



First Quarter Review

Service plan 2005 / 2006

First Quarter Review July 2005

Purpose of Review

To advise of the quarter reporting process against Service Plan objectives during the First quarter of 2005/6

Recommendation.

That performance against objectives for the first quarter of 2005/6 is noted.

Introduction

Monitoring achievement against planned objectives for the current year requires managers to report regularly to their Directors with details of progress.

The presentation of quarterly reports to the Principal Officers, Corporate Leadership Team and the Authority draws together the details of this progress in one overarching document 'the quarter review.'

The reporting process concentrates on the following:

- The outcome of all activities in the quarter
- Whether objectives set at the beginning of the quarter have been met.

Traffic light system

The reporting process employs the "traffic light" approach as follows:

- A green circle represents the successful achievement of an objective or a performance indicator target.
- A yellow circle represents partial achievement of a first quarter objective.
- A red circle represents an objective that has not been achieved, or a performance indicator that has not reached its target.
- A grey circle will represent action points that may have started but are scheduled to end in another quarter. The number within the circle indicates in which quarter they are due for completion.

It is important to note that the traffic light shown indicates progress against the quarter not the year.

Any actions points that have been fully completed in the first quarter will be indicated as such on the First Quarter Document.

A brief description in of progress is recorded alongside the traffic light colour.

Evidence gathering.

Consultation with the Project Manager and Knowledge Manager has lead to a uniform system of evidence collection being developed. A Meta data form¹ has been created and will be introduced on a trial basis with Training and Professional Development Department in regard to IRMP only.

The Training and Professional development departments action point evidence for the second quarter (IRMP) will now be submitted onto a central database via the intranet utilising the new Meta data form system.


When successful this will be rolled out to all departments and include service plan evidence in addition to IRMP.

It is important however that in the interim, all action point managers record evidence of progress within their own action points to ensure that it is readily available for future audit purposes.


For further information please contact Stn O Dave Mottram. / IRMP Officer X 4405


¹ Meta Data is simply a common process/ system of recording the evidence that is being captured.



1. Prevention and Protection - *to prevent fires and other emergencies and to protect life and property in the event of a fire or other emergency.*



No.	Project / Activity	Methodology / 5 year target	Target 2005/06	Responsible Officer	Quarter report	
IRMP 1.1 High	To enhance our ability to provide HFRA's to more vulnerable groups in the community, by employing more 'community safety advocates' who will have particular skills relating to the community in areas such as mobility, sensory challenges, age, ethnicity & gender	Employ 6 Advocates + Research the area of the community to be accessed by advocates + Report to Authority with proposals; + Commence selection process; + Employ 6 advocates + Review progress & report to Authority	Apr 2005 May 2005 Aug 2005 Sep 2005 Mar 2006	Director of Fire Safety	<ul style="list-style-type: none"> • Research Completed • Selection Process completed. • 3 x Disability Advocates Employed 2 Based at Old Swan CFS. 1 at C1 CFS. • 3 x Drug/Alcohol Dependency Advocates appointed awaiting CRB Clearance based at Sefton CFS Netherton /Bootle 	


<p>IRMP 1.2 High</p> <p>Med</p>	<p>To contribute to and encourage innovation in sprinkler design in the home that reduce risk, but are far more widely affordable than at present. To work with local education authority's to promote sprinklers in schools as a cost effective risk reduction measure</p> <p>LPI 9a Increase year on year the installation of domestic sprinklers, in particular in homes identified as "very high risk" (50 Dwellings)</p> <p>LPI9b Commitment to sprinklers in the design of new schools (2 Schools)</p>	<p>✦ Increase year on year the installation of domestic sprinklers, particularly in homes identified as 'very high risk' (50 dwellings)</p> <p>✦ To achieve a commitment to have sprinklers fitted in the design of 4 new schools</p>	<p>Mar 2006</p> <p>Mar 2006</p>	<p>Director of Fire Safety</p>	<ul style="list-style-type: none"> • Standalone Unit to undergo a 6 Month evaluation in Liverpool. Awaiting approval for the number of units to purchase prior to commencement date. • Letter to Director Of Education in Knowsley asking for suppression systems to be included in design of 8 new schools as outline planning permission has now been submitted for all sites. • Misting system to be installed to a new Nursery School in Cambridge Road, Sefton • 48K Neighbourhood Renewal Funding for Liverpool for the provision of suppression systems to vulnerable homes – 12 month project. • Misting systems to be installed to new student accommodation in Lime Street, Liverpool – circa 280 units. 	<p style="text-align: center;">4</p>
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IRMP 1.3 High	<p>To engage with 'Young People' to capitalise on the positive role models provided by the Fire Service for both marginalized and mainstream young people. Diversionary courses will be delivered with the aim of creating 'Fire Safe' citizens of the future and improving individuals self esteem. All of these courses will highlight the consequences of:-</p> <ul style="list-style-type: none"> - Hoax calls - Violence towards fire-fighters 	<ul style="list-style-type: none"> ✦ Expand our delivery of PTV courses to Sefton area (Southport) and deliver 2 courses from that base. ✦ Expand the 2004/05 Trial of Croxteth Youth Team. Deliver courses from 3 locations, Croxteth, Toxteth & Wallasey <p>Expand the local delivery of "Life" courses and provide 6 courses from locally delivered bases. `LIFE' = Local Intervention Fire Education</p>	<p>May 2005 Nov 2005 Mar 2006</p> <p>Jun 2005 Nov 2005 Mar 2006</p> <p>Mar 2006</p>	<p>Director of Fire Safety</p>	<ul style="list-style-type: none"> • Southport PTV now delivering team 2 • Croxteth maintains 18 young people • Developing programme at St Helens and Toxteth • Five LIFE courses booked by Kirkby Connexions, Restorative Justice Centre. • Developed 1-day fire awareness to be delivered in partnership with Liverpool Connexions. • Partnership established with the restorative Justice Centre delivering course for offenders and Community centre members 	
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<p>IRMP 1.4 Very High</p>	<p>The flagship of MFRS risk reduction in the Community is direct intervention in the form of HFSC's. We intend to increase the number of HFSC being offered to households in Merseyside</p>	<p> <ul style="list-style-type: none"> ✦ Produce specific list (via 'Blue 8') of the 300,000 properties in Merseyside that have not yet taken up the offer of an HFSC ✦ A number of properties were checked over 4 years ago and now need revisiting. Revisit strategy to be launched with through partners / Fire Service Direct. ✦ Operational Fire-fighters or other relevant personnel to visit these houses; ✦ 5 new partnerships (1 per district) to be launched with the specific aim of generating more HFSCs ✦ The outcomes to be monitored by Performance Management </p>	<p> May 2005 Jun 2005 Mar 2006 Apr 2005 Jul 2005 Oct 2005 Jan 2006 Mar 2005 Mar 2006 </p>	<p>Director of Fire Safety</p>	<ul style="list-style-type: none"> • Risk Management working with future FSD development to ensure that database can identify all aspects of non-HFSC properties. • Re visit strategy in place (Feb 05) and HFSC being delivered by date and risk. • MFRS targets of 4,000 HFSC per Calendar Month • To date <p> April – 3540 May – 4353 June – 4319 </p> <p>TOTAL FOR 1ST QTR 12230</p>	
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IRMP 1.5 High	Continue to work with Police and other interested groups on firework initiatives	<ul style="list-style-type: none"> ✦ Provide staff to work on the Firework Incident Research Safety Team (initially one ADO and One other member of staff) ✦ Apply for grants to fund this work where available. 	Mar 2006	Director of Fire Safety	<ul style="list-style-type: none"> • Additional staff selected and undergoing training • Planning taking place to broaden the aspect of team to tackle the wider issues of ASB with regards to fireworks this year • 2 people imprisoned for fireworks related offences • 3 Formal Cautions given to retailers • Funding opportunities being investigated with CFOA and ACPO • New procedures under development in response to new legislation on storage and sale 	
IRMP 1.6 Med	In line with recognised best practice in public interaction and education in respect of community fire safety, members and officers will investigate and formalise partnerships, including with the Fire Department of New York, to support sharing of such best practice at all levels of the organisation and personal development as part of IPDS.	<ul style="list-style-type: none"> ✦ Partnership Strategy in draft ✦ Create partnership register ✦ Increase number of community partnerships including those who have traditionally been excluded 	Apr 2005	Director of Fire Safety	<ul style="list-style-type: none"> • Draft Partnership Strategy produced. • Partnership register created - to be provided electronically via the internet and intranet. • Partnership working on going. Stations and Advocates continue to target the most vulnerable groups within their community. • Partnership with New York Fire Department in development. 	

<p>1.7</p> <p>Med</p>	<p>To maintain a Fire Safety Inspection Programme in accordance with the Service IRMP.</p>	<ul style="list-style-type: none"> ✦ To make provision for the evaluation of all types of workplaces. ✦ To prioritise inspections of premises to ensure that resources are directed towards the higher risk premises. ✦ To continue to work with other authorities, within specified time frames, as part of the consultation process. ✦ To give advice, when requested, on issues relating to fire safety. ✦ To enforce the requirements of the fire regulations and other related legislation. 	<p>Mar 2006</p>		<ul style="list-style-type: none"> • All workplaces can be evaluated using the 'premises risk assessment system' • A prioritisation list has been amended and circulated. • Staff will continue to work within legal deadlines • We will give sufficient advice for employers to meet their legal responsibilities. Advice to other persons will be given on an ad hoc basis. • Inspection strategy will be reviewed following the inception of the Regulatory Reform Fire Service Order. • We will continue to enforce the workplace fire precautions regulations where there is evidence of non-compliance. 	
<p>1.8</p>	<p>LPI 7 60s+ Initiative: Deliver HFRA's - 6,000 (500 per month)</p>	<p>2004/05 Target 2004/05 (achieved) 6000 11654</p>	<p>2005/06 target : 6000</p>		<ul style="list-style-type: none"> • April /May /June totals stand at 1,905. • Dissemination of project to other brigades deemed an outstanding success. London Fire Brigade. Now developing project across 6 boroughs. • Our own work also now focussing on high-risk groups of young people. • Partnerships with LFC, EFC and St Helens RLFC now firmly established. • Consideration being given to devolving project to operational personnel. 	

