

**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: 11 May 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, 19TH MAY, 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**

**19 MAY 2016**

**AGENDA**

**Members**

Councillors 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 17<sup>th</sup> March 2016 are submitted as a correct record and for signature by the Chair.

**3. SERVICE DELIVERY PLAN END OF YEAR REPORT 2015/16 (Pages 11 - 54)**

To consider report CFO/031/16 of the Deputy Chief Fire Officer, concerning the performance against the objectives and the performance targets/outcomes as set out in the Service Plan 2015/16 for the period April 2015 to March 2016.

***A presentation will be provided in support of this report.***

**4. Equality and Diversity (E and D) Action Plan 2013-16 Quarter 4 Progress report for Year Three Activity with Year end Status (Pages 55 - 118)**

To consider report CFO/030/16 of the Deputy Chief Fire Officer, concerning an update on performance and progress for Quarters 3 and 4

with regards to the Equality and Diversity Action Plan 2013-2016.

5. **Annual Environmental Performance Report** (Pages 119 - 132)  
To consider Report CFO/032/16 of the Deputy Chief Fire Officer, concerning the annual environmental performance for Merseyside Fire & Rescue Authority owned properties.
  
6. **Review of the effectiveness of public consultation** (Pages 133 - 148)  
To consider report CFO/033/16 of the Deputy Chief Fire Officer, concerning the performance of the arrangements for public consultation, particularly in relation to the proposals to close or merge fire stations.
  
7. **MFRA/NWAS Collaborative Response to Cardiac Arrest Incidents Trial Update May 2016** (Pages 149 - 160)  
To consider Report CFO/04016 of the Deputy Chief Fire Officer, concerning a review of performance of the co-responding trial between Merseyside Fire & Rescue Authority and North West Ambulance Service (NWAS). This trial is being undertaken in accordance with the requirements of the NJC Circular 13/15.
  
8. **Standing Item: Forward Work Plan** (Pages 161 - 168)  
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.

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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**

**17 MARCH 2016**

#### **MINUTES**

**Present:** Cllr Robbie Ayres (Chair) , Cllrs Ray Halpin, Jean Stapleton, Sharon Sullivan, Lesley Rennie and Anthony Boyle

**Also Present:**

**Apologies of absence were received from:**  
Jimmy Mahon and Barbara Murray

#### **7. CHAIRS ANNOUNCEMENT**

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) The following declarations of interest were made by individual Members in relation to items of business on the Agenda:
  - Cllrs Lesley Rennie and Jean Stapleton declared a personal interest in relation to Agenda Item 3 – “Service Delivery Plan Quarter 2 2015/16 Report”, due to being Trustees of the Fire Support Network.
- 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 12<sup>th</sup> January 2016, were approved as a correct record and signed accordingly by the Chair.

### **3. SERVICE DELIVERY PLAN QUARTER 3 2015/16 REPORT**

Members considered 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.

A presentation was delivered to Members providing an overview of progress against Service Delivery Plan and Functional Plan action points; and Key Performance Indicators (KPI's), against the outcome targets.

Members were advised that for the period April to December 2015, there had been a reduction in accidental dwelling fires, deliberate anti-social behaviour fires; and road traffic collisions, compared with the same period last year. In addition, performance in relation to confining fires to the room of origin; and attaining the attendance standard, had been consistently above the target.

Members were informed that despite the number of injuries in accidental dwelling fires reducing from last year, unfortunately there had been 12 fatalities in accidental dwelling fires during the period April to December 2015.

With regards to sickness absence, Members were informed that the new HR/ absence information management system does not have any historical data inputted at present. However, if the current trend continues, sickness absence should be under target.

In relation to the number of fire fatalities, Members were informed of debates around funding cuts to the fire and rescue service and whether these cuts are directly contributing to the increase in fire deaths. Members were advised that the view of Officers is that this increase is due to cuts across the wider public sector not just the Fire & Rescue Authority, which are resulting in increased deprivation and vulnerability.

Questions were raised regarding the hospital discharge procedure, and particularly the sharing of information concerning vulnerable people released from hospital reliant on home oxygen.

Members were informed that such information is provided, however work is currently underway to further improve communication regarding hospital discharges.

Further questions were raised around sickness absence and whether the use of self-rostering has contributed to the reduction.

Members were advised that there has been a reduction in sickness absence across the service although self rostering has assisted in reducing sickness absence, alongside the suite of new Policies and supportive approach by Occupational Health. Members were informed that a full report will be brought back to the Committee for scrutiny, highlighting the range of factors responsible for the reduction.

Members Resolved that:

- a) 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, be noted.
- b) A report be brought back to the Committee, highlighting the factors that have been instrumental in reducing sickness absence figures.

**4. Youth Engagement Update**

Members considered 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 outcomes focused Youth Engagement Programmes.

Members were provided with a presentation in support of this report, providing a flavour of the Youth Engagement programmes delivered by the Youth Engagement Department on behalf of the Authority.

The presentation provided Members with an overview of its flagship Princes' Trust (TEAM) Programme, which has been delivered by the Authority since 2002; and which targets young people classed as Not In Education or Training (NEET).

Members were informed that the Princes' Trust Programme is currently delivered across Merseyside in partnership with the City of Liverpool College and Wirral Metropolitan College.

The presentation highlighted participation and retention rates, and positive outcomes achieved by participants on Princes' Trust Programmes delivered by MFRA, which are significantly higher than national average figures.

In addition, Members were advised that initial talks are currently underway with Knowsley College and One Ark (Knowsley Housing Trust), regarding the potential delivery of additional teams in the future.

Members were informed that governance for the Street Intervention Team had recently transferred to the Youth Engagement Department. Funding for the team for 2016/17 has now been secured through City Safe; however there will be some changes regarding deployment of the team, to enable them to work more efficiently.

The presentation went on to detail the Fire Cadets scheme, which is aimed at young people aged 13 to 18. Members were informed that previously, many fire and rescue services ran their own programmes, which were all slightly different. However, the Fire Cadets Programme is now a nationally recognised programme, with a national brand, funded by Youth United.

A Fire Cadet Board has been established, to which 32 fire and rescue services are affiliated. The Board meet on a quarterly basis to share best practice. Information was provided to Members regarding the objectives of the Fire Cadets Programme and plans to expand it across Merseyside.

Questions were raised regarding the areas within which youth engagement programmes are delivered.

Members were informed that the Authority endeavours to ensure programmes are delivered to all areas across Merseyside, however the Authority is often bound by external funders, who will stipulate where resources are to be focused. In addition, it is important to ensure that resources are not being duplicated in areas where other delivery partners may be focusing, as this can have a negative impact on retention rates.

Members were advised that should there be potential for additional programmes to be supported in areas where gaps in provision are identified, these opportunities would be fully embraced.

Members Resolved that:

The investment in prevention work to deliver bespoke programmes across Merseyside, to enable our children and young people to flourish and live healthy and productive lives, be noted.

**5. Mobilisation Process And The Role of Fire Control**

Members considered 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.

Members were provided with a presentation in support of the report, which outlined the legislative requirements for Fire and Rescue Authorities, the Authority's Fire Control establishment; and the mobilising system and mobilising arrangements.

With regards to legislative requirements, the presentation detailed the requirements as set out in the Fire and Rescue Services Act 2004; the "Code of Practice for Public Emergency Call Services (PECS), between communications providers, call handling agencies and emergency authorities; and the Fire and Rescue Service National Operational Guidance.

The presentation provided an overview of the current Fire Control establishment, the system of work and shift times; and minimum staffing levels.

Members were also provided with an overview of the mobilising system, which detailed the Integrated Communication and Control System, station end equipment, mobile data terminals and airwave radios.

Information was then provided to Members regarding the mobilisation arrangements, including the use of incidents types, pre-determined attendance and action plans, to ensure that incidents are allocated the correct resources and that safe systems of work are in place.



Members expressed their thanks for the presentation.

Members Resolved that:

The current performance of Fire Control in relation to its call handling and dispatch capabilities, be noted.

**6. Standing Item: Forward Work Plan**

Members considered the Forward Work Plan for the Performance & Scrutiny Committee for 2015/16 and reviewed the outstanding scrutiny review items.

With regards to the scrutiny review concerning the effectiveness of our Consultation Process; Members were informed that this had been on hold, pending the outcome of an Internal Audit review. However it was hoped that Officers would be in a position to bring this item back to the next meeting of the Committee.

Members were informed that following a recent request by Members, Officers may be in a position to bring a report to the next meeting of the Committee concerning the Emergency Medical Response Trial, subject to sufficient information/ data being available.

Discussion took place regarding the possibility of inviting representatives of partner agencies to future meetings to provide input to the Committee. Members were informed that they would look into this.

Members Resolved that:

- a) The following items be submitted to the next meeting of the Committee on 19<sup>th</sup> May 2016:
  - How effective is our Consultation Process? (subject to available information)
  - Implementation of new HR Policies
  - Environmental Performance
  - Review of the Emergency Medical Response Trial (subject to available information)
- b) Officers look into the possibility of inviting representatives from partner agencies to attend future meetings of the Committee to provide input.

Close

Date of next meeting Thursday, 19 May 2016

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

## MERSEYSIDE FIRE AND RESCUE AUTHORITY

### PERFORMANCE REPORT TO THE PERFORMANCE AND SCRUTINY COMMITTEE

19 MAY 2016

**SUBJECT:** SERVICE DELIVERY PLAN END OF YEAR REPORT  
2015/16

**REPORT NUMBER:** CFO/031/16

**APPENDICES:** APPENDIX A: KPI QUARTER 4 UPDATE 2015/16  
APPENDIX B: FUNCTIONAL PLANS UPDATE  
QUARTER 4 2015/16

**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 March 2016.

#### 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 4th Quarter/End of Year 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 1<sup>st</sup> 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 March 2016 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. Members should note that sickness absence is much improved for 2015/16. This is thought, in part, to be due to the introduction of the revised HR policies and procedures introduced by the Authority last year, the quality of the Occupational Health provisions made available to all MFRA staff and the

introduction of self-rostering work patterns at a number of fire stations, which will be further extended during 2016/17.

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**Equality and Diversity Implications**

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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.

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**Staff Implications**

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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.

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**Legal Implications**

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15. The Service Delivery Plan documents and reports on the adherence to legislation within MFRA's Performance Indicators.

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**Financial Implications & Value for Money**

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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.

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**Risk Management, Health & Safety, and Environmental Implications**

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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

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

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

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**Recommendation**

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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 Mach 2016.

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**BACKGROUND PAPERS**

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**CFO/015/16** Service Delivery Plan Quarter 3 update

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**GLOSSARY OF TERMS**

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**MFRA** Merseyside Fire and Rescue Authority

**MFRS** Merseyside Fire and Rescue Service



## SERVICE DELIVERY PLAN:

4th Quarter 2015/16

### INDEX

**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, and 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

KPI 61

There were 7171 fires attended between April and March 2016. This is 300 more incidents than in 2014/15 (6871) and 591 incidents over the annual target of 6580. During the 4<sup>th</sup> quarter the number of incidents increased each month due to the increase in primary fires types.

KPI 66

Primary fires (2618) exceeded the target for 2015/16 by 184 incidents (2434). There were 115 more incidents than in 2014/15. Each month of quarter 4 has seen the target exceeded with 237 primary fires in March, 55 more than target. This increase was across a number of areas of primary fires including deliberate vehicle fires, non domestic property and accidental dwelling fires. Liverpool and Wirral have seen the largest increases.

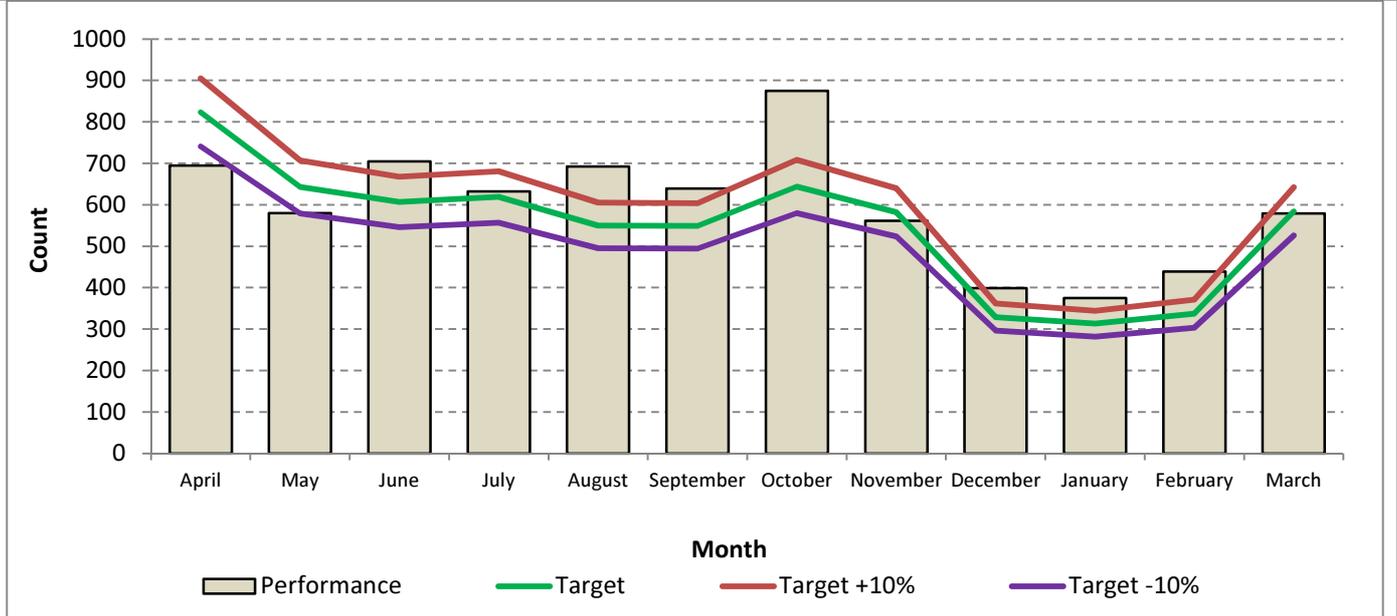
### 61 The total number of fires attended in Merseyside

Service Plan Target

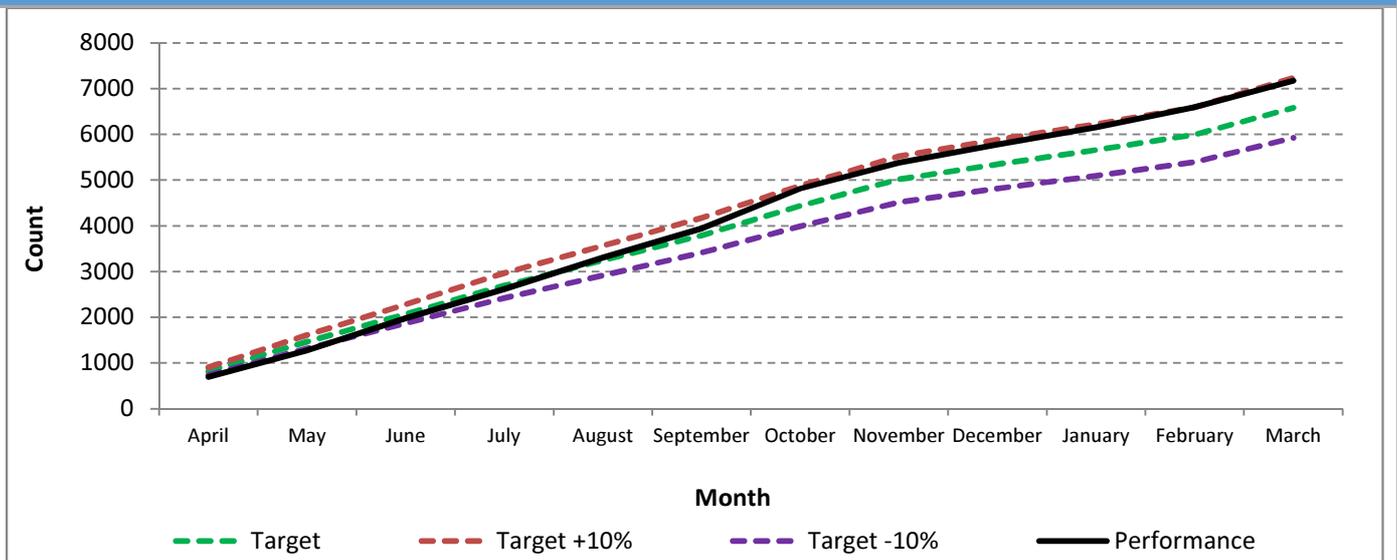
6580

Progress to Date

7171



### Cumulative Performance





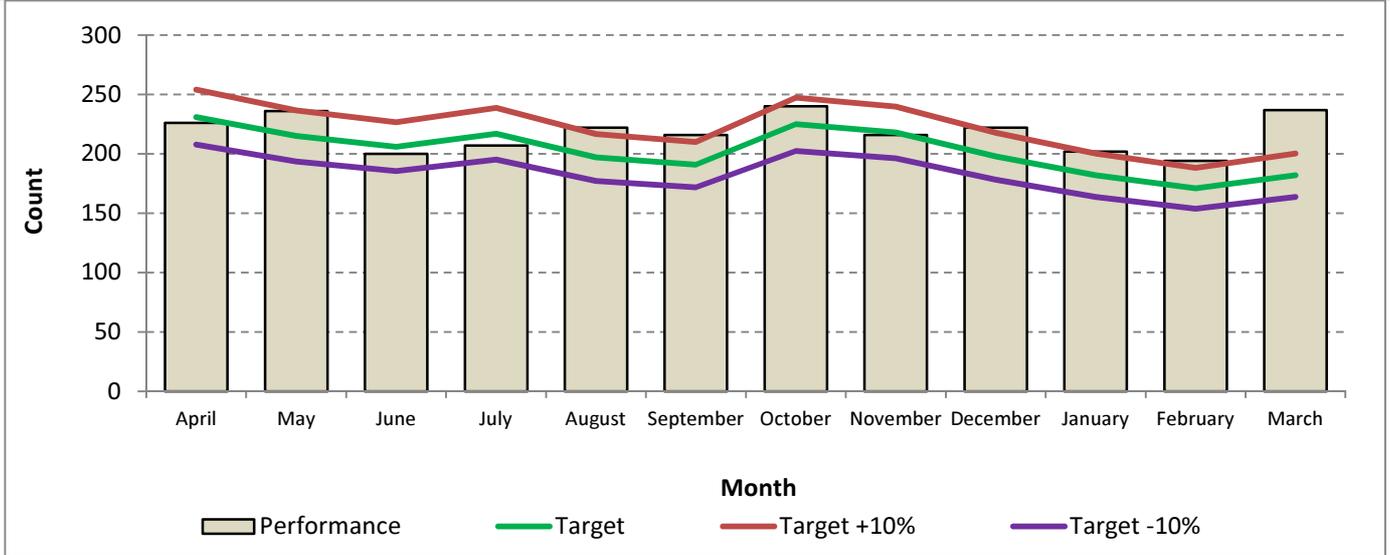
## 66 Number of primary fires attended

Service Plan Target

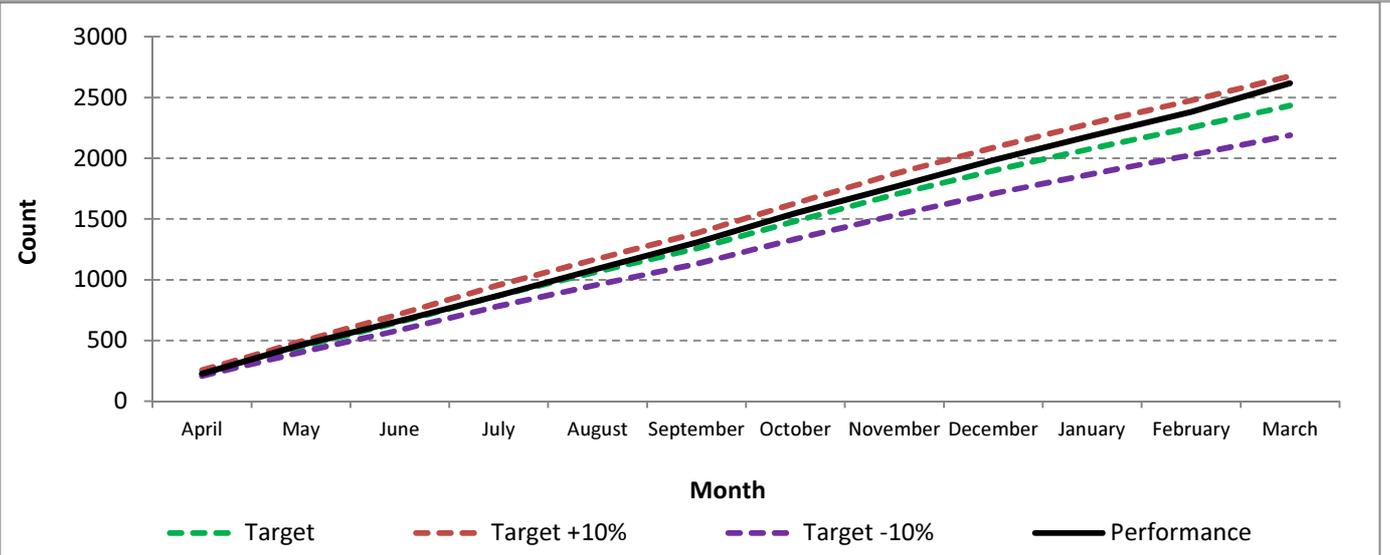
2434

Progress to Date

2618



## Cumulative Performance



## DWELLING FIRES

KPI 44	Number of accidental dwelling fires	
KPI 45	Number of fatalities in 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	
KPI 137	Attendance Standard – the first attendance of an appliance at all life risk incidents in 10 minutes	

### COMMENTARY:

KPI 44	Despite accidental dwelling fires in 11 of the station areas exceeding annual targets, the 4 <sup>th</sup> quarter has seen improvement in performance. January (93) and February (86) saw the monthly target achieved only March exceeded the target with 108 incidents attended against a target of 85. 74 of the 108 fires in March were kitchen fires. Accidental dwelling fires attended during 2015/16 (1086) saw performance of just 4 over target and 36 more than 2014/15 (1050).
KPI 45	Sadly there have been 16 fatalities in accidental dwelling fires in 2015/16. In quarter 4 there were 4 fatalities - 2 in January in Sefton (a couple in their 40's) and 2 in March in Wirral (a couple aged 68 and 78 years). Both areas were offered reassurance following these incidents by staff offering advice and HFSC's during targeted campaigns.
KPI 46	There were 112 injuries in accidental dwelling fires during 2015/16. Despite an increase in February and March this is 9 fewer than 2014/15 (121) and 4 under target (118)
KPI 48	The number of deliberate dwelling fires in occupied properties (171) were within 10% of the annual target (169). Fires of this type are usually a criminal act and MFRA work closely with partner agencies to prevent and reduce this type of incident.
KPI 48a	Deliberate dwelling fires (48) were below the annual target (52) with a very low number of incidents in the 4 <sup>th</sup> quarter (7).
KPI 49	There have been no fatalities in deliberate dwelling fires during 2015/16. However there have been 17 injuries recorded, which is below the annual target of 26. During the 4 <sup>th</sup> quarter there were 2 injuries in January and 2 in February.
KPI 50	
LPI 4	During 2015/16 over 47,000 HFSC's have been delivered by operational personnel, Prevention staff and Fire Support Network. This is 3434 more HFSC's than in 2014/15. MFRS intelligently target those most at risk for delivery of HFSC's, primarily residents over 65 years of age, utilising information shared by partners.
KPI 47	93.4% of accidental dwelling fires were confined to room of origin.
LPI 129	Appliances booked alert to mobile in under 1.9 minutes on 96.4% of mobilisations to incidents against a target of 90%
LPI 55	Fire Control answered 98.3% of 999 calls within 10 seconds against a target of 96%
KPI 137	The attendance standard of the first attendance of an appliance at life risk incidents within 10 minute was met on 95.9% of mobilisations. The target is 95%.

## DWELLING FIRES

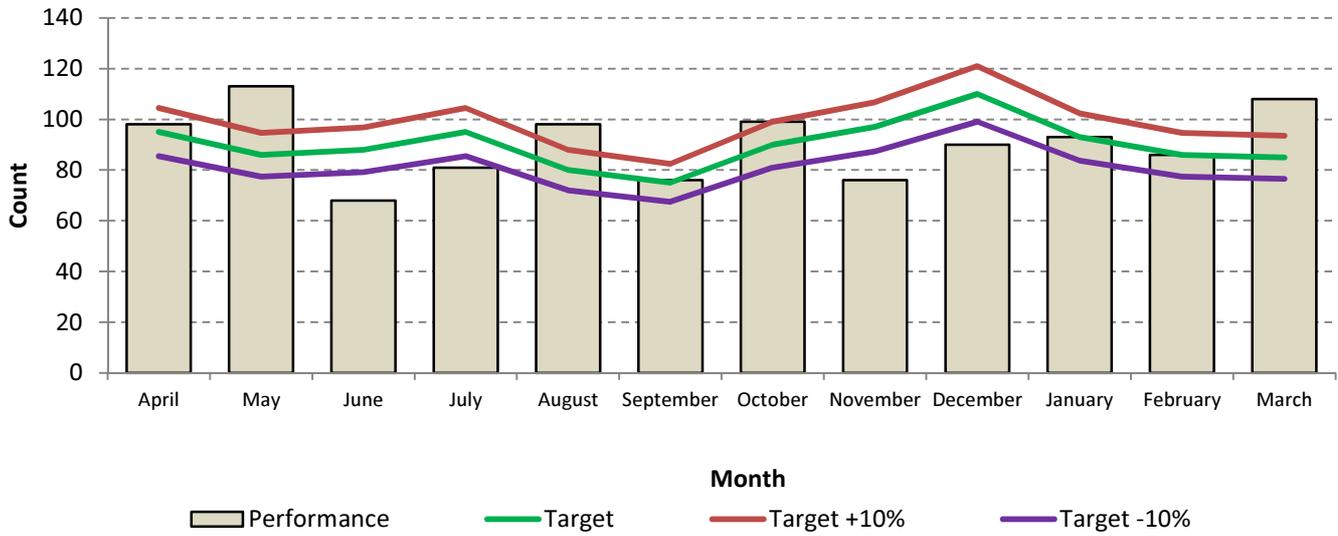
### 44 Number of accidental fires in dwellings

KPI 61

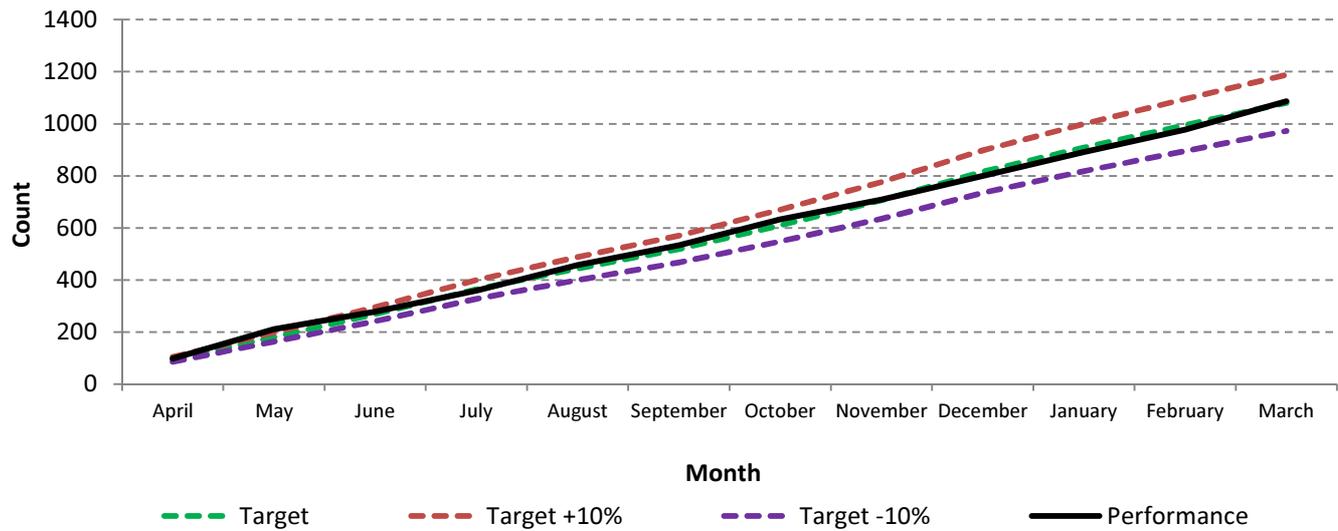
**1082**

Progress to Date

**1086**



### Cumulative Performance



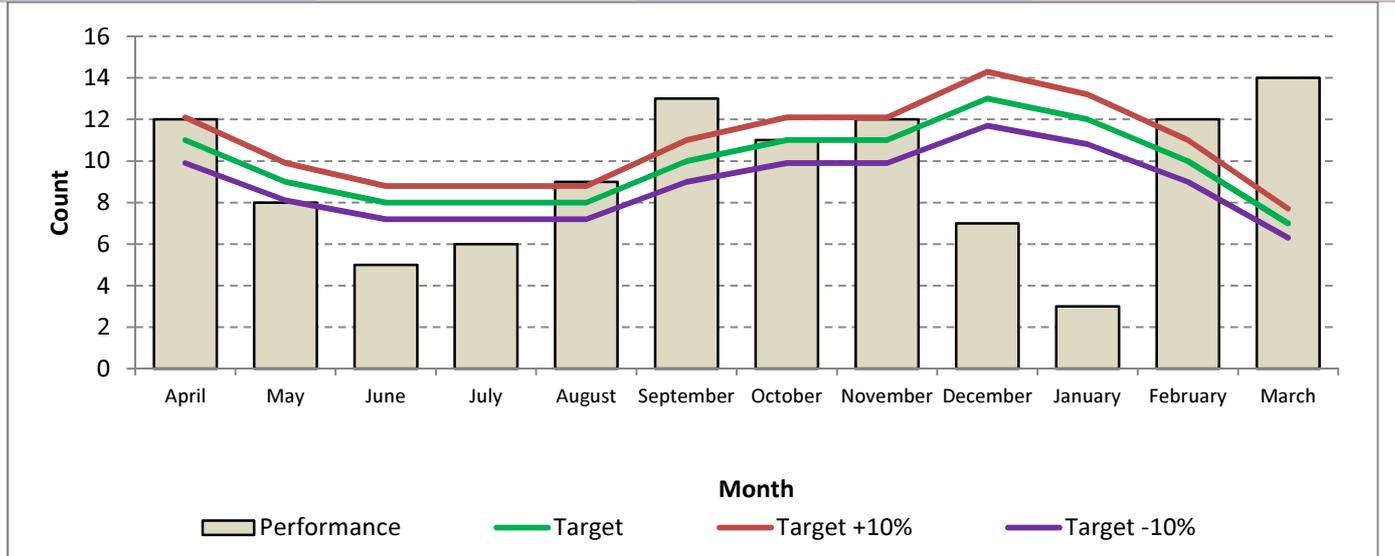
## 46 Number of injuries from accidental dwelling fires

KPI 61

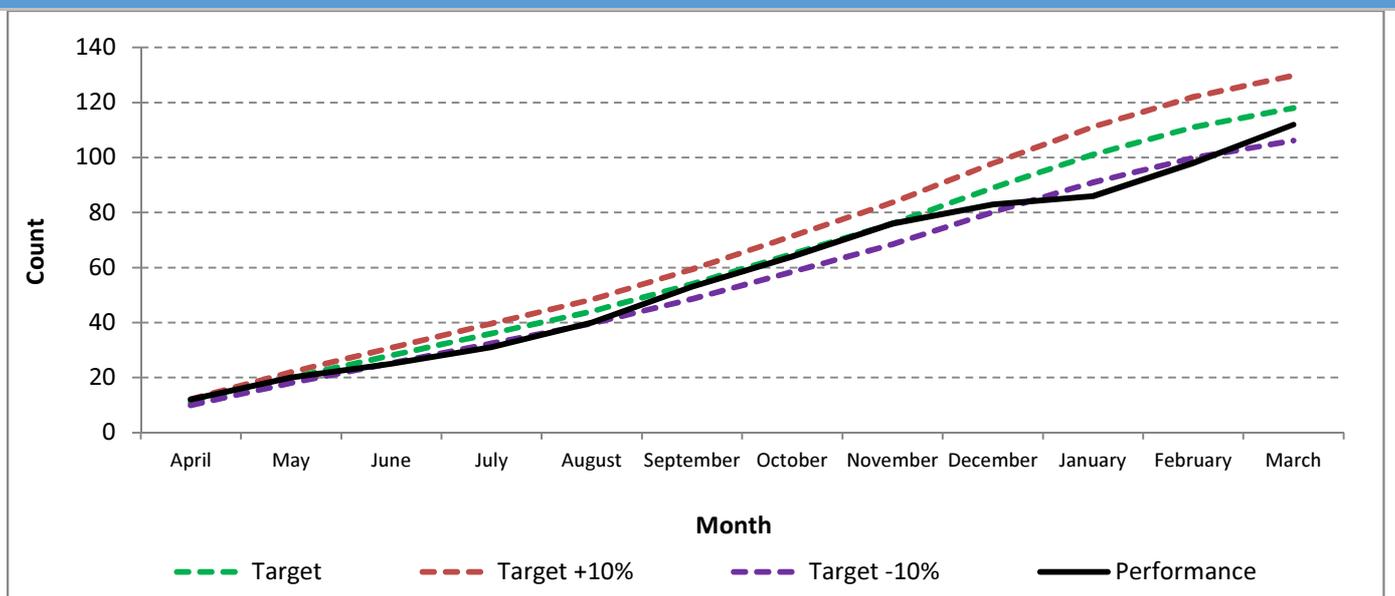
118

Progress to Date

112



## Cumulative Performance



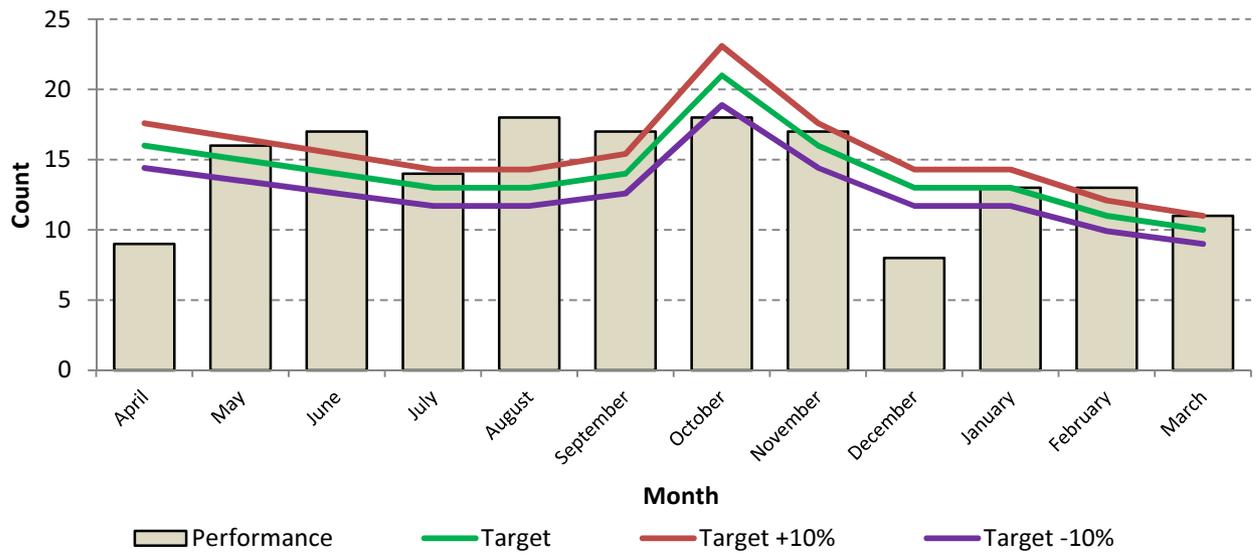
## 48 Number of deliberate dwelling fires in occupied properties

Service Plan Target

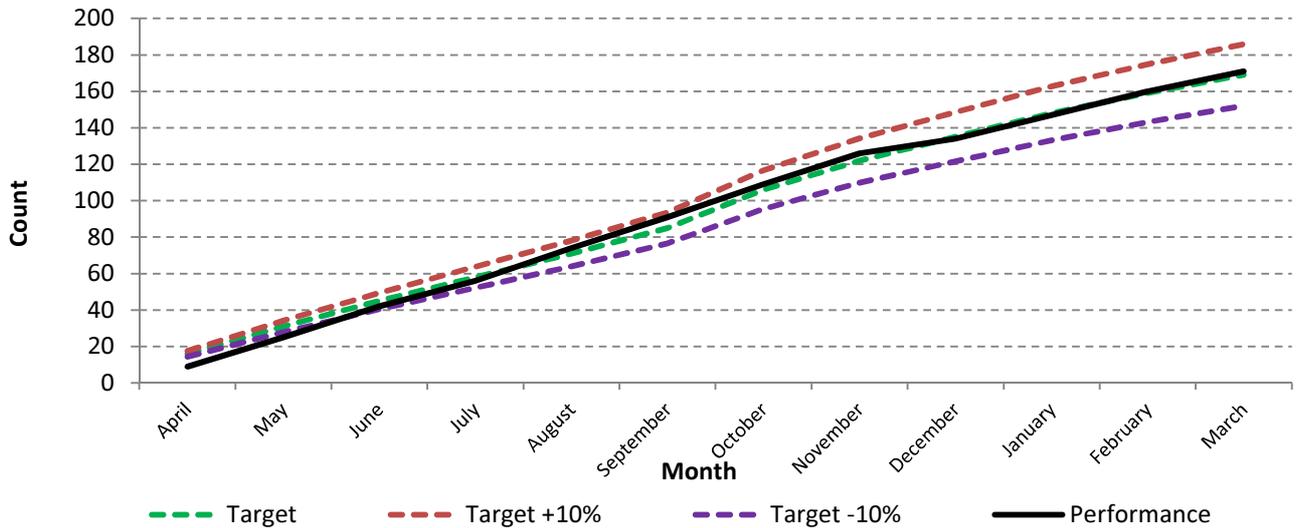
169

Progress to Date

171



## Cumulative Performance



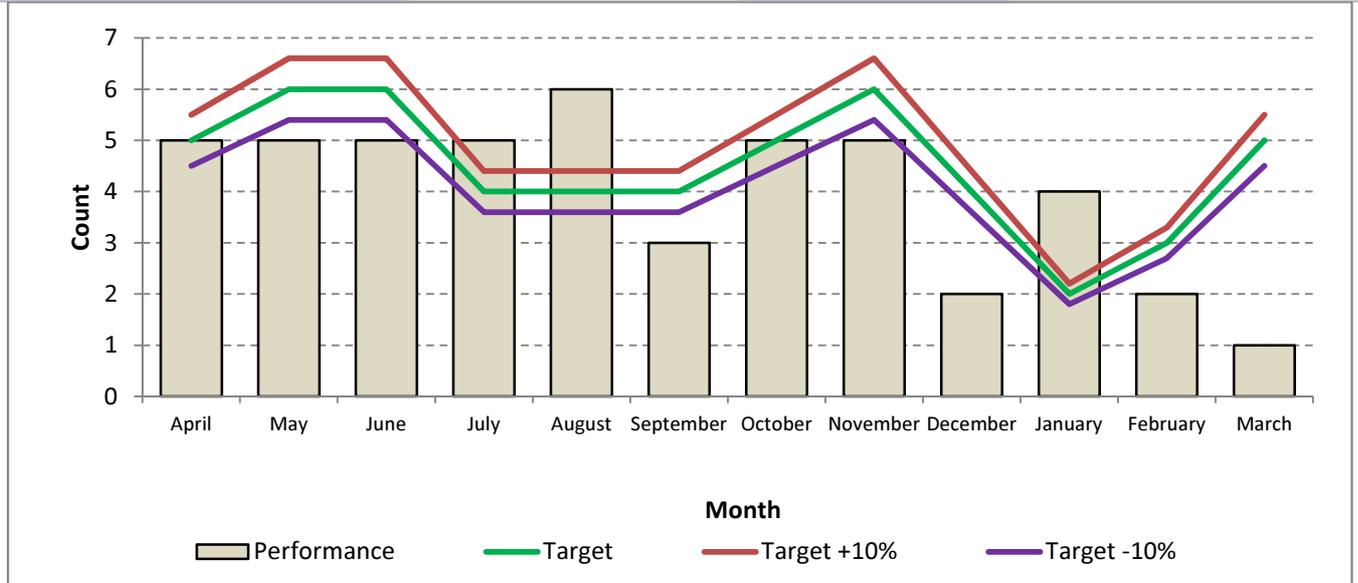
## 48a Number of deliberate dwelling fires in unoccupied properties

