



Statement of Assurance

2020-21

Merseyside Fire & Rescue Authority

ANNUAL STATEMENT OF ASSURANCE 2020/21

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MERSEYSIDE FIRE & RESCUE AUTHORITY

ANNUAL STATEMENT OF ASSURANCE 2020/21

1. Foreword

Fire and Rescue Authorities are accountable for their performance and as such, information regarding effectiveness and value for money should be accessible, transparent and accurately reported to the communities they serve. Along with legislation which governs how FRA's provide their services, the revised [Fire and Rescue Service National Framework for England 2018](#) requires Merseyside Fire and Rescue Authority (MFRA) to produce this Annual Statement of Assurance. The Statement of Assurance focuses on Authority governance, performance and activity that took place between 1st April 2020 and 31st March 2021.

'Fire and rescue authorities must provide annual assurance on financial, governance and operational matters and show how they have had due regard to the expectations set out in their integrated risk management plan and the requirements included in the Framework. To provide an accessible way in which communities, Government, local authorities and other partners may make a valid assessment of their local fire and rescue authority's performance.'

Home Office Guidance on Statements of Assurance for FRA's in England

In July 2019, after several years of reduced budgets and subsequent cuts to front line services, Merseyside Fire and Rescue Authority published a new [Integrated Risk Management Plan Supplement 2019/21¹](#) which put resources back into operational response and fire safety, largely through the use of reserves to pay off debt, thus freeing up revenue income to pay for more firefighters and Protection (legislative fire safety) staff to provide more resilience to deal with large scale emergencies and increased risk on Merseyside, and to help ensure the effective implementation of changes to legislative fire safety requirements as a result of the public inquiry into the Grenfell Tower fire.

Since our 2019/20 Statement of Assurance was published (December 2020) we have all lived through a very challenging year.

Like all organisations, the pandemic has resulted in many changes for Merseyside Fire and Rescue Authority including an increase in agile working and the use of information Technology, changes in the way we work to ensure we can still deliver all our services including our emergency response and work to make all our buildings Covid-secure.

Some of this has been challenging, but there have also been a lot of positives to take away from the last year, particularly how we have respond to the pandemic. Our excellent emergency response has not been affected; at times it improved and many incident types actually reduced. Our Prevention and Protection staff

¹ Although slightly out of scope reference to the Integrated Risk Management Plan 2021-24 has been included in this Statement of Assurance for context

have continued to provide support and advice to vulnerable residents and to building owners, and we have taken action when need to, to keep people safe.

Our amazing staff have also stepped up to help partner organisations when they needed it most, including delivering food, medical supplies and prescriptions, supporting mass testing and vaccination and working with all Merseyside Local Resilience Forum partner organisations to help Merseyside communities deal with the impact of the pandemic.

In addition, Merseyside Fire and Rescue Service led the National response to the pandemic through our Chief Fire Officer as the Fire Gold Commander, and in doing so we have supported fire and rescue services regionally and nationally and worked closely with other agencies to help them meet their own unprecedented challenges. A national fire and rescue service Covid-19 inspection was strewn with examples of notable practice, which demonstrated that our response to the pandemic has been efficient and effective for Merseyside communities and that we took good care of our staff.

It is no wonder then that our most recent staff survey, held in November and December 2020, showed that 88% of our staff are engaged with the organisation, support what we are doing and feel valued. This is an excellent result and we couldn't be prouder of what our staff have done and continue to do every day.

The pandemic has effected every aspect of all our lives and it has also had an impact on the future budget settlements for fire and rescue services, which are likely to be for one year only, instead of the hoped for three-year settlement that would allow longer term planning. You can rest assured however, that the Fire and Rescue Authority will continue to have the best interests of our communities at heart and our focus will remain on our Vision; to be the best fire and rescue service in the UK and our Purpose; here to serve, here to protect, here to keep you safe.

We hope that you find this Statement of Assurance useful and that it explains the context and scale of the challenges faced by the Authority now and in the future. It is intended to direct readers to other published reports, rather than repeating existing material and as a result it contains several hyperlinks. If you require copies of any documents or have any comments or questions please contact Jackie Sutton – Integrated Risk Management Planning Officer on 0151 296 4563 or by email on jackiesutton@merseyfire.gov.uk

2. Introduction

Merseyside is a Metropolitan area in the north west of England, which straddles the Mersey Estuary and includes the metropolitan districts of Knowsley, Liverpool, Sefton, St Helens and Wirral.

Merseyside spans 249 square miles (645 Km²) of land containing a mix of high density urban areas, suburbs, semi-rural and rural locations, but overwhelmingly the land use is urban. Its largest business district is in Liverpool City Centre, but Merseyside is also a polycentric county with five metropolitan districts, each of which has at least one major town centre and outlying suburbs.

- Mid 2019 estimated figures showed that Merseyside has a population total of 1,429,910. This is a 3.5% increase on 2011 census figures. The population is split 48.9% male and 51.1% female. Merseyside has a lower proportion of children (18.1%) and higher proportions of working age residents (62.8%) and older people (19.1%) than North West averages.

- Of the total population of over 65's (based on 2011 census data) in Merseyside 98.4% are classed as White and 1.6% Black and Minority Ethnic

Our Profile of Merseyside Demography, Equality and Diversity – Knowing our Communities, available on the MFRS Portal, outlines the communities we serve. There are some areas of affluence, for example in West Wirral and North Sefton, but large areas of Merseyside fall within the highest ratings of social deprivation. There remain large pockets of deprivation with high levels of social exclusion and crime.

