and behaviour at school. An individual member of staff is embedded into individual participant schools to deliver the programme and act as an enabler for the MFRS to deliver the prevention message.

SUPPORT THE DISADVANTAGED

The Fire Fit model improves social capital and develops community cohesion in the locality. The ultimate aim of the programme is to reduce the level of inequality in disadvantaged communities in order to make them safer, stronger, healthier places.



How is the programme communicated?

On the ground, the programme is communicated through community outreach programmes, particularly in local participating schools, relying heavily on the social status of the MFRS as community leaders. The programme also runs its own website, Twitter and Facebook accounts.

How is the programme evaluated?

The MFRS has a dedicated officer that oversees the overall governance of the programme. Outcomes are reported internally within the MFRS with a full annual report being produced. The strength of the Fire Fit brand can be measured by its reputation and visibility.



INTERNATIONAL OLYMPIC COMMITTEE
CHÂTEAU DE VIDY, 1007 LAUSANNE, SWITZERLAND

www.olympic.org

Page 44

A large crowd of runners is shown in a marathon, with various bib numbers visible. A prominent red diagonal banner is overlaid across the center of the image, containing the text 'YOUR TURN NOW?!' in white. The background image is a high-angle shot of a marathon race, showing many runners in various athletic wear, some holding water bottles. The overall color scheme is dominated by the red of the banner and the various colors of the runners' clothing.

YOUR TURN NOW?!

By virtue of paragraph(s) 7 of Part 1 of Schedule 12A
of the Local Government Act 1972.

This report is Restricted

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MERSEYSIDE FIRE AND RESCUE AUTHORITY

PERFORMANCE REPORT TO THE PERFORMANCE AND SCRUTINY COMMITTEE

21 MAY 2015

SUBJECT: SERVICE DELIVERY PLAN 2014/15 END OF YEAR UPDATE

REPORT NUMBER: CFO/036/15

APPENDICES:

APPENDIX 1:	SERVICE DELIVERY PLAN 14/15 END OF YEAR UPDATE
APPENDIX 2:	SERVICE DELIVERY PLAN 14/15 IRMP/FUNCTIONAL PLANS END OF YEAR UPDATE

REPORTING OFFICER: DEPUTY CHIEF FIRE OFFICER

RESPONSIBLE OFFICER: DEB APPLETON

OFFICERS CONSULTED: PERFORMANCE MANAGEMENT GROUP

Purpose of Report

1. To request that Members scrutinise performance against the objectives and the performance targets/outcomes as set out in the Service Delivery Plan 2014/15 for the period April 2014 to March 2015.

Introduction and Background

2. The 2014/15 planning process began in 2013. The process considered organisational risk, legislation, financial constraints and consultation outcomes to create innovative and value for money initiatives in order to inform the IRMP and Service Delivery Plan.
3. The 4th quarter and final year end Service Delivery Plan Performance Report for 2014/15 is the document that reports updates on the IRMP, Service Delivery Plan action points, Functional Plan action points and Performance Indicators (PI's) against the outcome targets that were approved by Members in April 2014.

4. Reporting is provided on a regular basis to Members through the Authority's Committees.

Performance Indicators

5. Members will be aware that the way performance is reported was changed for 2014/15. Following a fundamental review, performance indicators have been grouped as:
 - Key Performance Indicators – Outcomes for MFRA & Merseyside residents
 - Tier 1 Local Performance Indicators – Outputs by MFRA staff
 - Tier 2 Local Performance Indicators – Outputs by MFRA staff
6. The quarterly report focuses on the Key Performance Indicators utilising the Local Performance Indicators to illustrate and inform as required.
7. The format has been designed to give a clearer illustration of how the Service is performing against Key Performance Indicators which are grouped together e.g. the Anti-Social Behaviour group includes LPI61a Number of Deliberate Vehicle Fires and LPI 61b Number of Anti-Social Behaviour (ASB) fires (small). However LPI 10a Retention rate for young people on Youth Engagement courses and LPI10b Percentage of young people on Princes Trust Courses moving into Education, Employment & Training will be used to give more depth information to the performance information provided throughout the year but not directly reported to the Authority. This information is published in full on the Authority website.
8. The PI's are monitored each month through the Performance Management Group which is an internal group consisting of Area Managers, Directors and relevant managers. The group is chaired by the Deputy Chief Fire Officer. Exceptions and areas of poor performance are highlighted and action plans put into place as appropriate.
9. The detailed update for the IRMP, Service Delivery Plan, Functional Plans and Local Performance Indicators is attached as Appendix A.
10. For 2014/15 performance targets were removed for some station performance measures to allow personnel to manage their time using the Work Routine to better enable the delivery of service outcomes rather than having to meet specific output targets each month. There are no performance targets for indicators such as Home Fire Safety Checks completed to allow staff to target identified high and medium risk areas. Performance is still monitored closely by District Managers and the Performance Management Group.
11. All performance for April 2014 to March 2015 is covered in detail in the appendices to this report. Indicators groups around Dwelling Fires, Non Domestic Property Fires, Anti-Social Behaviour and Health & Safety are performing well this quarter. Road Traffic Collisions and Staff Sickness are

areas where the Authority has not met the target. More information on the causes and action being taken is included in the appendices.

12. Targets for LPI140 Total Number of False Alarms Attended and LPI53 Number of False Alarm Calls due to Automatic Fire Alarm Equipment in Non-Domestic Properties have been adjusted. The original target was calculated with only 4 months data available. As the Service now have 12 months data the targets have been revisited and amended to reflect this.

Equality and Diversity Implications

13. Equality and Diversity actions form part of the Service Delivery Plan and each action is equally impact assessed as appropriate. Performance against Equality Objectives is included in the twice yearly Equality and Diversity update reports that are submitted to this Committee.

Staff Implications

14. There are no direct staffing implications contained within this report.

Legal Implications

15. There are no direct legal implications contained within this report.

Financial Implications & Value for Money

16. It is the aim of the majority of objectives to provide the same or an improved service for the same or a reduced cost.
17. Initiatives where there are cost implications have been approved by the Authority are monitored closely through the project management process.

Risk Management, Health & Safety, and Environmental Implications

18. Consideration of Health and Safety, the environment and successful risk management is paramount in project managing all of the IRMP and Service Delivery Plan actions

Contribution to Our Mission: *Safer Stronger Communities – Safe Effective Firefighters*

19. The Service Delivery Plan is the main method by which the Authority delivers its objectives to achieve its Mission.

BACKGROUND PAPERS

CFO/027/14 Service Delivery Plan 2014/15

GLOSSARY OF TERMS

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**Service Delivery Plan
2014/15**

Performance Indicators

Quarter 4 Update

Service Delivery Plan 4th Quarter 2014/15

Total Fires Attended

Dwelling Fires

Non Domestic Fires

Anti Social Behaviour

Road Traffic Collisions

False Alarms

Sickness Absence

Health & Safety

Objective

Good Performance is reflected on the top bar of each indicator graph. We use Red, Amber, Green to indicate how each indicator is performing. Amber reflects an indicator is within 10% of target.

Total Fires Attended

KPI 61 The total number of Fires in Merseyside

KPI 66 Number of Primary Fires Attended

Commentary

- KPI 61 The total number of fires in Merseyside during 2014/15 at 6871 is 1551 less than in 2013/14 and 1524 below the annual target of 8395.
- KPI 66 Likewise the number of primary fires attended has fallen from 2667 in 2013/14 to 2503 in 2014/15, 164 less. Targets were missed, by less than 10%, in February and March due to an increase in accidental dwelling fires and an usually high number of deliberate vehicle fires.
- Overall performance in relation to fires this year reflects the reduction in incidents experienced over the last 10 years and demonstrates the success of MFRS.

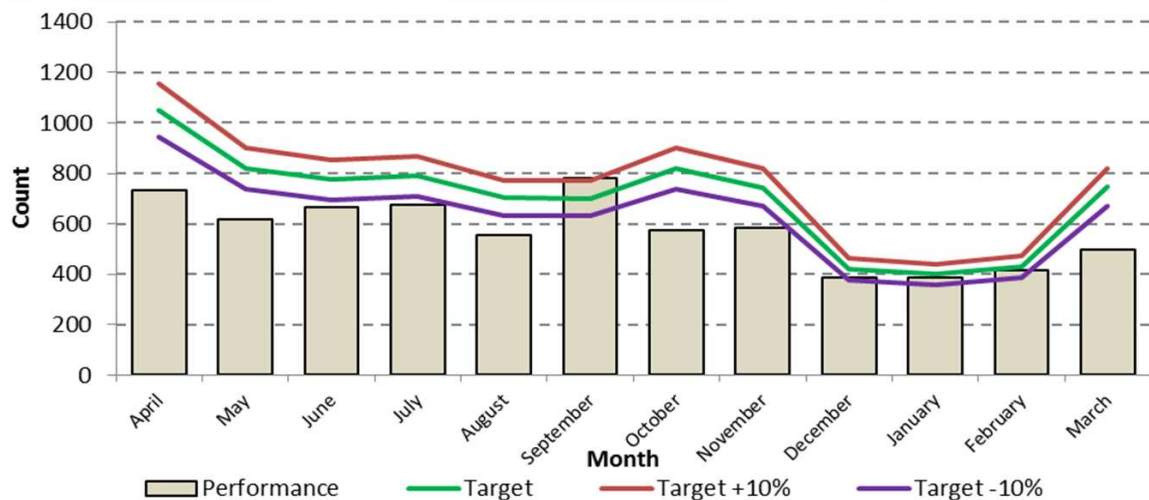
61 The total number of Fires in Merseyside

Service Plan Target

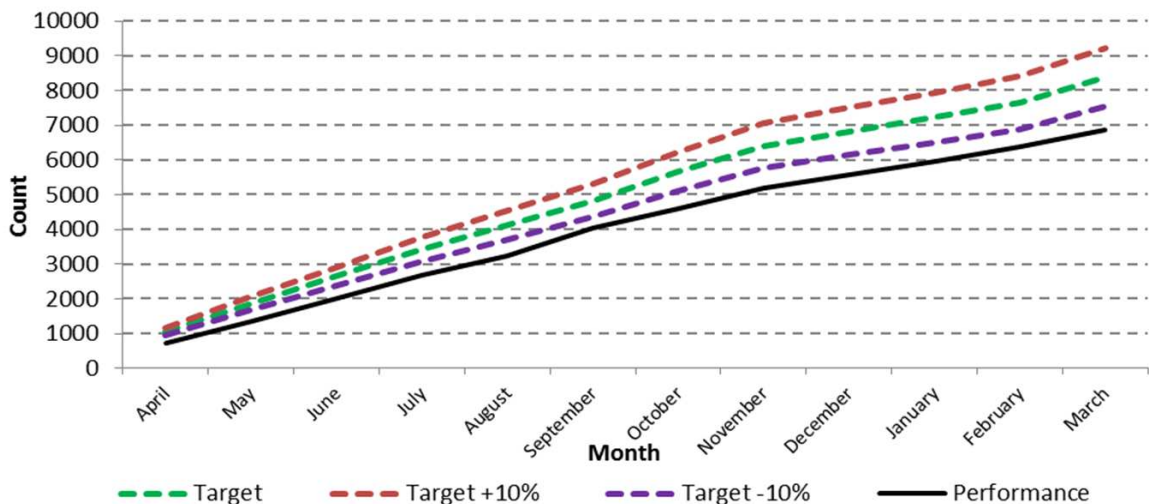
8395

Progress to Date

6871



Cumulative Performance



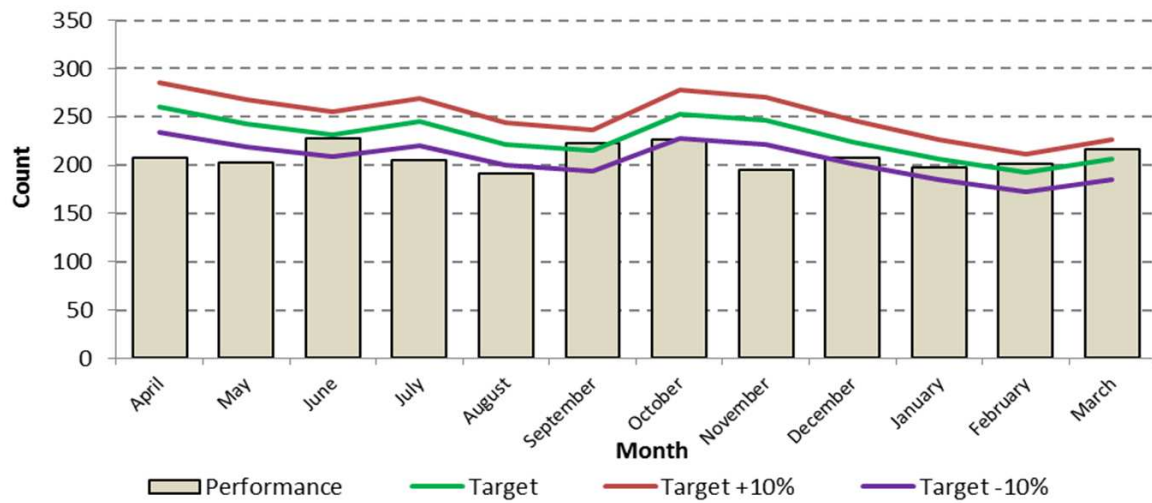
66 Number of Primary Fires Attended

Service Plan Target

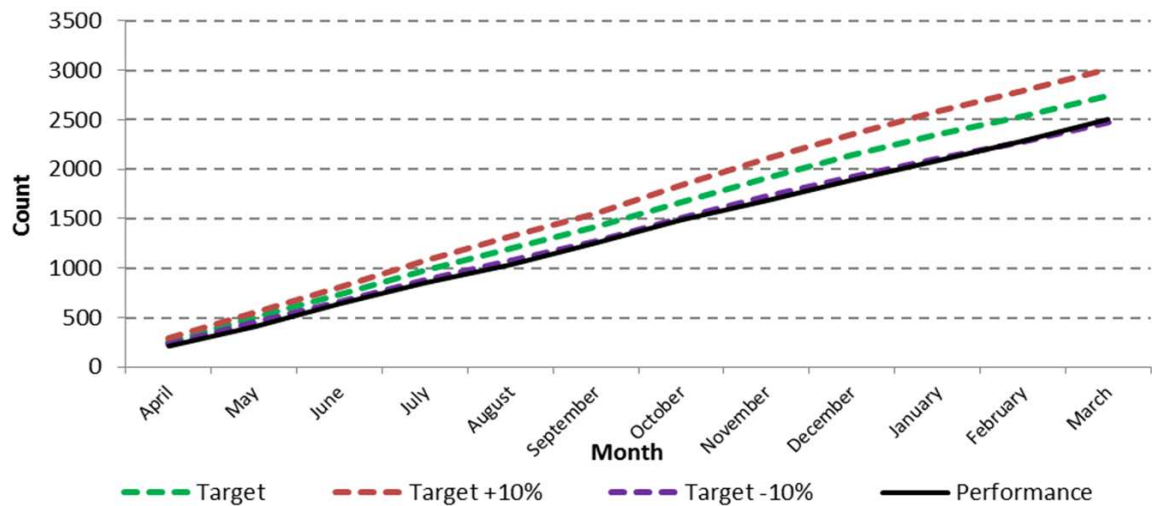
2743

Progress to Date

2503



Cumulative Performance



Dwelling Fires	
KPI 44 Number of accidental dwelling fires	
KPI 45 Number of fatalities from accidental dwelling fires	
KPI 46 Number of injuries from accidental dwelling fires	
KPI 48 Number of deliberate dwelling fires in occupied properties	
KPI 48a Number of deliberate dwelling fires in unoccupied properties	
KPI 49 Number of deaths occurring in deliberate dwelling fires	
KPI 50 Number of injuries occurring in deliberate dwelling fires	
KPI 47 Percentage of accidental dwelling fires confined to room of origin	
KPI137 First attendance of an appliance at all life risk incidents in 10 minutes	

Commentary	
KPI 44	There were 103 fewer accidental dwelling fires (1050) compared to 2013/14 (1153). During March 96 incidents were attended of those 70 were in the kitchen.
KPI 45	Sadly there were 10 fatalities in accidental dwelling fires during 14/15. 8 of these incidents involved people aged over 75. The latest fatality in March involved an 89 year old male.
KPI 46	Injuries in accidental dwelling fires (121) for the year were 21 below target and 5 less than last year.
KPI 48 KPI 48a	Deliberate dwelling fires in occupied and unoccupied properties both performed well more than achieving the targets set.
KPI 49	Sadly there were 2 deaths in deliberate dwelling fires this year, which were a suicide.
LPI 4 LPI 5 LPI 5a, b, c, d, e	The reduction in dwelling fires is attributable to the number of HFSC's carried out each year by staff. While less HFSC's were completed this year (43932) than last we now intelligently target the homes visited using data shared by partners in direct response to the attributes identified in the vulnerability profile that identify those most at risk of fire.
KPI 47	Accidental dwelling fires were confined to room of origin on 92.3% of occasions, again this is in no small part due to fire safety information delivered to the public by MFRS staff.
LPI 129	Appliances are mobile to incidents within 1.9 minutes on 95% of turnouts against performance last year of 88.7%. This is closely monitored by District management teams when the target is not achieved.
LPI 55	Fire control answer 999 calls within 10 seconds on 97.7% of occasions. Last year this indicator was 96.7%.
KPI 137	The attendance standard of the first attendance of an appliance at life risk incidents within 10 minute is met on 97.7% of mobilisations. The target is 95%.

Dwelling Fires

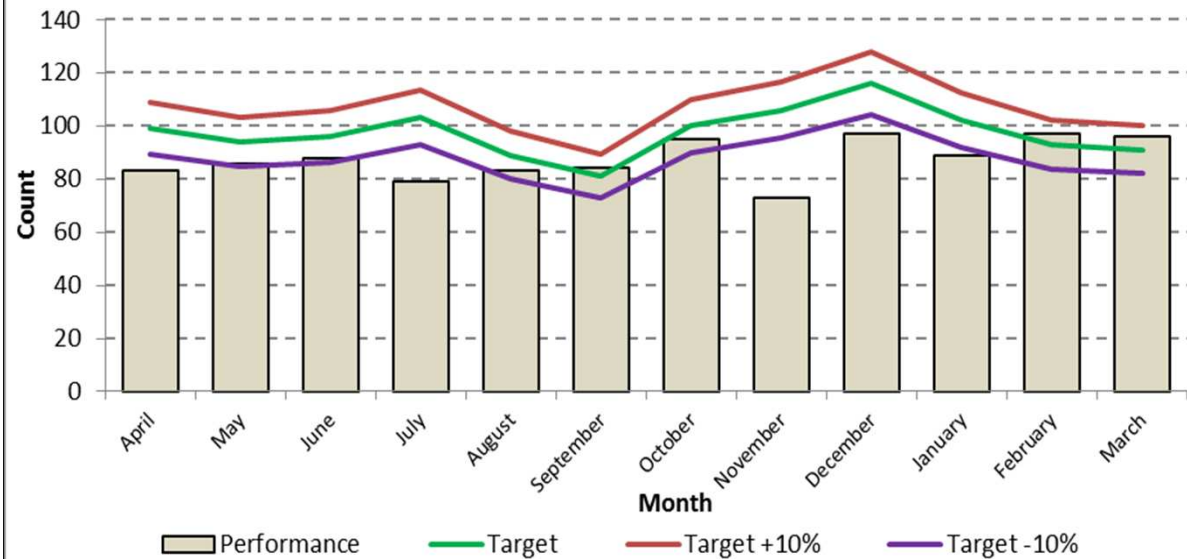
44 Number of accidental fires in dwellings

Service Plan Target

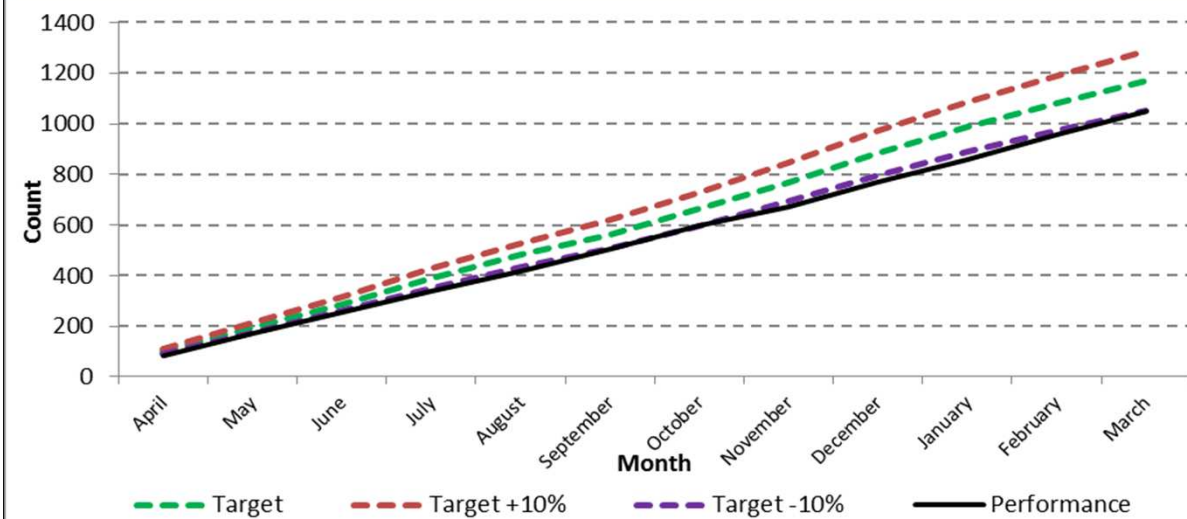
1170

Progress to Date

1050



Cumulative Performance



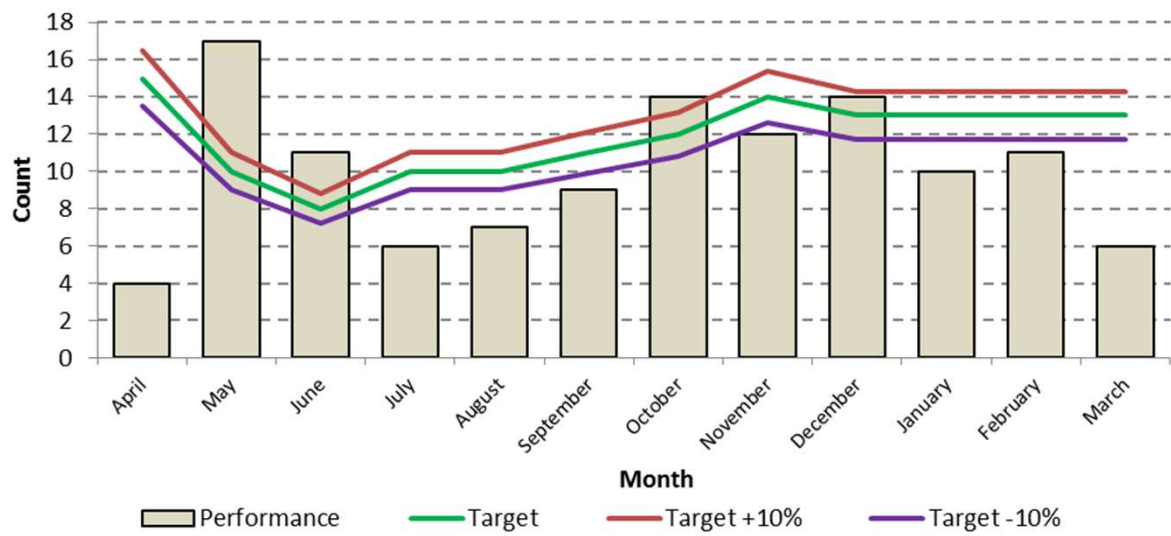
46 Number of injuries from accidental dwelling fires

Service Plan Target

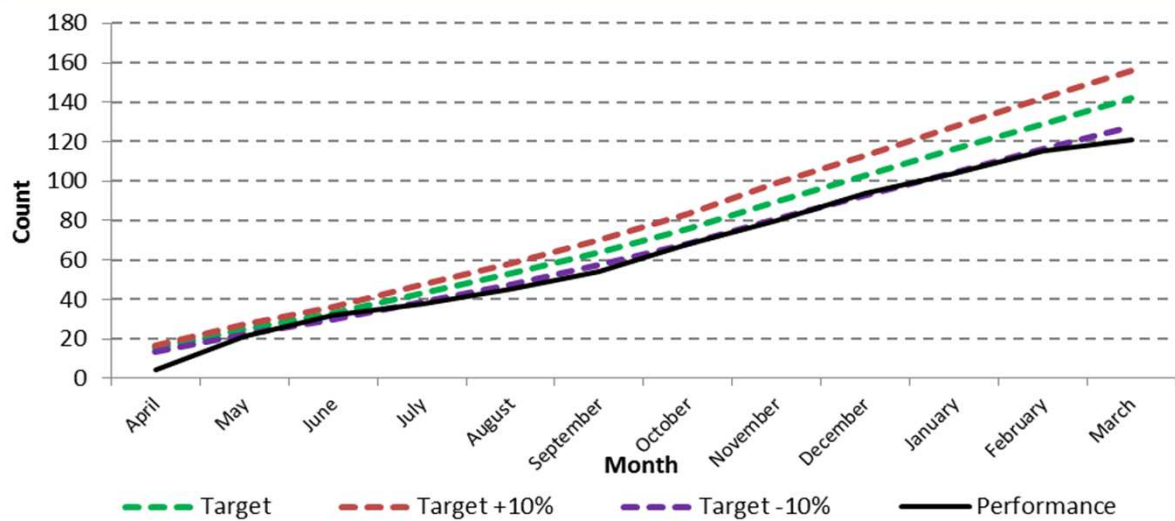
142

Progress to Date

121



Cumulative Performance



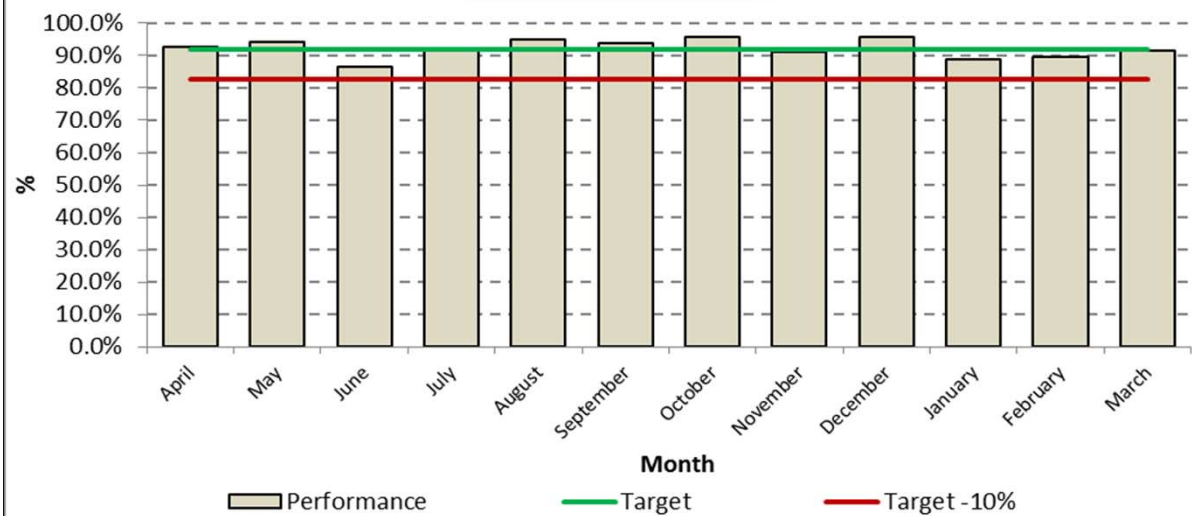
47 Percentage of accidental dwelling fires confined to room of origin.