Service Plan Target

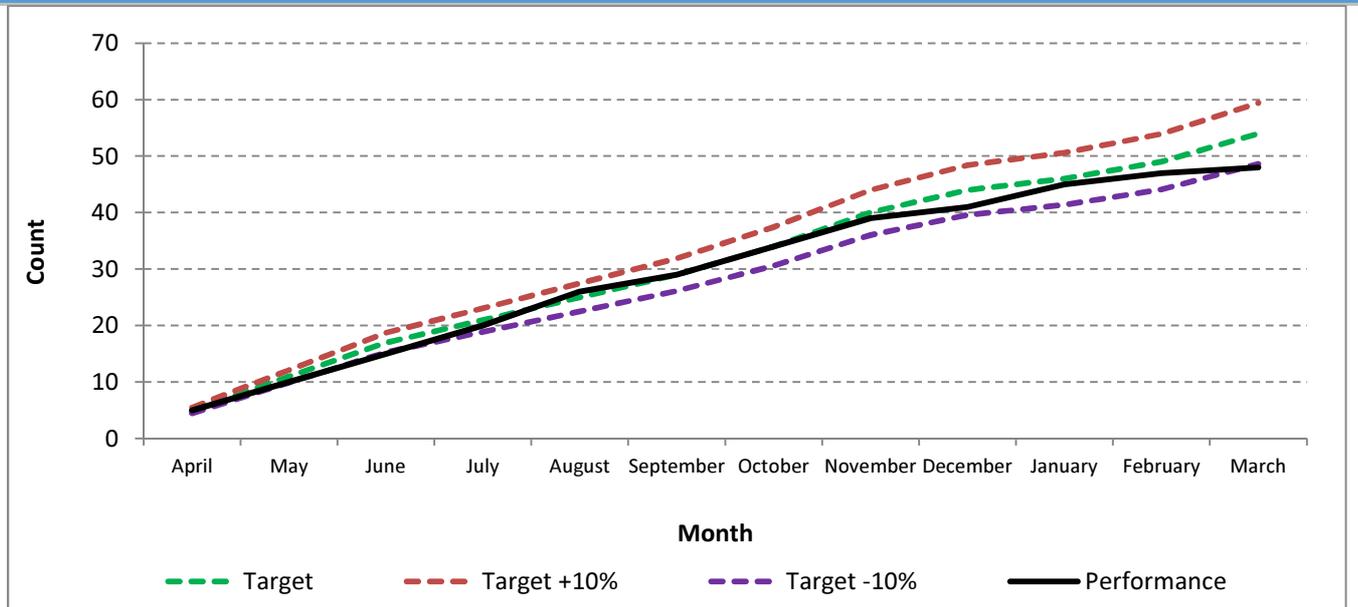
52

Progress to Date

48



### Cumulative Performance



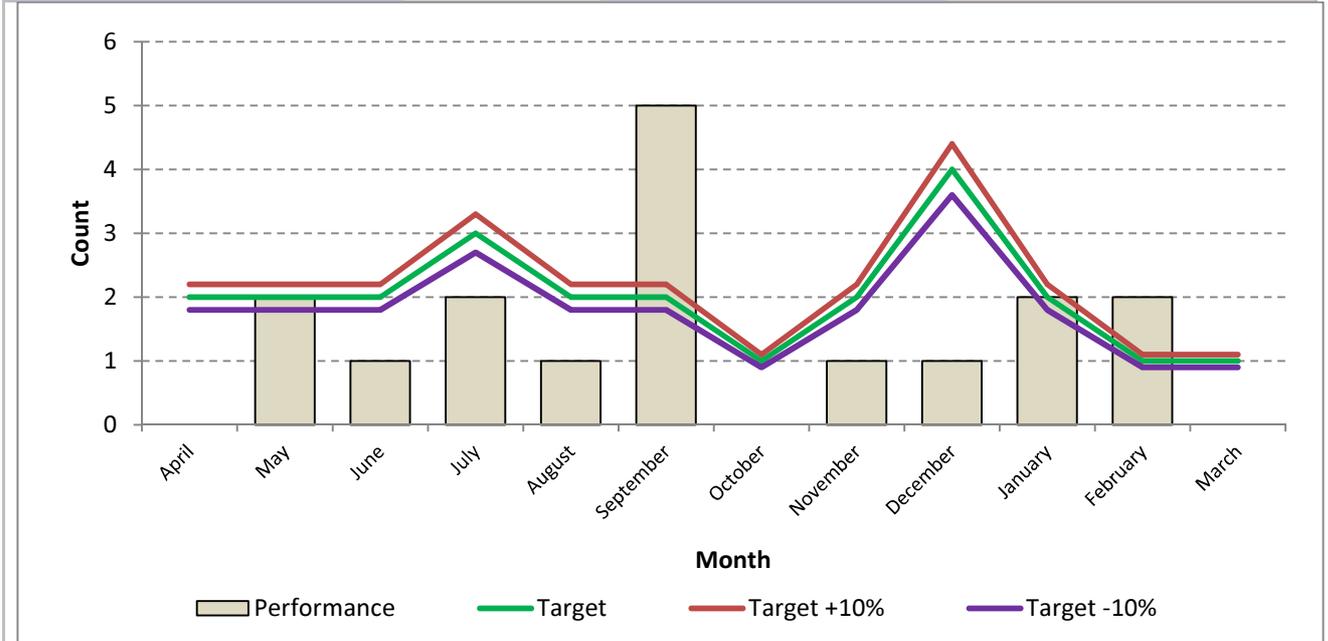
## 50 Number of injuries occurring in deliberate dwelling fires

Service Plan Target

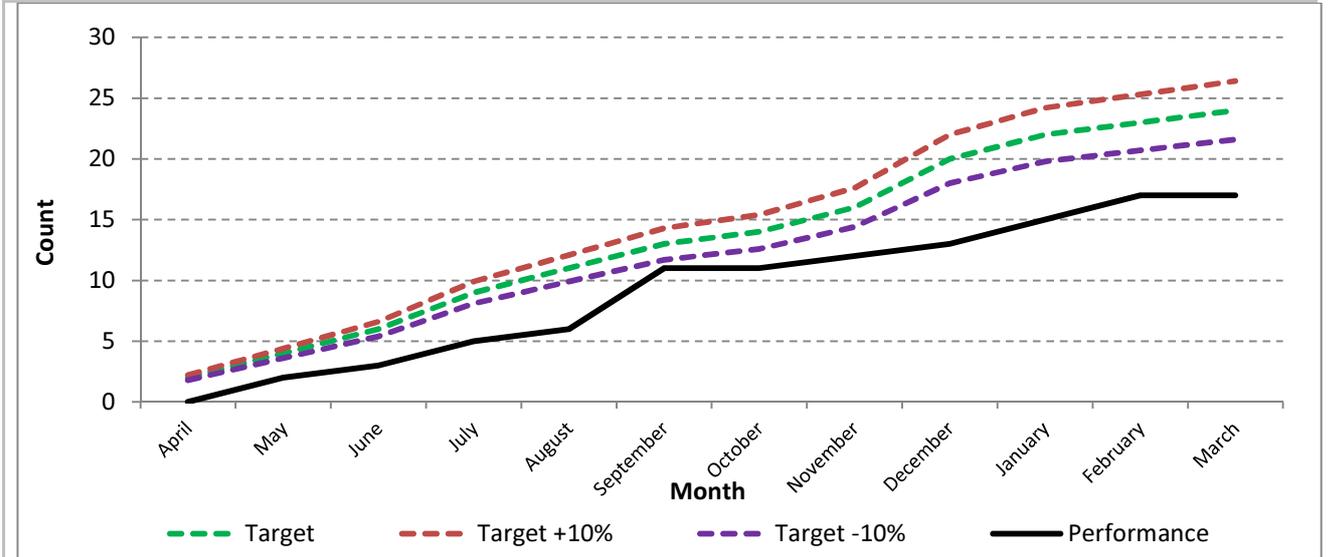
26

Progress to Date

17

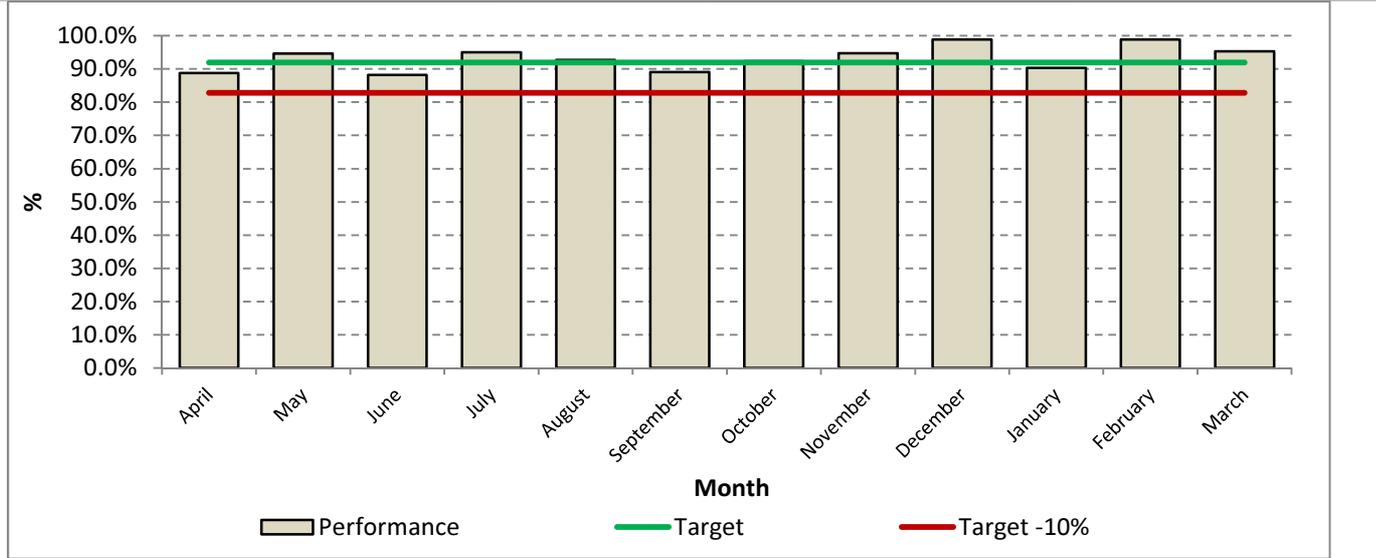


## Cumulative Performance



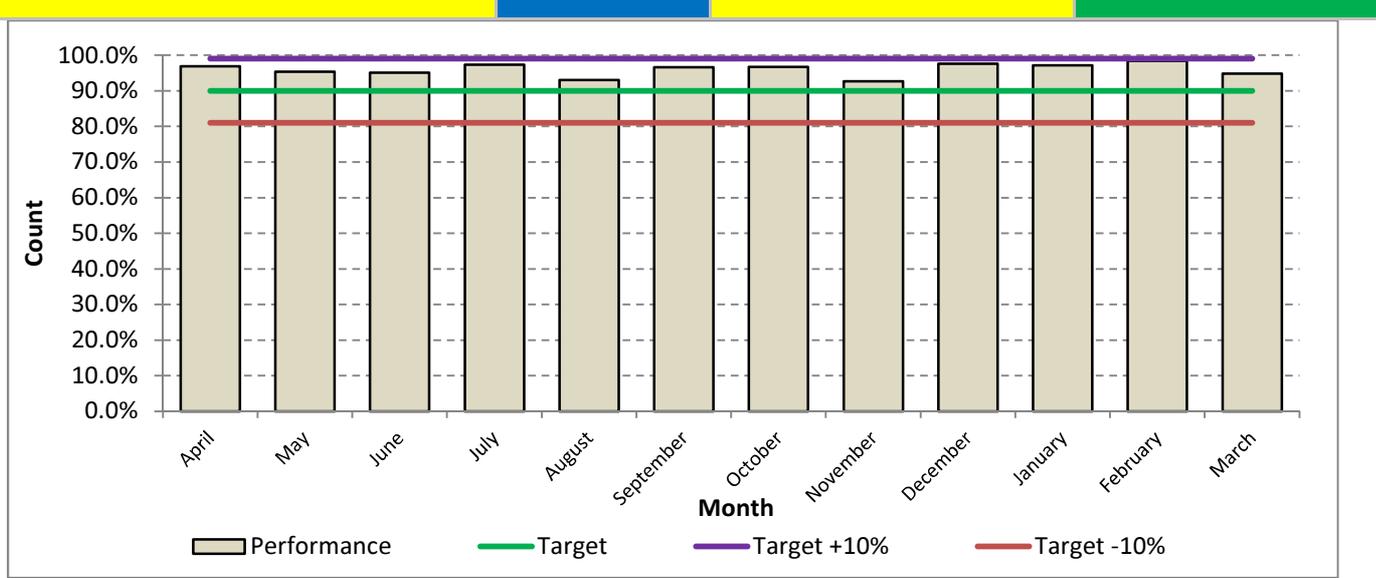
### 47 Percentage of accidental dwelling fires confined to room of origin.

Service Plan Target **92%** Progress to Date **93.4%**



### 137 Attendance Standard - The first attendance of an appliance at all life risk incidents in 10 minutes.

Service Plan Target **90%** Progress to Date **95.9%**





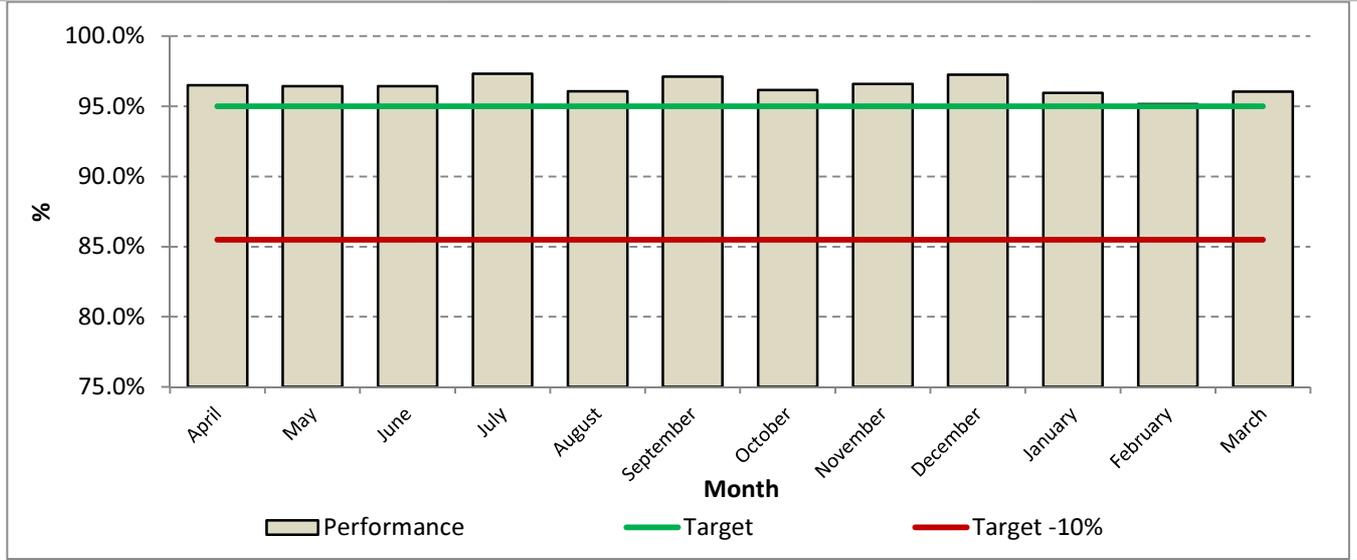
# 129 Alert to Mobile in under 1.9 minutes

Service Plan Target

95%

Progress to Date

96.4%



## NON DOMESTIC PROPERTY

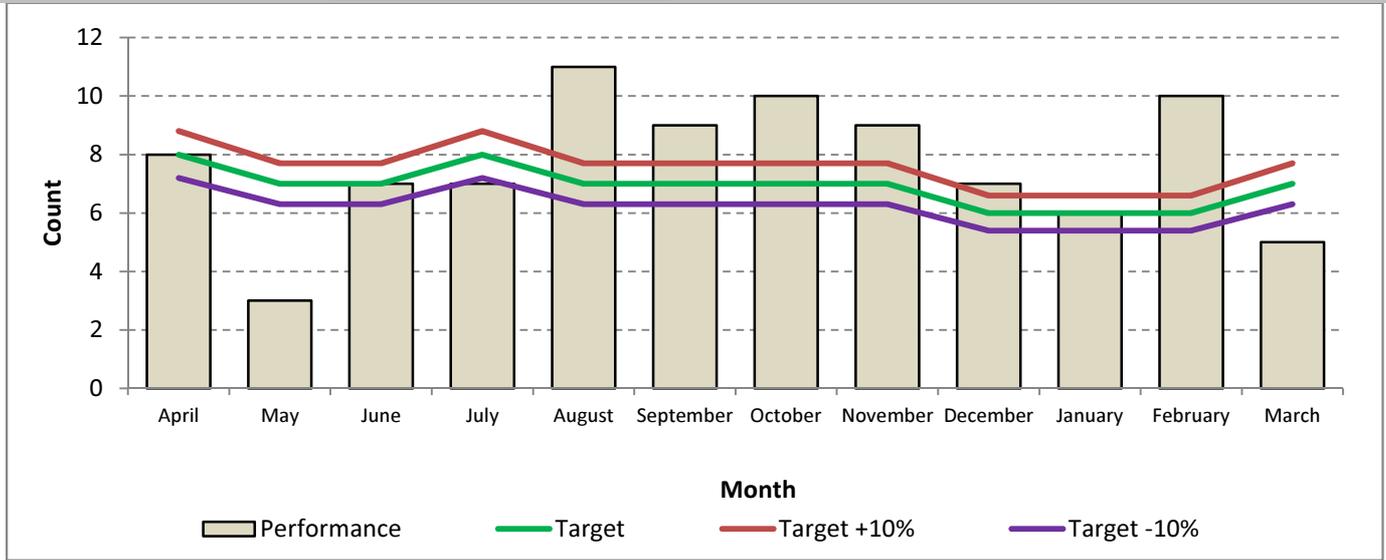
KPI 19 Number of deliberate fires in non-domestic premises

KPI 19a Number of accidental fires in non-domestic premises

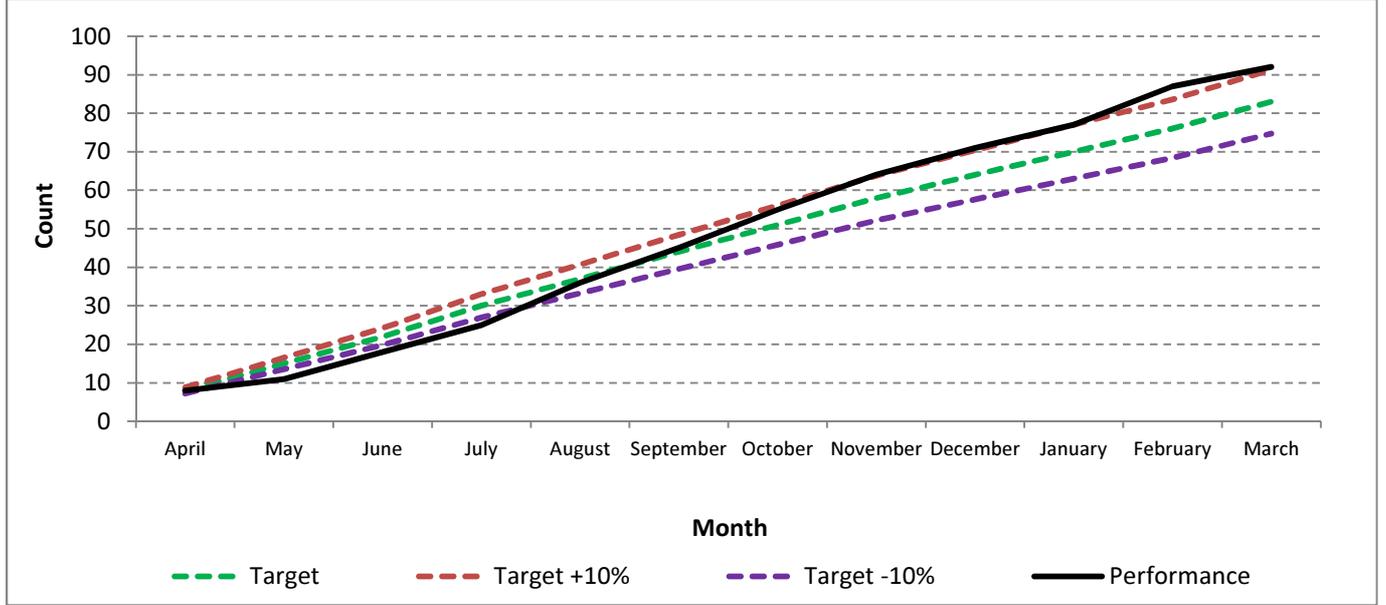
KPI 19	Incidents in HMP Altcourse and HMP Liverpool account for a large proportion of deliberate fires in non domestic premises. During 2015/16 there were 92 incidents attended, 1 less than in 2014/15 and 8 over target. There were 10 incidents in February compared to 6 in January and 5 in March.
KPI 19a	There were 206 incidents during 2015/16, 12 below the target of 218 and 17 less than 2014/15. There were 7 incidents at Prinovis Printworks in Speke but no other patterns.
LPI 142 LPI 143	100% of COMAH site exercises were carried out and 100% of COMAH site plans reviewed.

### KPI 19 Number of deliberate fires in non domestic premises

Service Plan Target	84	Progress to Date	92
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### Cumulative Performance



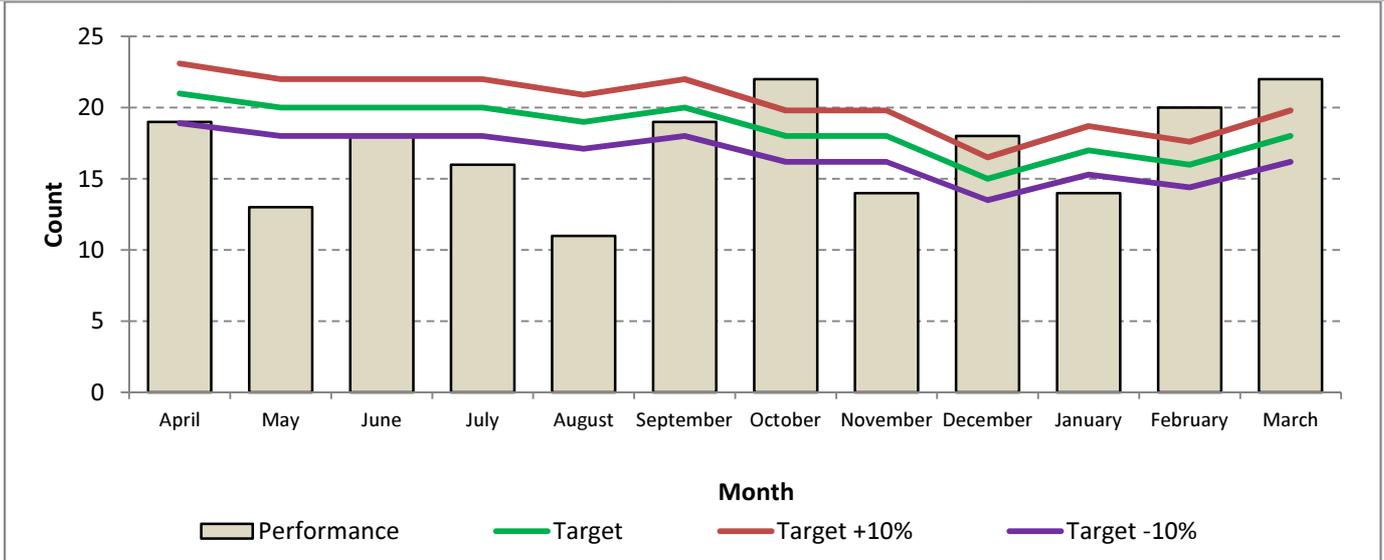
# 19a Number of accidental fires in non domestic premises

Service Plan Target

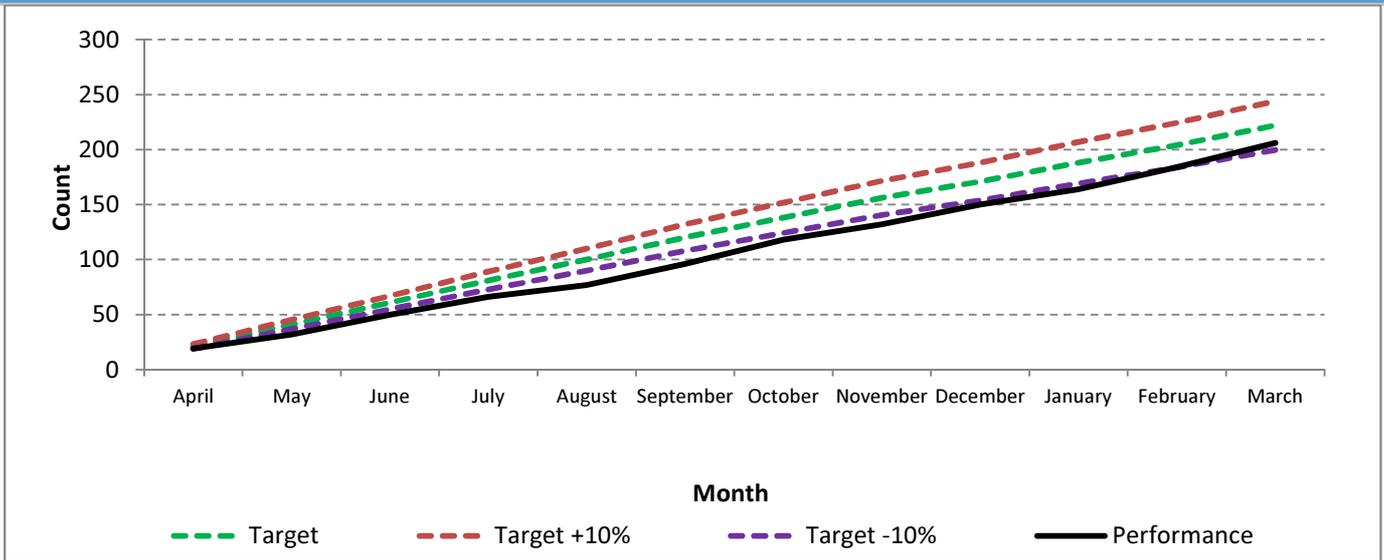
223

Progress to Date

206



## Cumulative Performance



## ANTI SOCIAL BEHAVIOUR

KPI 61a Number of deliberate vehicle fires

KPI 61b Number of deliberate ASB fires (small)

KPI 61a Despite the number of deliberate vehicle fires increasing monthly from July to December number have dropped again during 2016. This means performance (516 incidents) is within 10% of the target for 2015/16 (488). This is a type of anti-social/criminal activity which is more prevalent in some station areas including Liverpool City, Toxteth, Old Swan, Belle Vale, Crosby, Kirkby and all Wirral stations. MFRS work closely with Merseyside Police to combat this type of criminality.

KPI 61b There were 4035 small anti social behaviour fires during 2015/16, achieving the target which was 4481. There were 118 more incidents than in 2014/15. The number of incidents during the 4<sup>th</sup> quarter have gradually increased each month from 149 in January to 302 in March, this is due to seasonal factors such as lighter nights, milder weather and school holidays.

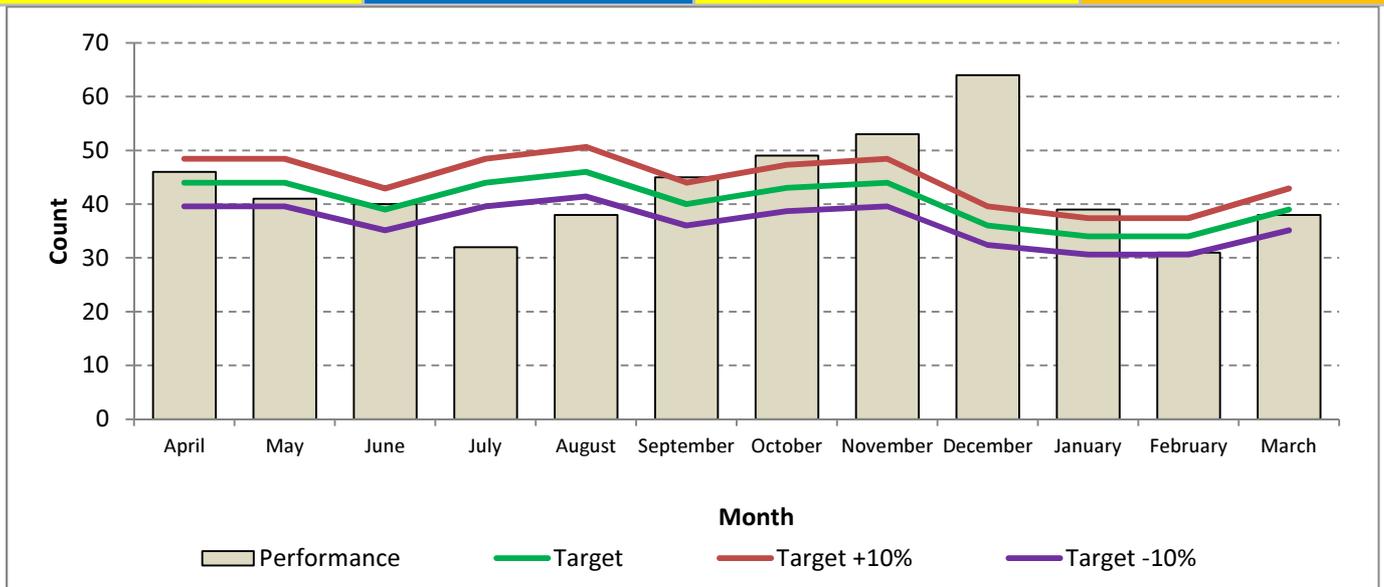
### 61a Number of deliberate vehicle fires

Service Plan Target

488

Progress to Date

516



### Cumulative Performance



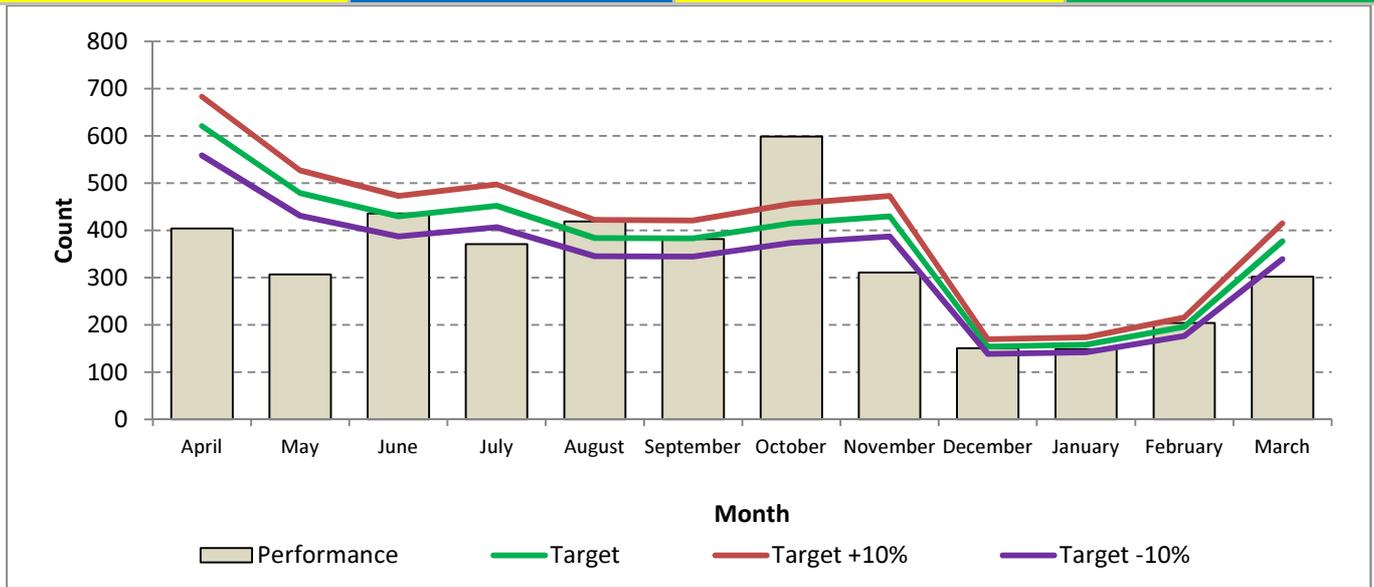
## 61b Number of deliberate ASB fires (small)

Service Plan Target

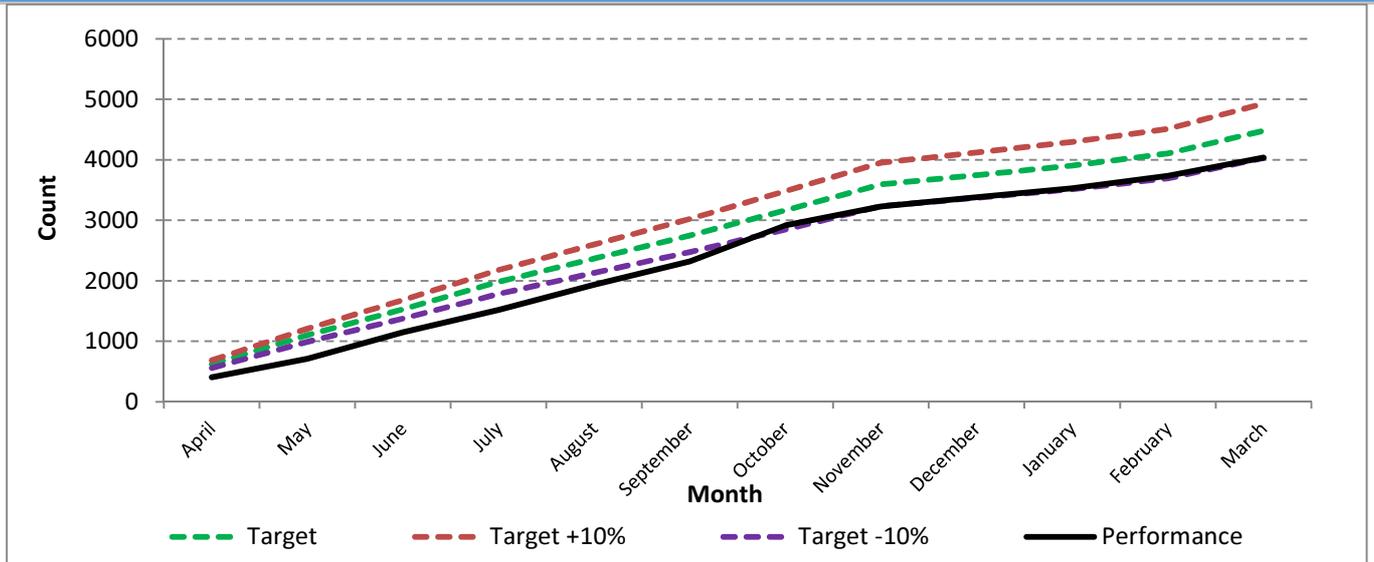
4481

Progress to Date

4035



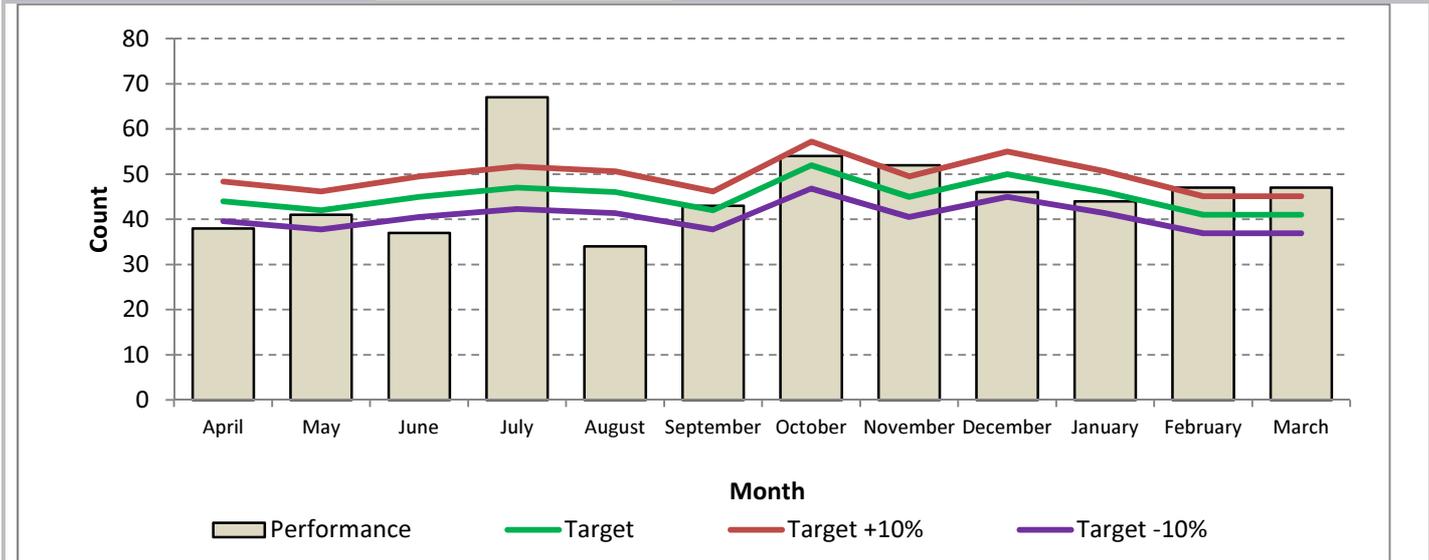
## Cumulative Performance



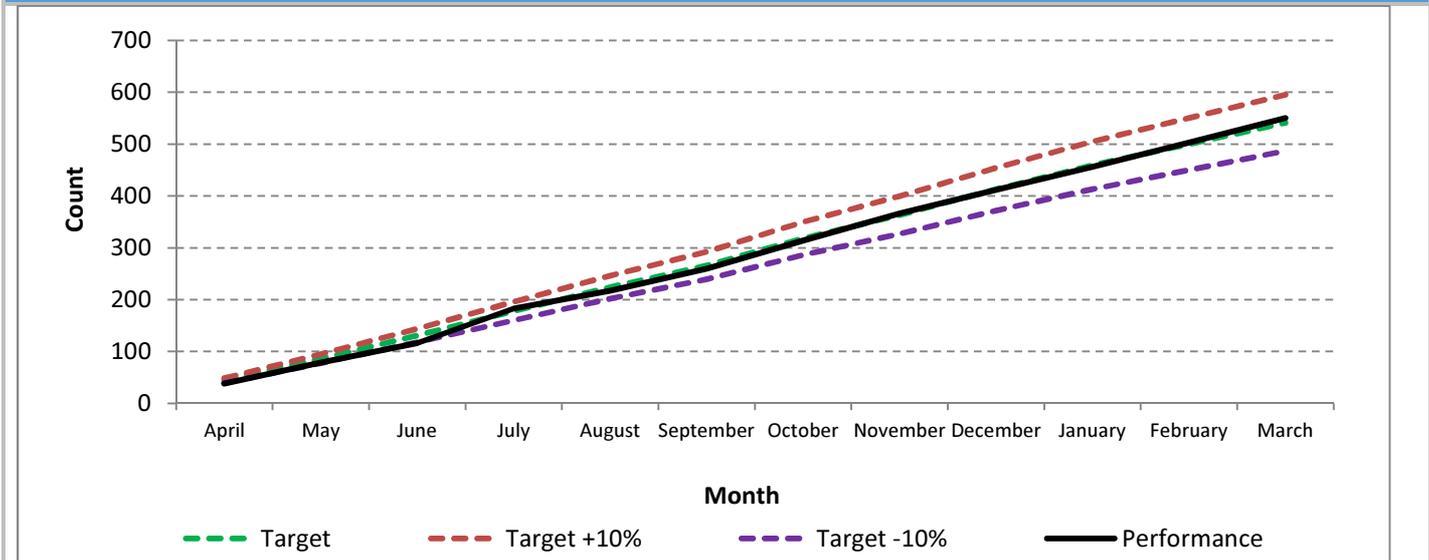
## ROAD TRAFFIC COLLISIONS

KPI 36 Number of road traffic collisions (RTC's)	
KPI 40 Total number of injuries attended at RTC's	
KPI 42a Number of fatalities at RTC's	
KPI 36	There were 30 fewer RTC's (550) in 2015/16 than in the previous year (580) and performance was within 10% of the annual target (541). The 4 <sup>th</sup> quarter saw performance remain around 47 incidents a month.
KPI 40	The number (364) and severity of injuries sustained in RTC's has fluctuated throughout the year with the majority of injuries minor in nature (295). Overall there were 90 less injuries recorded than in 2014/15 (454) and the target of 442 for the year was achieved.
KPI 42a	There was 1 fatality in an RTC during the 4 <sup>th</sup> quarter. There were sadly 7 fatalities over the year, there were 11 in 2014/15 indicating of a possible downward trend.

