

**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](#) 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: 9 March 2016

Dear Sir/Madam,

You are invited to attend a meeting of the **PERFORMANCE & SCRUTINY COMMITTEE** to be held at **1.00 pm** on **THURSDAY, 17TH MARCH, 2016** in the Liverpool Suite at Merseyside Fire and Rescue Service Headquarters, Bridle Road, Bootle.

Yours faithfully,

Clerk to the Authority

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MERSEYSIDE FIRE AND RESCUE AUTHORITY

PERFORMANCE & SCRUTINY COMMITTEE

17 MARCH 2016

AGENDA

Members

Councillors Robbie Ayres (Chair), Ray Halpin,
Jimmy Mahon, 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)

The minutes of the previous meeting held on 12th January 2016 are submitted as a correct record and for signature by the Chair.

3. SERVICE DELIVERY PLAN QUARTER 3 2015/16 REPORT (Pages 11 - 48)

To consider Report CFO/015/16 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 2015/16 for the period April 2015 to December 2015.

There will be a presentation delivered in support of this report.

4. Youth Engagement Update (Pages 49 - 54)

To consider Report CFO/024/16 of the Deputy Chief Fire Officer, concerning the work of the Authority in relation to its engagement with Young People, through the delivery of a number of outcome focused Youth

Engagement Programmes.

There will be a presentation delivered in support of this report.

5. Mobilisation Process And The Role of Fire Control (Pages 55 - 56)

To consider Report CFO/023/16 of the Deputy Chief Fire Officer, concerning a review of performance of Fire Control and their part in the mobilisation of resources to emergency incidents.

There will be a presentation delivered in support of this report.

6. Standing Item: Forward Work Plan (Pages 57 - 64)

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

12 JANUARY 2016

MINUTES

Present: Cllr Robbie Ayres (Chair) , Cllrs Barbara Murray, Jean Stapleton, Sharon Sullivan, Anthony Boyle and Peter Brennan

Also Present:

Apologies of absence were received from:
Ray Halpin, Jimmy Mahon and Lesley Rennie

7. CHAIR'S ANNOUNCEMENT

At the opening of the meeting, after a count of the voting Members present, the Chair of the Committee declared that there was not a quorum present. As such, the meeting stood adjourned for a period of 15 minutes.

It was agreed that the presentation in support of Agenda Item 3 – “Community Fire Protection Update” be heard whilst the meeting stood adjourned.

During the period of adjournment whilst the presentation was being heard, two further Members of the Committee arrived, meaning that there was a quorum present and the meeting could be opened.

The remainder of the presentation was therefore deferred, to be concluded at the close 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 of the Performance and Scrutiny Committee, held on 5th November 2015, were approved as a correct record and signed accordingly by the Chair.

3. Community Fire Protection Update

A presentation was delivered outside of the meeting in relation to this item.

Members considered report CFO/006/16 of the Deputy Chief Fire Officer, concerning an update on the Community Fire Protection function for 2015.

Members were informed of the work undertaken over the last 12 months with regards to functional planning, supporting businesses, enforcements and prosecutions, and 5 year planning with due regard to the financial challenges faced by the Authority.

The overview highlighted the introduction of a new Protection Information Management System, response to unwanted fire signals; and utilisation of protection staff to provide training to operational colleagues around the built environment.

Discussion took place around work undertaken with diverse businesses within the community to provide support and education around Fire Regulations; and the recent, successful conference– “Engaging with Diverse Businesses for Business Safety Compliance”, which was initiated and led by MFRA.

Advice was sought from Officers regarding the installation of sprinklers in new developments and how fire safety measures with regards to buildings are considered during planning processes.

Members were informed that officers do work with planners to ensure that sufficient fire safety measures are incorporated within any building plans. With regards to sprinkler systems, Members were informed that they do not activate without cause; and in the majority of cases when they are triggered, only one sprinkler head actuates.

Members resolved that:

- a) Performance concerning the Community Fire Protection Department, be noted
- b) A further report concerning sprinkler systems be submitted to a future meeting of the Committee.

4. Freedom of Information requests and organisational capacity 2015

Members considered report CFO/001/16 of the Deputy Chief Fire Officer, concerning a review of the impact of processing Freedom of Information (FOI) requests.

Members were informed that the Service fully supports and adheres to the Freedom of Information Act 2000. However, use of the Act has become increasingly popular, demonstrated by the significant increase in the number of FOI Requests received by the Authority over recent years. It was highlighted that organisations always have the option of determining a request as being vexatious; and therefore not requiring a response, however, doing so can be difficult to legitimise and organisations can be seen as “protectionist”.

Members were informed that a number of requests received are from members of the public, however many come from journalists; and businesses or organisations, who can potentially use the information obtained to gain an advantage.

Information was provided concerning the amount of time spent by MFRA employees in dealing with FOI Requests, which is significant, especially when resources are continually reducing.

Members were informed that a review of the Freedom of Information Act 2000, is currently being undertaken by an Independent Commission. MFRA have responded to their call for evidence, suggesting that consideration be given to levying a charge for requests from commercial organisations, or to refusing the request should it not be demonstrated that the request is in the public interest. However, the Commission has argued against the use of charges and has stated that to reduce the burden, more use should be made of section 14 of the Act (vexatious requests).

Discussion took place around the cost associated with responding to FOI Requests and the possibility of highlighting within responses, the cost associated with dealing with that request.

Members were informed that this may be problematic as the cost will depend on the individual/s dealing with each query. Therefore, it was deemed that highlighting the overall cost in terms of days lost, was a better indicator. It was also highlighted that some departments can be disproportionately affected by responding to requests.

Further discussion took place around the involvement of MP's in raising some of the issues associated with Fol Requests and Fol Legislation.

Members resolved that:

- a) The contents of the report concerning Freedom of Information Requests, be noted.
- b) A report be brought back to a future meeting of the Committee, regarding the outcomes of the Independent Commission review of the Freedom of Information Act 2000.
- c) The content of this report, be shared with Merseyside MP's.

5. Review of CLG FRS Attendance Times 2014/15

Members considered report CFO/002/16 of the Deputy Chief Fire Officer concerning analysis of CLG Fire & Rescue Attendance Times 2014/15; and comparison of MF&RS attendance times for Dwelling Fires and Primary Fires against fellow Metropolitan Fire & Rescue Services.

Members were provided with an overview of the report which highlighted the performance of Merseyside Fire & Rescue Service within the recent CLG Publication "Fire Incident Response Times: April 2014 to March 2015, England".

It was highlighted that out of all Metropolitan Fire & Rescue Services, MFRS has the fastest attendance times in response to dwelling fires, and the second fastest response to primary fires.

It was also highlighted that during 2014/15 all Metropolitan Fire and Rescue Service's had slower attendance times than in previous years.

Members resolved that:

- a) Performance in relation to attendance times of Merseyside Fire & Rescue Service appliances to dwelling and primary fire incidents, be noted.
- b) Thanks be recorded to all staff who contribute towards maintaining excellent response times on Merseyside.

6. Standing Item: Forward Work Plan

Members considered the updated Forward Work Plan for the Performance & Scrutiny Committee; and the items due to be reported to the next meeting of the Committee on 17th March, were highlighted as follows:

- Fire Control and the Mobilisation Process
- Implementation of the Management Review (including impact on Partnership Arrangements)
- How effective is our Consultation Process?
- Implementation of New HR Policies
- Environmental Performance

In relation to “How Effective is our Consultation Process?” - Members were informed that a significant amount of consultation has been undertaken recently, which has now concluded. An audit of our consultation processes has formed part of the Annual Internal Audit Plan; therefore this will be reported back to Members once the Internal Audit Report has been received.

Members requested that an additional item be added to the Forward Work Plan, to scrutinise and review the Emergency Medical Response Pilot.

Members were informed that the pilot is due to commence shortly, therefore it was suggested that this item be carried over to next year’s Plan, to be reported on once there is sufficient data to do so.

Members confirmed that they were happy with the updated Forward Work Plan; and noted the reports for submission to the next meeting of the Performance & Scrutiny Committee on 17th March 2016.

Close

Date of next meeting Thursday, 17 March 2016

Signed:_____

Date:_____

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MERSEYSIDE FIRE AND RESCUE AUTHORITY

PERFORMANCE REPORT TO THE

PERFORMANCE AND SCRUTINY COMMITTEE

17 MARCH 2016

SUBJECT: SERVICE DELIVERY PLAN QUARTER 3 2015/16
REPORT

REPORT NUMBER: CFO/015/16

APPENDICES: APPENDIX A: FUNCTIONAL PLAN Q3 UPDATES
APPENDIX B: KEY PERFORMANCE INDICATOR
Q3 UPDATES

REPORTING OFFICER: DEPUTY CHIEF FIRE OFFICER

RESPONSIBLE OFFICER: DEB APPLETON

OFFICERS CONSULTED: STRATEGIC 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 2015/16 for the period April 2015 to December 2015.

Introduction and Background

2. The 2015/16 planning process began in January 2014. 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 3rd Quarter Service Delivery Plan Performance Report for 2015/16 is the document that reports and updates on the IRMP, Service Delivery Plan action points, Functional Plan action points and Key Performance Indicators (KPI's) against the outcome targets that were approved by Members in March 2015.
4. Reporting is provided on a regular basis to Members through the Authority's Committees.

Performance Indicators

5. Performance measures are grouped in the following way:
 - 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 in depth information to the performance information provided throughout the year but will not be 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 committee consisting of Area Managers, Directors and relevant Functional 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. A full review of Performance Indicators was carried out prior to the new reporting year. For the most part, indicators were found to be still current and fit for purpose. Following the managerial review that took place in the first quarter of the year, the Service moved from a District based to a Functional model of delivery on 1st August. This will have an impact on how performance targets are set and outcomes and outputs measured. Future reports to Committee will include details of how Officers propose to address this.
10. All performance for April 2015 to December 2015 is covered in detail in the appendices to this report.
11. The StARS human resources database was introduced earlier this year. As such there is no retrospective data from previous years in the system. This means absence is now showing from April 2015 rather than a rolling figure for 12 months, as was previously the case. The data for 2014/15 will be added to the system thus allowing a full 12 month figure as reported historically.

Equality and Diversity Implications

12. 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

13. There are no direct staffing implications contained within this report. Performance is discussed with a number of staff during the planning process and reporting periods, and those staff provide updates and put in place strategies and plans for performance improvement where required.
14. The Service has adopted a new methodology for setting performance targets for stations and station staff have been involved in that process.

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 level of service for the same or a reduced cost.
17. Initiatives where there are cost implications have been approved by the Authority and they 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.

Recommendation

20. That Members scrutinise performance against the objectives and the performance targets/outcomes as set out in the Service Delivery Plan 2015/16 for the period April 2015 to December 2015
-

BACKGROUND PAPERS

CFO/086/15 Service Delivery Plan 2015-16 Quarter 2 report

GLOSSARY OF TERMS

SERVICE DELIVERY PLAN 2015-16

3rd Quarter Report

(September – December 2015)



SERVICE DELIVERY PLAN – 2015-16 ACTION PLAN:

OPERATIONAL PREPAREDNESS: (3rd Quarter Update)

<p>FP/15/16/1.1</p> <p>Review all operational training facilities (both on station and at the Training and Development Academy) to ensure suitable training venues are available to operational personnel. To align the training facilities to the findings of the Operational Guidance Project.</p>	<p>A capital funding bid for extensive TDA site developments is to be discussed at a forthcoming meeting with AMs Preparedness and Strategic Change and estates. A summary table of current station training facilities has been provided to AMs Preparedness and Response. Consultation will be initiated once viable options have been collated and compiled in to a series of options. Learnpro and training package content is currently being undertaken again to ensure alignment with revised SOP contents. An options paper will be produced covering training delivery methodology and station training facility options once discussions with relevant stakeholders has been undertaken. SMG report will then be produced covering all of the above</p>
<p>FP/15/16/1.2</p> <p>Carry out a full review of the current MFRS Site Specific Risk Information (SSRI) procedure and amend or replace as necessary.</p>	<p>Application Development Team now sits in Strategy & Performance Department. The Governance arrangements will remain as those previously identified. Initial Status Review completed by Business Analyst Oct 2015 & distributed to then Line Managers. Business Case developed for MF&RS Operational Risk Information Application Dec 2015 and is currently with AM's Preparedness and Community risk Management for review prior to submission to relevant Governance Board following Protection/Preparedness meeting in Jan 2016.</p>
<p>FP/15/16/1.3</p> <p>Carry out a review of the current Command Support arrangements and procure a new Incident Command Vehicle and management system.</p>	<p>Following an agreement with Cheshire FRS, the options for sharing a command and control unit with welfare support is being discussed. In the meantime procurement of the new Command and Control Unit has been halted and options for developing a support function to the existing command vehicle via fire ground logistics (temp structures etc) are being explored</p>

OPERATIONAL RESPONSE: (3rd Quarter Update)

<p>FP/15/16/2.1</p> <p>Continue to strengthen operational response through improvements identified as a result of effective monitoring, audit and review of the Operational Response Function (OAT).</p>	<ul style="list-style-type: none"> • Work to investigate a multi-agency approach to Welfare & rehabilitation at major incidents has been suspended pending the outcomes of blue light collaboration work. • The development of a "front end" to manage the completion of IRS is being incorporated into the ICT applications work stream. Feedback on performance at user level is being sought from Strategy and Performance to ensure local management of completion is effective. • Service delivery, station managers have completed work on an SPA for the bulk foam unit. Work on other skill areas is ongoing and aerial appliances and driving are expected to be completed Jan 2016. There is uncertainty as to how these will be incorporated into the current SPA platform and this is being investigated. • The officers briefing note is currently under review and will be re-launched in Jan 2016 along with revised debrief summary reports.
<p>FP/15/16/2.2</p> <p>Minimise the impact of changes from the reduction of funding to the Service by managing our Response resources efficiently and effectively (TRM)</p>	<p>Further development to continue to improve the organisational benefits from the StARS Time and Resource Management (TRM) system have been evaluated by key stakeholders from TRM, Professional Standards and Occupational Health with a view to implementing those developments, which offer value for money in line with the Authority's budget principles in the 4th quarter.</p> <p>Ongoing watch balancing will take place in quarter 4 to mitigate the impact of the increasing number of retirements due in early 2016.</p> <p>Implementation of the Memorandum of Understanding (MOU) including the revised detached duty process and single flat rate payments will be progressed where possible in line with Authority decisions made in order to deal with funding reductions as a result of Comprehensive Spending Review 15.</p>

FP/15/16/2.3

Continue to ensure that we maintain the Health, Safety and Effectiveness of Merseyside Fire-fighters with a reducing workforce (H&S)

The Health & Safety Department has flagged the satisfactory completion of ARA's as a risk at the Operational Improvement Group, work is ongoing to review the current SI, along with working with the TDA to produce and deliver an on line training package for Analytical Risk Assessment (ARA). Work is ongoing to produce an electronic template that is compatible with mobile data terminals (MDT's) / tablets but this may not be possible in the short term due to capacity issues within external departments.

