

MERSEYSIDE FIRE AND RESCUE AUTHORITY			
MEETING OF THE:	POLICY AND RESOURCES COMMITTEE		
DATE:	23 JULY 2026	REPORT NO:	CFO/03/2627
PRESENTING OFFICER	CHIEF FIRE OFFICER, NICK SEARLE		
RESPONSIBLE OFFICER:	DIRECTOR OF STRATEGY AND PERFORMANCE, DEB APPLETON	REPORT AUTHOR:	STATION MANAGER, PAUL MITCHELSON
OFFICERS CONSULTED:	STRATEGIC LEADERSHIP TEAM (SLT)		
TITLE OF REPORT:	SERVICE DELIVERY PLAN 2025-26 Q4 END OF YEAR UPDATE		

APPENDICES:	APPENDIX A:	CRMP 2025-26 OCT-MAR UPDATE
	APPENDIX B:	KPI/LPI 2025-26 END OF YEAR UPDATE
	APPENDIX C:	PREPAREDNESS FP ACTION TRACKER 2025-26 Q1-Q4
	APPENDIX D:	RESPONSE FP ACTION TRACKER 2025-2026 Q1-Q4
	APPENDIX E:	PREVENTION FP ACTION TRACKER 2025-2026 Q1-Q4
	APPENDIX F:	PROTECTION FP ACTION TRACKER 2025-2026 Q1-Q4
	APPENDIX G:	NATIONAL RESILIENCE FP ACTION TRACKER Q1-Q4
	APPENDIX H:	POD FP ACTION TRACKER 2025-2026 Q1-Q4
	APPENDIX I:	S+P FP ACTION TRACKER 2025-2026 Q1-Q4
	APPENDIX J:	FINANCE AND PROCUREMENT FP ACTION TRACKER 2025-2026 Q1-Q4
	APPENDIX K:	LEGAL FP ACTION TRACKER 2025-2026 Q1-Q4

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 January to March 2026 (Q4).

Recommendation

2. It is recommended that Members approve the attached Service Delivery Plan updates (Appendices A - K) for publication on the website.

Introduction and Background

3. The 2025-26 planning process 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 January to March (end of year) Service Delivery Plan Performance Report for 2025/26 is the document that reports and updates on the Functional Plan action points and Key/Benchmark Performance Indicators against the targets that were approved by Members in March 2025.
5. Reporting is provided on a regular basis to Members through the Authority's Committees.

Performance Indicators

6. 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
7. Performance Indicators ('PI') have been grouped according to incident type:
 - Dwelling fire
 - Nondomestic property fire
 - Anti-social behaviour and other fire
 - Road traffic collisions
 - Special service
 - Fire alarms
 - Staff welfare, risks and competency
 - Energy and the environment
8. 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.

9. 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 actively seek to reduce calls that later turn out to be good intent false alarms.
10. This report focuses on the Benchmark Performance Indicators underpinned by the key and local performance indicators to illustrate and inform as required.
11. 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.
12. The Key Performance Indicators are monitored and scrutinised each month through the Performance Management Group which is an internal meeting of relevant managers, and the Strategic Leadership Team Strategy and Performance Board. Exceptions and areas of poor performance are highlighted and action plans put into place as appropriate. Good performance is also identified and any lessons learned applied as appropriate.
13. Progress against the Service Delivery Plan actions is covered in detail in the appendices to this report. Members will note that these end of year updates have only two available statuses; blue for completed and red for not completed.
14. A red status does not mean that there has been no progress made on an action during the year and in many cases the action will be almost complete, or substantial progress will have been made. Where an action has not been completed, reasons could include reduced capacity, competing priorities and reliance on third parties. Updates on each action include more details and in many cases, completion of an action has been included within the 2026/27 Functional Plans.
15. Progress against the 2024/27 Community Risk Management Plan (CRMP) is included at Appendix A and Members will note that this update includes the full BRAG (Blue, Red, Amber, Green) reporting status. This is because the CRMP will continue until July 2027.

Equality and Diversity Implications

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

Staff Implications

17. 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.
18. 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

19. 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

20. 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

21. 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

22. 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.*

23. 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

NONE

GLOSSARY OF TERMS

MFRA **M**erseyside **F**ire and **R**escue **A**uthority

MFRS **M**erseyside **F**ire and **R**escue **S**ervice