

CRMP 2024/27 Action Updates

ACTION No.	CRMP ACTION	FUNCTION/ OWNER	UPDATE	START CRMP YEAR 1	DUE BY	STATUS (Blue, Red, Amber, Green)
RES 1	Increase fire engine/ appliances from 32 to 34.	RESPONSE	Oct 24–Mar 25 Update On the 1st April 2025, 2 retained fire engines went on the run at Old Swan Fire Station and Toxteth Fire Station. These 2 additional appliances will be staffed utilising retained contracts with the whole-time staff located at these stations and will be recognised as Hybrid light. Action Complete	Year 1	Complete	
PREP 2	Reintroducing a Small Fires Unit.	OPERATIONAL PREPAREDNESS	Oct 24–Mar 25 Update Risk Based review has been undertaken in respect of capability requirements. At this time the introduction of a Small Fires Unit (SFU) is not a priority action for this CRMP, but will be reviewed during the life of the plan to determine the most appropriate solution. This will include several response options that address seasonal demand for this capability. July - Sept 25 Update Work to monitor the capability requirement remains ongoing. Further analysis of seasonal demand and operational need has continued,	Year 2/3	Ongoing	

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			with no change to the current position. Seasonal demand is currently being met within existing provision and through arrangements to stand up ad-hoc capability when required. As such, the introduction of a Small Fires Unit (SFU) is not identified as a priority action within this CRMP. Options will continue to be reviewed throughout the life of the plan. Oct – March 26 Update FF Tactics and Media Group reviewing fire appliance provision against foreseeable risk. The Small Fires Unit capability is in the process of being analysed with the Wildfire capability provision.			
RES 3	Protecting our fire engine availability for life risk incidents.	RESPONSE	Oct 24–Mar 25 Update The Time and Resource Management department (TRM) is being project managed into Operational Response to enhance fire appliance availability. Station cars will be utilised for late notice detached duties, with mobilisation managed by Fire Control. This will go live on 12th May 2025. Firefighters will take responsibility for maintaining appliance availability by staying behind at end of shift to keep appliances on the run until the detached duty member of staff arrives at the station.	Year 2	Ongoing	

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			April - June 25 Update Station cars being utilised for late notice detached duties has been delayed until 1st September to allow time for correspondence with Operational crews, Fire Control and Time and Resource Management (TRM). July - Sept 25 Update Station cars use for detached duties (DDs) commenced in September and will be reviewed in 6 months to ensure new process is fit for purpose. Initial feedback is that the time taken for DD's has improved. Oct – March 26 Update Standard of Fire Cover KPI for attendance at life risk incidents 96.7% for 2025/26, which is highest in service for over 5 years. Appliance availability at change of shift will continue to be monitored to measure effectiveness of late detached duty process.			
PREP 4	Enhancing water rescue capability through introducing either a sub-surface drone or a dive team. Investigation of costings and benefits therewith.	OPERATIONAL PREPAREDNESS & RESPONSE	Oct 24–Mar 25 Update Equipment Market research conducted. On 31.10.24 it was approved to purchase water rescue equipment including sonar, underwater camera, FASTY and extended reach pole.	Year 1	Complete	

		A command seminar was held on 3rd and 4th December demonstrating the new water rescue equipment and capabilities. Standard Operating Procedures 2.1.4 has been updated with new procedure through internal governance. April - June 25 Update On 3.3.25 the new water rescue mobilising procedure was approved. • 1st attending appliance to go straight to scene in Rig 2, Personal Floatation Device (PFD), Technical Rescue Jackie (TRJ) and water helmet • 2nd appliance to don full water Personal Protective Equipment (PPE) • Search & Rescue Team to don full water PPE 18. Consultation concluded and mobilisation procedure went live 14.3.25 ACTION CLOSED April 2025 As previous updates have indicated, this project has involved detailed consideration of the feasibility of the CMRP action and the impact that either option would have on improving survivability in water related incidents. The research into the feasibility highlighted that both the dive team and drone solutions would be unlikely to have the desired positive impact and in the case of the dive team in particular,			
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			would come at considerable cost that would outweigh its benefits. The research carried out identified a number of other solutions (that have been detailed in previous updates) which in combination would have a positive impact on survivability as an alternative to either of the CRMP options. As a result of this work those other solutions have been adopted and have shown positive benefits. A project closure report will be submitted to Operations Board.			
PREV 5	Working with partners to plan for and respond to the emerging threat from fires involving alternative fuels (e.g. lithium-ion batteries and hydrogen fuel cells).	PREVENTION	Oct 24–Mar 25 Update Liaison in place with Police through Collaboration which focuses on Organised Crime Groups (OCG) and adaptation of electrical products. Advice to households via Home Safety checks and social media information checks. Merseyside Resilience Forum (MRF) aware through task and finish group – banning of e-bikes/scooters from local authority buildings. Station Manager Prevention attends North-West group to ensure consistency of messages. April - June 25 Update Wildfire/flooding leaflets designed and distributed to stations with areas of significant	Year 1	Ongoing	