Service Plan Target

92%

Progress to Date

92.30%



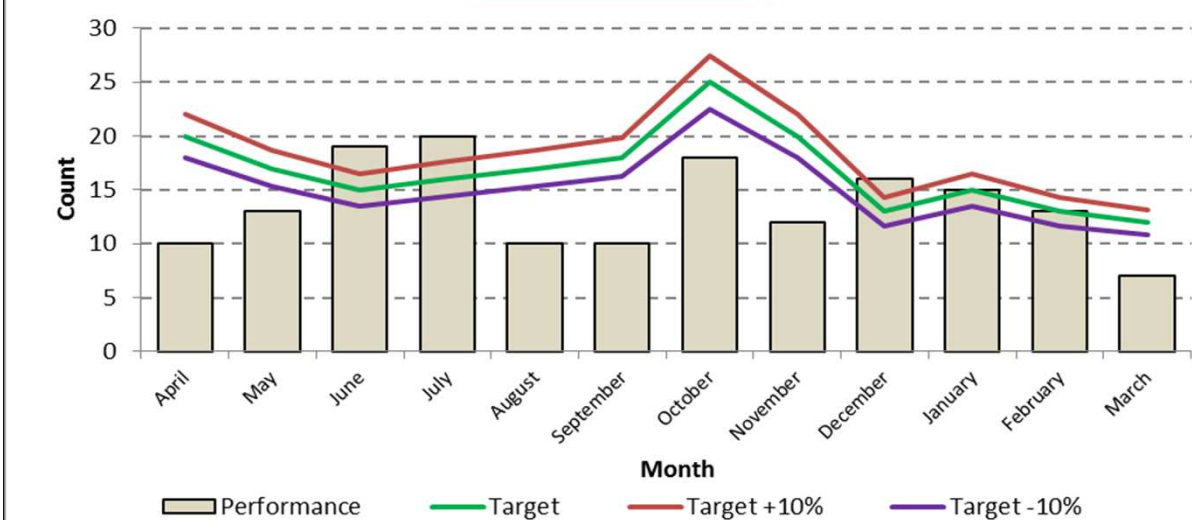
48 Number of deliberate dwelling fires in occupied properties

Service Plan Target

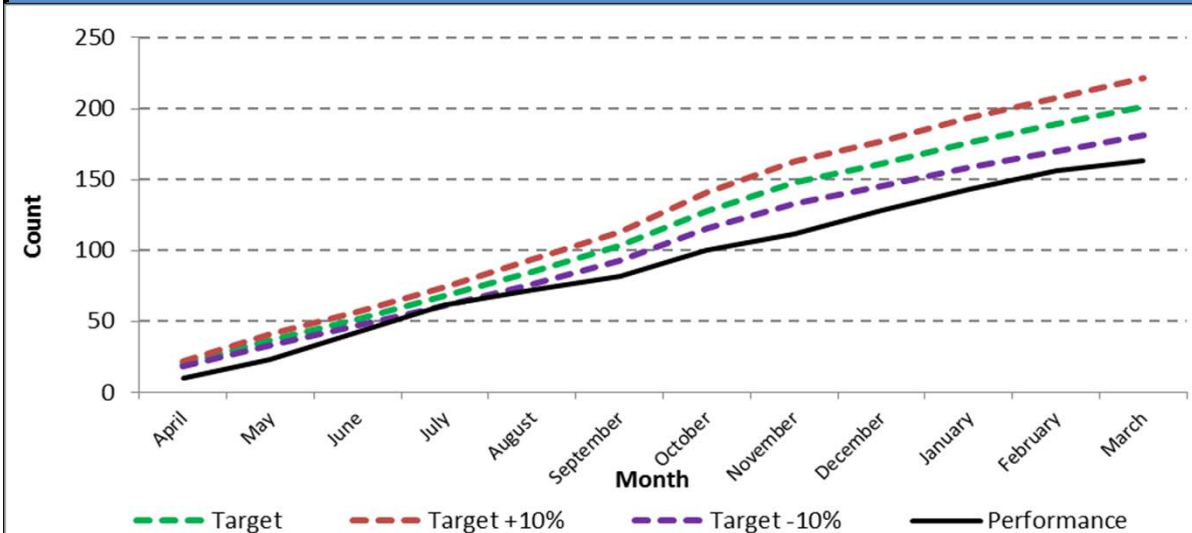
201

Progress to Date

163



Cumulative Performance



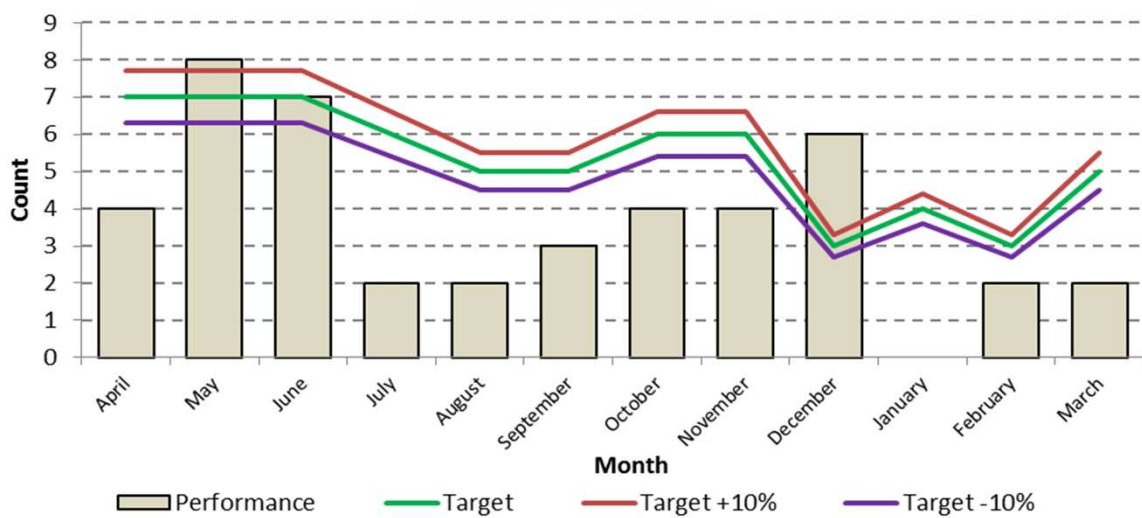
48a Number of deliberate dwelling fires in unoccupied properties

Service Plan Target

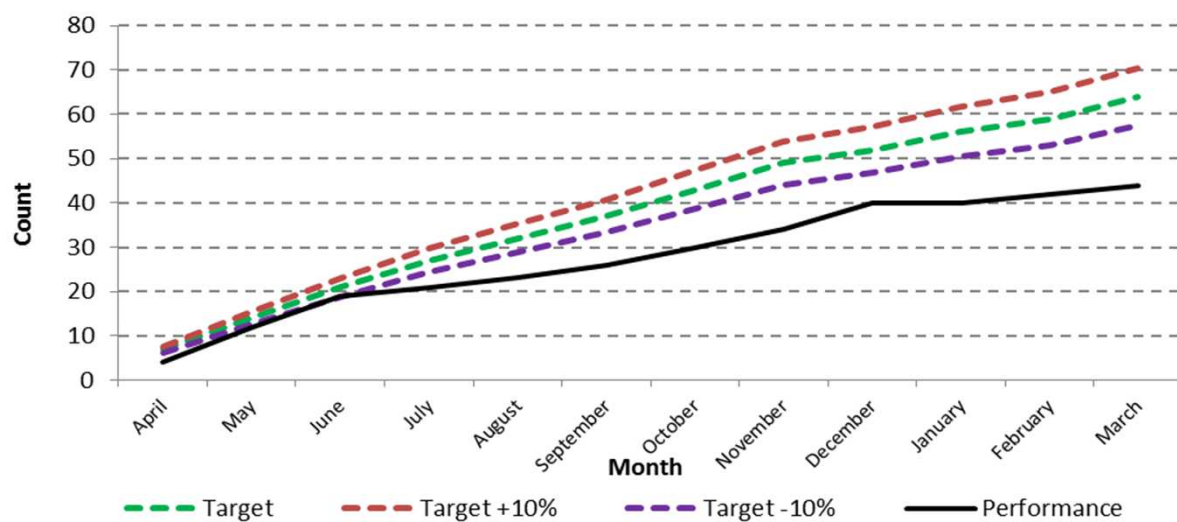
66

Progress to Date

44



Cumulative Performance



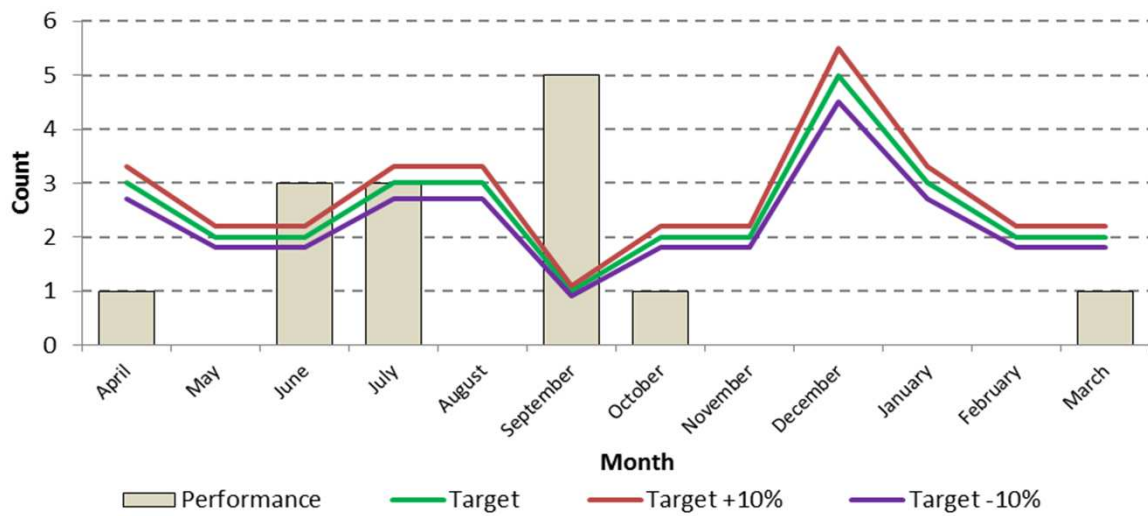
50 Number of Injuries occurring in deliberate dwelling fires

Service Plan Target

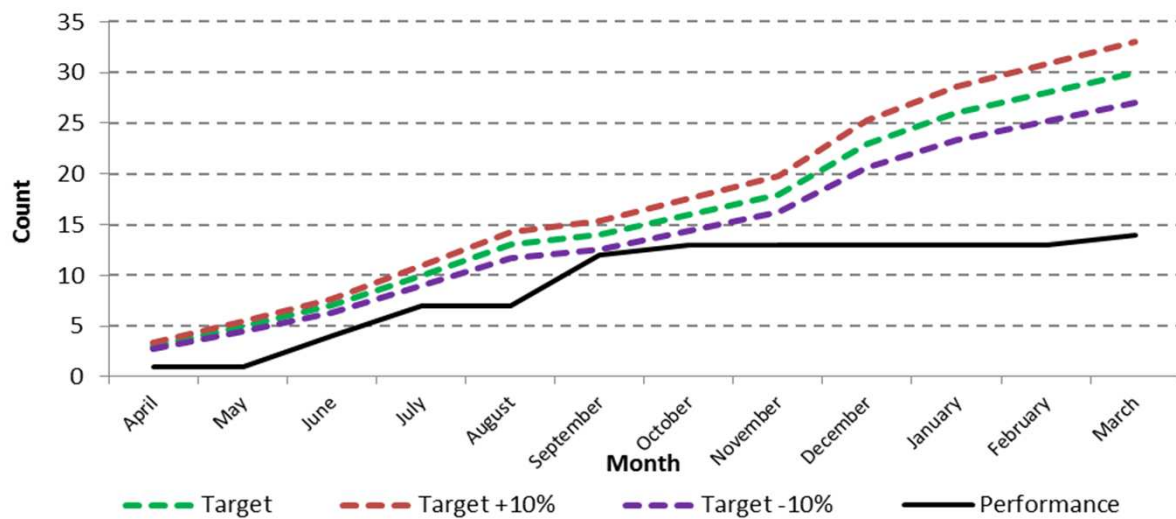
31

Progress to Date

14



Cumulative Performance



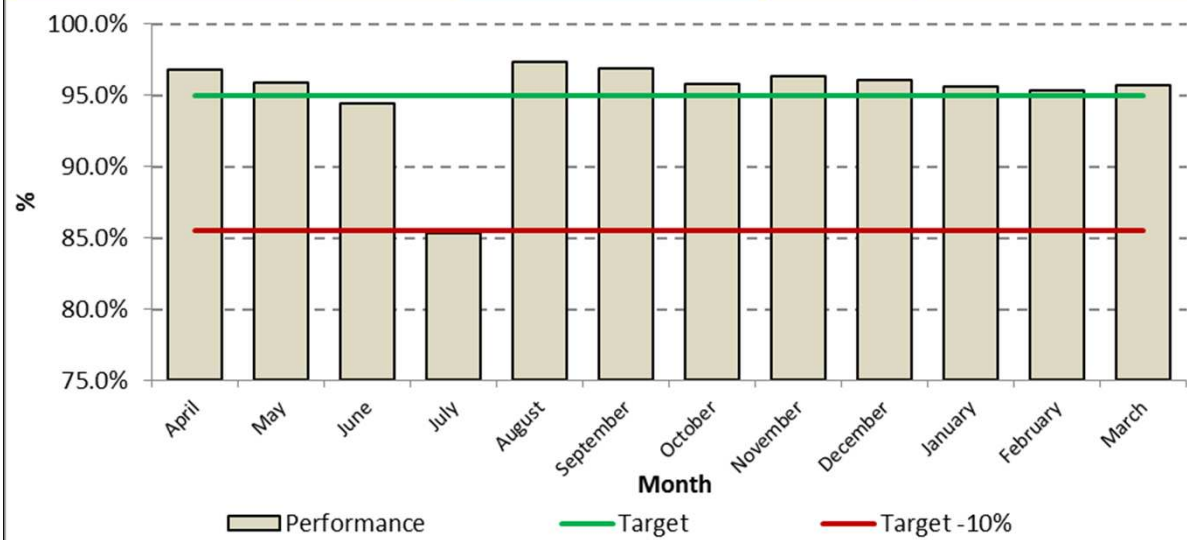
129 Alert to Mobile in under 1.9 minutes

Service Plan Target

95%

Progress to Date

95.00%



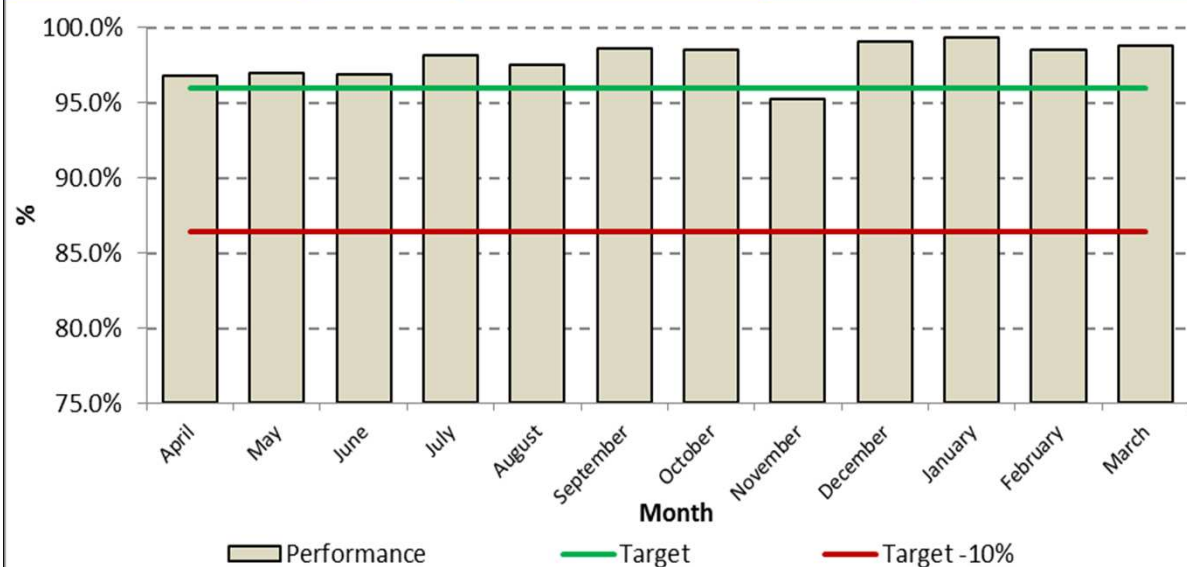
137 Attendance Standard - The first attendance of an appliance at all life risk

Service Plan Target

90%

Progress to Date

97.70%



Non Domestic Property

KPI 19 Number of deliberate fires in non domestic premises

KPI19a Number of accidental fires in non domestic premises

Commentary

KPI 19a	Deliberate fires in prisons continue to be a problem. Overall there have been 7 more non domestic property fires this year than last. Of the 93 incidents 36 were in prisons double last years figure of 17. This is being addressed with the prisons and the Crown Estates but the problem on Merseyside is not as high as prisons in other areas of the country.
KPI 19	Accidental non domestic property fires are within target with 218 incidents this year compared to 227 in 13/14.
LPI 20	Fire Protection Officers are completing an average of 10.8 fire safety audits per month with business owners.
LPI 142 LPI 143	Annual indicators 142 and 143 report that 100% of COMAH on site exercises and off site plan reviews have been completed this year.

