



# KNOWSLEY

## Community Safety Plan 2014-15



# Introduction by the Knowsley District Manager, Gary Oakford



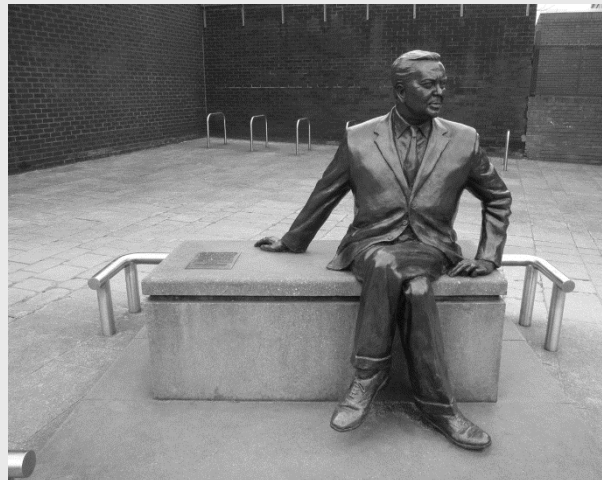
Welcome to the Community Safety Plan for Knowsley for 2014-15.

As well as focusing on the fire and rescue related risks in Knowsley, this plan reflects our continued role in local Partnerships. We work closely with our key partner agencies; in particular Knowsley Council, Merseyside Police, health services, and the Voluntary and Faith sectors to deliver improved outcomes for our community.

For example; our partners share information with us so we can help reduce risks to the most vulnerable people in Knowsley.

Thank you for taking time to read our Community Safety Plan. The aim of our plan is to provide you with an update on our performance from 2013/14 and to provide information on our objectives and the actions for 2014/15 to make Knowsley a safer, stronger community.

This plan should be read in conjunction with the Merseyside Fire and Rescue Authority (MFRA) Integrated Risk Management Plan 2013-16.



Contained within the Community Safety Plan are our main objectives and how these will be implemented and achieved across the district in 2014/15. Our four main priorities are:

1. Maintain and improve staff training, safety and competence
2. Provide an efficient and effective response to emergency incidents
3. Reduce fires, deaths and injuries, road traffic collisions and anti-social behaviour.
4. Maintain and improve, staff health, fitness and welfare

These priorities are determined by a number of influences, including:

- The Fire and Rescue Service Act 2004
- The Fire and Rescue National Framework
- Strategy for Knowsley
- KMBC Corporate Plan 2013 – 2016
- Knowsley Joint Health & Wellbeing Strategy 2013 – 2016
- Safer Knowsley Partnership 2013 – 2016
- Police and Crime Plan 2013 – 2017 (Police Crime Commissioner)

# Knowsley

Knowsley has a population of 145,900, two thirds of which are of working age (16-64 years) and is home to around 3,000 businesses. The district covers an area of 8,620 hectares, of which 54% is designated as Green Belt.

Located between Liverpool and Manchester, Knowsley is connected to these cities by the M57 and M62 motorways, and the A580 East Lancashire Trunk Road. Its superior connectivity means the borough is well placed for both business and commuting, within the City Region and further afield.

The borough is made up of five main townships: Huyton, Kirkby, Halewood, Prescott and Whiston; and the smaller villages of Cronton and Knowsley Village. Each area has its own characteristics and history which makes them unique. Knowsley is a borough of contrasts: it has areas where deprivation levels are amongst the highest in the country (particularly Kirkby, Huyton and Stockbridge Village) and other areas that are seen as relatively affluent.

Knowsley is an important location for employment in the Liverpool City Region, the borough has a large industrial base concentrated mainly at Knowsley Industrial Park and business parks at Kirkby, Huyton and Prescott, as well as being home to internationally renowned businesses such as Jaguar Landrover and QVC.

Knowsley is also home to three of the country's top tier COMAH sites. In recent years there has been considerable investment in Knowsley's infrastructure, including new schools, health centres and state of the art leisure facilities.

The town centres of Huyton and Halewood have both seen major retail investment, and Stockbridge Village has a new village centre and community facilities. Kirkby and Prescott town centres will soon see similar investment, this is also extended to social and private housing. There has been no significant change in Knowsley's population between 2011 and 2012. The population increased marginally from 145,900 to 145,936.