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		risk. Leaflets contain QR code to link to Merseyfire website for further advice and are to be distributed at point of HFSC. Current ongoing work with Merseyside Police focussed on Organised Crime Groups (OCG) and in respect of emerging trends of arson. July - Sept 25 Update Home Fire Safety Check (HFSC) & Safe and Well form changed to include Domestic Energy as a separate section. This will enable Prevention to liaise proactively with partner agencies through a data led approach. This will also enable a recording mechanism for firefighter risk via and RM1 completed during a home visit. Oct – March 26 Update. Continuation of the above including specific targeted campaigns to proactively educate or reassure communities post incident. Home Safety Station Manager represent on Lithium Ion for the Service and attends national meetings. This includes gathering information on best practice from other FRS and relevant stakeholders, obtaining NFCC guidance for dissemination and combining knowledge from external hazmat training.			
RES 6		RESPONSE	Oct 24–Mar 25 Update	Year 1	Ongoing

	Introducing enhanced mobilisation (pre-alert).		Enhanced Mobilisation aims to deliver additional functions within the Fire Control Computer Aided Dispatch (CAD) Mobilising System which will provide early notification of a potential incident based on the 999 caller’s location. Extensive collaboration with ICT providers have set out defined parameters and Enhanced Mobilisation will be available in June 2025 to test on training system prior to activating on live system. April - June 25 Update A presentation has been compiled for operational crews and engagement will commence once testing has been completed following an upgrade of the mobilising system software which will now start week commencing 18.08.25 July - Sept 25 Update Upgrade onto Production system (live) commenced 18th August and took 5 days to complete, with engineers from NEC on site. A period of thorough testing will be completed prior to engagement sessions with operational crews. Once this has been completed, a ‘Go Live’ date will be decided to commence trial. Note: After Operation Banger period			
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			Oct – March 26 Update Testing of enhanced mobilisation identified a bug on the Vision system. Testing of a solution identified that the system still did not perform as expected. The ICT provider has been provided with detailed descriptions of the expected system behaviour, and a response is awaited from engineers regarding what can be implemented to rectify the issue.			
RES 7	Using improved technology within the MFRS Control Room such as Aura and 999Eye.	RESPONSE	Oct 24–Mar 25 Update Fire Control has undergone a full refurbishment and introduced a Media Wall, to support new technologies. The installation of the Media Wall in primary Fire Control has enhanced communications by displaying Evacuation Guidance Template, Drone footage, Meteorological information, National Resilience reporting tool, AURA and MAIT (Multi Agency Incident Transfer) providing greater situational awareness. The use of AURA - dynamic cover tool provides a live overview of fire cover across Merseyside, allowing Mobilising Officers to quickly identify and minimise standby relocations and response times.	Year 1	Complete	

		Fire Control introduced MAIT in March 2025. The MAIT solution is an electronic method of communication that offers a way for emergency services to share and receive incident information securely and accurately and standardises and automates the flow of information. The adoption of MAIT will meet recommendations 33.16 and 33.31 of the Grenfell Tower Inquiry Phase 1 report. April - June 25 Update AURA is now embedded as way of working in Fire Control with ‘go live’ date of 1st April 2025. AURA operating procedure on the agenda for next Governance Group on 4th July for final sign off. Data sets will be reviewed in the next quarter. July - Sept 25 Update AURA operating procedure signed off at Operational Performance Review Group (OPRG) on 4th July. Fire Control Training Manager to produce training package for the ‘Live’ and ‘Training’ sites and will deliver to Fire Control staff. Data sets have been produced by S&P and GM Fire Control and AM Response have analysed the data. Report to be taken to next Operations Board.			
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			Oct – March 26 Update A comprehensive review of the effectiveness of standby moves in relation to response standards was undertaken, including analysis of data obtained through the use of AURA. A report detailing the findings will be presented to the Emergency Fire Cover Review Group. On 9th December 2025, a report was presented to Operations Board recommending that the 999Eye emergency streaming should not be introduced, based on the wider operational and organisational implications. This recommendation was accepted by Board members.			
RES 8	Utilising Watch Managers to carry out different duties that can add value, whilst responding to incidents in different ways.	RESPONSE	Oct 24–Mar 25 Update We are looking at different ways to utilise our Watch Managers more effectively. Work has begun to look at how this can be facilitated, and a trial will be expected to be run in 2026/27. April - June 25 Update Action will be explored in years 2 and 3 of the CRMP. July - Sept 25 Update As per update above.	Years 2 and 3	Ongoing	