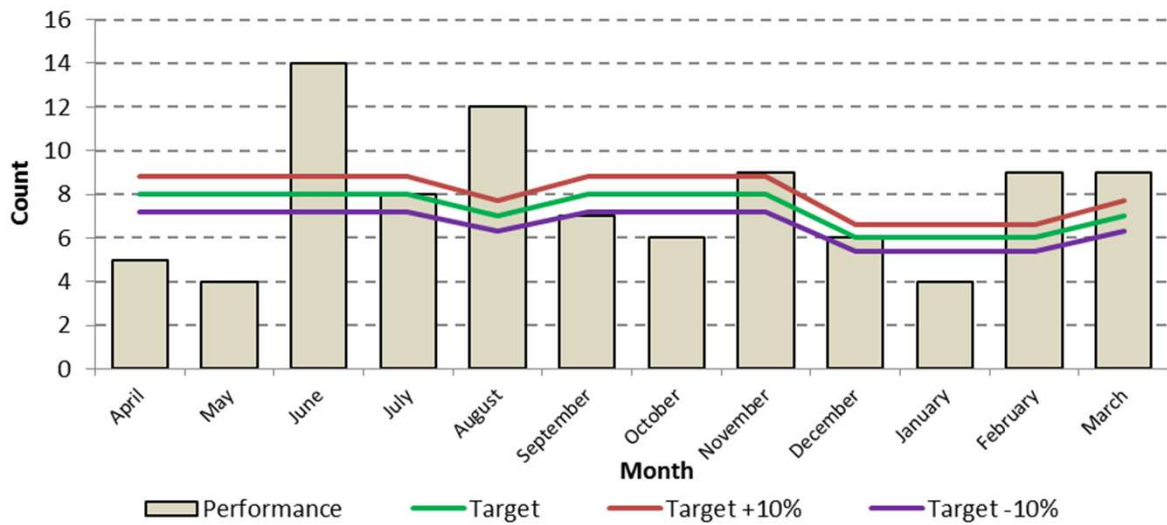
19 Number of deliberate fires in non domestic premises

Service Plan Target

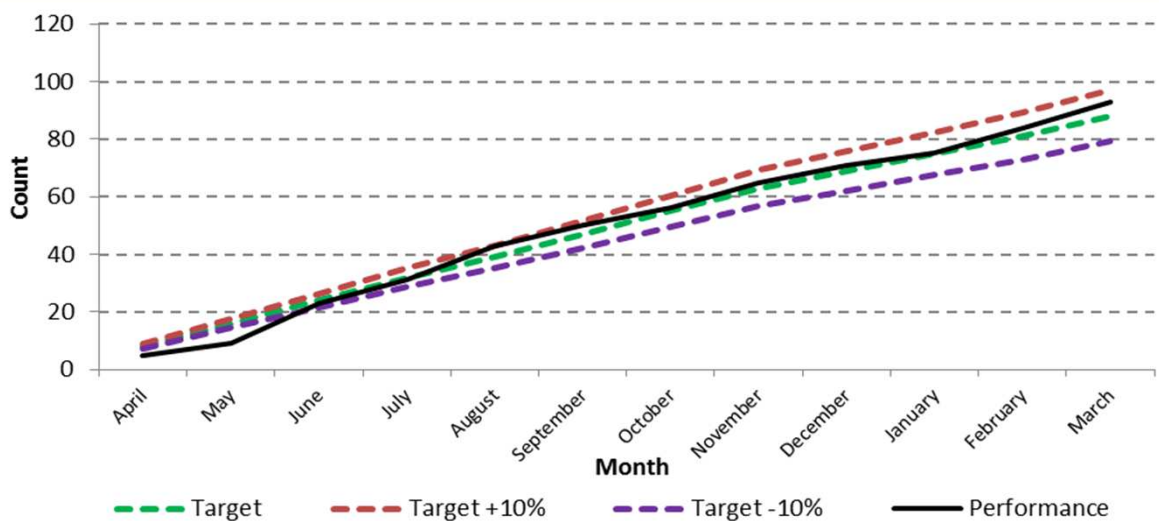
87

Progress to Date

93



Cumulative Performance



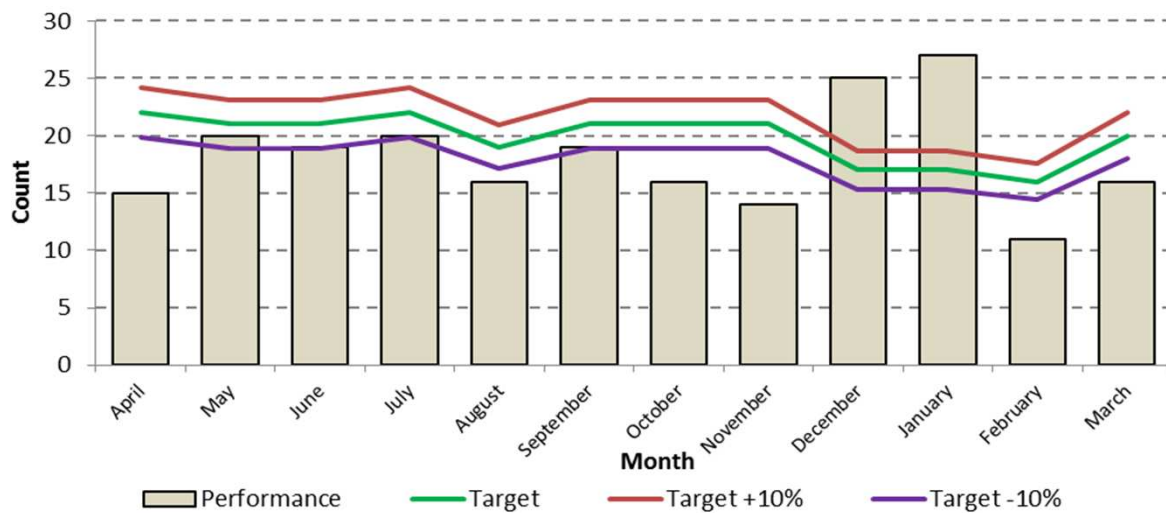
19a Number of accidental fires in non domestic premises

Service Plan Target

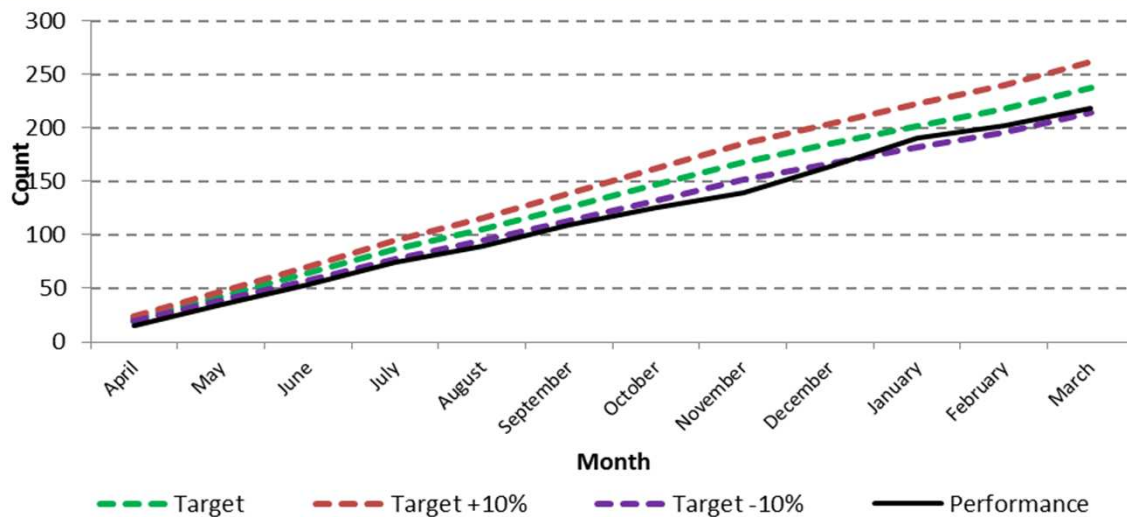
239

Progress to Date

218



Cumulative Performance



Anti Social Behaviour

KPI 61a Number of deliberate vehicle fires

KPI 61b Number of deliberate anti social behaviour fires (small)

Commentary

KPI 61b	There have been 1210 fewer deliberate anti social behaviour fires (small) during 2014/15 (3917) than in 2013/14 (5127). This is 1145 below the annual target of 5062 incidents.
KPI 61a	Deliberate vehicle fires (503) are within 10% of target (489). Birkenhead, Upton, Wallasey, Crosby, Southport and Kensington have seen a relatively large increase in incidents this year. This is thought to be due to criminality using fire in most districts of Merseyside, apart from Knowsley
LPI 10a	87% of young people on youth engagement courses such as Beacon and Fire Cadets continue to complete the course.

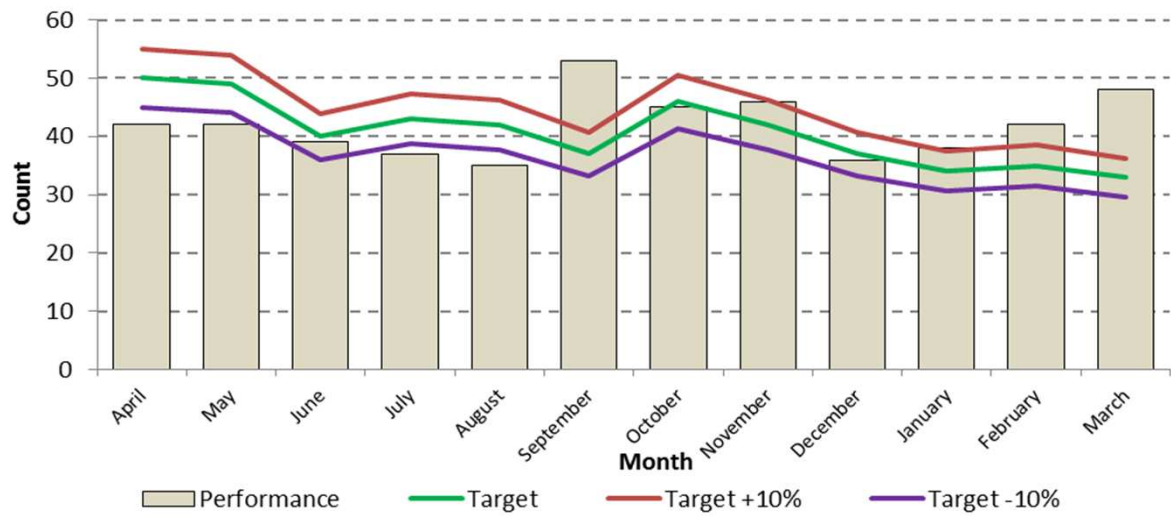
61a Number of deliberate vehicle fires

Service Plan Target

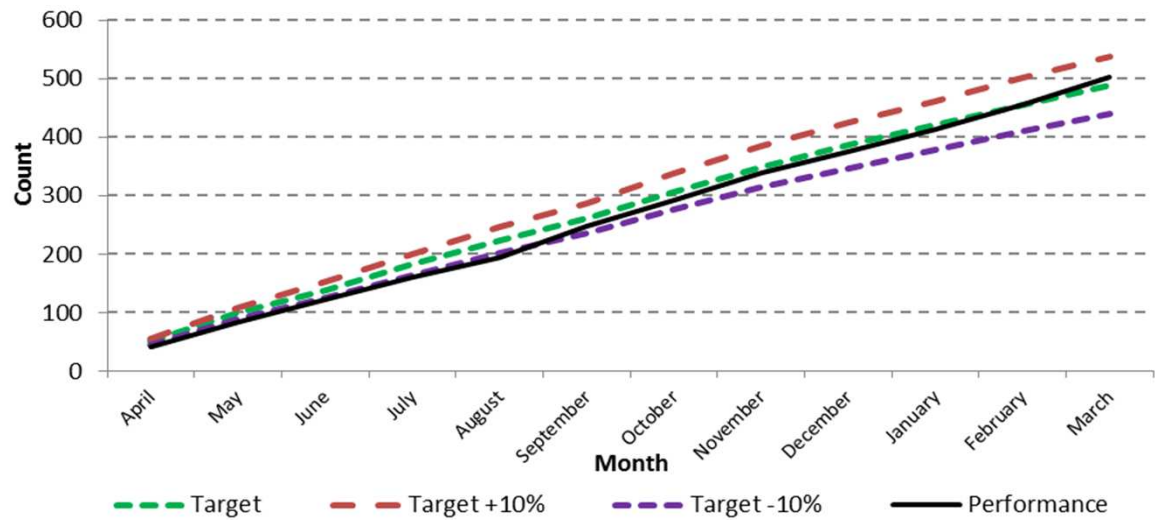
489

Progress to Date

503



Cumulative Performance



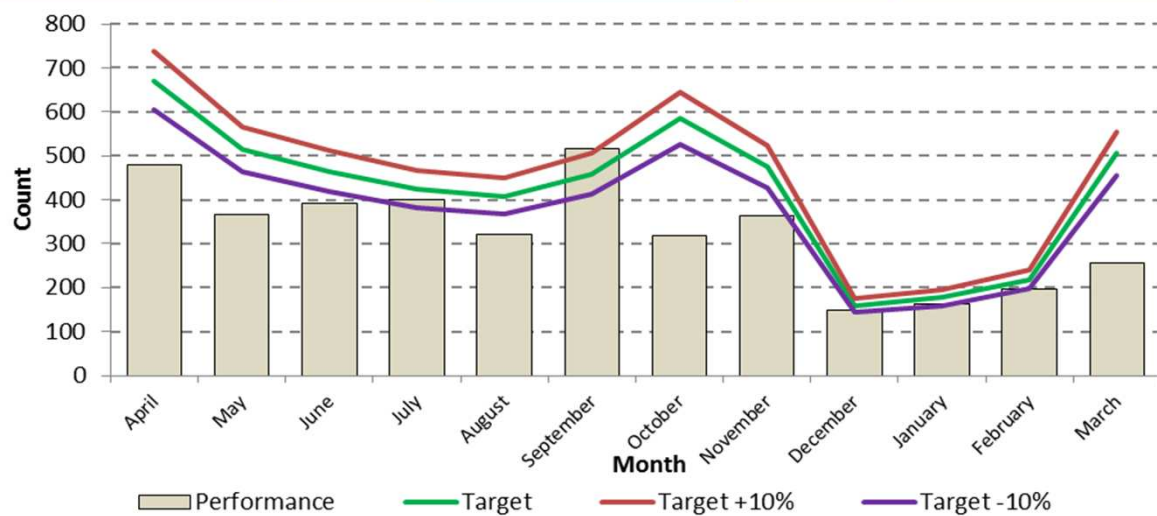
61b Number of deliberate ASB fires (small)

Service Plan Target

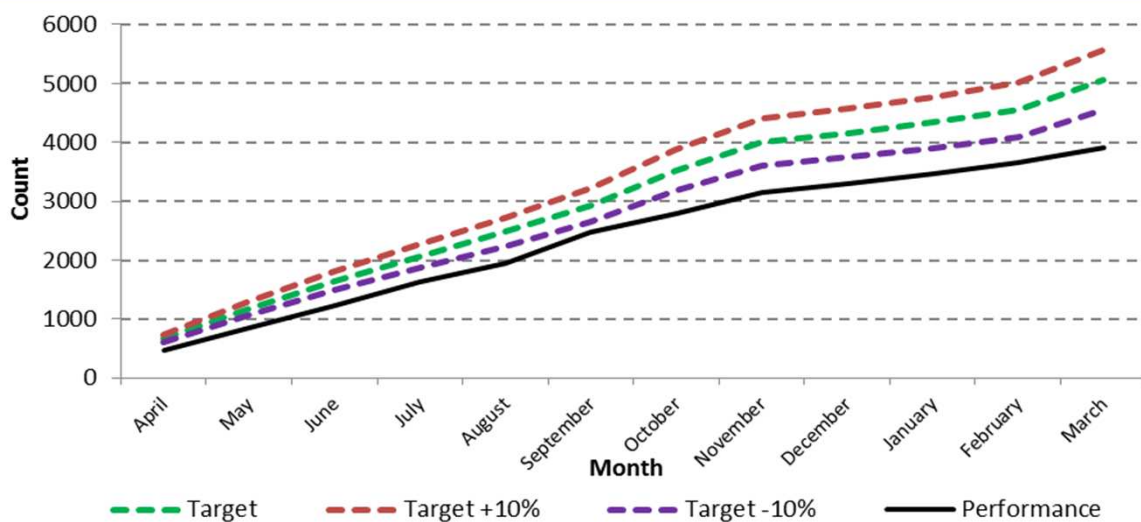
5062

Progress to Date

3917



Cumulative Performance



Road Traffic Collisions

KPI 36 Number of road traffic collisions (RTC's)
 Total number of injuries attended at RTC's
 KPI 42a Number of fatalities in RTC's

Commentary	
KPI 36	Quarter 4 saw fewer RTC's than the preceeding quarters in 2014, with 122 incidents compared to 178 in quarter 3 and 148 in quarter 2. However 958 more RTC's in 2014/15 (4440) compared to 2013/14 (4386). No specific district can be highlighted as a hotspot with all districts, aside from Knowsley exceeding targets for RTC's this year.
KPI 40	Injuries in RTC's were also considerably lower in quarter 4 with 79 injuries recorded as opposed to 142 in quarter 3.
KPI 42a	Sadly there were 5 more fatalities in RTC's in 2014/15 with 11 recorded fatalities compared to 6 last year.
LPI 120	RTC's involving service vehicles have lessened significantly this year with 56 incidents compared to 86 in 2013/14. The most notable reduction is in RTC's involving fire appliances during routine activity (25) with 9 less incidents than last year (34).
LPI 120B	"Stats 19" data will be soon be available from the Police to provide more information on RTC's. Data sharing arrangements have been completed

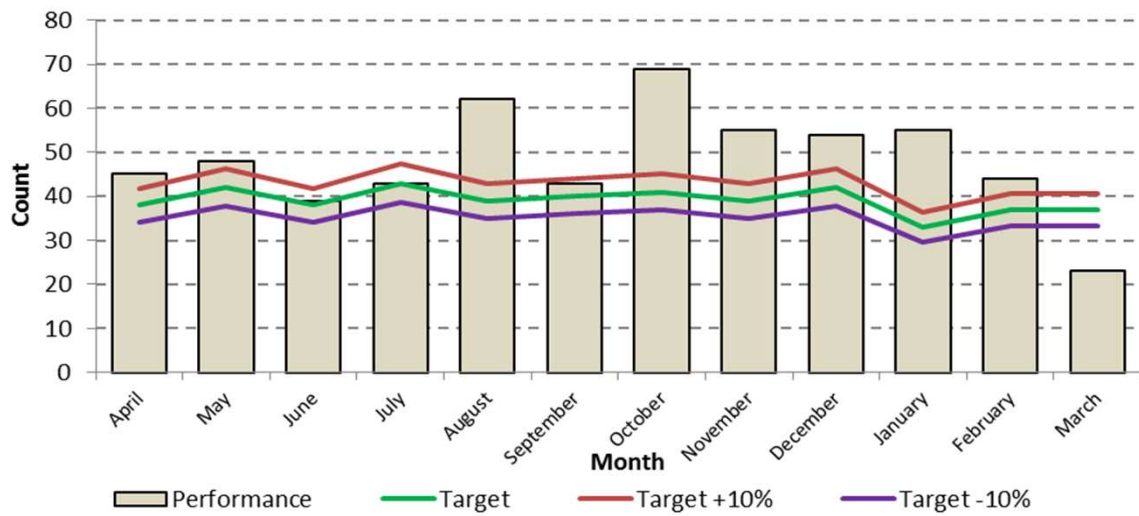
36 Number of Road Traffic Collisions (RTC)

Service Plan Target

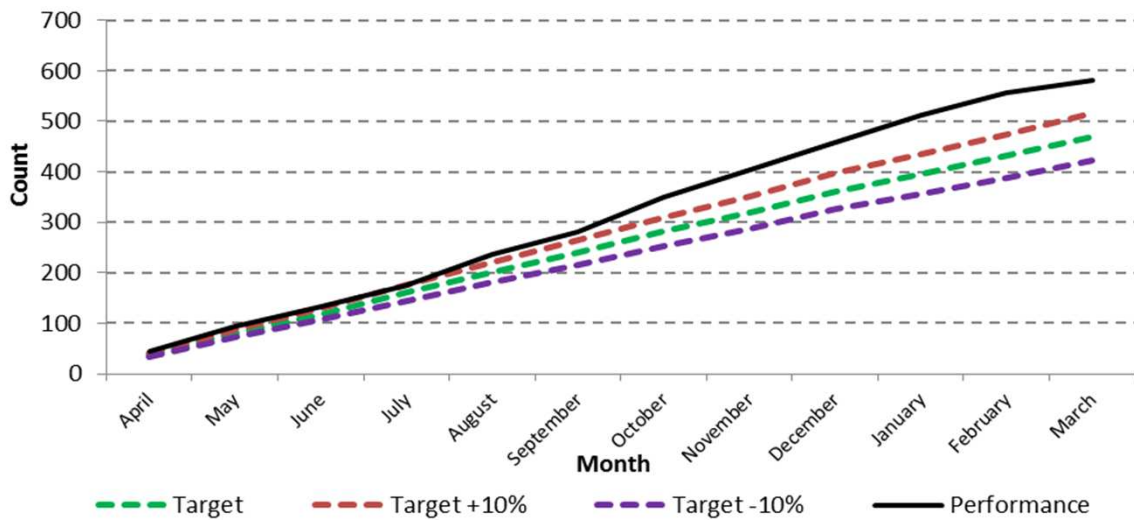
468

Progress to Date

580



Cumulative Performance



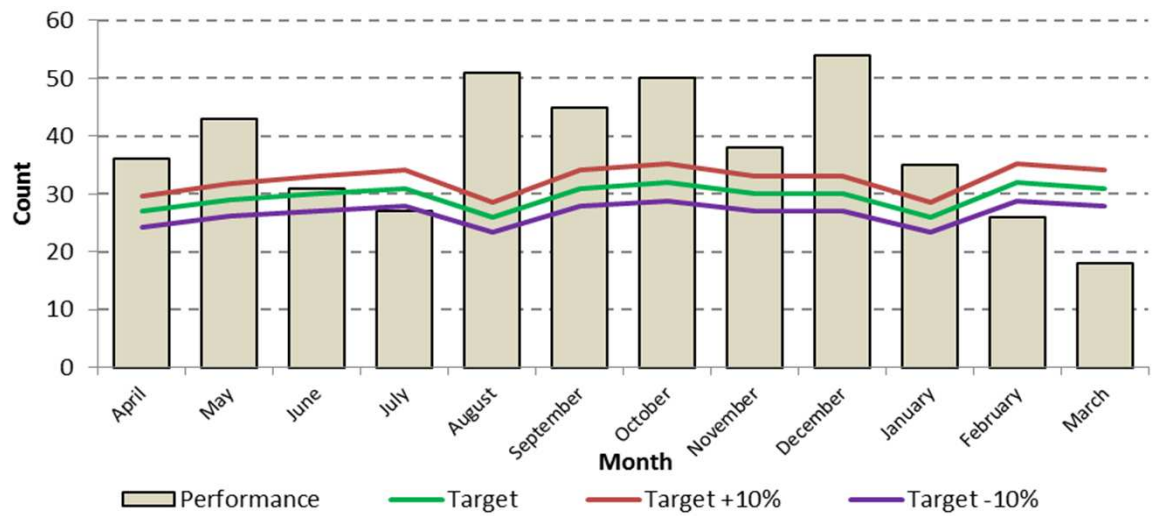
Total Number of Injuries attended at Road Traffic Collisions

Service Plan Target

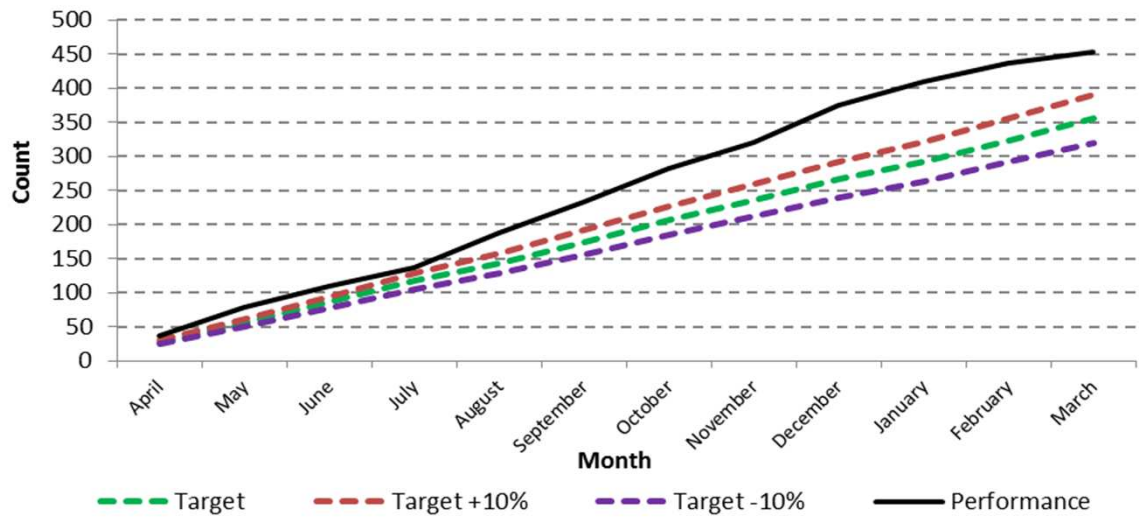
355

Progress to Date

454



Cumulative Performance



False Alarms	
KPI 140 Total number of false alarms attended	
KPI 53 Number of false alarm calls due to automatic fire alarm equipment	

Commentary	
KPI 140	At the end of 2014/15 4440 false alarm calls had been attended by MFRS crews. This is within 10% of the overall target of 4290 and 54 more incidents attended in 2013/14.
LPI 52	There were 24 fewer Malicious false alarms in 2014/15 (179) than in 2013/14 (203)
KPI 53	<p>False alarms due to automatic fire alarm equipment (563) were within 10% of the annual target (555) but considerably less than 2013/14 when there were 862 incidents attended. This is a significant difference of 299 less incidents.</p> <p>A 3 level challenge for prolific offenders is to be introduced:</p> <ol style="list-style-type: none"> 1. written challenge 2. visit by fire officer 3. visit by Station Manager

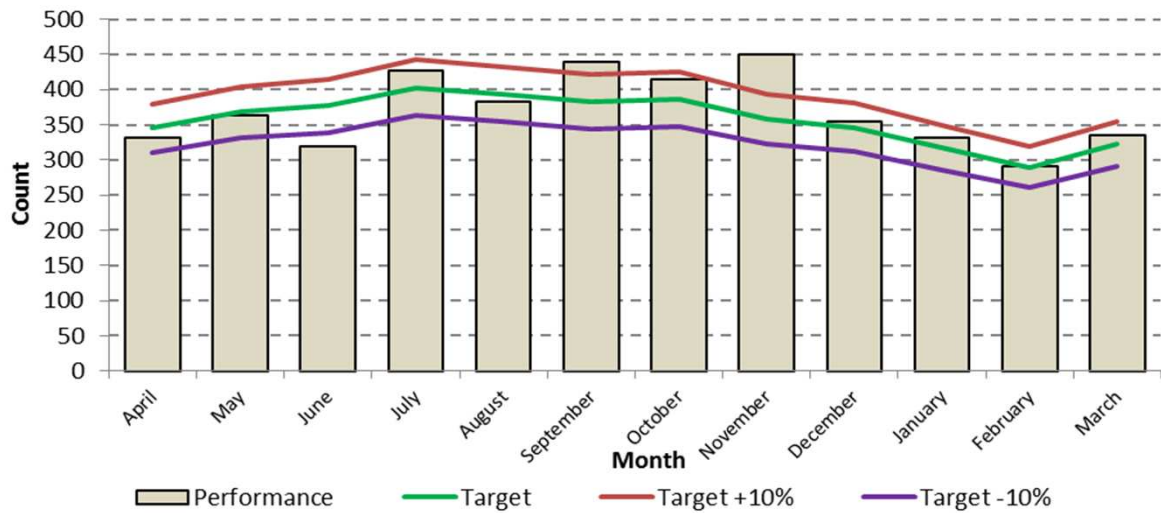
140 Total Number of False Alarms Attended