1.9	LPI 8 Retention on Princes Trust Volunteer courses.	Positive outcomes: Access to Full time education (89%) Access to Full Time employment (75%)			<ul style="list-style-type: none"> • 84 per cent positive outcomes (employment or education) 	
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**BVPI
1.10**

Best Value Pls

142(ii)- Property and vehicle fires (See appendix one : Comparisons)
142(iii)- Accidental dwelling fires (See appendix one : Comparisons)
 Deprivation Factor -
(142i) (No. of accidental dwelling fires per 10,000 pop. Divided by average index of multiple deprivation of all wards in Merseyside)
 (See appendix one : Comparisons)
143 (i)- Deaths from accidental dwelling fires (See appendix one : Comparisons)
143(ii)- Injuries from accidental dwelling fires (See appendix one : Comparisons)
144- Accidental fires in dwellings confined to room of origin
146 (i) - Number of calls to malicious false alarms not attended per 1000 population (See appendix one : Comparisons)
146 (ii) - The number of malicious false alarms
149(i) – Number of false alarms due to automatic fire alarms (See appendix one : Comparisons)
149(ii) – Number of properties with more than one AFA call per 1000 non domestic properties
149(iii)- Percentage of AFA calls which are to a property with more than one attendance
206(i) – Number of deliberate primary fires (excluding vehicle fires) per 10,000 population
206(ii) – Number of deliberate primary fires in vehicles per 10,000 population
206(iii) – Number of deliberate secondary fires (excluding vehicle fires) per 10,000 population
206(iv) – Number of deliberate secondary fires in vehicles per 10,000 population
207- Fire in non-domestic premises per 1000 non-domestic premises
208-People in accidental dwelling fires who escape unharmed without FRS assistance at the fire
209(i)- (% of fires attended in dwellings where) A smoke alarm had actuated
209(ii)- A smoke alarm was fitted but did not activate

209(iii)- No smoke alarm was fitted

INDICATOR	APR-JUN 2005(raw data)	APR-JUN(Best value data)	APR-JUN 2004	PERCENTAGE CHANGE	TARGET	ON TARGET	ESTIMATE FOR YEAR 2005/06	ACTUAL FOR 2004/05
BVPI 142(II)	1506	11.07	1874	-19.64%	7210	YES	5600	6919
BVPI 142(III)	368	6.21	435	-15.40%	1420	YES	1250	1475
BVPI 143(I)	6	0.44	5	20.00%	10	NO	14	12
BVPI 143(II)	25	1.84	45	-44.44%	121	YES	100	168
BVPI 144	96.05%	N/App	90.81%	5.77%	94.50%	YES	96.05%	93.98%
BVPI 146(I)	42	0.03	211	-80.09%	1796	NO	170	975
BVPI 146(II)	314	0.23	371	-15.36%	1790	YES	1500	1770
BVPI 149(I)	1422	36.09	1545	-7.96%	5320	YES	5320	6243
BVPI 149(II)	247	N/App	273	-9.52%	600	YES	600	872
BVPI 149(III)	30.49%	N/App	39.45%	-8.96%	25%	YES	25.00%	45.56%
BVPI 206(I)	230	1.69	470	-51.06%	1650	YES	1000	1858
BVPI 206(II)	478	3.51	756	-36.77%	2990	YES	1900	2749
BVPI 206(III)	3023	22.21	3504	-13.73%	14835	YES	10600	12212
BVPI 206(IV)	66	0.48	74	-10.81%	159	NO	210	236
BVPI 207	151	1.11	216	-30.09%	740	YES	520	744
BVPI 208	96.13%				25%	YES	96.13%	N/App
BVPI 209(I)	35.19%	0.35	30.15%	5.04%	42%	YES	42%	38%
BVPI 209(II)	16.75%	0.17	19.43%	-2.68%	15%	YES	15%	16.30%
BVPI 209(III)	48.06%	0.48	50.41%	-2.35%	43%	YES	43%	45.90%
LPI DEP	0.131	N/App	0.155	-15.48%	0.505	YES	0.444	0.527

BVPI 143(i)



Sadly, there had been one more fatality in an accidental dwelling fire by the end of June than in the same period last year. This is always a volatile indicator because of the relatively small numbers involved but MFRS takes the responsibility for reducing the number of fatalities very seriously and continues to analyse the circumstances surrounding each death. This analysis enables us to focus resources on influencing the behavior and protecting those people in high risk groups. We do this independently and in partnership with other agencies through initiatives such as the Advocate scheme and installation of sprinkler systems. We will continue to develop innovative ways to target those most at risk.


BVPI146i

This indicator looks at the number of calls to malicious false alarms not attended and is not delivering the expected performance. It is expected that this indicator should show an increase on the figure recorded in 2004/5, but this is not the case with only 42 such incidents being recorded in the first quarter against 211 in the same period last year. It is believed that this Authority's policy of challenging callers could be affecting our results on this indicator because the total number of malicious calls continues to fall. If a caller is challenged by a control operator and the call is subsequently abandoned this no longer counts as a malicious call and therefore cannot be recorded as a "malicious call not attended". It is now necessary to review the target set in the light of these results, which will include an analysis of whether the number of abandoned calls has increased as a result of this policy.

BVPI 206 (iv):

Although this indicator is showing an improvement on 2004-5 figures it is not quite on target for 2005-6. There was a considerable reduction in secondary (or Anti-social behavior small fires) in 2004-5 due to the efforts of the Arson Task Force, individual stations and partners. Although not currently on target we are confident that continued efforts will improve this performance by year end.

1.11	LPI 2 – Percentage of 999 calls answered within 10 seconds.	2003/4 ACT 96%	2004/5 TAR 98%	2004/5 ACT 97%	98%																								
1.12	LPI 3- Home Fire Risk assessments in domestic dwellings	26841	48000	27207	48000			April – 3540 May – 4353 June – 4319 TOTAL FOR 1ST QTR 12230																					
1.13	LPI 5 – Economic Cost of Fire	<table border="1"> <thead> <tr> <th>INDICATOR</th> <th>APR-JUN 2005(raw data)</th> <th>APR-JUN(Best value data)</th> <th>APR-JUN 2004</th> <th>PERCENTAGE CHANGE</th> <th>TARGET</th> <th>ON TARGET</th> <th>ESTIMATE FOR YEAR 2005/06</th> <th>ACTUAL FOR 2004/05</th> </tr> </thead> <tbody> <tr> <td>LPI 5</td> <td>£9.05m</td> <td>N/App</td> <td>£10.7m</td> <td>-15.40%</td> <td>£34.8m</td> <td>YES</td> <td>£30.8m</td> <td>£36.3m</td> </tr> </tbody> </table>									INDICATOR	APR-JUN 2005(raw data)	APR-JUN(Best value data)	APR-JUN 2004	PERCENTAGE CHANGE	TARGET	ON TARGET	ESTIMATE FOR YEAR 2005/06	ACTUAL FOR 2004/05	LPI 5	£9.05m	N/App	£10.7m	-15.40%	£34.8m	YES	£30.8m	£36.3m	
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LPI 5	£9.05m	N/App	£10.7m	-15.40%	£34.8m	YES	£30.8m	£36.3m																					
1.14	LPI 6– Accidental dwelling fires where a smoke alarm actuated	<table border="1"> <thead> <tr> <th>INDICATOR</th> <th>APR-JUN 2005(raw data)</th> <th>APR-JUN(Best value data)</th> <th>APR-JUN 2004</th> <th>PERCENTAGE CHANGE</th> <th>TARGET</th> <th>ON TARGET</th> <th>ESTIMATE FOR YEAR 2005/06</th> <th>ACTUAL FOR 2004/05</th> </tr> </thead> <tbody> <tr> <td>LPI 6</td> <td>43.50%</td> <td>N/App</td> <td>42.50%</td> <td>1%</td> <td>52%</td> <td>NO</td> <td>49.50%</td> <td>48.40%</td> </tr> </tbody> </table> <p><u>Comments</u> Our performance in this indicator is improving slowly although not on target at this point in the year the considerable increase in HFSC's that has been demonstrated in the first quarter should begin to have an effect on this indicator. The BVPI's relating to smoke alarms are all currently on target.</p>									INDICATOR	APR-JUN 2005(raw data)	APR-JUN(Best value data)	APR-JUN 2004	PERCENTAGE CHANGE	TARGET	ON TARGET	ESTIMATE FOR YEAR 2005/06	ACTUAL FOR 2004/05	LPI 6	43.50%	N/App	42.50%	1%	52%	NO	49.50%	48.40%	
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LPI 6	43.50%	N/App	42.50%	1%	52%	NO	49.50%	48.40%																					
1.15 Med	Following the agreed devolvement of Emergency Planning back to district Councils, form a new merged Planning Department taking in the present Operational Planning Department and the central Emergency Planning Staff	<ul style="list-style-type: none"> ✚ Produce a new structure and name for the department ✚ Implement changes 	Mar 2005 Jul 2005	Director of Ops Planning	Both departments merged into one Operational Planning & Policy Team. Central EPD staff transferred.																								





1.16	<p>Regional Management Boards</p> <p>Six key areas of work that should be dealt with through Regional Management Boards.</p>	<ul style="list-style-type: none"> + Integrate common and specialist services e.g. fire investigation + Put in place effective resilience plans for large scale emergencies + Introduce regional personnel and human resource functions + Develop a regional approach to training + Establish regional control centres + Introduce regional procurement within the context of a national procurement strategy 	Ongoing	CFO	Regional collaboration has been referred to NW CFOA operations committee	
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2. Emergency Response - *To respond to all requests for emergency assistance with the level of resources appropriate to the risk.*






No.	Project / Activity	Methodology / 5 year target	Target 2005/06	Responsible Officer	Quarter report	
IRMP 2.1 High	Relocate our City Centre Fire Station from its current location at Canning Place to a new site at St Anne Street, Liverpool	<ul style="list-style-type: none"> + Demolition of new site in progress + Completion due for new Station Mar 2006 	Mar 2006	Director of Service Support	Design for replacement of former derelict public house with planning department awaiting a decision. Initial site preparation works progressing.	4
IRMP 2.2 Med	Consider the feasibility of relocating Kirkdale and Low Hill Fire Stations to better serve the community as a consequence of the relocation of the City Centre Station.	Identify possible locations and interrogate the GIS/FSEC systems	Sep 2005 (strategy to be complete)	Director of Strategic Planning	Process Evolution has undertaken extensive analysis of station locations versus incident data, including both Kirkdale and Low Hill. A possible new location for Low Hill has been identified within a Kensington New Deal proposal. Deliberations continue.	2
IRMP 2.3 Med	Consider alternative means of providing 24 hr fire cover at LLAR designated stations (low level of activity & risk). These to include part-time working/job share/overtime etc	Identify relevant stations. Consult GIS/FSEC. Determine levels of interest in alternative work patterns	Sep 2005	Director of Strategic Planning	Heswall will be the pilot location for an alternative crewing system, which incorporates a hybrid system of both day crewing and retained crewing. The written proposal is currently being prepared for presentation to FA and subsequent consultation.	2




IRMP 2.4 Med	Review station boundaries to align with local authority districts and wards to facilitate improved understanding with other agencies	Consider existing boundary structures and identify options for amending the station boundaries and reporting procedures. Emergency response not affected due to new mobilising system using Automatic Vehicle Location System (AVLS) compatibility	Dec 2005	Director of Strategic Planning	Initial work has begun in researching the extent and frequency of Ward boundary changes. Turnout patterns are to be mapped to create a footprint of a stations actual operational coverage. Consultation with Station Commanders to determine established links with Ward councillors and local community groups, particularly in those stations whose areas intersect more than one District. Consider impact on management information, reporting procedures and the 7(2)d process.	3
IRMP 2.5 High	Utilise BLUE 8 GIS software to determine how many appliances will form the strategic reserve on a day to day basis and appropriate strategic standby locations for maintenance of fire cover under certain circumstances given the advent of dynamic mobilising	Analysis of GIS data reference operational demand and periodically 'out of cover' areas	Mar 2006	Director of Strategic Planning	The parameters of the 'Strategic Reserve' and potential location of 'additional mobilising locations' will be considered in conjunction with a number of other IRMP proposals. Analysis is nearing completion and meeting to finalise proposals will be convened in the near future.	4
IRMP 2.6	Gather evidence and undertake analysis on the varying of crewing levels of personnel responding to incidents on an 'exposure to risk' basis and implement revised crewing according to the outcome. Standards to be established on the quality and objective of intervention rather than the resources deployed.	Risk analysis – external consultants. Consideration of options. Justification	Sep 2005	Director of Strategic Planning	The 4 & 4 trial will commence during the 3 rd quarter. Parameters have been established by Risktec Consultants and will be closely monitored. Data collection will be monitored by IMT and final analysis undertaken by Risktec.	2

