



Service Policy: RESPOL07 Operational Response Change Methodology Policy

This is an unpublished work, the Copyright in which vests in Merseyside Fire & Rescue Service. All rights reserved. The information contained herein is the property of Merseyside Fire & Rescue Service, and is supplied without liability for errors or omissions. No part may be reproduced or used except as authorised by Contract or other written permission. The Copyright and the foregoing restriction on reproduction and use extend to all media in which information may be embodied ©

Document Control:

Active date	Review date	Author	Editor	Publisher
01/06/15	April 2021	GM Bolton	AM Keen	

Amendment History:

Version	Date	Author	Reasons for Change
1.0	01/06/2015	GM Hitchen	New Policy
1.1	06/06/2017	GM Berry	Annual Review & name changes
1.2	01/04/2018	GM Berry	Annual Review
1.3	6/6/19	Deb Appleton	Amended to include validation of evaluation of duty systems
1.4	29/07/2020	GM Bolton	Annual Review

Equalities Impact Assessment:

Initial	Full	Date	Reviewed by	Comments
x			Wendy Kenyon	Portal: Approved EIA Forms

Civil Contingencies Impact Assessment:

Date	Reviewed by	Comments

Related Documents:

Doc. Type	Ref No.	Title	Location

Distribution List:

Name	Position	Department

Sign-Off List:

Name	Position

Target Audience:

All MFRS	Principal Officers	Senior Officers	Operational Crews	Fire Safety	Community Fire Safety	Support Staff
X						

Ownership:

FOI exemption required?	Yes	URL
	No	X Reason

Legislation:

Title
Fire and Rescue Service Act 2004
Fire and Rescue Service National Framework 2012
Civil Contingencies Act 2004

Contact:

Department	Email	Telephone ext.
Operational Response	deanbolton@merseyfire.gov.uk	4501

RESPOL07 Operational Response Change Methodology Policy

1. Policy Introduction and Background:

The Authority continues to face significant grant reductions from central government as part of measures to reduce public spending. It is anticipated that these financial cuts will continue necessitating further changes to the way in which Operational Response is provide for the foreseeable future. In particular, we predict that these changes will impact upon the numbers of fire appliances we have available, the number of fire stations we have and how we use these assets to provide the best possible service to our communities.

The Fire and Rescue National Framework set out priorities for all fire and rescue authorities to:

- identify and assess the full range of foreseeable fire and rescue related risks their areas face, make provision for prevention and protection activities and respond to incidents appropriately;
- work in partnership with their communities and a wide range of partners locally and nationally to deliver their service;
- be accountable to communities for the service they provide.

MFRA believes that a fire or other emergency is no less hazardous to those involved no matter where it may occur and for this reason the Authority aspires to provide a consistent emergency response to all areas of the County. The Authority implemented changes to its response standard in 2013 by introducing a single response standard for Merseyside this being an attendance by MFRS within 10 minutes to all life risk incidents.

This document provides details of processes and risk factors that will be considered by the Authority to ensure that when changes have to be made to our infrastructure or ways of working, that we ensure optimal locations for our resources/assets are identified. By adhering to a defined methodology we will ensure that any changes considered will safeguard the commitment to our response standard. This methodology provides a consistent approach that Officers will utilise to underpin proposals made to our communities for changes which are required The Authority continues to face significant grant reductions from central government as part of measures to reduce public spending. It is anticipated that these financial cuts will continue necessitating further changes to the way in which Operational Response is provide for the foreseeable future. In particular, we predict that these changes will impact upon the numbers of fire appliances we have available, the number of fire stations we have and how we use these assets to provide the best possible service to our communities.

The Fire and Rescue National Framework set out priorities for all fire and rescue authorities to:

- Identify and assess the full range of foreseeable fire and rescue related risks their areas face, make provision for prevention and protection activities and respond to incidents appropriately;
- Work in partnership with their communities and a wide range of partners locally and nationally to deliver their service;
- Be accountable to communities for the service they provide.

MFRA believes that a fire or other emergency is no less hazardous to those involved no matter where it may occur and for this reason the Authority aspires to provide a consistent emergency response to all areas of the County. The Authority implemented changes to its response standard in 2013 by introducing a single response standard for Merseyside this being an attendance by MFRS within 10 minutes to all life risk incidents.