On the 26th September 2019 Central and Local Government released the Index of Multiple Deprivation 2019. The picture across Merseyside is not positive, with evidence that the area has become more deprived when compared to the previous 2015 Indices of Multiple Deprivation release.

The following table compares – by council area - the count of Lower Super Output Areas (LSOA) in the 10% most deprived areas of England:

District	2015	2019	Difference	% Difference
Knowsley	45	46	1	2.2%
Liverpool	134	145	11	8.2%
Sefton	38	38	0	0.0%
St. Helens	28	29	1	3.6%
Wirral	44	52	8	18.2%
Grand Total	289	310	21	7.3%

The table identifies that with the exception of Sefton, each district saw an increase in the number of LSOA's which are in the 10% most deprived LSOA's in England.

In the current economic climate, where resources are increasingly under pressure, it is challenging to constantly deliver high quality services across all areas of the organisation. This, however, highlights the importance of keeping equality, diversity and inclusion at the forefront of our minds, ensuring we understand how our decisions affect our business, communities and the people who work for MFRA.

We believe that fire does discriminate against the old and infirm and those in socio-economically disadvantaged areas. We have developed policies and procedures based on Risk, Demand and Vulnerability to identify and target our efforts towards the most vulnerable and at risk within our communities. Our Integrated Risk Management planning is based on these three main factors; the risks in Merseyside, the demand for our services and the vulnerability of our communities and people who live in them. These three themes all make a difference to the safety of people, buildings and places in Merseyside.

We will continue to fit smoke alarms free of charge to people aged over 65 and those referred to us by other agencies that understand fire risk, or by our staff as part of specific campaigns following fatal fires.

Other Merseyside residents can access free fire safety advice on request. This can include the installation of smoke alarms if necessary and the person requesting the service is asked to cover the unit cost of the alarm. Merseyside Fire & Rescue Authority actively supports the reduction of Hate Crime across Merseyside and all our fire stations remain Safe Havens. We use target hardening techniques to prevent incidents and/or reduce the effects on victims.

To date, we have continued to maintain a very fast average response to incidents through innovative use of crewing systems and placement of appliances relevant to the risk in that station area. By targeting our prevention activity and working smarter, we are still having a real impact on the safety of the people of Merseyside.

MFRA published the [Service Delivery Plan 2021-22](#) in April 2021 and following a 12 week consultation period in April 2019 the [IRMP Supplement 2019/21](#) was published to update on proposals included in the [Integrated Risk Management Plan 2017-20](#). n.b. During 2021 the new [Integrated Risk Management Plan 2021-24](#) was published in July 2021 after extensive consultation during 2020, which is slightly out of the scope of this 2020-21 report, but may be of interest to readers.

The Integrated Risk Management Plan sets out how we will continue to deliver our services to meet local risks. It describes a fire and rescue service that is leaner than in past years, but one where imaginative use of resources is helping reverse that trend and services are delivered in the most effective and efficient way. Anyone who needs us in an emergency will still receive one of the fastest responses in the country.

The Service Delivery Plan establishes the standards of performance expected and reported on the 2020/21 outcomes. The IRMP, Annual Station Plans and Functional Plans set the Service Delivery Plan objectives for the year. Following an inspection by Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS), in December 2018, areas identified for improvement were incorporated into Functional Plans and the Service Delivery Plan 2021/22. Progress against these actions was reported back in [regular updates](#) to the fire and rescue authority.

3. Governance arrangements

Merseyside Fire and Rescue Authority was established on 1st April 1986 by the Local Government Act 1985 which made provision for joint authorities to be established in the major metropolitan areas following the abolition of the metropolitan county councils.

Although the Authority does not have all the powers of a Council, it is nonetheless a Local Authority in its own right, separate and distinct from the constituent councils. It is therefore subject to many of the same rules and regulations which govern other Local Authorities.

The Authority

The Authority is made up of 18 Elected Members, all of whom must be a Councilor elected to one of the five constituent district councils within Merseyside (Knowsley, Liverpool, Sefton, St Helens and Wirral). There is

also an independent person on the Authority. Members of the Authority have a responsibility to the whole community of Merseyside and are directly accountable to the people of Merseyside for the running of the Fire and Rescue Service. All Members meet together as the Fire and Rescue Authority. Meetings of the Authority are normally open to the public and details are published on our website www.merseyfire.gov.uk

The Authority has ultimate responsibility for decision making but has delegated many decisions to committees as part of their Terms of Reference (available to view in the Constitution) and officers. Elected Members work closely with officers (the staff employed by the Authority) to develop policies, plans and strategies to give direction to the Service and to ensure that services are delivered in line with the Authority's objectives.

There are a number of organisations which are independent from the Authority, but have an impact on its service areas. In order that the Authority can maintain effective partnerships with a number of these organisations, Members of the Authority sit on the various committees and forums that are responsible for them:

- Association of Metropolitan Fire & Rescue Authorities
- Local Government Association Fire Services Commission
- Merseyside Community Safety Partnership
- North West Employers' Organisation
- North West Fire and Rescue Advisory Forum

Our legal responsibilities

The full [Merseyside Fire and Rescue Authority](#) Constitution and Governance can be found on our website. It details how the Authority conducts its business and includes detailed procedures and codes of practice including:

- Members code of conduct
- [MFRA Constitution 2019/20](#) and allowances
- Meetings, agendas and decisions
- [Complaints Procedure](#)

The Authority has approved and adopted a Code of Corporate Governance which is consistent with the principles of the CIPFA/SOLACE framework. The key principles of the Authority's Code of Corporate Governance are outlined below;

Three high level principles underpin Corporate Governance:

- Openness and inclusivity
- Accountability
- Integrity

The Fire and Rescue Service National Framework

The Government has a responsibility to ensure that the public is adequately protected. For fires and other emergencies, it does this by providing significant financial resources, giving authorities the power to raise additional local funding, and maintaining a statutory framework within which FRA's should operate.