PEOPLE & ORGANISATIONAL DEVELOPMENT: (3rd Quarter Update)

<p>FP/15/16/3.1</p> <p>Develop and deliver a comprehensive workforce development strategy to include succession planning, Fire-fighter recruitment and training, delivery of an apprenticeship programme and continue to embed appraisals.</p>	<p>93% appraisals have been completed. A training package has been developed and trialled at a number of stations throughout the organisation. A focus has been on working individually with Station Managers to consider approaches to quality assurance.</p> <p>The revised on line system is being developed to ensure it is customer friendly and fit for purpose.</p> <p>Training solutions continue to be designed, delivered and evaluated.</p>
<p>FP/15/16/3.2</p> <p>Implement the organisational Capability Procedure and revised Absence Management to include training managers and familiarising all employees with revised policies</p>	<p>Training has now been completed, and the procedure is in operation with a number of cases being managed under the process. Each case has a HR adviser appointed to it to support the relevant line manager</p>
<p>FP/15/16/3.3</p> <p>Implement phase 3 of the HR integrated system to include training all managers and familiarising all employees with the revised policy and procedures.</p>	<p>Work continues as the previous summary, with good progress being made, and the integration with the STARS HR system are also progressing</p>
<p>FP/15/16/3.4</p> <p>Undertake and implement Support Staff Review, provide outplacement and support to teams to facilitate change and revise Structure.</p>	<p>Work completed, but to be delivered in conjunction with the organisational budget planning process.</p>
<p>FP/15/16/3.5</p> <p>Introduction of flexible contracts to include 24 hour working, day related grey book contracts and a review of current contracts to facilitate organisational flexibility.</p>	<p>Following a period of advertisement and applications a number of stations are now working 24 hours, further options are being considered through a representative body / management joint working group which will report in conjunction with the budget process.</p>

PREVENTION: (3rd Quarter Update)

<p>FP/15/16/4.1</p> <p>Pro-actively engage with internal and external stakeholders and partners to identify and assess risk in homes and communities, deliver interventions, promote fire and community safety.</p>	<p>During this last quarter, the Home Safety Strategy (for 2015/2018) was approved by Authority. We have seen a continued uplift in HFSC performance since August and are monitoring the levels of HFSC activity (against the status report), evidence suggests that the targeting is correct (i.e. reaching more over 65's). In addition the Autumn has seen the introduction of mini campaigns (these are being undertaken in selective licensing areas in conjunction with Local Authorities).</p>
<p>FP/15/16/4.2</p> <p>Implement District pre-planned risk based programmes for targeting prevention activities to mitigate the risks of spate and seasonal Conditions to reduce antisocial behaviour.</p>	<p>During this quarter we delivered the Bonfire Plan (as part of Operation Banger), outcomes have been reported under separate cover to Authority. Anti-social behaviour fires remained low in late November / December (partially due to the increased wet weather we saw throughout this period). Engagement continues with the Chambers of Commerce to support Business Watch schemes and promote arson risk assessment to businesses. We have seen an increase in requests from Merseyside Police for target hardening (home setting) due to organised crime gang activity or domestic violence threat. We have worked with Police to refine the referral pathway and ensure that the referrals received are appropriate. We have branded 2 St Helens Fire Appliances in support of the safer communities' partnership (White Ribbon Campaign).</p>
<p>FP/15/16/4.3</p> <p>In partnership, the Road Safety Team will deliver presentations to 16-25 year olds with the aim of reducing number killed or seriously Injured on the roads. Youth engagement programmes will continue to influence and positively change the lives of young people on Merseyside.</p>	<p>Work has continued (following Merseyside / Cheshire Fire Health Summit). We continue to link in with health partners in key areas such as smoking cessation, slips, trips and falls and hospital discharges. The next quarter will see the creation of the Vulnerable Persons Team concept.</p>

PROTECTION: (3rd Quarter Update)

<p>FP/15/16/5.1</p> <p>Commence implementation of 2020 plans to optimise the Protection Structure to deliver the strategic priorities in MFRS.</p>	<p>Recruitment and Selection procedure for the Protection Compliance Managers posts and the revised Protection Watch Managers posts have been completed. The positions have been advertised and selection process for both positions will be completed in January with a view to appointing up to 3 PCM's and 4 WM's. In addition a procedure has been put together to develop a further pool of WM's as part of the succession planning, adverts have gone out and we have received a good response in terms of both quantity and quality of applications. The selection process for these development opportunities will be completed in January / February.</p>
<p>FP/15/16/5.2</p> <p>Commence implementation of a new management information system to support efficient and effective performance delivery against the Protection risk based strategy.</p>	<p>a. It has also now been established that Service-wide integration of Information and Communication Technology (ICT) systems is a strategic priority. Therefore all ICT systems projects have been realigned under the Service's functional restructure (August 2015) as part of a wider strategic review. Application development is now part of the Strategy and Performance Function. ICT and Strategy and Performance will work closely together to ensure fit for purpose applications are delivered. The Protection MIS project has been identified as a top priority.</p> <p>b. The Protection MIS is to be developed internally with Protection staff working closely with the application development team to produce a bespoke 'fit for purpose' system that is based on modern technology and can support mobile working.</p> <p>c. The development of the MIS will use current methodologies for IT systems development; using storyboards (end user system functionality requirements) and sprints (intensive system development in distinct stages with tangible product development at the end of each sprint).</p> <p>d. This new MIS when fully developed will be user friendly for Inspecting Officers and Operational crews alike. It will contain active monitoring information, in order that premises at greater risk of fire can be targeted more effectively and it will also have performance management tools to enable local and annual performance reporting to the DCLG. Crucially the new MIS will facilitate safety critical premises information to be disseminated appropriately across the organisation.</p>

FP/15/16/5.3

Implement a revised Risk Based Strategy with a greater focus on Targeting Protection performance on reducing high risk.

A review has been undertaken on audits conducted in respect of the level of risk. Officers continue to adopt the risk based programme in order to focus on higher risk however it has been found that routine re-inspections generated from previous audits are continuing to frustrate the process and this has led to audits in known lower risk premises take precedence over potentially higher risk premises that have yet to receive an audit. Protection managers have been briefed on the finding and instructed to utilise the prioritisation methodology in the Service Instruction SI0805. Further work will commence in the new year to manually over-ride the automatic routine re-audits in the system.

FINANCE: (3rd Quarter Update)

<p>FP/15/16/6.1</p> <p>Establish a local Fire-fighter Pension Board.</p>	<p>Next meeting March 2016</p>
<p>FP/15/16/6.2</p> <p>Transfer to new Fire-fighter Pension Administrator.</p>	<p>FF tutorial on Pension Benefits statements and Your Pension Scheme (YPS) individual login process arranged for November. Pension benefits sent out within regulation deadline. Main outstanding issue is to get backdated retained pensionable pay onto Your Pension Scheme system by end of year</p>
<p>FP/15/16/6.3</p> <p>Implement 2015 Fire-fighter Pension Scheme.</p>	<p>October Work required on Northgate to reflect temporary promotions in 2015 scheme no longer Annual Pension Benefit (APB) / pensionable. Work commenced and on-going.</p> <p>Nov-Dec Temporary promotions issue now resolved. Only outstanding issue is to get required monthly information to YPS automated from the system. Consultants are booked in for January 2016.</p>

LEGAL: (3rd Quarter Update)

<p>FP/15/16/7.1</p> <p>Recover 90% of all debts referred to the Legal Department and define what percentage of unrecovered debts are due to socio-economic reasons.</p>	<p>Completed</p>
<p>FP/15/16/7.2</p> <p>Provide an improved legal service to fire stations in the community</p>	<p>Arrangements are now being made and a list of issues has been drawn up - this will hopefully begin in May 2016</p>
<p>FP/15/16/7.3</p> <p>Provide timely legal support to the station mergers project particularly with regards to:</p> <ul style="list-style-type: none"> • Risk and insurance • Contractual and commercial arrangements • Potential challenges e.g. Judicial Review • Land and title issues 	<p>Station Mergers are continuing and the legal team is updated regularly. Workload and single issues meetings have been established between legal and estates.</p>

Procurement: (3rd Quarter Update)

<p>FP/15/16/8.1</p> <p>Implement and embed Procurement Regulations into MFRA processes and procedures.</p>	<ol style="list-style-type: none"> 1. Procurement strategy approved. 2. Document review complete 3. All procurement staff training complete. A workshop for non-procurement staff has been developed and will be rolled out in forthcoming months.
<p>FP/15/16/8.2</p> <p>Identify efficiencies and new ways of procuring goods and services</p>	<ol style="list-style-type: none"> 1. Local forward plan of procurement in place. 2. Focused spend analysis available via Key Performance Indicators (KPIs) developed in North West, utilising Spendpro application. 3. Contract management register, processes and documentation all in place.
<p>FP/15/16/8.3</p> <p>Foster greater collaborative partnerships with other public sector Organisations.</p>	<ol style="list-style-type: none"> 1. Technical officer 3 year plan now in place - this will drive procurement activity on an ongoing basis. An updated regional procurement plan will be put in place for 16/17. 2. National Procurement activity is being supported by MFRA. Sharon Matthews has taken on lead quality assurance role for a national project re alerters. 3. Ongoing as appropriate.

Democratic Services: (3rd Quarter Update)

<p>FP/15/16/9.1</p> <p>Destruction of archive documents no longer required for retention and the transfer of public archive records to the Liverpool Municipal Library.</p>	<p>Staff in Democratic Services are dealing with this and hope to complete this over the next few months</p>
<p>FP/15/16/9.2</p> <p>Ensure the effective set up and use of the new Members Room following completion of the Stage C building work.</p>	<p>The Members room is functioning although not used a great deal. Information and training is being provided there</p>
<p>FP/15/16/9.3</p> <p>Improve Authority Member engagement with all groups of staff and increase the awareness of all employees to the role of the Authority and Members appointed to it.</p>	<p>This continues and a further staff engagement day is planned due to the success of the last one</p>

Strategy & Performance: (3rd Quarter Update)

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<p>FP/15/16/10.1</p> <p>Develop positive engagement linked to Equality and Diversity priorities and values.</p>	<p>1.1 The focus has been on embedding staff engagement in day to day management. Individual examples of learning from the outcomes of the staff survey include the CFO inviting non uniformed staff to join him for an informal meeting to discuss their priorities and concerns and a change to the way in which Principal Officers brief non uniformed staff, with a move away from large staff meetings to smaller, less formal departmental and functional meetings. A second staff survey is planned for Summer 2016.</p> <p>1.2 Work to complete the development of a comprehensive organisation-wide E&D training package will continue in the new year.</p> <p>1.3 A comprehensive public consultation process was undertaken in St Helens to inform Members' decisions about the closure of Eccleston and St Helens stations and the building of a new station in St Helens town centre.</p> <p>1.4 Consideration of the work required to undertake the framework assessment continues.</p>
<p>FP/15/16/10.2</p> <p>Develop and maintain information management systems to support change and improve business processes whilst improving information security and governance.</p>	<p>Oct</p> <p>2.1 – Following agreement from the Project Board, the SharePoint Support and Consultancy contract was awarded to the successful supplier.</p> <p>2.2 – This project will now be consumed into the workload of the newly formed Application Development Team, with the priorities of what is to be developed being governed by the ICT and Information Management Strategy Group.</p> <p>2.3 – The team have been utilising the operational response modelling software to consider a wide range of response options to support the financial challenges over the next 4-5 years.</p> <p>Nov</p> <p>2.1 – Project Manager made initial contact with our new 3rd party SharePoint Support on the 9th November. Following this meeting a design</p>

