MERSEYSIDE FIRE AND RESCUE AUTHORITY			
MEETING OF THE:	**POLICY & RESOURCES COMMITTEE**		
DATE:	**19 MARCH 2026**	**REPORT NO:**	**CFO/45/2526**
PRESENTING OFFICER	**CHIEF FIRE OFFICER, NICK SEARLE**		
RESPONSIBLE OFFICER:	**DIRECTOR OF STRATEGY & PERFORMANCE, DEB APPLETON**	**REPORT AUTHOR:**	**STATION MANAGER, ROBERT MAY**
OFFICERS CONSULTED:	**STRATEGIC LEADERSHIP TEAM (SLT)**		
TITLE OF REPORT:	**SERVICE DELIVERY PLAN 2025-25 Q3 OCT - DEC UPDATE**		

APPENDICES:		
	APPENDIX A:	**KPI/LPI Q3 UPDATE**
	APPENDIX B:	**PREPAREDNESS FP 25-26 Q3 UPDATE**
	APPENDIX C:	**RESPONSE FP 25-26 Q3 UPDATE**
	APPENDIX D:	**PREVENTION FP 25-26 Q3 UPDATE**
	APPENDIX E:	**PROTECTION FP 25-26 Q3 UPDATE**
	APPENDIX F:	**NATIONAL RESILIENCE FP 25-26 Q3 UPDATE**
	APPENDIX G:	**POD FP 25-26 Q3 UPDATE**
	APPENDIX H:	**STRATEGY AND PERFORMANCE FP 25-26 Q3 UPDATE**
	APPENDIX I:	**FINANCE FP 25-26 Q3 UPDATE**
	APPENDIX J:	**LEGAL FP 25-26 Q3 UPDATE**

Purpose of Report

1. To request that Members scrutinise the performance of Merseyside Fire and Rescue Service ('the Service') against the objectives and the performance targets/outcomes as set out in the Service Delivery Plan 2025/26 for the period October to December 2025 (Q3).

Recommendation

2. It is recommended that Members;

   (a) note the contents of the report; and

   (b) approve the attached Service Delivery Plan updates (Appendices A - J) for publication on the website.

Introduction and Background

3. The 2025-26 planning process for the Service Delivery Plan 2025/26 began in November 2024. The process considered organisational risk, legislation, financial constraints, and consultation outcomes to create innovative and value for money initiatives to deliver against the Community Risk Management Plan and inform the Service Delivery Plan.

4. The October to December Service Delivery Plan Performance Report for 2025/26 is the document that updates on the Functional Plan action points and Key/Benchmark Performance Indicators against the targets that were approved by Members in March 2025.

Performance Indicators

5. In January to March 2025, a full annual review of performance indicators and their relevance was conducted. It was agreed that performance measures would continue to be grouped in the following way:

   - Summary Indicators – key summary performance indicators to measure how MFRA is performing.
   - A number of these indicators are Service Plan outcomes - Key Performance Indicators
   - Tier 1 – Outputs – contributory outcomes and Local Performance Indicators
   - Tier 2 – Output – Local Performance Indicators

6. Performance Indicators ('PI') have been grouped according to incident type:

   - Dwelling fire
   - Non-domestic property fire
   - Anti-social behaviour and other fire
   - Road traffic collisions
   - Special service
   - Fire alarms
   - Staff welfare, risks and competency
   - Energy and the environment

7. The Key Performance Indicator TC05 Special Service Calls attended does not have a target and is for quality assurance only. This is because the Service would not

want to discourage many of the calls received, nor are we able to influence performance in some areas such as assisting partner agencies. Areas the Service could influence such as road traffic collisions attended and water rescue incidents, while still included in this indicator are also recorded separately as RC11 and RC24.

8. For the same reasons as above, FC13 Total False Alarms Attended, discounting False Alarm Good Intent and FC24 Total Number of False Alarm Good Intent attended including Non-Alarm Receiving Centre Domestic Incidents, do not have targets but are recorded for quality assurance. We do not want to discourage people calling the Fire and Rescue Service when they hear a fire alarm, so do not seek to reduce these calls.

9. This report focuses on the Benchmark Performance Indicators underpinned by the key and local performance indicators to illustrate and inform as required (Appendix A).

10. The format has been designed to give a clear illustration of how the Service is performing against Key Performance Indicators which are grouped together e.g. dwelling fire related indicators are influenced by the community risk management measures we put in place so this group includes measurement of the number of Home Fire Safety Checks and Safe and Well visits we deliver, especially to those most at risk, which we have recognised are the over 65's and people living in areas of deprivation.

11. The Key Performance Indicators are monitored and scrutinised each month through the Performance Management Group which is an internal meeting of relevant managers, the Strategy and Performance Board and as appropriate the Strategic Leadership Team. Exceptions and areas of poor performance are highlighted and action plans put into place as appropriate.

12. All performance for October to December 2025 is covered in detail in the appendices to this report. Some performance updates during this period are detailed below:

- From April to December 2025 Fire Control received 18912 emergency calls. This was 2514 more than at the end of Q3 2024, when 16398 calls were received.

- Cumulatively 97% of 999 calls were answered within 10 seconds. This performance achieves the 96% target.

- The 2025 Bonfire Period was the record low for deliberate secondary fire activity seen. Between the reporting period of 19th October to 7th November, 123 incidents were attended – 50 fewer incidents than 2 years earlier which was the previous record low of 173 incidents attended.

- There were 3869 secondary fires during this reporting period. This is 1018 more fires than in 2024/25 (2851). The number of secondary fires increased sharply between April (727) and May (746) with a further spike in August (646) due to dry and sunny weather during most of the summer months. Since September performance levels have been in line with expected performance

- Carbon output from all buildings (16.8) is lower than at Q2 2024/25 (20.3) and considerably below the target of 25.4.

- Overall sickness among all staff at the end of Quarter 3 was 5.3% shifts lost to sickness absence which exceeds the 4% target and is higher than in 2024/5 when absence was 4.36%.

Equality and Diversity Implications

13. An Equality Impact Assessment (EIA) is not required for this report as all Functional Plans will have their own EIA and actions within the Service Delivery Plan will also have their own EIA where required.

Staff Implications

14. There are no staff implications because of this report. Staff implications resulting from any individual actions will be addressed as part of the delivery of those actions.

15. There are no training implications resulting from this report. Training requirements related to individual actions will be addressed as part of the delivery of those actions.

Legal Implications

16. The Service Delivery Plan contains actions that link to the legal obligations placed on the Service e.g. the Fire and Rescue Services Act, National Framework, Data Protection Act, fire safety legislation, employment and Health and Safety legislation etc.

Financial Implications & Value for Money

17. There are no financial implications arising from this report. Financial implications relating to any individual actions will be addressed as part of the implementation of those actions.

Risk Management and Health & Safety Implications

18. There are no risk management or health and safety implications arising from this report. Any implications relating to any individual actions will be addressed as part of the implementation of those actions.

Environmental Implications

19. There are no environmental implications because of this report. Any implications resulting from any individual actions will be addressed as part of the delivery of those actions.

Contribution to Our Vision:	***To be the best Fire & Rescue Service in the UK.***
Our Purpose:	*Here to serve, Here to protect, Here to keep you safe.*

20. The Service Delivery Plan is one of the key documents that sets out how we will deliver services to the community and how we are performing against our plans.

BACKGROUND PAPERS

CFO/09/2526 Service Delivery Plan 2025-26 April to June update

CFO/31/2526 Service Delivery Plan 2025-26 July to September update

GLOSSARY OF TERMS