IRMP 2.7 Med	Produce & maintain a map relating to the location of road traffic accidents over time to identify potential black spots with a view to working with other agencies to reduce risk to life and property.	Analyse historical data in conjunction with GIS	Jan 2006	Director of Strategic Planning	Initial work taking place to assess suitable agencies/organisations from which to gather the data/information. Currently examining benefit of using Merseyside Information Service for some of this information.	4
IRMP 2.8 Med	Evaluate the concept of Combined Pump Platform Appliances	<ul style="list-style-type: none"> ✦ Liaison with Strathclyde Fire and Rescue Service ✦ Produce report (to fit budget cycle) 	Jul 2005 Sep 2005	Director of Service Support	Discussion document produced for consideration by Principal Management	2
IRMP 2.9 Very High	Meet the requirements identified in the Corporate Water Supply strategy	<ul style="list-style-type: none"> ✦ Design & Procure Bulk water carriers ✦ Hose layers pods ✦ Research flow meters & control systems for appliances ✦ Establish a Water Strategy Team for operational incidents ✦ Legal Agreement with United Utilities consultation with Legal Director ✦ Introduce Gold standard hydrants (5 year plan). ✦ Explore the use of dedicated Water teams to provide water at operational incidents. ✦ Continue to develop intelligence on water supplies using Blue 8 or its successor with the Risk Management Team. 	Jul 2005 Oct 2005 Jul 2005 Oct 2005	Director of Service Support	Hose Layer pods specification already written Request for quotations in production Water strategy team to be developed as part of pan-Merseyside protocol for enhanced fire fighting skills Legal agreement being pursued through Regional Technical Liaison meetings with United Utilities (UU) Water for Fire fighting Strategy report submitted to CLT on 4th July 2005. Flow meters are being fitted to all new appliances. Water Strategy Team & Dedicated Water Teams to be completed 2006. Service Level Agreement with United Utilities (UU) remains with their legal department for approval. MFRS and UU are currently working in partnership to develop the Gold Standard hydrant concept. Information on the areas of greatest risk has been passed to UU, who are currently identifying appropriate resources within the area. The information will then be produced for use by operational personnel at incidents. Software currently not installed. Due date August 2005.	2




IRMP 2.10 High	Develop a Foam Deployment Strategy	<ul style="list-style-type: none"> ✦ Design & procure Foam tanker. ✦ Agree foam strategy & implement ✦ Introduce new foam delivery system 	Dec 2005 Aug 2005	Director of Service Support	Foam strategy under review pending technical issues with current foam production capability	
IRMP 2.11 High	Examine alternative staffing options for the Authority's aerial appliance capability and implement changes to staffing supported by the outcome of that review.	<ul style="list-style-type: none"> ✦ Consider the possible options ✦ Consultation on options ✦ Implement 	May 2005 Jul 2005 Aug 2005	Director of Training and Professional Development	Options considered, agreed that the retained hybrid was appropriate. CFO/107/05 approved by Authority. 12-week consultation commenced. Implementation will now be beyond this period (19.9.05)	
IRMP 2.12 High	Working with Mersey Regional Ambulance Service (MRAS), audit and review the co-responder trial to measure the level of success. If deemed to be of sufficient success work with MRAS to extend the scheme to SHQ and selected stations and extend the co-responder scheme to cover training of Fire Safety Advocates and Fire Safety Officers in the use of Defibrillators.	<ul style="list-style-type: none"> ✦ Audit and review the Search and Rescue Team co-responder trial. ✦ Consult and agree the extension of the scheme based on historical data from MRAS. ✦ Agree MOU to cover the extension of the scheme ✦ Provide, in partnership with MRAS additional defibrillators for use by Fire Service personnel ✦ Work with MRAS to provide necessary training in the use of defibrillators. 	May 2005 Jul 2005 Sep 2005 Sep 2005 Oct 2005	Director of Ops Planning	<p>Audit and review complete. Report submitted to Fire Authority no. CFO/126/05.</p> <p>Extension to scheme agreed by Fire Authority 23/6/05. Report to be submitted detailing extension.</p> <p>Preliminary discussions have taken place with MRAS and they are in agreement. Awaiting Fire Authority approval for locations.</p> <p>Preliminary discussions have taken place with MRAS and they are in agreement. Awaiting Fire Authority approval for locations.</p>	
IRMP 2.13 High	Review success of Small Fires Unit (SFU) following trial period and if appropriate extend it to other areas	<ul style="list-style-type: none"> ✦ Check number of calls attended by SFU ✦ Assess number of non-mobilisations of major pumping appliances at C4, N3, C3 and C1 between 16.00 and 22.00 hours ✦ Extend SFU concept to other stations if considered successful. 	May 2005 Jul 2005 Oct 2005	Director of Ops Planning) Report in progress.))	


IRMP 2.14 High	Review Senior Officer fire cover, to include cross border cover arrangements and implement changes to staffing supported by the outcome of that review.	<ul style="list-style-type: none"> ✦ Benchmark against services of a like nature and size ✦ Set parameters of review ✦ Carry out review and produce report jointly with region 	May 2005 Jul 2005 Oct 2005	Director of Ops Planning	Draft report re future Senior Officer Cover submitted to the Principal Officers. Report has been approved and will be presented to the Fire Authority in due course. Regional issues to be discussed within CFOA.	
IRMP 2.15 High	Audit and review number of malicious false calls following the implementation of the Hoax calls Challenge SOP	Set up database to record details of call by generic area	May 2005	Director of Ops Planning	Briefing paper produced and database set up. Review to take place.	
IRMP 2.16 High	Work with other agencies to develop a Major Emergency Response and Recovery Plan	<ul style="list-style-type: none"> ✦ Consult and agree with other agencies the need for such a plan ✦ Agree content of plan ✦ Produce in partnership with other agencies a response and recovery plan 	Jul 2005 Sep 2005 Feb 2006	Director of Ops Planning	Preliminary discussions taking place.	
IRMP 2.17 Med	In partnership with District Councils, develop protocols to reduce the number of non life threatening incidents we attend	<ul style="list-style-type: none"> ✦ Preview non life threatening calls attended ✦ Sift out calls attended on behalf of District Councils ✦ Enter into discussions with District Councils to agree protocols on attendance at non life threatening incidents 	May 2005 Jun 2005 Dec 2005	Director of Ops Planning	Audit taken place. Analysing results. No discussions or decisions taken place.	
IRMP 2.18 Med	In consultation with district Councils review our role in attending incidents involving unsafe structures and formulate a strategy and policy to ensure that such incidents are dealt with by District Councils	<ul style="list-style-type: none"> ✦ Review last three years incidents relating to unsafe structures ✦ Formulate and agree protocols for non attendance at such incidents with District Councils 	Jul 2005 Nov 2005	Director of Ops Planning	Analysis in progress. No action taken at this time.	

IRMP 2.19 Med	Extend MFRS urban search and rescue capability to include specialist roles, serviced by partnerships from outside the Fire Service. This would include structural and mechanical engineering specialists	<ul style="list-style-type: none"> ✦ Research the necessary specialist roles to enhance the teams capabilities ✦ Identify suitable personnel to enter into partnership with and provide necessary training 	Jun 2005 Sep 2005	Director of Ops Planning	This area is still being investigated..	
IRMP 2.20 Med	Provide a search and rescue dog to work with the Search and Rescue Team. (SART)	<ul style="list-style-type: none"> ✦ Work with present handlers to provide support and training for both the dog and handler within the national framework strategy 	Jun 2005	Director of Ops Planning	Completed. Included on the National Register for Canine Provision.	
IRMP 2.21 High	Continue appliance development to accommodate a diverse workforce. To research into the adaptation of existing appliances. To enable them to be used safely and effectively by a diverse workforce, within the constraints imposed by the availability of capital finance.	<ul style="list-style-type: none"> ✦ Establish any existing appliances/equipment that need to be adapted. ✦ Determine the practicalities of what can be adapted. ✦ Place orders for work (dependant on Finance) 	Jul 2005 Aug 2005 Mar 2006	Director of Service Support	Software package being used to determine ergonomically suitable stowage	
IRMP 2.22 High	Design and procure a number of pumping appliances in keeping with the support pump concept and determine the equipment and stowage that each will carry.	<ul style="list-style-type: none"> ✦ Determine design and specifications ✦ Determine what equipment they will carry. ✦ Determine stowage. ✦ Procurement. 	May 2005 May 2005 Jul 2005 Mar 2006	Director of Service Support	Chassis already purchased. 2 CAFS fitted appliances in build at TVAC, further 4 with water relay facility planned for build at TVAC mid to late 2005.	
IRMP 2.23 High	Evaluate the trial of CCTV on appliances and if appropriate install on further vehicles.	<ul style="list-style-type: none"> ✦ Identify risk areas ✦ Expansion of deployment/installation 	Jul 2005 Mar 2006	Director of Service Support	Report provided for CLT- 12/7/05 request for quotations now issued. Project number mfrs05/0053	



IRMP 2.24 High	Reassess requirements for extended duration breathing apparatus (EDBA).	<ul style="list-style-type: none"> ✦ Determine operational risk ✦ Procurement of new equipment. 	Nov 2005 Jan 2006	Director of Service Support	Request for quotations completed- evaluation of submissions underway	
IRMP 2.25 Very High	Based upon the risk profiling work we have carried out we intend to set revised standards of intervention with respect to fire risk; <ul style="list-style-type: none"> ✦ High risk – first attack within 5 minutes with additional support within 8-10 minutes. ✦ Medium risk – first attack within 6 minutes with additional support within 9-11 minutes. ✦ Low risk – first attack within 7 minutes with additional support within 10-12 minutes These to be achieved on 90% of occasions	<ul style="list-style-type: none"> ✦ Research locations of stations in relation to response times ✦ Category risk map evolving ✦ Definitive response standards. Process Evolution : conducting analysis of station locations. RISKTEC will formulate appropriate proposals Preparatory work for IRMP 3	Jun 2005 Sep 2005 Dec 2005 Ongoing	Director of Ops Planning	Comprehensive analysis of station locations undertaken. Risk map continues to evolve. Station locations to be deliberated upon.	
IRMP 2.26 Very High	With regard to repeated unwanted fire signals from AFAs we will implement a final risk critical measure of a reduced attendance of one fire appliance to premises where the building owner/occupiers fail to manage their fire alarm system satisfactorily.	<ul style="list-style-type: none"> ✦ Conforms to requirements of FSC ✦ Procedure implemented ✦ Further to implementation of procedure it is proposed to consider this risk critical measure in a further attempt to reduce unnecessary deployment of resources to AFA's 	Ongoing		SOP due to be rewritten streamlining the system.	