The [Fire and Rescue Service National Framework for England 2018](#) sets out the Government's priorities and objectives for FRA's in England. It recognises that operational matters are best determined locally by FRA's in partnership with their communities.

The priorities are:

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

Merseyside Fire and Rescue Authority are satisfied that the systems they have in place fulfil the National Framework requirements.

4. Overview of Merseyside Fire and Rescue Service

Our Vision: -

To be the best Fire & Rescue Service in the UK, acting as one team putting our communities first

Our Purpose

Here to serve. Here to protect. Here to keep you safe

Our Aims:

- **Protect**
We protect people from harm, provide advice, guidance and when absolutely necessary use enforcement to keep the public and our firefighters safe
- **Prevent**
We are there for you. We are a visible presence that provides reassurance, support and advice. Alongside our partners, we protect the most vulnerable and reduce inequalities

- **Prepare**

***We will always be the best that we can be** by having highly skilled and trained people who plan for every risk and keep our teams safe and effective*

- **Respond**

We will be there when you need us most, pulling out all the stops to save lives. Whether we are taking 999 calls, or attending incidents, we keep our communities safe

Our Service:

We are bold - Embracing new ideas to build on the confidence and trust the community place in us.

We are professional - Always giving our best to be the best we can be.

We are safe - Protecting lives and keeping our firefighters safe.

We are built to help - Looking after people and looking after each other.

We are positive - Recognising how far we have come and being positive about the future.

We are relentless - Overcoming barriers to help people feel safe.

We shape our actions by embedding **OUR VALUES** into the way we deliver our services:

We serve with Courage

- By never settling for the status quo
- By being decisive and calm under pressure
- By having determination to see things through
- By being prepared to fail
- By celebrating diversity and being open to new opportunities and challenges
- By setting high standards and not being embarrassed for doing so
- By challenging ourselves to be better

We serve with Integrity

- By doing the right thing even when it is hard or no one is looking
- By leading by example
- By standing up for what matters
- By being open, honest and fair
- By making decisions based on facts
- By explaining the why
- By being consistent
- By always doing what we say we are going to do

We serve with Compassion

- By acting with empathy and kindness
- By actively listening - hearing what is being said
- By going the extra mile to help

- By looking after and supporting each other, noticing what is going on for people
- By recognising each other's contribution
- By creating a sense of belonging
- By embracing and understanding difference

Responsibility & accountability of the Chief Fire Officer

The Chief Fire Officer is the Head of Paid Service in law under S. 4 of the Local Government & Housing Act 1989. The Chief Fire Officer is responsible for;

- *Ensuring that the staffing needs of the organisation are adequate to perform the Authority's statutory functions*
- *Ensuring that the discharge of the Authority's functions is efficiently and effectively co-ordinated*
- *Arranging for and ensuring the proper appointment and management of the Authority's staff.*
- *Arranging for and ensuring the effective organisation of the Authority's staff in an appropriate structure with relevant departments.*

The Chief Fire Officer is accountable to the Authority. Details of the powers delegated to the Chief Fire Officer (and in their absence the Deputy Chief Fire Officer,) who may further delegate to any member of either the Executive Team or the Strategic Leadership Team as appropriate, can be found on page 32 of [MFRA Constitution 2020-21](#) (Authority AGM 11th June 2020).

The success of our service provision is largely dependent on the skills, abilities and dedication of our staff. That is why we invest resources in ensuring that our people are the best they can be through training and development, appraisal, health and wellbeing.

Staffing levels, including the number of officers, can be found on the [DCLG 2020](#) (Department for Communities and Local Government) and [CIPFA 2020](#) (Chartered Institute of Public Finance and Accountancy) websites. A log in is required.

Organisational Development

Each member of staff has their individual training, learning and development needs identified by their line manager at their annual performance appraisal and development review. This in turn informs an annual training needs analysis. This is used to identify new equipment, methods of working, health and safety risks, and compliance with legislation or succession planning which have arisen, or may, arise in the coming years.

In September 2018 the People Strategy and Implementation Plan were published. These documents can be found on the [Website](#) under Authority meetings - Community Safety and Protection Committee 4th September 2018. n.b. We revised and updated these in June 2021 and will include these in our next Statement of Assurance.

Leadership Development

MFRA recognises the huge contribution our managers and leaders can make to our organisation. To support their development, and that of emerging managers, and to ensure the changing requirements of the organisation are being met, we invest time and training hours in these individuals.

Leadership courses such as CMI (Chartered Management Institute) Levels 3 and 5, Institute of Occupational Safety and Health) IOSH and National Examination Board of Safety and Health (NEBOSH) are attended by uniformed and non-uniformed staff. Staff interested in development into the role of supervisory manager can enter the Supervisory Management Gateway and attend Operational Incident Command courses at the Fire Service College. MFRA requires operational staff seeking progression to undertake the Institute of Fire Engineers (IFE) examinations to demonstrate the underpinning knowledge required for the role. Operational managers are offered courses aimed at developing their knowledge, skills and values to enable them to effectively take over command on the incident ground.

