

Our Mission: Safer, Stronger Communities; Safe Effective Fire-fighters

Excellent Operational Preparedness

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

Excellent Operational Response

Our Aims:

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.

BENCHMARK INDICATORS	SERVICE PLAN, OUTCOMES KEY PERFORMANCE INDICATORS	OUTPUTS: 1st TIER MINOR OUTCOMES & LPIs	2nd TIER OUTPUT LPI
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	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	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	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
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	NC11. Number of deliberate fires in non-domestic premises attended NC12. Number of accidental fires in non-domestic premises attended	NC21. Number of Fire Safety audits by Fire Protection Officers NO22. Number of Number of Simple Assessments by Operational Crews	NO31. Conduct 100% of Scheduled COMAH on site exercises NO32. Conduct 100% of scheduled COMAH off site plan reviews
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 TP04: Total Secondary Fires 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	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)	

BENCHMARK INDICATORS	SERVICE PLAN, OUTCOMES KEY PERFORMANCE INDICATORS	OUTPUTS: 1st TIER MINOR OUTCOMES & LPIs	2nd TIER OUTPUT LPI
TO00: Total Number of Emergency Calls Received TP01: Total number of incidents attended TP05: Total Special Services 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	RC11. Total number of RTC's attended RC12. Number of Injuries at Road Traffic Collisions attended RC13. Number of fatalities at RTC's attended	RC21. Number of injuries at RTC's (slight) attended RC22. Number of injuries at RTC's (serious) attended RR23. RTCs involving fire service vehicles	RR31. Fire appliance hit other vehicle / object whilst responding to operational incident RR32. Fire Appliance hit other vehicle / objects whilst engaged in routine activities RR33. Light Vehicle hit other vehicle / object whilst responding to operational incident. RR34. Light Vehicle hit other vehicle / objects whilst engaged in routine activities
TP05: Total Special Services Attended	SR11. Number of calls to Cardiac & Respiratory related incidents from NWAS (Pilot)		
TO00: Total Number of Emergency Calls Received TP01: Total number of incidents attended TP06: Total False Alarms Attended TO07: Total number of non emergency interventions TC011: Total Number of False Alarms Attended, discounting False Alarm Good Intent	FC11. The number of false alarm calls due to automatic fire alarm equipment in Non-Domestic Properties Attended FC12. The number of false alarm calls due to automatic fire alarm equipment in Domestic Properties Attended	FC23. The Number of Automatic Fire alarms attended which are classed as "unwanted". FC21. Number of Malicious False Alarms Attended FC22. Number of False Alarm Good Intent Attended	FC31. Number of calls received by Fire Control to Fire Alarm Actuations
TD09. Percentage of available shifts lost to sickness / absence	WD11. Percentage of available shifts lost to sickness / absence per Whole-time Equivalent GREY book (operational) personnel. WD12. Percentage of available shifts lost to sickness / absence per Whole-time Equivalent GREEN & RED book (non uniformed) personnel. WR13. Total number of operational staff injuries—on duty	WR21. Number of operational staff injuries at incidents / risk critical training WR22. Number of operational staff injuries conducting other routine duties	CO31. Site Specific Risk Information (SSRI) - Fire-fighter Safety - number of sites visited resulting in a site specific plan CO32. % of operational personnel who have completed on-line assessments CO33. % of operational personnel who have attended all risk critical training courses. CO34. % of MF&RS Officers who have completed an assessment of command competence in the last 2 years CO35. % of operational personnel who have completed Safe Person Assessments (SPA) WR31. Reporting of the levels of Near Miss reports recorded by the service WR32. Number of non operational staff injuries — on duty
TE010 Carbon Output of all buildings	EE11. Electricity used by all MF&RS buildings - divided by floor space EE12. Gas used by all MF&RS buildings - divided by floor space EE13. Water used by all MF&RS buildings - divided by floor space EE14. Waste generated per person per annum	EE31. Proportion of high risk (category 1 & 2) environmental incidents of all Environmental incidents.	Produced by Business Intelligence Strategy & Performance Version 3.11 09/09/2016