	<p>workshop was held on the 24th November at service HQ. During this workshop we created a plan for the migration of data into the new environment.</p> <p>Dec (3rd Qtr.) 2.1 – A first migration of data was completed on the 24th Dec, this will be tested in Jan 2016. Discussions are ongoing around branding and responsive design for the Portal.</p>
<p>FP/15/16/10.3</p> <p>Maintain effective communications and media management with high quality presentation and promotion of information.</p>	<p>During this period both the Comms Manager and Comms Officer left MFRS, meaning that limited progress has been made on the objectives. A new Comms Manager started in December but was working alone for several weeks before being joined by a new Comms Officer in January. This meant that essential comms work such as media liaison about major incidents such as the floods in Cumbria, Lancashire, West and North Yorkshire has been covered and both new post holders will start to focus on the broader corporate objectives from the new year.</p>

Information and Communication Technology (ICT): (3rd Quarter Update)

<p>FP/15/16/12.1</p> <p>Assist in the provision of an application solutions for Operational Protection and Site Specific Information (SSRI).</p>	<p>On the 8th December 2015 SMG approved the new corporate applications development and management structure to provide the In-House Development with the capability to deliver the above application</p>
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<p>FP/15/16/12.2</p> <p>Ensure the solution to the expiration of the ICT infrastructure service provision contract in March 2016 is in place.</p>	<p>On 17th December 2015 the Authority approved the award of the contract for the ICT Managed Service Provision to telent Technology Services Ltd for a period of 5 years with effect from 1st April 2016 (with the possibility of extension of the term for a further 5 year period. The option to extend will be exercisable on an annual basis by the Authority only.)</p> <p>The new contract price is made up of a payment to telent Technology Services Ltd for their services and a payment for 3rd Party Services, on behalf of the Authority. The contract represents a saving on the existing Core Contract Price which will contribute to savings over the life of the contract and will fund additional ICT projects as well as contributing to budget savings.</p>
<p>FP/15/16/12.3</p> <p>Ensure ICT is an enabler for operational change.</p>	<p>Various initiatives were implemented during the year including:</p> <ul style="list-style-type: none"> • St Helen's & Wirral mobilising via SMS text to corporate mobile phones. The application from Page One is in place and 96 mobile phones were issued. • Through the innovative use of shared Structured Data Cabling. Staff from Fire, Police and North West Ambulance Service (NWAS) can be flexible in terms of which desk they work from e.g. NWAS paramedics can occupy desks in the Police Control Room and they can access their own NWAS Corporate Services from their laptops or desktops on the desk • Support of the planning stages of the Station Change program

Assets: (3rd Quarter Update)

<p>FP/15/16/13.1</p> <p>Tender for an alternative service delivery module for the estates</p>	<p>Contract is established and Liverpool City Council Audit team have started the internal audit process.</p>
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<p>Function, to provide a more cost efficient service.</p>	
<p>FP/15/16/13.2</p> <p>Develop and deliver Capital Projects – Joint Command Centre, station mergers.</p>	<p>Planning permission granted for the Prescott site. Saughall Massie pre planning advice sort. Due diligence being undertaken on the St Helens land.</p> <p>Shared Estates Collaboration opportunities assessment to be produced for meeting at end of January 2016</p>
<p>FP/15/16/13.3</p> <p>Review and update the Authority’s Property Asset Management Plan.</p>	<p>Draft document circulated with a view to be submitted to Strategic Management Group early January 2016</p>

<u>Glossary of Terms</u>	
24HRWTR	24 hour whole time retained
ADF	Accidental Dwelling Fire
AGM	Annual General Meeting
AM	Area Manager
APB	Annual Pension Benefit
ARA	Analytical Risk Assessment
ASB	Anti-Social Behaviour
C&C	Command and Control
CBT	Crew Based Training
NPG	National Procurement Group
CFOA	Chief Fire Officers Association
CFP	Community Fire Prevention
CFP	Community Fire Protection
CFRA	Chief Fire and Rescue Advisor
CSO	Contract Standing Order
DCFO	Deputy Chief Fire Officer
DCLG	Department of Communities & Local Government
DECC	Department for Energy and Climate Change
DoH	Department of Health
DSE	Disability Equalities Scheme
E&D	Equality & Diversity
EET	Education, Employment or Training
EIA	Equality Impact Assessment
FF	Fire-fighter
FSN	Fire Support Network
FRA	Fire & Rescue Authority
FRS	Fire & Rescue Service
GM	Group Managers
HFSC	Home Fire Safety Check's
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
IRS	Incident Reporting System
ITP	Invitation to Participate
JCC	Joint Control Centre
LFRS	Lancashire Fire & Rescue Service
LLAR	Low Level Activity Risk
LPB	Local Pensions Board
LPI	Local Performance Indicators

MACC	Mobilising and Communications Centre
MASH	Multi Agency Safeguarding Hub
MERPOL	Merseyside Police
MIS	Management Information System
MFRA	Merseyside Fire & Rescue Authority
MFRS	Merseyside Fire & Rescue Service
NEET	Not in Education, Employment or Training
NRA	National Risk Assessment
NPG	National Procurement Group
NW	North West
NWAS	North West Ambulance Service
NWFO	North West Finance Officer
NWFRS	North West Fire and Rescue Services
NWRPT	North West Regional Procurement Team
OIG	Operational Intelligence Group
OJEU	Official Journal of the European Union
PAS	Primary Authority Scheme
PCC	Police & Crime Commission
PID	Project Initiation Document
POC	Proof of Concept
POD	People & Organisational Development
PQQ	Pre-Qualification Questionnaire
PPRS	Prevention, Protection and Road Safety
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's	Small Medium Enterprises
SMG	Strategic Management Group
SM	Station Manager
SOP	Standard Operating Procedure
SPA	Safe Person Assessment
SSRI's	Site Specific Risk Information
StARS	Staff Attendance Record System
T&C's	Terms and Conditions
TDA	Training and Development Academy
TRM	Time and Resource Management
VPI	Vulnerable Person Index
UAT	User Acceptance Test
UKFRS	United Kingdom Fire and Rescue Service
WTR	Whole-time Retained
YPS	Your Pension Service

Service Delivery Plan 3rd Quarter 2015/16

Total Fires Attended
Dwelling Fires
Non Domestic Fires
Anti Social Behaviour
Road Traffic Collisions
False Alarms
Health & Safety
Sickness Absence

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.

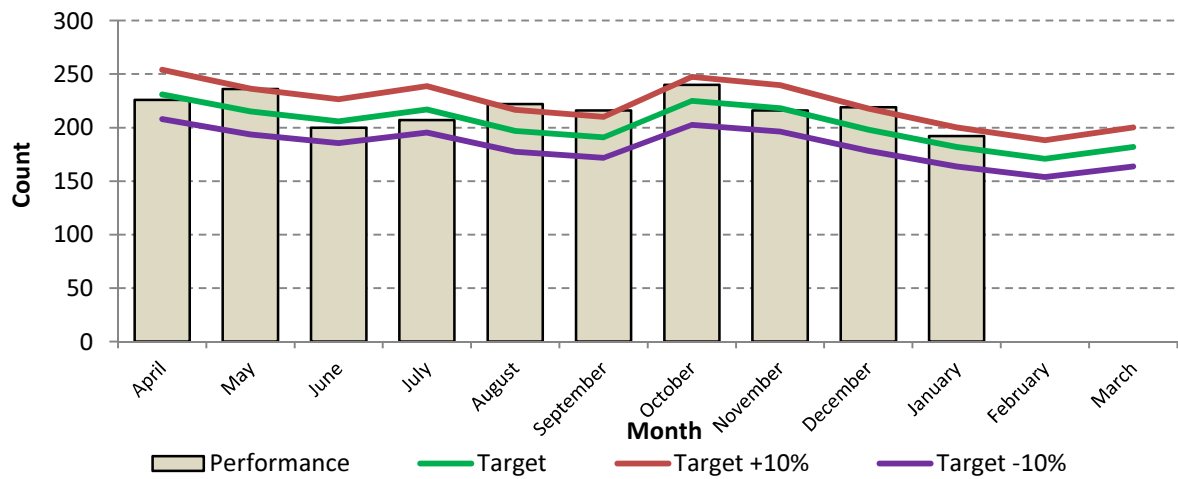
66 Number of Primary Fires Attended

Service Plan Target

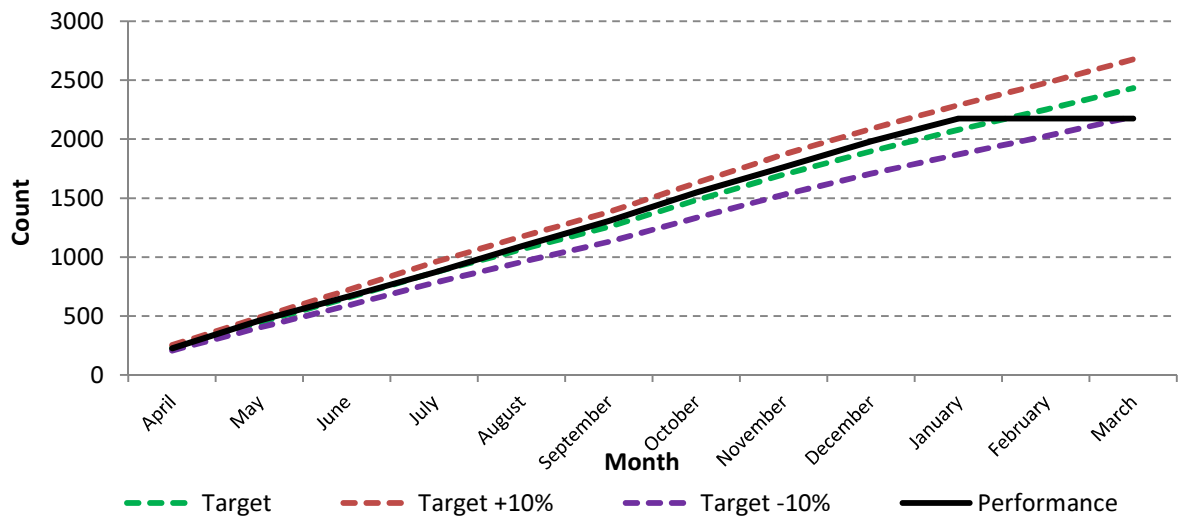
2434

Progress to Date

1952



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	

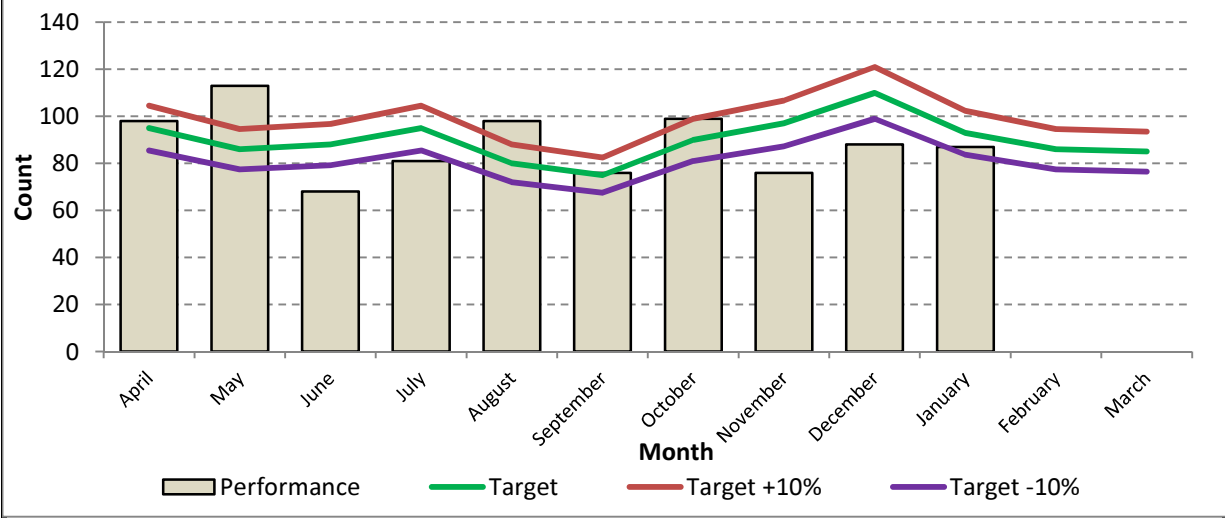
Commentary

KPI 44	Despite a spike in accidental dwelling fires in October (99) the of 817 was met with 787 incidents attended. In November there were 74 incidents against a seasonally adjusted target of 97 and in December 80 against a target of 110.
KPI 45	Sadly there were 2 fatalities in accidental dwelling fires in November (in Seacombe in a single incident) and a further 2 in December (88 year old female in Liverpool and an 88 year female in Wirral) bringing the total to date to 12.
KPI 46	Injuries in accidental dwelling fires (83) were 11 less than last year (94) and 6 less than the target of 89.
KPI 48	There were 133 deliberate dwelling fires in occupied properties by December 2015. This is below the target of 135 and 7 less incidents than in quarter 2 (49).
KPI 48a	By December 2015 there had been 40 deliberate dwelling fires in unoccupied property but with 11 in quarter 3 compared to 14 in quarter 2 the target for this indicator was achieved.
KPI 49	There have been no deaths as a result of deliberate dwelling fires. Injuries at 13 to date are 8 less than target.
KPI 50	
LPI 4	34798 HFSC's were carried out by stations, Fire Support Network and prevention staff. 25230 of this number were completed by operational crews, 6057 by Fire Support Network and the remainder (3511) were high risk visits carried out by Prevention staff on districts
KPI 47	Accidental dwelling fires were confined to room of origin on 92.6% of occasions against the target of 92% for the first time this year. Performance has gradually improved from 92.3% in October to 97.5% in December.
LPI 129	Appliances were mobile to incidents within 1.9 minutes on 96.6% of turnouts against a target of 95%, achieving this target every month.
LPI 55	Fire control answered 999 calls within 10 seconds on 98.2% of occasions.
KPI 137	The attendance standard of the first attendance of an appliance at life risk incidents within 10 minute was met on 95.7% of mobilisations. The target is 95%.