# The Team

Your local Management Team for Knowsley are:



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In the district we have three appliances spread across our stations in Huyton, Kirkby and Whiston Community Fire Stations.

This allows us to meet our attendance standards in all areas, although the closest appliance will always be sent to any emergency incident.

These stations are staffed by 57 firefighter's and 13 Watch Managers.

We have three dedicated Protection staff located at Kirkby Fire Station.

We have four dedicated Prevention staff located at Huyton Fire Station.



# Community Fire and Rescue Stations



**Huyton Community Fire Station** area has a population of approximately 67,069. The fire station is situated on Huyton Lane. The station area is comprised of mainly private and council dwelling properties, together with care homes for the elderly and Knowsley Housing Trust high rise buildings. Stockbridge Village, not far from Huyton Fire Station, has a new village centre and community facilities.

The station covers a mix of residential property, commercial, light industrial sites and has an extensive motorway network (M57/M62) running through the area.

Huyton Community Fire Station is the main base for the Community Prevention Team and the Fire Service Princes Trust. The Fire Service Youth Engagement Team also run Beacon courses at the Training and Development Academy for teenagers from some Huyton schools. Their pass-out presentations are carried out by the Mayor of Knowsley.



**Whiston Community Fire Station** area has a population of approximately 22,385. The fire station is located on Fire Station Road. The station covers a mix of residential, commercial and light industrial risks including Whiston Hospital and Knowsley Safari Park.

Whiston operational fire crews work closely with the Community Prevention Team and partners to achieve key priorities within the district.

Although Whiston does not have a dedicated community room, the station can still be used for some community based activities with pre-arrangements. The crews and the Community Prevention Team work closely together on and off-site to engage with community groups and youths in the Community.