Service Plan Target

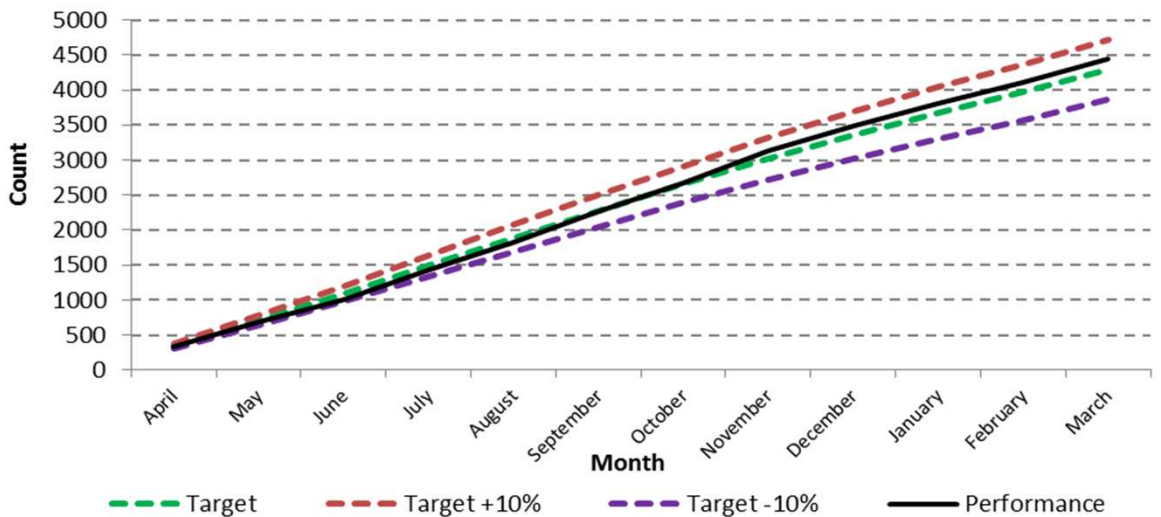
4290

Progress to Date

4440



Cumulative Performance



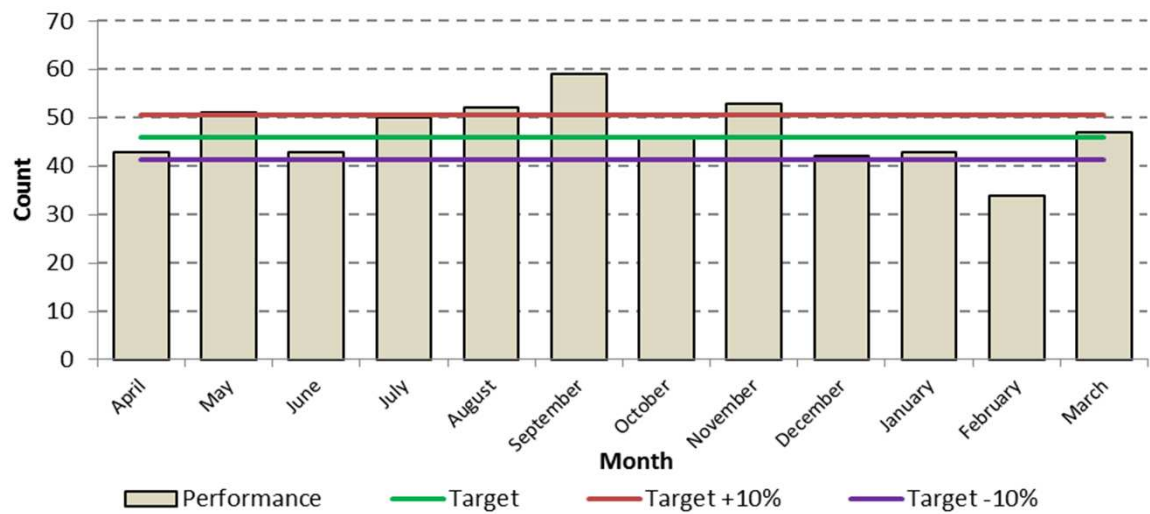
53 Number of false alarm calls due to automatic fire alarm equipment

Service Plan Target

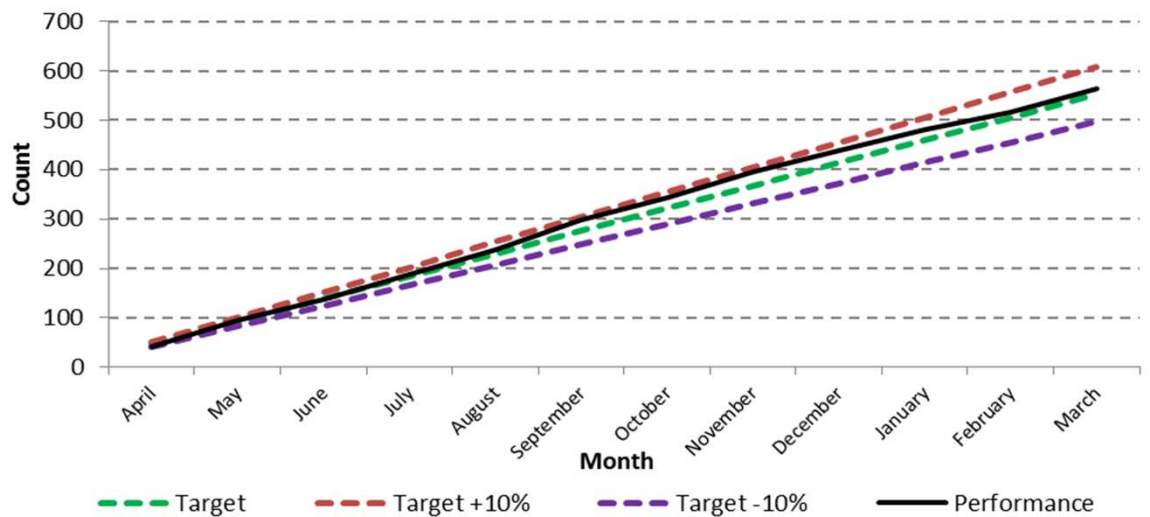
555

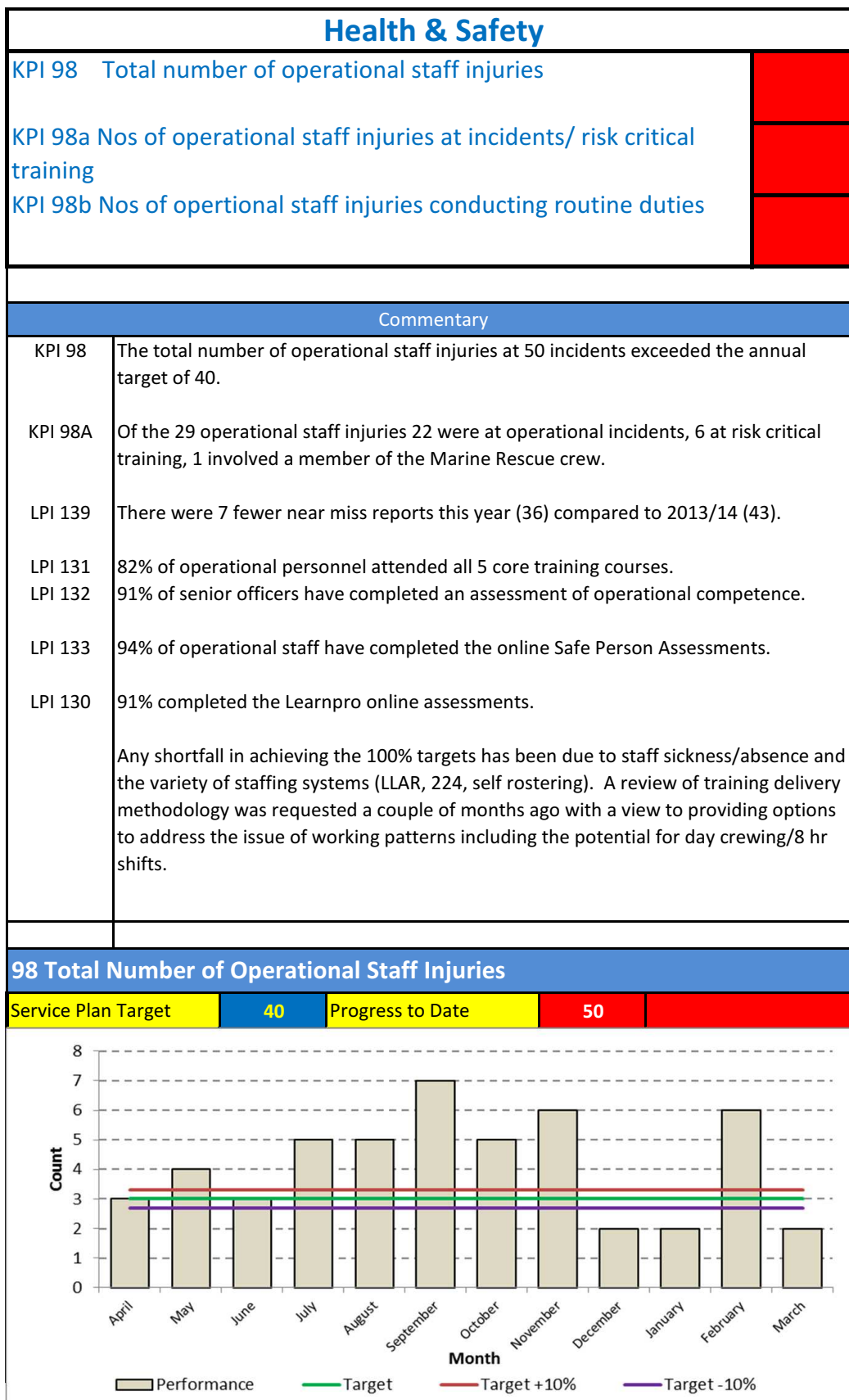
Progress to Date

563



Cumulative Performance





Staff Sickness

KPI 112 The number of working days/shifts lost to sickness absence per head, all personnel

Commentary

KPI 112	<p>Sickness for all staff at 8.88 has gradually improved over this quarter but is still considerably higher than the target of 7.54 days/shifts lost to sickness absence.</p> <p>All staff sickness absence for 2013/14 was 8.22 days/shifts lost compared to 8.88 for 2014/15.</p>
LPI 111a LPI 111b	<p>While LPI 111a grey book (uniformed) absence remained consistently higher than the target throughout the year, ending at 9.29. Green and red book staff absence (LPI 111b) has improved steadily from 9.33 shifts lost in the first quarter of 14/15 to 7.81 by the end of the year, getting much closer to achieving the 7.54 target.</p> <p>The introduction of the Conduct and Capability Policy on April 1st should contribute to a further improvement in sickness absence in 2015/16.</p>

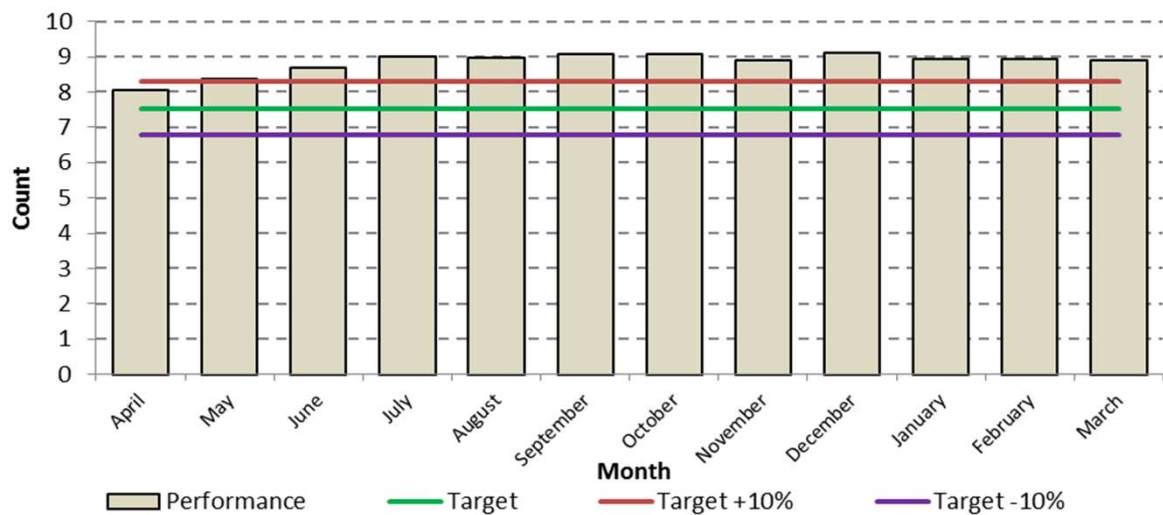
112 The number of working days/shifts lost to sickness absence per head, all personnel.

Service Plan Target

7.54

Progress to Date

8.88



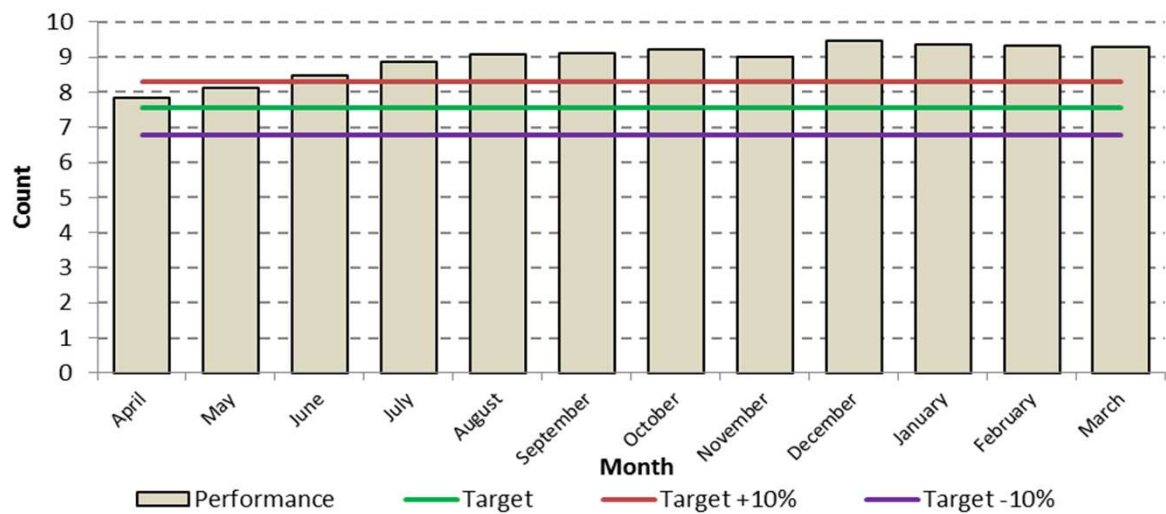
111A Number of working days/shifts lost to sickness per wholetime equivalent GREY book (operational) personnel.

Service Plan Target

7.54

Progress to Date

9.29



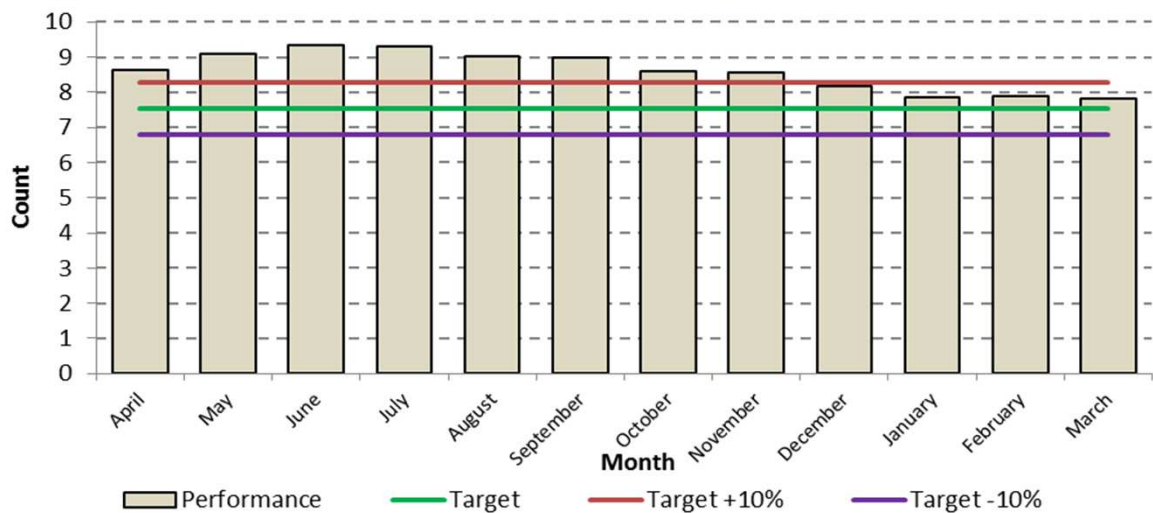
111B Number of working days/shifts lost to sickness per wholetime equivalent GREEN & RED book (non uniformed) personnel.

Service Plan Target

7.54

Progress to Date

7.81



SERVICE DELIVERY PLAN 2014-15

4th Quarter Report

(January – March 2015)



INTEGRATED RISK MANAGEMENT PLAN (IRMP) – 2014/15 ACTION PLAN:

OPERATIONAL PREPAREDNESS: *(4th Quarter Update)*

IRMP 13-01-01 – Generic and Site Specific Operational Response Plans	<p>New operational guidance has to be assessed therefore a new project team 'Operational Procedure Review Team' has been established. Our local operational guidance needs to be aligned with this national guidance before any refresh can be started.</p> <p>This action will be subsumed into the Preparedness Functional Plan actions.</p>
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PREVENTION AND PROTECTION: *(4th Quarter Update)*

IRMP 13-03-01 – Youth Engagement Actively engage with young people across Merseyside to reduce risk & benefit communities.	<p>To assist in reporting, IRMP action points 13-03-01, 02 and 03 have been incorporated into the new Prevention Functional Delivery Plan for 2015/16 and 13-03-03 in particular has been considered in the refreshed Home Safety Strategy. Our priorities remain to support our overarching Mission of Safer Stronger Communities, Safe Effective Firefighters.</p>
IRMP 13-03-02 – Arson and Anti-Social Behaviour Work in partnership with other agencies in order to mitigate the impact of Arson & ASB fires across Merseyside	<p>To do this we will continue to support communities by implementing our risk reduction strategies across Merseyside. We understand the need to ensure we are improving our processes for data sharing for better targeting of vulnerable people and enhancing our partnership arrangements locally to ensure we receive priority referrals. We will continue to support seasonal campaigns for arson related activity including the bonfire period and look to include aspects of restorative justice for our work with young people.</p>
IRMP 13-03-03 – Home Safety Mitigate risk in our communities through effective individual & joint working to reinforce community cohesion.	<p>In March 2015 MFRA received the Matrix Award for its Youth Engagement work</p>

SERVICE DELIVERY PLANS – 2014-15 ACTION PLAN:

OPERATIONAL PREPAREDNESS: (4th Quarter Update)

<p>FP/14-01-01 - To replace all front line Breathing Apparatus and associated ancillaries and embed the new National Guidance into the core training matrix.</p>	<p>New BA sets in use. Training received. Standard tests and instructions all in place. This item is to be closed</p>
<p>FP/14-01.02 – To review and amend all MFRS Standard Operating Procedures (SOP's) to accord with the National Operational Guidance Project.</p>	<p>The Operational Procedure Review Team (OPRT) have produced a refreshed, Standard Operational Procedure (SOP) index. The OPRT have designed a SOP template aligned with National Operational Guidance (NOG) Programme methodology. The methodology adopted is based on the production of an Operational Risk Assessment (ORA), the ORA identifies the operational activity, the hazards associated with that activity, the assessment of risk and suitable 'tactical' control measures to reduce risk. Each SOP is constructed around the ORA and contains four distinct sections, developed for different uses. Currently the team have produced all SOPs associated with the 'Fires' category and work has commenced in other areas. In addition to ORAs the OPRT are creating a Strategic (Organisational) Risk Assessment to identify all control measures associated with training, equipment and PPE. The OPRT and Governance group is in the process of identifying and improving relationships between all operational risk information and ascertaining the potential impact on training upon implementation. The OPRT will continue to review NOG when published and adapt locally into MFRS SOPs.</p>

<p>FP/14-01-03- Carry out a review of the current Command Support arrangements and incorporate into the 'Incident Ground Logistics Unit' concept</p>	<p>All work progressing as per previous (Jan 15) update. An interim Welfare and Support unit is now operational and work on a permanent vehicle is progressing. The command vehicle tendering process is proceeding according to plan. TDA and Operational Equipment Team will begin working on training packages for vehicle command support staff and for Officers in command and functional roles on the incident ground.</p>
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OPERATIONAL RESPONSE: (4th Quarter Update)

<p>FP/14-02-01- Continue to strengthen operational response through improvements identified as a result of effective monitoring audit and review of the operational response function. (OAT)</p>	<p>Salvation Army memorandum of understanding is waiting sign off. The Salvation Army vehicle is to move to Kirkdale May 2015. Strategic Management Group report to be presented April/May 2015 on long term welfare arrangements. Redrafted Service Instruction to be consulted on in May 2015. Extension of work to include scoping of multi-agency welfare provision for major incidents.</p>
<p>FP/14-02-02 – Minimise the impact of changes from the reduction of funding to the Service by managing our Response resources efficiently and effectively (TRM)</p>	<p>Stars live as of 1/4/15. Flexi duty review awaiting outcome of work on management review.</p>
<p>FP/14-02-03- Continue to ensure that we maintain the Health, Safety and Effectiveness of Merseyside Fire Fighters with a reducing workforce. (H&S)</p>	<p>Full analysis of the annual statistics will take place in April 2015 and the outcome reported to HS&W committee and full authority via the H&S annual report.</p> <p>Fatigue risk management system and associated risk assessment under further review as a consequence of the proposed implementation of whole time retained and 24 hr working</p>

	End of year figures will be collated at end of March, however trends suggest that there has been a reduction on previous year's figures.
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PEOPLE & ORGANISATIONAL DEVELOPMENT: (4th Quarter Update)

FP/14-03-01- Develop and deliver a comprehensive workforce development strategy to include succession planning, Firefighter recruitment, introduction of apprenticeships and continue to embed appraisals.	<p>Values based appraisals continue to be embedded with MFRA. Following feedback an online process has been developed and is currently being trialled.</p> <p>Gateway procedures will be utilised to deliver a range of middle and senior manager assessment development centres to meet the requirements of the Authority succession planning strategy.</p> <p>The apprenticeship schemes have been a great success and the Authority is now planning further apprenticeships within the organisation and is considering the introduction of firefighter apprenticeships.</p>
FP/14-03-02 – Introduce integrated people policies covering attendance, capability, conduct and performance and deliver training.	<p>Conduct and capability training is ongoing. This is due to be completed for all relevant staff by May 2015.</p>
FP/14-03-03- Implement phase 2 of the HR Integrated project to include Training and Development, absence management and time and resource management departments.	<p>Review of the functional delivery plan of POD has seen the integration of pensions into the finance department and further review continues. Organisational reviews have taken place and meetings with departmental managers continue to plan outcomes.</p> <p>All employee facilities to support change remain active and all consultation with representative bodies continue as appropriate.</p>

PREVENTION: (4th Quarter Update)

FP/14-04-01- Proactively engage with internal and external stakeholders and partners to identify and assess risk in homes and communities, deliver interventions, and promote fire safety, community safety and road safety.	During Quarter 4 we have developed the Prevention Functional Delivery Plan (2015/16) and Home Safety Strategy (2015/17) – part of the process was to undertake an analysis of our current position and performance – in particular for fatal fires and ADF's. We have seen a number of fatal fires this past quarter which has influenced our approach and focus moving forward. There have been a number of emerging challenges such as the implementation of the Care Act and Ageing – we are engaging with Clinical Commissioners and Adult Social Care Leads to ensure our referral pathways remain fit for purpose in the identification of vulnerable adults.
FP/14-04-02- Implement a risk based programme for targeting prevention activities.	During this quarter we have earned Matrix accreditation for our work with young people, in particular around providing information, advice and guidance. The process involved providing a detailed evidence pack ahead of a 2 day visit by the external assessment team. A more formal report will go to Authority however it was pleasing to note that our commitment to Equality & Diversity was noted in this area.
FP/14-04-03- Develop the outcome led approach to targeting risk	During Quarter 4 – we have continued to deliver a number of Princes Trust Teams across Merseyside with all teams completing the celebration evening, RTC engagement remains strong across all districts, we have finalised the FSN Contract for 2015/16 and will examine options moving forward to broaden the scope for Home Safety Delivery.

