

1. MERSEYSIDE FIRE AND RESCUE SERVICE
SERVICE AND IMPROVEMENT PLANNING FRAMEWORK 2007/08

Introduction

This document explains the way in which the service planning process has been developed and how that process links with other strategic documents and national requirements (such as the National Framework) to work towards achievement of our Vision and Mission and with the aim of continually improving the service provided by MFRS.

Our Vision: Making Merseyside a safer, stronger Community

Our Mission: To work in partnership to provide an excellent, affordable service to all the diverse communities of Merseyside that will:

- Reduce risk - throughout the community by protective community safety services.
- Respond - quickly to emergencies with skilful staff who reflect all the diverse communities we serve Provide a high quality fire and rescue service within the resources that are available in accordance with Best Value principles
- Restore - and maintain quality of life in our communities:

The Service Plan for 2007/8

2. The purpose of the Service Plan is to set out the key objectives for the year (including the IRMP action plan, Service Plan, Best Value Performance and Race & Disability Scheme), which are themselves the strategy by which the Service will seek to continually improve. The Service Plan has been developed and refined in previous years to take account of changes to local and national priorities.

The objectives link into key strategy documents including:

- The Community Safety Strategy (and associated lower level plans)
- The Risk Register
- Financial Plans
- The Communication and Consultation Strategy
- The Fire & Rescue National Framework 2006/08

The planning process takes the following steps towards improvement:

Planning The process whereby we take account of all internal and external drivers in the determination of our priority objectives. This includes assessments of Corporate, Operational and Community Risk.

Organisation How we establish what work needs to be carried out. For example through programme management.

- Leadership** The process of directing the expression and achievement of objectives.
- Evaluation** The Service Plan reporting and monitoring process and the use of project management techniques and monitoring.
- Improvement** The achievement of our outcomes and the recognition of that by external agencies (eg. CPA). Outcomes from this process will then feed back into the planning process.

Developments for 2007/8

3. The Service Planning process is regularly monitored and reviewed, and as a result changes are made that will improve that process.
- An addition to the Service Plan in 2007/08 is the Race & Equalities Scheme which will be monitored and reported to Authority in the quarterly Service Plan update.
 - The corporate aims enable us to adopt a broad focus and take account of comment by inspecting bodies. Those four aims are as follows:
 - **Reduce Risk** – We will reduce risk of fire and other emergencies in all communities of Merseyside through combination of prevention and protection, working in partnership with other service providers.
 - **Response** – We will respond to all emergency calls for assistance with a level of response appropriate to the risk and deal with all emergencies efficiently and effectively.
 - **Restore** – We will work with partners to help individuals, businesses and communities recover from the impact of emergencies and help return to normality.
 - **Organisation** – We will operate efficient and effective organisational functions that will support the core functions of the Authority in a way that provides value for money for the communities of Merseyside.
 - The Service Plan for 2007/08 includes clear statements about which objectives are priorities and which are not, enabling us to focus on achieving those aims which will be of greatest value to us in achieving our Vision.
 - The Plan for 2007/08 includes comment on the anticipated value of the objective to the aims of the Authority.
 - Operational Plans make use of the OWLe performance management system to enable planning to take place at a local level targeting specific issues of importance in particular areas.

APPENDIX 2
(CFO/56/07)

- We will make use of programme and project management techniques to ensure we have a consistent approach to the delivery of our objectives.

Monitoring and Management of the plan will continue on a quarterly basis, with reports submitted to Corporate Leadership Team and The Authority. Those reports will clearly show achievement and non-achievement and will include remedial action where appropriate.

External monitoring of the planning process and Service Plan will be carried out by the Audit Commission through the work undertaken by the local "Relationship Manager" and through the National Performance Assessment Framework.