			Oct – March 26 Update Operational Response is currently undertaking research regarding the project, including engagement with other Fire and Rescue Services that have implemented Watch Managers in alternative roles alongside their operational responsibilities. The findings and progress of this work will be presented to the Operational Improvement Group for further discussion.			
PREV 9	Working in areas of higher risk to educate and inform communities about known and foreseeable risk such as flooding, wildfires and advise of any actions they can undertake themselves to be safe.	PREVENTION	Oct 24–Mar 25 Update We are establishing a working group to look at identified areas of risk and conduct a mapping exercise. Once this work is completed we will ask the Local Resilience Forum (LRF) to become involved to act as an information conduit to residents at risk should an incident occur within the vicinity of their address. April - June 25 Update Wildfire/flooding leaflets designed and distributed to stations with areas of significant risk. Leaflets contain QR code to link to Merseyfire website for further advice and are to be distributed at point of HFSC. Stations provided with heat maps to assist.	Years 1 & 2	Ongoing	

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			Arson reduction team continue to operate within key areas at peak periods in respect of wildfire. Water Safety lead is embedded within schools/organisations within the authority area to provide education. July - Sept 25 Update Arson teams are proactively working with the communities to highlight the dangers of wildfires following an increase in secondary fires attributed to open spaces and the long periods of dry weather during this period. October 25 – March 26 Actions as previous update including flooding risks and water/ice safety during the winter. Continued education through HFSC and campaigns as required. This action will now be business as usual. The action can now be closed.			
RESP 10	Continuing to assist NWS in relation to cardiac response and expansion to people who have had falls	RESPONSE/ PREPAREDNESS	Oct 24–Mar 25 Update Memorandum of Understanding (MOU) North West Ambulance Service (NWS) –	Year 1	Ongoing	

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			During Safe & Well visits Advocates will carry out a Falls Risk Assessment Tool (FRAT) and refer on to the local authority falls team. April - June 25 Update Safe and Well referral pathway still in place. July - Sept 25 Update Update remains as previous Oct – March 26 Update Update Ops preparedness The Service is awaiting National Emergency Medical Response guidance and as a result this cannot be progressed at the moment and there is no Memorandum of Understanding in place. The related Memorandum of understanding regarding gaining entry in support of other agencies is being progressed.			
PREV 11	Targeting prevention work towards those most likely to die in a fire – including those in higher deprived areas.	PREVENTION	Oct 24–Mar 25 Update Strategy for completing Home Fire Safety Checks (HFSCs) supported by University of Liverpool Study which verifies targeting of over 65s. CIPHA trial in phase 2 to target vulnerability through medical conditions. April - June 25 Update	Year 1	Ongoing	

			CIPHA trial remains in progress – data sharing agreement with NHS partners awaiting sign-off before trial recommences. Performance of HFSCs maintained and in accordance with MFRS Prevention Strategy. Planning for Older Persons Day to refocus on areas of greater deprivation with shift from usual hubs of operation for the campaign. Appliances and locations to be confirmed through TRM/Control. July - Sept 25 Update CIPHA trial remains in progress – data sharing agreement with NHS partners awaiting sign-off before trial recommences. Worked with Social Broker team and Cadent team to target the Kirkdale area during Gas Safety Week (8 & 10 September). Campaign offered a joined up approach to a Safe and Well visit in collaboration with Cadents’ Service beyond the meter initiative. Friday 13th June, ‘Just for Men’ Wellbeing event in Walton. Run by Neighbourhood Managers. David attended to promote Safe and Well visits with attendees and partners. Area targeted due to deprivation.			
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			11th Sept - Carter Thackeray Walkabout in L8. Attended with partners (Registered Social Landlords (RSLs) and Local Authority (LA)) to offer Safe and Well visits and information to vulnerable residents in the area. Area targeted due to deprivation. Oct – March 26 Update The CIPHA data sharing pilot commenced over four dates in February/March 2026. The Service has used that data to target home fire safety checks. We are awaiting the evaluation of the results to inform our next steps in relation to this data sharing partnership. Prevention staff have attended partnership events with agencies in relation to homelessness, hospital discharge, dementia and outdoor safety messages to develop our own approach in these areas.			
PROT 12	Following the introduction of a National Building Safety Regulator to address legal changes following the Grenfell Tower incident. This action will introduce a framework for fire related enforcements and prosecutions to improve public safety.	PROTECTION	Oct 24–Mar 25 Update Dedicated Enforcement & Prosecution (E&P) dept created as part of a broader functional restructure. Legal training provided and supplemented with skills maintenance via extant Continuing Professional Development (CPD) programme.	Year 1	Complete	