PROTECTION: (4th Quarter Update)

<p>FP/14-05-01- Address short and medium term succession risks to optimise performance capability to deliver the Protection Based Strategy</p>	<p>Completed recruitment and selection process for Fire Safety Advisers; 64 applied, 20 were invited to the Assessment Development Centre and out of those, 10 were selected to go through to interview. Three candidates were successful at interview and has been offered a position subject to satisfactory references.</p> <p>The process has commenced to produce the specifications for the Protection Compliance Manager (green book middle manager) and the Fire Safety Auditor. Job descriptions, person specifications and job evaluation have been completed, awaiting confirmation of the scales via the moderation process.</p> <p>We have reached an agreement with Cheshire F&RS to utilise their approved centre status and accreditation process for the competence framework sufficient to meet the requirements of MFRS Protection officers. This agreement has offered significant ongoing savings to MFRS compared to commercial accreditation options that have been secured by other FRS in the region. SMG report completed (to be submitted next quarter). Shift options suitable for role explored and recommendation made identifying the current IIT system as the most efficient and effective option. Work commenced on specifications for the role (job description & person specification)</p>
<p>FP/14-05-02- Ensure compliance with changing legislation and national best practice to support</p>	<p>This action is now complete as per 2nd quarter update</p>
<p>FP/14-05-03- Ensure management systems support efficient and effective performance delivery against the protection risk based strategy.</p>	<p>Detailed 3 day gap analysis undertaken with representatives from West Midlands FRS and prevention / protection, preparedness and response departments from MFRS. Liaison between Principal Officers from both services regarding working in partnership.</p>

FINANCE: (4th Quarter Update)

<p>FP/14-06-01- Implement the new payroll system and work with People and organisational development to ensure integration with human resources element is working appropriately.</p>	<p>Project now in phase 2 – People and Organisational Development/Time and Resource Management taking the lead to get full HR/TRM system operational by end of 2014/15</p>
<p>FP/14-06-02- Review implementation of new finance system to ensure efficient and effective working.</p>	<p>Issues being discussed with supplier and fixes being monitored. No major issues identified.</p>
<p>FP/14-06-03- As per the budget resolution for 2014/15, work with officers to identify and action the approved savings.</p>	<p>On-going and progress being made as planned. Savings are expected to be delivered as per the approved financial plan.</p>

LEGAL: (4th Quarter Update)

FP/14-07-02- Recover 90% of all debts referred to the legal department and define what percentage of unrecovered debts are due to socio-economic reasons.	A reporting tool has now been developed and this will be put into use in the new financial year
FP/14-07-03 Provide an improved legal service to fire stations in the community to include visits to at least 6 identified fire stations to deliver information and advice to ensure in all statutory functions are carried out within the law, making staff aware of any contraventions or likely contraventions of any rule of law.	In progress and passed onto 15/16

Procurement: (4th Quarter Update)

FP/14-08.01- Implement and embed new procurement regulations into documentation and working practices.	On 26th February the Public Contract Regulations 2015 were published. The Constitution has been amended and submitted to Director of Legal Services for presentation to the Authority in June 2015. Government Guidance notes distributed to Procurement team
FP/14-08.02- Identify contracts which benefit from increased contract management through liaison with budget holders to improve service levels.	Completed
FP/14-08.03 – Review current procurement systems and processes, identify systems and processes which can be improved/re-engineered to increase efficiency.	Awaiting the loading of a catalogue on efin and commence new way of procuring parts 24/3. Further discussion to be arranged to explore changes to p2p processes including £6k threshold

Democratic Services: (4th Quarter Update)

FP/14-09.01- Develop modern-Gov system for Democratic work streams outside of committee agendas.	The form for delegated decisions will be placed on the Portal following the Authority AGM.
FP/14-09.02- Termination of archive documents no longer required for retention and transfer of public archive records to Municipal Library.	Visit to Municipal library undertaken and discussions ongoing with Archivist
FP/14-09.03- Centralise arrangements for Member Development, attendance at events and Member feedback from attendance at events.	Feedback forms are being used for some but all events - the Member Development Group will be kept informed

Strategy & Performance: (4th Quarter Update)

FP/14-10.01- Continue to embed equality & diversity across the organisation.	<ul style="list-style-type: none"> Completed Focus group and Stakeholder meetings in Q4 to review the results of the staff survey, Results discussed at a special SMG on 31.3.15 which will lead to the development of an Engagement Plan to manage actions going forward. Delivered E and D training to TDA staff in Q4, with a view to them carrying out their own EIAs on Learning, Training and Assessment Policy areas and delivery mechanisms. Commenced a desk top review /audit of what E and D training is currently held on learn Pro and Alchemy with a view to developing further mandatory training in 2015/16 for all levels of staff Preparation for the 2nd 12 week Wirral Consultation took place
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	<p>during q4, including coordination and planning of 3 Public Meetings, 3 Focus Groups, 1 Deliberative forum and 1 Breakfast Meeting, the development of on line survey, newsletter for the website and leaflet drops across Upton and West Kirby station areas (including Saughall Massie)</p> <ul style="list-style-type: none"> • Desk top excellence framework assessment has been completed and presented to Strategic Equality Group in Q4, The group have approved a revised timeline for assessment to take place in 2016/15 to accommodate additional work on key actions such as Equal pay and Staff survey and Procurement.
<p>FP/14-10.02- Ensure that the intranet portal supports the organisation’s objectives and make effective use of information systems to manage performance.</p>	<ul style="list-style-type: none"> • Work continued with the DMT, Corporate Communications and members of Strategy and Performance to provide an overview of the PIPS and how District Plans will be created. • Provided an overview of the PIPS to two visitors from Lancashire Fire & Rescue and how we will be using the system for corporate planning, performance, projects and risks. Lancashire were in talks with InPhase and wanted to use us as a reference site. • InPhase visited in January and February to assist with system developments. • The District Plan Local Actions were imported and all text has been input into the system ready for use from April • Facilitated visit from Derbyshire County Council and Lancs FRS to discuss our PIPS system and Portal respectively. • Re Launch the Portal project board and ensure the delivery of the previously agreed priority to store all risk information on the Portal. • Significant work has been undertaken to progress the SharePoint upgrade involving the procurement of hardware and software. Issues with the support provider have now affected the timescales for this upgrade and a procurement exercise is required. • The implementation of iPads and the Formotus application is continuing to progress. A proof of concept will be carried out during

	<p>phase 2 of the iPad rollout.</p> <ul style="list-style-type: none"> The Portal Board is considering the procurement of a system to help manage staff compliance with policies, procedures and training requirements, that would also allow the quick dissemination of risk information.
FP/14-10.03- Improve information security and governance including implementation of a fire and rescue service protective security strategy.	<p>The physical security SI has been shared with the Police and signed off for consultation. Police led Argus training has been delivered to many staff at JCC to educate staff on potential threats to the building. Work is still required on protective marking of information assets and this project is contained within the 2015/16 functional plan</p>

Corporate Communications: (4th Quarter Update)

FP/14-11.01- Communicate the implications of budget cuts to all stakeholders internally and externally.	<p>The Allerton consultation ended and the second Wirral consultation began during this quarter; both including a wide range of events to encourage public engagement and set out the Authority's position with regard to budget cuts and the actions proposed to deal with the cuts.</p> <p>A new round of PO briefings to staff commenced after the Authority's budget meeting on 26th February.</p>
FP/14-11.03- Develop a future strategy for the corporate communications department which will include some staffing model changes to ensure efficiency for future budget cuts.	<p>Out of hours arrangements are in place</p>

Information and Communication Technology (ICT): (4th Quarter Update)

FP/14-12.01- Provide technology support for the creation of the Merseyside Joint control Centre.	<p>The JCC project is completed</p> <p>Fire and Rescue Control went live in the Merseyside JCC on 15th July 2014 with the SAN H & DS3000 ICCS go-live completed 24th February 2015.</p> <p>The Major Elements completed and a future projected position with regards to 'Partnering with Automatic System Failover' remains an aspiration as indicated in our DCLG 2012 bid and subsequent updates.</p> <p>The 'Real time Incident Messaging' remains a future deliverable within our existing Command & Control suite of applications awaiting the outcome of the MAIT protocol standards approval.</p> <p>Stage 3 refurbishment works including Audio Visual for the Conference Suite will be completed when staff move back in to the single story 11th May 2015.</p>
FP/14-12.02- Identify and plan budget savings of £150k for the financial year 2014/15 and beyond.	<p>In the main the current MFRA ICT Service desk has been solely dedicated to MFRA and the plan is to open up the MFRA ICT Service Desk to be used by other telent Blue Light customers, including MFRA, creating a telent ICT Blue Light Service Desk.</p> <p>The FY 2014/2015 has been a successful proof of concept for this arrangement and this initiative has delivered the £150k savings</p>

FP/14-12.03-

**Review online collaboration applications and user devices.
Review tablet pilots, select and roll out devices for senior officers.**

iPads with GOOD Technology installed have been rolled out to all SMG members and have been well received. There have been no major issues reported to date and Phase 2 was completed on 4th March.

A further 10 iPads with GOOD Technology installed are being issued to Flexi Group Senior Officers identified as key users by AM Mottram. The issue of these devices begins Phase 3 of the project.

SI0851 ICT iPad has been published to inform users of the acceptable usage of Authority iPad devices, provide guidance on the issuing and use of Authority-owned iPads and to ensure the rules relating to Authority-owned iPads are applied consistently.

Work is underway with Nvion to carry out a limited deployment to prove the concept of developing and deploying advanced and flexible electronic forms to enable electronic data capture activities on iPads. Discussion is currently taking place to establish the exact costs for this work.

In the future reports will be submitted to SMG to advise of the current status of the project and to request additional funding for the completion of Phase 3 and the commencement of Phase 4 of the project.

Assets: (4th Quarter Update)

<p>FP/14-13.01- To review and tender for an alternative service delivery model for the Estates function to provide a more cost effective service.</p>	<p>Authority approved the award of the FM Tender to Bouygues Energies & Services, 3 month mobilisation has started for a contract start date 1st July. Consultation with unions and staff has started.</p>
<p>FP/14-13.02- Develop and deliver capital project – to project manage the implementation and delivery of the JCC in liaison with external and internal stakeholders,</p>	<p>Stage c due for completion week being 5th May. Station mergers are ongoing under the steering group. North West Ambulance Service feasibility study currently being undertaken.</p>
<p>FP/14-13.03- To implement a new computerised Asset Management system to ensure that MFRS manage assets effectively.</p>	<p>Go live was 1st April and workshops are now using the system (Civica Tranman) successfully. Phase 2 includes finance interface, grey fleet, operational equipment and fuel and we will schedule this work during April once the system is bedded in</p>

<u>Glossary of Terms</u>	
ADF	Accidental Dwelling Fire
AGM	Annual General Meeting
AM	Area Manager
ASB	Anti-Social Behaviour
BiP training	BiP is the company who provides our E-tendering system, and provided training for staff
BIS	Business Innovation and Sills
CBT	Crew Based Training
CCG	Clinical Commissioning Group
NPG	National Procurement Group
CFOA	Chief Fire Officers Association
CFP	Community Fire Prevention
CFP	Community Fire Protection
CFRA	Chief Fire and Rescue Advisor
DCFO	Deputy Chief Fire Officer
DCLG	Department of Communities & Local Government
DECC	Department for Energy and Climate Change
DSE	Disability Equalities Scheme
E&D	Equality & Diversity
EET	Education, Employment or Training
EIA	Equality Impact Assessment
FSN	Fire Support Network
FRS	Fire & Rescue Service
GMFRS	Greater Manchester Fire & Rescue Service
GM	Group Managers
HFSC	Home Fire Safety Checks
H&S	Health & Safety
HR	Human Resources
HVP	High Volume Pump
IC	Incident Commander
ICT	Information Communication Technologies
IMT	Incident Management Team
IRMP	Integrated Risk Management Plan
LFRS	Lancashire Fire & Rescue Service
LJMU	Liverpool John Moores University
LLAR	Low Level Activity & Risk
LSOA's	Lower Super Output Areas
LPI	Local Performance Indicator
MFRA	Merseyside Fire & Rescue Authority
MFRS	Merseyside Fire & Rescue Service
MP	Member of Parliament
NEET	Not in Education, Employment or Training
NRA	National Risk Assessment

NLPG	National Land & Property Gazetteer
NW	North West
NWFO	North West Finance Officers
NWFRS	North West Fire and Rescue Services
NWRPT	North West Regional Procurement Team
OIG	Operational Intelligence Group
OPT	Operational Performance Team
PAS	Primary Authority Scheme
PCC	Police & Crime Commission
PID	Project Initiation Document
POD	People & Organisational Development
PQQ	Pre-Qualification Questionnaire
PSPC6	Public Sector Partnering Contract 6
PTI	Physical Training Instructor
RAP	Reconciliation Advisory Panel
RM1	Risk Management 1
RRRG	Road Risk Review Group
RSL	Registered Social Landlord
RTC	Road Traffic Collision
SI	Service Instruction
SME	Small Medium Enterprise
SMG	Strategic Management Group
SM	Station Manager
SMB	Station Manager B
SOP	Standard Operating Procedure
SPA	Safe Person Assessment
SSRI's	Site Specific Risk Information
T&C's	Terms and Conditions
TDA	Training and Development Academy
YE	Youth Engagement
TRM	Time and Resource Management
VPI	Vulnerable Person Index
UPRN	Unique Property Reference Number
UKISAR	United Kingdom International Search and Rescue
UKRO	UK Rescue Organisation
USAR	Urban Search and Rescue

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MERSEYSIDE FIRE AND RESCUE AUTHORITY

PERFORMANCE REPORT TO THE PERFORMANCE AND SCRUTINY COMMITTEE

21 MAY 2015

SUBJECT: EQUALITY AND DIVERSITY (E AND D) ACTION PLAN
2013-16 QUARTER 3 AND QUARTER 4 PROGRESS
REPORT FOR YEAR TWO ACTIVITY WITH YEAR END
STATUS

REPORT NUMBER: [CFO/037/15](#)

APPENDICES:

APPENDIX 1: EQUALITY AND DIVERSITY
ACTION PLAN 2013-16: YEAR 2
STATUS REPORT Q3 AND Q4
ACTIVITY

APPENDIX 2: EQUALITY OBJECTIVES
PROGRESS FOR 2014/15 Q3 AND 4

REPORTING OFFICER: DEPUTY CHIEF FIRE OFFICER

RESPONSIBLE OFFICER: DEB APPLETON
WENDY KENYON

OFFICERS CONSULTED: STRATEGIC EQUALITY GROUP MEMBERS AND
DIVERISTY ACTION GROUP MEMBERS

Purpose of Report

1. The purpose of the report is to provide Members with an update on the Quarter 3 and 4 progress with the Equality and Diversity (E&D) Action Plan 2013 -16 for all Year 2 Actions.

Introduction and Background

2. The E&D action plan was first introduced in April 2013 to help MFRA to progress its long term Equality and Diversity Objectives, monitor progress and

to ensure compliance with the Equality Act 2010 and the Public Sector Equality Duties (PSED).

3. This report provides an opportunity to reflect on the progress made in relation to year two (2014-15), specifically Quarters 3 and 4.
4. All members of staff with a responsibility for delivering actions have actively engaged, providing narratives and information on the status of their actions using the Strategy and Performance Project workbook system. Further updates have also been sought through individual meetings and the Diversity Action Group (DAG) meeting on 23rd March 2015.

5. Progress

A summary of the activity for each Function/Department for Quarter 3 and 4 using the Red, Amber Green (RAG) system is provided in Appendix 1. The report provides a high level summary of numerical and written narrative on progress made for each Service Function. Members should note that the report does not necessarily reflect the amount of resources and time needed or taken to achieve the actions and this will need to be considered when scrutinising the progress made/not made by each Department. The report provides an update on E and D provided by each District Prevention Manager and each is an individual account of their priorities and activities that have taken place during Quarter 3 and 4 to support the E and D action plan.

6. Summary of performance against the E and D action Plan for Year 2 is as follows:
 - **Total Actions planned for year 2 : 44**
 - **Green:** 32 activities/actions have been completed or are year 2/3 action which are in progress and on target for completion during year 3
 - **Amber:** 12 activities/actions are now in progress and will be carried forward into Year 3 for completion
7. MFRA has been commended externally through a number of assessments of our work. External Assessments are an important part of our governance and scrutiny and help us to measure our progress against our Equality and Diversity agenda and action plans.
8. Two awards are worthy of noting, the first being the Asian Fire Service Association (AFSA) National FRS award for Positive Action work. This award was given to MFRA for its commitment to Positive Action with its recent firefighter recruitment.
9. The second is the recent award of the Matrix standard to the Youth Engagement team, where Equality and Diversity was highly commended as being integral and embedded across all aspects of the youth programmes delivered at MFRA.

10. Members should note that work will commence during May and June on the development of our second E and D annual report of achievements. This will focus on significant achievements and projects delivered during year 2 and will also include case studies from across each district showing how E and D has been embedded in Fire and Rescue service delivery.
11. An update on the position against the 5 Equality Objectives for Year 2 is contained in Appendix 2. The report shows progress against the targets set for achievement by 2017 and provides a short narrative to explain what has supported the achievements so far.

Equality and Diversity Implications

12. This report focuses on Equality and Diversity progress, implications of which are critical to MFRA maintaining its legal duty under the Equality Act 2010 – Public Sector Equality Duty and special duties.

Staff Implications

13. There are no direct staff implications contained within this report.

Legal Implications

14. The report supports work towards meeting the Public Sector Equality Duty and Special duties.

Financial Implications & Value for Money

15. **E and D Action Plan point 8** contained in Appendix 1 - relates to a MFRA Access audit. It should be noted that this work **may** identify further cost implications for Estates budgets which may need to be factored into future spending and budgets to make services accessible and inclusive for disabled people as set out within the Equality Act 2012. Initial budgets have been set aside for the immediate work arising from the Audit.

Risk Management, Health & Safety, and Environmental Implications

16. E&D action point 8 relates to completing an access audit of MFRS buildings and car parks, this particular action is critical to the health and safety of disabled people.

Contribution to Our Mission: *Safer Stronger Communities – Safe Effective Firefighters*

17. Delivering services in a way that meets Equality and Diversity legal duties is essential. Delivering services to meet the needs of diverse communities is

essential. This report provides further information about the work being done across all MFRA functions to meet our PSED.

Recommendation

18. That Members are asked to read the report and provide feedback on the level of progress made in Q3 and 4 and during the year.

BACKGROUND PAPERS

GLOSSARY OF TERMS

DAG – Diversity Action Group
DCM – Diversity and Consultation Manager
DPM – District Prevention Manager
E and D – Equality and Diversity
HFSC – Home Fire Safety Checks
SEG – Strategic Equality Group

CIRCULATION DOCUMENT DRAFT REPORT

Appendix 1 - Equality and Diversity Action Plan 2013-16: Year 2 Status Report Q3 and Q4 Activity

Prevention and Protection			
Actions planned for Year 2	Green Year 2 actions Completed or Year 2/3 actions in progress and on target for completion during year 3	Amber Year 2 actions started but not completed	Red Year 2 actions not yet started
13	11	2	0
<p><u>Green Highlights</u></p> <p>1.Community Engagement Actions :</p> <p>1.4 : Increase targeted Interventions, targeting those Protected groups at most risk first using the customer insight and census demographics</p> <p>Operational fire crews continue to use the status reports (lists of addresses to target) to reach people who have never been visited previously by MFRA. The Home Safety Strategy is currently under review and this will potentially dictate where the operational crews deliver their HFSC visits and who received priority. The Prevention Team (SHQ) are currently reviewing the status reports to ensure that they identify and target any individuals who are at risk of fire in the home through the use of data sharing protocols with our partner agencies. The changes in priorities will be clarified and reinforced through individual meetings with Watch Manager (Prevention SHQ) and Operational Crew reference holders (Watch Managers, Green Watch).</p>			

DRAFT REPORT

1.6: To deliver crew based training, to help MFRA staff to understand their communities better and to explain why there is a need to gather Equality Monitoring information and how it's used.

Home Fire Safety Refresher training has been delivered to all operational crews and advocates during 2014 which included awareness and education in respect of collecting data for the purpose of equality monitoring. As part of the Home Safety Strategy for 2015-2016, Prevention Team (SHQ) are part of a working group designing a new HFSC form for iPads which will include questions around the relevant protected characteristics and further briefings will be delivered to support crews.

2. Youth Engagement Actions :

2.1 To review the E&D profile for those applying for Princes Trust/Beacon/Cadets & those successful at gaining a place and use the intelligence to help recruit & engage with hose groups who are not fully represented:

The team welcomes those children and young people who are not always fully represented and to that end we have engaged with several same sex couples, young people with sometimes multifaceted needs such as ADHT & Asperger's Syndromes. Fire Cadets are delivered in two Merseyside areas, Formby and Liverpool City Centre: due to the demographics, Archbishop Blanch girls school (Liverpool) has a fantastic mix of ethnicity whilst Formby is a mixed team of all white boys and girls. MFRS were unable to choose the schools to work with as this Fire Cadet model is managed through Youth United, this can sometimes limit the ability for MFRS to proactively recruit from all protected groups. Staff have received E and D support to help manage the needs of diverse groups to help ensure their time on youth programmes is as inclusive as possible. The recent assessment for the Matrix Standard has endorsed the excellent work that is delivered through the Youth programmes and cited the commitment to equality, diversity and social inclusion as being of particular strength. More detail around the outcomes and achievements of diverse students on our youth programmes will be focused on in the E and D Annual Report.

2.2 To actively develop engagement activities for Disabled young people working with partners to build sustainable programmes of engagement in Princes Trust/Beacon/Cadets and use of Fire Fit Hub as and where appropriate.

CIRCULATION DOCUMENT

DRAFT REPORT

Beacon & Prince's Trust have been successful throughout 2014/15 working with children & young people with special needs. Hugh Baird College commissioned MFRS to run two Beacon Projects, one team specifically for young people with a wide range of disabilities. Staff have been inspired and humbled by the strength of each young person in overcoming their disabilities in completing the challenging tasks and activities, it has been overwhelming for all staff involved. One parent of a Beacon student stated ***" I can honestly say that on a personal level, my daughter has never enjoyed such a worthwhile experience as the Beacon Project her certificates take pride of place in our house and she enthuses about the project to all her family and friends"***

The team have also delivered a Beacon primary to those young people aged 9-11 years transitioning to secondary school. Three Princes Trust teams have been delivered during the year, included those learners diagnosed with Asperger's and number with different mental health problems (including a self-harming, bipolar and obsessive compulsive disorders), one student had Cerebral Palsy. All were able to successfully take part in the 5 day residential in North Wales which demonstrates how inclusive the programmes are for all disabilities. The teams will continue to be inclusive in their recruitment and delivery of Children and Young people programmes.

3 Enforcement and Prosecution Actions :

3.1 Using Equality Monitoring data to establish whether any Protected group is more at risk of prosecution and enforcement – review the current engagement with at Risk groups

Progress is being made around the development of equality monitoring forms to help capture equality data. Gathering and analysing this data will commence during 2015/16 to establish whether any Protected group is more at risk of prosecution and enforcement. To gain a statistically significant result it would be preferable to use a complete 12 month spread of data and so this action will continue into year 3 and be reported on in March 2016

3.2 Develop an engagement strategy for each protected group where required to support them with protection work

Community Fire Protection (Protection) has submitted a report to the Strategic Management Group (SMG) which proposes a re-structure of the function of Protection in order to fit with the Service's 2020 vision. The proposal offers a tiered structure of technical fire safety officer positions which align to the new CFA National Competence Framework for Business Fire Safety Regulators. Approval had already been received to progress with recruitment against the new structure in order to prevent future gaps in the Protection Succession Plan and it was agreed that selection would include positive action in order to encourage applicants form a more diverse background Protection was particularly interested in attracting Asian candidates given the relatively high proportion of enforcement action that the Service taken on Asian Businesses in order to better meet the needs of the local business community.