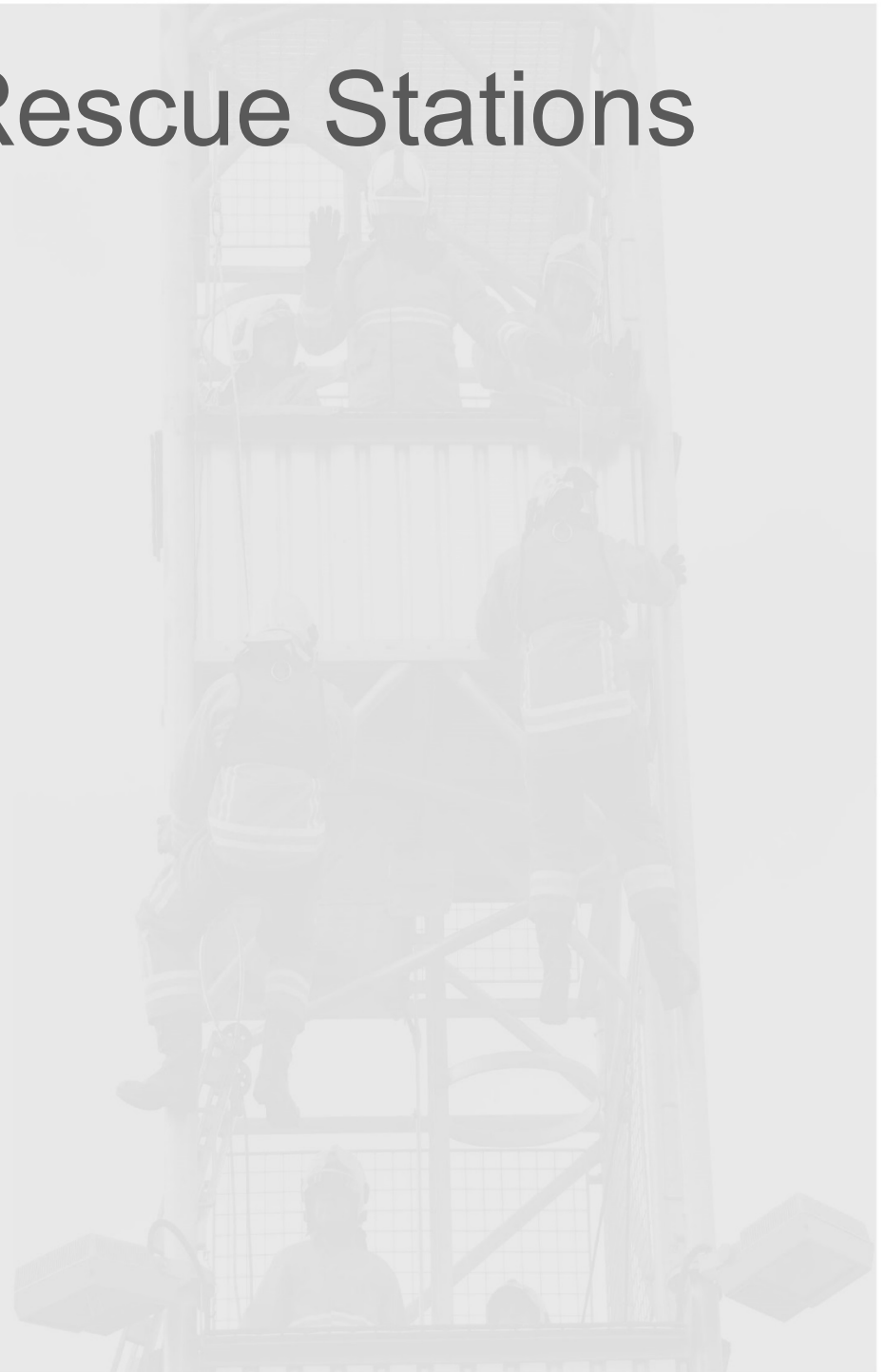
# Community Fire and Rescue Stations



**Kirkby Community Fire Station** area has a population of approximately 47,035. The fire station is located on Webster Drive , near to the newly refurbished Town Centre.

The station covers a mixture of residential, commercial and industrial risks, including four of the country's COMAH (Control of Major Accident Hazard) sites on Kirkby's large industrial estates and motorway network (M57/M58). Predominantly , the area is made up of privately owned, council, private social landlords properties and Knowsley Housing Trust high rise multi storey blocks with a small number of Care Homes.

The Station is able to offer a community room facility to partners to support community activities, also facilitating the running of a Knowsley Beacon Course for 12 to 16 year olds. The Knowsley Community Safety Protection Team are based at the station.





# Our Performance 2013/14

Since the introduction of District and Station Plans and in particular for the year 2013/14, we have gone to some length to ensure all of our staff understand the direction of travel and how their day to day activities can hugely effect the outcomes of our local performance indicators (LPI's). As a district, this year we will have completed over 5000 Home Fire Safety Checks, with over 2/3rds being completed in medium and high risk homes – this focus is predicated on the use of much smarter data to inform our business intelligence and to direct the use of resources more effectively.

Once again, during the bonfire period we were able to deliver a 43% reduction in the number of incidents building upon our success of 2012 (52% reduction). The collaboration and support of partners throughout the period was hugely pleasing. It was evident that ownership of such initiatives locally can deliver results. MFRS have provided support to Knowsley Chamber of Commerce and Merseyside Police in reinvigorating the “Knowsley Business Watch” scheme – this has been used as a platform to improve access to businesses to improve performance for SSRI visits (Site Specific Risk Information) and arson risk assessments. Other benefits that have come from Business Watch is the opportunity to train and exercise in real life environments.

Our Youth Engagement activities across the district are extensive. We host three Princes Trust Programmes per annum, we have three schools undertaking Fire Fit with the year 5 age group, a School Fire Liaison Officer working with young people in a secondary school, Fire Support Network delivering cage sports across the district following a successful award from Sport England, and operational crews delivering Road Safety Messages in schools.

For our operational staff we have introduced a new competency based framework (Safe Person Assessments) and monthly audit process to ensure key risk critical competencies are maintained in addition to regular crew based training, we have also introduced a more robust performance management framework across all Operational Response Local Performance Indicators to improve performance – this has had a noticeable improvement in such areas as alert to mobile times, Incident Reporting System returns and low speed manoeuvres (vehicle accidents).



# Incidents in Knowsley

This section provides an overview of the incidents that occurred in Knowsley during 2013/14. It looks at whether performance has improved over recent years and where we need to focus our attention over the next year. The table and graphs in this section illustrate the types of incidents that occur in Knowsley District.