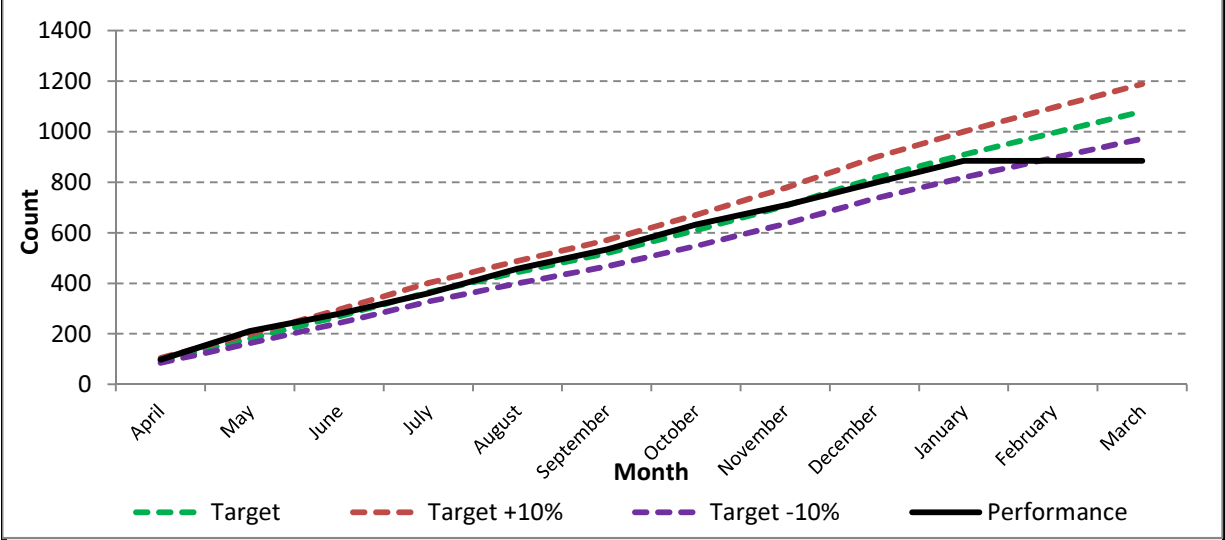
Dwelling Fires

44 Number of accidental fires in dwellings

Service Plan Target	1082	Progress to Date	787
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Cumulative Performance



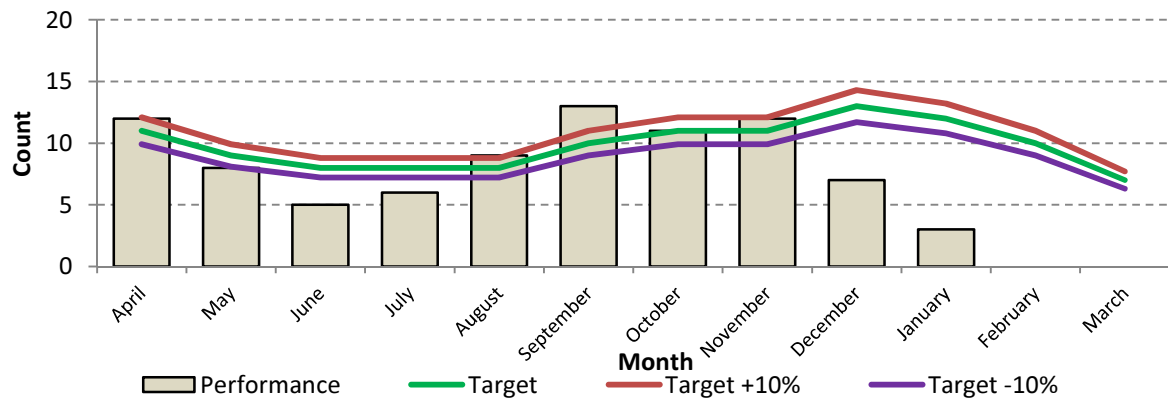
46 Number of injuries from accidental dwelling fires

Service Plan Target

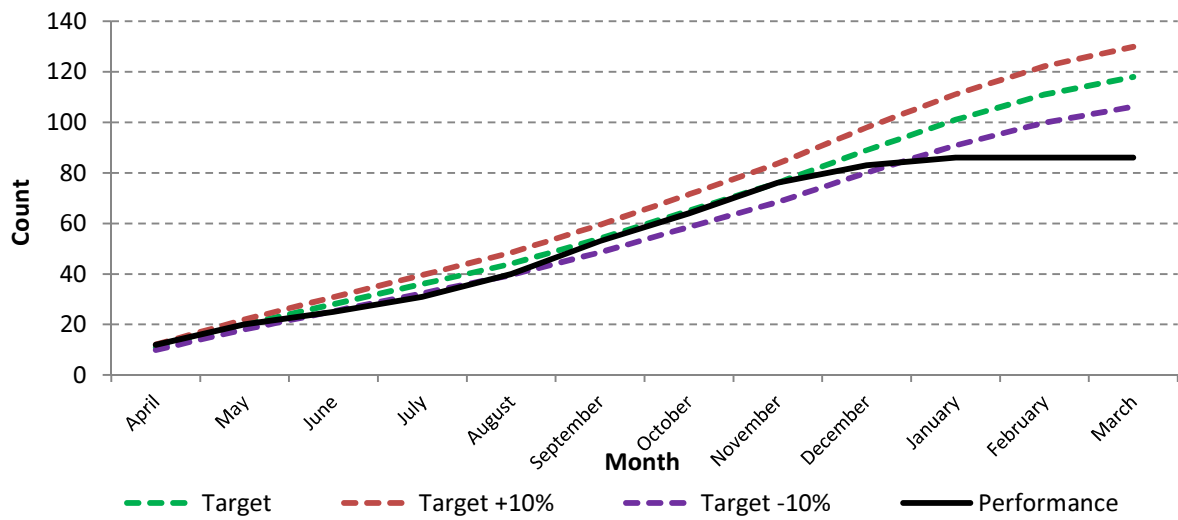
118

Progress to Date

83

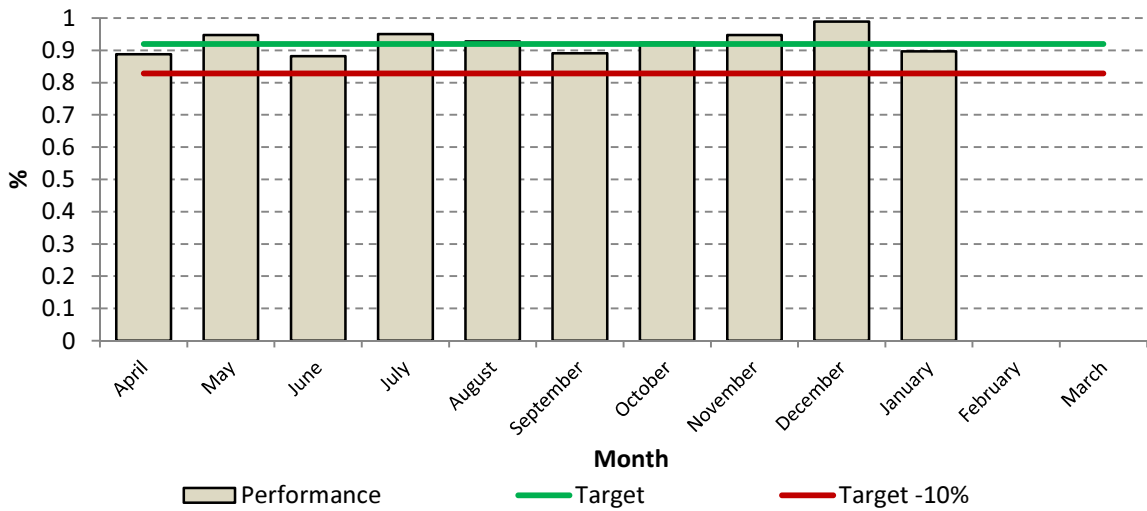


Cumulative Performance



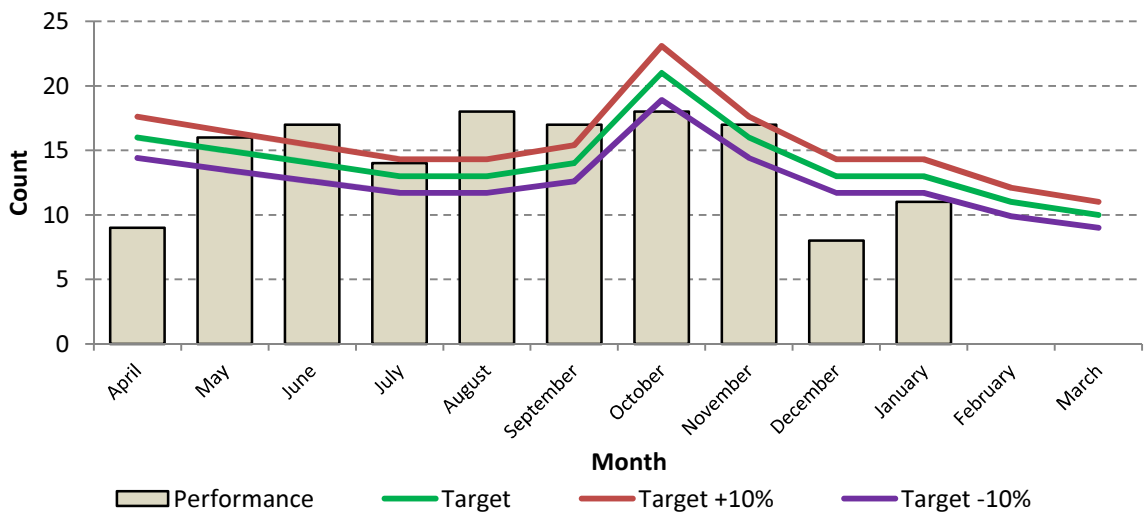
47 Percentage of accidental dwelling fires confined to room of origin.