<b>KPI 36 Number of road traffic collisions</b>			
Service Plan Target	541	Progress to Date	550



### Cumulative Performance



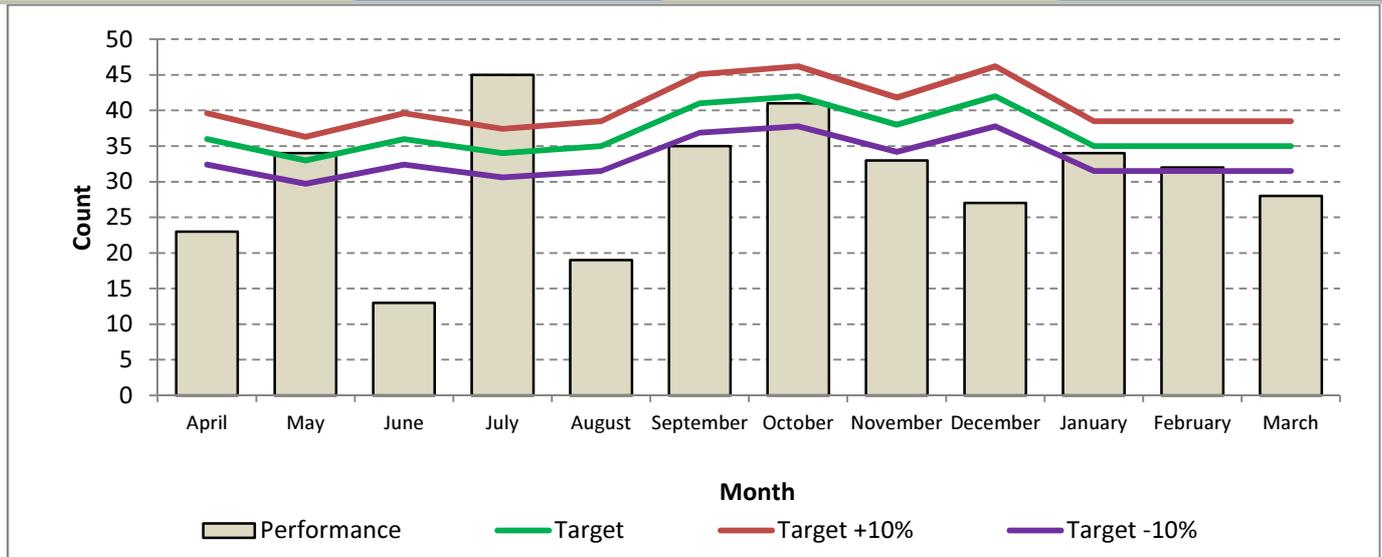
## 40 Total number of injuries at road traffic collisions attended

Service Plan Target

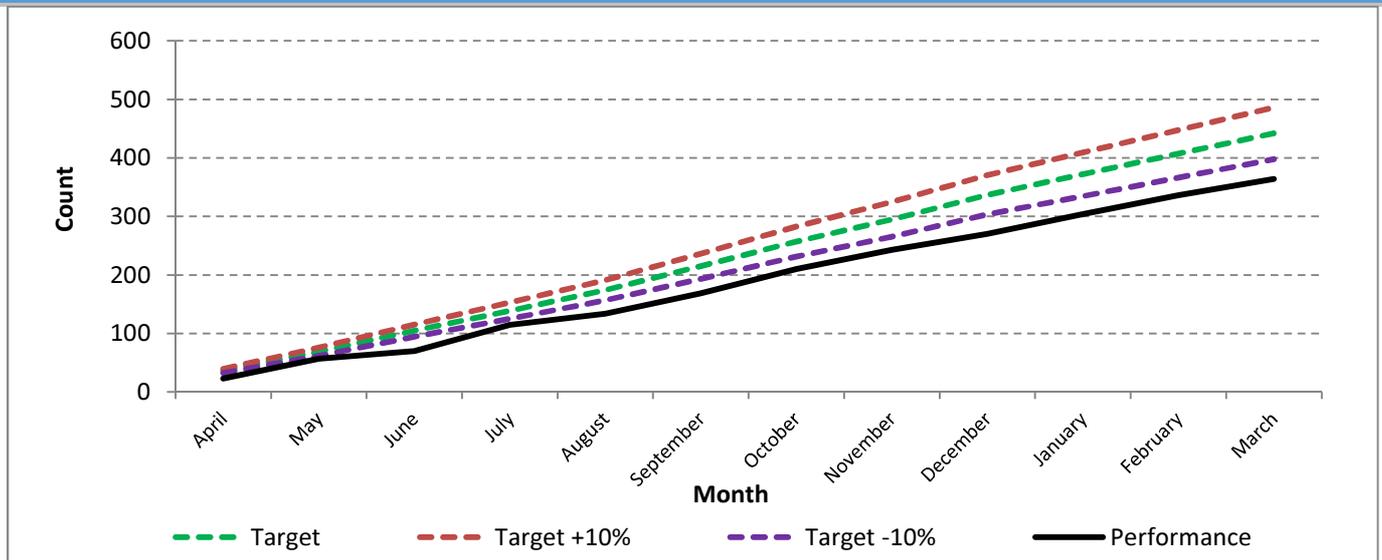
454

Progress to Date

364



## 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 in non-domestic properties

KPI 140

The total number of false alarms attended (4636) have increased when compared to 2014/15 (4440). The Community Risk Management Team are working closely with Registered Social Landlords to encourage them to address the number of false alarms from their properties.

KPI 53

Attendance at false alarms due to automatic fire alarm equipment in non-domestic properties (592) are within 10% of the target (548). There was a slight spike in February but numbers have remained below target for the remainder of quarter 4. Community Risk Management work with businesses to reduce this type of mobilisation.

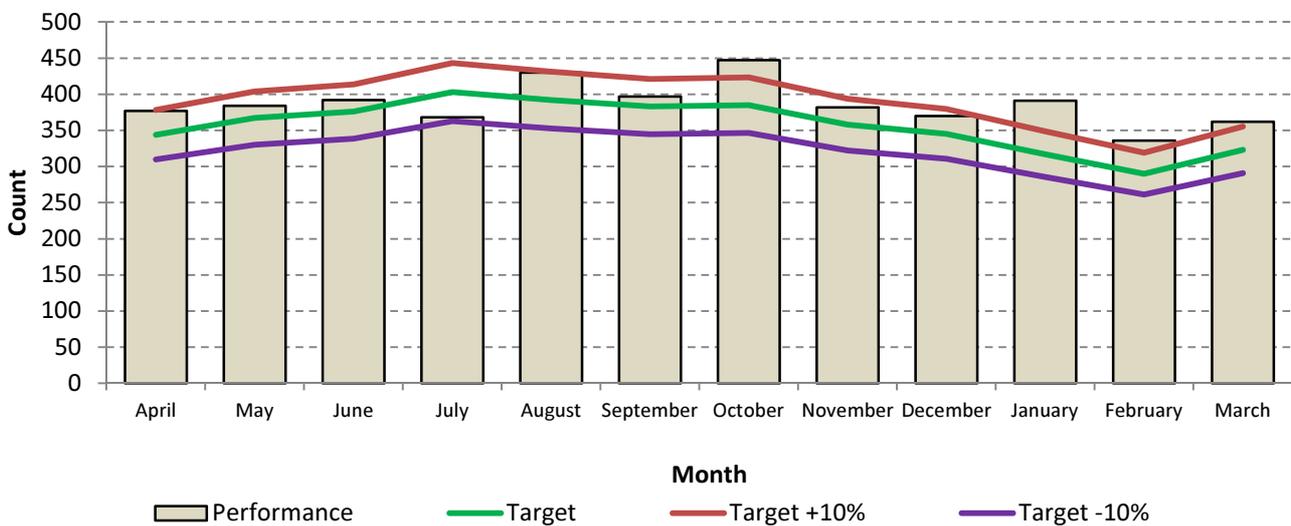
### KPI 140 Total number of false alarms attended

Service Plan Target

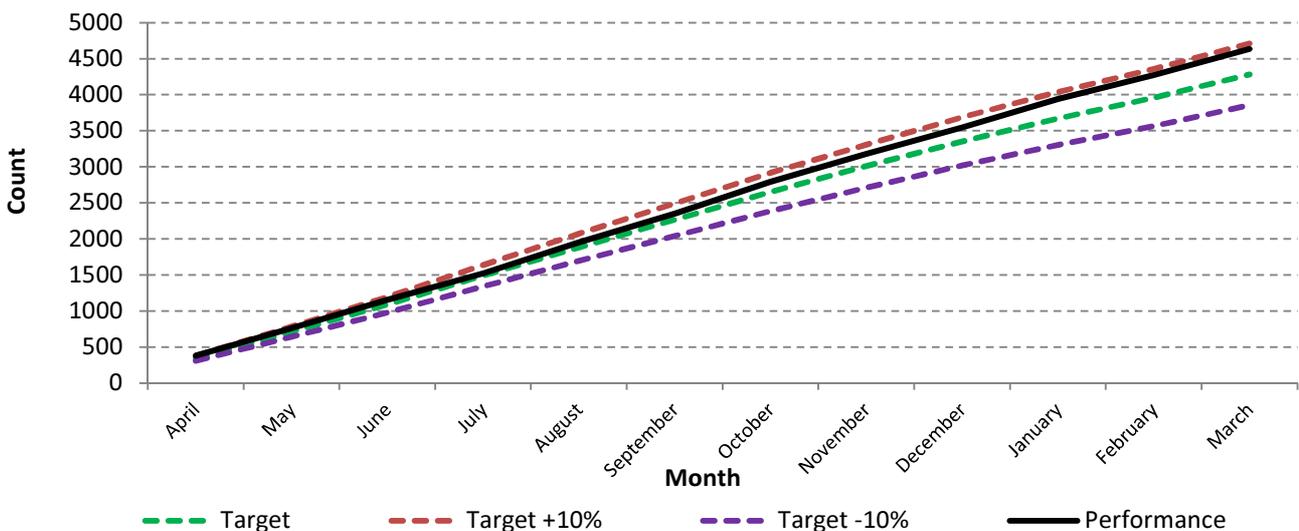
4283

Progress to Date

4636



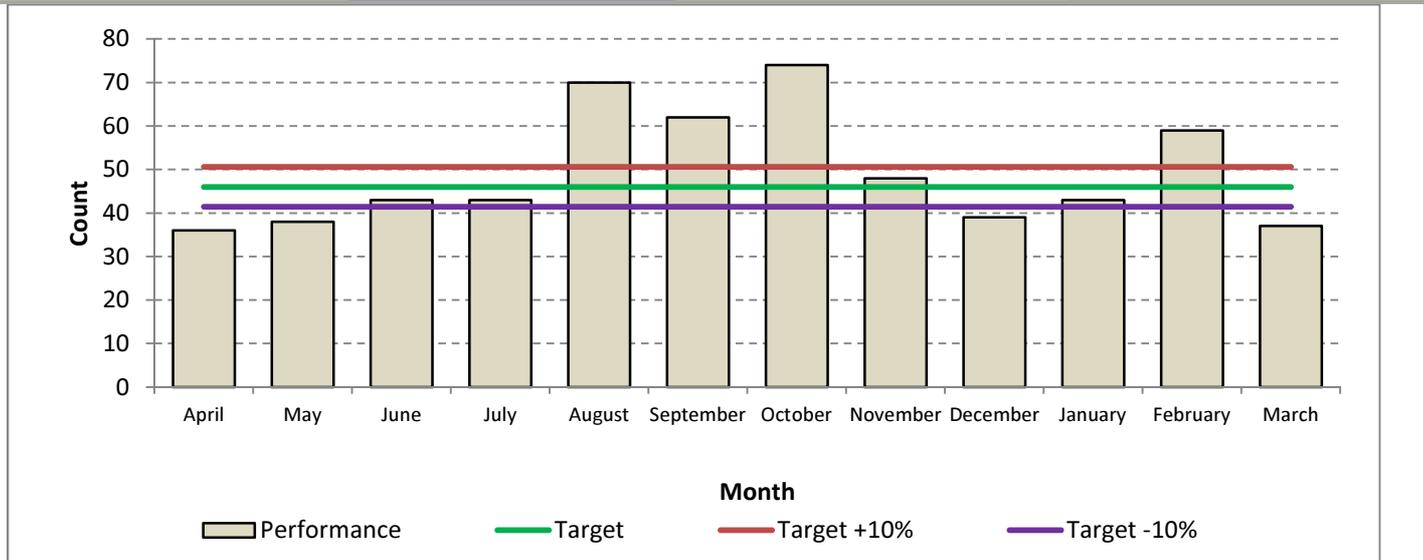
### Cumulative Performance



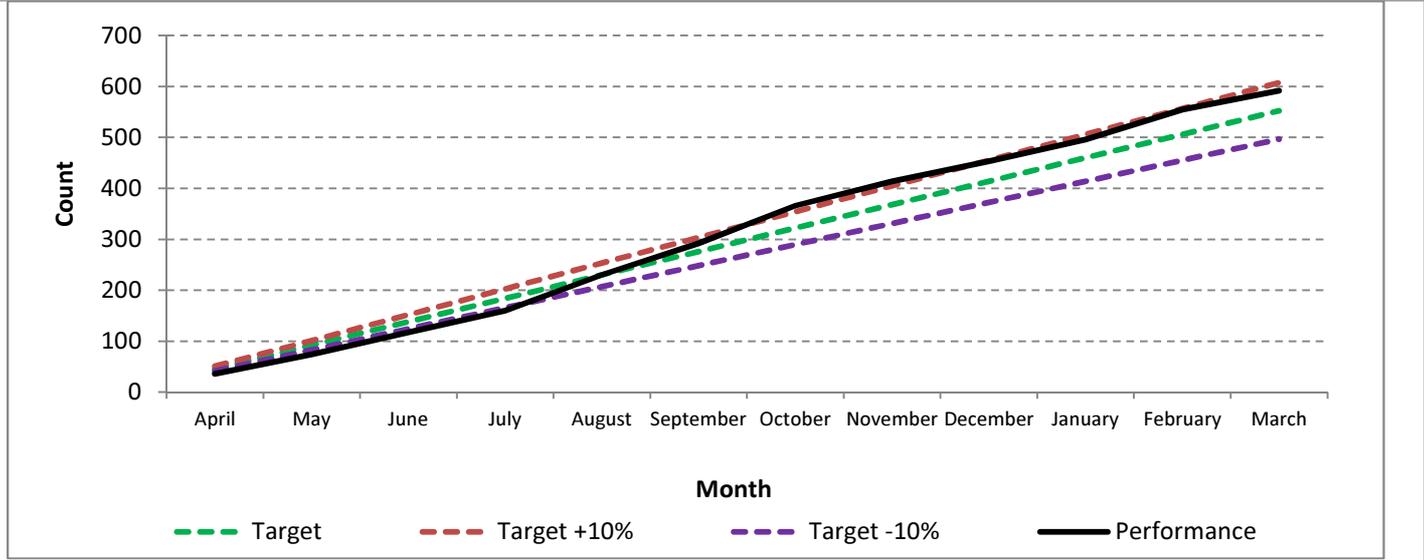


# KPI 53 Number of false alarms due to automatic fire alarms equipment in non domestic properties

Service Plan Target **548** Progress to Date **592**



## Cumulative Performance



## Health & Safety

KPI 98 Total number of operational staff injuries

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

KPI 98b Number of operational staff injuries conducting other routine duties

KPI 98

Despite there being an increase in recorded injuries in February (7) and March (7) this indicator is on target for 2015/16.

KPI 98a  
KPI 98b

The number of operational staff injuries sustained at incidents and risk critical training have fallen from 28 last year to 25 in 2015/16 and are below the target of 35.

Operational staff injuries conducting routine duties (28) have exceeded the target of 18 and 6 more than in 2014/15. Most of the injuries are of a minor nature caused by handling, slips and trips and being hit by a moving/flying object.

LPI 121

To ensure the safety of operational staff and the public, 1167 Site Specific Risk Information inspections were completed this year resulting in a Site Specific Plan for each of the premises.

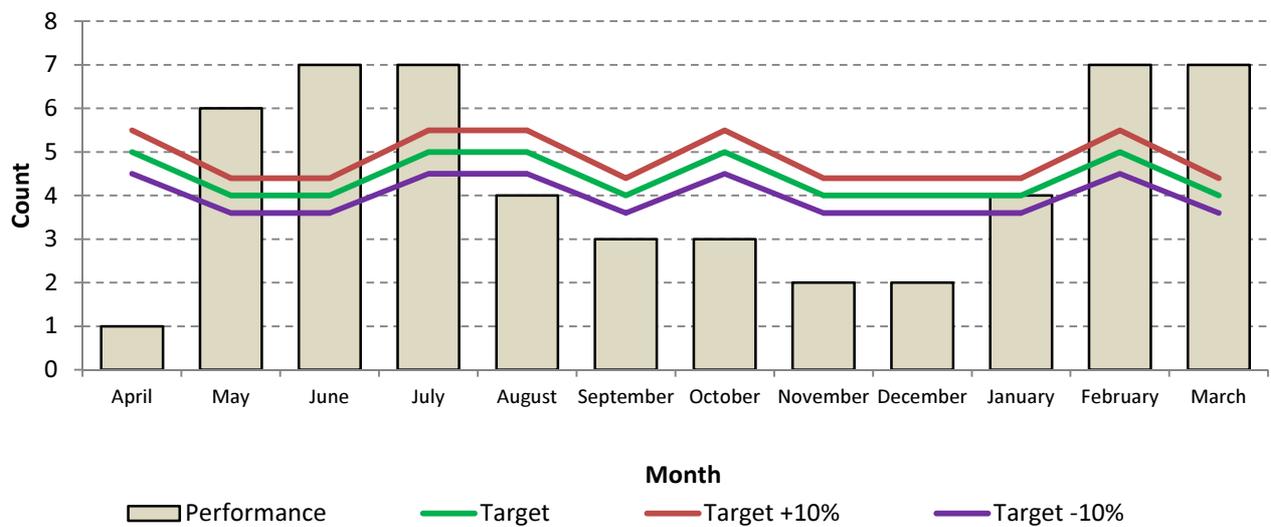
### 98 Total number of operational staff injuries

Service Plan Target

**53**

Progress to Date

**53**



## Staff Sickness

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



KPI 112

Staff sickness absence has fallen below target this year. 6.16 shifts/days were lost to sickness absence against a target of 7.54 days/shifts. The new StARS human resources management system does not have any historical data to compare against other years but now there is 12 months data in the system it is possible to see that sickness absence has fallen considerably.

LPI 111a  
LPI 111b

Grey book operational staff lost 6.33 days/shifts to sickness absence. In part this improvement in performance is due to the expansion of 24 hour working to more stations and the ability to roster on and off.

Green and Red book non uniformed staff absence at 5.74 days lost to sickness is considerably less than target 7.54.

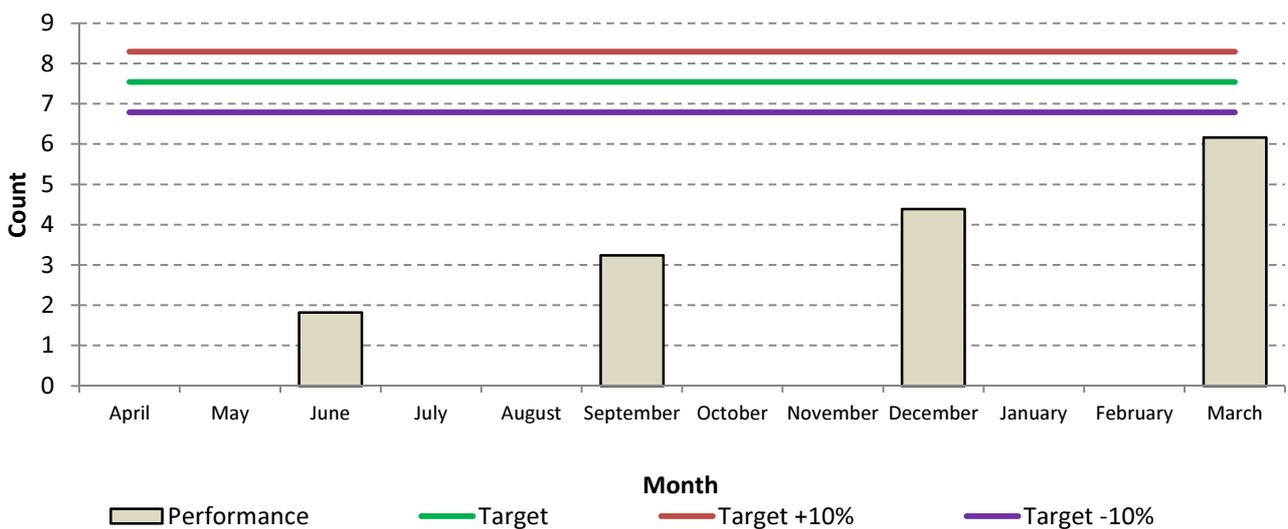
### KPI 112 The number of days/shifts lost to sickness per head, all personnel

Service Plan Target

7.54

Progress to Date

6.16



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# SERVICE DELIVERY PLAN 2015-16

## 4th Quarter Report

*(September – April 2016)*



**SERVICE DELIVERY PLAN – 2015-16 ACTION PLAN:**

**OPERATIONAL PREPAREDNESS:** (4th Quarter Update)

<p><b>FP/15/16/1.1</b></p> <p><b>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.</b></p> <p><b>To align the training facilities to the findings of the Operational Guidance Project.</b></p>	<p>Strategic Management Group paper has been submitted to undertake a development project of the Training and Development Academy site has been approved. AM and GM are to meet with Estates to ascertain the Project Manager for this work stream which will also be informed by input from the training department.</p> <p style="text-align: right;">Now FP/16/17/1.1</p>
<p><b>FP/15/16/1.2</b></p> <p><b>Carry out a full review of the current MFRS Site Specific Risk Information (SSRI) procedure and amend or replace as necessary.</b></p>	<p>The Application Development Team now sits in Strategy &amp; Performance Function. The Governance arrangements will not remain as those identified in QTR 2 Update but the final decision has not yet been made. Initial Status Review completed by Business Analyst Oct 2015 &amp; distributed to then Line Managers. Business Case developed for MF&amp;RS Operational Risk Information Application Dec 2015 and is currently with AM’s for Preparedness and Community Risk Management for review then submission to relevant Governance Board. It is anticipated that development work can begin once the necessary infrastructure &amp; hardware is in place.</p> <p style="text-align: right;">Closed</p>
<p><b>FP/15/16/1.3</b></p> <p><b>Carry out a review of the current Command Support arrangements and procure a new Incident Command Vehicle and management system.</b></p>	<p>Director of Operational Preparedness met regional partners and a new governance team will be created to commence a standalone purchase for MFRS</p> <p style="text-align: right;">Closed</p>

**OPERATIONAL RESPONSE:** (4th Quarter Update)

<p><b>FP/15/16/2.1</b></p> <p><b>Continue to strengthen operational response through improvements identified as a result of effective monitoring, audit and review of the Operational Response Function (OAT).</b></p>	<p>Safe Person Assessment (SPA) templates for the remaining Operational Resource Centre (ORC) units have been developed by staff at Kirkdale and the Station Manager group. They are now being quality assured. These will be made available in hard copy as part of the ORC appliance inventory and uploaded to the Portal whilst a long term solution to adding into the SPA system is resolved. The work that can be completed outside of software development is expected to be completed in Q2 2016.</p> <p>The operational response communications strategy is being supplemented by themed Officers briefing notes and information notes detailing debrief outcomes and operational assurance themes/outcomes. The communications strategy will remain under regular review during 2016/17 Now FP/16/17/2.2</p>
<p><b>FP/15/16/2.2</b></p> <p><b>Minimise the impact of changes from the reduction of funding to the Service by managing our Response resources efficiently and effectively (TRM)</b></p>	<p>Phase 2B development for StARS has been reviewed as part of a value for money assessment. Those options that have passed have been confirmed and will be developed by the supplier during March with a planned roll out of new functionality in May 2016.</p> <p>Now FP/16/17/2.3</p>
<p><b>FP/15/16/2.3</b></p> <p><b>Continue to ensure that we maintain the Health, Safety and Effectiveness of Merseyside Fire-fighters with a reducing workforce (H&amp;S)</b></p>	<p>The Health &amp; Safety (H&amp;S) Department flagged the unsatisfactory completion of Analytical Risk Assessments (ARA's) as a risk at the Operational Improvement Group, the H&amp;S Team have amended the current SI 0042 Analytical Risk Assessment following an extensive review. The H&amp;S Team have now delivered an on line training package for ARA which is available on the H&amp;S page on the portal. Work is ongoing to research and develop an electronic template that is compatible with mobile data</p>

terminals (MDT's) / tablets but this may not be possible in the short term due to capacity issues within external departments. There are potential products available external to MFRS which need to be explored.

A Fatigue Risk Management policy was drafted and submitted for consultation with stakeholders via the Health Safety & Welfare Committee. The H&S department has developed an organisational online Fatigue Risk Management which went live in early January 2016.

A review of Accident Investigation was conducted, using current guidance documentation after liaison with Litigation and Incident Investigation Team (IIT). An online learning tool was published and incorporated in March's monthly H&S safety campaign aimed at improving understanding and the level and content of investigations. A further review of the levels of investigation and the Oshens system including H&S, Litigation and IIT has been commissioned to improve the governance, underpinning knowledge of investigating officers, avoid duplication and ensure the appropriate level of investigation is completed each safety event, it is intended this important piece of work will reduce litigation claims therefore a saving for the FRA. This work is ongoing but the joint departments delivered a presentation at the February 2016 Command Seminar to update Senior Officers on progress.

Now FP/16/17/2.1



**PEOPLE & ORGANISATIONAL DEVELOPMENT:** (3rd Quarter Update)

<p><b>FP/15/16/3.1</b></p> <p><b>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.</b></p>	<p>Appraisal training is 60 % completed with a focus on the quality of the appraisal conversation as well as the revised on line system. 95% of training needs have been met. Courses have been delivered as part of an Introduction to Management with successful completion of Chartered Management Institute (CMI) awards in team leadership. Continuous improvement of the Gateway have been made with approval by SMG. Now FP/16/17/3.1</p>
<p><b>FP/15/16/3.2</b></p> <p><b>Implement the organisational Capability Procedure and revised Absence Management to include training managers and familiarising all employees with revised policies</b></p>	<p>Support and guidance continues with the process being embedded in the performance and absence management system</p> <p style="text-align: right;">Now FP/16/17/3.2</p>
<p><b>FP/15/16/3.3</b></p> <p><b>Implement phase 3 of the HR integrated system to include training all managers and familiarising all employees with the revised policy and procedures.</b></p>	<p>The recruitment module Resourcelink has been tested and issues noted. As a consequence the contract with People Fluent has been extended. Resourcelink has been used for the appraisal process. E forms continue to be developed and used across the Service.</p> <p style="text-align: right;">Closed</p>
<p><b>FP/15/16/3.4</b></p> <p><b>Undertake and implement Support Staff Review, provide outplacement and support to teams to facilitate change and revise Structure.</b></p>	<p>POD restructure has taken place to realign posts and provide a more customer focused response</p> <p style="text-align: right;">Now FP/16/17/3.4</p>
<p><b>FP/15/16/3.5</b></p> <p><b>Introduction of flexible contracts to include 24 hour working, day related grey book contracts and a review of current contracts to facilitate organisational flexibility.</b></p>	<p>Currently Bromborough, Upton, St Helens and Huyton fire stations are conditioned to the 24 hour wholetime retained duty system. The Service has now committed to the introduction of this duty system at a further four locations. On 29th March 2016 the Service released an All MFRS email seeking expressions of interest from staff to work the 24 hour/wholetime</p>

	<p>retained (24HR/WTR) duty system at Wallasey and Birkenhead fire stations. The new duty system will be introduced at these locations in June 2016. Additionally Kirkby and Eccleston fire stations have been selected as locations for the adoption of the 24HR/WTR duty system and invitations for staff to submit expressions of interest in working this system at these locations are likely to be advertised by the end of April 2016. Related work is ongoing to introduce Day Crewing at Kensington and Aintree fire stations.</p> <p style="text-align: right;">Now FP/16/17/3.3</p>
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**PREVENTION:** (3<sup>rd</sup> Quarter Update)

<p><b>FP/15/16/4.1</b></p> <p><b>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.</b></p>	<p>We continue to see an uplift in HFSC performance (since August 2015) and are monitoring the levels of HFSC activity (against the status report this is now over 70% of HFSC's are delivered to over 65's, from 35% in August 2015). Evidence suggests that the targeting is correct (ie reaching more over 65's). In addition the autumn and winter months has seen the introduction of mini campaigns (these are being undertaken in selective licensing areas in conjunction with Local Authorities). We have engaged with Liverpool City Council adult social care with regard to carer training.</p> <p style="text-align: right;">Now FP/16/17/4.1</p>
<p><b>FP/15/16/4.2</b></p> <p><b>Implement District pre-planned risk based programmes for targeting prevention activities to mitigate the risks of spate and seasonal Conditions to reduce antisocial behaviour.</b></p>	<p>Our Juvenile Firesetting Programme has been refreshed and fully embedded within the advocate team (SAFE, this has been reported to Authority). We continue to monitor anti-social behaviour (ASB) fires and are working with (serco) to support vulnerable persons and mitigate any risks around hate crime. We continue to attend Community Safety Partnership (CSP) leads and Merseyside Safer Communities Partnership (MSCP) with the Police and Crime Commissioner's (PCC's) office.</p>

	Now FP/16/17/4.2
<p><b>FP/15/16/4.3</b></p> <p><b>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.</b></p>	<p>Significant work has been undertaken to implement new ways of working for Advocates and the introduction of the Vulnerable Persons Team - expected go live date 1st April 2016. This will continue to be reported upon the in the new reporting year 2016/17.</p> <p style="text-align: right;">Now FP/16/17/4.3</p>

**PROTECTION:** (3rd Quarter Update)

<p><b>FP/15/16/5.1</b></p> <p><b>Commence implementation of 2020 plans to optimise the Protection Structure to deliver the strategic priorities in MFRS.</b></p>	<p>Selection Process Completed. Three Protection Compliance Managers took up their posts in February 2016 and have been incorporated in to the Protection Management Structure. This has allowed for further development of the Department’s 2020 Structure and released District Watch Manager posts that were then utilised to create the 4 new Watch Manager Protection Response Officer posts. A total of 8 Watch Managers successfully completed the assessment process with 4 being appointed to the new roles and a further 4 have taken up development roles. At present we are still waiting for 2 Watch Managers to be released from Operational Duties to take up their new posts.</p> <p style="text-align: right;">Now FP/16/17/5.1</p>
<p><b>FP/15/16/5.2</b></p> <p><b>Commence implementation of a new management information system to support efficient and effective performance delivery against the Protection risk based strategy.</b></p>	<p>Internal development of the new MIS is underway, and will build on the initial work completed with other FRS systems. This in house approach will enable a closer fit with the Departments requirements and allow for the flexibility to incorporate any changes that may be needed. The current MIS team remains unchanged and implementation of the 2020 plan is assisting in defined workstreams for team members.</p>

	Now FP/16/17/5.2
<p><b>FP/15/16/5.3</b></p> <p><b>Implement a revised Risk Based Strategy with a greater focus on Targeting Protection performance on reducing high risk.</b></p>	<p>Work has been continuing on the Risk Based Strategy and common themes identified earlier in the year such as the ratio of reoccurring routine inspections to unvisited premises is shaping the strategy to a more focused approach. Data gathered on type and location of FSEC 02 premises fires is now allowing for a closer scrutiny of the Services non domestic fire profile which will ensure that we can focus Protection activities where they are most needed.</p> <p>Current National Implementation of the Protection Short Audit Process and the implementation of the Services own Simple Operational Fire Safety Assessment (SOFSa) is assisting in developing a more intelligence led Risk Based Strategy.</p> <p style="text-align: right;">Now FP/16/17/5.1</p>

**FINANCE:** (3rd Quarter Update)

<p><b>FP/15/16/6.1</b></p> <p><b>Establish a local Fire-fighter Pension Board.</b></p>	<p>Local Pension Board set - up project finished.</p> <p style="text-align: right;">Closed</p>
<p><b>FP/15/16/6.2</b></p> <p><b>Transfer to new Fire-fighter Pension Administrator.</b></p>	<p>Retained pensionable pay sent to Your Pension Scheme (YPS). New Pension Administrator project completed.</p> <p style="text-align: right;">Closed</p>
<p><b>FP/15/16/6.3</b></p> <p><b>Implement 2015 Fire-fighter Pension Scheme.</b></p>	<p>New Scheme in place - project complete</p> <p style="text-align: right;">Closed</p>

**LEGAL:** (3rd Quarter Update)

<p><b>FP/15/16/7.1</b>  <b>Recover 90% of all debts referred to the Legal Department and define what percentage of unrecovered debts are due to socio-economic reasons.</b></p>	<p style="text-align: right;">Closed</p>
<p><b>FP/15/16/7.2</b>  <b>Provide an improved legal service to fire stations in the community</b></p>	<p>Discussions ongoing with Time and Resource Management (TRM) and Station Managers Group. This will carry forward to next year and hopefully begin in May 2016.</p> <p style="text-align: right;">Now FP/16/17/7.1</p>
<p><b>FP/15/16/7.3</b>  <b>Provide timely legal support to the station mergers project particularly with regards to:</b></p> <ul style="list-style-type: none"> <li>• Risk and insurance</li> <li>• Contractual and commercial arrangements</li> <li>• Potential challenges e.g. Judicial Review</li> <li>• Land and title issues</li> </ul>	<p>Work continues on station mergers and both legal and procurement staff are fully involved.</p> <p style="text-align: right;">Now FP/16/16/7.2</p>

**Procurement:** (3rd Quarter Update)

<p><b>FP/15/16/8.1</b></p> <p><b>Implement and embed Procurement Regulations into MFRA processes and procedures.</b></p>	<p>1. Training courses developed and in the process of delivering.                  2. Audit process agreed with Lancashire Fire and Rescue Service (LFRS) to monitor procurement activity - action to be undertaken in June 2016.</p> <p style="text-align: right;">Closed</p>
<p><b>FP/15/16/8.2</b></p> <p><b>Identify efficiencies and new ways of procuring goods and services</b></p>	<p>Forward procurement action plan in place - currently under revision for 16/17.</p> <p style="text-align: right;">Closed</p>
<p><b>FP/15/16/8.3</b></p> <p><b>Foster greater collaborative partnerships with other public sector Organisations.</b></p>	<p>1. Regional procurement activity is formalised via action plan (owned by SM).                  2. National procurement strategy is under revision - MFRA will play an active role in review.                  3. Police collaboration - procurement will contribute to project as required.</p> <p style="text-align: right;">Now FP/16/17/8.3</p>

**Democratic Services:** (3rd Quarter Update)

<p><b>FP/15/16/9.1</b></p> <p><b>Destruction of archive documents no longer required for retention and the transfer of public archive records to the Liverpool Municipal Library.</b></p>	<p>Work on this issue is continuing and will be carried forward into the next year</p> <p style="text-align: right;">Now FP/16/17/9.1</p>
<p><b>FP/15/16/9.2</b></p> <p><b>Ensure the effective set up and use of the new Members Room following completion of the Stage C building work.</b></p>	<p style="text-align: right;">Closed</p>
<p><b>FP/15/16/9.3</b></p> <p><b>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.</b></p>	<p>Staff engagement day took place on 10th March 2016 and was well attended. A Survey will be circulated to all those who attended</p> <p style="text-align: right;">Now FP/16/16/9.3</p>

**Strategy & Performance:** (3rd Quarter Update)

**FP/15/16/10.1**

**Develop positive engagement linked to Equality and Diversity priorities and values.**

1.1 - Planning for the next Staff Survey has taken place during quarter 4 , which includes selecting the supplier, setting up the contract, reviewing the questions and developing a project timeline. The survey will commence in June 2016. In terms of Engagement activity for this year, engagement has been embedded in each functions area.

A further form of engagement with Staff at MFRS took place on International Women’s day which over 50 staff attended. The event was delivered with volunteer guest speakers who provided a range of experiences from their careers and volunteering roles and described how they had overcome barriers in their progression. The event was delivered by the Diversity and Consultation Manager.

1.2 - The Equality and Diversity (E&D) training delivery will be a major focus for 2016/17 and work has been undertaken to review the current Learnpro activity and commence research in to designing a new E&D Educational programme.

1.3 - The development of a Consultation Policy and Service Instruction which incorporates a consultation framework is in its final stage will be released in the coming weeks to assist and streamline how Officers carry external stakeholder consultation.

1.4 - This area has been reviewed with the DCFO and Director of Strategy and Performance to ascertain the relevance of conducting a full Framework review in light of CFOA’s current position to concentrate on those FRS’s that haven’t done a Excellence. Direction for the framework assessment will be gained at the next Strategic Equality Group (SEG) meeting and a review of Year 3 activities to support our submission will be carried out to assess our readiness.

Now FP/16/17/10.1



<p><b>FP/15/16/10.2</b></p> <p><b>Develop and maintain information management systems to support change and improve business processes whilst improving information security and governance.</b></p>	<p>2.1 – During the testing of the content that had been migrated, it became apparent that there were a number of issues to rectify due to limitations of the migration tool. Due to these unexpected issues, it's impacted the time allocated in the plan for migration and testing. The primary issues are InfoPath forms, workflows and custom 3<sup>rd</sup> party web parts that are no longer compatible with the upgraded version of SharePoint. An email was distributed to the Project Board to inform them that the original go-live date of 5<sup>th</sup> April was unrealistic and that the switch to the new environment would more likely be May. The development server build was completed on the 21<sup>st</sup> March which will allow time to test the branding/design and if it is possible to integrate the responsive Bootstrap web framework.</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 style="text-align: right;">Now FP/16/17/10.2</p>
<p><b>FP/15/16/10.3</b></p> <p><b>Maintain effective communications and media management with high quality presentation and promotion of information.</b></p>	<p>The new Communications Manager and Officer have been involved in dealing with media management in relation to several major incidents as well as more routine enquiries. They have also been involved with the promotion and media management in relation to events such as the launch of Co-responding and International Women's Day celebrations. Work relating to branding and the new website will be rolled over to the 2016/17 functional plan.</p> <p style="text-align: right;">Now FP/16/17/10.3</p>

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

<p><b>FP/15/16/12.1</b></p> <p><b>Assist in the provision of an application solutions for Operational Protection and Site Specific Information (SSRI).</b></p>	<p>ICT is working with the Application Development Team to implement a new 'DevOp's ways of working.</p> <p>ICT is engaging with Microsoft to explore having ICT Infrastructure in Azure. Microsoft Azure is a growing collection of integrated cloud services – analytics, computing, database, mobile, networking, storage and web – for moving faster, achieving more and saving money.</p> <p style="text-align: right;">Now FP/16/17/12.1</p>
<p><b>FP/15/16/12.2</b></p> <p><b>Ensure the solution to the expiration of the ICT infrastructure service provision contract in March 2016 is in place.</b></p>	<p>New contract formally signed and in place for April 2016.</p> <p style="text-align: right;">Closed</p>
<p><b>FP/15/16/12.3</b></p> <p><b>Ensure ICT is an enabler for operational change.</b></p>	<p>ICT continues to support the station change program and the National Emergency Services Mobile Communication Program.</p> <p style="text-align: right;">Now FP/16/17/12.1</p>

**Assets:** (3rd Quarter Update)

<p><b>FP/15/16/13.1</b></p> <p><b>Tender for an alternative service delivery module for the estates Function, to provide a more cost efficient service.</b></p>	<p>Completed, Liverpool City Council have formally issued audit report and recommendations.</p> <p style="text-align: right;">Closed</p>
<p><b>FP/15/16/13.2</b></p> <p><b>Develop and deliver Capital Projects – Joint Command Centre, station mergers.</b></p>	<p>Finalising Build Costs for Prescott Authority report being submitted on 14<sup>th</sup> April. Amphibian study being undertaken on Saughall Massie land starts at the end March for 60 days. Review of the environmental study being undertaken at St Helens. Further collaboration meeting progress prioritise as identified in the assessment</p> <p style="text-align: right;">Now FP/16/17/13.1</p>
<p><b>FP/15/16/13.3</b></p> <p><b>Review and update the Authority’s Property Asset Management Plan.</b></p>	<p>Asset management plan approved by Fire Authority</p> <p style="text-align: right;">Closed</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
CMI	Chartered Management Institute
CSP	Community Safety Partnership
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
IIT	Incident Investigation Team
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
MDT	Mobile Data Terminal
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
ORC	Operational Resource Centre
MSCP	Merseyside Safer Communities Partnership
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
SEG	Strategic Equality Group
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

<b>UAT</b>	<b>User Acceptance Test</b>
<b>UKFRS</b>	<b>United Kingdom Fire and Rescue Service</b>
<b>WTR</b>	<b>Whole-time Retained</b>
<b>YPS</b>	<b>Your Pension Service</b>

## MERSEYSIDE FIRE AND RESCUE AUTHORITY

### PERFORMANCE REPORT TO THE PERFORMANCE AND SCRUTINY COMMITTEE

19 MAY 2016

**SUBJECT:** EQUALITY AND DIVERSITY (E AND D) ACTION PLAN  
2013-16 QUARTER 4 PROGRESS REPORT FOR  
YEAR THREE ACTIVITVY WITH YEAR END STATUS

**REPORT NUMBER:** [CFO/030/16](#)

**APPENDICES:**

**APPENDIX A:** EQUALITY AND DIVERSITY  
ACTION PLAN 2013-16: YEAR 3  
STATUS REPORT Q3 AND Q4  
ACTIVITY

**APPENDIX B:** EQUALITY OBJECTIVES  
PROGRESS FOR 2015/16 Q3 AND 4

**REPORTING OFFICER:** DCFO

**RESPONSIBLE OFFICER:** DEB APPLETON  
WENDY KENYON

**OFFICERS CONSULTED:** STRATEGIC EQUALITY GROUP MEMEBERS AND  
DIVERSTIY ACTION GROUP MEMEBERS

### **Purpose of Report**

1. The purpose of the report is to provide members with an update on the Quarter 3 and 4 progress with regards to the Equality and Diversity (E&D) Action Plan 2013-16.