The charts are a breakdown of incidents in the district and how these incidents are distributed across the station areas. Accidental fires in the home and anti-social behaviour fires across the district are found mostly in the built up areas of Kirkby, Huyton and Halewood. This is to be expected and following the monitoring of any trends in these specific areas allows us to target our resources accordingly.

Following scrutiny of our performance in December 2013, we were able to establish that 50% of our anti-social behaviour fires in the district were attended in the Northwood vicinity of Kirkby. Using this information we were able to work with partner agencies on focusing our resources in this area, leading to a vastly improved return in the following month.

We continue to drive down response to Automatic Fire Alarms which are a nuisance to our business and those of our partners. We will work with our local business partners to develop our Automatic Fire Alarm strategy to ensure that our response to these types of incidents is mitigated to the lowest level possible.

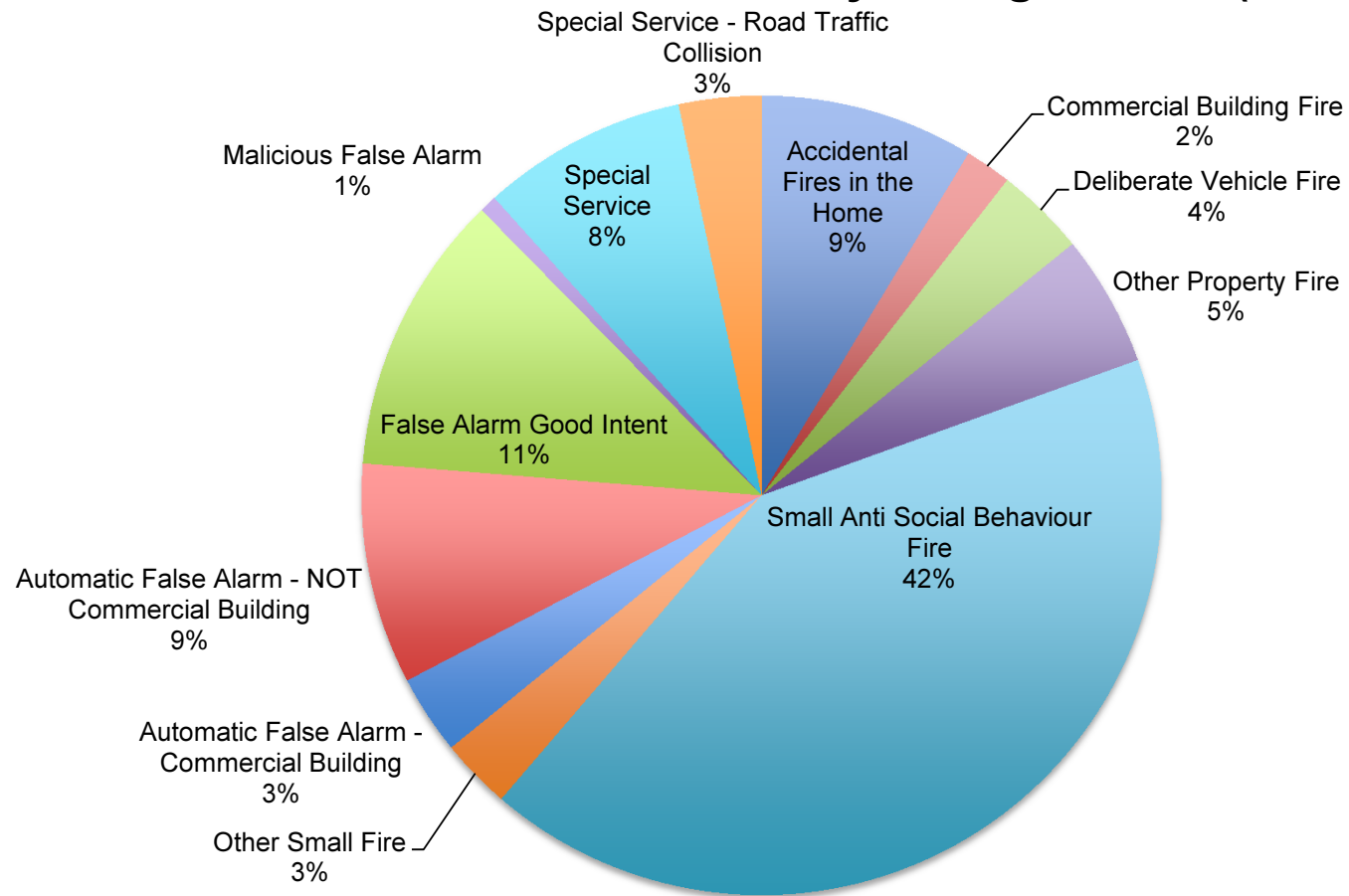
We will continue to support our business partners in the district and the District Manager sits on the Knowsley Business Watchboard, meeting on a monthly basis to improve the local business links in Knowsley.