Staff consultation - Representative Bodies

Uniformed staff are represented by the Fire Brigades Union (FBU) and the Fire Officers Association (FOA), non-uniformed staff by trade unions, UNISON and UNITE. All are invited to take part in consultation around changes to staffing levels or conditions of service, the IRMP and any changes to the service MFRA provide. All are active members of Joint Secretaries, which is a meeting which brings together the representative bodies with the Authority's Consultation Manager and our Director of People and Organisational Development.

Staff Survey

In November 2020 Merseyside Fire and Rescue Authority conducted a 4th staff survey, facilitated by an independent organisation (People Insight). 61% of staff responded to the Survey, the FRS average response is 50-55%.

88% of our staff are engaged with the organisation, support what we are doing and feel valued. This is an excellent result when compared to previous Staff Surveys:

2014	55%
2016	74%
2018	75%
2020	88%

- 86% of respondents said they got a sense of accomplishment from their work
- 77% feel MFRA treats people fairly, regardless of ethnic background, gender (including transgender), religion, sexual orientation, disability, pregnancy or age
- 93% understand the priorities or Missions and Aims of MFRS

In light of the impact Covid 19 had on MFRS during 2020 a number of questions were asked about this topic. 93% of respondents agreed 'The organisation has kept me well informed and has maintained effective communication during the Covid 19 pandemic'.

As a result of the Staff Surveys MFRA developed a set of engagement principles which are embedded across the service. When staff were asked to name "what is the best thing about working for MFRS", comments included:

Purpose – supportive colleagues, friendly, hardworking, dependable, working as a team

Serving communities and making a difference – helping people and communities when they most need it, sense of feeling as if you're doing something good, meeting different people everyday

Working as part of a strong and close-knit team

Learning and development – continued learning, opportunities to train and grow

Job security – job for life, stability, security during the pandemic

A summary report on the [Staff Survey results 2020](#) provided by People Insight was considered by Merseyside Fire and Rescue Authority on 25th February 2021. This report summarises all of the results produced by People Insight.

Equality, Diversity and Inclusion

The public sector Equality Duty of the Equality Act 2010, requires public bodies to consider all individuals when carrying out their day to day work – in shaping policy, in delivering services and in relation to their own employees. It requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity, and foster good relations between different people when carrying out their activities. MFRA is committed to considering equality and diversity in the way we provide our services and the [MFRA Equality and Diversity Statement](#) and supporting documentation is available on the website.

We published an [Equality, Diversity and Inclusion Annual Report 2020-21](#) which set out how we have met our legal obligations and improved outcomes for our communities.

The risks we face in Merseyside

The [Fire and Rescue Services Act 2004](#) requires every fire and rescue authority to produce an Integrated Risk Management Plan to identify foreseeable risks and develop services to respond to those risks and help prevent incidents occurring. The Authority's [IRMP Supplement 2019/21](#) and [Integrated Risk Management Plan 2021-24](#) meet these obligations. [The Civil Contingencies Act 2004](#) also places a legal duty on local emergency responders to carry out assessments on the risks to their area and publish them. The [Merseyside Community Risk Register](#) identifies the areas of potential risk to the population and infrastructure of Merseyside and the nature of that risk. The likelihood of an event occurring has been assessed using historical evidence and projected occurrence data relating to the risk occurring over a five-year period at the magnitude reflected within the outcome description. The potential impact of such an emergency has been assessed with regard to health, social, economic and environmental effects in accordance with national guidance.

Social Risk

We know that deprivation and environment can increase risk from fire and other emergencies. In Merseyside there are some areas of affluence, for example in West Wirral and North Sefton, but large areas of Merseyside fall within the highest ratings of social deprivation which has the side effects of high levels of poverty, social exclusion and crime. The picture across Merseyside is not positive with evidence that the area has become more deprived than the previous 2015 Indices of Multiple Deprivation release.

The Indices of Multiple Deprivation 2019, released by the Ministry of Housing, Communities and Local Government in September 2019, indicates that Merseyside is one of the most deprived areas in England, with Knowsley being the 3rd most deprived local authority England and Liverpool being 4th. We consider this when we plan our services and target those services at people we identify as most at risk. We are particularly focusing on the increasing number of older people who are now remaining in their own homes.

Environmental & Economic Risks

There are other types of risk too. Other risks within the Merseyside area include:

- The river Mersey and the resulting high volume of shipping
- Over 200 high rise buildings Coastline on the west of the MFRA area
- John Lennon Airport
- Under and over ground rail links, including under the River Mersey
- Two road tunnels under the River Mersey
- Two premier league football stadia
- Liverpool City Centre and many heritage buildings
- Dock estates in Liverpool and Birkenhead
- Beaches and areas of natural beauty such as Freshfield Pinewoods, Hilbre Island and Carr Mill Dam
- RAF Woodvale airfield, Altcar Army camp and rifle range.
- Industrial estates accommodating large factories down to small industrial units.
- Ten Control of Major Accident Hazard (COMAH) sites such as Nustar petrochemical plant.
- Large shopping areas including Liverpool One in the city centre.
- Three universities with large blocks of student accommodation both in and outside the city centre.
- Terrorism risks associated with city centre locations
- Major waste recycling centres

5. Risks beyond our borders

National & Local Resilience

Over recent years the risk of large scale emergency incidents has increased in the UK. This can be attributed to climate change and increased incidence of terrorist activities. As a direct result and to mitigate this risk the Government introduced the 'National Resilience' programme.