### **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 and performance and to help demonstrate compliance with the Equality Act and the Public Sector Equality Duties.
3. This report provides members with an opportunity to scrutinise the progress made in relation to year three (2015-16), specifically quarters 3 and 4.

4. All members of staff with a responsibility for delivering actions have actively engaged in the production of the report; providing narrative and information on their progress through a number of mechanisms including: through the project workbooks; attending Diversity Action Group (DAG); Strategic Equality Group (SEG) meetings and attending individual progress meetings with the Diversity and Consultation Manager.
5. Members should note that year 4 of the Action Plan will be revised to report on the CLGA Equality Excellence Framework 5 key areas of practice in preparation for assessment later in the year. This will enable officers and members to reflect on the progress towards the achievement of equalities excellence. More information about timescales etc. will be reported in the Year 4 quarter 1 and quarter 2 update.
6. Members should note that work will commence shortly on the development of the third E&D Annual report which will bring together the achievements and outcomes for 2015-16, this report will be circulated to members at the next meeting before being designed and published.

#### **E &D Action Plan Progress for Quarter 3&4**

7. Year 3 of the E&D plan has a total of 28 priorities across all functions of MFRA. This report provides a high level summary of the activity delivered for each of the priority areas for quarter 3 and 4, where progress has been made to date. Members should note that the report does not necessarily reflect the amount of resources and time taken to achieve and deliver the actions and this will need to be considered when scrutinising the progress made or not made by each Function/Department. For example, some actions can be delivered very quickly and others could take months or even years to be fully implemented. Appendix A includes updates for each action under the heading "Quarter 3 & 4 update"
8. Some notable achievements for quarter 3 & 4 delivery include;

#### **Knowing your Communities**

- Road Safety presentations have been delivered to a total of 4,865, members of the public, with activity focusing on young people aged between 15 to 19 year olds, motorcyclists and some dedicated sessions with senior road users. A number of these interventions have been delivered through partner events.
- Engagement with partners has resulted in obtaining significant funding for fire alarms to support those who are hard of hearing. The next stage is to consider how we promote the alarms through dedicated campaigns.
- Community Risk Management have developed a vulnerable persons team which has been created to support the delivery of home safety to those most vulnerable and at risk.



During 2015-16 Prevention teams have carried out thirteen reassurance campaigns. Staff from Service Headquarters completed a full day of campaigns on 1<sup>st</sup> October 2016 for International Older Persons Day.

- HFSC's: 1,574 HFSCs were delivered in Q3 and 4, of which 110 were to individuals assessed as high risk. A total of 5496 Fire Safety Leaflets were distributed to the public. In total for the year of 15/16 4,494 vulnerable occupants have been engaged with around fire safety and wellbeing. The vulnerable occupants include those who are aged over 65 and have health and disability related issues, including mental health disabilities.
- 304 HFSC's carried out for 2015/16 were for members from the Black Asian and Ethnic Minority (BME) Communities.

### **Leadership, partnership and organisational commitment**

- During the reporting period meetings have taken place to support the delivery of the Equality and Diversity Action Plan including two Strategic Equality Group (SEG) meetings , Two Diversity Action Group (DAG) meetings and a E and D workshop lead by DCFO to review the last years progress and plan for the year 4's activity.
- Menopause guidance has been developed in conjunction with the Occupational Health team, Diversity Manager and FBU. The guidance provides advice and support to staff and managers for women going through their menopause and how they can seek help and support around areas such as exercise, wellbeing and capability. The guidance note is also an aide memoir for managers to enable them to recognise issues associated with the menopause in work. The guidance has been used across a number of brigades as a best practice model endorsed through the FBU women's section.
- Breastfeeding guidance has been developed to assist female staff members returning to work whilst still breast feeding. The guidance sets out the details for temporary maternity adjustments and facilities for breastfeeding. The guidance also sets out arrangements for line managers to make temporary changes for female staff for a period of up to 12 weeks **without** a need for a Flexible working request. The guidance will assist with the retention of female staff and assists with work life balance. TDA and SHQ also have dedicated mother and baby space as part of the quiet room facilities.
- MFRA are contributing to a national ageing workforce project looking at the implications for the UK FRS retirement age of 60.
- The Mind Blue light pledge was signed by DCFO on 29<sup>th</sup> January 2016. The initiative supports good mental health for emergency services staff.

Managers have received mental health training to enable them to support their staff and understand what the service can do to assist. This work will ensure that the Authority continues to make mental health a priority for the future.

- The first MFRA International Women's day event was delivered on 8<sup>th</sup> March 2016 at Service Head Quarters and was open to all staff. Over 50 staff and guests attended representing many areas of the service. The event focused on this year's theme "Pledge for Parity" .Feedback about the event was overall good and many citing the impact of the outstanding guest speakers, some of whom, work for the Service. Cllr Barbara Murray was instrumental in helping to make the event a success and staff learnt about the achievements of inspirational women from many different professions.
- All MFRS Advocates and District Prevention Managers have received Equality and Diversity awareness training. The half day workshops were delivered by the Diversity and Consultation Manager over 3 sessions and covered an introduction to the Equality Act and the Public Sector Equality Duty. The sessions also enabled staff to understand their role in considering the needs of different protected groups when delivering their services to the public. A number of helpful development actions have arisen from this work which will be included in the year 4 action plan for the Prevention function.
- A staff engagement day with Authority Members took place on 10<sup>th</sup> March for non-operational staff in a "World Café" format. Staff who attended, felt the event was an excellent opportunity to get to know their Authority members and their roles. Staff were also able to discuss how they contribute individually to the Authorities work priorities. Station visits also enabled members to engage with operational staff and will continue as part of the staff engagement project.

### **Involving your communities**

- NHS Liverpool Clinical Commissioning Group (LCCG) Safer Homes Project. This project will protect those older, vulnerable members of our communities. The CCG has agreed to fund the proof of concept and in addition to this the CCG has been successful in its application to the Academic Health Science Network (AHSN) for Safer Homes Liverpool.

AHSN Innovation Impact bid will fund 30 home installations, 60 in total and a signed Memorandum of Understanding is now in place.

The Outline objectives of this project are to:

- Completely remove the risk of death or serious injury of vulnerable people due to cooker fires, gas explosion or poisoning by gas or CO.

- Eliminate the risk of death or serious injury resulting from use of inappropriate heating sources – such as three bar electric fires – by vulnerable people whose gas-fired central heating is unusable due to a key-locked gas shutoff valve.
  - Eliminate out-dated use of gas and electric cut-off devices, which can only be affected with Carer (family Carer or Professional Carer) intervention via the use of a lockable device. Usually with keys being stored in a key-safe box
  - Vulnerable older people will be enabled to live independently for longer; thus delaying or preventing entry into longer-term care and/or hospital admission.
  - Reducing hospital admission for people suffering the effects of exposure to prolonged low-level CO poisoning.
- A Watch Manager from the Service has taken a creative approach to teaching Wirral school children about fire safety. Watch Manager Parry, who is based at Huyton Community Fire Station, visited Park Primary School in Wallasey, Mersey Park Primary School in Tranmere and Liscard Primary School to run a special fire safety art competition. After delivering five educational assemblies to over 1500 children in two days, Watch Manager Parry invited the children to reflect what they had learned about fire safety by designing colourful posters. Thirteen children from across the three schools won the chance to spend the day as a firefighter as The Merseyside Fire & Rescue Service Training and Development Academy in Croxteth after producing especially imaginative posters.

Watch Manager Parry said: “The children really used their imagination and created some fantastic fire safety messages in their posters.

- In March - the Liverpool South Prevention Team completed a small campaign in a block of flats in Toxteth in response to one of the tenants inhaling and storing large quantities of butane from canisters. The block of flats is home to approximately 13 tenants in individual flats, all of whom have either mental health issues or an alcohol dependency. The campaign was carried out in partnership with Liverpool Housing Trust and Making Space.
- Following an Arson attack in Liverpool the Arson Prevention Officer for the Liverpool South area identified that the other flats within the block were occupied by Polish families. Working with a Polish speaking Advocate, the Arson Officer, local housing association and the MFRS Protection Team worked with the owner of the flats to ensure that smoke alarms were fitted, properties target hardened and all the families were made as safe as possible.
- Every year the Chrysalis Centre hold an Annual Day of Celebration on (or as close to) 8<sup>th</sup> March to coincide with International Women's Day. It includes inspirational talks from service users, presentation of certificates to service users and volunteers and short talks from

special guests including the Mayor of St. Helens and the High Sheriff of Merseyside. Two members of the District Prevention team supported the event on behalf of St Helens Team.

### **Responsive Services and Customer Care**

- Engaging with Diverse Business conference was held on September 17<sup>th</sup>, 2015. The outcome of the conference has been recorded in a report 'Engaging with Diverse Businesses for Business Safety Compliance Seminar, October, 2015. The report has recorded and identified several recommendation's which are being promoted for endorsement by the CFOA Business Safety Group in May to assist with prioritising resources around areas including :
  - Developing a tool kit of best practice and support for Business Safety Practitioners
  - Commission Research and bid for funding from Academic Institutions to support a better understanding of the BAEM Business communities.
  - Review progress in 2016/17 via a further conference hosted by CFOA and open to a wider audience.
  - MF&RS representatives will be attending the CFOA Business Safety Group meeting in May, to present the finding and recommendations from the conference.

### **A Skilled and Committed Workforce**

- Puffell has been introduced to support all MFRA staff. This will enable them to set up forums and groups to enable them to monitor their own health in terms of mood, diet, weight and exercise. Proposed groups include one focused on Mental Health support and the LGBT network FIREPROUD.
- Development of a water awareness package for young people has been created with partner agencies (RNLI and Coastguards). It was delivered during water awareness week (April 2016) and included input and water demonstrations by Marine Rescue Unit and the Coastguard and a trip on the Mersey ferry. It is hoped that this will become a regular event.

## **9. Equality and Diversity Objectives – progress Quarter 4**

An update on the progress against the 5 Equality Objectives is contained in Appendix B. The report shows progress against the targets set for achievement by 2017 and provides graphical information and narrative explaining what has been delivered to support progress so far. In summary, 3 of the 5 targets have been met: objective 1- Accidental Dwelling Fires, objective 2- Accidental Kitchen fires in RSL properties and objective 3- Deliberate Secondary fires. Objective 4- Road Traffic

Accidents has been partially met. Objective 5 – Recruitment - No activity in this quarter. The initial Apprentices programme started in January 2015 and lasted 12 months. Twelve apprentices were recruited after a robust recruitment and selection process and a programme of positive action. The apprentices excelled in their respective roles receiving excellent feedback from internal staff, partners and members of the community. They were between the ages of 17 - 24 and came from a variety of backgrounds including A levels, Public Services courses, Princes Trust and jobs in the service and building sectors. In addition to the Community Safety qualification the apprentices have undertaken a variety of training courses. At the end of the twelve months all apprentices have gone into employment and training. The breakdown for gender and ethnicity for the 2015 cohort was as follows:

- Seven males and five females
- One male is a British born Muslim.

10. The breakdown for gender and ethnicity for the 2016 cohort of Apprentices is as follows:

- |                          |                       |
|--------------------------|-----------------------|
| • Prevention level 2     | 3 females and 3 males |
| • Business Admin level 2 | 2 female              |
| • IT user level 2        | 1 male                |
| • Catering level 3       | 1 male                |
| • Business Admin level 3 | 1 female              |

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### **Equality and Diversity Implications**

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11. 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 working towards the achievement of the CLGA Equality Excellence framework

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### **Staff Implications**

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12. All Staff and Representative Bodies have engaged fully with the Diversity and Consultation Manager to assist with development of this progress update. Staff attending the DAG also receive regular E and D training and briefings to help them better engage with their communities and their colleagues / staff.

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### **Legal Implications**

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13. MFRA has a duty to comply with all relevant legislation including the Equality Act 2010 and any amendments thereto and to have due regard to any Specialist Duties identified as a result including but not limited to the Public Sector Equality Duty. This report identifies the progress h towards meeting the Public Sector Equality Duty and Specialist Duties associated with The Equality Act 2010.

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

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14. There are no direct Financial Implications arising from this report.

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**Risk Management, Health & Safety, and Environmental Implications**

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15. There are no risk management, health & safety or environmental implications arising from this report.

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

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16. Delivering services in a way that meets Equality and Diversity legal duties is essential for a public sector organisations. This report demonstrates how we make our diverse communities safer and stronger and how we support and understand the needs of our staff in relation to their protected characteristics.

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**Recommendation**

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17. That Members are asked to read the report and provide feedback in the level of progress made in quarter three and four and provide any feedback.

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**BACKGROUND PAPERS**

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**GLOSSARY OF TERMS**

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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  
CLGA – Communities and Local Government Association

# MERSEYSIDE FIRE & RESCUE AUTHORITY



## EQUALITY & DIVERSITY PRIORITIES

### ACTION PLAN 2013 – 2016

#### Year 3

**Our Mission: To Achieve Safer Stronger Communities – Safe Effective Firefighters**

**KEY – Equality Objective – Service Delivery Plan**

- 1 To reduce accidental fires in the home and the deaths and injuries they cause on Merseyside by a further 5% by 2017
- 2 To Cut accidental kitchen fires in Social Housing
- 3 Reduce deliberate antisocial behaviour fire setting.
- 4 Reduce the number of people killed or seriously injured in road traffic collision by 37.5%
5. 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

**MFRA -  
Missions  
Values  
and  
objectives**

1. Excellent Operational Preparedness
2. Excellent Operational Response
3. Excellent Prevention and Protection
4. Excellent People

Ref	E and D activity	How the activity can be delivered	DAG Champion /Specialist Advisor	Sponsor	Equality Framework Standard	Quarter 3 Update	Quarter 4 Update
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**COMMUNITY RISK MANGAMENT**

1	<p><b>Community Fire Prevention:</b></p> <p>Road Safety, engage with at Risk Groups and local partners to contribute to the reduction in the number and severity of road traffic collisions across Merseyside</p>	<p>1.4 Monitor the impact of MFRA Road safety Interventions by District by Risk group and by Protected Characteristic group (where data exists) -Review against the National strategy Campaign 2020- to reduce RTC by 37.5 % and celebrate success stories</p>	Sean McGuiness	Gary Oakford	<p><b>Knowing your communities</b></p> <p>1: Collecting, analysing and using information</p>	<p>MFRS attended 549 RTC's in 2015/16. This is a 5% reduction from the 2014/15 figure. There were 2561 collisions reported to the police in 2015 on Merseyside, MFRS are therefore attending approximately 20% of all RTC's.</p> <p>There were 364 injuries in 2015/16. This is a 20% reduction on the 2014/15 figure of 454. It should be noted that this figure is for all injuries including slight injuries, whereas the LPI is based on the number Killed or Seriously injured (KSI). The KSI figure reduced from 90 to 78, a reduction of 13%. This compares to Merseyside total for 2015 of 588 reported to the police.</p> <p>The largest single demographic group involved in RTC's that are attended by MFRS continues to be 16 to 25 year olds. An increasing demographic amongst RTC's MFRS attends is the over 65's. This correlates with Merseyside police data which shows a 53% increase in KSI's amongst this group since 2005.</p> <p>In 2015/16 MFRS has delivered the following interventions</p> <p>4865 people in the 15 - 19 year old age group have been engaged with directly. This was mostly through schools and colleges but also involved delivery to Youth offender groups and National Citizenship programs.</p> <p>1910 people of a mixed audience were engaged with during CFOA and Brake road safety weeks.</p> <p>405 people were engaged with at IAM motorcyclist sessions at Southport fire station.</p> <p>There were also a further 1925 people engaged with at various ad hoc events including senior road user events that have been run collaboratively with partners</p>	
2	<p><b>Community Fire Prevention:</b></p> <p>To Improve the Equality Monitoring data collected from HFSC</p>	<p>2.2 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.</p>	Kevin Johnson	Gary Oakford	<p><b>Knowing your communities</b></p> <p>1: Collecting, analysing and using information</p>	<p>The HFSC leaflet has been reviewed to include additional fire safety advice and updated equality monitoring information. However, due to the impending implementation of the Safe and Well visit (that will replace the standard HFSC), no action will be expected until July 2016.</p>	<p>HFSC leaflets will be reviewed and revised post 1<sup>st</sup> June 2016 when Safe and Well visits are full embedded. This will potentially include partner's information around falls prevention, bowel cancer screening, alcohol reduction and smoking cessation.</p>



# Our Mission: To Achieve Safer Stronger Communities – Safe Effective Firefighters

## KEY – Equality Objective – Service Delivery Plan

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- 4 Reduce the number of people killed or seriously injured in road traffic collision by 37.5%
5. 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

MFRA - Missions Values and objectives

1. Excellent Operational Preparedness
2. Excellent Operational Response
3. Excellent Prevention and Protection
4. Excellent People

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Ref	E and D activity	How the activity can be delivered	DAG Champion /Specialist Advisor	Sponsor	Equality Framework Standard	Quarter 3 Update	Quarter 4 Update
		2.3 Utilise Browse Aloud technology (on the prevention Website page and Ipads) to enable HFSC to be conducted with diverse communities where English isn't their first language	Kevin Johnson	Gary Oakford	<b>Knowing your communities</b> 1: Collecting, analysing and using information	Prevention have held preliminary talks with Gill Butterfield in respect of the utilisation of tablets to deliver HFSC visits (and subsequent advice). At present unsure of implementation date.	The browse aloud facility is part of the bigger ICT strategy and it is our intention to include it on the tablet/mobile device that is procured by MF&RS.
		2.5.1 To produce annual Equality Monitoring reports to show where HFSC have been delivered against the Protected Groups	Kevin Johnson	Gary Oakford	<b>Knowing your communities</b> 1: Collecting, analysing and using information 2: Sharing information between partners	WM Jones will be producing quarterly reports, evidencing who and where Prevention have engaged with diverse communities to offer HFSC visits and fire safety advice.	See Attached report at the end of the Action Plan for current progress across districts for Q4
		2.7 Develop a list of Equality and Diversity specialisms within Advocates and FF (where known) that can be empowered to support diversity related prevention campaigns	Kevin Johnson	Gary Oakford	<b>Knowing your communities</b> 1: Collecting, analysing and using information	Following the recent restructure from a District to functional team, we have recently moved Advocates to ensure that they are working at their nearest Prevention Office to increase efficiency. We will be conducting a skills analysis and these will be utilised pan Merseyside as required.	Under review due to the restructure from District to function – however Advocates will use their specialisms for service delivery pan-Merseyside and Plans are in place to produce a list of specialisms to enable staff to draw upon their expertise across Prevention, Protection and to deliver on the wider E&D agenda
3	<b>Community Fire Prevention:</b> Proactively engage with internal and external stakeholders and partners to identify and assess risk, in homes and communities delivering interventions, promoting fire safety and community safety.	3.1 Develop a Home Safety Strategy for 2015/20. In keeping with the 2020 vision.			<b>Knowing your communities</b>	This action has been completed report went to Authority in November 2015. Home Safety Strategy being implemented.	
		3.2 All visits are supported by the appropriate data to ensure “every contact counts” including the use of the Vulnerable Persons Index, Exeter Data and Customer Insight.	Gary Oakford	James Berry	1: Collecting, analysing and using information 2: Sharing information between partners  <b>Leadership, partnership and</b>	As part of the Home Safety Strategy performance being routinely monitored to ensure activity is complementary within the status reports. Data from August 2015 indicates the correct targeting set against the NHS over 65 data (Exeter).	Exeter (NHS over 65's data) is the primary data used for operational crews for HFSC's, we continue to work with partners to identify other vulnerabilities such as alcohol, drugs, mobility and dementia.

# Our Mission: To Achieve Safer Stronger Communities – Safe Effective Firefighters

## KEY – Equality Objective – Service Delivery Plan

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4. Excellent People

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Ref	E and D activity	How the activity can be delivered	DAG Champion /Specialist Advisor	Sponsor	Equality Framework Standard	Quarter 3 Update	Quarter 4 Update
		<p>3.3 We have a robust and sustainable telephone revisit strategy (including targets for cost recovery).</p>			<p><b>organisational commitment</b> 4: Local vision and priorities 5: Corporate policies and processes 6: Meeting the Public Sector Equality Duty (PSED) 7: Monitoring and Scrutiny 8: Effective communication</p> <p><b>Involving your communities</b> 9: Engagement structures 10: Working in partnership</p>	It is likely this will not be met in total for 2015/16, however we expect to see an improvement in Quarter 4. We have improved arrangements for FSD.	Fire Service Direct staff have not made the target for cost recovery in 2015/16, our priority was for over 65's. We have set a revised figure for 2016/17.
		<p>3.4 All processes are Quality Assured and the necessary safeguards are put in place including staff training (for crews, advocates and volunteers).</p>				We have improved quality assurance for advocates and volunteers and developing a pathway to develop a quality assurance framework for crews, we are confident the quantitative element will be improved, dip sampling will be required to test against delivery.	All advocates have had revised training, we are working towards the creation of the vulnerable persons team, a central repository for call and case management and work distribution.
		<p>3.5 Enhance our engagement with all Merseyside landlords (Registered &amp; Private) as part of our income generation strategy.</p>				We continue to have positive relationships with RSL sector and secure funding for Hard of Hearing Alarms as an example. In addition engagement has been positive with private sector (through the LA's and selective licensing scheme)	We have engaged with a number of partners to generate income in particular for hard of hearing alarms.
		<p>3.6 We will support all Fire Kills and CFOA PPRS campaigns (this activity will be coordinated by the Prevention Directorate in conjunction with the Districts and Corporate Communications.</p>				<b>This Action is now Closed</b>	
		<p>3.7 All serious fires will be followed up by community reassurance campaigns. We will also specifically give regard to vulnerable persons in the merger areas during this year.</p>				<b>This Action is now Closed</b>	
		<p>3.8 We will continue to explore all forms of social media to raise awareness on all aspects of Prevention and Home Safety.</p>				We support all Fire Kills and CFOA PPRS campaigns (this activity will be coordinated by the Prevention Directorate in conjunction with Corporate Communications.	We continue to use Face Book and Twitter as platforms to disseminate key safety messages from MFRS and our partners.
4	<p><b>Community Fire Prevention:</b> Our Prevention work contributes to protecting vulnerable people and places, we recognise that fire has a socio-economic dimension and as such</p>	<p>4.1 We will develop Strategic Alliances with AGE UK and other partners to assist in the identification of Vulnerable Persons.</p>	Gary Oakford	James Berry	<p><b>Knowing your communities</b>  1: Collecting, analysing and using</p>	We have held meetings with a number of partners to aid the development and assist with the identification of vulnerable person. Work continues in this area.	More work needs to be done in this area, we have made some inroads in particular the work with domiciliary workers as a

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	<p>we have a strong commitment to equality and diversity. We recognise the Equality Objectives set by the service and that Merseyside has a number of social challenges and how those challenges can place additional stresses on individuals and communities.</p>				<p>information 2: Sharing information between partners</p>		means of in. This will be an action for year 4.
		4.2 We will through the Community Safety Partnerships look to work collaboratively to support communities and provide reassurance when necessary to do so.				All serious fires will be followed up by community reassurance campaigns.	We continue to support all fatal fires with a community reassurance campaign, in addition we have reintroduced campaigns in support of selective licensing areas.
		4.3 We will re-examine all of our data sharing protocols to ensure they are fit for purpose and current to ensure that we are making the correct interventions.				Our primary data source is NHS over 65's data, S&P work with other partners to secure key data sets to identify vulnerability.	This work is ongoing in conjunction with Strategy and Performance.
		4.4 We will look to include aspects of mental health first aid and mindfulness on Princes Trust Programmes to assist young adults develop additional coping mechanisms in preparation for working life and development as young adults.				This work stream has not been delivered in 2015/16	
		4.5 We will continue to deliver road safety education to young people aged 16 – 25 years.				Our strategy remains the same in terms of engagement, structural arrangements for partnerships will change in early 2016 for road safety with Mersey travel, Merseyside Police and LA's; this may create new opportunities. We have developed a new safety DVD for launch Spring 2016.	We continue to deliver road safety education to target group, there is a revised pan Merseyside road safety plan being developed. MFRS will be an active and engaged partner.
		4.6 We will develop and enhance our own staff in key specialist areas such as ageing, dementia and mental health.				Following sign off of Home Safety Strategy we will look to create a Vulnerable Persons Team (Jan 2016) this will focus on raising skills, looking at key risk areas and vulnerabilities and engage with key stakeholders such as adult social care and domiciliary providers.	We have created a Vulnerable Persons Team to help with the delivery of Home Safety. They will focus on key areas associated with ageing.
		4.7 We will work with Directors of Public Health to support campaigns for alcohol, smoking cessation and exercise.				This work has developed since the fire / health summit (MFRS and Cheshire) work continues with Health partners to look at key areas	We have engaged extensively with DPH's with regard to the introduction of the safe and well visit to

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						for safe and well visits.	capture a number of health priorities. We will support behavioural change campaigns to tackle health inequality.
5	<b>Youth Engagement</b>	5.1 <b>Positive Action</b> – Utilising Positive action campaigns for any future recruitment /vacancies in the Youth team including volunteering	Karen Metcalf	Gary Oakford	<b>A SKILLED COMMITTED WORKFORCE</b> 16: Workforce Strategy	No recruitment has been carried out by the YE department.	
		5.2 To ensure that all equipment is assessable to all	Karen Metcalf	Gary Oakford	There is no direct link to the to a particular section within the Equality Framework	All Team rooms delivering youth engagement programmes is accessible to all apart from Huyton – this team will be relocating to Prescott next year. At this time we have a young fire cadet who has Cerebral Palsy who is unable to utilise the fire gloves – we are in talks with the manufacturers who are researching for an alternative. We are also in talks with St Vincent’s Blind School to deliver Fire Cadets. We are in the process of looking at alternative resources to enable partially/blind young people to take part in the FC experience. Minibuses within YE have yet to be made suitable for wheelchair users or the purchase of an appropriate minibus.	
		5.3 Re-fresh the Safeguarding process for young people.	Caroline Crichton – Young person Safeguarding	Gary Oakford	<b>Knowing your communities</b> 2: Sharing information between partners	At this time MFRS is going through a full re-fresh of the Safeguarding Policies – We have recently reviewed a Wirral LSCB audit we completed last year and to that end MFRS will be putting in place a named Designated Safeguarding Officer which will give a clear line of accountability within the organisation for work on Safeguarding and promoting the welfare of children.	
6	<b>Community Fire Protection:</b> Embedding E and D across all activities within Business Fire Safety	6.1 <b>Positive Action to enhance the diversity across the department</b>  Utilisation of positive action to recruit, select, train and develop a cadre of Fire Safety Business Support Advisers. To reflect the communities we serve through positive action in our future recruitment campaigns for Protection staff roles  Develop a Protection Communications Strategy to include Social Media. Review, enhance and update all outward facing Communications from Protection – both internal (portal, guidance, hot news) & external (website, leaflets, letters, Facebook, twitter, etc). to keep the media sites regularly updates	Karen Hughes	Guy Keen	<b>Knowing your communities</b>  1: Collecting, analysing and using information 2: Sharing information between partners  <b>Leadership, partnership and organisational commitment</b> 4: Local vision and priorities	A positive action campaign was utilised during the recruitment of Fire Safety Adviser positions, however it was not successful in attracting the diversity of candidates that we were targeting and out of those candidates that did apply we were unable to fill all of the vacancies.  The process will be re-run in February – April 2016 and we will seek to learn lessons from the previous campaign with a view to achieving greater success.	Preparation has begun to develop a positive action recruitment strategy for a cadre of Fire Safety Business Advisers during 2016.  Development of the Protection Communication Strategy continues to be developed in partnership with our Corporate Communications Team.

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					8: Effective communication Involving your communities 9: Engagement structures 11: Commissioning and procuring services 13: Responsive and accessible services  <b>A skilled and committed workforce</b> 16: Workforce Strategy	Due to pressing priorities in respect of managing significant succession challenges and implementing 2020. A recommendation has been made to and accepted by CFOA PPRS to commence a coordinated approach to web content in line with Better Regulation principles (transparency, consistency, competence etc). GM Keen has volunteered to lead this coordination on behalf of CFOA and will ensure that the E&D objectives are included within the scope of the developments.	
		<p><b>6.2 To plan and deliver a National Conference to establish best practice and lessons learnt across the FRS sector in relation to Engaging with BME businesses</b>                      Plan and deliver the Conference</p> <p>Evaluate the conference and provide a report to all partners with suggested recommendations and commitments</p> <p>Address outcomes from the conference for MFRA Business Safety Work</p> <p><b>6.3 Lead with GMFRS and CFOA and AFSA</b> on the development of National Toolkit to help support and engage with BME businesses</p>	Karen Hughes	Guy Keen /Wendy Kenyon	<b>Monitoring and Scrutiny</b>  7. The Service benchmarks its achievements against comparable others and shares its experience in developing notable practices  <b>Sharing Notable practice</b>  15. The Service creates and develops notable practice, internally and externally. Other organisations look to it for information and	MFRS led a collaborated approach to delivering a conference on 'Engaging with Diverse Businesses for Fire Safety Compliance' via CFOA, IFE & AFSA.  The conference was hailed as an excellent success and received glowing feedback from delegates.  The workshops that took place in the afternoon of the conference provided the basis of an action plan.  A report on the conference including the recommended action plan was passed to CFOA PPRS for implementation. MFRS now have a lead role in co-ordinating the delivery of these actions.	Engaging with Diverse Business conference was held on September 17 <sup>th</sup> , 2015. The outcome of the conference has been recorded in a report 'Engaging with Diverse Businesses for Business Safety Compliance Seminar, October, 2015. The report has clearly recorded and identified several recommendation's which are being promoted for endorsement by the CFOA Business Safety Group in May to assist with prioritising resources around areas including : <ul style="list-style-type: none"> <li>• Developing a tool kit of best practice and support for Business Safety Practitioners</li> <li>• Commission</li> </ul>

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					advice.		Research and bid for funding from Academic Institutions to support a better understanding of the BAEM Business communities. <ul style="list-style-type: none"> <li>• Review progress in 2016/17 via a further conference hosted by CFOA and open to a wider audience.</li> </ul>
		<p><b><u>6.4 Collecting and Analysing Equality Monitoring Data a for Businesses that we regulate</u></b></p> <p>Continue to collect the data for businesses and review it Annually to identify any trends</p>	Karen Hughes	Guy Keen	<p><b>Knowing your communities</b></p> <p>1: Collecting, analysing and using information 2: Sharing information between partners</p>	<p>Data is currently being collected using the Equality and Diversity Monitoring form developed for Protection Officers when auditing / inspecting premises. Currently 155 records have been created. Statistical analysis will be required to identify any trends.</p>	<p>E&amp;D Monitoring data collected and recorded for analysis 2016/2017.</p>

**Assets**

7	<p><b><u>Access Audit</u></b></p> <p>Deliver the recommendations outlined within the Access Audit ensuring that high priority risks are carried out first.</p>	<p><b>7.6 Communicate progress regularly to staff and community regarding the key improvements made via the Access audit work</b></p>	Stewart Woods	DCFO	<p><b>Responsive and accessible services</b></p> <p>13. The Service provides accessible services to a wide range of individuals and groups.</p>	<p>Amber- Ongoing , communication / consultation made via station managers at specific stations</p>
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<b>People &amp; Organisational Development (POD)</b>							
8	<p><b>Recruitment</b> To review and enhance the current MFRA recruitment policies, practices and assessment practice to ensure they are supporting MFRA resourcing strategy</p>	<p>8.1.3 Carry out a 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 development</p>	Suzanne Lea	Nick Mernock	<p><b>Leadership, Partnership, and Organisational Commitment</b> 6: Meeting the Public Sector Equality Duty (PSED) <b>A Skilled Committed Workforce</b> 18: Policies and procedures</p>	Working with E & D Manager this is in draft format and will be actioned in the next quarter.	Policies remain in draft and to be reviewed in light of current changes in POD. An EIA exists for Positive Action and Gateway promotion process
		<p>8.4 Research the possibilities of working with partners and special education providers to develop Apprenticeship/work placement opportunities suitable for young people with mild to moderate learning difficulties.</p>	Lynn Hughes	Nick Mernock	<p><b>A Skilled Committed Workforce</b> 16: Workforce Strategy</p>	Traineeships are being explored in partnership with the police to offer young people a pre apprenticeship. This will enable them to access further learning and support increasing their employability.	Support is available for those with learning needs at recruitment and selection and in the attainment of the qualification. Apprenticeships have continued to increase with our young people being great ambassadors for apprenticeships. Traineeships have not been actioned as the responsible officer in the police has taken voluntary redundancy and as yet there have been no discussions in terms of progressing this work stream.

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9	<p><u>Understanding implications of an Ageing workforce</u></p> <p>Consider and respond to the impact of ageing workforce.</p>	<p>9.1 Implementation of the Service Fitness Policy takes cognisance of the ageing workforce that may need differential application of culture and support such as offering differing modes of Fitness Testing.</p>	Paul Blanchard-Flett	Nick Mernock	<p><b>A Skilled Committed Workforce</b></p> <p>16: Workforce Strategy</p> <p>17: Workforce monitoring</p>	<p>MFRS still unable to discuss stress SI with FBU due to their national stance on new fitness policies. Occupational Health are undertaking fitness tests as per our usual process within 2 yearly health screening. In talks with FBU/FOA on weight management support protocol.</p>	<p>The Service Fitness Policy allows for various modes of fitness testing that allows for firefighting staff to be accommodated with a test they consider is suitable to them. A firefighter functional test has been developed by the national Firefit Steering Group that will likely be adopted as a CFOA recommended test in October 2016. Following this the Service will update our SI and introduce this test.</p>



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		<p><b>9.2 Support for healthy lifestyles for all staff.</b></p> <p><b>9.2.1 To ensure that in particular firefighting staff can maintain an operational role for a career that may go to aged 60, due to changes in the Firefighter Pension Scheme</b></p> <p><b>9.2.3 For Fire and Rescue Service staff as the Local Government Pension Scheme retirement age is 65, and is likely to go beyond this dates in the future, support for the health and wellbeing of staff.</b></p>				<p>Support ongoing. BP offers course and initiates eg. Yoga at SHQ.</p> <p>These activities seek to support FF's to maintain their health and fitness to achieve a career up to 60. The service are involved with MIND blue light initiative supporting good mental health for emergency service staff. The service will sign the blue light pledge at a training event at HQ on 29<sup>th</sup> January.</p> <p>The service promulgate information to all staff regarding healthy lifestyles for example the introduction of Puffell that is designed for staff to help them set health goals and targets.</p>	<p>Support is available for all staff. The Service has introduced Puffell that allows staff to monitor their own health in terms of mood, diet and weight, and exercise.</p> <p>There a national Ageing Workforce Project looking at the implications for the UK service of retirement age of 60. PBF is a member of this Project Team.</p> <p>The Service has developed a guidance note on the Menopause that is due for publication.</p> <p>The OH PTi Team provide support, advice and training for firefighters to be able to achieve the fitness standard to maintain an operational role. There a national Ageing Workforce Project looking at the implications for the UK service of retirement age of 60. PBF is a member of this Project Team.</p> <p>The OH and the PTi Team are available for all staff for health advice.</p>

**Operational Preparedness**

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10	<p><u>Water Safety Awareness</u> For River Communities (MFI)  For Districts</p>	<p><b>10.1 Development of Training Packages</b></p> <p>Water Awareness week (June 2015 – Ian Kay MRU can confirm)</p>	SM Frantzen	AM Searle	<p>There is no direct link to the to a particular section within the Equality Framework</p>	<p>Water Safety - CFOA Week - Working with SM McGuinness who has been given role to progress Water safety from Prevention and Protection - put forward proposals from MRU team leaders and other ideas for consideration into CFOA Water Week(April 2016). MRU Team leader is lead on water safety awareness within the MRU MRU Water Safety - Visit Us Pack Approved by SM Frantzen, approved by Corp Comms, awaiting MFRS Web Developer and then final command approval to complete. Hope to be in place for summer 2016. Improved method of projecting water safety messages agreed with corporate communications. External Agencies - No change. HMCG and RNLI aware of our potential interest in sharing water safety contribution. Awaiting outcome / service direction after the meeting with SM McGuinness. Contacting local mental health care organisations and charities to explore the possibility of awareness sessions to their staff to enable them to provide information and guidance to appropriate patients as a significant number of those rescued from the Mersey have mental health issues</p>	<p>Training packages have been created or sourced from other agencies(RNLI, Coastguard) Water awareness week 2016 activities have been arranged by SM McGuinness and the staff at MRU. This will involve attendance at MRU by schoolchildren in age group targeted by water awareness group. Event will include input and demonstrations from MRU, Coastguard and include a trip on the Mersey Ferry.</p> <p>It is hoped that this will become a regular event and that others water safety related events will come on line in the future.</p>

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<b>Operational Response</b>							
11	<p style="text-align: center;"><u><b>Introduce &amp; Evaluate after incident advice forms</b></u></p> <p>Crews to ensure they meet the needs of our diverse communities, where English is not their first language.</p>	<p>11.1 Implemented after development last year</p> <p>11.2 Monitor use, Audit and Review.</p>	Paul Hitchen	AM Mottram	<p><b>Knowing your communities</b></p> <p>1: Collecting, analysing and using information</p> <p><b>Leadership, partnership and organisational commitment</b></p> <p>8: Effective communication</p>	Work stream transferred to Prevention Team for implementation and evaluation September 2015.	
12	<p style="text-align: center;"><u><b>Ageing Workforce</b></u></p> <p>Evaluate the organisational and individual risk posed by, individuals working to 60</p>	<p>12.1 To identify current fire sector related research about the subject</p> <p>12.2 To analyse accident injury and illness statistics to determine if age is root cause for increased levels.</p> <p>12.3 To identify the implications of an ageing workforce on the health and safety responsibilities of the Authority.</p> <p>12.4 To identify information that can enable provision of advice for older workers.</p>	Paul Hitchen	AM Mottram	<p><b>A Skilled Committed Workforce</b></p> <p>16: Workforce Strategy</p> <p>17: Workforce monitoring</p> <p>18: Policies and procedures</p>	<p>There a national Ageing Workforce Project looking at the implications for the UK service of retirement age of 60. PBF is a member of this Project Team</p> <p>Analysis of accident, injury and illness statistics is continually monitored to identify trends. All statistics are published monthly and are available on the H&amp;S page on the portal.</p> <p>Legislation, guidance, reports and reviews are closely monitored by the H&amp;S Team who receive both internal and external sources of information. If any H&amp;S responsibilities change, the appropriate policies, risk assessments are amended and communicated to staff.</p> <p>MFRS staff can obtain advice regarding health and fitness including fitness circuits and dietary advice from Occupational Health and the OH Fitness Team, the latter led by the Service Health and Fitness Advisor Bill Pirrie. This can be bespoke to individuals.</p>	

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13	<p><b><u>Investigate future development of the debrief module</u></b></p> <p>To provide the facility for potential equality information to be captured following operational incidents which can then be monitored and shared?</p>	<p>13.1 Plan &amp; Organise how best to capture Equality and Diversity issues encountered at operational incidents</p>	GM Murphy	AM Mottram	<p><b>Knowing your communities</b> 1: Collecting, analysing and using information</p>	<p>A review of Operational Assurance has been completed. Senior Officers provide Operational Assurance at incidents, this, coupled with an inclusive debriefing procedure enables the feedback into the organisation from operational incidents. The debrief procedure has been updated and will capture any relevant E&amp;D data or information from the Fireground. A summary of each month's debriefs is presented at the Operational Improvement Group whose Chair takes ownership and distributes the any actions to the relevant MFRS internal departments.</p>	
		<p>13.2 Investigate with the OSHENS software provider the development of the debrief module to include a new facility for relevant Equality and Diversity information capture following operational incidents.</p>				<p>Actioned in 13.1</p>	

**JOINT WORK : Community engagement with Diverse communities  
Station Managers and District Prevention Managers**

Utilising District Plans, District Planning Equality Impact Assessments (EIA's, Equality Objectives and Service Plans; target (where information is available) those communities from the 9 protected equality groups that are most at risk from fire and other incidents for risk reductions activities.

