

# Our Mission: Safer, Stronger Communities; Safe Effective Firefighters



**Merseyside**  
**FIRE & RESCUE**  
**SERVICE**

## Our Aims:

### Excellent Operational Preparedness

We will provide our firefighters with the training, information, procedures and equipment to ensure they can safely and effectively resolve all emergency incidents

### Excellent Operational Response

To maintain an excellent emergency response to meet risk across Merseyside with safety and effectiveness at its core.

### Excellent Prevention and Protection

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

### Excellent People

We will develop and value all our employees, respecting diversity, promoting opportunity and equality for all.

## SERVICE PLAN, OUTCOMES KEY PERFORMANCE INDICATORS

61. The total number of Fires in Merseyside  
66. Number of Primary Fires Attended

44. Number of accidental fires in dwellings  
45. Number of fatalities from accidental dwelling fires  
46. Number of injuries from accidental dwelling fires  
48a. Number of deliberate dwelling fires in unoccupied properties  
49. Number of Deaths occurring in deliberate dwelling fires  
50. Number of Injuries occurring in deliberate dwelling fires  
48. Number of deliberate dwelling fires in occupied properties

47. Percentage of accidental dwelling fires confined to room of origin.  
137. Attendance Standard - The first attendance of an appliance at all life risk incidents in 10 minutes.

19. Number of deliberate fires in non domestic premises  
19a. Number of accidental fires in non domestic premises

61a. Number of deliberate vehicle fires

61b. Number of deliberate ASB fires (small)

36. Number of Road Traffic Collisions (RTC)

Injuries in RTC's (Combination of LPI's 41 & 42)

42a. Number of fatalities at RTC's

## OUTPUTS: 1st TIER MINOR OUTCOMES & LPIs

Total number of Home Fire Safety Checks (HFSC's) completed including: FSN, Station & Prevention

1. The % of fires attended in Accidental Dwelling Fires where: a smoke alarm had activated  
2. The % of fires attended in Accidental Dwelling Fires where: a smoke alarm was fitted but did not activate  
3a. % of Accidental Dwelling Fires where: no smoke alarm was fitted  
138. Number of Accidental Kitchen fires in dwellings owned by RSLs

55. Percentage of 999 calls answered within 10 seconds  
129. Alert to Mobile in under 1.9 minutes

20. Number of Fire Safety audits by Fire Protection Officers

10A. Retention rates for young people on youth engagement courses - % of those completing courses  
10B. % of young people on Princes Trust courses moving into Education, Employment or Training (EET)

41. Number of injuries at RTC's (minor)  
42. Number of injuries at RTC's (serious)

120. RTCs involving fire service vehicles

## 2nd TIER OUTPUT LPI

4. Total number of Home Fire Safety Checks (HFSC's) completed  
5. Home Fire Safety Checks carried out in domestic dwellings as a revisit.  
5d. Number of HFSC carried out on High & Medium Risk People  
5e. Number of HFSC carried out by FSN

146. Percentage of recorded time spent on Prevention & Protection activities compared to allocated time

6a. Number of New high risk home safety visits carried out by prevention officers  
6b. Total Number of high risk home safety visits carried out by prevention officers

142. Conduct 100% of Scheduled COMAH on site exercises  
143. Conduct 100% of scheduled COMAH off site plan reviews

120A. Fire appliance hit other vehicle / object whilst responding to operational incident  
120B. Fire Appliance hit other vehicle / objects whilst engaged in routine activities  
120C. Light Vehicle hit other vehicle / object whilst responding to operational incident.  
120D. Light Vehicle hit other vehicle / objects whilst engaged in routine activities

SERVICE PLAN, OUTCOMES KEY PERFORMANCE INDICATORS	OUTPUTS: 1st TIER MINOR OUTCOMES & LPIs	2nd TIER OUTPUT LPI
<div>140. Total Number of False Alarms Attended</div> <div>53. The number of false alarm calls due to automatic fire alarm equipment in Non Domestic Properties</div>	<div>141. Total Number of False Alarm Good Intent 52. Number of Malicious False Alarms Attended</div> <div>135. The Number of Automatic Fire alarms which are classed as “unwanted”.</div>	<div>136. Number of calls received by MACC to Fire Alarm Actuations - from ARCs</div>
<div>112. The number of working days/shifts lost to sickness absence per head, all personnel.</div>	<div>111A. Number of working days/shifts lost to sickness per Whole-time Equivalent GREY book (operational) personnel. 111B. Number of working days/shifts lost to sickness per Whole-time Equivalent GREEN &amp; RED book (non uniformed) personnel.</div>	
<div>98a. Number of operational staff injuries at incidents / risk critical training 98b. Number of operational staff injuries conducting other routine duties</div>	<div>133. % of operational personnel who have completed Safe Person Assessments (SPA)</div> <div>130. % of operational personnel who have completed on-line assessments 131. % of operational personnel who have attended all risk critical training courses. 132. % of Senior Officers who have completed an assessment of operational competence 121. Site Specific Risk Information (SSRI) - Firefighter Safety - number of sites visited resulting in a site specific plan 106. Number of non operational staff injuries – on duty 139. Reporting of the levels of Near Miss reports recorded by the service, 1st year Monitoring Only”</div>	<div>Internal Indicators (Operational Response) OR 133a. % of successful Safe Person assessments completed by Operational staff. We will ensure 100% completion of monthly allocation of practical Safe Person assessments. OR 133b. % of completed Learnpro packages to support underpinning knowledge for all operational staff.</div> <div>147. Percentage of recorded time spent on Operational Preparedness activities compared to time allocated</div> <div>Internal Indicators (Operational Response) OR 1: % of watches with required optimum skill set and distribution (operationally available staff only) OR 2: % of occasions where appliance staffed with 5 riders OR 3: The number of Level 1, Local and Full Investigations not completed within the timeframe allocated. OR 4: Completion of Debrief returns within specified timescales OR 5: Completion of IRS returns within specified timescales OR 6a: % of monthly preparedness safety tours completed OR 6b: % of monthly preparedness safety tours recorded on OSHENS - 100% of people must score 80% or above. OR 7: Operational crews will score a result of 60% or above in both the overall score and in each sub category OR 8: Appliance availability</div>
<div>144. “Our aim is to create a cohesive and diverse organisation which is positive to rising to the future challenges we face.” To increase the diversity of our workforce and volunteers to reflect the local community we serve</div> <div>134. Percentage of Staff Appraisals to be completed during the 4th quarter of each year</div>	<div>145. To increase the applications for roles within the organisation (including volunteering ) for those protected groups underrepresented currently within our workforce</div>	
<div>97. Carbon Output of all buildings</div>	<div>93. Electricity used by all MFRS buildings - divided by floor space 94. Gas used by all MFRS buildings - divided by floor space 95. Water used by all MFRS buildings - divided by floor space 96. Waste generated per person per annum</div>	<div>99. Proportion of high risk (category 1 &amp; 2) environmental incidents of all Environmental incidents.</div>
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