DRAFT REPORT

Whilst the process was successful in attracting a few applicants from a diverse background unfortunately the quality of these candidates on this occasion, did not meet the Service's minimum requirements, however, Protection are likely to have further vacancies early next year which will provide an opportunity to review the positive action process in order to identify and implement improvements ready to re-run the positive action for the next round of intakes. In much the same way as MFRS has successfully used specific advocate roles in Community Fire Prevention previously. This will help MFRS to engage more actively with the Asian community to support them with further education and advice around fire safety legislation. In addition to this we are organising a National Chief Fire Officers Association seminar on Engaging with Minority Ethnic Businesses (planned for September 2015). The conference will be an opportunity to gather best practice and support from other organisations on how best to engage with those minority communities that are at most risk of enforcement or prosecution- this action will be carried over into Year 3 for completion.

GM Guy Keen from Protection was a guest presenter at the Wirral Accessible Britain Challenge Conference in October 2014, the conference was an opportunity to make communities more inclusive and accessible by engaging and working with disabled people to remove barriers that get in the way of them contributing fully and actively in every day public life. The presentation provided an overview of the Fire Safety Legislation and the importance of Personal Emergency Evacuation Plans and Procedures.

4. Hate Crime Actions

4.4 Monitor and Review the impact of the Hate Crime Policy, SI and deliver awareness training. Provide regular reports to SEG and DAG on the Hate Crime incidents:

Hate Crime training was rolled out across 2014 to all operational stations. Operational crews were given awareness training in hate crime, reporting, safe havens and target hardening and arson incidents.

All stations have signage to identify Safe Haven locations. St Helens use Safer in Town stickers. Safe Havens are available for anyone in danger or in need of refuge, they are often used by the most vulnerable people in our society, as the statistics for Safe Haven activations show below :

Safe Havens have been formally activated on 11 occasions:

2 x homeless and frightened

1 x Assault –sought refuse

1 x Person in pain with bruising

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1 x Vehicle attacked by youths
1 x Person feeling suicidal
1 x seeking help after hospital discharge
2 x persons chased by group
1 x male lost
1 x female with no abode
1 x child being hit at home.

Total persons seeking help = 14 (11 adults, 3 Children : 11 male and 3 female)

- Many hundreds of target hardening referrals are acted upon by MFRA during any year, one case study involved supporting a family from Toxteth who were suffering from racial hate crime, the property was attacked twice in 2 days, the second involving an attempt with petrol was thwarted by letter box plate fitted by MFRS staff.
- MFRS continue to attend Hate Crime Sub Group for Merseyside Hate Crime group hosted by the Police Crime Commissioner and we attended several high profile hate crime initiatives in 2014/2015.
- Hate crime reporting forms are now integrated into the Safeguarding and Safe Havens data reporting systems which will ensure that more detailed Hate Crime information can be captured and reported on more accurately during year 3.

5. Road Safety Actions

5.3 Build District Partnerships with authorities and community groups around Drive to arrive and other road safety thematic campaigns working collaboratively in each District.

CFOA held its inaugural Road Safety Conference in Nottingham in October. The two day conference was an unprecedented success and helped forge stronger relationships with road safety partners and stakeholders. MFRS supported the charity BRAKE during their Road Safety week in November. All districts across Merseyside held events in support of BRAKE. MFRS is continuing to support Liverpool City Council with its 20 Effect campaign and took part in an event in Liverpool city centre where we engaged with the public, passing on road safety messages and highlighting that most residential roads in Liverpool are now 20mph

The RTC Reduction Team has withstood major change within its make-up, nevertheless the team has supported

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crews across the service delivering road safety interventions such as Suddenly from Nowhere and Drive to Arrive (youth offenders). Delivery in schools has been well received with year on year revisits now occurring (Woodchurch High). A rolling programme is in place with Liverpool Youth Offending Service, bringing young people onto stations as part of YOS "Choices and Consequences" programme. The crashed car on a trailer is frequently requested, most recently being utilised by crews at station 20 delivering a rolling road safety program to students from Birkenhead College, all supported by the RTC Reduction Team.

6. Home Fire Safety Actions:

6.1 To Review the HFSC Equality Monitoring information collected to ensure up to date questions and consistent responses answers are recorded in Capita.

6.2 Review the HFSC leaflets and information given out to the public about Equality Monitoring and Equality related information such as Deaf alarms and update in line with best practice.

6.3 Utilise Browse Aloud technology (on the prevention Website page and iPad) to enable HFSC to be conducted with diverse communities where English isn't their first language

The Prevention Team (SHQ) are currently designing an equality monitoring form for gathering appropriate information to support our requirement to monitor the impact and delivery of services to the Protected groups covered by the Equality Act 2010. The implementation of iPads that will enable Operational Crews to encourage occupants to complete the equality monitoring information (which can often be seen as sensitive) directly onto the iPad in confidence.

The Prevention Team (SHQ) are currently reviewing the leaflet 'Reading This May Save Your Life' as there are emerging issues and more up to date safety advice that needs to be included. Prior to approval, the Diversity and Consultation Manager and Corporate Communications will be consulted to ensure that the relevant messages are included in the correct format. The leaflets will also consider the most up-to-date information around what fire safety support is available for those who are Deaf, blind or have hearing or visual impairments.

Further work is planned in year 3 to develop communication guidance for staff to help them engage with people with different disabilities and learning difficulties.

The Prevention Team (SHQ) are represented on the iPad Working Group and the recent Web Design workshop to ensure that Browse Aloud is included corporately, but contributes and ensures that the key fire safety messages are

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included in the scheme.

Amber Highlights

6.5.1 To produce an Equality Monitoring report on the HFSC Equality Data currently held as at 31.03.14 and use as a benchmark.

Fire Service Direct (FSD) will run an equality monitoring report after 31.03.15 and benchmark with report from 31.03.14 to establish if the HFSC refresher training has had any impact and increased the amount of data collected by operational crews and advocates.

6.5.2 To then produce annual Equality Monitoring reports thereafter to monitor where improvements are being made across districts/stations

The Prevention Team (SHQ) will ensure that as part of the Home Safety Strategy 2015-2017 an annual equality monitoring report will be produced to highlight the preventative work that is carried out through the delivery of HFSC visits and the subsequent referrals to those identified as high risk and vulnerable.

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Assets and Environment			
Actions planned for Year 2	Green Year 2 actions Completed <u>or</u> Year 2/3 actions in progress and on target for completion during year 3	Amber Year 2 actions started but not completed	Red Year 2 actions not yet started
1	1	0	0
<u>Green Highlights</u>			
8.Access Audit Actions			
8.1 Deliver the recommendations outlined within the Access Audit ensuring that high priority risks are carried out first.			
All the facilities for female fire fighters that were recommended in the Access Audit report have been completed, including additional facilities at TDA. Quotes have been requested for stations identified as requiring priority 1 Disability Access work. The work will commence during 2015/16 and reported on as part of the E and D action plan year 3 activities.			
An access audit has been carried out on the SHQ refurbishments and JCC, the majority of the items identified will be picked up within the current refurbishment and some of the work has already been completed i.e. Tea points have had the worktops lowered and access to reception has been re-designed to allow disabled access.			
Work has commenced on the preparation for the new conference facilities including the installation of a hearing loop which is fully integrated with the audio visual system. Progress is being made with the planning of hearing loops in the new SHQ reception and visitors building and car park access.			

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POD			
Actions planned for Year 2	Green Year 2 actions Completed <u>or</u> Year 2/3 actions in progress and on target for completion during year 3	Amber Year 2 actions started but not completed	Red Year 2 actions not yet started
6	5	1	

Green Highlights

9. Recruitment Actions :

9.1 Set up a joint working group to review the current recruitment and assessment practices and benchmark to sector.

Project Board has been established to review firefighter recruitment incorporating positive action. The 16 new recruits start April 2015 and all aspects of the process are to be debriefed and a full report to the project board in the next 3-4 months. This will enable good practice to be gathered and benchmarks set for future firefighter recruitment.

9.1.2 Review how Fire-fighters job roles are assessed on recruitment or promotion in relation to Equality and Diversity values, skills and social empathy and emotional intelligence.

Job roles are based on nationally agreed competency frameworks and our service values. One of the requirements is to demonstrate commitment to diversity and equality.

9.2 Review, research and develop positive action practices that will support our Values & and help to achieve our Equality objectives.

A positive action team was set up April 2014. This has included reviewing all practices, researching new ideas and setting a strategy for the recruitment which has just been completed. A full debrief of positive action is booked for April 2015. Results will be provided to the FF project board.

9.1.3 Carry out an EIA in relation to the Recruitment Policy, Procedures and Selection methods for all recruitment exercises including any promotions (for all contract types) and address any particular areas for

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development.

This has been ongoing throughout the year in relation to recruitment and will be concluded over the next few months once debriefs and reviews of all stages of the firefighter recruitment process are completed. Review of promotions EIA will be considered in year 3.

12. Critical Incident Debriefings and support.

12.1 Set up appropriate review procedures/debriefs to gather feedback following critical incidents to assess how the application of the policy is supporting all equality groups of staff and provide update to SEG annually.

In relation to critical incidents, we are now in the position of having 4 officers who are qualified to train staff in mental health first aid, this includes the service Chaplain. There are assessment criteria monitored by the senior occupational health officer and this is reported on the OH portal pages to provide meaningful feedback on the process.

Amber Highlights :

11.0 Understanding implications of an Ageing workforce.

11.1 Ensuring that all decisions and policies are fully considering how best to support operational staff in relation to working longer in a physically demanding role e.g. Fitness and Wellbeing needs to be integrated into work routine and consider equality implications.

In consultation with Diversity and Consultation Manager, OH have undertaken a full EIA assessment of a new service policy and agreed further actions from this assessment.

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Operational Preparedness			
Actions planned for Year 2	Green Year 2 actions Completed <u>or</u> Year 2/3 actions in progress and on target for completion during year 3	Amber Year 2 actions started but not completed	Red Year 2 actions not yet started
3	1	2	
<u>Green Highlights</u>			
13.Learning and Assessment Actions :			
13.1 to Carry out a Full EIA on the Training delivery and Assessment processes to review how we cater for all learning styles and requirements and ensure packages have the necessary materials, equipment and time to cater for all learning needs			
<p>This will be completed with the assistance of the Diversity and Consultation Manager. The first TDA Equality and Diversity educational workshop was delivered to key staff in March 2015. The workshop is in 2 stages, stage one is to provide staff with the knowledge about the Equality Act 2010, the responsibilities we have as an organisation to ensure that our training and development and assessment processes/procedures are fair and support staff with different requirements, especially those with a disability or long term health condition (e.g. diabetes) or cognitive/learning disability (e.g. dyslexia). Workshop 2 will focus on carrying out EIAs for key aspects of TDA work to establish if there is any requirement to make changes to the way we deliver training, development or assessment at the TDA.</p>			
<u>Amber Highlights :</u>			
13.2 Produce E and D assessment and training packages for operational personnel			
<p>This action has been carried over to year 3 for completion.</p>			

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Operational Response			
Actions planned for Year 2	Green Year 2 actions Completed <u>or</u> Year 2/3 actions in progress and on target for completion during year 3	Amber Year 2 actions started but not completed	Red Year 2 actions not yet started
3	1	2	
<u>Green Highlights</u> 15.1 Design the 'After the Incident' Advice forms and put onto the MF&RS Website. After the Incident Forms have been approved by SMG and is being tested on the website . Amber Highlights: 15.2 Use Browse Aloud to interpret document into the top 10 languages used across Merseyside. 5.3 Liaise with Reprographics to have suitable packs produced in the top 10 languages which can be given to crews to be kept on appliances for future reference. The Service Instruction is currently being finalised before being placed into consultation. Once leaflets are live on the system, the Browse Aloud facility will be activated. Liaison with reprographics is ongoing and production costs are yet to be approved prior to approving production. NOTE: Operational Response staff have also been integral to the delivery of a number of key E and D activities such as positive action, welfare and fitness, flexible working panels. All impact positively on E and D			

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Legal , Governance and Democratic Services			
Actions planned for Year 2	Green Year 2 actions Completed <u>or</u> Year 2/3 actions in progress and on target for completion during year 3	Amber Year 2 actions started but not completed	Red Year 2 actions not yet started
5	3	2	
<u>Green Highlights :</u> 27. Capture equality profiles of all Members appointed to the Authority, and identify any reasonable adjustments required. All Fire Authority Members for 2014/15 have completed an E&D Questionnaire, with the aim of identifying if any Member requires any reasonable adjustments to be made in order to assist them in the undertaking of their role. The questionnaire will continue to be used for subsequent years, to capture the equality profile and any reasonable adjustments required, for any new Members joining the Authority; and for current Members to identify any changes in circumstances. 27.2 Publish the outcomes annually as part of the Equality and Diversity annual report. The outcomes of the E&D Questionnaire for Members will be provided to the Diversity & Consultation Manager, for inclusion in the Equality and Diversity Annual Report			

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ICT			
Actions planned for Year 2	Green Year 2 actions Completed <u>or</u> Year 2/3 actions in progress and on target for completion during year 3	Amber Year 2 actions started but not completed	Red Year 2 actions not yet started
3	2	1	

Green Highlights

28.1 Monitor ICT developments in conjunction with diversity manager. New technologies to be reviewed to establish benefits from DAG perspective.

The hearing loop solution has been installed in the Fire Control training room. The solution will be demonstrated to the Diversity and Consultation Manager once the supplied headsets become available. Design of the hearing loop solution for the new conference wing is underway and will be available in all public conference rooms. This will be signed off once the Fire Control demonstration has taken place. A meeting took place with supplier/ICT and Diversity Manager 4th March 2015 for them to explain the overall proposed Audio Visual solution including the hearing loop solution.

28.2 Digital Inclusion. Roll out of Public Wi Fi to Stations for Staff use and as a resource in Community Rooms. Provision of additional Community Internet at the Toxteth Hub.

An upgrade to the Wi-Fi hardware is required to enable guest/community Wi-Fi at stations. The hardware will be ordered in the new financial year and dates for the work will be scheduled as part of the ICT Continuous Service Improvement meeting. Appropriately secured guest Wi-Fi is now provided at the Toxteth Firefit Hub. There are no plans to roll a wider community service out at this time.

Amber Highlights

28.3 Promote online safety for children and Young people. To work closely with our Princes Trust, Beacon Teams and Cadets to ensure that online safety, including Cyber Bullying, is included as part of lesson plans.

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A session has been prepared and will be presented to the Princes Trust in take in May 2015.
Discussions are also underway to establish if this would be a suitable item to involve Fire Cadets in.

Strategy & Performance (including Corporate Communications and District Managers Actions)

Actions planned for Year 2	Green Year 2 actions Completed <u>or</u> Year 2/3 actions in progress and on target for completion during year 3	Amber Year 2 actions started but not completed	Red Year 2 actions not yet started
10	8	2	

Green Highlights

17. Review and develop further E and D education and awareness support for FF , Staff, Line Managers and Authority Members (Year 2 and 3 activity)

Whilst training and development on Equality and Diversity is tailored and delivered to meet specific needs on request, it is an area which will be a primary focus for the Diversity and Consultation Manager to develop further in Year 3. A desk top audit has commenced to review what currently is on offer through the Learn Pro and Alchemy on-line training systems and including other standard training programmes. The next stage is to look at the training and educational needs for all levels of the organisation and to contact external training providers to develop a corporate training programme for roll out in 2016/17.

19.1 E and D Annual reporting on achievements and best practice – celebrating our diversity at MFRA

The 2013/14 Annual report was delivered on time and to budget and has helped the organisation to demonstrate its achievements around the E and D agenda and action plan. Plans are in place to start developing the Annual Report for 2014/15 ready for release during late summer.

20.1 Staff Survey: Understand staff concerns and experiences more clearly so that MFRA can prioritise future developments and celebrate its positive achievements. Undertake a Staff Engagement survey

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Significant resources have been deployed in this action area over the last 2 quarters. The staff survey was conducted in July 2014, 68% of staff completed responded, the results were shared with staff in October 2014. A total of 35 meetings took place from 14th November 2014 to 29th January 2015 and a total of 135 staff (59 Uniformed, 44 Support and 1 Authority Member) attended the meetings which were entirely voluntarily. This represents a total of 9% of the total MFRS staff population. Care was taken to ensure that all staff could attend any meeting which covered different locations and times to help make them as accessible as possible for all. The meetings were well publicised and additional meetings were put in place where dates weren't convenient for different groups. Meetings were communicated through staff emails, message of the day and via Managers. The staff that attended represented many of the different staff groups across the organisations including different roles, different levels and different working patterns.

SMG were also encouraged to meet with their teams to share the results of their survey for their own functions and with their managers to discuss any possible actions that may help to improve staff engagement.

The focus groups were run using appreciative enquiry methods. A standard set of questions were developed to help manage the meetings, encourage open feedback but more importantly, to provide solutions and ideas to help fix the big problems the survey raised.

SMG were briefed on the results and outcomes of the focus group meetings on the 31st March through a special SMG meeting. Following that meeting short terms commitments/actions will be developed and shared with staff in May and longer term complex cultural change issues will be considered at future SMG Meetings.

Work has commenced on developing a communication plan for the staff survey and will be implemented in Q1 of year 3.

21.2 Equality Framework - To prepare stakeholders in delivering equality and diversity activities to support our excellence peer assessment and self-assessment

A desk top review has been carried out against the revised CGLA Equality Framework (Nov 2104) to assess our position against the extended standard. The standard has changed significantly, the excellence level has been raised and is seen as harder to achieve. SEG has agreed to put the plans for an assessment back to 2016 to allow time to prepare and develop any areas that require improvement. A joint DAG and SEG workshop is planned for 22nd April to review the actions required to achieve "excellent" status. Functions will be setting their own priorities to work on during Year 3 in preparation for a Framework Peer Assessment.

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Amber Highlights

16.3 Develop a MFRA community Consultation and Engagement strategy (year 2 and 3 activity)

The Consultation and Engagement strategy is being developed to incorporate the communications strategy/policy. Work has commenced on an initial draft and will be finalised during the next quarter.

Part of this action was to develop further relationships with local community groups/networks and partners to enable us to consult on major changes to services and gather views and feedback from a diverse group of Merseyside communities. The Community Forum has been set up with a total 25 members registered. Two meetings have taken place in Dec 2014 and March 2015, both had a variety of groups attending including: Wirral's Older People's Parliament, RNIB, Merseyside Society for the Deaf, Black History Month/Global Diversity Partnership and Daisy UK. The meetings have been extremely useful and have covered a wide range of topics including: Fire Support Network services, HFSC information and referral procedures, consultation process and discussions around the district plans and IRMP. The group has worked well with district staff in identifying additional opportunities to work collaboratively on joint diversity initiatives.

A Separate Faith Forum is being developed in conjunction with our Chaplain, Bill Sanders. Meetings have taken place with the Merseyside Police Jewish Faith Chaplain and the Church and Society Director for the Liverpool Anglican church. The purpose of the Forum is to consult on matters around fire and faith to build further relationships with other faith leaders to enable MFRA to work collaboratively supporting communities. The Diversity and Consultation Manager is seeking an invitation to attend the next Merseyside Police Faith forum.

18.1 Disability Disclosure for staff at MFRA

Disability support guidance has been trialled with the Youth Engagement staff and will be evaluated and rolled out to all staff and managers during 2015/16. The reasonable adjustments guidance for managers and staff has also been tested over the last 12 months with Occupational health team's support. This is now in an evaluation phase and will be rolled out across the organisation during 2015/16.

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District Highlights

The following section provides members with an update on what District Prevention staff and fire crews have been doing to support diversity across their communities during Quarters 3 and 4 , the reports cover a variety of updates around some of the following areas :

- Targeted campaigns and activities with diverse groups (age, disabled and ethnicity etc.)
- Data sharing protocols
- Events and partnership
- Training and education
- Work with the 9 protected groups (covered by the Equality Act 2010)

Liverpool District Highlight

Community engagement: A number of Fire Safety talks have been delivered to various groups across Liverpool targeting the elderly in sheltered accommodation.

Campaigns: February was national cooking safely month. The Liverpool Prevention Team and operational crews completed a targeted campaign to target 2 accidental dwelling fire kitchen fire hotspots in Liverpool. During the campaign, 66 HFSC's were completed and 253 properties were leafleted.

March's national campaign was focused around smoke alarm testing with the clock change on 29th March being used as a prompt. During week beginning 23rd March, all Liverpool Fire Crews and Prevention staff handed out a bespoke leaflets reminding people to test their alarms. On Friday 27th March, Prevention Staff along with young people from the Toxteth Princes Trust Team where at Liverpool One promoting the campaign and handing out leaflets to remind people to test their alarms.

Following a fire fatality in the Toxteth area, a post fire campaign was completed utilising approximately 45 MFRS staff from Prevention Teams across Merseyside and Operational Fire Crews. Partner agencies also attended the campaign. 42 HFSC's were completed. To aid the campaign, Liverpool Council provided a volunteer translator

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from the Romanian community as a large number of the residents in the target area were Romanian. Bespoke Fire Safety Leaflets in Romanian were also issued.

Training: Prevention staff have attended a Learning Disability Seminar, Mental Health Awareness training and a workshop around working with Roma Families.

Partnership Working – GM Ryder and SM Kay attend regular meetings with the Merseyside Police Liverpool Command Team. Intelligence is shared at these meetings which enables a collaborative response to hotspot areas. In March, fire crews will be utilising status reports to target the Kensington area which has been highlighted as a crime hotspot.

SM Kay has met with Road Safety leads from the Council and Merseyside Police to explore the options to promote our **RTC reduction messages**.

Talks are underway with partner agencies in relation to setting up a homework club at the FireFit hub in conjunction with Liverpool Football club. Young people will attend the hub, complete any homework they may have, have a healthy snack, play football or assist with meal preparation and then have a healthy meal. Sarah Wyatt has arranged for the following groups to utilise community rooms on Liverpool Fire Stations:

- Adult Mental Health In-house Services (City Centre), 3 days a week for 6 months
- Libyan Community– Weekends for 12 months
- Yemen Community– Weekends for 12 months

Young person engagement: Mike Buratti delivered a talk to the Toxteth Fire Cadets in relation to ASB in the Community and how it affects the Fire and Rescue Service.

At the start of this year, MFRS recruited 12 apprentices, 4 of which have joined the Liverpool Prevention Teams. We would like to welcome the 4 young people to the team who so far are progressing extremely well.

Safe Havens – All Liverpool Station are now Safe Havens. This project has been set up in conjunction with Liverpool City Council.

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Sefton District Update

Engagement around different Ages: All crews from across Sefton took part in Older Persons day on the 1st of October 2014, this year's activities proved to be a big success with in the region of 150 Home fire safety checks being completed which generated engagement with some occupancies of high risk, these cases were highlighted and have now been referred on to Sefton Prevention Advocates who will address these identified issues. It is great when we get staff from all different departments within MF&RS volunteering to assist in making the older, more vulnerable members of our community safer from fire.

An event at the Salvation Army in Southport targeted an over 60's weekly event and highlighted some additional groups which the crews from Southport Area can now continue to have regular contact with. Following trend analysis of RTC's within Sefton, two main factors were identified, Females in their 20's and over 65 senior road users. Through this intelligence areas within the district were targeted to provide awareness around safer driving. Sefton Prevention team targeted a number of vulnerable occupants who were subject to arson threats.

Crews from Bootle & Netherton attended Queen Elizabeth Court in Litherland to speak with the elderly residents living there. Prevention Advocates also visited a number of elderly occupiers that have been referred as being high risk and also spoke to members of the community about looking after the elderly members of our community at an event at Hugh Baird College.

Southport Community Fire Station held a pensioners Christmas dinner on Christmas day, assisted by local volunteers and an off duty firefighter who drove a service minibus to collect those attending. The pensioners enjoyed a hearty Christmas dinner, bingo, presents delivered by Santa and entertainment from a suitably aged DJ. This event was valuable as it provided company for others who otherwise may have been on their own.

Engagement With Disabled People:

A young woman was targeted by youths in the South Sefton area due to her disability, this led to her being bullied by local youths and being shot with a BB gun. Prevention Advocates visited the property, spoke with both mother and daughter and provided fire safety and fire survival advice and installed smoke alarms and a letter box lock. The referral was receive through our partnership work with Merseyside Police and has been treated as a Disability Hate Crime

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Engagement on Gender Reassignment: As part of the Hate Crime Awareness training delivered to all crews across Sefton, training focussed on individuals who have been targeted due to their gender reassignment and as a result have been a victim of Hate Crime.

