

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

Our Aims:

We will provide our fire-fighters with the training, information, procedures and equipment to ensure they can safely and effectively resolve all emergency incidents

Excellent Operational Preparedness

Excellent Operational Response

To maintain an excellent emergency response to meet risk across Merseyside with safety and effectiveness at its core.

Excellent Prevention and Protection

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

Excellent People

We will develop and value all our employees, respecting diversity, promoting opportunity and equality for all.

Communities; Saje Ejjective Fire-ji	griters		our legal powers	
BENCHMARK INDICATORS	SERVICE PLAN, OUTCOMES KEY PERFORMANCE INDICATORS	OUTPUTS: 1st TIER MINOR OUTCOM	IES & 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. Based on Alert to Onscene Times	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 Cheincluding: Station, Prevention and Other DR21. The % of accidental dwelling fires confit DO22. Percentage of 999 calls answered with DR23. Alert to Mobile in under 1.9 minutes for DO29. Average Time Taken to Process a Life FDC27. % of Accidental Dwelling Fires where: In fitted New: DO212: Attendance Standard - Fappliance to a life risk incident within a of all life risk incidents on 90% of occasion of the confitted consideration.	Personnel DC32. % of Hi have been ide DC34. % of Hi DC35. Number volunteers Renamed: DC out by prevent DC38. Total N prevention of First attendance of an 10 minutes. As a %	lumber of high risk home safety visits carried out by
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		fety Audits by NO31. Condu	ct 100% of Scheduled COMAH exercises ct 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 you courses - % of those completing courses AC22. % of young people on Princes Trust content of Education, Employment or Training (EET)		

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 TP05: Total Special Services 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	RC11. Total number of RTC's incidents attended RC13. Number of fatalities at RTC' incidents attended RC12. Number of Injuries at Road Traffic Collisions incidents attended	RR23. RTCs involving fire service vehicles RC22. Number of injuries at RTC's (serious) attended RC21. Number of injuries at RTC's (slight) attended	RR31. Fire appliance hit other vehicle / object whilst responding to operational incident RR32. Fire Appliance hit other vehicle / objects whilst engaged in routine activities RR33. Light Vehicle hit other vehicle / object whilst responding to operational incident. RR34. Light Vehicle hit other vehicle / objects whilst engaged in routine activities
TP05: Total Special Services Attended	SR11. Number of calls to Cardiac & Respiratory related incidents from NWAS (Pilot) New: SR12. Number of ATTENDANCES to Cardiac & Respiratory related incidents from NWAS (Pilot)		
TO00: Total Number of Emergency Calls Received TP01: Total number of incidents attended TP06: Total False Alarms Attended TC07: Total number of non emergency interventions	FC11. The number of false alarm calls due to automatic fire alarm equipment in Non-Domestic Properties Attended FC12. The number of false alarm calls due to automatic fire alarm equipment in Domestic Properties Attended FC13. Total Number of False Alarms Attended, discounting False Alarm Good Intent	FC23. The Number of Automatic Fire alarms attended which are classed as "unwanted". FC21. Number of Malicious False Alarms Attended FC22. Number of False Alarm Good Intent Attended	FC31. Number of calls received by Fire Control to Fire Alarm Actuations
TD09. Percentage of available shifts lost to sickness / absence	WD11. Percentage of available shifts lost to sickness / absence per Whole-time Equivalent GREY book (operational) personnel. WD12. Percentage of available shifts lost to sickness / absence per Whole-time Equivalent GREEN & RED book (non uniformed) personnel.	New: WD23. Proposed Indicator measuring appraisal completion performance WR21. Number of operational staff injuries at incidents / risk critical	CO31. Site Specific Risk Information (SSRI) - Fire-fighter Safety - number of sites visited resulting in a site specific plan CO32. % of operational personnel who have completed on-line assessments CO33. % of operational personnel who have attended all risk critical training courses. CO34. % of MF&RS Officers who have completed an assessment of command competence in the last 2 years CO35. % of operational personnel who have completed Safe Person Assessments (SPA)
	WR13. Total number of operational staff injuries—on duty	training WR22. Number of operational staff injuries conducting other routine duties	WR31. Reporting of the levels of Near Miss reports recorded by the service WR32. Number of non operational staff injuries — on duty
TE010 Carbon Output of all buildings	EE11. Electricity used by all MF&RS buildings - divided by floor space EE12. Gas used by all MF&RS buildings - divided by floor space EE13. Water used by all MF&RS buildings - divided by floor space EE14. Waste generated per person per annum		Produced by Business Intelligence Strategy & Performance Version 4.3 02/03/2018