Interventions Could Include:

- Diversity Campaigns – Aligned with Diversity Calendar/fire kills
- HFSC – Community focused campaigns for protected groups using Customer Insight
- Increase links with partners to ensure information sharing continues in order to identify vulnerable people
- Community Safety Events – seasonal, also include the strategic aims from the Community Safety Plan
- Develop information sharing partnerships to collect data on those protected groups we don't currently cover via customer insight.
- Meet and adopt to current legislation e.g. Care Act. Equality ACT Public Equality Duty

14.1 Provide information and any appropriate case studies to DAG/SEG on a quarterly basis in relation to activity that has taken place to achieve this area of development. Provide the information by the ( protected groups

Station Managers  
District Prevention Managers  
Kevin Johnson

Paul Hitchen  
Gary Oakford

**Knowing your communities**

- 1: Collecting, analysing and using information
- 2: Sharing information between partners

**Leadership, partnership and organisational commitment**

- 3: Leadership
- 4: Local vision and priorities
- Meeting the Public Sector Equality Duty (PSED)
- 8: Effective communication

**Involving your communities**

- 9: Engagement structures
- 10: Working in Partnership

***District updates are at the end of this report***

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## Strategy and Performance

15	<p><b><u>Review and develop further E&amp;D education and awareness support for FF, Staff, Line Managers and Authority members.</u></b> This is to include making sure where possible E&amp;D is embedded within all internal training and development delivered currently by MFRA in both online and face to face session.</p>	15.1 Carry out a review of the current E and D related training, including Learn Pro and Guidance provided to all groups of staff.	Wendy Kenyon	Deb Appleton	<p><b>Leadership, partnership and organisational commitment</b> 5: Corporate policies and processes 6: Meeting the Public Sector Equality Duty (PSED) 8: Effective communication <b>A Skilled Committed Workforce</b> 18: Policies and Procedures 19: Learning and Development</p>	<p>A review of the current Lear Pro has established out of date packages that will need to be replaced. Best practice has established that there are many FRS who are moving away from E learning as the only mechanism for E &amp; D training. There are a number of Best practice examples of basic E &amp; D learning that could be included in a MFRS E learning package and these are currently used by Lancashire, Cheshire and London. Skills boosters are an excellent organisation that provides online Learning education in the form of Videos and this will be explored over the next 2 months. Work is Ongoing with the ELearning packages still being reviewed. New ELearning platform currently out for tender. Contract will be awarded May 2016.</p>
		15.2 Review best Practice on E&D training and education across the FRS and other public bodies.				
		15.3 Develop an Equality and Diversity Training Brief.				
		15.4 identify suitable training packages and suppliers.				
		15.5 Procure and Develop the training package.				
		15.6 Plan and schedule the launch of the new Equality and Diversity Training Packages.				
		15.7 Roll out new training for each group of staff and communicate to all staff what is on offer. (April 2016 onwards)				
16	<p><b><u>Review areas across the organisation to ensure the compliance against the Equality Act 2010 and Public Sector Equality Duty</u></b></p>	16.1 Establish key areas at risk 16.2 Carryout bespoke Equality & Diversity Briefings, support and EIA's were required	Wendy Kenyon	Deb Appleton	<p><b>A Skilled Committed Workforce</b> 22: Promoting an inclusive working environment</p>	<p>Three briefing sessions have been held in March for the District Prevention Teams.</p>
		<p>Support has been given to all functions this quarter for the completion of EIA's for the Functional Delivery Plans 2016/17, as the focus is now away from districts who have previous been responsible for completing the EIA for District Plans</p>				
17	<p><b><u>Disability Disclosure and reasonable adjustments</u></b> Review the support for staff to disclose a disability and for line managers to feel confident in supporting disabled staff and make the process transparent and accessible</p>	<p>17.2 To develop guidance for staff and line managers about Disability reporting/disclosure and support available</p> <p>17.3 Develop guidance and a resource library to provide</p>	Wendy Kenyon	Deb Appleton	<p><b>A Skilled Committed Workforce</b> 22: Promoting an inclusive working environment</p>	<p>A series of six Guides for Staff and Managers including Dyslexia, menopause, Disability and Reasonable Adjustments have been drafted and are awaiting publication with support Service Instruction.</p>

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		staff and line managers with more information on specific illnesses, conditions				Once guides have been published on the resources section on the E&D Portal Page, more supporting documents can be added which will provide information on more specific illnesses and conditions.	
18	<p><b><u>Fire and Rescue Equality Framework</u></b></p> <p>To prepare key stakeholders, in delivering equality activities to support the achievement of the revised equality standard. In preparation of Peer Assessment in 2016</p>	<p>18.1 Provide briefings to all key staff involved to help them understand what their role is within the framework</p> <p>18.2 Each function to start collecting evidence and preparing narratives for the assessment 2016/17</p>	Wendy Kenyon	Deb Appleton	<p><b>A Skilled Committed Workforce</b></p> <p>18: Policies and Procedures 19: Learning and Development</p>	Meetings have taken place with all Departments in relation to the framework over the early part of the year providing guidance on the standard required to meet excellence and to discuss approaches to gathering evidence during the year. Further work will be carried out at the Year 4 planning workshop to ensure that any outstanding framework evidence is put in place to meet the Self/Peer Assessment deadline.	
19	<p><b><u>Effective Communications</u></b></p> <p>Develop consistent approach to monitoring of communications approaches and strategies</p>	<p>19.1 Questions/Surveys where possible of recipient of communications internal &amp; external.</p> <p>Seeking advice and communicating with protected characteristics groups/ groups that work with protected groups</p> <p>Include guidance on font size, e.g. minimum of 12, Logo Size, Best Colours to use for Accessibility</p>	Andrew Highton	Deb Appleton	<p><b>Leadership, Partnership and Organisational Commitment</b></p> <p>8: Effective communication</p> <p><b>Involving your Communities</b></p> <p>14: Customer Satisfaction</p> <p><b>A Skilled Committed Workforce</b></p> <p>22: Promoting an inclusive working environment 23: Values and Behaviours</p>	This work has been delayed by the change of personnel in the team (see below) and will be picked up in 2016/17	
		19.2 Redevelop external Service Website to make it more accessible			<p><b>Leadership, Partnership and Organisational Commitment</b></p> <p>8: Effective communication</p> <p><b>Involving your Communities</b></p> <p>14: Customer Satisfaction</p> <p><b>A Skilled Committed Workforce</b></p> <p>22: Promoting an inclusive working environment</p>	Both of these projects have commenced, with preparatory work taking place. The website has been audited to remove out of date content and an initial branding document has been produced. However, work on both these projects has been delayed as a result of the two original comms team members leaving the organisation, requiring the recruitment of a new team and for that team to develop in their roles before work could continue on these projects. Both	

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		19.3 Introduce new branding document to help ensure better accessibility			Leadership, Partnership and Organisational Commitment 8: Effective communication	projects are included in the Functional Plan for 2016/17	
		19.4 Continue to ensure that publications and films produced by MF&RS are accessible to everyone (in print and on line.)			Leadership, Partnership and Organisational Commitment 8: Effective communication	Accessibility is considered on every occasion that publications and other promotional products are produced by MFRS	



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## Legal, Procurement and Democratic Services

20	<u>Review MFRA procurement process</u> to ensure that equality and diversity considerations are embedded and remove any barriers for protected groups to access tenders etc.	20.1 Review the MFRA procurement process against Equality and Human rights Commission best practice for procurement and make any recommendations for development	Sharon Matthews	Janet Henshaw	<b>Involving your Communities</b> 11: Responsive services and customer care	SM reviewed procurement documentation, processes and practices in Q3/4 2015. A new procurement strategy and policy is now in place – these both take account of current best practice and EHRC guidance. Existing processes are compliant with the guidance (e.g. use of e tendering applications, advertising on Contracts Finder, consideration of additional equality or social outcomes which may be gained by way of the procurement and including these in the specification).
		20.2 Review the North West E-Tendering process and policy to establish how Equality and Diversity is embedded in purchasing				E-tendering was reviewed as part of the overarching review of documentation, processes and practices (see above).
21	<u>Community users at station</u>	21.1 Collect and collate E&D information submitted by watch managers for Community groups using MF&RS premises?	Sarah Bourne	Janet Henshaw	<b>Involving your Communities</b> 13: Responsive and accessible services	Use & Hire of Authority Premises documentation is now available on the portal. Equality Data for groups using community fire stations is currently being collated
22	<u>E&amp;D refresher training for the team</u>	Ensure all members of the procurement team are fully aware of E&D	Sharon Matthews	Janet Henshaw	<b>A Skilled Committed Workforce</b> 19: Learning and Development	Wendy Kenyon attended a procurement team meeting in November 2015 to discuss E&D. All procurement team members were given additional information relating to the Equality Framework and were asked to record positive practice and outcomes in respect of individual procurement processes.
23	<u>Debt recovery log of Debtors</u>	To investigate the profiling of why debts are written off and whether any are for socioeconomic reasons and if so the percentage of these debts	Ria Groves	Janet Henshaw	<b>Knowing your Communities</b> 1: Collecting, analysing and using information	For any debt which has to be written off, information is being collated as to why. Data is being recorded as to how many may be due to Socio economic.

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24	<u>To improve relations and engagement between Fire Authority Members and all employees</u>	Through raising awareness of the Fire Authority –it’s Members, its Role and its Responsibilities, amongst all employee groups.	Kelly Kellaway	Janet Henshaw	<b>Leadership, Partnership and Organisational Commitment</b> 6: Meeting the Public Sector Equality Duty (PSED) 8: Effective communication 9: Engagement Structures <b>A Skilled Committed Workforce</b> 20: Staff Engagement 23: Values and Behaviours	A “Staff Engagement Day” was held on 19 <sup>th</sup> November 2015, providing opportunity for Authority Members and non-operational staff to meet informally. Staff attending this event, were provided with input regarding the role and responsibilities of the Fire Authority and its Members.  A “Members Handbook” has been compiled, which contains a raft of information regarding the Authority, its Members, Committees and meeting dates; copies of which will be distributed to all Authority premises for employee information.  A photograph of the Authority was taken following the Authority Meeting on 17 <sup>th</sup> December 2015, which again will be distributed for display on all Authority premises, so staff are able to identify the Members of the	Station Visits for Members have continued throughout the year. A further “Staff Engagement Day” for non-operational staff and Members was held on 10 <sup>th</sup> March 2016.  Both Station Visits and Staff Engagement Days will continue to be included within the schedule of approved dates of meetings and events for the Authority, for future years.  A meeting has taken place with the Corporate Communications Team regarding the inclusion of articles with editions of the “Hotnews” focusing on Authority Members. This will be actioned further following the local elections.  Following the AGM in May when any new Members are appointed, the Members Handbook and photos of Authority Members will be updated and distributed to all

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		<p>Through arranging regular visits for Fire Authority Members to Stations and other Fire Authority locations, to engage with employees based at those locations; and by continuing to build on the provision of engagement opportunities between Members and all groups of employees.</p>				<p>Authority.</p> <p>Consideration is also been given to including articles within editions of the “Hotnews” regarding the Authority and its Members, to further raise awareness.</p>	<p>Authority premises for display/reference.</p> <p>The Democratic Services Team will continue to identify new ways to raise awareness of the Authority.</p>
						<p>Station visits have continued, with visits to Eccleston and St. Helens Community Fire Stations taking place on 7<sup>th</sup> January 2016; and visits to Formby and Southport Fire Stations scheduled for 9<sup>th</sup> February 2016. These visits continue to be well received by both Members and employees.</p> <p>A “Staff Engagement Day” took place at SHQ on 19<sup>th</sup> November 2015, providing opportunity for Members and non-operational staff, to engage with one another in a structured, but informal manner – utilising the “World Café” format. Feedback from this</p>	<p>Station Visits are now programmed throughout the year, forming part of the schedule of approved dates of Authority meetings and events.</p> <p>A second “Staff Engagement Day” took place on 10<sup>th</sup> March 2016, enabling engagement between Member and non-operation staff. The event followed the same “WorldCafe” style format which worked very well – however the structure was changed slightly following feedback from the 1<sup>st</sup> event in November. The event was run in one session rather than two, with more time allocated per group to enable more</p>

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						<p>event has been extremely positive from both staff and Members; and a further event is scheduled for 10<sup>th</sup> March 2016, which will provide other non-operational staff with the opportunity to engage with Authority Members.</p>	<p>meaningful discussion. This structure seemed to work far better and will now be adopted for future events.</p> <p>Both events have been well attended by Members and feedback from both Members and staff for both events, has been very positive.</p> <p>Staff Engagement Days are also now included within the schedule of approved Authority meetings and Events.</p> <p>The Democratic Services Team will continue to identify any new opportunities to improve engagement between Authority Members and all employee groups.</p>
25	<p><b>Capture feedback from Partners regarding external working and achievement of equality outcomes – to demonstrate accountability</b></p>	<p>Through the involvement of Partners in the Authority’s Scrutiny processes, by inviting representatives from our Partners to provide feedback to the Authority’s Performance &amp; Scrutiny Committee, regarding their experience of working with MFRA to deliver equality outcomes. This will allow opportunity for the Authority and its Partners, to hold each other to account with regards to external working and the achievement of equality outcomes.</p>	Kelly Kellaway	Janet Henshaw	<p><b>Knowing your Communities</b> 2: Sharing information between partners</p> <p><b>Leadership, Partnership, and Organisational Commitment</b> 4: Local vision and priorities</p>	<p>A Single Status Performance &amp; Scrutiny Committee took place on 3<sup>rd</sup> September 2015, in relation to working alongside partners from the health and care arena, to mitigate some of the potential issues arising from the Care Act 2015 in relation to prevention activity and protecting the most vulnerable within our communities.</p>	

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<b>ICT</b>							
26	<b><u>Engage Technology</u></b> and ensure its supports the Equality and Diversity agenda	<p>26.1 Monitor ICT developments in conjunction with diversity manager. New technologies to be reviewed to establish benefits from DAG perspective</p> <hr/> <p>26.2 Digital Inclusion</p> <p>Roll out of Public Wi Fi to Stations for Staff use and as a resource in Community Rooms</p> <p>Provision of additional Community Internet at the Toxteth Hub</p>	Lesley Hollis/Mark Hulme	Ed Franklin	<b>A Skilled Committed Workforce</b> 22: Promoting an Inclusive working environment	<p>Windows phones, to replace Blackberry's. Testing was in progress.</p> <hr/> <p>Site surveys required to establish which rooms are covered before roll out. New password protocol to be implemented, testing at Kirkdale or Bootle &amp; Netherton.</p> <hr/> <p>Remove – public Wi-Fi in TFFH but no funding for wider roll out to the community.</p>	<p>All Officers have moved to Smartphones, 33 Blackberry users remain, these are support staff, their devices will be replaced with a Smartphone once their device becomes faulty as the cost to upgrade, and including handset is £180.00 per device.</p> <hr/> <p>Site survey was carried out at Bootle &amp; Netherton, Station Manager is to confirm which rooms are needed for Community and the access point will be provided by ICT. Feedback to be provided before rollout schedule.</p> <hr/> <p>Transition in progress as being taken over by Liverpool Mutual Homes, no longer MFRS.</p>

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27	<b><u>Hearing Loops in Key Community Stations</u></b>	27.1 Following on from the installation of the new Hearing loops system at Service Headquarters, investigate the introduction of further hearing loops at Key Community Fire Stations in the Community Spaces e.g. Safehavens, Reception, and Community Rooms	Lesley Hollis/Bernie Kenny	Ed Franklin	<b>Responsive and accessible services</b> 13: Responsive and Accessible Services	SHQ Complete and signed off.  Following on from sign off, there will be a further project to introduce at the other locations	SHQ hearing loop system is now complete and signed off. Hearing loop facilities at TDA needs a review.  Clarification is needed as to what stations are next and where budget is coming from, a meeting will be requested with Wendy Kenyon, Mark Rice & Lesley Hollis to discuss, telent have a supplier that can provide a solution.
28	<b><u>Implement Microsoft Lync</u></b>	Microsoft lync is an enterprise-ready, unified communications platform. Lync connects people everywhere, on windows and, other devices, as part of their everyday productivity. Lync provides a consistent single client experience for presence, instant messaging, voice, video and a great meeting experience.	Lesley Hollis/Mark Hulme	Ed Franklin	<b>Effective Communication</b> 8: Effective Communication	A small pilot was being run, Station Managers were used to test the internal video conferencing.  Lync was tested and is working, except for a camera issue, A new one has been ordered, but all other sharing is working.	Pilot completed:  01/10/2015 will test now with more users e.g. Finance.  Phase 2: To roll out to all MRFS on every PC, Ed Franklin will produce an SMG report.  Phase 3: External Skype: External calls and Meetings.

## Equality and Diversity and Engagement Report

### Report for: District Prevention Teams Activity

Quarter : 30

### Report Produced by :

During Q3 of 2015/16 district teams have been heavily involved in joint work across the bonfire period and contributing to the work done during multiple reassurance campaign.

Older Persons Day saw the completion of the following engagement across the service, please note these are the total figures for the whole service including SHQ staff

#### Sefton

- 135 HFSC's were completed
- 5 High Risk Identified (these have now been picked up by Prevention Team)
- 13 Refusals
- 140 "Reading this may save your life" leaflets distributed
- 50 Stoptober leaflets given out

#### Wirral

- 140 HFSC's completed
- 14 High risk identified
- 13 Refusals
- 145 "reading this may save your life" Leaflets distributed

#### St Helens

- 116 HFSC's completed
- 16 high risk identified
- 0 refusals
- 110 "reading this may save your life" leaflets distributed

#### Knowsley

- 83 HFSCs completed
- 6 high risk identified (plus another 4 follow ups for FSN/partners)
- 11 refusals
- 138 "reading this may save your life" leaflets distributed.

#### Liverpool

- 201 HFSC's completed
- 16 High risk identified
- 57 Refusals
- 440 "reading this may save your life" leaflets distributed

## Totals

- 675 HFSC's completed
- 57 High risk identified
- 94 Refusals
- 973 "reading this may save your life" leaflets distributed
- 50 Stoptober leaflets given out.

In addition the following has been completed for the reassurance campaigns following serious incidents

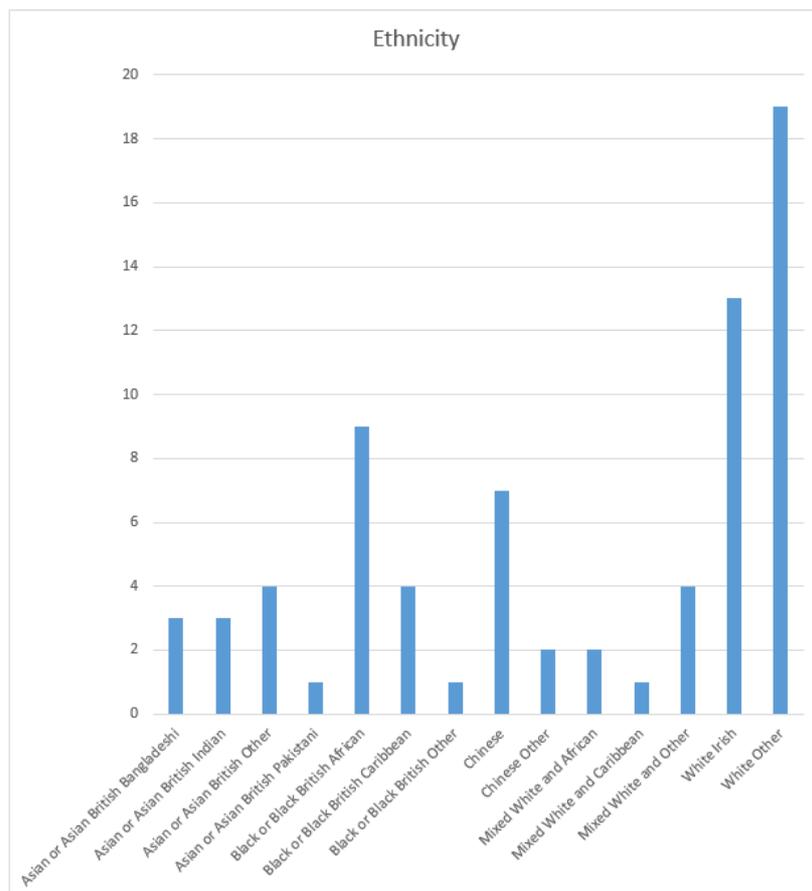
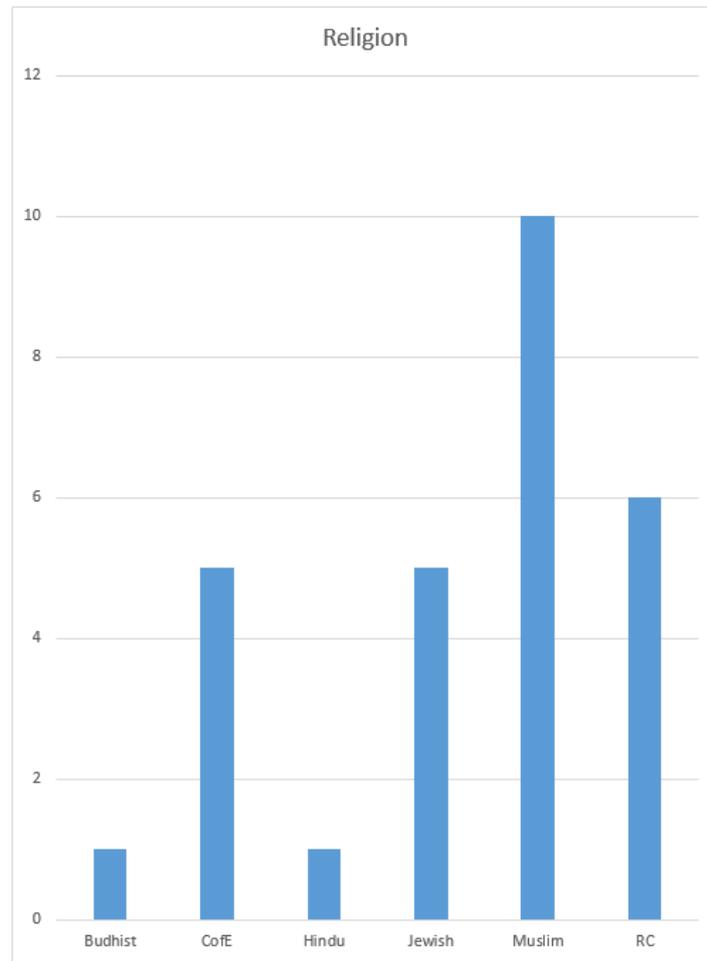
Date	District	Address	HFSC's	Leafleted	High Risk	Refusals
08/10/2015	St Helens	50 Lingmell Ave	77	350	8	12
23/10/2015	L'pool Nth	4 Malvern Road	44	400	3	21
26/10/2015	l'pool Sth	25 Siddeley St	58	400	2	6
04/11/2015	Wirral	7 James St	66	400	10	0
			245	1550	23	39

During Q3 the prevention teams engaged with a range of Religious and Ethnic groups although the majority of the engagement was with White British Christians the following numbers were achieved



## Religion

Buddhist	1
C of E	5
Hindu	1
Jewish	5
Muslim	10
RC	6
Christian	1020



## **Ethnicity**

Asian or Asian British Bangladeshi	3
Asian or Asian British Indian	3
Asian or Asian British Other	4
Asian or Asian British Pakistani	1
Black or Black British African	9
Black or Black British Caribbean	4
Black or Black British Other	1
Chinese	7
Chinese Other	2
Mixed White and African	2
Mixed White and Caribbean	1
Mixed White and Other	4
White Irish	13
White Other	19
White British	1738

## **Central Team**

### **NHS Liverpool Clinical Commissioning Group (LCCG) Safer Homes Project**

The NHS Liverpool Clinical Commissioning Group in partnership with The Riverside Group, Merseyside Fire and Rescue Service (MFRS) and the YMCA are developing a Proof of Concept proposal to enable vulnerable adults to live independently.

The Royal Liverpool and Broadgreen University Hospitals NHS Trust will have less beds in future, there will be an increased number of older people, and the cost of care homes is increasing.

The project is aimed at using current technologies to enable vulnerable older people to live independently for longer, therefore delaying entry into expensive longer-term care and/or hospital admission.

The frail elderly target group has been identified through Mersey Care occupational therapists, who have highlighted that elderly patients were using electrical appliances inappropriately. In support of this, MFRS attendance at accidental dwelling fires records the kitchen to be the room of origin in an average of 70% of incidents.

To support the concept for protecting those older, vulnerable occupancies, user input was also obtained via the YMCA where one of the proposed products, Stove Guard is fitted. Since they have had the stove guards fitted, they have not had any further incidents demonstrating that Stove Guard helps vulnerable adults to live independently.

Stove Guard is a tiny device that sits in your kitchen almost unnoticed – preventing kitchen fires by automatically turning your cooker off if it gets too hot or is left on too long – vastly reducing the risk of a fire ever happening. Stove Guard works differently to a smoke alarm. It uses temperature sensors to detect when the hob is getting too hot or heating up too quickly, and switches off the power immediately. The temperature at which this happens is well below the flash point of cooking oil.

Flowtech operates in a similar way, though detects the carbon monoxide produced from the pyrolysis of overheated food products, additionally this system can also protect from dangerous levels of carbon monoxide within the home and potential gas leaks

The evolution of the Stove Guard system or the Flowtech system is to connect them via a PNC device, and have a signal sent from the device to the call centre, allowing for the immediate, appropriate response to be initiated.

The reduction of these types of incident will have a direct reduction in the time the fire service are engaged, reducing the number of incidents and reducing the number of potential fatal incidents. Cooker fires are especially dangerous because cooking oil, in particular, can generate a lot of toxic smoke which can spread before the flames even ignite.

This is the ideal technology for the targeted high risk older population, such as those people who are suffering from Mental Health issues, Dementia, Alzheimer's resulting in sensory impairment, and historically this is the main group who are suffering fires of this nature as either a result of distraction or the effects of their illness.

The CCG has agreed to fund the proof of concept and in addition to this the CCG has been successful in its application to the Academic Health Science Network (AHSN) for Safer Homes Liverpool.

AHSN Innovation Impact bid will fund 30 home installations, 60 in total and a signed Memorandum of Understanding is now in place.

The Outline objectives of this project are to:

- Completely remove the risk of death or serious injury of vulnerable people due to cooker fires, gas explosion or poisoning by gas or CO.
- Eliminate the risk of death or serious injury resulting from use of inappropriate heating sources – such as three bar electric fires – by vulnerable people whose gas-fired central heating is unusable due to a key-locked gas shutoff valve.
- Eliminate out-dated use of gas and electric cut-off devices, which can only be affected with Carer (family Carer or Professional Carer) intervention via the use of a lockable device. Usually with keys being stored in a key-safe box
- Vulnerable older people will be enabled to live independently for longer; thus delaying or preventing entry into longer-term care and/or hospital admission.

- Reducing hospital admission for people suffering the effects of exposure to prolonged low-level CO poisoning.

## **Selective Licencing Scheme**

Part of MFRS's home safety engagement has focused on the selective licenced areas across the county as determined by the Local Housing Teams

This approach targets housing which is deemed to be in poor condition and potentially contain vulnerable occupants who cannot afford to live in a higher standard of accommodation

Working closely with those housing teams campaigns have been ran within these Selective Licenced Areas on a Saturday morning, and directly supports the work undertaken by the council teams.

## **Saturday crew based campaigns.**

During November and December 2015 we carried out 5 Saturday morning campaigns with operational crews. Each campaign was supported by 3 appliances and targeted vulnerable people identified through the status report.

The results were as follows:

- A total of 185 HFSC's were completed with one in ten being deemed high risk.
- 250 properties leafleted during the campaigns with the bespoke leaflet provided to crews focusing on winter warmth and a safety message for Christmas.

**In addition to the generic return, the following Districts have provided the following individual details, due to the restructure across the districts the return has been slow for this quarter but will improve for Q4 and subsequent returns**

## **Sefton**

SMBC organised a Crucial crew event in October 2015 in which approximately 10 primary schools from across Sefton attended for the week to learn all about safety from the agencies that were present.

As well as MF&RS, Merseyside Police and Sefton Coast Guards attended to give safety advice to the children about a range of different topics.

Sefton Prevention engaged with approximately 500 year 5 school children over the week about how to stay safe during the Bonfire season. The team showed the children the Bonfire safety DVD which tells the story of a young boy who is injured by a bonfire as a gang throw an aerosol can on the Bonfire.

The children all seemed to really enjoy the session and had a lot of questions (and stories!) about their experiences of Bonfires and Fireworks.

The next Crucial Crew event will take place in January 2016 due to the success of previous Crucial Crew events.

## **Wirral**

**Liverpool firefighter gives Wirral school children a creative lesson in fire safety**

**Friday, 15 January 2016**

A firefighter from Merseyside Fire & Rescue Service took a creative approach to teaching Wirral school children about fire safety. Watch Manager Parry, who is based at Huyton Community Fire Station, visited Park Primary School in Wallasey, Mersey Park Primary School in Tranmere and Liscard Primary School to run a special fire safety art competition. After delivering five educational assemblies to over 1500 children in two days, Watch Manager Parry invited the children to reflect what they had learned about fire safety by designing colourful posters. Thirteen children from across the three schools won the chance to spend the day as a firefighter at The Merseyside Fire & Rescue Service Training and Development Academy in Croxteth after producing especially imaginative posters.

Watch Manager Parry said: "The children really used their imagination and created some fantastic fire safety messages in their posters.

### **Case Study – Merseyside Fire & Rescue Service Joint Working with Wirral Youth Inclusion Programme**

Each year, during the Bonfire Period, Merseyside Fire & Rescue Service sees an increase in fire-related anti-social behaviour. This year, MF&RS worked in partnership with the Wirral Youth Inclusion Programme (Youth Offending Team) to provide targeted educational workshops with young people at increased risk of engaging in such behaviour.

Two members of staff, a prevention advocate working within Wirral Arson reduction team, and a specialist youth engagement advocate delivered two sessions in October 2015 at the Solar Campus in Wallasey.

The sessions were targeted specifically at young people who are at a higher risk of engaging in fire-related ASB, most have a history of anti-social behaviour, and some had taken part in fire setting. Individuals in the groups have proven difficult to engage with services in the past, with many demonstrating emotional behavioural problems and/or ADHD.

The aim of the sessions was to bring fire safety messages to these young people to help them to realise the implications of their actions. The interactive sessions utilised a variety of methods including activities, discussion and videos covering topics such as:

- Locations and limited resources of the emergency services
- Consequences of being caught lighting fires to their own physical safety and others, including emergency services personnel
- The implications of a criminal record for arson on their career prospects in the future
- How quickly fire can spread on clothing and throughout a house
- Bonfire safety messages

The sessions were delivered in such a way, utilising the specialist skills of the team members, to ensure that the young people really engaged with the sessions.

Although some of the young people proved challenging to begin with, throughout the sessions they were clearly impacted by the messages provided to them, particularly around long term effects of burns, how anti-social behaviour can severely limit prospects for their future happiness and success, and the impacts of ASB/attacks on firefighters, with many contributing enthusiastically to the discussion.

Feedback received later from the Restorative Practice Practitioner, showed that the young people really listened and took on board the messages delivered in the sessions. Both during and in the days/weeks following the sessions, the young people involved showed that they not only enjoyed the sessions, but they learned a lot and changed their

attitudes towards fire-related ASB, and ASB generally. Since the sessions were delivered, none of the young people who attended have carried out incidents of ASB or fire setting and have demonstrated more positive attitudes to the fire and rescue service, and to fire safety generally.

## **1. Age**

### **Winter Safe & Warm Campaign**

This year in Wirral, Merseyside Fire & Rescue Service's Emergency Heating Programme continued, as part of our Winter Safe & Warm Campaign. Over the winter months, MF&RS personnel are advising members of the public about safe heating methods, as well as providing equipment for vulnerable and elderly people to replace dangerous heating equipment. A funding contribution towards this project has been gratefully received from Wirral West Constituency Committee.

Vulnerable or elderly occupants across Wirral who are identified as utilising dangerous or inadequate forms of heating will be able to exchange this for an oil filled radiator from MF&RS as well advice about staying safe and warm. MFRS will provide a Home Fire Safety Check and other safety equipment as required.

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 address fire safety issues around wintertime such as unsafe forms of portable heaters, or inappropriate use. The programme will see MFRS working closely with key partners helping older people to stay safe and warm in their houses, reducing social isolation and protecting the most vulnerable as temperatures drop.

This project is also being supported by our colleagues in the British Red Cross, who are providing out of hours service for vulnerable people identified by our fire crews during the evenings, weekends and over the Christmas period. This project was promoted at a number of partnership community events this winter including the **Winter Warm Launch** at the Floral Pavilion in New Brighton on 4<sup>th</sup> November where over 70 older people were provided with fire safety advice, and the **Health Watch Winter Warmer Event** at Birkenhead Park Pavilion, on the 11<sup>th</sup> Nov, where approx. 40 older people were engaged with.

### **Additionally this quarter...**

On 1<sup>st</sup> October, Older Person's Day, all Wirral Prevention staff and fire crews worked with staff across MF&RS to deliver HFSC's in the homes of elderly people across the borough.

On 5<sup>th</sup> October – Wirral Prevention delivered a fire safety talk at Pembroke Court, a supported accommodation centre with young vulnerable people in Birkenhead.

## **2. Disability**

In November, Wirral Prevention Team delivered a series of talks with a group of students with learning difficulties from Wirral Met College. The talks were tailored to the group and aimed at educating them about fire safety in the home, as the course is all about learning to live independently. A range of activities were used including videos, flash cards and problem spotting cards to educate this group in an interactive, appropriate and fun way.

On 17<sup>th</sup> December, a firefighter from Wirral Prevention Team attended a Marketplace event for 'Wirral Education for Wellbeing' Partnership at the Stein Centre at St. Catherine's Hospital. This enabled the team to engage with service users with mental health, drug and alcohol problems to promote fire and seasonal safety messages.

### **3. Gender Reassignment**

In Q3, Wirral Prevention Team attended transgender training, and as a result have a better understanding of gender reassignment and are therefore able to provide a confident and appropriate services to this client group, should this be required.

### **6. Race**

The Wirral DISTRICT PREVENTION MANAGER attended a '4 Wings' Refugee Intermission Event in Liverpool on 23rd October. 4 Wings is a Community organisation working with vulnerable women with a history of trauma or abuse, many of whom are female asylum seekers and refugees.

A Fire Safety information stall was staffed at the partnership/community event and the DISTRICT PREVENTION MANAGER networked with number of other agencies providing services to refugees

### **8. Sex (Gender)**

See: 4 Wings Refugee Women's Event (Race).

A Fire Safety information stall was staffed at the partnership/community event and the DISTRICT PREVENTION MANAGER networked with number of other agencies providing services to refugees

### **10. Socio Economic Disadvantage**

An advocate from Wirral Prevention Team delivered a presentation to the AGM of Phoenix House on 15<sup>th</sup> Oct, over 50 members of staff working for the drug service received a presentation on our services and how to refer vulnerable clients for a HFSC.

### **Selective Licencing Campaign**

1<sup>st</sup> December saw Birkenhead fire crew and a team from Wirral Prevention support a partnership campaign with the WBC's Housing Standards Team and Wirral Community Trust. The campaign targeted WBC's selective licencing area – areas of high deprivation with high proportion of private landlord properties.

- 21 x Home Fire Safety Checks Completed
- 2 x 'High Risk' Occupants were identified and received further interventions from the Prevention Team
- A number of additional vulnerable people were identified and signposted for further support, including one homeless person.
- Additional properties were highlighted to crews to receive a visit in the coming days.