MFRA is the lead authority for the delivery of National Resilience on behalf of Home Office. These arrangements include the management and assurance of National Resilience Capabilities, mobilisation and coordination of national assets at major incidents, the coordination of all National Resilience training and the management of the servicing and maintenance contract for all National Resilience vehicles and equipment. MFRA also provides a substantial commitment by hosting an Urban Search and Rescue (USAR) team, a USAR canine team, USAR Tactical Advisors (Tac Ads), a High Volume Pump (HVP), a Detection, Identification and Monitoring (DIM) vehicle with a group of DIM advisors and Mass Decontamination Unit (MDU). We also have two type B flood rescue teams and two Flood Tactical Advisor declared on the DEFRA national flood rescue asset register. All of these assets are available at all times for national deployment.

MFRA is a member of the UK International Search and Rescue Team (UKISAR), which is an internationally deployable, heavy classified Urban Search and Rescue (USAR) team. This team is available for deployment to incidents anywhere in the world on behalf of the UK Government. The Merseyside FRS contingent formed part of the team that were successfully reclassified via the International Search and Rescue Advisory Group (INSARAG) in 2016.

Under Sections 13 and 16 of the [Fire and Rescue Services Act 2004](#) MFRA are required to have in place mutual assistance arrangements with neighbouring FRA's. These agreements are regularly reviewed.

Management of Risk

The fire and rescue service is a 24 hour a day, 365 days a year operation and as a result MFRA produces plans that enable it to respond to any events that could threaten service delivery in Merseyside. These plans include:

- [Service Delivery Plan 2021-22](#) for details of 2020/21 performance indicator outcomes
- [IRMP Supplement 2019/21](#)
- [Integrated Risk Management Plan 2021-24](#)
- [Budget and Financial Plan 2019/20-2022/23](#) Financial Plan can be found in Authority papers (28th February 2019)
- Corporate Risk Register 2020/21 can be found in Authority papers (10th December 2020) on the [website](#)

All serve to identify and plan for existing and potential risks to the Authority's assets and services.

Our [Business Continuity Management Policy](#) provides clear and defined strategies to address the following:

- Total loss of any Merseyside Fire & Rescue Service Department.
- Significant/partial damage to any Merseyside Fire & Rescue Authority Department.
- Significant/partial Failure of the Information Technology system.
- Loss of /damage to information/data
- Loss of/disruption to primary utilities.
- Loss of staff/Pandemic.
- Loss of suppliers.

Functional Business Continuity Plans have been prepared and are tested regularly; having been used effectively during the covid pandemic in particular.

6. Our Services to the Community

MFRA operates within clearly defined statutory and policy framework requirements as set out in the:

- [The Fire and Rescue Services Act 2004](#)
 - [The Fire and Rescue Services \(Emergencies\) \(Order\) 2007](#)
 - [The Civil Contingencies Act 2004](#)
 - [Localism Act 2011](#)
 - [Regulatory Reform \(Fire Safety\) Order 2005](#)
 - [Fire and Rescue Service National Framework for England 2018](#)
 - [Local Government Acts 1972 to date](#)
- The [Service Delivery Plan 2021-22](#) highlights MFRA's commitment to delivering an excellent service to the communities of Merseyside. This document brings together actions from the [Integrated Risk Management Plan 2017-20](#), [IRMP Supplement 2019/21](#), [Integrated Risk Management Plan 2021-24](#), Station Community Safety Delivery Plans, Functional Plans, [Equality and Diversity](#) planning and details of outcomes from 2020/21. All these plans are available to view through the MFRA Portal

Excellent Operational Response

The Authority's priorities clearly stated in the [Service Delivery Plan 2021-22](#) are:

- To maintain an effective emergency response to meet risk across Merseyside with safety and effectiveness at its core
- The [Operational Response](#) function ensures that the Authority, on behalf of the public, is assured with regard to the readiness of its operational workforce, appliances, stations and equipment to respond appropriately and in a timely manner to emergencies, and that when we do respond our firefighters, procedures and equipment are safe and effective.
- The Operational Response function is led by an Area Manager who is responsible for the operational element of the MFRA workforce. This equates to approximately 640 operational staff across the 22 Fire Stations, Marine Rescue, Fire Control and Officer Group.

Protection

The publication of the Grenfell Tower Inquiry recommendations in Autumn 2019 has resulted in an increased focus on legislative fire safety and building safety, particularly as it relates to high rise premises, the Authority has taken account of that in its Integrated Risk Management Plan and increased its resources to carry out this important work.

Our Priorities:

PREMISES – Our Community Fire Protection department aim to:

- Deliver the recommendations from the Grenfell Tower Inquiry

- Enhance fire safety provision for operational personnel through measures including delivery of Simple Operational Fire Safety Assessment (SOFSA), fires in the built environment training and exercising in premises of special interest such as heritage or those containing fire engineered solutions.
- Review the Service's Risk Based Inspection Programme to ensure that our resources are focused on premises that represent the greatest risk in the event of fire.
- Provide advice and support to smaller businesses through the provision of a Better Business for All (BBfA) Partnership with the Local Enterprise Partnership (LEP) to simplify the regulatory system for business owners and responsible persons and help them comply with the law.

Prevention

- **PEOPLE** (Community Fire Prevention Department)
 - Home Safety
- **PLACE** (Community Safety Department)
 - Community Safety Partnerships
 - Arson reduction
 - Road safety
 - Water Safety

Our Priorities:

PEOPLE – Community Fire Prevention department aim to:

- Reduce accidental dwelling fires and deaths and injuries which result from these fires across Merseyside
- Focus our Prevention work on protecting vulnerable people and targeting those most at risk.
- Create a team of in house volunteers to allow us to expand our reach into existing and emerging communities as an active and engaged stakeholder to reduce risk of fire and other emergencies.