The introduction of the new work routine in January 2014 will assist District, Station and Watch Managers in improving performance for 2014/15. We have placed three hours of productive time into the day shift from the night shift. There is a simple expectation that the role of our fire crews on day shifts is externally focused undertaking training, visiting homes, schools and businesses and engaging with the community with the night shift covering equipment maintenance, station routines, Firefighter fitness and underpinning knowledge (through the completion of Learn Pro).



# Incidents in Knowsley

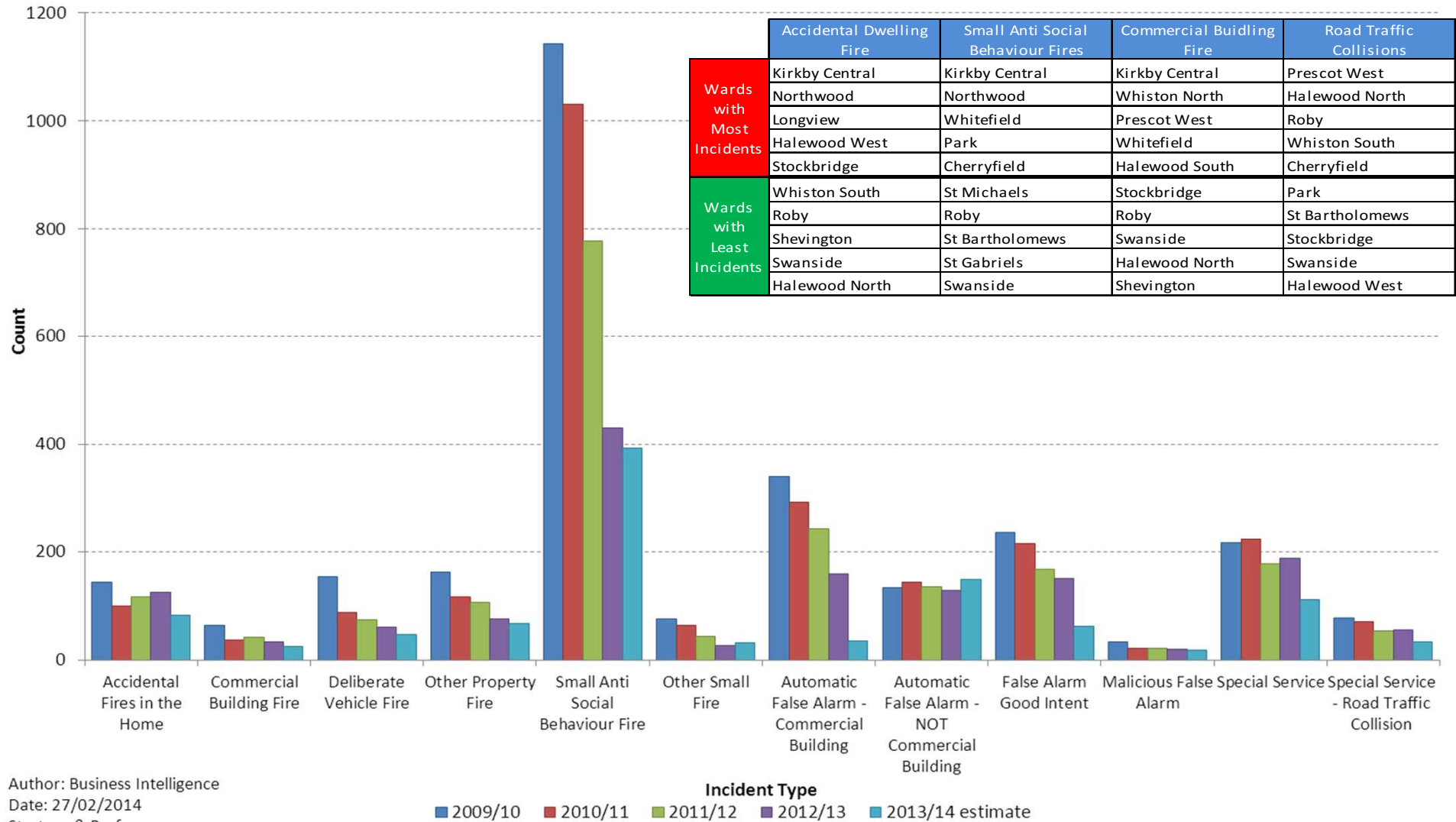
## Incidents attended within Knowsley during 2013/14 (estimate)