Engagement around Marriage: Sefton District Team has been working with the council's public health department and Safeguarding board to identify and assist with trafficking and forced marriage across the district

Engagement on Pregnancy/Maternity: Katarzyna Pietruczuk, Sefton's Polish speaking Advocate has worked with Eastern European mothers at Parenting 2000 in Litherland and Southport to raise awareness of the services we can provide, including home safety advice and referrals to partner agencies for additional support where required.

Partnership events have been held in conjunction with Halfords, SMBC, MF&RS and Police at Halfords Aintree and Halfords Southport, whereby child car seat safety advice was given to parents by Sefton Council staff, home fire safety advice was given by the Prevention Team, Road safety advice was given by operational crews and Police community support officers to give general safety advice to members of the public.

Engagement on Ethnicity and Race: Sefton's district management team work closely with the Gypsy & Traveller Steering Group, which is a multi-agency group consisting of ourselves, police, housing standards, environmental health, education welfare etc. to assist with accommodating the gypsy and traveller groups to live harmoniously within the community of Sefton, and action any issues which may develop as well as creating introductions to developing the ability to deliver home safety advice to a hard to reach community

Operational crews and the district Prevention Team regularly attend our Gypsy and Traveller sites to show a presence and complete Environmental Impact Assessments

Over the past 12 months the district has witnessed a number of race related hate crime incidents

Redgate Primary in Formby has a number of children attending from the Gypsy and Traveller community, home and fire safety talks have been delivered to the students by the Prevention Team and Operational crews as another way of engaging and embedding our message within this hard to reach group
Home safety talks have also been given to parents from the Eastern European community on home fire safety at

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“International Day” in Cambridge Children’s centre, Bootle as well as parents at a “Sporty stay and play” event which was held at Bedford children’s centre to families from the Eastern European community

Engagement with different Genders : MFRS has seen the introduction of 2 schools involved with the Cadets scheme, Formby High has been chosen as one of the two schools who will participate in running a full year’s cadet curriculum, and as an additional positive the scheme has seen a full take up on its allocation and out of the 20 cadets signed up, 15 are female

The three groups below provide referrals to the district prevention team to provide home safety awareness, including F.A.C.E visits to their children, as well as the prevention team providing referrals into these groups, having identified females at risk through involvement at incidents involving domestic violence attended by the Arson Reduction Team.

Referrals to MF&RS for support to families who may be high risk and require interventions being implemented to keep the families safer from fire are being provided through Venus who provide a range of services for women and families in South Sefton. Swan is service run by women for women based in the Sefton area The Outreach Service is for women who cannot access Swan’s community based services due to severe anxiety, depression, agoraphobia or emotional issues. Swan support women to regain confidence and develop their individual potential, helping them integrate into their local communities. MF&RS works in conjunction with SWAN and receive referrals to help support their clients who require fire safety advice for themselves or their families

SWACA (Sefton Women and Children’s aid) - SWACA is a registered charity that provides specialist care and support to women and children in the Sefton community that have been affected by domestic abuse or violence. MF&RS support this group and will refer some of our high risk clients to them for additional support if we feel they need it. SWACA will sometimes refer to MF&RS if a client’s property requires target hardening or safety devices being installed to keep them safer from potential fire.

Socio Economic Disadvantage: As part of Electrical Safety Awareness week the Prevention team combined with Crosby’s operational crew to deliver electrical safety advice to a vulnerable group of adults at 21 Church Walk in Seaforth

The Trussell Trust Food bank Network has fed 346,992 people nationwide (2012-13), and has over 380 Food

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banks providing emergency food to people in crisis nationwide. Crews across Sefton as part of our prevention strategy within the are building up relationships with these resources and offer our assistance to help them provide the emergency support to those families in need, and at the same time provide the fire safety message to keep them safe in their home.

It is recognised that families who require this level of support will cut corners due to financial hardship, and that will include safety within their home, e.g the replacing of aging electrical equipment, boilers, cookers etc., which can present a substantial fire risk within the home if neglected, our participation will assist with engaging with families in need.

Community Engagement:

Throughout the year teams across the district have delivered the following themed awareness campaigns:

- UK Road Safety Week is: 'Be Safe Out There'
- Child Safety Week
- Safer Cooking Campaign
- Chimney Fire Safety Week
- Fire Door Safety Week
- Gas Safety Week
- UK Ageing Safely Week
- Tick Tock Test clock change weekends
- Electrical Safety Week
- Candle Safety Week
- Fire Safe at Christmas

Following a fatal incident in Southport, Sefton held a reassurance campaign in the Kensington Road area. Approximately 262 properties were leafleted and then visited. 84 HFSC's were completed at the initial campaign which resulted in 3 HFSC's generating high risk scores and having a high risk intervention completed by Sefton Advocates in the afternoon

Prevention staff assisted by the crews from all 4 stations continue to work with local partner agencies to identify and deliver required interventions to the more vulnerable occupants, whether this is due to Age, Mobility, and Ethnicity

CIRCULATION DOCUMENT

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During October crews and the Prevention team completed activities around Older Persons Week and then turned their focus toward the run up to the Bonfire period, in addition community engagement will focused on advising occupants to test their smoke alarms when changing their clocks

Crews and prevention teams have delivered safety messages for Electrical Safety and Candle Safety as part of focussed activities

Hate Crime Activities :

Safe Havens have been introduced to all community fire stations in Sefton to help protect people when they are at their most vulnerable. Community fire stations across Sefton have been designated as Safe Havens for members of the public who feel threatened, intimidated or at risk.

The signs were launched at an unveiling at Bootle and Netherton Community Fire Station and have also been installed at Crosby, Formby and Southport community fire stations. The signs have been funded through the Sefton Safer Communities Partnership, which is made up of partners including Merseyside Fire & Rescue Service (MF&RS), Merseyside Police and Sefton Council.

Safe Havens are easily identified by an illuminated sign on the stations that can be seen at night. If firefighters are not at the station, people can still call for assistance for an emergency situation by using the yellow station phone located on the front of the buildings. They will also provide people with the opportunity to report hate crime or domestic violence should they feel that this action is appropriate.

The launch was attended Jane Kennedy, Police and Crime Commissioner for Merseyside and local councilors.

Road Safety Activities :

Following equality monitoring trend analysis of RTC's within Sefton, two main factors were identified, Females in their 20's and over 65 senior road users. Through this intelligence areas within the district were targeted to provide awareness around safer driving. Sefton Prevention team targeted a number of vulnerable occupants who were subject to arson threats.

DRAFT REPORT

Knowsley District Update :

Safe Havens – All 3 stations in Knowsley have now been launched as official Safe Havens. Kirkby and Huyton were also utilised during the bonfire period on key nights by partners as a special Safe Haven for young people who required support/assistance.

EU Older person's day – On 1st October Knowsley participated in the older persons HFSC day which took place in Kirkby and Huyton. Over 200 properties were visited, with over 100 HFSCs being carried out at properties never visited before and where residents are aged over 65.

Bonfire period – Target hardening for hate crime and arson victims.

Advice and information was sought from partners to ensure we were meeting the needs of the protected group in our plans. Considerations were made for the protected groups throughout the planning process and during the bonfire period when we were undertaking any activities.

Healthy Homes – Knowsley Council's Healthy Homes Project was launched in September and since then they have referred over 200 people to MFRS who require our services. The Healthy Homes Project is delivered in partnership with MFRS (we assisted in their training, have supplied cobranded uniforms, a service vehicle and 1 Prevention Advocate 1 day a week), and as part of their service they conduct a short fire safety check which is then passed to MFRS if any needs have been identified.

Since the project started 3,200 homes have been visited as part of the initiative, which aims to improve both the living conditions and health and wellbeing of residents. This has resulted in over 1,100 referrals to other agencies including Care and Repair, Knowsley Works and Family and Community Education who can provide solutions and support. Many residents have been referred for energy efficiency advice, smoke alarms and housing issues.

Healthy Homes aims to tackle common issues that residents may be experiencing, such as living in damp conditions, having difficulty managing household bills or disabled residents struggling to get around without adaptations to their home. These can all have a significant impact on health, wellbeing and general happiness.

Electrical safety week – 10-14 Nov - All week crews targeted properties in Knowsley which had never had HFSCs before and had occupiers aged over 65. During their visits they emphasised the electrical safety messages and delivered electrical safety leaflets.

DRAFT REPORT

Safer Knowsley Partnership Domestic Violence Campaign - Knowsley fire appliances have been branded with campaign posters and support line contact numbers in support of the campaign aimed to promote the reporting of domestic violence in Knowsley and give victims and perpetrators support to prevent it happening again.

The Prevention team were revisiting properties where occupants aged over 65, have had electrical fires in the past. On 13th November Huyton Fire Crew, Knowsley Prevention and the Knowsley Healthy Homes Team visited properties in the Stockbridge Village area, offering Home fire safety checks alongside Healthy Home advice and promoting the electrical safety messages. Stockbridge Village was chosen as a target area due to the number of accidental house fires that had occurred in the area in 2013-14 that were caused by Electrical items. Teaming up this information with the properties in the area that had never had HFSCs before and had occupants aged over 65, meant that the teams were targeting the most vulnerable and at risk groups of electrical fires. During the campaign they conducted 9 HFSCs, spoke to over 20 residents and delivered the Electrical safety messages to 50 homes.

Knowsley Prevention Staff attended Race equality and cultural competence training where they were trained on:

- Discrimination and Inequality
- Culture and its complexities
- Culture, Values and Beliefs: Understanding their impact on action, behaviour and practice
- Develop culturally sensitive, inclusive and accessible service.

Speak up services REVIEW – Knowsley's main third party reporting service has been identified as needing updating. MFRS have been assisting with the review and will be part of the new service that will link into safe havens and many other areas where it didn't previously – i.e. businesses.

Polish residents event – Villages Housing arranged an event for all Polish residents in the Knowsley area. Numerous services attended to offer advice and information to the residents through an interpreter. MFRS attended providing advice on HFSC, ASB, hate crime, safe havens and many other services.

Crucial crew – Knowsley prevention is supporting the "crucial crew" event at the end of March which will see around 20 primary schools attend a weeklong event where agencies/authorities etc. provide brief scenarios for the children on the services they provide or a particular aspect of their service which they think is important for children to know.

CIRCULATION DOCUMENT

DRAFT REPORT

Apprentices started in January, whole prevention department and Knowsley district have been supporting them and assisting with their training in prevention and other aspects of MFRS.

CIRCULATION DOCUMENT

DRAFT REPORT

St Helens District Update:

Community Engagement :

Neighbourhood Fire-Fighters have delivered Road Safety Presentations to approximately 838 young people in the period October to December. A further 15 Road Safety Presentations to Cowley High School Pupils and St Helens College Students have been carried out since January 2015.

During the third quarter of 2014-15 prevention staff and crews have conducted 2 reassurance campaigns following the 2 fatalities in the district, 1 in Eccleston and 1 in Newton. They visited approximately 241 properties and conducted 93 Home fire safety checks in Eccleston and 180 properties visited and conducted 93 home fire safety checks in Newton.

A further reassurance campaign was carried out in February following a fatality in Eccleston's area, we completed 66 Home Fire Safety Checks and leafleted 123 properties.

We continue to work with the travelling community within the district, conducting site visits with the Traveller Liaison Officer in St Helens Council.

The referral process is continuing to be reviewed with AGE UK.

The team continue to be involved in The Staying Home Project with Helena, this should hopefully see all occupiers over 85 within the district being referred in to MFRS for a high risk home fire safety check.

We will shortly be commencing the school grassland presentations, further updates will be provided for future reports.

We have attended St Helens Town Hall for the Winter Warmth Campaign alongside partner agencies such as Age UK, St Helens Council Home Improvement Team, Health Improvement Team, St Helens Senior Voice, Scottish power and St Helens Citizen Advice Bureau.

We will shortly be attending our first meeting with the Social Inclusion Group and are now on the mailing list to be informed of anything that falls within their remit.

CIRCULATION DOCUMENT

DRAFT REPORT

We have commenced our school presentations for the Springwatch Campaign. Figures will be available for the for the amount of young people for the next meeting.

We have also made a child safeguarding referral to the Children's Safeguarding Team following concerns on a visit.

Training to support Diverse Communities :

Prevention Staff and Operational Crews have received child sexual exploitation training on the district, Mental Health First Aid Training, Cadet Training and Counter Terrorism Training.

DRAFT REPORT

Wirral District Update:

Christmas-themed Birkenhead Community Fire Station Open Day (Socio-Economic / Age)

Birkenhead Community Fire Station opened its doors to the community on Saturday 13th December. The open day, organised in partnership with Stronger Communities Initiative Assembly saw a wide variety of activities on offer such as arts and crafts activities and Santa's grotto. Members of the public were able to watch operational demonstrations using the crash car, as well as observe a rescue from the search and rescue team. Road safety and fire safety messages were emphasised throughout the event and the police were on hand to offer crime prevention advice.

All attendees were offered a warm and healthy lunch, and children visited Santa were provided with a gift. Over 400 people attended throughout the day, which was completed free to the public as donations were provided by local businesses. Great feedback was received from the public about the day in what is a very deprived area of Wirral, and an area which has historically seen high levels of ASB.

Cheshire & Wirral Partnership (CWP) NHS Trust Project (disability)

Q3 Saw the information sharing protocol implemented with CWP and MFRS. CWP securely transferred details of their clients to MFRS, which include those accessing services due to drug/alcohol issues, mental health problems, and dementia and learning difficulties. The addresses were then sifted, and arranged into separate status reports organised by station area. Every fire crew on Wirral received a presentation explaining the project, the client group that the data refers (which is anonymised). A number of 'campaign days' were organised in December where crews worked through the status report lists to offer HFSC's to properties on the list. More information will be provided in January and an evaluation of the project will be completed towards the end of March.

Winter Warm Campaign (Age / Disability)

MFRS Wirral launched our Winter Warm Campaign this year in partnership with Wirral Council and other key partners. The project has seen MFRS personnel advise members of the public about safe heating methods and provide equipment for vulnerable and elderly people to replace dangerous heating equipment.

MFRS has received £3000 in funding towards this work from Wirral West and Wallasey Constituency committees to support the campaign, as well as Winter Warmth packs provided by Healthy Homes Team. The project will see MFRS working closely with key partners including WBC Constituency Teams, Healthy Homes Team, Age UK Wirral, Magenta Living, Wirral Clinical Commissioning Group and Energy Projects Plus helping older people to

DRAFT REPORT

stay safe and warm in their houses, reducing social isolation and protecting the most vulnerable as temperatures drop.

Vulnerable or elderly occupants who are identified as utilising dangerous or inadequate forms of heating will be able to exchange this for an oil filled radiator from MFRS as part of the scheme as well as receive Winter Warmth packs containing fleece blankets, flasks and advice about staying safe and warm. MFRS will provide a Home Fire Safety Check and other safety equipment as required such as mattress toppers. Occupants would then be referred for help from partner agencies to deal with longer term issues e.g. for help managing fuel bills, adaptations or other ongoing support.

The project is helping to promote closer working relationships and better identification of vulnerable/socially isolated people and getting them linked in with services, as well as addressing fire safety issues around wintertime such as unsafe forms of portable heaters, or inappropriate use.

Bonfire Plan (social-economic / age)

Wirral's bonfire plan was a success which had significant impact on our communities, particular those in deprived areas. Additionally, work was undertaken with Wirral Older People's Parliament to get across safety messages and reassurance to older members of the community who may be experiencing isolation at this time of year. In the run-up to Bonfire Night around 700 people attended a free "Port of Horrors" event in the car park of Spaceport in Wirral. The event included fire safety advice, trampoline fitness sessions, Fire Support Network Cage Football, free dental health checks, Hoylake Hand to Voice signing choir and information on other services for families. The Army provided scouse and refreshments for those who attended. An art competition was also run for school children before the event to create a fire safety poster, and the Mayor of Wirral Councillor Steve Foulkes announced the winners of the competition who later attended a firefighter experience day as a prize.

Other Community engagement work :-

- Older People's Day Information Event in partnership with Wirral Older People's Parliament (1st Oct)
- Large Scale 2 day Road Safety Event, where over 540 16-18 year old students from 3 secondary schools received education and demonstrations around road safety (20th-21st Nov)
- Attendance at Accessibility Conference (10th Oct)
- Series of Fire Safety talks with disability group at Wirral Met College
- Joint working with Vulnerable Women's Group Tomorrow's Women Wirral for Alcohol Awareness Event.
- Preparatory Work and meetings for 'Dementia Friendly Community' Project in Heswall in 2015.

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Education and Training :

All Fire Crews in Wirral will this year have received 'Choosing Health' training delivered by Wirral Community NHS Trust.

A home fire safety awareness training session was delivered to Age UK volunteers working in the community with people with dementia in February.

A presentation was given to the Wirral Dementia Forum for people with dementia, their carers and agencies working with this group, raising awareness about fire safety in the home and generating high risk referrals.

Community Events :

A number of community events were attending this quarter engaging with minority communities, including events to celebrate both the Bangladeshi and Chinese New Year's. A number of referrals were received for Home Fire Safety checks for members of these communities who had previously not accessed our services.

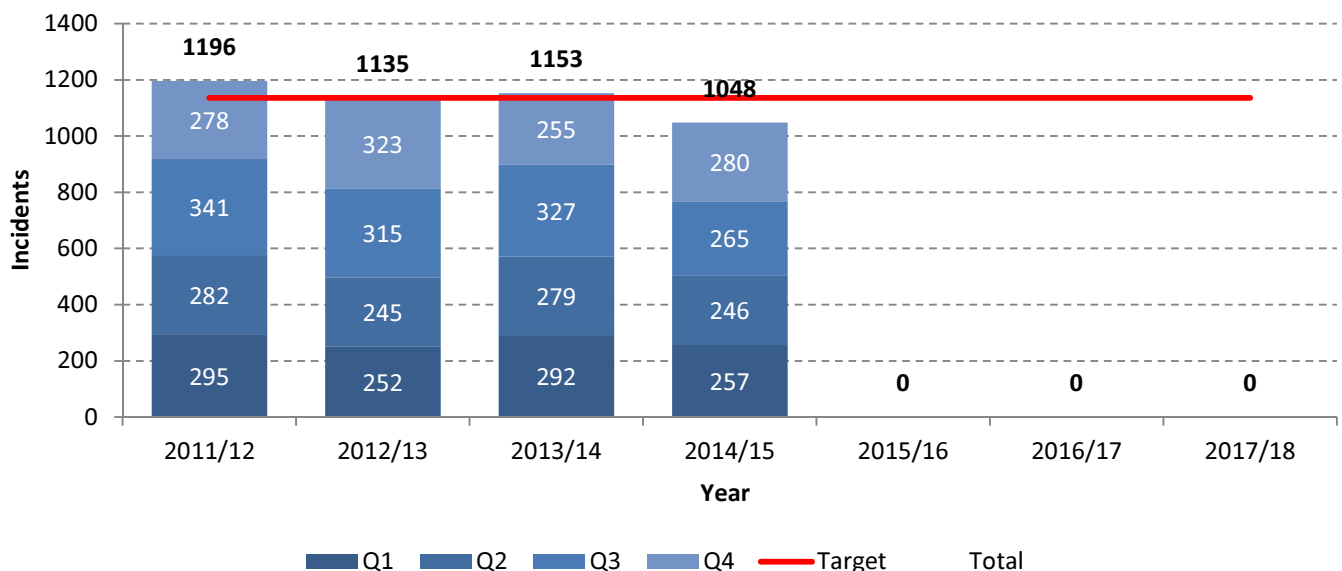
MFRS also be attended an 'Over 60's Fair' organised by Wirral West MP, Esther McVey on 27th March which last year was attending by around 700 older people.

EQUALITY AND DIVERSITY OBJECTIVES – Performance Update - Q4 2014/15

OBJECTIVE				
Equality Objective 1: In the past ten years Merseyside Fire and Rescue Service has reduced accidental fires in the home by 37%		Action: We will continue to build on this work through the use of our customer insight modelling and our station planning process to target individuals at risk		Target: To reduce accidental fires in the home and the deaths and injuries they cause on Merseyside by a further 5% by 2017.
Baseline	Where we want to be	2013/14 Performance	2014/15 Service Plan Target	Q4 2014/15
1196	1136	1153	1170	1048

Please note baseline based on 2011/12 data

Accidental Dwelling Fires



Commentary

At the end of Q4 there has been a total of 1048 Accidental Dwelling Fires attended across Merseyside. Both the E&D target of 1136 and Service Plan target of 1170, have been achieved.

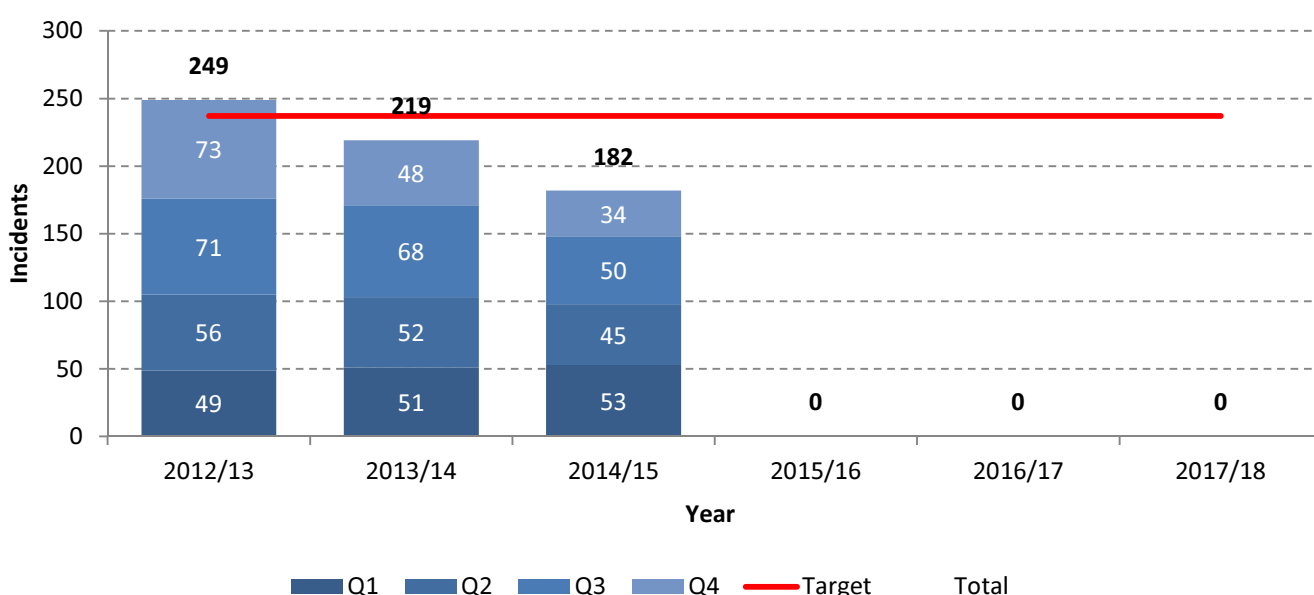
The use of Customer Insight and more specifically the Vulnerable Person's Index, will ensure a more targeted approach to Home Fire Safety Check visits allowing us to identify the most high risk and vulnerable people who have never previously received a visit from Merseyside Fire and Rescue Service and are also known to our partner agencies.

Also, qualitative Home Fire Safety Checks will ensure that people are given the relevant home safety advice and that every contact with Merseyside Fire and Rescue Service counts.