IRMP 2.27 Med	Develop a strategy for cross border deployment to both short duration and protracted incidents	<ul style="list-style-type: none"> ✦ Revise current cross border arrangements in accordance with Fire Service Act 2004, Sections 13 and 16 ✦ In consultation with surrounding Brigades identify areas of operational and specialist needs ✦ Develop a strategy for Senior officers whereby operational Senior officers can provide fire cover in other county areas ✦ Develop a mobilising and deployment strategy to sustain protracted 'over the border' working 	Dec 2005	Director of Ops Planning	No action taken at this time.	3
IRMP 2.28 Med	Develop a catastrophic incident plan based upon the guidelines established by the Federal Emergency Management Agency (FEMA), a division of the US Department of Homeland Security	<ul style="list-style-type: none"> ✦ Research and develop concept ✦ Produce report ✦ Produce SOP and implement 	Mar 2006	Director of Ops Planning	Briefing document produced and agreed. Draft plan completed and submitted.	4
2.29 Med	Develop a programme of fitting back-up generators in Stations that do not have them. All existing generators to be routinely tested	<ul style="list-style-type: none"> ✦ Review need for back-up generators in those stations that do not have them ✦ Review effectiveness of generator maintenance and testing schedule ✦ Building Services contract in place 	Mar 2006	Director of Service Support	Project ongoing. Currently serviced and tested every 6 months, replacement units under review ongoing.	4
2.30 Med	Review of total evacuation/disaster situation at MACC	<ul style="list-style-type: none"> ✦ Test total evacuation/disaster situation at Derby Road ✦ Review need for UPS at back-up control centre 	Sep 2005	Director of Ops Planning	Current SOP reviewed. Training given to MACC Personnel. Provisional dates set for tasks.	2



<p>2.31 High</p>	<p>Control Rooms/Centres Fire and Rescue Authorities, through the Regional Management Boards, must:</p> <ul style="list-style-type: none"> ✦ Ensure that they contribute to the delivery of the phased transition from existing control rooms to the new control centres within the overall national timetable by 2008 ✦ Ensure that the control centres are provided with timely, accurate and comprehensive information on appliance and crew availability and on other assets to make possible effective mobilisation; and ✦ Work closely with the Government to ensure that the timetable for rollout, and integration with the Firelink timetable, are achieved. 	<p>FiReControl will deliver an integrated, networked, standard, fire and rescue control service at a regional level for England by the end of 2008. The North West Region is currently scheduled to go-live in July 2008.</p>	<p>Jul 2008</p>			
<p>2.32 Med</p>	<p>Introduce "Transman" to provide statistical analysis on Vehicle repair/maintenance</p>	<p>To improve data analysis of vehicle repair and maintenance</p>	<p>Mar 2006</p>	<p>Director of Service Support</p>	<p>Transman not being pursued at this time- joint decision made between Transport Manager and ICT dept due to present system being modified</p>	
<p>2.33 Med</p>	<p>Reduce Hydrant Stock</p>	<p>Five year plan – Reduce by 5000</p> <p>Not replacing existing hydrants on water mains rehabilitation schemes by risk assessing areas.</p>	<p>Year End Target: Reduce by 1000 Hydrants</p>	<p>Director of Service Support</p>	<p>Indications are that the year-end target of 1000 hydrants will be achieved. The reduction for the first quarter is 350.</p> <p>Mains rehabilitation schemes will continue to be risk assessed.</p>	

2.34 High	Review – Small Fires Unit, Search and Rescue Team, Incident Management unit & Operational Resource Centres	Appliance to be operational by April 2005	Apr 2005	Director of Service Support	2 nd SFU-Specifications drawn up, one quote obtained awaiting second quote	
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3. Business Continuity – To provide prevention, protection and after incident recovery services to businesses.




No.	Project / Activity	Methodology / 5 year target	Target	Responsible Officer	Quarter report	
IRMP 3.1 High	To be fully engaged in all aspects of the Liverpool City Regeneration Programme in support of the Capital of Culture Year 2008. This will give an enhanced service to the 'Business Community' who will access our services on a 'one stop' shop principle with our staff based at Liverpool Regeneration Services. In addition we will provide support on all aspects of Operational Planning Policy with regard to the Liverpool City Regeneration Programme and Capital of Culture.	<ul style="list-style-type: none"> ✦ Locate Fire Safety staff to a central location within Liverpool City Council Offices: ✦ Implement a 'Service Level Agreement' with Liverpool to turn round all planning applications & queries ✦ Provide extra Fire Safety Inspectors to deal with the volume of work being generated by 'regeneration Schemes ✦ Monitor projects and associated work streams throughout the year, providing support as necessary 	Apr 2005 May 2005 Jul 2005 Mar 2006	Director of Fire Safety Director of Operational Planning	A team consisting of 1 x ADO & 2 x Fire Safety Inspectors have been seconded onto this project. They have the facility to work within Liverpool City Council Surveyors offices handling all applications within their remit. Agreement has been reached on the processing of applications, which loosely follows procedural guidance. The facility to second additional inspectors if required has been agreed. The ADO oversees the activity of the team	
IRMP 3.2 High	Produce & maintain a Merseyside flood map and work with other agencies to reduce the potential for interruption to business continuity caused by flooding	Analyse historical data in conjunction with Blue 8 GIS to locate risk areas. Liase with other agencies	Jan 2006	Director of Strategic Planning	Work being undertaken in conjunction with 2.7 to assess suitable sources of data/information	





IRMP 3.3 High	Encourage building owners and occupiers to meet new Fire Safety responsibilities using only appropriately registered and independently assessed companies	<ul style="list-style-type: none"> ✦ SOP produced: FS O136 Third Party Accreditation 	Jul 2005	Director of Fire Safety	<ul style="list-style-type: none"> • Inspectors promote the use of suitably qualified trades people. • Ad hoc evaluation to take place July 2005 	
IRMP 3.4 High	Assess the impact of requirements made under the Civil Contingency Act and Regulations once published	<ul style="list-style-type: none"> ✦ Assess impact of act and regulations for MFRS ✦ Develop a strategy and procedure to implement action points with regulations 	May 2005 Sep 2005	Director of Ops Planning	Draft report submitted to Director of Operational Planning.	
IRMP 3.5 Med	To implement the review of Fire Safety Inspectors which will include the further employment of specialist Technical Officers, and to test the market along Best Value principles as regards the provision of Fire Safety Services within limits of affordability. This will open up opportunities for a wider group of the community to access careers in the Fire Service and 'Add Value' to the Service provided to the Business Community.	The Review will take account of the following:- <ul style="list-style-type: none"> ✦ National Occupational Standards & Role Maps ✦ Full job evaluation & determination of appropriate salary for each post ✦ Take account of greater availability of uniformed specialists who will be working a "Flexible Day Duty System" ✦ Take account of the "Regulatory Reform Order" ✦ Report to Fire Authority 	Apr 2005 Jul 2005 Jul 2005 Jul 2005 Nov 2005	Director of Fire Safety	<ul style="list-style-type: none"> • CLT report approved 1st June 2005 • Report to fire authority 28th July 2005 • Consultation to commence following approval of fire authority 	

IRMP 3.6 Med	Adopt a more integrated approach to the issue of service delivery. To this end the areas of New Dimension, Operational Planning, Operational Resource Centres, Operational readiness and Resilience will be brought under the umbrella of a Resilience and Capability function.	<ul style="list-style-type: none"> ✦ Carry out research of Fire Services and departments with such directorates ✦ Produce report to CLT (detailing structure, policy and strategy for special operations) 	Mar 2006	Director of Ops Planning	Researching Concept.	
3.7 Very High	Enter into a commercial partnership with a disaster management company which will provide a free advisory service for up to 4 hours to an owner/occupier	<ul style="list-style-type: none"> ✦ Will afford owner/occupiers the ability to resume normality sooner than would possibly be the case ✦ Review impact and outcomes in 12 months 	May 2006	Director of procurement	Completed. ISS now provide this service.	





4. Organisation – To deliver an effective, modern and learning organisation




No.	Project / Activity	Methodology / 5 year target	Target 2005/06	Responsible Officer	Quarter report	
IRMP 4.1 High	The development of a system of flexible working to deliver the IRMP. This is to include annualised leave, peak & part-time working, family friendly practices, overtime working and retained duty systems	<ul style="list-style-type: none"> ➤ Continue to develop use of annualised hours contracts for all employees ➤ Extend the delivery of part time contracts of employment based on individual employee family related requirements ➤ Introduction of individual work patterns outside current duty systems to meet individual employee family related requirements ➤ Continued recruitment/training and development of community retained employees ➤ Development of wholetime/retained contracts of employment to meet the specific community needs and service delivery 	Ongoing Implementation	Director of Human Resources	All appropriate policies and contracts developed and will be utilised when appropriate by CLT or requested by service employees	
IRMP 4.2 High	Implement the Crew Level Maintenance Team and monitor its effectiveness	Set Performance indicators to measure effectiveness of team with regard to overall attendance levels	Apr 2005	Director of Service Support	Discussions regarding CLMT still ongoing prior to Consultation at Joint Secretaries.	
RMP 4.3 High	Provide public access to performance management indicators	<ul style="list-style-type: none"> Seek new growth on PIMS budget Implement via supplier once funding is available 	Apr 2005 Jun 2005	Director of Performance Management	Finance in place –approval to be sought by CLT.	







IRMP 4.4 High	Initiate collaborative working programmes with North West Fire and Rescue Services to implement joint procurement initiatives and increase standardisation. Including the procurement of Operational Personal Protective Equipment.	<ul style="list-style-type: none"> ✦ Employ procurement specialist to undertake interface between Lancashire and Merseyside ✦ Establish Suitability for tasks to be undertaken of Operational Personal Protective Equipment (PPE) ✦ Determine / Research type of PPE required for such tasks ✦ Establish Financial resources. ✦ Procurement. 	Apr 2005 Jul 2005 Sep 2005 Sep 2005 Dec 2005	Director of Procurement	Lancashire fire and rescue s Procurement manager commenced work April 05 NW collaborative contract currently under evaluation lead MFRA includes NW tech evaluation. Revised purchase structure to CLT mon 4/7/05	
IRMP 4.5 High	Produce/Revise an Asset Management Plan in Compliance with Best Practice	<ul style="list-style-type: none"> ✦ Update existing conditioning report ✦ Fire risk analysis of station locations ✦ Property development management plan to be expanded (plans to refurbish 2 per year and rebuild others - subject to finance provision) ✦ Computerised station portfolio ✦ Establish local performance indicators 	Apr 2005 Aug 2005 Apr 2005 Aug 2005 Jun 2005	Director of Service Support	New draft to be submitted to be submitted to CLT	
IRMP 4.6 High	Review Station Locality Manager Pilot scheme and if appropriate extend to other locations.	Review Pilot Scheme (Scheme started Sept 04) Make recommendations Identify budget provision Implementation 2 year Plan (phased approach)	Oct 2005 Nov 2005 Dec 2005 Feb 2006	Director of Performance Management	Ahead of schedule. 2 Locality Managers now in place (Southport and Bootle/Netherton). Budget provision identified. Further expansion recommendations may be made after the completion of risk assessment of Flexi-officer provision.	