This document provides details of processes and risk factors that will be considered by the Authority to ensure that when changes have to be made to our infrastructure or ways of working, that we ensure optimal locations for our resources/assets are identified. By adhering to a defined methodology we will ensure that any changes considered will safeguard the commitment to our response standard. This methodology provides a consistent approach that Officers will utilise to underpin proposals made to our communities for changes which are required in support of either maintaining or improving our service delivery. This methodology will provide evidence and clarity to our communities that any changes proposed are appropriate and are in accordance with the priorities of the national framework.

2. Policy Explanation:

Risk Modelling Methodology:

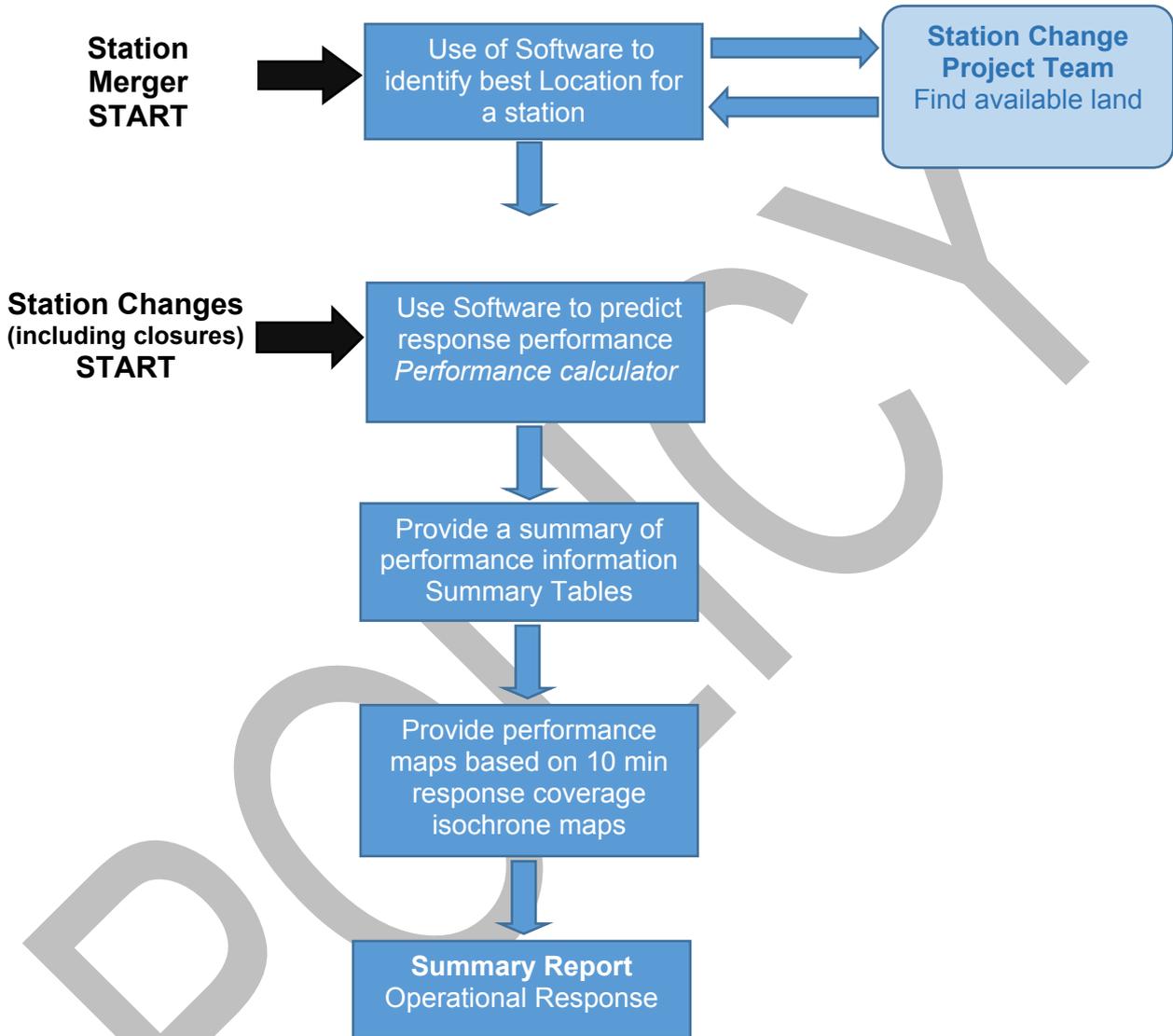
Extensive research underpins all proposed station changes and information comes from various sources which includes the use of specialist software applications to assist in the analysis of the following information:

- Operational incident data (empirical evidence)
- Predictions of future demand and risk
- Appliance turnout data (activity and demand at certain times of the day, week, year and seasonal variations)
- Changes in profiles of communities (new houses, commercial buildings etc.)