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			Procedural documents and checklists created to support E&P activity. Training, Development & Assurance dept have included monitoring of E&P activity to ensure compliance and consistency of approach. Information sharing protocols in place with internal and external stakeholders so that relevant information regarding E&P activity can be shared where appropriate. April - June 25 Update This was a year 1 deliverable which has been completed. The embedding of revised enforcements & prosecutions procedures will remain an ongoing element as part of extant assurance processes within the function. Action complete during Year 1			
PREP 13	Using the new Training & Development Academy for national and international training.	OPERATIONAL PREPAREDNESS	Oct 24–Mar 25 Update A range of international and national training has been undertaken to include:- • Hosted National Resilience and UKISAR courses and events. • Greece Interoperability Visit took place on 18th – 20th February 2025. • Malta – St John’s Ambulance – USAR Familiarisation Training held in July 2024.	Events -	Ongoing	

		- Ministry of Defence Training Exercise held in September 2024. - Isle of Man Fire Service Recruit Course held in July 2024. April - June 25 Update The Legal Department continues to review the existing terms and conditions governing commercial training activities and the hire of TDA facilities. The Finance Department has finalised the 2025–2026 cost model template, which has been formally embedded within the booking process to ensure consistency, transparency, and alignment with financial planning objectives. The Finance Department is continuing to review the cost model for firefighter recruitment placements with a focus on ensuring commercial viability. The Corporate Communications team has drafted the 2025–2027 Commercial Training Communications Plan. The working group remains actively engaged in advancing its implementation to ensure the successful achievement of its strategic objectives. Discussion continues with National Resilience (NR) Training Manager to add MFRS to the approved TDP list for -			
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		• Urban Search and Rescue (USAR) (all courses) • Mass Decontamination • High Volume Pump (HVP) We have maintained our NEBOSH accredited Gold Learner Partner status. Contracts have been awarded for the provision of training solutions relating to the NEBOSH National General Certificate and Fire Safety qualifications. Establishing strong cross regional relationships with West Yorkshire FRS and Yorkshire HART to support their training initiatives. Income increase of approx 60% in Q1 compared to the 2024-25 financial year income. Courses and events occurred in April – June 2025: Events - • Armed Forces Covenant Business Breakfast Meeting • DEFRA Flood Resilience Taskforce Meeting Courses held at TDA /Off Site • NEBOSH National General Certificate • UK ISAR – Timber Shoring Course • National Resilience – DIM 1 • Emergency Response Team Training Courses • Evacuation Chair Training • Fire Awareness Training • Fire Extinguisher Training • Fire Marshal Training			
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			LGV Initial Driving Courses – Merseyside Police July - Sept 25 Update Oct – March 26 Update The TDA facilities continue to be actively used across multiple sectors, including public, private, industry, National Resilience and emergency services. The facilities are also made available for use to host external events, supporting engagement and collaboration with key stakeholders including national and international services/agencies. This is now included within the Commercial delivery programme, however there is a need to develop a transparent commercial strategy and this will be actioned as part of the 2026-27 functional delivery plan.			
NR 14	To work with the Home Office to refresh current National Resilience (NR) assets Dimension 2 (ND2).	NATIONAL RESILIENCE	Oct 24–Mar 25 Update Following the transfer of Fire Resilience to Ministry of Housing, Communities and Local Government (MHCLG) National Resilience Assurance Team (NRAT) will continue to work with policy leads to conduct capability reviews, undertake major asset refresh, and implement and manage change to ensure the continued	Ongoing throughout life of CRMP	Ongoing	