IRMP 4.7 Med	Contribute to the reduction of risk to community, organisation and individuals through the identification of local training needs	<ul style="list-style-type: none"> ✦ Performance review and appraisal ✦ Workplace assessment ✦ Performance measures ✦ Quality assurance systems ✦ Assessment & Development Centres 	Jun 2005 Mar 2006 Sep 2005 Sep 2005 Mar 2006	Director of Training and Professional Development	To support the appraisal process, the need for job descriptions, role maps, station risk profile and training development catalogue have been identified. Production of the components has commenced. Target date for completion – Dec 05. All district managers and Station Managers completed appraiser and appraisee training during 2004. However, due to the number of temps and changes, this training will be repeated following outcome of the Group Manager Assessment development centre.	
IRMP 4.8 High	Engage with HR sections for workforce succession and redeployment planning	<ul style="list-style-type: none"> ✦ Through training needs analysis and job and person specifications ✦ Identify methods of providing redeployment support the Rank-to-role assimilation process 	Sep 2005 Sep 2005	Director of Training and Professional Development	Not yet started	
IRMP 4.9 Med	Lead in the development and delivery of assessment and development centres within the region	<ul style="list-style-type: none"> ✦ Regional management board approval ✦ Produce an assessment and development centre model that complies with national guidelines ✦ Identify resource requirements 	Apr 2005 Jun 2005 Jun 2005	Director of Training and Professional Development	National ADC for Supervisory Management now available for use. Three Lead Assessors trained. Re-training of the Service's assessors in the use of the new ADC toolkit scheduled for July/August 2005	
IRMP 4.10 High	Review training and development protocols to meet the needs of the IRMP	<ul style="list-style-type: none"> ✦ Identify local needs through risk profile and Training Needs Analysis ✦ Identify and review training delivery options 	Sep 2005	Director of Training and Professional Development	Station Risk Profiles require reviewing and re-writing to take account of revised skill sets to support rescue capability. Review December 05	





IRMP 4.11 High	Fundamental review of the STC and training and professional development to meet the needs of the IRMP	<ul style="list-style-type: none"> ➤ Implement training and Professional Development review 	Sep 2005	Director of Training and Professional Development	Progress made on all 15 recommendations. Plans to re-launch STC made for Sept 05. Quarterly report discussed with SDO & ACFO. Draft SLA produced	2
IRMP 4.12 High	Extend the delivery of training and development through the crew based concept to meet and mitigate the local risk profile as defined in the IRMP.	<ul style="list-style-type: none"> ➤ Identify relevant courses ➤ Review course structure and content ➤ Produce in modular format ➤ Incorporate into attendance matrix ➤ Advertise crew based approach 	Dec 05	Director of Training and Professional Development	CBT modules will be reviewed, updated and created where necessary to meet the needs of the revised station skill profiles	3
IRMP 4.13	In collaboration with Sefton MBC carry out a feasibility study for a joint vehicle workshop	<ul style="list-style-type: none"> ➤ Consultant report Ref: Viability of present/proposed site for Workshops ➤ Develop present site or new build at SHQ 	May 2005 Mar 2006	Director of Service Support	This project is on hold pending further investigation	A
IRMP 4.14 Med	The crews of the SART and IMT to develop specific skills training to the Service based on local area needs relative to the risk profile	<ul style="list-style-type: none"> ➤ Identify Service specific training needs ➤ Agree needs ➤ Action delivery of SART and IMT training ➤ Commence delivery of specific skills training 	Jul 2005 Sep 2005 Sep 2005 Dec 2005	Director of Training and Professional Development	<p>Skill profile drafted and submitted to Incident management team (IMT) Manager. Assessors appointed to IMT members to facilitate achievement of Watch Manager NVQ.</p> <p>Search and rescue (SRT) initial training has been reviewed with each team. Report being drafted.</p> <p>CLT report submitted by D.O. Stephens to enhance swift water training skills</p>	2

IRMP 4.15 High	Where appropriate, those hours previously designated as "stand-down" time will be utilised to deliver aspects of the IRMP where that utilisation is commensurate with an individual's role.	<ul style="list-style-type: none"> ✦ Carry out a review of the stand down time and its effect on service delivery ✦ Identify appropriate actions / activities ✦ Implement actions /activities 	Jul 2005 Sep 2005 Sep 2005	Director of Training and Professional Development	Consultation through the work streams of the National Group on working patterns							
4.16	BVPI 8 To pay all undisputed invoices within 30 days or other mutually agreed term to minimise the potential for interest payments arising from late payment and maximise the level of discounts that can be obtained to assist the cash flow of local business partners (See appendix one : Comparisons)	5 Year Target To maintain the current level at 100% By production of a local performance indicator to monitor the effectiveness of the creditors payments process	To continue at 100%	Director of Finance Planning	April 99.76% May 100% June 100%							
4.17	BVPI 12a – Number of working days lost to sickness – uniformed staff	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Target</th> <th style="text-align: left;">Actual</th> </tr> <tr> <th style="text-align: left;">2004/5</th> <th style="text-align: left;">2004/5</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">8</td> <td style="text-align: center;">10.58</td> </tr> </tbody> </table>	Target	Actual	2004/5	2004/5	8	10.58	Target 2005/6 8		Figure this qtr is 1.13 Figures are lower for the full quarter than last year projections Indicate an overall reduction for 2005-2006. Tighter controls have been put in place to manage the sick levels within the summer months when the sick levels usually rise which will help achieve the yearly target of 8 days.	
Target	Actual											
2004/5	2004/5											
8	10.58											
4.18	BVPI12b – Number of working days lost to sickness – all staff	<table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="text-align: center;">11.36</td> <td style="text-align: center;">8</td> </tr> <tr> <td style="text-align: center;">11.13</td> <td></td> </tr> </tbody> </table>	11.36	8	11.13		8		Figure is also 1.13			
11.36	8											
11.13												





4.19	<p>BVPI15a - The percentage of staff eligible for the firefighters pension scheme taking ill health retirement</p> <p>BVPI15b - The percentage of those staff eligible for the local government pension scheme taking ill health retirement.</p>	(Targ) 2004/5	(Ach) 2004/5	Target 2005/6		<p>No discharges this qtr FF Pen Scheme new regs - all possible ill health discharges must be considered independently i.e. Independent Medical Opinion must be sought. This criteria has a 'slowing down' effect on the processing of possible ill health cases.</p> <p>No discharges this qtr The unpredictability of all ill health cases makes for uneven distribution of discharges throughout the year.</p>	
4.20	<p>BVPI 2 – Level of Commission for Racial equality standard Target for 2005/6 will be CRE Level 2/3 to be achieved through continuous improvement by progressing the Equalities Action Plan</p>	<p>2003/4 = Level 1 2004/5 Level 2</p>		Level 2/3		<p>Revision of equalities policies needs completion for Level 1 to be completed—overarching equality update, religious beliefs, sexual orientation, and age policies outstanding. Monitoring and reporting by high priority first year functions listed in equalities action plan have not been completed</p>	
4.21	<p>BVPI 16-Employees declaring that they meet the Disability Discrimination Act 1995 disability definition compared with the percentage of economically active disabled people in the Authority</p>	New indicator		2.5% or 9 non-ops people		<p>MFRS current figure is 0.6% of workforce 20.94% is the percentage of disabled people of working age living on Merseyside. Though we became a two-tick employer in 2002 and have a revised Disability Policy, this has not resulted in a significant increase in disabled employees.</p>	



4.22	BVPI 17 - % (no.) uniformed staff from minority communities	2003/4 2004/5 1.2% 1.4%	1.6%		Dependent on the outcome of the next recruitment round Confident that target can be achieved.	
4.23	BVPI 11a - % of Top 5% of earners who are women	(Tar) (Ach) 2004/5 2004/5 3.39 2.44% (3 posts) (2 posts)	3.66% (3 posts)		We remain at 2 posts in the top 5% held by women Work continues to attract a wide variety of applicants for vacancies	
4.24	BVPI 11b - % of Top 5% of earners who are from minority communities	(Ach) 2004/5 0	1.18% (1 post)		No minority earners in the top 5% as yet Work continues to attract a wide variety of applicants for vacancies.	
4.25	BVPI 11c - % top 5% earners who are disabled:	(tar) (ach) 2004/5 2004/5 N.A. N.A.	1.24%		No disabled earners in the top 5% as yet Work continues to attract a wide variety of applicants for vacancies.	
4.26	BVPI 210 -The % of Women Firefighters	New indicator 2004/5 1.9%	2.1%		Dependent on the outcome of the next recruitment round We are confident the target will be achieved.	
4.27	BVPI 150 <u>Accounting Team</u> In setting a balanced budget, ensure that the expenditure per 1000 head of population falls towards the average expenditure per head of population for other Metropolitan Authorities and the Council Tax (Band D) falls towards the average Council Tax (Band D) for Metropolitan Authorities (Local Indicator)	To be at or below the average cost per head of population and at or below the average council tax (Band D) for Metropolitan Authorities By maintaining a staffing profile consistent with the aspirations of the IRMP Action Plan	<15% Head of Population <9 % Council Tax	Executive Director of Finance	2005/06 Merseyside Council Tax (Band D) £53.88 2005/06 Average Mets F&RAs (Band D) £49.62 We are 8.6% above average Information on cost per head of population is not yet available.	


4.28	BVPI 157 E-commerce Number of transactions conducted electronically as a percentage	<ul style="list-style-type: none"> ✦ To renew the method of calculating the indicator ✦ To recalculate proportion ✦ To submit improvement plan to CLT and Authority 	Sep 2005 Oct 2005 Nov 2005	Executive Director of Finance/Director of Strategic Planning All CLT Responsible	This is not exclusively a Finance indicator. However, all payroll transactions in first quarter of the year were made electronically. We are unable, at present, to quantify the percentage of creditor payments by BACS in the first quarter. This information will be available in the second quarter.	
4.29	Station Service Plan produced for 2005/06 indicating Best value and Local performance indicator targets.	<p>Station Managers will report quarterly on progress made.</p> <ul style="list-style-type: none"> ✦ Ensure services are delivered to hard to reach and at risk groups ✦ Work with Specialist Advocates ✦ Work with partnerships ✦ Develop plans for Heritage sites and exercise them at an appropriate frequency 	Jun 2005 Sep 2005 Dec 2005 Mar 2006	All Station Manager	All stations reported by deadline please see station service plan document first quarter returns.	
4.30	To minimise the % difference between original budget and final outturn	<p>Five year target 2% maximum</p> <p>By effective budget preparation and monitoring</p>	5% maximum	Executive Director of Finance	Original budget 2004/05 £73.7m Final Outturn £74.8m Increase 1.5%	
4.31	LPI 4 Staff injuries	<p>Five year target 15% reduction Staff awareness programs initiatives. Management involvement possible more use of intranet dependant on new computer system. Use of Review and update of forthcoming legislation. MORR on stations. Review of risk assessments introduction and</p>	Target 2005/6 149	Director of Service Support	<p>Current Accident statistics show a figure of April 7. May 15. June figures are not available at present.</p> <p>This is on target for reduction for 2005/2006 compared to the same period 2004/2005</p>	


		employment of 1 new safety advisor. Update of staff Qualifications. 2003/4 2004/5 155 166				
4.32 High	Development of a revised Complaints and Compliments Procedure	<ul style="list-style-type: none"> ⊕ Review current procedure ⊕ Identify improvements with regard to Charter Mark Award 	Jun 2005 Jul 2005	Director of Service Support	Review completed. SOP amended and new compliment & complaints procedure leaflet produced. *Ongoing, Further discussions required.	
4.33 Med	Introduction & Implementation of Attendance Incentive Scheme	<ul style="list-style-type: none"> ⊕ Identify suitable scheme ⊕ Identify finance ⊕ Introduce scheme & monitor statistics 	Jul 2005 Aug 2005 Mar 2006	Director of Service Support	Absence and Attendance Policy has been drafted and is to be further reviewed by CLT in July 2005	
4.34 Med	Transfer of Central Staffing from MACC (plan commenced Sept 04)	<ul style="list-style-type: none"> ⊕ Staff training ⊕ Transfer 	Jun 2005 Jun 2005	Director of Service Support	Report drafted to be submitted to CLT for approval	
4.35 Med	To undertake an active involvement within the IRMP program by identifying areas which require a Health & Safety input to ensure overall delivery of Health & Safety to all employees & the community	<ul style="list-style-type: none"> ⊕ Review the Management of Road Risk Policy ⊕ Identify a computer system for statistics COSHH risk assessments (in line with Legislation & ODPM) ⊕ Ensure that Safe systems of Work procedures are visited regularly to check for impact or events that 	May 2005 Nov 2005	Director of Service Support	MORR is under constant review for up dating; A presentation of the Policy given to the Authority at the meeting on 2 June 2005. From there we will further cascade the policy to all other areas within the Service and deliver seminars to additional Managers. Further Committee meeting will take place in June to review the current policy and amend where required. Provision of computer system CAMAXYS is now with Finance Committee for approval of funds and hopefully will be subject to tender by June end for installation . Once the new computer system is active a record of national events can be entered and reviewed.	