The methodology contains several distinct stages, all of which require detailed analysis in order to produce a final report in which confidence for strategic decision making can be placed.

MFRA endeavours to continually improve its approach to its response change methodology by incorporating lessons it learns from each adopted change. MFRA accepts that numerous external factors need to be considered before a final decision can be advanced, not least the opinions and views of the public, MFRA endeavours to take a pragmatic approach to any recommendations for change, all information is used in conjunction with professional judgement, by working in partnership with other agencies and by working with the public through numerous public consultation forums and events. MFRA strives to ensure that all proposed changes are fully considered and have the least detrimental impact upon local communities' possible.

Operational Response Change Methodology:



Details on the application of this flow chart are contained in Appendix A

Additional Considerations:

- The data sets utilised will be aligned to the dates recognised as being a financial year (31st March to 1st April).
- Response arrangements have been implemented mid-year for example a change of duty system.
- For station closures/mergers data sets include attendances to all life risk incidents within a stations area, regardless of the attending pump.
- Data sets utilised will be the attendance of the first rescue appliance to “life Risk” incidents.
- Demographics of areas under consideration (households housing & lifestyles).
- Levels of deprivation (income, health, education, overcrowding, remoteness, crime environment).
- Emergencies and Site Specific Risk Information (SSRI).
- Areas containing high risk properties and individuals that can be categorised as high risk.
- Volume of incidents and level of activity.
- Proximity of other Fire Stations to the location where change is being considered.

Validation of Alternative IRMP Proposal Assessment:

When new and alternative IRMP proposals are being considered, the evaluation methodology must be used to determine which is the most advantageous option. The evaluation process (Appendix B) is based on the Planning Principles adopted following public consultation in 2016 and re-validated by public consultation in 2019 and scoring is weighted according to the value placed on each principle during the consultation. Officers evaluating proposals against the methodology must have sufficient understanding of all aspects of the methodology, and to ensure that, this is best done by a small group of staff.

The evaluation methodology was independently evaluated in 2019 by Liverpool John Moores University.

3. Policy Implementation:

The Service Instructions used to underpin this Policy are:

Staff should familiarise themselves with these Service Instructions:

- SI 0160 Estates:
- SI0193: Health and Safety Organisational Arrangements:
- SI 0415: Provision of resources during spate conditions:
- SI0420: Reserve and Whole-time appliances:
- SI0435: Protection of data: GDPR arrangements.
- SI 0517: Planning application:
- SI 0631: Station work routines/timetable:

Appendix A

1. **FLP (Facility Location Planner) software** – making use of this software to establish an optimum location for the proposed fire station. This could be in the form of an SOA (Super Output Area) or Ward.
2. **FIRS (Fire Incident Response Simulator) software** – once the station change project team have identified possible location(s) for the proposed station, the FIRS software is used to assess the impact of performance as well as any additional workload placed on surrounding stations.

This stage is also used to produce a future station location profile which contributes towards the decision making process for station closures.

3. **Station Performance Summary Tables** – tables providing counts by incident type, for the last 3 years of attendances for appliance(s) directly affected by the station closure or merger.

On the Run Analysis:

Breakdown of proportion of time that appliances within the station closure or merger area(s) are actually available "On the Run", compared to surrounding pumps.
Based on data provided by Time & Resource Management.

Demographics:

Population of station area by age grouping. This is based on LSOA (Lower Super Output Area) data based on mid-year estimates for station area(s) affected by station closure or merger. Response standard isochrones will be over laid to establish what types of people/protected groups are impacted by changes. This information is included in an equality impact report which forms part of the wider considerations for station changes.

4. **Performance Summary** – a combination of 10 minute response coverage isochrones will be produced comparing the current coverage with the proposed future coverage. This is produced using MapInfo Route Finder software.
5. **Summary Report** – Operational Response to collate the output of all stages and produce a summary report outlining recommendations.