Service Plan Target **92%** Progress to Date **92.60%**

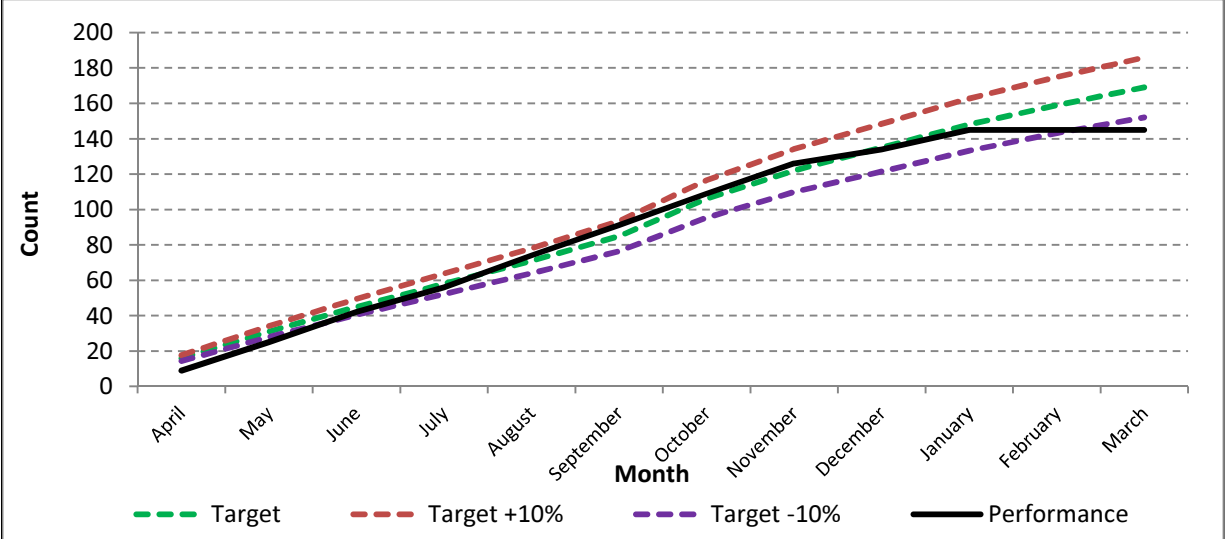


48 Number of deliberate dwelling fires in occupied properties

Service Plan Target **169** Progress to Date **133**

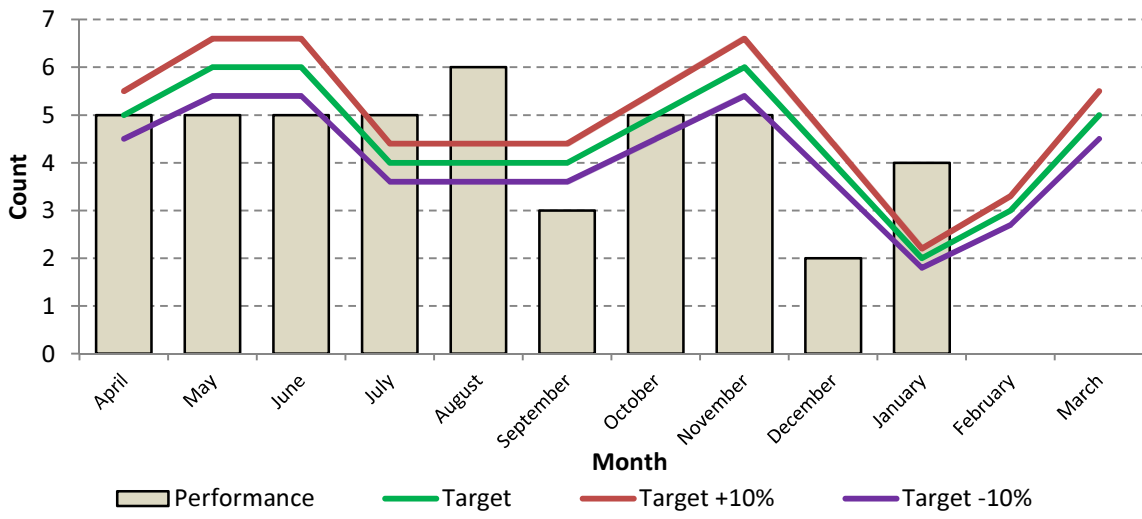


Cumulative Performance

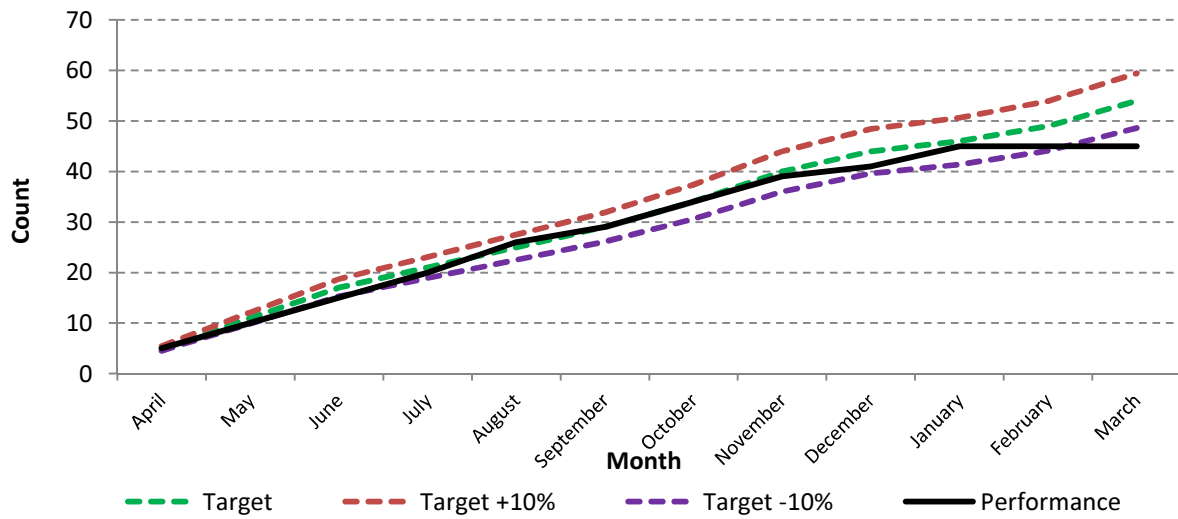


48a Number of deliberate dwelling fires in unoccupied properties

Service Plan Target **52** Progress to Date **40**



Cumulative Performance



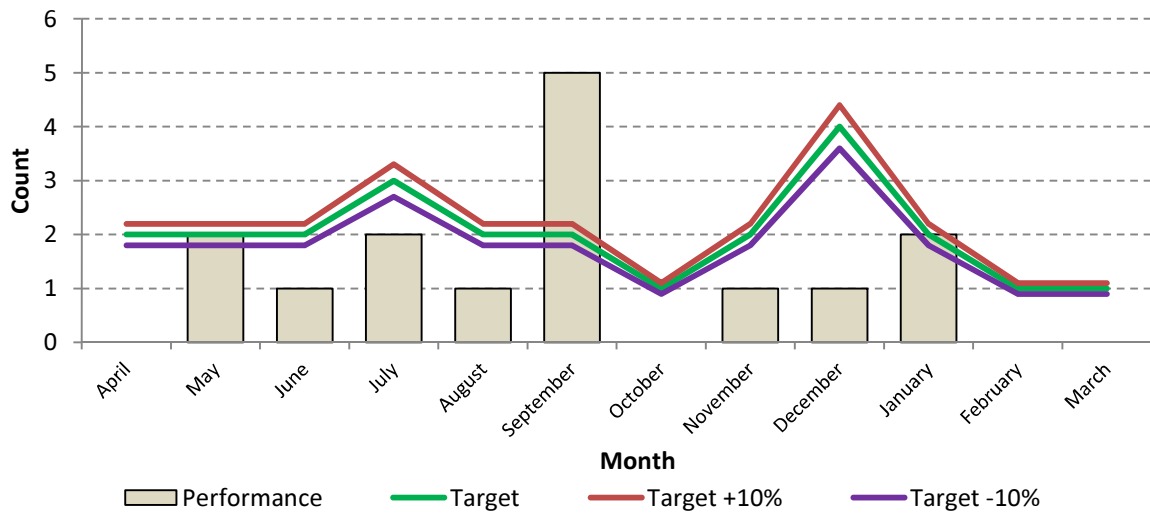
50 Number of Injuries occurring in deliberate dwelling fires

Service Plan Target

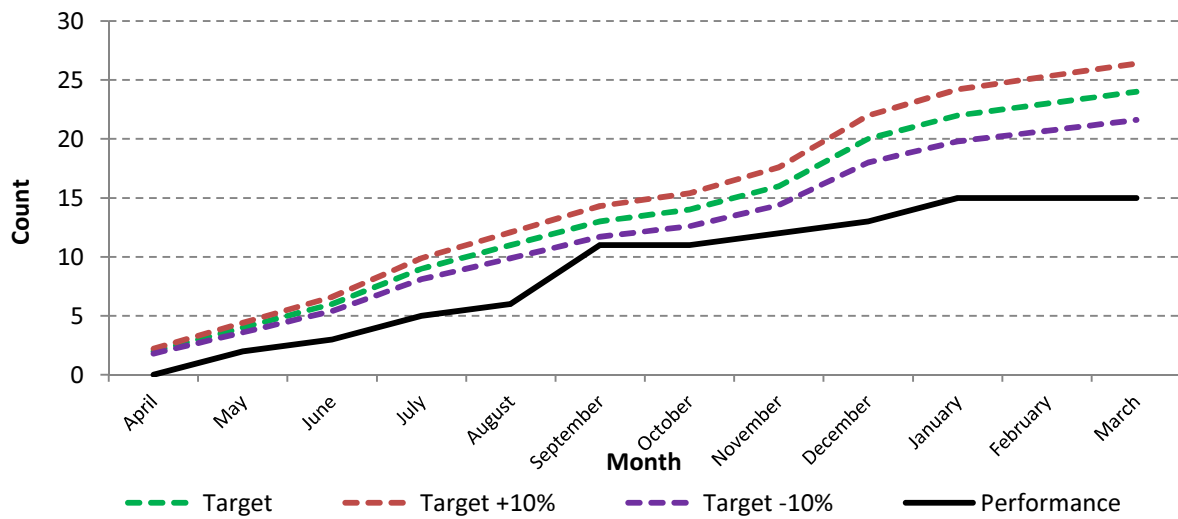
26

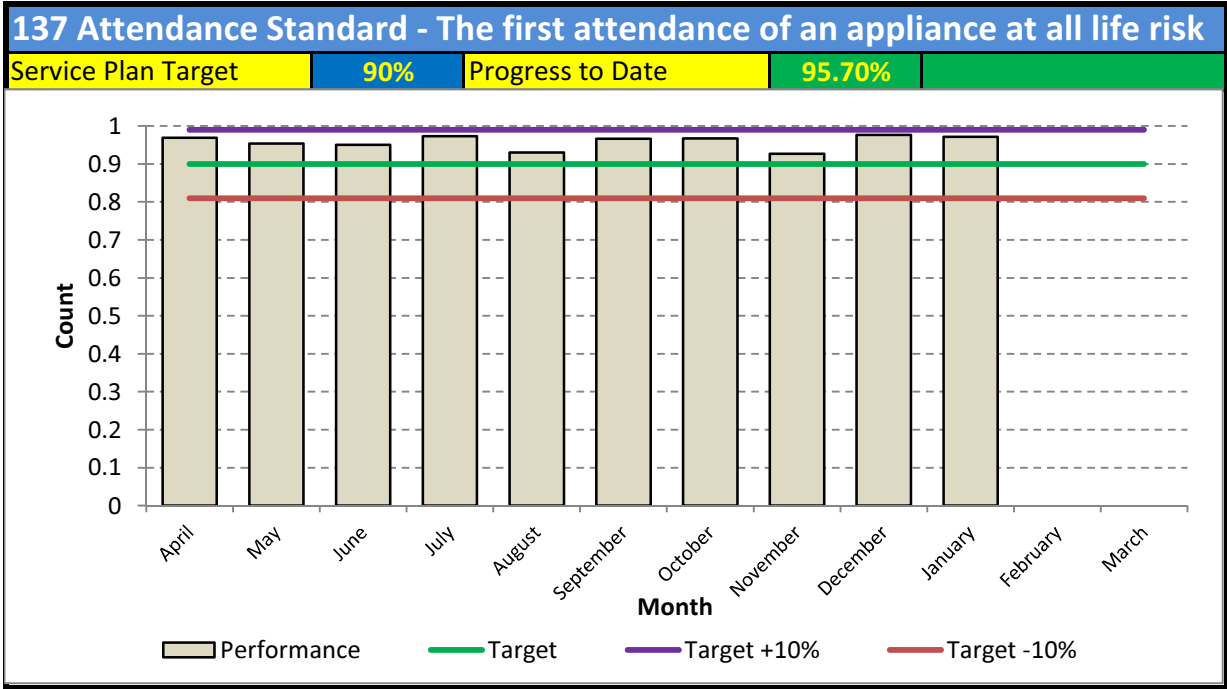
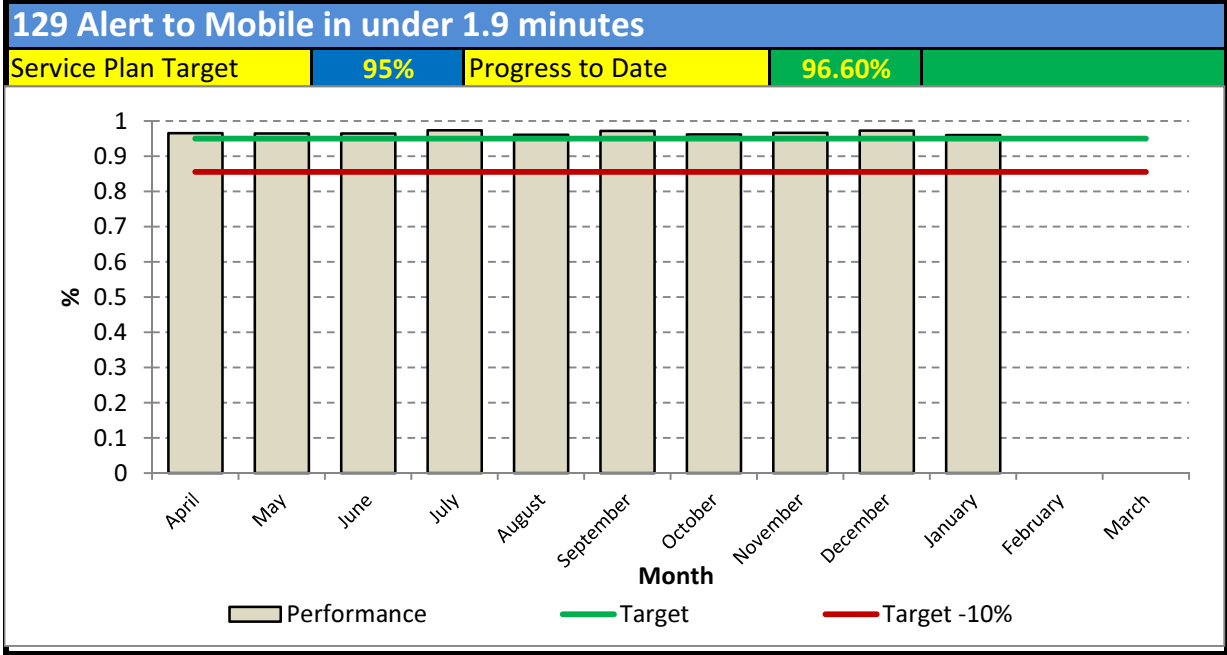
Progress to Date