PLACE – Community Safety department aim to:

- Work with Community Safety Partnerships and associated thematic sub groups in order to reduce arson and anti-social behaviour in high demand areas.
- Work with Merseyside Road Safety Partnership and associated thematic sub groups in order to improve road safety and reduce deliberate vehicle misuse.
- Work with partners to establish a Merseyside Water Safety Forum in order to improve public safety and promote the safe use of our waterways.

In addition to the above, and underpinning them we have our [Youth Engagement Department](#)

YOUTH ENGAGEMENT aim to:

- Develop a Youth Engagement Strategy incorporating our planned youth engagement programmes and a sustainable medium term funding plan.
- Enhance our youth engagement programmes through enhanced integration within Community Risk Management Function.

- Explore collaboration opportunities with Merseyside Police and other partners to maximise youth engagement opportunities.

7. Our Performance

The MFRA [Service Delivery Plan 2021-22](#) reports on performance for 2020/21 and establishes the Key (KPI) and Local Performance Indicators (LPI's) and service delivery standards for 2021/22. Performance against the KPI's is reported to Authority in the [Service Delivery Plan reports](#) and to the Strategic Leadership Team and Performance Management Group (PMG) on a quarterly and monthly basis respectively.

Over the years we have refined our approach to Prevention and Protection, using intelligence to target our activities on the most vulnerable people and highest risk buildings. This is reflected in our planning and performance, with Home Fire Safety Checks, and Safe and Well Visits, being delivered to specifically targeted people identified as being in need of our intervention.

Covid 19 had a huge impact on our ability to provide some of our interventions but we also diversified to assist the public of Merseyside by:

- Delivering mass Covid vaccinations
- Face-fitting masks for healthcare workers
- Delivering food and prescriptions
- Surge and mass covid testing

The risk profile of Merseyside is changing. The population is now increasing after decades of decline however it is also ageing. The link between old age and vulnerability to fire is well recognised within MFRA. Our Safe and Well visits enhance our Home Fire Safety Checks which are delivered by operational and community safety teams to specifically targeted people identified as being in need of our intervention.

All fire stations produced and reported on a Community Safety Delivery Plan, in consultation with partners and stakeholders, to agree local targets for priorities within in each station area. These plans are available to view in community fire stations and in the [Service Delivery Plan 2021-22](#)

Performance is managed and reported on at all levels and in all functions, with staff working hard to reduce the number of emergency incidents that occur in Merseyside. The table below illustrates the number of incidents attended by type, for an average day between 2009/10 and 2018/19. The table identifies that during 2018/19 44.1 incidents were attended on a daily basis against 63.1 during 2009/10. Although the number of incidents attended daily have increased slightly over the last 3 years the reduction over the longer period provides evidence that working with local partners and MFRA's own initiatives and campaigns has had a beneficial impact on the people and communities of Merseyside.

Average Count of Incidents attended per day

Incident Type	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
Accidental Fires in the Home	3.3	3.1	3.2	2.9	3	2.7	2.5	2.5	2.4	2.2
Other Building and Property Fires	3.2	2.5	2.3	2.1	2.2	2.2	2.	1.8	1.5	1.4
Vehicle Fires	2.2	2.	1.8	1.9	2	2.3	2.3	1.9	1.8	1.3
All Antisocial Behaviour Fires	18.5	11.8	15.8	12	12.5	13	13.2	14.5	9.7	12
False Automatic Fire Alarms	15.2	12.5	7.5	7.7	7.9	8.6	9.3	9.	10.1	9.2
Other False Alarms	5	4.7	4.5	4.4	4.8	5.2	5.8	5.6	5.3	5.8
Road Traffic Collisions	1.4	1.3	1.4	1.6	1.5	1.7	1.5	1.7	2	1.5
Other Special Services	5.3	5.3	5.6	5.6	6	6.8	7.1	7.3	8.7	10.1
Grand Total	54	43	42.0	38.2	39.9	42.4	43.8	44.1	41.5	43.5

What others have said about our performance?

"I would like to thank you for the great support that Liverpool CCG has received from Merseyside Fire and Rescue Service. Liverpool CCG jointly commission packages of care with Liverpool City Council for families with children with very complex needs, including those procedures that are aerosol generating. The support you provided for carers and families in FIT mask training ensured that all these vulnerable children were able to stay at home with their families. I am sure you will appreciate how important that was for these families at a very worrying time. This is an excellent example of the system working together for the greater good, my thanks and appreciation go to you and your teams for the help and support you have provided to some of our most vulnerable people".

Jan Ledward – Chief Officer – NHS Liverpool CCG

"Excellent partnership working between Sefton Council, MFRS and other multi agency partners ensured the safety of local residents in January 2021 when rainfall from Storm Christoph impacted watercourses causing flooding in the Maghull area. A swift, coordinated response to the severe flood warning was actioned which saw teams from the Council working alongside emergency services to support those affected".

Dwayne Johnson – Chief Executive of Sefton Council

"I can't thank you enough, I behalf of the whole Jewish community of Liverpool, for the support that you have shown us by having your team backing up our services during Saturday which is the main day of our worship. Your unprecedented care for our wellbeing is remarkable and appreciated by all of us.

May God bless each and every one of you with abundance of blessings, happiness and good health, to you and your families".

Rabbi Avinoam Czitron - Childwall Hebrew Congregation

"I continue to be impressed by the dedication, resilience and fortitude of Merseyside Fire and Rescue Service in pressing for multi-agency working and clear communications, and embedding ResilienceDirect".

