



Our Aims:			
Excellent Operational Preparedness <i>We will provide our fire-fighters with the training, information, procedures and equipment to ensure they can safely and effectively resolve all emergency incidents</i>	Excellent Operational Response <i>To maintain an excellent emergency response to meet risk across Merseyside with safety and effectiveness at its core.</i>	Excellent Prevention and Protection <i>We will work with our partners and our community to protect the most vulnerable through targeted local risk reduction interventions and the robust Application of our legal powers</i>	Excellent People <i>We will develop and value all our employees, respecting diversity, promoting opportunity and equality for all.</i>

Our Mission: Safer, Stronger Communities; Safe Effective Fire-fighters

BENCHMARK INDICATORS	SERVICE PLAN, OUTCOMES KEY PERFORMANCE INDICATORS	OUTPUTS: 1st TIER MINOR OUTCOMES & LPIs	2nd TIER OUTPUT LPI
TO00: Total Number of Emergency Calls Received TP01: Total number of incidents attended TP02: The total number of fires attended TP03: The total number of Primary Fires attended TR08: Attendance Standard - First attendance of an appliance to a life risk incident within 10 minutes. As a % of all life risk incidents on 90% of occasions	DC11. Number of accidental fires in dwellings attended DC12. Number of fatalities from accidental dwelling fires DC13. Number of injuries from accidental dwelling fires attended DC14. Number of deliberate dwelling fires in occupied properties attended DC15. Number of deliberate dwelling fires in unoccupied properties attended DC16. Number of fatalities occurring in deliberate dwelling fires DC17. Number of Injuries occurring in deliberate dwelling fires attended	DC28. Total number of Home Fire Safety Checks (HFSC's) completed including: Station, Prevention and Other DC27. % of Accidental Dwelling Fires where: no smoke alarm was fitted New: DC210. % of accidental dwelling fires, where the origin of the fire was in the kitchen New: DC211. Number of accidental fires taking place in Sheltered Accommodation DR21. The % of accidental dwelling fires confined to room of origin. DO22. Percentage of 999 calls answered within 10 seconds DR23. Alert to Mobile in under 1.9 minutes for life risk incidents DO29. Average Time Taken to Process a Life Risk Call by Fire Control	DC31. Total Number of HFSC's completed by Operational Station Personnel DC32. % of HFSC completed by Operational Station Personnel, who have been identified from Status Reports DC34. % of HFSC's carried out by stations that were high risk DC35. Number of HFSC's completed by other agencies/partners DC37. Number of New high risk home safety visits carried out by prevention officers DC38. Total Number of high risk home safety visits carried out by prevention officers
TO00: Total Number of Emergency Calls Received TP01: Total number of incidents attended TP02: The total number of fires attended TP03: The total number of Primary Fires attended	NC11. Number of deliberate fires in non-domestic premises attended NC12. Number of accidental fires in non-domestic premises attended	NC21. Number of Fire Safety audits by Fire Protection Officers NC22. Number of Simple Operational Fire Safety Audits by Operational Crews (SOFSa)	NO31. Conduct 100% of Scheduled COMAH exercises NO32. Conduct 100% of scheduled COMAH external plan reviews
TO00: Total Number of Emergency Calls Received TP01: Total number of incidents attended TP02: The total number of fires attended TP03: The total number of Primary Fires attended TP04: Total Secondary Fires Attended	AC11. Number of deliberate vehicle fires attended AC12. Number of accidental vehicle fires attended AC13. Number of deliberate ASB fires (small) attended AC14. Number of accidental small fires attended AC15. Number of "Other" Primary Fires attended	AC21. Retention rates for young people on youth engagement courses - % of those completing courses AC22. % of young people on Princes Trust courses moving into Education, Employment or Training (EET)	