13



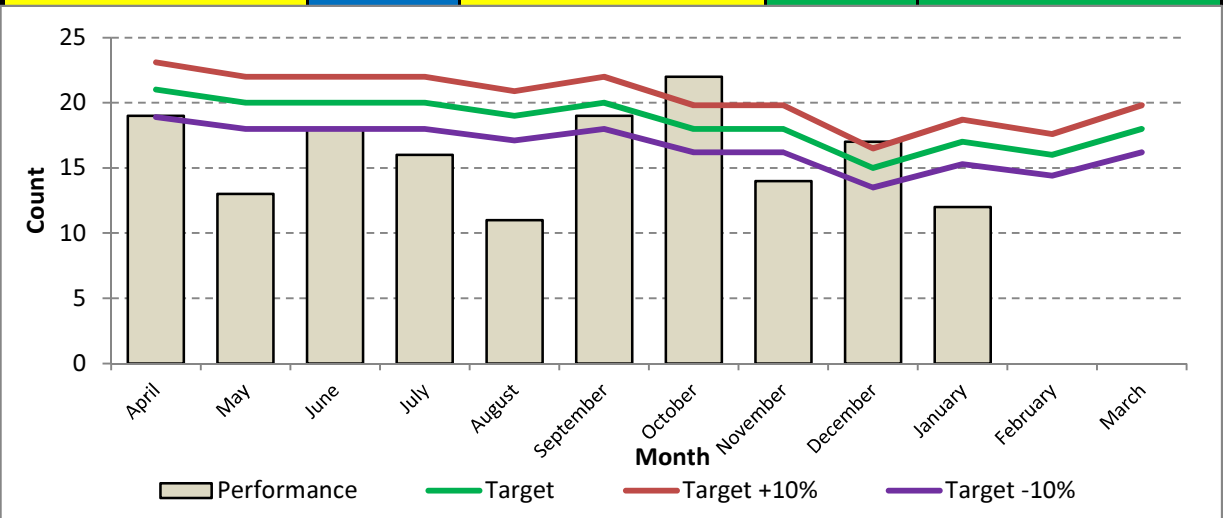
Cumulative Performance



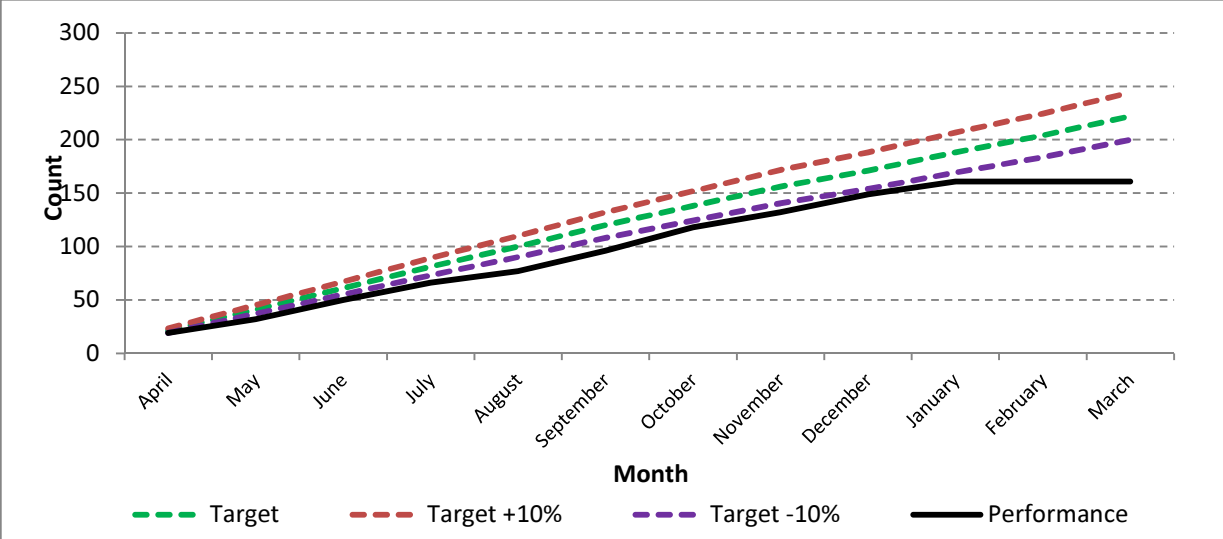


19a Number of accidental fires in non domestic premises

Service Plan Target **223** Progress to Date **148**



Cumulative Performance



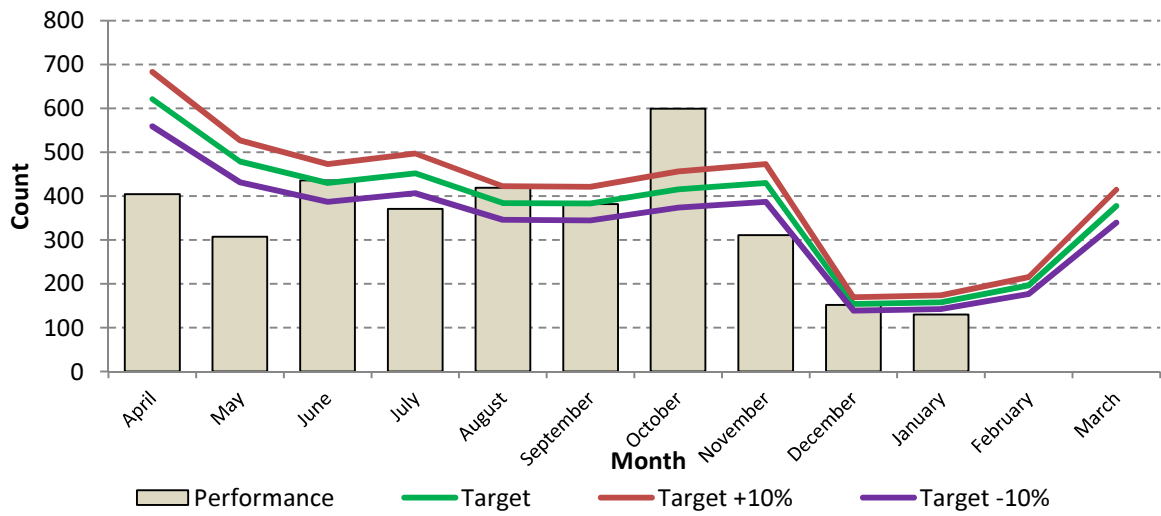
61b Number of deliberate ASB fires (small)

Service Plan Target

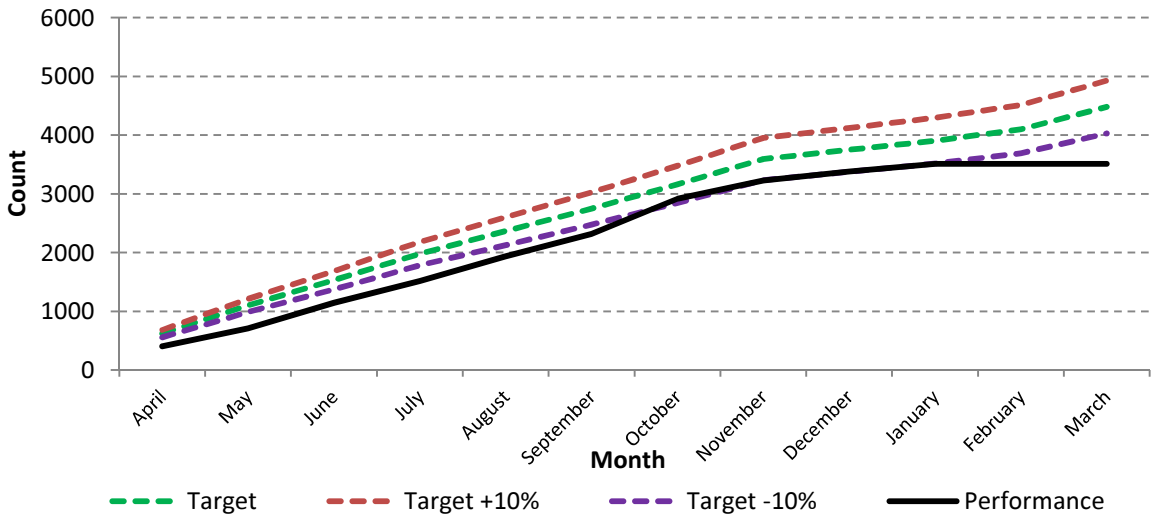
4481

Progress to Date

3359



Cumulative Performance



Road Traffic Collisions

KPI 36 Number of road traffic collisions (RTC's)

KPI 40 Total number of injuries attended at RTC's

KPI 42a Number of fatalities in RTC's

KPI 36

There were 406 road traffic collisions by the end of quarter 3. This is 52 less incidents than at this time last year and 6 incidents below target.

KPI 40

The total number of injuries at RTC's attended at 268 were 70 under the target of 338 and 107 less than this period in 2014/15.

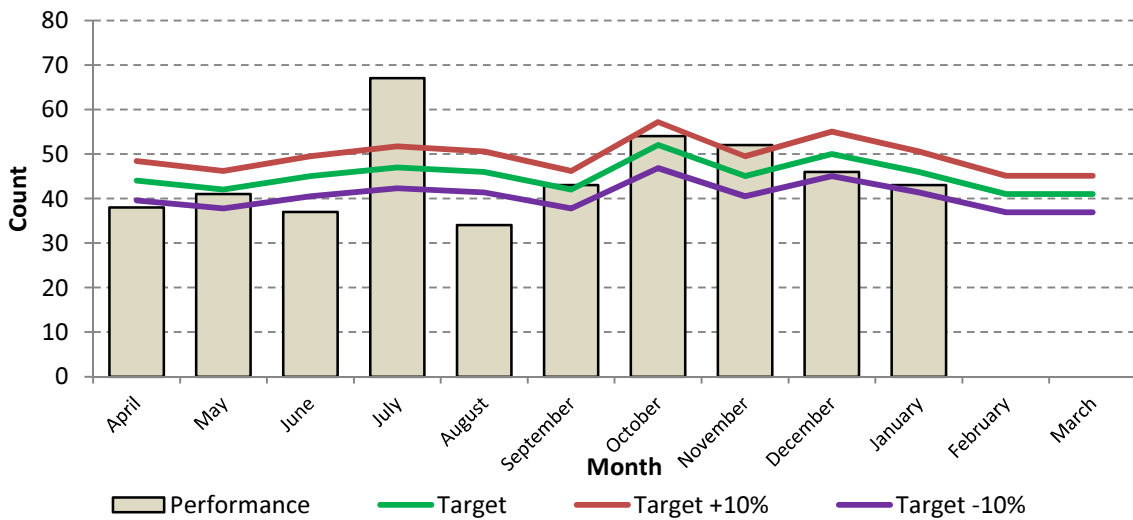
36 Number of Road Traffic Collisions (RTC)