Luana Avaglino – Head of ResilienceDirect (Civil Contingencies Secretariat/National Security Secretariat)

"Overall I was extremely impressed by the collaboration and co-ordinated approach with the Police and Local Authority. This joint arrangement was very refreshing and seeing how you all worked together was impressive".

Nigel Lanceley DL - The High Sheriff of Merseyside

8. Financial Performance

In accordance with the statutory requirement under the Accounts and Audit (England) Regulations 2015 MFRA published a [Statement of Accounts 2020-21](#) and the Annual Governance Statement 2020-21 (these documents can be found on the MFRS website [Finance and Accounts](#) page). These documents illustrate that business is being conducted transparently and in accordance with the law and 'that public money is being properly accounted for and used economically, efficiently and effectively'. *Section 3 of the Local Government Act 1999.*

Internal Audit

The Authority procured its internal audit service under a service level agreement from Liverpool City Council and the arrangement and service was in accordance with the Public Sector Internal Audit Standards (PSIAS). On the basis of the reviews undertaken the 2020/21 Internal Audit Report has concluded that:

"It is our opinion that we can provide Substantial Assurance that the system of internal control in place at Merseyside Fire & Rescue accords with proper practice. This opinion is based on the individual assurance levels we have provided for each of the audit reviews undertaken during the year and includes consideration of the wider sources of assurance provided to the Authority"..... "No significant issues were identified in the course of the fundamental systems audits. The audit coverage during the year has provided sufficient evidence that controls in place to govern the core financial systems are sound and that they are substantially adhered to"..... "In our audit of each of these key financials we were able to provide positive opinions for all of these reviews. No significant control weaknesses were identified and a strong control environment continues to be maintained"

External Audit

External audit services are carried out by the Grant Thornton. Grant Thornton's 2020/21 Audit Findings Report gave an unqualified opinion on the Authority's financial statements. The value for money work will not be completed until December 2021, and will come back to members for consideration before the end of the 2021/22.

Our budget for 2020-21

Merseyside Fire and Rescue Authority Budget and Medium Term Financial Plan Resolution 2020/21 – 2024/25

For many years now the Authority has approved a rolling 5-year comprehensive medium term financial plan (MTFP) and capital programme at the Authority's Budget meeting. The 2020/21 MTFP approved at the Budget Authority meeting on 27th February 2020 delivered a balanced financial position up to 2020/2021, with a forecast financial challenge in future years rising to £1.5m by 2024/25. As the Authority had only received a Government funding settlement for one year (2020/21), the forecast from 2021/22 to 2024/25 was simply to assist with the Authority's long term financial planning.. Therefore, as the level of uncertainty over future costs and funding beyond 2020/21 is significant, particularly regarding the level of future Government support, any financial challenge from 2021/22 has simply been noted at the time the 2020/21 Budget was approved.

Financial Management

The Authority's five-year financial plan takes into account Revenue, Capital, Reserves and Prudential Borrowing forecasts. The Medium Term Financial Plan 2020/21 to 2024-25 and Budget Resolution agreed at the Authority Budget meeting on 27th February 2020, can be found on the [MFRA website - Finance and Accounts](#)..

Our long term financial challenges and commitments

The Authority had adopted a strategy that would aim as far as possible to utilise any in year revenue savings to fund additional debt repayments via the Minimum Revenue Provision, MRP, in order to free up future debt servicing budget to re-invest in front line services. During the year, the Authority approved in principle a scheme to build a new training centre and a new fire station to replace two existing stations (Aintree and Croxteth) at a cost of £25m. In order to reduce the requirement to fund this investment via borrowing the Authority approved a strategy of increasing the capital reserve through; one-off savings that materialise in the year; the re-alignment of existing reserves; and the release of budget during the 2021/22 budget process. Throughout the year managers looked at every opportunity to maximise savings against the approved budget to enable an increase in the capital reserve. The Authority is concerned that future Government funding from 2021/22 onwards will not meet the Service's requirements and additional frontline savings will be required.

9. Our Future Plans

Our future plans are detailed in the [Service Delivery Plan 2021-22](#), IRMP , [Integrated Risk Management Plan 2021-24](#) and [Service Delivery Plan 2021-22](#). We will be focused on continuing to deliver an excellent service to the residents and businesses of Merseyside with making more efficient use of the resources we have. The annual planning process for the Service Delivery Plan and Community Safety Plans begins in November each year, is approved by Authority in March and published on 1st April.

As part of the 2019/20 Budget report the Chief Fire Officer, (CFO), received Members' support to increase the frontline firefighter response and protection establishment from 620 Full Time Equivalent (FTE) to 642 FTE, plus a new fire engineer post in protection, and an increase in the available fire appliances from 26 to 30. The Authority plans on maintaining the frontline firefighter Full Time Equivalent (FTE) at 642 whilst investing in the Capital Infrastructure of the Authority. We continue to deliver 2 Firefighter training courses a year to maintain meet this commitment.

The new St Helens fire station opened in October 2020. This was the third of the station mergers proposed in IRMP 2017/20 with Saughall Massie and Prescott being completed in 2019/20. In 2020/21 Authority approved in principle work a proposal in the IRMP 2021-24 to move the Croxteth and Aintree fire stations, including the Training and Development Academy, to a new site on Long Lane, Aintree. During 2021 initial public consultation has taken place and planning proposals are being prepared.

Collaboration

The Policing and Crime Act 2017 introduced a duty on all three emergency services, to collaborate on the basis of improved efficiency and/or effectiveness in taking forward the Government's commitment to enable fire and police services to work more closely together and develop the role of PCC's.