		<p>happen nationally</p> <ul style="list-style-type: none"> ✦ Revise debrief policy to ensure Safe systems of work procedures are updated to reflect learning from incidents ✦ Incorporate all safe systems of work into a comprehensive, structured, rationalised Health and Safety Management system 			<p>A full report following the Carlisle incident following the debrief has been submitted to CLT and accepted. This contains all the Logistical back-up for crews attending such incidents and incorporates training issues.</p> <p>To be part of the new Computer System set-up and intranet system which will incorporate Risk Assessments and Safety Awareness</p>	
4.36 Med	<p>To award the new Occupational Health Contract (to commence 01.06.06). The new contract to account the potential damages to GP medical certification & development of procedure health initiatives. Budget implicates current OH Contract c£117K anticipate increase especially with medical changes, doubling of medical staff possible cost £150K+</p>	<ul style="list-style-type: none"> ✦ New specification for contract drafted due for agreement in September, including SLA ✦ Advertise contact September 2005 ✦ During October & November shortlist and presentations by prospective contractors ✦ To review prices submitted Nov/Dec with Procurement Manager ✦ Award of Contract January, 2006 ✦ Induction of OH provider from February, 2006 	<p>Sep 2005</p> <p>Sep 2005 Nov 2005</p> <p>Dec 2005</p> <p>Jan 2006 Mar 2006</p>	Director of HR	<p>Report to be taken to CLT to potentially revise strategy on this issue.</p>	2





4.37 High	To implement policies for the management of poor performance including a Capability Policy. To manage the changes in the Discipline and Grievance procedures changed with the introduction of the new 'Grey Book'. Such procedures will be based on the ACAS Code of Practice.	<ul style="list-style-type: none"> ✦ Policies produced ✦ Training on new policies rolled out 	Jan 2005 Jan-Mar 2005	Director of HR	Completed Additional training to be built in over current financial year	
4.38 High	To implement the introduction of the non-uniformed skill job evaluation scheme	<ul style="list-style-type: none"> ✦ Pilot study of sample jobs ✦ Begin evaluation of all posts within the organisation 	July 2005 Oct 2005	Director of HR	Pilot study completed full evaluations began in July ahead of schedule	
4.39	To develop further the work towards a paperless filing system with the usage of Scanfile for Personal Record Files and O.H. administration files	Transfer of current operational employee Personal Record files to electronic format.	Ongoing	Director of HR	On going 90% of green book employees P.R. files now electronically stored and 70% of uniformed employees	
4.40 Med	To improve the % of women amongst uniformed operational staff, and the % of ethnic minority representation	<p>Five year target 2009 15% women 7% ethnic minorities</p> <p>Continue with targeted process by appropriate advertising, targeted community events and pre-recruitment support</p>	Ongoing	Director of HR	Recruitment began 7.7.05	

<p>4.41 Very High</p>	<p>Reduce sickness absence by the development of a cohesive Occupational Health Policy incorporating sickness reporting and Occupational Health initiatives introduced to proactively promote employees' healthy lifestyles.</p>	<p>5 Year Target 6.5 shifts Fire-fighters 5.4 shifts to MACC</p> <p>➤ Introduction of new sickness reporting procedures in co-operation with Attendance Management. Utilising Occupational Health Nurse for 14 day reporting.</p> <p>➤ Occupational Health lifestyles initiatives e.g. smoking cessation, healthy eating, and health advice clinics</p> <p>➤ Coordinating all SOP's/Guidance Notes into cohesive policy document</p>	<p>8 shifts / days for all staff</p>	<p>Director of Service Support</p>	<p>The new sickness reporting procedure including the OH Advisor is incorporated into the new Absence and Attendance Policy that is to be considered by CLT in July 2005</p> <p>Lifestyles initiatives: The Health Advice Clinic appointments are available to all employees; Health & Safety in cooperation with OH are posting information on the Intranet on healthy eating; the OH Advisor has attended a smoking cessation course in June '05 and is in discussions with local Health Authorities regarding prescription pads.</p> <p>A summary of OH Services is included in the new Absence and Attendance Policy. An expansive document is planned for the end of the 05/06 Year.</p>	
<p>4.42 Med</p>	<p>Mass Absenteeism. Virus/Pandemic. e.g. Exposure of large number of crew to chemicals</p>	<p>Review the existing controls in place for dealing with virus/pandemic alerts, with a view to integrating and enhancing them</p>	<p>Mar 2006</p>	<p>Director of Service Support</p>	<p>No action as yet</p>	

<p>4.43 High</p>	<p>Improve financial monitoring by providing regular financial statements to CLT</p>	<ul style="list-style-type: none"> ✦ Design a suitable high level summary of the financial position ✦ Develop and submit regular revenue position statements to CLT highlighting significant variances ✦ Develop and submit quarterly capital position statements to CLT highlighting significant variances between programmed performance and actual performance 	<p>Apr 2005 Mar 2006 Jul, Oct, 2005 Jan 2006</p>	<p>Executive Director of Finance</p>	<p>Overall monitoring sheet not yet in final form. It is anticipated that this will be introduced in the second quarter</p>	<p style="text-align: center;"></p>
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<p>4.44 Very High</p>	<p>Review arrangements for the provision of financial systems</p>	<ul style="list-style-type: none"> ✦ Draw up a specification of requirements to take account of existing functionality and potential future development. ✦ Review options to ensure the continuity of finance services (including payroll) ✦ Enter structural arrangement with a preferred supplier for delivering of services from September 2005 	<p>May 2005</p> <p>Jul 2005</p> <p>Sep 2005</p>	<p>Executive Director of Finance</p>	<p>Work was undertaken in the period November 2004 to March 2005 to draw together a specification that would meet the Authority's requirements across a range of functions including payroll, financial systems, stores and e-procurement. The specification was used as the basis for an ITT that was issued on 1 April 2005. The closing date for the receipt of tenders was 16 May 2005.</p> <p>A Project Team was established in late June to help co-ordinate the evaluation of tenders and prepare for the implementation of systems. The first system demonstration of proposed solutions was delivered on 21 June 2005. The team continues to work with key stakeholders to drive forward the FMIS Project so that it delivers the desired outcomes.</p> <p>It is anticipated that the actions proposed in the second quarter can be achieved and any potential variance is being closely monitored as part of the FMIS Project Plan.</p>	
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<p>4.45 Med</p>	<p>Review workflow between Payroll and Personnel functions and establish the potential for in-house automation of processes</p>	<ul style="list-style-type: none"> ✦ Determine the function of the various forms currently in use and relevant workflows to establish their suitability for relevant purpose. ✦ Re-engineer workflows to remove any potential for duplication of effort ✦ Design/develop on-line forms to automate payment processes ✦ Pilot new process for 3 months with a view to migrating to the new arrangements from 1st April 2006 	<p>Apr 2005 Oct 2005 Dec 2005 Mar 2006</p>	<p>Executive Director of Finance</p>	<p>This action is linked to absence and Attendance project and associated software purchase. Consequently no work has yet been done pending approval of that project.</p>	<p style="text-align: center;"></p>
<p>4.46 Med</p>	<p>To undertake a comprehensive review of expenses and the various methods of making and paying expense claims and to produce an on-line guidance in respect of claimable expenses and design an appropriate on-line claim form</p>	<ul style="list-style-type: none"> ✦ Determine the range of claim forms currently available within the Service together with the relevant expenses ✦ Rationalise the number of claim forms into a single form and pilot its use at an appropriate location ✦ Review the various methods of making payment in respect of expenses ✦ Write up guidance Note/Procedural document (including expense rates) and make available on the intranet. 	<p>Jul 2005 Sep 2005 Nov 2005 Dec 2005</p>	<p>Director of Financial Planning</p>	<p>This is not a first quarter action. Work has commenced on this project with the first team meeting held on 1st July.</p>	<p style="text-align: center;"></p>

<p>4.47 High</p>	<p><u>Accounting Team</u> Ensure 2004/05 accounts are closed by 30th June 2005 and accounts audited without qualification by 30th September 2005</p>	<p>100% of all accounting transactions input into the accounts by 30th June 2005 Statement of Accounts report to the Authority. "District Audit" of final accounts reported to the Authority</p>	<p>June 2005 Sep 2005</p>	<p>Executive Director of Finance</p>	<p>Accounts finalised before 30 June. However they were not formally approved by the authority, by this date. They will be submitted to the Authority on 28 July for approval. An advertisement is to be placed in the local press advising that the accounts will be available for inspection from 25 July to 19 August (4 weeks).</p>	
<p>4.48 High</p>	<p>Ensure all agreed Internal Audit recommendations are implemented appropriate to level of priority specified by Audit</p>	<p>5 Year Target Implement all recommendations within 21 days Quarterly financial review report submitted with Authority</p>	<p>3 star recommendations within 60 days 2 star within 90 days 1 star within 120 days</p>	<p>Director of Financial Planning</p>	<p>No IA reports & therefore recommendations have been finalised in this quarter. All recommendations from previous quarters have been implemented within the recommended time frame or agreed timescale, if different with the exception of two 2 star recommendations which are still outstanding. These are being chased up.</p>	
<p>4.49 High</p>	<p>To increase the number of P.Card transactions to streamline the Purchasing process</p>	<p>5 Year Target 40% Production of a local performance indicator to compare performance over accounting periods</p>	<p>To increase from 5% of all transactions under £250 to 15%</p>	<p>Executive Director of Finance</p>	<p>Please refer to 4.56</p>	
<p>4.50 High</p>	<p>Develop corporate image by adaptation of uniform across the cultural and gender elements of the workforce to display a consistent image to the public</p>	<p>➕ Identify religious and Cultural needs and provide uniform to individuals/groups based on these needs</p>	<p>Ongoing</p>	<p>Director of Service Support</p>	<p>Newly appointed Advocate has requested variation to uniform and this is being provided Consultation with staff on uniformed maternity wear is being progressed and reported through the Equalities & Diversity Forum.</p>	