Service Plan Target

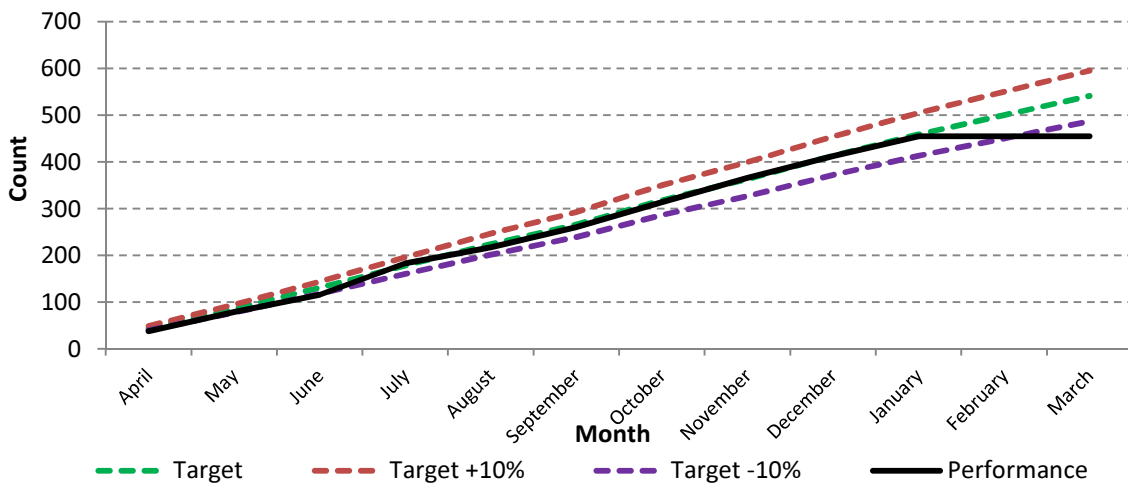
541

Progress to Date

406



Cumulative Performance



False Alarms

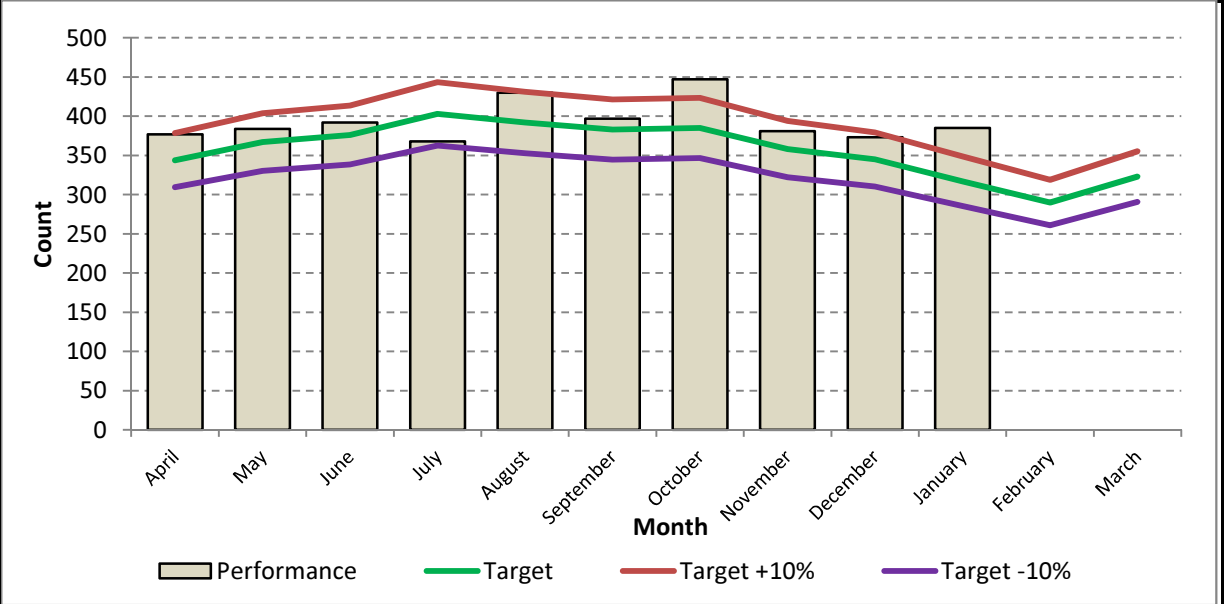
KPI 140 Total number of false alarms attended

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

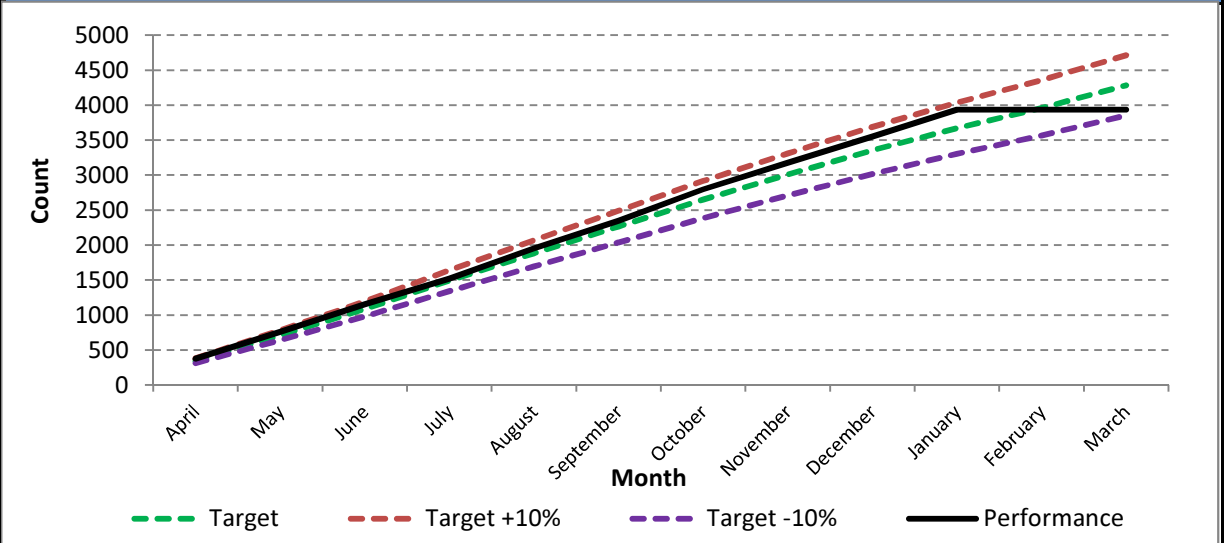
KPI 140	Crews attended 3508 false alarms which is within 10% of target (3353). Each month the number of false alarms attended decreased from 447 in October to 332 in December.
LPI 52	The number of malicious false alarms attended (149) were on target (149) despite the monthly targets not being met each month this quarter.

140 Total number of false alarms attended

Service Plan Target	4283	Progress to Date	3508
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Cumulative Performance



Health & Safety

KPI 98 Total number of operational staff injuries

KPI 98a Nos of operational staff injuries at incidents/ risk critical

KPI 98 The number of operational staff injuries during the 4th quarter (36) was 4 under target (40). There were less injuries recorded during quarter 3 (7) than in quarter 1 (15) and quarter 2 (14).

KPI 98b The number of reported injuries at incidents or risk critical training (21) were 6 below target (27) and 2 less than last year. There were 3 injuries recorded in this quarter compared to 9 in both quarters 1 and 2. None of the injuries required hospital treatment or absence from work.

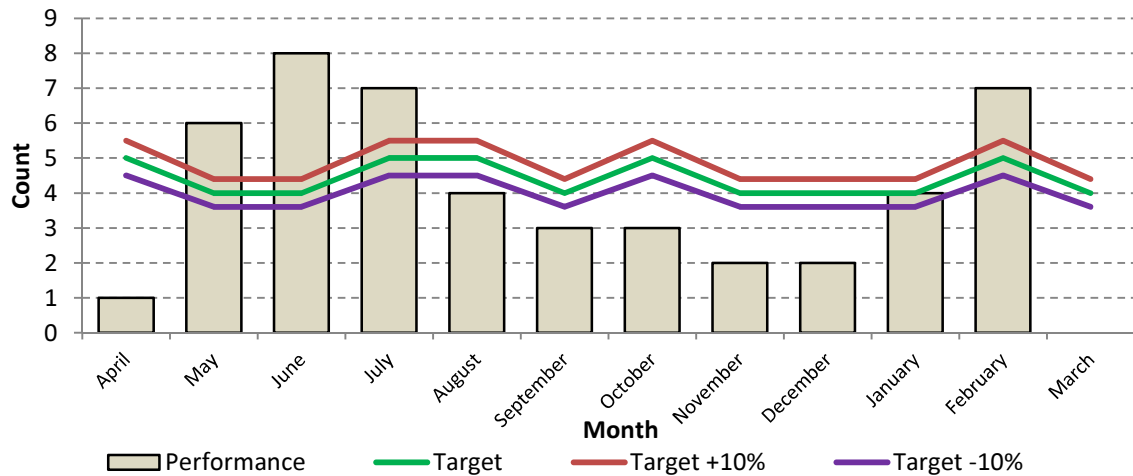
98 Total number of Operational Staff Injuries

Service Plan Target

53

Progress to Date

36



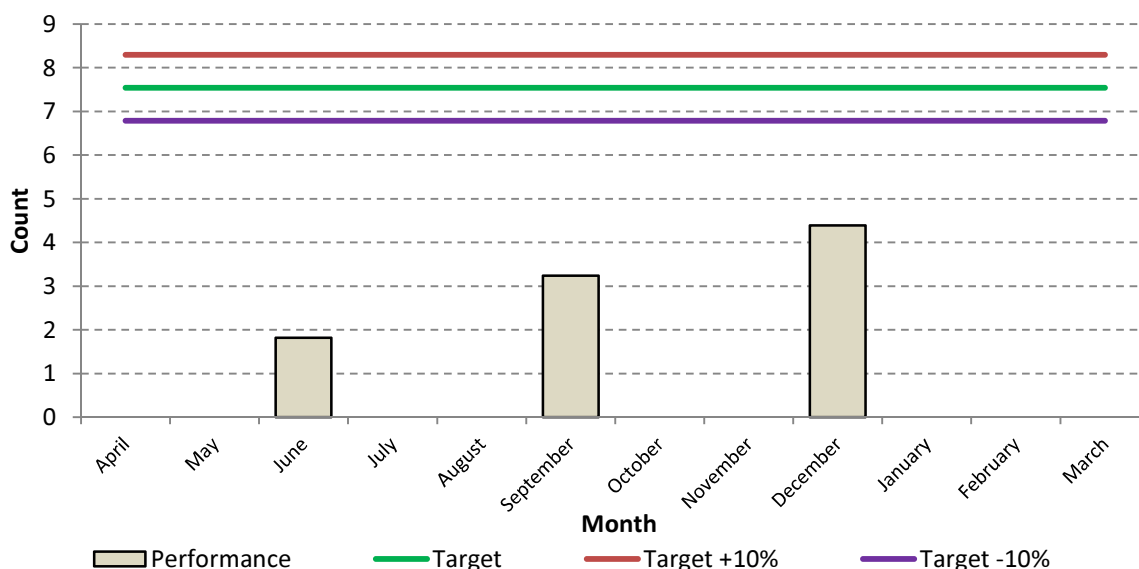
Staff Sickness

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

KPI 112	The new HR/absence information management system STARS does not have any historical data in at this time so the figure provided is a rolling figure since April 2015. If the current trend continues sickness absence should be under target for 2015/16.
LPI 111a LPI 111b	Uniformed absence (Grey book) 4.5 shifts lost to sickness absence Non uniformed (Green and Red book) staff lost 4.62 shifts to sickness absence.

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

Service Plan Target	7.54	Progress to Date	4.39	
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MERSEYSIDE FIRE AND RESCUE AUTHORITY

REVIEW REPORT TO THE PERFORMANCE AND SCRUTINY COMMITTEE

17 MARCH 2016

SUBJECT: YOUTH ENGAGEMENT UPDATE

REPORT NUMBER: [CFO/024/16](#)

APPENDICES:

REPORTING OFFICER: DEPUTY CHIEF FIRE OFFICER

RESPONSIBLE OFFICER: AM JAMES BERRY
TEL: 4711

OFFICERS CONSULTED: KAREN METCALF

Purpose of Report

1. To request that Members note and endorse the work of the Authority in relation to its engagement with young people through the delivery of a number of outcome focused Youth Engagement programmes.

Introduction and Background

2. Merseyside Fire and Rescue Service actively works with Children and Young People to provide fire safety and fire prevention education as well as carrying out a range of activities aimed at tackling wider health or social determinants which affect their day to day lives.
3. These activities reduce anti-social behaviour and provide positive outcomes for young people, as well as promoting the recruitment of firefighters from the areas of communities that are currently under-represented in the service.
4. Programmes range from primary schools visits - to teach young children the basic dangers of fire to health and wellbeing initiatives aimed at tackling health inequality.

5. A large number of the programmes focus on the delivery of youth diversionary programmes for young people who are at risk of exclusion from mainstream education or involvement in criminal and anti-social activities.
6. MFRS like other services uses its position and standing within the community to engage with those young people who are the hardest to reach.
7. When young people are struggling or become vulnerable, they often resort to anti-social behaviour and criminality. This behaviour has a direct impact on the resources of the Fire and Rescue Service.
8. These young people are not just creating challenges for the Fire and Rescue Service, but also challenge the resources of the Police, the Local Authority, and the Health Service.
9. As a Fire and Rescue Service we fully recognise the role we play in our communities.
10. The work that MFRS does with young people is incredibly inspiring and it changes lives – examples include.

Fire Cadets

11. The National Fire Cadets programme is currently being delivered across 4 districts in Merseyside (Liverpool, Sefton, St Helen's & Wirral).
12. MFRA secured a grant for the Fire Cadets programme to support the Chief Fire Officers Association and Youth United Foundation achieve the outcomes as set out in the Uniformed Youth Social Action fund.
13. The aims of the programme are to provide young people with an opportunity to learn about the Fire and Rescue Service whilst developing life and employability skills. It also offer opportunities to be involved in Social Action and put something back into the community in which they live.
14. Activities the young people will undertake include fire and rescue service drills: hose running, simulated fire service scenarios, whilst learning about all aspects of the fire and rescue service including fire prevention and protection.
15. The programme is open to young people aged between 13 to 18 years old.

Princes Trust

16. Prince's Trust 'TEAM' programme is delivered across Merseyside in partnership with City of Liverpool College and Wirral Metropolitan College.

17. The programme is currently delivered from Bootle and Netherton, Huyton, Bromborough and Toxteth Community Fire Stations alongside the Training and Development Academy in Croxteth
18. The funding is secured through the Skills Funding Agency and Education Funding Agency and is accessed via the host college.
19. The programme targets those young people who are classed as Not In Education, Employment or Training ('NEET')
20. The programme aims to re-engage young people by enabling them to develop the skills, confidence and motivation to assist them in progressing into education, employment or training.

SAFE – Juvenile Fire setter Education

21. MFRS engages with children and young people (CYP) who have been involved in or have shown a fascination with fire setting through its SAFE programme.
22. The programme has been developed to tackle issues such as fire play and fire setting – staff explain how the actions taken impact on the availability of fire appliances thereby explaining the consequences of any action taken.
23. Referrals are received by fire crews, partners and schools

Street Intervention Teams

24. Youth Engagement have recently taken over governance of the Street Intervention Team, a street based intervention programme which aims to divert young people off the streets and into existing youth provision whilst providing a highly visible presence within the community.
25. The team provide local reassurance and advice to residents whilst assertively challenging poor behaviour which can impact adversely on the wider community.
26. Discussions are taking place with Liverpool's Community Safety Partnership 'CitySafe' as a potential funder in order to continue the project into 2016/17.