Date: 04/12/2013  
Strategy & Performance

# Incidents in Knowsley

Incidents Attended in Knowsley between 2009/10 - 2013/14 (estimate)



Author: Business Intelligence  
Date: 27/02/2014  
Strategy & Performance

# Our Plans for Knowsley

## Our Organisational Objectives:

We have a number of Organisational Objectives that we want to deliver for every area of Merseyside. These are:

- To reduce fires, deaths and injuries, road traffic collisions and anti-social behaviour working with partners and the community to protect the most vulnerable people in Merseyside
- To provide an efficient and effective response to all emergency incidents, for all risks across all areas of Merseyside
- To maintain and improve staff training, safety and competence to ensure they can safely and effectively resolve all emergency incidents
- To maintain and improve staff health, fitness and welfare, to ensure our staff are the best they can be.

We have talked to our partners and studied our performance last year and we aim to improve outcomes for Knowsley in 2014/15 by focusing on the following areas:

## Our Local Actions:

- We will continue to work with key partners to implement risk reduction strategies that have a direct impact upon improving outcomes for Merseyside Fire and Rescue Service. For example, supporting the Safer Knowsley Partnership which will give focus to the Hillside Estate in Knowsley and tackling ASB.
- We will look to support the development of the Healthy Homes Team in Knowsley – working with Public Health colleagues will be invaluable in providing us with key data to support our business objectives and identifying those individuals who will need our support in making their homes safer from fire risk.
- Economic growth is important to the borough of Knowsley; we will continue to use the Chamber of Commerce as a platform for engagement with the Business Community – we will support its Business Watch scheme, this approach will provide opportunity for engagement through increased SSRI, training and exercising opportunities and arson risk assessment.

- Young people have a clear role in the development of the borough; we will support this by providing various opportunities. For example, Princes Trust Volunteers, Beacon courses for 12 to 16 year olds, Fire Fit Schools and Emergency Service Cadets for 9 to 11 year olds.





# Action Plan 2014/15

Strategic Aim	Organisational District Plan Objective	Organisational Actions	Local Actions	Location
<p><b>Excellent Operational Preparedness</b></p> <p>We will provide our firefighters with the training, information, procedures and equipment to ensure they can safely and effectively resolve all emergency incidents</p>	<p>Maintain and improve staff training, safety and competence:</p> <p>Local Performance Indicators 98, 99, 120a, 120b, 120c, 120d, 121, 129, 130, 131, 132, 133, 137, 139</p>	<p>Testing Operational Preparedness against the Standard Operating Procedures and Generic Risk Assessments for locally identified risks on an annual basis.</p> <p>Complete Site Specific Risk Information inspections in line with the Service strategy.</p> <p>Complete water surveys (hydrant inspections) in line with the Service strategy.</p> <p>All personnel to attend core risk critical training courses during 2013/14.</p> <p>All personnel to complete allocated Learn Pro packages and online assessments.</p>	<p>Ensure that all personnel know and understand the pre-planned site specific operational procedures for all Merseyside risks.</p> <p>Complete Site Specific Risk Information on all allocated sites in station area and allocated Merseyside category 1 and 2 sites during 2014/15.</p> <p>Ensure that water surveys are completed within the prescribed timescales.</p> <p>All personnel to attend the core risk critical training (TDA) courses during 2014/15.</p> <p>This will ensure all personnel have the required levels of underpinning knowledge in a subject area to operate safely.</p>	<p>District – each watch to plan 1 off site exercise.</p> <p>Stations – to visit key risks in station area in addition to completing Site Specific Risk Information.</p> <p>District – allocated in new work routine monitored.</p> <p>By Watch Managers. Station Managers will also provide additional learning support in key areas.</p>

