# Our Mission: Safer, Stronger Communities; Safe Effective Firefighters



## Excellent Operational Preparedness

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

#### **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**

**Our Aims:** 

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.

120D. Light Vehicle hit other vehicle / objects whilst engaged in

routine activities

### **SERVICE PLAN, OUTCOMES OUTPUTS: 2nd TIER OUTPUT LPI KEY PERFORMANCE INDICATORS MINOR OUTCOMES & LPIs** 61. The total number of Fires in Merseyside 66. Number of Primary Fires Attended 44. Number of accidental fires in dwellings 4. Total number of Home Fire Safety Checks (HFSC's) Total number of Home Fire Safety Checks (HFSC's) completed 45. Number of fatalities from accidental dwelling fires including: FSN, Station & Prevention 5. Home Fire Safety Checks carried out in domestic dwellings as 46. Number of injuries from accidental dwelling fires a revisit. 48a. Number of deliberate dwelling fires in unoccupied 5a. Number of HFSC's carried out in high risk areas 5b. Number of HFSC's carried out in medium risk areas 49. Number of Deaths occurring in deliberate dwelling fires 5c. Number of HFSC's carried out in low risk areas 50. Number of Injuries occurring in deliberate dwelling fires 5d. Number of HFSC carried out on High & Medium Risk 48. Number of deliberate dwelling fires in occupied properties 1. The % of fires attended in Accidental Dwelling Fires where: a 5e. Number of HFSC carried out by FSN smoke alarm had activated 2. The % of fires attended in Accidental Dwelling Fires where: a smoke alarm was fitted but did not activate 3a. % of Accidental Dwelling Fires where: no smoke alarm was 138. Number of Accidental Kitchen fires in dwellings owned by 6a. Number of New high risk home safety visits carried out by prevention officers 6b. Total Number of high risk home safety visits carried out by 47. Percentage of accidental dwelling fires confined to room of prevention officers 6c. High Risk home safety visits conducted per Prevention 55. Percentage of 999 calls answered within 10 seconds 137. Attendance Standard - The first attendance of an 129. Alert to Mobile in under 1.9 minutes appliance at all life risk incidents in 10 minutes. 19. Number of deliberate fires in non domestic premises 142. Conduct 100% of Scheduled COMAH on site exercises 20. Number of Fire Safety audits by Fire Protection Officers 19a. Number of accidental fires in non domestic premises 143. Conduct 100% of scheduled COMAH off site plan reviews 61a. Number of deliberate vehicle fires 10A. Retention rates for young people on youth engagement 61b. Number of deliberate ASB fires (small) courses - % of those completing courses 10B. % of young people on Princes Trust courses moving into Education, Employment or Training (EET) 36. Number of Road Traffic Collisions (RTC) 41. Number of injuries at RTC's (minor) Injuries in RTC's (Combination of LPI's 41 & 42) 42. Number of injuries at RTC's (serious) 120A. Fire appliance hit other vehicle / object whilst 42a. Number of fatalities at RTC's responding to operational incident 120. RTCs involving fire service vehicles 120B. Fire Appliance hit other vehicle / objects whilst engaged in routine activities 120C. Light Vehicle hit other vehicle / object whilst responding to operational incident.

SERVICE PLAN, OUTCOMES KEY PERFORMANCE INDICATORS	OUTPUTS: MINOR OUTCOMES & LPIS  2nd TIER OUTPUT LPI
140. Total Number of False Alarms Attended	141. Total Number of False Alarm Good Intent 52. Number of Malicious False Alarms Attended
53. The number of false alarm calls due to automatic fire alarm equipment	135. The Number of Automatic Fire alarms which are classed as "unwanted".  136. Number of calls received by MACC to Fire Alarm Actuations - from ARCs
112. The number of working days/shifts lost to sickness absence per head, all personnel.	111A. Number of working days/shifts lost to sickness per Whole-time Equivalent GREY book (operational) personnel. 111B. Number of working days/shifts lost to sickness per Whole-time Equivalent GREEN & RED book (non uniformed) personnel.
98. Number of operational staff injuries – on duty	Internal Indicators (Operational Response) OR 133a. % of operational personnel who have completed Safe Person Assessments (SPA)  Internal Indicators (Operational Response) OR 133a. % of successful Safe Person assessments completed by Operational staff. We will ensure 100% completion of monthly allocation of practical Safe Person assessments.
	130.% of operational personnel who have completed on-line assessments  131.% of operational personnel who have attended all risk critical training courses.  132.% of Senior Officers who have completed an assessment of operational competence  121. Site Specific Risk Information (SSRI) - Firefighter Safety-number of sites visited resulting in a site specific plan  106. Number of non operational staff injuries – on duty  139. Reporting of the levels of Near Miss reports recorded by the service, 1st year Monitoring Only"  Internal Indicators (Operational Response)  OR 1:% of watches with required optimum skill set and distribution (operationally available staff only)  OR 2:% of occasions where appliance staffed with 5 riders  OR 3: The number of Level 1, Local and Full Investigations not completed within the timeframe allocated.  OR 4: Completion of Debrief returns within specified timescales  OR 6::% of monthly preparedness safety tours completed  OR 6::% of monthly preparedness safety tours recorded on OSHENS - 100% of people must score 80% or above.  OR 7: Operational crews will score a result of 60% or above in both the overall score and in each sub category  OR 8: Appliance availability
144. 'Our aim is to create a cohesive and diverse organisation which is positive to rising to the future challenges we face." To increase the diversity of our workforce and volunteers to reflect the local community we serve	145. To increase the applications for roles within the organisation (including volunteering) for those protected groups underrepresented currently within our workforce  134. Number of Staff Appraisals to be completed during January & February 2014
97. Carbon Output of all buildings	93. Electricity used by all MFRS buildings - divided by floor space 94. Gas used by all MFRS buildings - divided by floor space 95. Water used by all MFRS buildings - divided by floor space 96. Waste generated per person per annum
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