



**Our Aims:**

<p><b>Excellent Operational Preparedness</b></p> <p><i>We will provide our fire-fighters with the training, information, procedures and equipment to ensure they can safely and effectively resolve all emergency incidents</i></p>	<p><b>Excellent Operational Response</b></p> <p><i>To maintain an excellent emergency response to meet risk across Merseyside with safety and effectiveness at its core.</i></p>	<p><b>Excellent Prevention and Protection</b></p> <p><i>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</i></p>	<p><b>Excellent People</b></p> <p><i>We will develop and value all our employees, respecting diversity, promoting opportunity and equality for all.</i></p>
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**Our Mission: Safer, Stronger Communities; Safe Effective Fire-fighters**

**BENCHMARK INDICATORS**

**TO00: Total Number of Emergency Calls Received**  
**TP01: Total number of incidents attended**  
**TP02: The total number of fires attended**  
**TP03: The total number of Primary Fires attended**  
**TR08: Attendance Standard - First attendance of an appliance to a life risk incident within 10 minutes. As a % of all life risk incidents on 90% of occasions**

**TO00: Total Number of Emergency Calls Received**  
**TP01: Total number of incidents attended**  
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**TP01: Total number of incidents attended**  
**TP02: The total number of fires attended**  
**TP03: The total number of Primary Fires attended**  
**TP04: Total Secondary Fires Attended**

**SERVICE PLAN, OUTCOMES KEY PERFORMANCE INDICATORS**

DC11. Number of accidental fires in dwellings attended  
 DC12. Number of fatalities from accidental dwelling fires  
 DC13. Number of injuries from accidental dwelling fires attended  
 DC14. Number of deliberate dwelling fires in occupied properties attended  
 DC15. Number of deliberate dwelling fires in unoccupied properties attended  
 DC16. Number of fatalities occurring in deliberate dwelling fires  
 DC17. Number of Injuries occurring in deliberate dwelling fires attended

NC11. Number of deliberate fires in non-domestic premises attended  
 NC12. Number of accidental fires in non-domestic premises attended

AC11. Number of deliberate vehicle fires attended  
 AC12. Number of accidental vehicle fires attended  
 AC13. Number of deliberate ASB fires (small) attended  
 AC14. Number of accidental small fires attended  
 AC15. Number of "Other" Primary Fires attended

**OUTPUTS: 1st TIER MINOR OUTCOMES & LPIs**

DC28. Total number of Home Fire Safety Checks (HFSC's) completed including: Station, Prevention, CRIS and Other  
 DC24. Number of Accidental Kitchen fires in dwellings owned by RSLs' attended  
 DC25. The % of fires attended in Accidental Dwelling Fires where: a smoke alarm had activated  
 DC26. The % of fires attended in Accidental Dwelling Fires where: a smoke alarm was fitted but did not activate  
 DC27. % of Accidental Dwelling Fires where: no smoke alarm was fitted

DO21. The % of accidental dwelling fires confined to room of origin.  
 DO22. Percentage of 999 calls answered within 10 seconds  
 DR23. Alert to Mobile in under 1.9 minutes for life risk incidents  
 DO29. Average Time Taken to Process a Life Risk Call by Fire Control

NC21. Number of Fire Safety audits by Fire Protection Officers  
 NO22. Number of Number of Simple Assessments by Operational Crews

AC21. Retention rates for young people on youth engagement courses - % of those completing courses  
 AC22. % of young people on Princes Trust courses moving into Education, Employment or Training (EET)

**2nd TIER OUTPUT LPI**

DC31. Total Number of HFSC's completed by Operational Station Personnel  
 DC32. % of HFSC completed by Operational Station Personnel, who have been identified from Status Reports  
 DC33. Home Fire Safety Checks carried out in domestic dwellings as a revisit.  
 DC34. % of HFSC's carried out by stations that were high risk  
 DC35. Number of HFSC's completed by other agencies/partners  
 DC36. Total Number of HFSC's completed by CRIS

DC37. Number of New high risk home safety visits carried out by prevention officers  
 DC38. Total Number of high risk home safety visits carried out by prevention officers

NO31. Conduct 100% of Scheduled COMAH on site exercises  
 NO32. Conduct 100% of scheduled COMAH off site plan reviews