		provision of fire & rescue national specialist capabilities. The current New Dimensions 2 (ND2) program is subject to the outcome of the current and future comprehensive spending reviews (CSR), consequently the timeline for delivery is expected to be a minimum of 4 years and potentially longer. Work is underway to capture risks and mitigations that will facilitate the continued availability of FRS specialist NR assets should the outcome of the CSR not be favourable. It is anticipated that the development of a long-term future strategy for capability review and major asset refresh will embed the principles of ND2 into core business resulting in an ongoing cyclical process of review and refresh. April - June 25 Update The outcome of the Comprehensive Spending Review (CSR) at department level is due to be communicated in autumn 2025. Work will continue in the interim period to deliver the early phases of the Urban Search and Rescue (USAR) review and asset refresh. This will include 19 new first response vehicles and an updated and enhance fleet of multi purpose vehicles.			
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		ELS ND2 has now concluded from a project implementation perspective and the capability is now embedded in core LTCM. The remaining elements of the DIM uplift are programmed for delivery as part of the next phase of spending (CSR dependant) as are the remaining 3 phases of the USAR review and refresh. Work on the MD review is ongoing and expected to conclude mid 2027. The High Volume Pump (HVP) review awaits the outcome of the CSR before it moves to full implementation and refresh. In the interim the HVP team are undertaking trials of an enhanced flood module which provides the ability to significantly enhance pumping capacity. July - Sept 25 Update An interim grant was made available from Ministry of Homes, Communities and Local Government (MHCLG) to bring forward some elements of future ND2 work, in anticipation of the Comprehensive Spending Review (CSR). A project plan and accompanying business case has been developed and approved by MHCLG and ratified as a work plan by the National Resilience Delivery Board. A dedicated project team is being assembled alongside the National Resilience Team, and work continues to deliver the early phases of the Urban Search and Rescue (USAR) review and asset refresh for 19 new first response vehicles, and an enhanced fleet of			
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		multipurpose vehicles. The grant has enabled to team to bring forward some elements of the remaining USAR phases and has formed part of the short term workplan. Procurement is underway for the remaining elements of the DIM uplift project, and work on the MD review continues as planned, targeted for completion mid-2027. Some procurement for the HVP project has also been brought forward for this financial year, and further planning will be undertaken following the outcome of the CSR. Oct – March 26 Update The interim grant provided by MHCLG has continued to support the acceleration of key elements of future ND2 work, ahead of the Comprehensive Spending Review. All necessary funding was allocated within timescales for the financial year, with the project plan and business case delivering as expected. Progress has been made in assembling a dedicated project team to work alongside the National Resilience Team. Delivery has continued across the early phases of the USAR review, including progress on the asset refresh programme for 19 new first response vehicles and an enhanced fleet of multipurpose vehicles.			
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			Significant delivery was achieved for elements of the HVP project, and the grant funding has enabled further advancement of remaining USAR phases within the short-term workplan. Procurement activity was completed for the remaining elements of the DIM uplift project, while the MD review remains on track for completion by mid-2027. Further planning will be undertaken once the outcomes of the CSR are confirmed.			
S&P 15	Achieve Net Zero by 2040.	STRATEGY & PERFORMANCE	Oct 24–Mar 25 Update A Strategic meeting with representatives of the North West Net zero Hub took place. Following the meeting the North West Net Zero Hub (NWNZH) undertook a feasibility study for the opportunity and costs associated with the installation of Photo Voltaic Panels on the whole MFRS estate. April - June 25 Update Ops Preparedness presented to MFRA on progress of Fleet in Pathway to Zero:- 15 petrol hybrid vehicles have now entered into service and issued to Flexi Duty officers. These have been added to the initial six diesel mild hybrids introduced in 2019. A Further six Petrol	Ongoing throughout life of CRMP	Ongoing to 2040	

		hybrids will be introduced in the 2025/26 financial year. July - Sept 25 Update At the Policy and Resources committee in July, Members approved the creation of a new reserve for carbon net zero of £2.000m to contribute towards the costs associated with investing in carbon zero renewables and initiatives, to reduce carbon emissions and reduce energy costs. Following the feasibility study into the use of Photo Voltaic Panels across the estate, work has started to review the procurement 'route to market' along further detailed design work. Oct – March 26 Update The route to market was agreed via a framework and tender documentation has been issued to framework suppliers. Tender returns due to be evaluated in May with a report seeking Authority approval and to award a contract to be submitted in summer 2026.			
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Action completed	Action is unlikely to be delivered within the current functional delivery plan	Action may not be delivered by the designated deadline within the functional plan	Action will be delivered by the designated deadline within the functional plan	Action not yet started
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STATUS SUMMARY – 30.09.25	
Total Number of Workstreams	15 (100%)
Action completed	4 (27%)
Action is unlikely to be delivered within the current plan	0 (0%)
Action may not be delivered by the deadline within the plan	2 (13%)
Action will be delivered by the deadline within the plan	9 (60%)
Action not yet started	0 (0%)