# Action Plan 2014/15

Strategic Aim	Organisational District Plan Objective	Organisational Actions	Local Actions	Location
<p><b>Excellent Operational Response</b> To maintain an excellent emergency response to meet risk across Merseyside with safety and effectiveness at its core</p>	<p>Provide an efficient and effective response to emergency incidents:</p> <p>Local Performance Indicators 55, 98, 120a, 129, 130, 131, 132, 133, 98</p>	<p>All operational crews will aspire to achieve an Operational Assurance Team daily audit result of 100%.</p> <p>All individual Safe Person Assessments to be completed.</p> <p>Achieve Alert to Mobile times within prescribed timescale.</p> <p>Manage and reduce accidents and injuries to the lowest achievable level.</p>	<p>Attainment of Operational Performance Team Audit Scores of 60% average for the year.</p> <p>Operational firefighters will demonstrate excellent skills knowledge and understanding of their role during training audit and assessment.</p> <p>To ensure that resources are mobile to calls within prescribed time limits. This will be monitored throughout the year to ensure we deliver the highest response standards.</p> <p>Focus on Firefighter fitness and ensuring that all operational personnel carry out fitness training.</p> <p>We will also ensure compliance with regard to the management of road risk and low speed manoeuvres .</p>	<p>District Watch Managers to deliver training as per station training planner.</p> <p>District firefighters to complete all Safe Person Assessments and Learnpro's from preceding month .</p> <p>District Watch Managers to be familiar with Local Performance Indicator 129 and monitoring facility in Vision .</p> <p>District Watch Manager engage and recording of physical training.</p> <p>District – incidents to be investigated locally.</p>

# Action Plan 2014/15

Strategic Aim	Organisational District Plan Objective	Organisational Actions	Local Actions	Location
<p><b>Excellent Prevention and Protection</b></p> <p>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.</p>	<p>Reduce fires, deaths and injuries, road traffic collisions and anti-social behaviour:</p> <p>Local Performance Indicators 1, 2, 3, 4, 5, 5a, 5b, 5c, 5d, 5e, 6a, 10a, 10b, 10c, 19, 19a, 20, 36, 41, 42, 42a, 44, 45, 46, 47, 48, 48a, 49, 50, 52, 53, 61, 61a, 61b, 66, 135, 136, 138, 121,</p>	<p>Reduction in the number of accidental dwelling fires and resultant injuries and fatalities through intelligent targeting of risk in the home using the home fire safety check.</p>	<p>We will utilise a targeted approach working with our partner agencies to enable us to identify and offer Home Fire Safety Checks (HFSC's) to the most at risk. We will utilise information shared with us from the Department of Adult Social Services and DWP to expand the Vulnerable Person's Index.</p> <p>In addition, we will develop the partnership with Public Health in Knowsley that will see the creation of Knowsley Healthy Homes Team; our focus will be to integrate our advocacy teams with Public Health colleagues in terms of delivering a wider offer of risk reduction to vulnerable tenants across the borough.</p> <p>We will establish a local RSL forum to look at key issues such as hoarding.</p> <p>We will also continue to work with the Stronger Families Team to provide an appropriate service to vulnerable families reducing the risk of fire.</p> <p>Throughout the year we will visit schools to deliver key fire safety messages consistent to the Fire Kills campaign calendar.</p> <p>We will also utilise the Local Authority Community Messaging platform to disseminate key fire safety messages.</p>	<p>District - District prevention team to share information with ops crews and provide targeted approach.</p> <p>Group Manager &amp; Prevention Team</p> <p>Prevention Team</p> <p>Prevention Team</p> <p>Stations – Watch Managers to co-ordinate and Prevention Team.</p> <p>District – use successful Bonfire Campaign templates – consider for anti-social behaviour Prevention Team.</p>