OBJECTIVE				
Equality Objective 2: We will reduce risk for people who live in rented properties across Merseyside		Action: By continuing to build productive relationships with Registered Social Landlords		Target: To cut accidental kitchen fires in social housing by 5% by 2017.
Baseline	Where we want to be	2013/14 Performance	2014/15 Service Plan Target Monitoring Only	Q4 2014/15
249	237	219		182

Please note baseline based on 2012/13 data

Accidental Kitchen Fires in RSL Properties

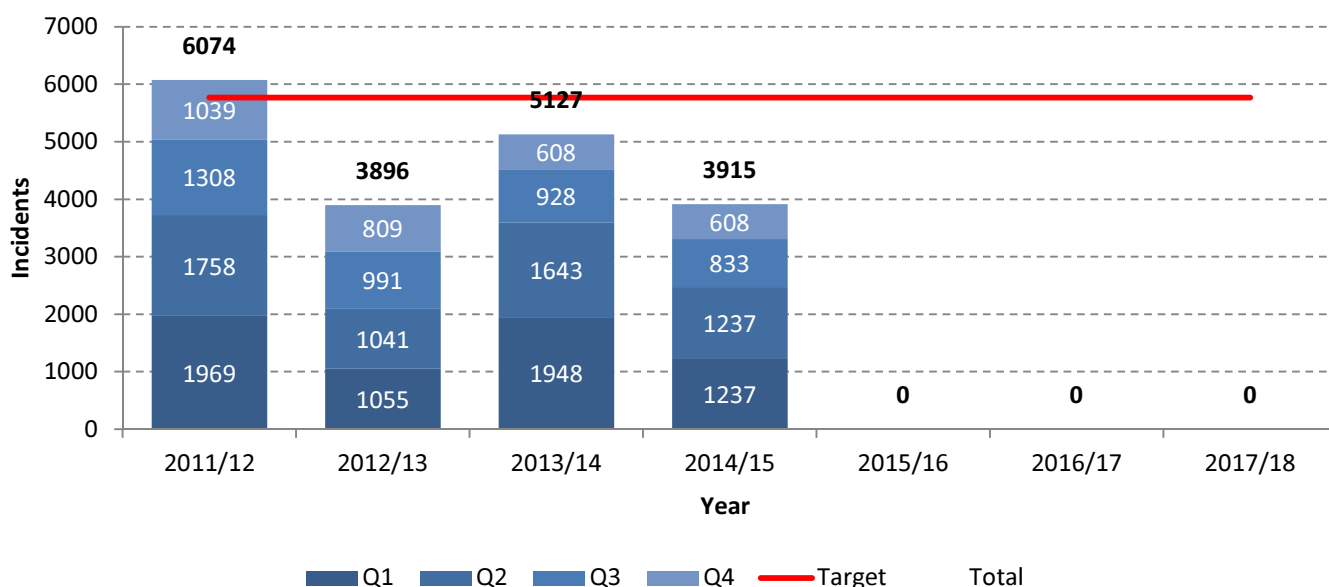


Commentary
<p>At the end of quarter 4 2014/15 there have been a total of 182 Accidental Dwelling Fires in Registered Social Landlord (RSL) properties. For the second year in succession the target of 237 has been achieved.</p> <p>Close working partnerships formed with Registered Providers has allowed us to identify high risk and vulnerable tenants and deliver appropriate interventions to reduce the risk of fire in the kitchen and home. Also the introduction of assistive technology will allow the installation of safety equipment such as Wi-Fi heat alarms and cooker isolation switches to reduce the risk in the kitchen even further.</p> <p><i>Please note data is correct as of 13/04/2015, late fire report submissions and Quality Assurance can affect this count</i></p>

OBJECTIVE				
Equality Objective 3: We will continue to engage with young people in vulnerable areas		Action: Through our award winning youth engagement programmes		Target: Reducing deliberate antisocial behaviour fire setting by 5% by 2017.
Baseline	Where we want to be	2013/14 Performance	2014/15 Service Plan Target	Q4 2014/15
6070	5767	5127	5062	3915

Please note baseline based on 2011/12 data

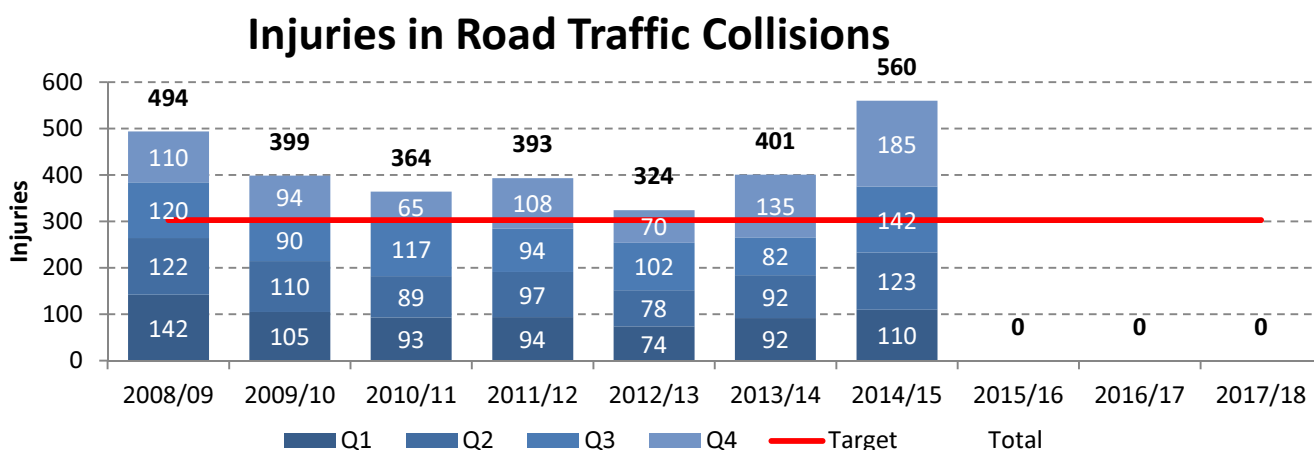
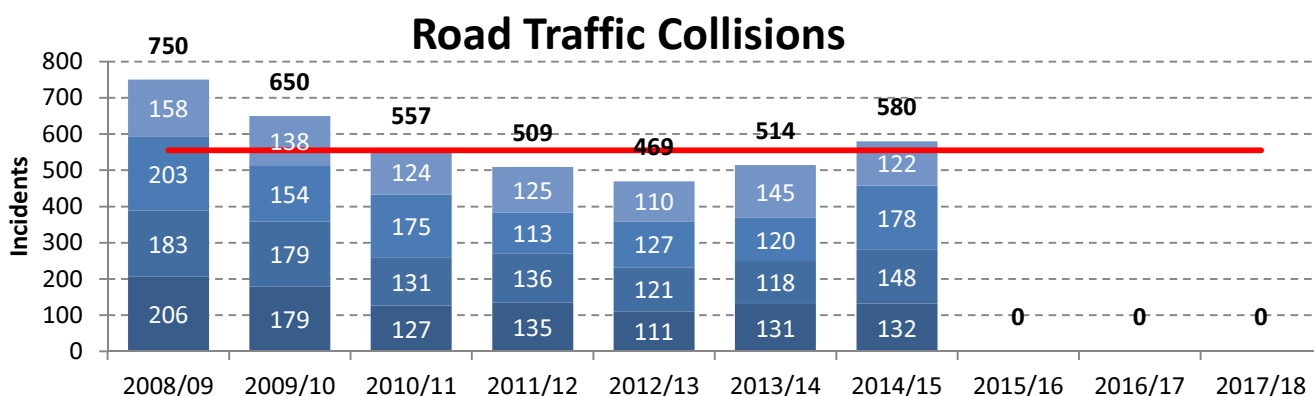
Deliberate Secondary Fires



Commentary
<p>At the end of quarter 4 2014/15 there had been a total of 3915 deliberate secondary fires this equates to 1213 fewer incidents (-23.6%) attended when compared to 2013/14. When compared to the E&D target of 5767 incidents attended by the end of 2017/18 this target has been achieved for the 4th year in succession.</p> <p>Through an intelligence led risk management approach, we will continue to identify arson and ASB hotspots to reduce secondary fires through education and engaging with our partner agencies. We will also deploy our resources efficiently during spate conditions to ensure that our communities receive a quality service delivery around the reduction of risk in our communities.</p> <p><i>Please note data is correct as of 13/04/2015, late fire report submissions and Quality Assurance can affect this count</i></p>

OBJECTIVE				
Equality Objective 4: We will work with at risk groups and local partners to contribute to the reduction in the number and severity of road traffic collisions across Merseyside		Action: To work towards achieving the local target of reducing the number of people killed or seriously injured in road traffic collisions		Target: Reducing the number of people killed or seriously injured in road traffic collisions by 37.5% by 2020.
Baseline	Where we want to be	2013/14 Performance	2014/15 Service Plan Target	Q4 2014/15
Road Traffic Collisions				
888	555	514	468	580
Injuries in Road Traffic Collisions				
485	303	401	355	560

Please note baselines based on average of 2004/05 - 2007/08 data



Commentary
<p>Concerning both RTC injuries and fatalities the E&D targets for both indicators has been missed. Work is ongoing to understand why attendances and injuries in Road Traffic Collisions has risen so abruptly, this includes devising Data Sharing Protocols with Merseyside Police to obtain additional data to allow further insight into who exactly is involved in these incidents.</p> <p>Please note data is correct as of 13/04/2015, late fire report submissions and Quality Assurance can affect this count</p>

OBJECTIVE				
Equality Objective 5: Our aim is to create a strong cohesive organisation which is positive about rising to the future challenges we face.		Action: Our aim is to increase the representation of all minority groups within the communities of Merseyside in the Fire and Rescue Service		Target: To increase the diversity of our workforce and volunteers in order to reflect the local community we serve and increase applications for roles within the organisation (including volunteering) for those protected groups under-represented currently within our workforce.
Baseline	Where we want to be	2013/14 Performance	2014/15 Service Plan Target	Q4 2014/15

Commentary
<p>Data has been collated to look at two main characteristics, Gender and Ethnicity, for two recruitment exercises : Apprenticeships and FF recruitment. The data below can be considered as the Benchmark to measure against going forward. . <u>Apprenticeships</u> : 12 recruited - Gender: 7 male (58%) and 5 Female (42%) Ethnicity : 11 White British (92%) and 1 BME (8%)</p> <p><u>Fire Fighter Recruitment</u> : 16 Recruited - Gender: 13 Male (81%) and 3 Female (19%) , Ethnicity: 14 White British (87.5%) and 1 BME (6.25%) and 1 prefer not to say (6.25%) .</p> <p>Further detailed report is currently being completed by the positive action team with support from the Diversity and Consultation Manager to provide a fuller Equality Impact Assessment for all stages of recruitment.</p>

Quarter under
Review Q4

Year Under Review 2014/15

Year	Quarter	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Accidental Dwelling Fires	Q1	295	252	292	257			
	Q2	282	245	279	246			
	Q3	341	315	327	265			
	Q4	278	323	255	280			
	Target	1136	1136	1136	1136	1136	1136	1136
	Total	1196	1135	1153	1048	0	0	0

Year	Quarter	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Kitchen Fires in RSL	Q1	49	51	53			
	Q2	56	52	45			
	Q3	71	68	50			
	Q4	73	48	34			
	Target	237	237	237	237	237	237
	Total	249	219	182	0	0	0

Year	Quarter	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Deliberate Secondary Fires	Q1	1969	1055	1948	1237			
	Q2	1758	1041	1643	1237			
	Q3	1308	991	928	833			
	Q4	1039	809	608	608			
	Target	5767	5767	5767	5767	5767	5767	5767
	Total	6074	3896	5127	3915	0	0	0

Year	Quarter	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Road Traffic Collision	Q1	206	179	127	135	111	131	132			
	Q2	183	179	131	136	121	118	148			
	Q3	203	154	175	113	127	120	178			
	Q4	158	138	124	125	110	145	122			
	Target	555	555	555	555	555	555	555	555	555	555
	Total	750	650	557	509	469	514	580	0	0	0

	Quarter	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
RTC Injuries	Q1	142	105	93	94	74	92	110			
	Q2	122	110	89	97	78	92	123			
	Q3	120	90	117	94	102	82	142			
	Q4	110	94	65	108	70	135	185			
	Target	303	303	303	303	303	303	303	303	303	303
	Total	494	399	364	393	324	401	560	0	0	0

MERSEYSIDE FIRE AND RESCUE AUTHORITY

PERFORMANCE REPORT TO THE

PERFORMANCE AND SCRUTINY COMMITTEE

21 MAY 2015

SUBJECT: REVIEW OF INJURIES SUSTAINED AS A RESULT OF OPERATIONAL ACTIVITY YEAR ENDING MARCH 31ST 2015

REPORT NUMBER: CFO/031/15

APPENDICES: NONE

REPORTING OFFICER: JOHN MCNEILL

RESPONSIBLE OFFICER: DAVE MOTTRAM

OFFICERS CONSULTED:

Purpose of Report

1. To request that Members review the performance data relating to operational staff injuries; resulting from an attendance at operational incidents and those as a result of training.

Introduction and Background

2. This report is submitted in response to a request from the Performance and Scrutiny Committee for a breakdown of Operational Staff injuries.
3. The Health and Safety Department in line with the Health and Safety Management principles detailed within HS(g) 65 which is the Health & Safety Executives guidance for managing for health and safety in the workplace have in place robust arrangements for the re-active monitoring of H&S performance.
4. These arrangements include the collation of all accident and injury statistics which are reported quarterly to the Health Safety & Welfare Committee, annually to the Performance & Scrutiny Committee and then to the full Authority.
5. A wide range of statistical data is collated about health and safety issues however this report concentrates on the areas of injuries sustained by

operational staff whilst engaged in activities either directly or indirectly associated with operational response:

6. During the period 1st April 2014 to 31st March 2015 a total of 67 on duty injuries were recorded by the Health & Safety team. Of these, 27 (40%) fell into the categories covered by this report:

Operational Incidents					
Activity		No of Injuries	Cause	Type	Duty days lost
Fire	Gaining entry	1	Struck by object	Bruising (head)	4
Fire	Hose	3	Contact with hot material	Burns (head)	4
			Slip	Bruising (knee)	0
			Lifting	Sprain (groin)	0
Fire	Ladders	4	Lifting	Strain (back)	0
			Lifting	Pain only (knee)	0
			Slip	Sprain (ankle)	0
			Struck by Object	Sprain (arm)	10
Fire	S&R	1	Lifting	Sprain (Arm)	0
Fire	Other	8	Lifting	Sprain (wrist & ankle)	17
			Struck by object	Irritation (eye)	0
			Lifting	Strain (back)	0
			Slip	Sprain (ankle)	0
			Lifting	Strain (shoulder)	0
			Struck by object	Irritation (eye)	0
			Lifting	Strain (shoulder)	0
			Hit by Object	Pain only (foot)	7
S / Service		1	Lifting	Strain (back)	2
Responding*		3	Slip	Abrasion (leg)	0
			Slip	Strain (back)	0
			Electricity	Shock (hand)	0
Working on boat	Animal Rescue	1	Animal Bite	Puncture (hand)	0
Training					
On Station	Using Hose	1	Trapped	Pain only (finger)	0
On Station	Ladders	3	Lifting	Strain (back)	11
			Lifting	Pain Only(back)	0
			Lifting	Strain (shoulder)	0
On Station	Equipment	1	Struck by object	Bruising (foot)	3
Off Station	Equipment	1	Slip	Bruising	0

*Responding includes getting to and mounting the appliance, when mobilised to an incident and whilst traveling to the incident.

7. As can be seen from the table above 22 injuries occurred as a result of attendance at operational incidents; 6 injuries occurred during training activities.
8. Worthy of additional note is that of these 28 events, 8 resulted in lost time with a total of 57 shifts being lost due to injuries sustained at operational incidents or training. This should be viewed in light of their being in excess of 100,000 shifts worked during the same period.

Equality and Diversity Implications

9. This report informs on the Authority's performance under its Health, Safety & Welfare Policy and supporting procedures, all of which are subject to current Equality Impact Assessments.

Staff Implications

10. Health, Safety & Welfare is integral to the management of all members of staff.

Legal Implications

11. This report contributes to the requirement to review Health & Safety performance as part of the arrangements to ensure implementation of the Health & Safety Policy, a statutory duty under the Management of Health and Safety at Work Regulations 1999.

Financial Implications & Value for Money

12. There are no direct costs associated with this report, however there are indirect savings of reducing lost time due to injuries.

Risk Management, Health & Safety, and Environmental Implications

13. Risk Management and Health and Safety are the subject of this report

Contribution to Our Mission: *Safer Stronger Communities – Safe Effective Firefighters*

14. Integral to Safe effective firefighters is the notion of reducing risk in the operational context to as low as is reasonably practicable.

Recommendation

15. That Members scrutinise performance in relation to this report concerning Health & Safety performance in the operational environment.

BACKGROUND PAPERS

GLOSSARY OF TERMS

HS&W Health Safety & Welfare

FORWARD WORK PLAN FOR PERFORMANCE & SCRUTINY COMMITTEE 2014/15

ITEM FOR SCRUTINY	REASON FOR SCRUTINY	DETAIL OF SCRUTINY	SCHEDULED FOR REPORTING	ASSOCIATED AUTHORITY AIMS	RESPONSIBLE LEAD MEMBER/ OFFICER
What is the cost of our Fire Prevention Activity?	To establish whether our fire prevention activity represents value for money for the Authority.	A report be produced in consultation with the relevant Lead Member for submission to the Committee and consideration of any further scrutiny required.	Performance & Scrutiny Committee 4th September 2014	Aim – Excellent Prevention & Protection	Lead Member Prevention & Protection – Cllr Roy Gladden <i>(change from Cllr Newman 29/7/14)</i> AM Myles Platt
What impact has the reduction in fire appliances had on response times? (to include attendance times of 2nd Appliances)	To identify if the reduction in appliances from 42 to 28 has had an impact upon response times; and to consider such impact on future risk management planning.	Report be produced in consultation with relevant Lead Member after September 2014, to enable analysis of a full year of data following the move to 28 appliances from 42 in September 2013.	Performance & Scrutiny Committee 16th October 2014	Aim – Excellent Operational Response	Lead Member Operational Response – Cllr Robbie Ayres AM Dave Mottram

ITEM FOR SCRUTINY	REASON FOR SCRUTINY	DETAIL OF SCRUTINY	SCHEDULED FOR REPORTING	ASSOCIATED AUTHORITY AIMS	RESPONSIBLE LEAD MEMBER/ OFFICER
Scrutiny of our response to flooding/ adverse weather – issues for the future?	To review our response to flooding incidents and consider possible future issues in responding to these incidents.	A report be produced in consultation with the relevant Lead Members, detailing the Authority's previous response to flooding/ adverse weather; and highlighting any possible issues for the future – to consider any further scrutiny required.	Performance & Scrutiny Committee 16th October 2014	Aim – Excellent Operational Response	Lead Member Operational Preparedness – Cllr Lesley Rennie AM Nick Searle
How effective is our Consultation Process?	To review our current consultation process and identify any possible improvements.	Report to be produced in consultation with the relevant Lead Member regarding the public consultation process in relation to the merger of Whiston and Huyton Fire Stations, to enable any lessons learnt to be identified and considered for future consultations. To consider if any further scrutiny is required in this regard.	Performance & Scrutiny Committee 11th December 2014 <i>REPORT DEFERRED TO 2015/16 FwP - DUE TO EXTENDED CONSULTATION PROCESS</i>	Aim – Excellent People	Lead Member Strategy & Performance – Cllr Barbara Murray Deb Appleton – Director of Strategy & Performance

ITEM FOR SCRUTINY	REASON FOR SCRUTINY	DETAIL OF SCRUTINY	SCHEDULED FOR REPORTING	ASSOCIATED AUTHORITY AIMS	RESPONSIBLE LEAD MEMBER/ OFFICER
Scrutinise the way the Authority is managed	To establish whether the Authority is being managed in the most effective and efficient way.	To consider initially, the outcomes of the "Staff Survey". Following consideration, identify if any further scrutiny is required in relation to this.	Performance & Scrutiny Committee 11th December 2014	Aim – Excellent People	Lead Member Strategy & Performance – Cllr Barbara Murray Deb Appleton – Director of Strategy & Performance
How well do we work with our Partners?	To establish how well we work with our major partners and whether our partnership arrangements could be expanded/ improved.	A "Learning Lunch" session be arranged, with representatives from a range of partners across all service areas, invited to attend (or submit a written statement) providing their perception of how the Authority engage with its partners. Following this, the Committee will consider the feedback provided in more detail and consider if any areas/ partnerships require further scrutiny.	Performance & Scrutiny Committee 27th January 2015 REPORT DEFERRED TO 2015/16 FwP DUE TO MANAGEMENT REVIEW	Relevant to all Aims	Involvement from all Lead Members and Support Officers

ITEM FOR SCRUTINY	REASON FOR SCRUTINY	DETAIL OF SCRUTINY	SCHEDULED FOR REPORTING	ASSOCIATED AUTHORITY AIMS	RESPONSIBLE LEAD MEMBER/ OFFICER
Scrutiny of Major Projects (PFI, JCC, Firefit Hub etc...)	To review the Authority's recent major projects and identify best practice and/ or areas for improvement.	Report be produced in consultation with the relevant Lead Member, detailing how the major projects for the Authority have progressed, highlighting lessons learnt and areas of best practice. In addition, some meetings of the Committee be held at specific sites, e.g Firefit Hub, with people involved in the delivery of the project and individuals who use the sites, being invited to attend and provide their opinions of the project and facilities.	Performance & Scrutiny Committee 19th March 2015 REPORT DEFERRED TO 2015/16 FwP DUE TO MANAGEMENT REVIEW	Aim – Excellent Prevention & Protection	Lead Member Finance, Assets & Efficiency – Cllr Jean Stapleton Kieran Timmins – Deputy Chief Executive
What is our capacity to continue to provide services following cuts/ downsizing?	To identify the capacity to continue providing services following the cuts; and any services which are no longer provided as a result.	A report be produced in consultation with relevant Lead Members, following the outcome of the next Support Services Review, to identify/ highlight services which will no longer be provided.	Performance & Scrutiny Committee 19th March 2015 REPORT DEFERRED TO 2015/16 FwP DUE TO MANAGEMENT REVIEW	Aim – Excellent People	Lead Member People & Organisation – Cllr Sharon Sullivan Nick Mernock – Director of People & Organisation

STANDING ITEMS					
District Updates (rotating)	To enable scrutiny of activity and performance within each District of Merseyside.	<p>Reports and Presentations concerning District Updates to be provided at meetings as follows:</p> <ul style="list-style-type: none"> • St. Helens District • Knowsley District • Sefton District • Wirral District • Liverpool District 	<p>Performance & Scrutiny Committee</p> <p>4th September 2014</p> <p>16th October 2014</p> <p>11th December 2014</p> <p>19th March 2015</p> <p>21st May 2015</p>	Relevant to all Aims	District Management Team / Deb Appleton – Director of Strategy & Performance
Performance Update Against Service Delivery Plan	To enable regular scrutiny of performance against the Authority's Service Delivery Plan.	<p>Reports and Presentations concerning to be provided at meetings as follows:</p> <ul style="list-style-type: none"> • 1st Quarter • 2nd Quarter 	<p>Performance & Scrutiny Committee</p> <p>4th September 2014</p> <p>11th December 2014</p>	Relevant to all Aims	Deb Appleton – Director of Strategy & Performance

		<ul style="list-style-type: none"> • 3rd Quarter • Final Year End Update 	19 th March 2015 21 st May 2015		
Review Forward Work Plan	To ensure that the Forward Work Plan remains current and in line with the Strategic Direction of the Authority.	To be included as a Standing Item on each agenda of the Committee.		Relevant to all Aims	Performance & Scrutiny Committee

ANNUAL/ BI-ANNUAL ITEMS					
Progress Against Equality & Diversity Action Plan	To enable regular scrutiny of progress against the Equality & Diversity Action Plan.	Reports produced bi-annually, in consultation with the Lead Member for Strategy & Performance	Performance & Scrutiny Committee 11th December 2014 and 21st May 2015	Aim – Excellent People	Lead Member – Strategy & Performance – Cllr Barbara Murray Deb Appleton – Director of Strategy & Performance
Environmental Performance	To enable regular scrutiny of performance in relation to Environmental targets.	Reports produced bi-annually, in consultation with the Lead Member for Finance, Assets & Efficiency <i>REPORTS DEFERRED TO 2015/16 FwP – WILL BE REPORTED BY AUTHORITY'S FACILITIES MANAGEMENT CONTRACT</i>	Performance & Scrutiny Committee 27th January 2015 and 21st May 2015	Relevant to all Aims	Lead Member Finance, Assets & Efficiency – Cllr Jean Stapleton Kieran Timmins – Deputy Chief Executive
Health, Safety & Welfare Annual Report	To enable regular scrutiny of performance in relation to Health, Safety and Welfare matters.	Report produced annually/ bi-annually, in consultation with the Lead Member for Operational Response (whose remit covers Health and Safety)	Performance & Scrutiny Committee 4th September 2014	Relevant to all Aims	Lead Member Operational Response – Cllr Robbie Ayres AM Dave Mottram – Operational

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