

MERSEYSIDE FIRE AND RESCUE AUTHORITY			
MEETING OF THE:	SCRUTINY COMMITTEE		
DATE:	9 APRIL 2026	REPORT NO:	CFO/50/2526
PRESENTING OFFICER	ASSISTANT CHIEF FIRE OFFICER, GED SHERIDAN		
RESPONSIBLE OFFICER:	AREA MANAGER, CHRIS BARRETT	REPORT AUTHOR:	GROUP MANAGER, NEIL MOONEY
OFFICERS CONSULTED:	HEAD OF LEGAL SERVICES, RIA GROVEES HEAD OF FINANCE, JAMES CAMPBELL ACFO GED SHERIDAN AND DCFO DAVE MOTTRAM		
TITLE OF REPORT:	RESPONSE KEY PERFORMANCE INDICATORS		
APPENDICES:	NONE		

Purpose of Report

1. To provide an update to the Scrutiny Committee on how Merseyside Fire and Rescue Authority (MFRA) is performing against its Key Performance Indicators (KPIs).

Recommendation

2. It is recommended that Members;
 - a) note the contents of the report and accompanying presentation detailing the Key Performance Indicator used to measure Merseyside Fire and Rescue Service' ('MFRS') attendance standard response, and;
 - b) scrutinise the performance by MFRS as detailed within the accompanying presentation against the KPI adopted.

Introduction and Background

3. The Service Delivery Plan outlines the plans and priorities for Merseyside Fire and Rescue Authority for 2025/26 as part of the Community Risk Management Plan 2024-27.
4. Within the Service Delivery Plan, Key Performance Indicators outline the MFRS areas of performance that are important to us and measure how well the Authority are serving the community. They are supported in greater detail with 1st and 2nd tier Local Performance Indicators (LPI's).
5. Key Performance indicators are reviewed annually, monitored by each directorate owner and reported to MFRA via the Performance Management Group monthly.

6. The Operational Response Directorate manages MFRA's operational workforce across the 21 Community Fire Stations, Marine Rescue Unit, Fire Control, Health, Safety and Assurance Team and Time and Resource Management Department.
7. Under the Operational Response Directorate, the primary KPI used to measure MFRS response is:
 - TR08: Attendance Standard - The first attendance of an appliance at all life risk incidents in 10 minutes on 90% of occasions. (Alert to Attendance Times – call handling time is not included in this KPI and will be covered in the accompanying presentation).
8. A life risk incident can be defined as an incident where a primary fire has occurred or medical treatment is required for an injury at an incident. Incidents of this nature can include: Dwelling Fires, extrication of persons from Road Traffic Collisions, incidents involving hazardous materials, etc. MHCLG benchmark Fire and Rescue Services against response standards to the attendance of fires. MFRS has a broader response standard to all life risk incidents therefore making direct comparisons difficult.
9. MFRS response performance of KPI TR08 since 2020:
 - 2020/21 – 95.4%
 - 2021/22 – 95.4%
 - 2022/23 – 93.9%
 - 2023/24 – 95.9%
 - 2024/25 – 96.2%
 - 2025/26 (April – Feb)– 96.9%
10. MFRS attended an average of 17,559 incidents in each of the years listed above.
11. MFRS' aim is to:
 - a) Monitor KPI's to ensure the best response possible for our communities.
 - b) Apply scrutiny where the attendance standard is not achieved.
 - c) Continually enhance our response and learn from Operational Assurance.
12. A presentation outlining Operational Response KPI performance will accompany this report at the Scrutiny Committee.

Equality and Diversity Implications

13. There are no anticipated equality or diversity implications relating to this report.

Staff Implications

14. There are no staff implications as a result of this report.

Legal Implications

15. There are no legal implications as a result of this report.

Financial Implications & Value for Money

16. There are no financial implications as a result of this report.

Risk Management and Health & Safety Implications

17. There are no risk management or Health and Safety implications as a result of this report.

Environmental Implications

18. There are no environmental implications arising from this report.

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.*

19. The scrutiny of MFRS' response KPI allows for greater accountability and transparency on its performance. This seeks to reinforce its aim to provide the best response possible to the communities of Merseyside.

BACKGROUND PAPERS

CFO/61/24 Community Risk Management Plan 2024/27

CFO/83/24 Service Delivery Plan 2025/26

GLOSSARY OF TERMS

KPI Key Performance Indicator

MFRA Merseyside Fire and Rescue Authority

MFRS Merseyside Fire and Rescue Service

MHCLG Ministry Housing Communities and Local Government