Additional Activity

27. In the last 12 months MFRS has secured funding from Knowsley Headstart, a child and adolescent mental health charity, through Big Lottery Funding.
28. Utilising this funding the Service have delivered a Beacon programme, created a Fire Cadet programme and embedded a School Fire Liaison Officer into a local Knowsley primary school.

29. The objective of these programmes was to focus on improving young people's resilience by equipping them with the knowledge and skills to cope with difficult circumstances and common health problems before they become more serious and harder to combat.

Equality and Diversity Implications

30. All programmes are open to those who sit under the "protected characteristics" which include Disability, Sexual Orientation and Race.

Staff Implications

31. All youth engagement programmes are externally funded as such implications arise if funding is withdrawn or reduced.
32. The Princes Trust team programme has been significantly impacted by such funding cuts with the service moving from St Helens College to the City of Liverpool College as a result of cuts to funding.
33. Prince's Trust funding is allocated by Department for Education via Colleges of Higher Education.

Legal Implications

34. MFRA must adhere to any grant provisions, agreements and other relevant policies in place for the provision of the programmes referred to in this report in regard to youth engagement.
35. MFRA must comply with the relevant legislation in the exercise of these programmes e.g. Health and Safety at Work Act etc. 1974 and Data Protection Act 1998.

Financial Implications & Value for Money

36. All funding agreements are agreed through MFRA's Legal and Finance Departments.

Risk Management, Health & Safety, and Environmental Implications

37. Working Together to Safeguard Children (March 2013) states that safeguarding children is everyone's responsibility and everyone who comes into contact with children and families has a role to play.

38. Section 11 of the Children Act 2004 places a statutory duty on key organisations such as local authorities and district councils to ensure their functions, and any services that they contract out to others, are discharged with regard to the need to safeguard and promote the welfare of children.
39. Section 11 does not give agencies any additional functions, but requires that they carry out their existing functions in a way that takes into account the need to safeguard children.
40. Training in key areas such as Safeguarding, Child Sexual Exploitation and Digital online safety is delivered on an ongoing basis in order to mitigate any risk to the delivery teams and the Authority.
41. All those who work alongside Children & Young People will be enhanced DBS cleared.

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

42. Engaging with Children & Young People across Merseyside through Information, Advice and Guidance (IAG) contributes to MFRS Mission of Safer Stronger Communities – Safe Effective Firefighters.

Recommendation

43. That Members;
 - a) Consider the investment in prevention work to deliver bespoke programmes across Merseyside to enable our children & young people to flourish and live healthy and productive lives.

BACKGROUND PAPERS

GLOSSARY OF TERMS

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MERSEYSIDE FIRE AND RESCUE AUTHORITY

REVIEW REPORT TO THE

PERFORMANCE AND SCRUTINY COMMITTEE

17 MARCH 2016

SUBJECT: MOBILISATION PROCESS AND THE ROLE OF FIRE CONTROL AND THE MOBILISATION PROCESS

REPORT NUMBER: [CFO/023/16](#)

APPENDICES: APPENDIX A:
APPENDIX B:

REPORTING OFFICER: DEPUTY CHIEF FIRE OFFICER

RESPONSIBLE OFFICER: AREA MANAGER NICK SEARLE

OFFICERS CONSULTED: STATION MANAGER IAN VOCE

Purpose of Report

1. To request that Members review the performance of Fire Control and their part in the mobilisation of resources to emergency incidents.

Introduction and Background

2. This report is intended to provide a brief overview on the contents of a presentation which is scheduled to be delivered at the committees meeting on 17th March 2016
3. The presentation will outline the following areas
 - Legislative requirements for a Fire & Rescue Authority
 - Relationships between the Call Handling Agents (“CHAs”) and the Emergency Authorities (“EAs”) in the UK
 - Merseyside Fire & Rescue Authority’s Fire Control and establishment.
 - Mobilising system
 - Mobilising arrangements

Equality and Diversity Implications

4. There are no Equality and Diversity implications in relation to this report

Staff Implications

5. There are no staffing implications in relation to this report as its intention is to highlight a forthcoming presentation to the committee.

Legal Implications

6. MFRA has a statutory duty to comply with its core functions under the Fire and Rescue Services Act 2004 including but not limited to firefighting, road traffic accidents and emergencies. The role of Fire Control assists MFRA in complying with this statutory duty

Financial Implications & Value for Money

7. There are no pertinent financial implications or considerations associated with this report.

Risk Management, Health & Safety, and Environmental Implications

8. There are no risk management, health & Safety or Environmental implications in relation to the report

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

9. The presentation will provide awareness of how Fire Control operations support the Authority's mission of Safer Stronger Communities – Safe effective Firefighters

Recommendation

10. That Members;
a) Review the current performance of Fire Control in relation to its call handling and dispatch capabilities.

BACKGROUND PAPERS

None pertinent to this report.

GLOSSARY OF TERMS

CHA Call Handling Agents e.g. British Telecom

EA Emergency Authorities e.g. Police, Fire etc.

FORWARD WORK PLAN FOR PERFORMANCE & SCRUTINY COMMITTEE 2015/16

ITEM FOR SCRUTINY	REASON FOR SCRUTINY	DETAIL OF SCRUTINY	SCHEDULED FOR REPORTING	ASSOCIATED AUTHORITY AIMS	RESPONSIBLE LEAD MEMBER/ OFFICER
<p>Performance Against New AFA Protocol</p>	<p>To review performance against the new AFA Protocol and scrutinise the impact that the introduction of the new Policy has had on attendance at UwFS.</p>	<p>Report to be produced at the request of the Performance & Scrutiny Committee to scrutinise the rationale underpinning the introduction of the Policy and the subsequent impact its introduction has had on attendance at UwFS and appliance availability.</p>	<p>Performance & Scrutiny Committee 23rd July 2015</p> <p>COMPLETE</p>	<p>Aim – Excellent Prevention & Protection</p>	<p>Lead Member for Community Risk Management – Cllr Jimmy Mahon</p> <p>AM James Berry – Community Risk Management</p>
<p>Fire & Health Exploring opportunities for collaboration.</p> <p>Understanding the potential implications of the Care Act 2015.</p>	<p>To scrutinise ways in which MFRA can work alongside partners from the health and care arena, to enable the Authority to play a wider role in the general health and wellbeing of the community; and mitigate some of the potential issues arising from the</p>	<p>Representatives from the health and care sectors, be invited to attend a special meeting of the Performance & Scrutiny Committee, to look at how they and the Authority might work together to address some of the issues arising from the Care Act 2015, moving forward.</p>	<p>Performance & Scrutiny Committee 3rd September 2015 (single status meeting)</p> <p>COMPLETE</p>	<p>Aim – Excellent Prevention & Protection</p>	<p>Lead Member for Community Risk Management – Cllr Jimmy Mahon</p> <p>AM James Berry – Community Risk Management</p>

	Care Act 2015 in relation to prevention activity and protecting the most vulnerable.				
Fire Control and the Mobilisation Process	To review the process for the mobilisation of resources to incidents	Requested by the Performance & Scrutiny Committee. Report to be produced in consultation with the relevant Lead Member regarding the mobilisation of the Authority's resources. The report be accompanied by a presentation to explain the mobilisation process and the role of Fire Control.	<p>Performance & Scrutiny Committee</p> <p>5th November 2015</p> <p>Report deferred to 17th March 2016 meeting</p> <p>Complete</p>	Aim – Excellent Operational Preparedness	<p>Lead Member for Operational Preparedness – Cllr Lesley Rennie</p> <p>AM Nick Searle – Operational Preparedness</p>
Implementation of the Management Review and impact on Partnership Arrangements	To scrutinise and monitor the implementation of the recent Management Review, to identify any shortfalls and issues regarding officer capacity, including potential impact on partnership arrangements.	Report to be produced regarding the implementation of the Management Review, to enable any shortfalls and any issues with regards to officer capacity to be identified, including potential impact on partnership arrangements.	<p>Performance & Scrutiny Committee</p> <p>5th November 2015</p> <p>Report deferred to 19th May 2016 meeting</p>	Relevant to all Aims	DCFO Phil Garrigan

ITEM FOR SCRUTINY	REASON FOR SCRUTINY	DETAIL OF SCRUTINY	SCHEDULED FOR REPORTING	ASSOCIATED AUTHORITY AIMS	RESPONSIBLE LEAD MEMBER/ OFFICER
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 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.	<p>Performance & Scrutiny Committee</p> <p>5th November 2015</p> <p>Audit of consultation processes forms part of the Annual Internal Audit Plan – Report on hold pending outcome of Internal Audit</p>	Aim – Excellent People	<p>Lead Member Strategy & Performance – Cllr Barbara Murray</p> <p>Deb Appleton – Director of Strategy & Performance</p>
Progress against Staff Engagement Commitments	To scrutinise how the Authority is progressing against its Staff Engagements Commitments, devised in response to some of the main issues raised by staff during the staff survey and focus groups	Report to be produced in consultation with the relevant Lead Member, to monitor progress against the Authority’s Staff Engagement Commitments; and to enable Members to identify any further improvements/ avenues for engagement with staff.	<p>Performance & Scrutiny Committee</p> <p>5th November 2015</p> <p>COMPLETE</p>	Aim – Excellent People	<p>Lead Member Strategy & Performance – Cllr Barbara Murray</p> <p>Deb Appleton – Director of Strategy & Performance</p>

<p>How well do we work with our Partners?</p>	<p>To establish how well we work with our major partners and how our partnership arrangements can be sustained moving forward, following reductions in resources and changes to service delivery.</p>	<p>A report be produced highlighting the partnerships which add the most value to the work of the Authority and how well we work with those partners to achieve meaningful outcomes; and how the Authority can continue to facilitate those partnerships in the face of significant reductions in resources and changes to service delivery.</p>	<p>Performance & Scrutiny Committee</p> <p>12th January 2016</p> <p>(Deferred from last year's FwP and amended to reflect challenges in terms of facilitating partnerships, moving forward)</p> <p>To be removed and incorporated in report - <i>Implementation of the Management Review</i></p>	<p>Relevant to all Aims</p>	<p>Involvement from all Lead Members and Support Officers</p>
<p>Implementation of New HR Policies</p>	<p>To monitor the implementation of the new suite of HR Policies and Procedures around Conduct and Capability; and scrutinise the impact that their introduction has had on absence levels.</p>	<p>Report to be produced in consultation with the relevant Lead Member, regarding the implementation of the new suite of HR Policies and Procedures around Conduct and Capability and highlighting the impact that their introduction may have had on absence levels.</p>	<p>Performance & Scrutiny Committee</p> <p>17th March 2016</p> <p>Report deferred to 19th May 2016 meeting</p>		<p>Lead Member People & Organisational Development – Cllr Sharon Sullivan</p> <p>Director of People & Organisational Development – Nick Mernock</p>

STANDING ITEMS	REASON FOR SCRUTINY	DETAIL OF SCRUTINY	SCHEDULED FOR REPORTING	ASSOCIATED AUTHORITY AIMS	RESPONSIBLE LEAD MEMBER/ OFFICER
Function Updates (rotating)	To enable scrutiny of activity and performance within each of the following functions:	Reports and Presentations concerning Functional Updates to be provided at meetings as follows: <ul style="list-style-type: none"> • Home Safety • Protection • Road Safety • Arson & ASB Reduction • Children & Young People 	Performance & Scrutiny Committee 5th November 2015 - complete 12th January 2016 17th March 2016 Deferred to 19 th May 2016 19th May 2016 T.B.C (next Municipal Year) T.B.C (next Municipal Year) Re-arranged for 17 th March 2016	Relevant to all Aims	Lead Member for Community Risk Management – Cllr Jimmy Mahon AM James Berry – Community Risk Management
Performance Update Against Service Delivery Plan	To enable regular scrutiny of performance against the Authority's Service Delivery Plan.	Reports and Presentations concerning to be provided at meetings as follows: <ul style="list-style-type: none"> • 1st Quarter • 2nd Quarter 	Performance & Scrutiny Committee 5th November 2015 5th November 2015 (report covered Q1 & 2)	Relevant to all Aims	Deb Appleton – Director of Strategy & Performance

		<ul style="list-style-type: none"> • 3rd Quarter • Final Year End Update 	<p>17th March 2016</p> <p>19th May 2016</p>		
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	REASON FOR SCRUTINY	DETAIL OF SCRUTINY	SCHEDULED FOR REPORTING	ASSOCIATED AUTHORITY AIMS	RESPONSIBLE LEAD MEMBER/ OFFICER
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 5th November 2015 - complete and 19th May 2016	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	Performance & Scrutiny Committee 17th March 2016	Relevant to all Aims	Lead Member Finance, Assets & Efficiency – Cllr Jean Stapleton John McNeil – AM: Strategic Change and Resources
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 5th November 2015 COMPLETE	Relevant to all Aims	Lead Member Operational Response – Cllr Ray Halpin AM Dave Mottram – Operational Response

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