<p>4.51 High</p>	<p>To integrate all aspects of the environmental Management system into the routine activities of the organisation - based around the continual improvement cycle (ISO14001) and working towards the European Standard (EMAS) Eco-Management Audit Scheme</p>	<p>LA EMAS Accreditation <ul style="list-style-type: none"> ✦ 14001 Audits ✦ Carbon Trust ✦ Travel Plan ✦ Energy efficiency audits (BVPI180) </p>	<p>Mar 2006</p>	<p>Director of Service Support</p>	<p>The second independent audit of the Environmental Management System was undertaken in May this year by NQA. The day to day running of the system has been passed to Health & Safety Department.</p>	<p style="text-align: center;">4</p>
<p>4.52 High</p>	<p>Continuous personnel and organisational development strategy to meet Regional training and Service objectives, and to create a flexible and high performing workforce</p>	<ul style="list-style-type: none"> ✦ Identify individual and leadership potential ✦ Provide bespoke development programmes ✦ Develop performance measures ✦ Meet equality of opportunity expectations ✦ Make best use of strategic reserve ✦ Introduce protocol where all training and development needs are processed centrally ✦ Audit mechanisms for internal/external training provision ✦ Quality Assurance ✦ Alignment with national Workforce Development strategy 	<p>Jun 2005 Aug 2005 Jun 2005 Mar 2006 Mar 2006 Jun 2005 Feb 2006 Mar 2006 Mar 2006</p>	<p>Director of Training and Professional Development</p>	<p>Leadership Strategy produced and implementation plan.</p> <p>Pathways to learning developed and invitations to tender for leadership development.</p> <p>Methods to identify organisational, functional & individual needs identified culminating in 3-year training plan. Return on investment and performance measures established.</p> <p>Workforce development produced</p>	<p style="text-align: center;">A</p>
<p>4.53 Med</p>	<p>Design for modular build 2 pump Fire Station</p>	<p>Plans and specification to be complete July 2005</p>	<p>Jul 2005</p>	<p>Director of Service Support</p>	<p>Completed and copies with Mouchel Parkman</p>	<p style="text-align: center;">G</p>







<p>4.54 High</p>	<p>Introduce a learning and development strategy to facilitate the implementation of e-Government</p>	<ul style="list-style-type: none"> ✦ Training needs analysis via line manager ✦ Investigate most appropriate methods of delivery ✦ Develop performance measures ✦ Develop programmes to meet equality of opportunity ✦ Quality Assurance 	<p>Mar 2006 Jun 2005 Sep 2005 Sep 2005 Mar 2006</p>	<p>Director of Training and Professional Development</p>	<p>An e-learning strategy and implementation plan has been developed.</p> <p>Pilot scheme has been carried out on two stations.</p> <p>To be completed March 06</p>	<p style="text-align: center;">A</p>
<p>4.55 Med</p>	<p>Contribute to the production of a regional training strategy</p>	<p>Through collaboration and co-ordination through:</p> <ul style="list-style-type: none"> ✦ North West PODWG ✦ North West Training & Prof Development Managers Group 	<p>Mar 2006 Mar 2006</p>	<p>Director of Training and Professional Development</p>	<p>Ongoing. Officers contribute to both forums. July 2005 one officer is to commence a 6 month project to drive forward a regional training strategy</p>	<p style="text-align: center;">4</p>
<p>4.56 High</p>	<p>Development of electronic trading methodologies</p>	<p>Development and implementation of e-trading methodologies</p> <ul style="list-style-type: none"> ✦ Fill rollout of p cards ✦ e-catalogues ✦ e-financials package 	<p>Nov 05 Mar 06</p>	<p>Executive Director of Finance</p>	<p>This is a total package of processes reengineering activities, incorporating the three methodologies</p> <p>The FMIS project due for delivery end 2005 will supply both workflow and catalogue functionality.</p> <p>N.B) Meantime manual interventions in respect of process engineering have been put into place for estates maintenance commodities likewise stores consumables are current out to tender jointly with LFRS (anticipate commencing operation Nov 2005</p>	<p style="text-align: center;">3</p>

4.57 Med	Develop collaborative initiatives already in progress with LFRS. To include other NW Fire Authorities	Restructure of existing MFRS procurement Dept (i.e. Comm / Operations / management) to include service to LFRS (underway). Model to be offered to other NW Authorities.	Apr 2005 Sep 2005 Mar 2006	Director of Procurement	Completed Completed Procurement consultancy on behalf of Cheshire Fire Rescue Service to be completed July 05	
4.58 High	Procurement Matrix Completion, publication and implementation of complete process for purchasing performance measurement	Subject of placement student research project for finals dissertation To include input(s) as appropriate from + Procurement + Finance + HR + Budget holders	Jul 2005	Director of Procurement	Ongoing Subject matters agreed with tutors of Chartered Institute of Procurement Systems (CIPS) focused	
4.59 Med	Training and development and procurement awareness	Delivery of procurement training seminars including training packages to all managers + Across MFRS + Regional	Dec 2005 (MFRS) Apr 2005 (Lancashire FRS)	Director of Procurement	Will complete both by Dec 2005	
4.60	Professional Qualifications	5 year target 2 senior staff Encourage CIPS qualification	Sep 2005	Executive Director of Finance	Commodity and operations managers enrolled onto 2005 (CIPS) course leading to professional accreditation	
4.61 High	Crew level maintenance team	Set internal PI's to measure effectiveness of team with regard to overall attendance levels	Sep 2005	Director of Service Support	Crew level maintenance team not yet implemented.	

4.62	Implementation of E. Govt. I.T. Linked to 4.74, 4.75, 4.78	To continue to increase the number of transactions carried out by electronic means to meet cost of target 100%	Dec 2005	Director of Strategic Planning	<p>MF&RS have now purchased a licence to use the Electronic Service Delivery (ESD) Improvement and Development Agency (.IDEA) online tool kit.</p> <p>This toolkit will enable designated staff to access on line information relating to MF&RS current e-government (BVPI157) status. It will also enable the service to review and share information regarding e-government enablement from other Fire and Rescue Services as well as Local Government.</p> <p>It is proposed that areas initially identified, as being applicable for e-enablement will be reviewed. Other services will also be reviewed as changes in service definitions may now result in that area being applicable for e-enablement.</p>	
4.63	Programme and Project Management Systems To develop bespoke programme and management systems to be used throughout the organisation	<ul style="list-style-type: none"> ➤ Develop new systems ➤ Establish monitoring procedures ➤ Monitor/manage project management ➤ Establish a change control process 	<p>Jun 2005 Jun 2005 Sep 2005</p> <p>Sep 2005</p>	Director of Strategic Planning	<p>Templates now available on Public folders. Process maps to be designed and signed off. Audit of Existing projects completed. Monthly/Quarterly Reports being provided by users Public folders for Project management set up Regular meetings with Project Managers and teams Project board established by CLT (14th June) New Template to be developed for use on Intranet and a trial carried out prior to roll out</p>	

4.64 Med	Develop and implement Information Management Systems (ICT Links)	<ul style="list-style-type: none"> ➤ Review current arrangements ➤ Develop new systems ➤ Install new systems 	Sep 2005 Dec 2005 Mar 2005	Director of Strategic Planning	Reports on Enterprise content management and corporate gazetteer agreed by CLT on 14 th June Workshop on Information management for CLT has taken place	2
4.65	To introduce a formal ICT Strategy for the Authority.	Draft CLT Authority Implementation begins	March 2005 April 2005 May 2005 June 2005	Executive Director of Finance	Drafts were circulated for review in March 05 and formally issued at the end of May 05 and presented to CLT 1 st June 05. This version to go to next available P&F meeting in July 05 for authority approval.	A
4.66	To review the options for telephony provision within Districts	Review Marconi report Recommend to CLT Authority	March 2005 April 2005 May 2005	Executive Director of Finance	Marconi presentation March 05 followed up by technical meeting in April. Draft report for CLT reviewed May 05, further data required before it can be presented to CLT July 05.	A
4.67 High	To implement and maintain corporate Risk Management and the Risk Register	<p>To develop a system to implement and manage the services risk register</p> <p>To develop disaster recovery systems. Including IT Systems</p>	Sep 2005	Director of Strategic Planning Executive Director of Finance	Risk Register to be introduced as a standard item on every CLT. Risk owners and action owners to be identified. Monthly update from Directors Work beginning on what has already been established in house. This has then lead to the development of a corporate approach to contingency/disaster recovery planning	2
4.68 High	To develop multi-agency Information sharing networks.	<ul style="list-style-type: none"> ➤ Build on the FRS involvement with information sharing through central JAG to ensure links are maintained ➤ Develop information sharing protocols 	Sep 2005	Director of Strategic Planning	Information sharing protocol developed Report on central Joint action group (JAG) info sharing arrangements presented to Multi agency action group (MAG)	2

<p>4.69 High</p>	<p>Fire Reports and Data Input</p>	<p>To design improved methods of recording incident data and speeding up the processing of such data</p>	<p>Sep 2005</p>	<p>Director of Strategic Planning</p>	<p>The current electronic Fire data Report (FDR1) form has been improved. The electronic form now includes data validation and has been further automated to assist fire officers in completing electronic forms.</p> <p>Initial discussions have also taken place with the training unit in relation to incorporating information management training into existing programmes.</p> <p>Wherever possibly data recorded from the FDR1 form will be electronically transferred.</p> <p>Discussions are on going with proposed ODPM changes to the form.</p> <p>Initially discussions are on-going with Fortek in relation to improving the FDR1 data gathering process. This is taking into account ODPM proposals and regionalisation.</p>	<p>2</p>
<p>4.70</p>	<p>To make effective use of stakeholders views and comments through the Consultation and Communication strategy</p>	<p>To establish monitoring systems for consultation and communications in line with the strategy document</p>	<p>Jun 2005</p>	<p>Director of Strategic Planning</p>	<p>Assessment of current and planned consultation needs has taken place in the light of requirements of the consultation strategy. The principles of the strategy will then be applied in the first instance to these consultation exercises – Expected to be completed September 2005.</p> <p>Survey work being carried out by the Fire Support Network is providing quality of service information and also recording details of individuals willing to take part in other consultation exercises.</p>	<p>A</p>

4.71	LPI 37 To quantify energy consumption in Service premises and set further targets for reduction	Five year target 20% Annual Savings to be made with energy saving capital Budget line plus carbon trust monies	5%		Annual consumption of energy has been broken down to individual sites and will be cascaded to the respective managers at future Performance Management meetings along with benchmark historical information.	
4.72	LPI 38 - Accreditation of an environmental management system to either BS EN ISO 14001				We achieved certification of our Management system in Nov 2004 and are due to have a third system audit in May 2006	
4.73	LPI 40 Undertake a sample audit of two personal, contract or Fire Safety enforcement files per month to monitor compliance with relevant legislation.	Archive files and recommend improvements.	On going	Executive Director of Law & Hr	Formal system being established with records of files audited, recommendations from review, and follow up to establish when any recommendations are implemented	
4.74	LPI 41 Recovery of legally recoverable debts within 12 months of reference to litigation services.	Pursue debtors by telephone, letter and court proceedings if necessary.	On going	Litigation Officer	100% success rate up to and including one court case presented in house by Litigation Officer. This represents a continuation of good practice.	
4.75	LPI 42 The determination of all claims against the Authority within 90% of the claim value.	Assessments of value of claim, potential liability, defend legal proceedings, where appropriate, negotiate settlements where appropriate.	On going	Litigation Officer	Done	
4.76	LPI 43 Provision of a legal update to CLT (and the Authority), in respect of political and actual legal developments on a quarterly basis.	Provision of legal updates	On going	Executive Director of Law and HR	Several legal updates submitted to clt – e.g. explosives regs, sick pay, others in progress for reporting to the Authority (e.g. Regulatory Reform Order)	

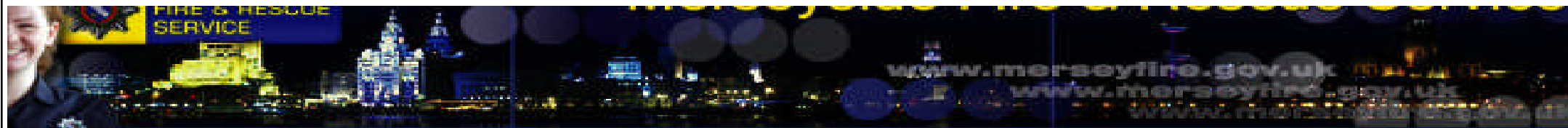
4.77	Software escrow to protect software application source code	Determine whether escrow agreements are in place for all business critical items of software	Mar 2006	Executive Director of Finance	<p>Fortek Vision mobilising system software in Escrow, plan for other systems included in ICT Strategy. 4 business critical systems identified</p> <p>Mobilising and communication centre (MACC) – agreement completed and in place</p> <p>Sophtlogic data base – currently in negotiations by (marconi)</p> <p>Financial Management Information System (FMIS) Included as a requirement within the draft Contract terms</p> <p>Blue 8 Global information system currently no progress</p> <p><i>N.B Escrow is a insurance policy to protect access to software should the provider of that software stop trading</i></p>	4
4.78	Suppliers/contractors and commercial risks	+ Review and communicate arrangements for management of contracts, relationships with outsourced activities and suppliers	Mar 2006	Executive Director of Finance Executive Director of Law	Progressing as planned	G

Appendix One
BVPI performance comparison table.