In Merseyside we are working closely with our blue light partners. Merseyside Police share our Joint Control Centre at Service Headquarters and the new fire station at Prescott. We are also delivering a number of collaborative projects and sharing information to improve services.

North West Ambulance Service (NWAS) share a number of our fire stations (Formby, Southport, Bootle and Netherton, Birkenhead and Newton le Willows) and the NWAS Hazardous Response Team (HART) are based at Croxteth Fire Station with the Merseyside Fire and Rescue Service Urban Search and Rescue (USAR) Team.

Community Engagement & Communication

MFRA undertakes extensive consultation on all aspects of planning including the IRMP and changes to how we provide our services. All relevant [IRMP Supplement 2019/21](#) and [Integrated Risk Management Plan 2021-24](#) documentation is available in the Authority section of the website. Planning for the IRMP 2021/24 started during 2019 with full reports available at Authority Budget Committee on 25th February 2021 and Authority on 30th June 2021.

We consult with our communities at independently facilitated public consultation events in the five Merseyside council areas. Principal Officers and management teams deliver briefings and consultation exercises with staff, representative bodies, Councillors, partners, stakeholders and Local Authority leaders. Due to Covid 19 restrictions all the pre-IRMP 2021-24 consultation meetings were hosted online via Zoom and again during the draft IRMP consultation we held all public meetings via Zoom.

[Consultation](#) with stakeholders within the community is embedded within all aspects of planning in MFRA with all relevant documentation available on the MFRA website. During the planning process we host a wide variety of consultation and engagement forums including:

- Public consultation facilitated by an independent partner organisation – ORS Consultation Report can be found in the Authority section of the MFRA website under the Authority Budget Committee on 25th February 2021 and Authority on 30th June 2021.
- Staff consultation
- Local authority, stakeholder and strategic partner consultations
- Staff representative bodies (trade unions)

For the IRMP 2019/21 Supplement and IRMP 2021-24 consultation lasting 12 weeks was conducted to review the proposals and to seek approval for proposals for 2019/21 onwards. Results of this can also be found on the Fire Authority page on the MFRA website.

Merseyside Fire and Rescue Authority wishes to continue to be provided with assurance in relation to its fire and rescue service including financial health, governance arrangements and service delivery performance. Consultation with interested parties took place during 2021 around proposals in IRMP 2021-24 to relocate Croxteth and Aintree fire stations, including the Training and Development Academy to new state of the art facilities at a site on Long Lane, Aintree. The communities of Merseyside can be assured of the Authority's absolute commitment to continuing to deliver the best service it possibly can.

Access to Information held by Merseyside Fire & Rescue Authority

Government legislation has been introduced to make public sector organisations more open and accountable to the public. There are primarily three key Acts of Parliament that have been put in place. These consist of-

- General Data Protection Regulation (GDPR) 2016 and Data Protection Act 2018 which require organisations to protect personal data and privacy of EU citizens including processing of personal and sensitive information.
- The Freedom of Information Act 2000, which broadens people's access to information that is held by public authorities, for example: reports, minutes of meetings etc.
- The Environmental Information Regulations which gives the public increased access to environmental information held by public authorities, for example: reports, readings, research findings etc.
- The Local Government Transparency Regulations 2014.

How to gain [Access to Information](#) held by MFRA and details of how the legislation above governs what information can be released can be found on the MFRA website link above.

Privacy Notices

We process information securely and follow the principles of the Data Protection Act 2018. We use secure methods when transferring the data and also apply appropriate retention periods. We also ensure that the data is disposed of securely when it is no longer required. The [Privacy Policy](#) and [Privacy Notices](#) can be found on the MFRA website.

Assurance Declaration

The Chair of Merseyside Fire and Rescue Authority and Chief Fire Officer of Merseyside Fire and Rescue Service are satisfied that the Authority's financial, governance and operational assurance arrangements are adequate and operating effectively and meet the requirements detailed within the Fire and Rescue National Framework for England.

This Statement of Assurance is signed on behalf of Merseyside Fire and Rescue Authority as approved at the Authority's Policy and Resources committee on Thursday 16th December 2021.

Councillor Les Byrom

Chair of Merseyside Fire and Rescue Authority

Phil Garrigan

Chief Fire Officer

Glossary of Terms

CFP	Community Fire Protection or Prevention
CIPFA	Chartered Institute of Public Finance and Accountancy
CMI	Chartered Management Institute
COMAH	Control of Major Accident Hazard

DCLG	Department for Communities and Local Government
DEFRA	Department for Environmental, Food and Rural Affairs
DIM	Detection, Identification and Monitoring
FBU	Fire Brigades Union
FOA	Fire Officers Association
FRA	Fire and Rescue Authority
GDPR	General Data Protection Regulations
HVP	High Volume Pump
INSARAG	International Search and Rescue Advisory Group
IOSH	Institute of Occupational Safety and Health
IRMP	Integrated Risk Management Plan
LEP	Local Enterprise Partnership
MACC	Mobilising and Communication Centre
MDD	Mass Decontamination Disrobe
MFRA	Merseyside Fire and Rescue Authority
MTFP	Medium Term Financial Plan
NEBOSH	National Examination Board of Safety
NOL	National Operational Learning
ORS	Opinion Research Services
PSIAS	Public Sector Internal Audit Standards
SMA	Subject Matter Adviser
SOFSA	Simple Operational Fire Safety Assessment
SOLACE	Society of Local Authority Chief Executives
UKISAR	UK International Search and Rescue Team
USAR	Urban Search and Rescue