## **Equality and Diversity and Engagement Report**

**Report for: District Prevention Teams Activity**

**Quarter : Equality and Diversity 2015/16 Q4 and Final**

**Report Produced by :**

## Year Total 2015/16

During the 2015/16 period the prevention teams were involved in thirteen reassurance campaigns following serious fires, the incident which occurred at Malvern Road was not a fatal incident but still benefitted an organisational response

2015/16						
Date	District	Address	HFSC's	Leafleted	High Risk	Refusals
09/04/2015	L'pool Nth	1 Bevans Ct	100	300	3	6
22/04/2015	Wirral	58 Rake Lane	89	300	10	0
08/07/2015	North	13 Dorest Rd	51	355	0	4
20/07/2015	Knowsley	7 Rotherham close	74	324	2	12
26/08/2015	L'pool Nth	9 Calmet close	81	385	6	19
08/10/2015	St Helens	50 Lingmell Ave	77	350	8	12
23/10/2015	L'pool Nth	4 Malvern Rd	44	400	3	21
26/10/2015	L.pool Sth	25 Siddeley St	58	400	2	6
04/11/2015	Wirral	7 James St	66	400	10	0
12/01/2016	L.pool Sth	Friendship House	52	400	4	10
14/01/2016	Wirral	78 Hesketh Ave	67	400	2	12
1/2/02/2016	Sefton	21 Bridge Farm Drive	73	250	2	15
30/03/2016	Wirral	7 Boulton Ave	67	259	1	22
<b>Total 2015/16</b>			<b>899</b>	<b>4523</b>	<b>53</b>	<b>139</b>

**Daniels, Eric:**  
Crews carried out 22 further HFSC's under campaign code 308

**Daniels, Eric:**  
Advocate only campaign

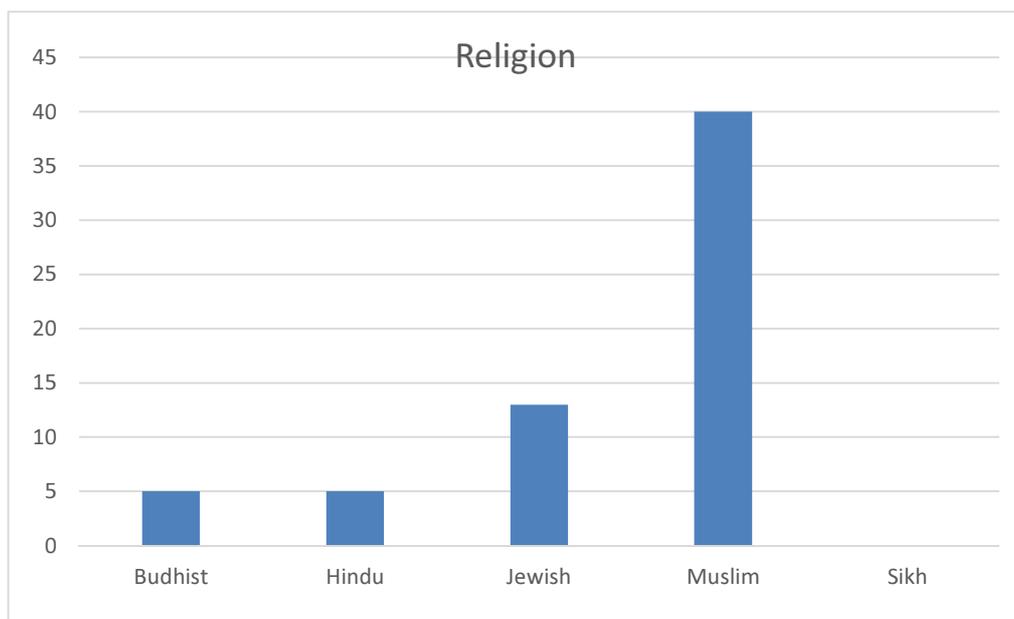
## Elderly Occupants

In total 4494 vulnerable occupants were engaged with during 2015/16

### Religion

Budhist	5
Hindu	5
Jewish	13
Muslim	40
Sikh	0

Christian	3433
No Religion	582



### Ethnicity

Asian or Asian British Bangladeshi

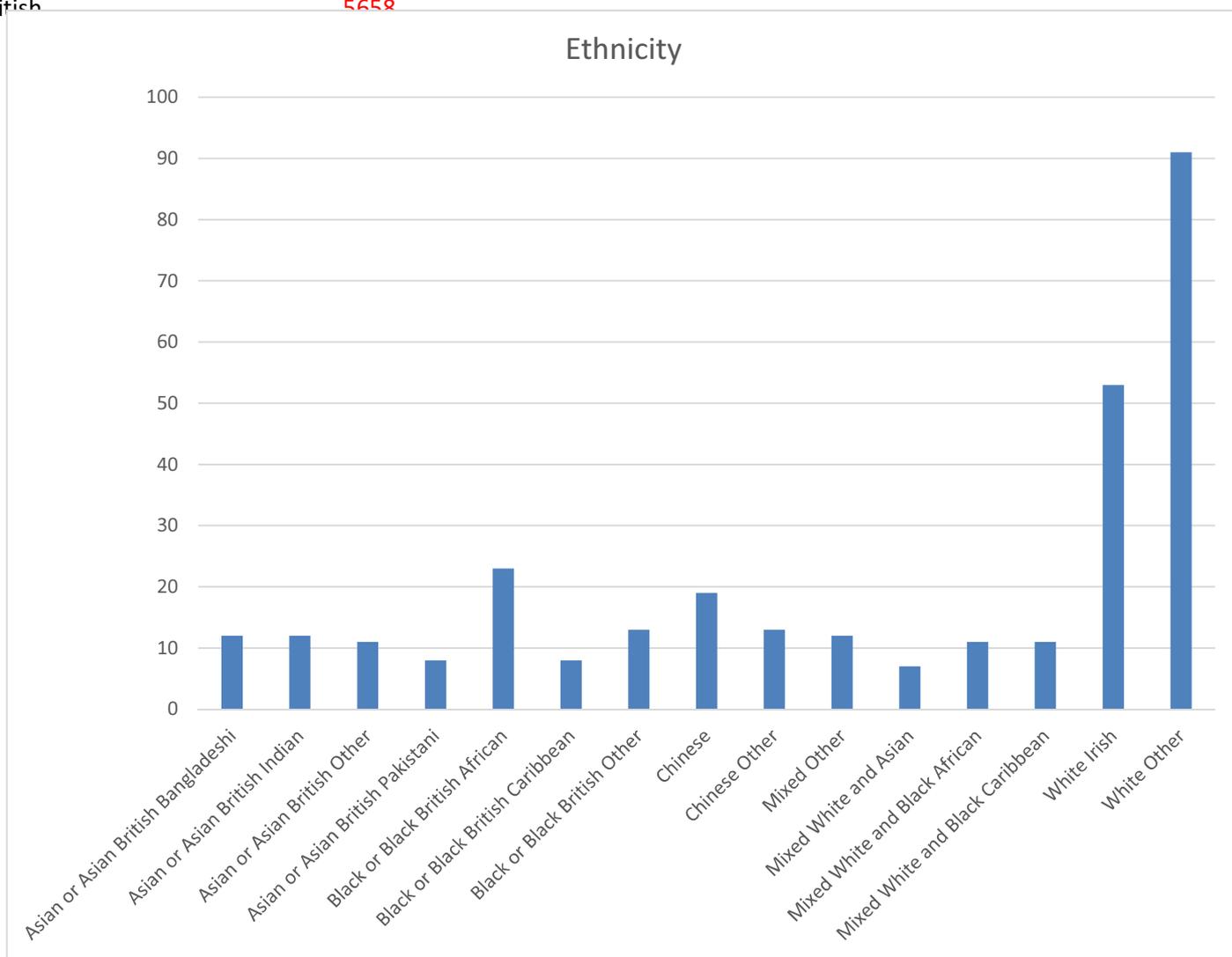
12



Asian or Asian British Indian	12
Asian or Asian British Other	11
Asian or Asian British Pakistani	8
Black or Black British African	23
Black or Black British Caribbean	8
Black or Black British Other	13
Chinese	19
Chinese Other	13
Mixed Other	12
Mixed White and Asian	7
Mixed White and Black African	11
Mixed White and Black Caribbean	11
White Irish	53
White Other	91

White British

5658



## Q4 2015/16

During Q4 of 2015/16 district teams have been heavily involved in joint work across the county completing multiple public awareness reassurance campaigns following 4 fatal fires, of which two involved double fatalities.

Date	District	Address	HFSC's	Leafleted	High Risk	Refusals
12/01/2016	L,pool Sth	Friendship House	52	400	4	10
14/01/2016	Wirral	78 Hesketh Ave	67	400	2	12
1-2/02/2016	Sefton	21 Bridge Farm Drive	73	250	2	15
30/03/2016	Wirral	7 Boulton Ave	67	259	1	22
			<b>259</b>	<b>1309</b>	<b>9</b>	<b>59</b>

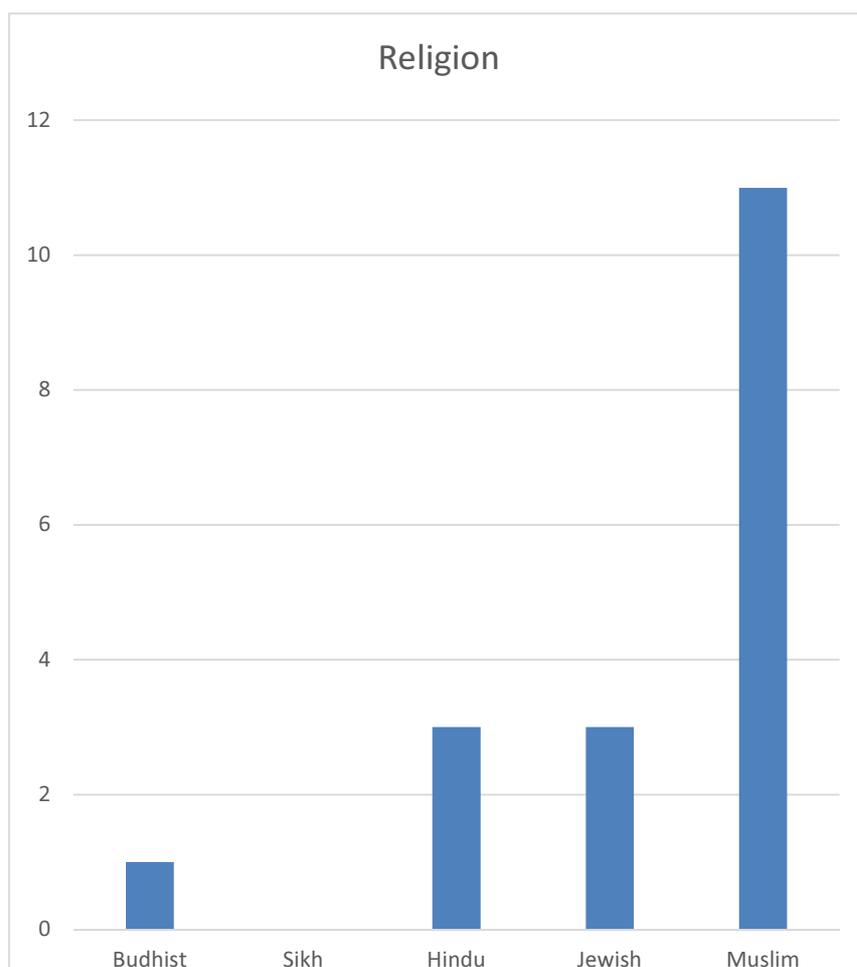
During Q4 the prevention teams engaged with a range of Religious and Ethnic groups although the majority of the engagement was with White British Christians the following numbers were achieved

### Elderly Occupants

During Q4 **1135** high risk visits were completed by the prevention teams to vulnerable elderly occupants

#### Religion

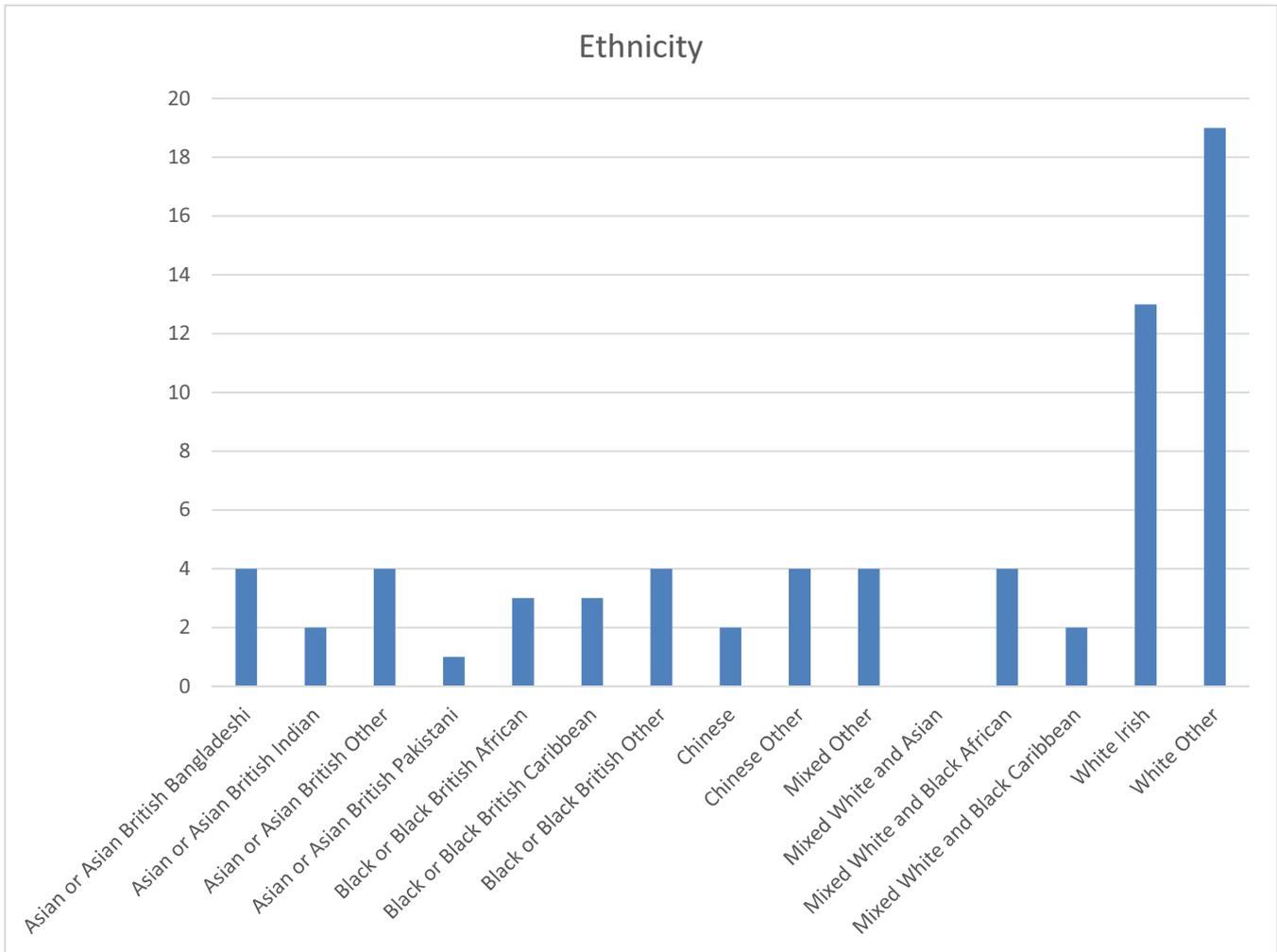
Budhist	1
Sikh	0
Hindu	3
Jewish	3
Muslim	11
Christian	<b>851</b>
No Religion	<b>110</b>



## Ethnicity

Asian or Asian British Bangladeshi	4
Asian or Asian British Indian	2
Asian or Asian British Other	4
Asian or Asian British Pakistani	1
Black or Black British African	3
Black or Black British Caribbean	3
Black or Black British Other	4
Chinese	2
Chinese Other	4
Mixed Other	4
Mixed White and Asian	0
Mixed White and Black African	4
Mixed White and Black Caribbean	2
White Irish	13
White Other	19

White British **1395**



# District Updates

## Knowsley

### 1. Age:

- Significant number of high risk visits completed on elderly occupants within Knowsley District
- Reassurance campaigns carried out in January 2016 in Wirral and South Liverpool due to fatal fires. Proportion of addresses completed on elderly residents
- Several carer's presentations delivered to RSLs and NHS partners to educate on high risk and elderly tenants/patients
- SAFE visit completed on male youth living in a children's home in Knowsley. SAFE package delivered by Arson Reduction Officer due to fascination with fire.

### 2. Sex:

- Internal Equality & Diversity Training completed by District Prevention Manager and Prevention Advocates to educate on protected groups and how to engage with community members from diverse backgrounds
- International Women's Day seminar attended by District Prevention Manager on 8/3/16

### 3. Race: (Culture and Nationality)

- Internal Equality & Diversity Training completed by District Prevention Manager and Prevention Advocates to educate on protected groups and how to engage with community members from diverse backgrounds

### 4. Disability: (inc. Mental Health and those with long term health conditions)

- Cancer Awareness training event attended by Prevention Advocates in Knowsley in January 2016
- Prevention Advocate from Knowsley attended a Disability Awareness training session
- Several carer's presentations delivered to RSLs and NHS partners to educate on high risk tenants/patients
- Numerous site visits to Newstead Farm, Knowsley by Arson Reduction officer (along with MF&RS staff and partners agencies) due to a number of deliberate fires since October 2015. It is believed that the son who is disabled may be responsible for the fires. Property target hardened and advice given to family on fire prevention

### 5. Religion and Belief: (Culture/Nationality)

- Internal Equality & Diversity Training completed by District Prevention Manager and Prevention Advocates to educate on protected groups and how to engage with community members from diverse backgrounds

### 6. Gender Reassignment: (Through Hate Crime and Target Hardening referrals)

- Internal Equality & Diversity Training completed by District Prevention Manager and Prevention Advocates to educate on protected groups and how to engage with community members from diverse backgrounds

### 7. Marriage and Civil Partnership:

- Domestic Violence "Be a lover not a fighter" KMBC campaign attended by District Prevention Manager and Operational crews from Stn 41 and SM Byrne on 23/2/16

8. **Pregnancy and Maternity:** (Internal support for staff)

- Internal Equality & Diversity Training completed by District Prevention Manager and Prevention Advocates to educate on protected groups and how to engage with community members from diverse backgrounds

9. **Sexual Orientation:** (HFSC, Hate Crime and Target Hardening)

- Internal Equality & Diversity Training completed by District Prevention Manager and Prevention Advocates to educate on protected groups and how to engage with community members from diverse backgrounds

10. **Socio Economic Disadvantage:** (Food Banks)

Nil

## Liverpool North

1. **Age:**

Of the 506 referrals received by Prevention Liverpool North in Q4 there were 272 age specific referrals. Of these 272 referrals, 6 were for a SAFE as a result of children playing with fire. There was 1 pre-EHAT referral made for a young family. 113 were for Target Hardening across all age spectrums.

Specific training - Bowel Cancer Screening, CO Awareness, Citizen Advice Bureau - Fuel Poverty training, E&D, Pre-EHAT, Safe & Well, Child Sexual Exploitation training

Information Sharing - referral pathways established with Local Solutions, Addiction/Young Addiction, Salvation Army and Home Carers Liverpool

Home safety presentations delivered to; Liverpool Community Health, Oak Grange, Sandfield Hey and Acresfield Sheltered Schemes

Act Together - Luke Hughes was the mentor for Holly Lodge Girls School who chose Arson as their theme for this year's Act Together Presentation. Act Together is a Merseyside Police led initiative which sees secondary school-aged children deliver a 15 minute production on a theme that is affecting young people today

2. **Sex:**

Nil

3. **Race:** (Culture and Nationality)

In Q4, Prevention Liverpool North carried out 2 other language visits  
Prevent training  
Hate Crime training

4. **Disability:** (inc. Mental Health and those with long term health conditions)

Disability includes; Mental health, home oxygen therapy, COPD, Hoarding, Hard of Hearing or BSL user, depression, palliative care/terminal illness and dementia. 298 of the 506 referrals in Q4 made specific reference to one or more of the above.

5. **Religion and Belief:** (Culture/Nationality)

A specific campaign was supported in Tara Park, a local Travelling community site. 21 Home Safety Checks were completed in both fixed structures and caravans.

6. **Gender Reassignment:** (Through Hate Crime and Target Hardening referrals)

1 Target hardening visit was completed following a referral from Merseyside Police for a Transgender who was subjected to Hate Crime.

7. **Marriage and Civil Partnership:**

Nil

8. **Pregnancy and Maternity:** (Internal support for staff)

Nil

9. **Sexual Orientation:** (HFSC, Hate Crime and Target Hardening)

No specific referrals for HFSC's or Target hardening due to sexual orientation

10. **Socio Economic Disadvantage:** (Food Banks)

1 referral to local Ward Councillor for a food hamper and a further individual being the recipient of a Winter Warm pack provided by Local Solutions.

## Liverpool South

1. **Age:**

Training delivered by the Citizen Advice Bureau (CAB) Liverpool to Advocates in relation to energy saving and how we can refer vulnerable (but particularly elderly people) into the CAB who have access to grants for the likes of white goods, e.g. if during a visit to an elderly person, an advocate notices the occupier is using an old cooker that is dirty and greasy and may cause a fire, they can refer the person to the CAB who may be able to get funding for a new cooker.

The Arson Officer from Liverpool South is currently working with partners in relation to an increase in anti-social behaviour and secondary fires in Calderstones Park. Through multi-agency working, young people from 2 Liverpool South Schools have been identified as being responsible for the increase in anti-social behaviour and secondary fires. The Arson Officer, along with a Police Officer has attended the 2 Schools in question to present to the pupils in an assembly in order to educate them regarding the dangers of setting fires.

2. **Sex:**

Nil

3. **Race:** (Culture and Nationality)

A piece of work was done by the Arson Officer and an Advocate from Liverpool South that followed an arson attack in an empty flat. The other flats within the block were occupied by Polish families. Working with one of the Advocates who speaks Polish, the Arson Officer working with a local housing association and the MFRS Protection Team is liaising with the owner of the flats to ensure that all the families are as safe as possible.

4. **Disability:** (inc. Mental Health and those with long term health conditions)

A lot of referrals to the team and the high risk visits that are carried out are for those who have some sort of disability.

In March - the Liverpool South Prevention Team completed a small campaign in a block of flats in Toxteth in response to one of the tenants inhaling and storing large quantities of butane from canisters. The block of flats is home to approximately 13 tenants in individual flats, all of whom have either mental health issues or an alcohol dependency. The campaign was carried out in partnership with Liverpool Housing Trust and Making Space.

5. **Religion and Belief:** (Culture/Nationality)

Nil

6. **Gender Reassignment:** (Through Hate Crime and Target Hardening referrals)

Nil

7. **Marriage and Civil Partnership:**

Nil

8. **Pregnancy and Maternity:** (Internal support for staff)

Nil

9. **Sexual Orientation:** (HFSC, Hate Crime and Target Hardening)

Nil

10. **Socio Economic Disadvantage:** (Food Banks)

Nil

## **Sefton**

### **Internal**

The team have supported five staff members this quarter with varying and complex issues.

### **External**

#### **Case conferences**

Attended 2

#### **Presentations**

Crucial Crew for 4 days in February engaging with 750 Young People, educating them in fire safety

Sanctuary Supported Living

Fire Safety talk to 12 visually impaired persons

Venus Centre – Women’s refuge charity

Mill house lodge Southport – Sheltered Accommodation

## **Carers Training**

Sefton Pensioners Advocacy Southport 20 Persons

## **BSL Visits**

2 completed

## **SAFE visits**

2 Completed and one of the young people who had learning difficulties joined the Fire Cadets as a result of our interventions

2 new Apprentices in Sefton

## **Training**

All Staff attended Equality and Diversity Training, Conduct and Capability Training attended by the District Prevention Manager, EHAT Training All staff, Bowel Cancer Screening Training

## **Arson Officer Visits**

**Domestic Violence related** Target Hardening visits 16

**Mental Health** Target Hardening visits 2

**Disability Associated** Target Hardening Visits 1. This person was actually part of The Princes Trust Group and needed support as she was being targeted by local residents for money. We have recommended a move with the RSL and made Merseyside Police aware of the situation

## **District Advocate visits**

Case 1: alcohol drugs (Crosby Housing) refugee from Sri Lanka. Afraid of uniforms and was persecuted for his beliefs in native country. Advocate gained trust and gave him his confidence back. Had a 2 bar electric right next to his bedding and replaced with an oil filled radiator

Case 2: Suffers from cerebral palsy and is wheelchair user. Refused visits and interventions from us and partner agencies on numerous occasions, finally got into the property and the resident engaged really well with MF&RS

Case 3: Mental Health issues, A joint visit was conducted with the Mental Health Practitioners who were very y impressed with our support and interventions delivered to the individual which resulted in being asked to deliver presentation to all their workers. This will be delivered in April

Case 4: is a recluse and an organised hoarder. The property had no heating in the property, the lady was heating herself with various items of clothing. The individual would not engage because she has been financially abused in the past. Lots of time was spent with a PSCO to engage. We provided an oil filled radiator and HFSC completed. We now have a dedicated social worker for her who has gained her trust and will coordinate any future agency visits.



## St Helens

Every year the Chrysalis Centre hold an Annual Day of Celebration on (or as close to) 8th March to coincide with International Women's Day. It includes inspirational talks from service users, presentation of certificates to service users and volunteers and short talks from special guests including the Mayor of St. Helens and the High Sheriff of Merseyside. Two members of the District Prevention team attended on behalf of St Helens Team. (Picture below).



Prevention have delivered 3 fire safety talks to the following sheltered accommodation and young mum's accommodation in Tickle Avenue:-

Osborne Court	Approximately 20 residents
Henbury Court	Approximately 17 residents
Tickle Avenue	Approximately 10 residents

Prevention delivered fire awareness presentations to Addiction staff, Police Community Support Officers and Police Officers in Newton le Willows and Footsteps.

The team have completed 4 Safe visits.

There has been 5 Grassland Presentations delivered to Primary Schools to approximately 560 students in total. This is ongoing over Springwatch.

## Wirral

### 1. Age:

During the last quarter we have completed 5 S.A.F.E visits with children under the age of 16.

Supported one young carer through our partnership with Barnardos

Both District Prevention Manager and District Advocate have been attending the SAS (safety awareness session) planning meetings for a 4 day interactive event to give young people aged 8-16 advice and guidance in relation to emergency situations.

One of the advocates who was previously a prevention apprentice attended Child Exploitation training/awareness with Youth services on the 10/03/16. He has also completed a presentation on his role and the fire service. He is also volunteering with this year's Fire Cadets, on a Thursday evening.

The Wirral prevention team all attended EHAT training, two advocates have attended Mash referral Training and one has attended sleep safe training for awareness and support with new born babies.

We have completed 6 sessions of fire safety awareness for carers and families for residents 65+

Also held a meeting with the falls prevention team to secure a two way referral process

The district prevention team have also completed the Equality & Diversity training at SHQ

2. **Sex:**

This month saw celebrations for international women's day.

Two members of the Wirral prevention team attended a Women open day event in celebration of IWD.

District Prevention Manager attended the IWD event at service headquarters along with one of our female firefighters, who also attended the Female Fire Fighters Forum.

3. **Race:** (Culture and Nationality)

Nil

4. **Disability:** (inc. Mental Health and those with long term health conditions)

This month the District Prevention Manager completed level 2 certificate in Principles of Dementia Care, and is also attending a meeting to look at how Wirral Prevention team can support someone with the completion of a Dementia Friends Session.

Dementia Alliance application has been completed to include Wirral prevention within the Wirral dementia Alliance going forward

I have also had a meeting with a newly formed support group called Gift who are supporting those isolated members of our community to become more involved and experience better mental health and wellbeing.

We have also completed a number of fire safety awareness sessions for residents with mental health problems and their support workers

5. **Religion and Belief:** (Culture/Nationality)

Nil

6. **Gender Reassignment:** (Through Hate Crime and Target Hardening referrals)

Nil

7. **Marriage and Civil Partnership:**

We have completed one Arson threat / target hardening assessment due to domestic violence issues

8. **Pregnancy and Maternity:** (Internal support for staff)

During this quarter the Wirral have supported 3 team members who are pregnant, one is currently on maternity leave with the other staff due to go on mat leave in May and July.

All three have received pregnancy risk assessments and one team member has been supported through a management referral for extra support

9. **Sexual Orientation:** (HFSC, Hate Crime and Target Hardening)

Rachel Renshaw attended LGBT hate crime training in Liverpool on the 26/02/16

10. **Socio Economic Disadvantage:** (Food Banks)

Nil

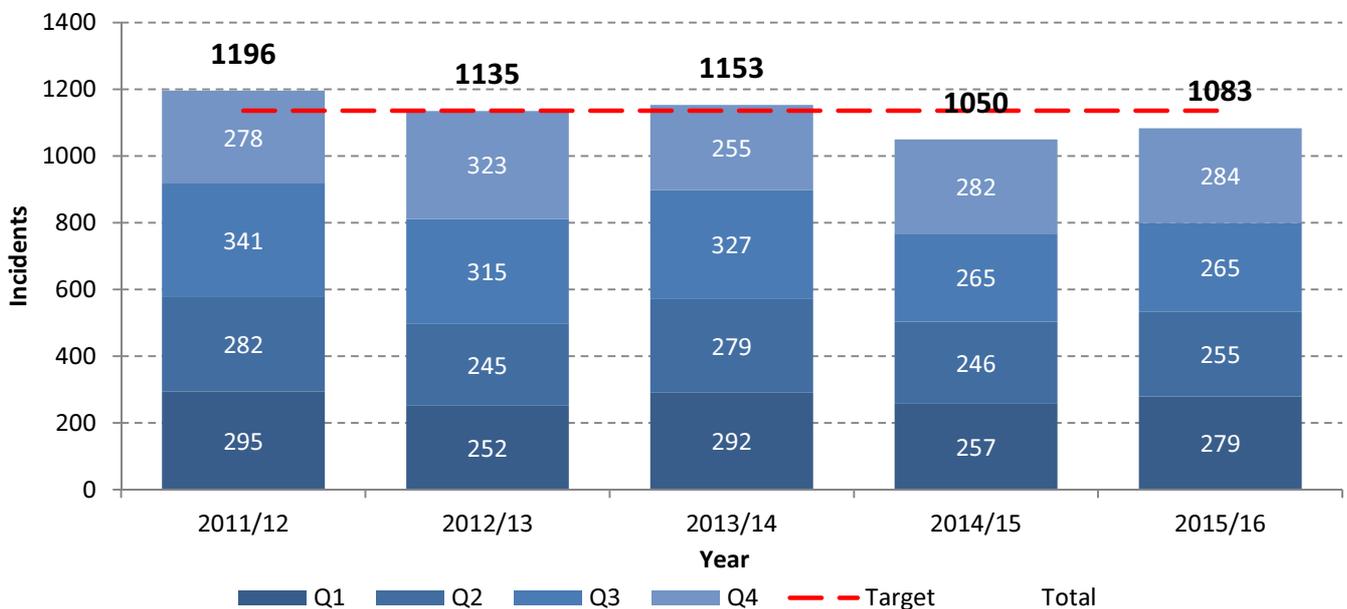
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**EQUALITY AND DIVERSITY OBJECTIVES – Performance Update - Q4 2015/16**

OBJECTIVE				
<b>Equality Objective 1: In the past ten years Merseyside Fire and Rescue Service has reduced accidental fires in the home by 37%</b>		<b>Action:</b> 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		<b>Target:</b> 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	2014/15 Performance	2015/16 Service Plan Target	Q4 2015/16
1196	1136	1050	1082	1083

Please note baseline based on 2011/12 data

**Accidental Dwelling Fires**



**Commentary**

At the end of 2015/16 there have been a total of 1083 Accidental Dwelling Fires. Whilst this is an increase on 2014/15; when taking the overall E&D target (1196) into account, the target has been achieved. Though against the Service Plan target it has actually been missed by one incident.

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 every contact with Merseyside Fire and Rescue Service counts.

*Please note: data is correct as of 7th April 2016, late fire report submissions and Quality Assurance can affect this count*

Operational Crews, through the use of NHS Exteter Data have and will continue to target individuals aged 65 and over, particularly those with associated adult social care needs when deliverinh Home Fire safety Checks as part of their prevention activities. Additionally through fire safety awareness training by our prevention staff for domicillary care workers and other frontline staff from partner agencies it is our intention to ensure that vulnerable and high risk individuals are identified and referred to the relevant prevention team at the earliest opportunity allowing MFRS to deliver appropriate and proprotionate interventions.

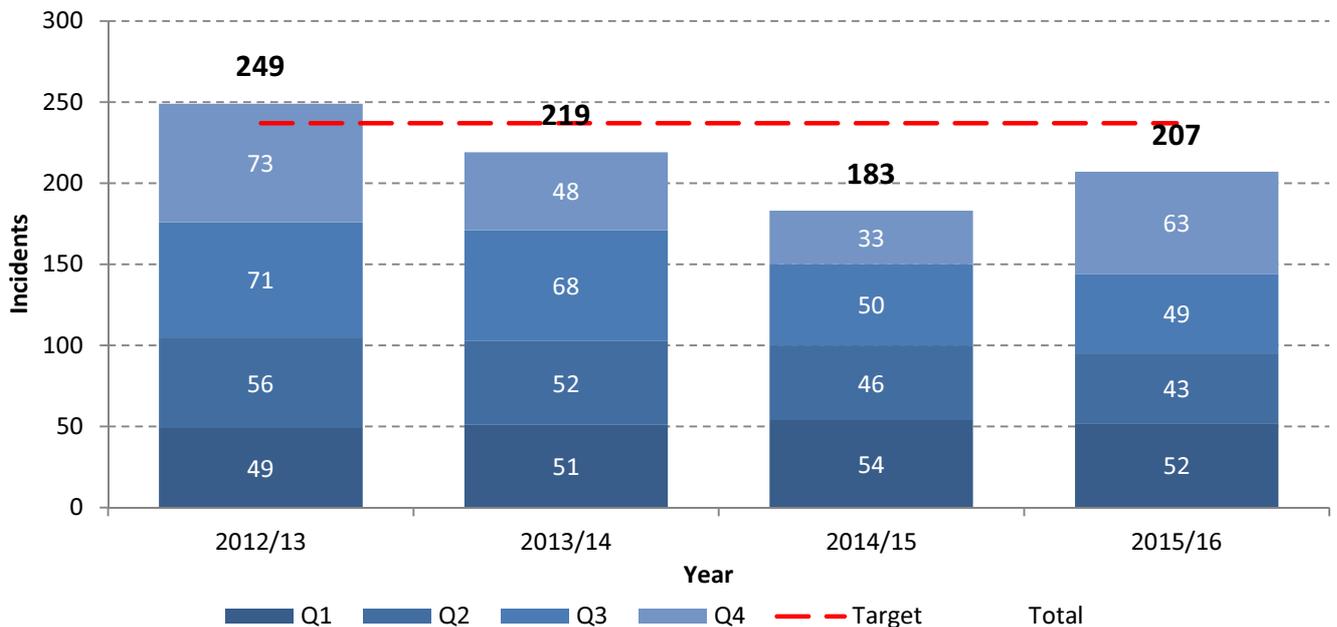
The above will ensure that MFRS are engaging with as many high risk and vulnerable individuals as possible and through intervention and education reduce the amount of unecessary accidental dwelling fires in Merseyside.

From 1st June 2016, MFRS will also be introducing a 'Safe and Well' visit that will in addition to identifying risks from fire will contribute to the health agenda by assessing people in respect of falls in the home, bowel cancer screening, smoking cessation and alcohol reduction.

OBJECTIVE				
<b>Equality Objective 2: We will reduce risk for people who live in rented properties across Merseyside</b>		<b>Action:</b> By continuing to build productive relationships with Registered Social Landlords		<b>Target:</b> To cut accidental kitchen fires in social housing by 5% by 2017.
Baseline	Where we want to be	2014/15 Performance	2015/16 Service Plan Target	Q4 2015/16
249	237	219	Monitoring	207

Please note baseline based on 2012/13 data

### Accidental Kitchen Fires in RSL Properties



### Commentary

At the end of 2015/16 there have been 207 Accidental Kitchen Fires in properties owned by Registered Social Landlords. Though this is an increase on 2014/15, it is still lower than previous years.

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.

*Please note: data is correct as of 7th April 2016, late fire report submissions and Quality Assurance can affect this count*

Kitchen fires continue to be the highest occurrence of accidental dwelling fires, particularly in landlord owned properties. Prevention Team at Service Headquarters are continuing to look at assistive technology solutions that will make people safer in their homes. As such we will be procuring heat detectors, wi-fi heat detectors that link to a vibrating pad and strobe for hard of hearing individuals and more importantly working in partnership with Registered Providers in respect of cooker shut off systems that will stop food before ignition.

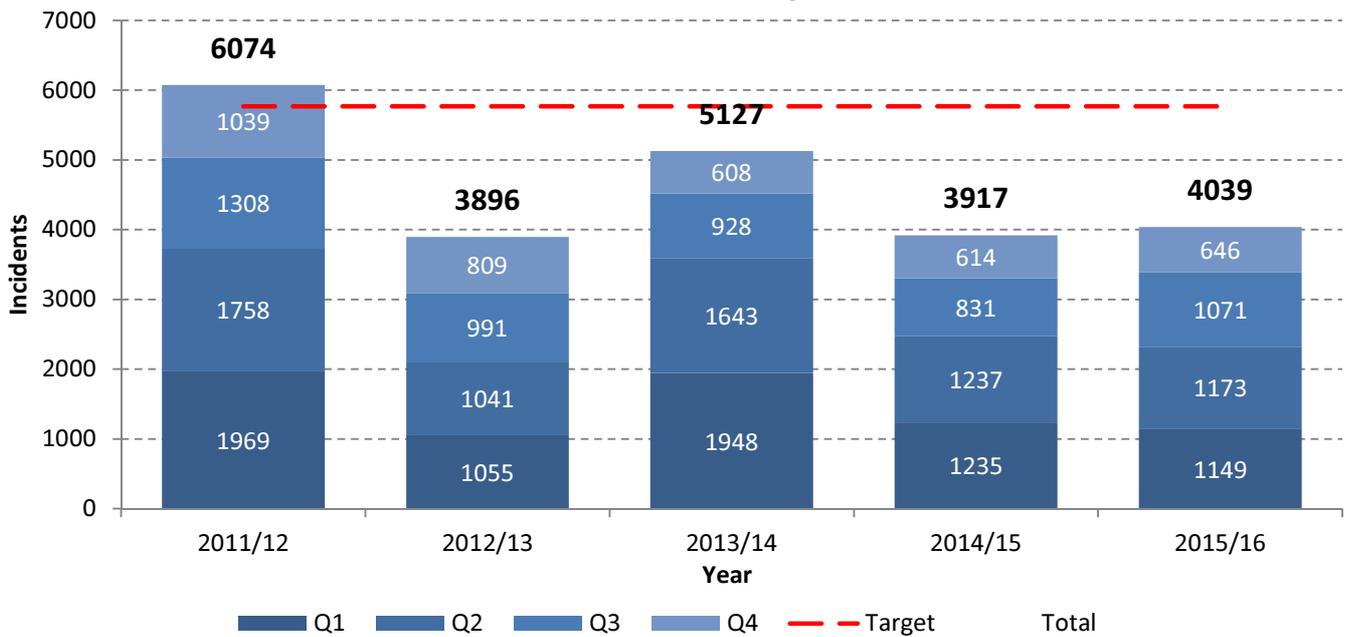
MFRS are also engaging with the Private Rented Sector through selective licensing and delivering weekend campaigns to provide and install smoke and carbon monoxide detectors free of charge that have been supplied via Central Government.



OBJECTIVE				
<b>Equality Objective 3: We will continue to engage with young people in vulnerable areas</b>		<b>Action:</b> Through our award winning youth engagement programmes		<b>Target:</b> Reducing deliberate antisocial behaviour fire setting by 5% by 2017.
<b>Baseline</b>	<b>Where we want to be</b>	<b>2014/15 Performance</b>	<b>2014/15 Service Plan Target</b>	<b>Q4 2015/16</b>
6070	5767	3917	4481	4039

Please note baseline based on 2011/12 data

### Deliberate Secondary Fires



### Commentary

At the end of quarter 2015/16 there have been a total of 4039 deliberate secondary fires attended. This level of performance has meant that the E&D target has been achieved.

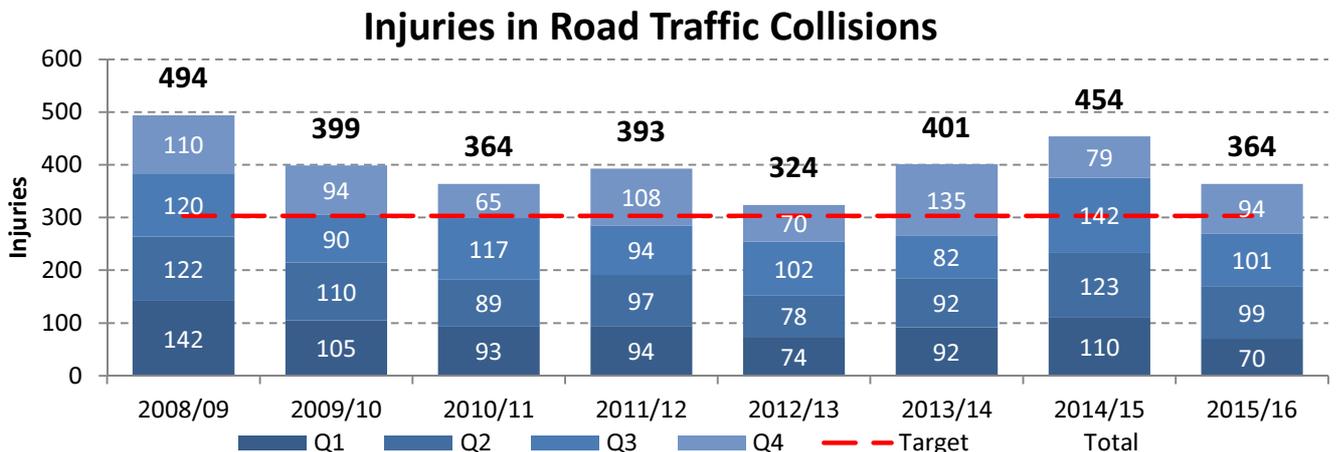
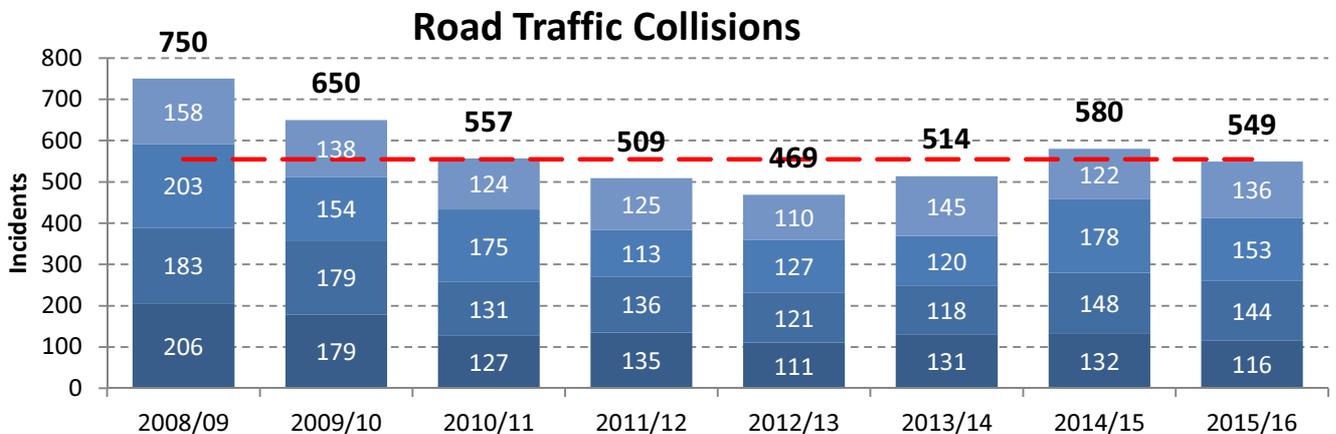
Through an intelligence led risk management approach, we will continue to identify Arson and ASB hotspots to reduce secondary fires through education and engaging with our partner agencies. We will also deploy our resources efficiently during spate conditions to ensure that our communities receive a quality service delivery around the reduction of risk in our communities.