2004/05	South Yorkshire	Greater Manchester	Merseyside	West Midlands	Tyne and Wear	West Yorkshire	London
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BV 2 – The level (if any) of the Equality Standard for local Government to which the authority conforms		Level 3	Level 1	Level 1/2	Level 1	Level 1	Level 3	Level 3
BV 8 – The percentage of invoices for commercial goods and services which were paid by the authority within 30 days of such invoices being received by the authority		97.7%	79%	99.27%	86.61%	Not Provided.	98.5%	84.90%
BV 11a – The percentage of top 5% of earners that are women		1.98%	0%	2.35%	4.76%	5.19	0.6%	11.8%
BV 11b – The percentage of the top 5% of earners from black and minority ethnic communities		1.98%	0%	0%	0.95%	0.74%	0%	7.77%
BV 12 – The number of working days/shifts lost due to sickness absence	i) Total uniformed staff	11.06	7.7	10.58	9.78	9.69	7.32	10.86
	ii) Total all staff	11.07	8.8	11.05	9.67	10.26	7.87	11.46
BV 15 – The percentage of employees retiring on grounds of ill health as a percentage of the total workforce	i) Firefighters' Pension Scheme	2.0%	0.7	2%	1.18%	0.63%	0.92%	1.08%
	ii) LGPS	1.0%	0.4	0.83%	0.51%	2.64%	0%	0.43%
BV 17 – The percentage of local authority employees from minority	Uniformed	2.27%	1.6	1.46%	5.2%	0.85%	1.9%	8.05%

ethnic communities compared with the percentage of economically active minority ethnic community population in the authority area		Non-uniformed	2.5%	Currently included in above figure	2.9%	11.2%	Not Provided	Not Provided	22.78%
BV 142 – Number of calls to fire attended	(i) Total calls (excluding false alarms) per 10,000 population		100.48	103.9	144.7	84.71	120.63	96.6	54.68
	(ii) Primary fires per 10,000 population		39.99	48.9	50.84	36.41	45.59	36	23.55
	(iii) Accidental fires in dwellings per 10,000 dwellings		17.01	30.3	25.05	23.52	33.23	17.5	19.98
BV 143 – Number of (i) deaths and (ii) injuries (excluding precautionary checks) arising from accidental fires in dwellings per 100,000 population		(i) Deaths	0.79	0.64	0.88	0.47	0.46	0.71	0.31
		(ii) Injuries	11.00	19.36	12.56	7.60	14.15	13.65	10.94
BV 144 – Accidental fire in dwellings confined to room of origin				95.7	93.98%	89.9%	95.39%	90%	90.3%
BV 146 – Number of calls to malicious false alarms per 1,000 population			1.0	1.5	1.04	1.25	0.74	0.9	1.03
BV 149 – False alarms caused by automatic fire detection apparatus per 1,000 non-domestic properties			119.3	151.4	158.46	143.38	182.3	176.8	116.19
BV 150 – Expenditure per head of population on the provision of fire and rescue services				£41.94	£53.62	£40.65	£50.95		£45.39
BV 157 – The number of types of interactions that are enabled for electronic delivery as a percentage of the types of interactions that are legally permissible for electronic delivery			87%	50%	45.7%	81.8%	39%	96.6%	Not Provided
BV 206 – The number of deliberate fires per 10,000 population			79.6	23.8	32.88	19.8	33.63	23.2	10.58



MERSEYSIDE FIRE & RESCUE AUTHORITY - GLOSSARY OF TERMS

ICCT Incident Command & Continuity Team (now IMT)

ACAS	Advisory Conciliation and Arbitration Service
ACFO	Assistant Chief Fire Officer
ADO	Assistant Divisional Officer
ADC	Assessment Development Centres
AFA	Automatic Fire Alarm
AFD	Automatic Fire Detection
AGM	Annual General Meeting
ALARM	Association of Local Authority Risk Managers
ASBO	Anti-Social Behaviour Order
AVLS	Automatic Vehicle Location System
BA	Breathing Apparatus
BCA	Basic Credit Approval
BVPI	Best Value Performance Indicator
BVPP	Best Value Performance Plan
CBT	Crew Based Training
CCTV	Closed Circuit Television
CDRP	Crime & Disorder Reduction Panel
CFO	Chief Fire Officer
CFOA	Chief Fire Officers' Association
CFS	Community Fire Safety
CIU	Chemical Incident Unit
CIPFA	Chartered Institute of Public Finance & Accountancy
CLT	Corporate Leadership Team
COMAH	Control of Major Accident Hazards
COSHH	Control of Substances Hazardous to Health
CPA	Comprehensive Performance Assessment

CPL	Combined Platform Ladder (aerial appliance)
CPP	Combined Pump Platform (aerial/fire fighting appliance)
CRB	Criminal Records Bureau
CSO	Community Safety Officer
CVS	Council for Voluntary Services
DA	District Audit(or)
DCFO	Deputy Chief Fire Officer
DCU	Damage Control Unit
DO	Divisional Officer
DTI	Department of Trade & Industry
EAT	Employment Appeals Tribunal
EDBA	Extended Duration Breathing Apparatus
EFAD	Emergency Fire Appliance Driver
EISEC	Enhanced Information Service for Emergency Calls
ELT	Executive Leadership Team
EPU	Emergency Planning Unit
ESG	Equalities Steering Group
ET	Employment Tribunal
FBU	Fire Brigades Union
FF	Fire fighter
FIRST	Firework Incident Research & Safety Team
FMIS	Financial Management Information System
FOA	Fire Officers Association
FREE	Fire Reduction through Education and Engagement
FRS	Fire & Rescue Service
FS	Fire Safety
FSC	Fire Service Circular
FSEC	Fire Service Emergency Cover (modelling software)
FSIT	Fire Service Improvement Team
FSN	Fire Support Network
FSS	Fire Standard Spending
GIS	Geographical Information System
HazMats	Hazardous Materials
HFRA	Home Fire Risk Assessment
HFSC	Home Fire Safety Check
HMI	Her Majesty's Inspector(ate)
HMU	Hazardous Materials Unit

HR	Human Resources
HSE	Health & Safety Executive
ICT	Information Communications & Technology
IDEA	Improvement & Development Agency
IFE	Institute of Fire Engineers
IIT	Incident Investigation Team
IMT	Incident Management Team (formerly ICCT)
IMU	Incident Management Unit
IOSH	Institute of Safety & Health
IPDS	Integrated Personal Development System
IPR	Intellectual Property Rights
IRMP	Integrated Risk Management Plan
IT	Information Technology
JAG	Joint Agency Group
JCP	Joint Consultative Panel
JE	Job Evaluation
KLOE	Key Line of Enquiry
LACDE	Local Authorities Confronting Disaster & Emergencies
LCC	Liverpool City Council
LF or LFF	Leading Fire fighter
LFEPA	London Fire & Emergency Planning Authority
LGA	Local Government Association
LGV	Light Goods Vehicle
LIFE	Local Intervention Fire Education
LLAR	Low Level of Activity & Risk
LPI	Local Performance Indicator
LSP	Local Strategic Partnership
MaCC	Mobilising and Communications Centre
MAG	Multi Agency Group
MFCDA	Merseyside Fire & Civil Defence Authority
MFRA	Merseyside Fire & Rescue Authority
MFRS	Merseyside Fire & Rescue Service
MIRWMS	Merseyside Ionising Radiation Warning & Monitoring System
MOU	Memorandum of Understanding
MRAS	Mersey Regional Ambulance Service
MRS	Marine Rescue Station
NAG	Neighbourhood Action Group

NEBOSH	National Examining Body for Occupational Safety & Health
NJC	National Joint Council
NNDR	National Non-Domestic Rates
NPV	Net Present Value
NRF	Neighbourhood Renewal Fund
NVQ	National Vocational Qualification
NW	North West
OBC	Outline Business Case
ODPM	Office of the Deputy Prime Minister
OH	Occupational Health
OJEU	Official Journal of the European Union
Ops	Operational
ORC	Operational Resource Centre
OSU	Operational Support Unit
OT	Overtime
OWLe	Performance management software used by the Service
PA	Personal Assistant
PCT	Primary Care Trust
PFI	Private Finance Initiative
PH	Public Holiday
PI	Performance Indicator
PIMS	Performance Indicator Management System
POEST	Point of Entry Selection Test
PPE	Personal Protective Equipment
PPV	Positive Pressure Ventilation
PQAs	Personal Qualities & Attributes
PQQ	Pre-Qualification Questionnaire
PRIDE	Programme of Investment in the Development of Excellence
PTV	Princes Trust Volunteers
PWLB	Public Works Loans Board
RAPID	Risk Assessed Programme for Incident Deployment
RCCO	Revenue Contribution to Capital Outlay
REPPAIR	Radiation (Emergency Preparedness & Public Information) Regulations 2001
RFI	Request for Information
RMB	Regional Management Board
RRO	Regulatory Reform (Fire Safety) Order 2004
RSG	Revenue Support Grant

SART	Search & Rescue Team
SCA	Supplementary Credit Approval
SDO	Senior Divisional Officer (Area Manager)
SFT	Small Fires Team
SFU	Small Fires Unit (was TRV)
SHQ	Service Headquarters
SLA	Service Level Agreement
SMART	Specific, Measurable, Achievable, Realistic, Time-bound
SMP	Safer Merseyside Partnership
SMP	Statutory Maternity Pay
SOP	Standard Operating Procedure
SORP	Statement of Recommended Practice
SRT	Special Rescue Team (now SART)
SSP	Statutory Sick Pay
STAMP	St. Helens Alternative Motor Programme
STC	Safety Training Centre
StnO	Station Officer
SubO	Sub Officer
TAP	Technical Advisory Panel
T&D	Training & Development
TFC	Training for Competence
TNA	Training Needs Analysis
TRV	Targeted Response Vehicle (now SFU)
TUPE	Transfer of Undertakings, Protection of Earnings
USAR	Urban Search & Rescue
UwFS	Unwanted Fire Signals
VFM	Value For Money
YIP	Youth Inclusion Programme
YOT	Youth Offending Team