# Action Plan 2014/15

Strategic Aim	Organisational District Plan Objective	Organisational Actions	Local Actions	Location
<p><b>Excellent Prevention and Protection</b> 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.</p>	<p>Reduce fires, deaths and injuries, road traffic collisions and anti-social behaviour:</p> <p>Local Performance Indicators 1, 2, 3, 4, 5, 5a, 5b, 5c, 5d, 5e, 6a, 10a, 10b, 10c, 19, 19a, 20, 36, 41, 42, 42a, 44, 45, 46, 47, 48, 48a, 49, 50, 52, 53, 61, 61a, 61b, 66, 135, 136, 138, 121,</p>	<p>The reduction of Arson and ASB through seasonal pre-planning and arson/hate crime risk assessment and intelligence led target hardening.</p> <p>Enhance Road Safety through education and engagement with young drivers most at risk.</p>	<p>We will plan our activities year-round to respond to seasonal increases in risk, particularly regarding anti-social Behaviour-related fires. For example, with the Bonfire Plan in support of Operation Banger and the Fire Watch campaign during the spring and summer months.</p> <p>We will work with key strategic partners to reduce these incidents, maintaining comprehensive data sharing protocols and working with key partners to complete Hate Crime Risk Assessments (HCRA) and non-domestic arson risk assessments.</p> <p>Merseyside Police are a valued partner in the borough. We will continue to update the neighbourhood teams and provide support in keys areas of mutuality.</p> <p>Operational crews will deliver road safety education to young people across district including 'Suddenly from Nowhere' to young adults aged 17-25yrs of age.</p> <p>We will establish a local road safety forum with key partners to look at road risk – we have some challenges due to the extensive motorway network within the borough.</p>	<p>District-Use the successful bonfire campaign templates. Consider for anti-social Behaviour reduction around the spikes in April.</p> <p>District-Watch Managers to co-ordinate activity, based on strategy.</p> <p>Produced by prevention manager</p> <p>Station Manager</p>

# Action Plan 2014/15

Strategic Aim	Organisational District Plan Objective	Organisational Actions	Local Actions	Location
<p><b>Excellent Prevention and Protection</b> 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.</p>	<p>Reduce Fires, deaths and injuries, road traffic collisions and anti-social behaviour:</p> <p>Local Performance Indicators 1, 2, 3, 4, 5, 5a, 5b, 5c, 5d, 5e, 6a, 10a, 10b, 10c, 19, 19a, 20, 36, 41, 42, 42a, 44, 45, 46, 47, 48, 48a, 49, 50, 52, 53, 61, 61a, 61b, 66, 135, 136, 138, 121,</p>	<p>Improve business fire safety in compliance with Regulatory Reform Order (Fire Safety) 2005. Through the application of the Fire Protection Policy and the risk based inspection programme.</p>	<p>Fire safety visits will be carried out on care homes by Operational crews.</p> <p>We will continue to work in partnership with the Knowsley Chamber of Commerce to promote fire safety among the business community.</p> <p>We will use the Business Watch Forum to increase Site Specific Risk Information and arson risk assessment.</p> <p>Heritage – we will adopt the “heriprot” model for Knowsley Hall, this will include completion of Site Specific Risk Information, a site specific operational response and salvage plan.</p> <p>Specific Risk information, a site specific operational response and salvage plan.</p>	<p>Allocation from Protection team, distributed to Watch Managers completed and recorded by operational crews.</p>

# Action Plan 2014/15

Strategic Aim	Organisational District Plan Objective	Organisational Actions	Local Actions	Location
<p><b>Excellent People</b> We will develop and value all our employees, respecting diversity, promoting opportunity and equality for all.</p>	<p>Maintain and improve, staff health, fitness and welfare:</p> <p>Local Performance Indicators 130, 131, 132, 133, 98, 106, 111a, 111b, 112 116, 117, 134</p>	<p>Absence to be managed to lowest achievable levels.</p> <p>Completion of appraisals for all staff in January and February 2015.</p> <p>Development of staff skills and knowledge through training opportunities.</p>	<p>Knowsley management team will ensure absence levels are monitored and service procedures are adhered to.</p> <p>Ensure 100% completion of quality Values Based Appraisals at all levels within the district.</p> <p>Training and support will be provided to staff with a focus on quality of service delivery. Training will be provided for operational staff on delivery of Home Fire Safety Checks, Protection, Health and Safety Management.</p> <p>We will engage with all staff over the proposed community fire station merger within Knowsley.</p>	
	<p>Unused LPI's 93,94,95,96,97,98 Utilities 108, 128 Finance</p>			