*Please note: data is correct as of 7th April 2016, late fire report submissions and Quality Assurance can affect this count*

MFRS continues to be an active and engaged partner and support the 5 LA CSP's and PCC's office to reduce ASB activity in particular fires and hate crime related incidents. We continue to plan, develop, monitor and review a wide range of prevention and protection strategies to reduce these risks that pertain to seasonal activity (warm weather and bonfire period), DV threat or arson due to OCG related activity.

OBJECTIVE				
<b>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</b>		<b>Action:</b> To work towards achieving the local target of reducing the number of people killed or seriously injured in road traffic collisions		<b>Target:</b> Reducing the number of people killed or seriously injured in road traffic collisions by 37.5% by 2020.
Baseline	Where we want to be	2014/15 Performance	2015/16 Service Plan Target	Q4 2015/16
<b>Road Traffic Collisions</b>				
888	555	580	541	549
<b>Injuries in Road Traffic Collisions</b>				
485	303	454	454	364

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



### Commentary

Concerning both RTCs and resulting injuries, cumulatively there have been reductions in both areas when compared to 2014/15. RTC's has just achieved the E&D target of 555 incidents, with 549. Injuries resulting from RTC's has been missed again.

*Please note: data is correct as of 7th April 2016, late fire report submissions and Quality Assurance can affect this count*

MFRS attended 549 RTC's in 2015/16. This is a 5% reduction from the 2014/15 figure. There were 2561 collisions reported to the police in 2015 on Merseyside, MFRS are therefore attending approximately 20% of all RTC's.

There were 364 injuries in 2015/16. This is a 20% reduction on the 2014/15 figure of 454. It should be noted that this figure is for all injuries including slight injuries, whereas the LPI is based on the number Killed or Seriously injured (KSI). The KSI figure reduced from 90 to 78, a reduction of 13%. This compares to Merseyside total for 2015 of 588 reported to the police.

The largest single demographic group involved in RTC's that are attended by MFRS continues to be 16 to 25 year olds. An increasing demographic amongst RTC's MFRS attends is the over 65's. This correlates with Merseyside police data which shows a 53% increase in KSI's amongst this group since 2005.

In 2015/16 MFRS has delivered the following interventions

4865 road safety presentations have been delivered to the 15 -19 year old age group directly. This was mostly through schools and colleges but also involved delivery to Youth offender groups and National Citizenship programs.

1910 people of a mixed audience were engaged with during CFOA and Brake road safety weeks.

405 people were engaged with at IAM motorcyclist sessions at Southport fire station.

There were also a further 1925 people engaged with at various ad hoc events including senior road user events that have been run collaboratively with partners.

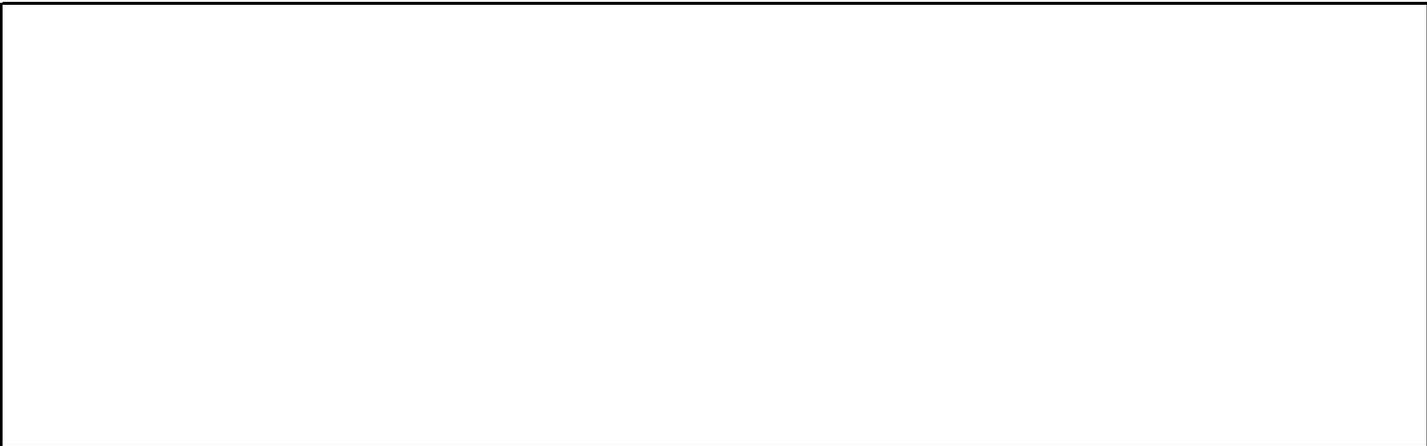
OBJECTIVE		
<b>Equality Objective 5: Our aim is to create a strong cohesive organisation which is positive about rising to the future challenges we face.</b>	<b>Action:</b> Our aim is to increase the representation of all minority groups within the communities of Merseyside in the Fire and Rescue Service	<b>Target:</b> 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.

<i>Firefighter Recruitment</i>			
Topic	Baseline	Where we want to be	Q4 2015/16
Female Firefighter Recruitment	3/16 (19%)	Increase in female recruitment	No further recruitment during quarter
BME Firefighter Recruitment	1/16 (6.25%)	Increase in BME recruitment	No further recruitment during quarter

<i>Apprenticeship Recruitment</i>			
Topic	Baseline	Where we want to be	Q4 2015/16
Female Apprenticeship Recruitment	5/12 (42%)	Increase in female recruitment	No further recruitment during quarter
BME Apprenticeship Recruitment	1/12 (8%)	Increase in BME recruitment	No further recruitment during quarter

*Please note baseline based on 2014/15 data*

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. . <b>Apprenticeships : 12 recruited - Gender: 7 male (58%) and 5 Female (42%) Ethnicity : 11 White British (92% ) and 1 BME : 1 (8%)</b>  <b>Fire Fighter Recruitment : 16 Recruited - Gender: 13 Male (81%) and Female : 3 (19%) Ethnicity: 14 White British (87.5%) and 1 BME ( 6.25%) and 1 prefer not to say (6.25% ) .</b>            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>



## MERSEYSIDE FIRE AND RESCUE AUTHORITY

### PERFORMANCE REPORT TO THE

### PERFORMANCE AND SCRUTINY COMMITTEE

19 MAY 2016

**SUBJECT:** ANNUAL ENVIRONMENTAL PERFORMANCE REPORT

**REPORT NUMBER:** CFO/032/16

**APPENDICES:** APPENDIX A: MONTHLY ENERGY CONSUMPTION  
APPENDIX B: DISPLAY ENERGY CERTIFICATION

**REPORTING OFFICER:** DCFO PHIL GARRIGAN

**RESPONSIBLE OFFICER:** JOHN MCNEILL

**OFFICERS CONSULTED:** STEWART WOODS  
COLIN SCHOFIELD

### Purpose of Report

1. To request that Members consider the annual environmental performance for Merseyside Fire and Rescue Authority owned properties.

### Introduction and Background

2. Merseyside Fire & Rescue Service (MFRS) have been monitoring Environmental Performance Data since 2006
3. There are six Local Performance Indicators (LPI) reported monthly to the Performance Management Group. These targets are presented as 'intensities' (e.g. energy in Kilowatt hour (kwh) per square metre, waste in Kilogramme (kg) per person):
  - a. LPI 93 Electricity - The total electricity used, measured in kwh, divided by the floor space of all MFRS buildings.
  - b. LPI 94 Gas – The total gas used, measured in cubic metres, divided by the floor space of all MFRS buildings.
  - c. LPI 95 Water – The total water used, measured in cubic metres, divided by the number of staff located in the building.
  - d. LPI 96 Waste – The total waste produced, measured in kg, divided by the number of staff located in the building.
  - e. LPI 97 – Carbon output of all buildings reported as kg of Carbon Dioxide (CO<sub>2</sub>) per square metre
  - f. LP1 99 - Proportion of high risk (category 1 & 2) environmental incidents

4. These targets allow for benchmarking comparisons to be made between each building based against the last three years data on a monthly basis which in turn allows for the monitoring and control of energy consumption. Appendix A shows the monthly consumption for gas, water and electricity for each building. The table below shows the annual consumption of each utility and waste produced, in the last two years.

		14/15	15/16	Difference +/-	Total Annual cost 15/16	Costs Recovered	% Recovered
Electricity	Kwh	4,778,629	5,020,744	5.06%	£641,617.00	£166,000.00	25.80%
Gas	m3	511,234	482,653	-5.59%	£189,551.00	£15,000.00	8%
Water	m3	24,718	23,534	-4.79%	£187,450.00	£29,500.00	15%
Waste	Tonne	178	145	-18.58%	n/a	n/a	

Table 1 – annual consumption

### Electricity

5. Table 1 shows electricity consumption has increased by 5.06% from the previous year. This increase is mainly due to the completion and full occupancy of Service Headquarters building and Joint Control Centre (JCC).
6. The increase in consumption has been minimised by
- Changing external lighting across all non PFI stations to more efficient LED lights
  - Installation of presence detector sensors in offices and external training areas
  - Installation of sub metering in JCC
  - Targeted programme of 'switching off' lighting in unoccupied rooms.
  - Completion of the solar photo voltaic panels at JCC – which has been registered and we now receive Feed in Tariff payments.
7. Some £166k which is equivalent to 25% of the annual electricity costs have been recovered from tenants through collaboration and sharing of space across our property portfolio.
8. Further projects have been identified to reduce electricity consumption including replacement of all internal lights to LED type in four of our older key station locations – Bromborough, Kirkby, Old Swan and Speke. This is predicted to achieve a reduction in consumption by 320,000 kwh which equates to an approximate £20k annual cost saving with a payback within four years. The scheme will be funded via the SALIX matched funded capital budget.



## Gas

9. Table 1 shows gas consumption has reduced by 5.59 % from the previous year. This is principally due to the removal of the gas fired central heating system within the office areas of the Service Headquarters (SHQ) building following the recent refurbishment.
10. Gas consumption has been further reduced by;
  - a. Better control of the Building Management System by the newly appointed Facilities Management (FM) contractor.
  - b. Installation of insulation and refurbishment of window seals as part of the SHQ refurbishment
11. Some £15k which is equivalent to 8% of the annual gas costs have been recovered through collaboration and sharing of space across our property portfolio.

## Water

12. Table 1 shows water consumption has reduced by 4.79% from previous year.
13. This reduction has been achieved by actively monitoring the monthly consumption data allowing for early detection of leaks and any abnormal high levels of consumption.
  - a. Heswall – Leak found behind toilet cistern
  - b. Training and Development Academy – Leak on underground water hydrant main
  - c. Toxteth – Leak behind urinals
  - d. St Helens – Leak within boiler room found and repaired
14. The rain water harvesting systems installed at PFI stations have encountered various problems since installation but are now consistently working. It is anticipated further savings will be achieved from this system over the coming 12 months and will be closely monitored.
15. Some £29.5k which is equivalent to 15% of the annual water costs, have been recovered though collaboration and sharing of space across our property portfolio.

## Waste

16. Waste has seen a significant 18% reduction on last year's figures. This equates to a reduction of 33 tonnes of waste compared to the previous year's 178 tonnes generated.

17. Waste figures are based on the weight generated per person in the organisation. Whilst the majority of the savings is directly related to the reduction in staff numbers, savings have also been achieved by;
  - a. The new FM contractor closely monitoring waste and working closely with our waste collection company to minimise number of collections
  - b. Reduction in paper towels usage.
  - c. Review of cleaning materials and reduction in chemicals used on site

### Carbon

18. Overall the carbon output of our buildings has increased by 3%, to 89kg/CO<sub>2</sub>/m<sup>2</sup>/year. This figure is still well below the 100kg/CO<sub>2</sub>/m<sup>2</sup>/year indicative figure expected for the type of buildings within the estate.
19. Over 85 % of MFRS buildings achieve an energy efficient rating of D and above which is better than the typical rating for building of this nature. Appendix B shows the Display Energy Certificate rating for each building that requires certification.
20. The Training and Development Academy, Marine Fire & Rescue Station and the SHQ building exceed the typical energy efficient values. These buildings are specialist in nature and further surveys are being conducted to explore opportunities to reduce energy consumption further at these sites.

### Environmental Incidents

21. MFRS records and measures the number of environmental incidents which occur on our properties. These have four categories of which only categories 1 and 2 are serious and may, if not dealt with appropriately, result in a pollution or breach of legislation. No category 1 or 2 environment incidents were reported in the last year.
22. The new FM contractor Bouygues have established an Environmental Management Plan , which adopts a range of standards as tools to manage potential environmental impacts, covering
  - a. Aspects and impact assessment
  - b. Waste objectives
  - c. Energy objectives
  - d. Legal compliance / risk control
  - e. Pollution incident response plan
  - f. Internal audits
23. The recording and monitoring of environmental incidents is within the new facilities job recording system 'Maximo' which is reported monthly

### Fuel

24. The diesel usage for 2015/16 was 383,948 Litres with a split of 73% from bunkered tanks and 27% from forecourt using fuel cards. This is a 9% increase from the 348,144 litres used in 2012/13. The increase is due to less appliances covering the Merseyside area so there is increased movement due to standby moves required at key locations. Additionally the Search and Rescue Team (SRT) deploy out of area regularly (for example over 6 months at the Bosley Mill incident in Cheshire). The Service reclaim diesel costs from Fire Support Network users, SRT deployments and the Marine Unit.
25. The petrol usage for 2015/16 was 2,794 litres all of which was obtained from Petrol stations. This is a 6% increase from 2012/13 (1,799 litres). The reason for the increase is the Marine Unit reserve boat which is petrol driven. The SRT have also had deployments to floods which requires petrol for the boats. The Service reclaim petrol costs from SRT deployments and the Marine Unit.
26. In 2016/17 station diesel tanks will be upgraded to automated recording. This will provide an instant access centrally on stock levels to re-order fuel and record all activity of all vehicles. Automating the system will prevent human error and save time. The data can then be analysed by vehicle to assess performance and environmental impact.
27. New spill kits have been issued to all diesel tank locations. This kit provides better absorbent materials and also includes an Ad blue kits for new appliances. All operational staff and Facilities contractors are trained to deal with spills

### Vehicles

28. All new light goods vehicles are fitted with Euro 6 emission compliant engines with Ad-blu additive systems for selective catalytic reduction.
29. All new vans and cars purchased have Euro 6 emission compliant systems. This will reduce the carbon footprint of the vehicle fleet and reduce fuel usage due to a more economic and efficient performance engines. The Service have replaced twenty 05 registration Renault Clio cars at 62mpg and Co2 at 120 g/km, for twenty new Hyundai i30 cars at 75mpg and Co2 94 g/km.
30. The Service have trialled various small electric powered vehicles. This year one small van will be purchased for use by transport workshop/ops equipment. This will be used and assessed over a 12 month period as to its use, reliability, cost and environment impact on MFRS. During this time Officers will also look into the viability of extending the infrastructure to enable the extension of electric vehicle usage within MFRS.

### Construction works

31. An initial assessment shows the proposed new fire station at Prescott has been designed to achieve a BREEAM rating of 'very good'. BREEAM is a construction standard that allows a cost effective means of bringing sustainable

value to developments, allowing designers and occupiers to use natural resources more efficiently. The intention is for all MFRA new build projects to achieve a minimum of 'very good'

32. A number of Key Performance Indicators have been agreed with the contractor as part of the North West Construction Hub framework to monitor and control construction activities during the build phase of any new station:
- a. Waste reduction – to assess the amount of waste removed from site per £100k and the amount of waste diverted from landfill in tonnes.
  - b. Carbon Reduction – to assess CO2 emissions during the construction phase.

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**Equality and Diversity Implications**

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33. An Equality Impact Assessment will be undertaken if any individual project highlighted in this report is implemented.

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**Staff Implications**

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34. Environmental performance is monitored within the Estates Department and updated via the portal for each location. Staff implications will be identified for any individual project as necessary.

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**Legal Implications**

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35. The Authority has a duty to comply with Environmental Legislation; the environmental performance report provides evidence of compliance.

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**Financial Implications & Value for Money**

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36. All utility costs have been contained within the approved financial budget.
37. Any Individual projects identified within the report will be reported on separately for financial approval. SALIX funded projects are required to achieve a minimum of five year payback in order to comply with funding criteria.

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**Risk Management, Health & Safety, and Environmental Implications**

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38. Performance management of utilities / waste generated and fuel consumption helps manage the impact of environmental risks to the Authority.
39. Individual Projects such as the external LED replacement programme underwent a full risk assessment, method statement and permit to work process.

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

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40. Respecting our environment by protecting and managing the impact of our activities that have a potential to cause an impact on the environment.
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**Recommendation**

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41. That Members;
- a) Consider the Annual Environmental performance of Merseyside Fire and Rescue Property

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**BACKGROUND PAPERS**

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**GLOSSARY OF TERMS**

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BREEAM	Building Research Establishment Environmental Assessment Methodology
CO2	Carbon Dioxide
FM	Facilities Management
JCC	Joint Control Centre
KG	Kilogramme
KWH	Kilo Watt Hour
LED	Light Emitting Diode
LPI	Local Performance Indicator
M2	Square metres
M3	Cubic metres
MFRA	Merseyside Fire and Rescue Authority
MFRS	Merseyside Fire and Rescue Service
PFI	Private Finance Initiative
SHQ	(Fire) Service Headquarters
TDA	Training & Development Academy

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Appendix A- Monthly Energy consumption 2015 /16

**Electricity**

	Electrical Comparison per m2 for 2015/16											
MFRS Site	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Allerton	0.9	0.4	0.7	0.1	1.0	0.4	0.2	0.2	0.4	0.2	0.2	0.0
Crosby	3.0	4.1	2.8	3.9	3.3	3.3	3.7	3.7	5.3	3.3	4.5	2.8
West Kirby	5.4	5.1	5.1	3.0	4.7	3.0	3.6	5.2	4.3	3.6	3.5	3.1
Speke	5.2	4.4	4.1	4.4	4.5	6.0	4.3	6.0	5.4	5.8	7.6	3.2
Whiston	5.4	6.5	6.3	3.3	5.2	7.1	0.3	3.4	5.3	3.9	2.9	3.5
St Helens	2.7	3.0	2.2	2.2	2.0	2.5	3.4	2.6	3.7	3.7	3.5	3.5
Vesty Unit 1	4.0	3.8	3.8	4.0	3.9	3.5	3.6	4.0	4.2	4.8	3.5	4.2
Heswall	3.9	4.8	3.4	3.7	3.5	3.4	4.9	4.4	6.7	4.9	3.2	4.3
Southport	9.5	9.2	6.8	9.1	9.3	8.7	9.1	10.0	11.0	11.8	18.7	5.1
Huyton	5.7	4.8	4.1	3.8	3.9	3.6	5.8	6.4	5.5	9.5	8.1	5.6
Eccleston	4.7	5.0	3.8	4.0	4.6	4.4	4.7	5.5	5.7	5.8	7.0	5.6
Old Swan	4.8	4.7	4.4	4.1	4.5	6.1	4.0	7.7	9.0	5.2	4.6	5.8
Toxteth	5.5	5.3	5.1	4.8	5.0	5.1	6.2	5.9	5.5	6.3	6.7	5.9
Upton	6.9	7.5	7.1	6.5	6.6	6.9	7.8	7.5	7.7	7.7	8.1	6.2
Wallasey	5.1	5.1	5.4	4.8	0.6	9.9	6.2	6.4	6.1	6.7	5.8	6.4
Kensington	6.8	6.7	5.8	7.9	7.4	8.9	8.0	7.2	7.5	9.2	7.3	7.3
Vesty Unit 5a	6.7	4.0	4.1	4.8	4.7	4.3	4.4	5.1	5.4	9.0	7.2	7.6
Bromborough	5.7	5.7	3.7	3.6	4.6	4.5	6.4	7.9	7.8	6.7	8.6	8.1
Aintree	3.7	9.3	5.9	4.7	6.6	4.3	7.0	7.1	7.3	6.8	6.7	8.6
Kirkdale	8.5	8.6	7.8	8.5	7.0	7.0	13.1	6.5	9.6	9.8	12.1	9.4
Service Average	9.2	9.5	8.7	9.2	9.4	9.0	10.1	9.7	11.2	10.7	11.0	10.3
Belle Vale	10.8	4.7	9.2	13.2	9.5	4.6	14.9	6.1	11.8	12.8	13.8	11.1
City Centre	10.3	10.4	9.0	9.8	10.2	11.5	10.6	13.2	10.7	13.4	10.8	11.1
Newton	12.1	11.3	12.8	11.3	12.5	11.1	13.3	14.4	13.5	14.7	15.9	11.7
Bootle & Netherton	9.9	9.9	8.3	10.1	9.6	9.6	9.8	10.9	11.4	12.3	13.9	12.3
Birkenhead	12.5	13.1	11.6	11.1	11.3	9.7	15.5	8.3	12.4	15.6	12.5	12.4
Vesty Unit 5b	12.1	12.5	13.0	14.1	13.0	13.1	13.3	12.1	13.9	13.0	14.4	13.8
Croxteth	12.1	12.0	11.0	10.5	9.8	10.3	13.4	11.9	14.2	13.3	13.8	15.0
Formby	14.8	15.9	13.1	13.6	14.5	14.3	14.7	16.1	20.8	13.6	20.7	16.2
Kirkby	4.8	5.7	3.9	4.1	4.3	4.4	5.8	8.9	15.9	13.4	14.4	16.6
TDA	13.7	13.5	12.5	11.9	11.1	11.6	15.2	13.4	16.1	15.1	15.7	16.9
Marine Rescue Unit	12.8	18.3	15.6	17.1	10.7	17.0	12.3	23.5	21.9	31.2	27.5	19.3
Bridle Road HQ	18.1	20.7	19.2	21.5	23.8	19.8	20.3	20.3	23.5	20.2	19.7	21.2

## Gas

	Gas Comparison per m2 for 2015/16											
MFRS Site	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Allerton	4.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Marine Rescue Unit	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Southport	8.1	4.0	2.0	2.3	2.3	2.8	3.9	6.5	7.1	15.6	9.1	2.0
Birkenhead	3.1	3.3	2.8	3.1	3.4	2.5	3.6	1.9	2.9	3.4	2.7	2.7
Kirkdale	2.8	2.9	2.1	2.1	1.7	2.1	4.0	2.3	3.5	4.5	4.9	3.3
TDA	4.0	4.0	5.3	4.2	2.3	2.2	3.6	2.4	1.6	3.3	4.4	4.5
Belle Vale	3.3	2.8	3.0	2.9	2.9	2.8	3.2	3.3	3.8	5.3	7.7	4.7
Bridle Road HQ	3.2	3.9	2.1	1.9	2.2	3.5	4.0	5.3	7.0	6.3	5.7	6.1
Vesty Unit 5a	7.2	2.6	1.4	1.5	1.4	2.4	2.9	4.1	5.9	12.9	10.8	6.9
Vesty Unit 5b	3.2	1.7	0.2	0.1	0.0	0.4	2.6	3.8	5.9	5.6	3.3	6.9
Formby	4.4	4.8	3.6	3.6	3.9	2.9	5.2	4.3	6.0	4.9	6.1	7.0
Toxteth	7.6	4.2	1.7	1.7	1.6	1.9	3.5	6.0	8.6	11.2	11.2	10.0
Newton	8.3	6.7	4.5	3.8	4.3	5.2	6.4	9.6	9.0	12.8	15.7	10.3
Whiston	28.2	26.3	26.5	15.2	22.7	21.8	24.8	21.6	39.3	33.6	34.3	11.6
Kensington	6.7	5.3	3.4	4.1	3.5	4.9	5.7	8.4	8.5	9.4	11.1	11.8
Speke	15.3	11.9	11.1	8.2	3.8	4.5	6.6	17.7	15.5	21.0	26.5	12.3
Bootle & Netherton	9.4	6.8	2.5	2.7	2.8	2.7	4.2	7.5	9.2	11.5	15.4	13.6
<b>Service Average</b>	<b>12.0</b>	<b>10.1</b>	<b>5.9</b>	<b>4.7</b>	<b>4.1</b>	<b>5.1</b>	<b>9.0</b>	<b>12.2</b>	<b>14.5</b>	<b>17.2</b>	<b>17.4</b>	<b>14.3</b>
Eccleston	13.9	13.4	6.1	3.7	3.3	7.9	12.7	15.8	16.7	20.7	21.0	16.0
Vesty Unit 1	8.5	6.6	3.2	1.1	1.2	1.3	5.7	8.0	11.3	14.8	10.4	16.7
Crosby	33.9	27.1	13.5	16.7	6.0	4.2	20.8	38.5	39.1	36.7	50.1	18.8
St Helens	16.1	15.4	9.0	5.0	5.4	11.2	16.6	14.4	20.3	23.9	22.8	20.0
Bromborough	19.8	21.7	10.8	5.1	3.0	3.0	8.5	24.3	27.8	21.5	24.8	22.2
City Centre	17.3	15.5	10.8	9.1	6.0	6.6	10.9	20.9	16.5	31.1	23.1	22.7
Upton	19.1	12.1	5.7	4.3	3.7	3.7	7.3	22.8	22.9	34.6	42.2	25.6
Aintree	21.1	17.3	12.3	11.4	13.7	10.6	21.7	24.1	33.3	35.0	35.8	26.9
West Kirby	22.2	24.9	13.4	10.1	8.0	3.0	20.5	42.5	36.8	36.4	43.7	29.0
Wallasey	25.6	21.6	13.2	11.5	10.5	9.1	13.3	23.8	23.0	30.9	30.0	30.0
Huyton	25.1	25.9	18.7	15.2	14.4	17.9	27.8	31.4	30.3	42.2	39.8	30.1
Heswall	18.2	18.6	10.3	7.1	6.7	9.3	20.3	23.0	28.5	33.3	28.6	30.2
Kirkby	16.8	16.0	11.2	9.1	3.0	6.2	21.8	24.6	28.5	31.5	29.2	31.1
Old Swan	14.7	8.3	4.8	3.2	3.3	4.7	9.0	7.1	23.7	32.2	30.0	32.1
Croxteth	59.1	51.1	21.1	15.8	15.8	23.4	46.2	58.2	65.4	74.1	78.4	56.9



## Water

	Water Comparison per m3 per person for 2015/16											
MFRS Site	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Whiston	0.6	0.8	0.8	0.7	0.7	1.0	0.4	0.2	0.3	0.3	0.2	0.0
Allerton	0.1	0.0	0.1	0.4	0.0	0.2	0.2	0.2	0.0	0.0	0.0	0.0
Kensington	0.5	0.6	0.5	0.5	0.5	0.7	0.7	0.6	0.5	0.7	0.9	0.3
Vesty Unit 5a	0.3	0.3	0.3	0.4	0.4	0.1	0.3	0.2	0.2	0.3	0.3	0.3
Southport	0.5	0.4	0.5	0.4	0.3	0.4	0.5	0.3	0.4	0.4	0.4	0.4
Belle Vale	0.5	0.7	0.6	0.6	0.4	0.6	0.7	0.6	0.6	0.5	0.6	0.4
Newton	0.6	1.1	1.1	0.7	1.7	1.1	1.0	0.6	0.4	0.5	0.5	0.5
Kirkdale	1.0	0.4	3.0	0.7	0.7	0.6	1.7	0.8	0.7	0.6	0.8	0.8
Huyton	0.7	0.8	0.9	0.9	0.9	0.7	1.1	0.8	0.7	0.9	0.8	0.8
Vesty Unit 5b	0.7	0.7	0.6	0.6	0.6	0.6	0.3	1.1	0.7	0.9	0.8	0.8
Upton	1.2	1.5	1.4	1.1	1.4	2.2	0.3	1.2	1.1	1.1	1.2	0.8
Birkenhead	0.6	2.1	2.0	2.0	0.5	0.3	0.6	0.6	0.8	0.7	0.8	1.0
Vesty Unit 1	0.7	0.9	1.0	1.3	0.9	0.8	0.9	0.9	0.9	1.0	1.3	1.0
Bootle & Netherton	5.6	6.4	1.5	2.4	1.7	1.2	1.1	1.2	1.1	1.2	1.4	1.1
City Centre	1.2	1.3	1.3	1.6	1.3	1.4	1.3	2.0	1.3	1.7	1.2	1.2
St Helens	0.5	0.6	0.8	0.8	1.1	1.2	1.3	1.0	0.8	2.1	1.1	1.2
West Kirby	0.6	0.7	0.5	0.3	0.5	0.4	0.5	0.6	0.8	1.0	1.5	1.3
Crosby	1.2	1.4	1.3	1.4	1.3	1.3	1.3	1.4	1.4	0.9	1.2	1.3
Bridle Road HQ	1.2	1.1	1.1	1.2	1.3	1.2	1.2	1.3	1.4	1.7	1.3	1.3
Wallasey	1.4	1.2	1.3	1.4	1.1	1.1	1.3	1.2	1.0	1.4	1.2	1.3
Toxteth	6.8	0.6	0.7	0.8	0.8	0.6	0.8	1.2	1.2	1.3	1.3	1.4
<b>Service Average</b>	<b>1.7</b>	<b>1.3</b>	<b>1.2</b>	<b>1.2</b>	<b>1.2</b>	<b>1.3</b>	<b>1.7</b>	<b>1.2</b>	<b>1.2</b>	<b>1.4</b>	<b>1.4</b>	<b>1.4</b>
Aintree	1.2	0.9	1.3	0.9	1.3	0.8	1.4	1.1	1.4	1.2	1.4	1.4
Kirkby	0.9	0.4	0.7	1.0	1.2	1.2	0.7	0.9	1.1	0.5	1.2	1.8
Bromborough	2.3	3.0	2.8	2.4	2.2	2.2	2.3	2.1	2.4	2.0	2.7	1.9
Marine Rescue Unit	0.0	0.0	0.0	0.0	0.0	0.0	77.1	2.5	2.5	2.8	2.4	2.1
Old Swan	1.8	1.8	2.1	1.1	0.5	4.4	1.6	1.8	2.2	1.9	1.7	2.2
Eccleston	0.8	0.7	0.7	0.8	0.7	9.6	4.9	0.8	0.7	0.9	1.8	2.2
Speke	2.8	3.0	1.5	1.5	2.4	2.7	1.9	2.3	2.5	2.3	1.8	2.8
Formby	1.0	1.9	1.2	1.0	1.1	1.1	1.1	1.3	1.2	0.7	2.0	3.3
TDA	3.8	4.1	3.5	3.8	3.4	3.5	4.3	3.4	3.1	3.4	3.8	3.7
Heswall	2.8	3.8	3.0	2.7	2.6	3.2	4.2	3.3	3.4	9.6	4.2	3.8
Croxtheth	1.4	2.3	1.9	2.7	2.7	2.4	2.7	2.5	2.2	2.9	4.2	3.9

## Waste

	Waste Comparison per person for 2015/16 in Kg											
MFRS Site	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Whiston	1.2	2.9	4.3	0.0	4.4	0.0	6.0	0.0	0.0	0.0	0.0	0.0
West Kirby	5.6	3.5	4.3	3.6	4.1	1.7	2.7	1.5	8.7	1.3	0.0	0.0
Marine Rescue Unit	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Vesty Unit 5b	0.0	1.1	6.1	0.8	0.0	7.9	0.0	2.9	2.9	5.3	4.5	0.7
Vesty Unit 5a	2.8	8.8	3.2	5.9	6.1	7.5	7.4	3.1	6.5	6.4	6.9	6.1
Southport	2.9	5.0	5.0	2.7	7.5	7.5	3.7	8.5	7.6	5.1	5.1	6.2
Old Swan	7.2	7.2	10.9	3.6	2.8	17.6	5.7	9.2	8.4	13.3	6.7	6.8
Kensington	3.9	6.5	4.4	4.6	6.1	3.0	8.9	6.0	9.7	6.3	5.2	7.1
Croxeth	5.4	9.6	14.0	3.6	14.2	11.8	10.5	14.9	12.8	9.1	16.1	7.5
Crosby	3.3	2.0	10.2	3.7	6.8	20.0	4.7	6.4	10.0	7.7	5.2	8.2
Kirkdale	0.5	7.1	6.9	3.6	6.9	7.1	5.7	8.9	11.3	7.0	8.2	8.4
Newton	2.5	2.8	4.6	7.6	7.0	7.2	4.2	4.6	7.5	8.8	6.8	8.4
Vesty Unit 1	4.5	8.4	6.4	5.0	7.9	10.9	11.8	7.1	10.3	11.1	9.5	8.5
Toxteth	5.8	3.6	5.9	2.3	8.3	6.7	5.9	9.0	5.3	8.8	7.1	8.5
Eccleston	9.6	5.2	6.7	5.7	7.4	7.3	4.3	6.7	10.2	10.4	7.2	9.5
Bridle Road HQ	2.4	10.1	9.0	1.2	8.4	11.5	9.8	8.5	9.9	10.0	9.5	9.7
Bootle & Netherton	6.4	7.9	8.1	7.3	13.1	11.5	15.0	9.9	10.3	14.7	10.7	10.4
Speke	15.0	9.5	10.4	6.7	20.0	25.5	14.4	11.2	17.9	8.6	10.8	10.5
<b>Service Average</b>	<b>5.3</b>	<b>8.9</b>	<b>8.1</b>	<b>4.0</b>	<b>8.3</b>	<b>10.0</b>	<b>8.7</b>	<b>8.6</b>	<b>10.2</b>	<b>9.3</b>	<b>8.7</b>	<b>10.7</b>
TDA	5.2	12.3	18.6	7.3	16.3	13.5	14.7	14.9	13.7	15.5	17.6	11.2
Formby	3.6	3.0	7.0	6.2	8.0	12.6	4.8	7.2	9.8	10.0	6.0	12.0
City Centre	9.3	3.9	7.0	7.3	10.5	9.8	10.6	7.4	11.5	10.6	11.5	12.3
Heswall	0.0	12.5	12.5	8.3	12.5	12.5	12.5	18.8	18.8	12.5	12.5	12.5
Bromborough	9.3	2.5	9.7	6.2	7.6	17.4	12.5	16.3	15.4	10.6	14.2	13.0
Upton	10.0	10.2	18.7	1.8	5.1	16.6	8.2	8.4	12.0	12.0	12.0	13.3
Aintree	11.5	117.5	8.8	4.0	4.6	6.2	3.1	3.5	13.5	5.8	5.8	13.8
Wallasey	10.0	9.3	6.3	6.4	7.1	12.1	19.9	12.3	10.9	12.0	10.3	13.8
Belle Vale	10.9	7.3	7.7	13.0	9.7	8.7	13.6	12.9	17.3	16.0	12.0	15.2
St Helens	10.0	6.0	6.3	4.0	10.2	7.8	13.0	8.6	11.0	11.2	6.4	16.3
Kirkby	2.3	6.6	7.6	6.1	11.5	11.8	15.0	9.8	17.1	12.6	13.6	16.6
Huyton	8.5	8.6	9.4	6.4	9.4	7.6	6.6	9.3	21.5	7.1	5.9	17.4
Birkenhead	13.6	4.6	13.5	7.6	2.8	16.5	4.9	11.7	16.5	17.5	15.2	18.6
Allerton	2.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	61.6

## Appendix B – Display Energy Certification

Site Name	Building Name	Grade	Rating
Merseyside Fire & Rescue Service	Toxteth Leisure Centre	B	44
Merseyside Fire & Rescue Service	Speke FS	C	56
Merseyside Fire & Rescue Service	St Helens FS	C	56
Merseyside Fire & Rescue Service	Eccleston Fire Station	C	58
Merseyside Fire & Rescue Service	Queens Drive	C	61
Merseyside Fire & Rescue Service	Kensington Fire Station	C	62
Merseyside Fire & Rescue Service	Wallasey FS	C	64
Merseyside Fire & Rescue Service	Bromborough Fire Station	C	64
Merseyside Fire & Rescue Service	Heswall Fire Station	C	68
Merseyside Fire & Rescue Service	Belle Vale	C	68
Merseyside Fire & Rescue Service	5a Vesty Road	C	69
Merseyside Fire & Rescue Service	Allerton Fire Station	C	69
Merseyside Fire & Rescue Service	Southport	C	69
Merseyside Fire & Rescue Service	Upton Fire Station	C	70
Merseyside Fire & Rescue Service	Bootle & Netherton	C	74
Merseyside Fire & Rescue Service	Vesty Unit	D	77
Merseyside Fire & Rescue Service	Crosby Fire Station	D	77
Merseyside Fire & Rescue Service	Birkenhead	D	78
Merseyside Fire & Rescue Service	West Kirby Fire Station	D	79
Merseyside Fire & Rescue Service	Huyton Fire Station	D	86
Merseyside Fire & Rescue Service	Kirkby Fire Station	D	87
Merseyside Fire & Rescue Service	TDA Training Centre	D	90
Merseyside Fire & Rescue Service	Croxteth FS	D	90
Merseyside Fire & Rescue Service	Newton le Willows Fire Station	D	94
Merseyside Fire & Rescue Service	Kirkdale	D	96
Merseyside Fire & Rescue Service	5b Vesty Road	E	107
Merseyside Fire & Rescue Service	City Centre Fire Station	E	113
Merseyside Fire & Rescue Service	HQ Bridle Road	F	132
Merseyside Fire & Rescue Service	Marine Unit	F	139

A 0 -25

B 26 -50

C 51 -75

D 76 -100

~~~~~100 Would be Typical

E 101 -125

F 126-150

G over 150

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## MERSEYSIDE FIRE AND RESCUE AUTHORITY

### SCRUTINY REPORT TO THE

### PERFORMANCE AND SCRUTINY COMMITTEE

19 MAY 2016

**SUBJECT:** REVIEW OF THE EFFECTIVENESS OF PUBLIC CONSULTATION

**REPORT NUMBER:** CFO/033/16

**APPENDICES:** APPENDIX A: AUDIT OF CONSULTATION ARRANGEMENTS  
APPENDIX B: CONSULTATION PRINCIPLES

**REPORTING OFFICER:** DEPUTY CHIEF FIRE OFFICER

**RESPONSIBLE OFFICER:** DEB APPLETON

**OFFICERS CONSULTED:** CLLR BARBARA MURRAY, WENDY KENYON

### Purpose of Report

1. To request that Members scrutinise performance concerning the arrangements for public consultation, particularly in relation to the proposals to close or merge fire stations.

### Introduction and Background

2. Members of the Performance and Scrutiny Committee have included within the Committee's forward work plan the following item for scrutiny:

*"How effective is our Consultation Process?"*

The reason for this scrutiny report is:

*"To review our current consultation process and identify any possible improvements."*

Further detail provided in the forward work plan is as follows:

*“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.”*

3. Members will be aware that five twelve week public consultations were carried out during 2014/15 and 2015/16 over the proposed closure or merger of fire stations to enable budget savings to be made. These took place in Knowsley (2014), Wirral (x2) in 2014 and 2015, Liverpool in 2015 and St Helens in 2015.
4. Members will also be aware that the Authority has a legal and moral responsibility to make sure that people affected by such proposals are given an opportunity to comment on the proposals and that those comments are then taken into account when the Authority makes its final decisions; i.e. that the consultation is meaningful.
5. As a result of this obligation, the Authority has always striven to consult with a broad range of people (and organisations) in a variety of ways and to faithfully record, report and consider their views.
6. It was considered that the most appropriate way to respond to the Committee’s request was to commission an independent review by Internal Audit and the report resulting from that review is attached as Appendix A to this report.
7. The Internal Audit review conclusion is detailed below, further details are available in the full report:

“For several years, we understand that the Authority’s consultation when preparing its Integrated Risk Management Plan was limited to public meetings. Although we have been told that they were delivered at low or no additional cost, we have also been told that they were ineffective in relation to achieving meaningful consultation with the public, as very few people attended. Since then, the Authority has developed a more inclusive and varied approach to offer a broad range of consultation options for people to engage with, backed up with publicity to promote the consultation.

The consultation exercises that have taken place over the past two years have taken ‘adequate’ steps to engage and inform all interested parties. The level of engagement through focused meetings, questionnaires and open meetings has been mixed with, probably the highest level being where individuals feel strongest about the proposals. Participation levels in on line questionnaires, with the exception of the first undertaken during the initial Wirral consultation, were generally fairly low. The response rate in the first Wirral questionnaire was 977 with only 363 responses in all other questionnaires conducted. There is however no evidence to indicate that this is as a result of poor publicity.

The one postal survey sent to 10,000 randomly selected addresses did not achieve a demonstrably higher return with only 1,351 (13.5%) responses representing a cost of just over £14 per respondent, although it could be said that the Authority did directly

engage with 10,000 through this approach, whether or not they chose to respond. Consideration therefore should be given as to the cost effectiveness of such an exercise for future consultations. It is noted that this method of engagement was only used for one of the consultations being considered and was, we have been informed, adopted to address a particular concern that there was a risk that some residents in the affected area were having a disproportionate impact on the consultation outcomes. This has not been the case in the other consultations.

At present, although issues from completed consultations are used to inform future exercises there is no formal means of capturing the information, for example through a Lessons Learned Log. There has been a draft Consultation Framework\* developed which will deliver a best practice approach for future consultations, building on what has been learned from all completed consultations.”

\*It is planned that the Consultation Framework will be implemented before September 2017.

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**Equality and Diversity Implications**

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8. There are no equality and diversity implications resulting from this report.

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**Staff Implications**

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9. There are no staff implications resulting from this report.

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**Legal Implications**

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10. The public law duty to consult is one aspect of the principle that public authorities should demonstrate fairness in the exercise of their functions.

11. Government guidance on fair consultation are detailed in the Cabinet Office Consultation Principles (Appendix B) and relevant case law, particularly the Gunning Principles established from R v Brent London Borough Council ex parte Gunning (1985) which addresses when, how, why and what should be taken into account in regard to conducting consultations.

12. This report demonstrates MFRA’s compliance with its duty to consult and work undertaken in accordance with the principles of consultations.

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**Financial Implications & Value for Money**

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13. There are no cost implications resulting from this report. The Authority invests in a range of consultation methods to provide meaningful consultation. Some of these incur a cost and others are delivered at no additional cost.

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**Risk Management, Health & Safety, and Environmental Implications**

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14. A significant value of effective and meaningful consultation is that it reduces the risk of the Authority’s decisions being judicially reviewed. Judicial review can be

a very costly and time consuming exercise even when an Authority is ultimately found not to be at fault.

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

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15. This report offers assurance that the Authority makes adequate arrangements to ensure that stakeholders are consulted in relation to proposals to make major changes to services and that the outcomes are considered in the decision making process.

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**Recommendation**

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16. That Members;  
a) **Scrutinise the information contained within this report concerning public consultation arrangements**

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**BACKGROUND PAPERS**

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**GLOSSARY OF TERMS**

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- MFRA** Merseyside Fire and Rescue Authority is the physical and legal entity. In writing reports MFRA is the “object”.
- MFRS** Merseyside Fire and Rescue Service is the service provided by MFRA. In writing reports MFRS is the “action”
- E.G.** You are employed by the Authority (MFRA). The job you do forms part of the Service (MFRS) provided by the Authority (MFRA).  
[If in doubt use MFRA]





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**SUBJECT:** MFRS Consultation Arrangements  
**AUDIT MANAGER:** Melanie Dexter  
**AUDITOR:** Sue Scully  
**DATE:** 04<sup>th</sup> May 2016  
**DISTRIBUTION:** Deb Appleton, Director of Strategy and Performance  
Ian Cummins, Treasurer

## **Background**

A report was presented to members of the Merseyside Fire and Rescue Authority (MFRA) on 3<sup>rd</sup> December 2013 setting out potential options for station mergers / closures, necessitated by budget cuts. Members gave delegated authority to the Chief Fire Officer in consultation with the Chair and Party Spokespersons to:

- i) Identify the most suitable merger sites from which to operate whilst ensuring response standards are maintained.*
- ii) Identify potential partners for joint working.*
- iii) Undertake the necessary preparatory work around the procurement of appropriate sites in order to expedite the mergers option in the event that Authority approval is confirmed after the public consultation process is concluded.*
- iv) Submit a bid for resources to support any scheme as appropriate to any available funding sources.*

A subsequent report to the Authority Budget Meeting on 27<sup>th</sup> February 2014 resolved that members:

- b) Consider the outcomes of the stakeholder/public engagement as they make any decisions on proposals relating to their financial plans including station mergers and the other operational response options.*

The consultation exercises took place between May 2014 and November 2015. Internal Audit was asked to assess the general principles and procedures followed in conducting the consultations. The result of our assessment is detailed in this report.

## **Scope of the audit exercise**

The audit review has examined the processes and procedures followed in order to give some assurance to the Authority that the consultation process took account of the views and



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opinions of all interested parties. In order to do this we have reviewed the procedures followed for consulting with interested parties over the planned closure / mergers of various fire stations to confirm the effectiveness of the process.

## **Conclusion**

For several years, we understand that the Authority's consultation when preparing its Integrated Risk Management Plan was limited to public meetings. Although we have been told that they were delivered at low or no additional cost, we have also been told that they were ineffective in relation to achieving meaningful consultation with the public, as very few people attended. Since then, the Authority has developed a more inclusive and varied approach to offer a broad range of consultation options for people to engage with, backed up with publicity to promote the consultation.

The consultation exercises that have taken place over the past two years have taken adequate steps to engage and inform all interested parties. The level of engagement through focused meetings, questionnaires and open meetings has been mixed with, probably the highest level being where individuals feel strongest about the proposals. Participation levels in on line questionnaires, with the exception of the first undertaken during the initial Wirral consultation, were generally fairly low. The response rate in the first Wirral questionnaire was 977 with only 363 responses in all other questionnaires conducted. There is however no evidence to indicate that this is as a result of poor publicity.

The one postal survey sent to 10,000 randomly selected addresses did not achieve a demonstrably higher return with only 1,351 (13.5%) responses representing a cost of just over £14 per respondent, although it could be said that the Authority did directly engage with 10,000 through this approach, whether or not they chose to respond. Consideration therefore should be given as to the cost effectiveness of such an exercise for future consultations. It is noted that this method of engagement was only used for one of the consultations being considered and was, we have been informed, adopted to address a particular concern that there was a risk that some residents in the affected area were having a disproportionate impact on the consultation outcomes. This has not been the case in the other consultations.

At present, although issues from completed consultations are used to inform future exercises there is no formal means of capturing the information, for example through a Lessons Learned Log. There has been a draft Consultation Framework developed which will deliver a best practice approach for future consultations, building on what has been learned from all completed consultations.



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## Findings

In order to evaluate the effectiveness of the processes and procedures undertaken during the consultation exercises we looked at a number of control measures expected within a consultation process as detailed in a Government Guideline – Consultation Principles 2016. The expected controls are detailed below with our assessment as to how the processes and procedures achieved each one. There are also three Appendices attached which detail the level of engagement during each consultation exercise, with costs identified where available.

***Appropriate consultation period*** - all consultations undertaken relating to station closures / mergers were subject to a 12 week consultation period which is in line with Government guidelines.

***Clear and concise questions established*** - the questions presented in the online questionnaires and the forum meetings for each consultation exercise were clear and understandable. Response rates however, with the exception of the first Wirral consultation were fairly low as detailed above.

***Adequate publicity in respect of exercises*** – the outcome reports for each consultation exercise indicated that there were various mediums utilised to publicise them, including leaflet drops, websites, twitter and radio interviews. Poor attendance at meetings could indicate that not all target members of the public were aware that the consultations were taking place or it could simply be a measure of disinterest. For the second Wirral exercise there was additional publicity through a postal survey, although the response rate was poor and the cost fairly high, possibly indicating that this form of contact does not result in increased engagement. There was additional targeted leafleting used for the St Helens and Eccleston exercise, however, given the very poor turnout at public meetings this again appears not to have had added benefits.

***Representative membership of targeted groups*** - as part of the consultation process for each potential merger / closure Opinion Research Services (ORS) was commissioned to run focus group meetings and forums. They were deliberative consultations (ie where people have more time to think about complex issues and read and understand existing research) with participants recruited by random-digit telephone dialling from the ORS Social Research Call Centre. ORS stated that care was taken to ensure that no potential participants were disqualified or disadvantaged by disabilities or any other factors, and the venues at which the forums met were readily accessible. People's special needs were all taken into account in the recruitment and at the venues and expenses were paid. Attendance levels at the sessions were mixed, with some meetings not achieving the target attendance levels set. Given the mixed level of attendance by those selected it may be concluded that paying attendees expenses is neither an incentive nor a disincentive in relation to an individual's decision to either take part or not take part in the groups.



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***Suitability of venues for meetings*** - every effort appears to have been made to ensure that access would not be an issue for both the deliberative and open meetings. A venue selected (apparently at the suggestion of a Council Member) for an open meeting for the second Wirral consultation however was clearly not big enough. The Authority was aware of the very high level of interest in the first consultation, however we understand that there was no larger suitable alternative in the area affected. On the night of the meeting however, we have been told that Fire and Rescue Service staff stood outside the venue and discussed the proposals with those members of the public who could not be admitted. .

***Timely reporting of outcomes*** - outcomes of the individual consultation exercises were all reported within the time frame of twelve weeks as advised in the government guidelines produced relating to Consultation Principles.

***Access to outcomes by interested parties*** - all outcome reports with their relevant appendices were readily available on the MFRS web site. Members of the public and any other interested party could also attend meetings where they were discussed, subject to exclusion of any restricted exempt items.

***Detail relating to level of participation, including comments made*** - each consultation outcome report contained detailed information in terms of how many people engaged in the process through both deliberative and open meetings and how many completed questionnaires and surveys. Responses, questions and comments made and other general correspondence were all adequately reported. Generally, with the exception of both proposals for the Wirral, those people who engaged in the process appeared either to support or accept as unavoidable the proposals made.

***Avoidance of election periods*** - government guidelines relating to the Consultation Process state that consultation exercises should not generally be launched during local or national election periods unless exceptional circumstances make a consultation absolutely essential (for example, for safeguarding public health). In two cases (the Huyton & Whiston and the second Wirral consultations) elections did fall within the 12 week consultation period. Should any further consultation exercises be planned it is recommended that every effort be made to ensure that the purdah period is avoided.

***Equality impact assessment*** - an Equality Impact Assessment (EIA) was compiled in late 2013 as part of the initial "in principle" exercise relating to potential mergers / closures. This was presented to members with the report entitled, Outcome from Station Mergers Engagement, presented on 27/02/2014. At the outcome of each consultation it has been further updated, with the changes being highlighted (for ease of identification) following the last two exercises (Wirral number 2 and St Helens & Eccleston).

***Lessons learned*** – through testing and discussion with staff we can confirm that lessons have been learned from each consultation process and they have been used to inform how the following consultations may be conducted. At present however, this information isn't being



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captured in a written log. We would recommend that consideration be given to setting this up for any future consultation exercises. A detailed consultation framework has been drafted which has addressed issues, both good and not so good, from completed consultation exercises. This will inform how future exercises will be conducted.



Appendix One

Costs associated with engagement exercises

| Method of engagement            | Total cost         |
|---------------------------------|--------------------|
| Focus groups and forums         | £50,812.50         |
| On line questionnaires          | No additional cost |
| Postal questionnaire            | £19,195.00         |
| Public and stakeholder meetings | £ 6,933.95         |
| Fire station staff consultation | No additional cost |
| Fire station users consultation | No additional cost |
|                                 | £64,454.45         |

**Notes:**

- 1) The postal questionnaire was only conducted for the second Wirral consultation
- 2) All costs we understand were contained within existing Fire and Rescue Service budgets



Appendix Two

Breakdown of participants in consultation exercises with indicative costs

| Consultation details   |                      | Group / activity                | No of participants | Cost               |                    |
|------------------------|----------------------|---------------------------------|--------------------|--------------------|--------------------|
| Stations               | Dates                |                                 |                    | Total              | Per participant    |
| Huyton & Whiston       | 06/05/14 to 28/07/14 | Prescot focus group             | 11                 | £10,670.00         | £355.67            |
|                        |                      | Whiston focus group             | 11                 |                    |                    |
|                        |                      | Huyton focus group              | 8                  |                    |                    |
|                        |                      | All Knowsley forum              | 18                 |                    |                    |
|                        |                      | On line questionnaire           | 93                 | No additional cost | No additional cost |
|                        |                      | Fire station staff consultation | Not known          |                    |                    |
|                        |                      | Fire station users consultation | Not known          | £1,817             | £90.85             |
|                        |                      | Public meetings                 | 6                  |                    |                    |
| Stakeholder meeting    | 14                   |                                 |                    |                    |                    |
| Upton & West Kirby (1) | 03/10/14 to 26/12/14 | Upton focus group               | 4                  | £11,143.75         | £348.24            |
|                        |                      | Greasby focus group             | 8                  |                    |                    |
|                        |                      | West Kirby focus group          | 9                  |                    |                    |
|                        |                      | All Wirral forum                | 11                 | No additional cost | No additional cost |
|                        |                      | On line questionnaire 1         | 977                |                    |                    |
|                        |                      | On line questionnaire 2         | 12                 | No additional cost | No additional cost |
|                        |                      | Fire station staff consultation | Not known          |                    |                    |
|                        |                      | Fire station users consultation | Not known          | £1,356.55          | £3.48 / £3.01      |
|                        |                      | Public meetings                 | 380 to 440         |                    |                    |
| Stakeholder meeting    | 10                   |                                 |                    |                    |                    |
| Allerton               | 01/11/14 to 26/01/15 | Liverpool wide forum            | 21                 | £7,258.75          | £154.44            |
|                        |                      | Allerton focus group            | 4                  |                    |                    |
|                        |                      | Merseyside forum                | 22                 |                    |                    |
|                        |                      | On line questionnaire           | 65                 | No additional cost | No additional cost |
|                        |                      | Fire station staff consultation | Not known          |                    |                    |
|                        |                      | Fire station users consultation | Not known          | £1,650             | £51.56             |
|                        |                      | Public meetings                 | 28                 |                    |                    |
| Stakeholder meeting    | 4                    |                                 |                    |                    |                    |



| Consultation details   |                      | Group / activity                | No of participants | Cost               |                    |
|------------------------|----------------------|---------------------------------|--------------------|--------------------|--------------------|
| Stations               | Dates                |                                 |                    | Total              | Per participant    |
| Upton & West Kirby (2) | 02/03/15 to 31/05/15 | Saughall Massie focus group     | 10                 | £10,870            | £221.84            |
|                        |                      | West Kirby focus group          | 9                  |                    |                    |
|                        |                      | Upton focus group               | 8                  |                    |                    |
|                        |                      | All Wirral forum                | 22                 |                    |                    |
|                        |                      | On line questionnaire           | 129                | No additional cost | No additional cost |
|                        |                      | Fire station staff consultation | Not known          |                    |                    |
|                        |                      | Fire station user consultation  | Not known          |                    |                    |
|                        |                      | Postal survey                   | 1,351              | £19,195            | £14.21             |
|                        |                      | Public meetings                 | 158                | £923               | £5.74              |
|                        |                      | Stakeholder meeting             | 3                  |                    |                    |
| St Helens & Eccleston  | 03/08/15 to 01/11/15 | Eccleston focus group           | 7                  | £10,870            | £293.78            |
|                        |                      | Canal St focus group            | 8                  |                    |                    |
|                        |                      | St Helens focus group           | 6                  |                    |                    |
|                        |                      | All St Helens forum             | 16                 |                    |                    |
|                        |                      | Fire station staff consultation | Not known          | No additional cost | No additional cost |
|                        |                      | Fire station user consultation  | Not known          |                    |                    |
|                        |                      | On line questionnaire           | 64                 |                    |                    |
|                        |                      | Public meetings                 | 20 (approx.)       | £1,187.40          | £51.63             |
| Stakeholder meeting    | 3                    |                                 |                    |                    |                    |

Notes

1) 10,000 postal surveys were issued in the second Wirral consultation at a cost of £1.92 per household / recipient





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**Appendix Three**

**The value of the consultation techniques used**

**Focus groups and forums**

These provide an opportunity for the Authority to engage with a demographically representative group of people from the area/s affected by the proposals. Those people are randomly selected and spend up to two and a half hours carefully considering the proposals in detail. They are reimbursed for their out of pocket expenses. By using an external provider to facilitate, the Authority is able to ensure that (in the majority of cases) the participants do not have a fixed view when they arrive and that they can approach the consideration of the proposals in an objective way. This is particularly important when considering the limitations of public meetings. See below.

**Public meetings**

These would generally not result in a representative group of the local population attending and giving their views as people usually attend public meetings because they have strong views about a proposal. Generally we understand, in the Authority's experience, those attending such meetings are opposed. Public meetings definitely have a place in any consultation as "listening events", allowing people to air their concerns. However, the Authority cannot take the majority view from any public meeting as being representative of the views of the overall population, hence the requirement for more deliberative focus groups and forums.

**On line questionnaires**

We understand that on line questionnaires are widely used by the Authority as they have no additional cost, are quick to set up and allow people a different way of participating. For each of the consultations the questionnaire forms were also made available as paper copies. They are similar to public meetings in that they provide an opportunity for the Authority to "listen" to views, but they would generally not always result in contributions from a representative group of the population, so only have value when more deliberative methods are used alongside them.

**Postal survey**

This technique was used only once, in Wirral. It was a useful way of reaching a large number of people who were representative of the general population in the area. We have been informed that officers feared that the views of people in West Kirby may not have been heard during the first Wirral consultation due to the disproportionate contribution of people from Greasby. To avoid the same issue occurring in relation to consultation on the Saughall Massie site, it was decided to conduct a postal survey which brought the consultation directly to the attention of 10,000 people and allowed them to comment on what the proposals meant to them. With the absence of a similar situation in St Helens, no postal survey was required for that consultation.



**Staff and Service user consultation**

We have been informed that other consultation was conducted with staff at the affected locations by officers from the Service. In addition, officers conducted consultation with users of the premises concerned, both at no extra cost. This allowed all those people directly affected by the proposals to have a say.

**Letters, emails and other meetings**

We have been informed that all letters and emails received during the consultation periods were responded to promptly and in detail. In addition, the Chief Fire Officer attended several meetings with groups of interested people from the local area to explain the proposals, both at no additional cost. This responsive approach to concerns and comments was intended to help people understand the proposals to assist them in formulating a view.

**A. Consultations should be clear and concise**

Use plain English and avoid acronyms. Be clear what questions you are asking and limit the number of questions to those that are necessary. Make them easy to understand and easy to answer. Avoid lengthy documents when possible and consider merging those on related topics.

**B. Consultations should have a purpose**

Do not consult for the sake of it. Ask departmental lawyers whether you have a legal duty to consult. Take consultation responses into account when taking policy forward. Consult about policies or implementation plans when the development of the policies or plans is at a formative stage. Do not ask questions about issues on which you already have a final view.

**C. Consultations should be informative**

Give enough information to ensure that those consulted understand the issues and can give informed responses. Include validated assessments of the costs and benefits of the options being considered when possible; this might be required where proposals have an impact on business or the voluntary sector.

**D. Consultations are only part of a process of engagement**

Consider whether informal iterative consultation is appropriate, using new digital tools and open, collaborative approaches. Consultation is not just about formal documents and responses. It is an on-going process.

**E. Consultations should last for a proportionate amount of time**

Judge the length of the consultation on the basis of legal advice and taking into account the nature and impact of the proposal. Consulting for too long will unnecessarily delay policy development. Consulting too quickly will not give enough time for consideration and will reduce the quality of responses.

**F. Consultations should be targeted**

Consider the full range of people, business and voluntary bodies affected by the policy, and whether representative groups exist. Consider targeting specific groups if appropriate. Ensure they are aware of the consultation and can access it. Consider how to tailor consultation to the needs and preferences of particular groups, such as older people, younger people or people with disabilities that may not respond to traditional consultation methods.

**G. Consultations should take account of the groups being consulted**

Consult stakeholders in a way that suits them. Charities may need more time to respond than businesses, for example. When the consultation spans all or part of a holiday period, consider how this may affect consultation and take appropriate mitigating action.

**H. Consultations should be agreed before publication**

Seek collective agreement before publishing a written consultation, particularly when consulting on new policy proposals. Consultations should be published on gov.uk.

**I. Consultation should facilitate scrutiny**

Publish any response on the same page on gov.uk as the original consultation, and ensure it is clear when the government has responded to the consultation. Explain the responses that have been received from consultees and how these have informed the policy. State how many responses have been received.

**J. Government responses to consultations should be published in a timely fashion**

Publish responses within 12 weeks of the consultation or provide an explanation why this is not possible. Where consultation concerns a statutory instrument publish responses before or at the same time as the instrument is laid, except in exceptional circumstances. Allow appropriate time between closing the consultation and implementing policy or legislation.

**K. Consultation exercises should not generally be launched during local or national election periods.**

If exceptional circumstances make a consultation absolutely essential (for example, for safeguarding public health), departments should seek advice from the Propriety and Ethics team in the Cabinet Office.

This document does not have legal force and is subject to statutory and other legal requirements.

## MERSEYSIDE FIRE AND RESCUE AUTHORITY

### PERFORMANCE REPORT TO THE PERFORMANCE AND SCRUTINY COMMITTEE

119 MAY 2016

**SUBJECT:** MFRA/NWAS COLLABORATIVE RESPONSE TO  
CARDIAC ARREST INCIDENTS TRIAL UPDATE MAY  
2016

**REPORT NUMBER:** CFO/040/16

**APPENDICES:** APPENDIX A: JOINT STATEMENT ON BEHALF  
OF GMB, UNISON AND FBU  
APPENDIX B: EIA

**REPORTING OFFICER:** DEPUTY CHIEF FIRE OFFICER

**RESPONSIBLE OFFICER:** AM DAVE MOTTRAM – DIRECTOR OF  
OPERATIONAL RESPONSE

**OFFICERS CONSULTED:** GM PAUL HITCHEN

### Purpose of Report

1. To request that Members review the performance of the co-responding trial between Merseyside Fire & Rescue Authority and Northwest Ambulance Service (NWAS). This trial is being undertaken in accordance with the requirements of the NJC Circular 13/15.

### Introduction and Background

2. Members approved report CFO/012/2016 12/16 on 25<sup>th</sup> February which provides the details of the Emergency Medical Response (EMR) trial which would see MFRA responding with NWAS to assist at cardiac arrest calls (Code Red One).
3. The trial commenced on 29<sup>th</sup> February 2016 and was launched at Southport Fire Station by the DCFO and interim Chief Executive of NWAS.

4. Media coverage of the launch included local press TV and radio. The Services corporate communications team also utilised social media extensively to publicise the launch.
5. Three stations (Southport, Speke and Wallasey) began the trial on 29<sup>th</sup> February 2016. It was originally proposed that a phased roll out would take place which would enable all MFRA stations to participate in the trial before its conclusion. Unfortunately at this time it has not been possible to extend the number of stations involved beyond the initial three, due to opposition raised by NWS GMB and UNISON unions. Work is ongoing with the representative bodies at the joint services working group, to expand the trial as originally intended. (See appendix A)

### **Current Position**

6. For the purposes of this report two complete months (March and April) of data have been utilised.
7. During the 2 month period MFRA assistance has been requested by NWS on a total of 54 occasions. Of these requests attendance was made on 31 occasions and on 12 of these occasions, MFRA staff carried out or assisted with CPR.
8. Of the 3 responding stations EMR incidents accounted for 11.59% of operational activity (Southport 14.46% Speke 12.23% Wallasey 7.79%).
9. During the 2 month data sample period there have been no occasions when a life risk fire related incident has simultaneously taken place whilst appliances have been attending an EMR incident. There have been 3 occasions when fire control have declined to respond to an incident due to overall appliance availability and to maintain cover at the 10 key locations. There is no evidence of there being an impact on overall response times since the introduction of the co-responding trial.
10. Data protection and patient confidentiality makes following up on the outcome for casualties that MFRA have assisted with at incidents very challenging. Predominantly feedback is limited to either “on scene” outcomes or contact with the attending NWS crews post incident. There have been five occasions when a positive outcome has been achieved on scene as a result of CPR and defibrillation (a positive outcome being a return of spontaneous circulation (ROSC)). In conjunction with NWS Officers are currently following up on these incidents to ascertain if any lives have ultimately been saved.
11. Measures to manage the potential traumatic effects of this type of incident on our staff are in place and have been implemented after every EMR incident. A Station Manager is mobilised on each occasion to support crew welfare utilising the Critical Incident Stress Management (CISM) process.

12. The Authority is reporting to the NJC via a web based survey on a monthly basis and will continue to do so until the conclusion of the trial on 30<sup>th</sup> June 2016.
13. Feedback from crews has been predominantly positive which has been widely communicated to staff. There have also been a number of positive learning points for MFRA and NWAS which have been identified through the MFRA debriefing process and which are being addressed by the working group.

### **Next Steps.**

14. A working group has been established and is chaired by MFRS Director of Response. The membership of the group includes MFRA and NWAS senior managers and the representative bodies of both organisations. This group meets monthly to review progress to date, consider outcomes, improve ways of working and address any matters arising.
15. The NJC trial is due to conclude on 30<sup>th</sup> June 2016. The NJC have not yet provided any information on what the next steps will look like after 30<sup>th</sup> June.

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### **Equality and Diversity Implications**

16. This report does not have any direct impact on the Service response to any of the equality protected groups in Merseyside. The emergency medical responses will cover all members of the public regardless of their protected group (except those 12 years and under) which delivers a positive improvement on current response times, critical to saving life . There are no perceived equality and diversity issues to consider in relation to those staff delivering the EMR at this stage of the trial. The Service Instruction has been discussed with the Diversity and Consultation Manager through the EIA process.
17. An interim Equality Impact Assessment has been completed, see Appendix 2.

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### **Staff Implications**

18. Extensive consultation and communication has taken place with staff and this is considered to be an ongoing process.
19. Prior to undertaking EMR all staff have received training to ensure they are able to respond to cardiac arrest incidents as a co-responder. Currently in excess of 75% of staff have been trained in FPOSi
20. Prior to undertaking EMR incidents all staff require an EDBS check. Currently 60% of staff have successfully completed this process

21. Since the original report the Service has invested in additional advanced and specialised training aids which assist with skills development and assessment of basic life support and CPR.

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**Legal Implications**

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22. The memorandum of understanding between MFRA and NWAS has been jointly agreed by the MFRA legal department and NWAS and has been signed off.
23. The MFRA legal team has confirmed that the Authorities existing indemnity provides cover for this activity for operational members of staff.
24. The Authorities insurers have confirmed that the activity that will be undertaken as part of EMR is covered by our existing insurance policy.

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**Financial Implications & Value for Money**

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25. There are no financial implications related to this update. Overall financial implications of the trial were detailed in CFO/012/2016

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**Risk Management, Health & Safety, and Environmental Implications**

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26. Contained within paragraphs 16,17,23,24.

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

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27. Studies into survival rates of out of hospital cardiac arrest confirm that early intervention and delivery of CPR and defibrillation alongside a team based approach to ensure high quality CPR significantly improve survivability. This initiative between MFRA and NWAS will provide the public of Merseyside with the best possible service and aims to improve survivability rates for out of hospital cardiac arrest.

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**Recommendation**

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28. That Members;
  - a) Review the performance of the co-responding trial between Merseyside Fire and Rescue Authority and North West Ambulance Service (NWAS).

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**BACKGROUND PAPERS**

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**CFO/12/16**    Emergency Medical Response Trial

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**GLOSSARY OF TERMS**

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|                   |                                                                                                           |
|-------------------|-----------------------------------------------------------------------------------------------------------|
| <b>NWAS</b>       | Northwest Ambulance Service                                                                               |
| <b>FPOSI</b>      | First Person in the Scene                                                                                 |
| <b>IRS</b>        | Incident Reporting System                                                                                 |
| <b>EMR</b>        | Emergency Medical Response                                                                                |
| <b>LEARNPRO</b>   | The Service's e learning platform                                                                         |
| <b>EDBS</b>       | Enhanced disclosure and barring check                                                                     |
| <b>CPR</b>        | Cardio Pulmonary Resuscitation                                                                            |
| <b>PIC PACKS</b>  | Personal Infection Control packs, issued to all staff as a control measure for use when casualty handling |
| <b>POSC</b>       | Return of Spontaneous Circulation                                                                         |
| <b>RED 1 CALL</b> | NWAS highest call category                                                                                |

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**CIRCULATION DOCUMENT  
DRAFT REPORT**

Appendix A

Joint Statement on behalf of GMB, Unison and the Fire Brigades Union

Following a further meeting 22<sup>nd</sup> March 2016 of the representative bodies in relation to the proposal by Merseyside Fire and Rescue Service for an expansion of the Emergency Medical Response (EMR) trial within Merseyside the representative bodies GMB, Unison and the Fire Brigades Union (FBU) issue the following statement:

The dialogue between the respective Unions has been constructive throughout the negotiations although agreement has been unable to be reached on a further expansion of the trial.

Nationally the FBU has emphasised the importance of all party agreement in respect of the EMR trials and the FBU would not want to jeopardise all party agreement going forward.

GMB, Unison and the FBU believe that the EMR trial currently successfully negotiated and being undertaken at three locations within Merseyside: Wallasey, Southport and Speke should be celebrated as a considerable achievement given the historic situation in Merseyside, an achievement that would not have been possible without the agreement of the three unions.

The National EMR trial is due to conclude 30<sup>th</sup> June 2016 and a decision as to whether EMR will become a part of a firefighters core duties beyond that point will be made before that date.

Therefore GMB, Unison and the FBU are content to collate and submit, as constituent members of the Merseyside EMR Working Group, the information gained from the three Merseyside trial stations for submission to the National Joint Council to feed into the collation of the National statistics.

This statement is issued on behalf of:

Mike Buoey GMB

David Robb Unison

Mark Rowe FBU

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# Equality Impact Assessment (EIA) Reporting Form

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

## Section 1: EIA Details

|                                                                                                                                                                                    |                                                                                                                                                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.1) Author                                                                                                                                                                        | <input type="text" value="Whitfield, Craig"/>                                                                                                                                                                      |
| 1.2) Responsible Officer                                                                                                                                                           | <input type="text" value="Hitchen, Paul"/>   |
| 1.3) Function                                                                                                                                                                      | <input type="text" value="Operational Response"/>                                                                               |
| 1.4) Department                                                                                                                                                                    | <input type="text" value="Operational Assurance"/>                                                                              |
| 1.5) What is the status of this EIA?<br><b>If "Revision" is selected, please ensure "1.7) Date of EIA" is revised and "1.5.1) Which sections have been revised?" is completed.</b> | <input type="text" value="New"/>                                                                                                |
| 1.6) Title of EIA                                                                                                                                                                  | <input type="text" value="Emergency Medical Response Scheme"/>                                                                                                                                                     |
| 1.7) Date of EIA                                                                                                                                                                   | <input type="text" value="06/11/2015"/>                                                                                         |
| 1.8) What does the EIA relate to?                                                                                                                                                  | <input type="text" value="Service Instruction"/>                                                                                |
| 1.9) Title reference of<br>SI/policy/report/event/project                                                                                                                          | <input type="text" value="Emergency Medical Response Scheme"/>                                                                                                                                                     |
| 1.10) SI Policy Number of<br>SI/policy/report/event/project                                                                                                                        | <input type="text" value="SI 0445"/>                                                                                                                                                                               |

## Section 2: Initial Assessment

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

This SI informs and supports MFRS Operational staff attending NWAS Red 1 Cardiac Arrest calls to provide CPR and Automatic External Defibrillation.

MFRA and NWAS senior Managers with support from the relevant Rep Bodies have agreed to trial the scheme as detailed within the arrangements set out in the NJC agreement and local MOU.

The SI provides details and clinical scope of appropriate training to support Responders to Red 1 calls and has been assured by the delivery partners PGI to the level of FPOS-I. Other areas in which detail is provided in this SI include: Mobilisation arrangements; End of life care guidance; PPE levels; infection control; clinical recording; Quality Assurance; Critical Incident Debrief and incident reporting. This SI also includes Appendices which will support responders when attending incidents.

This EIA is completed prior to the 6 month trial and will be evaluated after the 6 month trial to assess any further impacts identified.

### 2.2) Who will be affected?

Operational Staff



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

In preparation for this EIA a number of documents and research has been reviewed :

- 1) Data analysis of Cardiac arrests across Merseyside from 1st April 2014 to 31st March 2015.
- 2) EIA Completed by Lancashire FRS on First Responder Pilot 23.6.2015
- 3) Research from Universities around Faith and religion for Do Not Resuscitate (DNR)
- 4) Reaching all communities on Merseyside -MFRA document

Using the information above there were no specific groups identified as requiring any different approach to CPR, the approach to CPR will be the same for all Individuals. The Introduction of this response will be to all public over the age of 12, however this is dependant on the NWS correctly coding the casualty.

The rationale for not responding to those under the age of 12 is based around specific training requirements to manage paediatrics by specialist NWS staff.

There is unlikely to be a greater impact on any one group over the other and the service will be delivered equally across the board to all people regardless of their Protected Group .

Staff already conduct life saving activities as part of their normal duties , these scheme will extend that.

The approach to training for staff will be the same regardless of staffs personal protected groups .

Additional training above and beyond FPOS-I will be provided and will incorporate DNR and end of life care which may have a bearing on particular cultures and faith and disabilities.

The SI has undergone Consultation with Rep bodies and Diversity Action Group ( due 2/2/16) .

The SI and the Trail will be evaluated following the 6 month trial which concludes end of June 2016, the data will be reviewed to assist with this EIA should any notable trends be established around any Protected groups.

## Section 8: Actions (Admin Use Only)

8.1) Actioned Required

Yes  No

8.2) Details of Action Required

1) To revisit the review of data collected following the 6 month evaluation and assess any further equality Impact and update the EIA accordingly  
2) To review with DAG members for any further impacts 2.2.16

8.3) DAG Consultation Required

Yes  No

8.4) Approved

Yes  No

8.5) Responsibility Of

Whitfield, Craig

8.6) Completed By

26/01/2016



8.7) Review Date

05/11/2016



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

9.1) Signed off by Wendy Kenyon

26/01/2016





## 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><b>Performance Against New AFA Protocol</b></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 &amp; 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><b>Performance &amp; Scrutiny Committee</b><br/><b>23<sup>rd</sup> July 2015</b></p> <p><b>COMPLETE</b></p>                             | <p>Aim – Excellent Prevention &amp; Protection</p> | <p>Lead Member for Community Risk Management – Cllr Jimmy Mahon</p> <p>AM James Berry – Community Risk Management</p> |
| <p><b>Fire &amp; Health Exploring opportunities for collaboration.</b></p> <p><b>Understanding the potential implications of the Care Act 2015.</b></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 &amp; 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><b>Performance &amp; Scrutiny Committee</b><br/><b>3<sup>rd</sup> September 2015</b> (single status meeting)</p> <p><b>COMPLETE</b></p> | <p>Aim – Excellent Prevention &amp; 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.                                                                                                                    |                                                                                                                                                                                                                                                                                               |                                                                                                                                                                           |                                          |                                                                                                                |
| <b>Fire Control and the Mobilisation Process</b>                                      | 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. | <b>Performance &amp; Scrutiny Committee</b><br><del>5<sup>th</sup> November 2015</del><br><b>Report deferred to 17<sup>th</sup> March 2016 meeting</b><br><b>Complete</b> | Aim – Excellent Operational Preparedness | Lead Member for Operational Preparedness – Cllr Lesley Rennie<br><br>AM Nick Searle – Operational Preparedness |
| <b>Implementation of the Management Review and impact on Partnership Arrangements</b> | 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.                                                               | <b>Performance &amp; Scrutiny Committee</b><br><del>5<sup>th</sup> November 2015</del><br><b>Report deferred to 19<sup>th</sup> May 2016 meeting</b>                      | 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                                                                                                        |
|------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| <b>How effective is our Consultation Process?</b>    | 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><b>Performance &amp; Scrutiny Committee</b></p> <p><del>5<sup>th</sup> November 2015</del></p> <p><b>Audit of consultation processes forms part of the Annual Internal Audit Plan – Report on hold pending outcome of Internal Audit</b></p> | Aim – Excellent People    | <p>Lead Member Strategy &amp; Performance – <b>Cllr Barbara Murray</b></p> <p>Deb Appleton – Director of Strategy &amp; Performance</p> |
| <b>Progress against Staff Engagement Commitments</b> | 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><b>Performance &amp; Scrutiny Committee</b></p> <p>5<sup>th</sup> November 2015</p> <p><b>COMPLETE</b></p>                                                                                                                                   | Aim – Excellent People    | <p>Lead Member Strategy &amp; Performance – <b>Cllr Barbara Murray</b></p> <p>Deb Appleton – Director of Strategy &amp; Performance</p> |

|                                                      |                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                      |                             |                                                                                                                                                             |
|------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>How well do we work with our Partners?</b></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><b>Performance &amp; Scrutiny Committee</b></p> <p><b>12<sup>th</sup> January 2016</b></p> <p>(Deferred from last year's FwP and amended to reflect challenges in terms of facilitating partnerships, moving forward)</p> <p><b>To be removed and incorporated in report - <i>Implementation of the Management Review</i></b></p> | <p>Relevant to all Aims</p> | <p>Involvement from <b>all Lead Members</b> and Support Officers</p>                                                                                        |
| <p><b>Implementation of New HR Policies</b></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><b>Performance &amp; Scrutiny Committee</b></p> <p><del>17<sup>th</sup> March 2016</del></p> <p><b>Report deferred to 19<sup>th</sup> May 2016 meeting</b></p>                                                                                                                                                                    |                             | <p>Lead Member People &amp; Organisational Development – Cllr Sharon Sullivan</p> <p>Director of People &amp; Organisational Development – Nick Mernock</p> |

| STANDING ITEMS                                          | REASON FOR SCRUTINY                                                                      | DETAIL OF SCRUTINY                                                                                                                                                                                                                                                                      | SCHEDULED FOR REPORTING                                                                                                                                                                                                                                                                                                                                                            | ASSOCIATED AUTHORITY AIMS | RESPONSIBLE LEAD MEMBER/ OFFICER                                                                               |
|---------------------------------------------------------|------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|----------------------------------------------------------------------------------------------------------------|
| <b>Function Updates (rotating)</b>                      | 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"> <li>• Home Safety</li> <li>• Protection</li> <li>• Road Safety</li> <li>• Arson &amp; ASB Reduction</li> <li>• Children &amp; Young People</li> </ul> | Performance & Scrutiny Committee<br><del>5<sup>th</sup> November 2015 - complete</del><br><del>12<sup>th</sup> January 2016</del><br><del>17<sup>th</sup> March 2016</del><br>Deferred to 19 <sup>th</sup> May 2016<br><del>19<sup>th</sup> May 2016</del><br>T.B.C (next Municipal Year)<br><del>T.B.C (next Municipal Year)</del><br>Re-arranged for 17 <sup>th</sup> March 2016 | Relevant to all Aims      | Lead Member for Community Risk Management – Cllr Jimmy Mahon<br><br>AM James Berry – Community Risk Management |
| <b>Performance Update Against Service Delivery Plan</b> | 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"> <li>• 1<sup>st</sup> Quarter</li> <li>• 2<sup>nd</sup> Quarter</li> </ul>                                                                                                | Performance & Scrutiny Committee<br><del>5<sup>th</sup> November 2015</del><br><del>5<sup>th</sup> November 2015</del><br>(report covered Q1 & 2)                                                                                                                                                                                                                                  | Relevant to all Aims      | Deb Appleton – Director of Strategy & Performance                                                              |

|                                 |                                                                                                                 |                                                                                                             |                                                                   |                      |                                  |
|---------------------------------|-----------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|----------------------|----------------------------------|
|                                 |                                                                                                                 | <ul style="list-style-type: none"> <li>• 3<sup>rd</sup> Quarter</li> <li>• Final Year End Update</li> </ul> | <p>17<sup>th</sup> March 2016</p> <p>19<sup>th</sup> May 2016</p> |                      |                                  |
| <b>Review Forward Work Plan</b> | 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                                                                                              |
|--------------------------------------------------------------|----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|---------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| <b>Progress Against Equality &amp; Diversity Action Plan</b> | 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<br><b>5<sup>th</sup> November 2015 - complete</b><br><br>and<br><b>19<sup>th</sup> May 2016</b> | Aim – Excellent People    | Lead Member – Strategy & Performance – <b>Cllr Barbara Murray</b><br><br>Deb Appleton – Director of Strategy & Performance    |
| <b>Environmental Performance</b>                             | 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<br><br><b>17<sup>th</sup> March 2016</b>                                                        | Relevant to all Aims      | Lead Member Finance, Assets & Efficiency – <b>Cllr Jean Stapleton</b><br><br>John McNeil – AM: Strategic Change and Resources |
| <b>Health, Safety &amp; Welfare Annual Report</b>            | 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<br><b>5<sup>th</sup> November 2015</b><br><br><b>COMPLETE</b>                                   | Relevant to all Aims      | Lead Member Operational Response – <b>Cllr Ray Halpin</b><br><br>AM Dave Mottram – Operational Response                       |

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